



Integra IT Solutions FZE LLC

Sharjah • United Arab Emirates

ERP • WMS • EDMS • CRM • AI

CUSTOMER SELF-SERVICE PORTAL FOR INTEGRA ONTRACK

OnTrack Customer Portal

QUOTE • SHIP • COLLECT • TRACK • PAY

A white-label, bilingual self-service portal for your account customers — rate quotes on their own contract, AWB creation single or in bulk, pickup booking, live tracking, COD and prepaid wallets, invoices and statements, e-commerce connectors and an AI assistant — all running live on the OnTrack ERP so nothing is ever keyed twice.



Live on OnTrack

AWBs, pickups, rates, tracking, complaints and invoices read from and written to the ERP — no second database of truth

Benchmarked

Designed against FedEx Ship Manager, MyDHL+, UPS Billing Center and MyAramex

Your Brand

Multi-tenant, white-label, English / Arabic RTL, light • dark • midnight themes

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.

The **OnTrack Customer Portal** is the customer-facing layer of the Integra platform suite. It is a separate, white-label web application that talks to Integra OnTrack through the customer API, so every courier running OnTrack can offer its account customers a self-service experience on day one.

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

Integra OnTrack Courier ERP · Customer Portal · Cargo & Logistics · WMS · Integra Finance · Integra AI

DELIVERY

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

THE PRODUCT

What is the OnTrack Customer Portal?

Everything an account customer used to phone your operations or accounts desk for, done by themselves in under a minute: a rate on their contract, an AWB with a printed label, a pickup with a reference number, the status of every parcel, the invoices they owe and the COD you owe them.



Ship in Seconds

Create AWB with saved shipper defaults, address book and drop-a-pin consignee; bulk domestic, international and transit uploads; templates; label and handover report printed on submit.



See Everything

Track one or many AWBs, NDR dashboard with RTO risk, today's activity feed, analytics, AI insights and ETA — scoped to the customer's own account only.



Settle Online

Credit invoices and statement of account straight from OnTrack, COD register and cash collection, prepaid wallet with top-up requests and low-balance alerts.

65

PORTAL SCREENS IN
15 MENU GROUPS

9

E-COMMERCE
CONNECTORS

4 + 12

ROLES + PER-MENU
USER RIGHTS

EN • AR

BILINGUAL • RTL
3 THEMES

Benefits at a Glance

Fewer Calls to Ops and Accounts

Customers book, track, query invoices and raise complaints themselves. Your desk handles exceptions, not routine.

No Double Entry, Ever

A portal AWB arrives in OnTrack as a pre-alert with a reserved number. The check-in scan activates it — nobody re-types the shipment.

Rates the Customer Trusts

Quotes come from the customer's own contract tariff in OnTrack's rate engine. The portal never prices on its own.

More Volume From Existing Accounts

Bulk upload, e-commerce order sync and a customer API make it easy to send you every shipment, not just the urgent ones.

Your Brand, Many Tenants

Tenant management, company profile, label design, email and notification settings per courier — one deployment can serve several brands.

Enterprise Controls

Four roles, twelve per-menu rights, TOTP MFA, audit log on every create / cancel / pay action, IP allow-lists on API keys.

Menu Groups



Major Features

- ✓ Browser-based, responsive, nothing to install
- ✓ Account linking to the OnTrack customer; parent account with self-managed sub-users
- ✓ Rate Finder on the customer's own contract tariff with chargeable weight
- ✓ Create AWB — domestic / international, packages and line items, COD or prepaid
- ✓ Bulk AWB imports: domestic, international, transit, package, line item
- ✓ Batch search, AWB confirmation with receipt print
- ✓ Pickup request, quick pickup, bookings
- ✓ Single and bulk tracking, location update, NDR dashboard
- ✓ Credit invoices, SOA, COD register, cash collection, prepaid wallet
- ✓ Address book, shipment templates, label designer
- ✓ Complaints, supply requests, notification inbox
- ✓ Analytics, today's activity, AI insights and ETA, AI chat assistant
- ✓ Customer API keys, inbound agent API, outbound webhooks
- ✓ Nine e-commerce connectors, Slack and Teams alerts
- ✓ Email, SMS, push and webhook notification templates
- ✓ Roles, user rights, MFA, audit log, tenant management
- ✓ English / Arabic RTL; light, dark and midnight themes

Quote, Create and Collect — Without a Phone Call

The shipping flow is built for speed: shipper details prefilled from the account, consignee from the address book or a dropped pin, live weight totals, COD or prepaid in one click, label printed on submit. Bulk users upload a spreadsheet once and get a batch grid back.



