

	Things to do	Requires ¹ paperwork	Requires general attention ²	Chronological order
1	Check and file the delivery notes ³ .			
2	Check that the vehicles only carry the goods to be delivered. Check the packaging ⁴ of the goods.			
3	Do not dispatch ⁵ damaged ⁶ goods.			
4	Ensure ⁷ that the packing lists ⁸ , delivery notes, invoices are correct.			
5	Ensure that the vehicle is clean and that you are satisfied ⁹ with the appearance ¹⁰ of the driver. (Leaving a good impression ¹¹ with the customer is very important.)			
6	Inform the customer about the dispatch date ¹² , the name of the carrier ¹³ (if necessary) and the expected date of arrival of the consignment (advice of dispatch ¹⁴).			
7	Keep a record ¹⁵ of the goods dispatched.			
8	Make sure the drivers can prove that delivery has been made (customer's signature ¹⁶ on the delivery note).			
9	Carefully check the correctness of the information on the documents ¹⁷ : customer's name, address and number, order number ¹⁸ , the number of items/packages sent, delivery address ¹⁹ .			