

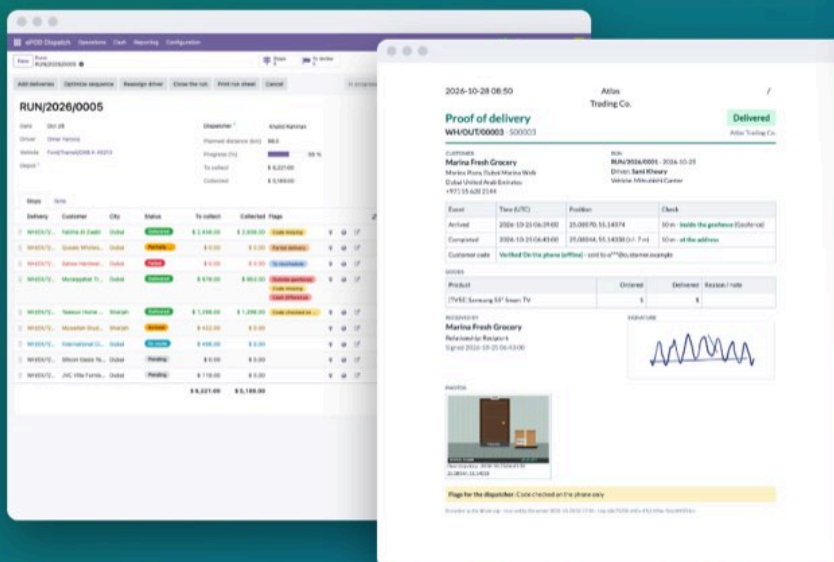
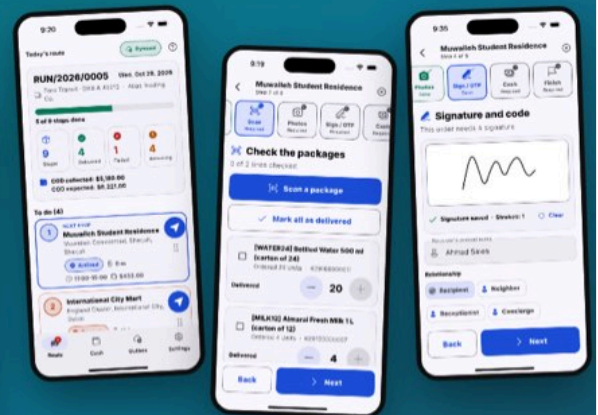
Odoo ePOD & Last-Mile Dispatch

A guide to Odoo ePOD & Last-Mile Dispatch: installing the module and building the driver app, runs, the optimizer, proof of delivery, customer codes, failed deliveries, backorders, cash on delivery and settlement, reports, roles, settings and the API.

1. Start here

In plain words: This package gives you a complete **Electronic Proof of Delivery (ePOD)** and **Last-Mile Dispatch** system for **Odoo Community**: an **Odoo module** (`taqnix_epod_core`) for the dispatcher and the office, and the **Flutter source code** of an **offline-first driver app** for Android and iPhone. The module plans the daily runs, optimizes the stop order, receives the proof of every drop (GPS and time, photos, signature, customer code), validates the delivery order, creates the backorder for goods that were not delivered, and settles the cash that the driver collected.

Plan, deliver, prove and settle.



Odoo module + offline Flutter driver app: photo, signature, code, GPS and cash on delivery

Plan, deliver, prove and settle: runs, proof of delivery and the printable ePOD.

Tip: No Odoo Enterprise app is needed. The module uses Inventory (stock), Fleet, Invoicing and the geolocation of contacts, and links to Google Maps or OpenStreetMap with plain links (no map key to buy).

2. What is in the package

Item	What it is
<code>taqnix_epod_core.zip</code>	The Odoo 19 module: runs (route manifests) and stops, the route optimizer, geofenced arrival, proof of delivery, customer codes, exception reasons, cash on delivery, driver settlement with automatic payments, reports, the REST API of the app, Arabic translation and 217 automated tests.
<code>flutter-app-source.zip</code>	The Flutter project of the driver app (Android and iOS): offline database and outbox, background sync, the stop stepper, camera with watermark, signature pad, deep links to the navigation apps.
<code>documentation/</code>	This guide in English (<code>index.html</code>) and Arabic (<code>index-ar.html</code>) with PDFs, and <code>API.md</code> for developers.
<code>licensing/</code>	The licence (OPL-1: one purchase = one company, updates included).
<code>preview-images/</code>	Screenshots of the Odoo screens and of the app.
<code>changelog.txt</code>	History of the versions.

3. How a day works

Moment	Who	What happens	In Odoo
Morning	Dispatcher	Creates the run: driver, vehicle, date, and adds the ready delivery orders. Presses <i>Optimize sequence</i> , then <i>Confirm</i> .	A run in <i>Confirmed</i> with ordered stops. Customers whose order is worth more than the limit receive their delivery code by e-mail.
On the road	Driver	Opens the app, sees the stops in order, taps <i>Start navigation</i> (Google Maps, Waze or Apple Maps) and comes back to the app.	The stop is <i>En route</i> ; the run is <i>In progress</i> .
At the door	Driver	The app detects the arrival inside the geofence. The driver scans the parcels, takes photos, collects the signature or the customer code, takes the cash and finishes the stop.	The stop is <i>Delivered</i> with the proof; the delivery order is validated; a short quantity makes a backorder.
No one home	Driver	Chooses a reason (customer not home, access restricted, refused...), takes the required photo.	The stop is <i>Failed</i> ; the dispatcher gets a to-do to reschedule.
Back at the hub	Driver, cashier	The driver declares the cash by method; the cashier counts it.	A settlement sheet in <i>Submitted</i> .
Evening	Manager	Approves the settlement.	One customer payment per collection, posted and reconciled with the open invoices.

In plain words: Offline first. Everything the driver does is saved on the phone first and sent to Odoo when there is a network. Every call has a unique ID, so a lost answer or a retry never validates a delivery twice (chapter 29). A delivery that really happened is never refused by the server: problems become *flags* for the dispatcher (chapter 20).

4. What you need

Item	Details
Odoo	19.0 Community or Enterprise. The apps Inventory , Fleet , Invoicing , Contacts geolocation and Discuss are installed automatically with the module. Sales is optional: when it is installed the cash to collect is read from the sales order.
Chart of accounts	A chart of accounts and, for the settlement, one journal per payment method (cash, cheque, card, transfer); they can be the same journal.
Outgoing e-mail	An outgoing mail server for the delivery codes and the proof e-mails (Settings, Technical, Outgoing Mail Servers).
PDF engine	<code>wkhtmltopdf</code> as for any Odoo (the ePOD, run sheet and settlement reports).
Address	A public https address for your Odoo: the phones must reach it.
Phones	Android or iPhone with GPS and a camera. To build the iPhone app you need a Mac with Xcode.

5. Install the Odoo module

- 1 Unzip the package. Inside is `taqnix_epod_core.zip` ; unzip it to get the folder `taqnix_epod_core` .
- 2 Copy the folder into one of the `addons_path` folders of your Odoo server and restart Odoo.
- 3 Log in as an administrator, activate **Developer mode**, open **Apps** and press **Update Apps List**.
- 4 Remove the Apps filter, search **ePOD** and press **Install**.
- 5 Open **Settings, Users** and give your people the roles *ePOD Dispatch / Driver, Dispatcher* or *Manager* (chapter 22).

```
# or from the command line
./odoo-bin -c odoo.conf -d YOUR_DATABASE -i taqnix_epod_core --stop-after-init
```

Tip: Test it first on a copy of your database. The module adds fields to delivery orders and contacts (all prefixed `epod_`) and does not change any existing data.

6. Build and install the driver app

In plain words: The app is a Flutter project (**Taqnix ePOD Driver**, Flutter 3.41 with Dart 3.11, Android 7.0 or newer (API 24), Xcode 16 with CocoaPods for the iPhone). It is delivered as source code so that it carries **your** name, icon and colour. No Firebase file and no Google services file are needed.

- 1 Unzip `flutter-app-source.zip` and open a terminal in the folder.
- 2 Fetch the packages: `flutter pub get`. The database code (Drift) and the translation files are already generated and included; run `dart run build_runner build` only after you change the tables and `flutter gen-l10n` only after you change the texts.
- 3 Check the project: `flutter analyze` (no issues) and `flutter test` (356 tests).
- 4 Run it on a phone or a simulator: `flutter run --dart-define=SITE_URL=https://odoo.example.com`. `SITE_URL` is optional: without it the sign-in screen shows a *Server address* field and remembers what you type.
- 5 Build the Android file: `flutter build apk --release --dart-define=SITE_URL=https://odoo.example.com`, or `flutter build appbundle --release ...` for the Play Store.
- 6 Build the iPhone app on a Mac: `flutter build ios --release --dart-define=SITE_URL=https://odoo.example.com`, then archive and upload with Xcode.
- 7 Open the app and sign in with the login and password of a user who has the role *ePOD Dispatch / Driver* (chapter 22). The app downloads the configuration and today's run.

Setting	Where
Application id / bundle id <code>com.taqnix.epoddriver</code> , display name "Taqnix ePOD Driver"	<code>android/app/build.gradle.kts</code> , <code>android/app/src/main/res/values/strings.xml</code> , <code>ios/Runner/Info.plist</code> and the Xcode project. Keep the iOS background task identifier (<code><bundle id>.sync</code>) in step with <code>lib/core/services/background_sync.dart</code> .
Brand colour	<code>AppConfig.seedColorValue</code> in <code>lib/core/constants/app_config.dart</code>
Icon and splash	Replace <code>assets/branding/*.png</code> , then <code>dart run flutter_launcher_icons</code> and <code>dart run flutter_native_splash:create</code>
Release signing (Android)	Create <code>android/key.properties</code> (<code>storeFile</code> , <code>storePassword</code> , <code>keyAlias</code> , <code>keyPassword</code>). Without it the release build is signed with the debug key.

Permission	Used for
Location (when in use, always)	Distance to the stops, geofence arrival, the coordinates stamped on photos, the GPS trail. "Always" lets arrivals be detected with the screen off.
Camera	Proof photos and the barcode scanner.
Notifications	The "arrived at..." notification and the Android foreground-service notice.
Network	Talking to Odoo.

Tip: Without an Odoo server you can try the app against the small fake server of the source:
`python3 tool/fake_server.py --port 8197` (Python standard library only, a driver and six Dubai stops).

Important: Use an `https` address: phones refuse plain `http` on recent systems. Google Play asks for a declaration for background location (the app uses it only while the driver has open stops: arrival detection) and Apple asks you to explain it in the review notes. The app has no ads, no analytics and no SDK that sends data anywhere except to your Odoo.

7. First setup in ten minutes

- 1 Open **ePOD Dispatch, Configuration, Settings**. Check the geofence radius (default 100 m) and the proof rules (chapter 23).
- 2 In the same screen choose the **journals** for cash, cheque, card and transfer: the settlement approval needs them.
- 3 Create your **drivers** as internal users with the role *ePOD Dispatch / Driver* and a password. Attach each driver to a vehicle in **Fleet** (field *Driver*).
- 4 Check that your **customers have a position**: open the contact, tab *Delivery (ePOD)*, press *Geolocate* (chapter 8).
- 5 Create the first run (chapter 9), confirm it and sign in on a phone.

ePOD Dispatch

Operations

Cash

Reporting

Configuration

Atlas Trading Co.

Save

Discard

Settings

Search...

General Settings

Sales

Purchase

Inventory

Invoicing

ePOD Dispatch

Fleet

Geofence and GPS

Geofence

The stop moves from En route to Arrived when the driver is this close to the customer. A delivery completed farther away is still accepted but flagged for the dispatcher.

Geofence radius (meters)

100

Worst GPS accuracy accepted (meters)

60

GPS position required on every stop

☒

GPS trail

The app sends a breadcrumb position while the run is open. Old positions are deleted by a daily job.

GPS trail interval (seconds)

60

Keep the GPS trail for (days)

30

App refresh interval (seconds)

120

Proof of delivery

Photos and signature

What the driver is asked for. Missing proof never rejects a delivery that happened: it raises a flag.

Photo required on every stop

☒

Minimum photos per stop

1

Maximum photos per stop

12

Maximum size of a photo (bytes)

3,145,728

Photo long side sent by the app (pixels)

1,600

Photo quality sent by the app (%)

70

Signature required on stops

☒

Signature required from this order value

0.00

Customer code (OTP)

Stops worth at least this value (or flagged by the dispatcher) need a one-time code that the customer receives by e-mail. The server stores only hashes. The offline check on the phone is convenient but weaker: see the guide.

One-time password from this order value

500.00

One-time password digits

6

One-time password validity (minutes)

1,440

Offline code check on the phone

☒

Geofence and GPS settings.

