

User Manual

Route optimization and dispatch for delivery, transport and field-service fleets

The screenshot displays the Aqorin.Motion Dispatch board interface. The top navigation bar includes the Aqorin.Motion logo, a menu icon, the title "Dispatch board", and buttons for "Export CSV", "New optimization", and the current date/time "Fri 25 Sept · 14:45". The user profile "Sophie Muller" is shown in the top right.

The left sidebar contains a navigation menu with sections: OPERATIONS (Overview, Dispatch board, Schedule, Planning, Orders), RESOURCES (Fleet, Drivers), MASTER DATA (Places, Customers), and WORKSPACE (Users).

The main content area shows a map of Luxembourg with a blue route line. The route starts at the Central Depot Bettembourg and visits several locations: Remich Wine Cellars, Grevenmacher Cooperative, Junglinster Garden Centre, Mersch Medical Supplies, and Strassen Office Park. The route is labeled with numbers 1 through 5.

Summary statistics for the route are displayed in the top left of the main area:

- 4 ROUTES
- 18 STOPS
- 288.8 KM
- €418 COST

A search bar is available for searching vehicles, drivers, orders, or places. Below the summary, a "Draft" button is visible. The "DRIVER'S SHIFT" section shows the planned shift for R-001 (LU-AM-101) from 07:30 to 16:00.

The route details for R-001 (LU-AM-101) are listed below:

Time	Location	Delivery Details
07:30	Central Depot Bettembourg	Departure
07:57	Remich Wine Cellars	Delivery - PCL-24011 - 10 min on site 26 km - 27 min
08:29	Grevenmacher Cooperative	Delivery - PCL-24012 - 10 min on site 22.2 km - 22 min
09:00	Junglinster Garden Centre	Delivery - PCL-24013 - 8 min on site 17.5 km - 21 min
09:28	Mersch Medical Supplies	Delivery - PCL-24014 - 6 min on site - window 08:30-12:00 14.9 km - 20 min
09:57	Strassen Office Park	Delivery - PCL-24008 - 6 min on site - window 09:00-12:00 19.5 km - 23 min

The map shows the route passing through various locations in Luxembourg, including Remich, Grevenmacher, Junglinster, Mersch, and Strassen. The map is powered by Leaflet and OpenStreetMap contributors.

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ABOUT THE PLATFORM

1. Introduction

Aqorin.Motion plans and dispatches vehicle routes for delivery, passenger-transport, patient-transport and field-service operations. You describe *what* has to be done (orders) and *with what* (vehicles and drivers); the optimizer works out *who* does *what*, in which order, on real roads, and the dispatch board shows the result on a map with arrival times.

1.1 What the platform does

- **Plans routes automatically** – respecting vehicle capacity (weight, volume, seats), driver shifts and breaks, delivery slots and appointment times, priorities, pickup-before-delivery and depot start/end.
- **Plans real clock times** – every stop gets a planned arrival; drivers never start before their shift, wait only when a time window requires it and are back at the depot by the end of the shift.
- **Uses the road network** – distances, driving times and the lines drawn on the map follow real roads.
- **Compares scenarios** – for example the same day with one vehicle less, to decide on fleet size.
- **Supports dispatch** – route timelines with ETAs, route acceptance and CSV export for drivers or telematics.
- **Tracks the day live** – vehicle positions from driver apps or Webfleet, automatic stop detection, and ETAs and delays that update as vehicles move.
- **Is multi-tenant and secure** – each company works in its own workspace; passwords, sessions and password resets follow current security practice.

1.2 Key concepts

Concept	Meaning
Workspace	Your company's private environment. All data below belongs to one workspace.
Place	Any address with map coordinates: a depot, customer site, hotel, hospital, patient home or service point.
Depot	A place of type <i>Depot</i> . Vehicles start and end their routes at their depot.
Customer	An account that orders can be linked to, with contact details and a default place.
Vehicle	A van, truck, minibus, car... with capacity (kg, m ³ , seats), cost per km and per hour, and a home depot.
Driver	A driver, nurse, technician... with contact details, a shift (start and end), a maximum working time and a break.
Time window	When a stop may be served, e.g. a delivery slot 08:00–11:00 or a hospital appointment 08:45–09:15.
Order	A job to plan: one stop (delivery, service visit) or several stops in sequence (pickup → drop-off).
Scenario	A planning problem for a day: which orders to plan and which vehicles/drivers are available.
Optimization run	One execution of the optimizer on a scenario, with a chosen goal. Produces routes.
Route	The ordered stops one vehicle and driver serve, from depot back to depot.

1.3 The planning workflow

Step	Where	What you do
1	Places	Add your depot(s) and customer sites (click on the map to set the position).
2	Fleet · Drivers	Register vehicles with capacity and costs, and drivers with their shift and break.
3	Orders	Create orders manually or import them from a CSV file.
4	Planning	Create a scenario for the day and select orders and resources.
5	Planning	Click Optimize and choose a goal (shortest distance, lowest cost, ...).
6	Dispatch board	Review routes on the map, check timelines, accept routes, export CSV.
7	Schedule	See the whole day per driver or vehicle across all scenarios; hover for details, click for the trip.

Tip The **Overview** page shows a *Get started* checklist that ticks off these steps as you complete them.

ACCESS AND ACCOUNTS

2. Getting started

2.1 Signing in

Open the address of your Aqorin.Motion installation in a current browser (Edge, Chrome, Firefox or Safari). Enter your work email and password and click **Sign in**. The eye icon in the password field shows what you typed.

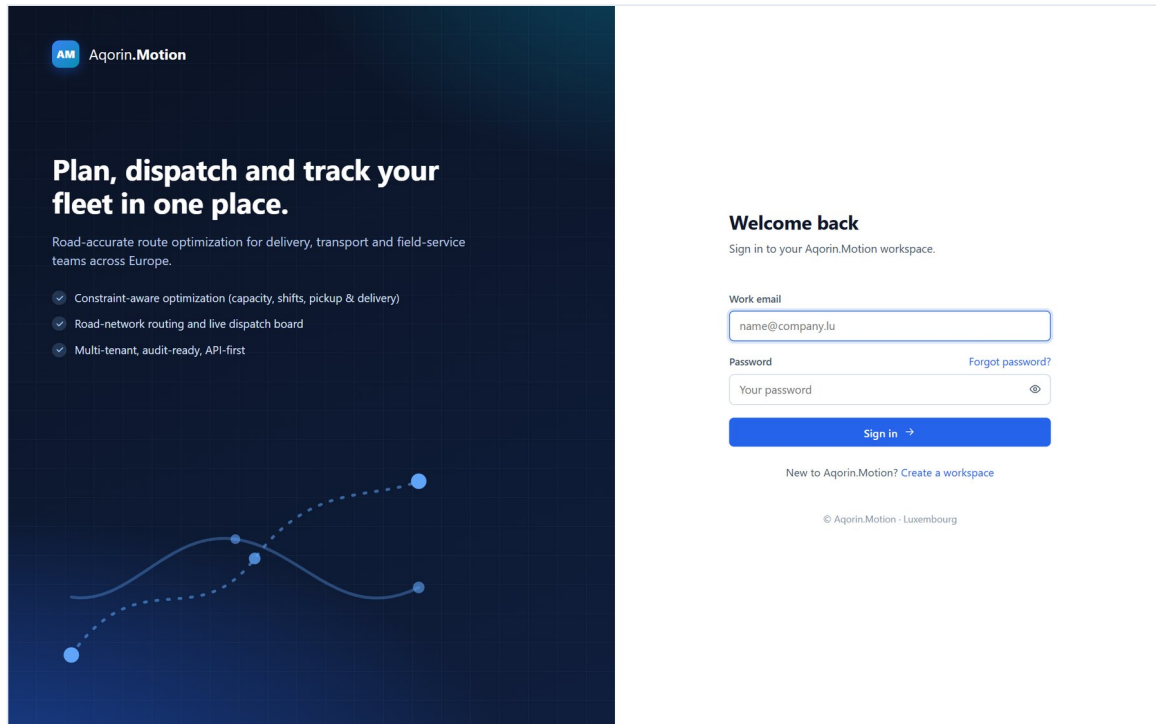


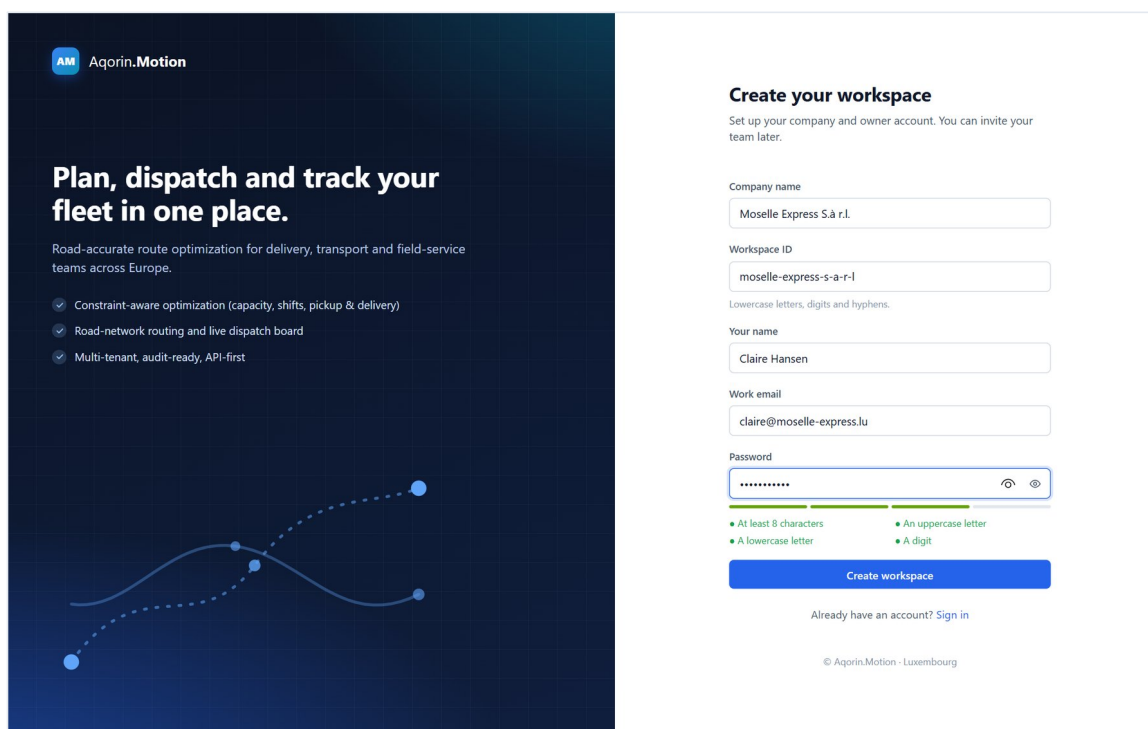
Figure 1 – Sign-in screen

For security, sessions renew themselves silently while you work. After 30 days without use, or after a password change on another device, you are asked to sign in again.

2.2 Creating a workspace

A new company creates its workspace from the sign-in screen with **Create a workspace**:

1. Enter the **company name**. The **workspace ID** is proposed automatically (lowercase letters, digits and hyphens).
2. Enter your name and work email – you become the **Owner** of the workspace.
3. Choose a password. The strength bar and checklist show when it meets the rules: at least 8 characters, an uppercase letter, a lowercase letter and a digit, and different from your email.
4. Click **Create workspace**. You are signed in and taken to the Overview.



Create your workspace

Set up your company and owner account. You can invite your team later.

Company name
Moselle Express S.à r.l.

Workspace ID
moselle-express-s-a-r-l

Lowercase letters, digits and hyphens.

Your name
Claire Hansen

Work email
claire@moselle-express.lu

Password

- At least 8 characters
- An uppercase letter
- A lowercase letter
- A digit

Create workspace

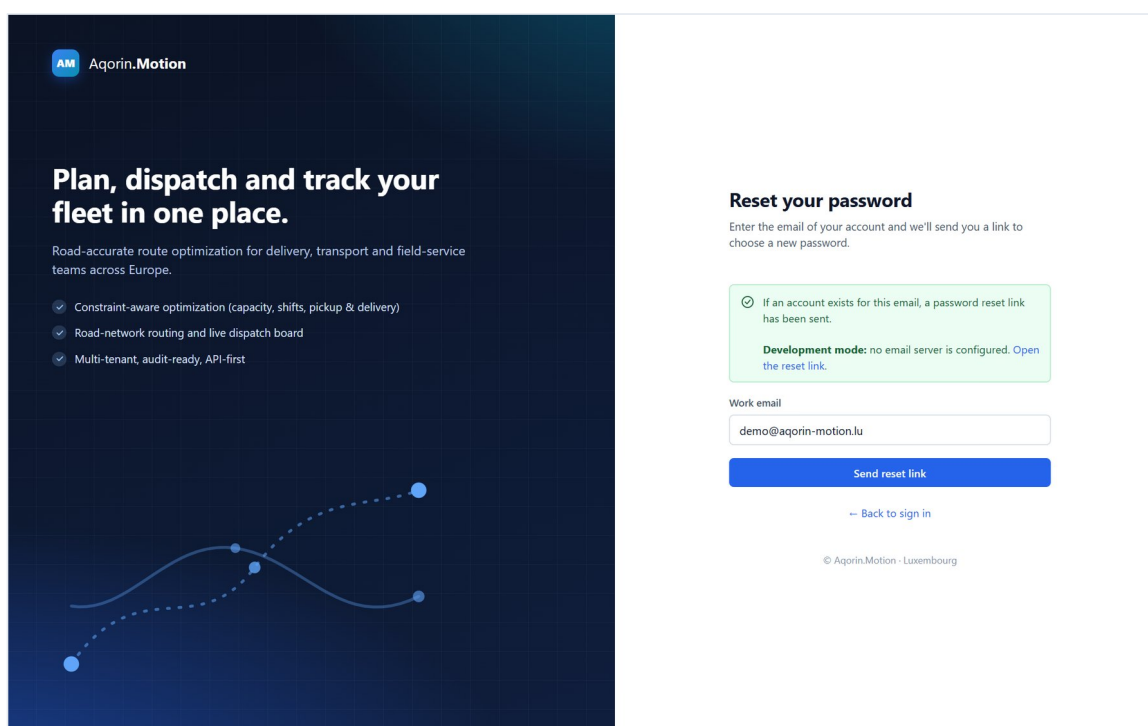
[Already have an account? Sign in](#)

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Figure 2 – Creating a new workspace with the password strength indicator

2.3 Forgotten password

1. On the sign-in screen click **Forgot password?**.
2. Enter your work email and click **Send reset link**. For privacy the confirmation is the same whether or not the address has an account.
3. Open the link in the email within **30 minutes**. Each link works once; requesting a new link cancels the previous one.
4. Choose and confirm the new password, then sign in. All other sessions are signed out.



Reset your password

Enter the email of your account and we'll send you a link to choose a new password.

🕒 If an account exists for this email, a password reset link has been sent.

Development mode: no email server is configured. Open the reset link.

Work email
demo@aqorin-motion.lu

Send reset link

[← Back to sign in](#)

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Figure 3 – Requesting a password reset link

Note In a local development installation without an email server, the confirmation shows the reset link directly (as in the figure above). Production installations send it by email only.

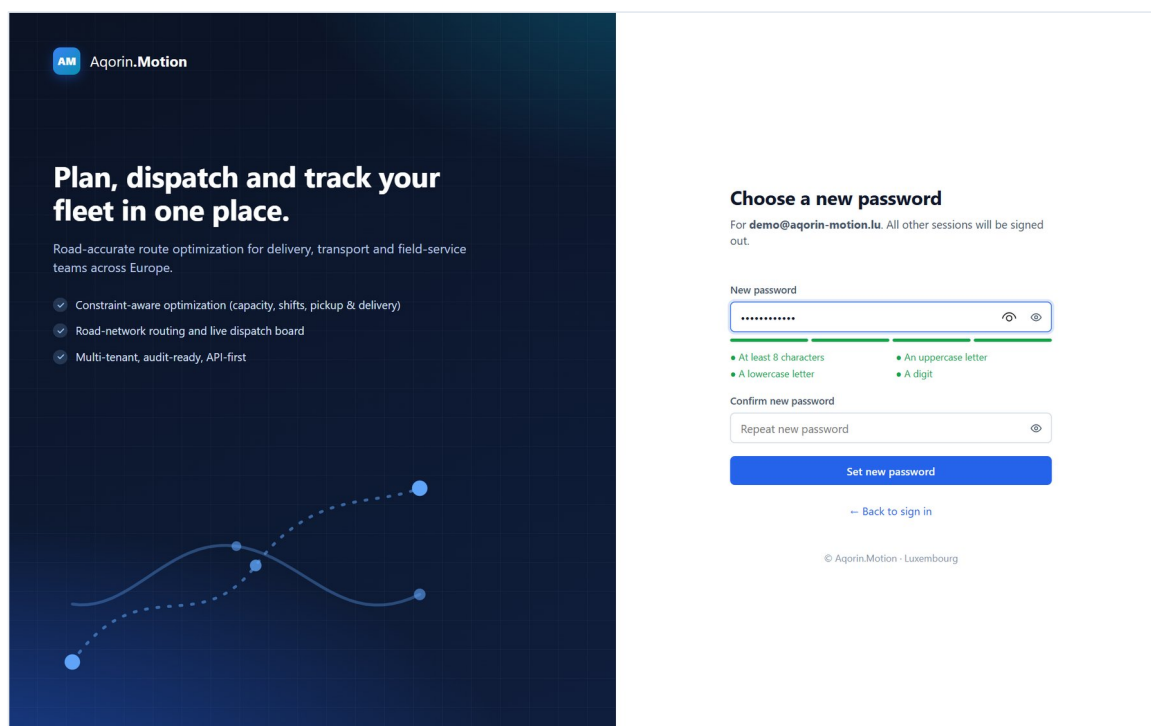


Figure 4 – Choosing a new password from the emailed link

Important After several failed sign-in or reset attempts in a short time, the platform pauses further attempts for about a minute to protect accounts from password guessing.

2.4 Changing your password

Open the account menu (your initials, top right) and choose **Change password**. Enter the current password and the new one twice. You stay signed in on this device; your other devices are signed out.

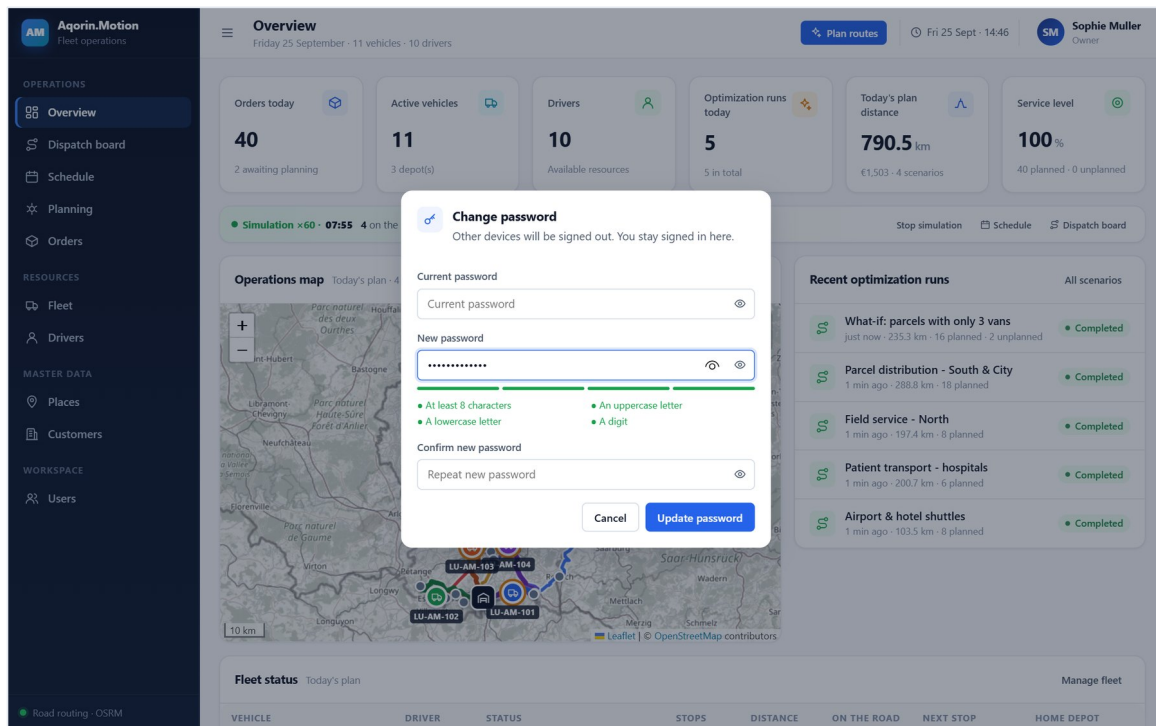


Figure 5 – Changing the password from the account menu

LAYOUT AND NAVIGATION

3. Finding your way around

Every page shares the same layout: the **navigation pane** on the left, the **top bar** with the page title, page actions, the clock and your account, and the **page content**.

