

THE LEADING DELIVERY MANAGEMENT PLATFORM

TMS & Last Mile Delivery Software for Smarter Routes and Lower Costs

Optimize every route, track every driver, and control delivery performance from planning to proof of delivery.

ناپكو الوطنية
napco national

بلومينج بوكس
BLOOMINGBOX



Q Search tasks, drivers...

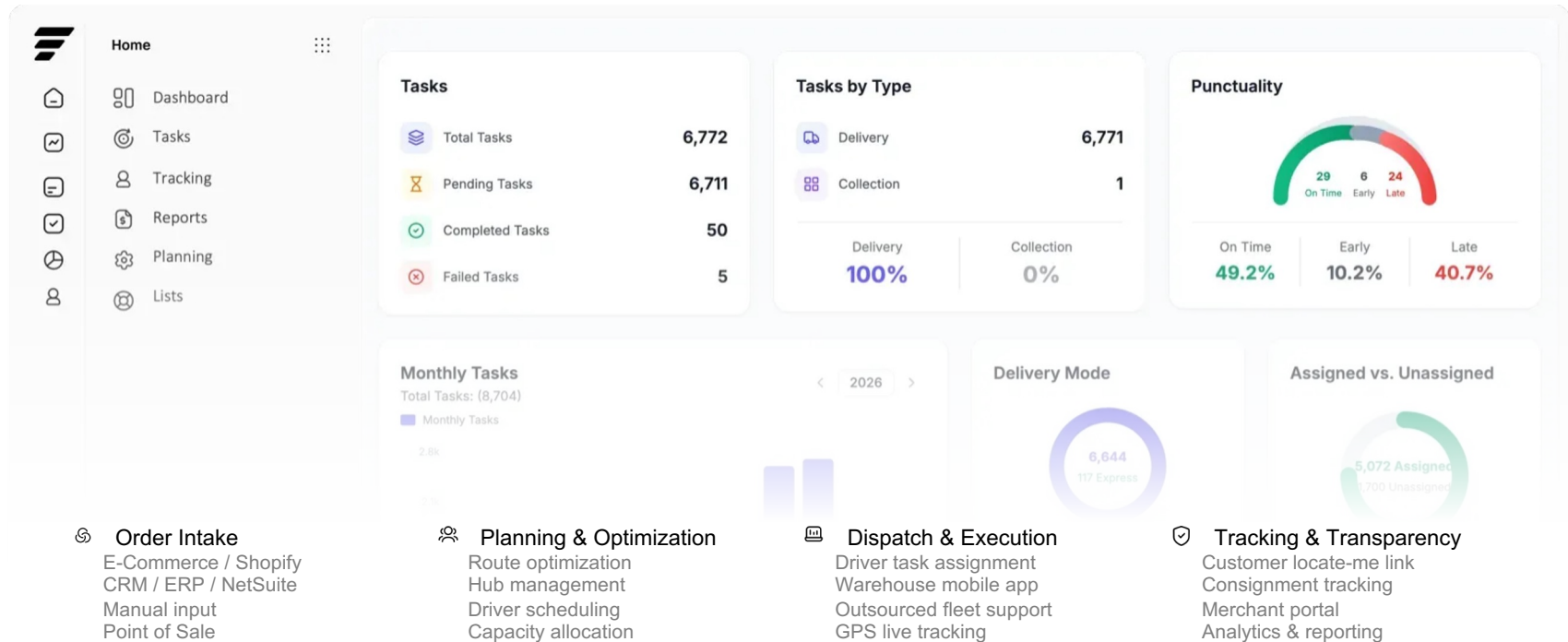
Tasks Default View Assigned 7,458 Unassigned OFD 837 In Transit 90 Delivered 6,318 Failed 148 Rescheduled 35 Canceled 9

Feb 16 → Feb 16 Status Customer Driver Company Hub Type Delivery Type Zone Bulk Search

