

# Real-time shipment tracking and updates

Automatically tracks shipment status across carriers and proactively notifies customers of delays, delivery updates, and exceptions. Improves customer satisfaction and reduces support inquiries through real-time visibility.

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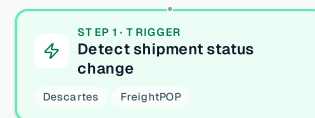


## WORKFLOW TRIGGER

Shipment status change detected from carrier API

## Visual Flow

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



STEP 2 · ACTION  
Retrieve shipment details  
SAPTMS Oracle SCM

STEP 3 · DECISION  
Evaluate status significance  
Blue Yonder

STEP 4 · ACTION  
Update tracking database  
Oracle SCM SAPTMS

STEP 5 · ACTION  
Generate customer notification  
ShipStation

STEP 6 · ACTION  
Log performance metrics  
Blue Yonder Descartes

STEP 7 · OUTPUT  
Deliver tracking update  
ShipStation



# Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

### Detect shipment status change

Webhook or polling detects status update from carrier tracking system. Captures new location, timestamp, and delivery status.

Descartes

FreightPOP

2

⚙️ ACTION

### Retrieve shipment details

Pulls complete shipment record including customer info, delivery address, and expected delivery date. Cross-references tracking number with internal order data.

SAP TMS

Oracle SCM

3

🔗 DECISION

### Evaluate status significance

Determines if status change requires customer notification based on delivery delays, exceptions, or milestone events. Routes to appropriate response path.

Blue Yonder

4

⚙️ ACTION

### Update tracking database

Records new status, location coordinates, and timestamp in central tracking system. Updates estimated delivery time if route has changed.

Oracle SCM

SAP TMS

5

### Generate customer notification

Creates personalized email or SMS with current location, updated delivery window, and tracking URL. Includes exception details if applicable.

ShipStation

6

 ACTION

### Log performance metrics

Records delivery performance data for carrier scorecards and SLA monitoring. Captures on-time rates and exception frequencies.

Blue Yonder

Descartes

7

 OUTPUT

### Deliver tracking update

Sends notification to customer via preferred channel and updates customer portal with real-time status. Archives communication for audit trail.

ShipStation



### Outputs

- Real-time customer notifications

- Updated shipment tracking database

## AI Business OS



### Key Metrics

- Customer notification delivery rate
- Tracking accuracy percentage
- Average delivery delay detection time



### Tools & Integrations

- Descartes
- FreightPOP
- SAP TMS
- Oracle SCM
- Blue Yonder
- ShipStation

## AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

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