



AI-INTEGRATED LOGISTICS SERVICES MARKETPLACE

Integra Marketplace

SEARCH • COMPARE • BOOK • TRACK

One marketplace for every logistics service — courier, cargo, warehouse space, transport and freight — where verified providers publish live rates, customers compare and book in minutes, payments sit in escrow until delivery, and an AI copilot works alongside both sides.



India-First

INR • GST • UPI & cards • COD
English • Hindi • Arabic

AI-Integrated

Copilot • recommendations • ETA & RTO
risk
Natural-language analytics

Open Platform

Public shipping API • webhooks
MCP server for AI agents

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 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 burden so our customers don't have to.

Integra Marketplace is the demand-side of the Integra logistics suite: the place where shippers find and book the carriers, fleets and warehouses that run on Integra Ontrack ERP, Integra WMS and Cargo — or on any other system, 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 Marketplace · Integra AI
· EDMS · CRM

Delivery

Cloud SaaS · India & UAE hosting · 24/7 support

THE PRODUCT

What is Integra Marketplace?

A two-sided marketplace for logistics services — the "MakeMyTrip for logistics". Customers search by lane, weight, dates or vehicle, compare verified providers on price, transit time, rating and reliability, pay once through escrow and track every milestone. Providers list services and unused warehouse space, win bookings, bids and tenders, and get paid on delivery.



Discovery & Pricing

Typed search per vertical, zone- and lane-based rate cards, instant server-side quotes, side-by-side compare, reliability badges and ranked recommendations.



Booking & Payments

Six-step booking wizard, multi-drop up to 18 stops, add-ons, UPI / card / net-banking via Razorpay, escrow held until proof of delivery, COD ledger, offers and loyalty.



Trust & Control

Supplier KYC and document review, verification badges, SLA scorecards, weight and delivery disputes, fraud rules, DPDP consent and an immutable admin audit trail.

5

SERVICE VERTICALS
COURIER → WAREHOUSE

3

PORTALS · 95+ SCREENS
CUSTOMER · SUPPLIER ·
ADMIN

320+

API ENDPOINTS
+ PUBLIC API & MCP

3

LANGUAGES
ENGLISH · HINDI · ARABIC
RTL

Benefits at a Glance



One Price, No Surprises

Every quote comes from one server-side pricing engine — zone slabs, city lanes, vehicle type, add-ons and GST — and the price you see is the price you're charged, to the paisa.



Book in Minutes, Not Days

Search → compare → book → pay in one flow. Suppliers must accept within 30 minutes or the booking moves on. No phone calls, no broker chain.



Pay Only for Delivery

Payments are held in escrow and released on proof of delivery or goods-received. Cancel inside the window and the refund is automatic.



Verified, Scored, Ranked

Providers pass KYC and document review, earn badges, and are ranked by on-time delivery, pickup reliability, RTO rate and COD remittance speed — not by who pays most.



AI that Does the Legwork

A copilot that tracks, re-books, raises RFQs and answers "what did I spend on cold-chain last quarter?" — grounded in your own data, with a read-only SQL sandbox.



Open by Design

Public shipping API with keys and signed webhooks, an MCP server for AI agents, channel connectors for e-commerce stores, and a branded tracking page you can embed.

Major Features

- ✓ Browser-based customer, supplier and admin portals — nothing to install
- ✓ Five verticals: courier, cargo (FTL/LTL/air), warehouse space, transport, value-added
- ✓ Typed search per vertical: lane & weight, pallets / sq ft & temperature, vehicle type
- ✓ Rate card v2: zone slabs A-E plus city-lane, vehicle-specific pricing; instant, RFQ and auction quotes
- ✓ Six-step booking wizard with multi-drop (18 stops), insurance, packaging, COD
- ✓ Razorpay payments: UPI, cards, net banking; escrow release on POD
- ✓ Supplier- and platform-funded offers, coupon codes, loyalty points
- ✓ Public tracking, GPS live location, milestone timeline, shareable link
- ✓ NDR cases with buyer actions; RTO risk scoring; predictive ETA
- ✓ Weight frozen at booking; weight-dispute workflow with evidence
- ✓ Warehouse marketplace: date-based capacity, escrow, inspection grades
- ✓ Freight load board with reverse-auction bidding; multi-round tenders → contract lanes
- ✓ Supplier tiers Platinum → Bronze with commission discounts and faster payouts; quick-pay
- ✓ AI copilot (17 tools), natural-language analytics, recommendations
- ✓ Public shipping API, signed webhooks, MCP server for AI agents
- ✓ KYC review, 8 verification badges, SLA scorecards, fraud rules
- ✓ DPDP consent records and retention logs; admin RBAC; audit trail
- ✓ English, Hindi and Arabic with right-to-left layout

Modules



Search, Compare & Book — One Price Engine

One engine prices search, calculators, bookings, the public API and the copilot — the number compared is the number charged.