8. Customers: position, gate code, window

In plain words: The arrival check and the navigation links need the **latitude and longitude** of the customer. The module reuses the fields of Odoo's contact geolocation and adds what the driver needs at the door.

ePOD DispatchOperationsCashReportingConfiguration

NewCustomers

Al Noor Mini Market

\$ Sales1

Invoiced\$ 494.00

Purchases0

1 / 1<>

A

PersonCompany

Al Noor Mini Market

orders@alnoorminimarket.example

+971 52 259 9313

Company

Company Name...

Job Position

e.g. Sales Director

Address

Shop 3, Building 12, Street 12, Al Barsha 1

TRN ?

not applicable

Street 2...

Website

e.g. https://www.odoo.com

Dubai

State

ZIP

Language ?

Arabic / العربية

United Arab Emirates

Tags

e.g. "B2B", "VIP", "Consulting", ...

Contacts

Sales & Purchase

Invoicing

Partner Assignment

Notes

Delivery (ePOD)

AT THE DOOR

Gate / door code ?

#4521

Delivery window ?

09:00-12:00

Geofence radius (meters) ?

0

Delivery instructions ?

Gate B, ring twice

POSITION

Latitude / longitude

25.108000055.2000000

Geolocate

Send message

Log note

Activity

Today

OdooBot 8:46 AM

Contact created

The tab Delivery (ePOD) of a contact.

Field	Use
Gate / door code	Shown to the driver on the stop (gate, intercom, building access).
Delivery window	For example 09:00-12:00. Shown to the driver; it is information, not a rule.
Delivery instructions	Where to park, which entrance, whom to call.
Geofence radius	Overrides the company radius for this address (0 = company setting).
Geolocate	Looks the address up with the provider of Odoo's geolocation and fills latitude and longitude. If nothing is found you get a message and can type the coordinates.

Tip: A stop whose customer has no position still works: the arrival cannot be checked by the server (the app's own check is used) and the stop goes to the end when you optimize.

9. Runs: create and fill

In plain words: A **run** (route manifest) is one driver, one vehicle, one day and an ordered list of **stops**; each stop is one delivery order. Runs are numbered `RUN/2026/0001` .

ePOD Dispatch Operations Cash Reporting Configuration Atlas Trading Co.

New Runs

Search...

Draft (1)	Confirmed (1)	In progress (1)	Done (4)
RUN/2026/0007 Oct 28 Yusuf Ahmed Isuzu NPR - SHJ 3 88123 0 % 0/5 delivered COD \$ 0.00 / \$ 733.00	RUN/2026/0006 Oct 28 Sami Khoury Mitsubishi Canter - DXB B 78412 0 % 0/4 delivered COD \$ 0.00 / \$ 3,704.00	RUN/2026/0005 Oct 28 Omar Farooq Ford Transit - DXB A 45213 56 % 4/9 delivered 1 failed COD \$ 5,189.00 / \$ 6,221.00	RUN/2026/0004 Oct 27 Omar Farooq Ford Transit - DXB A 45213 100 % 3/3 delivered COD \$ 1,177.00 / \$ 1,177.00 RUN/2026/0003 Oct 27 Imran Qureshi Toyota Hiace - DXB C 12098 100 % 3/3 delivered COD \$ 1,023.00 / \$ 1,134.00 RUN/2026/0002 Oct 26 Sami Khoury Mitsubishi Canter - DXB B 78412 100 % 2/3 delivered 1 failed COD \$ 1,779.00 / \$ 1,779.00 RUN/2026/0001 Oct 25 Sami Khoury Mitsubishi Canter - DXB B 78412 100 % 3/3 delivered COD \$ 872.00 / \$ 872.00

The runs by status.

- 1 Open **Operations, Runs** and press **New**. Choose the date, the driver and the vehicle (choosing a vehicle fills its driver). Leave the depot empty to start from the company address.
- 2 Press **Add deliveries**: the wizard lists the *ready* outgoing delivery orders of the company (all stock reserved) that are not on an open stop. Select them and press **Add to the run**. Running it again never duplicates a stop.
- 3 You can also select delivery orders in **Inventory, Delivery orders** and use the action **Add to an ePOD run**, or the button *Add to a run* on the delivery order.
- 4 Drag the stops by the handle on the left to change the order, or use **Optimize sequence** (chapter 10).
- 5 Press **Confirm**.



Adding delivery orders to a run.

ePOD Dispatch

Operations

Cash

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4

New

Runs

RUN/2026/0005

Stops

9

To review

5

1 / 1

Add deliveries

Optimize sequence

Reassign driver

Close the run

Print run sheet

Cancel

In progress

Send message

Log note

Activity

RUN/2026/0005

Date

Oct 28

Dispatcher

Khalid Rahman

Driver

Omar Farooq

Planned distance (km)

98.0

Vehicle

Ford/Transit/DXB A 45213

Progress (%)

56 %

Depot

To collect

\$ 6,221.00

Collected

\$ 5,189.00

Stops

Note

Delivery	Customer	City	Status	To collect	Collected	Flags
WH/OUT/...	Fatima Al Zaabi	Dubai	Delivered	\$ 2,938.00	\$ 2,938.00	Code missing
WH/OUT/...	Qusais Wholes...	Dubai	Partially ...	\$ 0.00	\$ 0.00	Partial delivery
WH/OUT/...	Satwa Hardwar...	Dubai	Failed	\$ 0.00	\$ 0.00	To reschedule
WH/OUT/...	Muraqqabat Tr...	Dubai	Delivered	\$ 978.00	\$ 953.00	Outside geofence Code missing Cash difference
WH/OUT/...	Taawun Home ...	Sharjah	Delivered	\$ 1,298.00	\$ 1,298.00	Code checked on ...
WH/OUT/...	Muwaileh Stud...	Sharjah	Arrived	\$ 432.00	\$ 0.00	
WH/OUT/...	International Cl...	Dubai	En route	\$ 456.00	\$ 0.00	
WH/OUT/...	Silicon Oasis Te...	Dubai	Pending	\$ 0.00	\$ 0.00	
WH/OUT/...	JVC Villa Furnis...	Dubai	Pending	\$ 119.00	\$ 0.00	
				\$ 6,221.00	\$ 5,189.00	

Today

OdooBot 8:47 AM

Run confirmed with 9 stops for Omar Farooq.

OdooBot 8:47 AM

Delivery run (route manifest) created

A run in progress: stops, status, cash to collect and flags.

10. Optimize the stop order

In plain words: **Optimize sequence** computes a short route: it starts at the depot, always goes to the nearest customer next (*nearest neighbour*) and then improves the result with a *2-opt* pass. It uses the straight-line distance between coordinates (the haversine formula); it is deterministic, so the same stops always give the same order.

Runs

Runs

RUN/2026/0007

Stops

5

1/1

<

>

Confirm

Add deliveries

Optimize sequence

Reassign driver

Print run sheet

Cancel

Draft

Confirmed

...

Send message

Log note

Activity

RUN/2026/0007

DateOct 28

DispatcherKhalid Rahman

DriverYusuf Ahmed

VehicleIsuzu/NPR/SHJ 3 88123

DepotCompany address

Planned distance (km)59.8

Today

OdooBot 8:47 AM

Delivery run (route manifest) created

Stops

Note

Delivery

Customer

WH/OUT/...Dubai Hills Smart

WH/OUT/...Jumeirah Bakery &

WH/OUT/...Taawun Home App

WH/OUT/...Muraqqabat Tradin

WH/OUT/...Tilal City Villas Off

Optimize the sequence

X

Run	RUN/2026/0007	Distance now (km)	59.8
Open stops	5	Distance optimized (km)	45.8
Stops with a position	5	Saving (%)	23.4
Stops without a position (go last)	0		
Depot has a position	☒		

The order is computed from the straight-line (haversine) distance, starting at the depot: nearest customer first, then improved with a 2-opt pass. Stops without a position go last; delivered and failed stops keep their place at the top. Real road distances can differ.

Apply this order

Cancel

The preview shows the distance now, the optimized distance and the saving.

Rule	Detail
Stops without a position	Go last, in their current order.
Delivered and failed stops	Keep their place at the top; only open stops are re-ordered.
No depot position	The first located stop stays first.
Apply	Press <i>Apply this order</i> ; the sequence numbers are renumbered 10, 20, 30... You can still drag stops afterwards.

Important: Straight-line distance is not road distance. It is a good first order, not a traffic-aware route: the dispatcher knows the city better.

11. Confirm, start, close, reassign, reschedule

Action	What it does
Confirm	Needs a driver with the Driver role and at least one pending stop. Refreshes the cash to collect from the invoices, creates the customer codes and e-mails them.
Start the run	Optional: the run also starts by itself when the driver taps the first stop.
Close the run	Finishes the run; stops that are still open are cancelled and the driver is told. A run also closes by itself when its last stop is closed.
Reopen	A finished run (less than a week old) goes back to <i>In progress</i> to take a late stop.
Reassign driver	Gives the open stops to another driver (and vehicle). The old phone loses them, the new one gets them; cash already collected stays with the driver who took it.
Cancel	Cancels the run when nothing was delivered yet.
Reschedule	On a <i>failed</i> stop: creates a new stop on another run (or a new run). The failed stop stays failed with its proof.

In plain words: A stop can be *pending*, *en route*, *arrived*, *delivered*, *partially delivered*, *failed* or *cancelled*. Only the driver app and the buttons above change the status; nobody can type it into a form.

12. Geofenced arrival

In plain words: The app watches the position of the driver. When the phone is inside the geofence of the stop (100 m by default) the stop moves from *En route* to *Arrived*, and the arrival time and the distance are saved. The server **recomputes the distance** from the position of the customer; the distance reported by the phone is kept next to it.

Field on the stop	Meaning
Arrived at	First arrival stamp (a second arrival ping never changes it).
Distance at arrival	Meters between the phone and the customer, computed by the server.
Arrived inside the geofence	True when that distance is within the radius.
Arrival detected by	Geofence (automatic) or Driver tap.

Tip: A driver can also tap *Arrived* by hand. If it is far from the address the stop gets the flag *Outside geofence* for the dispatcher.

13. The proof of delivery

In plain words: Every completed stop stores a multi-point proof. Open it from **Operations, Stops**, from the run, or from the *Proof of delivery* button on the delivery order.

1/1 < >

🔍 📎 👤¹

Completed at	Oct 25, 12:13 PM	
Received by the server at	Oct 28, 8:47 AM	
Distance from the address (m)	10.30	
Completed inside the geofence	☒	
Position	25.0804380	55.1403760
GPS accuracy (m)	7.10	
Scanned parcels	0	

WhatsApp chat log showing a sequence of status updates:

- OdooBot 8:47 AM**
In progress → **Done** (Run status)
- OdooBot 8:47 AM**
Arrived → **Delivered** (Status)
- Sami Khoury 8:47 AM**
Delivered: Marina Fresh Grocery (late_sync, otp_device_only)
- OdooBot 8:47 AM**
Pending → **Arrived** (Status)
- OdooBot 8:47 AM**
Delivery stop created

A delivered stop: receiver, signature, arrival and completion with time, distance and GPS.

ePOD DispatchOperationsCashReportingConfiguration

Stops
RUN/2026/0001 / WH/OUT/00003

Delivery order DoneGoogle MapsOpenStreetMap

1 / 1

Print ePOD

PendingEn routeArrivedDelivered

Send messageLog noteActivity

Today

WH/OUT/00003

DELIVERY

CustomerMarina Fresh Grocery

StreetMarina Plaza, Dubai Marina Walk

CityDubai

Phone+971 55 628 2144

Delivery orderWH/OUT/00003

SourceS00003

RUN

RunRUN/2026/0001

Run dateOct 25

DriverSami Khoury

Position in the run30

ProofGoodsPhotosCash on deliveryNotes

25.08044, 55.14038

2026-10-25 12:41:20 / WH/OUT/00003

ATLAS ePOD

Doorstep drop

Oct 25, 12:11 PM

25.0804380 / 55.1403760 - 61,172 B

OdooBot 8:47 AM

In progress → Done (Run status)

OdooBot 8:47 AM

Arrived → Delivered (Status)

Sami Khoury 8:47 AM

Delivered: Marina Fresh Grocery (late_sync, otp_device_only)

OdooBot 8:47 AM

Pending → Arrived (Status)

OdooBot 8:47 AM

Delivery stop created

The photos with the watermark band (position, time and delivery number).

Point	What is stored
GPS and time	Position, accuracy, time of completion, distance from the address and whether it was inside the geofence.
Photos	Doorstep drop, open box / serial, damaged parcel, place of delivery. Stored as attachments with their time, position, size and SHA-256 fingerprint; the content is checked (WebP, JPEG or PNG only).
Signature	A PNG of the signature with the printed name of the receiver and the relationship (recipient, neighbor, receptionist, concierge, other) and the time.
Customer code	Whether the code was checked on the phone or by the server (chapter 14).
Goods	Ordered and delivered quantity of every line, lot and serial numbers, the reason of every short line.
Cash	Every payment taken at the door (chapter 17).

