

Smart global delivery

SendSuite[®] Tracking

Inbound Parcel and
Asset Tracking Solutions





Global multi-location parcel and asset tracking

Managing the flow of items received from external carriers and internal couriers as well as managing the movement of assets is a daunting task for any organization. Knowing the status of a package or asset throughout its delivery process, who the intended recipient is and who signed for it is an integral part of creating operational efficiencies, delivering superb customer service and maintaining accountability.

Often these parcels and assets are critical, time sensitive items such as contracts that need to be signed, parts to keep an assembly line from closing down or even perishable items such as medical samples for research. Lost, misplaced, or delayed items can bring business to a halt.

Having items recognized as “received” is only part of the job. Getting them to their final destination, to the proper recipient, and on time is paramount. And being able to derive accurate, detailed reports on the various aspects of the parcel or asset life cycle is critical to effectively and efficiently managing any mail center or asset tracking operation.



Full visibility

SendSuite® Tracking is the latest global enterprise software solution that allows you to track anything - from parcels and mail, to assets such as pharmaceuticals, medical supplies, and computers, to visitors at your facility. Designed for multi-location, global deployment, SendSuite® Tracking meets the most stringent IT requirements. Whether you are tracking parcels, assets, visitors, or all three, within one location or globally, you will get:

- Sophisticated notification with self-serve status updates
- Advanced reporting for increased accountability
- Database security driven technology
- Configuration to support diverse business needs
- Hosting services, if needed

SendSuite® Tracking uses Smart Client technology, which gives you exceptional flexibility, database security and extensive analysis and reporting capabilities. It picks up where your carriers leave off, providing you closed-loop package or item visibility throughout its delivery and within your global enterprise. It gives you the power to:

- Send email and text notification of package delivery
- Automate your receiving area
- Quickly respond to missing item inquiries with instant item status
- Easily create daily internal delivery logs and manifests
- Receive urgent package alerts
- Re-route packages and assign alternate recipients

Key capabilities

SendSuite® Tracking helps you manage the receiving, processing, and tracking of accountable parcels and assets and provides visibility to these items through each step of the process - from receipt to final delivery. SendSuite® Tracking creates a unique barcode for each item, and barcode scanning makes it easy to trace an item's path every step of the way.

- **Meet or exceed Service Level Agreements** - Streamlines processing of incoming items, allowing you to expedite deliveries, reduce delivery time, and exceed internal customer expectations.



- **Speed internal delivery up to 50%** - Electronic inbound logging helps eliminate multiple paper-based receiving logs and the time consuming hand written entry process, giving you enhanced automation and control.

- **Spend less time finding packages** - Using portable data collectors, get detailed records of package movement. With PDCs, deliveries are confirmed via electronic signature acceptance, including location, date and time of delivery. Once deliveries are completed, package status data is further updated by synchronizing to the main system.

- **Automated internal delivery routing** - System automatically sets up your internal daily deliveries by department, mail stop, or delivery route based on your established delivery routing rules. A paper or electronic delivery manifest is created for your personnel to speed the delivery process.

- **Instant package status** - Sends email alert to recipient notifying that package is en route. Certain configurations allow employees to see package whereabouts right from their desktop or send special delivery instructions to the mail center.

- **Track damaged goods** - Mail Center staff can append receiving or delivery records with notations, descriptions and up to 4 images of packages.

- **Archiving** - SendSuite® Tracking gives you the power to archive key data at user-defined intervals. The archived data is accessed via reports and can be exported for further analysis.

- **Purchase Order & Import Reconciliation** - Automatically reconciles received items with existing PO's and transactions that are imported from tracking assistants to the client workstation(s), increasing accuracy and efficiency. You will automatically know when items from a PO are missing, allowing you to quickly contact your vendor to avoid any business delays and any unnecessary charges.

- **Image capture** - Capture images on-the-go, directly on the tracking assistant to document damaged parcels or mail, asset locations or conditions, and even signed documents within the transaction.

- **Mobile Synchronization Capability** - Select tracking assistants now have the capability for mobile synchronization, allowing you to process sensitive transaction data outside of your own firewall, on a third-party cellular network. This increases data security, reduces the strain on your own firewall, and is also important for regulatory compliance in some industries such as Finance and Healthcare.