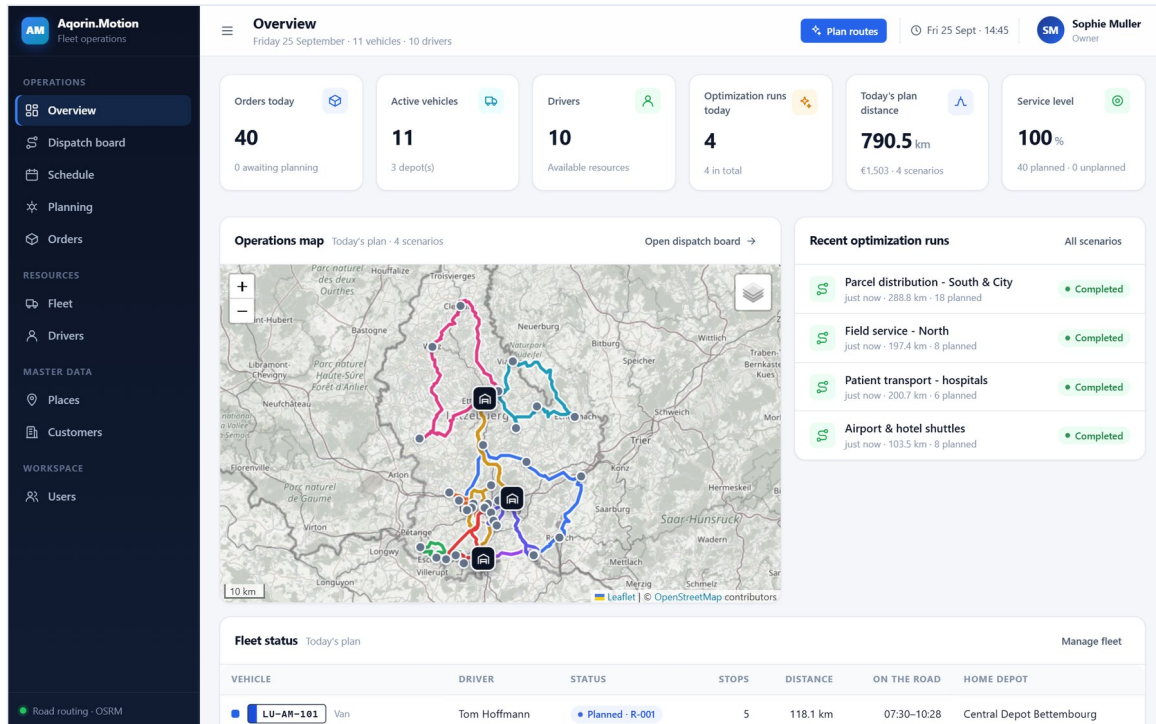


Figure 6 – Main layout: navigation pane, top bar and page content

3.1 Navigation pane

Section	Pages
Operations	Overview (dashboard), Dispatch board (routes on the map), Schedule (the day as a timeline per driver), Planning (scenarios and optimization), Orders
Resources	Fleet (vehicles), Drivers (drivers and field staff)
Master data	Places (depots and sites), Customers

The indicator at the bottom of the pane shows the routing provider used for road distances and route lines (for example *Road routing · OSRM*). It turns amber if the provider cannot be reached.

3.2 Showing and hiding the navigation

Click the menu button $\equiv$ left of the page title, or press **Ctrl + B** (**⌘ + B** on a Mac), to hide the pane and give the page – for example the dispatch map – the full width. Click again to bring it back. Your choice is remembered.

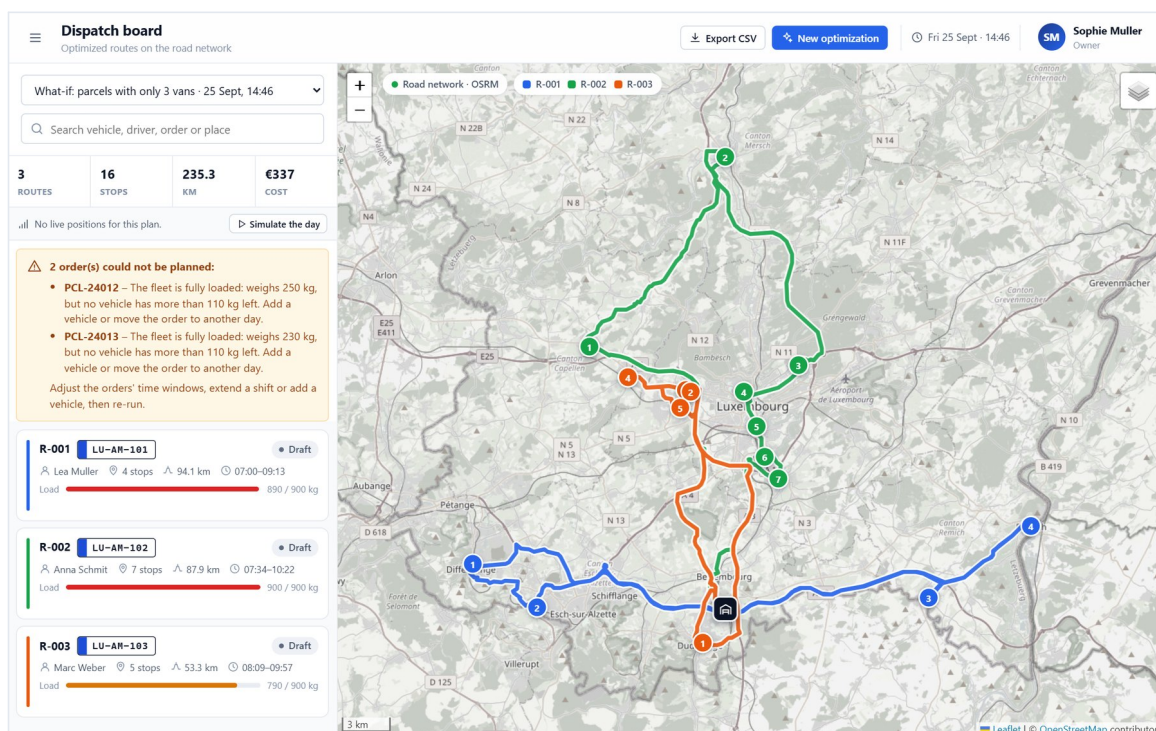


Figure 7 – Dispatch board with the navigation pane hidden

3.3 Account menu

Click your initials in the top-right corner to see your name and email, **Change password** and **Sign out**.

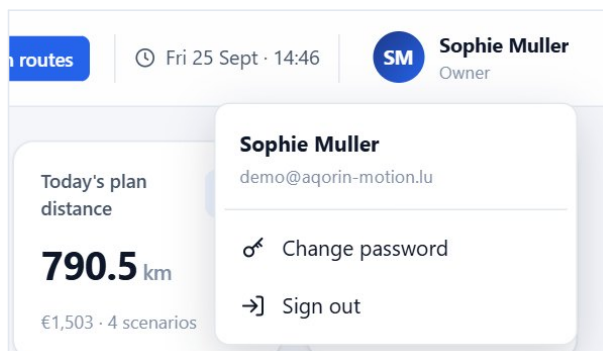
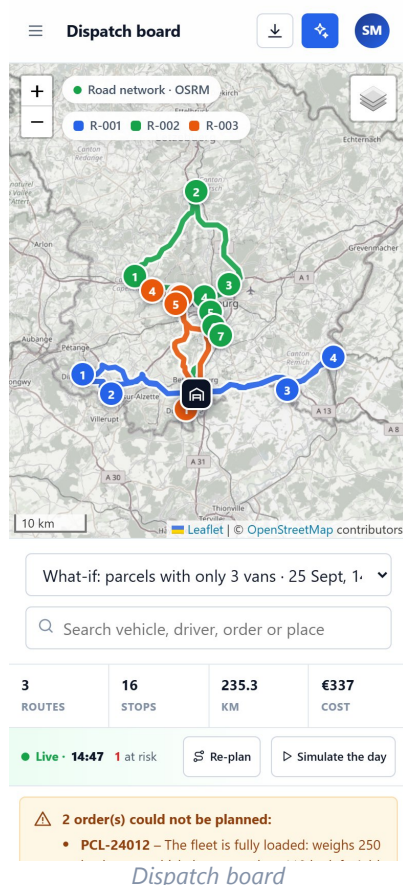


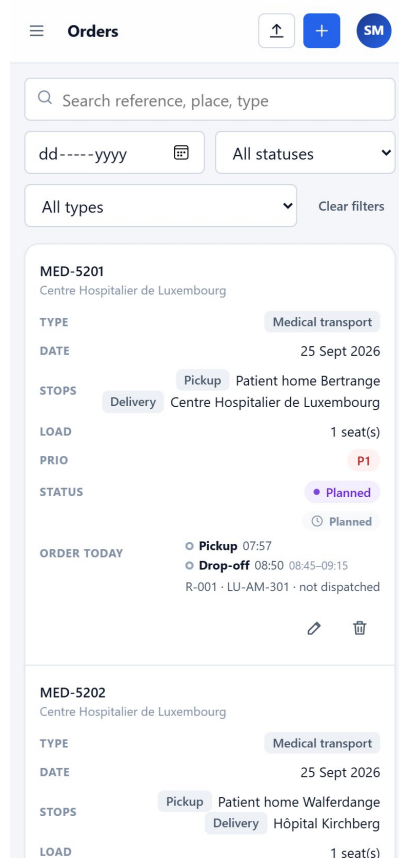
Figure 8 – Account menu

3.4 Tablets and phones

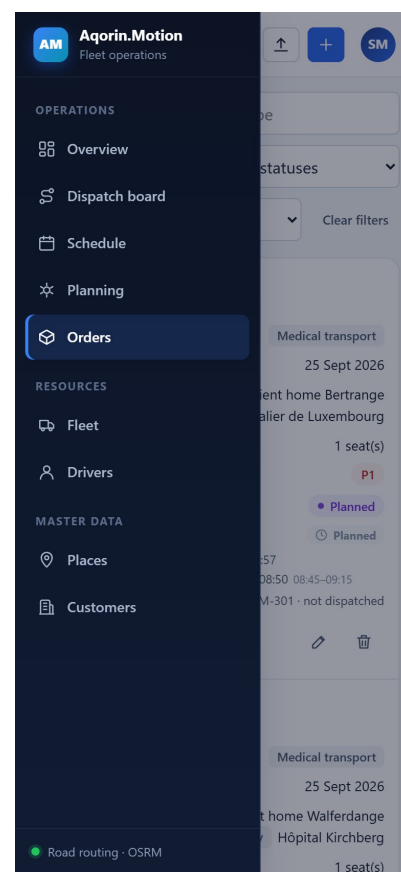
The platform adapts to the screen. On tablets the navigation becomes a narrow icon bar; on phones it slides in from the menu button, the dispatch board shows the map above the route list, page actions become icons and tables are shown as cards.



Dispatch board



Orders as cards



Navigation menu

Figure 9 – The platform on a phone

3.5 Common controls

- **Search boxes** filter the list as you type; the footer shows how many rows match.
- **Column headers** sort the table; click again to reverse the order.
- **Rows** open what they show: click an order, vehicle, driver, customer or place to edit it (like the pencil), or a scenario to edit the draft or open its plan on the dispatch board.
- **Today cells** open their context: an order, vehicle or driver opens its route on the dispatch board; a customer opens that customer's orders of today. On the Overview, a vehicle in the fleet status opens its route (an idle vehicle opens the vehicle); in Planning, a driver or vehicle row opens it on the Schedule.
- **Forms** open in a panel on the right. **Save** stores the changes, **Cancel**, the × or **Esc** closes without saving.
- **Deleting** always asks for confirmation. Vehicles and drivers are *deactivated*, so past routes keep their history.
- **Notifications** appear briefly in the bottom-right corner.

DASHBOARD

4. Overview

The Overview is the start page. It summarises today's operation and links to the relevant pages – every tile is clickable.

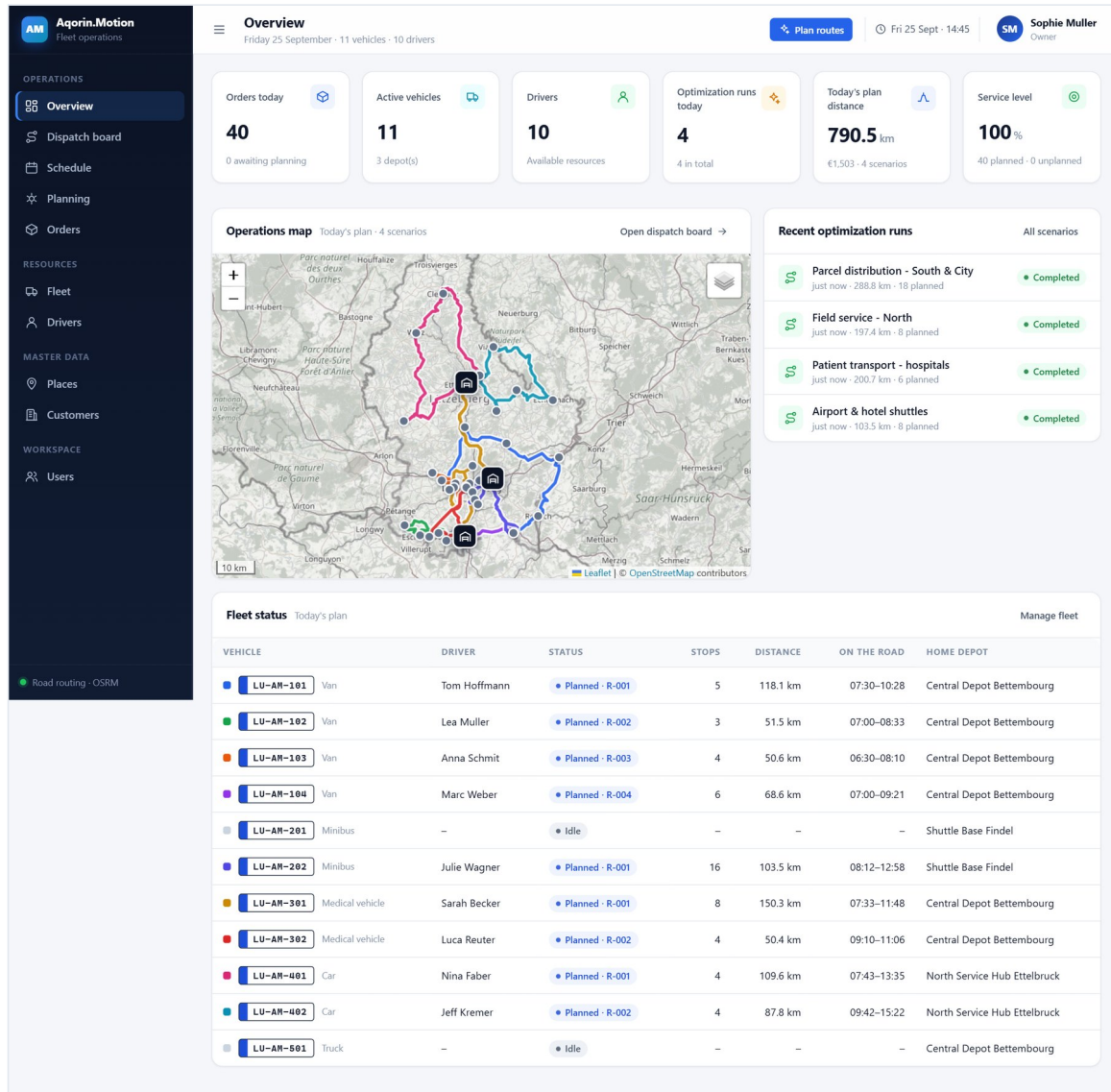


Figure 10 – Overview with KPIs, operations map, recent runs and fleet status

Area	Shows
Orders today	Orders scheduled today and how many still await planning.
Active vehicles / Drivers	Resources available for planning, and the number of depots.
Optimization runs today	Runs performed today and in total.
Today's plan distance	Kilometres and estimated cost of all of today's scenarios together (<i>Last plan distance</i> when nothing is planned today).
Service level	Share of the orders in today's plan that could be served; red below 100 %.

Area	Shows
Operations map	Depots, sites and the routes of today's plan (every daily scenario; otherwise the latest plan), with live vehicles while routes are driven. Scroll to zoom; drag to pan.
Recent optimization runs	Click a run to open it on the dispatch board.
Fleet status	Each vehicle's route, driver, stops, distance and time on the road (e.g. 07:00–09:21) from today's plan (<i>Idle</i> if unused). Tracked vehicles show their live status with the load on board, stops done, km driven against the plan, the next stop with its ETA and the actual start and expected return in bold – amber or red when late – with the planned times struck through below.

4.1 While routes are driven

As soon as today's routes are on the road, a live bar under the KPIs shows the live (or simulated) time and how many routes are on the road, on time, delayed, at risk and back, with shortcuts to the schedule and the dispatch board. The map shows every vehicle with its driven path; click a vehicle to open its plan on the dispatch board.

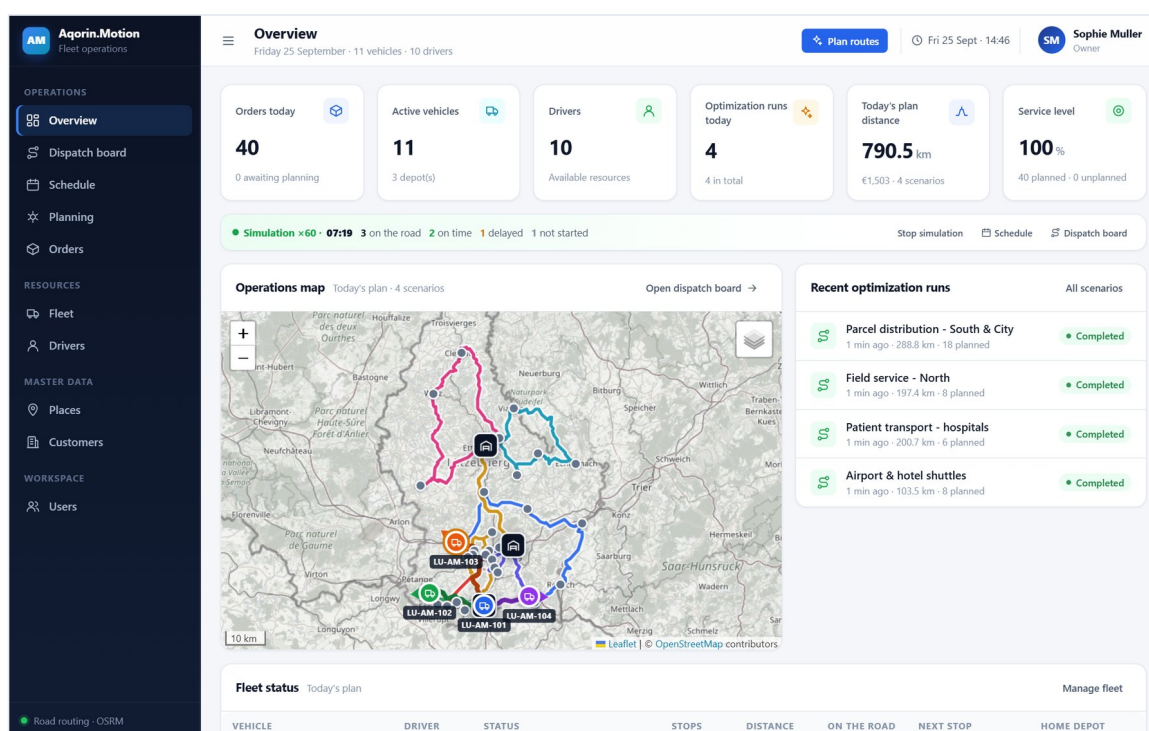


Figure 11 – Overview during the day: live bar, vehicles on the map and live fleet status

Tip Use the **Plan routes** button in the top bar to jump straight to Planning.

MASTER DATA

5. Places and customers

5.1 Places

Places are all locations the fleet drives to. The map at the top shows them – depots as dark squares – and a click on a marker opens the place for editing. The list below can be searched and filtered by type.

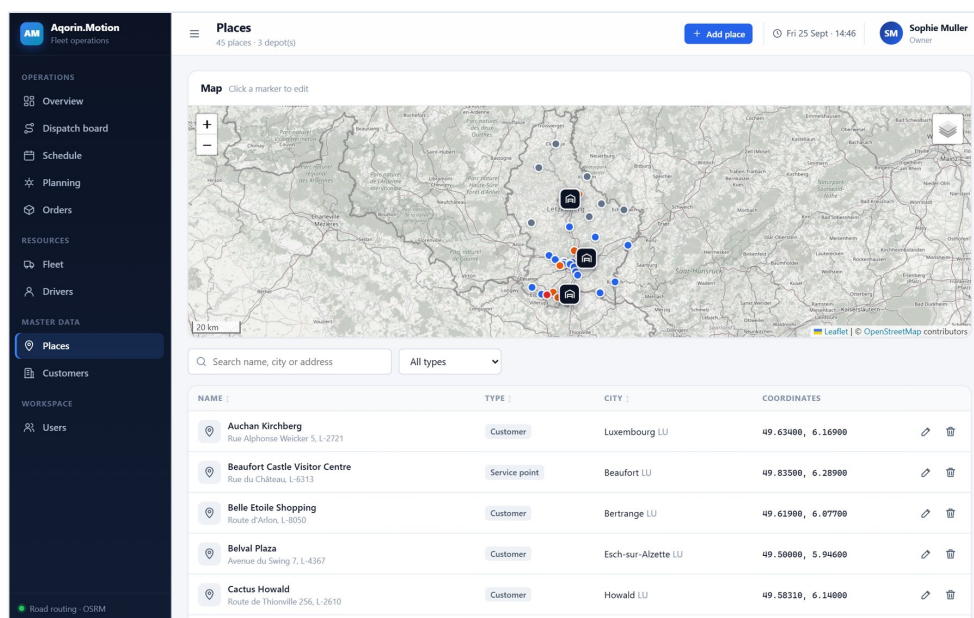


Figure 12 – Places with map and list

Adding or editing a place

1. Click **Add place** (or the pencil icon of an existing place).
2. Enter the **name**, choose the **type** (Depot, Customer, Pickup, Delivery, Service point, Medical point, ...) and the address.
3. Set the **position**: click on the small map or drag the pin to the exact entrance or loading bay. Latitude and longitude fill in automatically; you can also type them.
4. Click **Save place**.

