



FleetDrop

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FEATURE BROCHURE

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DELIVERY OPERATIONS, IN-HOUSE

# Run your own fleet the way the 10-minute apps run theirs.

FleetDrop is the dispatch, live-tracking and proof-of-delivery platform for companies that employ their own delivery staff. A manager console on the web, a native app in the rider's pocket, and a tracking link the customer opens without an account.

MULTI-TENANT SAAS

WEB + IOS + ANDROID

WORKS OFFLINE

INDIA-FIRST

01

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₹0

MAP COST / 10K DROPS

Everything a quick-commerce giant built internally — assignment, live location, ETAs, OTP handover, photographic proof, customer messaging, analytics — packaged for the company that has **its own riders on its own payroll**. Not a marketplace. Not a courier aggregator. Your fleet, your customers, your data.

## SURFACE 01

### Manager console

A browser cockpit for dispatchers and owners. Live map, assignment board, orders, customers, roster, analytics, zones, fraud review.

## SURFACE 02

### Rider app

Native iOS & Android. Duty toggle, today's run, turn-by-turn navigation, proof capture, cash in hand — and it keeps working with no signal.

## SURFACE 03

### Customer tracking

A link, no login, no app install. Live rider on a map, the delivery code, an honest status line — sent over WhatsApp, SMS or email.

## The delivery, end to end

### STEP 01

#### Order lands

Typed in, or arriving from your system. Customer and address are upserted in one transaction — a failure never orphans a half-made record.

### STEP 02

#### Assigned in two clicks

The board ranks available riders by real road distance to the pickup, not by who is at the top of the list.

### STEP 03

#### Rider executes

Accept → start → arrive → deliver. One primary button at a time, landmark-first addresses, navigation in the app.

### STEP 04

#### Proof or it didn't happen

Code, photo, geofence, cash — checked by the database itself before a delivery is allowed to close.

### Who it's for

- ▶ Grocery, pharmacy and D2C brands running same-day delivery
- ▶ Restaurant groups and cloud kitchens with in-house riders
- ▶ Distributors, dairies and water suppliers on fixed routes
- ▶ Service businesses dispatching technicians to addresses
- ▶ 3PLs who want a white-labelled operations console

### What it replaces

- ▶ The WhatsApp group where the day's assignments live
- ▶ "Where are you?" phone calls to riders
- ▶ A spreadsheet of who collected how much cash
- ▶ Disputed deliveries with nothing on record either way
- ▶ Customers phoning support because nobody told them anything

Sixteen screens, every one permission-gated at the route rather than merely hidden from the sidebar — a dispatcher who types a URL they shouldn't have gets a door, not the room.



## Cockpit

Today's counts, a live fleet map, and an alert rail of what needs a human. Counts are computed in your org's own timezone, so "delivered today" means today where you are.



## Dispatch board

Unassigned work on the left, available riders on the right, ranked by distance. Two clicks assigns; the rider's phone knows within a second.



## Live board

Full-bleed map of the whole fleet, a rail of every rider on duty, and a drawer with today's actual trail for any one of them. Zones drawn underneath.



## Orders

Create, browse and filter. Addresses resolve through Places autocomplete, and one order can fan out to pickup, drop and return stops.



## Task detail

The whole truth about one stop: the timeline, the proof checklist, photos behind expiring signed links, and every message sent to the customer.



## Customers

Every address they've used and every delivery they've had. Riders can never enumerate this list — they reach a customer only through an assigned task.



## Roster & rider detail

Add a rider, grant phone-app access from the same screen, see their stats, and replay any past route on a map from stored geometry.



## Review queue

Faked GPS and missing evidence surface here with coordinates and counts attached. A flag can be adjudicated — and the adjudication is itself an event.



## Zones

Draw serving areas straight onto the map. Validation refuses a broken polygon in language a manager can act on, before it becomes a silent wrong answer.



## Analytics

On-time rate, volume trend, a funnel that actually adds up, and a rider leaderboard. Every KPI delta shows the baseline it moved from.



## Settings

Org profile, timezone, currency, geofence radius and which proofs you require. Changing a proof rule changes what the database will accept.