* - service not provided by Pitney Bowes - separate contract required for service

Smart client “smarts”

Our Smart Client technology simultaneously gives you the benefits of a “thin client” (zero-install, auto-update) and a “fat client” (high performance, high productivity) system. The power of our system:

- Lowest total cost of ownership, while providing robust user experience
- Compatible with the latest technologies including: Windows 7, Internet Explorer 10 and 11, and SQL Server 2012
- Integration with our Outbound Shipping (SendSuite Live™) and Desktop solutions for full inbound and outbound package tracking visibility

Browser-based administration

SendSuite® Tracking has a web-based Administration module, with no resident software needed on the processing station. With appropriate permissions and credentials, the system can be accessed and administered from any web-connected computer at any time, giving you flexibility to ensure operational efficiency from anywhere.

Industry standard technology and security

Our technology simplifies deployment, maintenance and updates as compared to traditional client/server technologies. The processing station software runs on Windows® providing a robust, user-friendly interface. Supported peripherals connect to the station via a USB connection and do not require Active X controls. The client communicates to the servers using secure Internet technologies to communicate with the “smart client” processing station. It supports both HTTP and HTTPS communication, which allows the system to operate in a corporate LAN/WAN environment with no special network or firewall configuration.

- Single/Multiple Site Processing Stations across the enterprise
- SQL database support to integrate company data, eliminate redundancy and maintain data accuracy
- Minimal network consumption, optimizing network traffic
- Auto-recovery from lost connectivity with no IT involvement
- Seamless upgrades with no interruption or system reconfiguration – upgrades do not compromise previously tailored business logic
- Rapid deployment to additional sites using a web browser or corporate push technologies

PB hosted

If you choose, Pitney Bowes will host the solution on your behalf. As a result, you can expect:

- Software automatically upgraded within 90 days of software release
- Assurance that unique workflows resident on your processing client remain intact
- Secured authentication processes for system log-on with optional encryption
- Lower overall total cost of ownership since IT staff does not have to maintain servers and database

Security

Logon options

The SendSuite® Tracking Solution offers flexible user log-on options such as Product, LDAP/Active Directory and Windows authentication.

Access rights

The system can be setup so that only specific users or user group profiles can perform certain tasks by limiting access to certain areas of the application.

Session time outs

After a period of inactivity, both the processing client and the admin module will time out and force the user to log back on to the system.

SSL (secure sockets layer)

SendSuite® Tracking operates using the standard HTTP protocol and can optionally be configured to use SSL. This makes the product “firewall friendly” for corporate IT departments and provides flexibility for deployment.

Data encryption

Pitney Bowes has implemented software security best practices to ensure the SendSuite® Tracking application and the data are not compromised. Sensitive information such as passwords and database credentials are hashed and/or encrypted, and mechanisms are in place to prevent the software from being disassembled.



SendSuite® Link

SendSuite® Link connects your SendSuite® Tracking system to other systems within your organization to automate the flow of data, ensure data integrity, and eliminate data entry in multiple systems. This connection increases flexibility and growth by integrating with best in class third party applications such as:

- Parcel carrier tracking tools
- Intelligent locker systems
- CRM/HR systems and databases

Reduce Costs

SendSuite® Link's potent API (Application Protocol Interface) capabilities integrate other data sources that are part of your overall chain-of-custody process, enabling you to increase efficiencies, eliminate waste, and streamline procedures by updating and integrating:

- Employee information
- Alerts
- Carriers and services
- Events
- Carrier tracking (expected mail)
- Visitors
- Carrier barcode decoding
- Locations (sites, buildings, departments, mail stops, and mail drops)

By interfacing with the data emerging from external applications, events taking place within the third party application are automatically shared and updated within SendSuite® Tracking.

Customized Tool Kits

Whether you need Pitney Bowes' Service Engineer experts or your own IT department to configure and perform the installation, you will be able to eliminate the traditional batch file imports and the manually adding and/or updating of various data elements within SendSuite® Tracking.

