



Integra IT Solutions FZE LLC

Sharjah · United Arab Emirates

ERP · TMS · WMS · Finance · AI

TRANSPORT MANAGEMENT SYSTEM · ORDER-TO-SETTLEMENT

Integra TMS

PLAN · TENDER · TRACK · SETTLE

A cloud-native, multi-tenant transport management platform for shippers, 3PLs, freight forwarders and fleet operators — covering orders, multi-carrier tendering, live tracking, freight audit, claims, customs and driver settlement across road, ocean, air, rail and last mile, in English and Arabic.



Order-to-Settlement

17-stage order lifecycle · multi-carrier tender broadcast & spot bid · control tower · contract-based freight audit · driver settlements

Trade & Compliance Built-In

Customs declarations with live HTS lookup, duty & landed cost · hazmat · denied-party screening · FMCSA carrier vetting · surety bonds

Open Platform

260+ REST endpoints · EDI 204 / 210 / 214 / 997 · ERP connectors · webhooks · multi-tenant · English & Arabic RTL · cloud or on-premise

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 and compliance burden so our customers don't have to.

Integra TMS is the transport execution backbone of the Integra platform suite. It runs standalone, or connected to Integra Finance, Integra Ontrack ERP, Integra WMS and third-party ERP, carrier and EDI 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 · Integra TMS · Warehouse WMS · Integra Finance · Fleet · Integra AI · EDMS · CRM

DELIVERY

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

THE PRODUCT

What is Integra TMS?

A complete transport management system — order intake through carrier settlement — designed around how logistics teams in the Gulf and India actually work: mixed modes on one order, carriers tendered by WhatsApp and phone, customs that stalls at the port, and invoices that never quite match the rate card.



Execution Core

Orders with items, Incoterms, hazmat and temperature rules; 17-state lifecycle from Draft to Delivered; shipments with legs, events, GPS and proof of delivery; dock appointments and multi-stop route sequencing.



Carrier & Cost Control

Tender broadcast to many carriers at once or run a spot bid; lane-based rate engine with weight breaks and fuel surcharge; routing guide; contract-based 3-way freight audit; claims and disputes; driver pay settlements.



Compliance Built-In

Customs declarations with live HTS tariff lookup, duty and landed cost; hazmat declarations; denied-party screening; FMCSA/DOT carrier checks and onboarding audit trail; surety bonds; 24 document types.

20

MODULES ON
ONE PLATFORM

11

TRANSPORT
MODES

260+

REST API
ENDPOINTS

17

ORDER LIFECYCLE
STAGES

2

LANGUAGES
ENGLISH · ARABIC RTL

Benefits at a Glance

Lower Freight Spend

Broadcast a load to every qualified carrier and let the first acceptance — or the best bid — win. Routing guides and a lane-based rate engine keep every tender on contract.

Control, Not Chasing

One control tower for every shipment: 19 event types, 16 exception types, GPS positions, geofence checks and a dynamic ETA with a confidence level.

Pay What You Contracted

Carrier invoices are audited against the rate card automatically — rate variance and off-contract accessorials are flagged before approval. Claims and disputes have a full lifecycle.

Compliance Ownership

Customs declarations file, review, amend and clear inside the system. HTS codes, duty and landed cost are computed, not typed. Hazmat, screening and carrier vetting are product features.

Multi-Tenant by Design

Shippers, 3PLs and forwarders each get an isolated tenant with its own users, roles, branding and customer portal — on one installation, cloud or on-premise.