ID	POD	Audit	Merchant	Status	Delivery...	A...	B...	AWB
3082825	📷	🕒	Amazon	Reattempt	Feb 16, 2026	06:00	18:00	3010019620893
3222256	📷	🕒	Mithaly	Ordered	Feb 16, 2026	06:00	18:00	MTH-76271243
3477673	📷	🕒	Amazon	Reattempt	Feb 16, 2026	06:00	18:00	3010022781021
3515300	📷	🕒	Mithaly	Ordered	Feb 16, 2026	06:00	18:00	MTH-62686912
3573505	📷	🕒	Mithaly	Ordered	Feb 16, 2026	06:00	18:00	MTH-02471679
3603453	📷	🕒	TREEK	Ordered	Feb 16, 2026	15:21	19:00	17673672496694
3627552	📷	🕒	Amazon	Reattempt	Feb 16, 2026	06:00	18:00	4010024012783
3645754	📷	🕒	Amazon	Reattempt	Feb 16, 2026	06:00	18:00	3010024156716
3653180	📷	🕒	Amazon	Reattempt	Feb 16, 2026	06:00	18:00	4010024206285
3669523	📷	🕒	Amazon	Reattempt	Feb 16, 2026	06:00	18:00	3010024284654
3687223	📷	🕒	iHerb	Reattempt	Feb 16, 2026	06:00	18:00	977662510-0
3696106	📷	🕒	Amazon	Reattempt	Feb 16, 2026	06:00	18:00	3010024522120
3726180	📷	🕒	Amazon	Reattempt	Feb 16, 2026	06:00	18:00	4010024745580
3739359	📷	🕒	Amazon	Reattempt	Feb 16, 2026	06:00	18:00	3010024850523
3747046	📷	🕒	Refee Bakery	Arrived in DC	Feb 16, 2026	07:00	15:00	RB-37379910

Reduce Delivery Costs. Improved Customer Satisfaction.

Operational visibility and automation that cut waste and minimize exceptions.



THE LEADING DELIVERY MANAGEMENT PLATFORM

The Future of Last-Mile Excellence

Claude AI MCP / integration

Delivery KPIs / Performance

Live tracking links and ETA

Delivery exceptions & Reattempts



Merchant Portal



Bulk Upload



API / Connectors



Manual Assignment



Map-Based Assignment



Auto-Planning



Routes per driver / batch



Constraints distance, time, capacity



Service time and break time



Sorting & scanning



Proof of Delivery



Driver receive tasks

Order Creation / Intake

Planning & Assignment

Route Optimization

Warehouse & Driver App

SuiteFleet Platform

Unified Metadata and Enterprise Grade Infrastructure

Designed to be used, not just shipped.

Every screen built with real dispatchers, real drivers, real warehouse leads. Keyboard shortcuts, bulk actions, Arabic + RTL first-class.

Included in every tier

✓ **Live Tracking**

Real-time driver & task map, public ETA links

✓ **Ops Workbench**

Planning, optimization, live tracking, bulk edits, SMS & monitoring on one canvas

