

SEARCHCRAFT DIGITAL

STATEMENT OF WORK (SOW)

COURIER AGGREGATOR PLATFORM DEVELOPMENT

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1. DOCUMENT PURPOSE

This Statement of Work ("SOW") defines the project scope, deliverables, development responsibilities, implementation process, commercial terms, payment milestones, testing procedures, deployment conditions, support obligations, and acceptance criteria for the development of a Courier Aggregator Platform by Searchcraft Digital.

This SOW shall serve as the primary project execution document between Searchcraft Digital ("Service Provider") and the Client.

The project shall be developed according to the scope, features, integrations, customizations, commercial terms, and conditions agreed upon in this document and the associated Commercial Proposal.

2. CLIENT DETAILS

Client / Company Name: _____

Authorized Person Name: _____

Designation: _____

Registered Address: _____

Email Address: _____

Contact Number: _____

GST Number, if applicable: _____

3. PROJECT OVERVIEW

Searchcraft Digital shall design, develop, configure, integrate, test, and deploy a scalable Courier Aggregator Platform.

The platform is intended to provide a centralized technology infrastructure through which the Client can manage users, courier bookings, B2B and B2C shipments, courier integrations, tracking, NDR, RTO, COD, wallet transactions, rate cards, reports, and other agreed logistics operations.

The platform shall consist primarily of:

- Public Website / Landing Page
 - User Registration and Authentication
 - User Panel
 - Admin Panel
 - B2C Order Management
 - B2B Order Management
 - Shipment Management
 - Courier API Integrations
 - Channel Integration
 - Wallet Management
 - COD Management
 - NDR Management
 - RTO Management
 - Rate Management
 - Reports
 - Tracking
 - Other mutually selected modules
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4. PROJECT OBJECTIVE

The primary objective of this project is to develop a functional and scalable Courier Aggregator Platform that enables the Client to:

- Onboard and manage users
- Accept B2C and B2B shipment bookings
- Process individual and bulk orders
- Connect with multiple courier service providers
- Calculate shipping rates
- Generate shipping labels
- Generate invoices
- Track shipments
- Manage NDR shipments
- Manage RTO shipments
- Manage COD orders and remittances
- Maintain user wallets
- Assign user-specific rate cards
- Access operational reports

- Manage platform operations through a centralized Admin Panel
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5. TECHNOLOGY STACK

The proposed technology stack for the project shall be:

Frontend: React.js

Backend: Node.js

Database: PostgreSQL

Additional technologies, frameworks, libraries, APIs, and infrastructure components may be used where technically required for the development and operation of the platform.

Searchcraft Digital reserves the right to select appropriate development libraries, frameworks, architecture, and technical components required for the efficient implementation of the agreed project scope.

6. PROJECT SCOPE

The basic project scope shall include the following modules and functionalities.

6.1 PUBLIC WEBSITE / LANDING PAGE

Searchcraft Digital shall develop a professional and responsive landing page for the Courier Aggregator Platform.

The basic landing page may include:

- Header and Navigation
- Hero Section
- Platform Introduction
- Services Section
- Features Section
- Courier Partner Section
- Why Choose Us Section
- Call-to-Action Sections
- Contact Information
- Footer
- Login and Registration Links

The final structure and content shall be based on the mutually agreed project requirements.

7. USER REGISTRATION & AUTHENTICATION

The platform shall provide a basic user registration and authentication system.

The module may include:

- User Registration
- User Login
- Logout
- Password Management
- User Profile
- Basic Account Information
- Account Status Management

Additional authentication mechanisms such as OTP login, social login, two-factor authentication, or advanced security systems shall be considered additional requirements unless specifically included in the agreed scope.

8. USER PANEL

The User Panel shall provide registered users access to available shipping and account management functionality.

The User Panel may include:

- User Dashboard
- Shipment Overview
- Order Creation
- B2C Orders
- B2B Orders
- Bulk Order Upload
- Shipment Tracking
- NDR Management
- RTO Management
- Wallet
- Wallet Transactions
- COD Details
- COD Remittance Details
- Rate Calculator
- Volumetric Weight Calculator
- Label Download
- Invoice Download
- Reports
- User Profile
- Account Settings
- Help & Support

The exact menus and functionalities shall depend upon the final approved project scope.