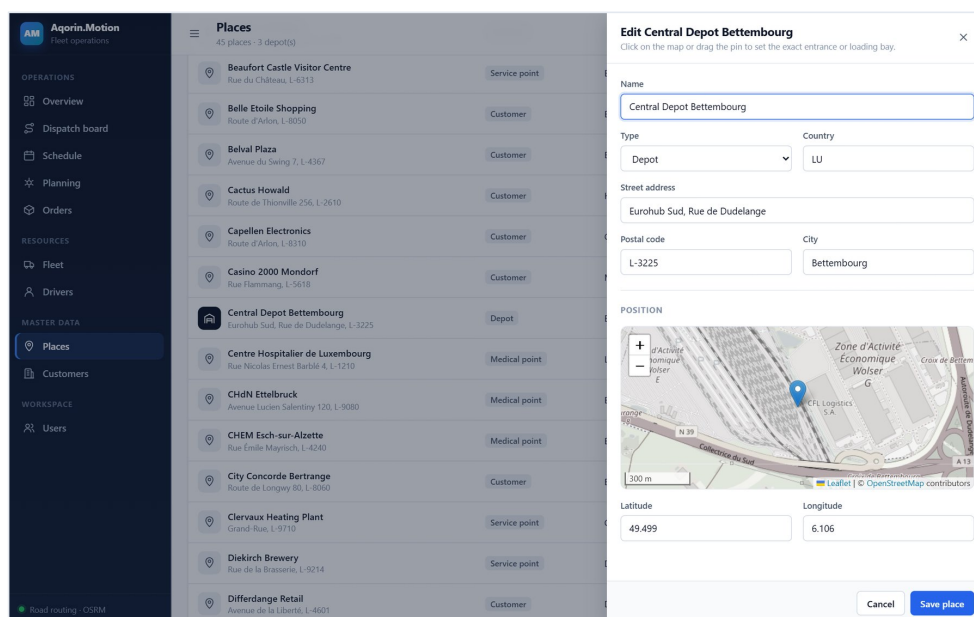


Figure 13 – Editing a place – the pin sets the exact position

Important Every workspace needs at least one place of type **Depot**. Vehicles without their own depot start and end at the workspace's first depot.

5.2 Customers

Customers group orders by account. Each customer has contact details and an optional **default place**. The list shows how many orders belong to each customer.

CUSTOMER	CONTACT	DEFAULT PLACE	ORDERS	TODAY
Auchan Luxembourg	receiving@auchan.lu +352 43 77 43 1	Auchan Kirchberg	1	On track 0/1 delivered - next 07:57
Cactus S.A.	logistics@cactus.lu +352 28 28 1	Cactus Howald	1	On track 0/1 delivered - next 08:40
Centre Hospitalier de Luxembourg	transport@chi.lu +352 44 11 11	Centre Hospitalier de Luxembourg	3	3 orders all planned
Luxexpo The Box	events@luxexpo.lu +352 43 99 1	Luxexpo The Box	2	2 orders all planned
SIDEN water syndicate	service@siden.lu +352 80 89 81 1	Wiltz Water Treatment	2	2 orders all planned
Sofitel Luxembourg Europe	concierge@sofitel.lu +352 43 77 61	Sofitel Europe Kirchberg	2	2 orders all planned

Figure 14 – Customers with today's deliveries

The **Today** column shows each customer's orders of today: how many and whether they are planned. While the day is driven it follows the deliveries – *On track*, *1 late*, *1 at risk* or *All delivered 08:39*, with deliveries done, vehicles on site and the next arrival – so a customer's call can be answered at a glance. Orders of scenarios that are not dispatched yet are counted as *not dispatched*.

RESOURCES

6. Fleet and drivers

6.1 Fleet

The Fleet page lists vehicles with their plate, type, capacity, operating costs, home depot and status.

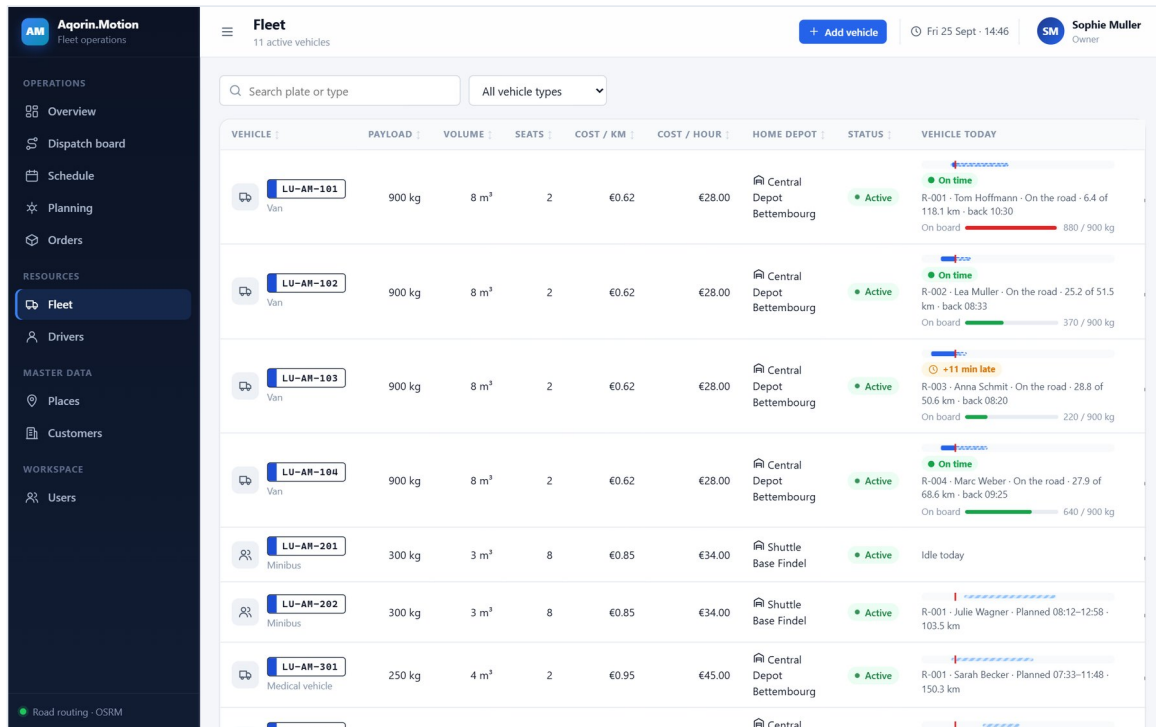


Figure 15 – Fleet with each vehicle's day

The **Vehicle today** column shows each vehicle's day on a small timeline shared by the whole fleet – planned routes (hatched), time actually on the road (blue), the forecast return (dashed) and the current time (red) – so busy and idle vehicles stand out. Below it: *Idle today, Planned 07:30–10:28 · 118 km, On the road · 89.6 of 118.1 km · back 10:46 or 51.5 km driven once back*, with the live status. While a vehicle drives, a bar shows what is on board right now: weight for goods, seats for passengers and patients.

Vehicle settings

Field	Used for
Plate number, type	Identification on routes, exports and the map legend.
Payload (kg), cargo volume (m³), seats	Capacity limits. A route never carries more than these. Leave a field empty if it does not limit this vehicle.
Cost per km, cost per hour	Estimated route cost, and the <i>Lowest cost</i> optimization goal.
Start depot, end depot	Where the vehicle's routes begin and end. Empty = the workspace's default depot.

Edit LU-AM-101
Capacity limits what a route can carry; costs feed the lowest-cost objective.

Plate number: LU-AM-101 Vehicle type: Van

CAPACITY
Payload (kg): 900 Cargo volume (m³): 8
Passenger seats: 2
Leave a capacity empty when it does not constrain this vehicle.

OPERATING COSTS
Cost per km (€): 0.62 Cost per hour (€): 28

DEPOTS
Start depot: Central Depot Bettembourg - Bett End depot: Central Depot Bettembourg - Bett

LIVE TRACKING
Telematics ID: Webfleet object number, tracker IMEI...
Live GPS positions are matched to this vehicle by this ID, or else by its plate number.

Buttons: Cancel, Save vehicle

Figure 16 – Vehicle form with capacity, costs and depots

6.2 Drivers

Drivers (and nurses, technicians, crew members...) are paired with vehicles in a plan. The list shows each person's shift, maximum working time and break.

NAME	CONTACT	SHIFT	STATUS	SHIFT TODAY	DRIVER APP
SB Sarah Becker Nurse	sarah.becker@aqorin-motion.lu +352 621 100 301	07:00-14:30 max 7 h · 30 min break	Active	R-001 - LU-AM-301 - Planned 07:33-11:48 · shift 07:00-14:30	Invite
NF Nina Faber Technician	nina.faber@aqorin-motion.lu +352 621 100 401	07:30-16:00 max 8 h · 30 min break	Active	R-001 - LU-AM-401 - Planned 07:43-13:35 · shift 07:30-16:00	Invite
TH Tom Hoffmann Driver	tom.hoffmann@aqorin-motion.lu +352 621 100 104	07:30-16:00 max 8 h · 30 min break	Active	R-001 - LU-AM-101 - On the road · 12 min worked · back 10:31	Invite
PK Paul Klein Driver	paul.klein@aqorin-motion.lu +352 621 100 202	08:00-17:30 max 9 h · 30 min break	Active	No route today · shift 08:00-17:30	Invite
JK Jeff Kremer Technician	jeff.kremer@aqorin-motion.lu +352 621 100 402	08:00-16:30 max 8 h · 30 min break	Active	R-002 - LU-AM-402 - Planned 09:42-15:22 · shift 08:00-16:30	Invite
LM Lea Muller Driver	lea.muller@aqorin-motion.lu +352 621 100 103	07:00-15:30 max 8 h · 30 min break	Active	R-002 - LU-AM-102 - On the road · 46 min worked · back 08:34	Invite
LR Luca Reuter Nurse	luca.reuter@aqorin-motion.lu +352 621 100 302	07:30-15:00 max 7 h · 30 min break	Active	R-002 - LU-AM-302 - Planned 09:10-11:06 · shift 07:30-15:00	Invite
AS Anna Schmit Driver	anna.schmit@aqorin-motion.lu +352 621 100 101	06:30-15:00 max 8 h · 30 min break	Active	R-003 - LU-AM-103 - On the road · 1 h 15 min worked · back 08:21	Has access
JW Julie Wagner Driver	julie.wagner@aqorin-motion.lu +352 621 100 201	07:00-16:30 max 9 h · 30 min break	Active	R-001 - LU-AM-202 - Planned 08:12-12:58 · shift 07:00-16:30	Invite

Figure 17 – Drivers with their shifts and today's shift progress

The **Shift today** column follows each driver's day on a small timeline: the shift window (green), the planned route (hatched), the time actually worked (blue), the forecast return (dashed), the break (yellow) and the current time (red). Below it the day in words – *Planned 07:30–10:28, On the road · 1 h 27 min worked · back 10:44, Break until 11:57, Done 08:28 · worked 1 h 53 min of 8 h or No route today*. A red warning appears

when the expected return is after the end of the shift or the day would exceed the driver's maximum working time.

Working time

Field	Used for
Shift start	The earliest time the driver's route may leave the depot. Empty = 08:00.
Shift end	The latest time the driver must be back at the depot (optional).
Max working time	The longest a route may last from departure to return, including driving, time on site and waiting.
Break	A break of 15–60 minutes, placed by the optimizer between 3 and 6 hours after the shift start (for example for a lunch break). Routes shorter than that need no break.

Drivers
10 active people

Search name, email or phone All roles

NAME	CONTACT	SHIFT	STATUS	SHIFT
SB Sarah Becker Nurse	sarah.becker@aqorin-motion.lu +352 621 100 301	07:00–14:30 max 7 h : 30 min break	Active	R-001
NF Nina Faber Technician	nina.faber@aqorin-motion.lu +352 621 100 401	07:30–16:00 max 8 h : 30 min break	Active	R-001
TH Tom Hoffmann Driver	tom.hoffmann@aqorin-motion.lu +352 621 100 104	07:30–16:00 max 8 h : 30 min break	Active	R-001
PK Paul Klein Driver	paul.klein@aqorin-motion.lu +352 621 100 202	08:00–17:30 max 9 h : 30 min break	Active	No rout
JK Jeff Kremer Technician	jeff.kremer@aqorin-motion.lu +352 621 100 402	08:00–16:30 max 8 h : 30 min break	Active	R-002
LM Lea Muller Driver	lea.muller@aqorin-motion.lu +352 621 100 103	07:00–15:30 max 8 h : 30 min break	Active	R-002
LR Luca Reuter Nurse	luca.reuter@aqorin-motion.lu +352 621 100 302	07:30–15:00 max 7 h : 30 min break	Active	R-002
AS Anna Schmit Driver	anna.schmit@aqorin-motion.lu +352 621 100 101	06:30–15:00 max 8 h : 30 min break	Active	R-003
JW Julie Wagner Driver	julie.wagner@aqorin-motion.lu +352 621 100 201	07:00–16:30 max 9 h : 30 min break	Active	R-001

Edit Sarah Becker

First name: Sarah Last name: Becker

Role: Nurse

WORKING TIME

Shift start: 07:00 AM Shift end (optional): 02:30 PM

Max working time (hours): 7 Break: 30 min

Routes never start before the shift start and always end back at the depot by the shift end (or after the maximum working time). The break is placed between 3 and 6 hours into the shift.

CONTACT

Email: sarah.becker@aqorin-motion.lu Mobile phone: +352 621 100 301

Cancel Save driver

Figure 18 – Driver form with shift start and end, maximum working time and break

Note Deactivating a vehicle or driver removes it from future planning without deleting past routes.

WORK TO BE PLANNED

7. Orders

An order is one job: a delivery, a pickup, a passenger or patient transfer, a service visit, an inspection... Filter the list by date, status and type, or search by reference, place or customer.

ORDER	TYPE	DATE	STOPS	LOAD	PRIO	STATUS	ORDER TODAY
MED-5201 Centre Hospitalier de Luxembourg	Medical transport	25 Sept 2026	Pickup: Patient home Bertrange Delivery: Centre Hospitalier de Luxembourg	1 seat(s)	P1	Planned	Planned Pickup 07:57 Drop-off 08:50 08:45-09:15 R-001 - LU-AM-301 - not dispatched
MED-5202 Centre Hospitalier de Luxembourg	Medical transport	25 Sept 2026	Pickup: Patient home Walferdange Delivery: Hôpital Kirchberg	1 seat(s)	P2	Planned	Planned Pickup 08:23 Drop-off 09:10 09:00-09:30 R-001 - LU-AM-301 - not dispatched
MED-5203 Medical transport	Medical transport	25 Sept 2026	Pickup: Patient home Schifflange Delivery: CHEM Esch-sur-Alzette	1 seat(s)	P2	Planned	Planned Pickup 09:42 Drop-off 10:00 09:30-10:00 R-002 - LU-AM-302 - not dispatched
MED-5204 Medical transport	Medical transport	25 Sept 2026	Pickup: Patient home Diekirch Delivery: CHdN Ettelbruck	1 seat(s)	P2	Planned	Planned Pickup 10:14 Drop-off 10:33 10:00-10:45 R-001 - LU-AM-301 - not dispatched
MED-5205 Centre Hospitalier de Luxembourg	Medical transport	25 Sept 2026	Pickup: Patient home Kayl Delivery: Centre Hospitalier de Luxembourg	1 seat(s)	P3	Planned	Planned Pickup 09:25 Drop-off 10:30 10:30-11:00 R-002 - LU-AM-302 - not dispatched
MED-5206 Medical transport	Medical transport	25 Sept 2026 09:30-11:00	Pickup: Patient home Sandweiler Delivery: Hôpital Kirchberg	1 seat(s)	P3	Planned	Planned Pickup 09:30 09:30-11:00 Drop-off 11:09 11:00-11:30 R-001 - LU-AM-301 - not dispatched

Figure 19 – Orders list

The **Order today** column answers “where is my delivery?”. A headline gives the state – *Planned, Waiting for departure, On the way, On site, Will miss its window, Delivered 08:57 or Not planned today* – and every stop of the order is listed as a step: *Pickup 07:59 +3 min, Drop-off ETA 09:33 +24 min*, with its time window. The route and vehicle are shown below with where the vehicle is relative to the order – *3 stops before yours or vehicle on its way to you; not dispatched* means the planned times are not yet being tracked.

7.1 Creating an order

1. Click **New order**.
2. Enter a **reference** (generated if left empty), the **type**, the optional **customer** and the **scheduled date**.
3. Optionally set a **time window** (it applies to the order's first stop), the **service time** on site and the **priority** (1 = critical ... 5 = flexible).
4. Enter the **load**: weight, volume and/or seats.
5. Add the **stops** in order. A delivery has one stop; a transfer has a *Pickup* followed by a *Delivery*. Each stop can have its own **Arrive between** window – for example the appointment time on a hospital drop-off.
6. Add notes for the driver and click **Create order**.

The screenshot displays the Aqorin.Motion interface. On the left is a sidebar with navigation options: Overview, Dispatch board, Schedule, Planning, Orders (selected), Resources (Fleet, Drivers), Master data (Places, Customers), and Workspace (Users). The main area shows a table of orders under the 'Orders' tab. The table columns are ORDER, TYPE, DATE, STOPS, LOAD, and PRIORITY. The orders listed are MED-5201 through MED-5206, all of type 'Medical transport' on '25 Sept 2026'. Each order has a 'Pickup' and 'Delivery' stop. The 'Edit TRF-3101' modal is open on the right, showing details for a 'Passenger transport' order. It includes fields for Reference (TRF-3101), Customer (Sofitel Luxembourg Europe), Scheduled date (25-Sep-2026), Time window from (08:00 AM) to (09:00 AM), Service time (5 min), Priority (2 - High), and a 'STOPS' section with a 'Pickup' stop at 'Luxembourg Airport Terminal A - Findel'. The modal also has 'Cancel' and 'Save order' buttons.

ORDER	TYPE	DATE	STOPS	LOAD	PRIORITY
MED-5201	Medical transport	25 Sept 2026	Pickup: Patient home Bertrange Delivery: Centre Hospitalier de Luxembourg	1 seat(s)	P1
MED-5202	Medical transport	25 Sept 2026	Pickup: Patient home Walferdange Delivery: Hôpital Kirchberg	1 seat(s)	P2
MED-5203	Medical transport	25 Sept 2026	Pickup: Patient home Schifflange Delivery: CHEM Esch-sur-Alzette	1 seat(s)	P2
MED-5204	Medical transport	25 Sept 2026	Pickup: Patient home Diekirch Delivery: CHdN Ettelbruck	1 seat(s)	P2
MED-5205	Medical transport	25 Sept 2026	Pickup: Patient home Kayl Delivery: Centre Hospitalier de Luxembourg	1 seat(s)	P3
MED-5206	Medical transport	25 Sept 2026	Pickup: Patient home Sandweiler Delivery: Hôpital Kirchberg	1 seat(s)	P3

Figure 20 – A passenger transfer with a pickup and a drop-off stop

Note Orders with several stops are always served by **one vehicle, in the given order**, and are either planned completely or not at all. Their load is on board only between pickup and drop-off.

Time windows

A time window is a hard rule: the vehicle arrives inside it or the order is reported as unplanned – never late. Arriving early means waiting, so the optimizer prefers routes that arrive just in time. A stop's own window takes precedence over the order's window. Typical uses:

- **Delivery slot** – the order window, e.g. receiving opens 07:30–10:30.
- **Flight arrival** – the pickup window at the airport, e.g. 08:00–09:00.
- **Appointment** – the drop-off window at the hospital, e.g. 08:45–09:15 for a 09:15 dialysis; the patient is collected just in time, not hours early.
- **Check-in deadline** – the drop-off window at the airport, e.g. arrive by 10:30.

Aqorin.Motion
Fleet operations

Orders
Deliveries, pickups, trips and service visits

Search: MED-5201 | Filter: dd-....yyyy | All statuses

ORDER	TYPE	DATE	STOPS
MED-5201 Centre Hospitalier de Luxembourg	Medical transport	25 Sept 2026	Pickup: Patient home Bertrange Delivery: Centre Hospitalier de Luxembourg

1 of 40 shown

Edit MED-5201
Pickup → Delivery orders are kept on one vehicle and served in sequence.

LOAD

Weight (kg) Volume (m³)

Seats

STOPS

A stop's own window (for example a hospital appointment on the drop-off) takes precedence over the order's window.

1 Pickup Patient home Bertrange - Bertrange X
 ⌚ Arrive between --:-- -- ⌚ and --:-- -- ⌚
 optional, e.g. an appointment at this stop

2 Delivery Centre Hospitalier de Luxembourg - Lux X
 ⌚ Arrive between 08:45 AM ⌚ and 09:15 AM ⌚
 optional, e.g. an appointment at this stop

+ Add stop

Notes for the driver
 Dialysis 09:15 - wheelchair

Cancel Save order

Figure 21 – A patient transfer with the appointment window on the hospital drop-off

7.2 Order status

Status	Meaning
Ready for planning	New or not included in the latest plan of its scenario.
Planned	Included in a route of the latest optimization run.
Assigned · Completed · Cancelled	Reserved for dispatch and execution tracking.

7.3 Importing orders from CSV

Click **Import CSV** and drop a file onto the panel. Places are created automatically from the address and coordinates in each row – or reused when a place of the same name already exists within about 100 m. Rows with errors are listed with their row number; the other rows are imported. A reference that already exists is skipped, so importing the same file twice does not double the orders.

