

ArchLynk Driver App



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Introduction

The Archlynk Driver App is a mobile application designed to support and digitize the day-to-day activities of delivery drivers within the logistics and transportation process. It serves as a real-time communication bridge between drivers on the road and the logistics coordinators or dispatchers managing freight operations from the backend system, typically SAP Transportation Management (SAP TM).

This app was proposed as a strategic initiative to address existing challenges in manual logistics tracking, such as delayed updates, lack of delivery visibility, paper-based proof of delivery, and inefficient driver-dispatcher communication. As logistics operations become more dynamic and customer expectations rise for real-time updates, the need for a digitally connected, mobile-first solution becomes evident.

The Archlynk Driver App is crucial in modernizing transportation processes by improving operational efficiency, data accuracy, and transparency. This document outlines the solution design, covering architecture, key functionalities, and integration aspects.

Business Use Case

In traditional logistics operations, the execution phase often suffers from several inefficiencies, such as delays in communication, lack of visibility on delivery status, manual proof of delivery processes, and minimal real-time coordination between drivers and dispatchers. The Driver App addresses these pain points by acting as a digital companion for drivers on the road, seamlessly integrated with SAP Transportation Management (SAP TM).

Key Scenarios Enabled by the Driver App:

1. Real-time Event Reporting:

Drivers can record and submit key transportation events—like *Departure*, *Arrival*, *Proof of Delivery*, and *Delay*—directly from their mobile devices. These updates sync immediately with the SAP TM backend, improving transparency and responsiveness.

2. Driver-specific Visibility:

Upon login, each driver views only the Freight Orders (FOs) assigned to them, ensuring secure and clutter-free access to relevant shipments.

3. Digital Proof of Delivery:

Eliminates the need for paper-based delivery confirmations. Drivers can capture signatures, upload delivery photos, and complete required forms in the app.

4. Exception Handling:

Drivers can quickly log unexpected delays or incidents, enabling dispatchers to proactively communicate with customers or reroute resources if needed.

Business Use Case

Key Scenarios Enabled by the Driver App:

5. FO Lifecycle Support:

From Ready for Execution to Completed, the Driver App provides full FO status tracking, supporting efficient lifecycle management with minimal manual input.

Business Benefits:

