



## **Proof of Delivery Issues surrounding COVID-19**

With the government guidelines advising us to make minimal contact there may be times when obtaining proof of delivery. Customers may be unwilling to sign or use handheld electronic devices in case of exposure to the virus.

This could cause problems and allow consignees to claim for loss or damage they are not responsible for. Alternatives that could help this are as follows

- **Use of e-signatures**
- **Using self-inking stamp pad**
- **Photographs of collection/delivery**
- **Finally, the driver could counter sign saying customer refused to sign due to Covi-19 fears.**

At Ascend, we specialise in the haulage sector and have excellent relationships with our Insurers. We can advise best course of action which can allow Insurers to have a sympathetic approach to out of the ordinary situations.

**Contact us for a quote on 01245 449 060**

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