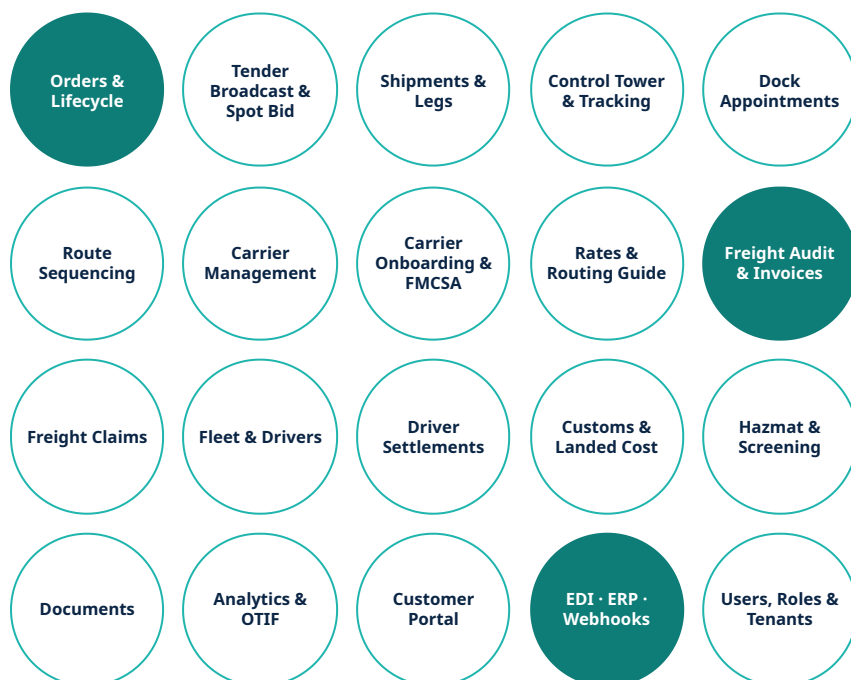
Open by Design

REST API, ANSI X12 EDI (204, 210, 214, 997), ERP connectors for SAP, Oracle and Dynamics 365, and webhooks for 13 events connect your ERP, WMS, carriers and customers.

Major Features

- ✓ Browser-based — nothing to install
- ✓ Multi-tenant, multi-currency, 11 modes
- ✓ English and Arabic with full RTL
- ✓ 17-stage order lifecycle, enforced transitions
- ✓ Tender broadcast — first to accept wins
- ✓ Spot-bid auctions with dispatcher award
- ✓ Validation: hazmat, COD, Incoterms, customs, temperature
- ✓ Lane rate engine, weight breaks, fuel surcharge, routing guide
- ✓ Control tower, exceptions, notifications
- ✓ GPS, geofences, dynamic ETA, POD
- ✓ Dock appointments with conflict detection
- ✓ Multi-stop route sequencing
- ✓ Carrier scorecards & performance history
- ✓ FMCSA check, document checklist, audit trail
- ✓ Invoice lifecycle with 3-way contract audit
- ✓ Freight claims — damage, loss, shortage, overcharge
- ✓ Driver settlements by mileage, load, hour, salary
- ✓ Customs with live HTS lookup, duty, landed cost
- ✓ Hazmat, denied-party screening, surety bonds
- ✓ 24 document types — BOL, POD, AWB, CMR, MSDS
- ✓ Dashboard, OTIF, carrier, lane, fleet analytics
- ✓ Branded tracking portal with subscribers
- ✓ EDI 204 / 210 / 214 / 997 · ERP · webhooks
- ✓ 70 permissions · audit log · encrypted credentials

Modules



From Order to Awarded Carrier

Every transport order carries its items, parties, addresses, Incoterms, service level and special handling. A state machine enforces what can happen next — so nothing is dispatched that was never validated, and nothing is tendered twice.

Order Lifecycle



Plus On Hold and Cancelled with mandatory reason, at any non-terminal stage. Every transition writes a tracking event and an audit-log entry.

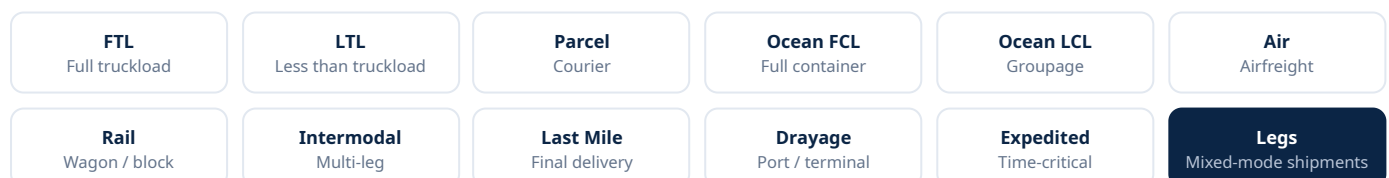
Multi-Carrier Tender Broadcast

- ✓ **Broadcast mode** — offer one load to any number of approved carriers simultaneously; the first to accept is awarded atomically and every other offer expires. No double-award, even on simultaneous responses.
- ✓ **Spot-bid mode** — carriers submit a bid amount and notes; the dispatcher compares and awards the chosen offer.
- ✓ Offer expiry, withdrawal and decline tracked per carrier with timestamps.
- ✓ On award, the order moves to Accepted, the carrier is set, and a tracking event is written — reusing the standard lifecycle, not a parallel one.
- ✓ Single-carrier tender remains available for contracted lanes via the routing guide.