Rate Cards & Quotes

- ✓ **Zone slabs A-E** derived from origin and destination pincodes, with weight bands and minimum charges
- ✓ **City lanes** — supplier-defined origin → destination pricing, vehicle-specific for cargo and transport
- ✓ Fuel surcharge, flat and percentage surcharges, add-ons and 18 % GST applied in one calculation, rounded to the paisa
- ✓ Three quote types on one model: **Instant** (rate card), **RFQ** (supplier quote) and **Auction** (freight bid award)
- ✓ Supplier rate-card editor inside the service page; public rate calculator and serviceability checker

Booking Lifecycle



Cancellation window 24 h · dispute window 7 days · unaccepted bookings auto-expire · refunds on cancel are automatic.

What Customers Can Book

Vertical	Sub-types	Search inputs
Courier	Same / next day, economy, express, e-commerce, reverse	Lane · weight · date
Cargo	FTL, LTL, container, project, hazardous, reefer, air	Lane · weight · vehicle
Warehouse	Storage, fulfilment, 3PL, cold, bonded, cross-dock	City · dates · pallets · temp
Transport	Dedicated or shared fleet, first / last mile, EV	Lane · vehicle · date
Value-added	Customs, forwarding, packaging (planned)	—

Ranking that Rewards Reliability

Signal	Weight	Badge earned
On-time delivery	35 %	Integra Recommended ≥ 80
On-time pickup	20 %	Reliable Pickup ≥ 95 %
RTO rate	25 %	Low RTO ≤ 2 %
COD remittance	20 %	Top Performer ≥ 90

Six-Step Booking Wizard

#	Step	What happens
1	Shipment details	Origin, destination, up to 18 stops; weight, dimensions, commodity; special-handling flags
2	Add-ons	Transit insurance (1 % of declared value), packaging, cash on delivery, shipment protection plan
3	Pickup schedule	Date and slot from the provider's live availability; blackout dates respected
4	Review	Server-priced breakdown: base, add-ons, per-stop surcharge, offers, loyalty points, GST
5	Payment	UPI, card or net banking via Razorpay; postpaid wallet for approved business accounts
6	Confirmation	Booking and tracking numbers, AWB label, estimated delivery, share and download

Offers, Coupons & Loyalty

Supplier- or platform-funded, validated server-side; points redeemed atomically, restored on cancel.

Sponsored Listings

Plan-based promoted slots, boosted only in default sort and always labelled — ranking stays honest.

Templates & Teams

Saved addresses and templates for one-click rebooking; sub-accounts with Viewer / Booker / Manager roles.

Live Tracking, Exceptions & Cash on Delivery

The three things shippers ask for first — where is it, what went wrong, and where is my COD money — are native objects in Integra Marketplace, not support tickets.

Tracking

- ✓ **Public tracking page** by tracking or booking number — no login, shareable link, embeddable branded version per supplier
- ✓ **Milestone timeline** — booked, picked up, in transit, out for delivery, delivered — with proof-of-delivery capture
- ✓ **GPS live location** posted from the supplier portal or driver app flow (lat/Ing, speed, heading) and shown on the shipment
- ✓ **Predictive ETA** from stage progress and address intelligence; exception alerts feed the admin control tower
- ✓ Every milestone triggers customer notifications by email, SMS or WhatsApp

NDR (Non-Delivery) Lifecycle



Every booking also carries an **RTO risk score** — pincode history (40 %), COD flag (30 %), open NDR (30 %) — so high-risk shipments are visible before dispatch.

Weight Disputes & COD

- ✓ Declared weight and dimensions are **frozen at booking**; a supplier reweigh opens a dispute with photo evidence, resolved by the supplier or escalated to admin
- ✓ **COD ledger** per supplier: collections recorded against bookings, remittance batches initiated by the supplier and settled by admin
- ✓ COD remittance speed feeds the supplier's ranking score and tier

Labels & Manifests

AWB numbers and printable labels per booking, pickup manifests grouping bookings for the day, bulk booking import for high-volume shippers.