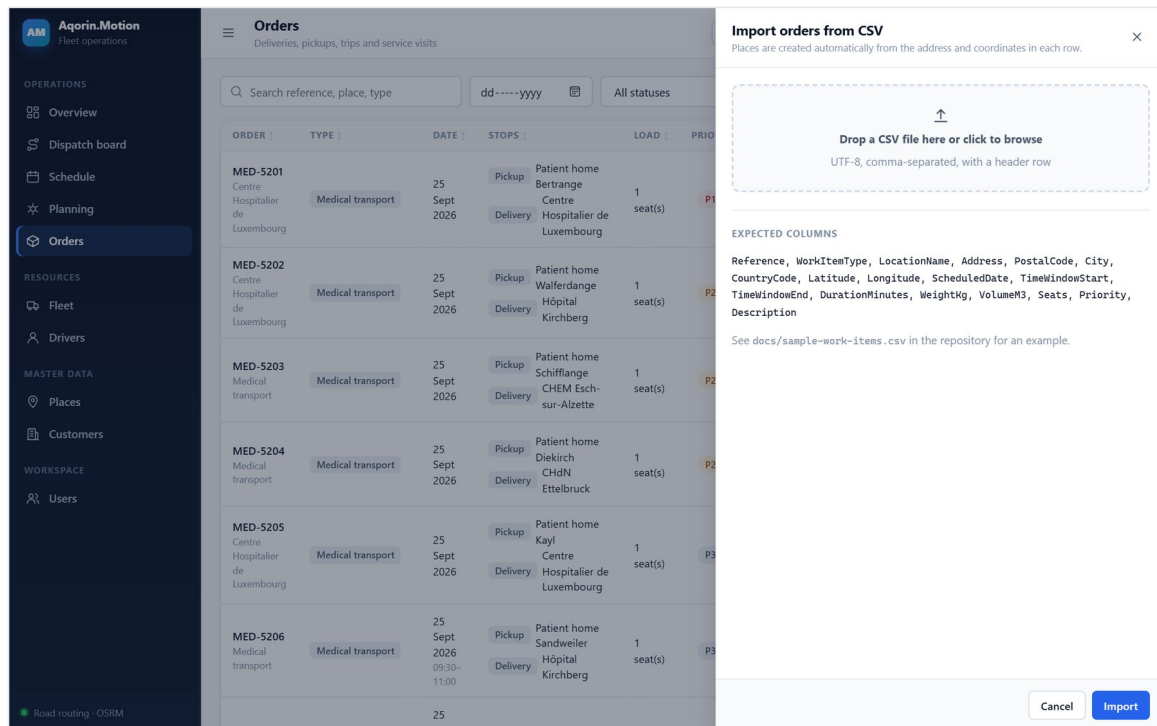


Figure 22 – Importing orders from a CSV file

Column	Example	Notes
Reference	JOB-001	Unique order reference
WorkItemType	Delivery	Delivery, PassengerTransport, FieldServiceVisit, ...
LocationName, Address, PostalCode, City, CountryCode	Customer A, 1 Rue Example, 1111, Luxembourg, LU	The place to create or reuse
Latitude, Longitude	49.6116, 6.1319	Decimal degrees
ScheduledDate	2026-06-01	YYYY-MM-DD
TimeWindowStart, TimeWindowEnd	09:00, 12:00	Optional; applies to the stop
DurationMinutes, WeightKg, VolumeM3, Seats	10, 50, 0.2, 0	Service time and load
Priority, Description	2, First delivery	Optional
Customer	Moselle Bakery	Optional; the name of an existing customer

SCENARIOS

8. Planning and optimization

A scenario is a planning problem: the orders to plan and the vehicles and drivers available, usually for one day. The Planning page lists scenarios with their status and the result of their latest run.

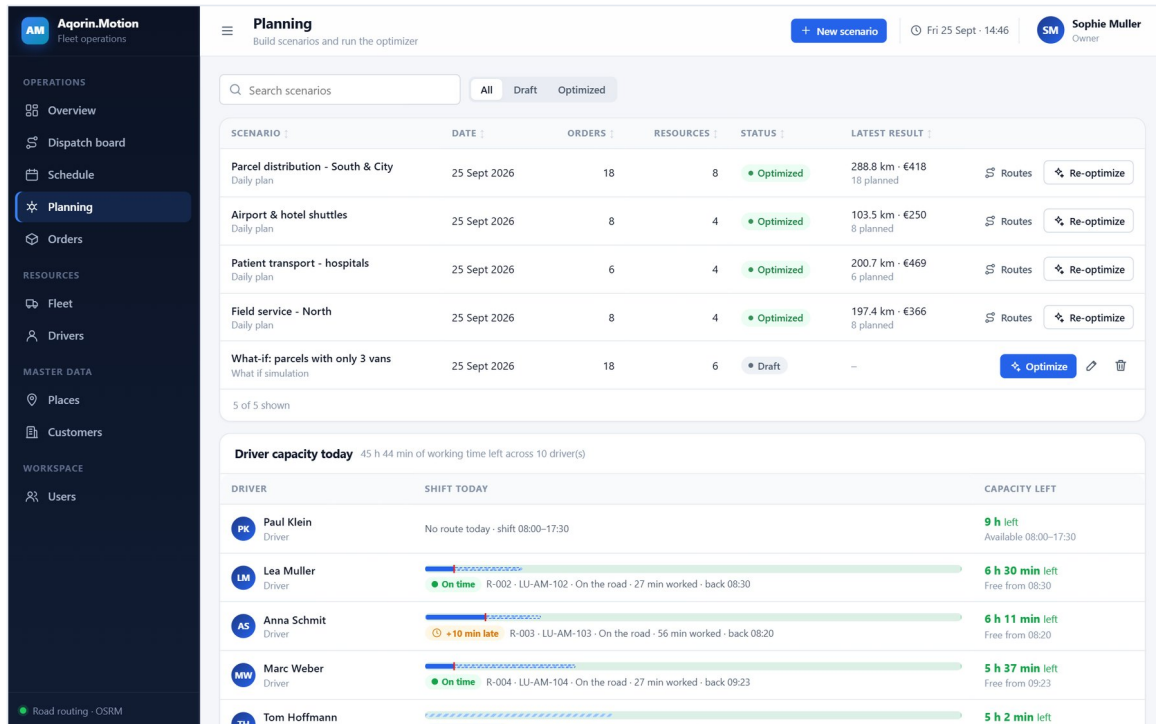


Figure 23 – Planning scenarios

Below the list, **Driver capacity today** shows who can still take work – useful for late orders and same-day re-planning. Each driver's shift progress is shown with the time they are free from (their expected return, or now) and the time left, limited by both the shift end and the maximum working time; drivers without a route are available for their whole shift. The list starts with the most time left, and the header adds up the working time left across the team.

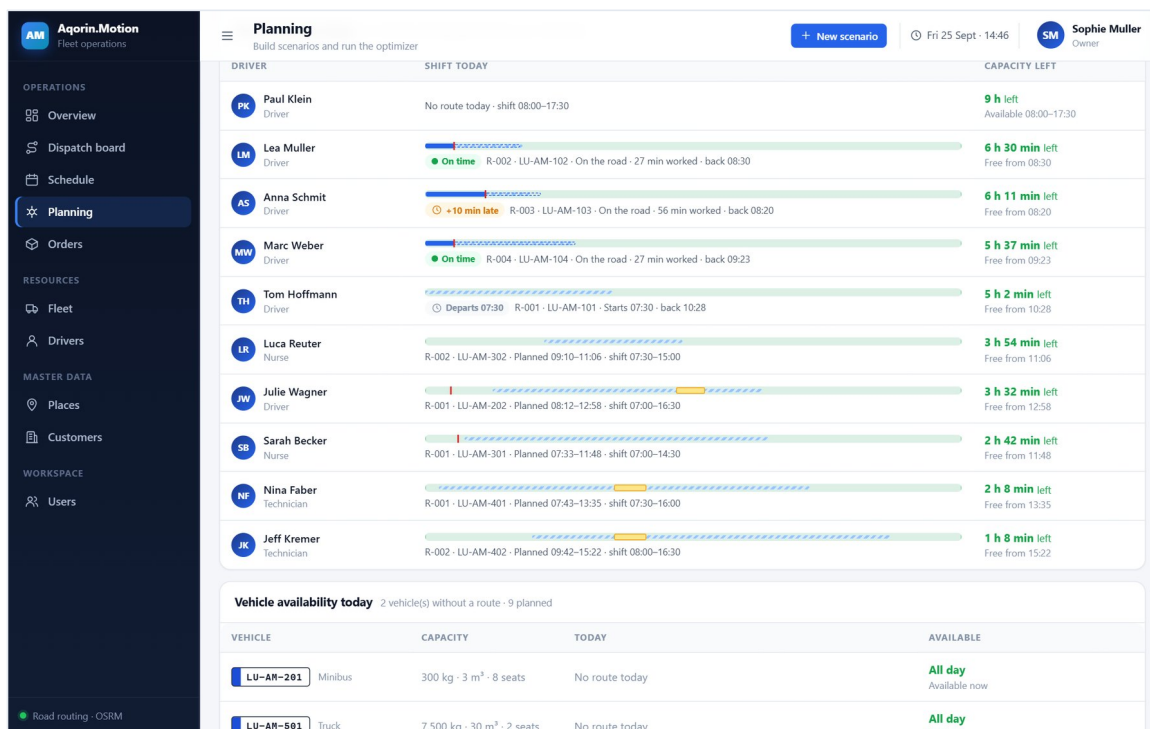


Figure 24 – Driver capacity today: who can still take work, and from when

Vehicle availability today does the same for the fleet: each vehicle's payload, volume and seats, its progress today (status, km driven, load on board while driving) and when it is back at its depot and free. Vehicles without a route come first as available all day.

8.1 Creating a scenario

1. Click **New scenario**, enter a name, the planning date and the type (Daily plan, Same-day replan, Weekly plan, What-if simulation).
2. Select the **orders**. *Only this date* shows orders scheduled on the planning date; the filter box and **Select all** help with long lists.
3. Select the **vehicles and drivers** – at least one vehicle. Next to a vehicle, choose who drives it, or leave *Driver: automatic*: the other drivers are paired with the other vehicles in list order. A driver can drive one vehicle only.
4. Click **Create scenario**. It is saved as *Draft* and can be edited until it is optimized.

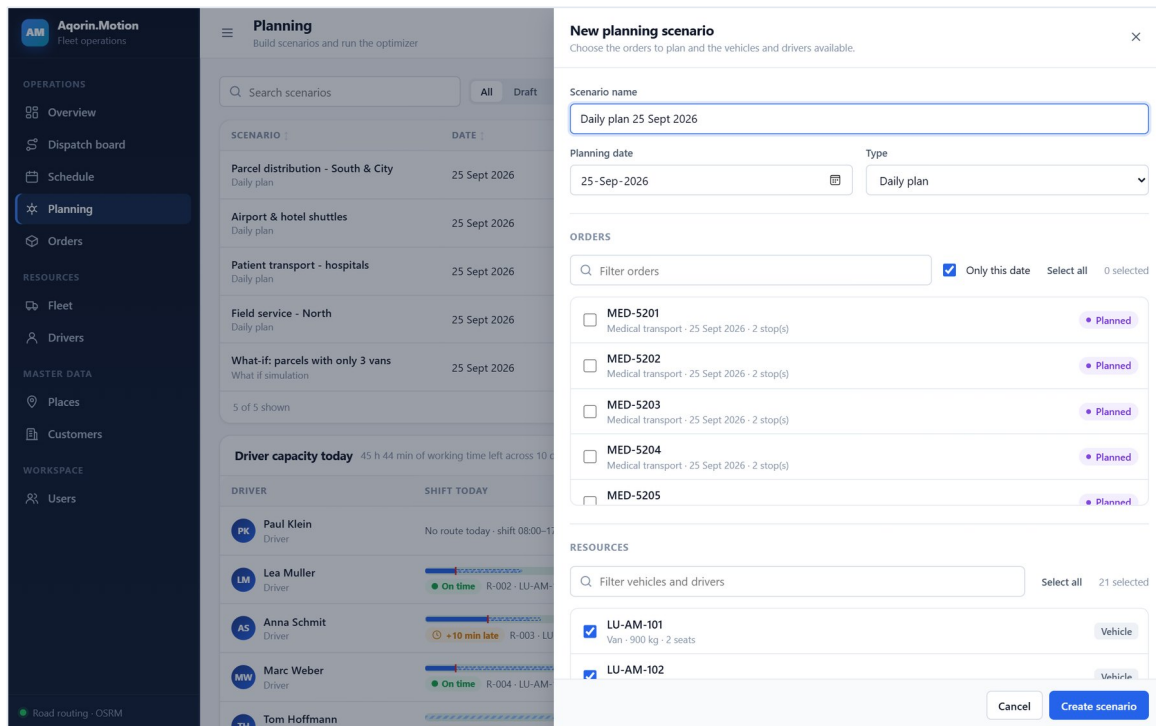


Figure 25 – Selecting orders and resources for a scenario

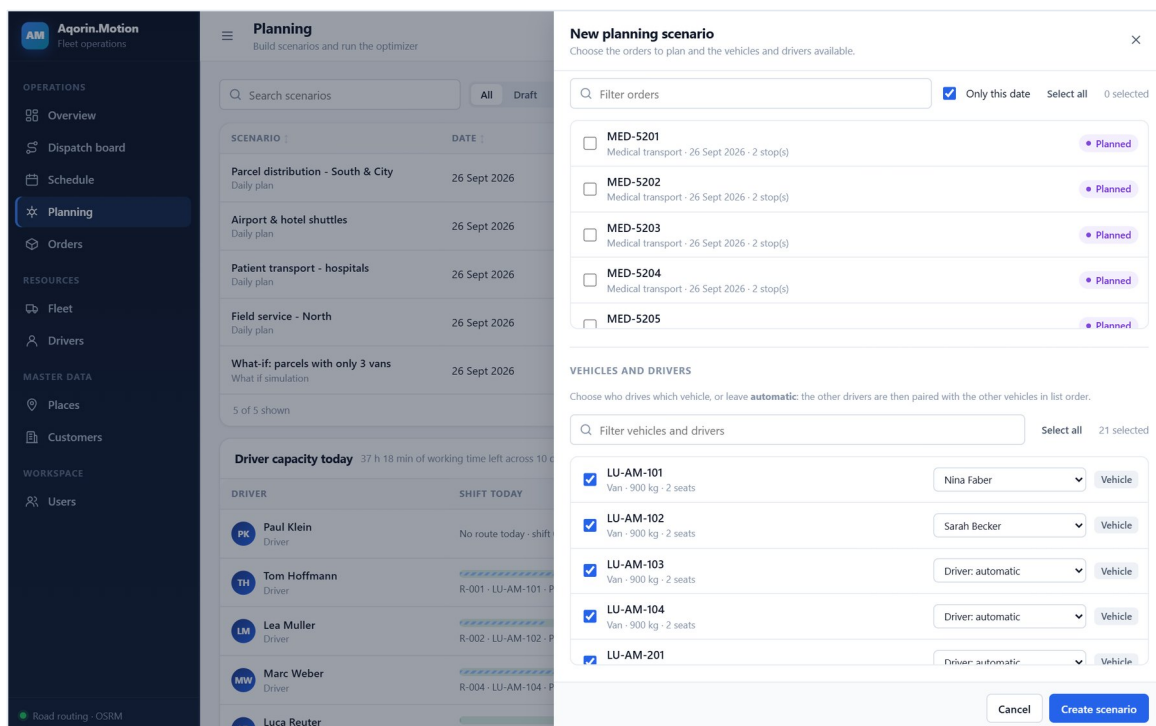


Figure 26 – Choosing who drives which vehicle

8.2 Running the optimizer

Click **Optimize** (or **Re-optimize**) on a scenario, choose the goal and click **Run optimization**. Small plans take a few seconds. The result opens on the dispatch board.

Planning **today**, the dialog also asks when routes start: **From now** (default – no stop is planned in the past) or **At the drivers' shift start** (a plan prepared in advance, a simulation or a demo).

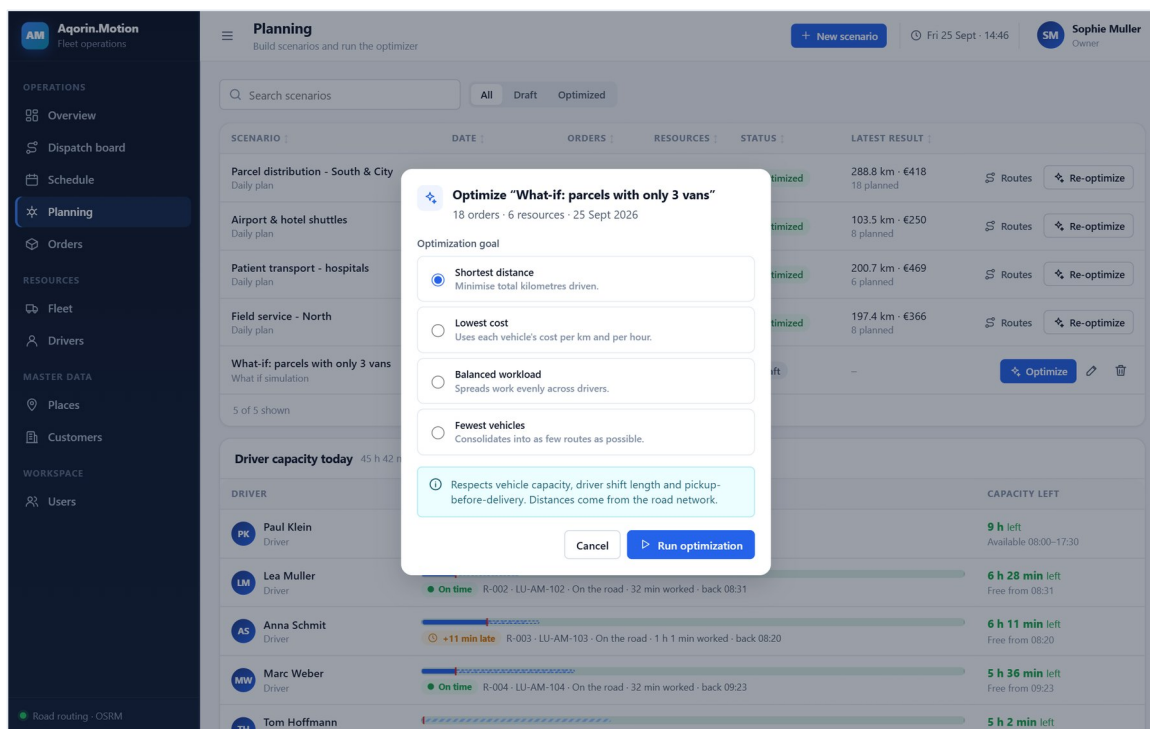


Figure 27 – Choosing the optimization goal

Goal	When to use it
Shortest distance	Default. Minimises total kilometres driven.
Lowest cost	Uses each vehicle's cost per km and per hour – useful with mixed fleets.
Balanced workload	Spreads work evenly so no driver has a much longer day than the others.
Fewest vehicles	Consolidates work into as few routes as possible.

What the optimizer respects

- Vehicle capacity in weight, volume and seats (loads added at pickup and removed at drop-off).
- The driver's shift: no departure before the shift start, back at the depot by the shift end, and never longer than the maximum working time (driving, time on site and waiting included).
- The driver's break, placed between 3 and 6 hours into the shift and never during a stop.
- Time windows of orders and stops – arrival is always inside the window; early arrivals wait.
- Priorities – when not everything fits, critical and high-priority orders are planned first.
- Pickup before drop-off, on the same vehicle, for multi-stop orders.
- Each vehicle's start and end depot, and real road distances and driving times.

The result is a schedule with real clock times: each route leaves as late as possible without delaying its return, so drivers do not sit waiting for a slot to open, and routes without early deadlines leave at the start of the shift.

Note Orders that cannot be served within these rules are reported as **unplanned** with the reason – for example a time window no driver's shift can reach, a load heavier than any vehicle, or a fleet that is fully loaded. Add a vehicle, extend a shift or adjust the window, then re-optimize.

ROUTES ON THE MAP

9. Dispatch board

The dispatch board shows the routes of an optimization run: a list of route cards on the left and a map on the right where every route follows the road network in its own colour.

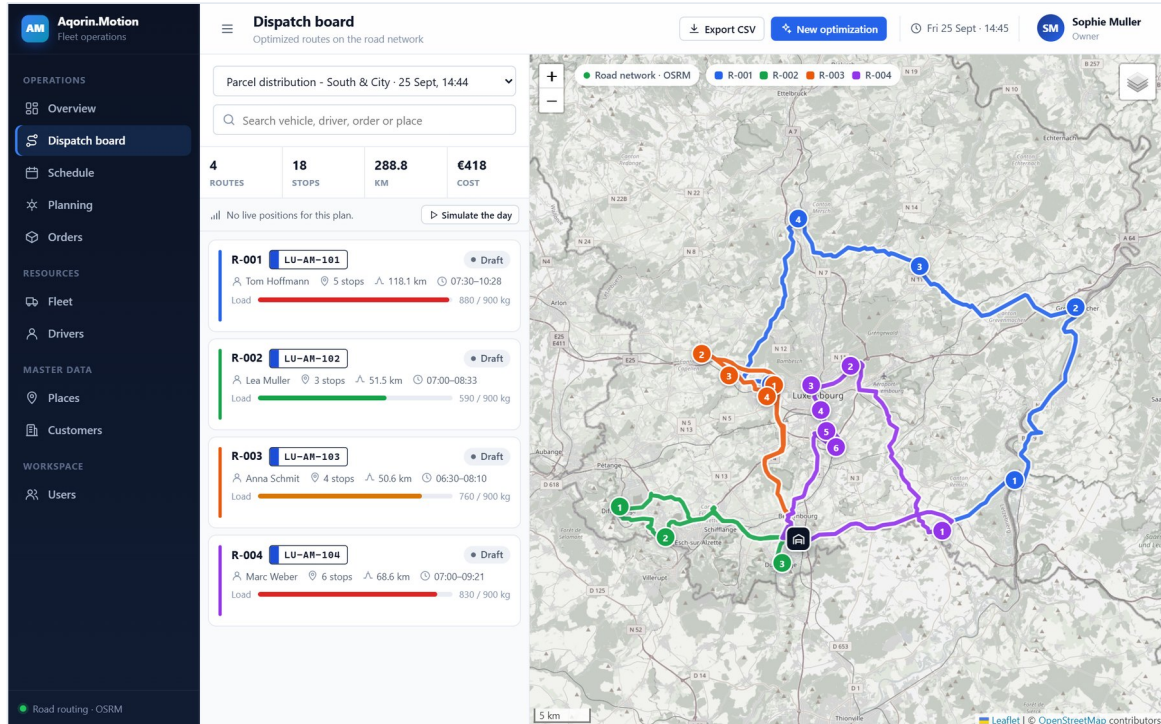


Figure 28 – Dispatch board with four routes

9.1 Reading the board

Element	Meaning
Run selector	Choose which optimization run to show (scenario name, date and time).
Totals	Number of routes and stops, total kilometres and estimated cost.
Route card	Route code, vehicle plate, driver, stops, distance, duration and status. The Load bar shows how full the vehicle is (green, amber above 75 %, red above 90 %).
Map	Numbered stop markers in route colour, square markers for pickups, the depot as a dark square. Scroll to zoom, drag to pan, use the layer button to switch between <i>Light</i> and <i>Streets</i> maps.
Badge	<i>Road network · OSRM</i> (or GraphHopper) confirms the lines follow roads.

