

hyperSonic Courier – Terms of Service

1. Introduction

hyperSonic is a business-to-customer parcel delivery service. A registered customer (referred to as the sender) may ship parcels to another individual (referred to as the receiver) via the hyperSonic system.

Only the sender is authorized to raise complaints or request changes regarding a parcel.

2. Parcel Delivery Stages

Each parcel moves through the following stages:

1. Picked Up
 2. Sorting
 3. Distribution
 4. Delivered
- (Optional outcomes: Returned, Denied)

1 Pick-Up Stage

- A courier agent picks up the parcel and enters all required order details.
- Customer registration is mandatory before parcel creation.

2 Sorting Stage

- The parcel is inspected for compliance and properly packed.
- Shipping charges are calculated based on parcel weight and delivery distance.
- Charges are logged in the Charge Database.

3 Distribution Stage

- The parcel is transferred to the distribution center closest to the receiver.

4 Delivery Stage

- The parcel is delivered to the receiver.
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3. Common Issues & Request Types

The following are recognized user concerns handled by the system:

1. Received the wrong parcel
2. Delay in receipt of parcel
3. Item damaged
4. Overcharged
5. Underpaid
6. Request to change receiver address
7. Request to change receiver

8. Request to cancel the order
 9. Request to track a parcel
 10. Request to view orders sent
 11. Request to view orders to be received
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4. Handling of Issues & Requests

4.1 Wrong Parcel Received

- Only the sender may raise this issue.
- The sender must provide the parcel ID.
- The system will compare the actual parcel's status with the claimed issue.
- The issue is logged in the complaint system, and a customer service agent is notified.

4.2 Parcel Delay

- If the current date is before the expected delivery date, the user is asked to wait.
- If it's past the due date, a complaint is filed, and a CS agent is notified.

4.3 Damaged Item

- The case is escalated directly to a customer service agent for investigation.
- A reference number is issued and stored in the issue reference table. The agent will review the issue and contact the customer.

4.4 Overcharged

- The system will compare the calculated charge with the payment received.
- If excess payment is detected, a refund is issued.
- If not, the sender is informed that the charge is correct.

4.5 Underpaid

- The system checks if the amount paid is lower than the due charge.
- If underpayment is confirmed, the sender must pay the outstanding balance.

4.6 Change Receiver Address

- Changes can be made until the distribution stage:
 - o Picked Up stage → No extra fee
 - o Sorting stage → Rs. 100 additional fee
 - o Distribution stage → Rs. 200 additional fee
 - o Delivered stage → Change not allowed

4.7 Change Receiver (Name/Person)

- Follows the same rules and fees as changing the address.

4.8 Cancel the Order

- Cancellation is allowed before the sorting stage.
 - o If cancelled before sorting, 50% of the payment is refunded.

- o If cancelled after sorting, no refund is issued.
- o Orders cannot be cancelled after distribution.

4.9 Track Parcel

- Users can track their parcel using the Parcel ID.
- The current status (picked up, sorting, distribution, etc.) will be displayed.

4.10 View Sent Orders

- The sender may request a list of all orders they have sent.

4.11 View Orders to Receive

- The receiver may request to view all orders addressed to them.
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5. System Processes & Rules

5.1 Order Creation

- At the time of pickup, the agent enters all parcel and customer details into the Order Database.
- If the customer is unregistered, they are first registered (this process is outside current system scope).

5.2 Sorting Center

- The parcel undergoes a compliance check.
- Proper packing is verified.
- Charges are calculated based on weight and distance.
- This is when an entry is made in the Charge Database.

5.3 Distribution Center

- The parcel is sent to the nearest distribution point.
 - Parcels can still be changed or cancelled at this stage, but with additional fees.
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6. Fees & Payment Rules

• Charge Calculation:

- o Base charge = $(20 * \text{weight in kg}) + (30 * \text{distance in km})$
- o Additional fees may apply for changes (see Section 4.6–4.8).

• Payment Policy:

- o Once the parcel reaches the sorting stage, payment is required before further processing.
- o Only after payment is received will the order status be updated.
- o Overpaid amounts are refunded (if verified).
- o Underpaid orders will remain on hold until full payment is received.

- **Additional Fees Database:**

- o Tracks extra charges applied for changes (e.g., receiver change, cancellation).
- o Example reasons include “Change at sorting” or “Change at distribution”.

- **Refund Database:**

- o Stores refund transactions and their associated reasons.
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7. Additional Notes

- At the sorting stage, a parcel may be denied due to policy violations. These are returned to the sender, and standard charges still apply.
 - All complaints are logged with parcel ID, timestamp, and action taken.
 - Payment records are updated upon successful transactions; logic for live payment processing is outside the scope of this service description.
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8. Disclaimer

hyperSonic reserves the right to modify policies, fees, and delivery terms at any time. All data is stored securely and used solely to fulfill delivery and support obligations.