



Integra IT Solutions FZE LLC

Sharjah • United Arab Emirates

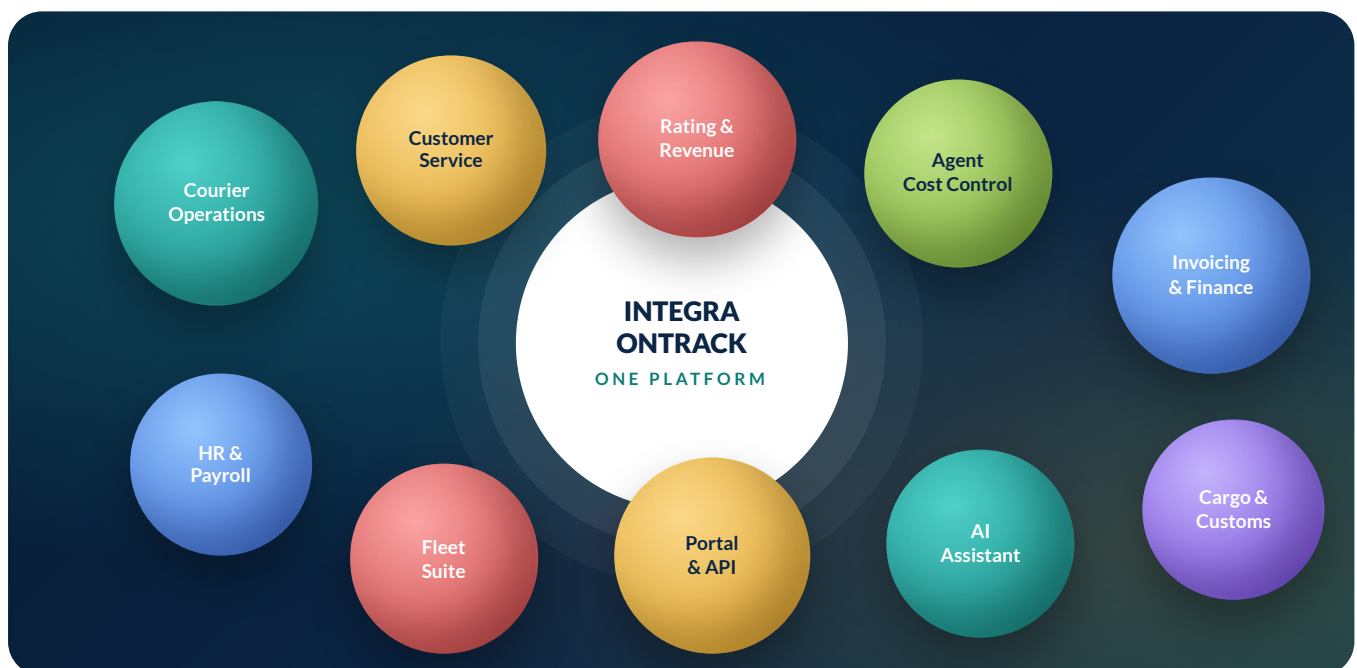
ERP • WMS • EDMS • CRM • AI

AI-INTEGRATED COURIER, CARGO & LOGISTICS ERP

Integra OnTrack

BOOK • SCAN • DELIVER • BILL

A cloud-native, multi-company ERP for express courier, cargo and freight operators in the GCC, India and beyond — one database from AWB booking and hub scanning to last-mile delivery, rating, agent cost control, invoicing, general ledger, HR, fleet and a customer portal, with an AI layer that reads the paperwork for you.



Courier + Cargo + Finance

Express AWBs • cargo jobs • customs •
COD • invoicing & GL — one database,
one login

AI-Integrated

AWB scan-to-entry • agent invoice
reading • route plan • revenue leak
insights

Open Platform

Customer portal • REST API • DHL /
UPS / FedEx / DPD adapters • Cloud or
on-premise

ABOUT THE COMPANY

Integra IT Solutions FZE LLC

Integra IT Solutions — formerly Edocs Solutions & Computer Consultants — has spent two decades building ERP, WMS, EDMS, CRM and BPM platforms for organisations that live and die by the clock.

Headquartered in Sharjah, UAE, our systems run inside top-tier courier, logistics and trading enterprises across the GCC, India, Africa and Southeast Asia. We build purpose-built platforms — not generic software bent out of shape — and we own the operational detail so our customers don't have to.

Integra OnTrack is the courier, cargo and logistics backbone of the Integra platform suite. It runs standalone with its own finance module, or connected to Integra Finance, Integra WMS and third-party systems through its open API.

Company at a glance

ORIGIN

Sharjah Publishing City Free Zone, UAE

EXPERIENCE

20+ years · 100+ global clients

REACH

Live deployments across GCC, India, Africa & Southeast Asia

PRODUCT LINES

Courier ERP · Cargo & Logistics · Warehouse WMS · Integra Finance · Integra AI · EDMS · CRM

DELIVERY

Cloud SaaS or on-premise · UAE data residency · 24/7 support

THE PRODUCT

What is Integra OnTrack?

