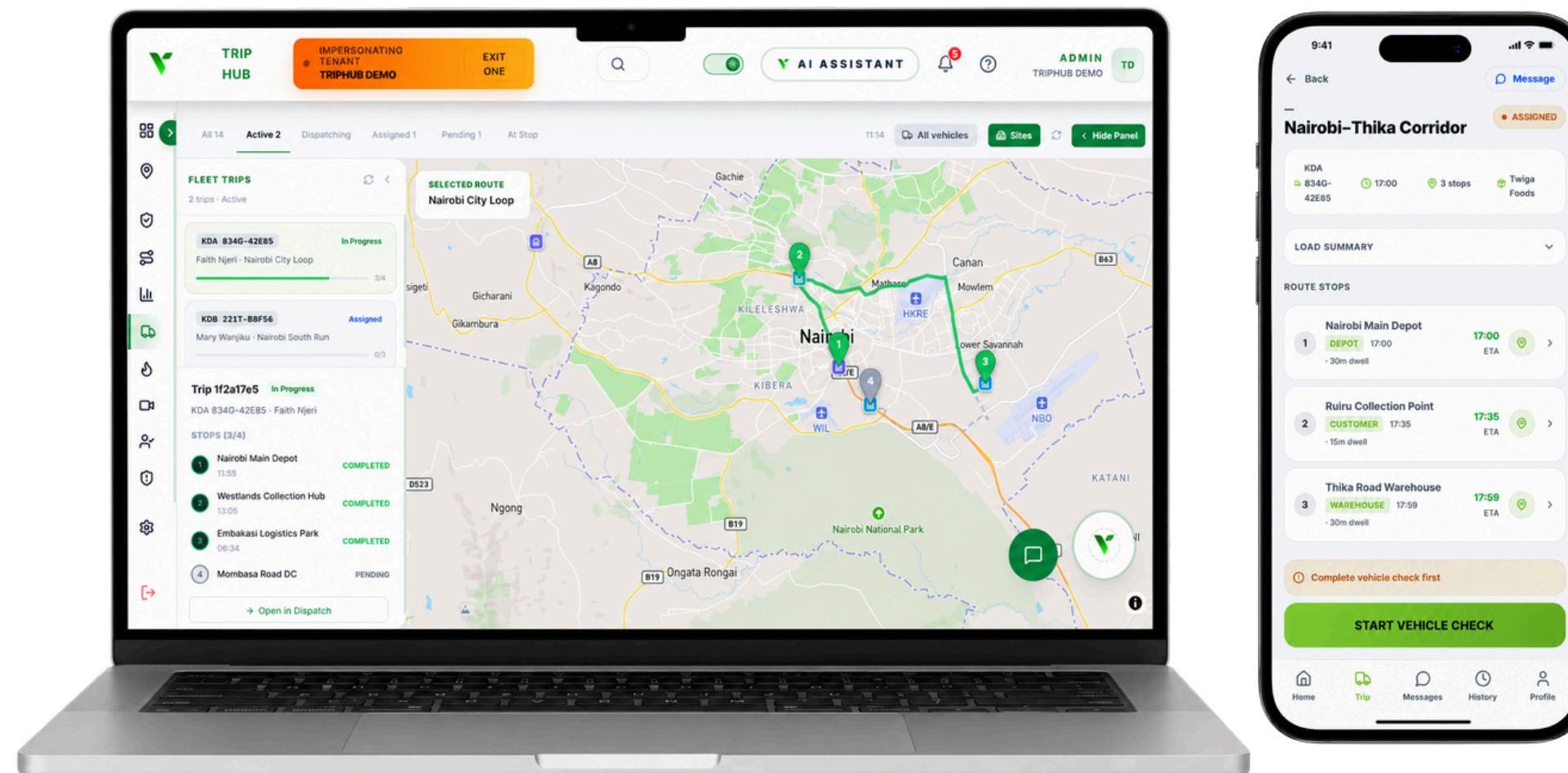


Trip Hub.

Dispatch, ETA & delivery — end to end.

Plan it · Dispatch it · Track it · Prove it · Bill it



July 2026

One trip. Everything hangs off it.



The unit of work

Vehicle, driver, route, manifest, proof of delivery, ETA and cost all hang off a single dispatched trip.



Two surfaces, one trip

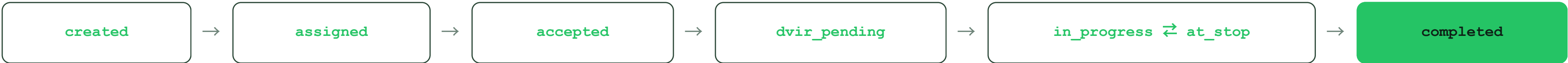
Dispatcher works the web console; the driver works the same trip in the Driver App. Each side sees the other instantly.



Real-time by default

Board, live map, trip page and alert feed update the moment something changes on the road — no manual refresh.

The trip lifecycle — a defined state machine





rejected — back to the “Needs attention” queue for reassignment



dvir_failed — a critical defect grounds the vehicle; the trip can't start



exception → resolved — any active state can flag a problem, then resume

Every state change is written to the trip's append-only activity timeline — who did it, and when.

Where is everything, right now.

- 

Every active trip

Vehicles, planned routes and stops plotted on one map.
- 

Focus a single trip

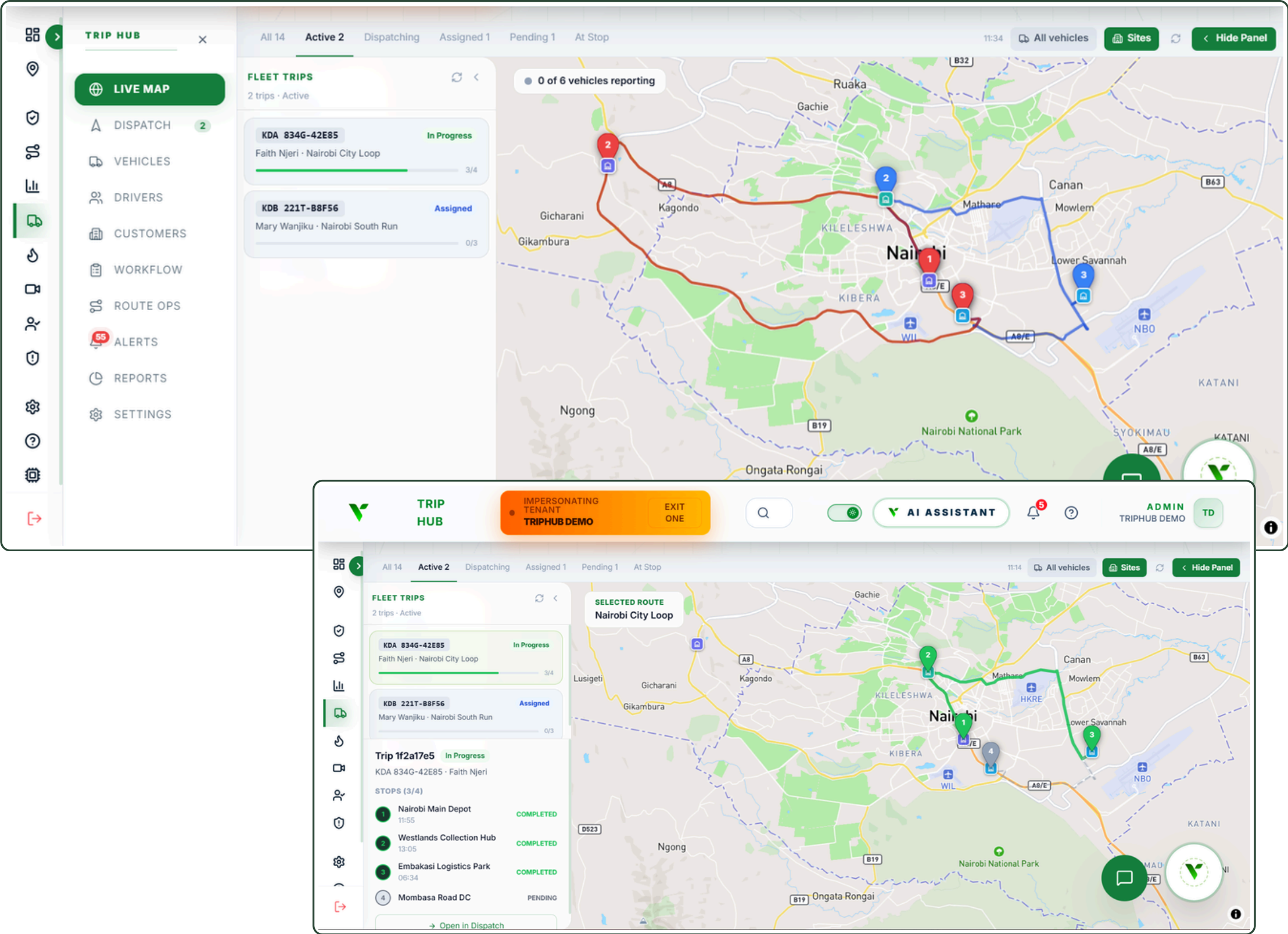
Zoom to its route, ordered stops, live position and progress.
- 

