

Paperless collections

FAQs for Resolution Team and customer service

Ensure you're mobile ready for our new paperless collections service with these frequently asked questions.

Key Messages:

Customers will need to be notified of the below:

- Drivers need to provide their mobile phone numbers at the HM weighbridge upon collection
- A paper ticket will not be provided, instead a SMS will be sent to the drivers mobile'
- Customers can retrieve the ePOC from Hub and will receive it through email

Q. What should I do if a customer says their driver didn't receive the SMS?

If the driver didn't receive the SMS at the weighbridge, they would have been provided a paper ticket prior to leaving. If a replacement ticket is required then the customer can access Hub and obtain it from here.

Q. What information is included in the SMS?

The SMS includes:

- Delivery Number
- Loading Date/Time
- Plant
- Vehicle Plate Number
- Tare / Gross / Net Weight
- Material
- Customer PO Number

Q. Are driver phone numbers stored?

No. Driver phone numbers are not stored. The system uses the number only to send the SMS. The drivers will not receive any marketing and sales calls when they provide their mobile number.

Q. How does the customer view the electronic proof of collection?

The Hub can be accessed by the customer to obtain the electronic ticket and they will also receive it at the email address provided when placing the order.

Q. Where can I sign post the customer to further information

Webpage/video link:

[Click here to find out more](#)

Hub sign up link:

[Click here to find out more](#)

Or visit heidelbergmaterials.co.uk/paperless-collects

Provide sales representative details if there is anything commercial the customer wants to discuss or is demanding a paper ticket