In plain words: The proof cannot be edited. Not even a manager can change a photo, a signature or a quantity from the screens or over RPC: they are written only by the app workflow. If something is wrong, add a note in the chatter.

14. Customer code (one-time password)

In plain words: For valuable deliveries the customer receives a 4 to 6 digit **code** by e-mail and gives it to the driver at the door. The code is created by the server when you confirm the run.

Detail	How it works
When	A stop needs a code when the order is worth at least the setting <i>One-time password from this order value</i> (0 = never), or when you tick <i>Always ask for the customer code</i> on the stop.
What is stored	Only hashes: a server-side hash (HMAC-SHA256 keyed with a secret that never leaves the server) that the server uses for every check, and a separate salted hash for the phone. The code itself is never stored; it is only in the e-mail, which is sent by the system, is not linked to the stop, and cannot be read by drivers or in the chatter.
Assurance levels	Checked by the server (best): the digits were verified online through the server, or the setting <i>Offline code check on the phone</i> is OFF and the digits typed at the door matched when the stop was completed. Checked on the phone : the phone had a hash of the code, so the proof is recorded as <i>On the phone (offline)</i> with the flag <i>Code checked on the phone only</i> .
Offline code check setting	ON (default): the app receives the salt and hash and can check the code without a network. OFF: the app receives no hash at all; it checks online when it can, or sends the digits when it completes the stop and the server verifies them.
Wrong tries	5 wrong codes lock the stop for 10 minutes; the counter is never reset by a resend, and after 15 wrong codes over the life of the stop only a dispatcher can unlock it (button <i>Unlock the code</i>). A locked stop is never recorded as verified: the flag <i>Code locked</i> is raised.
Resend	The driver or the dispatcher can send a new code (old code invalid) up to 3 times per stop, only while the run is confirmed or in progress and the code is not locked.
Validity	Setting <i>validity (minutes)</i> , default 24 hours. An hourly job wipes expired hashes; ask for a new code if that happens (flag <i>Code expired</i> if it was too late).
Other channels	The method <code>_epod_send_otp</code> of the stop is a hook: another module can send an SMS or WhatsApp message instead of the e-mail.

Important: Residual risk. A 4 to 6 digit code has at most a million values. If the phone holds a salted hash of it (setting ON), someone who holds the phone can find the code in seconds, and the server cannot tell that from a customer who really gave it. That is why such a proof is labelled *checked on the phone* and flagged. For stronger proof switch the offline check OFF (the driver needs a network or the server check at completion) or verify online first. Whatever the setting, a code protects against honest mistakes and casual fraud, not against a determined attacker.

15. Failed deliveries and exception reasons

In plain words: When the driver cannot deliver he chooses an **exception reason**. A failed stop does **not** validate the delivery order, which stays ready for the next attempt.

ePOD Dispatch

Operations

Cash

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Atlas Trading Co.

4

Stops

RUN/2026/0005 / WH/OUT/00018

Delivery order Ready

Google Maps

OpenStreetMap

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Reschedule

Mark flags as reviewed

Print ePOD

Pending

En route

Arrived

Delivered

Failed

Send message

Log note

Activity

🔍

🔗

👤¹

This stop was recorded with flags: To reschedule

WH/OUT/00018

DELIVERY

Customer

Satwa Hardware & Tools

Street

Plant Street, Al Satwa

City

Dubai

Phone

+971 55 799 8424

Delivery order

WH/OUT/00018

Source

S00018

Proof

Goods

Photos

Cash on delivery

Notes

RECEIVER

Received by

Relationship

Signed at

Reason

Customer not home

Driver note

Rang three times and called the customer, no answer

SIGNATURE

No signature was captured.

ARRIVAL

Left for the stop at

Arrived at

Oct 28, 6:39 AM

Distance at arrival (m)

39.96

Arrived inside the geofence

☒

Arrival detected by

Geofence

Position

25.2201630

55.2753540

Arrival GPS accuracy (m)

9.30

COMPLETION

Completed at

Oct 28, 6:48 AM

Received by the server at

Oct 28, 8:47 AM

Distance from the address (m)

45.06

Completed inside the geofence

☒

Position

25.2197300

55.2753340

GPS accuracy (m)

9.70

Scanned parcels

0

Today

OdooBot

8:47 AM

Arrived → Failed (Status)

Omar Farooq

8:47 AM

Failed: Customer not home

OdooBot

8:47 AM

Pending → Arrived (Status)

OdooBot

8:47 AM

Delivery stop created

A failed stop: the reason, the driver's note and the flag *To reschedule*.

ePOD DispatchOperationsCashReportingConfiguration

Atlas Trading Co.

NewException reasons

Search...

1-11 / 11

☐	Name	Code	Kind	Photo required	Note required	Offer to resc...	
☐	Customer not home	not_home	Failed stop (nothing delivered)	☒	☐	☒	
☐	Access restricted	access	Failed stop (nothing delivered)	☒	☐	☒	
☐	Damaged in transit	damaged	Rejected or damaged goods on a delivered stop	☒	☐	☐	
☐	Refused by customer	refused	Both	☒	☒	☐	
☐	Wrong or incomplete address	wrong_address	Failed stop (nothing delivered)	☒	☐	☒	
☐	Customer asked to reschedule	reschedule_req	Failed stop (nothing delivered)	☐	☒	☒	
☐	Customer could not pay	no_payment	Failed stop (nothing delivered)	☒	☐	☒	
☐	Unsafe to deliver	unsafe	Failed stop (nothing delivered)	☒	☒	☒	
☐	Wrong item delivered	wrong_item	Rejected or damaged goods on a delivered stop	☒	☐	☐	
☐	Item missing in the van	missing_item	Rejected or damaged goods on a delivered stop	☐	☒	☐	
☐	Customer did not order it	not_ordered	Both	☒	☐	☐	

The exception reasons (Configuration, Exception reasons).

Kind	Meaning	Examples
Failed stop	Nothing was delivered.	Customer not home, Access restricted, Wrong address, Unsafe to deliver
Line	Goods rejected or damaged on a stop that was delivered.	Damaged in transit, Wrong item delivered, Missing item
Both	Can be used for either.	Refused by customer, Customer did not order it

In plain words: Every reason says whether a **photo** and a **note** are required and whether the dispatcher should **reschedule**. Managers can add or change reasons; the four reasons of the specification (*not_home*, *access*, *damaged*, *refused*) are installed with their translations.

16. Partial deliveries and backorders

In plain words: When the customer takes less than the ordered quantity, the driver enters the delivered quantity of the line and a reason. The server validates the delivery order with **the quantities that were really delivered**, and Odoo creates a **backorder** automatically for the rest.

ePOD DispatchOperationsCashReportingConfigurationAtlas Trading Co.

Stops
RUN/2026/0005 / WH/OUT/00021

Delivery order DoneGoogle MapsOpenStreetMap1 / 1

Mark flags as reviewedPrint ePODPendingEn routeArrivedDeliveredPartially deliveredSend messageLog noteActivity

This stop was recorded with flags: Partial delivery

WH/OUT/00021

DELIVERY

CustomerQusais Wholesale Foods
StreetIndustrial Area 2, Al Qusais
CityDubai
Phone+971 4 788 5919
Delivery orderWH/OUT/00021
Source ?S00021

RUN

RunRUN/2026/0005
Run dateOct 28
DriverOmar Farooq
Position in the run20
BackorderWH/OUT/00041

ProofGoodsPhotosCash on deliveryNotes

Product	Unit	Ordered	Delivered	Short	Reason	Lots / seri...	Note
[MILK12] Almaral Fresh Milk 1 L...	Units	10.00	9.00	1.00	Damaged ...		Carton crushe...

Today

OdooBot 8:47 AM

Backorder WH/OUT/00041 created for the goods that were not delivered.

OdooBot 8:47 AM

Arrived → Partially delivered (Status)

Omar Farooq 8:47 AM

Partially delivered: Reception - Sana (partial)

OdooBot 8:47 AM

Pending → Arrived (Status)

OdooBot 8:47 AM

Delivery stop created

A partial delivery: 9 of 10 delivered, the reason, and the backorder created.

Case	Result
All lines complete	Stop <i>Delivered</i> , delivery order <i>Done</i> .
A line is short	Stop <i>Partially delivered</i> (flag <i>Partial delivery</i>), delivery order <i>Done</i> , a backorder with the remaining quantity, and a to-do to put it on a new run.
Quantity above the order, negative, not a number	Refused by the server (malformed).
Serial and lot numbers	The app shows the lots reserved on the line and defaults to them; the driver can name other lots (matched ignoring case and blanks). If no lot is named, the reserved lots are delivered. A name that does not exist is not refused: the delivery is recorded and the stop shows the valid lots to choose from.
Odoo refuses to validate	For example an unknown serial number. The proof and the delivery stay recorded, the stop shows the problem and the flag <i>Validation failed</i> , and the button <i>Validate the delivery order</i> tries again after you fix it.

17. Cash on delivery

In plain words: For each stop the module knows the **amount to collect**: the open amount of the posted customer invoices of the delivery (found through the sales order, or through the invoice origin), or the order total when nothing is invoiced yet (needs Sales). Credit notes and paid invoices are ignored.

ePOD Dispatch

Operations

Cash

Reporting

Configuration

Atlas Trading Co.

4

Stops

RUN/2026/0001 / WH/OUT/00003

Delivery order Done

Google Maps

OpenStreetMap

1 / 1

Print ePOD

Pending

En route

Arrived

Delivered

Send message

Log note

Activity

🔍

🔗

👤¹

WH/OUT/00003

DELIVERY

Customer

Marina Fresh Grocery

Street

Marina Plaza, Dubai Marina Walk

City

Dubai

Phone

+971 55 628 2144

Delivery order

WH/OUT/00003

Source

S00003

Proof

Goods

Photos

Cash on delivery

Notes

Amount to collect

From the open invoices / order

Order value

\$ 649.00

To collect

\$ 0.00

Collected

\$ 0.00

Difference

\$ 0.00

CUSTOMER CODE (OTP)

Always ask for the customer code

☐

Code valid until

Oct 29, 8:47 AM

Codes sent

1

Code sent to

o***@customer.example

Wrong tries

0

Code locked until

Code checked

On the phone (offline)

Collected At

Method

Amount

Cheque no. / refer...

State

Payment

Today

OdooBot

8:47 AM

In progress → Done (Run status)

OdooBot

8:47 AM

Arrived → Delivered (Status)

S

Sami Khoury

8:47 AM

Delivered: Marina Fresh Grocery (late_sync, otp_device_only)

OdooBot

8:47 AM

Pending → Arrived (Status)

OdooBot

8:47 AM

Delivery stop created

The Cash on delivery tab: amount expected, collected, and every payment.

Field	Meaning
Amount to collect	From the open invoices / order (automatic), Amount set by the dispatcher or No cash on delivery.
Collections	Every payment the driver took: cash, cheque, card / POS or bank transfer / wallet, with a reference for the last three.
Difference	Collected minus expected; a difference raises the flag <i>Cash difference</i> but never refuses the delivery.

ePOD Dispatch Operations Cash Reporting Configuration							Atlas Trading Co.			
Collections							1-11 / 11			
Run date	Collected At	Collected ...	Stop	Customer	Method	Cheque no. / refer...	Amount	State	Settlement	Payment
Oct 25	Oct 25, 9:41 AM	Sami Kho...	RUN/2026/0001 / WH/OUT/0...	Al Noor Mini Market	Cash		\$ 494.00	Collected		
Oct 25	Oct 25, 11:04 AM	Sami Kho...	RUN/2026/0001 / WH/OUT/0...	Creek View Supermarket	Cash		\$ 378.00	Collected		
Oct 26	Oct 26, 9:51 AM	Sami Kho...	RUN/2026/0002 / WH/OUT/0...	Hessa Al Mazrouel	Bank transfer / ...	TRF-23299	\$ 489.00	Settled	STL/2026/...	PBNK1/20...
Oct 26	Oct 26, 11:09 AM	Sami Kho...	RUN/2026/0002 / WH/OUT/0...	Karama Home Center	Cheque	CHQ-607337	\$ 1,290.00	Settled	STL/2026/...	PCHQ/20...
Oct 27	Oct 27, 9:43 AM	Omar Faro...	RUN/2026/0004 / WH/OUT/0...	Mirdif Family Mart	Cash		\$ 640.00	Collected	STL/2026/...	
Oct 27	Oct 27, 9:49 AM	Imran Qur...	RUN/2026/0003 / WH/OUT/0...	Business Bay Office Sup...	Bank transfer / ...	TRF-93419	\$ 444.00	Collected	STL/2026/...	
Oct 27	Oct 27, 10:42 AM	Imran Qur...	RUN/2026/0003 / WH/OUT/0...	Nadia Siddiqui	Card / POS	POS-8737	\$ 579.00	Collected	STL/2026/...	
Oct 27	Oct 27, 10:55 AM	Omar Faro...	RUN/2026/0004 / WH/OUT/0...	Al Nahda Pharmacy & St...	Cheque	CHQ-741281	\$ 537.00	Collected	STL/2026/...	
Oct 28	Oct 28, 5:11 AM	Omar Faro...	RUN/2026/0005 / WH/OUT/0...	Fatima Al Zaabi	Cash		\$ 2,938.00	Collected		
Oct 28	Oct 28, 7:24 AM	Omar Faro...	RUN/2026/0005 / WH/OUT/0...	Muraqqabat Trading LLC	Cash		\$ 953.00	Collected		
Oct 28	Oct 28, 8:05 AM	Omar Faro...	RUN/2026/0005 / WH/OUT/0...	Taawun Home Appliances	Cheque	CHQ-204518	\$ 1,298.00	Collected		
							\$ 10,040.00			

All collections with their method, reference and settlement.