Enterprise Tool Kit (STET) This API allows you to integrate your SendSuite® Tracking with other third party database applications by having Pitney Bowes Service Engineers perform the installation and integration to fit your specific needs.

Software Developer's Tool Kit (SDK) This solution allows your own IT department to install and integrate your SendSuite® Tracking with your other third party database applications. You will be provided with an e-Technical publication that details everything you need to do to interface the SendSuite® Tracking database with these third party databases as well as an enabling key to set the power of your system in motion.

Applications

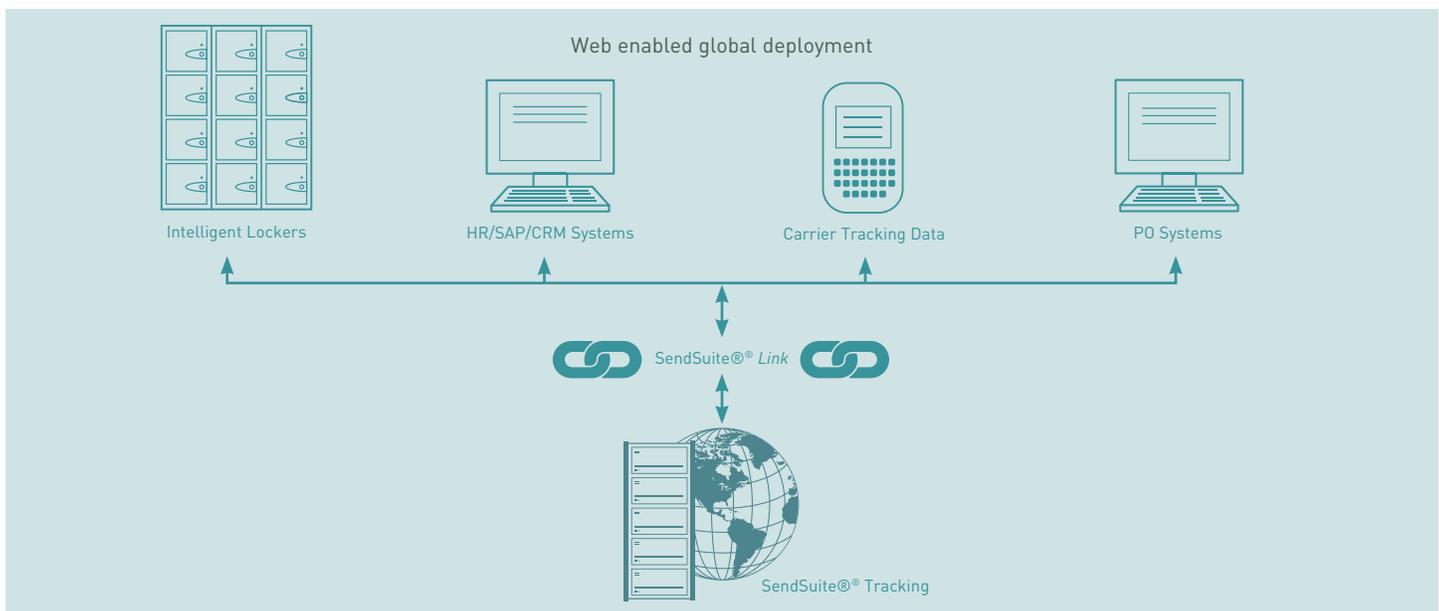
HR and CRM systems Automatically import updated data such as employee names and locations, buildings, and mail stops as well as changes to these items without having to manage these updates within SendSuite® Tracking. If data is changed in your HR system, for example, that data can be automatically sent into Tracking, eliminating the need to remember to make these updates manually.

Carrier tracking data Get your "Expected Mail" tables populated in real-time versus once per day and eliminate the need for nightly FTP file uploads. SendSuite® Link also allows for the viewing of expected packages in SendSuite® Tracking when the carrier's label is generated versus waiting for them to be received at the customer's dock.

Purchase Order Systems Import PO information instantaneously into SendSuite® Tracking to update and reconcile all assets with assigned PO's. This allows you to easily filter data based on PO when performing a package search that requires the PO to be tracked.

