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.

Reclamations Module

WorkTrace Claims Management module streamlines customer support and integrates seamlessly with operational tracking systems. It can be customised for any specific customer support needs.

For Postal operators it allows the management of both international reclamations and national ones.

In the case of international reclamations, our base system provides data capture of all standard data. However our web-forms can be customized for local needs and of course, are completely multi-lingual.

How It Works

Local and UPU Needs met

WorkTrace Reclamations 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 reclamations process more streamlined. It can be set-up to send reclamations electronically with any Postal administration that is capable of handling them in this manner**.**

Convenience and Collaboration

A reclamation 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 reclamation can be scanned and attached to the relevant reclamation electronically. 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.

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...

Standards

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 is 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.

Benefits
- Meets UPU requirements
- Easily customizable by you for national requirements
- Seamless Integration with Track and Trace
- Easily managed on-line input forms
- Supports Electronic issue of reclamations
- Supports collaboration and sharing
- Claims forms can be filled a piece at time
- Claims data saved
- User-friendly claims entry via look-up lists and menus
- Create electronic dossier of claim
- Automated alerts if claim target date is approaching
- Convenient reports on claims status