Service Level Agreement & Master Terms

CubeMaster Web API — Multi-Tenant Transportation Management Platform

Document Reference: **CMS-SLA-MT-2026-V2** | Effective: **October 29, 2026**

SERVICE PROVIDER

LOGEN SOLUTIONS USA INC.
3003 North 1st Street, San Jose, CA 95134, USA
Affiliate: Logen Solutions Co., Ltd. (Republic of Korea)
Contact: chang@logensolutions.com
Website: www.cubemaster.net

CUSTOMER / SUBSCRIBER

Enterprise TMS Subscriber / Customer
Service Type: **Multi-Tenant TMS Web API Platform**
Target Environment: **TMS, WMS & ERP Integrated Rating Engine**
Account Domain: *Configured upon Tenant Activation*
Payment Terms: **Credit Card or Net 30 Corporate Invoicing**

This Service Level Agreement & Master Terms ("Agreement" or "SLA") is entered into between **LOGEN SOLUTIONS USA INC.** ("Logen Solutions") and the subscribing business entity ("Customer"). This Agreement governs the service levels, system performance, multi-tenant isolation, client team quotas, data security, and operational commitments governing the CubeMaster Multi-Client Web API Platform.

1. Service Scope & Platform Architecture

The **CubeMaster TMS Multi-Client Platform** is a high-availability programmatic optimization service (`WEBSERVICE_TYPE = 'Multi-Tenant'`) engineered to integrate directly with Transportation Management Systems (TMS), Warehouse Management Systems (WMS), and Enterprise Resource Planning (ERP) platforms. Key architectural principles include:

- **Automated Packing & Palletization:** Real-time container load optimization, cartonization, and pallet building heuristics executed via REST API endpoints (`/Loads`, `/Loads/Palletize`).
- **Multi-Client Namespace Isolation:** Complete segregation of calculations, container catalogs, and simulation histories across independent client teams (`client_id`) operating under the Customer's master tenant domain.
- **Global Infrastructure:** Cloud hosting infrastructure deployed across enterprise data centers in the **United States (Arizona - US West)**, **South Korea (Seoul)**, and **Japan (Tokyo)** to deliver sub-second response times and high regional resilience.

2. Service Availability & 99.9% Uptime Commitment

Logen Solutions commits to providing an annual and monthly **Service Availability target of 99.9%**. Availability is measured by the percentage of total calendar minutes in a given billing cycle during which the production Web API endpoints are reachable and successfully processing valid optimization requests.

2.1 Availability Exclusions

The 99.9% SLA excludes interruptions attributable to:

- **Scheduled Maintenance:** Maintenance windows scheduled during off-peak hours with at least twenty-four (24) hours advance notification.
- **Emergency Security Interventions:** Urgent patching or critical infrastructure stabilization necessary to remediate zero-day vulnerabilities.
- **Upstream Internet & Backbone Outages:** Routing disruptions or latency anomalies outside of Logen Solutions' transit network, including public DNS propagation failures and volumetric DDoS attacks against upstream tier-1 providers.
- **Customer System Faults:** Invalid payload formats, malformed JSON/XML structures, unhandled client timeouts, or unthrottled burst flooding.

3. Multi-Tenant Architecture & Complete Data Segregation

For Multi-Tenant subscribers, Logen Solutions enforces strict cryptographic and logical boundaries between client teams:

- **Exclusive Data Access Policy:** Every client team provisioned under the Customer's tenant domain is bound to an **Exclusive** data access policy. Calculations, item dimensions, carton masters, and load plans created under `client_id` (e.g., Client A) are physically isolated and strictly inaccessible to any other client team (e.g., Client B).
- **Dynamic API Auto-Provisioning:** Incoming API calls specifying an unrecognized `client_id` (via the `ClientId` payload field or `X-Client-Id` HTTP header) automatically provision an isolated client team workspace, subject to the contracted quota and policy described in Section 4.
- **Separation of Web User Seats and API Client Teams:** Interactive Web Application seats (`MAX_ACCESS`) are licensed independently from backend API client teams (`MAX_TEAMS`). Subscribing to an API platform tier allows backend programmatic multi-tenancy without modifying or restricting Web Portal interactive licenses.

