

June 7, 2024

To,

Logistics Manager

ABC Distribution Company

456 Distribution Way

Springfield, USA

Subject: Shipment Loss Explanation Letter (Shipment No: SHP-20240601)

Dear Sir/Madam,

I am writing to formally explain the circumstances regarding the recent loss of shipment referenced above, which was scheduled to be delivered on June 2, 2024.

On June 1, 2024, the shipment containing electronic components (Invoice No. 876543) was dispatched from our warehouse at 10:00 AM. The shipment was handed over to FastWay Couriers, and all standard dispatch procedures were duly followed.

During the transit, an unexpected route diversion occurred due to road closure, causing the delivery vehicle to stop at an unscheduled rest area. Upon resumption of the journey, the driver noticed that one of the sealed containers was missing, suggesting it was removed during the stoppage.

The incident was reported immediately to both the local authorities and the courier company. An internal investigation and audit of our shipment process have been conducted. Corrective actions, including enhanced security protocols and vehicle tracking, are being implemented to prevent future occurrences.

We sincerely regret the inconvenience this has caused and are fully cooperating with the responsible authorities and insurance providers.

Please let us know if you require any further documentation or clarification related to this matter.

Thank you for your understanding and support.

Sincerely,

John Doe

Shipping Manager

XYZ Electronics Ltd.

Phone: (123) 456-7890

Email: [johndoe@xyz-electronics.com](mailto:johndoe@xyz-electronics.com)

**Important Notes:**

- Clearly mention shipment details (reference number, date, contents).
- Describe the loss circumstances factually; avoid speculation.
- Outline steps taken to investigate and prevent recurrence.
- Attach supporting documents if available (delivery receipts, reports).
- Maintain a formal, concise, and apologetic tone throughout the letter.