FAQ – Hazchem: delivery image and COP visibility

This article explains that delivery images and customer-owned paperwork (COP) are now automatically sent to Hazchem through its API for better data visibility and exchange.

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Q: How are delivery images and customer-owned paperwork (COP) files shared with Hazchem?

A: Delivery images and customer-owned paperwork (COP) are automatically sent to Hazchem when they are uploaded. This data exchange gives Hazchem greater visibility into shipment operations, delivery images and customer-owned paperwork (COP).
Essential documents, such as proof of delivery images and related paperwork, are transferred immediately and securely. This streamlines the reconciliation and verification process for Hazchem.

Summary:

- Delivery image and COP uploads are sent through the Hazchem API.
- POD uploads can also be sent through the API.
- Images are automatically compressed to meet Hazchem's file-size requirements.
- Only the unsigned customer paperwork flow is supported.
- Only the requesting/pickup terminal can upload customer paperwork through the API.

Q: How are delivery images and COP documents from Hazchem made available in Qargo?

A: In addition to sending documents *to Hazchem*, Qargo also automatically retrieves delivery images and customer-owned paperwork (COP) *from Hazchem* on a regular sync cycle.

- The sync runs in the background every 10 minutes
- It pulls in newly available documents from the Hazchem API
- Documents are attached directly to the relevant Hazchem shipment in Qargo:
    - **Delivery images:** retrieved as JPEG files and attached to the shipment as delivery photos.
    - Requesting and pickup terminals see delivery images fetched from Hazchem as part of the shipment record.
    - **Customer-owned paperwork (COP):**retrieved as TIFF files.
    - Delivery terminals receive COP documents to print and give to the driver at the point of delivery.

Summary of the two-way document flow:

Direction	Document type	How it works
Qargo → Hazchem	Delivery image, COP, POD	Uploaded automatically through the API when added to a shipment
Hazchem → Qargo	Delivery image, COP	Synced every 10 minutes by a background process

📚 **COP uploads:**

- Only the requesting/pickup terminal can upload customer paperwork through the Hazchem API. This is the ***"unsigned" COP flow***.
- Signed COP documents are not uploaded by the delivery terminal, so they are not synced back to the pickup/requesting terminal.