bloomnet®
Photo Proof of Delivery Guidelines

When you deliver an order, a clear photo can make all the difference.

Submitting a valid photo proof of delivery (POD) confirms that the order was delivered to the right location and helps reduce customer service issues, saving you time and avoiding unnecessary follow-ups.

Photo POD should be submitted for every order along with a delivery notification—whether it's a completed delivery (DLCF) or a delivery attempt (DLCA). To be accepted, photos must be submitted using one of the following systems:

- **Route4Me** *(for BloomNet Management System users)*
- **BloomNet Driver App**
- **Hana POS**
- **MAS**

What Makes a Photo Acceptable

A strong POD photo should clearly show where the order was delivered, what was delivered, and provide enough visual context to confirm the location. Valid photos must meet the following requirements:

✓ **Visible Delivery Location:**
The photo should clearly show the location where the order is being delivered, including the address if possible (e.g., porch, doorstep, reception desk at business or apartment).

✓ **Identifiable Surroundings:**
Include helpful details like a house number, distinct door, recognizable entryway, or front desk signage.

✓ **Full Order Centered and in Frame:**
Make sure the order is centered in the image and that the entire order is visible, including any balloons, plush, or other add-on items.

✓ **Respectful and Professional:**
Do not include customers or people in the photo, even if you're leaving the order with them. Best practice is to snap the photo as you are approaching the delivery location, before ringing the bell or knocking on the door. Feel free to hold the order in the frame if that allows you to get a better shot.

✓ **Clear and Well-Lit:**
Photos should be in focus and taken with good lighting. Avoid photos that are too dark, too blurry, too zoomed in, or too far away.