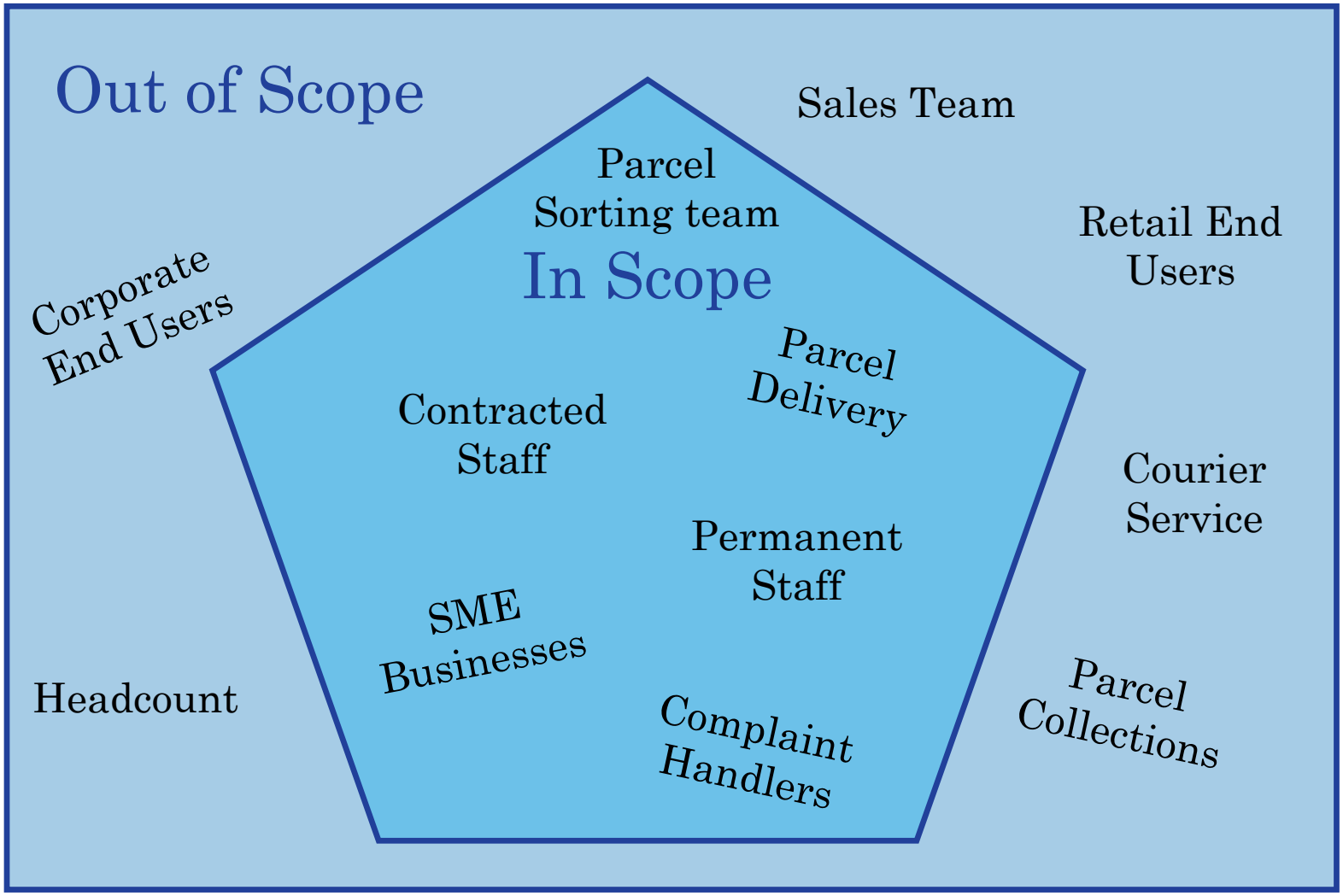
In & Out of Scope Tool



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S	I	P	O	C
• Customer • Internet Provider • Incoming Parcel Team • Phone Provider • CS Team • MI Team • Vehicle Leasing Company	• Transport arrives • System Updated: parcel information • Data (Customer Info) • Technology (Computer, phone, parcel database analysis)		• Transport leaves • Parcel received • Phone call to contract agency • System Updated: delivery information • Delivery details printed • Technology (Computer, Emails, Internet, parcel database reference)	• Customer • 'Driver Services' • End User • Speedy Delivery Board • Complaints Team • Outgoing Parcel Team • Operations Team
Parcel arrives at depot	**Parcel sorted**	**Parcel distributed to driver**	**Driver collects parcel**	**Parcel delivered to end user**