18. Driver settlement

In plain words: At the end of the shift the driver declares the cash he hands over, per method. The cashier counts it at the hub and a manager approves. The module compares everything with what the app recorded.

ePOD Dispatch

Operations

Cash

Reporting

Configuration

Atlas Trading Co.

4

New

Driver settlements

STL/2026/0001

1 / 1

<

>

Recompute expected

Cash counted

Approve and register payments

Reject

Back to draft

Print

Submitted

Send message

Log note

Activity

Search

Link

1

STL/2026/0001

Driver

Imran Qureshi

Submitted on

Oct 28, 8:47 AM

Run date

Oct 27

Counted by (cashier)

Counted on

Sheet of the day ?

1

Approved by

Tolerance ?

5.00

EXPECTED AND DECLARED CASH

Method	Expected	Declared	Counted	Difference
Cash	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Cheque	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Card / POS	\$ 579.00	\$ 564.00	\$ 564.00	\$ -15.00
Bank transfer / wallet	\$ 444.00	\$ 444.00	\$ 444.00	\$ 0.00
	\$ 1,023.00	\$ 1,008.00	\$ 1,008.00	\$ -15.00

Note

Gave back 15 as change to Al Nahda Pharmacy, signed receipt attached.

Cheque numbers handed over

Accept the difference without booking it ?

☐

Driver signature



Collections

Collected At	Stop	Customer	Method	Cheque n...	Amount	State	Payment
Oct 27, 9:49 AM	RUN/2026/0003 / ...	Business Ba...	Bank tran...	TRF-93419	\$ 444.00	Collected	
Oct 27, 10:42 AM	RUN/2026/0003 / ...	Nadia Siddiqui	Card / POS	POS-8737	\$ 579.00	Collected	
					\$ 1,023.00		

Today

OdooBot 8:47 AM

Draft → Submitted (State)

Imran Qureshi 8:47 AM

Settlement submitted from the driver app.

OdooBot 8:47 AM

Driver settlement sheet (cash handover) created

A settlement: expected against declared and counted per method, the difference and the driver's signature.

- 1 The driver sends the declaration from the app (or the dispatcher creates the sheet under **Cash, Driver settlements** and presses *Submit*). The sheet shows the expected amount per method, taken from the collections of that driver and day. **The declaration is then locked.**
- 2 The cashier counts the money, corrects the **Counted** column if it differs from the declaration, and presses **Cash counted**. The declared and counted amounts are written in the chatter.
- 3 If the difference between counted and expected is larger than the *tolerance* of the settings, a **note** is mandatory.
- 4 A **manager** (not the driver himself) presses **Approve and register payments**. It is refused until the cash is counted and while the driver still has open stops on that day.

On approval	Detail
Payments	One posted customer payment per collection, at the amount the customer paid, in the journal of its method, dated on the run day, with the delivery and cheque numbers in the memo.
Reconciliation	Each payment is reconciled with the open invoices of the stop, oldest first . Invoices in another currency are left open and noted in the chatter; a payment without an open invoice stays as customer credit.
Shortage or surplus	The difference between the cash counted and the cash collected is booked in one journal entry: a shortage debits the <i>Driver shortage account</i> (partner: the driver) and credits the liquidity account of the method's journal; a surplus does the opposite. Choose the journal and the account in the settings. If they are not configured, a difference beyond the tolerance can only be approved when a manager writes a note and ticks <i>Accept the difference without booking it</i> ; that choice is logged.
Safety	Approving twice creates nothing; you cannot approve your own settlement; the approved sheet is locked.
Reject	Sends the sheet back: the driver declares again.
Late collections	A collection that reaches the server after the sheet of the day was submitted or approved (a phone that was offline, a reopened run) goes to a follow-up sheet of the same day (sheet 2, 3...) and the dispatcher gets a to-do. The driver declares it from the app like the first one.

ePOD DispatchOperationsCashReportingConfiguration

Atlas Trading Co.

NewDriver settlementsSTL/2026/0003

Payments2

1 / 1

Print

DraftSubmittedApproved

Send messageLog noteActivity

STL/2026/0003

DriverSami Khoury

Run dateOct 26

Submitted onOct 28, 8:47 AM

Counted by (cashier)Hana Farouk

Counted onOct 27, 8:46 AM

Sheet of the day1

Approved byLayla Mansour

Tolerance5.00

EXPECTED AND DECLARED CASH

Method	Expected	Declared	Counted	Difference
Cash	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Cheque	\$ 1,290.00	\$ 1,290.00	\$ 1,290.00	\$ 0.00
Card / POS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Bank transfer / wallet	\$ 489.00	\$ 489.00	\$ 489.00	\$ 0.00
	\$ 1,779.00	\$ 1,779.00	\$ 1,779.00	\$ 0.00

Note

Explain a difference here

Cheque numbers handed over

Driver signature



Collections

Collected At	Stop	Customer	Method	Cheque n...	Amount	State	Payment
Oct 26, 9:51 AM	RUN/2026/0002 / W...	Hessa Al ...	Bank tran...	TRF-23299	\$ 489.00	Settled	PBNK1/20...
Oct 26, 11:09 AM	RUN/2026/0002 / W...	Karama H...	Cheque	CHQ-607...	\$ 1,290.00	Settled	PCHQ/20...
					\$ 1,779.00		

Today

Layla Mansour 8:47 AM

None → Layla Mansour (Approved by)

Submitted → Approved (State)

Layla Mansour 8:47 AM

Settlement approved by Layla Mansour: 2 payments registered.

OdooBot 8:47 AM

Draft → Submitted (State)

Sami Khoury 8:47 AM

Settlement submitted from the driver app.

OdooBot 8:47 AM

Driver settlement sheet (cash handover) created

An approved settlement with its payments.

19. Printable reports

Report	Where	Content
Proof of delivery (ePOD)	Print on a stop, on a delivery order, or e-mailed to the customer	Customer, run and driver, arrival and completion with time and place, customer code result, goods, receiver, signature, photos, flags.
Run sheet	Print on a run	The stops in order with address, instructions, code required and cash to collect, and signature lines.
Driver settlement	Print on a settlement	Expected, declared and difference, the collections and signature lines.

2026-10-28 08:50

Atlas
Trading Co.

/

Proof of delivery

WH/OUT/00003 - S00003

Delivered

Atlas Trading Co.

CUSTOMER

Marina Fresh Grocery
Marina Plaza, Dubai Marina Walk
Dubai United Arab Emirates
+971 55 628 2144

RUN

RUN/2026/0001 - 2026-10-25
Driver: Sami Khoury
Vehicle: Mitsubishi Canter

Event	Time (UTC)	Position	Check
Arrived	2026-10-25 06:39:00	25.08070, 55.14074	50 m - inside the geofence (Geofence)
Completed	2026-10-25 06:43:00	25.08044, 55.14038 (+/- 7 m)	10 m - at the address
Customer code	Verified On the phone (offline) - sent to o***@customer.example		

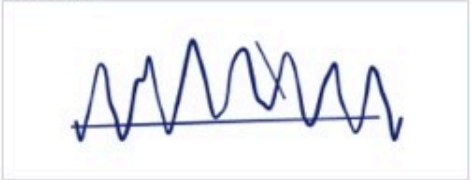
GOODS

Product	Ordered	Delivered	Reason / note
[TV55] Samsung 55" Smart TV	1	1	

RECEIVED BY

Marina Fresh Grocery
Relationship: Recipient
Signed 2026-10-25 06:43:00

SIGNATURE



PHOTOS



Flags for the dispatcher: Code checked on the phone only

Recorded by the driver app - received by the server 2026-10-28 03:17:04 - stop b8e75258-640a-4fb3-b9ee-9aba44f454ca

The ePOD of a delivered stop.

2026-10-28 08:51

Atlas
Trading Co.

/

Proof of delivery

WH/OUT/00021 - S00021

Partially delivered

Atlas Trading Co.

CUSTOMER

Qusais Wholesale Foods

Industrial Area 2, Al Qusais

Dubai United Arab Emirates

+971 4 788 5919

RUN

RUN/2026/0005 - 2026-10-28

Driver: Omar Farooq

Vehicle: Ford Transit

Event	Time (UTC)	Position	Check
Arrived	2026-10-28 00:31:49	25.29009, 55.38020	22 m - inside the geofence (Geofence)
Completed	2026-10-28 00:36:49	25.28989, 55.38013 (+/- 9 m)	18 m - at the address

GOODS

Product	Ordered	Delivered	Reason / note
[MILK12] Almarai Fresh Milk 1 L (carton of 12)	10	9	Damaged in transit Carton crushed on the corner

RECEIVED BY

Reception - Sana

Relationship: Receptionist

Signed 2026-10-28 00:36:49

SIGNATURE

PHOTOS



Flags for the dispatcher: Partial delivery

Recorded by the driver app - received by the server 2026-10-28 03:17:08 - stop cbe28c6a-30a7-4216-801a-be138deca4e4

The ePOD of a partial delivery with the reason and the damage photo.

2026-10-28 08:51

Atlas
Trading Co.

/

Run sheet RUN/2026/0005

2026-10-28 - Atlas Trading Co.

Driver: Omar Farooq
Vehicle: Ford Transit (DXB A 45213)
Planned distance: 98.0 km

#	Customer and address	Delivery	Instructions	To collect	Done
1	Fatima Al Zaabi Villa 7, Al Safa 1 Dubai +971 50 506 5070	WH/OUT/00019 code required	Window 15:00-19:00 Please call 15 minutes before arriving	\$ 2,938.00	Delivered
2	Qusais Wholesale Foods Industrial Area 2, Al Qusais Dubai +971 4 788 5919	WH/OUT/00021	Window 07:00-12:00 Warehouse 5, forklift available		Partially delivered
3	Satwa Hardware & Tools Plant Street, Al Satwa Dubai +971 55 799 8424	WH/OUT/00018	Window 08:00-12:00 Shop is behind the bus stop		Failed
4	Muraqqabat Trading LLC Salah Al Din Street, Al Muraqqabat Dubai +971 6 915 4999	WH/OUT/00020 code required	Window 09:00-17:00 Office on 2nd floor, lift available	\$ 978.00	Delivered
5	Taawun Home Appliances Al Taawun Street, Sharjah Sharjah +971 4 795 4078	WH/OUT/00013 code required	Window 10:00-18:00 Showroom entrance, ground floor	\$ 1,298.00	Delivered
6	Muwaileh Student Residence Muwaileh Commercial, Sharjah Sharjah +971 50 299 9974	WH/OUT/00014	Window 11:00-15:00 Code 7788 Security guard signs, gate code on the intercom	\$ 432.00	Arrived
7	International City Mart England Cluster, International City Dubai +971 52 410 9133	WH/OUT/00016		\$ 456.00	En route
8	Silicon Oasis Tech Store Dubai Silicon Oasis HQ Building Dubai +971 4 777 1976	WH/OUT/00015 code required	Window 09:00-16:00 Ask for the receiving clerk		Pending
9	JVC Villa Furnishing Circle Mall, Jumeirah Village Circle Dubai +971 52 637 6146	WH/OUT/00017	Window 10:00-18:00 Unload at the service entrance	\$ 119.00	Pending

Total to collect \$ 6,221.00

Note: Heavy traffic expected on Sheikh Zayed Road after 17:00. Use the Al Khail road when possible.

Driver signature: _____

Dispatcher: _____

The run sheet.

In plain words: With *E-mail the proof of delivery to the customer* switched on (Settings), the customer receives the ePOD as a PDF when the stop is completed, in the language of the customer.

