



Trainer Notes (CD-15)

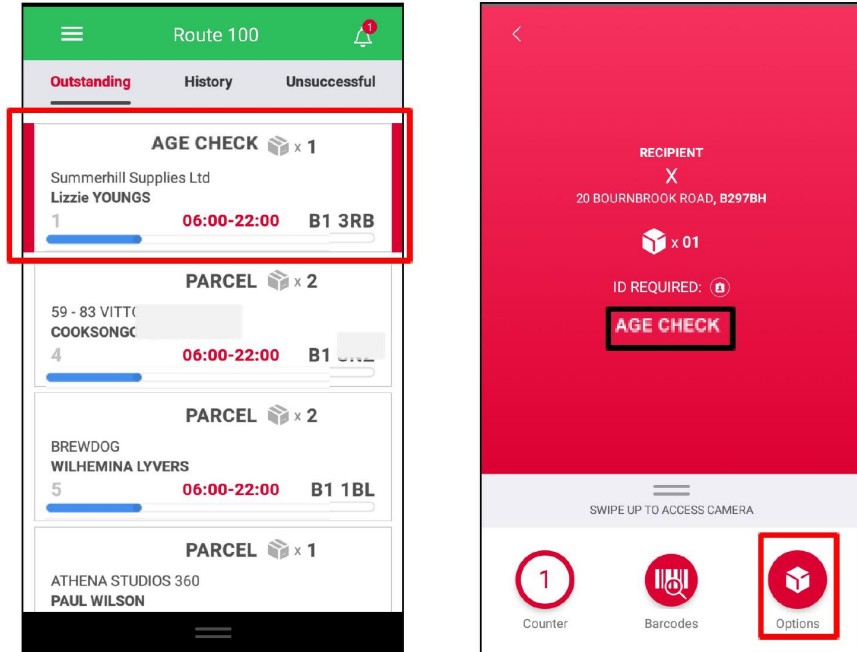
Proof of Age (POA), ID (POID) & High Value PINs

| | |
|----------------|---|
| Trainer | <p>Introduction</p> <p>The Proof of Age (POA) process is to ensure that parcels containing bladed items are delivered into the hands of a person aged 18 years or over. For every delivery of this type the driver will verify that the recipient is over the age of 18, either visually or by checking the recipient's ID. The sender will let their customer know if they need to provide ID prior to dispatch of the goods.</p> <p>The Proof of ID (POID) process is to combat attempted fraud by insisting that for certain deliveries recipients provide photographic proof of identity prior to receiving their parcel(s). The sender will let their customer know if they need to provide ID prior to dispatch of the goods.</p> <p>4-digit PIN codes are a delivery requirement for high value parcels being delivered from certain DPD customers. An email or SMS is sent to the recipient with their unique PIN code, which they then provide to the driver in order to receive their parcel. Without this code, the driver cannot deliver the parcel.</p> <p>What are the benefits?</p> <ul style="list-style-type: none"> ● Provides customers sending high value items with proof that their goods have been delivered to the correct person ● Prevents suspect fraudulent deliveries ● Prevents certain items being delivered to underage recipients ● Ensures safe delivery of bladed items ● Ensures the requirements of 'The Offensive Weapons Act 1984' are met ● Reduces the opportunity for high value claims ● Increases customer/consumer confidence |
| Trainer | <p>Who is this training conducted with?</p> <ul style="list-style-type: none"> ● Employed Drivers, Owner Drivers and relevant Managers/Depot Operatives <p>What resources will be needed for this training to be effective?</p> <ul style="list-style-type: none"> ● Saturn 5 <p>How long will the training take?</p> <ul style="list-style-type: none"> ● 30 minutes <p>In the 'live' environment, where does this process take place?</p> <ul style="list-style-type: none"> ● At the recipient's address or in the depot customer collection area <p>Who does the Saturn user conduct this process with?</p> <ul style="list-style-type: none"> ● The named parcel recipient or person accepting the parcel on their behalf |
| Explain | <p>Note: See pg.8 for the Proof of ID process and pg.13 for High Value PIN process</p> |

Proof of Age (POA) Process

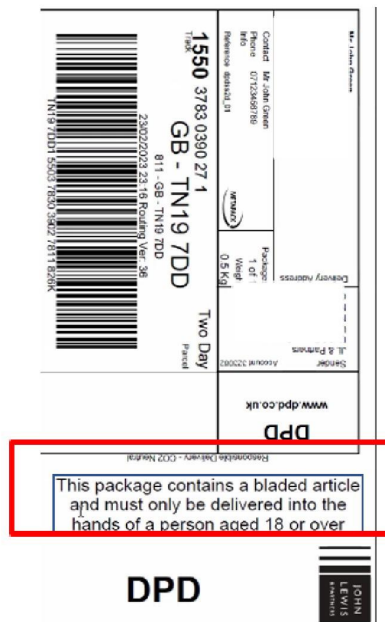
The person “signing” for the delivery must be over 18 years of age but does not necessarily need to be the named recipient.

- Scan the parcel at the delivery point – the stop will display that ‘Age Check’ is required (**see below**)



Note:

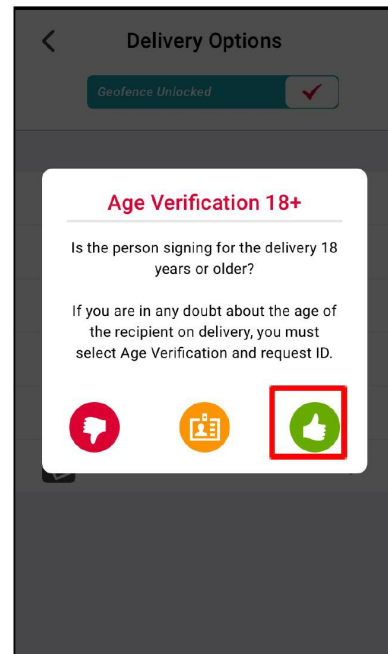
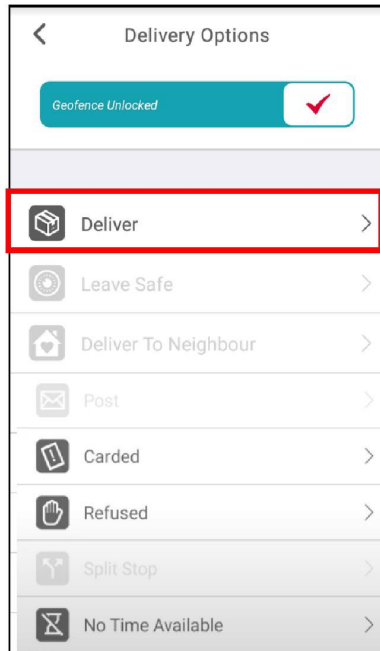
This may also be indicated on the address label (**see below**)



