10 Must-Have Features in Driver App — Your Delivery Partners Need

The biggest worry for any e-commerce, food, or delivery service business is to efficiently coordinate and execute their deliveries. A **driver app** syncs everything perfectly, right from taking care of timely shipments to keeping customers notified and decreasing operational costs, it does it all.

A **driver management app** cannot be one size fits all. Not all apps are made to streamline and optimise the entire delivery process — from order placement to final delivery. Thereby, it is a must to carefully choose a driver app that's customised with the following scalable features and functionality.

10 Must-Have Features on the Delivery Driver App

1. Total Trip Itinerary

The driver app should provide the complete trip itinerary through a unified dashboard. Within the app, the delivery drivers should be able to see the:

- Start and end points
- Expected trip duration
- Waypoints
- Planned routes

2. GPS Navigation

The driver app should offer seamless GPS navigation to let drivers fetch real-time locations or routes of the delivery destination. Just like a digital map, the comprehensive driver assistance app should offer:

- Turn-by-turn directions
- Real-time traffic updates
- Rerouting

Having this feature will save drivers time and help them reach their destination timely and without any dependency.

3.   Digital Proof of Delivery (PoD)

A **proof of delivery** (PoD) feature in a driver app acts as proof of successful deliveries. Delivery drivers should be able to generate and upload delivery proofs in the following formats:

- Digital or e-signatures
- Barcode scanning
- Photo capture
- Timestamps
- Delivery notes

4.   Driver Attendance

The app should offer a simple yet fool-proof attendance marking system where drivers can mark their presence for the day. Having this feature makes it easy for managers to assign trips based on driver's availability. The system should be transparent, allowing drivers to track their attendance in real time.

5.   Vehicle Maintenance Checklist

The app should come with an inclusive vehicle maintenance checklist or DVIRs (driver vehicle inspection reports). The drivers should be able to note the smallest of issues such as the scratched bumper or the biggest issue like fuel leakage —- before starting the trip to avoid mishaps.

However, if any damage or issue arises during the trip, the app should allow drivers to add their remarks. In remarks, they should be able to explain the complete "how" and "why" part of the issue — to avoid any future questioning or conflicts.

Read Blog: Advantages and Disadvantages of TrackoBit's Driver App

6.   Tap & Upload Expense Management

The driver app should have the option to tap and upload trip expenses with accurate receipts and invoices. Having this feature in the driver management app will allow managers to keep

note of every transaction their drivers make out of their pocket. Not only that, it will help them make quick reimbursements without any delay.

7. Simple Interface

This may sound basic but having a user-friendly interface is a noteworthy aspect of the app. The app should have a simple, easy-to-understand user interface. Having a colour coded, icon-driven interface would be best. Too much blingy or unnoticeable colour scheme can be too distracting for the drivers, thus, should be avoided.

8. Order Management

The app should offer an order management tool so that drivers can view and manage their assigned deliveries or orders with a click. It should offer comprehensive details about:

- Pickup and drop-off locations
- Order contents
- Customer contact information
- Delivery deadlines

Moreover, the app should allow drivers to either accept, reject, or update orders with ease.

9. In-App Communication

The app should offer in-app messaging and calling options so that drivers can seamlessly communicate with dispatchers, customers, or the support team. Such an option will let drivers:

- Contact customers to get clarity on the order
- Provide any delivery status updates
- Request assistance from dispatchers or the support team

This feature will help enhance customer satisfaction and achieve the highest operational efficiency.

10. Offline Connectivity

Signal loss or poor connectivity is uncalled for. A smart driver assistance app must offer an offline mode where drivers can navigate any crucial functionality of the app even in poor or zero network areas. It should allow drivers to continue using essential features of the app like turn-by-turn navigation and order management. The driver management app should be able to collect the data in offline mode and sync it with the server whenever the connection is restored.

Beyond these features, an app boasting other functionalities like route optimization, payment processing, and performance analytics can add more to the app's utility and business's operational efficiency.

From digital proof of delivery to order management, every feature is a must-have for a delivery driver app. A modern driver assistance app, moreover, should be customised according to business use case and scalability. **Driver app** from the house of **TrackoBit** offers customised features and settings that are handy for both fleet drivers and managers.

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