9. ADMIN PANEL

Searchcraft Digital shall develop a centralized Admin Panel for platform management.

The Admin Panel may include:

- Admin Login
- Admin Dashboard
- User Management
- Shipment Management
- B2C Order Management
- B2B Order Management
- NDR Management
- RTO Management
- Wallet Management
- Manual Wallet Recharge
- COD Management
- COD Remittance Management
- Courier Management
- Rate Card Management
- User-wise Rate Assignment
- Plan Management
- Label Configuration
- Invoice Configuration
- Reports
- Dashboard Statistics
- Basic Platform Settings

The exact administrative controls shall be implemented according to the approved project scope.

10. B2C ORDER MANAGEMENT

The B2C Order Management module shall enable users to create and manage individual consumer shipments.

The basic workflow may include:

- Pickup Address
- Delivery Address
- Sender Information
- Receiver Information
- Shipment Details
- Package Dimensions
- Actual Weight
- Volumetric Weight
- Payment Type
- Prepaid / COD Selection

- Courier Availability
 - Shipping Rate Calculation
 - Courier Selection
 - Order Confirmation
 - AWB Generation, subject to Courier API
 - Label Generation
 - Shipment Tracking
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11. B2B ORDER MANAGEMENT

The B2B Order Management module shall provide basic functionality for business shipment creation.

The module may include:

- Pickup Details
- Delivery Details
- Business Shipment Information
- Package Details
- Weight Information
- Invoice Information
- Shipping Rate Calculation
- Courier Selection
- Order Confirmation
- Label Generation
- Shipment Tracking

Any advanced B2B cargo, surface freight, multi-box, pallet, appointment delivery, or specialized logistics functionality shall be subject to mutually agreed scope.

12. BULK ORDER UPLOAD

The platform shall provide functionality for users to upload multiple shipment orders through a supported file format.

The basic module may include:

- Sample File Download
- Bulk Order File Upload
- Basic Data Validation
- Error Identification
- Successful Order Creation
- Failed Order Information

The exact file structure and supported bulk order fields shall be finalized during development.

13. SHIPMENT MANAGEMENT

The Shipment Management module shall provide centralized management of shipment orders.

The module may include:

- Shipment Listing
 - Shipment Search
 - Shipment Filters
 - Order Details
 - Shipment Status
 - Courier Details
 - AWB Number
 - Tracking Information
 - Label Download
 - Invoice Download
 - NDR Status
 - RTO Status
 - COD Status
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14. LIVE SHIPMENT TRACKING

The platform shall provide shipment tracking functionality based on tracking information received from the integrated courier service provider APIs.

Tracking availability and accuracy shall depend upon the respective courier API.

Searchcraft Digital shall not be responsible for delayed, incorrect, unavailable, or incomplete tracking information received from third-party courier systems.

15. NDR MANAGEMENT

The Non-Delivery Report (“NDR”) module shall provide basic functionality for managing shipments where delivery attempts have failed.

The module may include:

- NDR Shipment Listing
- NDR Status
- Shipment Information
- Available NDR Actions
- Reattempt Request, subject to API availability
- RTO Request, subject to API availability
- NDR Remarks

The functionality shall depend upon the APIs provided by the integrated courier companies.

16. RTO MANAGEMENT

The Return to Origin ("RTO") module shall provide basic functionality for viewing and managing returned shipments.

The module may include:

- RTO Shipment Listing
- RTO Status
- Shipment Details
- Tracking Information
- Return Status

17. WALLET MANAGEMENT

The platform shall provide a basic wallet management system.

The module may include:

- User Wallet Balance
- Wallet Recharge
- Payment Gateway Recharge
- Manual Wallet Recharge by Admin
- Wallet Debit
- Wallet Credit
- Wallet Transaction History
- Shipment Charge Deduction

Payment gateway integration shall depend upon valid credentials and documentation provided by the Client.

18. COD MANAGEMENT

The COD Management module shall provide functionality for managing Cash on Delivery shipments.

