HILINKS NETWORK SOLUTIONS LTD.

DIGITAL INFRASTRUCTURE FOR CONNECTED OPERATIONS

COMPREHENSIVE PROFILE

Logistics Aggregation & Delivery Management

End-to-End Logistics, Dispatch, Fleet & Delivery Coordination

Comprehensive Marketing Profile

REQUEST	TRACK	DELIVER
digitally	in real time	with confidence

LOGISTICS / DISPATCH / FLEET / LAST-MILE DELIVERY

HILINKS NETWORK SOLUTIONS LTD.

Logistics Aggregation & Delivery Management Platform

Connecting Vendors, Dispatch Riders, Logistics Companies, and Customers Through One Intelligent Digital Platform

The Logistics Aggregation and Delivery Management Platform by **Hilinks Network Solutions Ltd.** is a comprehensive digital solution designed to simplify and coordinate transportation, dispatch, courier, and last-mile delivery operations.

The platform connects vendors, customers, dispatch riders, drivers, logistics companies, fleet operators, and administrators within one centralized system. From order placement and rider assignment to real-time tracking, payment processing, delivery confirmation, and performance reporting, every stage of the delivery process can be managed digitally.

Instead of relying on telephone calls, paper records, spreadsheets, manual rider coordination, and fragmented communication channels, organizations can manage their logistics operations through a secure, structured, and scalable platform.

The solution can support individual dispatch businesses, established courier companies, e-commerce stores, marketplace operators, retailers, restaurants, pharmacies, manufacturers, distributors, and supply-chain service providers.

Make every delivery easier to request, assign, track, complete, and evaluate.

COORDINATE	TRACK	SCALE
Orders, people, vehicles, hubs, and service areas.	Live delivery progress, payments, and performance.	Vendors, branches, riders, integrations, and volumes.

PROFILE AT A GLANCE

One connected logistics ecosystem

Customers request deliveries. Vendors dispatch orders. Riders manage assignments. Logistics companies coordinate operations. Fleet managers monitor vehicles. Administrators supervise the platform. Management accesses financial, operational, and performance reports.

01 **Orders, Users & Assets**
Delivery requests, vendors, riders, and fleet

02 **Dispatch & Fulfilment**
Assignment, tracking, routing, status, and pricing

03 **Payments & Accountability**
Payments, records, settlements, cash, proof, and notifications

04 **Service Operations**
Communication, scheduling, zones, hubs, returns, and disputes

05 **Intelligence & Governance**
Performance, reporting, access, compliance, and safety

06 **Growth, Integration & Value**
Support, promotions, APIs, cloud, mobile, benefits, and fit

SECTION 01

Orders, Users & Assets

Build the operating foundation for customers, merchants, riders, vehicles, and every delivery order.

01 Delivery Order Management

Manage the complete lifecycle of every delivery order from a centralized dashboard.

- New requests; pickup and destination information
- Sender, recipient, package, and delivery instructions
- Preferred time, priority, assigned rider, and estimated cost
- Status, proof of delivery, cancellation, and history

Each order can receive a unique reference number for tracking and support.

02 Multi-Vendor Logistics Aggregation

Connect multiple independent vendors and logistics providers within one marketplace.

- Business registration and service areas
- Delivery categories and operating hours
- Rider and vehicle management
- Available requests, acceptance, and rejection
- Completed deliveries, earnings, and settlements

Customers and vendors can access several logistics options without contacting each provider separately.

03 Customer Delivery Request Portal

Customers can request deliveries using a simple digital interface.

- Pickup and destination addresses
- Sender and recipient contact details
- Package type, size, or weight
- Special handling, preferred pickup time, and payment option

An estimated charge can be calculated before confirmation.

04 Vendor and Merchant Management

Businesses that regularly dispatch products can receive dedicated vendor accounts.

- Create and manage multiple deliveries
- Save frequently used addresses
- View assigned riders and track active deliveries
- Access histories, invoices, and delivery expenses
- Manage branches and staff accounts

Especially valuable for online stores, restaurants, pharmacies, supermarkets, and retailers.

05 Dispatch Rider and Driver Management

Maintain complete digital profiles for riders and drivers.

- Personal details, photograph, identification, and emergency contact
- Driver's licence, assigned vehicle, and service area
- Employment or partnership status and availability
- Completed deliveries, ratings, earnings, and performance history

Administrators can activate, suspend, or reassign riders when necessary.

