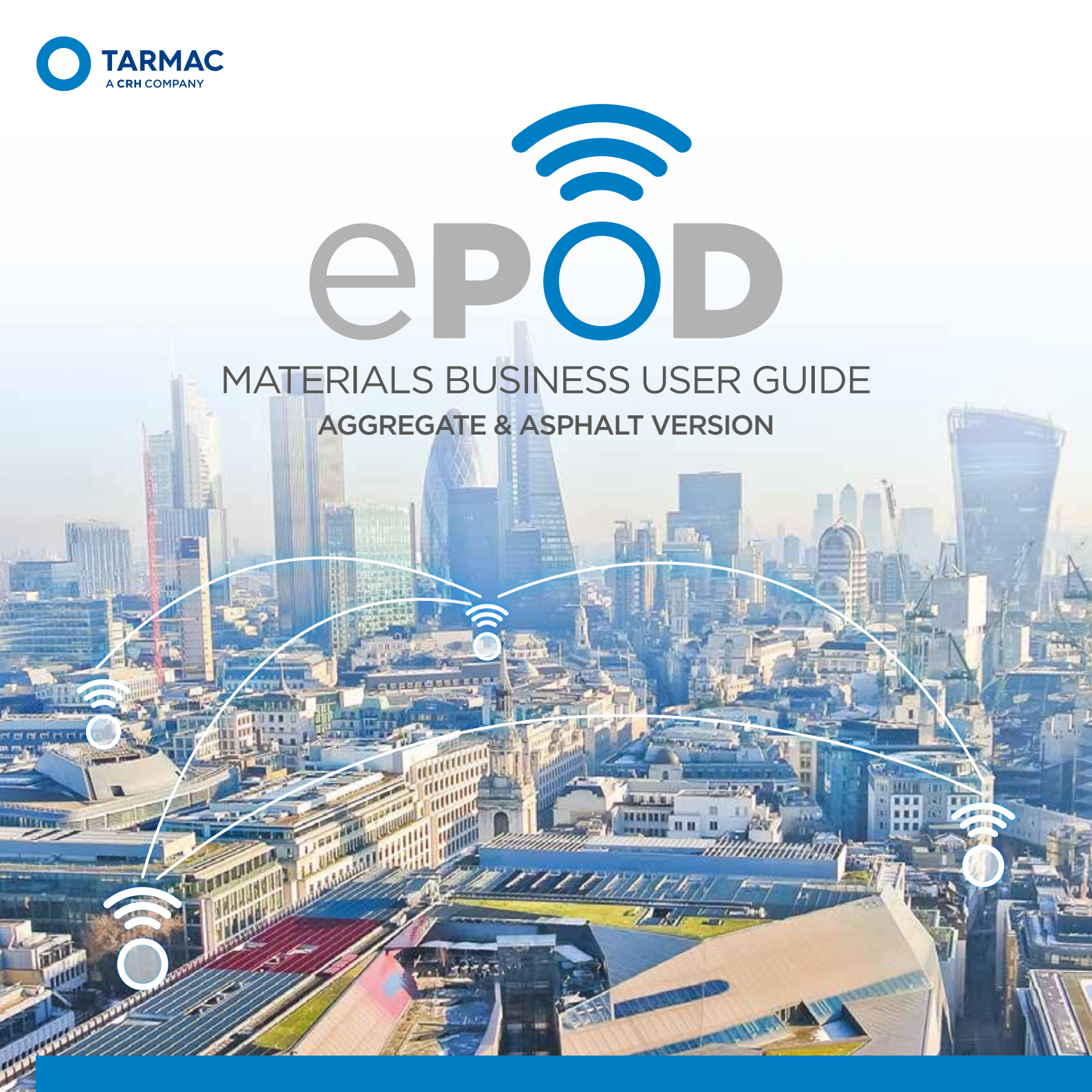




ePOD

MATERIALS BUSINESS USER GUIDE
AGGREGATE & ASPHALT VERSION





BACKGROUND

The past 5 years have seen massive developments around delivery processes. Customers now expect to know where their deliveries are and when they are due. That is why ePOD (Electronic Proof Of Delivery) is so important.

In our daily life we use electronic receipts, smart devices and sign-on-glass technology. Courier companies will now send you early notifications and allow you to track your deliveries online - often in real-time on a map.

In contrast Tarmac knows our traditional paper ticketing process is time consuming and inefficient for the customer, the haulier and our internal teams. For us our paper process uses outdated & end-of-life technology.

This is why Tarmac is working to implement electronic proof of delivery (ePOD), in order to improve the experience for all and to provide better customer service throughout the delivery process.