4. Platform Quotas & Quota Enforcement Policies

The platform is offered in two standardized multi-tenant editions with clear capacity thresholds:

Platform Edition	Included Client Teams (`MAX_TEAMS`)	Included Monthly Volume (`MAX_LOADS_MONTHLY`)	Quota Enforcement Policy
CubeMaster TMS Starter Platform `STARTER`	Up to **5** Client Teams	**500** Container / Pallet Builds	`STRICT CAP` or `AUTO-EXPAND`
CubeMaster TMS Enterprise Platform `ENTERPRISE`	Up to **25** Client Teams	**1,000** Container / Pallet Builds	`STRICT CAP` or `AUTO-EXPAND`

4.1 Quota Policy Options (`QUOTA_POLICY`)

- **Strict Cap (`strict_cap`):** A rigid ceiling policy. When the number of active registered client teams reaches the maximum allowed quota (`MAX_TEAMS`), any API call presenting a new `client_id` is immediately rejected with **`HTTP 429 Too Many Requests`** (response payload: `status: "client_quota_exceeded"`). Existing provisioned teams continue processing calculations without disruption.
- **Auto-Expand (`auto_expand` — Default Enterprise Policy):** An elastic policy designed to prevent operational bottlenecks in live logistics environments. When an API call introduces a new `client_id` exceeding the contracted quota, the system instantly provisions the new client team under an `Exclusive` access policy and executes the calculation. Additional client teams are billed on the subsequent invoice or billing cycle at the standard team expansion rate ($50/team/month).

5. Monthly Calculation Volume & Throughput

- **Unit of Calculation Definition:** A billed load calculation is defined on an equipment capacity basis as one (1) physical container, truckload, or pallet built by the optimization engine (**1 Load = 1 Unit = 1 Container / Pallet Built**).
- **Base Volume Allowance:** Each platform edition includes a baseline allocation of completed equipment builds per monthly billing cycle (Starter: **500 container/pallet builds**; Enterprise: **1,000 container/pallet builds**).
- **Overage Metering:** Calculations exceeding the monthly baseline are metered per additional container or pallet built and reconciled at agreed overage unit rates ($0.40/load (Starter) and $0.25/load (Enterprise)) at the conclusion of each billing period.
- **Auxiliary Calls & Reporting Add-on:** Auxiliary API requests—such as polling job status (`GET /Loads/Status/{jobId}`) or querying cargo catalogs—are unmetered and free. Generation of interactive 3D web diagrams and carrier PDF reports is enabled via the optional *Diagrams and Links to HTML/PDF Reports* add-on; when licensed, link viewing and access are unlimited and do not consume monthly calculation allowances.
- **Concurrency & Queue Management:** High-throughput requests are distributed across multithreaded calculation workers. Requests utilizing parallel parameters are enqueued asynchronously without dropped requests.

6. Modular API Add-on Suites & Technical Specifications

Customers licensing modular platform add-ons receive the corresponding functional capabilities and performance specifications:

Add-on Module	Capability & SLA Specification
Interactive 3D Diagrams & Carrier PDF Reports	Automated generation of secure HTTPS links providing interactive 3D web diagrams and carrier-compliant downloadable PDF packing manifests. Logen Solutions guarantees 99.9% uptime for report link hosting during the document retention period.
Archive API (Archie History Search & Retrieval)	High-speed programmatic search, filtering, and JSON/XML retrieval of historical load configurations, item coordinates, and spatial utilization metrics. API query responses are engineered for sub-second delivery.
Multiple Process Parallel Engine & Webhooks	Decoupled asynchronous calculation processing powered by background worker thread pools (Hangfire engine). The foreground API acknowledges receipt in <100ms (`calculation_pending`), and the engine automatically dispatches HTTP POST webhooks upon calculation completion.
All-in-One Enterprise Add-on Suite	Comprehensive bundle containing all modular capabilities with elevated background worker thread allocation and priority calculation processing.

7. Payment Terms & Corporate Invoicing Options

> 💳 **Dual Payment Flexibility:** Logen Solutions supports both self-serve Credit Card subscriptions and formal Corporate Invoicing (ACH / Wire transfer) to accommodate enterprise procurement policies.

