

WHITE PAPER

The Case for Automated Package Tracking

A data-driven analysis of why organizations that automate their inbound mail and package operations outperform those that don't - and how to choose the right system.

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1. Executive Summary

U.S. parcel volumes reached an all-time high of 23.8 billion shipments in 2024, driven by e-commerce growth, hybrid work, and increasing vendor deliveries. Corporate mailrooms and receiving departments are handling more volume than ever, yet many still rely on manual logs, spreadsheets, or no system at all.

The consequences are measurable: lost packages that cost an average of \$204 each in replacement value, labor teams spending \$45,000+ per year just searching for misplaced items, and manual data entry error rates 10,000 times higher than automated barcode scanning.

This white paper examines the true cost of manual tracking operations, presents the quantifiable benefits of automation, surveys the competitive landscape of package tracking software, and explains why TekTrack delivers the most comprehensive solution for enterprise organizations.

23.8B

U.S. parcels shipped in
2024

\$204

Avg. cost of a lost
package

74%

Processing time
reduction possible

< 6 mo

Typical TekTrack time
to full ROI

2. The State of Package Delivery in 2026

The package delivery landscape has fundamentally changed in the last five years. The volume of parcels flowing through corporate mailrooms, universities, hospitals, and government facilities has surged, driven by several converging trends.

Explosive E-Commerce Growth

U.S. retail e-commerce hit \$352.9 billion in Q4 2024 alone, a 9.3% year-over-year increase. Every online order, whether it is office supplies, medical equipment, or personal deliveries, creates another package that your receiving department must process, route, and deliver internally.

Carrier Landscape Fragmentation

The carrier ecosystem is more complex than ever. In 2024, USPS delivered 7.2 billion packages, while Amazon Logistics closed the gap at 6.1 billion. UPS handled 4.8 billion (flat from 2023), and FedEx saw a marginal decrease to 3.4 billion. Meanwhile, private fleets from Walmart, Target, and smaller carriers delivered 2.3 billion packages, representing 44% growth over 2023. More carriers means more complexity at your loading dock.

Hybrid Work Challenges

With employees splitting time between home and office, packages routinely arrive when recipients are not on-site. Without automated notifications, self-service portals, and real-time location tracking, packages pile up, go unclaimed, or get misrouted, compounding the operational burden on receiving staff.

Software Market Growth

The package tracking software market is responding to this demand, growing at a compound annual growth rate (CAGR) of 9.3% through 2033. Mailroom management software specifically is projected to grow from \$452 million in 2024 to \$1.2 billion by 2033. Organizations that invest in automation now gain both operational advantages and a competitive edge.

3. The Hidden Costs of Manual Tracking

Organizations without automated package tracking face compounding inefficiencies that directly impact the bottom line. While individual incidents may seem minor, the aggregate cost is substantial.

3.1 Lost Packages and Compensation Claims

Research shows that parcel carriers lose an average of less than 1% of parcels during transit. However, once an item has been received by your organization, the percentage of lost mail and packages increases exponentially due to insufficient tracking methods, multiple delivery locations, and poor coordination between handlers.

In one survey, 49% of participants reported the lack of connectivity between their assets and the people handling those assets as the most significant obstruction to their workflow.

Critically, packages are no longer protected by carrier insurance once your company has received them. Your organization takes full responsibility for the cost of replacement or reimbursement. The average cost of a lost or stolen package is \$204. In one industry survey, 10% of participants stated that their companies wrote off an excess of \$432,000 in lost assets annually. In the retail industry, loss by employees costs companies 2 to 3 times more than external theft.

3.2 Wasted Labor Hours

The productivity cost of searching for lost packages is significant and often overlooked. When a package goes missing, employees stop what they are doing to search, creating a ripple effect of disruption across the organization.

64% of companies search for lost assets at least once per day. Of those, 53% reported each search takes at least 30 minutes, while 47% stated it takes an hour or more. On aggregate, companies reported spending more than **\$45,000 each year** in labor costs searching for lost assets alone.

