

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.

Quality & Volumes

Logistics chain visibility is a major requirement for postal clients as well as for postal operators. UPU and IPC regulations link payments for international postal services according to service compliance with agreed delivery standards. Typically two parameters are measured: completeness of track and trace and completion of operations on-time.

The UPU publishes reports several weeks after the reporting period is over. However, in order to reach high performance, detailed and daily monitoring is necessary and a mechanism to be alerted on exceptions. Taking into account the large mail 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. Behaviour of the system at every level is defined or modified by business rules and is therefore flexible and extendable.

Segments to monitoring

Segments are elements of the logistics chain defined by a start and an end event. Examples are UPU/IPC standard 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 an as needed basis in our system.

Targets

Once segments are defined, performance targets are attached to them. Targets depend both on products and events making up the segments. As well we provide as control levels for all physical units (Items, Parcels, Consignment, Dispatch, Transport). For example a target can specify that posting to delivery target for the EMS mail item 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 the form of charts as well as in a Map view. Our system allows for drill downs to take an operator from a summary data view to details.

Alerts

WorkTrace Alerts help the operator to not get lost in trivia and can focus on essentials. It generates e*Mails or SMS messages to alert operators on important events or service deviations. Rules on what are exceptions and how to inform operator are defined by business rules.

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...

WorkTrace solution provides these daily views and mechanisms.

1. Support for all international mail products and national products
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



DATA CAPTURE DETAILS			
CAPTURED		Creation date	NOT CAPTURED
Item			Item
DEFRAAMTMAAAUN10559001000035		2011-10-14	DEFRAAMTMAAAUL10241002000072
DEFRAAMTMAAAUN10559002000010		2011-10-14	DENLAAMTARABUN10254012000050
DEFRAAMTMAAAUN10559003000022		2011-10-14	DENLAAMTARABUN10254008000070
DEFRAAMTMAAAUN10559004100031			
DEFRAAMTMAAAUN10559003000032			
DEFRAAMTMAAAUN10558004100140			
DEFRAAMTMAAAUN10558001000107			

Data Capture report for segment Export to import (C-D)

