Process Flow Explained

Topic	Clarification
Customer buys product from a website of a Partners	It can be any store, which is already registered as our partner. A link on there website will bring the customer to our website. The partner will have an APP where it will be notified of any purchase to be picked and packed for collection straight away by us.
(Other Service) Customer Request a Custom pick&drop	It can be any address within a radius.
Order entry	Customer will fill in the book form on our App or Webpage. Customer will pay the fee as per pick up and delivery distance. Pick up address can be automated from purchase page. Custumer will have a login/passcode for the app and webpage.
Order form	A collection and delivery address is generated.
Partner	Order details will be shared with our partner, via the APP on a device on there store/werehouse.
Courier	Order details will be shared with pick up and delivery address to the nearest courier. A algorithm can take care of that. Drivers will be offered a fee as per pick up and delivery distance.
Courier arrive for collection	Partner has at this stage packed the good. Courier will collect and sign the good out form. A finger print interface can be integrated.
Courier go for delivery	Partner will receive a notification when delivery is completed. Customer will track live the delivery process. Our team is monitoring the process to assist in any issue. Courier can use live chat with customer and support.
Delivery complete	Couriers at this stage marked delivery complete. Customer is notified the delivery is complete, confirm-received option will apear (slide received required). Driver received their fee.
Enrolment criteria	Stringent requirements to become a courier with legal bond will be used.
No issues	Customer slide received. No issues reported.