3.3 Slow Processing and Data Entry Errors

Manual data entry creates two compounding problems: speed and accuracy. Studies consistently show that manually entering package information takes dramatically longer and produces far more errors than automated barcode scanning.

Metric	Manual Entry	Barcode Scanning
Processing speed per item	15-30 seconds	Under 2 seconds

Error rate	1 in 300 keystrokes	1 in 3 million scans
Accuracy rate	~96%	99.9%+
Fatigue impact	Drops to 90-92% at peak	Consistent regardless
Speed ratio	1x (baseline)	5-7x faster

Figure 1: Manual Data Entry vs. Barcode Scanning Performance Comparison

3.4 Poor Customer Service and Zero Accountability

Without an effective tracking system, organizations cannot provide real-time status updates to internal customers. Late or incorrect deliveries hamper business operations and erode trust. When a package cannot be located, there is no audit trail to determine where it was lost or who last handled it. Entire departments can be falsely blamed for missing and damaged assets.

This lack of accountability frequently results in premature replacement purchases. When an asset cannot be found within a required timeframe, organizations are forced to buy a replacement, only to discover the original item later, resulting in unnecessary expenditure.

4. The Benefits of Automated Tracking

Organizations that implement automated, internal mail and package tracking systems see immediate, quantifiable improvements across every operational metric. The benefits compound over time as staff adopt new workflows and the system accumulates institutional data.

4.1 Real-Time Visibility and Data Integrity

An automated tracking system allows organizations to effectively manage and track their assets in real time. In one survey, 73% of participants stated that real-time visibility of all critical assets on their premises was their top requirement for reducing inventory and labor costs.

Electronic data capture maintains the highest level of data integrity throughout the tracking process. Since most data loss is due to human error, automated barcode systems virtually eliminate the transposition and keying errors that plague manual entry. Keyboard data entry produces 1 error per 300 keystrokes, while barcode scanning achieves 1 error per 3 million scans, making it approximately 10,000 times more accurate.

Organizations using barcode scanning report up to a 55% reduction in data entry errors and a 74% reduction in processing time compared to manual methods.

4.2 Faster Processing and Lower Costs

Barcode scanning provides an 8:1 input speed advantage over manual data entry. For organizations processing hundreds of packages daily, this translates to thousands of hours in labor savings annually. Manual product entry requires 15-30 seconds per item; barcode scanning processes data in under 2 seconds.

The cost savings extend beyond processing speed. One analysis reported that companies which started tracking IT assets saw a savings of 13% per year on staffing costs. Another reported that companies managing the full lifecycle of their assets reduced costs per asset by 30% in the first year and 5-10% annually over the following five years.

4.3 Improved Service and Full Chain of Custody

Automated tracking systems integrate directly into work processes, enabling faster internal deliveries and proactive notifications. Organizations report customer service improvements of up to 43% after implementing package tracking solutions.

Every scan creates a timestamped record: who received it, where it went, and who signed for it. This complete chain of custody eliminates finger-pointing, prevents premature replacement purchases, and provides indisputable proof of delivery. A properly implemented tracking system provides improved control of information, cost savings, risk management, and time savings across the organization.

5. Competitive Landscape

The inbound package tracking software market includes several established players, each with different strengths and target markets. The table below compares key capabilities across the major solutions available to enterprise organizations.

Feature	TekTrack	Notifii	SQBX	Pitney Bowes
SmartScan Barcode Tech	Yes	-	-	-
On-Premise Deployment	Yes	-	-	Partial
Cloud Deployment	Yes	Yes	Yes	Yes
Mobile (iOS/Android)	Yes	Yes	Partial	-
Email, Text, WhatsApp & Phone Alerts	Yes	Email/Text	Email/Text	Email only
Proof-of-Receipt Signatures	Yes	Yes	Yes	-
Self-Service Portal	Yes	-	-	-
Modular Pricing	Yes	-	-	-
Multi-Site Support	Yes	Limited	Yes	Yes

Figure 2: Feature Comparison Across Leading Package Tracking Solutions

TekTrack distinguishes itself as the only solution offering the full combination of proprietary SmartScan barcode technology, both on-premise and cloud deployment options, multi-channel alerts including WhatsApp, a self-service recipient portal, and modular pricing. While competitors like SQBX and Notifii serve specific verticals well, TekTrack is designed for the broadest range of enterprise environments, from corporate mailrooms to university campuses to government facilities.