What this means for you

- ✓ Customers stop calling — the tracking link answers "where is it?"
- ✓ Failed deliveries become a decision for the buyer, not a lost parcel
- ✓ Risky COD shipments are flagged before they leave the dock
- ✓ Reweigh disagreements are settled with evidence, not arguments
- ✓ COD cash is reconciled per booking, so remittance is never a mystery
- ✓ Suppliers who deliver on time are rewarded with rank and tier

EVENTS THAT NOTIFY

- Booking confirmed
- Picked up
- Out for delivery
- Delivered
- Delivery attempted
- Dispute resolved
- Refund processed

CHANNELS

- Email
- SMS
- WhatsApp
- Webhook

Warehouse Marketplace, Freight Bidding & Tenders



Warehouse Space Marketplace

Owners list **unused capacity** — pallets or square feet, temperature band, amenities, photos. Customers search by city and dates, see live availability, pay into escrow and the owner is paid on "goods received". Inspection grades A+ / A / B, reviews and disputes close the loop.



Freight Load Board & Bidding

Shippers post loads with an algorithmic reference price; carriers bid in a **reverse auction** with auto-expiry; the award creates a confirmed booking and an auction quote in one step. Carriers set lane alerts so matching loads find them.



RFQ & Quotes

Request a quote from any listing; suppliers respond with price and validity; customers accept, counter or decline and pay from the quote. RFQ bookings carry an "estimate" price until the supplier quote is accepted.



Tenders & Contract Lanes

Enterprise shippers run **multi-round tenders** with a rate matrix across lanes and vehicle types; the award writes contract lanes that price future bookings automatically.

Supplier Tiering

- ✓ Platinum • Gold • Silver • Bronze, evaluated on on-time delivery (30 %), pickup (15 %), RTO (20 %), rating (25 %) and volume (10 %)
- ✓ Higher tiers earn commission discounts, faster payouts and placement benefits
- ✓ Tier and score shown in the supplier portal with what to improve

Supplier Portal

- ✓ Six-step onboarding: business, address, documents, services, bank, review
- ✓ Service listings and rate cards, availability and blackout calendar
- ✓ Fleet with permits and insurance expiry; drivers with GPS and milestones
- ✓ Bookings, manifests, labels, NDR, weight disputes, COD, reviews with replies
- ✓ Promotions, branding of the tracking page, analytics and copilot

Transparent Commission

Vertical	Platform commission
Warehouse space	5 %
Cargo	6 %
Transport	7 %
Courier	8 %
Value-added	10 %

Published rates, reduced by tier. Supplier-funded offers come out of the supplier's share; platform-funded offers never reduce the supplier payout.

Get Paid Faster

- ✓ **Quick-pay:** early settlement of confirmed earnings for a 2.5 % fee
- ✓ **Postpaid wallets** for approved business customers with credit limits
- ✓ **Financing marketplace:** invoice financing applications routed to NBFC partners, repayments tracked

Capacity, Not Listings

Warehouse availability is computed per date from space offered minus confirmed bookings — so a listing can never be double-sold.

Escrow with Rules

Held on confirmation, released on goods received, refunded on cancel before inbound, frozen on dispute; admin resolves no-action, partial or full.

Analytics for Suppliers

Revenue trend, top routes, satisfaction trend, earnings and commission breakdown — and ask the copilot in plain language.

Trust Is a Product Feature — Not a Promise

Marketplaces fail when either side can't trust the other. Integra Marketplace verifies providers before they list, protects money until the job is done, and keeps a record of every decision an operator makes.

Supplier KYC & Verification

- ✓ GSTIN and PAN validation at registration
- ✓ Document upload: GST certificate, PAN, registration, insurance
- ✓ Admin review with approve / reject and notes; audit trail per decision
- ✓ Eight badges: GST Verified • ISO • IATA • Cold Chain • FSSAI • Pharma • Bonded Warehouse • Dangerous Goods
- ✓ ULIP / DigiLocker verification: connector-ready

Payments, Escrow & Protection

- ✓ Razorpay: UPI, cards, net banking, wallets; signed webhooks that fail closed
- ✓ Escrow held on payment, released on POD, refunded on cancel in window
- ✓ Shipment protection plans at ₹39 / ₹79 / ₹149 by declared value, with claims workflow
- ✓ Transit insurance add-on at 1 % of declared value
- ✓ COD remittance and quick-pay settlements, all ledgered