Airway Bill — 9 Screens

Create AWB	Guided single-AWB form; shipper defaults per user; consignee from address book, pin or manual; packages and customs line items; COD amount or prepaid wallet; terms acceptance; submit and print
Domestic AWB	Short five-step domestic flow with label and handover report
Bulk AWB Creation	Spreadsheet upload, row validation, batch creation, batch grid with per-row status
Bulk International · Transit	Dedicated import layouts for international and transit shipments
Package Bulk Import	Multi-piece shipments imported package by package; agent variants for partner couriers
Line Item (Agent)	Customs line-item import for agent-fed consignments
Batch Search	Find any batch, re-open the grid, reprint labels
AWB Confirmation	Find unconfirmed AWBs, confirm them, print the receipt for the courier

Pickup Request — 5 Screens

- ✓ **Pickup Request** — collection address, window, pieces and weight, linked AWBs; edit, cancel or view history; lands live in the OnTrack CS pickup queue with a WB reference
- ✓ **Quick Pickup** — one-screen request from saved defaults
- ✓ **Booking and Booking Search** — advance bookings tracked from pending to confirmed
- ✓ Pickup window validated against the serving branch's working hours and lead time

Rate Finder

- ✓ Origin, destination, product, service, pieces and weight
- ✓ Chargeable weight shown as the greater of actual and volumetric
- ✓ Priced by the OnTrack rate engine on the **customer's own contract tariff** — never a portal-side rate card
- ✓ Full break-up: freight, fuel, remote area, package and additional charges, tax

TEMPLATES & LABELS

- ✓ Shipment templates for repeat lanes and consignees
- ✓ Label designer: A4 and thermal / ZPL, PDF417 barcode, required and optional fields, logo
- ✓ Handover report for the courier at collection

ADDRESS BOOK

- ✓ Shared company contacts with default sender and receivers
- ✓ Pick from the book or drop a pin on a map; the pin resolves to an address

WHAT HAPPENS IN ONTRACK

- ✓ Portal AWB = pre-alert with a reserved number from the customer's series
- ✓ Check-in scan or pickup activates it into a live shipment with all validations
- ✓ Ops see every portal AWB in Pre-Alert Query

Every Parcel, Every Exception, Before They Ask

Tracking is read straight from OnTrack's event log and scoped strictly to the customer's own account. Exceptions surface on an NDR dashboard with return-to-origin risk, and the customer can act — reschedule, update the delivery location — without a call.

Tracking — 4 Screens

- ✓ **Track My Shipment** — status timeline, location, timestamps, POD details
- ✓ **Bulk Tracking** — paste a list of AWBs, export statuses
- ✓ **Location Update** — customer corrects the delivery address or drops a pin before the next attempt
- ✓ **NDR Dashboard** — non-delivery records with reason, consignee, COD amount; rows with three or more failed attempts flagged as RTO risk; schedule retry
- ✓ Public tracking without login for recipients

Dashboard, Activity & Analytics

- ✓ **Dashboard** widgets: in schedule, delivered, attempted, refused; outstanding, overdue, credit limit, available credit; alerts
- ✓ **Today's Activity** — live feed of what happened on the account today
- ✓ **Analytics** — volume and status trends by period, service and destination
- ✓ **My Shipment Status** — searchable shipment list with status, references and actions
- ✓ **Workflow** and **How it Works** — built-in guided walkthroughs for new users

AI Insights & ETA

- ✓ **Delivery ETA** per shipment — same day / next day classification from route and service history
- ✓ **Route health alerts** — "Dubai → Ajman route degrading", "Express service performing well"
- ✓ **Peak demand windows** detected from the customer's own booking pattern
- ✓ Models refreshed on a schedule; insights shown as cards the customer can act on