## Realtime everywhere

Positions and status changes are pushed, not polled — over a channel that scales with the number of riders, not the number of managers watching.

## 4

### BUILT-IN ROLES

**Owner, admin, dispatcher, rider.** Roles travel inside the signed session token, so every query the console makes is already scoped to your company before it reaches the database. One tenant can never see another's rows — not by convention, by construction.

Built for a person on a bike, in traffic, on one bar of signal, with a phone at 30%. Three tabs, one primary button per screen, and an outbox that guarantees the day's work survives a dead network.

## TAB 01 • TODAY

Go on duty, see the run in order, watch cash in hand add up, and get told plainly when work is still queued for upload.

## TAB 02 • MAP

Where the stops are, where the rider is, and how the run is shaped before it's ridden.

## TAB 03 • SHIFT

Duty state, tracking status, the day's totals, and sign-out.



### Find the door, not the pin

In India the landmark often *is* the address — “opposite the water tank” is shown as prominently as the street, never buried in a notes field. And the customer is one tap away on the phone if it still isn't obvious.



### Navigation, in the app

Course-up pitched camera, a turn banner, a live ETA, voice guidance, and automatic re-routing when the rider goes their own way. One tap also hands off to Google Maps if they prefer the app they already know.



### One button, always the right one

The app reads the next legal step from the same state machine the database enforces, so a rider is never offered an action that will be refused — and never has to work out what to press.



### Genuinely offline

Every action is written to an ordered on-device outbox with an idempotency key and replayed when signal returns. A delivery can be recorded in a basement and cannot be applied twice when the lift reaches the lobby.



### Battery is a feature

Tight tracking on a task, relaxed while idle, stopped off duty — with deferred updates and automotive tuning. Location starts from an explicit “go on duty” tap and ends with the shift; the app does not follow anyone home.



### Failures are first-class

A reason picker, and a photo if one is possible — but a failed attempt is **never blocked** by missing evidence. Stranding a rider at a door is worse than an imperfect record, so the gap is flagged instead.

## Proof of delivery — four independent checks, each switchable per company

### 01 • THE CODE

A six-digit code the customer reads out. Fifteen minutes, five attempts, then locked. Stored only as a salted hash — never in plain text, anywhere, at any point.

### 02 • PHOTO OR SIGNATURE

Camera or an on-screen signature, compressed on the phone before upload. Place and time are recorded beside the image, not burned into it, so the photo stays independently verifiable.

### 03 • GEOFENCE

“Arrived” unlocks within a radius you set. A spoofed GPS never blocks the rider — it quietly raises a flag for review, with the evidence attached to it.

### 04 • CASH

Collected with the parcel still in hand, which is why it comes last. Zero is a legal answer; blank is not. It rolls into the shift's cash-in-hand figure.

**The order is not cosmetic.** The code comes first because it is the only step the world can refuse; cash comes last because it must happen before the parcel leaves the rider's hands. And the requirement is enforced by the database — a delivery whose evidence isn't on file cannot close.

The person waiting at home is the one who calls your support line. FleetDrop answers them before they ask — with a link that needs no account, no app, and no password.

## The tracking page

- ▶ **Live rider on a map**, refreshed while the tab is open
- ▶ **The delivery code**, shown here and nowhere else in the system
- ▶ **An honest status line** — "packed", "on the way", "at your door"
- ▶ Works on any phone browser; nothing to install
- ▶ Unguessable link, permanent and forwardable

**Privacy is enforced, not promised.** The rider's position is returned only while that delivery is actually in progress. The moment the parcel is handed over the link stops being a tail on an employee — and that rule lives in the database, so no future screen can accidentally undo it.

## Automatic messages

|                         |                                                            |
|-------------------------|------------------------------------------------------------|
| <b>Out for delivery</b> | Sent when the rider starts the leg, with the tracking link |
| <b>Rider nearby</b>     | Sent on arrival, so nobody misses the doorbell             |
| <b>Delivery code</b>    | Sent when the rider asks for it at the door                |
| <b>Delivered</b>        | Confirmation, closing the loop                             |
| <b>Attempt failed</b>   | With the reason, not silence                               |

**WhatsApp → SMS → Email**, in that order, falling through automatically. Every attempt is logged with the provider's own message ID, so "we told the customer" is a claim your manager can prove — and a customer can never be messaged twice about the same event, no matter how many times a phone retries.

