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.

Extended Track & Trace

Originally the role of a Track & Trace system was to indicate the whereabouts of an item in the logistics chain. Much progress took place since. Today Track & Trace systems proactively warn on problems in a logistics chain, inform users via Web, SMS, e*Mail, and link logistics information on a tracked item with Client Relations management system etc.

How it works
Track and Trace systems can be viewed on four levels.

1.Data gathering level
Information must be entered into the Track and Trace system. There are three ways information can be provided. Via a Web interface, via specialized equipment for example RFID, or via messages.

WorkTrace offers a web interface to enter all UPU events (EMSEVT) and to enter private events (for example Parcel Return event). WorkTrace processes data from standard messages such as EMSEVT, PREDES as well as from non-standard messages such as Cash On delivery etc.

WorkTrace accepts data from Scanners, RIFD. Business rules allow for limitless customization of the WorkTrace Web interface and how to abstract events from incoming messages. Business rules define how and in what format messages will be transferred. Formats can be e*Mail, FTP, XML, EDIFACT, CSV, DBASE. EXCEL, FlatFiles.

2.Data export level
Large users need track and trace information incorporated directly into their in-house IT systems. Import can be done via Web Services, by integrating WorkTrace into a native website or via Message export to clients systems.

Messages exported are Track & Trace message or specialized messages such as COD (Cash On Delivery) Message. Business rules allow for limitless ways to package Track and Trace events collected by WorkTrace into messages convenient for the client. Business rules define how and in what format messages will be transferred. WorkTrace supports e*Mail, FTP, XML, EDIFACT, CSV, DBASE. EXCEL, FlatFiles.

Data import/export philosophy.
We import data in the format available: export in the format required.

3.Data generation level
WorkTrace's logistics supply chain events manager generates logistics events and actions. E.g. Delayed delivery will be sent to operator when the targeted date is not met. Pending delivery will be sent to a recipient as soon as final delivery office receives a parcel. Business rules allow for limitless customization of behaviour.

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...

4.Presentation level
WorkTrace offers out of box presentation of Track and Trace information via Web, e*Mail, SMS, however the presentation is fully customizable via business rules. Business rules will define what elements should be visible, how it will be presented. WorkTrace track and trace is designed to be embedded into a clients Web site, assuming client native look and feel. WorkTrace multilingual functionality allows users to view information in language of their choice.

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

Product		Parcels		Item		CC037039129SK

	Event code	Location	Actual date
+	Posted	Lodowa 101,Lodz,	09/08/2011 16:41
+	Arrival in Slovakia	OE,Košice,SLOVAKIA	09/12/2011 10:30
+	Departure from SK	OE,Košice,SLOVAKIA	09/12/2011 12:15
+	Arrival at inbound Office of Exchange	UAIEVA	09/19/2011 16:06
+	Departure from inward OE	UAIEVA	09/19/2011 18:43
+	Cash On Delivery	UA72	09/22/2011 12:00
+	Final Delivery	72318	09/22/2011 14:24

INCLUSION TRACE

Id	Type
BONPRIX-KOS-IEV-1-06151	Consignment
CC037039129SK	Item
CC037039129SK.95117336	Article included in parcel
CC03	

	ПЕЧАТАТЬ
Пункт	содержание
Item	CC013593126SK.732149
Дата запакування	11-Oct-2011 14:00:00
Продукт	
Номер адресату	22545826
Номер каталогу	732149
Кількість	1
Назва	ПОКРИВАЛО ДВОСТОРОННЄ
Код продукту	
Вага	1.7
Ціна	

Paieškos rezultatai

Siuntos Nr: CC016667211IT

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