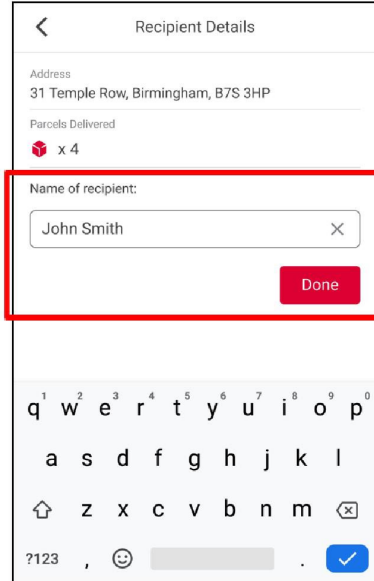
- If the recipient is available, select ‘Options’ (**see above**) then tap on ‘Deliver’ (**see below**)

Note:

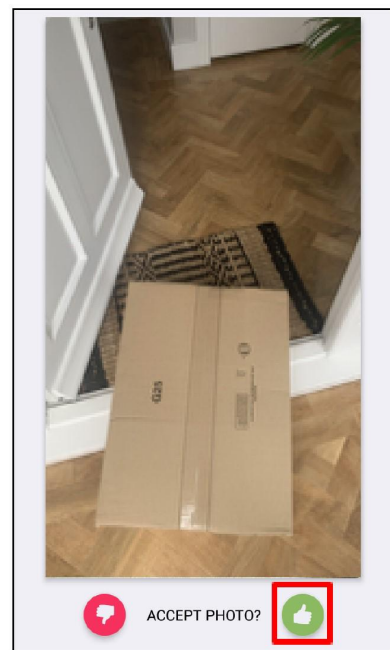
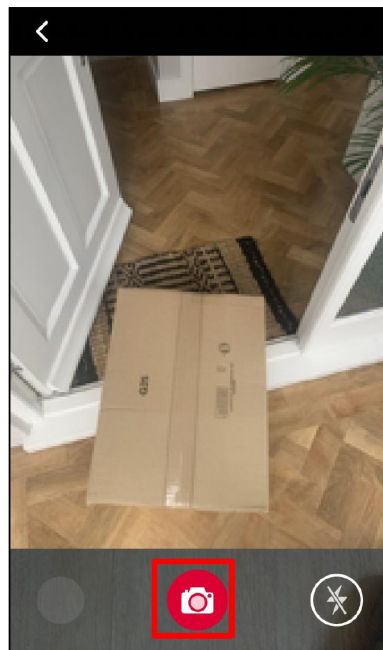
For this type of delivery the DTN and LOA options are not available.



- Saturn will then display the 'Age Verification 18+' screen asking the driver to visibly see if the person "signing" for the delivery is 18 years of age or older (**see above**)
- If the person "signing" for the delivery is clearly 18 years or older, press the green 'thumbs up' (**see above**)
- Ask for the name of the person "signing" for delivery, enter it into the 'Name of Recipient' box and press 'Done' (**see below**)



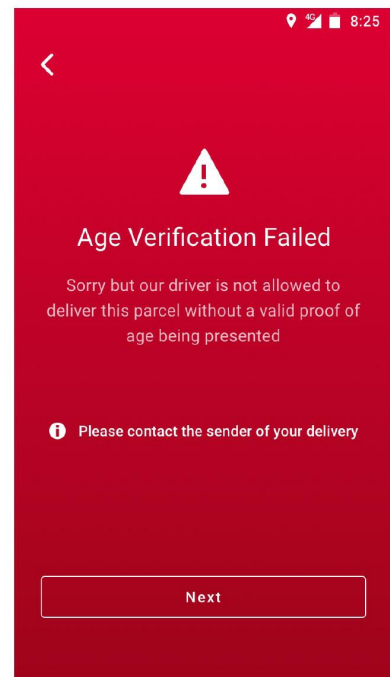
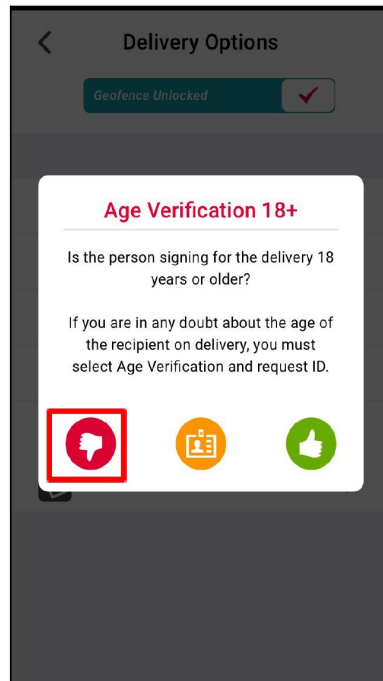
- Place the parcel within the delivery property and take a photo by clicking on the red 'camera' button (**see below**) – see 'Saturn Camera Use' Trainer Notes (DF-35)
- Select green 'thumbs up' if the photo clearly shows the parcel in the delivery property (NOT in a safe place location) to complete the delivery (**see below**)
- Select red 'thumbs down' to retake the photo if it doesn't show the parcel in the delivery property or if it includes the recipient (**see below**)



Note:

The photograph will serve as proof that the delivery was successful. Due to GDPR the photo must NOT include the recipient.

- Alternatively, if the person “signing” for the delivery is clearly under 18 years of age, the parcel **must not** be delivered – press the red ‘thumbs down’ on the ‘Age Verification 18+’ screen (**see below**)



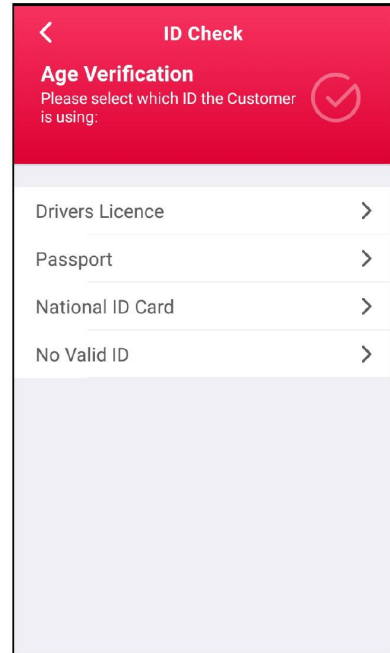
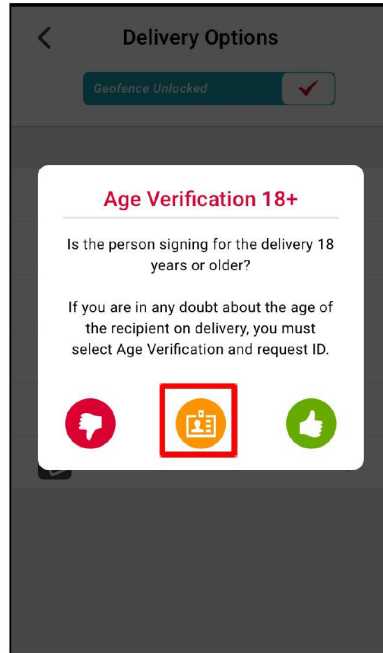
- The ‘Age Verification Failed’ screen will show instructing the driver not to deliver the parcel – this screen can be shown to the recipient (**see above**)

ID Check

- If the driver is in **any doubt** about the age of the person “signing” for the delivery, select the orange ‘Age Verification’ button (**see below**) and request the person “signing” for the delivery provides ID showing their date of birth

Note:

If the person “signing” for the delivery **cannot provide ID when requested**, the delivery **MUST NOT take place** – see below process ‘Failure to provide Proof of Age’.

