

CourierSaathi



Courier Saathi User Guide

Smart shipping for Indian sellers

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1 How Courier Saathi works

Courier Saathi is one dashboard for many couriers. You compare live rates, book in a minute, and we arrange pickup, tracking, COD collection and refunds — no separate contract with each courier.

- 1 Create your account and complete KYC (one time).
- 2 Add money to your wallet.
- 3 Save your pickup address.
- 4 Create a shipment: enter customer details, parcel weight and size, pick the best courier.
- 5 Print the label, stick it on the parcel and hand it over at pickup.
- 6 Track the parcel, handle NDR if delivery fails, and receive COD money in your account.

2 Step 1 — Create your account

Signing up is free and takes about two minutes.

- 1 Open couriersaathi.com and click Sign up.
- 2 Enter your name, email, mobile number and a password.
- 3 Verify your email using the link we send you.
- 4 Log in with your email or mobile number and password.
- 5 Use the Onboarding Checklist on your dashboard — it shows what is left to do.

Tip: Use a mobile number you check regularly — OTPs and delivery alerts come there.

3 Step 2 — Complete KYC

KYC is mandatory before you can book shipments. Go to Account & Setup → KYC Verification.

- 1 Choose Individual or Business.
- 2 Verify your email and mobile number with the OTPs sent to you.
- 3 Enter Aadhaar and PAN numbers and upload clear photos of Aadhaar (front and back) and PAN card. A selfie and address proof can also be added.

- 4 Business accounts also add GSTIN and the business documents asked on screen (certificate, UDYAM/MSME optional).
- 5 Add your bank details (cancelled cheque or passbook helps) — COD money is paid here.
- 6 Submit. Our team reviews it, usually within one working day. You get a notification when it is approved or if something needs to be re-uploaded.

Tip: Use clear, uncropped, well-lit photos and make sure names match across documents — it is the most common reason for a re-upload request.

4 Step 3 — Add money to your wallet

Shipping charges are deducted from your wallet at the time of booking. Open Wallet & Payments → Wallet & Transactions.

- 1 Click Recharge and enter the amount.
- 2 Pay by UPI, Net Banking or card on the secure payment page.
- 3 The balance shows in your wallet immediately. Every debit and credit is listed in Transactions.
- 4 GST invoices for your wallet usage are available in the same section.

Tip: Keep a small buffer (about ₹100) above the shipment charge — a booking needs a little more than the exact amount. Charges such as RTO can take the balance below zero; recharge to continue booking.

5 Step 4 — Save your pickup address

This is where the courier collects your parcels. Open Account & Setup → Pickup Locations.

- 1 Click Add address.
- 2 Enter the contact person, mobile number, full address and the 6-digit pincode — city and state fill in automatically.
- 3 Save. You can keep many addresses (shop, warehouse) and choose one at every booking.
- 4 Mark one as default to save time.

Tip: Keep the phone number active — the pickup agent calls it. Use the Pincode Checker to confirm your pickup pincode is serviceable.

6 Check rates and choose a courier

Rate Tools → Rate Calculator shows live prices of every courier available for your route, including GST.

- 1 Enter pickup and delivery pincodes, weight and parcel size, and whether it is Prepaid or COD.
- 2 Compare price, delivery time and rating. Tags show the Cheapest, Fastest and Recommended options.
- 3 The Chargeable Weight card shows which weight you will be billed on (actual vs volumetric).
- 4 Open Rate Card to see every courier, zone and weight slab for your account, and download it as a PDF.

Tip: Measure the packed parcel, not the product. Volumetric weight = $L \times W \times H \text{ (cm)} \div 5000$ for air or $\div 4500$ for surface; you pay the higher of actual and volumetric weight.

7 Understanding shipping zones (A–F)

Courier rates depend on how far the parcel travels. We group every route into six zones, A to F. Knowing your zone helps you read your rate card and estimate costs.

Zone	Meaning	Example routes
A	Within City Pickup and delivery are in the same city.	Kolkata → Kolkata, Delhi → Delhi
B	Within State Same state, different city.	Kolkata → Durgapur, Mumbai → Nagpur
C	Regional Different state but the same region (East, North, West or South).	Kolkata → Patna, Delhi → Jaipur, Bengaluru → Chennai
D	Metro to Metro Both ends are major metros: Delhi, Mumbai, Kolkata, Chennai, Bengaluru, Hyderabad, Pune, Ahmedabad.	Delhi → Mumbai, Kolkata → Bengaluru
E	Rest of India Everything not covered by A–D or the special-region list. Shipments from West Bengal to most other places also fall here.	Mumbai → Lucknow, Delhi → Bhubaneswar
F	Special Region Far or hard-to-reach areas: Jammu & Kashmir, Ladakh, North-East states, Kerala, Andaman & Nicobar (for West Bengal pickups: J&K, Ladakh, Andaman, Nagaland, Tripura).	Delhi → Guwahati, Mumbai → Srinagar, Bengaluru → Kerala

- Zone is decided by your pickup pincode and the customer's delivery pincode — you never have to choose it. The Rate Calculator and the booking screen show the zone for each route.
- A farther zone costs more: A is the cheapest and F is the most expensive for the same weight.

