



Last Mile Delivery Process Checklist

Order Verification & Preparation

Ensuring accurate order details and proper packaging for shipment.

Order Number

Enter a number...

Customer Order Notes

Write something...

Shipping Method

- ☐ Standard
- ☐ Express
- ☐ Same-Day

Quantity of Items

Enter a number...

Specific Packaging Instructions

Write something...

Fragile Item?

☐ Yes

☐ No

Estimated Shipping Date

Enter date...

Route Optimization & Dispatch

Efficient route planning and driver assignment for timely deliveries.

Number of Stops per Route

Enter a number...

Optimization Algorithm Used

☐ Shortest Distance

☐ Time Window Constraints

☐ Vehicle Capacity

☐ Traffic Considerations

Route Start Time

Estimated Travel Time (minutes)

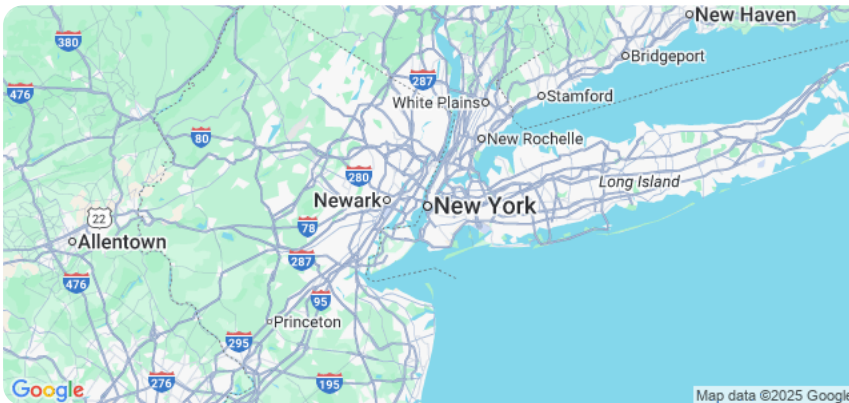
Enter a number...

Dispatch Method

- ☐ Automated Dispatch
- ☐ Manual Dispatch

Starting Depot Location

 [Set My Current Location](#)



Number of Drivers Assigned

Enter a number...

Delivery Vehicle Inspection

Pre- and post-delivery checks for vehicle safety and condition.

Inspection Date

Enter date...

Odometer Reading

Enter a number...

Vehicle Condition (Overall)

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

Tire Condition Notes

Write something...

Fluid Levels (Oil, Coolant, Brake)

- ☐ Full
- ☐ Adequate
- ☐ Low

Lights and Signals Check (Functionality)

Write something...

Damage Identified (Select all that apply)

- ☐ Scratches
- ☐ Dents
- ☐ Broken Lights
- ☐ Tire Damage
- ☐ None

Inspector Signature

Delivery Confirmation & Proof of Delivery

Verification of successful delivery and obtaining necessary signatures or photos.

Delivery Status

- ☐ Delivered
- ☐ Partially Delivered
- ☐ Delivery Attempted
- ☐ Exception - See Notes

Delivery Notes/Exceptions

Write something...

Customer Signature

Proof of Delivery Photo

 Upload File

Item Count Confirmed

Enter a number...

Delivery Method Confirmation

- ☐ Left at Door
- ☐ Handed to Recipient
- ☐ Secure Location
- ☐ Other (Specify)

Customer Communication & Updates

Proactive updates on delivery status and addressing customer inquiries.

Communication Channel

- ☐ SMS
- ☐ Email
- ☐ Phone Call
- ☐ App Notification

Initial Delivery Confirmation Message

Write something...

Estimated Delivery Time

Tracking Link Clicks

Enter a number...

Update Type

- ☐ Delay
- ☐ On Track
- ☐ Out for Delivery
- ☐ Delivered

Delay Explanation (if applicable)

Write something...

Last Communication Date

Enter date...

Returns Management & Reverse Logistics

Handling returned items efficiently and tracking reverse shipments.

Return Authorization (RA) Number

Enter a number...