What this means for you

- ✓ Spot capacity sourced in minutes, not a morning of phone calls
- ✓ A written record of who was offered what, and who responded when
- ✓ Contracted lanes stay on contract; spot lanes go to the best bid
- ✓ Dispatchers see every live offer on the order itself

Eleven Modes, One Order Model



Order Validation Engine

Cross-field rules run before tender: hazmat class vs. UN number and packing group; COD amount vs. currency; Incoterms vs. parties; customs requirement vs. international lane; temperature range vs. equipment. Issues are returned by field, not as a generic rejection.

Order Templates & Items

Recurring lanes saved as templates. Line items with quantities, packaging, dimensions, weights, declared value, HS code and hazmat flags. 24 accessorial charge types — liftgate, detention, residential, fuel, customs, and more.

History & Audit

Every order shows a combined timeline of tracking events and audit-log entries — who tendered, who accepted, who put it on hold and why. Exportable for customer disputes and carrier reviews.

Every Shipment on One Screen

Tracking is where most TMS projects stall — the data is in the carrier's portal, the driver's phone and a WhatsApp group. Integra TMS puts shipments, events, positions, exceptions and appointments in one control tower, and exposes the same view to your customers through a branded portal.

Control Tower

- ✓ **Live board** of active shipments by status, with the newest event, last position and open exceptions per shipment
- ✓ **19 tracking event types** — picked up, departed, arrived, customs hold, delivered and more — from the web app, driver GPS, carrier EDI 214 or API
- ✓ **16 exception types** — delay, damage, loss, delivery failure, weather, breakdown, customs hold — each with a resolution workflow and resolver
- ✓ **Map view** of latest positions per vehicle and shipment; single and batch GPS ingestion for telematics feeds
- ✓ **Dynamic ETA** projected from recent GPS speed and remaining distance, returned with a confidence level (high / medium / low) and an explicit basis — live GPS or static schedule — so the screen never hides a guess as a fact
- ✓ **Geofences** — radius or polygon, 8 types (depot, customer site, port, border, restricted zone and more) with inside/outside checks
- ✓ **Notifications** inbox with read tracking; tenant-wide exception feed on the executive dashboard

Customer Tracking Portal

- ✓ Public tracking link per shipment, secured by token with expiry
- ✓ Your tenant's logo, colours and custom message
- ✓ Timeline of events, current status, ETA
- ✓ Customers subscribe by email for updates
- ✓ Access counting per link; revoke at any time
- ✓ Separate rate limit protects the public endpoint

PROOF OF DELIVERY

Signatory name, role, timestamp and notes captured against the shipment on delivery; delivery marks the order complete and closes the timeline.



Dock & Yard Appointments

Book carriers into time slots at your facilities and stop queuing trucks at the gate.



- ✓ Dock door and overlapping-window conflict detection — a double booking is rejected, not silently accepted
- ✓ No-show and cancellation recorded with reasons; linked to order, shipment, carrier and location
- ✓ Carrier driver, phone and trailer captured for the gate



Multi-Stop Route Sequencing

Give the optimiser a depot and any number of stops; get back the stop order, total distance and the improvement over the order you entered.

- ✓ Nearest-neighbour construction followed by 2-opt local search over great-circle distance
- ✓ Every run is saved with inputs, result and improvement % for audit and comparison
- ✓ Built as the deterministic first step toward the AI Route Optimizer on the roadmap — no black box, results are reproducible

Depot-anchored

≥ 3 stops

Run history

Improvement %

19

tracking event types

16

exception types with resolution

8

geofence types · radius or polygon

7

appointment statuses with conflict check

GPS

single & batch ingestion, dynamic ETA

Carrier Network, Rate Engine & Own Fleet

Whether you buy capacity, run your own trucks, or both — carriers, rates, vehicles, drivers and driver pay live in the same system as the orders they move.