The module may include:

- COD Order Listing
 - COD Amount
 - COD Status
 - Delivered COD Orders
 - COD Remittance Information
 - COD Transaction History
-

19. COD REMITTANCE MANAGEMENT

The platform shall provide basic functionality for managing COD remittance information.

The exact COD remittance workflow shall depend upon the agreed project requirements and data availability from courier APIs.

20. LABEL GENERATION & CONFIGURATION

The platform shall provide basic shipping label generation functionality.

The module may include:

- Shipping Label Generation
- AWB Information
- Sender Information
- Receiver Information
- Shipment Information
- Courier Information
- Barcode / QR Code, where applicable
- Label Download
- Label Configuration

The final label format may depend upon courier API requirements.

21. INVOICE GENERATION & CONFIGURATION

The platform shall provide basic invoice generation functionality.

The module may include:

- Invoice Number
 - Customer Information
 - Shipment Information
 - Charges
 - Taxes, where applicable
 - Invoice Download
 - Invoice Configuration
-

22. PLAN MANAGEMENT

The Admin Panel shall provide basic functionality for creating and managing platform plans.

Plan functionality may include:

- Plan Name
- Plan Description
- Plan Status
- User Assignment
- Basic Plan Configuration

Advanced subscription billing shall not be included unless specifically agreed.

23. RATE CARD MANAGEMENT

The Admin Panel shall provide functionality for managing shipping rate cards.

The module may include:

- Courier-wise Rates
- Zone-wise Rates
- Weight Slabs
- Additional Weight Charges
- COD Charges
- Minimum Charges
- User-wise Rate Assignment

The exact rate calculation structure shall depend upon the final agreed business model.

24. SHIPPING RATE CALCULATOR

The User Panel shall provide a basic shipping rate calculator.

The calculation may consider:

- Pickup Pincode
 - Delivery Pincode
 - Weight
 - Dimensions
 - Volumetric Weight
 - Payment Type
 - Available Courier Services
 - Applicable Rate Card
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25. VOLUMETRIC WEIGHT CALCULATOR

The platform shall provide functionality to calculate volumetric weight based on shipment dimensions and the configured calculation formula.

26. PANEL API

Searchcraft Digital shall provide APIs for available and mutually agreed platform functionalities.

The exact API endpoints shall depend upon the final approved scope.

27. API DOCUMENTATION

Basic API documentation shall be provided for the available APIs developed as part of the agreed project scope.

28. COURIER API INTEGRATIONS

The Basic Package shall include integration with up to five (5) courier service providers.

Selected Courier 1: _____

Selected Courier 2: _____

Selected Courier 3: _____

Selected Courier 4: _____

Selected Courier 5: _____

Courier integrations shall depend upon:

- Valid Client Account
- API Credentials
- API Documentation
- API Availability
- Courier Approval
- Sandbox / Testing Access, where available

Any additional courier integration shall be quoted separately.

29. CHANNEL INTEGRATION

The Basic Package shall include one (1) e-commerce or channel integration.

Selected Channel: _____

The exact functionality shall depend upon the API capabilities and documentation of the selected channel.

Additional channel integrations shall be quoted separately.

30. REPORTS & DASHBOARD STATISTICS

The platform shall provide basic operational reports and dashboard statistics.

Reports may include:

- Total Orders
- Delivered Orders
- In-Transit Orders
- NDR Orders
- RTO Orders
- COD Orders
- Wallet Transactions
- User Statistics

Advanced MIS, financial analytics, business intelligence, custom reports, and data visualization shall be considered additional requirements unless specifically included.

31. OPTIONAL ADD-ONS

The following modules shall not be included in the Basic Package unless specifically selected and paid for by the Client.