- **Credit Card Subscriptions:** Processed online via Stripe for automated recurring billing on a monthly or annual renewal schedule.
- **Corporate Invoicing:** For enterprise customers requiring corporate accounts payable procedures, Logen Solutions provides formal PDF invoices with payment due via **ACH or Wire Transfer** under standard **Net 30** terms (or annually prepaid).
- **Currency:** All fees, overages, and balances are payable in United States Dollars (USD).
- **Arrears:** Accounts past due are subject to grace period notification followed by temporary suspension of Web API keys until reconciliation.

8. Security Standards, Encryption & ISO 27001 Compliance

- **ISO/IEC 27001 Certification:** Platform security governance, data classification, and infrastructure access controls operate under the certified **ISO/IEC 27001** framework held by Logen Solutions' affiliate entity (Logen Solutions Co., Ltd.).
- **Data Encryption in Transit:** All communications between the Customer's TMS/ERP infrastructure and CubeMaster API endpoints are encrypted using industry-standard Transport Layer Security (TLS 1.2+ / HTTPS).
- **Data Encryption at Rest:** Database records, stored cargo schemas, and container specifications are protected using commercial-grade encryption at rest within production clusters.

9. Strict Zero-AI Training Policy & Proprietary Data Protection

- **Zero-AI Training Guarantee:** Logen Solutions explicitly warrants that Customer proprietary logistics data (including item descriptions, dimensions, quantities, weights, SKU numbers, container parameters, and shipment volumes) is **NEVER used to train, evaluate, fine-tune, or benchmark artificial intelligence (AI) or machine learning (ML) models**.
- **Zero Commercial Data Sharing:** Customer data is used solely to compute load optimization results and is never sold, shared, monetized, or transferred to third parties.
- **Data Retention Window:** Transactional calculation data is retained in active databases for up to **one (1) year** from the calculation date.
- **Data Purging Upon Termination:** Within thirty (30) days of subscription termination, all Customer simulation and transactional records are permanently and securely deleted from production databases.
- **On-Demand Erasure:** Customers may request manual data purging at any time via written notification to chang@logensolutions.com.

10. Downtime Remedies & Limitations

Sole Remedy: Logen Solutions provides the platform on an "as-is" and "as-available" basis. Logen Solutions does not issue cash refunds, service credits, or monetary penalties for temporary downtime. Customer's sole and exclusive remedy for dissatisfaction with system performance is the right to terminate the subscription pursuant to Section 11.

11. Term, Renewal & Cancellation Policy

- **Subscription Term:** Subscriptions renew automatically on a recurring monthly or annual basis unless terminated by either party.
- **Cancellation Notice:** Either party may cancel the subscription by delivering written notification via email to chang@logensolutions.com at least **thirty (30) days** prior to the renewal date.
- **Non-Refundability:** All subscription fees paid are fully earned upon receipt and non-refundable. No prorated refunds are issued for early termination within an active billing period.

12. Intellectual Property Rights

Logen Solutions retains all exclusive rights, title, and interest in and to the CubeMaster software, calculation algorithms, 3D visualization components, heuristic engines, APIs, and associated documentation. No rights or licenses are granted to Customer except the limited right to utilize the Web API during an active subscription.

13. Limitation of Liability

To the maximum extent permitted by applicable law, neither Logen Solutions nor its affiliates, directors, or employees shall be liable for any indirect, special, incidental, punitive, or consequential damages (including loss of profits, freight delays, demurrage, or supply-chain interruptions). Logen Solutions' total aggregate liability arising out of or related to this Agreement shall not exceed the total fees actually paid by Customer to Logen Solutions during the **one (1) month** preceding the event giving rise to liability.

14. Governing Law & Dispute Resolution

This Agreement shall be governed by, and construed in accordance with, the substantive laws of the **Republic of Korea**, without giving effect to conflict-of-law principles. Any dispute, claim, or controversy arising out of or relating to this Agreement shall be submitted to the exclusive jurisdiction of the **Seoul Central District Court**.

Enterprise Execution & Acknowledgment

By subscribing via the online application link or approving a corporate invoice referencing this Agreement, Customer acknowledges and accepts the terms, service levels, and policies detailed herein.

For LOGEN SOLUTIONS USA INC.

Name: Deming Lee
Title: President & CEO
Entity: LOGEN SOLUTIONS USA INC.

Authorized Signature & Date

For Customer / Subscriber

Company: .....
Authorized Signer: .....
Title: .....

Authorized Signature & Date

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