✓ **Interactive Task List**

Bulk edit, inline edit, thousands of rows, field-level audit

✓ **Bulk Import / Export**

Round-trip orders, tasks, stops, customers via Excel

✓ **Proof of Delivery**

Photo, signature, OTP, geotag, failure reasons

✓ **Unlimited Drivers & Users**

No per-seat or per-driver fee, ever

✓ **Customer Access**

Public tracking page, ETA, delivery proof

✓ **SMS & Custom Templates**

SMS usage billed at cost by region

✓ **Custom Reports**

Build, save, schedule, export to Excel

✓ **Automator**

No-code rules engine

✓ **MCP AI Connection**

MCP endpoint for AI agents to query & act

✓ **Multi-Brand**

Brand per merchant: tracking page, SMS, emails

✓ **Merchant Management**

Onboard, configure, meter, bill. Self-serve order entry, tracking, invoices

✓ **Multi-Company & Multi-Hub**

Run multiple legal entities; depot-aware dispatch, hub-level metrics

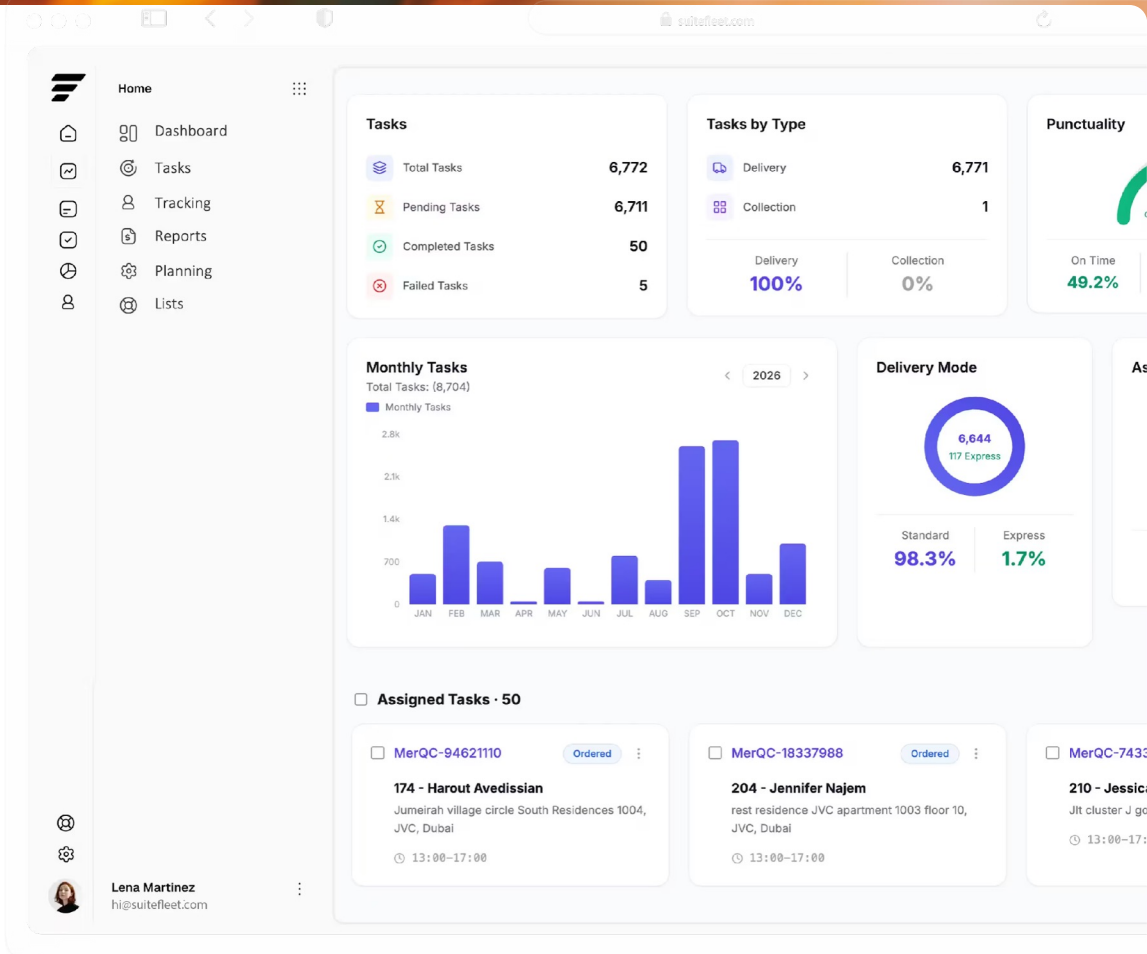
✓ **Geofences & Smart Geotagging**

Zone-based assignment, ML-corrected pin placement, historical memory

THE LEADING DELIVERY MANAGEMENT PLATFORM

The Future of Last-Mile Excellence

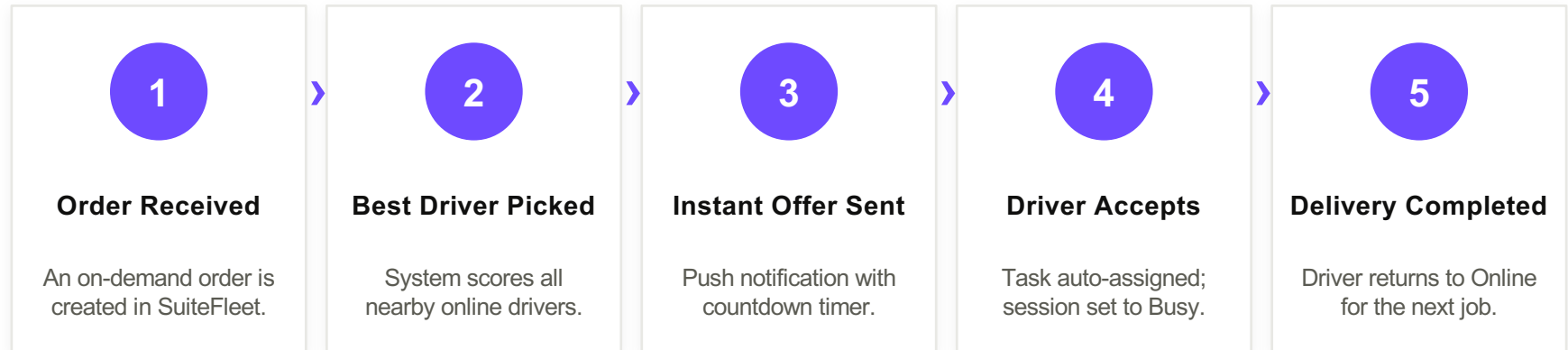
Manage dispatch, merchant portals, communications and reporting, all tied to real-time delivery execution data.