WHAT IS EPOD AND WHAT DOES IT DO?

ePOD is a paperless delivery system that uses sign-on-glass technology on Android and Apple mobile devices.

ePOD will provide greater visibility and proof-of-delivery for our materials deliveries, as well as live statuses to our customers.

HOW WILL EPOD AFFECT ME?

ePOD will mean that paper tickets will no longer be printed for every delivery.

All drivers carrying out work for Tarmac will need a suitable device and should follow the correct procedures in order to complete their deliveries.

ePOD will provide hauliers with efficient tracking functionality once their loads are in progress and improved visibility of their loads once they have been finalised.

This booklet provides all of the information that drivers need in order to use ePOD correctly.

For more information, please contact the team mailbox: epod.enquiries@tarmac.com.

SAFETY

MOBILE DEVICE USAGE



Tarmac is committed to ensuring the safety of it's colleagues, customers, contractors and partners. As part of our continued commitment to safety, we continually review our operations and industry activities to help us find ways to reduce the risk of incidents.

The following rules apply to all employees, employed drivers and contractors working on behalf of Tarmac.

WHEN CAN MOBILE DEVICES BE USED?

Mobile devices must only be used to process delivery information. Manual interactions are required and these can only take place when vehicles are stationary.

When you are outside of your cab then you must only use your device when you are stationary and in a safe place. It is important that you always maintain a good awareness of your surroundings.

TAKE CARE!

In order to capture a signature at the point of delivery, you will need to hand the device to the appropriate person on site who is accepting the load.

We've all heard examples of the seriousness of slips, trips and falls in our business.

They happen suddenly and are totally unexpected. The result of a slip, trip or fall can be painful and possibly end in permanent injury that could be life changing. The majority of slips, trips and falls happen during access and egress and this risk can be increased through a number of factors such as wet and slippery surfaces and uneven ground etc.

Therefore, **IF** you need to exit your cab to obtain a signature then you must always ensure that:

- You are wearing the correct PPE
- Your cab is kept clean and free of hazards
- Any spillages are cleared up immediately
- Always use provided grab / hand rails
- Any defects or risks are reported immediately
- Do not jump off raised surfaces
- Only carry what you can reasonably handle
- Maintain awareness of your surroundings
- Maintain 3 points of contact when necessary, do not have the device in your hand whilst accessing or egressing your vehicle.

DAILY VEHICLE CHECKS

ePOD provides an option for drivers to complete a daily vehicle check and report any defects. Use of this functionality is optional, however it is essential that a comprehensive vehicle check is completed at the beginning of each shift. Therefore a driver may only bypass the check on the ePOD app if an alternative method has been used to record the check and report any defects.

TAKE CARE!

In order to properly check exterior aspects of your vehicle, you will need to be at ground level outside your vehicle. Always remember that our sites present a range of risks and therefore you must ensure that:

- You wear full PPE whenever you need to exit your vehicle
- You report any safety related incidents or near hits to the appropriate person
- You apply a STOP and THINK assessment before alighting your vehicle
- You conduct your vehicle check in a safe location
- You maintain awareness of your surroundings as risk levels may change

If using your mobile device to complete a vehicle check then you must only interact with the device when you are stationary and in a safe position and location.





OVERVIEW

PLEASE REMEMBER TO

1. Log in to PODfather at the start of every shift.

- Your username and password are both the vehicle registration you will be driving during your shift.
- In the third field, always enter your first and last name [not nicknames].

2. Press the start job button when you leave the plant to start your delivery.

- This will notify the customer that their load is en route.
- It will also notify the relevant Tarmac personnel that the load is on the way.

3. Press the arrived at site button when you arrive at the delivery location.

- This will be recorded to confirm when the delivery was made.
- The information can be used to confirm delivery time in the event of a dispute.
- The arrival time will also be used as a part of any waiting time calculation.

4. Press start discharge.

- This will confirm to everyone that the delivery is proceeding.

5. Always use your best endeavour to collect the customer's signature.

- If unable to collect a signature, press customer not available whilst still on site and take a photo.
- This evidence can be used in the event of the customer disputing delivery.

6. Don't forget to complete the job once discharged and leaving the site.

- The completion time will be used as a part of any waiting time calculation.
- This will send the POD to the customer.
- It will be useful for Tarmac personnel to understand the delivery is complete and the vehicle can now progress to its' next load.

7. Don't forget to log out at the end of every shift. This is essential to ensure your tablet is not tracked outside of working hours.

- This ensures the correct information is sent to the correct tablet.

FOLLOWING THE ABOVE PROCESS WILL FACILITATE PROMPT AND ACCURATE HAULAGE PAYMENT.