A complete courier and logistics ERP — pickup request through proof of delivery, rate card through general ledger — designed around how express operators in the Gulf actually work: paper AWBs at the counter, hub scans at 2 a.m., agent invoices that never match, COD cash to reconcile, and month-end billing that has to be right the first time.



Operations Core

AWB booking, bulk import and AI scan-to-entry; 15-screen hub scan chain from courier check-in to POD; every scan writes a tracking event; holds, cages, run numbers, flight data.



Revenue & Cost Control

One rate engine for tariffs, FSC, GPA, remote area and package charges; spot and special rates with approval; agent buy-rate mirror, agent invoice import and line-by-line verification.



Finance Built-In

AWB invoicing by customer or service type, COD settlement, vouchers, receipts, PDCs, bank reconciliation, fixed assets and a full financial reports suite — posted to the GL automatically.

400+

SCREENS ACROSS
26 MODULES

90+

REPORTS, REGISTERS
& DASHBOARDS

1,900+

REST API
ENDPOINTS

2

LANGUAGES
ENGLISH · ARABIC RTL

Benefits at a Glance

One Record per Shipment

The AWB booked at the counter is the one that is scanned, rated, invoiced, costed and audited. No re-keying between operations, billing and accounts.

Same-Day Billing

Every delivered AWB is already rated. Invoice Generation turns a date range into customer invoices, consolidated prints and GL postings in minutes, not weeks.

Zero Revenue Leakage

Accounts Verification, AI Insights and the Audit module surface uninvoiced deliveries, rate outliers, unbilled charges and jobs that cost more than they earned.

Agent Bills Checked Line by Line

Import DHL, UPS or any agent invoice — PDF, Excel or CSV — and verify every row against your own cost tariff: weight, FSC, duplicates, missing AWBs.

AI that Assists, Never Blocks

Photograph a handwritten AWB and the form fills itself. Twenty AI features run on your own provider key and are metered per call.

Open by Design

Customer portal and per-client API keys, carrier adapters for DHL, UPS, FedEx and DPD, Swagger-documented REST endpoints, cloud or on-premise.

Major Features

- ✓ Browser-based — nothing to install on client PCs
- ✓ Multi-company, multi-branch, multi-currency
- ✓ English and Arabic interface with full RTL
- ✓ AWB form configurable per company; number series per branch, client, scope and service
- ✓ Bulk AWB import and AI scan-to-entry from a photo or PDF
- ✓ 15-screen hub scan chain; every scan writes a tracking event
- ✓ Piece-level (package ID) tracking and bagging
- ✓ Pickup request → verification → allocation → status, with QC notes
- ✓ Complaints, claims and supply requests with SLA aging
- ✓ Tariff / FSC / GPA / remote area / package / additional charge masters
- ✓ Spot Rate across all sectors; Special Rate approval with AI opinion
- ✓ Agent buy-rate mirror and Agent Route Finder
- ✓ Agent invoice import with cross-checks and disputed-line posting
- ✓ Invoice generation per customer or per service type
- ✓ COD courier and customer settlement and reconciliation
- ✓ Full GL: vouchers, PDCs, petty cash, bank reconciliation, fixed assets
- ✓ Cost Audit and Accounts Audit with case tracking
- ✓ Cargo job cards with job P&L; Dubai Customs Mersal 2 file
- ✓ HRMS with GCC compliance alerts and EOSB
- ✓ Fleet suite: trips, maintenance, fuel, tyres, TCO
- ✓ Customer portal, customer API keys, carrier adapters
- ✓ Role, module and per-screen permissions; immutable audit log

Modules



From AWB to POD – The Scan Chain

Every movement of a shipment is a scan, and every scan is a tracking event. Integra OnTrack mirrors the real courier floor — counter, hub, line-haul, station, courier — so operations staff work in the order the parcels do.



AWB & Order Management

- ✓ **Configurable AWB form** — fields, mandatory rules and print format per company; shipper and consignee cards with address paste (AI)
- ✓ **Number series** per branch, client, domestic / international scope and service — counter AWBs auto-number on save
- ✓ **Bulk shipment import** from Excel; **AI scan-to-entry** from a photo or PDF of a handwritten AWB, piece weights included
- ✓ **Packing list** with customs line items, importable from a supplier PDF or spreadsheet
- ✓ Multi-piece shipments with **package-ID tracking**; agent-level events cascade to pieces, piece events override
- ✓ Hold / release scans, return bagging, reshipping, return AWB, log-cancel with correction trail
- ✓ Volumetric vs actual chargeable weight, per-piece or total, per product divisor

