

Paperless collections

FAQs for weighbridge staff

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

Key Messages:

- If SMS hasn't been received by driver at finish load, then a reprint function can be used to print a paper ticket
- **'DO NOT'** allow drivers to leave without confirmation on proof of collection
- Paperless is the default function **for all customers** unless agreed otherwise via sales representative

Q. Will this slow down the weighbridge process?

No. The SMS is automatically generated at the point of 'finish load', reducing manual handling and speeding up overall turnaround times.

Q. What should I do if the driver doesn't receive the SMS?

If the SMS doesn't arrive, issue an ad-hoc printed ticket. This could be due to signal or the number incorrectly entered.

Q. Is paperless the default function for Collects?

Yes. We want to provide the paperless experience for ALL customers collecting from our sites. If there are any issues with this from customers upon collection then provide this as feedback.

Q. What if there is a known connectivity issue on site?

If the driver cannot receive the SMS due to signal issues, provide an ad-hoc printed ticket and raise via feedback loop.

Q. What if the driver does not have a mobile phone?

Issue a printed ticket and note the reason for feedback purposes.