

# Understanding ePOD:

Everything you need to know about Bandstra's Electronic Proof of Delivery system

## Q. What is an ePOD (Electronic Proof of Delivery)?

A. ePOD stands for "Electronic Proof of Delivery" and uses an electronic device—such as a tablet—to capture your signature at the time of delivery. In addition to your digital signature, any overages, shortages, or damages will also be noted, along with any photos the driver is able to take.

## Q. Are all deliveries being done via ePOD?

A. The ePOD system is being rolled out in multiple phases, with the first phase deployed among company drivers at Bandstra-owned and operated terminals. However, paper proof of delivery may still be used in some cases while this technology continues to be rolled out.

## Q. How do I get a copy of the ePOD sent to my email address?

A. At the time of delivery, the delivery person has the option to add your email for that specific shipment, and you'll receive the ePOD via email within minutes.

If you'd like to receive ePODs automatically for all shipments, please email [billing@bandstra.com](mailto:billing@bandstra.com) with your account code or company name and address, along with the email address you'd like the ePODs sent to. We recommend using a shared distribution email (e.g., [receiving@abccompany.com](mailto:receiving@abccompany.com)) rather than a personal email (e.g., [johnsmith@abccompany.com](mailto:johnsmith@abccompany.com)).

## Q. Can I receive all ePODs or PODs in a single email each night instead of individually?

A. Yes, that's possible. Please contact your account manager or email [billing@bandstra.com](mailto:billing@bandstra.com) to request nightly delivery of all ePODs/PODs—either via email or FTP/SFTP.

## Q. When signing on the tablet, how do I know what I'm signing for?

A. The tablet will display key shipment information, including piece count, number of shipments, damages, shortages, and shipper details. If this information isn't visible, please ask the delivery driver to show you the details before signing.

## Q. If there is damage to the freight delivered, where is this noted when I sign?

A. The delivery driver will document any damage or shortages you point out on the tablet prior to your signature. This information will be visible to you as you sign. Drivers can also take photos of damaged shipments using their tablet.

Please refer to our [\[claim guidelines here\]](#) for more details on how to properly note damages.