

STANDARD OPERATING PROCEDURE

How to catch lost packages, the same night.

Five steps that check, every night, that the packages that should come back did come back: the route math, the door count and Amazon's returned count side by side, and a reason for every gap.

PORTALS	Dispatch, Scorecard
ROLES	Dispatcher, Manager, Owner
HOW OFTEN	Every night, Weekly
PAGES USED	Return to Station, Load Out, On Road, Events
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READ ONLINE	ultimatedsp.com/knowledge/manage-lost-packages

What this SOP fixes

- Nobody checks that the undelivered packages actually came back.
- Returns are counted by hand, if at all, and never compared with Amazon's files.
- A lost package shows up a week later, on the Scorecard.
- Nobody knows how many packages went missing today.

How to use it: read sections 1 to 6 once. Then run section 7 on the rhythm in section 6, and print the checklists in section 11 for the wall.

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1. Purpose and scope

This SOP checks every night that the packages that needed to come back did come back. It takes the number that should return from Amazon's own routes file, counts what physically came off each van, compares both with Amazon's package file, and gets a reason for every gap before the day is closed.

It is written for the dispatcher who closes the night at Return to Station and the manager who reviews repeats every week. Ultimate DSP compares counts, not barcodes, because Amazon's package file is not a complete manifest.

This SOP covers

- The nightly closing import and the three numbers per route.
- Counting returns at the door.
- A reason for every short route.
- Raising missing packages with station staff, and closing the day.
- Weekly coaching for drivers who keep coming back short.

It does not cover

- Disputing concessions or Scorecard data with Amazon.

- Checking the weekly invoice. That is the SOP Validate Amazon invoices.
- Scanning individual packages. Amazon's package file is not a full manifest, so the product compares counts, not barcodes.

2. Why this matters

A package that goes out and is neither delivered nor brought back is a lost package. Most DSPs only learn about it when it turns up on the Scorecard or as a customer concession. Four gaps let it slip:

THE PROBLEM	WHAT IT COSTS YOU
Nobody checks that undelivered packages came back	A package can leave the van and never be seen again, and nobody knows until much later.
Returns are counted by hand, if at all	There is no number to compare with Amazon's files, so a gap stays invisible.
A lost package shows up a week later, on the Scorecard	By then the driver cannot remember, and the station cannot find it.
Nobody knows how many packages went missing today	The problem is never raised while it could still be fixed.

3. What good looks like

- Every route shows how many packages should come back, from Amazon's own routes file.
- Every van's returns are counted at the door before they go to Amazon.
- The door count and Amazon's returned count sit side by side, and every gap has a reason.
- Missing packages are known, and raised with the station, the same night.
- Drivers who keep coming back short are coached every week.
- Every missing package is known the same night.
- Station staff hear about missing packages while they can still act.
- Drivers who lose packages are coached before it becomes a habit.

4. Roles and responsibilities

ROLE	WHAT THEY OWN IN THIS SOP
Dispatcher (Operations)	Runs the closing import, counts returns at the door, gets the reasons, tells station staff and closes the day. Cannot reopen a closed day.

ROLE	WHAT THEY OWN IN THIS SOP
Manager	Reviews short returns every week, logs events and assigns coaching, and reopens a day when something must change.
Owner	Reads the EOS report and follows up when missing packages keep appearing.
Sub Admin	Has the same rights as the Owner and the Manager on these pages.
Finance	Has no access to Return to Station, and receives the EOS report as an exported file.
Driver	Brings undelivered packages back, explains each one and hands them to Amazon's staff after the count.

5. Before you start

Set these up once. Every step below assumes they are in place.

TASK
☐ Build each day's Load Out sheet, so the closing import has a launched day to check against.
☐ Have each night's Amazon Routes and Packages exports ready. The Itineraries export is optional.
☐ Keep drivers on the roster with their Transporter IDs, so the names on the board match.
☐ Keep your route types current, so every route's service type is recognized.
☐ Create a standard for coming back short, with a coaching module paired.
☐ Agree with station staff how, and to whom, you raise missing packages each night.