06 Fleet and Vehicle Management

Manage motorcycles, vans, trucks, and other delivery vehicles centrally.

- Registration, category, brand, model, and ownership
- Assigned driver or rider
- Insurance, roadworthiness, and uploaded documents
- Maintenance schedules, fuel records, and operational status

Management can identify available, assigned, inactive, or maintenance-due vehicles.

SECTION 02

Dispatch & Fulfilment

Use intelligent coordination and real-time visibility to move each package efficiently from pickup to destination.

07 Intelligent Rider Assignment

Assign requests manually or automatically according to configured operational rules.

- Availability and current location
- Distance from pickup and service zone
- Vehicle type and package category
- Priority, workload, and performance rating

This can reduce assignment delays and improve the use of delivery personnel.

08 Real-Time Delivery Tracking

Customers, vendors, and operations teams can monitor deliveries as they progress.

- Rider location and pickup status
- Delivery route and estimated arrival time
- Delivery progress and temporary delays
- Successful completion

Real-time visibility reduces uncertainty and repeated telephone calls.

09 Route Optimization and Navigation

Support mapping and navigation to help riders identify efficient routes.

- Pickup and destination mapping
- Distance and travel-time calculation
- Turn-by-turn and traffic-aware navigation
- Multiple-stop planning, delivery zones, and alternatives

Improved routing can reduce delivery time, fuel use, and unnecessary travel.

10 Multi-Stop and Batch Delivery Management

Arrange several deliveries within one organized route.

- Location and priority
- Expected delivery time
- Package category and customer instructions
- Route efficiency

Useful for e-commerce fulfilment, retail distribution, scheduled dispatches, and high-volume operations.

11 Delivery Status Management

Move every delivery through a clearly defined status workflow.

- Submitted, awaiting confirmation, and rider assigned
- Proceeding to pickup, collected, and in transit
- Approaching destination and delivered
- Failed attempt, rescheduled, returned, or cancelled

Every authorized participant receives accurate information about the current stage.

12 Automated Pricing and Delivery Cost Calculation

Calculate delivery charges according to configurable business rules.

- Distance, zone, package size, and weight
- Vehicle category, priority, and time of day
- Additional stops, special handling, and waiting time
- Promotional discounts and service charges

Pricing models can reflect the organization's operational policies.

SECTION 03

Payments & Accountability

Create transparent financial records and verifiable delivery outcomes for every participant.

13 Online Payment Integration

Customers and vendors can pay delivery charges through approved digital channels.

- Debit cards and bank transfers
- Payment gateways and virtual accounts
- Mobile banking, USSD, and digital wallets
- Cash-on-delivery recording

Successful transactions can update the order and generate a digital receipt.

14 Invoicing and Financial Records

Generate professional financial documents for delivery transactions.

- Delivery invoices and payment receipts
- Vendor statements and rider earnings statements
- Customer transaction histories
- Commission, outstanding payment, and settlement records

These tools improve financial accountability across the logistics ecosystem.

15 Rider Earnings and Settlement Management

Calculate earnings according to each completed assignment.

- Per-delivery and distance-based compensation
- Bonuses, incentives, and deductions
- Platform commissions and cash collected
- Outstanding remittances, approvals, payouts, and history

Riders and partners can view clear records of completed jobs and earnings.

16 Cash-on-Delivery Management

Record and monitor funds collected by riders.

- Expected and received amounts
- Responsible rider
- Remittance status and outstanding balance
- Remittance date and reconciliation history

This reduces risks associated with manually managed cash collections.

17 Proof of Delivery

Provide several methods for confirming successful delivery.

- Recipient name and timestamp
- Electronic signature or delivery photograph
- One-time password or QR verification
- GPS location, recipient confirmation, and rider comments

Proof records help resolve disputes and strengthen accountability.

18 Customer and Recipient Notifications

Keep customers informed throughout the delivery process.

- Order received and rider assigned
- Package collected and journey started
- Rider approaching and delivery completed
- Delay, failed attempt, and payment confirmation
- SMS, email, in-system, push, or compatible third-party delivery

Timely notifications improve transparency and customer confidence.

SECTION 04

Service Operations

Coordinate communication, scheduling, geographic coverage, facilities, returns, and exceptions.

19 In-App Communication

Provide controlled communication among customers, vendors, riders, and operations teams.