## Nobody has to be told twice — and nobody gets told nothing

A message that cannot be sent is never allowed to hold up the rider's next stop, and a channel you haven't switched on yet is skipped quietly rather than logged as a failure. The log stays worth reading, which is the only way anyone reads it.

## What the customer actually experiences

### ORDER PLACED

A tracking link arrives immediately. Opening it early shows an honest "not yet dispatched" rather than a map of nothing.

### ON THE WAY

The rider appears on the map and moves. The delivery code is on the same page, so nobody has to hunt for a message.

### AT THE DOOR

A nearby alert, then the rider asks for the code. Handover takes seconds and needs no signature app or paperwork.

### AFTERWARDS

A confirmation, and the link keeps working — but the rider's position is gone from it the moment the parcel changes hands.

A delivery record is only worth having if it can be relied on in an argument — with a customer, an insurer, or your own rider. These are the properties that make it hold.

## An append-only record

Every timeline, audit trail and number in analytics is derived from one event log that can be added to but never rewritten. A mistake is corrected by recording a correction — history does not change retroactively.

## Rules live in the database

The status machine and the proof requirements are enforced in Postgres, not only in the app. A buggy or tampered client cannot write a delivery that never happened.

## One shared vocabulary

Web, phone and database import the same definitions of what a status means. Two surfaces cannot drift into disagreeing about whether a parcel was delivered.

## Tenant isolation by construction

Company, role and rider identity are signed into the session token and checked on every row. Riders get a narrower view than staff everywhere — their own work only.

## Location that doesn't bloat

Raw GPS is kept for a day, then compressed nightly into route geometry. Replay stays instant a year later and storage stays flat instead of compounding.

## Operable from day one

A single health endpoint reports configuration, schema, authentication and geospatial support in one call — built to catch the failures that are otherwise silent.

## Evidence stays private

Delivery photos live in a closed store, filed under your company, and are served only through links that expire in minutes. There is no public URL to leak.

## The code is never stored

A delivery code exists in exactly two places: the message to the customer and their tracking page. It is not in the database, the logs, or anything sent to the rider.

## Written once, however many retries

Every action from a phone carries a key that makes replaying it harmless. A flaky network costs a second, never a duplicated delivery or a doubled message.

### Append-only

DELIVERY HISTORY

### Per-row

TENANT ISOLATION

### 24 hours

RAW GPS RETENTION

### Hashed

DELIVERY CODES AT REST

## What this is worth on the day something goes wrong

A customer says the parcel never came. In one screen a manager can show when the rider arrived, where they were standing, the photo taken at the door, the code the customer read out, the cash collected, and the exact message the customer was sent — each recorded at the moment it happened, by a system that does not let any of it be quietly edited afterwards. Most disputes end there, in under a minute, without anyone's word against anyone else's.

Most delivery software is a US product with a rupee sign pasted on. The addresses, the payment method, the messaging channel and the map bill are all different here — and each one of those is a design decision in FleetDrop.

- ▶ **Landmarks are a first-class field**, not a note — because half of Indian addresses resolve on them
- ▶ **Cash on delivery is built in**, collected at the door and reconciled per shift
- ▶ **WhatsApp first** for customer messaging — cheaper than SMS and carries a tap-through button
- ▶ **Rupee formatting follows the org**, including the lakh–crore grouping

- ▶ **Riders navigate in the app they know** — one tap hands off to Google Maps at no cost
- ▶ **Spotty coverage is assumed**, not treated as an error state
- ▶ **Timezone-correct days**, so "today" is IST, not UTC drifting into yesterday
- ▶ **SMS-registration reality** handled: channels switch on as regulatory approvals clear

## The map bill, engineered down to nothing

Map *loads* are the high-volume expensive call in any fleet product, and they are the line item that quietly turns a healthy margin into a bad one at scale. FleetDrop renders every map — console and phone — on an open engine, and pays for a commercial API only where it is genuinely irreplaceable: resolving Indian addresses, and traffic-aware arrival times.

