So in this tour, we get the information from one of the delivery manager staff.

Based on what chen wei say,

1. The driver needs some their own TSP problem.
2. This TSP need consider the priority parcel also, it is priority as time.
3. The delivery got 4-time window, early morning, near noon, afternoon, evening
4. In the delivery process, their consider take 2 minutes to process one customer, max to 5 minutes (if need wait customer come take or give).
5. The break time is flexible just need complete in time, so sometime the driver may 4pm + lunch.
6. Every delivery man exact driving hour different
7. The parcels will be delivery in one day unless parcels issue or really too much but seldom occur
8. Any unsuccessful delivery parcel will be sent back to the warehouse unless contact by customer
9. The customer can change location pick up or deliver by manual contact the staff.
10. Any update to the parcel, like deliveryman to customer or customer to delivery man will be update instantly to the mobile application with a big notification.

Procedure of delivery man:

1. Take their zone parcel from the moving track.
2. Identify the parcel can fit to the van or not, like weight, size, address
3. Scan it as out warehouse.
4. Put in van
5. Identify the route for today parcels with priority
6. Check the priority time can fit o not
7. Reach go out time, drive out
8. Reach a customer, go in, give parcel
9. If got new pick up, go reschedule it
10. Repeat until end
11. Go back

Thing to take notes:

1. Some staff is exactly free to be just backup purpose
2. Delivery man got any unexpected problem need contact manager
3. Exact public date will not delivery to the office
4. Closure list is prepared by the delivery man, like which date is close in the office, so do not take the parcel come out.
5. GPS is recorded as van and the mobile device.
6. GPS in van will be updated in an interval time, if not will keep emit sound
7. The weight may 100kg but still can send, because the parcel handle by the customer when reach.
8. The deliveryman may need go up the building that is lift not functioning.

So, from the information, we think we can

1. Chatbot for customer easier to change the location,
2. Optimal path of TSP problem for delivery man