HOW IT WORKS

From order to delivery — automatically

Every on-demand order flows through the same five stages, with no human intervention required between them.



Typical end-to-end assignment time: **under 2 seconds** · No dispatcher required.

CORE CAPABILITIES

Everything you need for on-demand dispatch



Intelligent Driver Matching

Proximity + workload fairness in a single score — always the best fit.



Real-Time Offer Dispatch

Instant push notifications with countdown; drivers respond in seconds.



Flexible Dispatch Modes

Sequential one-at-a-time or Parallel broadcast — tune to your business.



Hub-Based or Free-Roaming

Drivers work from a fixed hub, or roam within a designated zone.



Auto-Retry Mechanism

No drivers online? System retries intelligently for up to 20 minutes.



Self-Healing Safety Nets

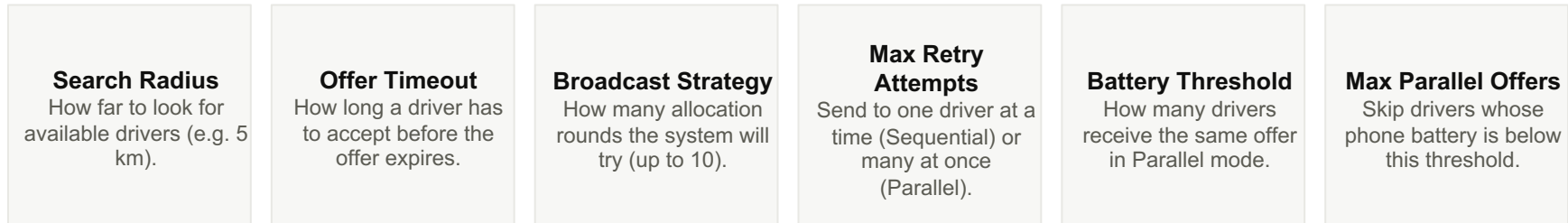
Stuck orders and stale sessions are recovered automatically, 24/7.

Your rules. Your levels. Your control.

Define dispatch rules at whichever level makes sense — the system applies the most specific one automatically. Every knob you need — from driver radius to battery threshold — is adjustable per customer, zone, company, or tenant.



