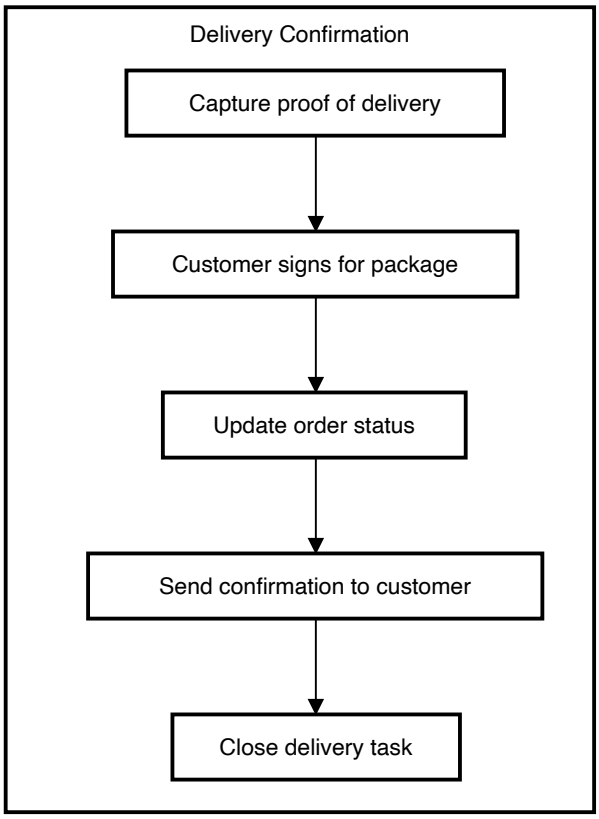
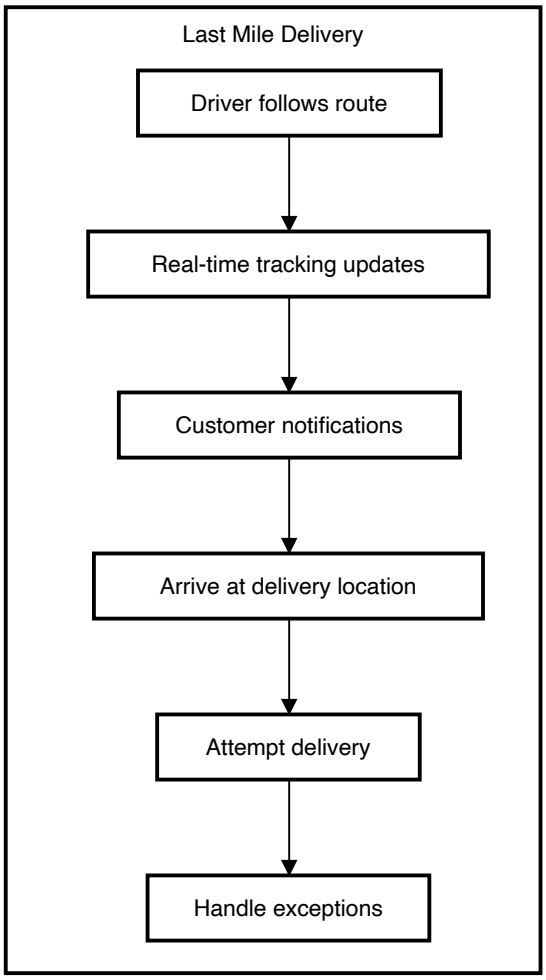
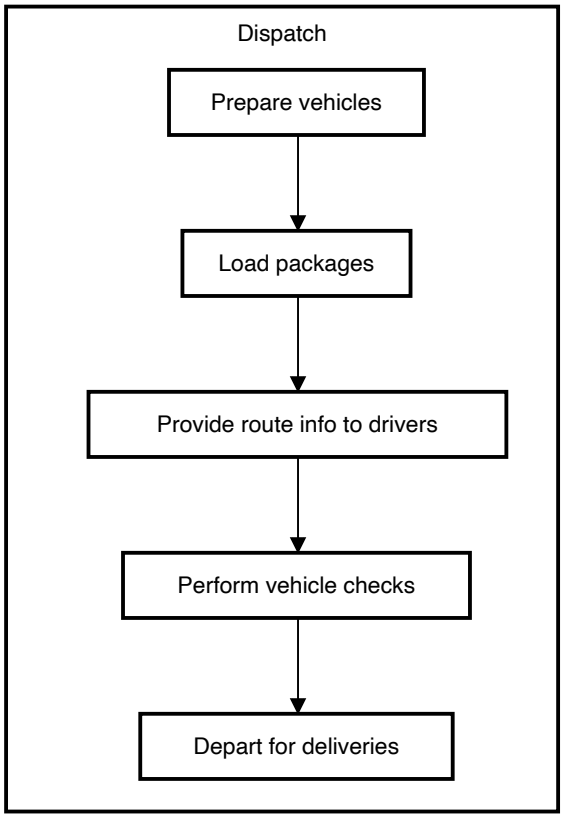