Live next-stop ETA

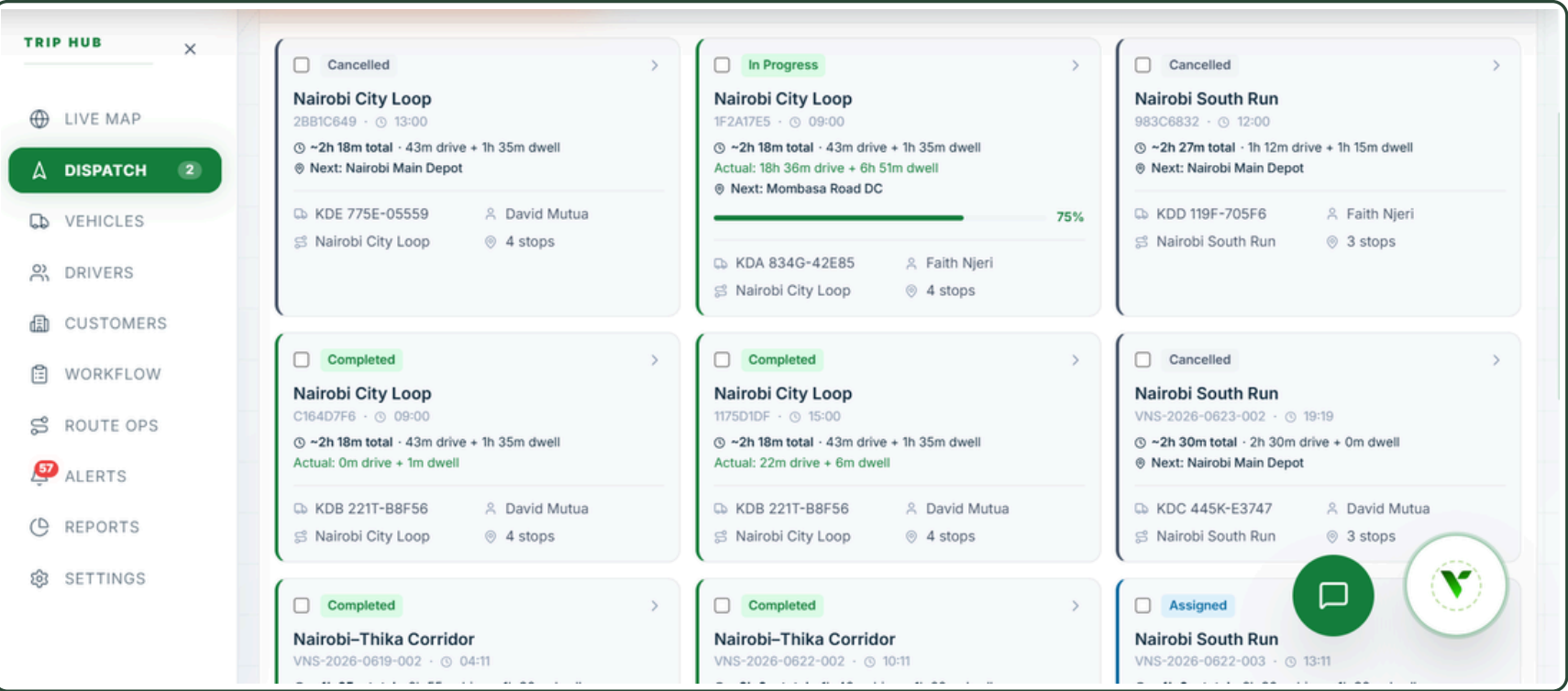
Completed vs. remaining route for trips underway.
- 

One GPS truth

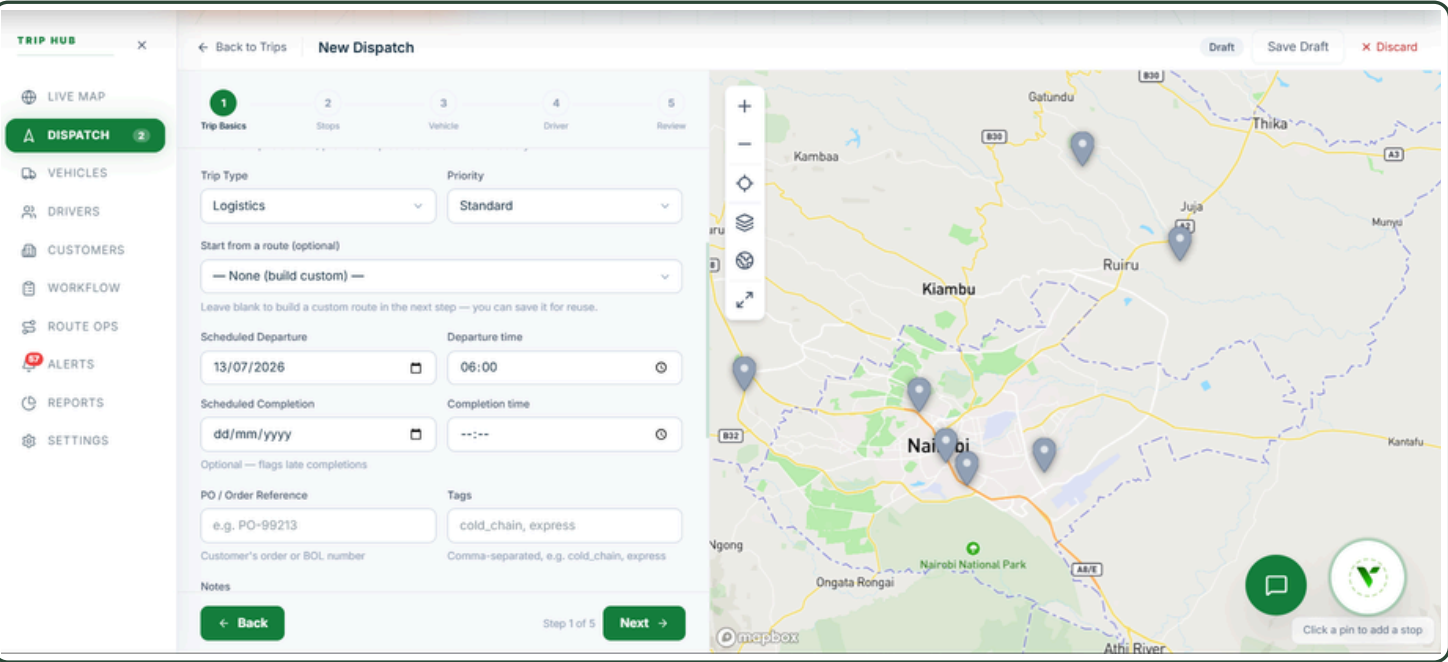
Office and driver see the same position; trackerless vehicles fall back to the driver's phone while the trip is live.



The board runs the day.



The dispatch board — status at a glance, plus a “Needs attention” queue (created · rejected · DVIR–failed · reassigned · exception).



Wizard safeguards



Real availability

Overlapping vehicles and drivers show as On trip and can't be picked — no double-booking. Backend-enforced too.