Employee Management Panel: ₹15,000 + Applicable Taxes

International Shipping Panel: ₹12,000 + Applicable Taxes

Self Courier Creation & Manual Handling Module: ₹15,000 + Applicable Taxes

Franchisee Booking Panel: ₹25,000 + Applicable Taxes

Android & iOS Mobile Applications: ₹35,000 + Applicable Taxes

Self E-commerce Portal: ₹35,000 + Applicable Taxes

32. SELECTED OPTIONAL ADD-ONS

☐ Employee Management Panel

- ☐ International Shipping Panel
- ☐ Self Courier Creation & Manual Handling Module
- ☐ Franchisee Booking Panel
- ☐ Android & iOS Mobile Applications
- ☐ Self E-commerce Portal

Other Custom Requirement:

33. PROJECT DELIVERABLES

Subject to the final approved scope, Searchcraft Digital shall deliver:

- Functional Landing Page
- User Registration and Login
- User Panel
- Admin Panel
- B2C Order Management
- B2B Order Management
- Bulk Order Upload
- Shipment Management
- Live Tracking Integration
- NDR Management
- RTO Management
- Wallet Management
- COD Management
- COD Remittance Management
- Label Generation
- Invoice Generation
- Plan Management
- Rate Card Management
- Rate Calculator
- Volumetric Weight Calculator
- User-wise Rate Assignment
- Panel APIs
- Basic API Documentation
- Five Courier Integrations
- One Channel Integration
- Basic Reports
- Basic Dashboard Statistics
- Testing
- Deployment Assistance
- Basic Maintenance and Support

34. PROJECT DEVELOPMENT PHASES

The project shall be developed through the following milestone-based phases.

PHASE 1 – PROJECT INITIATION

Activities may include:

- Project Confirmation
- Scope Confirmation
- Requirement Discussion
- Initial Planning
- Technology Setup
- Development Environment Setup

Payment Milestone: 5% of Total Project Value

This payment shall be considered the project token amount and shall be payable before commencement of project development.

PHASE 2 – LANDING PAGE / WEBSITE

Activities may include:

- Landing Page UI
- Responsive Design
- Basic Website Sections
- Login / Registration Navigation
- Client Review

Payment Milestone: 15% of Total Project Value

Payment shall become due after completion and presentation of the Landing Page / Website.

PHASE 3 – USER PANEL

Activities may include development of:

- User Registration
- User Login
- User Dashboard
- B2C Orders
- B2B Orders
- Bulk Orders
- Shipment Management
- Tracking

- NDR
- RTO
- Wallet
- COD
- Rate Calculator
- Reports
- Other agreed User Panel functionality

Payment Milestone: 25% of Total Project Value

Payment shall become due once the User Panel has been substantially developed and finalized according to the agreed scope.

PHASE 4 – ADMIN PANEL

Activities may include development of:

- Admin Dashboard
- User Management
- Order Management
- Shipment Management
- Courier Management
- Wallet Management
- COD Management
- NDR Management
- RTO Management
- Rate Card Management
- Plan Management
- Reports
- Platform Settings
- Other agreed Admin Panel functionality

Payment Milestone: 35% of Total Project Value

Payment shall become due once the Admin Panel has been substantially developed and finalized according to the agreed scope.

PHASE 5 – TESTING, LIVE TRIAL & FINAL DELIVERY

Activities may include:

- Platform Testing
- Bug Fixing
- Courier API Testing
- Channel Integration Testing
- Payment Gateway Testing
- Production Deployment Assistance
- Live Trial

- Initial User Onboarding Assistance

Payment Milestone: Remaining 20% of Total Project Value

The final 20% payment shall become payable upon the earlier occurrence of:

1. Successful testing and live trial of the platform followed by commencement of user onboarding;
OR
2. Completion of one (1) month from the date on which the final developed technology is made available to the Client for testing, deployment, or commercial use.

The Client shall not unreasonably delay testing, feedback, approval, deployment, or onboarding for the purpose of postponing the final payment.

35. PAYMENT SUMMARY

Project Milestone	Payment Percentage
Token Amount / Project Initiation	5%
Landing Page Completion	15%
User Panel Finalization	25%
Admin Panel Finalization	35%
Testing, Live Trial & Final Delivery	20%
Total	100%

All applicable taxes shall be charged additionally.

36. PROJECT COST

Basic Courier Aggregator Platform: ₹50,000

Selected Add-ons: ₹___

Additional Customizations: ₹___

Source Code Charges, if applicable: ₹___

Subtotal: ₹___

Applicable Taxes: ₹___

Grand Total Project Value: ₹___

37. SOURCE CODE POLICY

The standard project development price does not include the transfer or ownership of the complete source code.