9.2 Route details and timeline

Click a route card – or a route or stop on the map – to focus on it. The map zooms to the route and fades the others, and the card opens a **timeline**: departure from the depot, each stop with its planned arrival, the order reference, time on site and time window, the driving leg and any waiting, the driver's break, and the return to the depot.

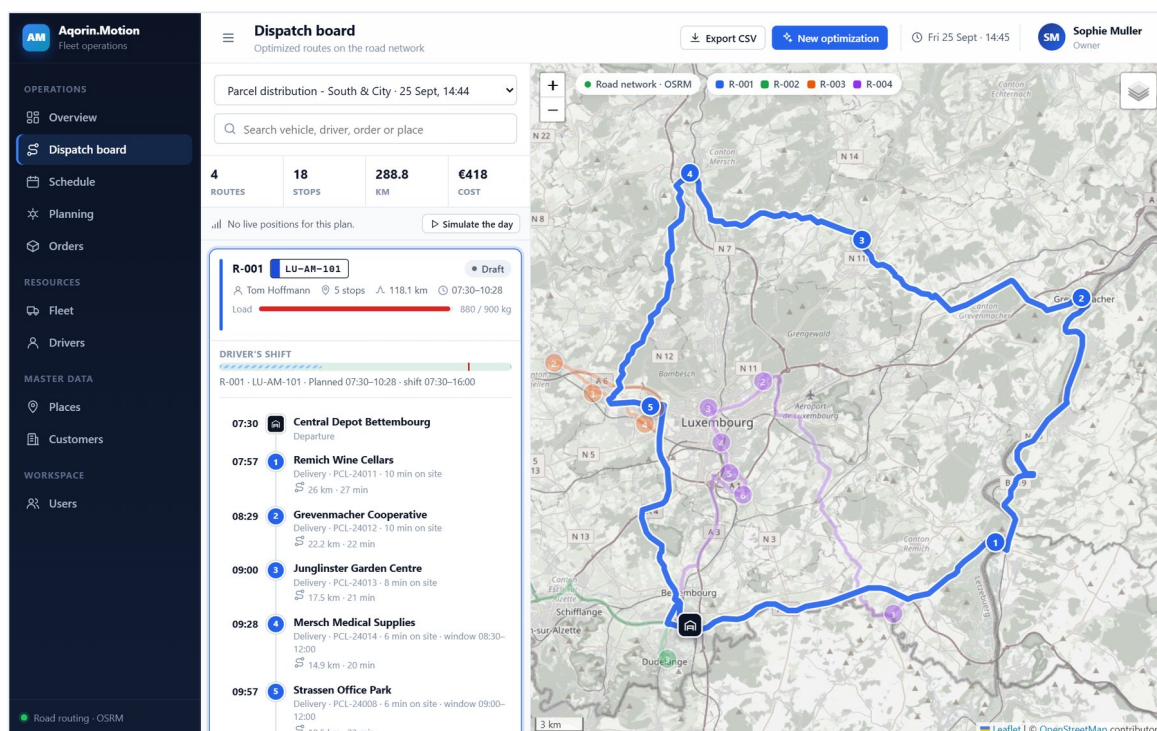


Figure 29 – A selected route with its timeline of arrival times

Note The times are those planned by the optimizer from the drivers' shifts and the time windows. Runs made before shifts were introduced show estimated times from an 08:00 start – re-optimize to plan them properly.

9.3 Accepting and exporting

- **Accept route** marks a route as approved for dispatch (status *Accepted*).
- **Export CSV** in the top bar downloads the plan as a spreadsheet: one row per stop with the date, plan, route, vehicle plate, driver, order, customer, place and address, time window, planned and actual times (local time), status and the driver's note, the skip reason, who received it, whether it was signed and how many photos – and one row per order not planned, with the reason. It opens in Excel with accents intact.
- Use the search box to find a vehicle, driver, order or place across all routes.

9.4 Changing the plan by hand

The optimizer proposes; the dispatcher decides. Open a route card: under every stop still to do are buttons to change the plan, and the card has **Vehicle / driver** and **Add order**. Each change re-times the routes it touches on the road network – departure, arrivals, waiting for windows, the break, the return – and the totals follow.

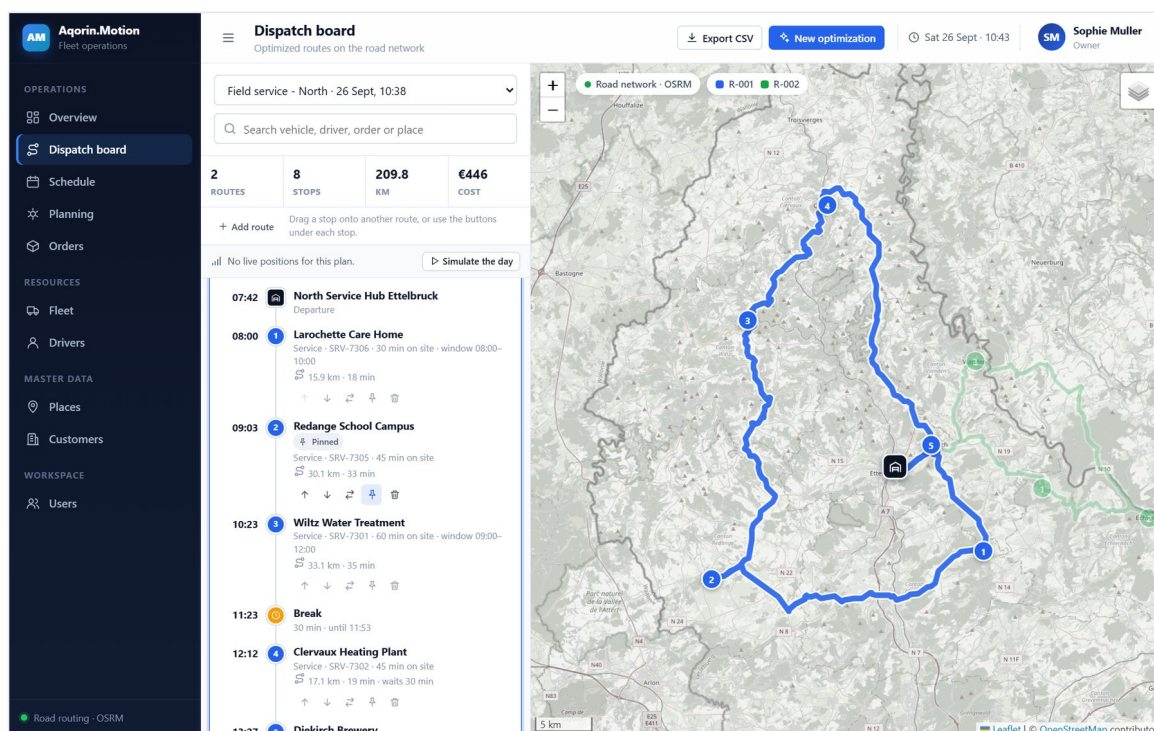


Figure 30 – Changing the plan: stop buttons, a pinned stop and the warning after a change

Action	How
Reorder a stop	The arrows move it one place earlier or later. Or drag it onto another stop of the same route.
Move to another route	The swap button lists the other routes; the stop goes where it fits best on the way. Or drag it onto another route card. The other stops of its order go with it (pickup and drop-off stay together).
Pin	The pin keeps the stop on its route when you re-plan the rest of the day (marked <i>Pinned</i>).
Take off the plan	The bin takes the order off: it goes back among the orders to plan and is listed as not planned.
Put an order on a route	Add order on a route card lists the orders of the day that no route serves – left out by the plan or taken on since. In the <i>not planned</i> notice, Put on a route does the same the other way round.
Vehicle / driver	Another vehicle or driver for the route. If another route of the plan has them, the two routes swap. The driver app shows the change at once.
Add route	Above the route list: a new, empty route for a vehicle the plan does not use yet; then move stops to it.

What a change breaks is shown in an amber box until the next change: a stop reached after its window closes, a vehicle loaded beyond its capacity, a route that ends after the driver's shift or lasts longer than their maximum working time. The change is kept – you decide whether to fix it.

Note What the day has done stays as it is: stops already served (and the one the vehicle is at) cannot be moved, a route on the road keeps its vehicle (its driver may change), and parcels loaded at the depot stay with the vehicle that left with them. While a simulation is shown the plan cannot be changed – close it first.

9.5 Unplanned orders and what-if analysis

If some orders could not be planned, an amber notice lists them with the reason. The example below plans the same 18 parcels with one van less: two parcels do not fit because the fleet is fully loaded, and all load bars are close to 100 % – a clear case for the fourth van.

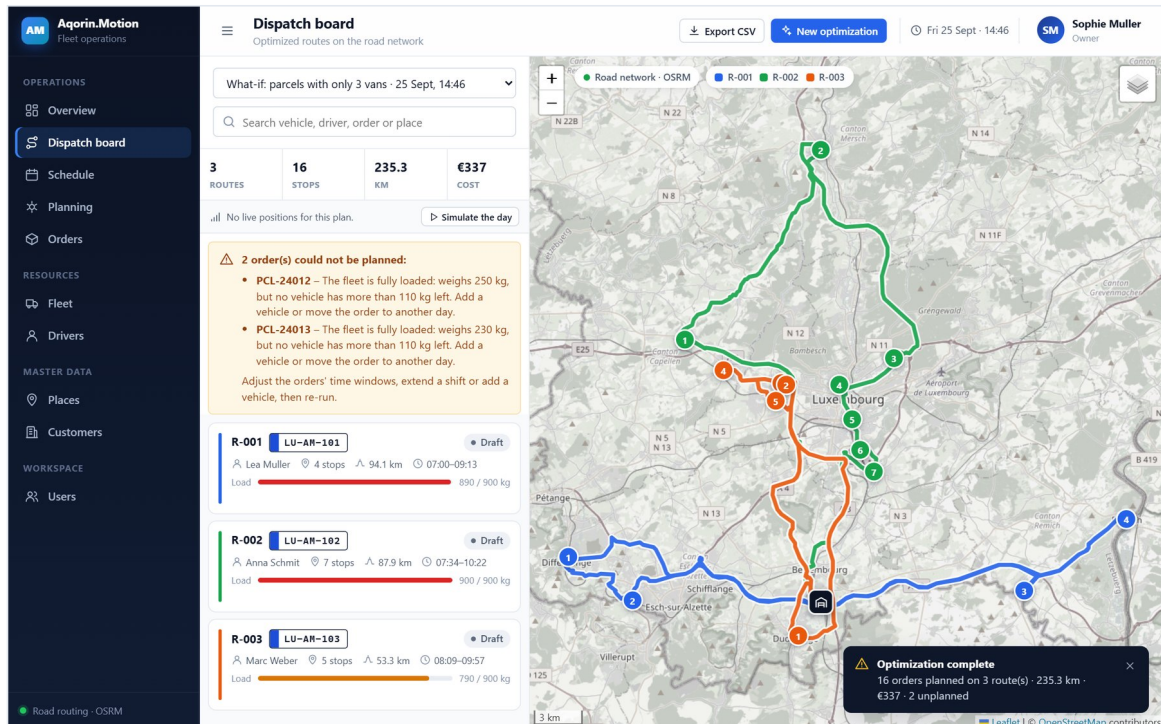


Figure 31 – What-if scenario: the notice lists the orders that do not fit and why

THE DAY AS IT HAPPENS

10. Live tracking

While routes are driven, the dispatch board shows where every vehicle is, which stops are done and when the remaining stops will be reached. Arrival times are recalculated from the vehicle's real position, so a traffic jam at 07:40 shows up at once as a later arrival at every following stop.

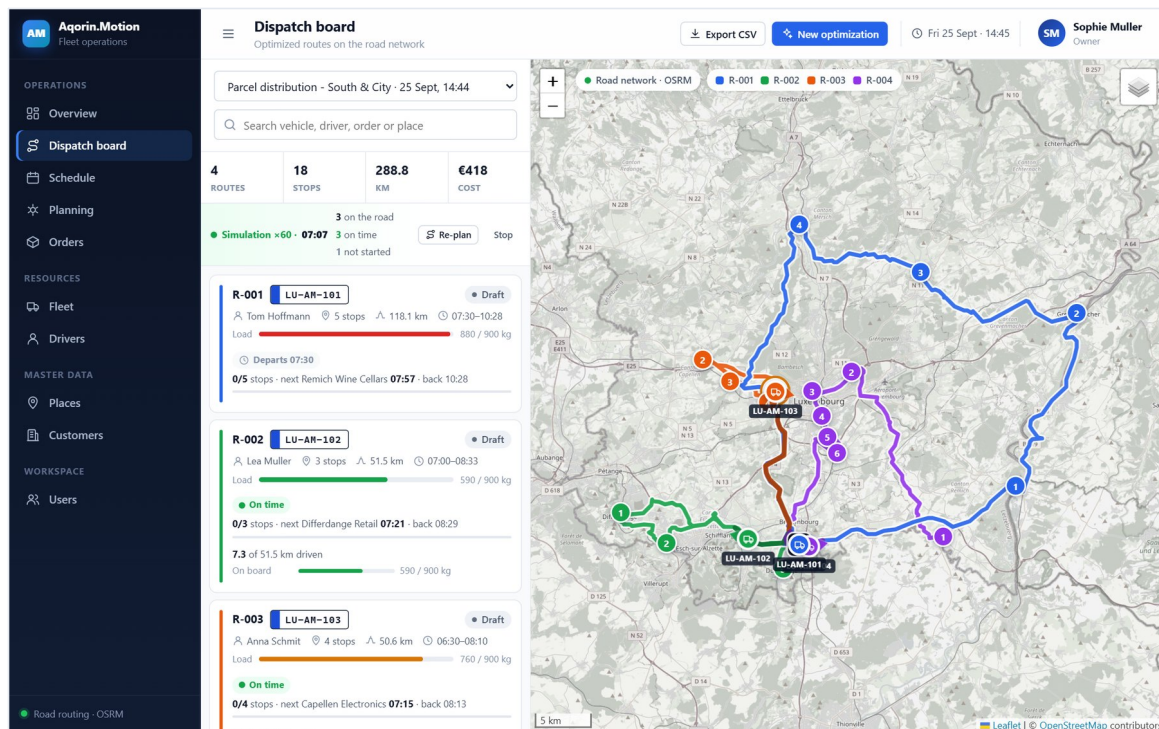


Figure 32 – Live dispatch board: vehicles on the road, stop progress and a status per route

Element	Meaning
Live bar	<i>Live (or Simulation)</i> with the current time, and how many routes are on the road, on time, delayed, at risk, without signal, back or not started.
Vehicle	A round marker in the route colour with the plate below and an arrow for the driving direction. An amber ring means delayed, a red ring at risk, grey no signal for 10 minutes. Point at it for driver, speed, last position and the next stop with its ETA.
Driven path	A darker line over the planned route shows where the vehicle has actually been.
Stop markers	A tick marks a completed stop; an orange ring a vehicle on site; faded, a skipped stop.
Route status	<i>Departs 07:30, On time, +8 min late, Will miss a time window, Back 10:54 or No signal</i> , with stops done, the next stop and its ETA, and the expected return. The thin bar shows the progress.

While a vehicle drives, its route card also shows the kilometres driven against the plan and what is on board right now – weight for goods, seats for passengers and patients.

An opened route card starts with the **driver's shift**: the shift timeline with time worked, break and expected return. When the driver will be back after the end of the shift, or would work longer than allowed, a red warning shows – also on the closed card, so it is never missed.

10.1 Stop timeline with ETAs

Open a route to see, under each stop, what really happened or what is expected. The time column follows the day too: once a stop is reached or forecast, it shows the actual or expected time in bold – amber or red when late – with the planned time struck through below. The timeline updates by itself while it is open.

- **Arrived 07:58 +2 min · left 08:10** – done, with the delay against the plan;
- **On site since 09:04** – the vehicle is at the stop now;
- **ETA 09:32 +12 min** – the expected arrival; **misses window (09:30)** in red when the vehicle will arrive after the end of the stop's time window – call the customer or reassign the stop.

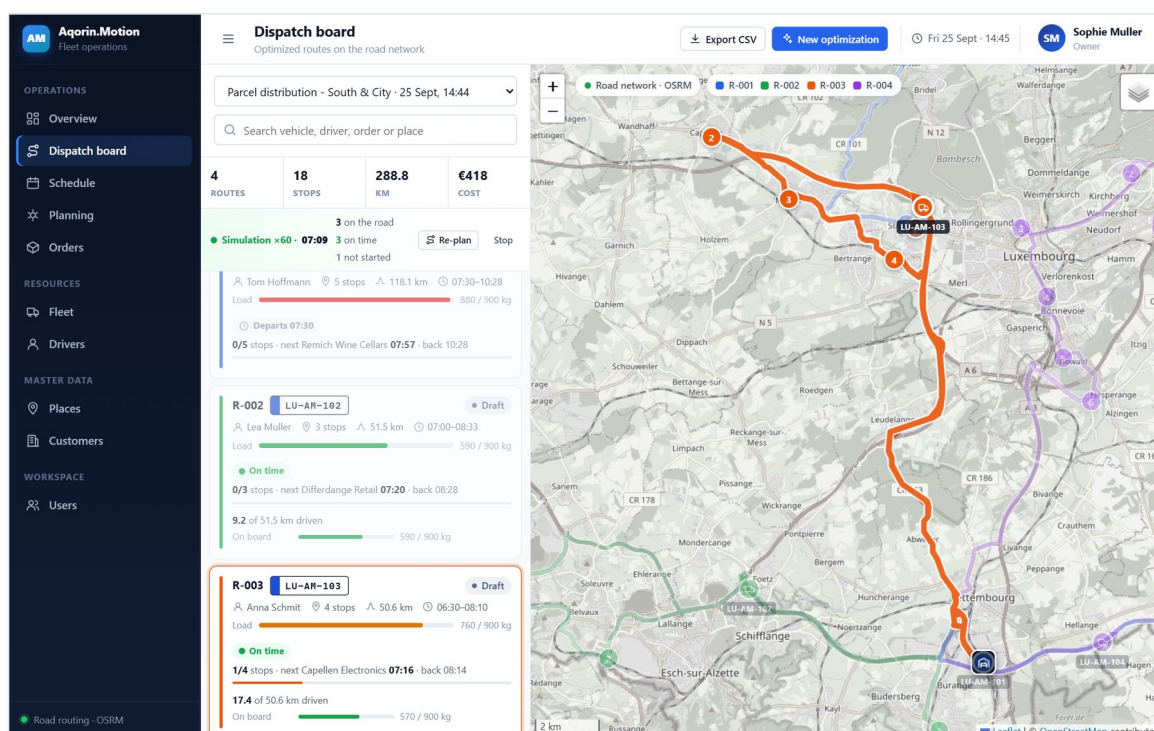


Figure 33 – A route on the road: completed stops, the next stop's ETA and the delay

Stops are ticked off automatically: a vehicle that stops within 150 m of the next stop has arrived, and it has left when it drives more than 300 m away. When a position is missing – a tunnel, a phone without signal – use **Arrived**, **Done** or **Skip** on the route's next stop.

10.2 Where the positions come from

Source	How
Driver app or telematics gateway	Sends GPS positions to the platform's tracking API with the vehicle's plate or telematics id (see docs/tracking.md).
Webfleet	The platform reads the positions of your Webfleet vehicles every minute once your administrator has entered the Webfleet.connect account.
Simulation	Replays a plan with simulated vehicles – for demos and training.

Positions are matched to vehicles by the **Telematics ID** in the vehicle form (the Webfleet object number or the tracker's id), otherwise by the plate number. Only **accepted** routes are tracked: accept the day's routes before the vehicles leave.

10.3 Simulating the day

1. Open the plan on the dispatch board and click **Simulate the day** in the bar under the totals.
2. Choose the speed – real time, or 5 to 60 times faster – and click **Start simulation**.
3. The vehicles leave the depot at their planned times. Traffic and on-site times vary as on a real day, so some routes run late and ETAs move. The **Arrived**, **Done** and **Skip** buttons act on the simulation.
4. Click **Stop** to freeze the simulation, or **Replay** to run it again from the start. The Overview and the Schedule have a **Stop simulation** button in their live bar too.
5. Click **Close simulation** to go back to the plan's real tracking.