Capacity check

Declared load (kg / m³ per stop) is checked against cargo capacity; over-capacity picks are flagged.



Vehicle warnings

Service–due or DVIR–fail flags surface before you commit.



Optional load metadata

Commodity, declared value, special handling, waybill/BOL — all on the Load Summary.



Now or scheduled

Send immediately (SMS to the driver) or schedule for later. The driver must accept before the trip proceeds.

ETAs with receipts.



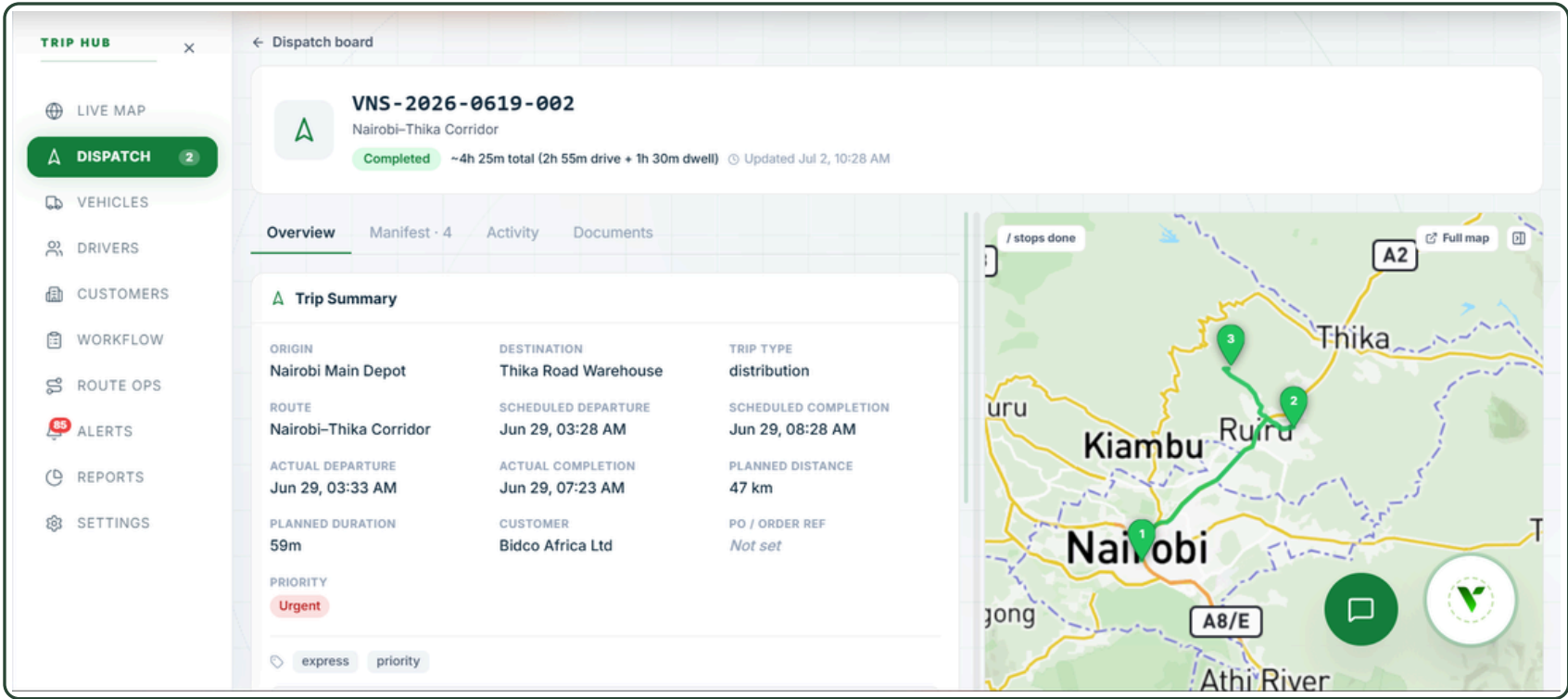
Real road-time, not straight-line

Drive times come from OSRM road routing (cached) — identical in the wizard, on this page, and in the driver's app.

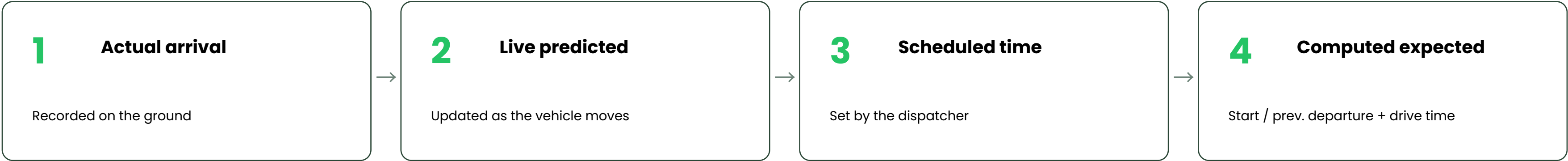


Planned vs. actual, side by side

Total trip time = planned drive + dwell across all stops. Once running, actuals sit next to plan — amber when a stop overruns its dwell.



ETA precedence — first available wins, so a stop never shows a blank ETA:



The same numbers everywhere: dispatch wizard, trip page, and the driver's app.

Graded against the promise.



Early

Well before the window



On time

Within the window (default ±15 min)



Late

Outside window, within max lateness



SLA breach

Past maximum allowed lateness

Grading order: the stop's customer → the trip's customer → a sensible default. The grade colours the ETA everywhere — office and driver.

← Back to customers

 **BIDCO AFRICA LTD**

CUST-0001

Active

Contract

Edit

Overview

SLA

Billing

SLA & Service Agreement

Save

ⓘ

These rules tell the platform how to treat this customer's trips — late arrivals are flagged against the delivery window, drivers are prompted for the required proof of delivery, and the chosen events fire customer notifications automatically.

DELIVERY WINDOW (MIN)

120

MAX ACCEPTABLE LATENESS (MIN)

30

POD TYPE

Signature

PORTAL ACCESS

Email magic link

☒ Proof of delivery required

☒ Customer tracking link enabled

NOTIFY CUSTOMER ON

Departed

Arrived

Delayed

Completed

Arrival — recorded two ways



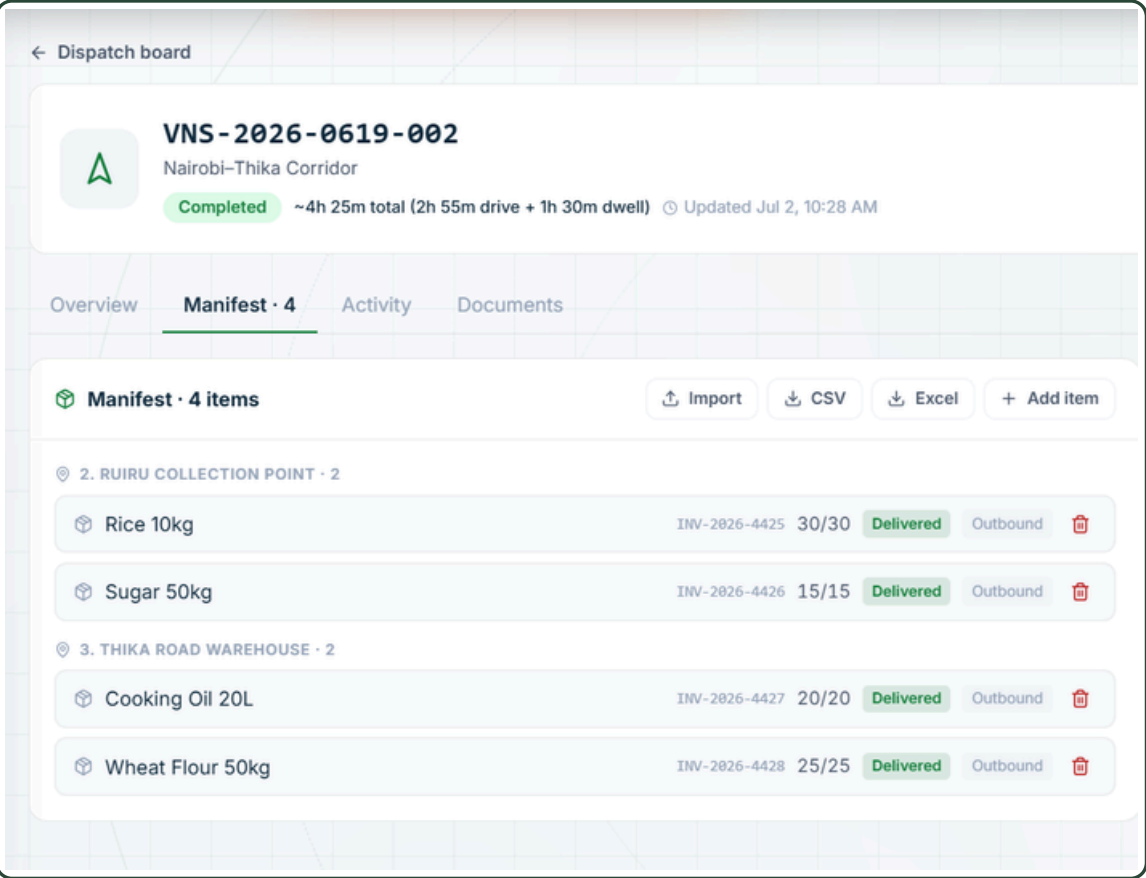
Geofence auto-arrival when the vehicle enters the stop's radius...