Intelligent Lockers Integrate intelligent locker systems into your chain-of-custody for package delivery and create custom workflows so that end recipients are notified when events take place at each locker. Exchange messages with ease and automatically update the Tracking database to free up mailroom secured space and improve deliverability metrics.

External 3rd party shipping applications Integrate shipping systems and tracking carriers to exchange data such as services, barcode extraction, events, alerts, and expected packages.



SendSuite® Tracking Assistant overview

The SendSuite® Tracking Assistants utilize the latest technology and support flexible synchronization options. We offer a range of tracking assistants to fit every need. The tracking assistants are wireless devices that allow for delivery on-the-go, increasing efficiency, reducing delivery times, and helping you meet your service level agreements. The devices are offered with tethered synchronization options through a USB or ethernet (network connection).

SendSuite® Tracking Assistant with portable printing

This option is extremely practical when your staff is receiving large packages in multiple drop-off areas. Your staff will have the ability to print labels for internal routing or "put away" for inbound stock. This printer can also be used to print "attempted" delivery receipts to inform the recipient of the attempt.

Route activity logging

The SendSuite® Tracking Assistant tracks accountable packages from point A to point B, and also tracks activities such as delivering or picking up mail at certain locations, track runs for replacing copier toner or paper, tracking for print jobs and much more. This functionality will help make sure commitments are met, assist with resource planning, and help deliver timely customer service.

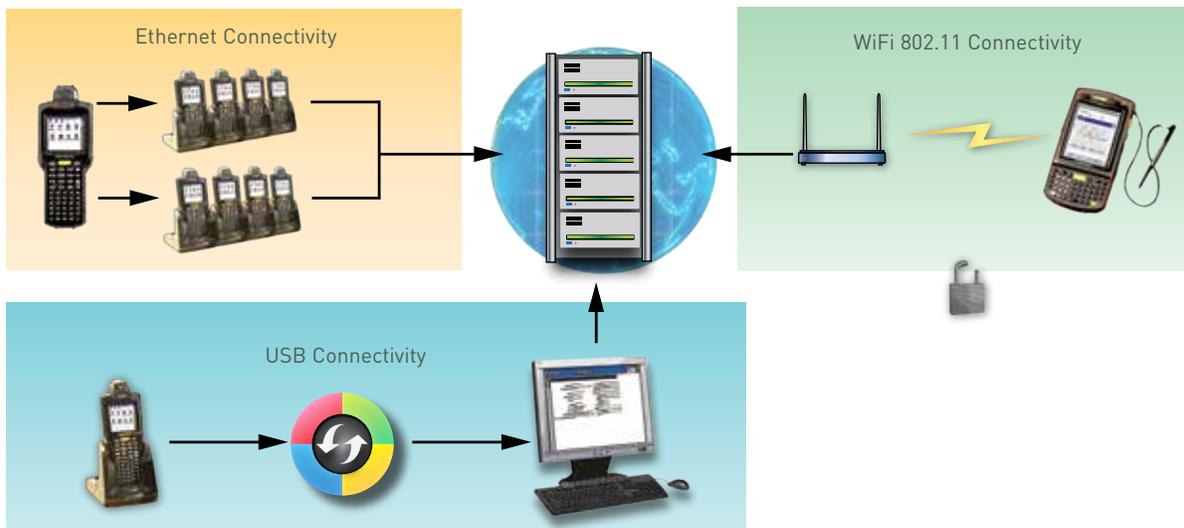
Manifest module

This option allows packages received and recorded to be downloaded to the SendSuite® Tracking Assistant for delivery, eliminating the need to print a paper manifest. The manifest will ensure that the correct barcode is scanned each and every time and will inform the clerk if the incorrect one is scanned.

Quick receive

This functionality allows the mail room clerk to quickly and accurately validate the number of packages that are dropped off from a Carrier and at a glance, match that count back to the Carrier's manifest. The system's intelligence informs the clerk if a duplicate barcode is scanned, and also has an automatic carrier identification process built in, minimizing costly mistakes associated with package shortages/inaccuracies.

Web enabled global deployment



World Headquarters
1 Elmcroft Road
Stamford, CT 06926-0700

For more information call
1-800-322-8000 or visit us online:
www.pb.com/distribution-solutions/



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