- For a few pincodes a courier's own serviceability data can place the route in a neighbouring zone — the zone shown at booking is the one you are charged for.
- Charges = freight (by zone and weight slab) + COD fee if COD + 18% GST. Weight charged is the higher of actual weight and volumetric weight ($L \times W \times H \text{ cm} \div 5000$ for air, $\div 4500$ for surface).

8 Step 5 — Book a shipment

Click Create Shipment (top of the dashboard or in the side menu).

- 1 Select your pickup address.
- 2 Enter the customer's name, 10-digit mobile number, full address and pincode.
- 3 Enter the product name, value, weight and the packed size (length, width, height in cm).
- 4 Choose Prepaid or COD. For COD enter the amount to collect.
- 5 If the goods value is above ₹50,000, enter the E-way Bill number (see the Transporter ID chapter).
- 6 Pick a courier from the rate list and confirm. The charge is deducted from your wallet and the AWB (tracking number) is generated instantly.

Tip: Each Order ID can be booked only once, which protects you from double bookings. To re-send an order use Clone / Reship from All Shipments.

9 Other ways to book

Beyond single bookings you can save time in these ways.

- 1 Bulk Shipment — upload an Excel/CSV with many orders and book them together (Shipments → Bulk Shipment). Download the sample file first.
- 2 Shopify / WooCommerce — connect your store (Account & Setup → Shopify / WooCommerce) and new orders appear automatically, ready to ship.
- 3 API — for your own website or software. Get your key from Account & Setup → API Keys & Webhooks and read the documentation at couriersaathi.com/developers.
- 4 Freight (B2B) — for heavy or bulk cargo, use Shipments → Freight (B2B). International — Shipments → International.

10 Step 6 — Pack and print the label

A well-packed parcel with a clear label avoids damage, delays and weight disputes.

- 1 Pack in a sturdy box with enough cushioning. Seal with strong tape; keep the box as small as safely possible.

- 2 Open Shipments → All Shipments, tick the shipment and click Print Label. Choose 4×6 thermal or A4. Bulk printing is supported.
- 3 Paste the label flat on the largest side of the parcel, on a dry surface, without folding over edges. Keep the barcode uncovered.
- 4 Put a copy of the invoice inside the parcel (and outside in a pouch for high-value goods).
- 5 Want your own logo or to hide some fields? Customise the label in Profile → Label Designer with a live preview.

11 Step 7 — Pickup

Pickup is arranged automatically — you do not have to call anyone.

- 1 After booking, the courier is assigned and a pickup request is raised for your address.
- 2 Each courier has a daily cut-off time (shown while booking). Booked before the cut-off, pickup is usually the same day; after it, the next working day.
- 3 Keep the parcel packed with the label stuck, and a person present with the phone on.
- 4 The pickup agent scans the parcel; the status changes to Picked Up. Check the shipment status in All Shipments.
- 5 If pickup does not happen, raise a ticket in Support Desk (category: Shipment) with the AWB.

12 Step 8 — Track your parcels

Statuses you will see: Booked → Picked Up → In Transit → Out for Delivery → Delivered. Other outcomes are NDR, RTO and Cancelled.

- 1 Open All Shipments and click a shipment for its full tracking history, or use Live Tracking.
- 2 Press Ctrl/Cmd + K to search any AWB, order or customer instantly.
- 3 Share the public tracking link couriersaathi.com/trk/AWB with your customer — no login needed.
- 4 Developers can receive status changes automatically through webhooks.

13 NDR — when delivery fails

NDR (Non-Delivery Report) means the courier could not deliver, for example customer not available, wrong address or customer refused. Act quickly — the courier usually makes only limited re-attempts.

- 1 Open Shipments → NDR. Cases needing action are listed with the reason; a badge on the menu shows the count.

- 2 Call the customer first and confirm what they want.
- 3 Choose the action: re-attempt delivery, update the address or phone number, or return the parcel.
- 4 Add a note for the courier and submit. The new status appears in the shipment history.

Tip: For COD parcels, confirm the customer will accept it before asking for a re-attempt — it cuts down RTO.

14 RTO and Returns

RTO (Return to Origin) means the parcel is coming back to you — after failed attempts, refusal or an undeliverable address.