6. Market Outlook

The shift toward mailroom automation is accelerating across industries. Organizations that invest now position themselves ahead of a wave of adoption that shows no signs of slowing.

Trend	Key Data Point	Impact
E-Commerce Volume	\$352.9B in U.S. retail e-commerce in Q4 2024 (9.3% YoY growth)	Receiving departments face ever-increasing volume
Carrier Fragmentation	Amazon delivered 6.1B packages in 2024; private fleets grew 44%	More carriers = more complexity at the loading dock
Software Market	Package tracking software market growing at 9.3% CAGR through 2033	Adoption is accelerating; early movers gain advantage
Hybrid Work	Employees split time between home and office	Automated notifications and self-service portals essential
Total U.S. Parcel Volume	23.8B parcels in 2024; projected 26.8B by 2027	Every parcel needs to be processed upon receipt

Figure 3: Key Market Trends Driving Package Tracking Adoption

7. Why TekTrack

TekTrack is an enterprise-grade, inbound mail and package tracking system designed for corporate mailrooms, universities, government agencies, hotels, conference centers, and healthcare facilities. It delivers the broadest feature set in the market with the flexibility to match any organization's specific needs.

Key Differentiators

- **SmartScan Barcode Technology:** TekTrack's proprietary scanning engine processes packages faster than any competitor, delivering the speed advantages of barcode automation with additional intelligence for routing and classification.
- **On-Premise or Cloud Deployment:** Unlike cloud-only competitors, TekTrack offers both deployment models, giving organizations full control over their data, infrastructure, and security posture.
- **Multi-Channel Notifications:** Automated alerts via email, text message, WhatsApp, and phone call ensure recipients are reached through their preferred channel.
- **Self-Service Recipient Portal:** Recipients can check their own package status without contacting the mailroom, dramatically reducing inquiry volume for your staff.

- **Mobile Support:** Full functionality on iOS, Android, and Windows devices enables staff to process and deliver packages from anywhere on campus or across multiple buildings.
- **Digital Proof-of-Receipt Signatures:** Capture electronic signatures at every handoff point, creating an indisputable chain of custody from dock to desk.
- **Modular Pricing:** Purchase only the capabilities you need. TekTrack delivers more functionality per dollar than any competitor in the market.

Performance Results

Metric	vs. Manual Tracking	vs. Other Systems
Processing Rate Increase	72%	34%
Error Rate Decrease	55%	13%
Customer Service Improvement	46%	22%
Search Time Reduction	75%	N/A

Figure 4: TekTrack Performance Benchmarks

8. Conclusion

The data is clear: organizations that rely on manual package tracking are leaving significant money on the table, losing productivity to preventable inefficiencies, and exposing themselves to unnecessary financial risk from lost package claims.

Automated package tracking systems deliver measurable, immediate ROI through faster processing (up to 74% time reduction), dramatically lower error rates (99.9%+ accuracy), significant cost savings (30% per-asset reduction in year one), and improved internal customer satisfaction (up to 43% service improvement).

With U.S. parcel volumes projected to reach 26.8 billion by 2027 and the package tracking software market growing at 9.3% annually, the question for enterprise organizations is no longer whether to automate, but how quickly they can get started.

TekTrack typically pays for itself in under 6 months. To learn how TekTrack can save your organization time and money, contact a TekCore representative at sales@tekcore.com or call (877) 536-0123. Visit us at www.tekcore.com.

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