



Electronic Proof of Delivery (e-POD) Policy

ZagaTech • Version 2025-08-24

1. Purpose

This policy defines how electronic proof of delivery is captured, validated, stored, and retrieved to improve delivery accuracy, reduce claims, and strengthen customer trust.

2. Scope

Applies to all last-mile and middle-mile deliveries executed by company fleets and third-party carriers operating under ZagaTech control tower procedures.

3. Required Evidence

Each stop must include at least two evidence types. The dispatcher may require additional evidence for high-risk lanes or customers.

- 1 Barcode or QR code scan of shipment or package label
- 2 Geo-stamped photos: front door or dock, label close-up, and load condition
- 3 Recipient signature, PIN, or name + relationship to consignee
- 4 Timestamp of arrival and departure (ATA/ATD)
- 5 Exception code and notes, if delivery fails or is partial

4. Device and App Standards

- 1 Devices must enforce MDM, screen lock, and encrypted storage
- 2 App must work offline with background sync and conflict handling
- 3 All scans and photos are time-stamped and geo-stamped
- 4 User roles define actions (driver, dispatcher, auditor)

5. Validation Rules

- 1 Prevent completion without mandatory scans and photos
- 2 Validate stop geofence and SLA window
- 3 Block duplicate PODs for the same parcel ID and stop
- 4 Require exception code when outcome is failed or partial

6. Retention and Security

- 1 Raw evidence is stored for 18 months; summaries for 36 months
- 2 Encrypt data in transit and at rest; use role-based access controls
- 3 Access logs retained for 12 months; quarterly access review

7. Dispute Workflow

Customer disputes must be acknowledged within one business day. Investigations must compile route, event timeline, and original e-POD artifacts.

- 1 Open dispute ticket; link order, stops, and carrier
- 2 Assemble timeline: ETD, ATA/ATD, scans, photos, calls
- 3 Determine fault and corrective actions; update claims ledger

8. KPIs and Review Cadence

- 1 POD completeness rate (by lane and carrier)
- 2 Dispute resolution cycle time
- 3 Claim rate and recovery rate
- 4 Photo quality pass rate

9. Exceptions

Exceptions may be granted by the Head of Operations in writing for time-boxed pilots or regulatory constraints. Document all deviations and compensating controls.

Appendix A: Example Evidence Matrix

Stop Type	Mandatory	Conditional	Notes
Residential	Scan + 2 Photos	Signature or PIN	Front door and label close-up
Commercial Dock	Scan + Photo	Gate pass or seal photo	Include dock number photo
Pickup	Scan + Photo	BOL signature	Capture pallet count and condition