- 1 RTO shipments show in Shipments → RTO. The return freight is charged to your wallet as per your rate card.
- 2 When the parcel reaches you, check it and, if needed, raise a ticket for any damage or missing item.
- 3 Customer return or exchange requests are handled in Shipments → Returns & Exchange, where you can create a reverse pickup.

Tip: Most RTOs come from wrong addresses or unreachable customers. Verify COD orders by a quick call or WhatsApp before dispatch.

15 Cancel a shipment and get a refund

You can cancel a shipment that has not been picked up yet.

- 1 Open All Shipments, select the shipment and choose Cancel.
- 2 We cancel with the courier first. Once confirmed, the full amount is credited back to your wallet instantly and shows in Transactions.
- 3 If the parcel was already picked up, the courier cannot stop it: it is treated as RTO and billed as RTO — no refund.
- 4 If the courier rejects the cancellation, nothing changes in your account and you see the reason.

16 COD — Cash on Delivery and settlement

For COD orders the courier collects the amount from your customer and we pay it to you.

- 1 Choose COD while booking and enter the amount to collect. The shipping charge and COD fee are deducted from your wallet at booking.

- 2 After delivery, the full COD amount is remitted to you — nothing is deducted from the COD value at payout. Normal timeline: T+2 working days after delivery.
- 3 Track everything in Wallet & Payments → COD Settlement: awaiting, upcoming and paid, with reference numbers.
- 4 Money goes to your verified bank account (or your wallet if no bank is on file). Keep your bank details correct and verified.

17 Weight discrepancy

Couriers re-weigh parcels at their hub. If the weight they measure is higher than what you declared, a discrepancy is raised and the difference is charged.

- 1 Watch notifications and open Rate Tools → Weight Reconciliation to see each case with the declared and charged weight.
- 2 If you believe it is wrong, click Dispute and upload proof: weighing-scale photo, parcel photo with the label, and packing photos.
- 3 Accepted disputes are reversed to your wallet. If you take no action, the courier's weight is applied after the review period.

Tip: Weigh and measure every parcel after packing and enter exact numbers at booking — this prevents most disputes. Take a photo of the packed parcel on the scale before handing it over.

18 E-way Bill and Transporter ID (goods above ₹50,000)

For goods worth more than ₹50,000 an E-way Bill is mandatory by law. While generating it you must enter the Transporter ID of the courier carrying your parcel. Courier Saathi will not let you book such a shipment without the E-way Bill number.

- 1 Find your courier's Transporter ID on the Transporter ID page: couriersaathi.com/transporter-id.
- 2 Generate the E-way Bill on ewaybillgst.gov.in and enter that Transporter ID.
- 3 Enter the 12-digit E-way Bill number in the E-way Bill field while booking.

Courier	Transporter ID
Truxcargo	07AAJCT0667J1Z0
Delhivery	06AAPCS9575E1ZR
Gati	36AADCG2096A1ZY
OxyZen	88AADCO5675P1ZU

DTDC	88AAACD8017H1ZX
Smartr Logistics	88ABBCS3441C1ZQ
Rivigo	27AACCV3947L1ZU
Ekart	07AADCI8374D2ZH
Ecom Express	07AADCE1344F1Z2
Blue Dart	27AAACB0446L1ZS
Shree Maruti	88AABCM9407D1ZS

IDs are as published by each transporter. Always double-check on the E-way Bill portal (the name shown after you type the ID should match the courier). Availability of a courier depends on your route and account.

19 Membership plans and Shipping Rules

Higher plans give better shipping rates — useful as your volume grows.

- 1 Four plans are available: Bronze (free), Silver, Gold and Platinum. Compare them from your Profile → Membership.
- 2 Use Account & Setup → Shipping Rules to switch couriers on or off for your account and to set preferences.

20 Support

We are here to help. For the quickest resolution, always include the AWB number.

- 1 Open Help & Support → Support Desk, click New Ticket, choose a category (Shipment, NDR, Weight dispute, Wallet/Billing, COD remittance, KYC/Account, API integration, Other) and describe the issue.
- 2 Track replies on the ticket; you will see when it is waiting for you and can rate the support when it is closed.
- 3 Email support@couriersaathi.com or call/WhatsApp +91-7029606221.

Frequently asked questions

GENERAL

Is Courier Saathi free to join?

Yes. Creating an account is free and the Bronze plan has no fee. You pay only for the shipments you book (rate + 18% GST). Paid plans (Silver, Gold, Platinum) give better rates.

Which couriers can I ship with?

Delhivery, Blue Dart, DTDC, Ekart, XpressBees, Shadowfax and more. The list for your route appears in the Rate Calculator and while booking; it can vary by pincode and by your Shipping Rules.

Do I need a GST number?