Hub Scanning — 15 Screens

Courier Check-In	Receives pickups into the system; activates portal pre-alerts on scan
Hub In / Out Scan	Arrival and departure at hub with run numbers and manifest registers
Agent Sorting · Bagging	Sort to agent or destination, bag per piece, create AWB on the agent's API from the sorting screen
Station In / Out	Destination station receipt and dispatch, exception codes
Flight Scan Update	Flight assignment with live AeroDataBox flight data
Cage In / Release	Cage-level staging with cage register
Delivery Allocation · Update	Route and courier allocation, batch delivery update, single-AWB delivery, POD capture
OutScan Status · Schedule	Status roll-ups, delivery scheduling, location update with print

Customer Service & Pickup

- ✓ **Pickup flow** — request registration (phone, portal or API) → verification → dispatcher allocation by route and courier → status update
- ✓ New Booking with Rate Finder, Booking Tracker and booking log-cancel
- ✓ **Complaints Register** with types, SLA aging and analytics; **Claims Register** with claim types and analytics
- ✓ **Supply Dashboard** — stationery and consumables requests, linked to Inventory
- ✓ QC & Audit: pickup and delivery QC notes, exception verification (correct / disputed), verified-shipment analysis
- ✓ CS Dashboard with branch filters; shared activity drawer on every record

TRACKING & VISIBILITY

- ✓ AWB Tracking with package-wise view
- ✓ Multiple AWB Track (paste a list)
- ✓ Customer-scoped tracking via portal and API
- ✓ Predictive ETA (AI) and exception analysis

SCAN GOVERNANCE

- ✓ Login branch selection drives scan defaults
- ✓ AWB holds block every scan until released
- ✓ Exception scan mappings and scan-code master
- ✓ 35 status codes; customer-caused exceptions flagged separately

Every AWB Rated. Every Agent Bill Audited.

Two sides of the same engine: what you charge the customer and what the agent charges you. Both are tariff-driven, both are computed per AWB, and the difference is your margin — visible before the invoice goes out.

Sell Side — Rate Engine

Tax	Tax Type Master • Company Tax Setup
GPA	goods protection, tiered
FSC	Customer → Sector → Company priority
Additional Charges	user-defined surcharges
Package Charges	oversize • girth • weight • litre limits
Remote Area	classification + charges
Tariff Master	Domestic • Export • Import • Transit • weight slabs • zones • effective-dated

- ✓ **Rate Query** — instant quote with full charge break-up; the same calculator rates every saved AWB
- ✓ **Spot Rate** compares every sector on a lane at once, cheapest first; escalate to a Spot Rate Request
- ✓ **Special Rate Request** approval workflow with an AI rate opinion from comparable history
- ✓ **Revenue Query** — background scheduler rates all AWBs; rate breakdown persisted per shipment
- ✓ Other Charges single and bulk; bulk rate-factor, location, FOC and bill-date corrections with activity trail
- ✓ Sales Dashboard with forecast, customer / sector / shipment-type drill-down; Sales Budget and variance
- ✓ **CRM pipeline** — pre-lead → lead → opportunity → won / lost, follow-ups, five-level sales visibility

Buy Side — Agent Cost Control

- ✓ **Agent Zone and Agent Tariff masters** mirror the sell structure keyed by agent code; Agent Cost FSC batched by effective date
- ✓ **Agent Route Finder** compares every active agent's cost on a lane — freight + FSC + charges — like Spot Rate for the buy side
- ✓ **Agent Invoice Import** — DHL and UPS files, CSV / Excel, or any PDF via AI read; rows matched to your AWBs
- ✓ **Verification cross-checks** — duplicate billing, billed vs actual weight, missing AWBs, FSC and GPA mismatch flags
- ✓ Accepted and Disputed lines post to separate accounts; Agent Invoice Query across multiple AWBs
- ✓ Agent Handling and Clearance invoices; Run Carrier & Calogi charges
- ✓ AWB Cost & Profitability report; Agent Performance Analysis

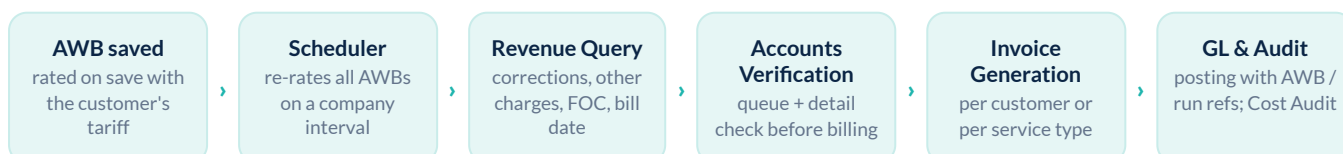
What this means for you

- ✓ No delivered shipment leaves the month uninvoiced — AI Insights lists them daily
- ✓ No agent overbills you for weight, FSC or the same AWB twice
- ✓ Margin per AWB and per job is known before the invoice is printed
- ✓ Sales people see only their own customers and pipeline — by hierarchy level

RATES FLOW INTO

AWB save Rate Query Portal quote
Invoice Generation Job P&L

Revenue Pipeline — from AWB to Invoice



Invoice, Collect, Post — Inside One System

Billing is not an export to another package. Invoices are generated from rated AWBs, COD cash is settled courier by courier, and every voucher posts to a general ledger that already knows the AWB, run and job behind it.