WORKFLOWS

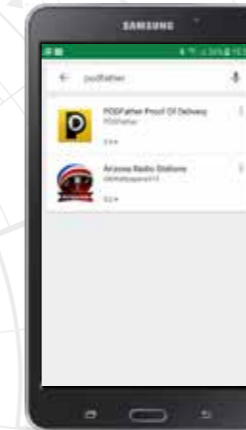


HOW TO DOWNLOAD

Downloading the PODFather App in Android

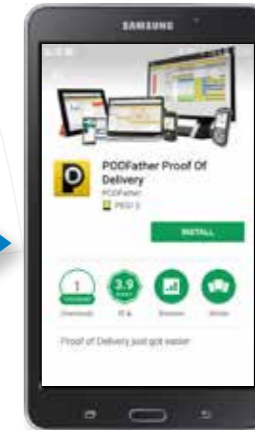
Open the Google Play Store on your Android device

You will need Android 4.4 or above to download the required app



Search for PODFather

Press on the icon



Press **install**

The app will start to download

Downloading the PODFather App in iOS

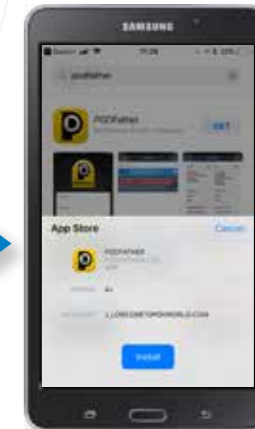
Open the App Store on your iOS device

You will need iOS 10 or above to download the required app



Search for PODFather

Select **GET**



Then press **install**

The app will start to download



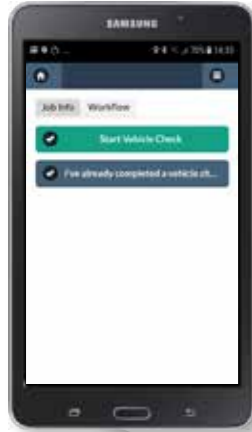
Before you can commence deliveries for the day, you will need to confirm that you have already completed your daily vehicle checks.

DAILY VEHICLE CHECK ALREADY COMPLETED



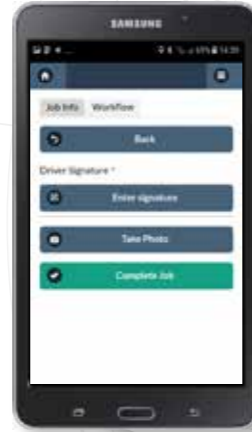
Before you can commence deliveries for the day, you will need to complete your daily vehicle checks using your device

COMPLETE A DAILY VEHICLE CHECK



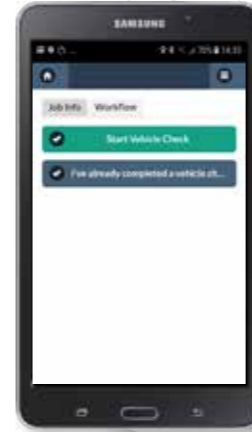
VEHICLE SAFETY CHECK

Press the option to confirm that you have already completed your daily vehicle checks.



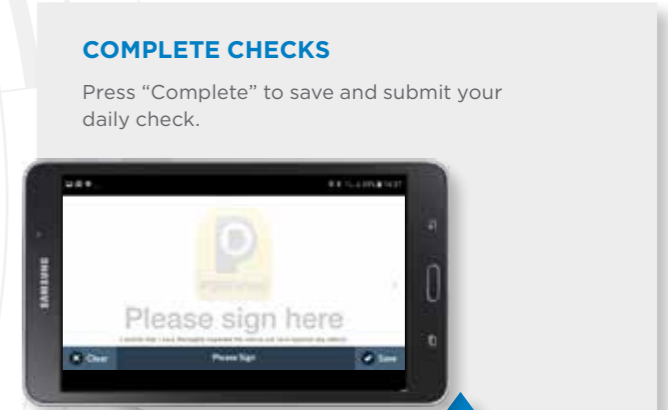
COMPLETE

Once you have signed to confirm you have completed your checks then you may press "Complete" to return to your Jobs.



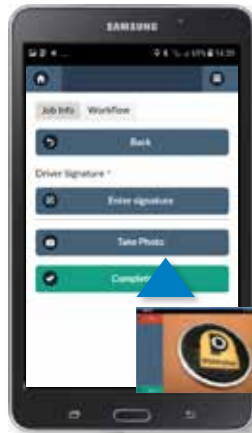
START CHECK

Press "Start Vehicle Check" to begin your daily checks.



