

ABSTRACT

A COMPUTER IMPLEMENTED METHOD, AND A SERVER

A system comprising a communication server 102; at least one merchant communication device 109 having an associated merchant and configured to accept a potential order and/or confirm an order is ready for pickup; and at least one driver communication device 106 having an associated driver vehicle; and communication network equipment 108 configured to establish communication with the communications server 102, the at least one user communication device 104, the at least one merchant communication device 109 and the at least one driver communication device 106; wherein the communications server 102 comprises at least one processor(s) 116, at least one memory 118, the server 102 being configured, under control of one or more of the at least one processor(s) 116, to execute instructions stored in one or more of the at least one memory 118 to: store data relating to historical merchant behaviour including aggregated data on when potential orders accepted and/or when orders are ready for pickup from the merchant communication device and/or the driver communication device; determine which of the merchants exhibit standard behaviour and which exhibit non standard behaviour based on the stored historical merchant behaviour, wherein non standard behaviour includes a deviation above a threshold time between when the orders are accepted and ready for pickup, which indicates preparation delays; and store a list of standard behaviour merchants and non standard behaviour merchants based on the determination.

(Fig. 2)