

Proof of Delivery Policy & Procedure

The following is a guide to Customised Deliveries (2013) Ltd (CDL) policy and procedures relating to Proof of Delivery (POD) requests. This procedure is required to be followed in the event of any POD request for a customer delivery. All POD requests must be submitted in writing.

1) POD category

General POD	Delivery made in the previous 1 – 60 days Email your POD request as shown below in 2) Email: PODs@cdl-nz.com
Historical POD	Delivery made 61+ days ago Email your POD request as shown below in 2) Email: PODs@cdl-nz.com

2) Information required

Please complete the following information table in full, snip or copy the image and email to: PODs@cdl-nz.com. For more than 5 POD requests this information may be provided in Excel format as per the approved CDL template.

Your Company Name	
Delivery Date	
Consignee Name	
Consignee Delivery Address	
Manifest Reference no.	
Description of Goods	
Requesters Name	
Requesters Email	
Requesters Phone	

Please note it is important to complete all information required above for your request to be processed. Incomplete information will delay the processing time as priority for locating POD's will be given to requests that provide full information.

All POD requests must be submitted no later than 60 days after delivery date.

3) Search

Our POD Officer will undertake a routine search for a Proof of Delivery. CDL will search for POD's on a 'best endeavour' basis. If we are unable to locate a POD for a delivery made greater than 30 days prior, CDL do not accept responsibility for non delivery until a claim is made and reviewed.

POD Found: When we find a POD, confirmation will be emailed to the Requesters email address listed.

POD Not Found: If a POD is unable to be located through a routine search we will email advice to the Requesters email. Please retain this email for your records. This email is important and will be required if you submit a formal claim as per the CDL Freight Loss or Damage Claim policy and procedures.

4) Charges

A POD search will be free of charge for deliveries within the previous 60 day period. For POD's between 60 – 90 days from delivery date there will be a charge of \$20.00 +GST per POD request charged to the customer account. For POD's outside 90 days from delivery date there will be a charge of \$50 +GST per POD request charged to the customer account. If any POD outside the 90 day period is not found this is not deemed admission of liability or cost by CDL as a claim will still be required to be submitted and investigation charges may apply. Please also note, if a subcontractor has undertaken this delivery, additional charges may apply.

5) Terms & Conditions

- CDL will endeavour to respond to a General POD request within 5 working days and a Historical POD request within 20 working days.
- Under no circumstances are pending, disputed, declined or accepted POD requests to be deducted from invoices due to CDL.
- POD requests must only be submitted once. Duplicate POD requests may incur the \$20 search fee.
- PODs requests will only be provided for current customers of CDL.
- By submitting a POD request the CDL customer is deemed to have accepted the Policy, Procedure, Terms and Conditions as outlined. CDL retains the right to alter and update any or all of the POD Policy, Procedures, Terms and Conditions at any time without notice.