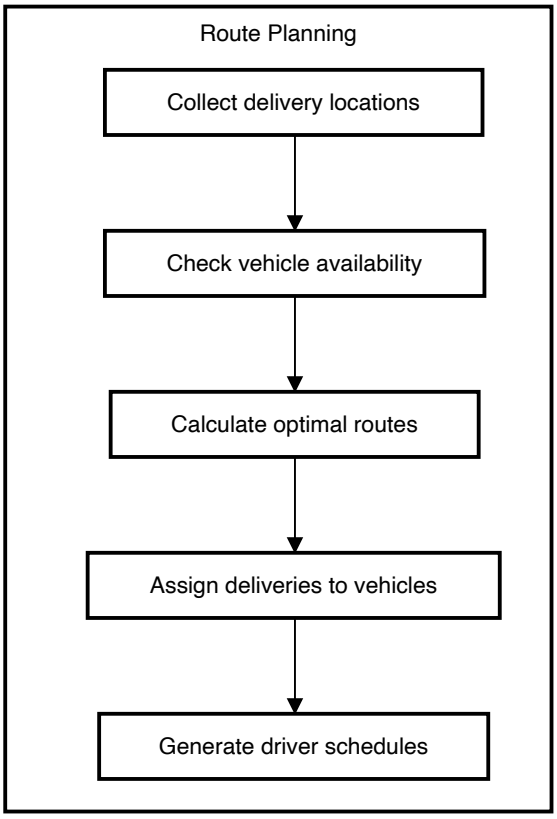
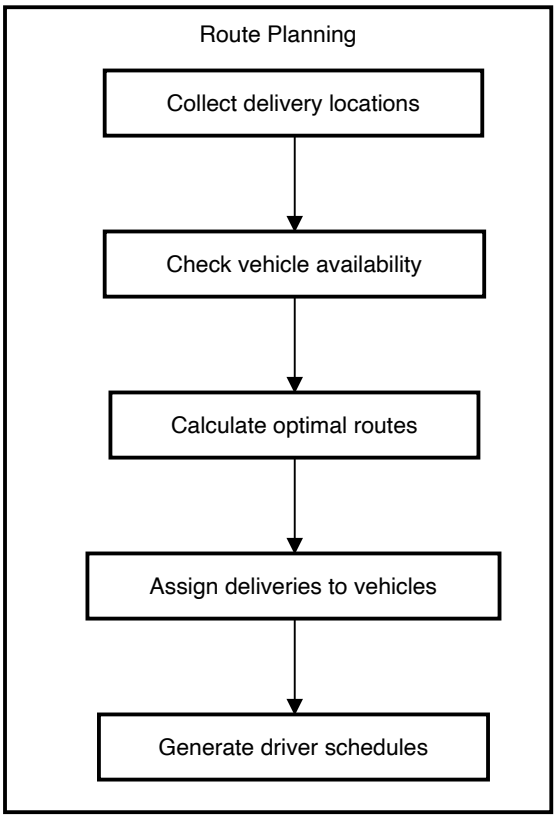

