

# **ER-Guard-Eco-Route-Return-Guard**

## **Project Document: ER-Guard (Eco-Route & Return (Guard**

### **(Part 1: Press Release (PR**

Headline: Amazon Launches "ER-Guard" to Eliminate Logistics Waste and Enhance .Delivery Precision. Date: February 10, 2026. Location: Seattle, WA

Summary: Amazon today announced the integration of ER-Guard, an intelligent system into its global logistics network. This system is specifically designed to predict the probability of "Delivery Failure" or "Customer Return Intent" before a package ever leaves the fulfillment .center

The Problem: "Last-Mile" delivery costs represent the single largest expense in e-commerce. Failed delivery attempts and high return rates result in billions of dollars in operational losses .and an unnecessary increase in carbon emissions

The Solution: Using advanced Machine Learning (ML) models, ER-Guard analyzes real-time order data and cross-references it with historical behavioral patterns. If the system detects a high probability of a return or customer absence, it automatically reschedules the route and triggers a customer notification. This saves time, fuel, and significantly boosts customer .satisfaction by ensuring packages arrive only when they are wanted and expected

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### **(Part 2: Frequently Asked Questions (FAQ**

Q1: What is the primary technical objective of this project? The goal is to build a highly available, Event-Driven system capable of processing thousands of delivery updates per second with a latency of less than 200ms, while maintaining a prediction accuracy above .85%

Q2: How will the system handle scalability? We leverage Message Queuing (AWS SQS) to decouple order ingestion from the analysis engine. This ensures that during peak traffic .(e.g., Prime Day or Black Friday), the system can scale horizontally without bottlenecks

Q3: What algorithms are used for route optimization? We implement a Heuristic-based Dijkstra's algorithm. Unlike traditional GPS which optimizes for distance, ER-Guard optimizes for "Probability-Weighted Cost." Routes are dynamically recalculated based on .real-time "Return Scores" assigned to each stop

Q4: How do we ensure the efficiency of the ML Inference? To minimize costs and latency, the model is deployed as a Serverless Function (AWS Lambda). We use a lightweight

gradient-boosting framework (like XGBoost) which provides high-speed inference compared to heavy deep-learning models

Q5: How is customer data privacy maintained? The system processes data using Anonymized Vectors. The model trains on behavioral patterns rather than Personal Identifiable Information (PII). All data at rest is encrypted using AWS KMS