

On Demand Delivery Orchestration Platform

Seamless and highly-configurable platform to achieve cost-effective scalable, sustainable and customer-centric deliveries

Shipsy's AI-enabled logistics management platform enables delightful on demand delivery experiences with auto allocation of orders, driver shift management, dynamic en route order clubbing, live order tracking, driver app and many other loaded capabilities that helps manage SLAs efficiently. Here's a look at some of Shipsy's key on demand delivery management capabilities.

Routing and Scheduling

- Auto allocation engine with multiple configuration parameters
- Dynamic clubbing of orders
- Geocoding Engine
- Geofencing based on vehicle type



Driver Management

- Driver App
- Roster Management
- Drive Payout Management
- Driver Deviation Check
- Gamification for drivers



Analytics and dashboards

- Configurable Business KPI's
- Dispatch Management dashboard



Customer Communication and Feedback

- SMS and WhatsApp communication
- Live tracking link for customers
- Customers can reschedule/ return/ edit the address
- Customer Feedback



Cash and Payment Management

- Online Payment - UPI, Or, Cash on Delivery
- COD Reconciliation, petty cash automation



3PL Partner Management

- Allocation engine
- Unified tracking
- 3PL performance management
- Reverse Logistics management
- Customer engagement
- NDR management



Routing and Scheduling

Allocation Engine

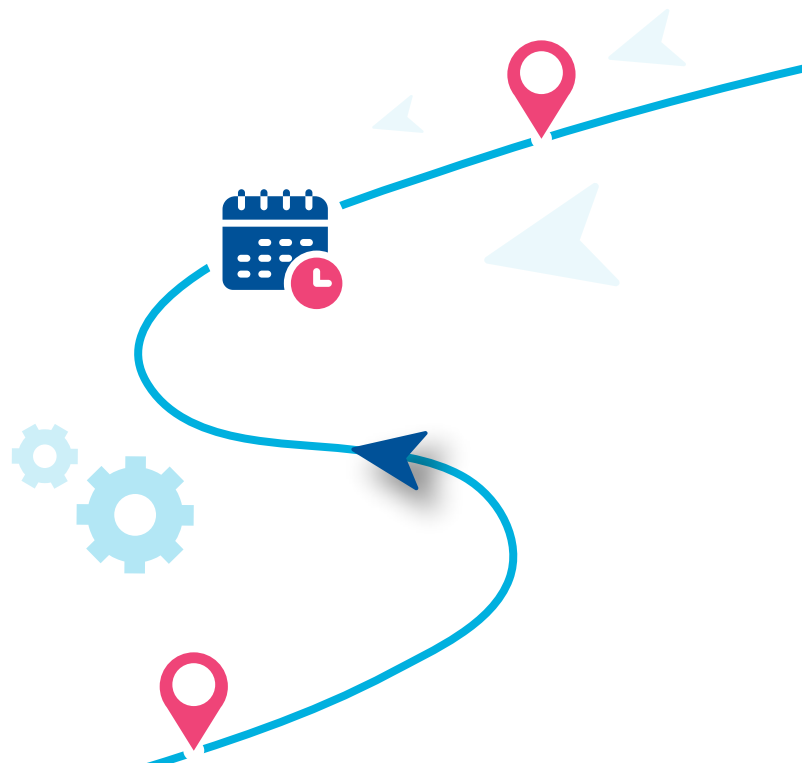
Shipsy's platform allows auto allocation of orders to drivers based on multiple configurable parameters including driver location, order SLA, wait time, cash-in-hand etc.

Dynamic Clubbing of Orders

Club multiple orders dynamically to optimize for time and resource utilization based on several parameters such as geofencing radius, delivery location, maximum assignable orders, vehicle capacity etc.

Geocoding Engine

Our AI based geocoding & address intelligence engine converts text address into precise latitude-longitude address for accurate delivery location to avoid misroutes and delays in deliveries.



Driver Management

Driver Roster Management

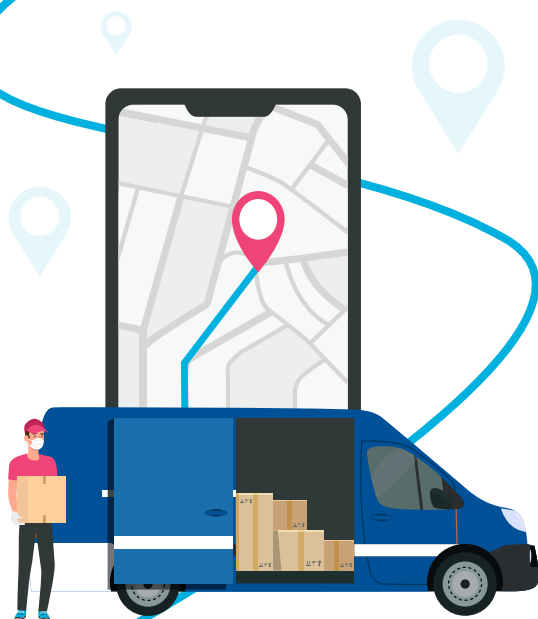
Create rosters and post driver requirements for specific time slots which drivers can see through their dedicated driver app. Also create rosters for freelance driver partners to scale operations during demand surge.

Driver App

A dedicated driver app to manage all operations of driver partners such as delivery details, routes, COD remittance, payout and incentives, proof of delivery, communication and live-chat etc.

Driver Payout Management

Let driver partners be aware of their hours clocked and the monies earned. Introduce gamified incentive management, leader boards and much more to boost retention and productivity.



