



AI Asterion | DeliverIQ

Last-Mile Delivery Intelligence for South African Couriers

Routes that respect timed services, customers contacted before arrival, and no failed delivery without evidence.



EXECUTIVE SUMMARY

DeliverIQ works around the driver app your business already runs. It doesn't replace the scan-and-POD tool couriers rely on. It fixes what that tool was never built to do: plan the route, catch a mis-sorted parcel before the van leaves, warn the customer ahead of the knock, and prove what actually happened at the door.



Waybills are sequenced into a route that honours timed services and their cut-offs, and the driver can still reorder any stop.



Parcels that don't belong on the route are flagged at the branch, not discovered halfway through the day.



Customers are contacted on WhatsApp before the driver arrives, in their own language where the courier holds it.



A stop can only be coded failed with a contact record, a GPS fix, a reason and a timestamp — written once, never edited.



BUILT AROUND THE APP DRIVERS ALREADY USE

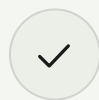
No re-training, no rip-and-replace. DeliverIQ sits read-only alongside the courier's existing systems, and it's useful from day one on nothing more than a daily dispatch report.

Every screen, message and export carries the courier's own name, logo and colours, switched per branch without a code change.



WHAT IT SOLVES

- 1 Timed services missing their cut-off windows
- 2 Failed deliveries with no evidence behind the claim
- 3 Mis-sorted parcels found mid-route, not at the branch
- 4 Drivers paying for their own optimiser on top of the corporate app
- 5 No branch-level view of fails, reasons or address quality



TYPICAL OUTCOMES

- ✓ Timed services sequenced and hit, not missed
- ✓ Every fail backed by a contact, a location and a timestamp
- ✓ Outliers caught before the van leaves the yard
- ✓ One ordered stop list instead of three apps per stop

The Last-Mile Blind Spot

The courier's driver app scans the parcel and captures proof of delivery. It was never built to plan a route, spot a mis-sorted parcel, or tell a genuine fail from a convenient one — and couriers rarely want that app changed.

-  Timed services miss their windows. The route is built by a tool that doesn't know which parcels carry a cut-off — and those are the deliveries with penalties attached.
-  A fail with no evidence is just a claim. Without a contact attempt, a location and a timestamp, a false fail and a genuine one look identical.
-  Mis-sorted parcels leave the branch. A parcel that belongs on another route is found halfway through the day, after the driver has already driven past where it should have gone.
-  Three apps per stop. The courier's app for the scan, a paid optimiser for the route, and WhatsApp for the customer — the driver juggles all three, unaided.



Outliers are caught at the branch, before the driver ever leaves the yard.

3 apps a driver juggles per stop today	8–20% first-attempt delivery failure rates seen industry-wide	0 edits allowed on a failed-delivery record once written
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What DeliverIQ Does

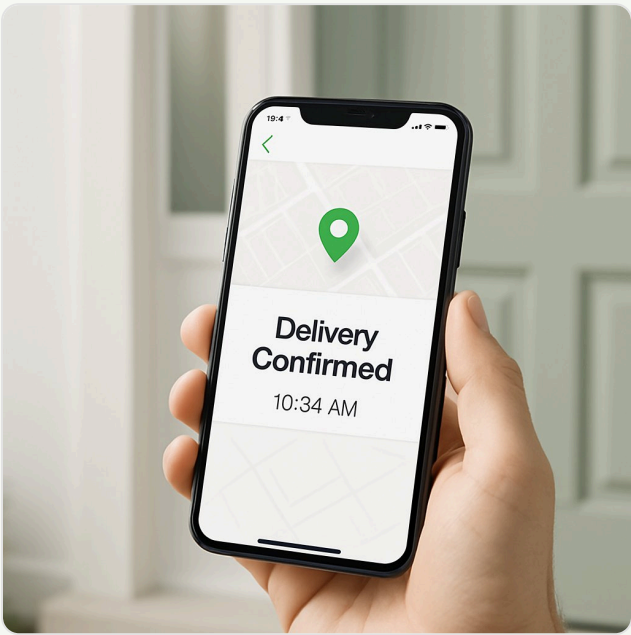
Three surfaces, one service: a driver Co-Pilot, a dispatcher view for the branch, and intelligence built from the courier's own dispatch report.



1 Route Sequencing



2 Branch Wall Dashboard



3 Evidence Capture

CAPABILITY		WHAT IT MEANS
1	 Routes that know the service Waybills sequenced against timed cut-offs; the driver's own order is kept as a plan version	→ Do timed deliveries land on time?
2	 Outliers caught at the branch Parcels that don't belong on the route flagged before departure	→ Is the manifest clean before the van leaves?
3	 The customer knows before the knock Pre-arrival WhatsApp contact in the customer's language, with the reply read back to the driver	→ Is the customer ready and expecting the driver?
4	 Evidence, or the fail doesn't count Contact record, GPS fix, reason and timestamp — written once, never edited	→ Can this fail withstand a dispute?
5	 Offline-first Co-Pilot Keeps working without signal; hands each stop to Waze or Google Maps for turn-by-turn	→ Does the driver lose the plan when signal drops?
6	 Branch and HQ intelligence Fails and reasons, address quality per client account, driver quality, before any driver installs anything	→ Which branch, client account or driver needs attention?

 THE RESULT

 Timed services hit their cut-offs

 Outliers caught before departure

 Customers expect the knock

 Fails carry evidence, not excuses

Governance & Who Uses It

DeliverIQ reads the courier's systems; it never writes to them. It sits under the same standards as the rest of the AI Asterion platform, and it earns its place with every branch, driver and client account it touches.



STANDARDS & SAFEGUARDS

- ✓ POPIA — customer contact data handled lawfully
- ✓ Append-only evidence — stop events and fails can't be edited
- ✓ Read-only coexistence — never writes to the courier's systems
- ✓ White-label — the courier's brand on every surface
- ✓ ISO/IEC 27001 information security management
- ✓ Per-tenant row-level security enforced at the database



WHO USES IT

- ✓ Drivers — one ordered list instead of three apps, and a fair record when a delivery genuinely can't be made
- ✓ Dispatchers — manifest import, route review, a reschedule inbox, driver enrolment by QR code
- ✓ Branch managers — fails and reasons by driver and client account, plus a wall dashboard for the depot
- ✓ Operations and client teams at HQ — address quality per client account, evidence-backed answers to disputes



Read-Only, Around the Systems You Already Run

Start With One Day of Your Own Dispatch Data

Branch intelligence runs on the daily dispatch report the courier already produces. A branch can see its fails, late timed services and address quality before a single driver installs anything. Co-Pilot then pilots with one branch.

-  Dispatch report in. One day's extract, read-only, turned into a branch picture of fails, reasons and address quality.
-  One branch pilot. Drivers enrolled by QR, routes sequenced, customers contacted ahead of arrival.
-  Your brand on it. Your name, logo and colours on every screen and message from the first day.



Piloted with one branch, on your brand from day one.



**THE DRIVER DECIDES THE ROUTE. THE EVIDENCE
DECIDES THE FAIL.**



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<https://aiasterion.com>