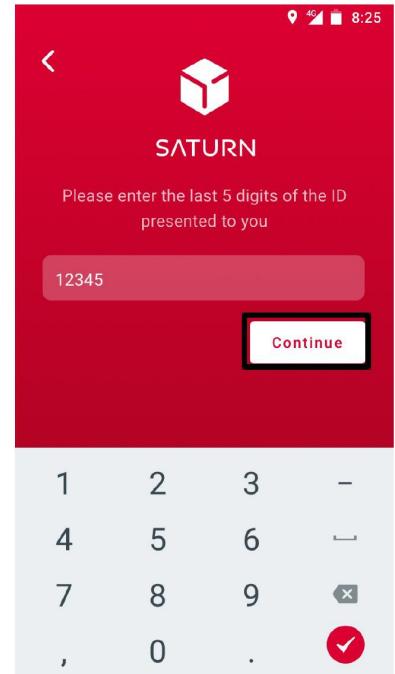
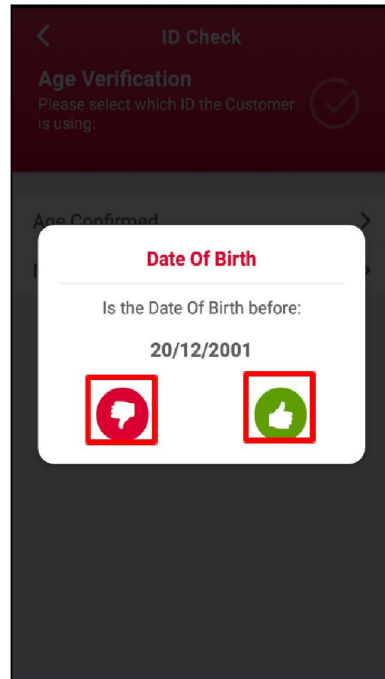


- The 'ID Check' screen will show with 3 choices of ID to choose from – 'Drivers Licence', 'Passport' and 'National ID Card' (**see above**)
- If the person "signing" for the delivery can provide valid photographic ID, then select the chosen method of ID from the list on the 'ID Check' screen (**see above**)
- If the person "signing" for the delivery cannot provide valid photographic ID, see section below '**Failure to provide 'Proof of Age' ID**'

Note:

For examples of acceptable photographic ID – **see page 12.**

- The next screen will ask the driver to confirm if the person "signing" for the delivery has a date of birth before a certain date (18 years ago from today's date) – check the DOB on the ID (**see below**)

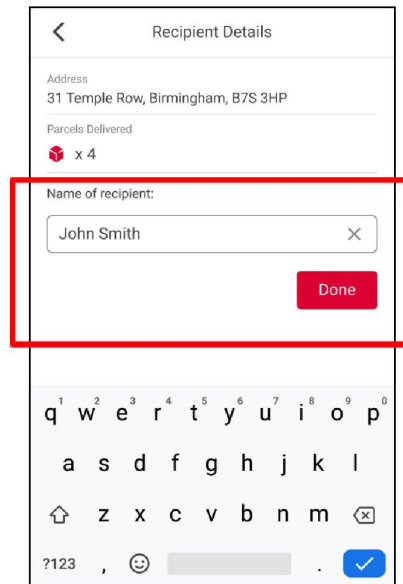


- Press the red 'thumbs down' on the 'Date of Birth' screen (**see above**) if the person "signing" for the delivery wasn't born before the date shown on the screen – the 'Age Verification Failed' screen will show and the parcel cannot be delivered
- Click the green 'thumbs up' if the person "signing" for the delivery was born before the date shown on the screen (**see above**)
- Then enter the last 5 digits of the ID that is presented and press 'Continue' (**see above**)

Note:

The person "signing" for the delivery must be over the age of 18 and must be at the delivery property.

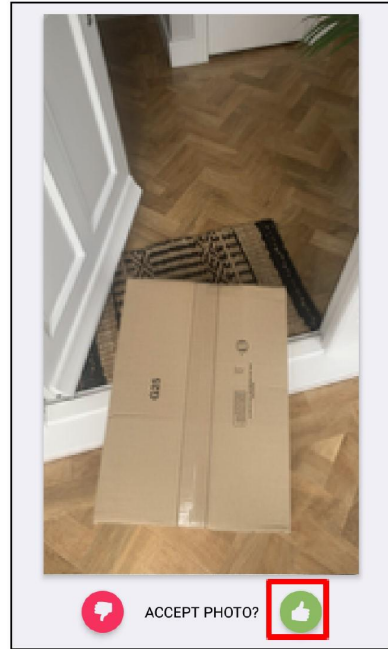
- Ask for the name of the person "signing" for delivery, enter it into the 'Name of Recipient' box and press 'Done' (**see below**)



- Place the parcel within the delivery property and take a photo by clicking on the red 'camera' button (**see below**) – see 'Saturn Camera Use' Trainer Notes (DF-35)
- Select green 'thumbs up' if the photo clearly shows the parcel in the delivery property (NOT in a safe place location) to complete the delivery (**see below**)
- Select red 'thumbs down' to retake the photo if it doesn't show the parcel in the delivery property or if it includes the recipient (**see below**)

Note:

The photograph will serve as proof that the delivery was successful. Due to GDPR the photo must NOT include the recipient.