Delivery Confirmation
Capture proof of delivery
Customer signs for package
Update order status
Send confirmation to customer
Close delivery task


Last Mile Delivery
Driver follows route
Real-time tracking updates
Customer notifications
Arrive at delivery location
Attempt delivery
Handle exceptions


Dispatch
Prepare vehicles
Load packages
Provide route info to drivers
Perform vehicle checks
Depart for deliveries


Route Planning
Collect delivery locations
Check vehicle availability
Calculate optimal routes
Assign deliveries to vehicles
Generate driver schedules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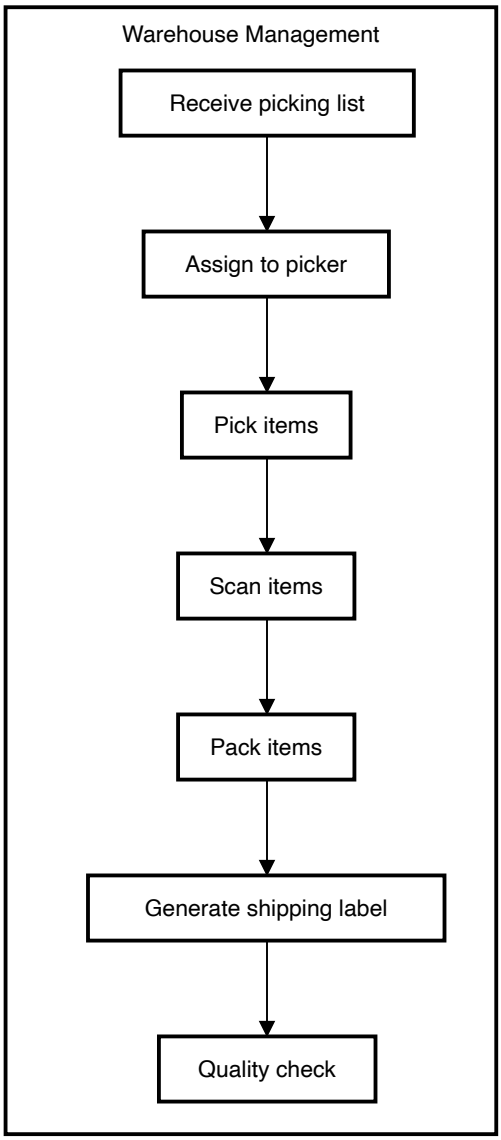
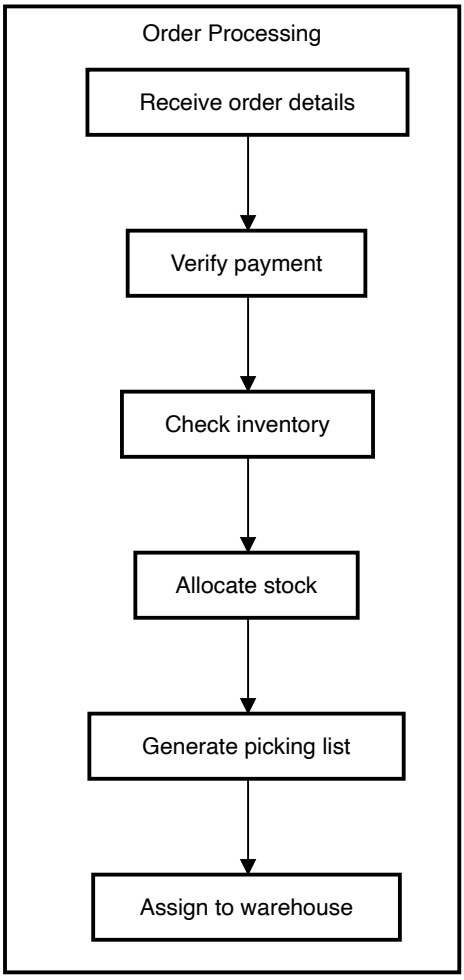