Invoicing

- ✓ **Invoice Generation** by customer and date range; **Separate Invoice Generation** per service type for customers who need one invoice per product
- ✓ Consolidated invoice print, bulk AWB invoice print, Statement of Account, AWB-wise invoice print
- ✓ AWB Additional Charge, ATA Charges and Clearance invoices; Sales Additional Service
- ✓ Invoice Query, Invoice Register and Invoice Dashboard; **Accounts Verification** queue before billing
- ✓ Charge Account Mapping — every charge code to its GL account, per branch

Cash on Delivery

- ✓ COD Dashboard: collected, pending, settled by courier and customer
- ✓ **Courier Settlement** — cash handed over per run, variances flagged
- ✓ **Customer Settlement & Reconciliation** — remit COD to shippers net of charges
- ✓ COD Status Query across AWBs; COD reports
- ✓ Counter branches: branch cash fund, forced cash vouchers, branch-restricted users

Finance & General Ledger

Area	What is included
Vouchers	Purchase, Sales, Journal, Debit Note, Credit Note, Trading and Settlement vouchers; journal types; voucher numbering per company
Receipts & Payments	Receipts, Payments, AR / AP open-item matching, Advances, Petty Cash with day-book import, Recurring Templates
Cheques	PDC Receipts and PDC Payments, Cheque Discounting, Cheque Print Queue, Print Bank Accounts
Banking	Bank Book, Bank Statement Import (AI), Bank Reconciliation, multi-currency with exchange rates
Control	Chart of Accounts and groups, Fiscal Periods, Profit Centers, Budgets, Fixed Assets, Vendor Line Accounts
Reports	Trial Balance, P&L, Balance Sheet, Cash Flow, General Ledger, Day Book, Daily Activity Summary, AR / AP Aging, Statement of Account, 10 voucher registers

Audit Module

- ✓ **Cost Audit** — run-wise and AWB-wise cost checklist by category (last mile, BOE, Calogi, carrier, handling, clearance, purchase) from posted GL entries
- ✓ **Accounts Audit** — direct / indirect / non-operating expense flag queue by period
- ✓ **Audit Cases** — open → follow-up → awaiting reversal → closed; a run cannot be marked audited with open cases
- ✓ Locked runs refuse new GL postings

STANDALONE OR WITH INTEGRA FINANCE

OnTrack ships with its own ledger. Groups already on Integra Finance connect through the API and keep one chart of accounts.

EVERY POSTING CARRIES

AWB number

Run number

Job code

Branch

Currency

Beyond Express — Cargo Jobs, Customs and Stock

Operators rarely run only one business. OnTrack carries cargo jobs with their own P&L, generates the Dubai Customs Mersal 2 file, manages consumables and runs counter-sales branches as separate units — on the same database as the courier side.

Cargo / Job Module

- ✓ **Job Card** — tabbed air / sea / land job with parties, routing, packages and charge lines; job-code validation on every voucher
- ✓ **Job Invoice** with GL posting; **Job Purchases / Expenses** auto-feed job cost
- ✓ **Job P&L**, Cargo Dashboard, Job Register; charge-code master with income and expense GL links
- ✓ Freight forwarding extension (MAWB / HAWB consolidation, quotation, job milestones) on the roadmap

Customs & Compliance

- ✓ **Mersal 2 (Dubai Customs)** file generator with Mersal Settings master
- ✓ Customs Entries — declaration and duty workflow; Customs Invoices with invoice and charge types
- ✓ Customs AWB screen, numbering settings, Customs Dashboard
- ✓ Packing list customs items flow from AWB entry, portal or AI document read

Inventory & Supplies

- ✓ 13 transactions: Opening Stock, Supply Request, Purchase Order, Delivery Note, Material Receipt / Issue / Return, Item Sales, Stock Transfer, Stock Adjustment, Purchase Return
- ✓ Moving weighted-average costing with an append-only stock ledger
- ✓ Masters: product, category, brand, UOM, location, reorder level, payment terms
- ✓ Customer supply requests from the portal land in the CS supply queue
- ✓ Reports: Stock Ledger, Current Stock, Supply Request Register

Branch & Counter Operations

- ✓ Branch master with default cash customer and branch cash fund
- ✓ Branch-restricted users: scoped lists, dashboards and vouchers enforced server-side
- ✓ Branch Activities menu — New AWB, Cash Receipt and Cash Payment at the counter
- ✓ Branch-wise AWB number series; Branch Account Mapping

CRM Pipeline

- ✓ Prospects move pre-lead → lead → opportunity → won / lost with stage history
- ✓ Follow-ups with interest rating; won prospects become customers in one click
- ✓ Sales team hierarchy: sales person, coordinator, manager, country manager, MD / GM

Cargo Job Lifecycle



HR & Payroll, Fleet Management Suite

Couriers, drivers and vehicles are the cost base of a logistics company. OnTrack includes a full GCC-ready HRMS and a fleet management suite, so payroll, visas, trips, fuel and maintenance live next to the shipments they serve.