...or the driver taps “Mark arrived”. Whichever happens first — reconciled so a stop is never double-marked.

Per-customer SLA — window, max lateness, POD type, notify-on events

Every item, accounted for.



Line items grouped per stop, with live delivery status



Per-stop items

Each drop has its own consignment; confirming a stop delivers just its items.



Shared load

One pool drawn down across stops, reconciled at the end of the trip.

Delivered-per-stop, live from the driver's ePOD

Delivered

Partial

Refused

Undelivered

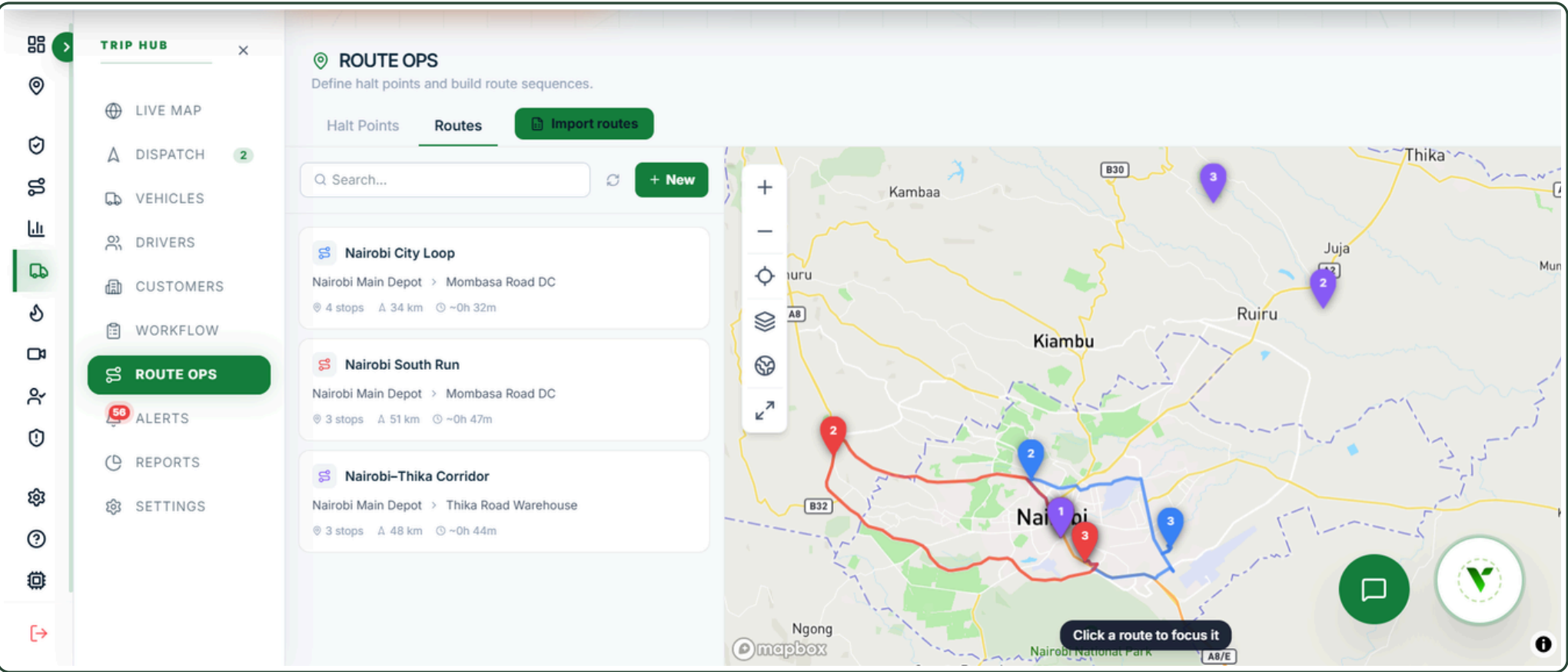
- Counts per line item keep reflecting the driver's reconciliation through to end of trip.
- Anything never actioned is auto-marked undelivered on completion; the manifest locks when the trip closes.



Load Summary — Total Weight / Volume / Pieces aggregated from per-stop declarations + manifest, plus optional commodity, declared value, special handling and waybill/BOL.

Proof of delivery: signature, photos, outcome and optional SMS OTP — captured at every stop.

Build once. Reuse forever.



Halt points and reusable routes on a map



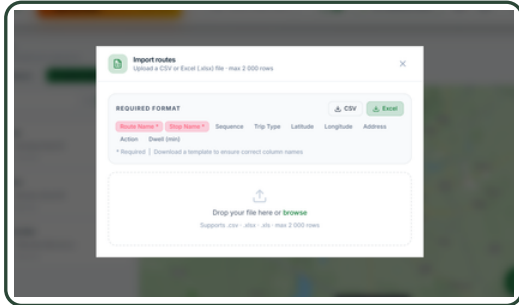
Halt points Named locations with geofences — powering auto-arrival everywhere.



Routes Ordered sets of stops. Build once, reuse in the dispatch wizard.



Stops Geofence, action type (pickup / dropoff / both), time window, planned dwell.



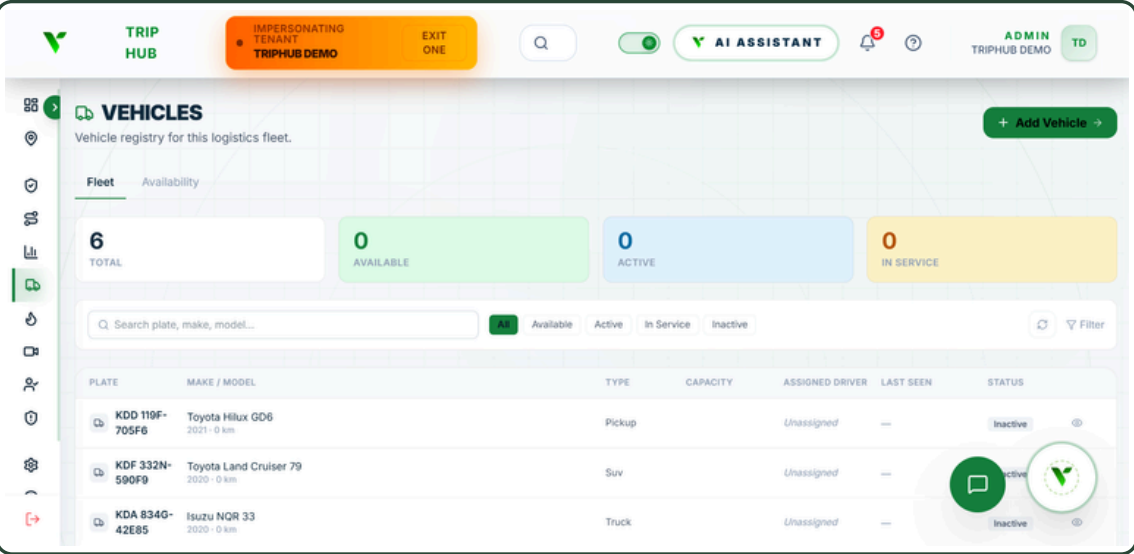
Bulk import

CSV / Excel, max 2,000 rows, templates + per-row validation — the first step toward TMS jobs.

