



## Delivery Management: How Does Shipox Categorize Your Order Status

Every Delivery Management Software must have the capability to categorize the order status in multiple different ways in order to keep the delivery company and drivers updated about the exact stage of the order. There are many benefits of the ability of the route optimization software or fleet management to systematically categorize the order status.

Here are some of the most common advantages of the categorization of order status by Delivery Management System:



- **Systematic Order Management**

With each order status clearly labeled and categorized, delivery management can become systematic and there would be no chaos. The automation in this process is also more clear and systematic than manual efforts to label the status of each order.

- **Increased Accountability in Operations**

Categorization of the order status can make drivers and managers be vigilant about carrying out the entire order journey with caution and to avoid any form of mismanagement of the orders. Since every form of order status can be held updated, they have the ability to add to the system exactly what stage of the order journey the parcel is at and why. This avoids any unnecessary delays in the delivery cycle.

- **Enhanced Customer Trust**

Companies which use such advanced DMS are able to gain customer trust and provide enhanced customer experience. This is because these companies are able to keep track of all possible things that can happen to the order or parcel during the delivery journey, such as the delays that might occur, customer returns, damaged items, or any other factor. It makes customers feel satisfied and secure that the delivery company would be well aware of their order status.

- **Ease of Operations**

This feature enables operational managers and drivers to carry out their jobs with ease. They have a clear understanding of what is happening to each order, and can hence ensure successful delivery operations and be answerable to the clients at the same time. This increases efficiency as well as the reliability of operations to a great extent. Shipox has 50+ status types to categorize orders accordingly, in order to increase maximum clarity for flawless order management. The most commonly used order statuses used during the management of operations are listed down below along with brief explanations of what they mean:

1. Unassigned – An order when first reaches the Shipox system will have this status.
2. Assigned to Courier – When there is “assign to supplier” rule the order gets updated with this status by default
3. Assigned to Driver – When assigned to a specific driver.

4. Out For Pickup – Driver is on his way to pick up the item
5. Arrived – Driver has arrived to the pickup location
6. First Pickup Attempt – Temporary status. Added when the first attempt is done, and then followed by the actual attempt status
7. Picked Up (A) – When the status is In Sorting Warehouse Picked Up (A) is added
8. Picked Up – Driver or API Courier Company has Picked the parcel Up
9. Bad Sender Address – Pick Up Exception, when the Driver cannot find the Sender's location
10. Sender Not Available – When the Driver cannot reach the Sender
11. Parcel Not Ready – When the parcel is not ready for Pick Up
12. Sender Mobile Switched Off – When the Driver tried to call the Sender but his/her phone was switched off
13. Sender Mobile Wrong or Incomplete – When the Driver tried to call the Sender but his/her number was incomplete or wrong
14. Sender Mobile No Response – When the Driver tried to reach Sender but he/she is not responding to Driver's call
15. Pick Up Address is Out of Service Area – When the address of the Sender is not covered by the Courier Company
16. Future Pickup Requested – When Sender was not available at the location and asked to for pickup for another date
17. Sender Address Change Requested – When the Sender asked to change his/her pickup location
18. Unable to Access Sender Premises or Closed – When Driver cannot get the Sender's permission
19. Prohibited Items – The list of the items are not allowed to deliver
20. Incorrect Packaging – When the parcel packed incorrectly for delivery
21. No AWB Printed – When the Sender didn't print the AWB and parcel is not picked up due to this issue