HR & Payroll — 32 Screens

- ✓ **Employee Master** — identity, employment, documents with expiry alerts, bank, dependants; employee code series; photo in list
- ✓ **GCC Compliance** — passport, visa, labour card, Emirates ID and insurance expiry dashboard; AI document capture from a scan
- ✓ Attendance, Shift Roster, Overtime, Leave and Annual Leave, Air Tickets, Service Incentive
- ✓ Loans and advances with schedules; Expenses and Travel claims
- ✓ **Payroll Processing** with overtime types, component bases and leave deductions; Payslips; Salary Revisions; AI payroll pre-check vs previous month
- ✓ **Final Settlement** with end-of-service benefit (EOSB) engine
- ✓ Recruitment, Onboarding, Performance, Learning & Development, Training, Succession, Offboarding, Benefits, Grievances
- ✓ Asset and Stores management; Data Import; Employee self-service portal
- ✓ 18 configurable HR reports; payroll area fully bilingual EN / AR

Fleet Management Suite — 25 Screens

- ✓ **Vehicles and Drivers** with documents, licences and assignments
- ✓ **Trips, Routes and Jobs**; Geofences; Service Requests
- ✓ **Maintenance**: work orders, parts, stock receipt / issue / adjustment, DVIR, inspections and checklist master
- ✓ Fuel, Tolls, Tyres, Insurance, Violations, Damage Cases, Debit Notes, EV fleet
- ✓ ELD and compliance; GCC mileage and IFTA style reporting

Fleet analytics — 17 screens

- ✓ Total Cost of Ownership, Cost Forecast, Budgets
- ✓ Fuel Fraud detection, Predictive Maintenance, Accident Risk
- ✓ Driver Coach, Recommendations, Benchmarking
- ✓ Carbon reporting, Digital Twin, Replacement Intelligence, Recovery Analytics, Executive Summary

Courier-side fleet

A lighter vehicle and maintenance-job module sits with Operations for delivery vans and bikes, with route and courier allocation feeding Delivery Allocation directly.

Where people and assets meet the shipments

GCC Compliance Dashboard

Expiring passports, visas, labour cards, Emirates IDs and insurance in one list with lead times — the same document rows the AI capture creates from a scan.

Employee Self-Service

My Portal for leave, payslips, expenses and documents. Couriers and drivers are employees first, so run sheets, settlements and payroll agree.

Payroll and Fleet to GL

Payroll runs, fuel, tolls, maintenance and debit notes post to the same ledger as freight revenue — one P&L per branch, per profit center.

Recruit

requisition → offer

Onboard

documents, visa, bank

Roster

shifts, attendance, overtime

Pay

payroll run, payslips, AI pre-check

Develop

performance, training, succession

Exit

offboarding, EOSB final settlement

Open to Customers, Carriers and AI

What a prospect sees from outside the company matters as much as what staff use inside it. OnTrack ships a customer portal, a per-client API, live carrier adapters and twenty AI features that run on your own provider key.

Customer Portal

- ✓ Create AWB with prefilled shipper defaults — saved as a **pre-alert with a reserved AWB number**; the customer prints the barcode, check-in scan activates it
- ✓ Pickup requests go straight into the CS queue; tracking scoped to the customer's own account
- ✓ Rate quote from the customer's own contract tariff; complaints and supply requests
- ✓ Parent account per billing client; customers create their own sub-users, all billing to one account
- ✓ Address book, templates, support tickets; English / Arabic; light, dark and midnight themes

API & Carrier Integrations

- ✓ **Customer API** /api/customer/v1 — per-client API keys, pre-alerts, tracking, rate quote, pickups, masters, complaints, supplies
- ✓ **API Clients** and Request Log screens; Swagger documentation; 1,900+ REST endpoints behind role permissions
- ✓ **Carrier adapters**: DHL Express (live — AWB booking, rate check, label print), UPS, FedEx, DPD UK and DPD DE; linked agents resolve automatically
- ✓ Agent AWB creation from the Sorting screen; piece-level tracking sync from carriers
- ✓ AeroDataBox flight data; Google Maps and OpenStreetMap for route plans and geo-pins

