

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 or 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.

Large Volume Mailer

The solution is ideal for businesses that send large mail volumes. It allows mailers to prepare mail more efficiently and to gain visibility of mail shipments as they are moved across the logistics chain. The module offers personalised address modules and a batch tracking system which seamlessly integrates tracking from Postal operators globally. There are a wealth of added-value services such as alert mechanisms for non-confirmed shipment delivery or successful delivery. These can be sent by e-mail, by SMS or viewed in exception reports.

The module allows a mailer to prepare mail shipments and print CP72 and other required posting documentation. The system can generate bar-codes or it can utilise pre-printed ones.

Functionality includes:

- Send pre-advise to postal/logistics operators
- Print bar-coded labels for mail
- Print of postal documentation
- Alerts for service failures or delays in planned delivery
- Batch track and trace of mail consignments
- Returns tracking
- Quality reporting of mail delivery performance

How it works

Mail is prepared in the system by completion of user-friendly online forms. Personalised address books are used in look-ups, to save time on data entry.

Forms can be completed in sections: you can fill in the addresses and complete the Postal product information later. You are shown the parts you must complete in the appropriate linked order. As with all WorkTrace forms, these are multi-lingual and customisable for local needs.

The shipment menus have intelligence built-in: they are configured to show only the Postal products available for the selected destination country. Similarly the customs declaration is visible for completion only if it is required for the chosen destination.

Another option is to integrate with internal systems of the user via sending data-files to WorkTrace. Data files can be in a range of formats (excel, flat-files, EDI,xml..). The files can be exchanged simply via e-mail or by FTP.

Benefits

Shipment tracking and payment visibility

Fast efficient shipment preparation

Give tracking to your own customers

Functional Coverage

WorkTrace supports the following range of applications and functions:

- Extended Track and Trace
- International Mail Reclamation
- Web interface parcels preparation
- 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

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 behaviour in general is defined by business rules. System language, look and feel will change on the fly by changing business rules.

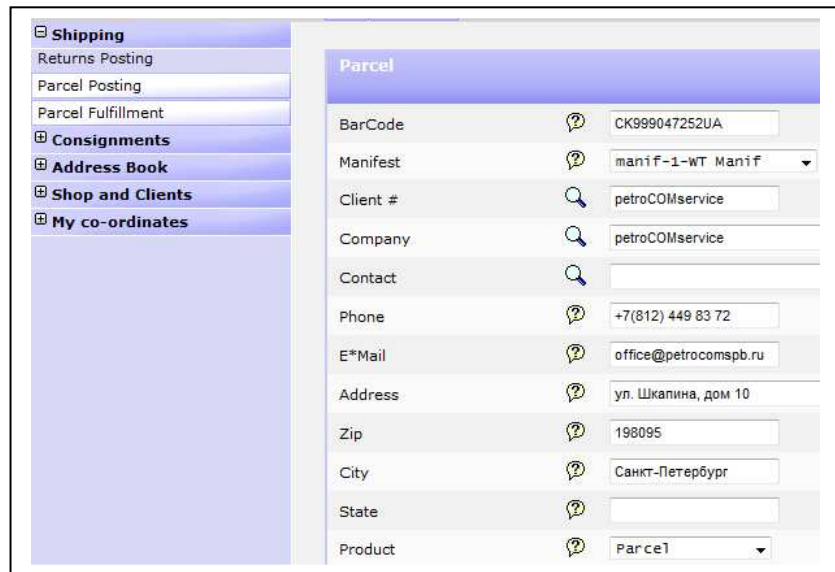
WorkTrace References

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

Comprehensive yet modular

WorkTrace is designed to mesh with a clients native systems.

1. Support for Clients particularities in traceable events
2. Integration to claims management
3. Integration to consignment, receptacle, dispatch system
4. Integrator with client specific events



The screenshot shows a web interface for parcel management. On the left is a sidebar menu with categories like Shipping, Consignments, Address Book, Shop and Clients, and My co-ordinates. The main area displays a 'Parcel' form with fields for BarCode, Manifest, Client #, Company, Contact, Phone, E*Mail, Address, Zip, City, State, and Product.

Product	Parcels	Item	CC037039129SK
Event code	Location	Actual date	
Posted	Lodowa 101,Lodz,	09/08/2011 16:41	
Arrival in Slovakia	OE,Košice,SLOVAKIA	09/12/2011 10:30	
Departure from SK	OE,Košice,SLOVAKIA	09/12/2011 12:15	
Arrival at inbound Office of Exchange	UAIEVA	09/19/2011 16:06	
Departure from inward OE	UAIEVA	09/19/2011 18:43	
Cash On Delivery	UA72	09/22/2011 12:00	
Final Delivery	72318	09/22/2011 14:24	

INCLUSION TRACE

Id	Пункт	ПЕЧАТАТЬ
BONPRIX-KOŠ	Item	CC013593126SK.732149
CC037039129	Дата заpackування	11-Oct-2011 14:00:00
CC037039129	Продукт	
CC037039129	Номер адресату	22545826
	Номер каталогу	732149
	Кількість	1
	Назва	ПОКРИВАЛО ДВОСТОРОННЕ
	Код продукту	
	Вага	1.7
	Ціна	749