If the Client requires the complete project source code, an additional charge of ₹1,00,000 shall apply unless otherwise agreed in writing.

☐ Source Code Required

☐ Source Code Not Required

Source code shall be transferred only after:

- Complete project payment
- Complete source code charges
- Applicable taxes
- Other outstanding amounts

have been fully received by Searchcraft Digital.

Until full payment of the applicable source code purchase charges, all intellectual property rights in the proprietary source code shall remain with Searchcraft Digital.

38. ESTIMATED PROJECT TIMELINE

The estimated project development timeline shall be finalized after:

- Confirmation of Scope
- Confirmation of Features
- Selection of Courier Integrations
- Selection of Channel Integration
- Receipt of API Credentials
- Receipt of Project Token Amount
- Receipt of Client Content and Information

Estimated Project Duration: _____

Proposed Start Date: _____

Proposed Delivery Date: _____

Any delay caused by pending payments, Client feedback, approvals, credentials, APIs, documentation, or third-party services may result in extension of the delivery timeline.

39. CLIENT RESPONSIBILITIES

The Client shall be responsible for:

- Providing accurate project requirements
 - Providing courier API credentials
 - Providing payment gateway credentials
 - Providing channel integration credentials
 - Providing server and hosting access
 - Providing domain access, where required
 - Providing company information
 - Providing branding materials
 - Providing timely feedback
 - Providing timely approvals
 - Testing completed modules
 - Reporting reproducible issues
 - Making milestone payments on time
 - Maintaining legally compliant business operations
 - Maintaining secure account credentials
-

40. SEARCHCRAFT DIGITAL RESPONSIBILITIES

Searchcraft Digital shall be responsible for:

- Developing the agreed project scope
 - Providing reasonable project progress updates
 - Developing agreed User Panel functionality
 - Developing agreed Admin Panel functionality
 - Integrating selected courier APIs
 - Integrating the selected channel
 - Performing reasonable internal testing
 - Fixing reproducible bugs within the agreed scope
 - Providing deployment assistance
 - Providing basic maintenance according to agreed terms
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41. TESTING & ACCEPTANCE

Upon completion of the agreed development scope, the Client shall be provided an opportunity to test the platform.

The Client shall report reproducible bugs relating to the original agreed scope during the testing period.

Searchcraft Digital shall address reproducible bugs that fall within the original project scope.

The following shall not be considered bugs:

- New Feature Requests
- New Modules
- Workflow Changes
- Design Changes
- Third-party API Issues
- Courier API Downtime
- Server Issues
- Requirements Outside the Original Scope

The project may be considered accepted upon final approval, commercial deployment, commencement of live operations, user onboarding, or expiry of the agreed acceptance period, whichever occurs earlier, subject to the final written agreement and applicable law.

42. CHANGE REQUEST MANAGEMENT

Any functionality, modification, module, integration, design change, or workflow change outside the approved project scope shall be treated as a Change Request.

Searchcraft Digital may:

- Evaluate the Change Request
- Estimate Development Effort
- Estimate Additional Charges
- Revise Project Timeline
- Provide a Separate Quotation

Additional work shall commence after mutual approval of the revised scope and commercial terms.

43. PROJECT EXCLUSIONS

Unless specifically included in writing, the project cost does not include:

- VPS / Cloud Server
- Domain
- Paid SSL
- Cloud Storage
- SMS Charges
- WhatsApp API Charges
- Email Service Charges
- Payment Gateway Charges
- Maps API Charges
- OTP Charges
- Courier API Charges
- Channel Platform Charges
- Apple Developer Account

- Google Play Console Account
 - Third-party Software Licences
 - Cybersecurity Audit
 - Penetration Testing
 - Legal Compliance Certification
 - Custom Hardware
 - Server Migration
 - Data Migration
 - New Modules
 - Major UI Redesign
 - Additional Courier Integrations
 - Additional Channel Integrations
-

44. THIRD-PARTY API DEPENDENCIES

Searchcraft Digital shall integrate third-party services based on the technical resources and API documentation made available by the respective service provider.

