Dexa Courier SaaS Proposal

A commercial and implementation proposal for courier businesses adopting Dexa.

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1. Executive Summary

Dexa Courier is a SaaS platform for courier companies that need dispatch control, rider workflows, client ordering, invoicing, payment visibility, public tracking, and platform administration in one workspace.

2. Proposed Scope

Courier operations

- Order creation and assignment
- Rider portal and proof of delivery
- Public tracking pages
- Scheduled dispatch workflows

Billing and collections

- Client invoices and statements
- M-PESA STK and C2B callbacks
- Subscription billing
- Payment and export reporting

SaaS administration

- Plans, trials, and usage limits
- Role capabilities and audit logs
- Support tickets and backups
- API v1 access

Trust and control

- Tenant-aware data isolation
- Signed public invoice links
- Webhook logs
- Operational health checks

3. Rollout Approach

1. Confirm plan, business profile, user roles, and operating branches or service areas.
2. Configure branding, M-PESA credentials, notification channels, rate cards, and tracking page details.
3. Load initial riders, clients, rates, and sample orders through imports or guided setup.
4. Train admin, dispatcher, finance, rider, and client workflows.
5. Go live with support monitoring, backup checks, and usage-limit review.

4. Commercial Assumptions

Final pricing, implementation tasks, custom integrations, and migration commitments are governed by the signed order form, pricing schedule, SLA, and any approved change documents.