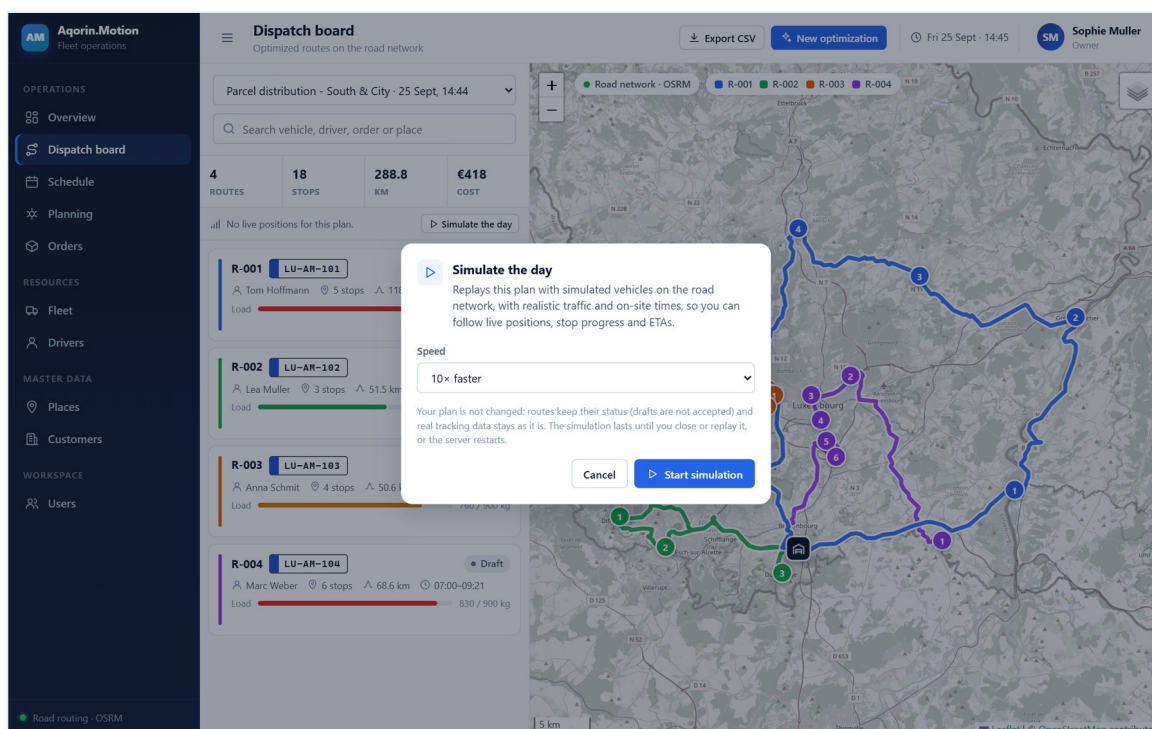


Figure 34 – Starting a simulation of the plan

Note A simulation never changes your plan: routes keep their status – a route you have not accepted stays a draft – and real positions and stop progress are left as they are. It runs on the server, so it continues while the page is closed, and it lasts until you close or replay it, or the server restarts.

10.4 Re-planning the rest of the day

When a route runs late – a jam, a long stop, a driver who started late – a stop may no longer make its time window: the Schedule and the dispatch board show *Will miss a time window*. Instead of phoning around, let the optimizer re-plan what is left of the day.

1. On the dispatch board, click **Re-plan** in the live bar (on the Schedule, **Re-plan** appears as soon as a route is at risk and opens the dispatch board).
2. The platform takes every stop still to do and optimizes it again from where each vehicle is now, with the drivers' remaining working time and breaks. Spare vehicles and drivers of the scenario, orders the plan could not fit and **orders taken on since** (a customer called – add the order for today, then re-plan) are used when that helps.
3. Review the proposal: late stops and minutes before → after, stops moved to another vehicle (*from R-00x*), new ETAs next to the current ones, and orders that cannot be served, with the reason. Disagree

with a move? **Keep on R-00x** works the proposal out again with that order on its route. Pinned stops always stay.

- Click **Apply re-plan** to update the plan, or **Cancel** to keep it as it is.

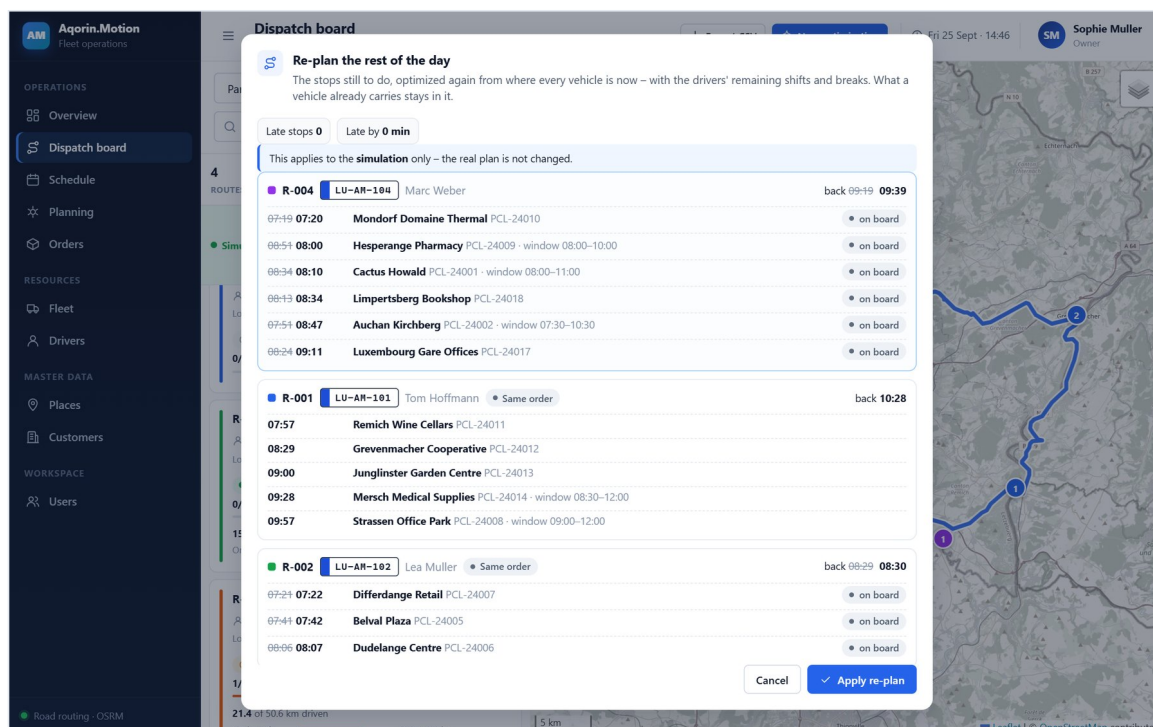


Figure 35 – Re-planning the rest of the day: the proposal before it is applied

Rule	Why
What a vehicle carries stays in it	Parcels loaded at the depot and passengers already picked up cannot change vehicle (marked <i>on board</i>). Work not yet loaded can move – depot parcels only to a vehicle still at the depot.
Served stops stay	Stops already done, and the one the vehicle is at, are not changed.
Late rather than dropped	A stop that cannot make its window any more is planned as early as possible and shown as <i>late +n min</i> , so you can warn the customer. An order is only left out if it cannot be served at all.
Nothing is dispatched automatically	Accepted routes stay accepted; a new route for a spare vehicle appears as a draft to accept. A route that has not started and has nothing left is called off.
Only for the current plan	If a stop is served or a route accepted while you review, the proposal is refused – re-plan again. A proposal is valid for 15 minutes.

Note During a simulation, re-planning changes the simulation only, and the simulated vehicles follow the new plan. **Close simulation** returns to the real plan, unchanged.

THE DAY AT A GLANCE

11. Schedule

The Schedule shows the whole day as a timeline: one row per driver (or vehicle), with every route drawn as bars for driving and for the stops. It answers “who is where, and when?” across all scenarios of the day – the dispatch board shows one optimization run at a time.

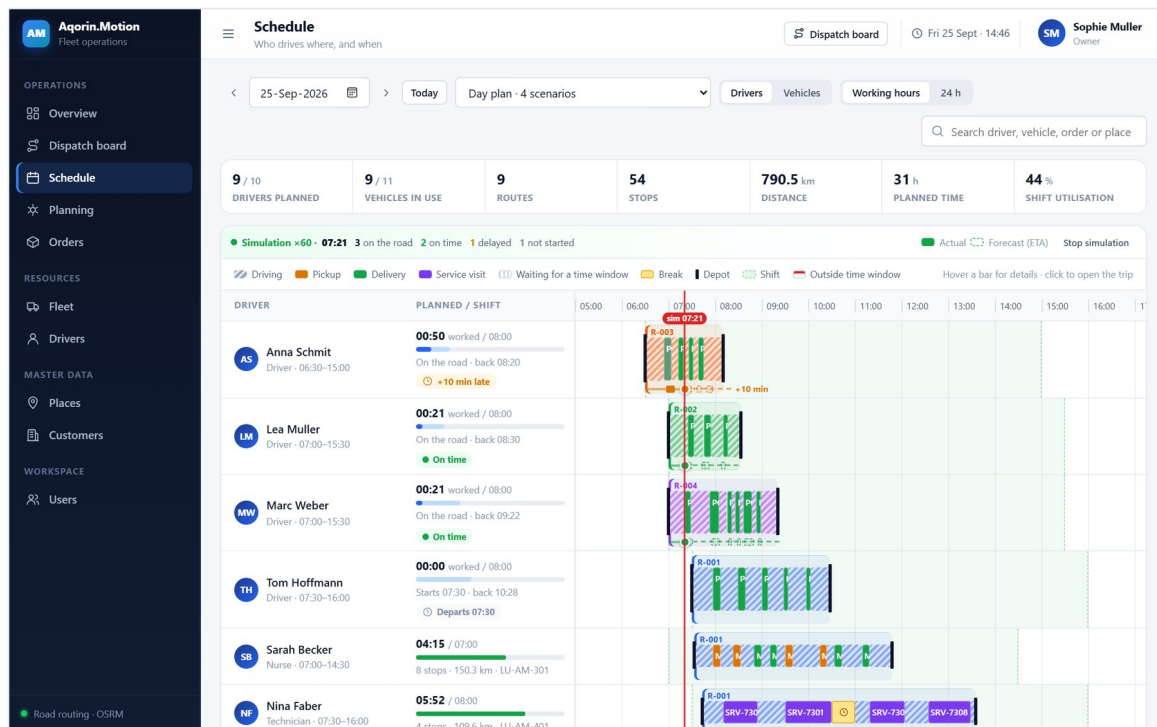


Figure 36 – Schedule with the day plan of four scenarios while the parcel routes are driven

11.1 Reading the schedule

Element	Meaning
Hatched bar	Driving between two stops (or back to the depot), in the route's colour.
Solid bar	Time on site at a stop: orange pickup, green delivery, violet service visit. The order reference is shown when the bar is wide enough. A red top edge marks an arrival outside the time window.
Dotted grey bar	Waiting: the vehicle arrived before the stop's time window opens.
Yellow bar	The driver's break (with a clock icon).
Black tick	Departure from and return to the depot.
Route frame	The whole route with its code (R-001 ...). A dashed red frame means two routes of the same driver overlap.
Green band	The driver's shift, from shift start to shift end (or to the maximum working time). Vehicle rows show the shift of the driver using the vehicle.
Red line	The current time (today only) – or the simulated time while a simulation runs.
Track under a route	Live progress: a solid line from departure to now, solid blocks for the time really spent at each stop, dashed blocks at the ETA of the remaining stops and a dashed line to the expected return, with a dot where the vehicle is now. Green on time, amber delayed, red when a time window will be missed, indigo once back; the delay is written after it.
Dimmed / ringed stop	A completed stop is dimmed; an orange ring means the vehicle is there now.
Shift progress	Once a driver's day is tracked, the second column shows time worked against the maximum working time (the light part of the bar is the expected day), and where the day stands: <i>Starts 07:30, On the road · back 10:44, On break until 11:57 or Done 08:15.</i>
Vehicle progress	In <i>Vehicles</i> view, a tracked vehicle's second column shows kilometres driven against the plan, whether it is on the road or back, stops done, the driver and – while it drives – the load on board (weight for goods, seats for passengers and patients).
Red hatched zone	The expected day runs past the end of the driver's shift; a red warning in the second column says by how much (for example <i>Back 08:40, after 08:20</i>).
Planned / shift	Planned working time against the maximum shift, with a bar that turns amber above 90 % and red above 100 %, plus stops, kilometres and the vehicle.

11.2 Choosing what to show

- **Date** – arrows, date picker or **Today**. The page opens on the latest planned day.
- **Plan** – *Day plan* combines the latest run of every daily scenario of that date (what-if simulations are left out so they never double-book drivers). Choose a single run to see only its routes.
- **Drivers / Vehicles** – one row per person or per vehicle; vehicle rows show the load.
- **Working hours / 24 h** – fit the axis to the planned day, or show the full 24 hours.
- **Search** – filter rows by driver, vehicle, order reference or place. Searching an order reference also highlights that order's stops and fades the others, so its progress – done, on site, or its ETA on the live track – stands out; hover it for the details.

The summary strip above the timeline shows drivers and vehicles in use, routes, stops, distance, planned time and the average shift utilisation. While routes are driven, a live bar above the legend counts the routes on the road, on time, delayed, at risk and back, and every driver shows a status such as *+10 min late*.

11.3 Details on hover, trip on click

Point at any bar to see its details. For a stop: the order, place, arrival and departure time, time on site, the stop's time window with an *On time*, *Early* or *Late* flag, any waiting, the actual arrival or the live ETA with the delay, customer, load and the note for the driver. For a driving bar: from and to, distance and duration. Waiting and break bars show their time and length. Waiting and break bars show their time and length.

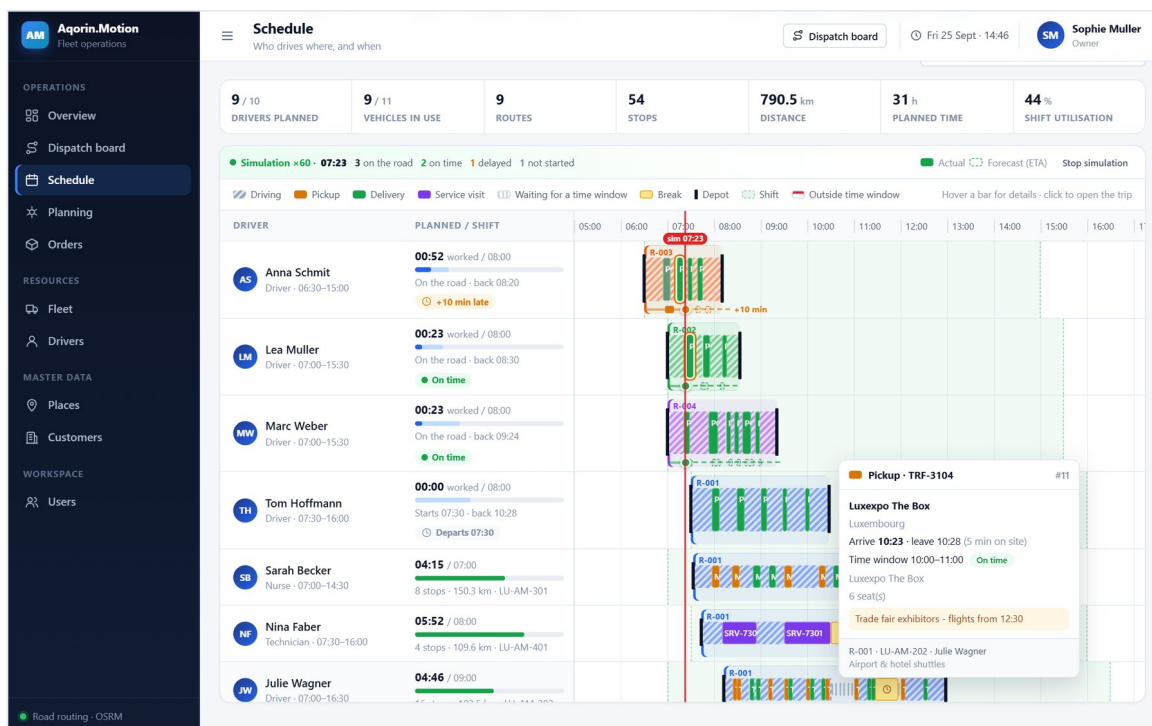


Figure 37 – Hovering a pickup shows the stop details and the time-window check

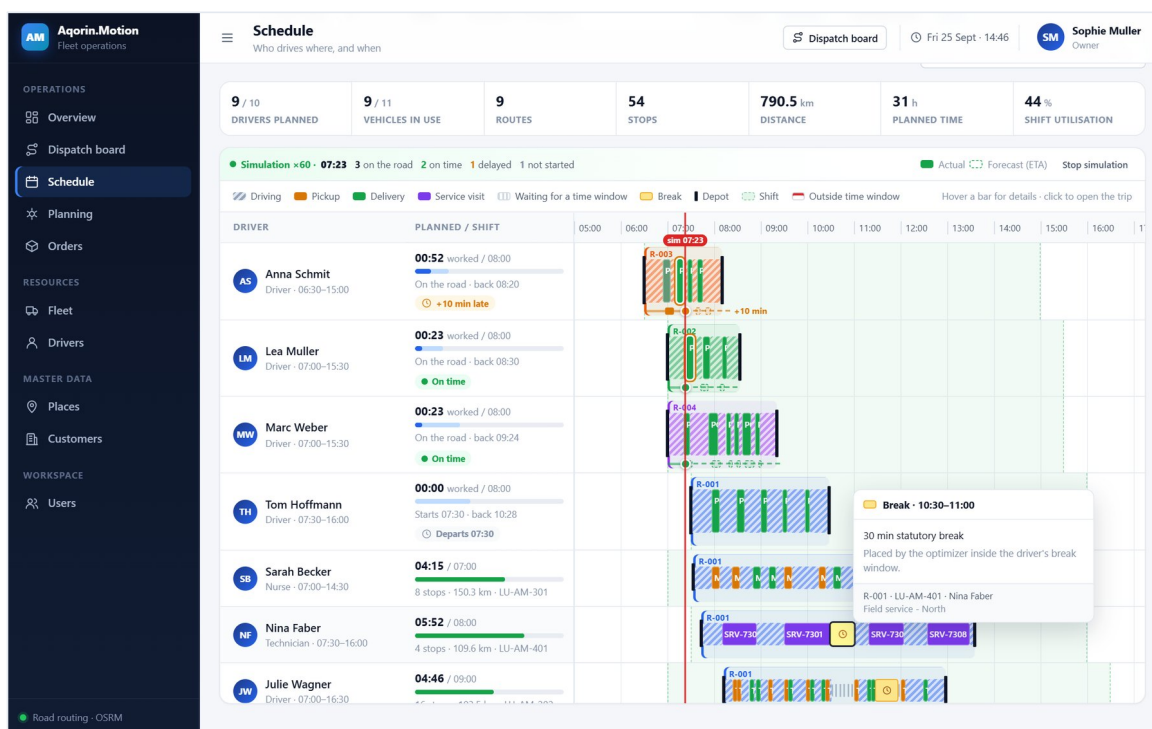


Figure 38 – Hovering a break: placed by the optimizer inside the driver's break window

Click a bar, a route frame or a driver name to open the **trip**: start and end time, duration, distance, stops, load and status, the route on the road map and the complete timeline with the clicked stop highlighted. From there you can **Accept route** or **Open on dispatch board**. While the route is driven, the open trip keeps itself up to date: status, arrivals and ETAs, ticked stops and the vehicle moving on its map.

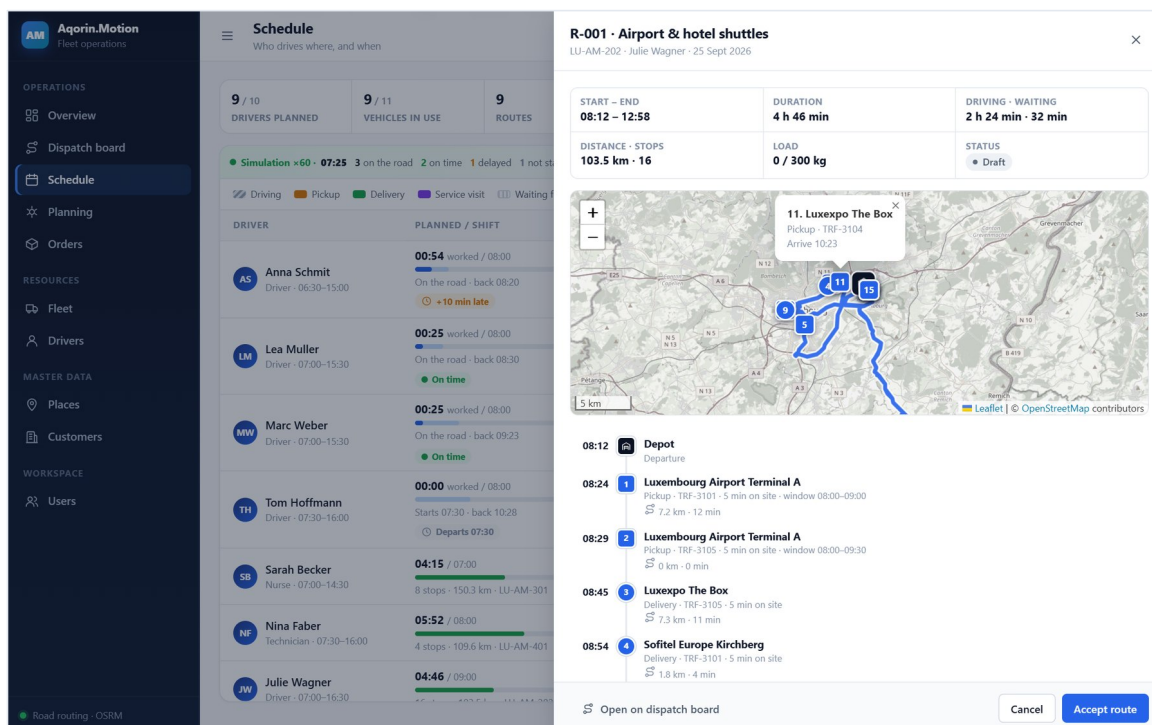


Figure 39 – Trip details opened from the schedule

Note All times are planned times from the optimizer: routes start within the driver's shift, arrive inside every time window and include the break. Runs made before shifts were introduced are shown with estimated times from 08:00 and a hint to re-optimize.

