

# NN/g CUSTOMER JOURNEY MAP TEMPLATE



## PERSONA

Transporter

## SCENARIO

Receiver not present for transport

## USER EXPECTATIONS

Should be able to document outstanding efforts to deliver the animals, in regards to transfer of care

PHASE 1 Pre-Delivery	PHASE 2 Delivery	PHASE 3	PHASE 4
<b>DOING</b> Possibly is aware of situation before delivery, so would be considering the risks involved and how to document	1. Note the condition of the animals as delivered 2. offloads with the assistance of those present 3. contacts the receiver for their acknowledgment of the animals. 4. Records their (the transporters) efforts to deliver the animals		
<b>THINKING</b> I'll be unloading the animals without the presence of the receiver, but there's people here to help me offload the animals	I should record why this delivery is different from the norm What if there is a delay in receiving the acknowledgement for delivery?		
<b>SAYING</b> To those present for offload: "What is required of me to offload the animals? What is the contact information of the receiver right now? I need their signature for the load"	To receiver, through electronic means: "When will I receive your acknowledgement?", "Is there an email I can send your receipt to?"		

## INSIGHTS

If there is a delay in receiving acknowledgement, and the transporter has to revisit the form to finish filling in part of it, we should allow partial database entries until the form can be finished

## INTERNAL OWNERSHIP

Development team: To consider how to allow partial form entries while transport is in progress