Failure to Provide 'Proof of Age' ID

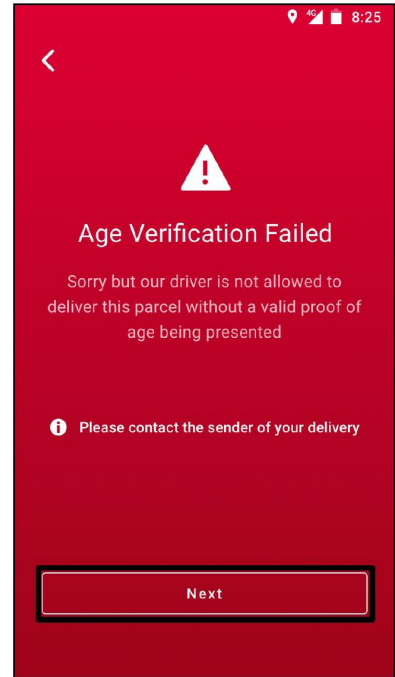
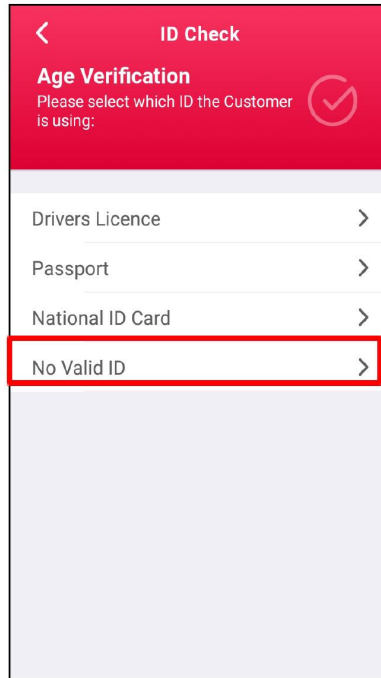
- If the recipient cannot provide ID when requested, 'No Valid ID' must be selected on the 'ID Check' screen (**see below**) and the parcel must not be delivered
- The 'Age Verification Failed' screen will show and can be shown to the recipient - press 'Next' to return to the stop list (**see below**)

Note:

The delivery can be attempted at a later time in the day if the recipient is over 18 years of age but did not have ID on them at the time of delivery

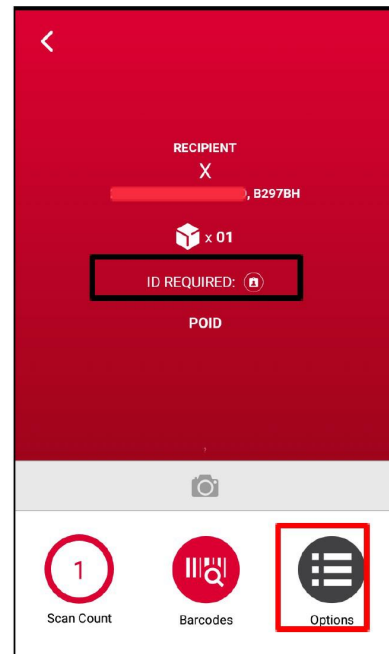
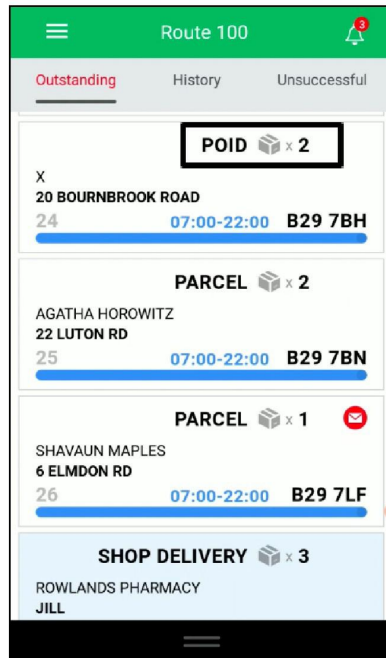
Note:

If the delivery fails as a result of 'No Valid ID', a Request for Further Instruction (RFI) will automatically be created.



Proof of ID (POID) Process

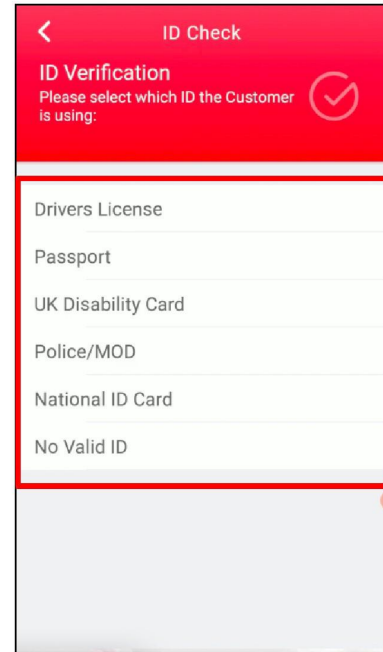
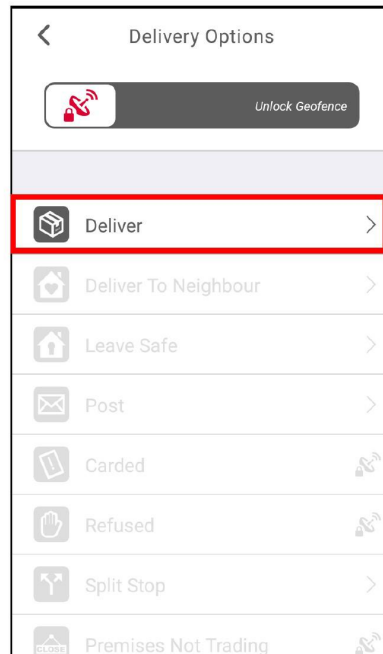
- Scan the parcel at the delivery point – the scan page will display that ID is required (see below)
- Select 'Options' then tap on 'Deliver' (see below)



Note:

For this type of delivery the DTN and LOA options are not available.

- Saturn will then display the 'ID Check' screen showing the forms of photographic ID that the customer can choose from (**see below**)



Successful Delivery With The Recipient Named On The Parcel

Note:

The parcel(s) may be accepted by the named recipient or a relative living at the address with the same surname.

- If the recipient can provide one of the forms of photographic ID select the relevant option from the list

Note:

Only certain forms of photographic ID will be accepted – **see page 14-15**.

Note:

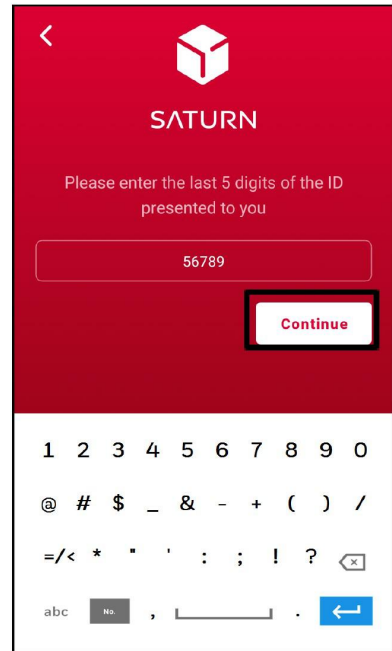
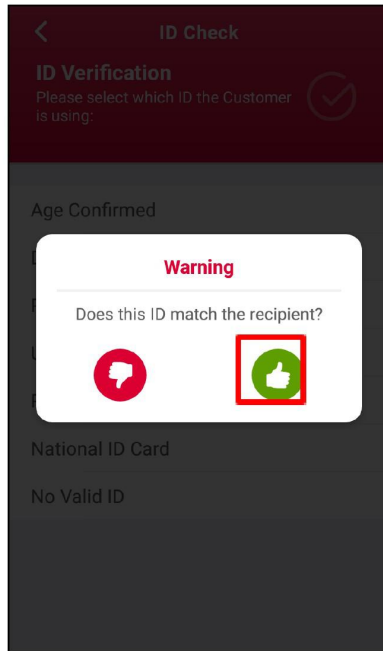
If the recipient cannot provide this ID, the delivery MUST NOT take place.