- Delivery instructions and rider-to-customer messaging
- Operations support and status enquiries
- Automated messages and issue escalation
- Call masking through compatible integrations

Centralized communication creates a clearer interaction record for each delivery.

20 Delivery Scheduling

Allow customers and vendors to schedule future deliveries.

- Same-day and next-day delivery
- Specific pickup periods and time windows
- Recurring and priority deliveries
- Planned business dispatches

Operations teams can prepare resources in advance and improve workload planning.

21 Service Zones and Coverage Management

Define where each company, branch, or rider operates.

- Cities, states, districts, and postal codes
- Custom map zones and maximum distance
- Restricted locations
- Zone-specific pricing

Requests outside approved areas can be flagged automatically.

22 Branch and Hub Management

Manage multiple branches, warehouses, or dispatch hubs through one platform.

- Branch, hub, city, and region views
- Service-zone and delivery-company views
- Fleet and operational-team views

Growing businesses gain centralized visibility across locations.

23 Warehouse and Fulfilment Support

Support organizations that receive, sort, and dispatch packages.

- Package intake, identification, and sorting
- Storage-location assignment and dispatch preparation
- Rider collection and hub transfers
- Movement history, inventory status, and reconciliation

Supports e-commerce fulfilment and larger distribution operations.

24 Returns and Reverse Logistics

Manage returned, rejected, damaged, or undelivered packages through a structured workflow.

- Return request, reason, pickup, and authorization
- Rider assignment and return tracking
- Package inspection and confirmation
- Refund-status recording

Vendors and customers receive better visibility into returns.

25 Failed Delivery and Dispute Management

Document unsuccessful attempts and operational disputes.

- Customer unavailable, incorrect address, or recipient rejection
- Restricted access, damage, payment issue, or rider incident
- Rescheduling, return instructions, and supporting photographs
- Resolution history

Support personnel can review each case and document the outcome.

SERVICE OPERATIONS AT A GLANCE

COMMUNICATE	COORDINATE	RESOLVE
Keep every participant informed.	Organize time, place, and resources.	Document exceptions and outcomes.

SECTION 05

Intelligence & Governance

Measure performance, manage access and compliance, and respond to operational risk.

26 Customer Rating and Feedback System

Collect feedback after completed deliveries.

- Delivery speed and rider professionalism
- Package condition and communication
- Overall experience

Ratings help recognize high performers and identify areas for improvement.

27 Rider Performance Monitoring

Evaluate individual riders and delivery teams using operational data.

- Assigned, completed, cancelled, and failed deliveries
- Average pickup and delivery time
- Customer ratings and on-time rate
- Cash remittance, distance, and earnings

Supports reviews, incentives, training, and planning.

28 Logistics Analytics and Reporting

Convert delivery data into useful management information.

- Requests, active, completed, cancelled, and failed deliveries
- Average delivery time and delivery trends
- Revenue, payments, commissions, and rider earnings
- Vendor, customer, branch, and location activity

Management can evaluate performance and make better decisions.

29 Central Administrative Dashboard

View a real-time overview of platform activity.

- Active deliveries, pending requests, and available riders
- Vendors, customers, vehicles, and completed deliveries
- Failed deliveries, revenue, and recent payments
- Operational alerts and support issues

Management gains immediate visibility into the logistics network.

30 Role-Based Access and Permissions

Restrict functions and information according to responsibility.

- Platform Owner, Super Administrator, and Operations Manager
- Branch, Dispatch, Fleet, Finance, and Support roles
- Logistics Company Administrator and Vendor
- Rider, Driver, and Customer

Permissions can match the organization's operational structure.

31 Document and Compliance Management

Store important company, rider, driver, and vehicle documents digitally.

- Driver's licences and identification
- Registration, insurance, and roadworthiness certificates
- Business documents and partnership agreements
- Training certificates and expiry reminders

Administrators can monitor renewals and compliance status.

32 Safety and Emergency Support

Support safety and incident-management workflows.

- Emergency contacts and SOS alerts
- Incident and accident documentation
- Location sharing and rider safety notifications
- Breakdown reporting and emergency escalation

These tools help organizations respond more quickly to emergencies.

MANAGEMENT CONTROL AT A GLANCE

MEASURE	CONTROL	PROTECT
Turn activity into performance insight.	Match access to responsibility.	Support compliance and safer operations.

