

## 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

From Ljubljana	To Valletta (MALTA)	CN35
Mail no 0101	Flight Number LH004	
Date of Dispatch 17/10/03	Airport of Transhipment VLT	
Priority X	Offload Airport VLT	
Exempt X		
Weight 3.0 Kg	 31 0A4MTMARA8CN301010C2C00000	
Printer no 477		

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.

