

ABSTRACT

5 COMMUNICATIONS SERVER APPARATUS, METHOD AND COMMUNICATIONS SYSTEM FOR FULFILMENT OF AN ORDER FROM A USER

A communications server apparatus for fulfilment of an order from a user, which, in response to receiving order data for an order of at least one item offered at a pickup
10 location for delivery to a destination location, assign a virtual hub based on the pickup location and the destination location, generate pickup data indicative of at least one pickup task that is associated with the item, the pickup location, and the virtual hub, and delivery data indicative of a delivery task that is associated with the item, the virtual hub and the destination location, transmit the pickup data and the
15 hub data to a communications device of a first agent assigned for delivery from the pickup location to the virtual hub, and transmit the delivery data and the hub data to a communications device of a second agent assigned for delivery from the virtual hub to the destination location.

20 (Fig. 4)