SECTION 06

Growth, Integration & Value

Strengthen customer service, extend the platform, and create room for sustainable logistics growth.

33 Customer Support and Ticket Management

Let customers, vendors, and riders submit support requests.

- Delayed, missing, or damaged package
- Payment dispute, rider complaint, or incorrect address
- Account and technical issues
- Assignment, tracking, escalation, and resolution history

Support teams can maintain a clear record of every case.

34 Promotional Codes and Customer Loyalty

Introduce campaigns to attract and retain customers.

- Discount codes and first-delivery promotions
- Vendor-specific discounts and referral rewards
- Loyalty points and free-delivery campaigns
- Location-based and time-limited offers

Campaign performance can be reviewed from the dashboard.

35 API and E-Commerce Integration

Connect the platform with external business systems.

- E-commerce sites, marketplaces, and mobile applications
- Retail, warehouse, accounting, and ERP systems
- Payment, mapping, SMS, and email services
- Third-party logistics APIs

Orders from connected systems can enter the logistics workflow directly.

36 Secure Cloud-Based Access

Deploy as a secure web-based platform for authorized devices.

- Secure authentication and role-based access
- Controlled privileges and account verification
- Encrypted connections, session management, and password recovery
- Activity monitoring, backups, and audit records

Management can monitor operations without always being at the dispatch office.

37 Mobile-Friendly Experience

Provide role-appropriate access across screen sizes and compatible mobile applications.

- Desktop computers and laptops
- Tablets and smartphones
- Field assignment, navigation, status updates, communication, and proof of delivery

Riders can manage essential tasks while working in the field.

OPTIONAL ADVANCED INTEGRATIONS

Extend the platform around your operation

The solution can be extended according to operational requirements.

- GPS tracking devices and vehicle telematics
- Fuel-monitoring systems
- Barcode and QR-code scanners
- Digital weighing systems and smart lockers

- Warehouse and e-commerce platforms
- Payment gateways and accounting applications
- SMS, email, and WhatsApp communication services
- Mapping, navigation, ERP, and third-party logistics APIs

KEY BUSINESS BENEFITS

A stronger model for modern logistics

Improved delivery speed	Assignment, tracking, route planning, and coordinated communication reduce delays.
Better customer experience	Timely updates, clear information, and convenient support build confidence.
Reduced operating costs	Routing, fleet visibility, digital records, and automation improve efficiency.
Greater operational visibility	Monitor deliveries, riders, vehicles, payments, and performance centrally.
Improved accountability	Record orders, assignments, payments, statuses, and confirmations digitally.
Stronger financial control	Pricing, invoicing, commissions, earnings, and settlements remain visible.
Scalable operations	Support higher volumes, more riders, new branches, vendors, and service areas.
Data-driven decisions	Analytics reveal performance, customer behaviour, challenges, and opportunities.

IDEAL FOR

Built for diverse delivery networks

- Courier, dispatch-rider, and third-party logistics companies
- E-commerce businesses and online marketplaces
- Restaurants, pharmacies, supermarkets, and retailers
- Manufacturers, distributors, warehouses, and fulfilment companies
- Transport, haulage, corporate dispatch, and supply-chain operators
- Startups building multi-vendor logistics marketplaces

WHY HILINKS NETWORK SOLUTIONS LTD.?

Configured around the realities of your business

Hilinks Network Solutions Ltd. combines technology, operational understanding, and configurable digital solutions to help organizations improve service delivery.

- Business-needs assessment and platform configuration
- Custom branding and user-role configuration
- Payment, mapping, and tracking integration
- Data migration support and user training
- Deployment assistance, technical support, and maintenance
- Custom module development

The platform can be configured around your service model, delivery zones, pricing structure, rider network, operational workflow, and expansion strategy.

Modern logistics requires speed, visibility, accountability, and reliable communication. The Hilinks platform provides the digital infrastructure required to coordinate delivery requests, personnel, vehicles, vendors, customers, payments, and performance from one connected system.

Coordinate every delivery. Track every movement. Improve every customer experience.

HILINKS NETWORK SOLUTIONS LTD.

Transform your logistics operations.

One connected platform for orders, dispatch, fleet, tracking, payments, communication, and performance.

Move faster. Operate smarter. Deliver with confidence.

Powered by Hilinks Network Solutions Ltd.