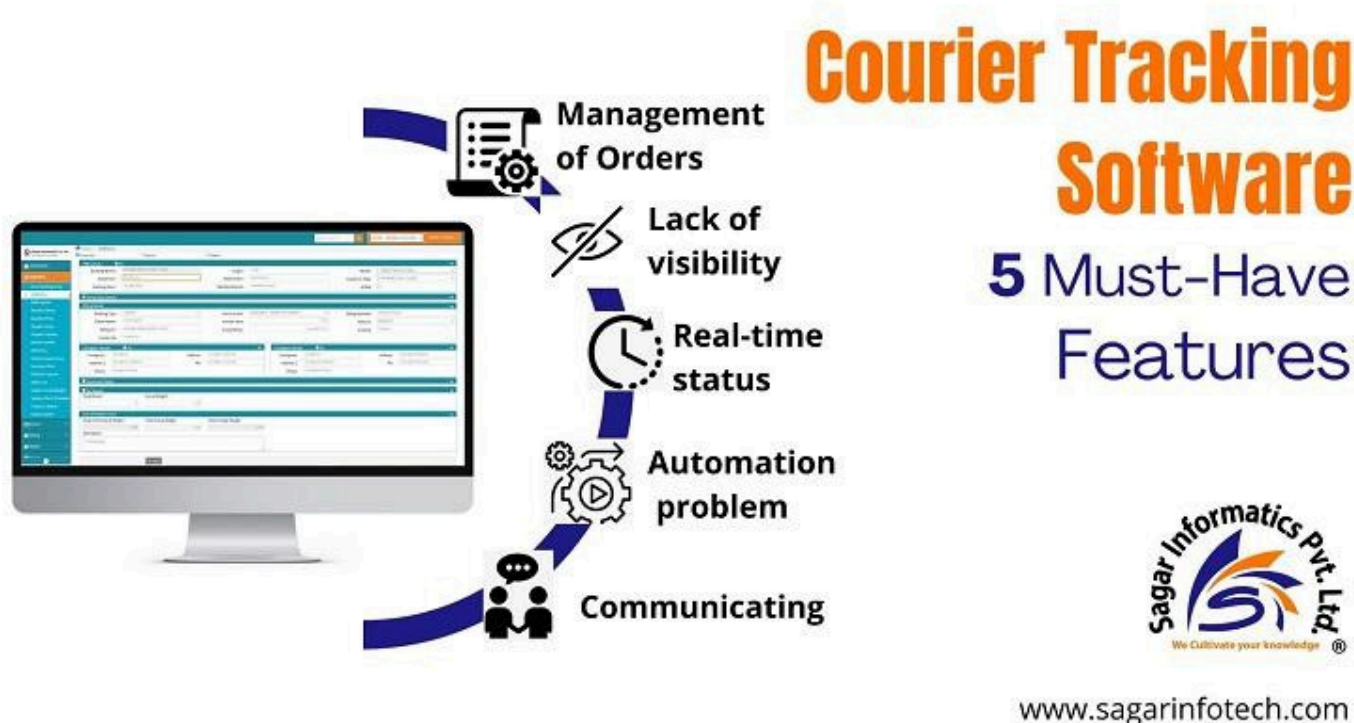# Courier Tracking Software Must-Have Features

When it comes to business software, one of the most important questions to consider is whether the application matches the needs of the business. The goal of **courier tracking software** is to employ technology to automate and make more transparent the essential procedures of a courier company. All parties to order, including the courier firm, the customer, and the driver, can monitor and control the ordering process at any moment using courier tracking software.

What Problems Should Courier Tracking Software Address?

Let's look at what courier tracking software is supposed to do from the perspective of a courier firm to have a better idea of what it can do. Here are some of the current challenges that courier tracking software can assist with.

Lack of visibility - One of the current trends in the delivery industry is to increase transparency from the beginning to the end of the delivery order procedure. Making the order process clear so that all parties may follow along entails complete visibility. The absence of

total visibility of a good courier tracking software is one of the key challenges that courier businesses confront.

Automation problem - Businesses' procedures get more optimized as they grow more automated. Automating operations captures your courier business data, and your accounting duties become more accessible. Transparency is also aided by accurate data and records. If your organization has stakeholders, data, and process transparency is very important. When using courier tracking software, communication is also automated, making deployment more accessible and speedier.

Courier tracking software features to look for

Order Tracking - A courier company's business relies heavily on customer orders. The business is driven by these orders. With courier tracking software, you may place orders in multiple ways. You can place an order as follows when utilizing a courier service with advanced tracking software:

- **Application for customers**
- **API**
- **The dispatcher**

A key difference between advanced courier tracking software and other **courier software** is that it only uses Excel forms to load orders. Order tracking is also available. There are several reasons behind this.

Real-time status updates - Real-time technology is often used in the development of courier tracking software. Orders can be modified in real-time and all parties engaged in the process will be notified. The following are possible order statuses:

- Drivers' acceptance
- Shipment delivery by the driver
- A driver's arrival at a pick-up location
- The arrival of the driver at the pickup location
- POD accomplishment
- Other orders updating
- Order completion

The Management of Orders – Users who place orders through the dispatcher, clients who track orders using apps, and even businesses who use the API to send orders to your courier firm can not only see but also hear. They can, however, handle the complete order process. Each of these three user types offers various order management options. Customers, for example, cannot cancel an order once it has been picked up. However, the operator can check the status of a dispatcher's order at any moment.

Communicating - As a result, courier tracking software must give all parties engaged in the delivery process a comprehensive and dynamic communication solution. As a result, business-process software is tasked with establishing connections between system components. The most common installation is a communication module, which can dynamically define events to be sent to customers at certain times.

Tracking Link - Customers can view order status, track the driver's location, and share the tracking link using courier tracking software. They can also use the communication module to connect directly with the driver. For customers who don't have the Customer Application loaded, sending a Track link is the best option. In this scenario, you can send them an SMS with the URL so they can track the order's progress.

POD - To confirm that the customer has received the item, almost every **Delivery tracking software** requires the presence of a POD. During this step, the drivers collect enough paperwork to confirm delivery. Using advanced courier tracking software, it is feasible to record photographs and provide comments for subsequent documentation while receiving the customer's signature electronically.

Conclusion - A courier tracking software is one of the products offered by Sagar Informatics. There are many valuable features in this software, such as all of the features above, which are essential elements of courier tracking software. Check out Sagar Informatics for more information.