How do I complete a Proof of Delivery at a Drop off Location?

The Proof of Delivery for all Iconic Deliveries, regardless of the platform the delivery is from follows a 5-point procedure that is designed to protect, verify, confirm and create accuracy of the delivery.

The Iconic Proof of Delivery 5-step procedure is:

1. The photo must consist of **80% of the location** of the item at the delivery placement and **20% of the items**.
    1. Where you have to do multiple drop-offs at the same location because the delivery load contains a lot of items, you are to take manual photos of each drop-off before uploading the final Proof of Delivery. It is okay for the customer to start accepting the goods as long as you take multiple manual photos of each drop-off.

2. The Proof of Delivery photo must always show the entire door and location of the drop-off delivery.

3. The photo must have a 1-inch gap from the bottom of the screen to the items so that the items are not right at the bottom border of the photo.

4. The photo should have **no likeness** of any customer or ID or credit card in the image.

5. The phone must remain in a vertical position, not slanted or angled when taking the Proof of Delivery photo.

When taking a photo ensure that you are not close to the items as you are highly likely will not be able to comply with the 80% location and 20% item. This is not the procedure for taking proof of delivery photos.

It is highly recommended especially when you need to do a **TRIED TO DELIVER (ttd)** for a delivery where the customer is not available or the place is closed or unsafe to be left that three photos are taken. The Iconic policy and procedure in place to make the 3 photo capture an Iconic policy is as follows and should be done in this order:

1. First, take The Proof of Delivery photo per the 5-step procedure.
2. Second, take the Location photo. This is a photo that clearly displays the location of house, street number or store address, or building and should always be a medium to wide photo to include the location.
3. Third, take the Safety Condition photo (optional, not always required). This is to confirm the items were at the location in good condition and not damaged.

Attached files:

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