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REIMS

News: Slovak Post are utilising the REIMS module of WorkTrace. It is a user friendly package supporting continuous sampling and automatic generation of REIMS documents. The software is live in Slovak Post and the feedback is very positive. Ján Hnáth notes that “The WorkTrace REIMS system is an impressive tool. It allows us to streamline our process for REIMS, and generates documents (NO1, NO2) we are expected to implement NO3 and No4 documents in a near future.”

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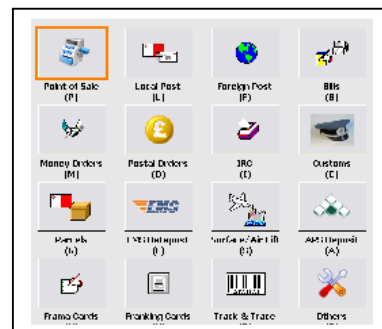
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Counters Automation & WorkTrace

A postal counters automation system, Hermes, has been integrated into the WorkTrace suite of mail management tools. Hermes supports a wide range of postal transactions in a user-friendly, integrated, secure system. It will compete with the best systems on the market yet it remains highly cost-effective. MaltaPost has adopted the system and has realized the benefits: ability to give customers faster and more flexible counter services; better operational and financial control over counter operations: centralised transaction information to assist long-



term planning. Hermes uses advanced technology and is multi-channel. It can operate on low bandwidth unreliable networks, PSTN, or DSL. Hermes can help you to give your customers a wider range of products and services, more efficiently while increasing revenue and customer loyalty. For further information or to arrange a demonstration contact Margaret Quinn. Margaret.Quinn@worktrace.com



Caught on camera at the WorkTrace Workshop 15-16 September in Malta. Delegates from WorkTrace, MaltaPost, Posts of Slovenia and Ukraine



WorkTrace and EMS Tracking

With WorkTrace you can send electronic information on EMS mail from any location with an Internet connection. Getting started could not be easier. We provide data capture facilities, message translation & communication, data exchange, data storage and reporting. Added to this is a powerful suite of tools to monitor volumes and service quality for EMS traffic and to monitor message flows. WorkTrace can provide a complete package including project management, technical support, system monitoring and hosting to ensure that you have a smooth and efficient start in message exchange for EMS. If required we can integrate an existing mail system to WorkTrace. Slovenian Post began at the end of 2004 and have been in live exchange of EMSEVT message with other Posts around the world since Q1 of 2005. Russian Post have also used WorkTrace.

Quality of Service Funding for Slovenian Post Project.

A project funded by the UPU Quality of Service Fund is underway in Slovenian Post. WorkTrace software module for quality monitoring has been selected by Slovenian Post and adds to their existing usage of WorkTrace for international mails and EMS. The project will extend Worktrace usage to Internal despatching, National Quality control via national maps & an alerts system which will be integrated into the Worktrace international mail system.

The Slovak Post selected Worktrace as their international Mail System in 2004 and the project was funded partially by the UPU Quality of Service Fund.

Linking to Clients with Client View: New Product

Business customers are crucial to any Post. So it makes very sound commercial sense to provide them with services to manage their mails more effectively and efficiently. WorkTrace Client View does just that: it acts like an electronic hub linking customer to the Post and onto the destination. Customers can bar-code their own mail, print consignment documents, maintain personalised address books, pre-advise the Post, pre-advise destination, request pick-up, set delivery targets, scan inbound mail, be alerted on service failures, see volumes and status reports. Only a browser is required for the Customer.

Thus new product brings Posts deeper into the clients logistics process and closer to the all important customer. The benefits are clear: build customer loyalty with better services.