20. Stops to review (flags)

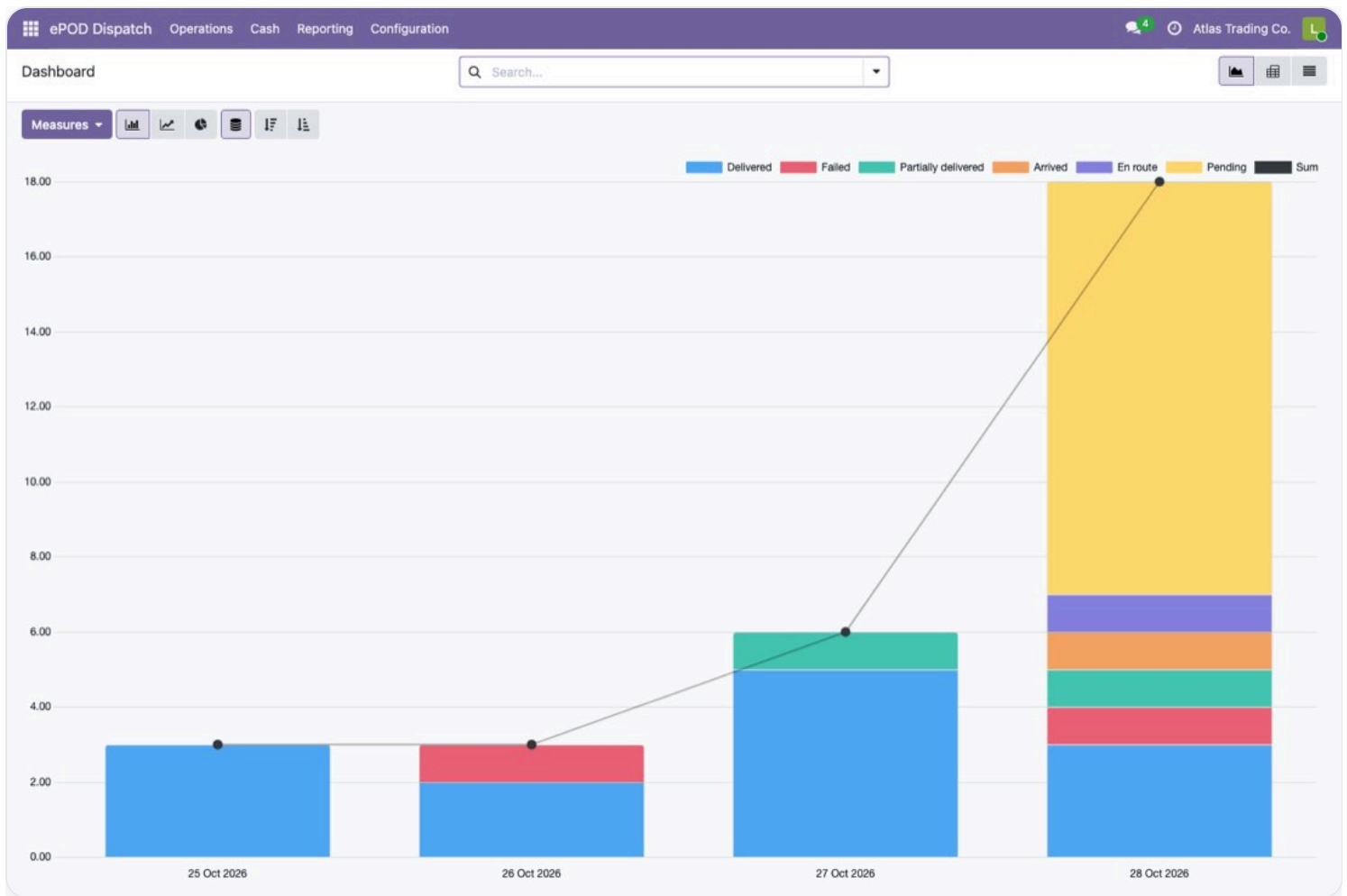
In plain words: The server never refuses a delivery that happened. When something does not look right it records the stop anyway and raises **flags**, plus a to-do for the dispatcher of the run.

ePOD Dispatch Operations Cash Reporting Configuration												
Atlas Trading Co.												
Stops to review												
With flags to review												
1-5 / 5												
Run date	Run	Delivery	Customer	City	Driver	Status	Arrived at	Completed at	Received ...	Photo C...	To collect	Collector
Oct 28	RUN/2026...	WH/OUT/...	Fatima Al ...	Dubai	Omar Faro...	Delivered	Oct 28, 5:05 AM	Oct 28, 5:11 AM	Mohamme...	2	\$ 2,938.00	\$ 2,938.00
Oct 28	RUN/2026...	WH/OUT/...	Qusais W...	Dubai	Omar Faro...	Partially...	Oct 28, 6:01 AM	Oct 28, 6:06 AM	Reception...	2	\$ 0.00	\$ 0.00
Oct 28	RUN/2026...	WH/OUT/...	Satwa Har...	Dubai	Omar Faro...	Failed	Oct 28, 6:39 AM	Oct 28, 6:48 AM		1	\$ 0.00	\$ 0.00
Oct 28	RUN/2026...	WH/OUT/...	Muraqqab...	Dubai	Omar Faro...	Delivered	Oct 28, 7:19 AM	Oct 28, 7:24 AM	Neighbour...	1	\$ 978.00	\$ 953.00
Oct 28	RUN/2026...	WH/OUT/...	Taawun H...	Sharjah	Omar Faro...	Delivered	Oct 28, 7:58 AM	Oct 28, 8:05 AM	Dr. Reem ...	2	\$ 1,298.00	\$ 1,298.00
											\$ 5,214.00	\$ 5,189.00

Flag	Raised when
Outside geofence	The distance at arrival or completion is larger than the radius.
Low GPS accuracy / GPS missing	The accuracy is worse than the setting, or no position came with the stop.
Code missing / mismatch / expired / locked	The stop needs a customer code and none, a wrong one, or an expired one was entered, or the stop was locked after too many wrong tries.
Code checked on the phone only	The code matched but the phone had a hash of it: weaker proof (chapter 14).
Signature / Photo missing	The stop needs them and they were not sent.
Cash difference	Collected is not what was expected.
Late sync	The proof arrived more than 6 hours after the delivery (the phone was offline).
Partial delivery	A line was short; a backorder exists.
Reference missing	A cheque, card or transfer payment has no reference.
Validation failed	Odoo refused to validate the delivery order.
To reschedule	A failed stop whose reason asks for a new attempt.

In plain words: Press **Mark flags as reviewed** on the stop when you have dealt with it; the stop leaves the review list.

21. Dashboard and tracking



Stops by status and day.

In plain words: Reporting, Dashboard shows stops by status and day as a graph and as a pivot (by driver, with the on-time percentage and the cash collected). **On-time delivery** is the share of delivered stops completed on or before the day of the run.

11 4 12

The pivot by driver and status.

ePOD Dispatch				Operations	Cash	Reporting	Configuration	Atlas Trading Co.	
GPS trail				Search...				1-40 / 40	
☐	Recorded At	Driver	Manifest	Latitude	Longitude	Accuracy	Speed (km/h)	Battery (...)	
☐	Oct 28, 8:41 AM	Omar Farooq	RUN/2026/0005	25.1290000	55.3860000	8.00	25.34	57	
☐	Oct 28, 8:36 AM	Omar Farooq	RUN/2026/0005	25.1380000	55.3920000	8.00	16.23	58	
☐	Oct 28, 8:31 AM	Omar Farooq	RUN/2026/0005	25.1470000	55.3980000	8.00	2.38	59	
☐	Oct 28, 8:26 AM	Omar Farooq	RUN/2026/0005	25.1560000	55.4040000	8.00	6.29	60	
☐	Oct 28, 8:21 AM	Omar Farooq	RUN/2026/0005	25.1650000	55.4100000	8.00	47.30	61	
☐	Oct 28, 8:16 AM	Omar Farooq	RUN/2026/0005	25.1914000	55.4168000	8.00	3.86	62	
☐	Oct 28, 8:11 AM	Omar Farooq	RUN/2026/0005	25.2178000	55.4236000	8.00	37.44	63	
☐	Oct 28, 8:06 AM	Omar Farooq	RUN/2026/0005	25.2442000	55.4304000	8.00	1.08	64	
☐	Oct 28, 8:01 AM	Omar Farooq	RUN/2026/0005	25.2706000	55.4372000	8.00	33.24	65	
☐	Oct 28, 7:56 AM	Omar Farooq	RUN/2026/0005	25.2970000	55.4440000	8.00	43.33	66	
☐	Oct 28, 7:51 AM	Omar Farooq	RUN/2026/0005	25.3012000	55.4326000	8.00	11.74	67	
☐	Oct 28, 7:46 AM	Omar Farooq	RUN/2026/0005	25.3054000	55.4212000	8.00	30.94	68	
☐	Oct 28, 7:41 AM	Omar Farooq	RUN/2026/0005	25.3096000	55.4098000	8.00	9.69	69	
☐	Oct 28, 7:36 AM	Omar Farooq	RUN/2026/0005	25.3138000	55.3984000	8.00	59.39	70	
☐	Oct 28, 7:31 AM	Omar Farooq	RUN/2026/0005	25.3180000	55.3870000	8.00	23.90	71	
☐	Oct 28, 7:26 AM	Omar Farooq	RUN/2026/0005	25.3064000	55.3756000	8.00	13.18	72	
☐	Oct 28, 7:21 AM	Omar Farooq	RUN/2026/0005	25.2948000	55.3642000	8.00	52.97	73	
☐	Oct 28, 7:16 AM	Omar Farooq	RUN/2026/0005	25.2832000	55.3528000	8.00	39.62	74	
☐	Oct 28, 7:11 AM	Omar Farooq	RUN/2026/0005	25.2716000	55.3414000	8.00	9.27	75	
☐	Oct 28, 7:06 AM	Omar Farooq	RUN/2026/0005	25.2600000	55.3300000	8.00	47.04	76	
☐	Oct 28, 7:01 AM	Omar Farooq	RUN/2026/0005	25.2520000	55.3190000	8.00	4.39	77	

The GPS trail (breadcrumbs sent by the app while a run is open).

ePOD Dispatch

Operations

Cash

Reporting

Configuration

4

Atlas Trading Co.

L

Devices

Search...

1-4 / 4

<div>☐</div> Driver	Device	Platform	App version	Last Seen	Active
<div>☐</div> Imran Qureshi	iPhone 13	iOS	1.0.0	Oct 28, 8:47 AM	<div><div></div></div>
<div>☐</div> Yusuf Ahmed	Samsung Galaxy S23	Android	1.0.0	Oct 28, 8:47 AM	<div><div></div></div>
<div>☐</div> Sami Khoury	Google Pixel 7	Android	1.0.0	Oct 28, 8:47 AM	<div><div></div></div>
<div>☐</div> Omar Farooq	Samsung Galaxy A54	Android	1.0.0	Oct 28, 8:47 AM	<div><div></div></div>

Devices: the phones that are signed in (Configuration, Devices). Switch one off to sign it out.

ePOD Dispatch Operations Cash Reporting Configuration							Atlas Trading Co.	
Sync log		Search...					1-40 / 40	
Received At	Driver	Type	Stop id	Local Seq	Status	Http Sta...	Code	Message
Oct 28, 8:47 AM	Sami Khoury	Settlement	0	51	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Settlement	0	50	Applied	200		
Oct 28, 8:47 AM	Imran Qureshi	Settlement	0	49	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Status	16	48	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Status	14	47	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Complete	13	45	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Status	13	44	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Complete	20	42	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Status	20	41	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Complete	18	40	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Status	18	39	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Complete	21	38	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Status	21	37	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Complete	19	35	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Status	19	34	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Status	19	33	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Complete	12	32	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Status	12	31	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Complete	11	29	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Status	11	28	Applied	200		
Oct 28, 8:47 AM	Omar Farooq	Complete	10	26	Applied	200		

The sync log lists every operation received from the phones, applied or rejected, with the reason.

22. Roles and access rights

Role	Can do
Driver	Signs in to the app. In Odoo he sees only his own runs, stops, collections and settlements, read only .
Dispatcher	Sees everything of the company: creates and confirms runs, adds deliveries, optimizes, reassigns, reschedules, reviews flags, counts the cash. Cannot change the proof or approve settlements. Includes Inventory user and Fleet user rights.
Manager	Everything of the dispatcher plus: approve or reject settlements, the settings, exception reasons, flags, devices and the sync log.

In plain words: Rules: every record belongs to a company and users only see their companies (multi-company safe); a driver's rights are limited to his own run by record rules, also on photos, collections and lines; workflow buttons check the role on the server; status and proof fields cannot be written from the screens or over RPC.

