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.

International Mail System

WorkTrace is a unique Cloud/ SaaS (Software as a Service) platform to support mail processing and tracking for a Postal operator or large mailer. It can be used both on a national level or for international mail/parcel traffic or for Extra-territorial Offices of Exchange.

Features that make it unique are

Data capture anywhere, immediate- no installation required
Reporting anywhere - no installation required
Intelligent alerting of service exceptions
Capability to merge with existing infrastructure.
Rich functionality.
Integration into legacy systems
Data exchange with Postal operators world-wide

How it works

WorkTrace provides services for all classes of mail (EMS, Letters, Parcels) and across all mail categories (air, surface, SAL) and for both international and domestic mail. The functionality includes:

Receptacle Bar-coding
Automation of Mail documentation
Transport/Route scheduling for mail dispatches
Office of Exchange look-ups
Mail product definitions
Data capture of mail movements across the entire logistics chain at receptacle and mail item level
Mail Volumes planning and analyses across logistics segments
Quality control of mail across logistics segments
Track and Trace
Postal EDI message exchanges at item, dispatch and consignment levels compliant to UPU standards
Added value reporting on item, receptacle, dispatch and consignment levels
Alerts system for service failure/event monitoring
Intelligent cascading event generation (receptacle to contained mail items)
Integration with WorkTrace accounting and claims modules
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....

Bar-code labelling

WorkTrace generates 39 characters barcode with any printer equipped with Windows 98 or NT drivers and provides international mail documents (CN31, CN33, CP..) for different mail products.

Data injection in Worktrace
Data capture in Worktrace can be via a variety of methods:
- User-friendly data entry screens in a web browser (customisable and multi-lingual if needed)
- Via an interface for Flat-files, xml files, EDIFACT files

Integration with Legacy Systems
The WorkTrace system is designed for easy integration with legacy systems. You can begin by adding only international EDI links to your current infrastructure: just exchange simple flat-files and WorkTrace will do the rest. It will translate flat files into EDIFACT messages, route and exchange the data on the International Value added network and store all messages exchanged in a database. Of course at any moment incrementally you can add rich functionality such as volumes planning and analyses, quality control, accounting and claims management.