HOW THE ROUTES WENT

12. Reports

Reports adds up the dispatched routes of a period – today, the last 7 or 30 days, this or last month, or any dates (up to three months) – the numbers a pilot is judged by.

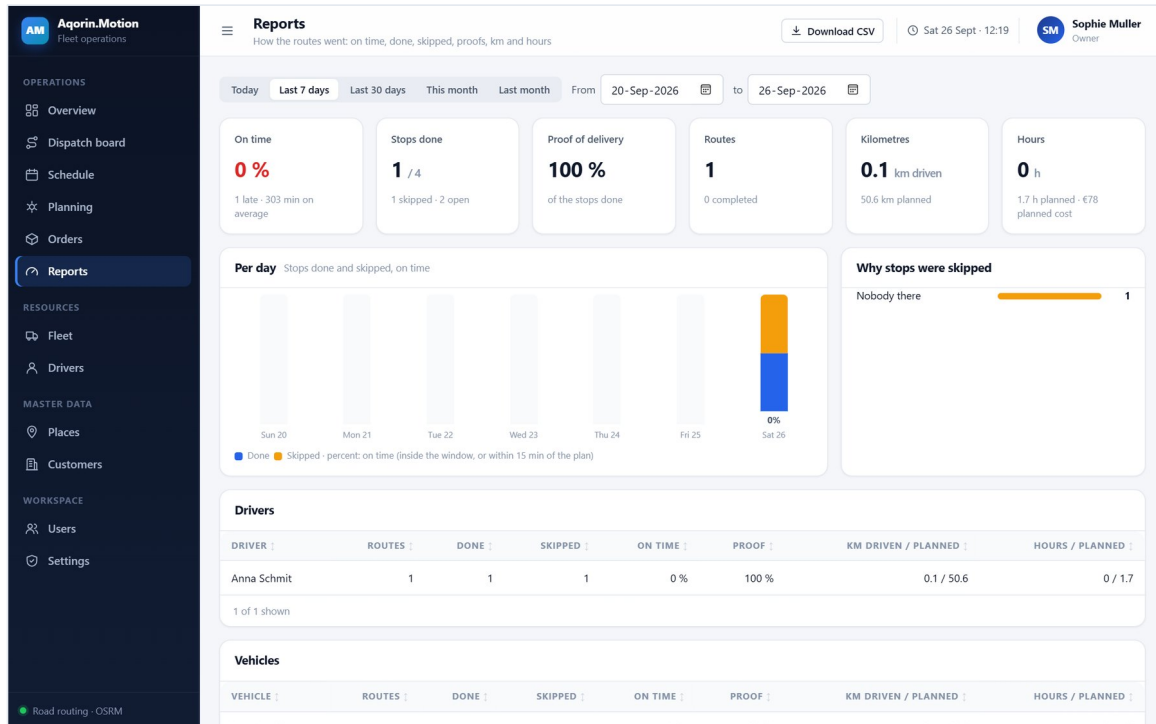


Figure 40 – Reports: on time, done and skipped, proofs, kilometres and hours

Figure	Meaning
On time	Done stops reached inside their agreed time window, or – without a window – within 15 minutes of the planned arrival; with the number of late stops and how late on average.
Stops done	Done of all stops, with skipped and still open ones.
Proof of delivery	Done stops with a proof taken in the driver app.
Kilometres	Driven, from the vehicles' GPS track (jumps no vehicle could make are left out), against planned.
Hours	On the road (until the return, or until now), against planned; with the planned cost.
Per day	Done (blue) and skipped (amber) stops, and the on-time share of each day.
Why stops were skipped	The drivers' reasons, most frequent first.
Drivers, Vehicles	The same figures per driver and per vehicle; click a column to sort.

Download CSV saves the totals and the driver and vehicle tables as a spreadsheet.

USERS, ROLES, DRIVERS

13. People and the driver app

Everyone signs in with their own account. The **role** decides what they may do; drivers get the **driver app** on their phone with their own shifts, routes and stops.

13.1 Users and roles

Owners and administrators manage people under **Workspace** → **Users**: invite, change the role, link a driver, deactivate. Controls a role cannot use are hidden, and the platform refuses them anyway.

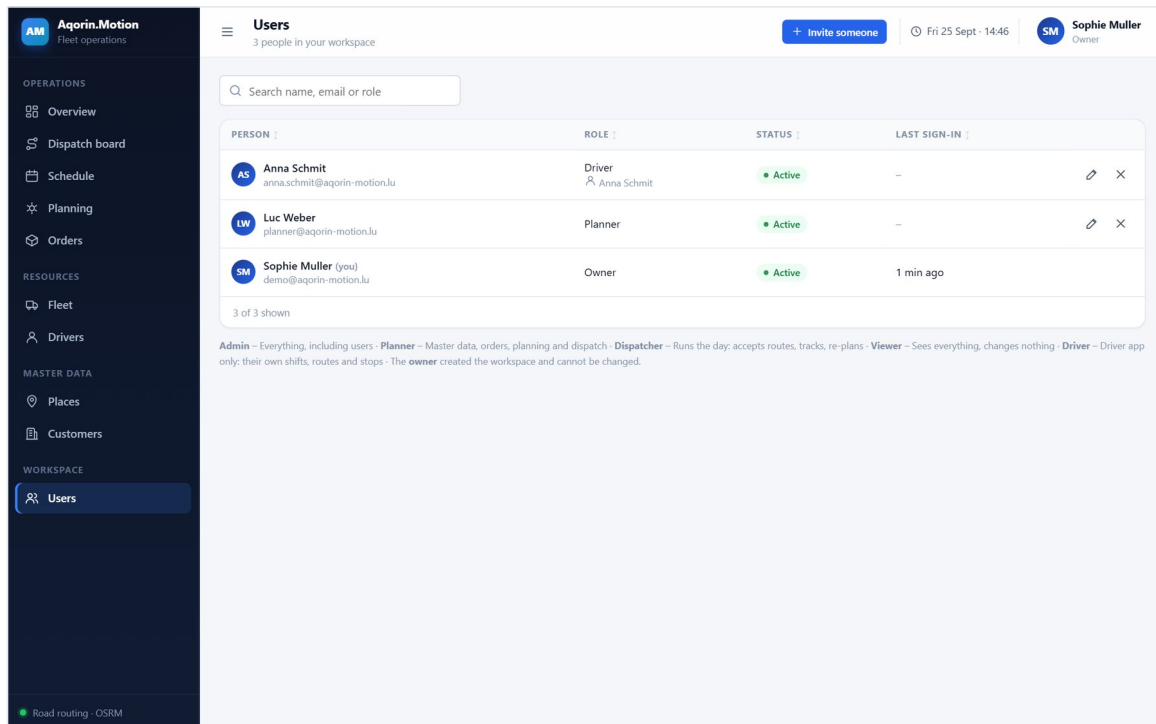


Figure 41 – Users: people, roles, status and last sign-in

Role	May do
Owner	Everything. Created the workspace; the account cannot be changed or deactivated.
Admin	Everything, including managing users.
Planner	Master data (places, customers, fleet, drivers), orders, planning and optimization, and dispatch.
Dispatcher	Sees everything and runs the day: takes and edits orders, changes the plan by hand, accepts routes, tracks, marks stops, simulates, re-plans, exports.
Viewer	Sees everything, changes nothing.
Driver	Only the driver app: their own dispatched routes and stops.

Inviting someone

1. Click **Invite someone**, enter the email address and name, and choose the role. For a driver, choose which driver the account belongs to.
2. They receive an email with a link (valid for 7 days) to choose their password; until then they show as *Invited* and ✉ sends the link again.

3. Nobody changes their own role or deactivates themselves. Deactivating signs the person out at once; a role change applies from their next sign-in.

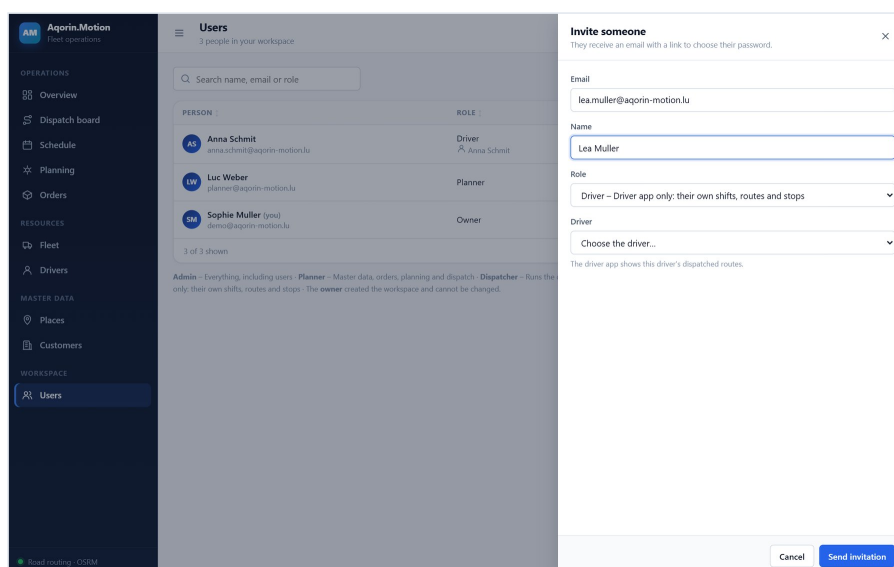


Figure 42 – Inviting a driver to the driver app

Tip On the **Drivers** page the *Driver app* column shows who has access, with **Invite** next to everyone else – the email and name are filled in.

13.2 The driver app

Drivers open **/driver** on their phone (for example <https://app.example.lu/driver>) and sign in. In the browser menu, *Add to Home screen* installs it like an app. The app shows **dispatched** routes only: a route appears once it is accepted on the dispatch board.

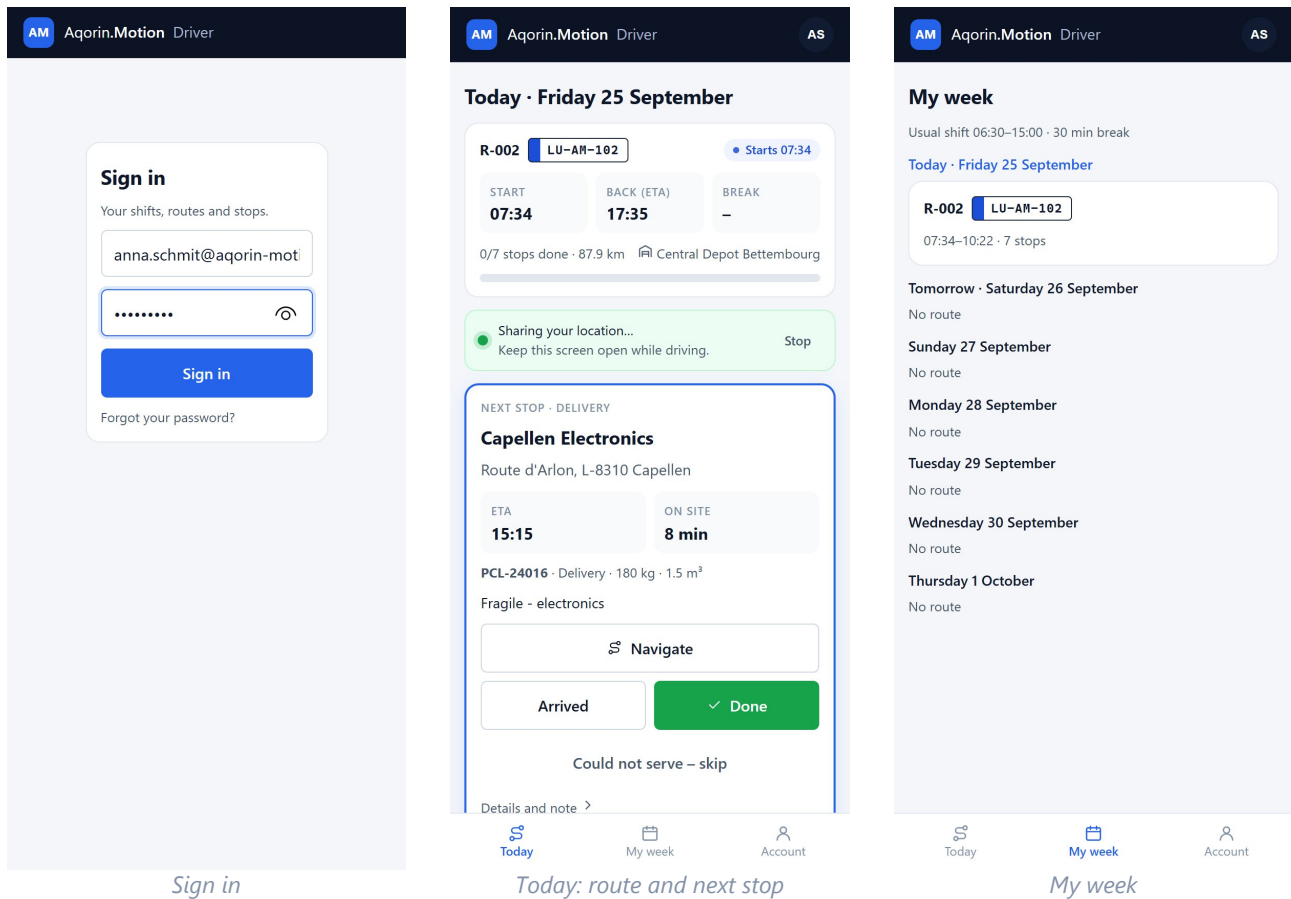


Figure 43 – The driver app on a phone

Screen	What the driver sees and does
Today	The route of the day: start, return and break, progress, and the next stop – place and address, ETA and time window, what to deliver or do, the customer with a Call button, and Navigate (opens Google Maps). Arrived , Done and Could not serve – skip (with the reason) update the dispatch board at once; after Arrived the stop stays on screen, marked <i>On site</i> , until it is done. After the last stop, I'm back at the depot completes the route.
All stops	Every stop in order with its time; done stops are ticked. A stop's details take a note for the office (gate code, who received it).
My week	The next seven days: routes with times, stops and vehicle, or <i>No route</i> .
Account	Name and company, location sharing on or off, change password, sign out.

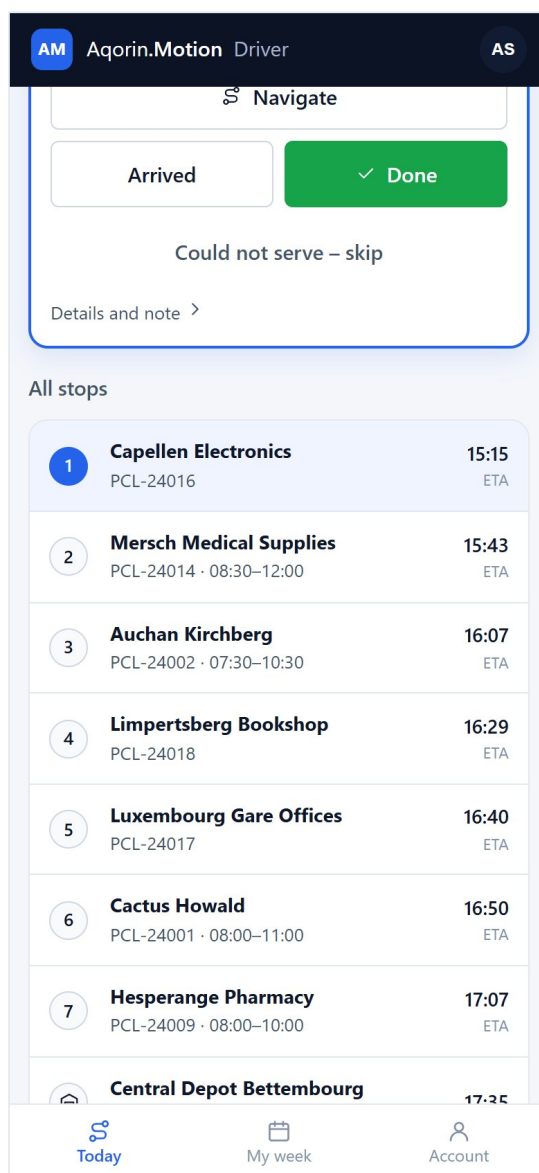


Figure 44 – All stops of the day, with the next one highlighted

Location sharing

While a route of today is open, the app sends the phone's position every few seconds, so the vehicle moves on the dispatch board and ETAs follow reality – without a telematics box. Only during a route, never otherwise; drivers can switch it off under Account.

Important Browsers stop reporting the position when the phone locks or the app goes to the background. The app keeps the screen on while it shares; for tracking with the screen off use a telematics system such as Webfleet.

With GPS the platform sees the vehicle return and completes the route by itself. Without it (stops marked by hand), the driver confirms the return – or the dispatcher, with **Back at the depot** on the route card once every stop is done. Until then the route stays *on the road*.

Notes and skip reasons appear under the stop on the dispatch board. A driver's actions always apply to the real route, even while the office is running a simulation of the plan.

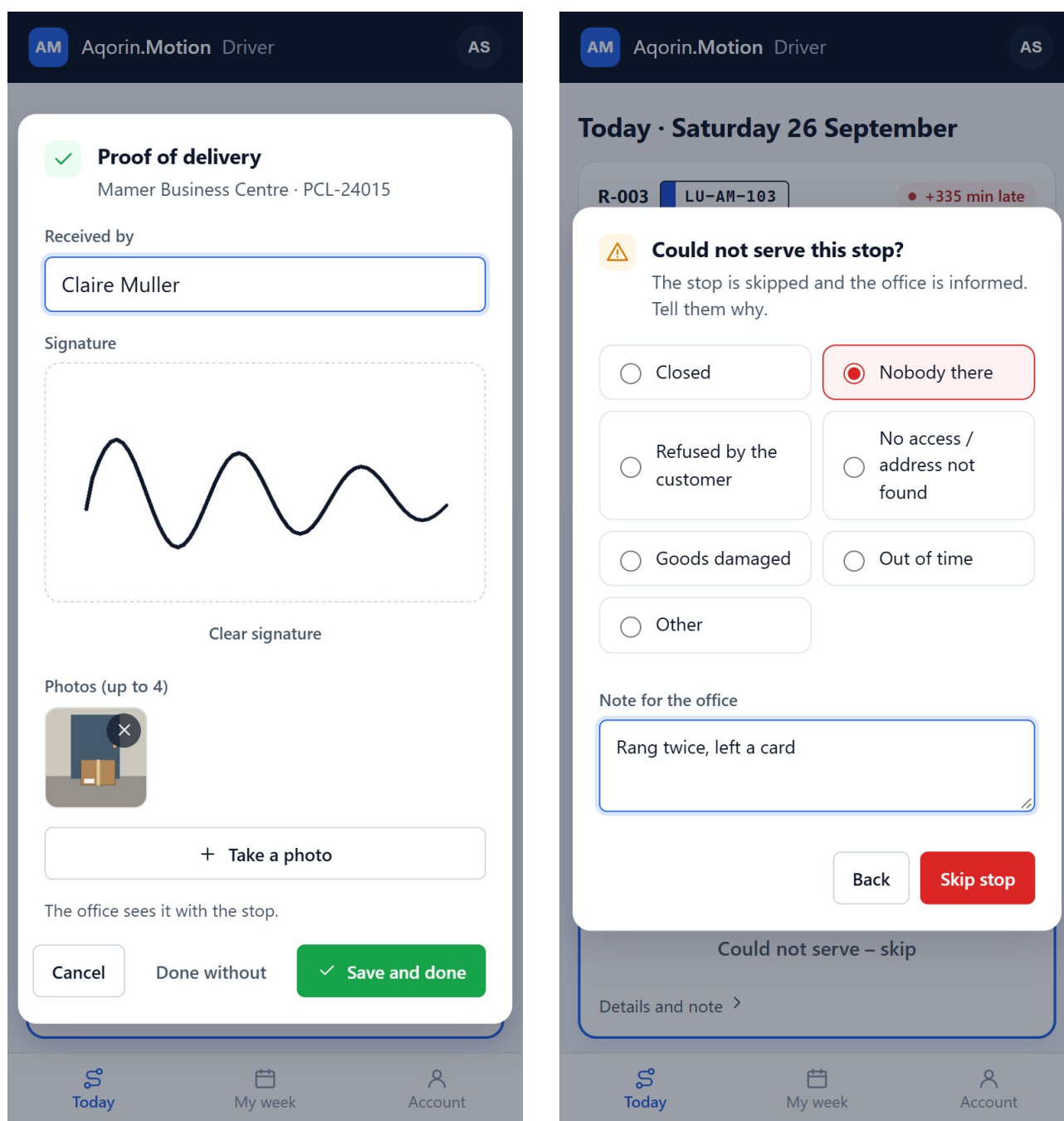
Without a connection

In a dead zone the driver just keeps working. **Arrived**, **Done** with the proof, **Could not serve – skip**, notes and **I'm back at the depot** are kept on the phone: the stop shows as done, marked *not sent*, and the top of the screen says how many actions are waiting. When the connection is back they are sent by themselves, in order, with the time the driver tapped them – the office sees the real times. If the office changed the same stop in the meantime (for example marked it done), the driver's action is not applied and the app says so.

Important The app has to have loaded the day with a connection: opening it for the first time, or reloading it, in a dead zone does not work yet. Keep it open while driving, as for location sharing.