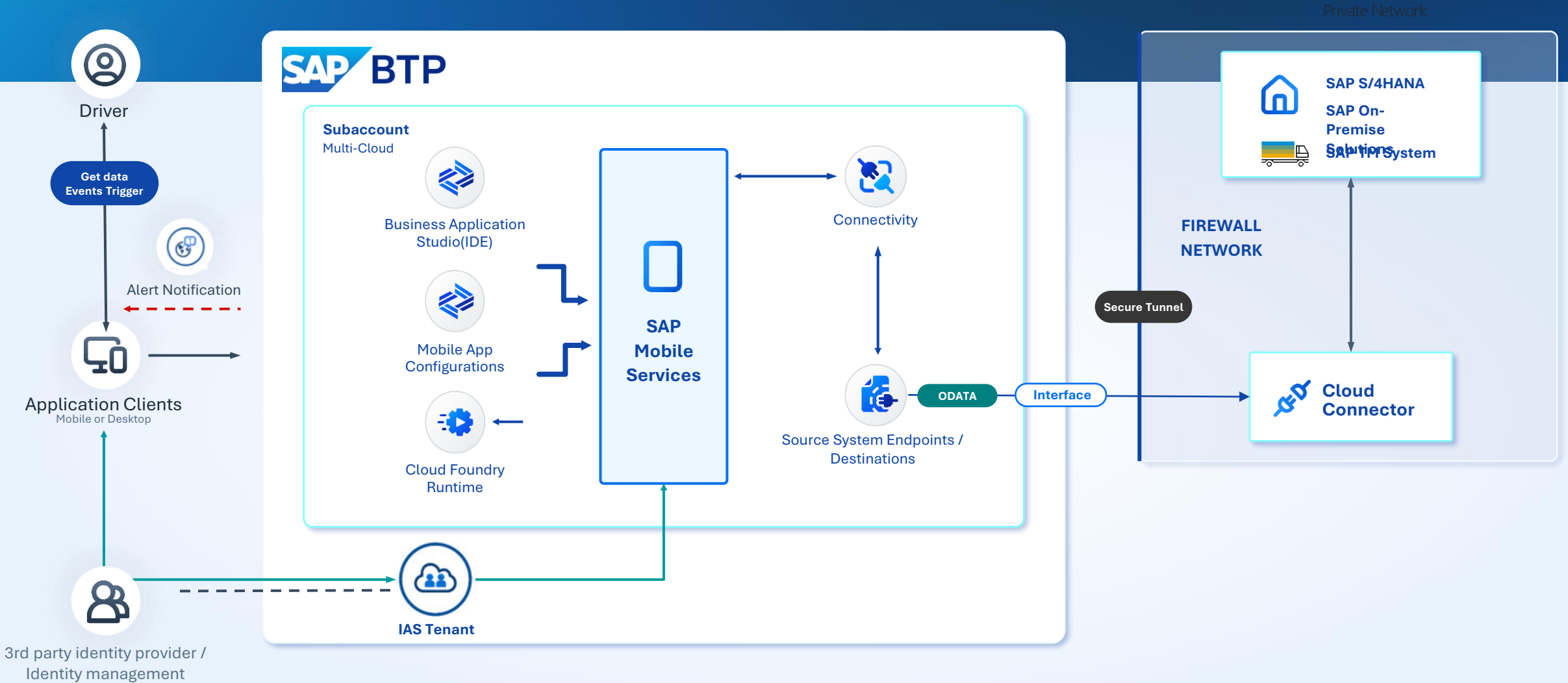
- Operational Efficiency: Reduced manual intervention and paperwork.
- Real-time Visibility: Dispatchers and logistics teams can monitor trip progress live.
- Enhanced Accuracy: Digital event capture reduces errors from delayed or misreported updates.
- Improved Customer Experience: Faster and more reliable delivery updates.
- Compliance & Auditability: Digital records of delivery and delays help in compliance reporting and performance review.

Industry Relevance:

This solution is especially valuable in high-volume delivery operations, such as retail, manufacturing, 3PL, and FMCG, where timely deliveries and real-time coordination are critical.

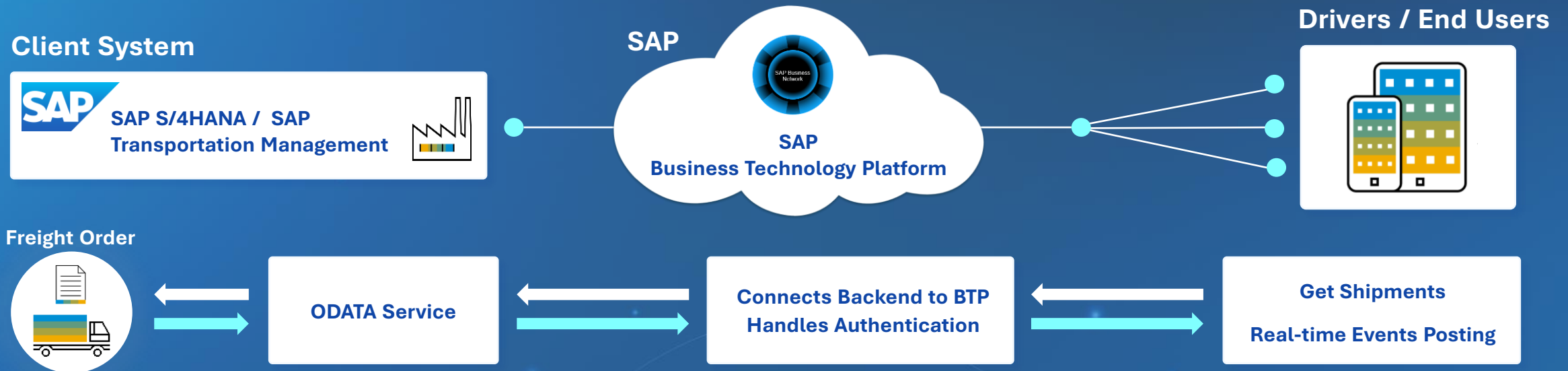
By closing the gap between field operations and central logistics planning, the Driver App delivers a significant step toward fully digitized, agile, and transparent transportation execution.