AI Chat Assistant

- ✓ Floating assistant on every page: track an AWB, update a delivery location, raise a complaint, speak to support
- ✓ Grounded in the customer's own shipments; escalates to a human ticket when needed
- ✓ **AI Providers** screen — OpenAI, Anthropic or Google on the courier's own key; gated to a named administrator

Notifications

- ✓ In-app inbox with read / unread and preferences
- ✓ **Webhook & Notify** settings: email, SMS (Twilio), push and outbound webhook per shipment event
- ✓ Template variables for AWB, consignee, status and ETA
- ✓ Low prepaid balance alert threshold
- ✓ Email settings per tenant (SMTP, sender identity)

EVENTS COVERED

AWB created Picked up In transit

Out for delivery Delivered

Exception / NDR Pickup confirmed

Invoice issued Low balance

What They Owe You. What You Owe Them.

Billing is the module most courier portals neglect and the one finance users open first. The portal shows credit invoices and statements exactly as OnTrack holds them, COD collected on the customer's behalf, and a prepaid wallet for customers who pay up front.

Credit Invoices & SOA

- ✓ **View Credit Invoice** — invoice list with real amounts, paid and balance, PAID / PART-PAID / OPEN status, AWB-level lines
- ✓ Invoice detail and PDF download
- ✓ **SOA / Billing** — account summary: outstanding, overdue, credit limit, available credit, ageing current / 30 / 60 / 90+
- ✓ Statement of account for any date range
- ✓ Read live from OnTrack's AR — the portal keeps no ledger

COD & Cash Collection

- ✓ **COD Register** — every COD shipment with amount, collection status and remittance state
- ✓ **Cash Collection** — total COD vs total collected, by period
- ✓ COD amount captured on the AWB at creation; charge slabs from OnTrack
- ✓ Matches OnTrack's COD courier and customer settlement screens

Prepaid Wallet

- ✓ **Prepaid Balance** — consumed per AWB when the payment term is Prepaid
- ✓ **Prepaid Request** — top-up request with proof, approved by the courier
- ✓ **Top-up History** — every credit and debit
- ✓ Low-balance notification threshold

Roles the Finance Team Expects

Capability	Admin	Shipper	Finance	Read-only
Create / manage shipments and pickups	✓	✓	—	view
Track shipments	✓	✓	✓	✓
View invoices, SOA, COD, prepaid	✓	by right	✓	view
Manage users, rights, settings	✓	—	—	—
Manage API keys and integrations	✓	—	—	—

On top of roles, **User Rights** switches twelve menu items per user — activity viewer, address book, booking search, bulk tracking, domestic AWB, shipment status, pickup request, rate finder, SOA, track my shipment, update profile, credit invoices — so an accounts-payable login never sees a Create AWB button.

What this means for you

- ✓ Statement questions answered by the customer themselves, from the same numbers your accounts team sees
- ✓ COD remittance disputes drop — both sides look at one register
- ✓ Prepaid customers can't ship past their balance; credit customers see their available credit before they book
- ✓ Finance-only users for your customer's AP desk, with no shipping access

SOURCED LIVE FROM ONTRACK

Invoices Outstanding Credit limit
COD status Charge slabs

ROADMAP

Online payment with gateway allocation to OnTrack AR, auto-pay, no-login pay-by-link, invoice dispute flow.

Plug the Courier Into the Customer's Own Systems

High-volume customers do not want to type. The portal gives them a documented API, outbound webhooks, e-commerce order connectors and partner-agent feeds — all behind keys the courier issues and can revoke.