23. Settings

ePOD Dispatch Operations Cash Reporting Configuration
Atlas Trading Co.

Save Discard Settings

General Settings

Sales

Purchase

Inventory

Invoicing

ePOD Dispatch

Fleet

Proof of delivery

Photos and signature

What the driver is asked for. Missing proof never rejects a delivery that happened: it raises a flag.

Photo required on every stop ☒

Minimum photos per stop	<input type="text" value="1"/>
Maximum photos per stop	<input type="text" value="12"/>
Maximum size of a photo (bytes)	<input type="text" value="3,145,728"/>
Photo long side sent by the app (pixels)	<input type="text" value="1,600"/>
Photo quality sent by the app (%)	<input type="text" value="70"/>
Signature required on stops	☒
Signature required from this order value	<input type="text" value="0.00"/>

Proof e-mail

Send the printable proof of delivery to the customer when the stop is completed.

E-mail the proof of delivery to the customer ☒

Customer code (OTP)

Stops worth at least this value (or flagged by the dispatcher) need a one-time code that the customer receives by e-mail. The server stores only hashes. The offline check on the phone is convenient but weaker: see the guide.

One-time password from this order value	<input type="text" value="500.00"/>
One-time password digits	<input type="text" value="6"/>
One-time password validity (minutes)	<input type="text" value="1,440"/>
Offline code check on the phone	☒

Cash on delivery and settlement

Journals

Approving a driver settlement posts one customer payment per collection in the journal of its method.

Settlement

A difference between the cash counted at the hub and the cash collected up to the tolerance needs no note. A larger

Proof of delivery settings.

Setting	Default	Meaning
Geofence radius	100 m	Arrival and completion are checked against this distance (10 to 5000 m). A contact can override it.
Worst GPS accuracy	60 m	A worse position raises the low accuracy flag.
Photo required / minimum / maximum	yes / 1 / 12	Proof rules sent to the app; missing photos only raise flags.
Maximum photo size	3 MB	Larger photos are refused (413).
Photo long side / quality	1600 px / 70	Sent to the app for WebP compression.
Signature required from value	0 (always)	Signature required on stops worth at least this.
One-time password from value / digits / validity	500 / 6 / 1440 min	See chapter 14.
Offline code check on the phone	on	OFF = the phone never receives a hash of the code (chapter 14).
E-mail the proof	off	Send the ePOD PDF to the customer.
Journals by method	-	Used by the settlement approval.
Settlement tolerance	1.00	A difference up to this per method needs no note.
Shortage journal and account	-	Where the difference between counted and collected cash is booked (chapter 18).
GPS trail retention	30 days	Older breadcrumbs are deleted by a daily job.
Forget devices after	180 days	Phones not seen for this long must sign in again.

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ePOD Dispatch

Fleet

Signature required on stops

Signature required from this order value

Proof e-mail

E-mail the proof of delivery to the customer

Cash on delivery and settlement

Journals

Approving a driver settlement posts one customer payment per collection in the journal of its method.

Cash journal

Cash

Cheque journal

Cheques in hand

Card / POS journal

Card terminal (POS)

Transfer / wallet journal

Bank

Settlement

A difference between the cash counted at the hub and the cash collected up to the tolerance needs no note. A larger difference is booked as a driver shortage or surplus in the journal and account below; without them the manager must accept it with a note.

Settlement tolerance

5.00

Shortage journal

Driver shortage account

Devices

Signed-in phones

Devices that have not been seen for this long are forgotten and must sign in again.

Forget devices not seen for (days)

180

Cash on delivery and settlement settings.

24. The driver app: sign in, the run and navigation

In plain words: **Taqnix ePOD Driver** is made for the cab and the doorstep: big touch targets, one-handed use, high contrast, status colours (pending amber, en route orange, arrived blue, delivered green, failed red) and icons from **Fluent UI System Icons**. Nothing is hard-coded: the radius, the proof rules, the reasons and the payment methods come from your Odoo settings.

Screen	What the driver does
Sign in	Server address (when the build has no fixed address), e-mail login and password, <i>Remember me on this phone</i> . A language switch is on the screen.
Today's run	The run of the day: number, vehicle and plate, a progress bar, the counts (stops, delivered, failed, remaining) and the cash collected against the cash expected. Below, the <i>To do</i> list in order with the next stop highlighted, distance markers in meters or kilometers, the delivery window and the amount to collect.
My order	A drag handle lets the driver re-order the stops for himself. This is local only: the API has no re-order call, nothing is sent to Odoo, and a re-order by the dispatcher arrives by itself.
Stop details	The customer, address, delivery window, a <i>Call</i> button, the gate and access instructions from the contact (with a copy button), the items with their quantities, and the proofs this stop needs (photo, signature, one-time code, scan).

9:05



العربية



Taqnix ePOD Driver

Proof of delivery and last-mile dispatch

Server address



http://localhost:8210

Login (e-mail)



sami@atlas-trading.example

Password



.....

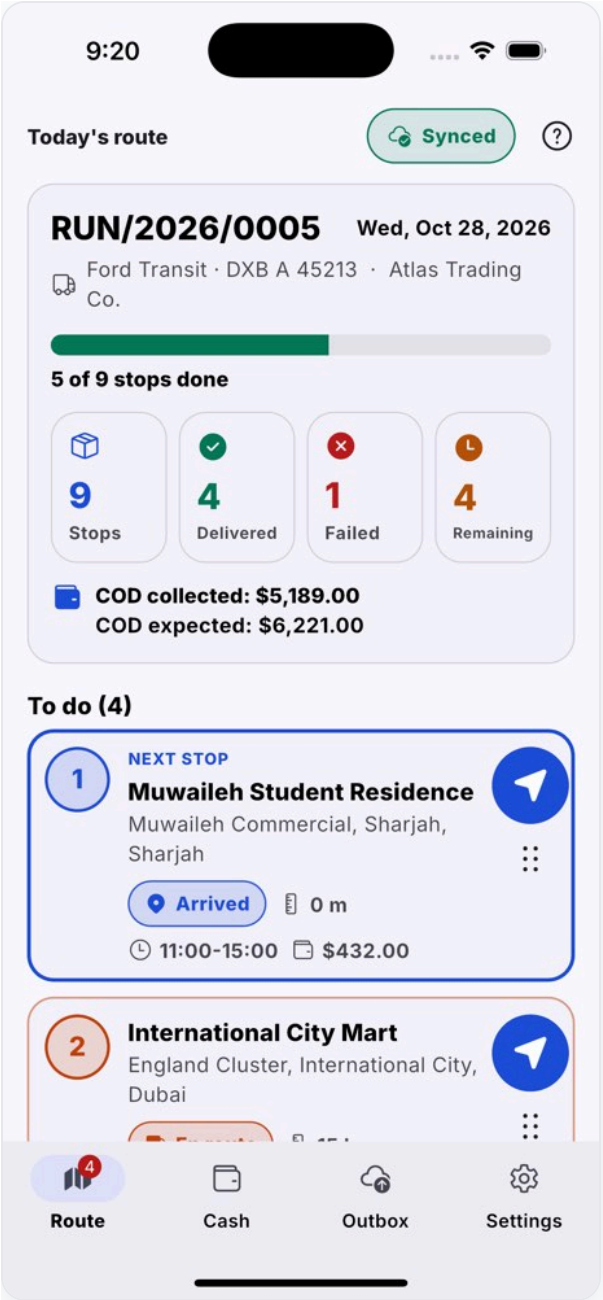


Remember me on this phone



Sign in

Sign in: the server address, the login and the password.



Today's run: progress, counts, the cash collected against the cash expected, and the stops in order.

9:18

Stop details

✓ Delivered

Order WH/OUT/00020

Muraqqabat Trading LLC

📍 Salah Al Din Street, Al Muraqqabat,
Dubai

🕒 **Delivery window: 09:00-17:00**

📍 **Arrived 07:50**

📞 Call +971 6 915 4999

🔑 **Access and gate**

Gate instructions
Office on 2nd floor, lift available

📦 **Items (1)**

2 Units

[WM8] LG Washing Machine #
8 kg

🛡️ **Proof required**

📷 Photo

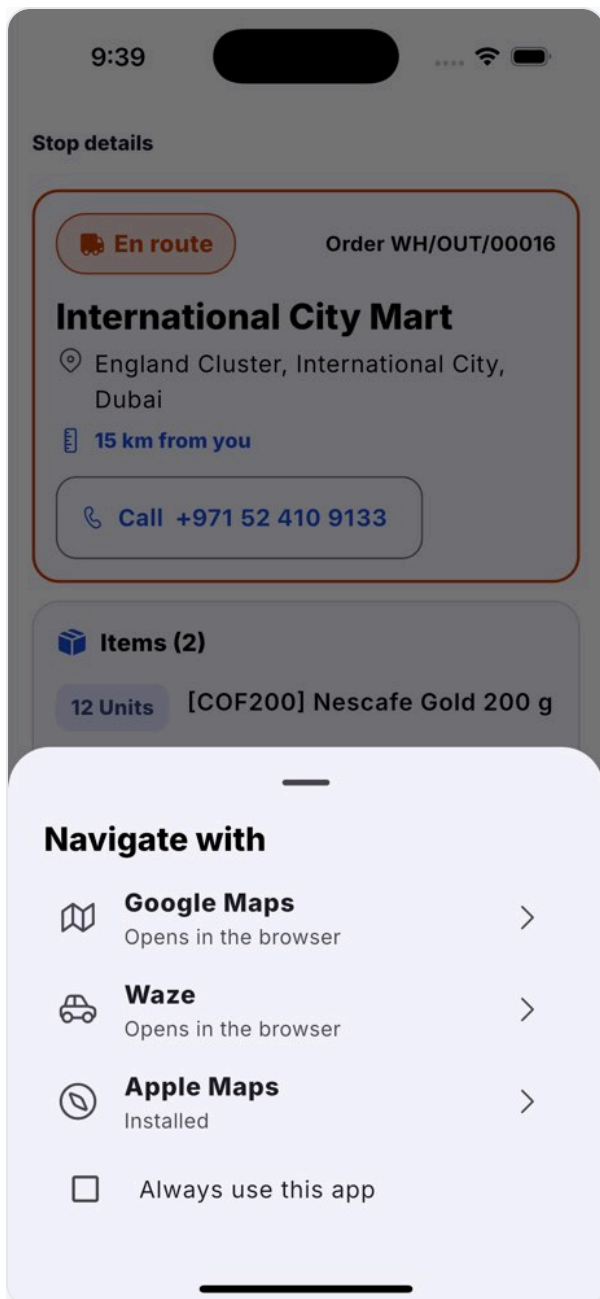
✍️ Signature

🔑 OTP code

📷 Scan

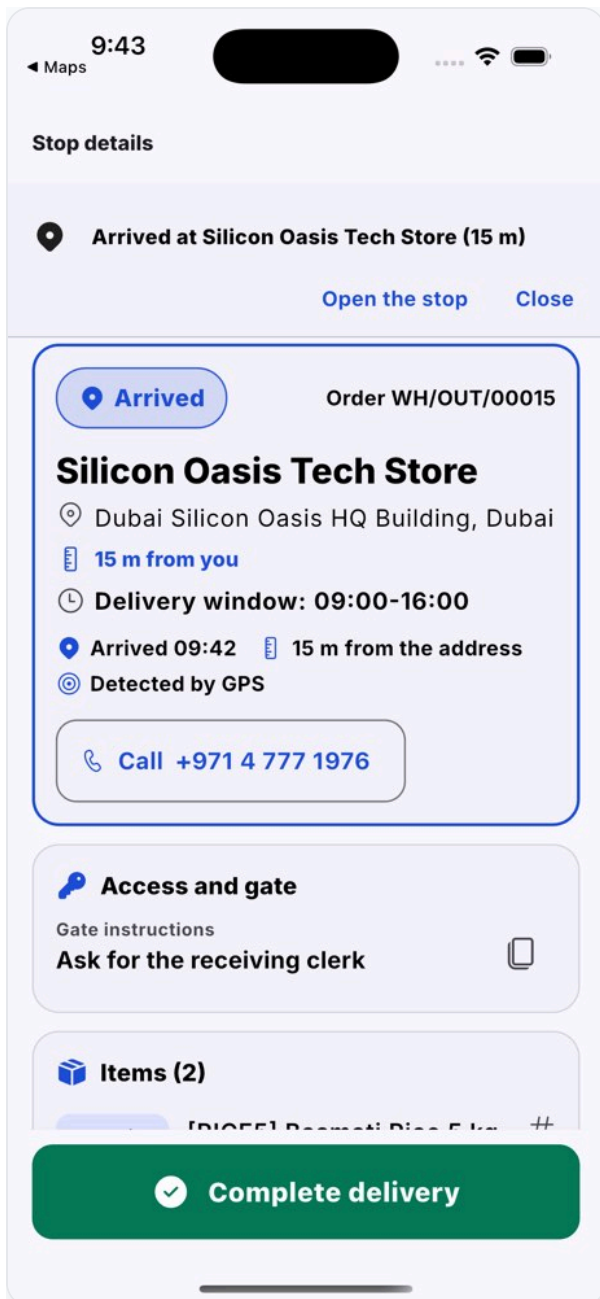
A stop: address, delivery window, call button, gate instructions, items and the proof it needs.

