

# Package Tracking Safety Checklist

## Setting Up Your Package Tracking System

- ☐ Create an "Orders" folder in your email to save confirmation emails
- ☐ Bookmark your favorite retailers' order tracking pages (Amazon, Target, Walmart, etc.)
- ☐ Set up delivery notifications in your account preferences for each retailer
- ☐ Keep a small notebook or phone note with order numbers and expected delivery dates

## When You Place an Online Order

- ☐ Save the confirmation email immediately after ordering
- ☐ Write down or note the order number and expected delivery date
- ☐ Check that your delivery address is correct in the confirmation
- ☐ Look for the "Track Your Order" link in the confirmation email

## Tracking Your Package Safely

- ☐ Always go directly to the retailer's official website or app to check order status
- ☐ Log into your account to view "Your Orders" or "Order History"
- ☐ Check tracking updates every day or two (not obsessively!)
- ☐ Screenshot or write down the tracking number if needed for customer service

## Recognizing REAL Delivery Messages

Real messages will:

- ☐ Come from official company numbers or email addresses
- ☐ Provide helpful information without demanding action
- ☐ Use proper grammar and spelling
- ☐ Include your actual order details
- ☐ Never ask for payment or personal information

## Spotting FAKE Delivery Scam Messages

Be suspicious if a message:

- ☐ Asks you to pay additional fees through a text link

Visit [www.CyberSmartSeniors.com](http://www.CyberSmartSeniors.com) to access premium guides, personalized checklists, and expert podcasts for less than the cost of a cup of coffee each month!

- ☐ Creates urgent pressure ("Act now or lose your package!")
- ☐ Contains spelling errors or poor grammar
- ☐ Requests personal information like Social Security numbers
- ☐ Claims to be about a package you didn't order
- ☐ Comes from strange phone numbers or email addresses

## What to Do with Suspicious Messages

- ☐ DO NOT click any links in questionable messages
- ☐ DO NOT reply to suspicious texts or emails
- ☐ Go directly to the retailer's website to check your real order status
- ☐ Delete the suspicious message immediately
- ☐ If unsure, call the retailer's official customer service number
- ☐ Report persistent scam messages to your phone carrier (forward to 7726/SPAM)

## When Your Package Arrives

- ☐ Check the tracking to confirm delivery notification
- ☐ Look around your property if you don't see the package immediately
- ☐ Check with trusted neighbors if the package seems missing
- ☐ Take photos of any damaged packages before opening
- ☐ Keep the tracking information until you're satisfied with your purchase

## If Something Goes Wrong

- ☐ Wait 24 hours after "delivered" status before reporting missing packages
- ☐ Contact customer service through the retailer's official website or phone number
- ☐ Have your order number and tracking information ready when calling
- ☐ Take photos of damaged items before contacting customer service
- ☐ Keep records of all communications with customer service
- ☐ Know that most major retailers have excellent return/replacement policies

## Monthly Package Tracking Maintenance

- ☐ Clean out your "Orders" email folder of old confirmations
- ☐ Update your delivery address if you've moved
- ☐ Review your notification preferences to make sure they're still helpful
- ☐ Share this checklist with friends who shop online

Visit [www.CyberSmartSeniors.com](https://www.CyberSmartSeniors.com) to access premium guides, personalized checklists, and expert podcasts for less than the cost of a cup of coffee each month!

## Emergency Contacts to Keep Handy

- ☐ Amazon Customer Service: 1-888-280-4331
- ☐ Target Customer Service: 1-800-591-3869
- ☐ Walmart Customer Service: 1-800-925-6278
- ☐ UPS Customer Service: 1-800-742-5877
- ☐ FedEx Customer Service: 1-800-463-3339
- ☐ USPS Customer Service: 1-800-275-8777

## Remember: You've Got This!

- ☐ Trust your instincts—if something feels off, it probably is
- ☐ When in doubt, go directly to the official website
- ☐ Most delivery problems have simple solutions
- ☐ Customer service representatives are there to help you
- ☐ Online shopping should be convenient and stress-free

---

*Print this checklist and keep it near your computer for easy reference while shopping online!*

Visit [www.CyberSmartSeniors.com](http://www.CyberSmartSeniors.com) to access premium guides, personalized checklists, and expert podcasts for less than the cost of a cup of coffee each month!

**Cyber Smart Seniors**   
Digital Guidance for Today's Seniors