- Check the ID to make sure the surname matches the surname on the parcel and that the photo is a good likeness to that person, press the green 'thumbs up' icon (**see below**)

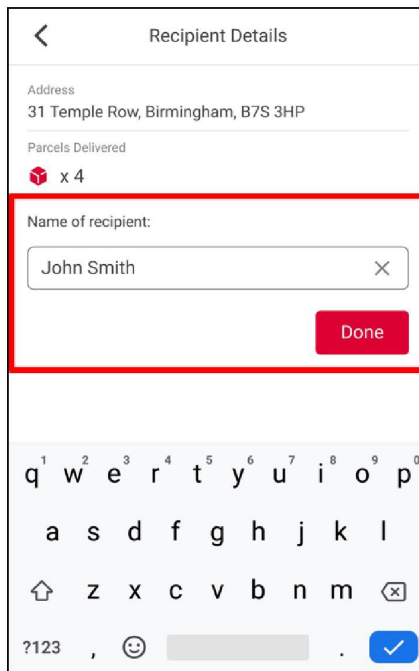
Note:

Out of date ID can be accepted as long as the photo is a good likeness to the person.

- All of the acceptable forms of ID have a unique reference (**see examples A-G on pg.14-15**) – the last 5 digits/letters of this reference must be entered onto the Saturn (**see below**)
- Then press 'Continue' (**see below**)



- The signature screen will show with 'Proof of ID', along with the last 5 digits of the ID (**see below**) – ask for the name of the person “signing” for delivery, enter it into the 'Name of Recipient' box and press 'Done' (**see below**)

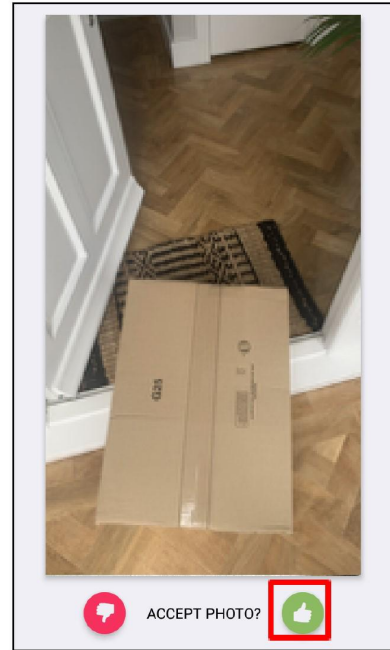


- Place the parcel within the delivery property and take a photo by clicking on the red 'camera' button (**see below**) – see 'Saturn Camera Use' Trainer Notes (DF-35)

- Select green 'thumbs up' if the photo clearly shows the parcel in the delivery property (NOT in a safe place location) to complete the delivery **(see below)**
- Select red 'thumbs down' to retake the photo if it doesn't show the parcel in the delivery property or if it includes the recipient **(see below)**

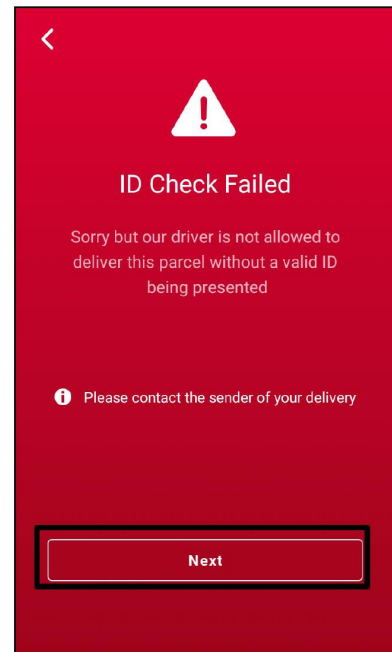
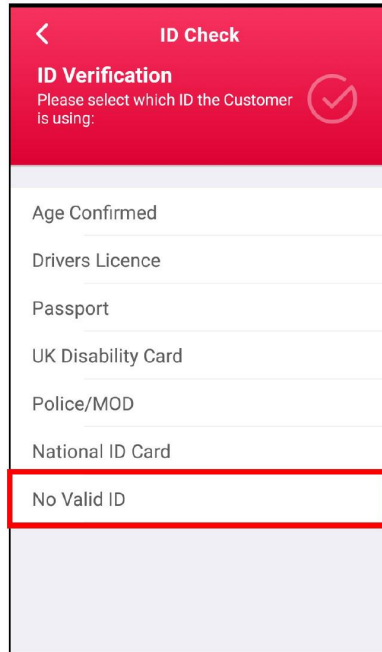
Note:

The photograph will serve as proof that the delivery was successful. Due to GDPR the photo must NOT include the recipient.



Unsuccessful Delivery

- If the parcel cannot be delivered due to incorrect ID, select 'No valid ID' **(see below)**
- A message will be displayed on the Saturn to inform the recipient that this delivery cannot take place **(see below)**



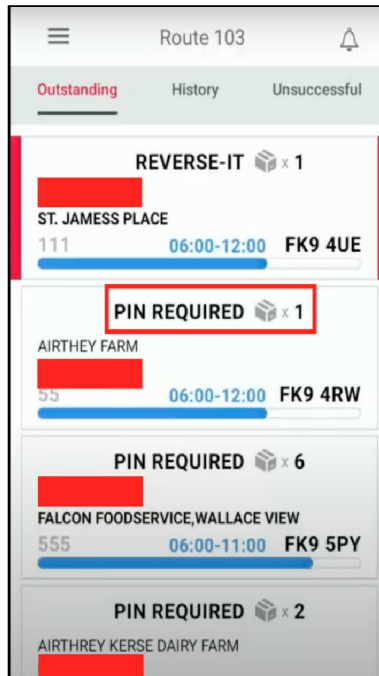
- At this point the message must be shown to the recipient, then press 'Next' to return to the stop list (**see above**)
- The delivery can be attempted at a later point in the day but only if all of the correct criteria are met

Note:

