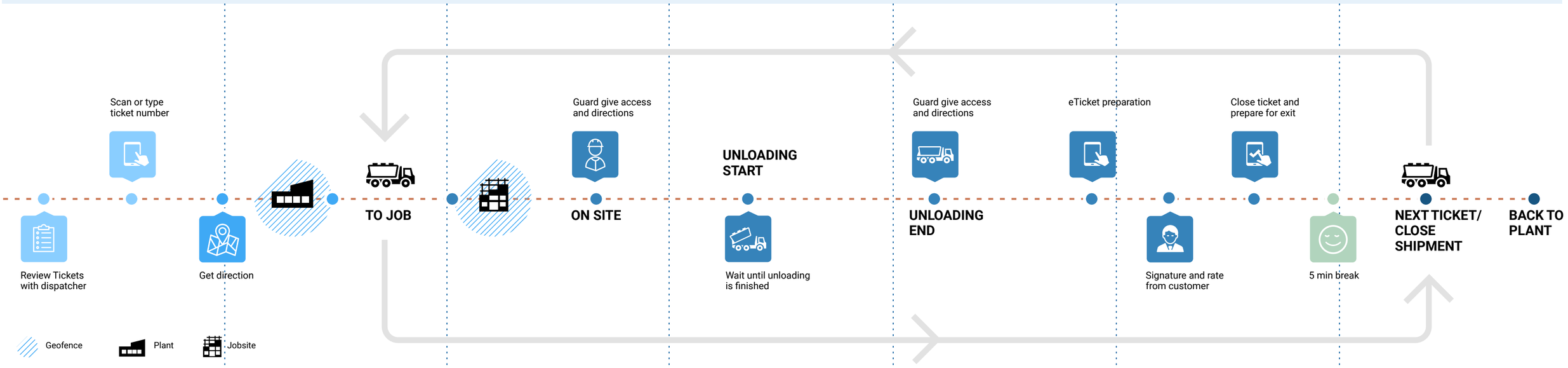
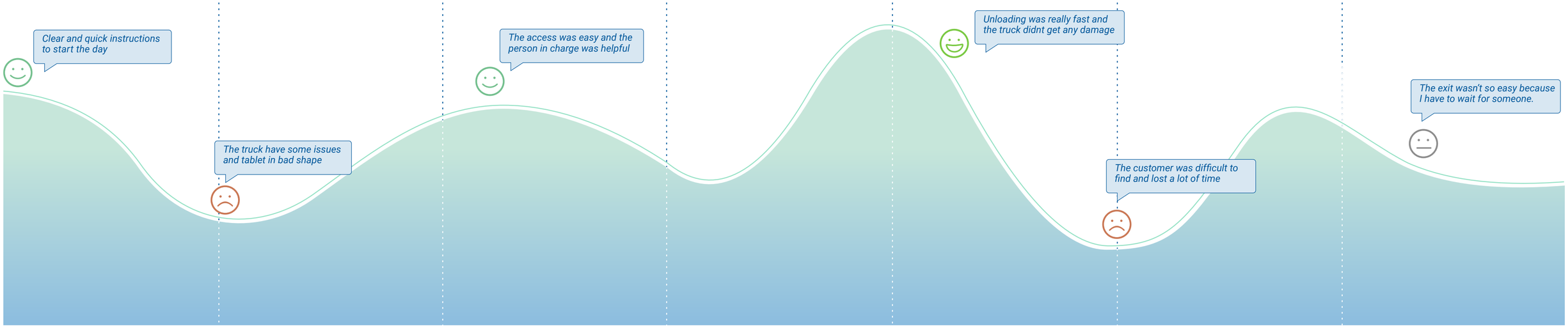
Delivery
Experience Map

	PRE - TRIP	TRIP	JOBSITE				POST - TRIP
PHASE	PLANT	TO JOB	ON SITE	UNLOADING START	UNLOADING END	CLOSING TICKET	EXIT / RETURN
DOING	Talk to dispatcher Inspect truck Receive tickets Scan or type ticket Wait for load of product	Get directions Exit plant Drive trough the best route	Find access Locate people in charge Get directions to unloading point Drive to unloading point Be received by a person	Inspect unloading Wait until unloading is finished	Verify that everything was unload Inspect truck for damage Locate customer Prepare eTicket	Give tablet to customer to sign delivery Wait for sign and rate of the unloading Add notes if neccesary Close Ticket	Return to truck Locate exit Drive back to plant or next delivery point

TOUCHPOINTS



EMOTIONS AND THOUGHTS