Stops carry the geofences that drive auto-arrival — draw them once, every trip benefits.

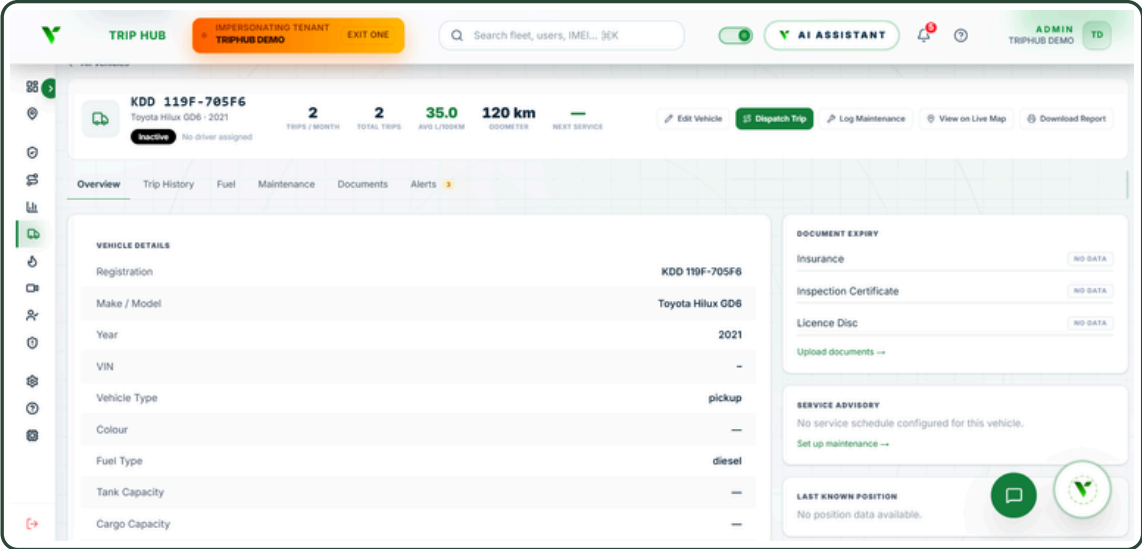
VEHICLES

The registry underneath.



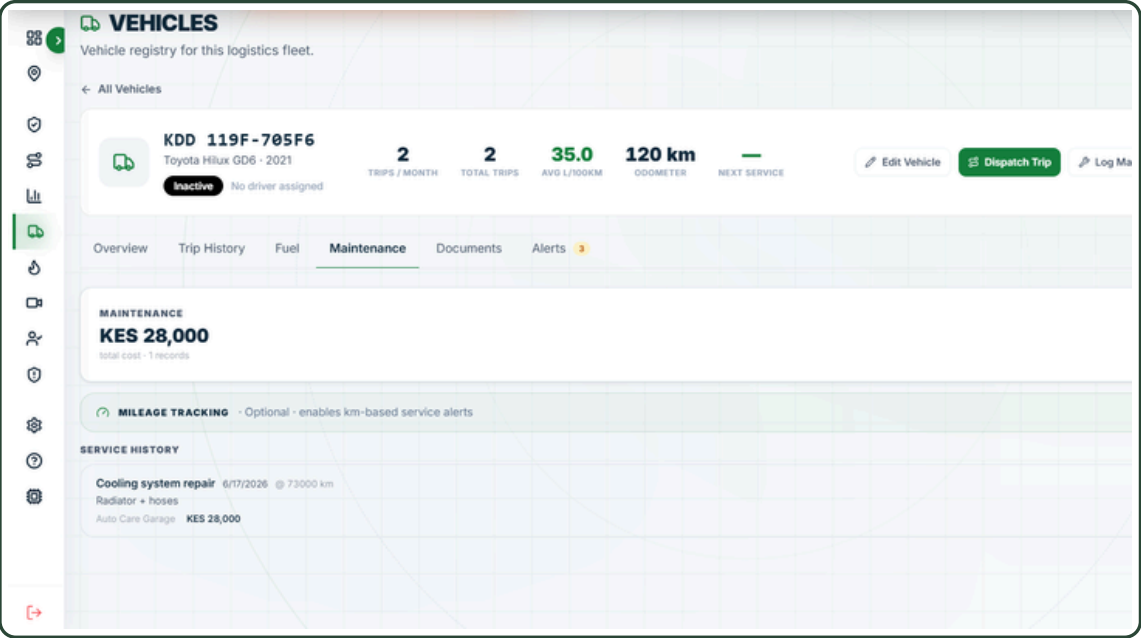
Fleet registry

Status (available / active / in service / inactive), capacity and assigned driver — plus an Availability tab.



Vehicle profile

Identity, assignment, capacity, live status and history — with insurance, inspection and licence-disc expiry tracked.



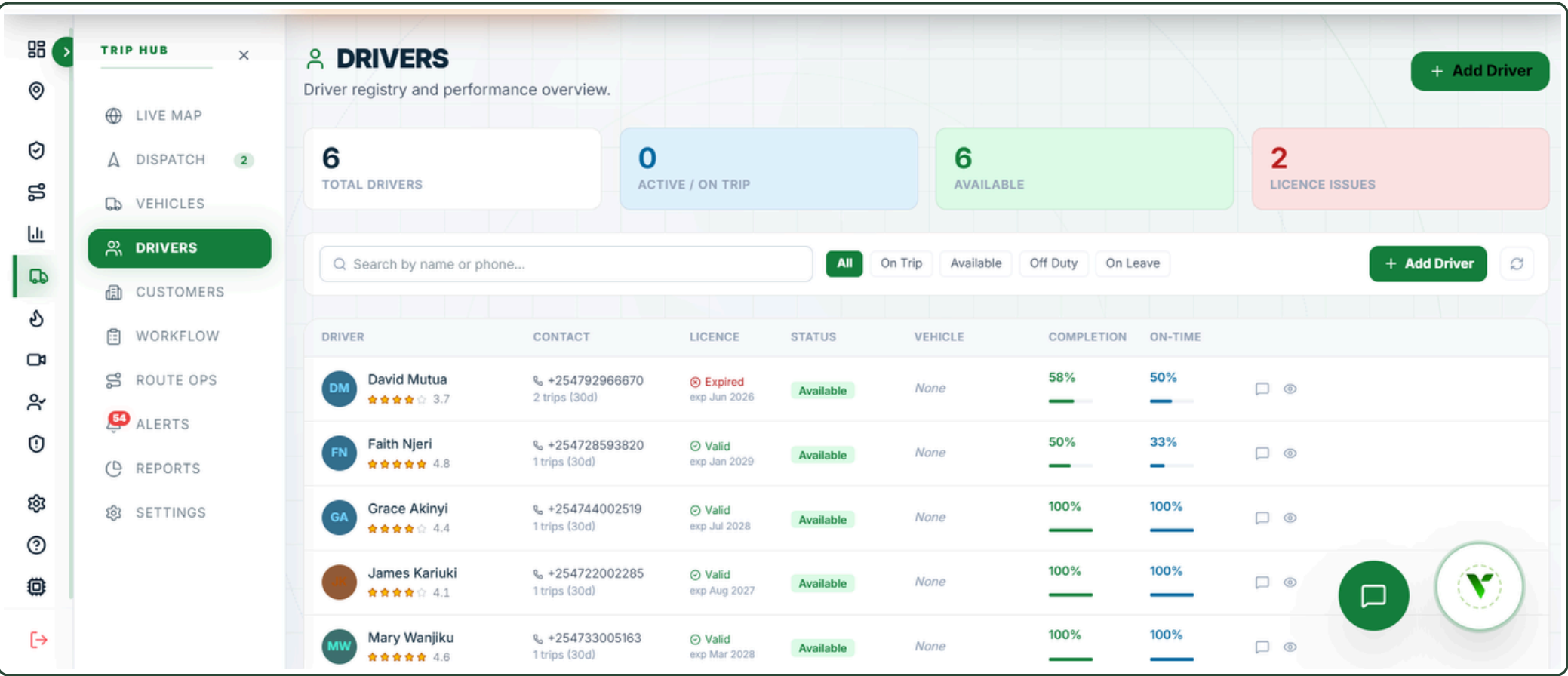
Mileage & maintenance

Odometer, date- or km-based service intervals, and full service history per vehicle.