Proof of delivery

Done opens the proof of delivery: the name of the person who received it, a signature drawn with a finger, and up to four photos from the camera (made smaller on the phone before they are sent). The phone's position is kept with it. What is asked for depends on the company's setting (see *Settings* below).



Proof of delivery: name, signature, photo

Could not serve: the reason

Figure 45 – Proof and skip reasons in the driver app

- **Optional** (the default): the driver may tap **Done without**.
- **Required**: the name and a signature or a photo are needed to mark the stop done.
- GPS marks a stop done by itself when the van drives off. If that happens before the proof is taken, the app shows *A stop needs a proof of delivery* and **Add proof of delivery** on the stop – it can still be taken.
- Taking the proof again replaces it.

Could not serve – skip asks for a reason – closed, nobody there, refused, no access, goods damaged, out of time or other (with a note) – so the office can count them and the export reads the same.

Seeing the proof in the office

On the dispatch board (and in a trip on the Schedule) a done stop shows *Proof: received by ... · signed · 1 photo*; **View** opens it: who received it, when, which driver, where the phone was – in amber when that is more than 200 m from the address – the signature and the photos (click a photo to see it full size). A stop done without a proof while the company asks for one shows *No proof of delivery yet*.

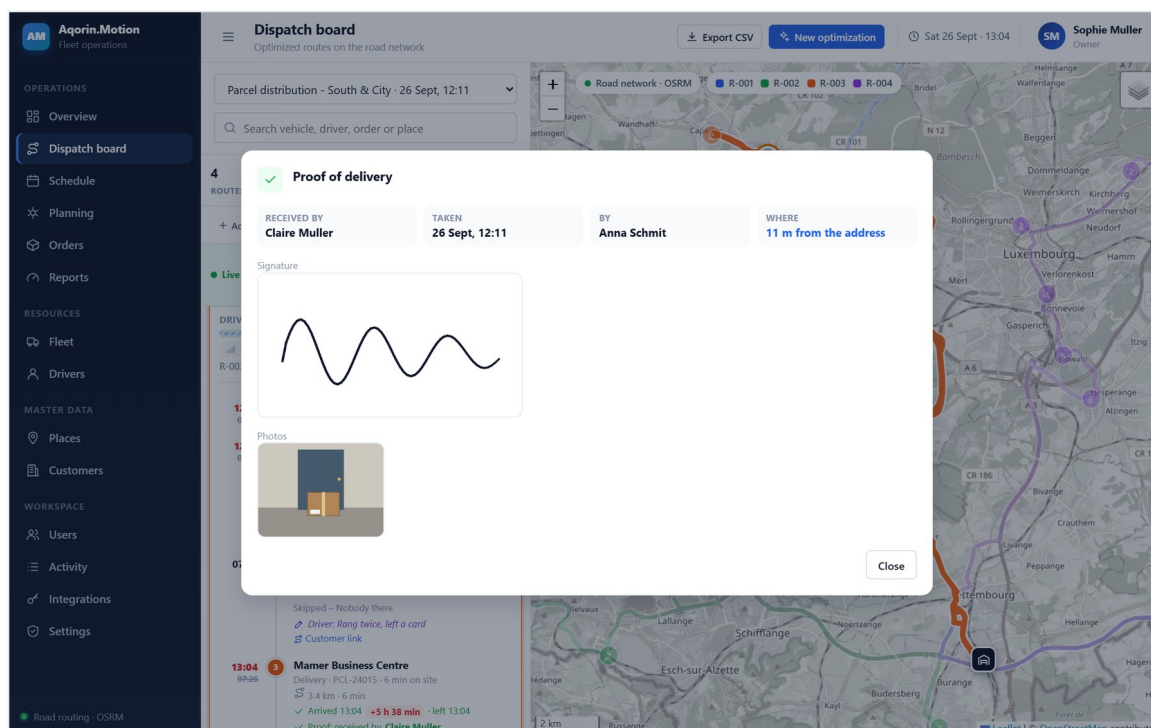
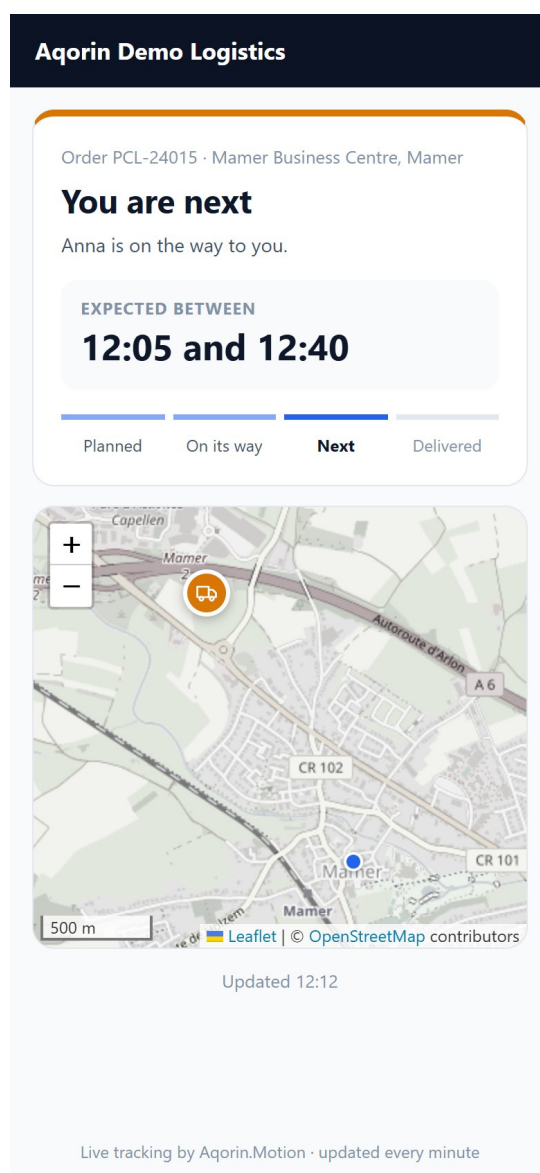


Figure 46 – A proof of delivery seen from the dispatch board

13.3 The customer's tracking link

Every order has a private link its customer opens on any phone or computer, without signing in. It shows the order, what is happening – planned, on its way (with the number of stops before theirs), *You are next*, delivered (and who received it) or not done (with the reason) – the expected time as a half-hour window, and a map. The van appears on the map only once the customer's stop is the next one; the driver shows by first name only. The page refreshes every minute.



What the customer sees

Figure 47 – The customer's tracking page

- **Customer link** under a stop on the dispatch board shows the link: copy it, open it, or write the customer an email with it (when the customer has an email address).
- With **Email customers when their order is on its way** switched on in Settings, customers with an email address get it automatically when their route starts: the expected time and the link, once per order.

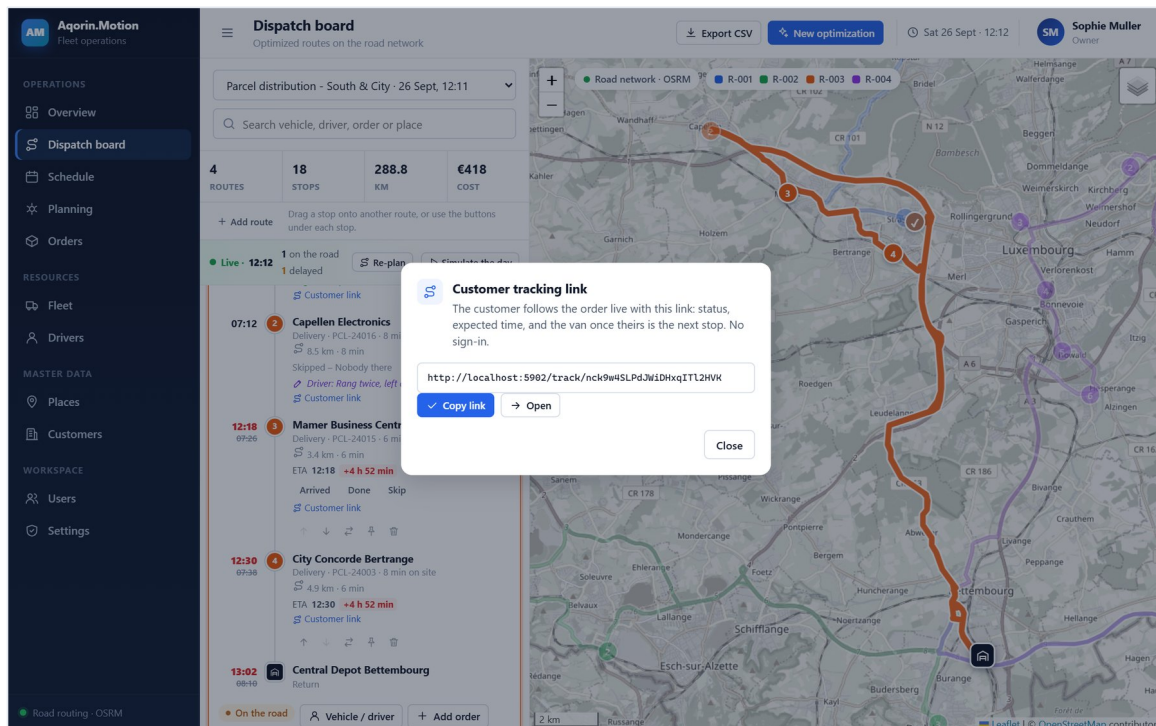


Figure 48 – The tracking link of an order, from the dispatch board

13.4 Settings

Owners and administrators set the company's name, its time zone (plans, schedules and the times drivers see are in it), the customer emails and the proof of delivery under **Workspace** → **Settings**.

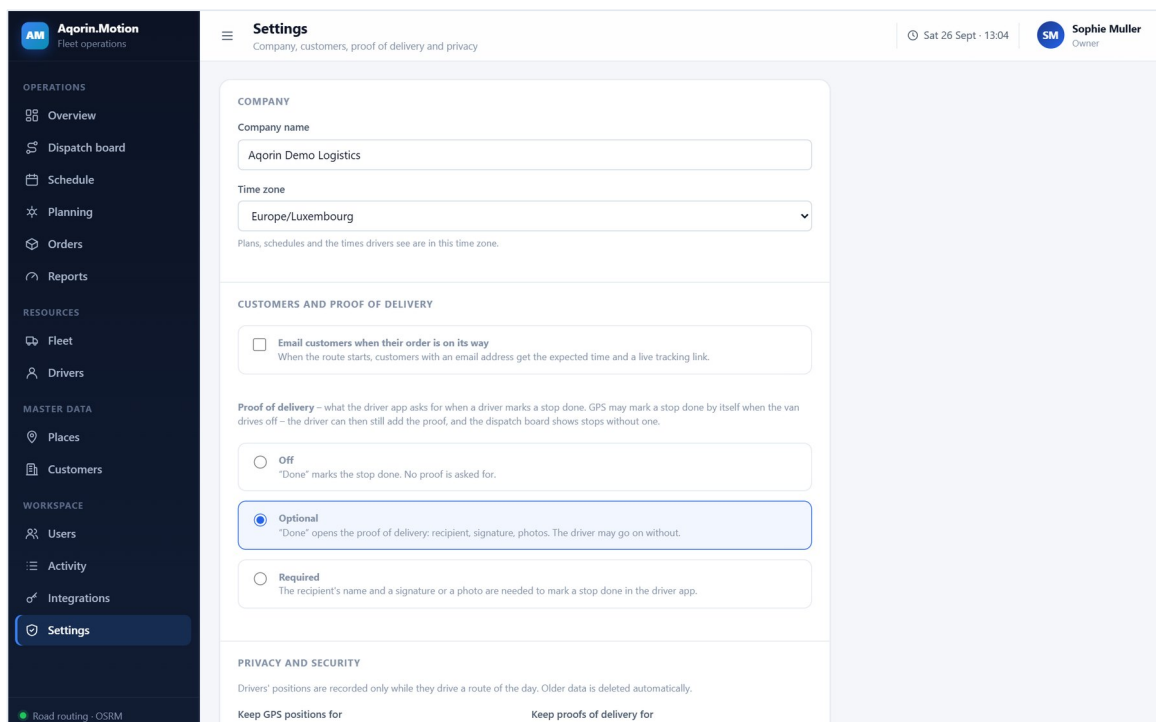


Figure 49 – Settings: company, time zone and proof of delivery

Proof of delivery	What the driver app does
Off	Done marks the stop done; no proof is asked for.
Optional	Done opens the proof; the driver may go on without it.

Proof of delivery	What the driver app does
Required	The recipient's name and a signature or a photo are needed to mark a stop done in the app.

Privacy

- Drivers' positions are recorded only while they drive a dispatched route of the day – never otherwise.
- **Keep GPS positions for** (7–730 days, 60 by default) and **Keep proofs of delivery for** (30–3650 days, 365 by default): older data is deleted for good, automatically, every hour.
- **Record telematics positions outside routes** is off by default: a vehicle's telematics box is then recorded only while the vehicle is on a route, not after hours or at weekends. Turn it on only if your company policy and your staff agreement allow it.

Two-factor sign-in

On top of the password, a 6-digit code from an authenticator app on the phone (Microsoft Authenticator, Google Authenticator, 1Password ...). A code works once and changes every 30 seconds.

- Anyone in the office turns it on under the account menu → **Two-factor sign-in**: add the key shown to the app (or open it in the app on the phone), then enter the code the app shows. To turn it off, enter a code.
- With **Require two-factor sign-in for office staff** (Settings), everyone except drivers needs it: who has none yet sets it up during the next sign-in.
- Lost phone: an administrator resets it on the Users page (the shield button); the person signs in with the password and, if required, sets it up again. People with it on show a 2FA badge.

13.5 Activity

Workspace → **Activity** (owners and administrators) lists who created, changed or deleted what: orders, routes and stops (moved, pinned, done, skipped), proofs, scenarios and plans, vehicles, drivers, places, customers, users and settings – with the changes (*Status: Draft* → *Accepted*, *Driver: Anna Schmit* → *Paul Meyer*). Filter by dates and kind, or search a person, a record or a change. Changes made by GPS or background work show as *System*; passwords and other secrets are never shown. Entries are kept for a year.

13.6 Integrations

Workspace → **Integrations** (owners and administrators) connects the company's other systems – an ERP, a web shop, an accounting tool – so orders arrive by themselves and the other system hears when deliveries are done.

Integrations
Connect your ERP, web shop or other systems

Sat 26 Sept - 13:05 | Sophie Muller (Owner)

API keys

Another system sends orders, places and customers

NAME	CREATED	LAST USED	
Web shop ank_zR2xW3Sj...	26 Sept, 13:05	Never	Active Revoke

[+ New API key](#)

Webhooks

Your system hears when stops and routes are done

ADDRESS	LAST ATTEMPT	WAITING
https://erp.moselle-express.lu/aqorin/events stop.completed, stop.skipped, route.started, route.completed	Nothing sent yet	-

[+ Add webhook](#) [Send test](#)

How to connect

Sending orders

Send the key in the X-API-Key header. The same endpoints as the app: POST /work-items (orders), POST /locations (places), POST /customers: read them back with GET. Use externalReference for your own order number.

```
curl -X POST http://localhost:5901/api/v1/work-items \
-H "X-API-Key: ank_zR2xW3Sj..." -H "Content-Type: application/json" \
-d '{"customerId": "...", "reference": "SHOP-1001", "externalReference": "ERP-778", "workItemType": "Delivery", "scheduledDate": "2026-10-01", "durationMinutes": 5, "locations": [{"locationId": "...", "locationRole": "Delivery", "sequence": 1}]}'
```

Receiving webhooks

Each event is an HTTP POST with a JSON body and the headers X-Aqorin-Event, X-Aqorin-Delivery (the same id if an event is sent again), X-Aqorin-Timestamp and X-Aqorin-Signature. Answer with a 200 status within 10 seconds; otherwise the event is sent again after 1, 5 and 15 minutes, then hours (8 tries).
Check the signature: sha256 + HMAC-SHA256 of timestamp + " " + body with the signing secret, in lowercase hex. Refuse old timestamps (e.g. over 5 minutes).

Figure 50 – Integrations: API keys and webhooks

- **API keys** – **New API key**, give it the name of the system that uses it. The key is shown **once**: copy it into the other system. With it, that system may read and send orders, places and customers of your company – nothing else. **Revoke** stops it at once; the list shows when each key was last used, and Activity shows what it changed as *API key “name”*.
- **Webhooks** – **Add webhook** with the https address of your system and the events it wants: a stop done (with the proof of delivery), a stop skipped (with the reason), a route started, a route back. Each event is signed with a secret shown once, so your system can check it really comes from Aqorin.Motion. **Send test** sends a test event; the list shows the last answer and events waiting to be sent again.
- When your system does not answer, events are sent again later (after 1, 5 and 15 minutes, then hours) – nothing is lost while it is down. Your IT finds the technical details on the same page and in docs/integrations.md.

FOR PRESENTATIONS AND TRAINING

14. Demo workspace

A ready-made demo workspace with realistic Luxembourg data is included for presentations and training. Your administrator loads it with the script `docs/demo/demo-data.sql`; all orders are dated on the day the script runs.

Sign in	Password	Role
demo@aqorin-motion.lu	Demo2026!	Owner (Sophie Muller)
planner@aqorin-motion.lu	Demo2026!	Planner (Luc Weber)
anna.schmit@aqorin-motion.lu	Demo2026!	Driver (Anna Schmit) – driver app at /driver, once her parcel route is accepted

Scenario	Story	What it shows
Parcel distribution – South & City	18 deliveries from Bettembourg with 4 vans; drivers start 06:30–07:30	Capacity, delivery slots and staggered shift starts
Airport & hotel shuttles	8 transfers between the airport, Kirchberg hotels, Luxexpo and the station	Flight pickup times, check-in deadlines, seats, break
Patient transport – hospitals	6 home → hospital trips (CHL, Kirchberg, CHEM, CHdN)	Appointment windows on the drop-off; just-in-time pickups
Field service – North	8 technician visits from Ettelbruck	Appointment slots, waiting and breaks; try <i>Balanced workload</i>
What-if: parcels with only 3 vans	Scenario 1 with one van less	Unplanned orders named on the board

Tip Re-run the demo script on the morning of a presentation so all dates are today. It only replaces the demo workspace.

14.1 Suggested ten-minute walkthrough

1. **Overview** – KPIs, operations map and fleet status.
2. **Orders** – filter by type and open *TRF-3101* to show a pickup → drop-off order.
3. **Planning** → **Parcel distribution** → **Optimize** – the dispatch board opens with four colour-coded road routes. Click a route to show its timeline and accept it.
4. **Airport & hotel shuttles** → **Optimize** – every pickup precedes its drop-off.
5. **Field service – North** – optimize with *Shortest distance*, then with *Balanced workload*, and compare.
6. **What-if: parcels with only 3 vans** – two parcels remain unplanned and are named.
7. **Schedule** – after optimizing the daily scenarios, show the day per driver: staggered shift starts, waiting before appointments and the drivers' breaks; hover a stop and click it to open the trip.
8. **Drivers** – open a driver to show shift start and end, maximum working time and break.
9. **Dispatch board** → **Simulate the day** (60×) on the parcel plan – vans leave at 06:30, 07:00 and 07:30, stops tick off, one route runs into traffic and its ETAs move.

HELP

15. Tips and troubleshooting

Situation	What to do
A vehicle does not appear on the live map	Check that its route is accepted and that the vehicle's Telematics ID or plate matches the GPS source.
A vehicle shows "No signal"	No position for 10 minutes. Call the driver; mark stops by hand if needed.
Some orders stay unplanned	Read the reason in the notice on the dispatch board. Typical fixes: widen a time window, start or extend a driver's shift, add a vehicle to the scenario. Then re-optimize.
A route leaves later than the shift start	Intended: the route leaves just in time for its first time window instead of waiting on site. Remove or widen the window to leave earlier.
Routes are drawn as dashed straight lines	The routing provider could not be reached; the badge reads <i>straight-line preview</i> . Check the internet connection and reload the dispatch board.
The first page load is slow	Free hosting plans pause idle applications and databases. Open the site a few minutes before a demo.
"Your session has expired"	Sign in again. This happens after long inactivity or when the password was changed elsewhere.
"Too many attempts"	Wait a minute before trying to sign in or request a reset link again.
The schedule is empty	It shows optimized scenarios only. Check the date, then optimize the scenarios of that day in Planning.
A place appears in the wrong spot	Edit the place and drag the pin to the correct position; re-optimize affected scenarios.
A scenario cannot be edited	Only <i>Draft</i> scenarios can be edited. Create a copy as a new scenario, or re-optimize with a different goal.
The page looks outdated after an update	Reload the page. The platform fetches changed files automatically; unchanged files come from the browser cache.

15.1 Keyboard shortcuts

Keys	Action
Ctrl + B	Show or hide the navigation pane (⌘ + B on a Mac)
Esc	Close the open form panel or dialog
Enter	Submit the sign-in and password forms

15.2 Glossary

Term	Definition
ETA	Estimated time of arrival at a stop.
OSRM / GraphHopper	Routing services that provide road distances, driving times and route lines.
Pickup and delivery	An order with a collection stop and a drop-off stop served by the same vehicle, in that order.
Geofence	The circle around a stop (150 m) in which a stopped vehicle counts as arrived.
Service time	Minutes spent on site at a stop (unloading, visit, patient handover).
Telematics ID	The id of a vehicle's GPS unit (Webfleet object number, tracker IMEI) used to match live positions.
Shift	A driver's working hours: start, optional end, maximum working time and break.
Time window	The period in which a stop must be reached. Early arrivals wait; late arrivals are not planned.
Waiting time	Time between arriving at a stop and the opening of its time window.
What-if simulation	A scenario that changes resources or orders to compare outcomes without affecting the daily plan.