



Central Monitoring Dashboard

Operations Team Presentation

Go-Parts / US Auto Parts

March 2026

The Problem

What the Excel-based workflow looks like today

Daily Pain Points

- Manually checking FedEx, UPS, USPS websites **one tracking number at a time**
- Scrolling through hundreds of rows to find **stalled or problem shipments**
- Color-coding cells to assign orders — **no audit trail**
- Writing morning summary emails by hand **every single day**
- Issues falling through the cracks — **no automated alerts**

By The Numbers

1,200+

Tracking numbers / month

0

Automated alerts

~2 hrs

Daily manual tracking per rep

0

Tracking history stored

The Solution

A real-time, automated monitoring dashboard in Central



Automated Tracking

ShipEngine polls all FedEx, UPS, USPS shipments every 2 hours. Auto-marks items as Delivered when carrier confirms.



Smart Flagging

Stalled labels, carrier exceptions, past ETAs, and overdue follow-ups auto-surface. No manual scanning needed.



Personal Queues

Each rep has a My Queue with assigned orders at the top. One-click assign, escalate, follow-up, resolve.



Full Filter System

Filter by date, supplier, channel, status, carrier, assignee. Save presets for one-click access.



Morning Alerts

Daily 7 AM email digest with urgent items, new flags, unshipped orders, and daily KPI snapshot.



Issue Log

Structured tracking of Lost In Transit, Wrong Part, Damaged, Backordered — auto-classified from Central status.

Before vs. After

Side-by-side comparison of the old and new workflow

BEFORE (EXCEL)	NOW (DASHBOARD)	EFFORT
Check carrier websites individually	ShipEngine auto-checks 1,200+ tracking numbers every 2 hours	Automated
Manually mark orders "Delivered" in spreadsheet	Auto-marks items + orders as Delivered when carrier confirms	Automated
Scroll hundreds of rows looking for problems	Flagged tab surfaces 5 types of problems, sorted by severity	Automated
Color-code cells to assign and track work	One-click Assign with user dropdown; appears in My Queue	1 Click
Hand-write and send morning status email	Automated 7 AM digest to B2B and B2C teams	Automated
No history of who did what or when	Full tracking history, assignment logs, and status change records	Automated
Decide resolution (call, reship, refund)	Still human judgment — dashboard shows the problem, you decide	Manual

4 Dashboard Tabs

Each tab serves a specific purpose in the daily workflow

My Queue

Your personal to-do list.

- Assigned orders at the top
- Unassigned in your supplier group below
- Work top-down, oldest first
- Badge shows your count

All Orders

The complete picture.

- Every order, fully filterable
- 9 filter dimensions
- Saved presets for one-click views
- Search by order #, tracking, name

Flagged

Auto-detected problems.

- Stalled labels (>48 hrs)
- Carrier exceptions
- Past ETA
- Stalled in transit (>5 days)
- Overdue follow-ups

Issue Log

Structured issue tracking.

- Lost In Transit
- Wrong Part / Damaged
- Backordered
- Cancelled / Pending
- Auto-classified from Central status

Flagged Tab: Auto-Detection

The system finds problems so you don't have to

FLAG TYPE	DETECTION RULE	TYPICAL ACTION
Exception	Carrier reported a delivery problem	Contact carrier/customer. Decide: reship, refund, or re-attempt.
Stalled — Label Created	Label printed 48+ hrs ago, never scanned	Call supplier — was it actually shipped?
Stalled — In Transit	No tracking movement for 5+ days	File carrier claim. Consider reshipping.
Past ETA	Estimated delivery date has passed	Check tracking detail. Escalate if significantly late.
Overdue Follow-up	Follow-up date has passed	Re-check situation. Resolve or extend follow-up.

Auto-Clearing: Items disappear from Flagged automatically when the problem resolves (package starts moving or gets delivered). No manual unflagging needed.

Automated Carrier Tracking

ShipEngine integration — how it works

Carriers Tracked

FedEx	Automated
UPS	Automated
USPS / Stamps.com	Automated
OnTrac	Manual
LTL / Third Party (Meyer)	Manual

What Happens Automatically

Every 2 hours: poll ShipEngine for all active tracking #s



Store every scan event (pickup, transit, delivery) in tracking history



Auto-mark items + orders as **Delivered** when carrier confirms



Auto-flag **exceptions** and **stalled** shipments



Log all status changes to order + item history

Morning Alert Emails

Daily 7 AM digest — separate emails for B2B and B2C teams

Urgent

Orders flagged or escalated for 48+ hours

Carrier exceptions

Overdue follow-ups

New Flags

Newly flagged orders from the last 24 hours

Only unassigned items — need someone to pick up

Unshipped

Items placed 24+ hours ago with no tracking number

May need supplier follow-up

Daily Snapshot

Yesterday's totals:
Orders, Shipped, Delivered, Delayed

Open items & 7-day on-time %

No news = no email. If your channel has zero urgent items, zero flags, and zero unshipped orders, no email is sent.

One-Click Actions

Available on every order row across all tabs



Assign

Pick a team member from the dropdown. Order appears in their My Queue immediately.



Escalate

Mark as Escalated when the issue needs management attention or higher authority.



Follow-up

Set a reminder for 2 days out. Re-appears in Flagged tab when due.



Resolve

Mark as handled. Order disappears from active queues and flagged views.

Remarks: Click any remarks cell to type notes inline. Always add a remark when you take action — it helps your team understand the history without re-investigating.

Daily Workflows by Role

What each team member does differently

Ops Rep

1. Check morning email (7 AM)
2. Open **My Queue** — work assigned orders
3. Check **Flagged** — pick up unassigned flags
4. For each: take action, add remark, resolve or follow-up
5. End of day: My Queue should be clear

Team Lead

1. Triage morning email urgents
2. Open **Flagged** — assign unassigned items to reps
3. Open **All Orders** — distribute new work
4. Check **Issue Log** — spot supplier patterns
5. End of day: scan Flagged for unresolved items

Director

1. Daily: morning email KPI snapshot
2. Weekly: Issue Log by type for patterns
3. Weekly: Flagged for chronic issues (5+ days)
4. Monthly: All Orders with Last Month filter for volume and performance review

What's Still Manual

The dashboard finds problems — humans resolve them

Automated — No Action Needed

- Carrier tracking sync (every 2 hours)
- Delivered status marking (items + orders)
- Exception flagging in Flagged tab
- Stalled/past ETA detection
- Morning alert emails (7 AM daily)
- Tracking history logging
- Issue type classification

Manual — Requires Your Judgment

- Assigning orders to the right reps
- **Deciding resolutions** (call, reship, refund)
- Contacting suppliers and customers
- Writing remarks and notes
- LTL / Third Party tracking (Meyer, OnTrac)
- Setting the correct Central status/sub-status
- Escalating to management when needed

Summary

From spreadsheets to a live operations center

1,200+

Shipments tracked automatically

5

Auto-detected flag types

~\$53

Monthly ShipEngine cost

Key Takeaways

- **Your job shifts from finding problems to resolving them.** The dashboard surfaces issues automatically.
- **Work from My Queue, not a spreadsheet.** Your assignments are always at the top.
- **Check Flagged daily.** It's the single most important view for catching problems early.
- **Always add remarks.** Your notes help the team and create an audit trail.
- **LTL/Third Party still needs manual tracking.** Meyer and OnTrac aren't on ShipEngine.

central.go-parts.com/usauto-monitoring