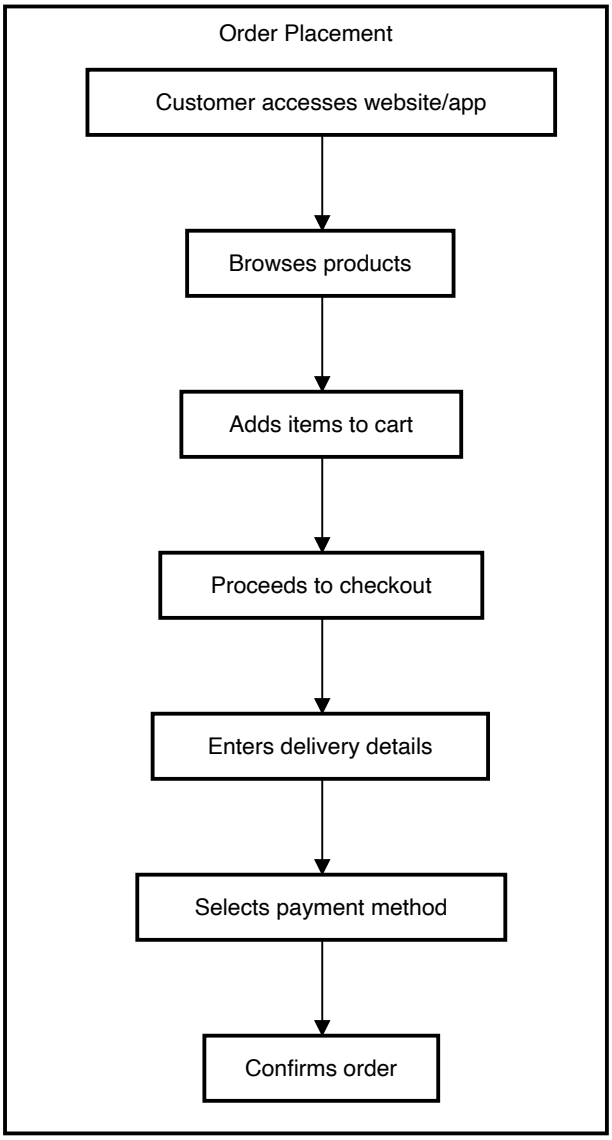
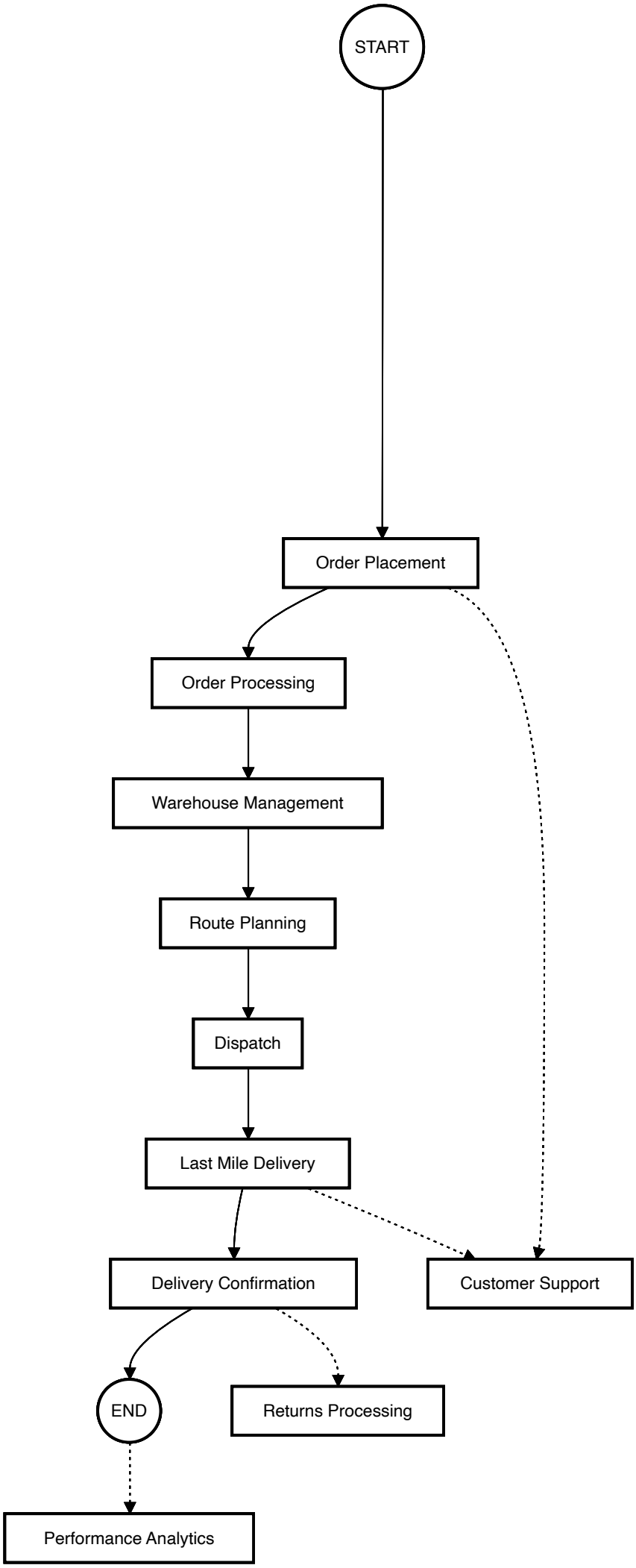

Warehouse Management
Receive picking list
Assign to picker
Pick items
Scan items
Pack items
Generate shipping label
Quality check


Order Processing
Receive order details
Verify payment
Check inventory
Allocate stock
Generate picking list
Assign to warehouse


Order Placement
Customer accesses website/app
Browses products
Adds items to cart
Proceeds to checkout
Enters delivery details
Selects payment method
Confirms order


START
Order Placement
Order Processing
Warehouse Management
Route Planning
Dispatch
Last Mile Delivery
Delivery Confirmation
Customer Support
END
Returns Processing
Performance Analytics