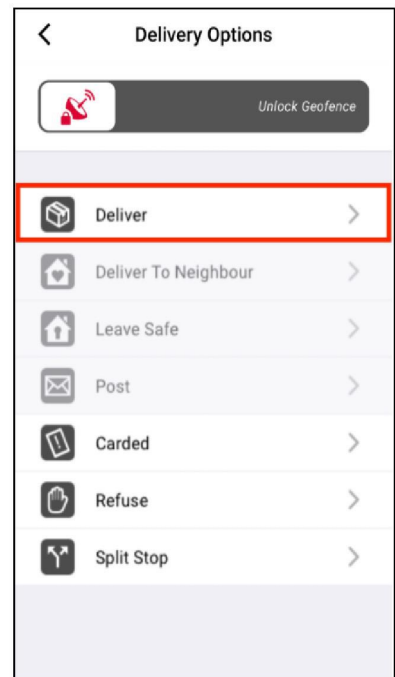
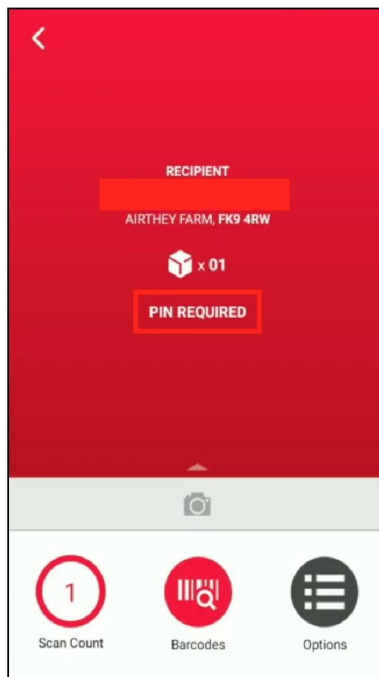
If in any doubt about the identity of the recipient, the driver must contact the depot to seek advice.

Note:

If a POID delivery fails as a result of 'No ID', a Request for Further Instruction (RFI) will automatically be created and a redelivery request date assigned to the parcel.



- Select 'Options' then tap on 'Deliver' (see below)



Note:

The 'Deliver To Neighbour', 'Leave Safe' and 'Post' options are unavailable for high value parcels that require a PIN code (see above).

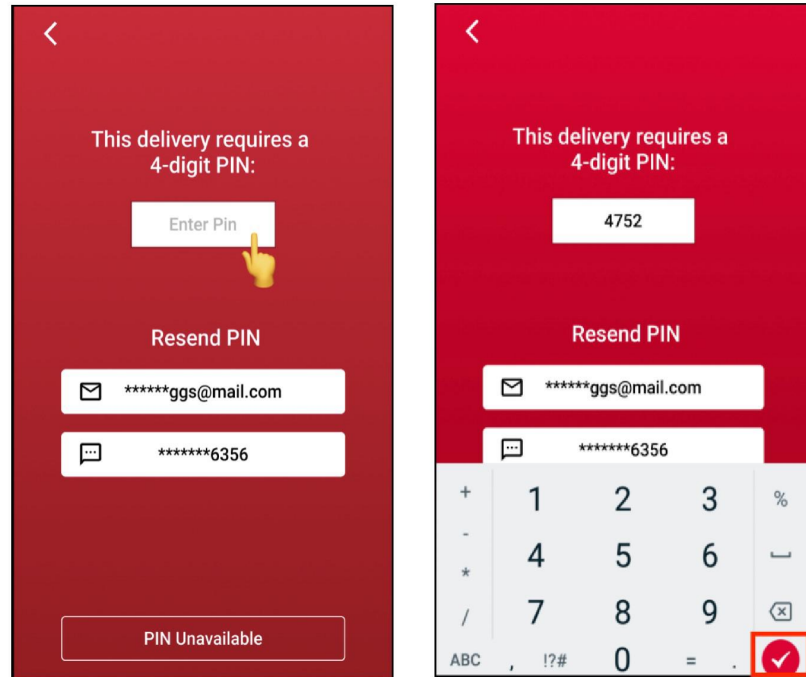
- Saturn will advise that the delivery requires a 4-digit PIN (see below)

Note:

The PIN code is generated by DPD and not by the sender/customer.

Note:

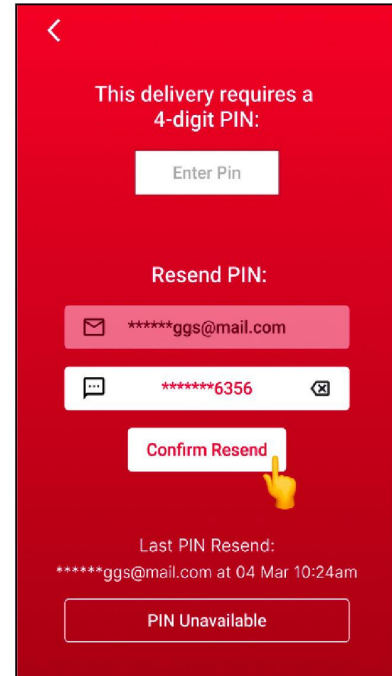
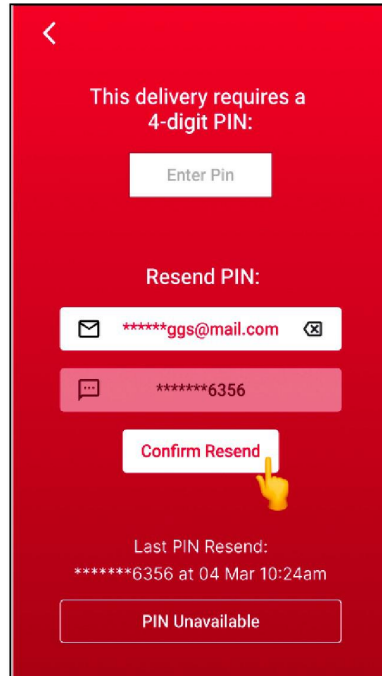
If more than 1 parcel in the stop requires a PIN code, and 2 different PIN code notifications have been sent to the recipient, the driver only needs to enter one PIN code to unlock the whole stop.



- Ask the recipient for their PIN and enter it into Saturn by selecting the 'Enter Pin' box (**see above**)
- Select the red 'tick' button to proceed with the delivery as normal (**see above**) - see 'Making a Basic Delivery' Trainer Notes (CD-05)

Re-sending PIN code via Email and SMS

- In the event that the recipient has not received their PIN code, there is an option to re-send these details via Email and SMS (**see below**)

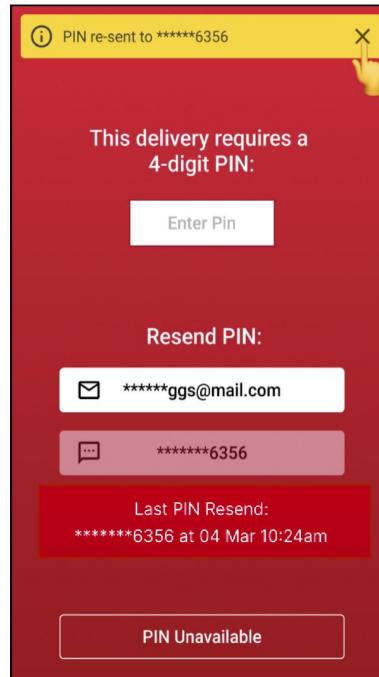


- Select the 'Email' or the 'SMS' box and select 'Confirm Resend' to re-send the PIN (see above)

Note:

The PIN code can be re-sent to the recipient via Email **and** SMS during a delivery. The PIN code can only be re-sent to the recipient **once** per email address and mobile number provided.