In plain words: Navigation. The arrow on a stop opens the navigation app of the driver with the coordinates of the customer: **Google Maps, Waze, Apple Maps** or any app that handles a `geo:` link. The first time the driver chooses (and can tick *Always use this app*); in Settings he can change it, and the default can come from Odoo. There is **no turn-by-turn guidance inside the app**. When the driver comes back from the navigation app, a sheet asks *Welcome back: have you arrived?* with *Yes, I have arrived, Open the stop* and *Not yet*.



Navigate with: Google Maps, Waze or Apple Maps, and the option to always use one.

In plain words: Geofenced arrival. While the driver has open stops the app watches the position (an Android foreground service with a visible notice, or iOS background location). When the phone enters the radius of a stop the stop becomes *Arrived* by itself, with the time, the distance, the accuracy and the trigger *GPS*, and a banner offers to open the stop. A manual *Arrived* button is always there. The arrival is stamped on the phone first, so it works without a network.



The arrival banner: Arrived at the customer, 15 m from the address, detected by GPS.

25. The driver app: the six-step proof of delivery

In plain words: Opening a stop and pressing *Complete delivery* starts a stepper of **six steps**: *Arrived, Scan, Photos, Sign / OTP, Cash, Finish*. Every step shows *Required* or *Done*; the driver can move back and forth. The server never refuses a delivery that happened: a missing proof only raises a flag for the dispatcher, and the last step lists what the dispatcher will be told.

Step	What it does
1 Arrived	Confirms the arrival (automatic by the geofence, or by hand) and records the time and the distance.
2 Scan	<i>Scan a package</i> with the camera or type the code, or <i>Mark all as delivered</i> . Every line shows the ordered quantity and a stepper for the delivered quantity: a lower quantity asks for a reason and makes a partial delivery.
3 Photos	The camera shows the watermark live (latitude, longitude, accuracy, time and the delivery number) and burns it into the picture. Photo types: doorstep drop, open box / serial, damaged parcel, place of delivery. Without a live camera the system camera or the gallery can be used. Photos are encoded to WebP with <code>flutter_image_compress</code> ; when a device cannot, the photo is kept as JPEG and the screen says so (the server accepts WebP, JPEG and PNG).
4 Sign / OTP	The receiver signs on the canvas (smoothed strokes, <i>Clear</i>), his printed name and his relationship (recipient, neighbor, receptionist, concierge, other). When the stop needs the customer's code the driver types it and presses <i>Check code</i> ; <i>Resend code</i> asks Odoo for a new one.
5 Cash	The amount expected, the total received and the payment methods (cash, cheque, card / POS, bank transfer / wallet) with the amount and the reference where the method needs one. A short collection is shown in red.
6 Finish	The summary (lines checked, photos, signature, receiver, cash) and the warnings, then <i>Complete delivery</i> .

9:19

Muwaileh Student Residence

Step 2 of 6

Scan

Required

Photos

Required

Sign / OTP

Required

Cash

Require

Check the packages

0 of 2 lines checked

Scan a package

Mark all as delivered

[WATER24] Bottled Water 500 ml

(carton of 24)

Ordered 20 Units · 629100000011

Delivered

—

20

+

[MILK12] Almarai Fresh Milk 1 L

(carton of 12)

Ordered 4 Units · 629100000007

Delivered

—

4

+

Back

Next

Step 2: check the packages, with the delivered quantity of every line.



The photo with the live watermark: position, accuracy, time and delivery number.

9:35

<

Muwaileh Student Residence

ⓧ

Step 4 of 6

📷

Photos

Done

✍️

Sign / OTP

Done

💰

Cash

Required

🚩

Finish

Required

✍️

Signature and code

This order needs a signature



✓ Signature saved · Strokes: 1

🔄 Clear

Receiver's printed name

👤

Ahmad Saleh

Relationship

✓ Recipient

👤 Neighbor

👤 Receptionist

👤 Concierge

Back

> Next

Step 4: the signature, the printed name and the relationship.

9:08

Arjan Tower Residences
Step 4 of 6

Photos Required | **Sign / OTP** Done | Cash Required | Finish Required

Rashid Karim

Relationship

☒ Recipient | ☐ Neighbor

☐ Receptionist | ☐ Concierge

☐ Other

One-time code
This order needs the customer's code

1 8 3 8 5 1 |

☒ Check code | Resend code

Code sent to o***@arjantowerresidenc.example

✓ Code is correct

Back | > Next

The customer's one-time code, typed and checked.

In plain words: The customer's code. When your setting *Offline code check on the phone* is on, the phone receives a salted hash and checks the digits without a network; the server verifies them again and flags a mismatch. When it is off, the phone checks online when it can, or just sends the digits for the server to verify. After five wrong digits the stop is locked for ten minutes (chapter 14); the screen says so. The code itself never reaches the phone.

In plain words: Lots and serial numbers. For a tracked line the app shows *Lots / serial numbers* with the lots **reserved in Odoo** and their quantity, and the driver picks what he really delivers.

With no pick, the reserved lots are delivered.

9:07

<

Arjan Tower Residences

Step 2 of 6

×

Scan
Required

Photos
Required

Sign / OTP
Required

Cash
Required

✓

Mark all as delivered

☐

[TV55] Samsung 55" Smart TV
Ordered 1 Units · 629100000001

Delivered

—

1

+

Lots / serial numbers

Delivered 1 of 1

Choose the lots you are delivering. Reserved quantity shown on each.

✓

TV55-2403 · Reserved 1

☐

[MW25] Midea Microwave 25 L
Ordered 1 Units · 629100000006

Delivered

—

1

+

Back

> Next

A serial-tracked line: the reserved serial number is offered, delivered 1 of 1.

9:19

Muwaileh Student Residence (X)

Step 5 of 6

Photos Required Sign / OTP Required **Cash Required** Finish Required

Cash on delivery

Expected	\$432.00
Total received	\$0.00

Short by \$432.00

2026/00014/الفات \$432.00

Payment method

Cash Cheque Card / POS

Bank transfer / wallet

Amount

\$ 432.00

Rest: \$432.00

Back > Next

Step 5: cash on delivery, the payment method, the amount and the shortfall.

26. The driver app: failed stops, outbox and cash settlement

In plain words: Cannot deliver. From the stop the driver opens *Cannot deliver*: he chooses one of the **reasons configured in Odoo** (customer not home, access restricted, wrong address, refused...), takes the photo when the reason requires one, writes the note when it requires one, and presses *Finish as failed*. The delivery order stays ready in Odoo and the dispatcher gets a to-do to reschedule.

9:41

<

International City Mart

Cannot deliver



25.20480° N 55.27080° E ±8 m
2026-10-28 09:41:13 UTC+05:30
International City Mart · WH/OUT/00016



The live camera is not available here.



System camera



Choose from gallery



Use a sample photo



GPS, time and stop are burned into every photo.

Photo type



Doorstep drop



Open box / serial



Damaged parcel



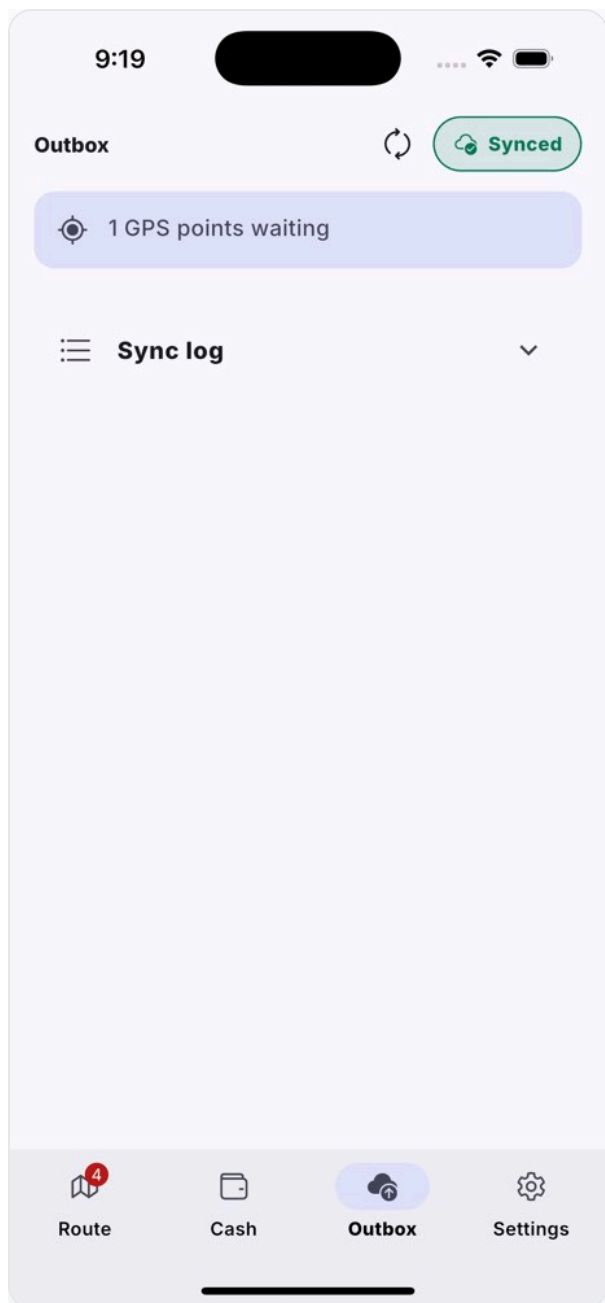
Place of delivery



Finish as failed

Cannot deliver: the reason, the photo (camera, gallery or sample) and Finish as failed.

In plain words: Outbox. Every action is written in a local database first and then sent in order with its unique ID. The *Outbox* tab shows what has not reached the server yet (stop proofs, GPS points, settlement), a sync button, the *Synced* or *Offline* badge and a *Sync log*. A background task also tries to send the queue every 15 minutes or so (the system decides). Signing out warns when operations are still waiting, and removes the local data.



The Outbox tab: what is waiting, and the sync log.

In plain words: Cash settlement. The *Cash* tab lists what the driver collected today per method, warns when stops are still open, and lets him type what he hands in per method (the button *Use expected* fills it). Submitting sends the declaration; the hub cashier counts and a manager approves in Odoo (chapter 18). The screen shows the status of the sheet, and a follow-up sheet when late collections need one.

9:19

Cash settlement Synced

⌚ Settlement: Not submitted

⚠️ 4 stops are still open

📁 **Collected today**

💵 Cash	\$3,891.00
📄 Cheque	\$1,298.00
💳 Card / POS	\$0.00
➡️ Bank transfer / wallet	\$0.00
Total	\$5,189.00

