# Literature Review

## Roadie

Roadie is an on the way delivery service app that is available for use only in the United States of America (Roadie Inc., 2018). One thing that appeals to me straight away is that both the driver functionalities as well as customer (the person trying to send an item) functionalities are all in the same app. This is convenient as you have all the functionalities available in this single app. The home screen of the application looks great with a proper functioning and scaling map to view all available jobs available for delivery, also known as gigs. Even though the idea of this application is to provide cheap and affordable shipping for consumers, the amount of money offered to the drivers for long distance gigs is sometimes not enough, questionable and not reasonable. Apart from that, the information about the gigs are very detailed and this is ideal for drivers when deciding whether they can deliver the item or not. Roadie also puts a lot of focus on having trustworthy and reliable drivers by having a proper verification process as well as the requirement of having drivers maintain a 4-star rating. This a layer of security that encourages people to use this application and send the items via Roadie. I also think that adding a filter functionality would be a great addition to the app as it will help reduce the congestion when viewing the map and stop the user from accidentally tapping on the wrong gig.

## Postmates

Postmates is a food delivery app available on both IOS and android. It allows the user to deliver groceries, food from different restaurants and fast food places and alcohol to their home or office. The application is limited in terms of global coverage as their services offered are only available to those living in most of the major cities across the United States of America and Canada (Postmates Inc., 2019). The application itself has a nice and clean design with a mostly white background so that the food images stand out and appeal to the users. It also has a search functionality that allows the user to find a particular place or restaurant which adds convenience for the users. There have been quite a few complaints on the play store about the app charging more for the food than what is being displayed. This does draw away potential new users as there are better and more convenient food delivery apps available. There are also several complaints about driver issues and late deliveries. One major reason for this is how easy it is to register as a driver for this service (this does require you to install another application) and the lack of functionality that allows the user to rate their driver. All in all, the application aesthetics are great, it does provide more food options but lacks a few key features and their service is poor when compared to other well-established food delivery apps like Uber Eats.

## DoorDash

DoorDash is one the of the most popular food delivery apps in the United States of America. DoorDash currently serves over 600 cities in the USA and Canada. It also offers two different applications, one for the driver and the other for the customers (DoorDash, 2019). Both these applications have great visuals and a few extra functionalities that are not provided by most of their competitors. As a driver, using the application is quite convenient as swipe gestures are used to update the order status rather than looking for a small button somewhere on the screen and tapping on it. A checkbox list is also displayed when picking up the order to make sure all the items are picked up and this is an added feature that I feel is very helpful for the drivers. The flow of the application from picking up the order and delivering is smooth and seamless. As the customer, placing and order is detailed at the same time still being simple and straightforward. Real time tracking is available for the customers as well as a nice, clean-looking receipt is displayed on the screen once the order is placed. The ability to call or message either the customer or the driver is a must for these kinds of applications and DoorDash have got this aspect of the application spot on.

# References

DoorDash. (2019, August 16). DoorDash (10.14.1) [Mobile Application Software]. *DoorDash - Food Delivery*. Retrieved May 30, 2019, from https://play.google.com/store/apps/details?id=com.brainyoo.brainyoo2

Postmates Inc. (2019, August 9). Postmates (5.2.6) [Mobile Application Software]. *Postmates - Local Restaurant Delivery & Takeout*. Retrieved May 30, 2019, from https://play.google.com/store/apps/details?id=edu.national.dist

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