Disputes & SLA

- ✓ Customer disputes on any booking: open → investigating → resolved → closed
- ✓ Weight disputes with frozen baseline and photo evidence
- ✓ Warehouse disputes freeze escrow until admin rules
- ✓ SLA scorecards per supplier; 30-minute acceptance window enforced
- ✓ Fraud rules: high-value new accounts, frequent cancellers, repeat disputes

India Compliance

- ✓ 18 % GST on every price breakdown; GSTIN on business accounts and invoices
- ✓ DPDP Act: consent records per purpose, withdrawal, retention logs and consent audit
- ✓ E-way bill generation per booking: GSP connector-ready
- ✓ Duty calculator for UAE, US, UK and Singapore lanes; CSB-IV / CSB-V classification
- ✓ Carbon reporting per shipment on GLEC Framework v3 factors, offsets at ₹15 / kg

Admin Console — The Control Tower

- ✓ Platform KPIs: GMV, bookings, suppliers, customers, revenue by vertical
- ✓ Supplier approvals, KYC, SLA scorecards, tiering runs
- ✓ Bookings, disputes, weight disputes, COD remittance, escrow
- ✓ Warehouses: listings, bookings & escrow, inspection grades
- ✓ Offers, fraud alerts, fintech approvals, financing, data products
- ✓ Roles Super Admin • Ops • Finance • Support; immutable audit log

Markets we are built for

Live today

India — INR, GST, Razorpay (UPI, cards, net banking), COD, pincode zones, all states & UTs

Languages

English and Hindi live; Arabic with full right-to-left layout for GCC customers

Next

UAE — AED, 5 % VAT, emirate regions, card and bank payments through a regional gateway

Roadmap

ONDC network participation, e-way bill GSP, carrier network and insurance partner integrations

AI Copilot, Analytics & APIs

Large-language-model intelligence is embedded in the workflow — grounded in the account's own data, gated by role, and never in the path of a payment or a booking.

Integra Copilot — 17 tools, two sides

For customers	For suppliers
Search services · track shipment · list bookings · booking details	List bookings · booking details · update status / milestone
Account summary · act on NDR (reschedule, re-address, cancel)	Earnings summary · performance metrics · tier standing
Create RFQ · calculate import duty · carbon footprint	List NDR cases · list services · list weight disputes

Tool-use loop with conversation memory; every tool runs with the signed-in user's own permissions. Also exposed as an **MCP server** (7 tools) so enterprise AI agents can ship through Integra.

Natural-Language Analytics

- ✓ "What did I spend on cold-chain shipments last quarter, by supplier?" → SQL → chart
- ✓ SELECT-only sandbox over curated analytics views; optional read-only database role
- ✓ KPI, bar, line, pie and table outputs; suggested questions per user type

Models that Rank and Predict

Recommendation Engine

Reliability score from delivery, pickup, RTO and COD signals, confidence by volume; badges nightly.

Predictive ETA & RTO Risk

ETA from stage progress and address intelligence; RTO score at booking; exception alerts.

Lane Benchmarks & Freight Index

90-day rolling benchmarks and a daily freight index for shippers negotiating contracts.

Fulfilment Recommendations

Inventory positions and plans suggest which warehouse should serve which demand.

Open Platform

PUBLIC SHIPPING API V1

Rates, create shipment, track, cancel — API keys with scopes, idempotent posting

WEBHOOKS

HMAC-signed events for shipment created, cancelled and milestones; fail-closed verification on inbound webhooks

MCP SERVER

Model Context Protocol over streamable HTTP — connect Claude, ChatGPT or in-house agents

CHANNEL CONNECTORS

Store connections and order sync for Shopify / Amazon-style channels; credentials encrypted AES-256-GCM

ONDC

Order mapping and status webhooks for the open network — connector-ready

SECURITY & PLATFORM

- ✓ JWT with rotating refresh tokens, phone OTP, bcrypt
- ✓ Role-based admin policy; Zod-validated inputs; rate limits
- ✓ TypeScript end to end · Next.js · Node · PostgreSQL 16 · Redis
- ✓ ~300 automated tests; CI on every change

See it run on your own lanes

Bring a month of shipments and your top lanes — we'll show live rates, a booking through escrow, tracking and the copilot on your data.

[market.integraerp.tech](mailto:sales@integraontrack.com)
sales@integraontrack.com
+971 55 222 0975