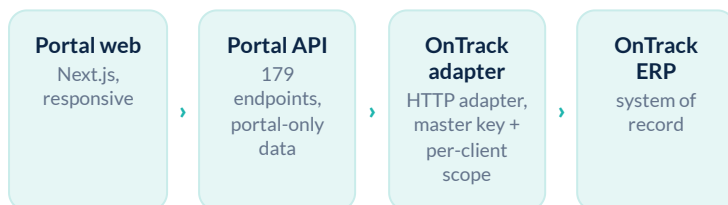
API & Integration Hub

- ✓ **System API keys** with Bearer authentication, IP allow-list (CIDR) and last-sync visibility
- ✓ **Inbound API endpoints** (agents → Integra): create shipments, packages and line items from a partner's system
- ✓ **Outbound webhooks** (Integra → your systems): shipment events pushed to the customer's URL
- ✓ **Status code mapping** — translate a partner's status codes to Integra's
- ✓ Per-user API keys for the customer's own developers; backed by the OnTrack customer API

E-commerce Platforms

- ✓ Connect a store and pull orders into AWBs: **Shopify, WooCommerce, Magento, Amazon, noon, Salla, Zid, Wix, BigCommerce**
- ✓ Connection status, last sync, enable / disable per store
- ✓ Marketplace orders become bulk AWB batches with COD or prepaid terms
- ✓ **Integration Connectors** — Slack and Microsoft Teams alerts for the customer's own team

How the Portal Talks to OnTrack



Portal action	OnTrack effect
Create AWB	Pre-alert with reserved AWB number; activated by check-in scan
Pickup request	Live row in the CS pickup queue with a WB reference
Rate Finder	OnTrack rate engine on the client's own tariff
Tracking	Account-scoped read of tracking events
Complaint • Supply	Created in CS queues, tagged Customer Portal
Invoices • SOA • Masters	Read-only from OnTrack invoicing, AR and masters

Agent & partner feeds

- ✓ **Agent Management** — map partner couriers and their status codes
- ✓ Package Bulk (Agent) and Line Item (Agent) imports for consignments fed by partners
- ✓ **Delivery Allocation** — customers who run their own last mile allocate delivery sheets
- ✓ **Master Data** and **Master Reports** for the customer administrator

SECURITY

- ✓ Keys hashed at rest, shown once
- ✓ Same-company enforcement on every OnTrack call
- ✓ Audit log on create, cancel and pay actions

One Portal, Many Couriers, Many Customers

The portal is multi-tenant and white-label by design. Each courier is a tenant with its own branding, labels, email identity and notification rules; each account customer is a parent account that manages its own sub-users and rights.

 **Tenant & Company**

- ✓ **Tenant Management** (platform admin) — slug, branding, status per courier
- ✓ **Company Details** — name, logo, addresses, tax IDs, default sender
- ✓ Customer parent accounts created from OnTrack's Customer Portal Access screen; API keys per client

 **Users & Rights**

- ✓ **User Management** — invite, change role, deactivate; all bill to the parent's account
- ✓ **User Rights** — twelve menu switches per user
- ✓ **Update Profile** — defaults, language, theme, MFA setup

 **Security**

- ✓ JWT access and refresh tokens; bcrypt password hashing
- ✓ **TOTP MFA** — setup, verify, disable
- ✓ Audit log on every create / cancel / pay
- ✓ Rate limiting behind a reverse proxy; real client IP recorded

Administration Screens

Label Settings	Label layout designer — A4 or thermal / ZPL, PDF417 barcode, required and optional fields (route, reference, goods, handling), live preview
Shipment Templates	Admin-defined templates pushed to all users
Email Settings	SMTP and sender identity per tenant
Notification Settings	Channels and templates per event; low-balance threshold
Master Data	Local lookups (vehicle types, package types) alongside OnTrack masters
Master Reports	Admin reporting across users and shipments
AI Providers	Provider, model and key; visible only to the designated system administrator

Experience

- ✓ **English and Arabic** with right-to-left layout; 680+ translated strings; per-user language toggle
- ✓ **Three themes** — light, dark and midnight — matching the OnTrack back office
- ✓ Responsive on phone, tablet and desktop
- ✓ Built-in **Workflow** and **How it Works** guides with step-by-step screens
- ✓ Floating AI chat assistant on every page

STACK

Next.js 14 · TypeScript · Tailwind · Fastify · Prisma · PostgreSQL 16 · pnpm / Turborepo. Runs on the same database as OnTrack or on its own.

DEPLOYMENT

Cloud SaaS with UAE data residency or on-premise; live demo at cportal.integraerp.tech.