AI Layer — 20 Features Live

- ✦ **AWB scan-to-entry** — photo or PDF of a handwritten AWB fills the form, piece weights included
- ✦ **Supplier invoice** → **purchase voucher** with vendor match by TRN and VAT split
- ✦ **Employee document capture** — passport and labour card to Employee Master
- ✦ **Petty cash day book** from a handwritten page
- ✦ **Rate opinion** on Special Rate approval from comparable lanes
- ✦ **AI Insights** — uninvoiced delivered AWBs, rate outliers, jobs cost > invoiced
- ✦ **Payroll pre-check** vs previous month: net swings, duplicate banks, zero nets
- ✦ **Predictive ETA** and exception analysis
- ✦ **In-app assistant** grounded in your own data
- ✦ **Packing list import** from supplier PDF, Excel or CSV with customs lines
- ✦ **Agent invoice reading** — DHL / UPS / any PDF into the verification pipeline
- ✦ **Bank statement import** into receipt and payment drafts
- ✦ **Receipt / payment document reader**
- ✦ **Paste address** — free text to structured party fields
- ✦ **Dashboard narrator** on Sales and Cargo dashboards
- ✦ **AI route plan** for delivery allocation with map links; geo-pin to address
- ✦ **AI Account Mapping** and Supplier Line Accounts masters that learn from history
- ✦ **Fleet AI** — predictive maintenance, fuel fraud, accident risk, driver coach

Your key, your data

- ✓ **Bring your own provider** — Anthropic Claude or Google Gemini, configured per company in AI Settings
- ✓ Per-call metering: tenant, feature, model, tokens, duration — the billing source for the AI add-on
- ✓ AI fills the screen; a person still saves. Low-confidence fields are highlighted, never hidden
- ✓ Nothing is sent to a model unless a user clicks an AI button

PARKED FOR THE NEXT PHASE

Ask-OnTrack natural-language queries, CS copilot, stuck-shipment prediction, WhatsApp bot, credit scoring, job overrun prediction.

API, Webhooks, Third-Party Links and Mobile

OnTrack talks to the outside world — customers, carriers, flights, maps, AI providers, finance — through one documented API layer, and lets every user work in their own language and screen mode.



REST API & Webhooks

- ✓ **1,900+ REST endpoints**, role-guarded, Swagger / OpenAPI documented
- ✓ **API Clients** — per-client keys (hashed, shown once), expiry, notes; **Request Log** of every external call
- ✓ **Webhook URL and event subscriptions per client** — shipment, scan, delivery, exception, pickup and invoice events pushed to the client's endpoint
- ✓ **Customer API** /api/customer/v1 — pre-alerts, tracking, rate quote, pickups, masters, complaints, supplies, invoices, credit
- ✓ **Agent API** — DHL live; UPS, FedEx, DPD UK / DE adapters; status mapping; piece-level tracking sync



Customer Portal Integration

- ✓ Separate white-label portal app on the same database, linked through the customer API with a master key and per-client scope
- ✓ Portal AWB → **pre-alert with reserved number**; check-in scan activates it; ops see it in Pre-Alert Query
- ✓ Portal pickups, complaints and supply requests land live in the CS queues, tagged Customer Portal
- ✓ Portal rates, tracking, invoices, statements and masters read from OnTrack; parent accounts and keys issued from the Customer Portal & API Access screen

Third-Party Integrations

Integration	Where it is used	Status
DHL Express API	Booking from Sorting, rate check, labels, tracking sync	Live
UPS • FedEx • DPD UK • DPD DE	Adapters built and auth-verified; activate with your credentials	Ready
AeroDataBox flights	Flight Scan Update and Flight Tracker, per-tenant key	Live
Google Maps • OpenStreetMap	AI route plan links, geo-pin to address	Live
Anthropic Claude • Google Gemini	AI Settings — extraction, insights, assistant on your key	Live
Agent invoice files	DHL / UPS formats, CSV, Excel, any PDF via AI	Live
Dubai Customs Mersal 2	Customs file generator, Mersal settings master	Live
Integra Finance	Group accounting on one chart of accounts via API	Ready
Weighing scale • tracking import	Scale hook on AWB weight; scheduled partner tracking import	Designed
SMS • WhatsApp • Email • Push	Templates, log and inbox exist; Twilio / SMTP / WhatsApp wiring planned	Planned

Language & Screen Modes

- ✓ **English and Arabic** with full right-to-left layout — 15,000+ keys; switch at login or from the top bar
- ✓ Per-user language choice; **company default language** in Company Settings applies to new users
- ✓ **Three screen modes** — light, dark and midnight — matched in the Customer Portal
- ✓ Bilingual print formats: AWB, invoices, statements, labels; responsive on desktop, tablet and phone

MOBILE — PLANNED, INTEGRATES LATER

- ✓ **Courier PDA / Android app** — pickup and delivery scans, e-POD with signature and photo, GPS stamp, COD collection
- ✓ **Customer app (APK)** — book, track, notifications, invoices on the phone
- ✓ **Admin tools app** — approvals, dashboards and alerts for managers

Reports, Dashboards & Security

Ninety-plus reports, registers and dashboards grouped by department, filterable by branch and date, printable and exportable — on a platform built for many companies, many branches and two languages from the first line of code.