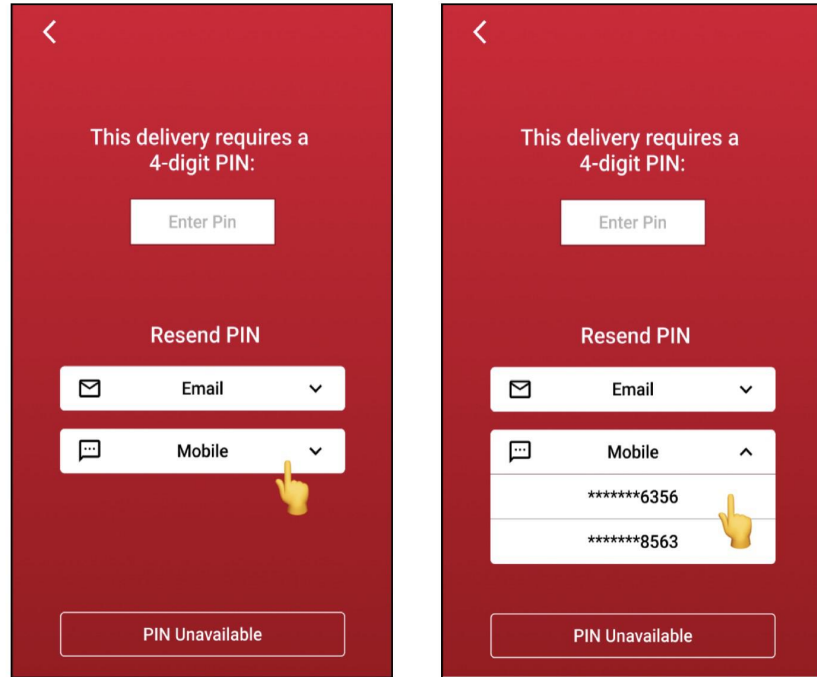
A yellow box at the top of the screen confirms that the PIN code has been re-sent to the recipient (see below).



Note:

The PIN code can only be sent to the email address or mobile number already provided on the parcel notification details and these details **cannot** be amended by the driver.

- There may be times where multiple email addresses and mobile numbers have been provided (**see below**)



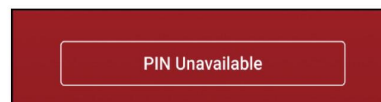
- Select the 'Email' or 'Mobile' box to show the different options available

Note:

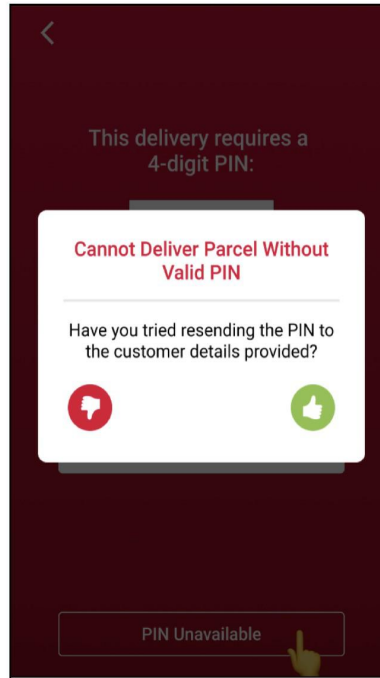
The PIN code can be re-sent to **all** emails and mobile numbers provided.

PIN Code Unavailable

- If the recipient is unable to provide the 4-digit PIN code, select 'PIN unavailable' at the bottom of the Saturn screen (**see below**)



- A prompt will appear to re-send the PIN code to the recipient, if not already actioned



- Select the red 'thumbs down' button to re-send the recipient their PIN code (see **Re-sending PIN code via Email and SMS section**)
- If the PIN code has already been re-sent to the recipient but is still unavailable, select the green 'thumbs up' button to fail the delivery

Note:

Under NO circumstances can PIN code stops be delivered to the recipient using runsheets/paper Proof of Delivery (PODs). When printing runsheets, PIN code stops can be identified as "PIN required" (see below).



Depot 0029

Route 548 (01:00)

Vehicle YG72 OCB
(Paul)

Date 10/07/2023

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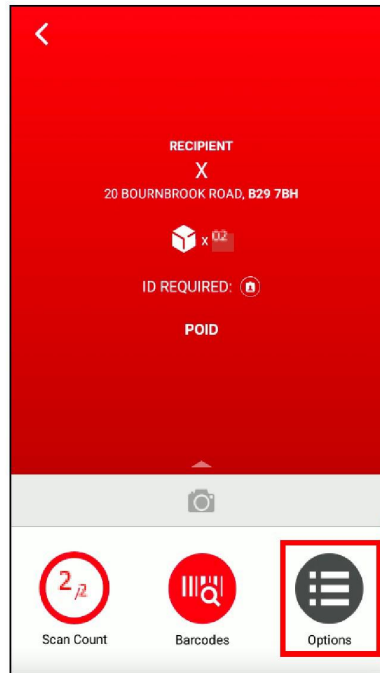
| Address: | Deliveries/Collections | Service Qty | Delivery | Collection |
|---|------------------------|-------------------------------|--|---|
| Deliver to ; Tom Carter Harwell Close ABINGDON OX14 | 15505187126526 | 07:00 - 22:00 Qty 1 | Signature: Printed Name: Time: | Signature Printed Name: Time: |
| PIN required | | Collected | REFUSED FAIL CARD | NTC NFA UTL UTC CNR |

