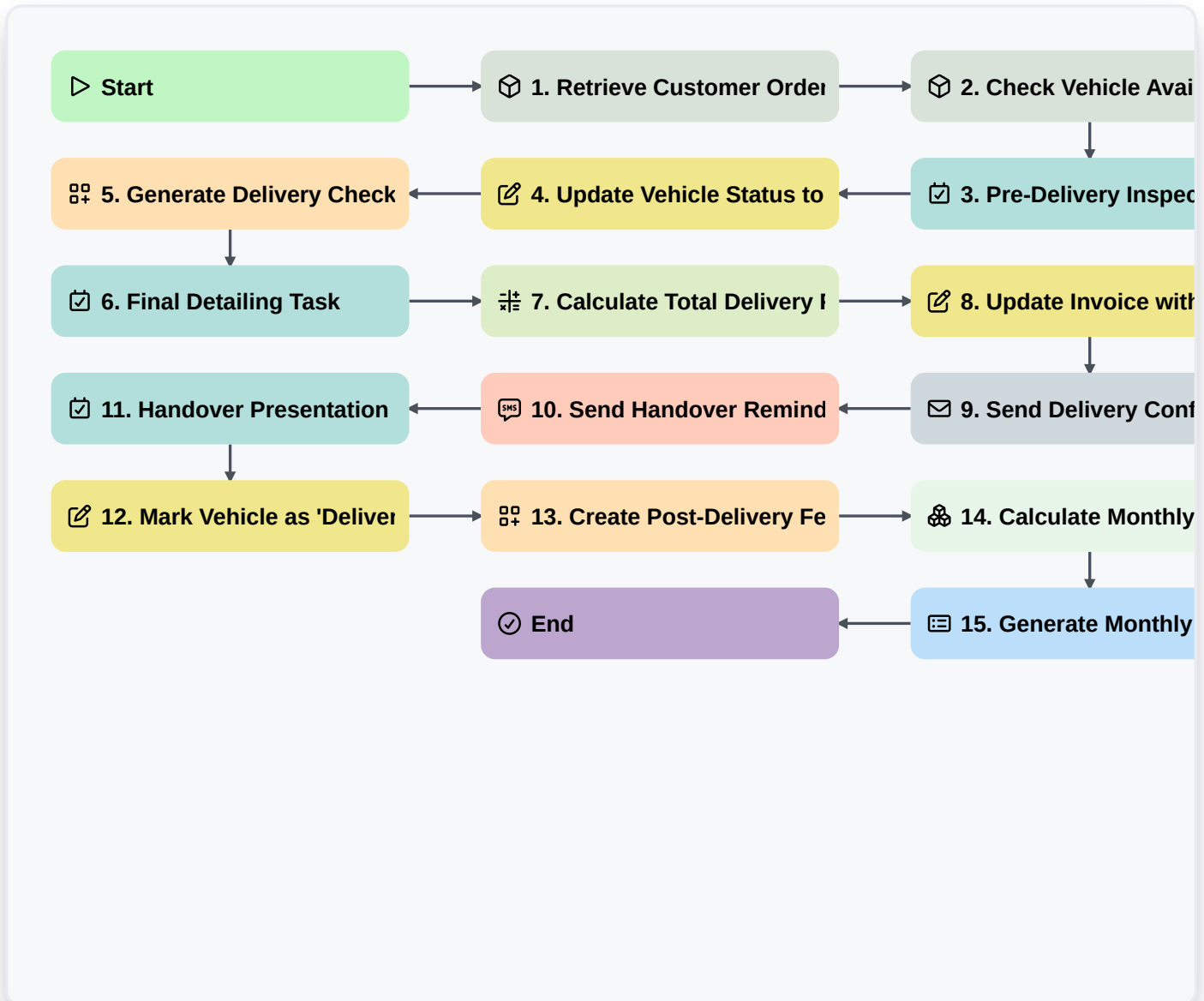


Automotive Vehicle Delivery And Handover Process



Start

Start of the Workflow/Process.

1. Retrieve Customer Order Details

Fetch all information regarding the specific vehicle, customer contact details, and agreed-upon delivery date from the Sales Data Model.

2. Check Vehicle Availability

Verify the current status and location of the specific VIN (Vehicle Identification Number) in the Inventory Data Model.

3. Pre-Delivery Inspection (PDI) Task

Assign a task to the Workshop Technician to perform a comprehensive mechanical and cosmetic check of the vehicle.

4. Update Vehicle Status to 'Ready'

Change the vehicle status in the Inventory Data Model from 'In Preparation' to 'Ready for Delivery' upon PDI completion.



5. Generate Delivery Checklist

Create a new entry in the Handover Checklist Data Model linked to the specific Vehicle and Customer.

6. Final Detailing Task

Assign a task to the Valeting Team to ensure the vehicle is cleaned and polished for presentation.

7. Calculate Total Delivery Fees

Calculate the final amount due by summing the vehicle price, registration fees, and any additional accessories or prep services.

8. Update Invoice with Final Totals

Update the Sales Order entry with the newly calculated total delivery cost.

9. Send Delivery Confirmation Email

Send an automated email to the Customer confirming the time, location, and required documents for the handover.

10. Send Handover Reminder SMS

Send a brief SMS reminder to the Customer 24 hours before the scheduled appointment.

11. Handover Presentation Task

Assign a task to the Sales Consultant to perform the physical vehicle walkthrough and document signing with the customer.

12. Mark Vehicle as 'Delivered'

Update the Inventory Data Model to reflect that the vehicle has been officially handed over to the customer.

13. Create Post-Delivery Feedback Request

Create a new entry in the Customer Satisfaction (CSAT) Data Model to track the customer's experience.

14. Calculate Monthly Delivery Volume

Aggregate the number of 'Delivered' status entries in the Inventory Model for the current month to track KPIs.

15. Generate Monthly Delivery Performance Report

Create a summary report for management showing completed handovers, average prep time, and customer satisfaction scores.

End

End of the Workflow/Process.