Track-POD

Last Mile Logistics Glossary: Abbreviations, Terminology, Delivery Metrics

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Track-POD

Last Mile

terms,

The final leg of the delivery process where goods are transported from a transportation hub or fulfillment center to the customer's doorstep or preferred location.

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Final Mile Logistics

terms,

The specialized logistics operations and strategies focused on the last mile delivery, such as optimizing delivery routes, managing inventory, and coordinating with local couriers or carriers.

Delivery Management System

abbr. **DMS**

terms,

A first, middle, or final mile software solution that facilitates management and coordination of delivery operations, including order processing, route optimization, real-time tracking, and delivery documentation.

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Third-Party Logistics

abbr. **3PL**

terms,

3PL = third-party logistics. 3PL services cover warehousing, packaging, and shipment (from routing to Proof of Delivery) of the goods. Businesses that do not manage deliveries in-house usually outsource logistics management to 3PL companies.

Customer Experience

abbr. **CX**

terms,

The overall impression and satisfaction that customers have during their interaction with the delivery service, including factors such as communication, timeliness, and professionalism.

Route Optimization or Route Planning

terms,

The process of building the most efficient delivery routes to minimize time, distance, and fuel consumption. The route optimization process often involves advanced algorithms and last mile software solutions.

Dynamic Route Optimization

terms,

The process of building the most efficient delivery routes to minimize time, distance, and fuel consumption. The route optimization process often involves advanced algorithms and last mile software solutions.

Static Route Optimization

terms,

Static route optimization in final mile delivery involves the pre-planning and optimization of delivery routes based on historical data, known traffic limitations, and set parameters.

Courier Dispatch

terms,

Courier dispatch refers to the process of assigning and dispatching couriers or delivery personnel to fulfill specific last mile delivery routes or orders. Final mile delivery management software is typically used for courier dispatch.

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Tracking & Tracing

terms,

The ability to monitor and trace the progress of a delivery in real-time, providing customers with live updates and visibility into the location and estimated time of arrival of their package.

Delivery Window or Delivery Time Slot

terms,

A specific time frame during which the customer expects to receive their delivery, typically provided to them in advance for planning purposes.

Delivery Driver App

terms,

A driver app refers to a mobile application designed and used by last mile delivery drivers. Delivery driver app often comes as a part of final mile delivery software. It provides couriers with essential tools to manage their daily tasks effectively.

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Proof of Delivery (POD)

terms,

A driver app refers to a mobile application designed and used by last mile delivery drivers. Delivery driver app often comes as a part of final mile delivery software. It provides couriers with essential tools to manage their daily tasks effectively.

Reverse Logistics

terms,

The process of handling returns and managing the flow of products from the customer back to the retailer or manufacturer. Unlike the traditional forward logistics, which focuses on moving goods from the warehouse to the end customer, reverse logistics handles the movement of products in the opposite direction.

Load Check

Load check in final mile refers to the process of verifying and ensuring that the correct items or packages are loaded onto the delivery vehicle before it departs for its delivery route. It is a critical step in the last mile logistics operation to prevent delivery errors, misplaced packages, or missing items during transit.

Vehicle Check

terms,

Delivery vehicle inspection and verification process conducted before it departs on its assigned route. It involves assessing the vehicle's overall condition, including its mechanical components, safety features, and operational status.

Fleet Capacity

terms,

Fleet capacity in final mile operations refers to the total amount of transportation resources, including vehicles and couriers, that a company has available to fulfill customer orders.

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Order Fulfillment

terms,

Order fulfillment in final mile refers to the comprehensive process of receiving, processing, and delivering customer orders from the final distribution center or warehouse to the intended recipients, typically within the local delivery area.

Redelivery

terms,

Delivery attempts that are made again in the event of a missing or failed delivery, a rejected order, or other circumstances. It occurs when the recipient was unavailable, the delivery address was incorrect or inaccessible.

Contactless Delivery

terms,

A delivery method that minimizes direct contact between the delivery person and the recipient, often through practices like leaving packages at the doorstep, e-signatures, photo proofs.

Same-Day Delivery

terms,

A delivery method that minimizes direct contact between the delivery person and the recipient, often through practices like leaving packages at the doorstep, e-signatures, photo proofs.

End of Day Delivery

abbr. **EOD**

terms,

End of the day delivery refers to a specific timeframe for completing deliveries by the close of the business day.

Cash on Delivery

abbr. **COD**

terms,

COD in final mile refers to a payment way in which the customer pays for the goods at the moment of delivery, often in cash.

Service Level Agreement

abbr. **SLA**

terms,

In last mile delivery, a service level agreement (SLA) is a contractual agreement between a logistics service provider and a customer that describes the agreed-upon service levels and performance indicators (delivery TAT, order accuracy, returns, and exchanges).

Estimated Time of Arrival

abbr. **ETA**

terms,

A calculated estimation of the anticipated time when a shipment, vehicle, or person is expected to reach a specific destination or location.

On-time delivery

abbr. **OTD**

terms,

Last mile metric that shows the total number of orders <u>completed on time</u> within a specific time frame.

First Attempt Delivery Rate

abbr. **FADR**

terms,

Metric in final mile delivery that refers to the percentage of deliveries that are successfully completed on the initial delivery attempt, without requiring additional attempts or redelivery.

Turnaround Time

abbr. **TAT**

terms,

A delivery metric that refers to the duration or timeframe required to complete a delivery from when an order is placed, or a shipment is ready for dispatch to when it reaches its ultimate customer.

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First Time Right

abbr. **FTR**

terms,

Metric in last mile analytics that refers to the successful completion of a delivery on the first try, without any errors or issues that require redelivery.

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Cost per mile (CPM)

abbr. **CPM**

terms,

Financial metric used in logistics and transportation to calculate the average cost incurred for each mile traveled by a vehicle or a fleet of vehicles.

Average service duration

terms,

The average amount of time it takes to complete a delivery, from the time the courier arrives at the customer's address until the order is safely delivered and confirmed.

Planned vs Actual Mileage

terms,

A performance metric that keeps track of the difference between the distance that was planned for a delivery route and the distance that the delivery vehicle actually traveled while making the delivery.

Order Accuracy

terms,

Order Accuracy metric in final mile analytics refers to the measurement of the percentage of customer orders that are fulfilled correctly and accurately without any errors or discrepancies.

Cost Savings by Time/Distance

terms,

Metric in final mile that refers to the reduction in operational expenses achieved by optimizing delivery routes and minimizing the time and distance traveled during the delivery process.

Fleet Capacity Utilized

terms,

Metric in last mile logistics that refers to the percentage or measurement of how effectively an organization utilizes its available fleet resources. It shows how much the fleet's vehicles and delivery staff are being used to their fullest potential to fulfill customer orders.

Fuel Consumption Rate

abbr. **FTR**

terms,

Financial metric used in logistics and transportation to calculate the average cost incurred for each mile traveled by a vehicle or a fleet of vehicles.

In Transit

terms related to

delivery status

It means the parcel/package is on the way to the receiver, although it does not mean it is currently being transported; it can also include the parcel being at the sender's company's depot or distribution center.

Out for delivery

terms related to

delivery status

It means that a shipment is out with the courier for delivery and refers to a delivery status for a certain package. It is like a note to recipients that their awaited package is en route to their doorstep.

Delivered

terms related to

delivery status

This status means that the customer has successfully received the order. Usually, the customer will receive a notification/email of successful delivery.

Exception

terms related to

delivery status

Shortly, it means the package is delayed due to unexpected event. Exception status details should provide the customer with additional information regarding the nature of delay.