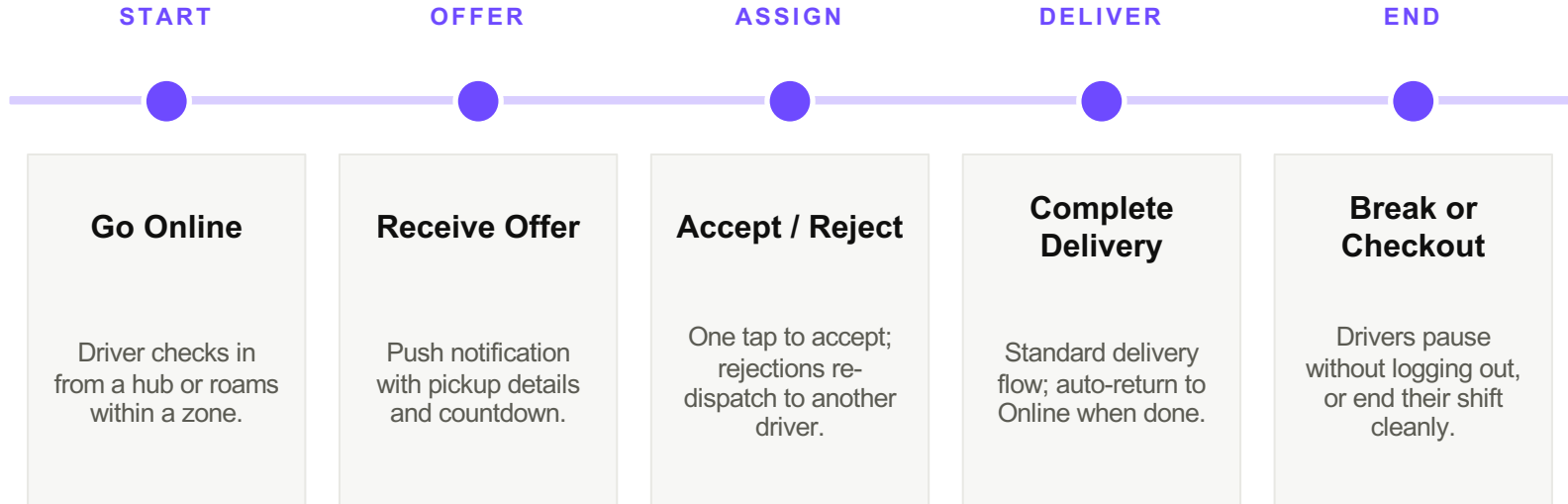
CONFIGURE AT ANY LEVEL



DRIVER EXPERIENCE

Built for the way drivers work

A clean, mobile-first flow — drivers stay focused on the road, not on the app.



Designed to never drop an order

Background safety nets catch edge cases automatically — no manual intervention, no lost orders.



Auto-Retry When No Drivers

If no drivers are online, the system intelligently retries for up to 20 minutes.



Stuck-Order Recovery

A background job scans every 2 minutes to re-dispatch any order that got stuck.



Forgotten-Session Cleanup

Drivers who forget to check out are automatically closed out after a safe window.



Duplicate-Assignment Protection

Two drivers can never be assigned the same order — guaranteed by design.



Fair-Use Multi-Tenant Queueing

High-volume tenants cannot starve smaller ones — each gets equal processing.



Zero Manual Intervention

Operations run 24/7 without needing someone on-call for the dispatcher.

BUSINESS IMPACT

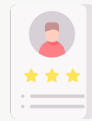
What this means for your operation



<2s

Average assignment time

Orders go from new to assigned in seconds, not minutes.



24/7

Unattended operation

Runs non-stop without a human dispatcher on duty.



100%

Automated recovery

Stuck orders and sessions are self-healed, always.



4 lvl

Configuration flexibility

Customer, zone, company, or tenant — your rules, your way.

Faster dispatch · happier drivers · better on-time rate · **lower operational cost**

USE CASES

Built for real-time delivery — across industries

Wherever speed and availability matter, the On-Demand Module fits in.



Food & Restaurant Delivery

Hot meals dispatched the moment they're ready.



E-commerce Same-Day

Parcels routed to the nearest courier in real time.



Grocery & Retail

Keep promised windows on perishables and express orders.



Medical & Urgent Logistics

Time-critical deliveries with guaranteed assignment.



Field Service Dispatch

Technicians routed to jobs based on proximity and availability.



Courier & Parcel Networks

High-volume, multi-tenant dispatch without bottlenecks.

Plans that scale with your operations

STARTER

Live ops online this week. Drivers love it, dispatchers own it — no IT project.

\$449/mo

+ Optimizer Starter +\$249/mo

5,000 tasks / month included

- ✓ Dispatcher Console
- ✓ Driver App
- ✓ Warehouse App
- ✓ Live Tracking
- ✓ Customer ETA links
- ✓ Ops Workbench
- ✓ Bulk Import / Export
- ✓ Unlimited drivers & users
- ✓ Multi-Company · Multi-Hub
- Multi-Brand · Merchant Management

GROWTH

The scaling operator's default. Everything a pro team needs, at a price that still makes sense.

