

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

Reclamations

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 and are multi-lingual. WorkTrace claims are available to postal customers. On-line claims visibility together with WorkTrace powerful trace and track gives a postal client unique service experience.

Advantages

- WorkTrace Claims Management system offers significant advantages:
- Web-Based needing only an Internet browser, no installation
- Manage International 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 requiring 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 standards claims messages
- 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. 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 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.

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 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.

Case Study:Slovak Post

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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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.”

The screenshot displays the WorkTrace web application interface. At the top, there are navigation buttons: HOME, REFRESH, and NOVÝ DOTAZ. The main content is divided into three sections, each with a left-hand menu and a main data area.

Section 1: Message For 2007-000436

Question date	Sender	Receiver	Text
08/02/2007 12:51	SK101	034 REPUBLIKA	CESKA VSTUP DO CR 29/7/07,DODANA 30/7 MRAZKO
08/03/2007 11:21	skuser	034 REPUBLIKA	CESKA kosice- oznam o dodani v lehote.
10/11/2007 12:48	skuser	034 REPUBLIKA	CESKA PISES-VELKYM A PRIDAJ

Section 2: Transaction.ID 2007-000436

ÚRAD PŮVODU HELP | CLEAR

Úrad pôvodu	<input type="text" value="SK"/>
Reklamujúca pošta	<input type="text" value="KOSICE 2"/>
Prot. číslo reklamujúcej pošty	<input type="text" value="385/07"/>
Dátum reklamácie	<input type="text" value="02/08/2007 08:00"/>

Section 3: Transaction.ID 2007-000436

DOKUMENTY K VÝPRAVE HELP | CLEAR

CN16	<input type="checkbox"/>
Tranzit	<input type="checkbox"/>
CN33	<input type="checkbox"/>
CN31	<input type="checkbox"/>
CP87	<input type="checkbox"/>
List číslo	<input type="text" value="0"/>
Číslo riadku	<input type="text" value="0"/>
Úhmné kartovanie	<input type="checkbox"/>
Podpis	<input type="text"/>
Dátum	<input type="text" value="02/08/2007 12:58"/>

Each section has a left-hand menu with options like Úrad Pôvodu, Údaje o odosielateľovi, Údaje o adresátovi, Údaje o výprave, Dokumenty k výprave, Popis zásielky, Údaje o dodaní, Údaje o dobierke, Údaje o podaní, Dôvod reklamácie, and Náhradové konanie.