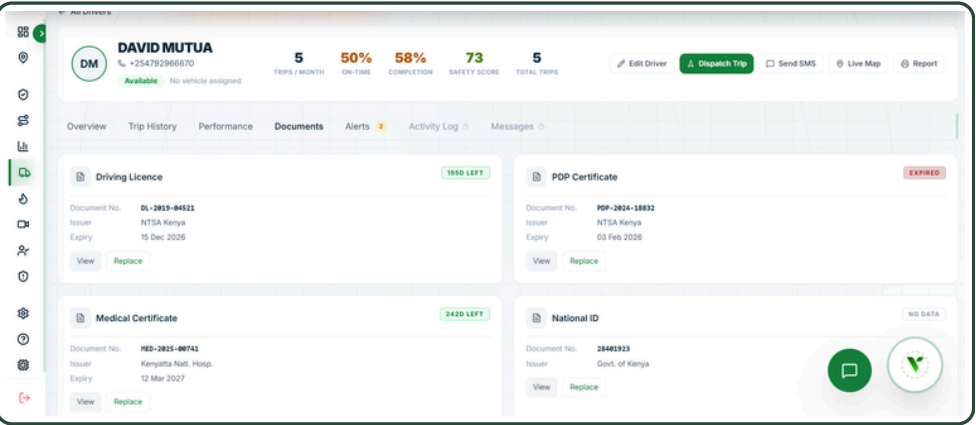


Due or overdue service raises a maintenance alert in the feed and warns the dispatcher at the point of assignment — before the vehicle is committed to a trip.

Identity, performance, behaviour.



The driver registry — licence & expiry, status, completion and on-time rates. Licence issues flagged up front.



Documents with expiry visibility



Every action and alert a driver generates is tracked on their activity tab — their full operational footprint.

The three-layer driver model

- 1

Identity & compliance

Licences, PSV/PDP badges, medical certs, national ID — expiry-tracked. Lives here.
- 2

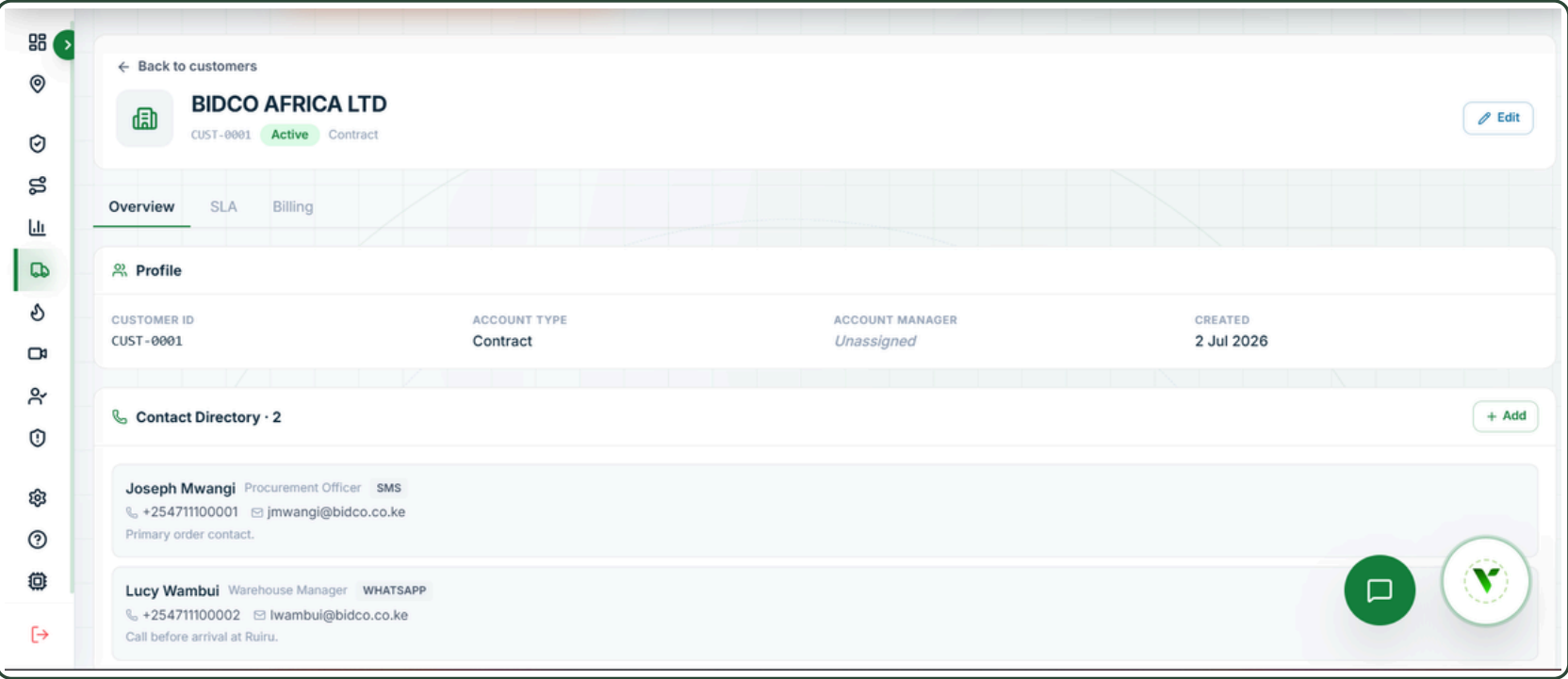
Operational performance

Completion %, on-time rate, stops — the Driver Scorecard report. Owned by Trip Hub.
- 3