6. The rhythm

When each part of the procedure happens, who does it and on which page.

WHEN	WHAT	WHO	WHERE
As vans return	Count each van's returns at the door, before the hand-off	Dispatcher	At the van
Every night	Closing import, then read the tiles and the board and type the counts	Dispatcher	Return to Station
Every night	A reason for every red Counted cell, written in the note	Dispatcher	Return to Station

WHEN	WHAT	WHO	WHERE
Every night	Export the EOS report, tell station staff, close the day	Dispatcher or Manager	Return to Station
Every week	Review short returns and coach repeat drivers	Manager	Events

7. The procedure, step by step

Five steps: four at Return to Station every night and one every week. The whole check is simple: did every package that needed to come back, come back?

1

Check that every route brought back what it should

Every night

Where Dispatch · Return to Station **Who** Dispatcher

WHY THIS STEP MATTERS

Amazon's routes file already says how many packages went out and how many were delivered. The difference is what must come back tonight. Checking that number against Amazon's package file every night is the whole job: it is the only way to know a package is missing before it becomes a concession.

HOW TO DO IT

1. Open Dispatch, then **Return to Station**, on today's date. The day needs its Load Out sheet first.
2. Click **Closing Import**. Attach the Routes file first, then the Packages file, and the Itineraries file if you have it. Run the import.
3. Read the tiles: **Routes Closed**, **Packages Out**, **Delivered**, **Reconciliation**, **Returned** and **Counted**.
4. Read the board route by route. Every column sorts, and the filter box finds a route or a driver.
5. Look for amber **Returned** cells: on those routes, Amazon's two files disagree.

WHAT TO CHECK

- The status shows the day's files stored.
- Routes Closed matches the routes launched on Load Out.
- The Returned tile equals Reconciliation, or you know which routes differ.

Done when: The day's files are stored, Routes Closed matches Load Out, and Returned equals Reconciliation or every difference is explained.

IF SOMETHING IS WRONG

- Routes Closed shows missing routes: a route launched this morning is not in Amazon's file, usually because it was cancelled. Note it.

- An amber Unplaced Package Rows chip shows: some package rows had no route code, or an unknown one. They stay out of Returned, so open the chip to see them.
- The import is refused because the day has no Load Out sheet: build the sheet on Load Out first.
- A Returned cell is amber: Amazon's routes file and package file disagree on that route. Count that van carefully.

KEEP A RECORD

All three Amazon files are stored with the day, and **Download** gives back the exact file that was imported.

2

Count each van's returns before they go to Amazon

Every night

Where Dispatch · Return to Station **Who** Dispatcher

WHY THIS STEP MATTERS

Amazon's files tell you what should have come back and what Amazon scanned back. Only a count at the door tells you what physically came off the van. With three numbers for one truth, the one that disagrees shows where the package went missing.

HOW TO DO IT

1. As each driver returns, count the packages at the van before they are handed to Amazon's staff. Write the number down if the board is not built yet.
2. Click the route's **Counted** cell and type the number. It saves by itself, and Tab moves to the next cell.
3. A red cell is a gap: hover it to see how many packages are short or extra.
4. Use **Counted = Reconciled** only for routes you really counted and found matching. It copies Amazon's number, not yours.

WHAT TO CHECK

- Every route with packages to return has a count.
- No red Counted cell is left without a note.
- The Counted tile shows no routes still open.

Done when: The Counted tile shows the same number on both sides, and no Counted cell is red or empty.

IF SOMETHING IS WRONG

- A Counted cell is red: the door count does not match the route's reconciliation. Go to step 3 and get the reason.
- A cell is still outlined in blue: that route has not been counted yet.
- A route shows a dash: its reconciliation is zero, so there is nothing to count.

- The cell will not take a number because the day is closed: an Owner, Sub Admin or Manager has to reopen the day first.

KEEP A RECORD

Every count is saved on the route for that day, next to Amazon's two numbers.