Screen Directory – Every Menu Group

The portal menu as deployed today: 65 screens in 15 groups. Items marked admin are visible to customer administrators; platform items to the courier only.

Group	Screens	Screens
Home	8	Dashboard, Today's Activity, Analytics, AI Insights & ETA, Workflow, How it Works, My Shipment Status, Address Book
Airway Bill	9	Create AWB, Bulk AWB Creation, Batch Search, Domestic AWB, Bulk International AWB, Package Bulk Import, Bulk AWB For Transit, Package Bulk (Agent), Line Item (Agent)
Pickup Request	5	Pickup Request, Quick Pickup, AWB Confirmation, Booking, Booking Search
Prepaid	3	Prepaid Balance, Prepaid Request, Top-up History
Credit	2	View Credit Invoice, invoice detail with AWB lines and PDF
Search & Queries	4	Rate Finder, COD Register, SOA / Billing, Cash Collection
Tracking	4	Track My Shipment, Bulk Tracking, Location Update, NDR Dashboard
Integrations (admin)	3	API & Integration Hub, E-commerce Platforms, Webhook & Notify
Supply	1	Supply Request — stationery and consumables into the OnTrack CS supply queue
Support	2	Complaint Register (OnTrack CS complaints), Notifications inbox
Templates & Labels (admin)	2	Shipment Templates, Label Printing
User	3	Update Profile, User Management (admin), User Rights (admin)
Administration (admin)	13	Company Details, Master Data, Agent Management, Delivery Allocation, Master Reports, API & Integration Hub, Notifications, Label Settings, Integrations, Shipment Templates, Email Settings, Integration Connectors, AI Providers
Platform Admin	1	Tenant Management — one deployment, many courier brands
Auth & public	4	Login, Register, public tracking, landing
Portal API	179	Endpoints across 44 route modules: auth, AWB, bookings, pickups, tracking, rates, quotes, billing, invoices, COD, cash collection, prepaid, supply, complaints, support, contacts, notifications, analytics, reports, AI chat, admin and tenant management
Portal data	42	Portal-side tables for users, account links, tenants, drafts, templates, contacts, pickups, quotes, API keys, webhooks, e-commerce connections, label and notification config, audit log — never a copy of OnTrack's shipments or ledger

Ten Reasons Couriers Choose the OnTrack Portal

01

Live on the ERP, not a copy of it

Every AWB, pickup, rate, tracking event and invoice is read from or written to OnTrack. There is no second database to reconcile and nothing to re-key.

02

Reserved AWB numbers at intake

The customer prints a real label before the courier arrives. The check-in scan activates the shipment — the fastest induction in the market.

03

Rates the customer trusts

Rate Finder prices on the customer's own contract through OnTrack's engine, with volumetric weight and full surcharge break-up.

04

Bulk for the dispatch desk

Domestic, international, transit, package and line-item imports; batch grid; batch search; AWB confirmation with receipt. Hundreds of shipments in one upload.

05

Billing finance teams open first

Credit invoices, SOA, ageing, COD register, cash collection and a prepaid wallet — benchmarked on UPS Billing Center.

06

Exceptions handled by the customer

NDR dashboard with RTO risk, retry scheduling and delivery location update — fewer "where is my parcel" calls.

07

E-commerce and API ready

Nine store connectors, inbound agent API, outbound webhooks, status mapping, IP allow-lists and per-user keys.

08

AI assistant on your key

Chat assistant that tracks, updates and raises complaints; AI insights and ETA; OpenAI, Anthropic or Google configured per tenant.

09

White-label and bilingual

Tenant branding, label designer, email identity, English / Arabic RTL, three themes — your customers see your brand, not ours.

10

Enterprise controls, SME simplicity

Four roles, twelve user rights, MFA, audit log, parent accounts with self-managed sub-users — and built-in guides so a new shipper is live in minutes.

See it with your own account customers

We will link one of your real customer accounts, let them quote, create an AWB and track it — and show the pre-alert arriving in OnTrack. Live.

sales@integraontrack.com

+971 55 222 0975

integraontrack.com