No — individuals can register with Aadhaar and PAN. Businesses add GSTIN to get GST invoices with input tax credit.

How long does KYC take?

Usually within one working day after you submit clear documents. You are notified on approval or if a document must be re-uploaded.

Can I use it on my phone?

Yes. The website works on mobile browsers and there is an Android app for booking, tracking, labels and wallet.

RATES AND CHARGES

How are shipping charges calculated?

Freight depends on the zone (A–F) and the chargeable weight slab, plus a COD fee for COD orders, plus 18% GST. The Rate Calculator shows the exact total before you book.

What is volumetric weight?

It is the space your parcel takes: $L \times W \times H \text{ (cm)} \div 5000$ for air and $\div 4500$ for surface. You are charged on whichever is higher — actual or volumetric weight.

Can I download my rate card?

Yes. Go to Rate Tools → Rate Card and download it as PDF or Excel. A zone guide PDF is available there too.

Why is my rate different from a friend's?

Rates depend on your membership plan, any custom rate card assigned to you, and the route's zone.

Is GST included in the price?

The Rate Calculator shows the rate with 18% GST added in the total. The Rate Card lists rates both excluding and including GST.

BOOKING AND PICKUP

Why can't I create a shipment?

The usual reasons: KYC is not approved yet, the wallet balance is too low, the pickup address is missing, the pincode is not serviceable for that courier, or the Order ID was already used. The message on screen says which.

How do I check whether a pincode is serviceable?

Use Rate Tools → Pincode Checker, or the Rate Calculator — it lists only couriers that serve the route.

How soon will my parcel be picked up?

If booked before the courier's cut-off time, usually the same day; otherwise the next working day. Sundays and holidays can add a day.

Can I change the address or phone after booking?

Not on the booked shipment itself. If the courier raises an NDR you can update the address/phone there. Otherwise cancel (before pickup) and rebook.

Can I book many orders at once?

Yes — Shipments → Bulk Shipment (Excel/CSV), or connect Shopify/WooCommerce, or use the API.

What should I never ship?

Illegal, hazardous, flammable, explosive or perishable items, cash, and anything the couriers prohibit. Read the Packing & Shipping Guide in your dashboard.

WALLET, COD AND REFUNDS

My recharge was deducted but wallet not updated.

Wait a few minutes and refresh — most gateway confirmations arrive quickly. If it still does not show, raise a Wallet/Billing ticket with the payment reference or screenshot.

When will I get my COD money?

Normally T+2 working days after delivery, to your verified bank account (or wallet if no bank is on file). Track it in COD Settlement.

Is anything deducted from my COD amount?

No. Shipping charges and the COD fee are taken from your wallet when you book; the full COD value is paid to you.

How do cancellations get refunded?

Cancelled before pickup: the full charge returns to your wallet instantly. After pickup it becomes an RTO and is billed.

Why is my wallet balance negative?

Post-booking charges such as RTO freight or a weight difference can take it below zero. Recharge to clear it and continue booking.

DELIVERY PROBLEMS

My parcel shows no movement for days.

Raise a Shipment ticket with the AWB. We follow up with the courier and update you on the ticket.

The customer says they did not receive it but it shows delivered.

Raise a Shipment ticket immediately with the AWB and customer details; we ask the courier for proof of delivery.

What is the difference between NDR and RTO?

NDR is a failed delivery attempt where you can still act (re-attempt, change address). RTO is when the parcel is returning to you.

What if the parcel is damaged or lost?

Raise a Shipment ticket with photos and the invoice. Claims follow the courier's policy and the declared value; proper packing and an accurate declared value protect you.

E-WAY BILL AND TRANSPORTER ID

When is an E-way Bill needed?

When the goods value in the consignment is more than ₹50,000. Courier Saathi asks for the E-way Bill number for such bookings and will not accept the booking without it.

What is a Transporter ID?

It is the GST-registered ID (a 15-character GSTIN-style number) of the transport company that carries your goods. You type it in the E-way Bill so the courier can update vehicle details. See couriersaathi.com/transporter-id.

Does Courier Saathi generate the E-way Bill for me?

No. You (the consignor) generate it on the government portal ewaybillgst.gov.in or from your accounting software, then enter its number while booking.

API AND INTEGRATIONS

How do I connect my website or software?

Generate an API key in Account & Setup → API Keys & Webhooks and follow the guide at couriersaathi.com/developers (code samples, webhooks, FAQ).

How do I connect Shopify or WooCommerce?

Open Account & Setup → Shopify / WooCommerce and follow the step-by-step guide at couriersaathi.com/help-shopify-woocommerce-integration.

Still need help?

Raise a ticket from Dashboard → Support Desk, email support@couriersaathi.com or call/WhatsApp +91-7029606221.

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