

# SOP Template: Package Tracking and Status Updating Procedures

This SOP details the **package tracking and status updating procedures**, encompassing the systematic monitoring of shipment progress, real-time status updates, communication protocols with customers, and handling of exceptions or delays. The objective is to ensure accurate, timely information flow regarding package delivery statuses, enhance customer satisfaction, and streamline logistics operations through consistent tracking and reporting practices.

## 1. Purpose

To establish standardized procedures for tracking packages and updating shipment statuses to ensure timely and accurate information delivery to customers and internal stakeholders.

## 2. Scope

This SOP applies to all personnel involved in shipment tracking, status updating, customer service, and logistics management.

## 3. Responsibilities

- **Logistics Staff:** Monitor package locations and update statuses.
- **Customer Service:** Communicate updates and handle customer inquiries.
- **Supervisors/Managers:** Oversee process compliance and handle exceptions.

## 4. Definitions

- **Tracking Number:** A unique identifier assigned to each package for tracking purposes.
- **Status Update:** A comment or designation reflecting the package's current location or phase.
- **Exception:** Any deviation from standard delivery or tracking that may cause delays (e.g., weather, address issue).

## 5. Procedure

### 1. Package Entry & Tracking Number Assignment

- Enter package information into the tracking system at the time of shipment.
- Assign and communicate a unique tracking number to the sender and recipient.

### 2. Monitoring Package Status

- Use authorized tracking platforms to monitor all in-transit packages.
- Set up automatic alerts for status changes, exceptions, or delays.

### 3. Real-Time Status Updating

- Update the tracking system at each key checkpoint (pickup, transit hubs, out for delivery, delivered).
- Record timestamp, location, and responsible personnel for each update.

### 4. Customer Communication

- Inform customers of shipment status at key milestones via email, SMS, or portal notifications.
- Immediately notify customers of any exceptions or delays, providing cause and estimated resolution time.

5. **Exception Handling**

- Log all exceptions in the system with detailed notes.
- Escalate unresolved issues to supervisors/managers for intervention.
- Coordinate with relevant parties to resolve exceptions promptly.

6. **Final Delivery Confirmation**

- Mark the package as ‘Delivered’ upon confirmation from the delivery agent.
- Send final delivery notification to recipient and close the tracking record.

6. **Reporting & Documentation**

- Maintain digital logs of all tracking and status updates for at least 12 months.
- Generate weekly and monthly reports on delivery performance, exceptions, and customer feedback.
- Review reports regularly to identify trends and areas for improvement.

7. **References**

- Company Tracking System User Guide
- Customer Service Communication SOP
- Exception Management Protocols

8. **Revision History**

Version	Date	Changes	Approved By
1.0	2024-06-01	Initial creation of SOP	Logistics Manager