Searchcraft Digital shall not be responsible for:

- Courier API Downtime
- API Discontinuation
- API Policy Changes
- Courier Service Failure
- Incorrect Third-party Data
- Tracking Delays
- Payment Gateway Downtime
- SMS Delivery Failure
- WhatsApp Delivery Failure
- Channel API Issues
- Third-party Account Suspension
- Government Restrictions
- Regulatory Changes

Major redevelopment required because of third-party API changes may be charged separately.

45. MAINTENANCE & SUPPORT

The first year of basic maintenance shall be provided free of cost from the date of project delivery or deployment.

After completion of the first year:

Annual Maintenance Charge: ₹12,000 + Applicable Taxes

Basic maintenance may include:

- Bug Fixes
- Technical Support for Existing Functionality
- Minor Compatibility Updates
- Basic Platform Maintenance

Maintenance shall not include:

- New Modules
- New Features
- Major UI Changes
- Additional Courier Integrations
- Additional Channel Integrations
- Major API Redevelopment
- Server Migration
- Data Migration
- Custom Development

46. CONFIDENTIALITY

Both parties shall maintain reasonable confidentiality regarding:

- Business Information
- Technical Information
- Customer Data
- Credentials
- Pricing Arrangements
- Proprietary Information
- Project Documentation

Confidentiality obligations shall be subject to applicable law.

47. INTELLECTUAL PROPERTY

Unless the complete source code is separately purchased and fully paid for, proprietary source code, reusable libraries, internal tools, templates, frameworks, architecture, modules, and technical components developed or owned by Searchcraft Digital shall remain the intellectual property of Searchcraft Digital or their respective lawful owners.

Third-party technologies shall remain subject to their respective licence terms.

48. DATA RESPONSIBILITY

The Client shall remain responsible for:

- Customer Data
- Shipment Data
- Employee Data
- Business Data
- Privacy Policies
- User Consent
- Data Collection
- Legal Compliance
- Statutory Compliance

Searchcraft Digital shall not be responsible for unlawful use of the software or data by the Client.

49. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, Searchcraft Digital shall not be responsible for indirect, consequential, incidental, punitive, or special losses resulting from:

- Loss of Business
 - Loss of Revenue
 - Loss of Profit
 - Loss of Data
 - Loss of Customers
 - Loss of Opportunity
 - Third-party API Failure
 - Courier Failure
 - Hosting Failure
 - Payment Gateway Failure
 - External Cyberattacks
 - Circumstances Beyond Reasonable Control
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50. NO GUARANTEE OF BUSINESS PERFORMANCE

Searchcraft Digital provides software development and technology services.

Searchcraft Digital does not guarantee:

- Business Profitability
- Customer Acquisition
- Shipment Volume
- Revenue Generation
- Courier Performance
- Investment Returns

- Market Success
- Regulatory Approvals

The success of the business shall depend upon the Client's business model, marketing, management, operations, market conditions, and third-party service providers.

51. FINAL PROJECT ACCEPTANCE

By signing this Statement of Work, the Client confirms that they have reviewed and understood:

- ☐ Project Scope
- ☐ User Panel Features
- ☐ Admin Panel Features
- ☐ B2C Module
- ☐ B2B Module
- ☐ Courier Integrations
- ☐ Channel Integration
- ☐ Optional Add-ons
- ☐ Project Cost
- ☐ Payment Milestones
- ☐ Source Code Policy
- ☐ Project Timeline
- ☐ Testing Process
- ☐ Acceptance Terms
- ☐ Change Request Policy
- ☐ Maintenance Terms
- ☐ Client Responsibilities
- ☐ Third-party Dependencies
- ☐ Project Exclusions

☐ Intellectual Property Terms

☐ Legal Terms

52. CLIENT ACCEPTANCE

FOR THE CLIENT

Company Name: _____

Authorized Person: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Place: _____

FOR SEARCHCRAFT DIGITAL

Authorized Representative: _____

Signature: _____

Date: _____

Place: _____

SEARCHCRAFT DIGITAL

Building Scalable Technology for Modern Logistics Businesses

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Technology Stack: React.js | Node.js | PostgreSQL