

Merchant Guide Proof of Delivery Reports

What is Proof of Delivery?

Just like receipts, PODs are acknowledgments that the goods were received by the carrier for shipment.

For the logistics industry and companies with any delivery system, when products leave the warehouse and reach their destination, PODs are crucial, since accountability is passed from the merchant to the receiver as proof that the item has been received and taken into one's possession. PODs normally contain information supplied by the carrier about the recipient's name, the time and date of delivery, and other shipment delivery-related information.

For PagBrasil, this information is not only a central part of establishing trust between us, the merchant and the end customer, it is also crucial to meet legal requirements and to avoid the 10% withholding tax applied to cross-border processing. Therefore, we require the POD reports to be submitted to us religiously on a monthly basis, by the 5th of the following month of the payment confirmation.

How can I submit POD information to PagBrasil?

Please follow the instructions below:

1. Download your monthly Settlement Report from our dashboard.
 - Access the PagBrasil Dashboard, tab "Settlement Reports."
 - In the "Report" column, click "Download" in the corresponding line for the past month.
2. Save the report in Excel sheet format (.xlsx) and name the file as, for example, "PODs MyCompany June2021".
3. Add a column for the PODs and another for the Shipping Service name/type.
4. Provide a tracking number/shipping certificate for ALL "Payment Completed" (PC) orders.
5. If there are no shipments for specific orders yet, add the words "To be shipped in [month]" or similar.

6. If any Payment Completed (PC) order was refunded or incurred a chargeback after the settlement report had been generated, and therefore not shipped, just add that information.
7. Add the pending PODs from previous months at the bottom of the list or in a new tab.
8. Submit this file to crm@pagbrasil.com with the file name as the subject line (such as "PODs MyCompany June2021").

Additionally, it is important to point out that since the PODs report should be done by simply adding a column for the tracking codes on the Settlement Report, the order in which the buyers appear in the Settlement Report has to be the same order they're in the PODs report. Therefore, if, for instance, John is the first customer in the Settlement and Mary is the second, then in the PODs report John should also be the first and Mary the second. The maintenance of this order is fundamental for the verification process we have and needs to be preserved.

PagBrasil, June 2021.