Group	Reports
Operations	Shipment Report · Delivery Performance · Delivery Status Trend · Delivery Analysis · Courier Performance · Agent Performance · Exception Analysis · AWB Register · Pickup & Check-In Register · Shipment At Hub · Out Scan Manifest · Undelivered Register · Daily Follow-up Status · POD Register · Delivery Allocation Register · Hub & Station Scan Report / Register · Cage Register
Customer Service	CS Activity · Complaint Aging & SLA · Pickup Performance · Pickup Analysis · Pickup Request Register · Complaint Analytics · Claims Analytics
Sales & Revenue	Revenue Report · AWB Cost & Profitability · Executive Report · Sales Dashboard · Budget Variance
Finance	Trial Balance · P&L · Balance Sheet · Cash Flow · General Ledger · Day Book · Daily Activity Summary · Bank Book · AR / AP Aging · Statement of Account · 10 voucher registers
Cargo · Inventory	Job Register · Job P&L · Stock Ledger · Current Stock · Supply Request Register
HR · Fleet	18 HR & payroll reports · 17 fleet analytics screens
Queries & Masters	AWB Query · Pre-Alert Query · Booking Query · Accounts Query · Agent Invoice Query · Master Data Reports across all departments

Dashboards

MAIN

Branch-scoped KPIs: bookings, scans, deliveries, exceptions, pending pickups, COD, recent activity.

DEPARTMENTAL

CS, Sales, Cargo, Invoice, COD, Customs, Inventory, Finance, Payroll, FleetMS, Executive.

INTELLIGENCE

AI Insights, Predictive ETA, Platform Map and System Overview for the whole deployment.

ACTIVITY DRAWER

Notes, reminders, attachments and change log on every record — AWB, pickup, complaint, invoice, employee, vehicle.

Platform & Security

Multi-Tenant by Construction

Every table carries the company; every query is scoped from the signed-in token, never from the browser. Branch-restricted users see only their branch.

Three-Level Permissions

Role → module (read / write) → per-screen visibility from a registry of 400+ screens. Super-admin console for companies; AI Settings gated per user.

Audit Everywhere

Immutable audit log including logins; change log on every entity; log-cancel scans with correction trail; locked audit runs refuse postings.

English & Arabic RTL

15,000+ translated keys; payroll, fleet and operations areas bilingual; right-to-left layout and bilingual print formats.

Modern Stack

React + TypeScript, Node.js API, PostgreSQL 16 with 500+ tables across 28 schemas; indexed and paginated for 100k AWBs and millions of scans.

Cloud or On-Premise

Hosted SaaS with UAE data residency, or on your own servers. Timestamped backups before every release; migration path from legacy OnTrack 9.

Module Directory — Every Module, Every Screen Group

The full menu of Integra OnTrack as deployed today: 416 registered screens in 26 permission-controlled modules, plus the customer portal, customer API and AI layer. Each row is a menu group a user sees.

