

Shipping/Blindshipping Boards - Sends Tracking

🔗 Backups	https://drive.google.com/file/d/1PcMC1LNvaX7b4HVoZjmZ5xWF1AvbFua6/view?usp=drive_link
☰ Category	Customer Service Logistics Order Management
☰ Failure Impact	Customer Confusion Slower Responses
☰ How could it be better	Build on N8N to save ops
☰ Involved Softwares	Gmail Monday.com
☰ Link/Automation ID	https://us1.make.com/3645/scenarios/3520006/edit - For Shipping Board and https://us1.make.com/3645/scenarios/3520043/edit for Blindshipping
☑ Manual Process Replaced?	Fully Automated
☰ Notes	Sends tracking to client upon generation.
☰ Outputs	Sends Email
☑ Platform	Make.com
⚙ Status	Live
☑ Trigger Source	Webhook

Shipping 2.0 Send Tracking

Purpose

This Make.com scenario automatically sends a shipment tracking email to the customer when tracking information is entered on the Monday "Shipment Board".

Systems Involved

- Monday.com (Shipment Board) — stores shipment details and triggers the automation

- Make.com — automation orchestration
 - Google Workspace (orders@dadsprinting.com) — sends the outbound tracking email
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Trigger

Module 1: `monday:watchBoardColumnValues` (Webhook)

- Trigger label: **New Tracking to send**
- Designer name: **Tracking Enters**
- Type: Instant trigger (webhook-based)

Trigger behavior:

When the configured board column value change occurs (tracking event), the scenario executes immediately.

Workflow Steps

Step 1: Delay for Field Sync

Module 5: `util:FunctionSleep`

- Designer name: **Delay for Fields to Update**
- Duration: `10` seconds

Reason for delay:

Ensures Monday has time to finish updating dependent/related column values before the item is fetched and the email is composed.

Step 2: Retrieve Shipment Item

Module 7: `monday:GetItem`

- Connection: Dad's Printing (Monday)
- Board: `8097949101` (Shipment Board :: public)
- Item ID: `{{1.pulseId}}`
- `showSubitems: true`
- `showParentItem: true`

Primary fields used downstream (from `mappable_column_values`):

- `text88` = Email (recipient email)
- `text654` = Tracking #
- `dropdown0.text` = Courier (carrier name)

- `text71` = Zip Code (destination confirmation detail)
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Step 3: Send Tracking Email

Module 2: `google-email:ActionSendEmail`

- Connection: Orders@ 2025 (orders@dadsprinting.com)
- Designer name: **Send Tracking**

Recipients

- To: `{{7.mappable_column_values.text88}}`
- CC: `admin@dadsprinting.com`
- BCC: none

From

- `"Dads Printing Fulfillment"`

Subject

- `Your Order has shipped! Billing & Tracking Enclosed`

Email Body (HTML content)

- Informs the customer the order has shipped
 - Includes tracking number: `{{7.mappable_column_values.text654}}`
 - Includes carrier: `{{7.mappable_column_values.dropdown0.text}}`
 - Confirms destination using postal code: `{{7.mappable_column_values.text71}}`
 - Advises customer to track via carrier website and to reply if they need a direct tracking link
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Error Handling

Email Send Failure Path

If Module 2 fails:

Module 8: `builtin:Break`

- `retry: false`

Outcome:

Execution stops immediately and will not automatically retry.