

Door-to-Door Delivery Solutions

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OPERATIONAL CONTEXT



Door-to-door air cargo transportation processes encompass a multi-stage operational structure that begins with the collection of shipments from customers, continues through various transfer and handling stages within the operational network, and ends with delivery to the final destination. Throughout this process, first-mile pickup operations, terminal and warehouse operations, transfer processes, flight planning, last-mile delivery operations, and customer information flows progress in an interconnected manner. At different stages of the operation, numerous stakeholders, vehicles, operational points, and time-critical processes are managed simultaneously. Effective management of door-to-door processes in air cargo operations plays a significant role in terms of speed, traceability, operational efficiency, and customer experience.



How Does Door-to-Door Delivery Process Work?

Throughout the process, road transport, warehouse operations, air cargo operations, and delivery processes are coordinated. The flow is as follows:

- Receiving the pickup request from the customer,
- Picking up the shipment from the address and bringing it into the operations network,
- Transporting the cargo to the collection/warehouse operations center,
- Sorting the cargo and preparing it for flight,
- Transferring the cargo on the relevant flight,
- Unloading the cargo at the destination and processing it operationally,
- Planning last-mile distribution,
- Delivering the cargo to the recipient's address.

How Might We Canvas

Who?

who are the stakeholders that get effected?

WIDECT Operations Teams, Ground Services, IT and Digital Development Teams, Sales and Customer Experience, Business Development

What?

what is the problem that needs to be solved?

In door-to-door air cargo operations, the fragmented handling of different operational stages can create challenges in process coordination and end-to-end traceability.

Why?

why is this problem worth solving?

The door-to-door transport process is one of the stages that directly determines the speed, cost, and customer experience of cargo operations. Inefficiencies in this area create a chain reaction across the operation, leading to delays, higher costs, and customer dissatisfaction.

How?

how can this problem be eliminated?

By developing a platform where local courier partners can be onboarded and managed, dynamic task assignments can be made, and cargo pickup processes can be tracked end-to-end digitally.

Challenge:

How might we digitally integrate pickup, transfer, and delivery operations in door-to-door air cargo processes to make them faster, more flexible, more coordinated, and end-to-end traceable?