



Dealer Application Integration Giving Dealers One-Step Shipment Tracking with UPS Integration

Client: **Fortune 500 - Global Auto OEM (North America)** - Dealer Application



At a Glance

1-step

backorder cancellation +
shipment generation

Direct

in-app link to UPS
shipment tracking

Auto-generated

shipment labels and tracking
numbers



The Client

The client is a leading Fortune 500 - Global Auto OEM whose dealer application is used across its dealer network to manage parts orders, backorders, and shipments.



The Business Challenge

The dealer application had no built-in way for dealers to track shipments. Dealers had to go to UPS directly to check status, and there was no single, in-app path to cancel a backorder and generate a replacement shipment. That made an otherwise well-integrated application feel fragmented for one of its most common day-to-day tasks.



Our Approach

We integrated UPS's web service directly into the dealer application so shipment tracking, label generation, and status became native parts of the workflow dealers already used, instead of a separate trip to another site.

- Incorporated a UPS web service call directly into the dealer application.
- Generated shipment labels and tracking numbers by calling the UPS web service with item weight, dimensions, and from/to addresses.
- Surfaced shipment tracking numbers on the application's existing reports.
- Linked dealers directly from those reports to the UPS site to check live shipment status.



Solution Overview

In business terms, dealers gained a single place to handle backorder cancellation and shipment generation, and a direct path to shipment status, without leaving the application they already use daily.

Before: No Shipment Visibility In-App

No shipment tracking in dealer application → Dealers check UPS separately → Manual backorder & shipment handling → Fragmented, slower dealer experience

After: Integrated UPS Tracking

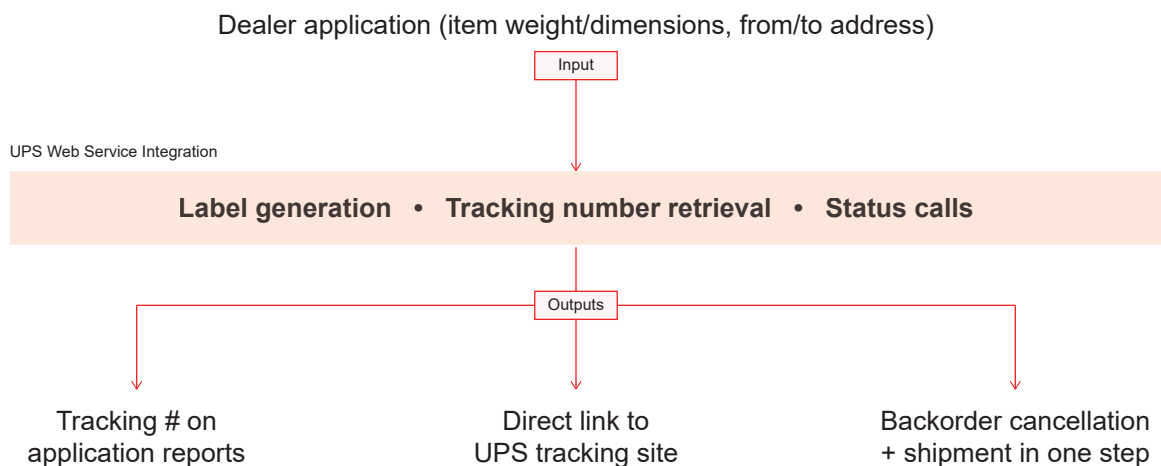
UPS web service integrated in-app → Shipment label & tracking # generated → Tracking # shown on reports → One-step backorder & shipment handling



Technical Approach & Architecture

The dealer application passes item weight, dimensions, and from/to address details to the UPS web service, which returns a shipment label and tracking number. That tracking number is written back onto the application's existing reports, with a direct link letting dealers jump straight to the UPS site for live status with no separate lookup process required.

Damage Tracking — Solution Architecture





Business Outcomes & Results

Metric	Before	After	Business Impact
Shipment visibility	No shipment tracking inside the dealer application	UPS web service integrated directly in-app	Dealers see shipment status without leaving the application
Backorder handling	Manual, multi-step backorder and shipment process	One-step backorder cancellation and shipment generation	Simpler, faster dealer workflow
Label & tracking generation	No automated label/tracking creation	Auto-generated via UPS web service call	Fewer manual steps, fewer errors in shipment setup
Dealer experience	Fragmented - dealers used UPS's site separately	Well-integrated IT service inside the existing application	More satisfied dealers



Why It Matters

This is a small, contained integration with an outsized effect on daily dealer experience - proof that not every improvement needs a platform-scale initiative. It's a useful, low-friction reference for any client whose application would benefit from folding in a well-known third-party service (carrier, payment, mapping) rather than sending users elsewhere.

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