Guaranteed parcel delivery process v2
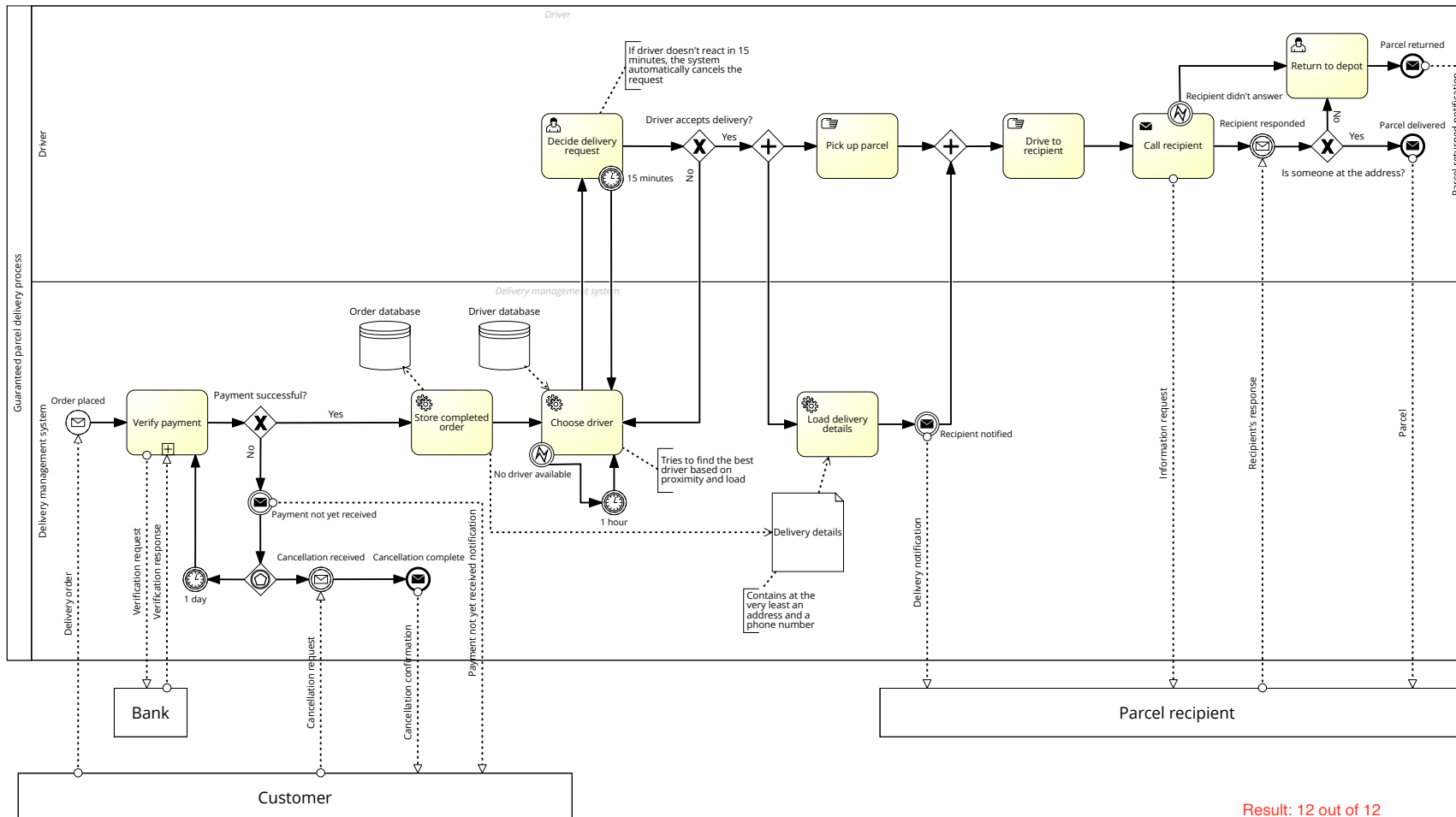
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Delivery management system receives a new delivery order from a customer of the parcel delivery company. A recipient address and phone number are mandatory parts of the order.

The delivery management system verifies the payment for the delivery order and if successful, the completed order is stored in the system. If it is unsuccessful, the delivery management system notifies the customer of pending payment and it waits for one day before verifying the payment again. During the waiting time, the customer can also cancel the order. If he/she does, the process ends and the customer is notified.

The system then attempts to choose the best possible driver for the new pending parcel delivery according to their proximity and their delivery load. If there is no such driver available at the moment, the system waits for an hour and then attempts to find a suitable driver again.

The driver must either accept or decline the delivery request. If he/she accepts, the driver has to pick up the parcel at his/her assigned depot. At the same time, the delivery management system also loads the delivery details into the driver's portable computing device and notifies the recipient of upcoming delivery. If the driver declines, the system attempts to choose a different suitable driver. If the driver doesn't accept or reject the order in 15 minutes, the system automatically cancels the delivery request and attempts to choose another suitable driver.

The driver must drive to the delivery address. He/she then must call the recipient to confirm whether someone is there to pick up the parcel. If yes, the driver delivers the parcel. If not or the recipient doesn't answer the phone, the driver brings the parcel back to the depot and the recipient is notified that the parcel will be delivered later.

Result: 12 out of 12