Reason for Return

- ☐ Defective
- ☐ Damaged
- ☐ Wrong Item
- ☐ Unwanted
- ☐ Other

Detailed Description of Issue

Write something...

Date of Return Request

Enter date...

Return Shipping Method

- ☐ Prepaid Label
- ☐ Customer Pays
- ☐ Other

Supporting Photos/Documentation

 Upload File

Tracking Number (Reverse Logistics)

Enter a number...

Expected Return Date

Enter date...

Delivery Driver Safety & Compliance

Adherence to safety protocols and legal requirements for delivery personnel.

Driver License Expiration Date

Enter date...

Vehicle Odometer Reading

Enter a number...

Driver Acknowledgement of Safety Procedures

Vehicle Safety Inspection Completed?

☐ Yes

☐ No

Safety Gear Used (Check all that apply)

☐ High-Visibility Vest

☐ Gloves

☐ Safety Glasses

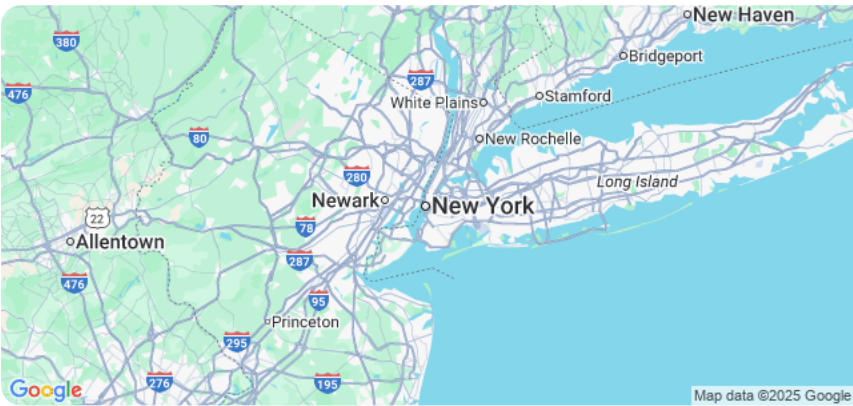
☐ Steel-Toed Boots

Vehicle Defect Report (if applicable)

Write something...

Last Location of Route Start

 [Set My Current Location](#)



Exception Handling & Problem Resolution

Addressing delivery issues such as delays, damages, or incorrect addresses.

Nature of Exception

- ☐ Delivery Delay
- ☐ Damage to Goods
- ☐ Incorrect Address
- ☐ Customer Unavailable
- ☐ Vehicle Breakdown
- ☐ Other

Detailed Description of Issue

Write something...

Estimated Delay (Minutes)

Enter a number...

Resolution Type

- ☐ Reschedule Delivery
- ☐ Redelivery
- ☐ Partial Refund
- ☐ Full Refund
- ☐ Claim with Carrier

New Delivery Date (if applicable)

Enter date...

New Delivery Time (if applicable)

Notes from Driver/Delivery Team

Write something...

Resolution Sign-Off (Manager)

Performance Metrics & Reporting

Tracking key delivery metrics and generating reports to identify areas for improvement.

On-Time Delivery Rate (%)

Enter a number...

Average Delivery Time (minutes)

Enter a number...

Delivery Attempts per Order

Enter a number...

Damage Rate (%)

Enter a number...

Cost per Delivery (\$)

Enter a number...

Reporting Frequency

- ☐ Daily
- ☐ Weekly
- ☐ Monthly

Reporting Period Start Date

Enter date...

Reporting Period End Date

Enter date...

Technology & System Validation

Verification of functionality and data accuracy within delivery management systems.

Last System Update Date

Enter date...

System Uptime (%)

Enter a number...

Integration Status (TMS, WMS, CRM)

- ☐ Fully Integrated
- ☐ Partially Integrated
- ☐ Not Integrated


Detailed Description of System Configuration

Write something...

Mobile App Functionality Validation (Order Scan, Signature Capture)

- ☐ Functioning Correctly
- ☐ Requires Attention
- ☐ Not Tested

Screenshot of System Dashboard

 Upload File

Data Synchronization Latency (seconds)

Enter a number...