

What should I do when my customer has not received the order after it has been marked delivered?

Hello Merchpreneur!

Have you been facing an issue where your order status shows Delivered but your customer seems to not have received the order? If yes, then you are at the right place. In this article, we will be addressing how to deal with such issues.

What is Proof of Delivery (POD)?

A Proof of Delivery or P.O.D. (pronounced P.O.D.) is a receipt that establishes the receiver's **acknowledgement** of the freight received in good condition.

In simple words, proof of delivery is the **evidence** that you have received the order.

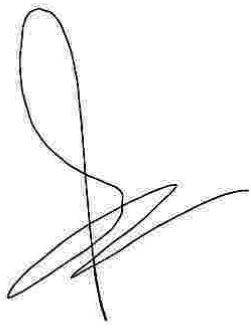
What are the different types of POD?

- 1) **Paper Invoice:** It requires the receiver to sign an acknowledgement upon receiving the product.
- 2) **E-P.O.D:** This document refers to electronic proof of delivery. The courier executive usually carries a device that requires the receiver to sign a document confirming shipment electronically. It is better than the paper P.O.D. because it offers other features, like, geotagging, real-time status updates, and also saves paper in the process.

More and more shipping companies are opting for e-P.O.D. instead of continuing with the old-school paper method. It's easy, tech-savvy, and efficient to record the notes and remarks/information related to the freight.

You can find a few samples of the P.O.D. below.

Sample 1: POD Sign



Sample 2: OTP POD

Signature
not required

Delivered
with OTP

📄 A POD Dispute cannot be raised for OTP-verified deliveries since the delivery of the order is **verified** by sending a message to the buyer's registered phone number.

How to Raise a POD Dispute?

You can reach out to our support by sending us an email at support@printrove.com from your registered email ID. Please make sure that you mention the correct order ID that can be found in the Manage orders section. Once a POD dispute is raised, the courier partners take 7-9 working days to investigate the whereabouts of the order and offer a resolution.

⚠️ Kindly make sure that you request the P.O.D Dispute within **48 hours** from the time of delivery. If not requested within the time frame, the shipping company will not honour your claim.

What are the resolutions offered for a POD Dispute?

There are two possible resolutions offered by the courier companies once the investigation is complete.

- **Genuine Delivery:** When the order is found, the package is delivered to the customer and the delivery is verified by the courier partners.
- **Refund:** If the order is not found, it is marked Lost and a refund for the retail value is initiated. It takes 5-7 business days for the refund to be processed.

Hope this was helpful! If you have any issues, please get in touch with our support at support@printrove.com.