Carrier Management

- ✓ 8 carrier types — asset carrier, broker, forwarder, NVOCC, courier, rail, ocean, air
- ✓ Lifecycle: pending → approved → active, with suspend, blacklist and reactivate — each decision logged with rationale
- ✓ Contacts, certifications and insurance with expiry; MC / DOT / SCAC identifiers
- ✓ Computed performance score per period from on-time rate, exception rate, transit time and invoice accuracy — a scorecard, not a star rating someone typed in
- ✓ Preferred-carrier flag feeds the routing guide

Carrier Onboarding & Vetting

- ✓ FMCSA SAFER / QCMobile authority and safety lookup, activated with your FMCSA web key
- ✓ Document checklist — W-9, certificate of insurance, operating authority, carrier contract — each received → verified / rejected with notes
- ✓ **Persisted selection audit trail:** every check, document decision and approval is written to the audit log with user, time and rationale — defensible evidence of reasonable carrier selection
- ✓ Approval warns when vetting is incomplete, without blocking legacy carriers
- ✓ 9 compliance check types incl. authority, DOT safety, hazmat registration, insurance, broker / forwarder / customs-broker licence, AEO, TSA

Rate Engine & Routing Guide

- ✓ Rates per carrier, mode and lane, with validity dates and currency
- ✓ Five-tier lane matching — postal code, city, state/region, country, generic — picks the most specific contract
- ✓ Rate basis: per mile / km / kg / lb / cbm / pallet / piece, flat, or % of value; weight breaks, minimum and maximum charges
- ✓ 24 accessorial charge types with flat, per-unit or percentage pricing
- ✓ Fuel surcharge schedules with dated entries
- ✓ Rate calculation and routing-guide endpoints return the contracted total and the preferred carrier for any lane

Fleet & Drivers

- ✓ 16 vehicle types — tractor, box truck, reefer, flatbed, tanker, van, and more — with capacity, plate, VIN, odometer and status
- ✓ 10 maintenance record types with cost and schedule
- ✓ Driver master: licence class and expiry, endorsements, employment type, pay type, vehicle assignments
- ✓ Hours-of-service counters — driving, on-duty, weekly — updated from the driver or telematics
- ✓ ELD and telematics device / provider recorded per vehicle and driver
- ✓ Fleet utilisation and status on the fleet analytics view

Driver Settlements

Generate a driver's pay statement for any period from the shipments they actually delivered. Pay is computed per the driver's pay type — mileage, per load, hourly or salary — with manual line items for bonuses, deductions and reimbursements.

Generate

Delivered shipments in period



Draft

Add / adjust line items



Approved

Locked for payment



Paid

Reference & date; void if needed

Double-pay guard: a shipment already on a non-voided settlement is never picked up again.

Pay Right, Claim Fast, Clear Customs

The three places money leaks in transport — over-billed invoices, unrecovered claims and surprises at the border — are handled as workflows with a lifecycle, not as emails.

Freight Invoices & 3-Way Audit

Submitted



Under Review



Approved / Disputed



Paid

- ✓ **Audit against contract:** the invoice's order, lane, mode, weight and carrier are run through the same rate engine that quoted the load; the contracted total is compared with the invoiced total automatically
- ✓ Every invoice line's charge type is checked against the contract's accessories — a fee that was never negotiated is flagged
- ✓ Returns *not auditable* with a reason when no contract matches, rather than guessing
- ✓ Disputes with amount, reason and assignee; void with audit; payment reference and date

Freight Claims

Claims numbered **CLM-YYYYMM-NNNNN**, linked to the order and carrier, with the shipment data already attached.

