Core Features

1. Waybill Management

- **Create Waybills** - Generate shipping labels with unique AWB (Air Waybill) numbers
- **Edit Waybills** - Modify shipment details before dispatch
- **Track Waybills** - Real-time tracking with status updates
- **Multi-AWB Operations** - Batch operations on multiple waybills

2. Scanning Operations

Outgoing Scans:

- **Packing** - Package preparation and verification
- **Handover** - Transfer between logistics hubs

Incoming Scans:

- **Receiving** - Package arrival at distribution center
- **Delivery** - Final delivery to customer
- **Problem Scan** - Exception handling (damaged, lost, etc.)

3. Courier Partner Integration

- Support for 10+ courier partners
- Webhook-based status synchronization
- API-based shipment creation
- Automatic status mapping to internal codes

4. Fee Calculation

- Dynamic pricing based on:
  - Origin and destination locations
  - Package weight and dimensions
  - Service type (regular, express, cargo)
  - Customer-specific pricing (VIP)
  - Special location surcharges

5. Reports & Analytics

Operational Reports:

- Monitoring pickup/delivery status
- Manifest reports
- Arrival/departure reports
- SLA performance tracking

Financial Reports:

- Billing reports (standard & VIP)
- Agent commission calculations
- Distribution center (DC) commissions
- Finance reconciliation

Quality Reports:

- Courier performance
- Problem scan analysis
- Weight discrepancy tracking

6. Quality Management

- **Weight Verification** - Alter weight for discrepancies
- **POD (Proof of Delivery)** - Capture delivery signatures/photos
- **POP (Proof of Pickup)** - Document package pickup with photos

7. Driver App Support

- Mobile-friendly endpoints for delivery drivers
- Marketplace order management
- Route optimization support
- Real-time status updates

8. Marketplace Integration

- **Pickup Management** - Handle marketplace order pickups
- **Receiving** - Process incoming marketplace orders
- Support for multiple platforms

9. Administration

- **Account Management** - User and agent administration
- **Customer Management** - Customer profiles and preferences
- **Feed Information** - System notifications and updates

10. Financial Operations

- **VIP Billing** - Custom pricing for premium customers
- **Payment Gateway** - Xendit integration for payments
- **Commission Tracking** - Calculate agent and DC commissions

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