

Shypbuddy India Pvt Ltd - Company Overview

What is Shypbuddy?

India's No.1 Trusted Ecommerce Logistics Partner offering shipping services to over **27,000+** **pincodes** across India. Shypbuddy integrates multiple courier partner services into a **single, unified platform**.

Core Services Offered

Value-Added Services (VAS) by ShypBuddy

ShypBuddy currently offers the following VAS (Value-Added Services):

1. **BUDDYSHIELD** – Delivery Protection
 2. **BUDDYCONFIRM** – Pre-shipment Order Confirmation
 3. **BUDDYSURE** – Proactive Delivery Assurance
 4. **Customised Tracking Page** – Branded Tracking Experience
 5. **WhatsApp Tracking Updates** – Real-time Shipment Alerts
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1. BUDDYSHIELD – Your Ultimate Delivery Protection

Purpose: Protects against undelivered orders and Return-to-Origin (RTO) losses.

Features:

- **NDR Handling:** Team contacts the customer immediately after a failed delivery.
- **Refunds:** Get up to ₹200 refund per shipment if RTO occurs due to courier error.
- **Call Recordings:** Proof available when customer refuses delivery.

Benefits:

- Boost delivery success rate.
- Save time chasing failed orders.
- Financial protection on courier errors.

Charges: ₹9 per shipment (only on scheduled pickups)

2. BUDDYCONFIRM – Confirm Before You Ship

Purpose: Reduces RTOs due to wrong addresses or fake orders.

Features:

- Calls before shipping to confirm order and address.
- Tag orders as Confirmed/Not Confirmed.
- Real-time updates and call recordings.

Benefits:

- Significantly reduce RTOs.
- Improve delivery success.
- Avoid support issues from failed orders.

Charges: ₹1.99 per order (on order creation)

3. BUDDYSURE – Ensure Every Delivery

Purpose: Boost delivery success with proactive communication.

Features:

- **OFD Calls:** Notify customer, verify address, and availability.
- **NDR Recovery:** Call after failed delivery to fix issues quickly.
- **Transparency:** Full access to call recordings.

Benefits:

- Greatly increase delivery rates.
- Reduce RTOs and losses.
- Save operational effort.

Charges: ₹3.99 per shipment (on pickup)

4. CUSTOMISED TRACKING PAGE – Branded Tracking Experience

Purpose: Turn a generic tracking page into a brand asset.

Features:

- Add logo, domain, support email/phone.
- Connect social media and policy links.
- Collect **NPS & NSAT** ratings.

Benefits:

- Improves brand experience and loyalty.
- Collect actionable customer feedback.
- Boost customer trust.

Charges: ₹1.99 per shipment (on pickup)

5. WHATSAPP TRACKING UPDATES – Instant Shipment Alerts

Purpose: Replace SMS with modern tracking via WhatsApp.

Features:

- Real-time updates sent to WhatsApp.
- Better engagement and communication.

Benefits:

- Higher open and click rates.
- Enhanced trust and convenience.
- Better customer satisfaction.

Charges: ₹1.99 per shipment (on pickup)

General Shypbuddy Features & FAQs

Order Creation

- Go to **Dashboard** → **Create Order**
 - Fill pickup/RTO address, customer data, package details, payment mode
 - Select courier partner → Ship
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Wallet Recharge

- Dashboard → Recharge → Enter amount → Choose payment → Funds get added
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Weight Related

- **Volumetric Weight:** $(L \times B \times H) / 5000$
 - **Weight Discrepancy:** Difference between declared & actual weight
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Pickup Address

- Dashboard → Pickup Address → Add → Save
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Pincode Serviceability

- Rate Calculator → Enter Pickup/Drop Pincode, Weight, Mode, etc.
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Reports

- Dashboard → Reports → Set filters → Generate Report
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Tracking & NDR

- Dashboard → Track Order or click AWB
 - NDR Page: Failed deliveries listed → Reattempt / Update details / Mark RTO
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Call Recordings & Logo

- Dashboard → Buddyshield → RTO Instructed/Requested → View Calls
 - Settings → Upload Logo → Will appear on shipping labels
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☐ **Platform Features**

Courier Partner Preferences

- Dashboard → Settings → 3PL Preferences

Hide Pickup/RTO Address

- Settings → Label Settings → Disable “Show RTO”

Shipping Rates

- Settings → Click to View Rates
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Warehouse & Reverse Order

- **Multiple Pickup Locations?** Yes, and you can select default warehouse.
 - **Create Reverse Order?** Yes → Delivered tab → Initiate Reverse Order
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Operations Assistance

Query	Required Info
Track Order	Tracking Number / Registered Mobile
Delivery Estimate	Tracking Number / Registered Mobile
Raise Complaint	Tracking Number
Not Delivered but Showing Delivered	Tracking Number
Raise POD/POR	Tracking Number
Pickup Cancelled?	Tracking Number
Raise Request (Update Mobile/Address, Future Delivery)	Tracking Number

Dispute & Complaint Handling

- **Wrong Product (Forward/RTO):** Share unboxing + pre-packaging video within **48 hrs.**
 - **Shipment Lost Liability:** ₹2000 per shipment.
 - **Weight Discrepancy Proofs:** Upload via YouTube tutorial link.
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Finance Related FAQs

Query	Action
Shipment LOST?	Refund of invoice/liability (up to ₹2000) in 2 weeks
Payment Not Processed?	Share Store ID
Add GST?	Share Store ID
Bank Change?	Share Store ID
COD Remittance Details?	Check remittance page

Query	Action
COD Payment Cycle Change?	Share Store ID
Request Ledger?	Share Store ID
Want Invoices?	Check registered email after payout

Payment Cycles

- **Weekly Cycle:** Delivered/RTO-delivered shipments Mon–Sun → Paid Friday
 - **Early COD Cycle:** Paid every Monday, Wednesday, and Friday
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☐ Platform Integrations

- **Supported:** Shopify, WooCommerce, EasyEcom, UniCommerce
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Additional Info

- **KYC Completion:** Coming soon – shared by KAM
- **Pincode List or Zone-wise TAT:** Request via Store Email ID
- **Insurance:** Not available
- **Weight Freezing:** Not available