Abstract —

Technological advancements in the era of globalization influence society's preference for convenience and practicality, especially in terms of shipping goods. Shipping or courier services become an effective and efficient solution to bridge the gap between sender and receiver. Courier services are businesses that operate in the field of shipping goods, utilizing various channels such as air, land, and sea. Tracking numbers are used to monitor the whereabouts of packages. Various courier companies compete to create innovations and excellent services to enhance customer satisfaction, such as print-on-demand labels, COD (Cash On Delivery) payments, and home pickup services. One such service provider is AmbilPaket, which offers easy, fast, and secure pick-up and delivery services. In this business, administration plays a crucial role in ensuring the efficiency and timeliness of deliveries. However, challenges such as data loss, data inaccuracies, and the lack of tracking systems can hinder the shipping process, leading to misunderstandings and losses in time and costs.

Keywords: Courier Services, Administration, Shipping Challenges, Package Tracking.