Module	Screens	Coverage
Order Management	7	Shipments (AWB entry), AWB Induction, Bulk Shipment Import, Packing List, Return Bagging, Reshipping, Return AWB
Hub Scanning	15	Courier Check-In, Hub In / Out Scan, Agent Sorting, Agent Bagging, Station In / Out, Schedule Delivery, Delivery Allocation / Update, Single AWB Delivery, Flight Scan, OutScan Status, Cage In / Release
Delivery	4	Location Update, Delivery Exception Follow-up, Hold Scan, Release Scan
Customer Service	13	CS Dashboard, Pickup Requests, New Booking, Rate Finder, Schedule / Verify / Allocate / Update Pickups, Pickup Exceptions, Booking Tracker, Complaints, Claims, Supply Dashboard
QC & Audit	6	Pickup and Delivery QC Notes, Pickup and Delivery Exception Verification, AWB Log Cancel, Booking Log Cancel
Tracking & Queries	7	AWB Tracking, Multiple AWB Track, Tracking & Visibility, AWB Query, Pre-Alert Query, Booking Query, Accounts Query
Sales	7	Sales Dashboard, Sales Budget, Budget Variance / Analysis, Spot Rate, Spot Rate Query, Spot Rate Request, Special Rate Request
Revenue	9	Revenue Query, Special Rate Direct Entry, Other Charges (single, bulk), Bulk Rate Factor / Location / FOC / Bill Date change, Accounts Verification
Cost (Agent)	7	Agent Route Finder, Agent Handling Invoice, Agent Clearance Invoice, Run Carrier & Calogi Charges, Agent Invoice Import / Verification / Query
Invoicing	9	Invoice Generation, Separate Invoice Generation, Generated Invoices, Invoice Query, Invoice Dashboard, AWB Additional Charge, ATA Charges, Clearance Invoice, Sales Additional Service
COD	7	COD Dashboard, Courier Settlement, Customer Shipments, Customer Settlement, Customer Reconciliation, COD Status Query, COD Reports
Finance	19	Finance Dashboard, Purchase / Sales Vouchers, Debit / Credit Notes, Journals, Receipts, Payments, AR/AP Matching, PDC Receipts / Payments, Petty Cash, Advances, Cheque Discounting, Cheque Print Queue, Bank Statement Import, Bank Reconciliation, Recurring Templates, Fixed Assets
Audit	4	Cost Audit, Accounts Audit, Audit Cases, Audit Settings
Cargo / Jobs	5	Cargo Dashboard, Job Cards, Job Invoice, Job Purchases / Expenses, Job P&L
Customs	9	Customs Dashboard, Customs Invoices, Customs Entries, Customs AWB, Invoice Types, Charge Types, Mersal Settings, Numbering Settings, Mersal 2 File Generator
Inventory	14	Inventory Dashboard, Opening Stock, Supply Request, Purchase Order, Delivery Note, Pending Supply Requests, Material Receipt / Issue / Return, Item Sales, Stock Transfer, Stock Adjustment, Purchase Return, Settings
Branch Activities	3	New AWB (Counter), Cash Receipt (Counter), Cash Payment (Counter) — branch-restricted users
CRM	4	Sales Pipeline, Prospects, Follow-ups, CRM Setup (sales team hierarchy, lead sources, lost reasons)
HR & Payroll	32	Attendance, Leave, Air Tickets, Shift Roster, Overtime, Loans, Expenses, Travel, Payroll Processing, Payslips, Salary Revisions, Recruitment, Onboarding, Performance, L&D, Succession, Offboarding, Final Settlement, Benefits, Grievances, GCC Compliance, My Portal
Fleet Management Suite	25 + 17	Vehicles, Drivers, Trips, Geofences, Maintenance, Work Orders, Parts, DVIR, Inspections, ELD, Violations, Tyres, Insurance, Fuel, Tolls, Jobs, Routes, EV, Damage Cases, Debit Notes, Stock; 17 analytics (TCO, fuel fraud, predictive maintenance, carbon...)
Masters	99	Operations (18), Sales (12), Tariff Settings (15), Cost (15), Finance (15), Inventory (8), HR & Payroll (8), Customer Service (5), Fleet (2), Cargo (1)

Ten Reasons Operators Choose Integra OnTrack

01

One record from counter to ledger

The AWB booked once is scanned, rated, invoiced, costed and audited on a single database. No ops-to-billing integration, no re-keying, no month-end reconciliation between systems.

02

A scan chain that mirrors the courier floor

Fifteen hub-scanning screens — check-in, hub in, sort, bag, out, station, delivery, cage, flight — each writing a tracking event, with piece-level tracking and run numbers.

03

Two-sided rating: sell and buy

The same engine rates the customer's tariff and the agent's buy tariff. Spot Rate compares every sector; Agent Route Finder compares every agent. Margin per AWB is known before invoicing.

04

Agent invoices verified line by line

Import DHL, UPS or any PDF with AI; cross-check weight, FSC, GPA, duplicates and missing AWBs; post accepted and disputed lines to separate accounts. Pay only what is right.

05

Revenue leakage made visible

Accounts Verification before billing, AI Insights for uninvoiced deliveries and rate outliers, and a run-wise Cost Audit with case tracking.

06

Finance is inside, not exported

Invoice generation per customer or service type, COD settlement, PDCs, bank reconciliation, fixed assets and MIS — or connect to Integra Finance for group accounting.

07

AI on your own key, 20 features live

Photograph a handwritten AWB and the form fills itself. Bring Anthropic or Gemini, metered per call. AI fills the screen; a person still saves.

08

Open to customers and carriers

Customer portal with reserved-AWB pre-alerts, per-client API keys, DHL live booking and label print, UPS / FedEx / DPD adapters, 1,900+ documented endpoints.

09

Courier, cargo, customs, HR and fleet — one login

Cargo jobs with P&L, Dubai Customs Mersal 2, a GCC-ready HRMS with EOSB and visa-expiry alerts, and a 42-screen fleet suite. Arabic RTL throughout.

10

Built for many companies, by a courier-ERP vendor

Multi-company and multi-branch by construction, counter branches, per-screen permissions, immutable audit, cloud or on-premise — from the team behind OnTrack 9, with a migration path.

See it run on your own AWBs

Bring a day of shipments, an agent invoice and your tariff. We will show the scan chain, rating and billing on your data — live.

sales@integraontrack.com

+971 55 222 0975

integraontrack.com