Filed



Under Review



Approved / Rejected



Settled



Closed

- ✓ Six claim types — damage, loss, shortage, overcharge, delay, other
- ✓ Claimed vs approved vs settled amounts, settlement reference
- ✓ Claim rate feeds the carrier scorecard and in-full metric

Damage

Loss

Shortage

Overcharge

Delay

Customs Declarations, Duty & Landed Cost

- ✓ Six declaration types — import, export, transit, temporary, re-export, bonded — with exporter / importer, ports, countries of origin, weights, values and line items
- ✓ **Live HTS tariff lookup** against the US International Trade Commission schedule: search by keyword, apply the code to a line, and the general duty rate comes with it
- ✓ Duty computed per line and rolled up to the declaration; compound or conditional rates are returned as text for a human to confirm — never silently mis-calculated
- ✓ **Landed cost** = declared value + freight + insurance + duty + tax, left blank rather than understated when the goods value is missing
- ✓ Full lifecycle: file (MRN, entry number, broker) → start review → approve / reject / request additional info → amend & re-file → clear. No dead ends.

Draft

Declaration authored, lines & HS codes

Filed

MRN · entry no. · customs broker

Under Review

Approve · reject · request info

Amended

Re-file after rejection

Cleared

Duty, tax & landed cost final

Hazmat Declarations

Nine hazard classes, UN number, packing group, ERG guide, IMO class, marine-pollutant flag, emergency contact — validated against the order before tender.

Denied-Party Screening

Screen shipper, consignee, notify party and carrier in one call, with fuzzy matching tuned to over-flag rather than miss; review queue resolves confirmed vs false positive. Connect your licensed OFAC / BIS / EU feed.

Bonds & Documents

Surety bonds incl. BMC-84 / 85 with expiry. 24 document types — BOL, POD, AWB, CMR, commercial invoice, packing list, MSDS, phytosanitary — with expiry alerts, linked to order, shipment, invoice or dispute.

Dashboards, OTIF & Scorecards

Ten analytics views computed from live operational data — not a nightly export to a spreadsheet — with month-over-month trend series and CSV / JSON export for the reports your customers and auditors ask for.

VIEW	WHAT IT ANSWERS
Executive Dashboard	Orders, shipments, active exceptions, spend and on-time rate for the period, with trend vs prior period
Order Analytics	Volume by status, mode and customer; monthly trend; average order value
Carrier Scorecard	On-time rate, exception rate, average transit time, invoice accuracy → weighted score; ranked carriers
Lane Analytics	Volume, cost and transit time by origin–destination lane; top lanes
Finance Analytics	Total spend, invoiced vs paid, outstanding payables, discrepancy count, cost per kg / per order
Shipment Performance	On-time delivery, transit times, status distribution, monthly trend
Exception Analysis	Exceptions by type and carrier; resolution time, open vs resolved
Fleet Analytics	Vehicle utilisation, status mix, maintenance cost, driver availability
OTIF	On-Time-In-Full %, on-time-only %, in-full-only %, monthly series — in full means no damage, loss or delivery-failure exception
Export	Six reports as CSV or JSON for BI tools, customers and auditors

KPIs on the dashboard

On-time rate

OTIF %

Exception rate

Claim rate

Cost per kg

Cost per order

Total spend

Invoiced vs paid

Outstanding payables

Fleet utilisation

Carrier score

Avg transit time

Carrier Scorecard formula

Weighted blend of on-time delivery, exception rate, average transit time and invoice accuracy, computed per carrier per period and persisted as performance history — so a carrier review is a printout, not an argument.



Executive Dashboard

KPI tiles, order and spend charts, active exceptions and carrier standings on the landing page — role-aware, refreshed from live data.



Workflow Walkthrough

An animated 14-stage order-to-settlement walkthrough inside the app for onboarding new dispatchers and demonstrating the process to customers.



Built-in User Guide

A 24-section help centre covering every module — in English and Arabic — so training doesn't depend on a PDF someone has to find.



English & Arabic, RTL

The whole application — 27 translation namespaces, 1,600+ strings — in Arabic with right-to-left layout, switchable per user. Dark, light and system themes.



Multi-Currency Records

Currency carried on orders, rates, invoices, claims and settlements, with tenant and user defaults — so a UAE 3PL can bill in AED, pay carriers in USD and settle drivers in INR.



Notifications

In-app notification inbox for exceptions, status changes and approvals; email for account and password flows; SMS / WhatsApp channels defined for roadmap activation.

Connected Today. Intelligent Tomorrow.