SAP TM Process flow to Mobile App



SAP TM Freight Order Flow with Mobile App

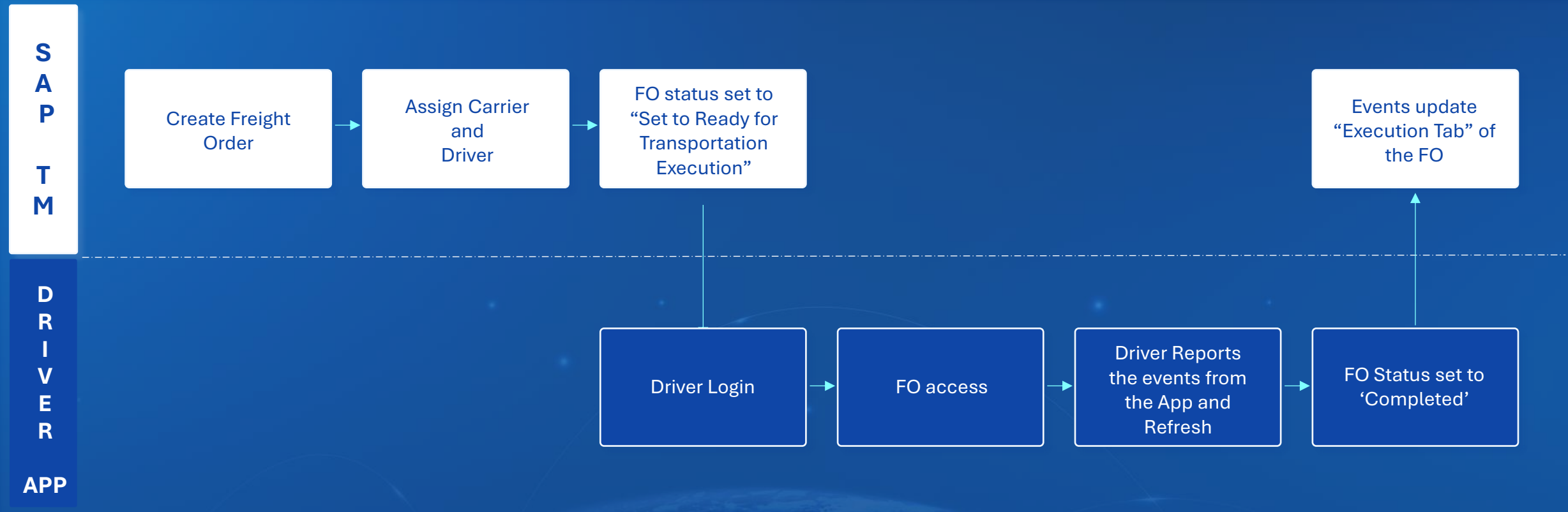
Event Posting for Freight Order Integration Scenario



Benefits:

- ✓ Real-time status updates.
- ✓ Improved visibility and planning accuracy
- ✓ Reduced manual follow-ups Event-driven process automation

Process Flow



Notes:

1. The events to be reported are – Departures, Arrival, Proof of Delivery.
2. Handle Exceptions - Any issues (e.g., delays) are reported using the **"Delay"** event.
3. Once completed, the FO status is updated to "Completed" and remains visible in the app for 7 working days.

Device Compatibility

Platform Support

This app is compatible with both **iOS** and **Android** operating systems.