Customer Communication and Feedback

SMS and Whatsapp Communication

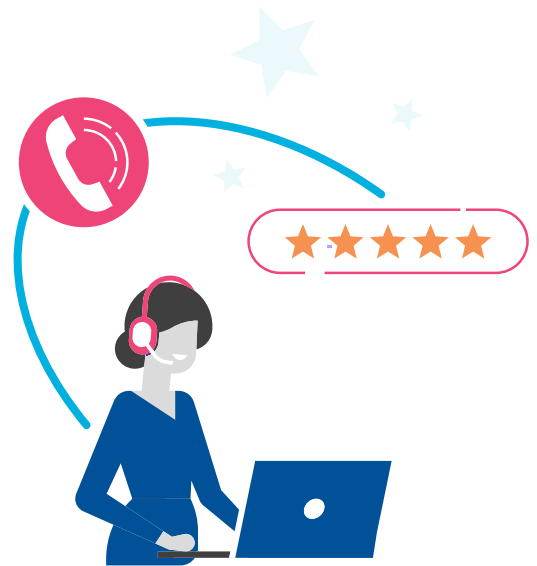
Shipsy has a superior customer communication module which triggers SMS, WhatsApp, IVR, and eMail notifications on reaching preconfigured milestones.

Live Tracking for Customers

A live tracking link with ETA, delivery partner's location and contact details is sent to the customer when the order is out for delivery. This link can be white-labelled to suit your company's branding requirements.

Customer Feedback

Our solution allows end customers to provide feedback on the overall delivery experience and rate the drivers.



Cash and Payment Management

Online Payment and Cash on Delivery

Offer your customers with all leading payment methods such as COD, debit & credit cards, QR based UPI payments, wallets etc

COD Reconciliation

Reconcile cash collected by driver partner at any hub. Also manage driver's payout with driver's cash-in-hand.

Analytics and Dashboards

Analytics Dashboard

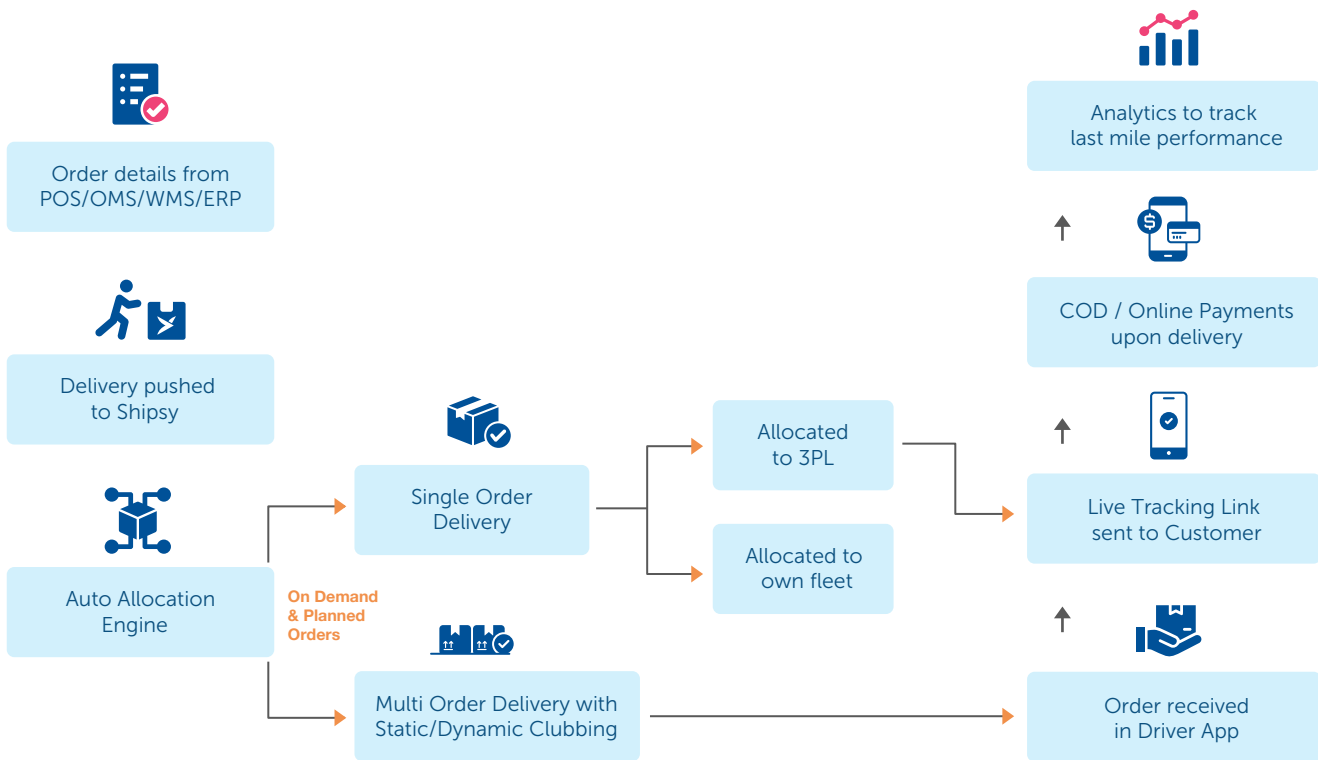
We have comprehensive analytics built in the system with a centralized dashboard that can be used at different levels across the organization. You can track data around orders, riders and SLAs. Get quick answers on how many orders have been delivered, how many are delayed, how many are canceled, what's the average delivery time and more.

Configurable Dispatch KPI Dashboard

The solution allows you to configure the core KPIs that you want to track including number of active orders, number of orders per driver, average delivery time, breach percentage and more. The store manager can also quickly refer to the details of the orders across different stages and the details of drivers.



Last Mile Delivery Management Workflow



Delivery execution for on demand customers