\$699/mo

+ Optimizer Growth +\$349/mo

10,000 tasks / month included

- ✓ Everything in Starter
- ✓ Limited API access
- ✓ eCommerce Connectors
- ✓ ERP Connectors
- ✓ MCP AI Connection
- ✓ Inline Editing
- ✓ Pivot Insights
- ✓ Custom Reports
- ✓ Unlimited Automator
- ✓ Priority Support — Live Chat

SCALE

Plug SuiteFleet into the broader supply-chain stack. Broker volume across owned + 3PL.

\$1,199/mo

+ Optimizer Scale +\$649/mo

25,000 tasks / month included

- ✓ Everything in Growth
- ✓ Full API & Webhooks
- ✓ 3PL Carrier Integration Module
- Scheduler — delivery slots & capacity
- ✓ Ask AI Embedded Assistant
- Customer Success Manager (named, monthly)
- ✓ WhatsApp Support Channel (<2h)
- ✓ Advanced audit log (12-month)

ENTERPRISE

Optimization-as-infrastructure. Custom rules, custom compute, custom SLA.

\$1,199/mo

\$1,199 + slab · scales to 1M+ tasks

25,000 tasks / slab

- ✓ Everything in Scale
- ✓ Dedicated CSM
- ✓ Named Solutions Engineer
- ✓ 24/7 WhatsApp War Room
- ✓ Private Slack channel
- ✓ SSO (SAML / OIDC)
- ✓ Custom data residency
- ✓ Custom MSA & DPA
- ✓ Dedicated optimization cluster

A VRP engine built for real logistics — not just "sort by distance".

Turn thousands of orders into optimized routes in seconds — against whatever objective your P&L actually cares about.

1,000

STOPS / SINGLE REQUEST

22

CONSTRAINTS SUPPORTED

4

OBJECTIVE FUNCTIONS

∞

OPTIMIZATIONS / MONTH

STARTER

3D Capacity — weight · volume · items

STARTER

Hard Time Windows + depot hours

STARTER

Max Route Distance

STARTER

Max Route Duration

STARTER

Distance + Fixed-vehicle Cost objective

GROWTH

Skill Matching — hazmat · fridge · forklift

GROWTH

Pickup & Delivery Pairing

GROWTH

Release Times (cross-docking)

GROWTH

Mutually Exclusive Order Groups

GROWTH

Custom Start / End Locations

GROWTH

Driver Shift Duration

GROWTH

Open Routes (no depot return)

SCALE

Multi-Trip / Reloads

SCALE

Initial Load / Backhaul

SCALE

Per-Vehicle Profiles (truck · van · bike)

SCALE

Overtime with cost caps

SCALE

Optional Clients with prize (soft)

SCALE

Duration Cost — wages vs. distance

Add-ons that scale with you.

Transparent pricing for the things that scale — no surprise line items.

SuiteFleet Optimizer

Route optimization, planning, and clustering. Sold as an add-on to DMS. Unlimited optimization runs, 500 stops per request (fair use).

Starter	+\$249 / month
Growth	+\$349 / month
Scale	+\$649 / month
Enterprise	Bundled in slab

SMS Usage

SMS notifications & custom templates are included in the product. The per-message SMS fee is billed separately, pass-through at cost from the carrier — varies by destination country.

Template authoring	Included
Per-message cost	Pass-through
Regional rates	On quote
WhatsApp / Email	Included (no per-msg fee)

Enterprise Slab Pricing

Enterprise starts from the Scale base and adds 25,000-task blocks at a declining rate. The more you scale, the cheaper per task. Talk to sales for a modeled quote.

Starting from	\$1,199 / month
Scales to	1M+ tasks / day
Rate	Declines with volume

INTEGRATIONS

Integrate with Systems You're Already Using

Connect SuiteFleet seamlessly with the tools your team already relies on including many of the most popular CRMs, ERPs, and e-commerce platforms.



Odoo

Operational sync &
execution automation



Shopify

Automated order to
delivery flow



Oracle NetSuite

Enterprise order sync &
execution automation



Microsoft Dynamics

Real-time order sync
inside Microsoft Dynamics

GET STARTED

Ready to automate your dispatch?

Talk to us about rolling out the On-Demand Module in your fleet — we'll help you configure it for your operation and your customers.