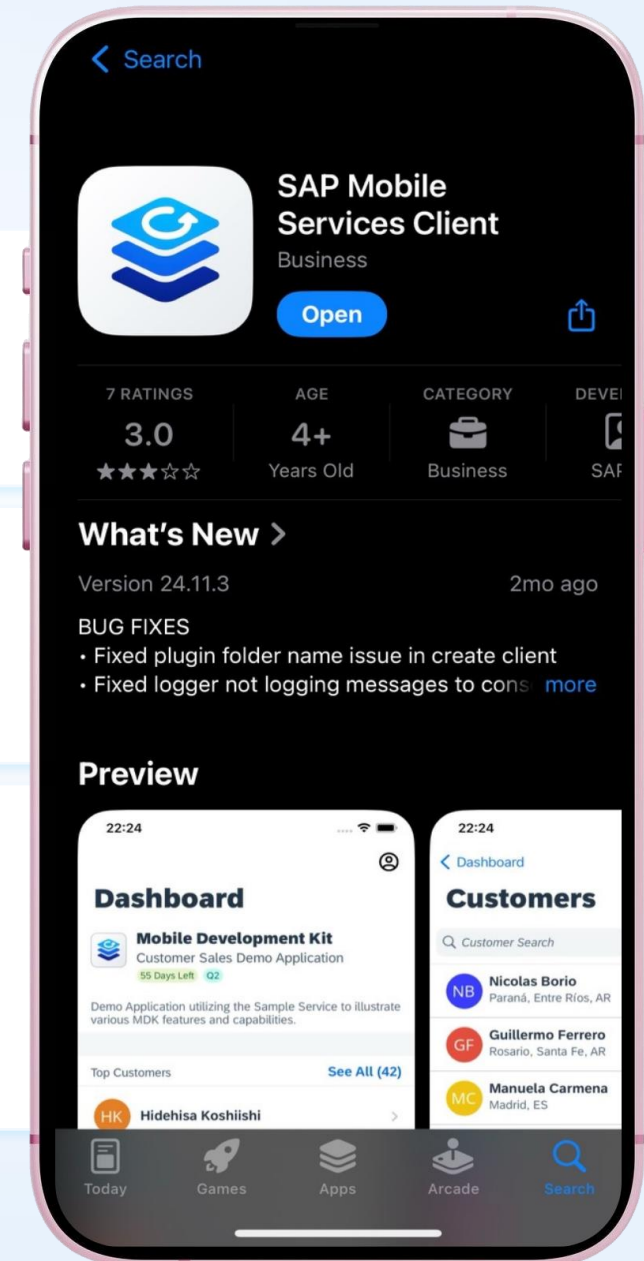
Minimum OS Requirements

- Android: Version 8.0 (Oreo) and above
- iOS: Version 14.0 and above

Availability

The **SAP Mobile Services Client** application is available for download on:

- Google Play Store
- Apple App Store



Customer: Building Products Industry Use Case



Business Challenge

The Customer operates a private fleet of carriers across their domestic logistics network. However, there was no unified digital solution for drivers to provide real-time shipment updates.

Communication during disruptions or queries relied heavily on phone calls or emails, which were not recorded systematically. This places a manual burden on planners, who had to input updates into SAP TM themselves.



Customer Requirements

The customer required a centralized mobile solution for their private fleet drivers that could:

- Provide visibility of upcoming shipments
- Enable drivers to update shipment status in real time
- Allow event reporting (ex: delays, incidents) for tracking
- Capture their customer signatures at delivery
- Upload proof of delivery or other attachments
- Seamlessly update SAP TM without manual intervention



Solution

Archlynk Driver App Key capabilities include:

- Shipment integration - Drivers receive planned shipments directly on their app, synced with SAP TM
- Real-Time Updates – Status changes and event reports are captured by the app and automatically reflected in SAP TM
- Digital Proof of Delivery – The App supports electronic signature capture and file uploads (ex: photos, documents)
- Disruption Reporting: Drivers can report exceptions, delay, damages immediately improving response times
- SAP TM Synchronization: All driver actions are integrated with SAP TM in near real-time, ensuring planners always have the latest data without manual entry.

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