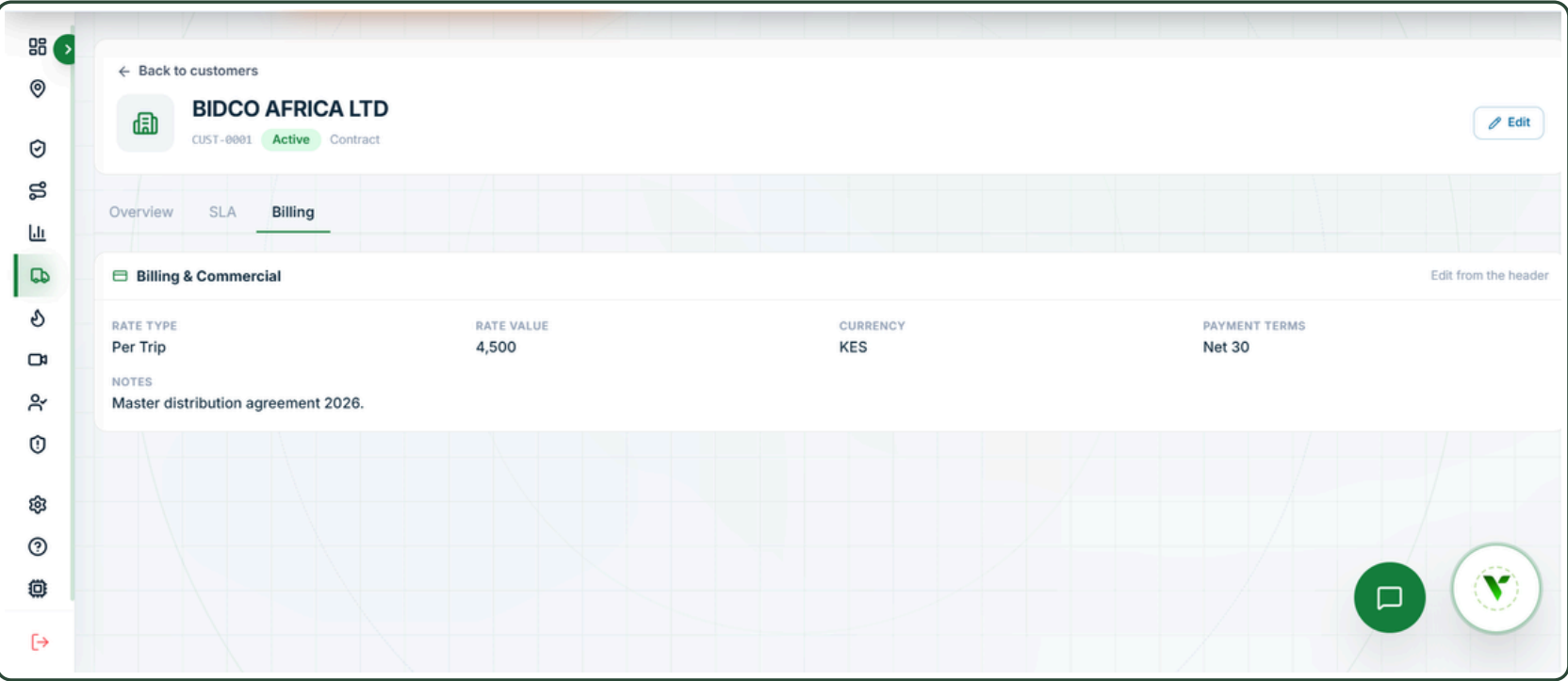
Road behaviour

Speeding, harsh braking — lives in the main platform reports.

Serve it. Promise it. Bill it.



Customer profile & contacts (above) · billing & commercial terms (below)



Customer profiles

Accounts with contacts, an address book with access notes and geo-coordinates, and full delivery history on a map.



Per-customer SLAs

Delivery window + max lateness, POD type, portal access, tracking link, notify-on events (departed, arrived, delayed, completed) – feeding straight into ETA grading.



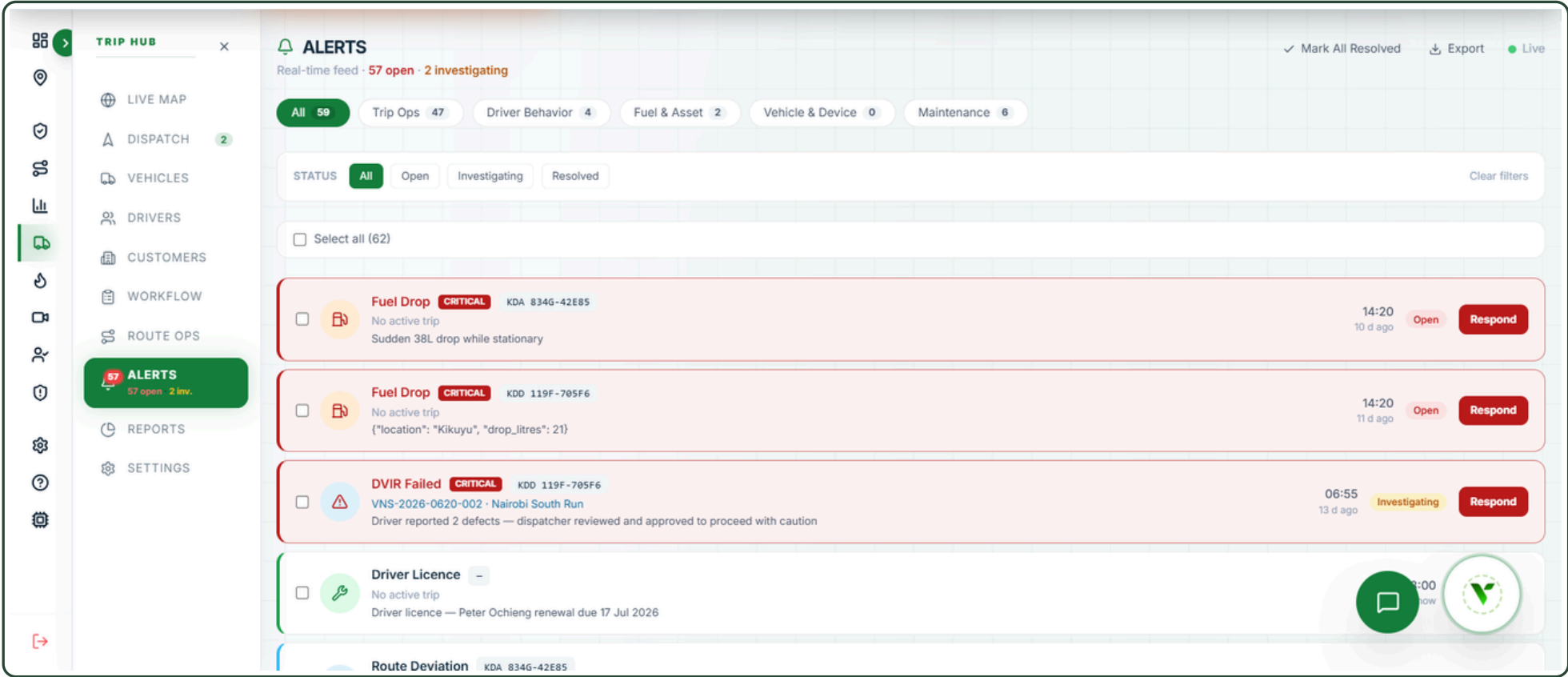
Billing

Rate type & value, currency, payment terms (per-trip · KES · Net 30). Known trip boundaries + costs mean billing is summarised per customer against trips actually run.

Nothing slips past the office.

What generates an alert

-  Trip rejected — needs reassigning
-  DVIR failure / defects — vehicle grounded
-  Exception — breakdown, delay, wrong address
-  Delivery exception — failed / partial / refused
-  Manifest incomplete at completion
-  Missing proof — stop closed without an ePOD
-  Service due · licence expiry



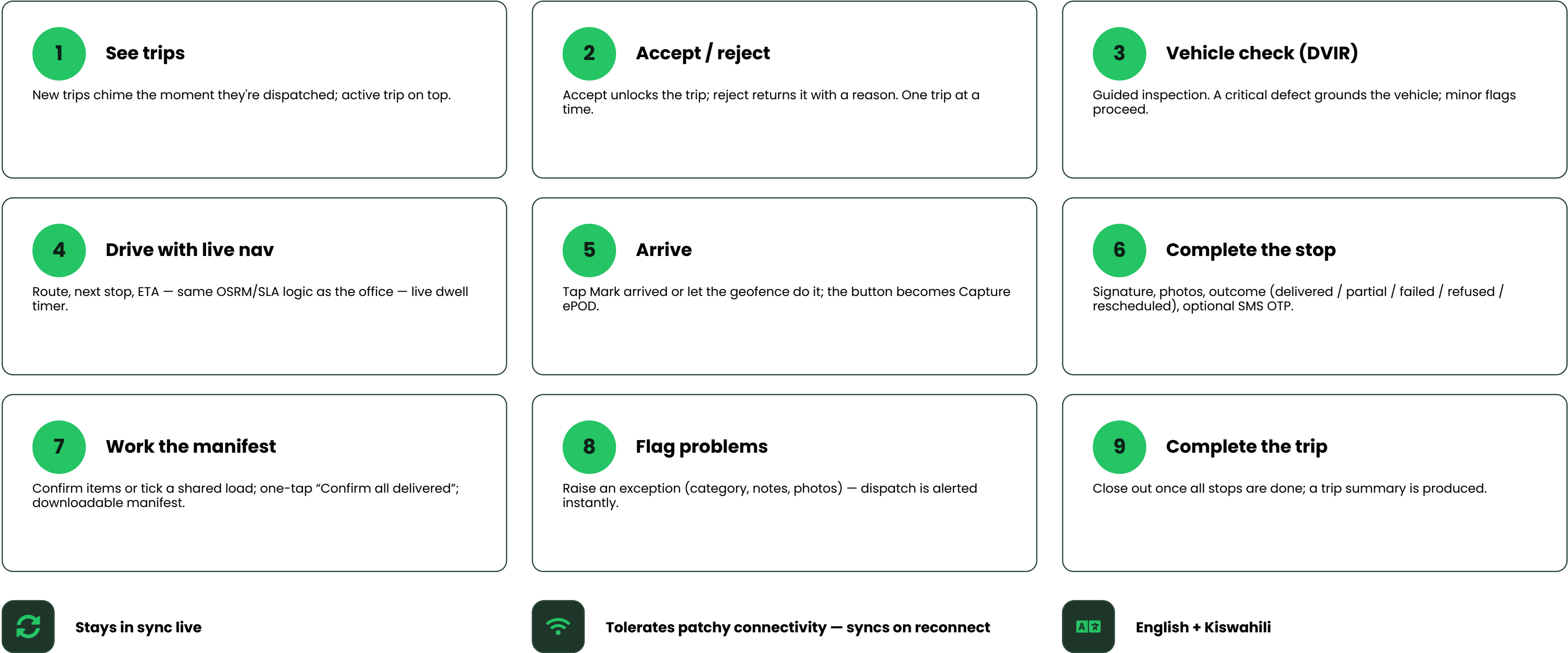
Live triage: open → investigating → resolved. Each alert carries trip, customer, vehicle, driver, a plain-English “what happened”, and a View Full Trip deep-link.