3

Get the reason for every short route from the driver

Every night

Where Dispatch · Return to Station **Who** Dispatcher

WHY THIS STEP MATTERS

A number without a reason can be neither fixed nor disputed. Tonight, the driver knows whether the package was delivered to the wrong door, left in the van or never loaded. Tomorrow they will not remember.

HOW TO DO IT

1. Find the red **Counted** cells on the board.
2. Talk to the driver at the van, or call them. Click the driver's name to open their record.
3. Ask about each missing package: delivered, left on the van, damaged or never loaded.
4. Click **+ note** on the route and write the reason.
5. If a package turns up on the van, send it back out for another attempt.

WHAT TO CHECK

- Every red Counted cell has a note.
- Each note gives the reason for the package, not just the word short.
- Issues the driver raised on the road show above the note.

Done when: Every short route carries a note naming the reason.

IF SOMETHING IS WRONG

- The note will not save because the day is closed: reopen the day first, or keep the reason in your own log.
- The driver did not contact the customer and Driver Support before bringing a package back: coach it. That contact also keeps Scorecard exemptions and dispute options open.
- An issue note from On Road cannot be edited here: change it on On Road, where it was raised.

KEEP A RECORD

Each note keeps its author and time, and any issue note raised on On Road for the same route shows above it.

4

Tell the station about missing packages the same night

Every night

Where Dispatch · Return to Station **Who** Dispatcher or Manager

WHY THIS STEP MATTERS

A lost package raised the same night can still be found at the station or scanned correctly. The same package raised next week has already become a concession and a Scorecard hit, and a dispute needs proof that station staff knew in time.

HOW TO DO IT

1. Scroll to the **EOS Report** card and read **Missing Packages, Returned** and **DCR**.
2. Click **Export EOS** and choose PDF, CSV or XLSX.
3. When the driver hands the returns to Amazon's staff, tell them which packages are missing and what the driver said.
4. Write down who you told and when, and keep any message you sent to the station.
5. Click **Close The Day · Lock**. The warning line under the report names anything still open, and closing records it as it stands.

WHAT TO CHECK

- The EOS export is saved for the day.
- Every missing package was raised with station staff, with a name and a time.
- The day reads Closed, with who closed it and when.

Done when: The EOS report is exported, station staff were told, and the day reads Closed with who closed it and when.

IF SOMETHING IS WRONG

- Missing Packages is above zero: Amazon's routes math and its package file disagree. That is the gap to raise with the station.
- The close warning names routes not counted or short at the door: finish them first if you can, because closing records them as they are.
- Something must change after closing: an Owner, Sub Admin or Manager clicks **Reopen**, which is logged.

KEEP A RECORD

The close is stamped with who and when, the EOS export holds the day's numbers, and your note of the station conversation is the evidence for any later dispute.

5

Coach drivers who keep coming back short

Weekly

Where Scorecard · Events **Who** Manager

WHY THIS STEP MATTERS

One short route can be bad luck. The same driver short week after week is a habit, and every missing package can turn into a concession. Nothing turns a short return into an event on its own, so the weekly review is where the pattern gets noticed and coached.

HOW TO DO IT

1. Review the week's closed days on Return to Station: the red Counted cells, the notes and the EOS exports.
2. Open Scorecard, then **Events**. Use **Filters** and **Associate** to see one driver's recent events.
3. Click **+ Log Manual Event**, pick the **Associate** and your standard, keep **Negative**, set the **Event Date**, write what was seen and click **Save Event**.
4. If no coaching was assigned, open the row menu and click **Assign Module**.
5. Chase the coaching on the **Open** tab with **Remind**.

WHAT TO CHECK

- Each repeat driver has an event, with the dates and reasons in the description.
- Coaching shows Assigned for each of them.
- Drivers with a real explanation, such as a station mistake, were not logged.

Done when: Every driver who came back short more than once this week has an event and coaching assigned.

IF SOMETHING IS WRONG

- The Module column shows No module: the standard has no coaching paired. Assign a module by hand and pair the standard.
- The Events ledger only shows the last 30 days: review older weeks from the closed days and the exports.
- Coaching goes Overdue · Blocked: the driver cannot be scheduled until they acknowledge it.