Multiple Deliveries – No Valid ID/PIN Unavailable

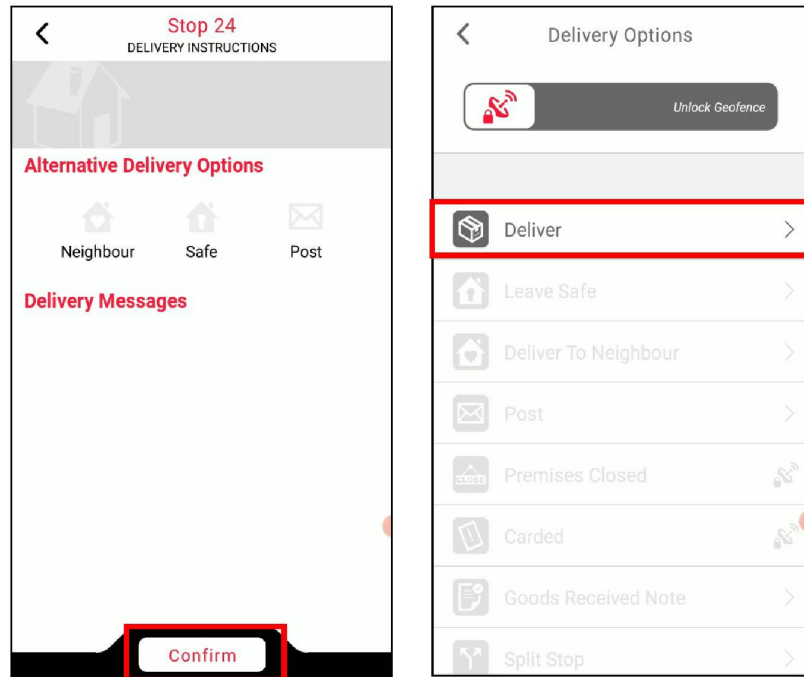
Proof of ID (POID), Proof of Age (POA) and PIN parcels can be added to other stops for the same address when scanned 'out for delivery', as part of the route load process (see 'C&D AM Driver Operation' Trainer Notes CD-04).

If a stop has both POID/POA/PIN parcels and parcels **not** requiring ID/PIN, and the consumer does not have ID/PIN, the parcels that do **not** require ID/PIN can still be delivered.

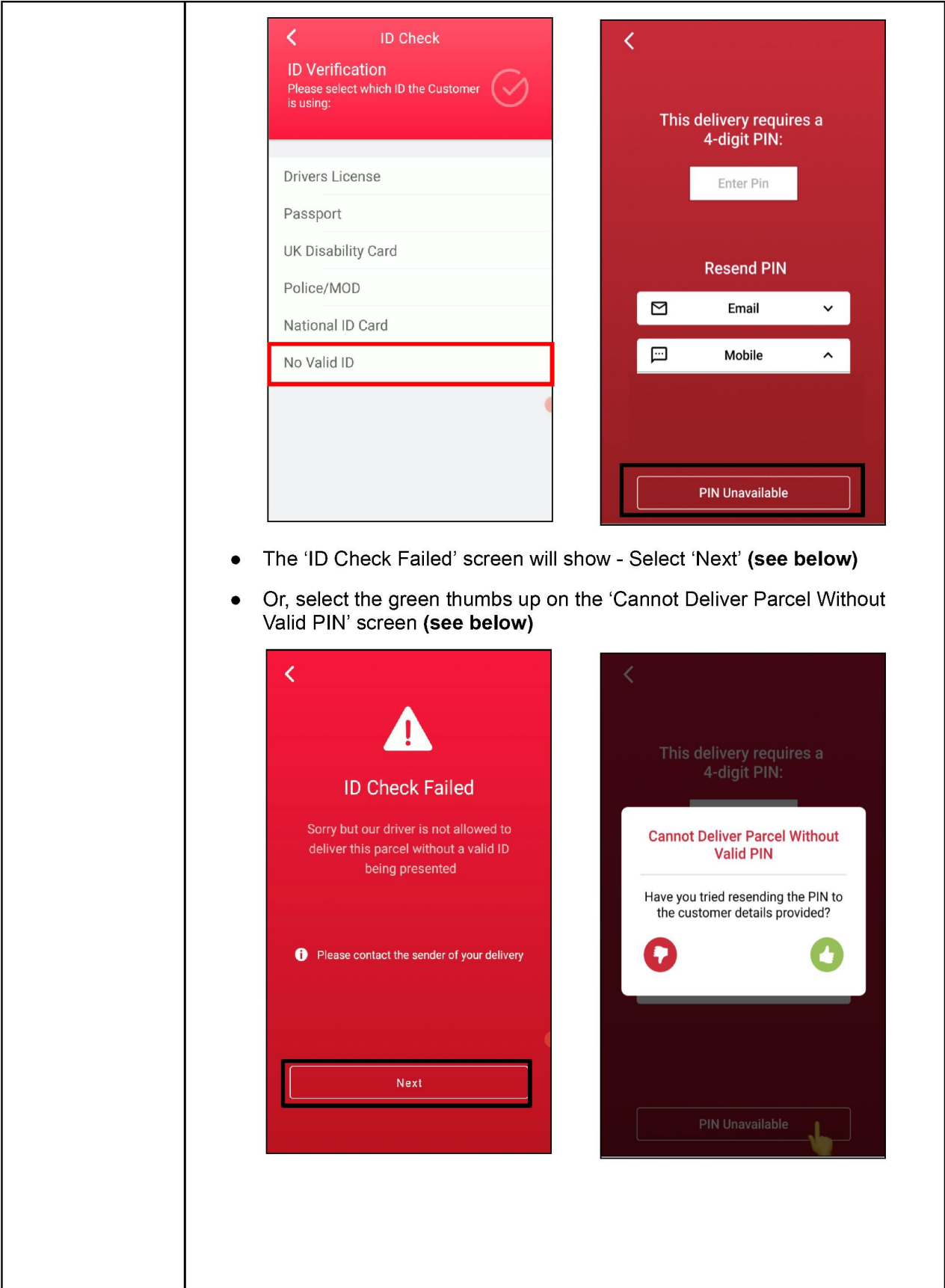
- Scan all parcels for the delivery and press 'Options' (see below)



- 'Confirm' any delivery messages, then press 'Deliver' (see below)



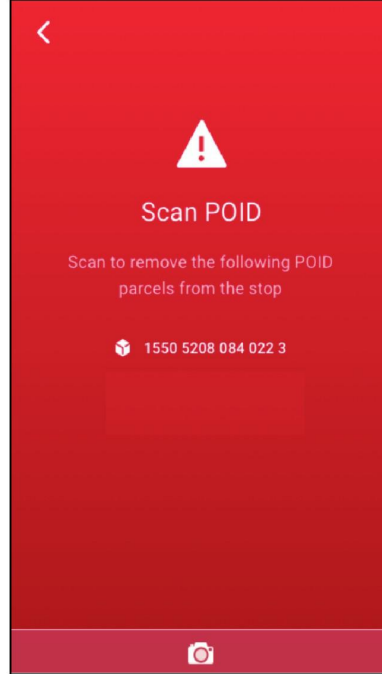
- On the ID Verification screen, select 'No Valid ID' (see below)
- Or, on the '4-digit PIN' screen, select 'PIN Unavailable' (see below)



- The 'Scan ID Parcels' screen will show – scan the parcels **requiring ID verification or PIN** to remove them from the stop (**see below**)

Note:

This screen will only show if the stop has both non-POID/POA/PIN parcels and POID/POA/PIN parcels.



- Then continue to deliver the parcels **not** requiring ID, as normal - see 'Making a Basic Delivery' Trainer Notes (CD-05)