A TMS is only as good as what it talks to. Integra TMS is API-first — every screen in the application uses the same REST API your ERP, WMS, carriers and customers can — and ships with EDI, ERP and webhook plumbing.



REST API

260+ endpoints under /api/v1, JWT-secured, tenant-scoped, Zod-validated, request-ID traced. Paginated lists, filters and exports on every resource.



ANSI X12 EDI

Inbound **204** load tender creates the order and returns a **997** acknowledgement automatically. Outbound **214** shipment status and **210** freight invoice. Event log with retry.



ERP Connectors

Adapters for SAP, Oracle and Microsoft Dynamics 365 plus a custom connector: order sync, shipment and invoice push with mapped payloads. Credentials AES-256-GCM encrypted and masked.



Webhooks

13 event types — order created, tendered, dispatched, delivered, exception raised, invoice approved and more — with endpoint test and a delivery log.

CONNECTS TO

Integra Finance · Ontrack
ERP · WMS

CARRIERS VIA

EDI 204 / 210 / 214 · API ·
Portal

CUSTOMERS VIA

Tracking portal · Webhooks
· Export

PUBLIC DATA

USITC HTS · FMCSA SAFER

Built for where transport is going

Market direction is clear: AI-assisted planning, predictive visibility, carbon reporting and driver-side mobility. Integra TMS is upgraded on a published roadmap so customers get these as releases, not re-implementations. Today's platform already carries the data these features need — GPS history, lane and transit history, CO₂ fields on every order, HOS counters and telematics identifiers.



AI Route Optimizer

Capacity- and time-window-aware multi-stop planning with road distances and traffic, built on today's deterministic sequencing engine and run history.



Predictive ETA

Models trained on your lane, carrier and mode history — upgrading today's GPS-projected ETA with learned transit patterns and weather.



Freight Audit AI

Auto-approve invoices inside tolerance, categorise discrepancies (rate, duplicate, accessorial) and draft the dispute — on top of today's contract audit.



Ask Your TMS

Natural-language questions over orders, lanes, carriers and spend — "delayed shipments from Jebel Ali this month" — answered from your own data.



ESG & Carbon

CO₂ per shipment, lane and mode computed from distance, mode and vehicle, with sustainability KPIs — the fields are already on every order.



Driver App & Marketplace

Mobile assignments, POD photo & signature, HOS and offline sync; then a digital freight marketplace and ocean / air documentation (B/L, AWB).

Roadmap items are planned enhancements and are released progressively; timing is shared with customers under agreement.

Enterprise-Grade Foundation

Multi-Tenant Platform

Every record is isolated per tenant. Plans with user and shipment limits, white-label branding and custom domain. A super-admin console provisions, suspends and reactivates tenants. Cloud SaaS or on-premise.

Security

bcrypt password hashing, logout after failed attempts, 15-minute signed access tokens with rotating 7-day refresh sessions, server-side revocation on logout, strict CORS and CSP headers, rate limiting, schema-validated input against mass assignment.

Roles & Permissions

70 granular permissions by module and action, system roles (super admin, tenant admin, dispatcher, finance, carrier, driver, viewer) plus custom roles per tenant; admin-only routes guarded on both server and client.

Audit Trail

Order, tender, carrier and onboarding decisions written to an audit log with before / after data, user, IP and timestamp; combined with tracking events into a per-order history timeline.

Integration Security

Connector credentials encrypted at rest with AES-256-GCM and masked in every response; secrets redacted from logs; public tracking endpoints on a separate, tighter rate limit.

Operations

PostgreSQL with migration history, Redis for sessions and caching with graceful degradation, liveness and readiness health checks, graceful shutdown, PM2-managed process behind Nginx with TLS, scheduled database backups.

Multi-tenant

Multi-currency

English · Arabic RTL

PostgreSQL · Redis

Node.js · TypeScript

REST API · EDI · Webhooks

UAE data residency

Browser-based

Connects to Integra Finance · ERP · WMS



Ready to see your loads tendered, tracked and audited?

Book a live demonstration with your own lanes, a week of orders and a carrier invoice. We will show you tender broadcast, the control tower and a contract audit on your data.

Integra IT Solutions FZE LLC · formerly Edocs Solutions & Computer Consultants

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