22. Pick Up is Delayed due to Late Booking – When the Sender placed an order after pickup time
23. Bad Weather during Pick Up – Because of the bad Weather the pickup is delayed
24. Sender Name is Missing – When the creator of the order didn't mention the name of the Sender
25. No Capacity or Time – When the Driver does not have place in the car or time for Pick up
26. Pick Up Rejected – When Driver does not have enough space or time to pick up the item
27. Pick Up On Hold – Pick Up is on Hold
28. Pick Up is Scheduled – When Pick Up Address / Date / Time is clarified and scheduled
29. Pick Up Failed – All attempts done or after rejection
30. In Sorting Facility – In Sorting Facility
31. Item is Lost or Damaged – Item is Lost or Damaged
32. In Transit – In Transit From one Hub To Another
33. Dispatched – The parcel is Dispatched
34. Out For Delivery (Driver App only status) – Out For Delivery
35. Arrived at Delivery Address – Driver reached the delivery address
36. Delivery on Hold – Delivery is on Hold
37. First Delivery Attempt – Temporary status. Added when the first attempt is done, and then followed by the actual attempt status
38. Delivered – When the parcel is Delivered
39. Bad Recipient Address – When the Driver cannot reach the location of the Recipient
40. Recipient Not Available – When the Recipient is not reachable
41. Recipient Mobile Switched Off – Recipient mobile is switched off

42. Recipient Number is Wrong or Incomplete – When the phone number wrong or incomplete
43. Recipient Mobile No Response – No Response from the receiver side
44. Delivery Address Change Requested – When the receiver asked to change his/her address for delivery
45. COD Not Ready – When the Cash On Delivery is not ready
46. Future Delivery Requested – When the receiver asked for delivery for another date
47. Delivery Address is Out of Service Area – When the Courier Company does not cover delivery address
48. Unable to Access Recipient Premises or Closed – When Driver cannot get the Recipient's permission
49. No Capacity for Delivery – When the Driver does not have place in the car or time for Delivery
50. ID or Document Required is Missing – when the receiver do not have with him/her required ID or Document
51. Bad Weather during Delivery – Because of the bad Weather the delivery is delayed
52. Recipient Name is Missing – When the creator of the order didn't mention the name of the Recipient
53. Self-Collection is Arranged or Requested – When the Recipient asked for Self-Collection
54. Wrong Shipment – When the Recipient got wrong item
55. Incomplete Parcel – When the some parts of the item missing
56. Delivery Delay due to Late Booking – When the Delivery Delayed due to Late Booking
57. Insufficient Time for Delivery – When the recipient is not available
58. Delivery Rejected – When the receiver rejected the delivery
59. Delivery Scheduled – When Delivery Address / Date / Time is clarified and scheduled

60. Delivery Failed – All attempts done or after rejection
61. To Be Returned To Shipox – When the parcel will be returned back to the warehouse after delivery attempt is failed
62. Returning To Shipox – When the parcel is on the way back to the warehouse after delivery attempt is failed
63. Returned To Shipox – When the parcel reached the warehouse after failed delivery attempt
64. To Be Returned – When the parcel will be returned back to the Sender
65. Out For Return – When the parcel is on the way to Sender
66. Returned to Origin – When the parcel is returned to Sender
67. Canceled By Driver – When the parcel is canceled by Driver
68. Canceled – When the Order is Canceled
69. Canceled/Rejected Due to No Service Area – When the Courier Company is not covering the delivery area
70. Rejected – When the delivery rejected by Sender/Recipient/Driver due to issues mentioned above
71. In transit to supplier – When the parcel is in transit to Courier Company
72. Transited to supplier – When the Courier Company got the parcel
73. Prepared for transit – When the parcel is ready for transit
74. Recipient want inspect item – When the receiver wants to open the shipment before accepting it
75. Lost – When the item is Lost
76. Damaged – When the Item is Damaged
77. Office closed – When the receiver asked for delivery to his office location but at the time of the delivery, office was already closed
78. Destroyed on Customers Request – When the customer is no longer interested in the product which is already paid for and ask you the destroy the product

Shipox is a data-driven **Delivery Management Software** that enables its users across a multitude of diverse industries to avail market competitive features and customer support in order to automate and perfect their delivery process. Shipox users are able to increase the efficiency of their delivery process, optimize their costs effectively, and enhance their customer experiences. To learn more, you can [sign up for a quick demo here](#).