

WorkTrace for Postal Operators

What is it?

It is an information technology service for Posts . It controls Postal operations, quality and automates administration. It uses the power of web and pervasiveness of mobile computing to link Postal customers, logistics suppliers, transporters and e-tailors into a transparent, controllable and efficient logistics chain.

WorkTrace is provided as Software As A Service made up of three components:

- Applications
- Infrastructure
- Services

Who can use it?

WorkTrace covers any company configuration. It includes coverage of classical international postal business. Extra territorial offices of exchange. National Business, consignment shippers, retail. It can be used by Single company or Multi company co-operative.

Product coverage

A complete range of product support is offered. All Standard products are supported such as EMS, Registered, EPG, Parcels as well as particular National Products.

Functional Coverage

WorkTrace supports the following range of applications and functions:

- Extended Track and Trace
- International Mail
- Reclamation
- Web interface to prepare parcels
- Quality and Volume control
- Consignments – clients
- Returns Management
- REIMS & International Accounting
- Link to airlines
- E*Tailor gateway
- Counters
- Mobile Logistics
- CRM – planned
- CRM link to Hybrid mail planned

Quality and Volume control

Logistics chain visibility is a major requirement expressed by Postal clients as well as by operators themselves.

UPU and IPC regulations link payments for services provided depending on service compliance with agreed standards. Two parameters are mostly measured: completeness of track and trace and on-time of operations. The UPU publishes reports several weeks after the reporting period is over. In order to reach high performance detailed, daily monitoring is necessary as well as a mechanism to be alerted on exceptions. Taking into account the large volumes to be monitored, it is further necessary to allow the operator to segment control by products, by relevant control segments (some UPU imposed, some internally necessary) and by geography. The control required is multilevel: a logistics operator needs both a 'helicopter view of quality' and a capability to drill down to the detailed level.

How it works

WorkTrace control system is based on four pillars Behavior at every level is defined or modified by business rules

Segments to monitoring

Segments are elements of logistics chain defined by its start and end events. Examples are UPU/IPC required segments such as A-I Posting to delivery, C-D Export to Import, C-I Export to Delivery etc. Users define new segments or remove existing segments freely on as need basis.

Targets

Once segments are defined performance targets are attached to them. Targets depend on products and events making up segments. As well as Control levels for all physical units (Items, Parcels, Consignment, Dispatch, Transport)For example a target can specify that posting to delivery target for EMS product is 2 days.

Views of quality status

In real time WorkTrace compares Logistics events data with targets and makes up status reports. All reports are Web based. Statistics are expressed in form of charts as well as in form of Map view. Systems allows for drill downs to take operator from summary data to details.

Alerts

WorkTrace to help the operator not get lost in trivia and can focus on essentials, generates e*Mails, SMS, to alert operator on important events or deviation,. Rules on what are exceptions and how to inform operator is defined by business rules.

WorkTrace solution provides these daily views and mechanisms.

1. Support for all International Products and National
2. Mapping messages into Quality and volume database
3. Control segments definition module
4. Control levels for all physical units
5. Events definition module
6. Performance definition module
7. Cut-off time definition module
8. Alerts management (eMails, contents, who receives when)
9. Geographical quality view module management
10. Performance management reports
11. Monitoring group management
12. Operator usage configuration

Critical Advantages

Pay as you Go

No investment, no installation required, no hardware, payment volumes linked. Easy to get in, easy to get out.

Comprehensive yet modular

Take only modules you need and mix with in-house.

Global design –Local look

Easy to customize for your look & feel.

Business Rules driven

Nothing in WorkTrace is hard coded or rigid. All its data capture screens, labels layout, reports and system behavior in general is defined by business rules. System language, look and feel will change on the fly by changing business rules.

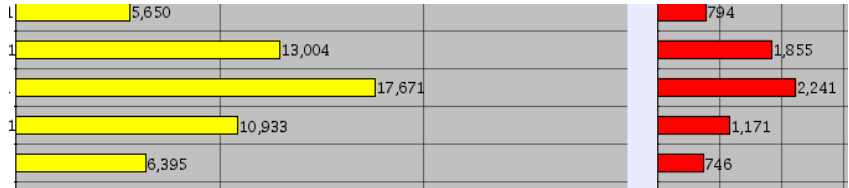
WorkTrace References

- Malta Post
- Lithuanian Post
- Slovak Post
- Ukraine Post
- Estonia Post
- Russia Post
- Slovenia Post
- Bulk mailers....
- Catalog companies...

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DATA CAPTURE DETAILS		
CAPTURED		NOT CAPTURED
Item	Creation date	Item
DEFRAAMTMARAAUN10559001000035	2011-10-14	DEFRAAMTMARAAUL10241002000072
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DEFRAAMTMARAAUN10559004100031		
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Data Capture report for segment Export to import (C-D)

