

# 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.

# Returns

WorkTrace returns management is an easy-to-use Web solution designed to satisfy the needs of customs authorities, postal operators and distance sellers. A key benefit is that it eliminates data errors. Also all parties (shipper, post at origin and destination, custom, destine) can receive electronic information about returned goods.

The system is built upon a database of issued shipments. It uses WorkTrace track and trace but is extended with extra events concerning returns. The return documents it produces indicate both the original bar-code of a parcel in which the returned goods arrived and the new bar-code of the return shipment. That streamlines track and trace and gives a full and correct picture.

The WorkTrace system is pure Web. It may be operated both from a central returns facility as well as operated by the end user. The system is made up off following modules

## Return generation

Is a three step process. Search Parcel will validate the original parcel id and indicate articles included. You then add/remove items from the original Parcel for return. Then print the return label and manifest.

## Label

The printed label includes both the original barcode as well as the return bar-code. All information, such as Return address, comes from database, so that the generation process is rendered as simple and error-free as possible.

## Return Manifest

Return items are automatically linked to return manifests. Manifests are printed as PDF.

## Returns Track and Trace

Trace and track includes both the original parcel trace as well as that of the return. Return items are linked to original Consignment information documentation and are stored in an archive.

## Reporting

Users receive volumes reports of returns together with analytical tools to review on which items are being returned and by who.

## Electronic data export

Return files are exported to both Operators in-house system as well as to each sellers system. Export is done via FTP or e\*Mail and formats supported are XML, CSV, EXCEL, EDI. Encoding is also supported.

## 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

Article		Receiver #	Catalogue #	Price
CC040301556SK.0000009999	Каталог	22212737	0000009999	0
CC040301556SK.90463336	Вязан.кофта верблюжий меланж	22212737	90463336	179.1
CC040301556SK.91335240	Туніка кор.рук син.принт	22212737	91335240	89.1
CC040301556SK.91347844	Туніка ярко-розовий	22212737	91347844	89.1
CC040301556SK.93139648	Футболка 3/4 розовое дерево	22212737	93139648	161.1
CC040301556SK.93361144	Топ белый	22212737	93361144	53.1

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(Administration des postes) UKRAINE		DECLARATION EN DOUANE		CN 23
Україна		МІТНА ДЕКЛАРАЦІЯ		
De 3		Nom/Gebrauch: Ганна Найда		Importand/Voir instructions au verso
Societe/Firma: BONPRINX		Societe/Firma: BONPRINX		Україна/Портфельний код, якщо він є
Code postal: 04690		Code postal: P.O. BOX 0400		
Municipalite: Koshice 090		Municipalite: Koshice 090		
Pays: Ukraine		Pays: Ukraine		
Description details du contenu (1)		Quantite (2)	Poids net (en kg) (3)	Valeur (5)
Туніка кор.рук син.принт		1		89.1 UAH
Футболка 3/4 розовое дерево		1		161.1 UAH
Боди розовое дерево		1		93.6 UAH
				UAH
		Poids brut total (4)		Valeur totale (6)
		Загальна маса бруто (4)		Загальна вартість (6)
				343.8 UAH
				Frais de port/Frais (9)
				Поштові збори/Витрати (9)

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