In-context messaging — dispatcher-to-driver chat tagged to the trip, real-time in the Driver App, threads pre-tagged with the active trip. Every event also lands on the append-only activity timeline.

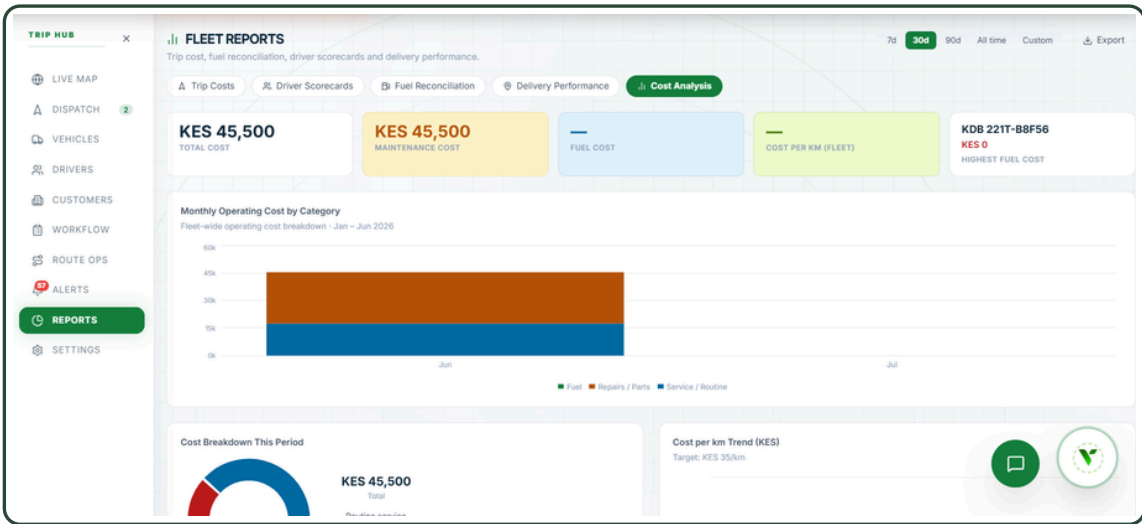
A sidebar badge updates the instant an alert fires — even from another tab.

Live in nine steps.



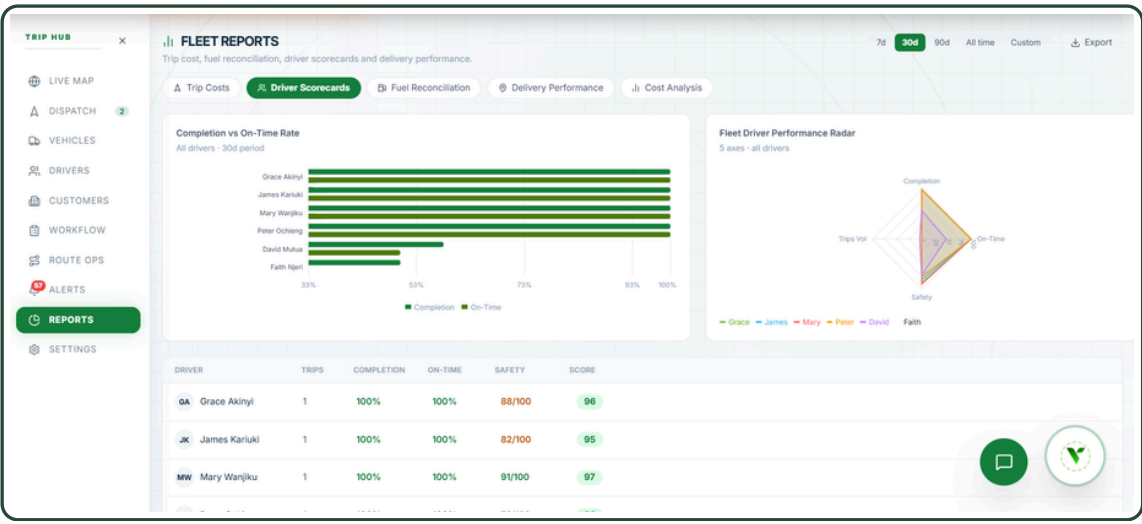
Trips become decisions.

Plan it. Dispatch it. Track it. Prove it. Bill it.



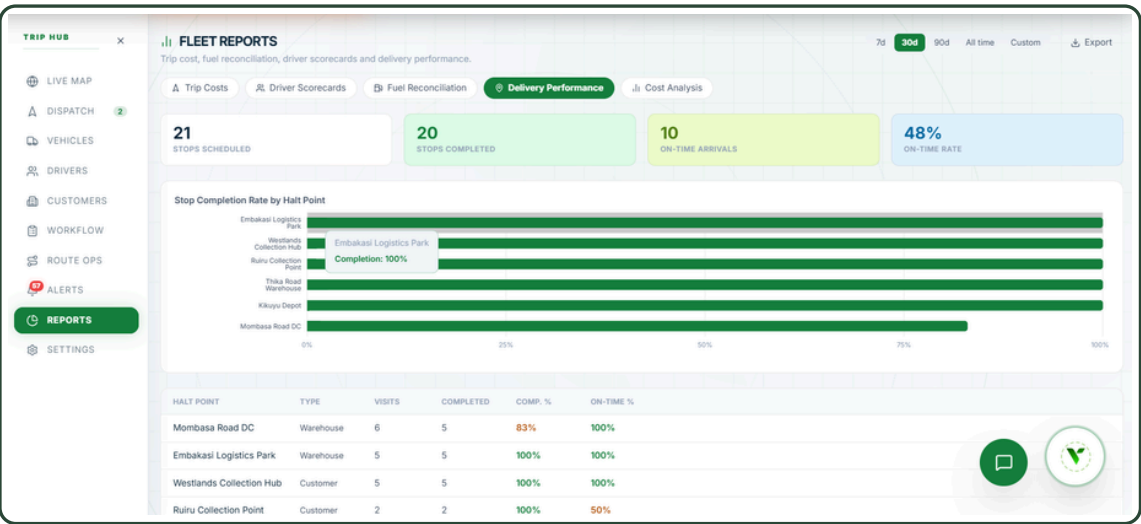
Trip / fleet cost

Cost per trip and per km, combining fuel and operating inputs.



Driver scorecards

Completion %, on-time rate and safety per driver, over a selectable period.



Delivery performance

On-time vs. late/breach graded against SLA — per stop and halt point.



Fuel — strictly opt-in. Fuel reconciliation, fuel cost and per-vehicle fuel views appear only for customers with fuel monitoring and physically installed sensors. No sensors → no fuel signal → empty views are expected, not a fault.