COMPLETE CHECKS

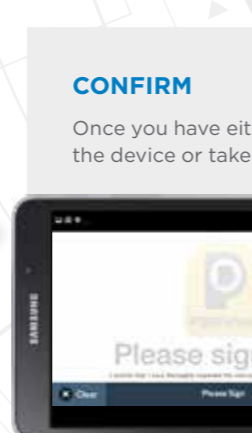
Press "Complete" to save and submit your daily check.



TAKE PHOTO

If you have used a paper checklist to complete your daily checks then it is good practice to take a photo of this on your device.

A copy of your paper checks will then be stored electronically and will be easily accessible



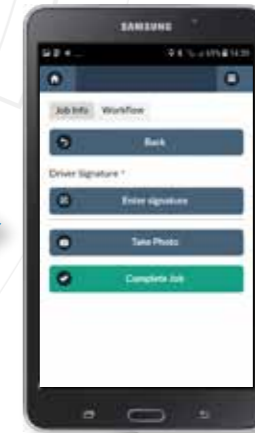
CONFIRM

Once you have either completed your check using the device or taken a photo of your paper check, press Enter Signature and sign to confirm completion.



PERFORM CHECKS

Select the appropriate option against each check item, scrolling down the screen until all items are checked. Press Next to continue.



CONFIRM CHECKS

Press to enter your signature and sign to confirm the information you have entered.

Optionally, you can use the photo function to take a picture of any defects.

COMPLETING AN EPOD JOB



SELECT JOB

Tap on the job.



ARRIVE AT SITE

Tap on Arrive at Site when you arrive at the customer site and vehicle is stationary.

Use Back button to navigate to previous screens.



PRIOR TO DISCHARGING

Advise whether additional mileage was required and press proceed if it is safe to deliver.



CUSTOMER ACCEPTANCE

Please hand the device to the customer so that they can review the details of their load, The customer will need to state their full name and sign to accept the load details before commencing discharge



JOB DETAILS

Review job details and select Workflow tab.



LOADED AND LEAVING

Tap Start Job when you are leaving the weighbridge to deliver the load.



RATE YOUR DELIVERY

Once your customer has signed for their delivery they will have the opportunity to rate their delivery.

CONTINUED

LOGGING OFF



START DISCHARGE
If it is safe to discharge, tap on **Start Discharge**.



COMPLETE JOB



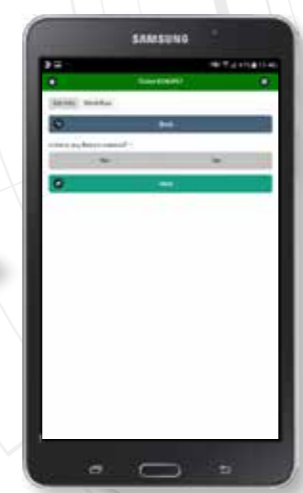
Tap on the menu button.



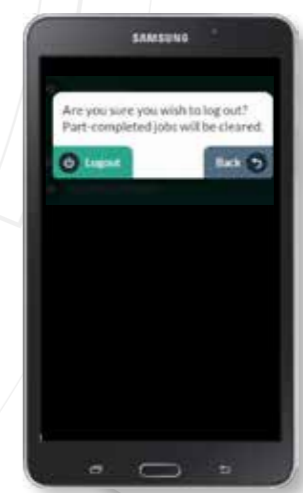
Press **Logout**.



FINISH DISCHARGE
Once you have completed your discharge then you may take a photo if you prefer.
Then press the **Finished Discharge** button.



IS THERE ANY RETURN MATERIAL?
Please select option and record return quantity if applicable.



Tap on **Logout** to exit the PODFather Android app.



EPOD FAQs

What should I do if something goes wrong?

In the event that the device is not behaving as expected then please contact the Support Desk on **0345 071 1350**.

What should I do if I forget my device?

In the event that the device has been forgotten or left behind, then please return and collect it before continuing your work.

What happens if I have no signal at a customer's site?

In the event that there is no mobile signal available, complete the information as usual and the device will automatically submit the information when mobile signal becomes available.

What happens if the ticket has not arrived on your device once it has been completed by the Weighbridge?

Ask the Weighbridge Operative to check they have completed the ticket "printing" process and confirm which vehicle registration has been included on the ticket. If all the details are correct then press the icon (same as above) and select "communicate" from the list that appears. If this does not work then please contact the ePOD Helpdesk.

What if I need a paper ticket?

Unfortunately paper tickets will no longer be generated as part of Tarmac's delivery process. The Haulier Portal will hold information about the loads you have in progress as well as those which have been completed.

Any further questions should be directed to the ePOD Support Desk on: **0345 071 1350**
or via e-mail: Tarmac_support@peak-ryzex.com

EPOD HELPDESK
0345 071 1350

Tarmac_support@peak-ryzex.com



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