KEEP A RECORD

The event and its coaching stay on the driver's record, with who logged it and why.

8. The three numbers to watch

Read these numbers on the cadence in the rhythm table. Each one tells you whether the procedure is working.

NUMBER	WHAT IT TELLS YOU	ACT WHEN
Reconciliation	Packages out minus delivered: the number that should come back tonight.	It is higher than usual: expect more returns, and count carefully.
Counted	Packages counted at the door, against the reconciliation.	Routes are still open near the close: count them before the day is locked.
Missing Packages	Reconciliation minus Amazon's returned count, on the EOS report.	It is above zero: raise every missing package with station staff tonight.

9. Common mistakes

MISTAKE	WHY IT HURTS	DO THIS INSTEAD
Using Counted = Reconciled without counting.	It copies Amazon's number and hides the real gap.	Count every van at the door, then type the number.
Letting drivers hand returns to Amazon before counting.	Your own count is lost, and you cannot show what came back.	Count at the van first.
Writing short without a reason.	Nothing can be fixed or disputed.	Get the reason for each missing package from the driver the same night.
Assuming Ultimate DSP tells Amazon.	Nothing is sent to Amazon or the station from the product.	Tell station staff yourself, and note who you told.
Closing the day with routes still uncounted.	The close records the gaps as they stand.	Finish the counts, then close.
Coaching a driver for a station mistake.	Drivers stop trusting the record.	Log only the short returns the driver controlled.

10. When to escalate

- Missing packages appear on the same route, or with the same driver, more than once in a week: the manager reviews the route and coaches the driver.
- Station staff cannot find packages the driver says were returned: the manager raises it with the station lead the same night and keeps the note.

- Amazon's routes file and package file keep disagreeing: the manager raises it with the station as a scanning problem.
- Missing packages rise across many drivers: the owner checks loading, staging and the hand-off at the station.

11. Printable checklists

Print this page and pin it where the work happens. Tick each line and initial it. Keep the sheet with the day's records.

Every night

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Load Out sheet built for the day	
☐ Closing import run: Routes, then Packages	
☐ Every van counted at the door before the hand-off	
☐ Every red Counted cell has a reason	
☐ Missing Packages read on the EOS report	
☐ Station staff told, with a name and a time	
☐ EOS exported and the day closed	

Every week

Date or week of: _____ Checked by: _____

TASK	DONE BY
☐ Closed days and notes reviewed	
☐ Repeat short drivers listed	
☐ Events logged for the repeats	
☐ Coaching assigned and chased	

12. Terms used in this SOP

TERM	MEANING
Return to Station	The end of the route, when the driver brings the van and any undelivered packages back.
Closing import	The nightly import of Amazon's Routes, Packages and optional Itineraries files.
Reconciliation	Packages out minus delivered on a route: the number that should come back.
Counted	The number of packages you counted at the door.
Returned	The number of package rows in Amazon's file that placed on the route.
Unplaced package rows	Package rows with a blank or unknown route code, kept out of Returned.
EOS report	The end-of-shift summary of the day's routes and packages.
Missing Packages	Reconciliation minus Returned, on the EOS report.
DCR	Delivered packages as a share of packages dispatched.
Concession	A refund or replacement when a package did not arrive, or arrived damaged.
3 C's	Before bringing a package back: contact the customer, then Driver Support, then dispatch.

13. Related SOPs

- Validate Amazon invoices: ultimatedsp.com/knowledge/validate-amazon-invoices
- Daily dispatch: ultimatedsp.com/knowledge/daily-dispatch
- Automated coaching: ultimatedsp.com/knowledge/automated-coaching

About this SOP

Written by an Amazon DSP that runs these procedures every day, using the pages of Ultimate DSP. Amazon's program policies, your DSP agreement and the law come first: where they differ from this SOP, follow them. Page names and on-screen labels match Ultimate DSP as of September 2026. The latest version is online at ultimatedsp.com/knowledge/manage-lost-packages.