

ABSTRACT

ORDER DELIVERY REALLOCATION AND TRACKING

Methods and systems for processing online orders are disclosed. The online order comprises an indication of a merchant location at which an order item is to be picked up and an indication of a delivery location at which the order item is to be delivered, the order having a current estimated time of delivery. A method of processing the order comprises: receiving current delivery driver information relating to a delivery driver assigned to deliver the order; looking up delivery driver data relating to the delivery driver assigned to deliver the order and order variables relating to the order and the merchant; inputting the current delivery driver information, the delivery driver data and the order variables into a statistical model trained on historical driver and order variables, the statistical model being configured to predict a probability that the delivery driver will deliver the order within an estimated time of delivery; and determining an indication of the probability that the delivery driver assigned to deliver the order will deliver the delivery within the current estimated time of delivery. The method may further comprise determining a new estimated time of delivery and sending an indication of the new estimated time of delivery to a customer device associated with the order or reallocating the order to a second delivery driver.

[FIG.3]