📁 **Handed in** Use expected

Cash (\$) 3891.00

Cheque (\$) 1298.00

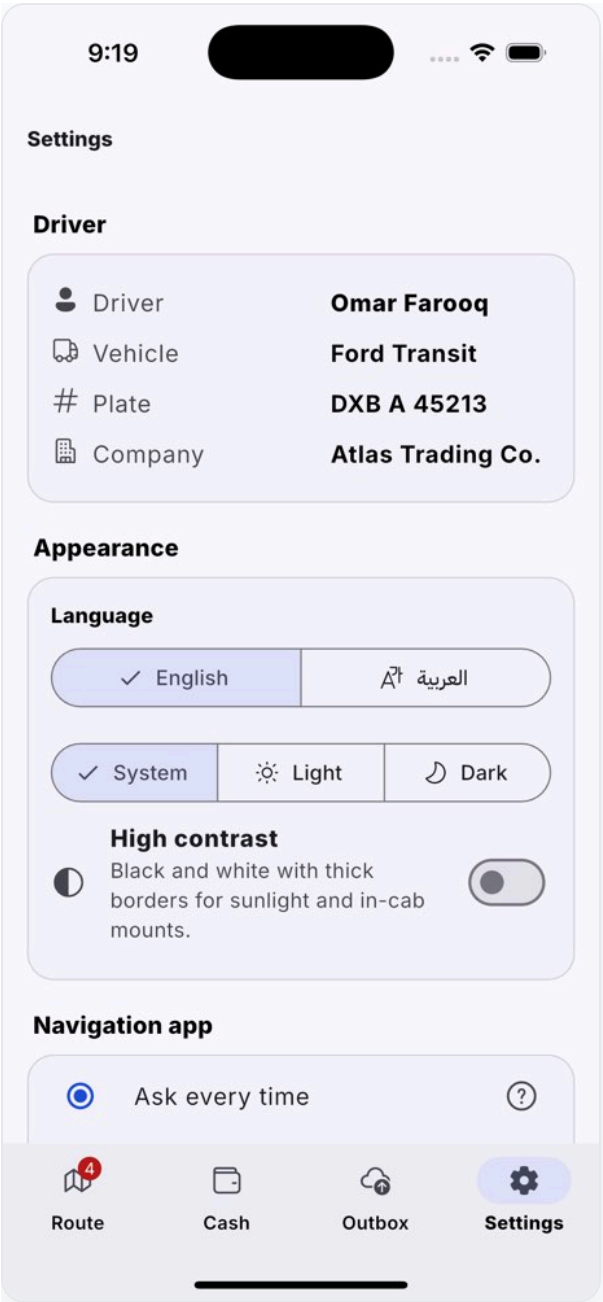
📍 4 📁 ⚙️

Route Cash Outbox Settings

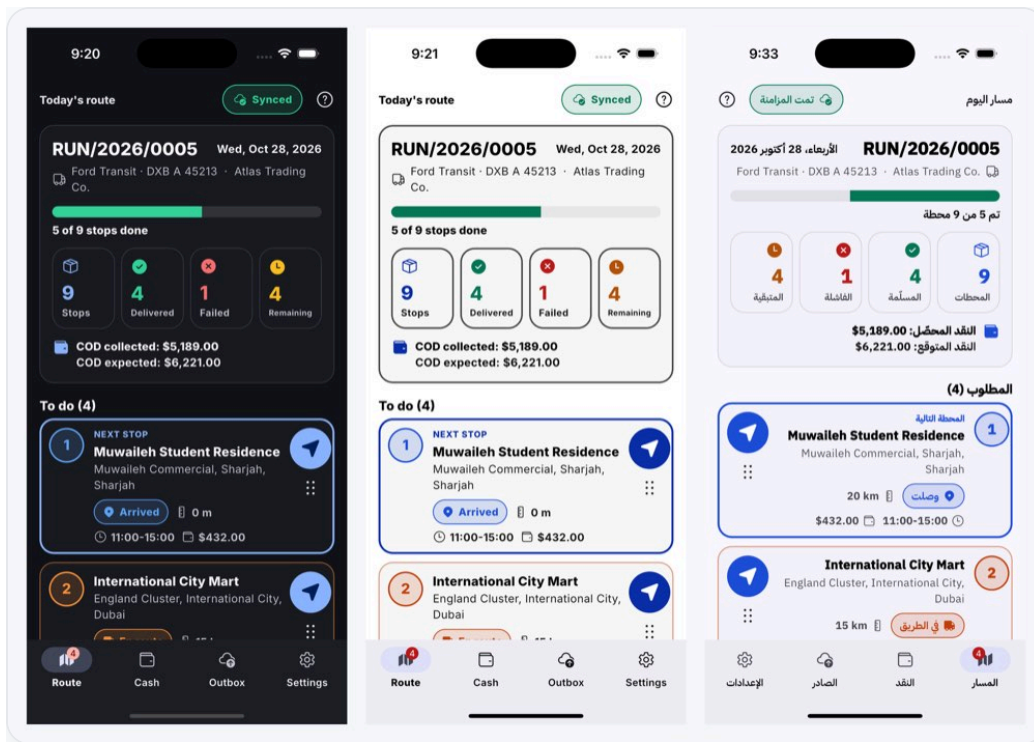
Cash settlement: collected today per method, and what the driver hands in.

27. The driver app: settings, languages and themes

In plain words: **Settings** shows the driver, vehicle, plate and company, and lets him choose the **language** (English or Arabic, with full right-to-left layout), the **theme** (system, light or dark), **high contrast** (black and white with thick borders for sunlight), the **navigation app**, a **photo preset** (smaller or larger pictures) and the location permission card that explains why "Allow all the time" is needed. On a tablet the layout switches to a navigation rail.



Settings: driver, language, theme, high contrast and the navigation app.



The same run in dark, high contrast and Arabic (right to left).

28. Offline behaviour

Situation	What happens
No network at the door	The status changes, photos, signature, code, cash and the outcome are saved in a local database queue on the phone.
Network is back	The queue is sent in order; photos are compressed to WebP and streamed; every call carries a unique ID.
The answer is lost	The app repeats the call; the server answers with the stored result, nothing is done twice.
The dispatcher edits the run meanwhile	Re-ordering, reassignment and cancellation reach the phone with the next refresh (every 2 minutes by default).
A stop was already closed	A second completion of a closed stop is refused (409).
One day at a time	The phone caches the run of today. Yesterday's operations that were not sent are still sent. A stop that the dispatcher removes after the driver worked on it stays on the phone, marked, so queued work is not lost.

In plain words: Field reality wins. Only malformed data, unknown or foreign records and closed stops are rejected. Everything else is accepted and flagged.

29. The API (for developers)

In plain words: The app talks to `/api/v1/epod` : ping, login, logout, config, manifest, status, location, otp/verify, otp/resend, complete, settlement and changes. Authentication is a bearer token (stored hashed); a login replaces the token of the same device. `API.md` in the package is the complete contract.

```
# is the server reachable?
curl https://odoo.example.com/api/v1/epod/ping
# {"ok": true, "api_version": 1, "server_time": "2026-10-28T06:00:00Z"}

# sign in (returns a token, the vehicle and the configuration)
curl -X POST https://odoo.example.com/api/v1/epod/login -H 'Content-Type: application/json' \
  -d '{"login": "omar@atlas-trading.example", "password": "...", "device": {"id": "abc",

# today's run of the driver
curl https://odoo.example.com/api/v1/epod/manifest -H "Authorization: Bearer $TOKEN"

# complete a stop (multipart: the JSON payload and the photo files; every call has an op_
curl -X POST https://odoo.example.com/api/v1/epod/complete -H "Authorization: Bearer $TOK
  -F 'payload={"op_uuid": "5f0e2c1a-8d7b-4c10-9a55-0d6a1b2c3d4e", "local_seq": 12, "stop_
    "location": {"lat": 25.2, "lng": 55.27, "accuracy": 7.5}, "receiver": {"name": "S
    "media": [{"field": "photo_0", "kind": "doorstep"}], "signature": {"field": "sign
  -F 'photo_0=@door.webp' -F 'signature=@signature.png'
```

Rule	Detail
Idempotency	Every state-changing call has <code>op_uuid</code> and <code>local_seq</code> . A repeat answers 200 with <code>duplicate: true</code> and the stored result. A rejected call can be sent again with the same ID.
Errors	HTTP status plus <code>{error: {code, message}}</code> : 400 invalid_payload, 401 unauthorized, 403 forbidden / not_driver / otp_locked, 404 not_found, 409 stop_closed / conflict / settlement_closed, 413 too_large.
Language	<code>Accept-Language</code> selects the language of the server texts.
Ownership	A driver can only touch his own stops; another driver's stop or operation ID is refused with 403.

30. Security notes

Topic	What the module does
Tokens	Stored as SHA-256 hashes; revoked on logout; devices are listed and a manager can only switch them off (the token and the user cannot be rewritten).
Customer codes	Server-side keyed hash plus a separate salted hash for the phone; the code is never stored and the e-mail with it cannot be read by drivers; 5 tries per window, 15 in total, resends limited to 3.
Uploads	Photos and signatures are checked by their content (WebP, JPEG, PNG), their size in bytes, their size in pixels (at most 12000 px a side and 40 megapixels) and their number per stop.
Workflow	State and proof fields are written only by the workflow with the right role; checks use the user and groups, never a value sent by the client.
Evidence	Photos, signatures, lines and collections cannot be edited or deleted through the screens or RPC.
Privacy	Only the driver of the run and the dispatchers see a stop; the GPS trail is deleted after the retention period.

31. Limits and what is not verified

In plain words: Please read this before you promise anything to your customers.

Topic	Limit
SMS	No SMS or WhatsApp channel is built in: the code goes by e-mail. The hook <code>_epod_send_otp</code> lets a developer add another channel.
Offline code check	The hash check on the phone can be brute-forced by someone who holds the phone. Such proof is recorded as checked on the phone and flagged; the server cannot make it stronger. Switch the setting OFF for server-side proof (chapter 14).
Navigation	No turn-by-turn guidance inside the app: it opens Google Maps, Waze or Apple Maps through links.
Route optimization	Straight-line distance, nearest neighbour and 2-opt; no traffic, no time windows, no vehicle capacity.
Cash to collect	Read from posted invoices and, with Sales, from the order. An order that was prepaid online without an invoice would be shown as cash to collect: set <i>No cash on delivery</i> on the stop.
Settlement	Payments are created in the company currency; invoices in another currency are not reconciled automatically. A shortage is booked against the liquidity account of the journal of the method, which is a simplification if your payment methods use outstanding accounts.
Ready stock	Only delivery orders that are ready with all stock reserved can go on a run. If the reservation disappears before the door, the delivery is recorded but Odoo is not asked to validate it (no negative stock): the stop shows the problem.
Tested here	The module has 217 automated tests on a fresh database (the reports were rendered as HTML in them; e-mail was tested up to the outgoing queue). The app has 356 Dart tests, <code>flutter analyze</code> is clean, and it was run on the iOS simulator against this module with a scripted GPS.
No physical device	The app was not run on a physical phone and not on an Android emulator: only the Android debug build was verified; all runtime checks were done on the iOS simulator. The screenshots of this guide come from the simulator.
Real camera and scanner	Simulators have no camera: the live preview, the torch, the camera switch, the system camera and the barcode scanner with a real camera were not tried (photos

came from a debug sample image and the gallery path; manual code entry and the matching logic are tested).

Background geofence	The geofence with the screen off on a real device (Android foreground service, iOS "Always" permission) was not verified, nor the notification in the background nor the Android "all the time" permission flow. The logic is unit-tested and the foreground flow ran with a scripted GPS. In basements or garages the app says the position is not available and the dispatcher gets <i>GPS missing</i> .
Navigation apps	Apple Maps (deep link, return, Welcome back) was verified on the simulator; Google Maps, Waze and the Android <code>geo:</code> intents were not opened on a device.
Release builds and tablets	Release builds (signing, shrinking, App Store archive) were not made, and the tablet layout is covered by a widget test only.
Only unit-tested	The follow-up settlement sheet in the app, the 413 answer for an oversized photo, <code>otp_expired</code> and the dispatcher's unlock were covered by unit and widget tests, not run against the server from the app.
Long offline periods	Hundreds of photos in the outbox were not tried; the queue is limited only by the phone's storage.
Real mail and PDF	A real mail server and the PDF engine of a production Odoo were not part of the tests of the module.

32. Troubleshooting

Problem	What to check
The driver cannot sign in	He needs an internal user with the role Driver (error not_driver otherwise) and the right password; accounts with two-factor authentication cannot use the app.
No stops on the phone	The run must be <i>Confirmed</i> or <i>In progress</i> and its date must be today in the time zone of the driver. Check the user's time zone.
The arrival never triggers	The customer needs a position; check the radius; check that the phone allows location all the time.
The delivery order was not validated	Open the stop: the red message says why (for example an unknown serial number). Fix it and press <i>Validate the delivery order</i> .
The customer got no code	The contact needs an e-mail address and Odoo needs an outgoing mail server. The stop shows where the code was sent.
Approval says to choose a journal	Settings, Cash on delivery and settlement, choose the journals.
Photos are refused	Larger than the limit, not WebP/JPEG/PNG, or more than the maximum per stop.
See what the phone sent	Configuration, Sync log shows every call with its answer.

33. Update to a new version

Back up your database, replace the module folder with the new version, restart Odoo and run `-u taqnix_epod_core`. Runs, proofs, settlements and settings are kept. Rebuild the app from the new source when the changelog says the API changed.

34. Support

Installation help and bug fixes are included for 6 months, with lifetime updates. Contact us through the marketplace page where you bought the module or write to **support@taqnix.com** with your Odoo version and a screenshot.

Changelog

1.0.0 – Initial release

- Odoo module: runs (route manifests) with stops, add-deliveries and optimize wizards (nearest neighbour + 2-opt), reassign and reschedule, geofenced arrival, proof of delivery (GPS and time, photos, signature, relationship), customer codes (salted HMAC, e-mail, hook for other channels), exception reasons, automatic validation with backorders, serial and lot numbers, cash on delivery, driver settlement with payments and reconciliation, ePOD, run sheet and settlement reports, dashboard, flags and to-dos, REST API with idempotent operations, Arabic translation, 217 automated tests.
- Flutter app source: offline database and outbox, background sync, stop stepper, camera with watermark, signature pad, deep links to Google Maps, Waze and Apple Maps.