Claims Management made easy with WorkTrace

WorkTrace Claims Management allows the management of both international and national claims. In the case of international claims, it provides data capture of all standard data. These web-forms can be customized easily for local needs, are multi-lingual and can be made available to postal customers. On-line claims visibility together with WorkTrace powerful trace and track gives a unique service experience to postal clients .

Advantages

WorkTrace Claims Management system offers significant advantages:

- Web-Based needing only an Internet browser, no installation
- Manage Interational or National Claims
- Multi-lingual and user-friendly
- Flexible and Customisable
- Expand for your needs with Web-forms generator
- Integrate seamlessly to mail track and trace
- Alerts you to claims requring actionclaim for claim on-line
- Flexible report generator
- Produces required UPU documentation
- Streamlines data entry
- Produces UPU required documentation
- Supporting on-line Address books
- Allows for generation, print and e*Mail of standard claims document
- Supports electronic links for claims communications

Local and International

WorkTrace claims module covers the requirements stipulated by the UPU in information collection and forms production (e.g. CN08) but also allows you to customize the system to collect additional information. Since local regulators often require that other information is collected, the module can be customized by your own staff to produce on-line input forms that will satisfy both UPU and local needs. The module is seamlessly integrated with WorkTrace Track and Trace which makes the claims process more streamlined. It can be set-up to send claims electronically with any Postal administration that is capable of handling them in this manner.

Streamlining the process

A claim is a transaction involving much form-filling. This onerous task is made lighter with a set of on-line electronic forms which can be completed individually. The system highlights for you which forms are yet to be completed. With WorkTrace the form filling can be shared by staff in multiple locations. A form can be filled a bit at a time, all data is saved, again helping ease of use. Look-ups and drop-down lists are provided to make data entry easier. Paper documents connected to the claim can be scanned and attached to the relevant claim electronically. Also the postal operator can attach EXCEL, PDF, DOC documents to the claim. It is a true electronic dossier of the claim, drawing all relevant sources together in a convenient and accessible manner.

The system can be configured to alert you if a target date for a claim closure is approaching. Reports can show the status of claims, their creator and their urgency.
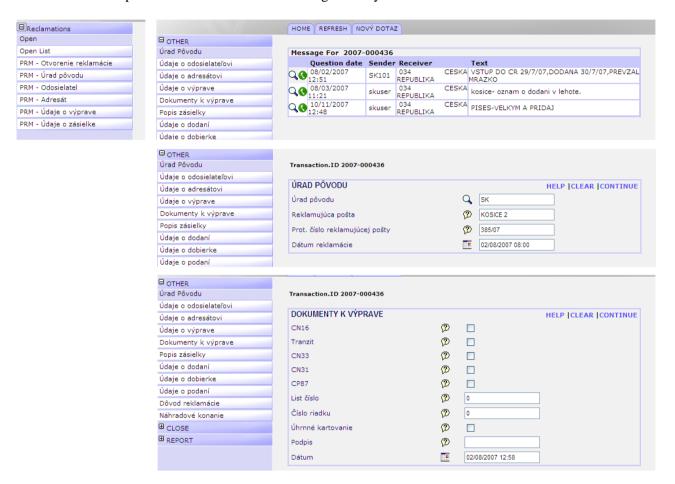
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Adhere to the Standard

It is designed to meet requirements of the relevant European Standard EN 14012 : 2003 - Services postaux - Qualité de service - Mesure des réclamations et procédures de réparation acts as an impetus for Postal administrations to implement a claims management system.. Each state adopts the standard so e.g in Lithuania it becomes LT EN 14012: 2003 and in the UK is it is BS EN 14012:2003. This was created by the Technical committee of the European committee on standards CEN/TC 331 Postal services, WG1 on Quality of service.

Sample screens

Below are some sample screens from the claims management system in Slovenian Post.

Case Study:Slovak Post

The Slovak Post has been using the module operationally for some time already as has Lithuanian Post and Slovenian Post. Nadežda Takácsova of Slovak Post explains "We enter any claim in need of resolution received from other postal operators or from our own postal offices to send abroad. We enter all the data we know needed to solve the claim and can produce the CN08 from it automatically. The system gives monitoring and alerting of claims reaching their target for closure. We can add queries for an addressee from the address book and print them with predefined correspondence templates. The claims search tool is good for managing and uses various selection criteria (identifier, sender, Office etc.) so we may get a list of relevant claims. It is also fine that the claim is connected with real T&T of the related mail item and that we may attach scanned documents relating to the claim."

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