

Package tracking and status updates

This workflow automatically tracks packages throughout the delivery process and sends real-time status updates to customers, reducing support inquiries and improving delivery transparency.

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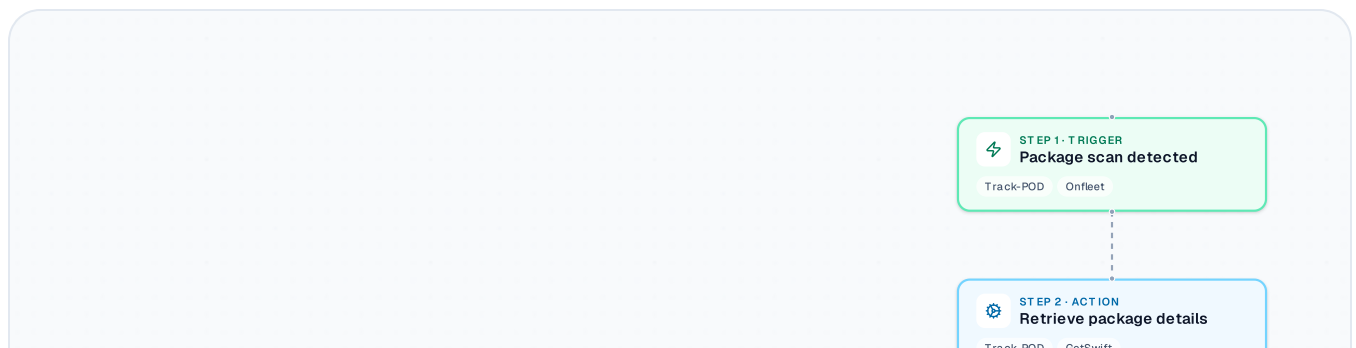


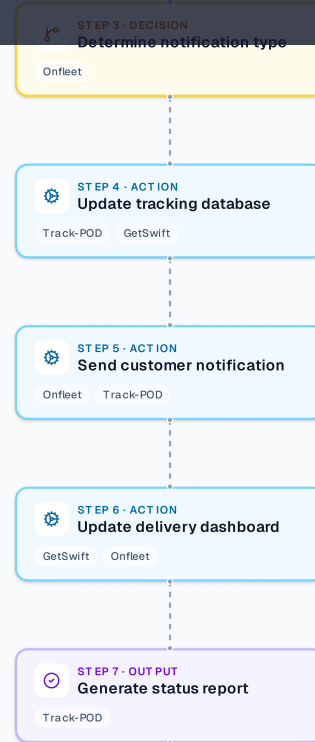
WORKFLOW TRIGGER

Package scan event occurs during pickup, transit, or delivery

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

Package scan detected

A barcode or QR code scan event is captured when a driver scans a package during pickup, sorting, or delivery. The scan data includes package ID, location, timestamp, and scan type.

Track-POD

Onfleet

2

 ACTION

Retrieve package details

System fetches comprehensive package information including customer contact details, delivery address, service level, and current status from the tracking database.

Track-POD

GetSwift

3

 DECISION

Determine notification type

Workflow analyzes the scan type and package status to determine appropriate customer notification. Different scan events trigger different message templates and urgency levels.

Onfleet

4

 ACTION

Update tracking database

Package status, location coordinates, and timestamp are updated in the central tracking system. Historical tracking data is maintained for audit trail and customer visibility.

5

 ACTION

Send customer notification

Automated SMS, email, or push notification is sent to customer with current package status, estimated delivery time, and tracking link. Message content varies based on delivery stage.

Onfleet

Track-POD

6

 ACTION

Update delivery dashboard

Real-time status updates are pushed to customer-facing tracking portal and internal dispatch dashboard. Route progress and delivery metrics are refreshed for operational visibility.

GetSwift

Onfleet

7

 OUT PUT

Generate status report

Comprehensive tracking event log is created with delivery confirmation, customer notification timestamp, and any exception notes for operational reporting.

Track-POD



Outputs

- Real-time customer notifications
- Updated package tracking status
- Delivery confirmation records



Key Metrics

- Customer notification delivery rate
- Average status update frequency
- Tracking accuracy percentage



Tools & Integrations

- Track-POD
- Onfleet
- GetSwift

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