₹0

MAP RENDERING, ANY VOLUME

~10,000

DELIVERIES / MONTH WITHIN  
FREE TIERS

1

ROUTING CALL PER STOP

## Deployment

### Hosted

We run it. You get a subdomain, an admin login and riders on the app store build the same day.

### Your cloud

The whole stack is portable — one Postgres database, one web app, one React Native binary. Deployable into your own account if data residency demands it.

### Pricing

Annual subscription, priced per active rider. Volume, hubs and messaging channels are what move it — not seats in the office.

## Onboarding takes an afternoon

### DAY 0

Company provisioned, owner login issued

### DAY 0

Riders added; each gets phone-app access from the same screen

### DAY 1

Zones drawn, proof rules and geofence radius set

### DAY 1

First real delivery tracked end to end

Everything on the preceding pages ships today. What follows is where it goes next — driven by the operations already running on it, in roughly the order we intend to build.

NEXT

in active development

PLANNED

designed, scheduled

## Dispatch intelligence

### Auto-assignment

NEXT

Rules by zone, load and proximity — the board assigns itself, the dispatcher handles exceptions.

### Route optimisation

NEXT

Multi-stop sequencing, so ten drops arrive ordered rather than merely listed.

### Delivery windows

NEXT

Slot booking and appointment promises, with capacity managed per slot per zone.

### Traffic-aware ETAs

PLANNED

Live traffic on customer-facing arrival times, then learned from your own history.

## Operations depth

### Shift scheduling

NEXT

Rosters, attendance and hours worked, exportable straight to payroll.

### Cash settlement

NEXT

A ledger per rider per shift: collected, deposited, outstanding, signed off.

### Returns & RTO

PLANNED

A proper lifecycle for the undelivered parcel on its way back to the hub.

### Barcode scanning

PLANNED

Scan at pickup and handover — the parcel is the record, not the paperwork.

## Integration

### Public API & webhooks

NEXT

Orders in, status out — FleetDrop sits behind the system you already run.

### Bulk import

NEXT

A whole day's orders from a spreadsheet in a single upload.

### Storefront connectors

PLANNED

Shopify, WooCommerce and the Indian order-management platforms.

### Multi-hub

PLANNED

Branches and dark stores, each with their own rider pool, under one company.

## Customer & brand

### Ratings & feedback

NEXT

A one-tap rating after delivery, attached to the rider and to the stop.

### White label

PLANNED

Your logo, colours and domain on the tracking page and on every message.

### Masked calling

PLANNED

Customer and rider talk without either one learning the other's number.

### Saved instructions

PLANNED

Kept per address — gate codes, dogs, "leave it with the guard".

## Insight

### SLA alerting

NEXT

An escalation while a stop is about to breach, not a report the next morning.

### Demand heatmaps

PLANNED

Where the work actually is, by hour and day, so you can staff against it.

### Rider incentives

PLANNED

Targets and payouts computed from the same event log the analytics use.

### Scheduled reports

PLANNED

The morning numbers in an inbox, without anyone opening the console.

## Platform

### Server-sent messages

PLANNED

Notifications sent by the platform itself, never dependent on a phone having signal.

### Custom roles & SSO

PLANNED

Permission sets beyond the four built in, with Google Workspace and SAML.

### Regional languages

PLANNED

The rider app in Hindi, Kannada, Tamil, Telugu and Marathi.

### Cold chain

PLANNED

Temperature logging for pharmacy and frozen categories.



**FleetDrop**

BY VOLTAIR TECH

THE SHORT VERSION

**Every delivery you make is either evidence or an argument.  
FleetDrop makes it evidence.**

FOR THE OWNER

Know what the fleet cost, what it delivered, and which promises it kept — from numbers nobody can quietly edit.

FOR THE DISPATCHER

Assign in two clicks, see every rider on one map, and get told about the problem before the customer does.

FOR THE RIDER

One button at a time, a landmark they can find, and an app that keeps working when the signal doesn't.

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TALK TO US

**Voltair Tech**

Demo, pilot or deployment — we'll run your first delivery through it on the call.

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SPECIFICATIONS SUBJECT TO CHANGE