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Track and manage all reported issues

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**ISS-2024-001** Critical Open ⌚ 2026-02-04 14:32

Delivery Issues

Package not delivered on time despite guaranteed delivery date. Customer expecting urgent medical supplies.

Raised by: Abhishek Kumar Assigned to: Sarah Johnson Tracking: 794628371294 [Resolve Issue](#)

**ISS-2024-002** High In Progress ⌚ 2026-02-04 10:15

Damage / Loss / Shortage Issues

Shipment arrived with visible damage to packaging. Contents partially damaged.

Raised by: Maria Garcia Assigned to: Michael Chen Tracking: 794628371295 [Resolve Issue](#)

**ISS-2024-003** Medium In Progress ⌚ 2026-02-03 16:45

Tracking & Visibility Issues

Tracking information not updating for 48 hours. Last scan was at origin facility.

Raised by: John Smith Assigned to: David Lee Tracking: 794628371296 [Resolve Issue](#)

**ISS-2024-004** Medium Open ⌚ 2026-02-03 09:20

Billing & Invoice Issues

Incorrect charges applied to account. Billed for overnight delivery but standard service was used.

Raised by: Emily Brown Assigned to: Lisa Anderson [Resolve Issue](#)

**ISS-2024-005** High Resolved ⌚ 2026-02-02 13:55

Pickup Issues

Scheduled pickup was missed despite confirmation. Driver never arrived at specified location.

Raised by: Rajesh Patel Assigned to: Sarah Johnson Tracking: 794628371297 [Resolve Issue](#)

**ISS-2024-006** Critical Open ⌚ 2026-02-01 11:30

Service Level / SLA Issues

Multiple deliveries missed SLA commitments this month. Pattern of late deliveries affecting business operations.

Raised by: Sophie Chen Assigned to: Michael Chen [Resolve Issue](#)