

Real-Time Logistics Visibility and Shipment Tracking Training Course

2 – 6 May 2027
Johannesburg

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Ref: 1798_235110 **Date:** 2 – 6 May 2027 **Location:** Johannesburg **Fees:** 4500 Euro

Overview

Real-Time Logistics Visibility and Shipment Tracking Training Course is a one-week intermediate course for logistics, transport, warehouse, distribution, supply-chain, customer-service, data, and operations teams who leave with a Real-Time Logistics Visibility Plan. The course connects shipment milestones, tracking identifiers, location data, event data quality, ETA and geofence alerts, control-tower dashboards, exception escalation, and customer communication. Agile Leaders Training Center delivers this course on real-time logistics visibility and shipment tracking.

Who Should Attend

- Teams responsible for shipment status, milestones, location, and delivery visibility
- Functions responsible for carrier, warehouse, transport, and distribution event data
- Teams responsible for control-tower monitoring, alerts, exceptions, and escalation
- Functions responsible for customer updates, service recovery, and delivery commitments
- Teams responsible for logistics data quality, reporting, and performance review

The course assumes participants work with shipment records, carrier updates, tracking feeds, or logistics reports, and leaves out device installation, software configuration, and data-engineering implementation.

Departments and Industries

The course supports logistics-visibility decisions across physical distribution and service networks.

- Logistics, transportation, distribution, and warehousing
- Supply chain, customer service, procurement, and operations control
- Manufacturing, retail, e-commerce, and consumer products
- Healthcare, food, technology, and industrial services
- Freight forwarding, ports, aviation, parcel, and field service

Learning Objectives

By the end of this course, participants will be able to:

- Build shipment identifier, milestone, and event-data models.
- Apply location, ETA, geofence, sensor, and alert controls.
- Analyze missing, late, conflicting, and low-quality events.
- Use control-tower dashboards and exception workflows.
- Evaluate carrier, route, service, and visibility performance.

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- Build a Real-Time Logistics Visibility Plan.

Course Agenda

Day 1: Define Visibility and Shipment Events

- Shipment Journey, Party, Mode, Location, and Handoff Map
- Tracking Identifier, Object, Consignment, and Package Register
- Planned Milestone, Actual Event, Status, and Timestamp Dictionary
- Visibility User, Decision, Information, and Action Matrix
- Data Owner, Source, Frequency, Evidence, and Access Register

Day 2: Capture and Validate Tracking Data

- Carrier, Warehouse, Telematics, Sensor, and Manual Event Map
- GPS Location, Geofence, Route, and Stop Definition Sheet
- Event Completeness, Timeliness, Accuracy, and Consistency Rules
- Duplicate, Missing, Late, and Conflicting Event Resolution Log
- Data Feed Acceptance, Monitoring, and Issue Escalation Checklist

Day 3: Configure Alerts and Control-Tower Views

- ETA Baseline, Update, Confidence, and Deviation Record
- Geofence Entry, Exit, Dwell, and Route-Deviation Alert Matrix
- Delay, Temperature, Shock, Seal, and Condition Alert Catalogue
- Control-Tower Shipment, Lane, Carrier, and Customer Dashboard
- Alert Priority, Owner, Response, Evidence, and Closure Workflow

Day 4: Manage Exceptions and Performance

- Exception Category, Severity, Cause, and Service-Impact Model
- Operational Escalation, Decision Right, and Recovery Action Log
- Customer Status, Delay, Recovery, and Commitment Communication Plan
- Carrier Milestone, Data Quality, ETA, and Service Scorecard
- Visibility Coverage, Alert Effectiveness, and Exception Trend Review

Day 5: Logistics Visibility Practice

- Exercise: Build Shipment Identifiers, Milestones, and Event Rules
- Exercise: Validate Location, Sensor, and Carrier Tracking Events
- Exercise: Configure ETA, Geofence, and Exception Alerts
- Exercise: Operate a Control-Tower Exception and Recovery Case
- Capstone Exercise: Build the Real-Time Logistics Visibility Plan

Practical Exercises

The course uses suggested activities to connect shipment events, alerts, decisions, communication, and performance evidence.

- Suggested activity: map a multimode shipment journey, identifiers, planned milestones, actual events, owners, and handoffs.
- Suggested activity: diagnose missing, delayed, duplicate, or conflicting location and carrier events and record corrective actions.
- Suggested activity: prioritize ETA, geofence, condition, and service alerts through a control-tower dashboard.
- Suggested activity: manage an exception from detection through escalation, recovery, customer communication, and closure review.

FAQs

Who is real-time logistics visibility and shipment tracking training designed for?

Real-time logistics visibility and shipment tracking training suits teams responsible for shipment events, location data, alerts, exceptions, customer updates, carrier performance, or logistics reporting, and assumes access to practical tracking records.

How does real-time logistics visibility differ from general logistics management training?

Real-time logistics visibility focuses on shipment events, location, ETA, alerts, data quality, exceptions, and communication, while general logistics management training covers the wider planning and operation of transport, warehousing, inventory, and distribution.

What belongs in a Real-Time Logistics Visibility Plan?

A Real-Time Logistics Visibility Plan combines journey maps, identifiers, milestones, event rules, data sources, quality controls, alerts, dashboards, exception workflows, communications, scorecards, owners, and reviews.

How should shipment tracking exceptions be managed?

Shipment tracking exceptions should be classified by severity and service impact, assigned to an owner, escalated through defined decision rights, linked to recovery and communication actions, and closed with evidence and cause review.

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Conclusion

Participants take back a Real-Time Logistics Visibility Plan. The plan connects shipment identifiers, milestones, location and sensor data, alerts, dashboards, exceptions, recovery, communication, and performance measures. It changes scattered tracking updates into an operating control with defined data rules, owners, actions, evidence, and review points.