



Last Mile Delivery Checklist: Logistics Route Optimization & Customer Satisfaction

Pre-Delivery Vehicle & Equipment

Ensure vehicle and necessary tools are prepared for the route.

Vehicle Odometer Reading


Vehicle Condition (Pre-Delivery)

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

Equipment Checked & Functioning

- ☐ GPS
- ☐ Scanner
- ☐ Mobile Device
- ☐ Hand Truck/Dolly
- ☐ Safety Vest

Vehicle Inspection Photo (Optional)

 Upload File

Tire Condition

- ☐ Good
- ☐ Fair
- ☐ Needs Attention

Fuel Level (%)

Enter a number...

Route Planning & Optimization

Verify the planned route for efficiency and traffic considerations.

Estimated Delivery Time (Minutes)

Enter a number...

Starting Location (GPS Coordinates)

 [Set My Current Location](#)



Ending Location (GPS Coordinates)

 [Set My Current Location](#)



Traffic Conditions

- ☐ Clear
- ☐ Moderate
- ☐ Heavy
- ☐ Stop-and-Go

Route Type Chosen

- ☐ Fastest
- ☐ Shortest
- ☐ Avoid Highways

Number of Stops on Route

Enter a number...

Package Security & Handling

Confirm package integrity and secure loading procedures.

Package Weight (lbs)

Enter a number...

Package Condition (Upon Loading)

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Damaged


Fragile Items?

- ☐ Yes
- ☐ No
- ☐ Unknown

Special Handling Instructions (if any)

Write something...

Photograph of Package (Optional)

 Upload File

Loading Location Coordinates

 [Set My Current Location](#)



Customer Communication & Expectations

Verify delivery notifications and address customer inquiries.

Preferred Communication Method?

- ☐ SMS
- ☐ Email
- ☐ Phone Call

Estimated Delivery Time (in minutes)

Enter a number...

Scheduled Delivery Date

Enter date...

Delivery Time Window Start

Delivery Instructions (Select all that apply)

- ☐ Leave at Front Door
- ☐ Ring Bell
- ☐ Contact Recipient
- ☐ Leave with Neighbor

Additional Delivery Notes

Write something...

Recipient Availability?

- ☐ Available
- ☐ Not Available

Delivery Confirmation & Proof of Delivery

Ensure proper documentation of delivery and obtain proof of delivery.

Tracking Number

Enter a number...

Delivery Status

- ☐ Delivered
- ☐ Left at Door
- ☐ Signed for
- ☐ Exception (Details in Notes)

Delivery Notes/Comments

Write something...

Customer Signature

Actual Delivery Date

Enter date...

Delivery Time

GPS Delivery Location

 [Set My Current Location](#)



Customer Interaction & Service

Assess the quality of interaction and address any customer concerns.

Customer Satisfaction Score (1-5)

Enter a number...

Customer Attitude

- ☐ Friendly
- ☐ Neutral
- ☐ Unfriendly

Notes on Customer Interaction

Write something...

Was any assistance required?

☐ Yes

☐ No

Describe Assistance Provided (if applicable)

Write something...

Was the customer's question or concern resolved?

☐ Yes

☐ No

☐ Partially

Post-Delivery Vehicle & Equipment

Inspect vehicle condition and equipment readiness for next route.

Odometer Reading

Enter a number...

Vehicle Condition Notes (Damage, Wear)

Write something...

Equipment Condition (Coolers, Straps)

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Needs Repair

Equipment Requiring Cleaning

- ☐ Coolers
- ☐ Straps
- ☐ Boxes
- ☐ Hand Truck

Next Maintenance Date

Enter date...

Data Recording & Performance Metrics

Track delivery performance and identify areas for improvement.

Number of Deliveries Completed

Enter a number...

Average Delivery Time (minutes)

Enter a number...

Number of Customer Complaints

Enter a number...

Total Mileage Driven

Enter a number...

Route Adherence (On Time)

- ☐ Yes
- ☐ No
- ☐ Partially

Date of Delivery Record

Enter date...

Time of Delivery Record

Notes on Route or Delivery Issues

Write something...