Introducing WTS Neopost’s World Class Web Based Tracking System
What is WTS?

- A mailroom *parcel receiving system* used to *automate*, monitor and control the flow of mail, packages, important documents and other items from when they enter a facility to when they are delivered to the recipient.

- A *Cloud based software* supported with bar code scanning, e-mail notification, electronic signature capture & recording technology, *web-based visibility*.

- *Provides* dock to desktop *tracking* and *electronic POD* (proof of delivery) of all internal deliveries.

- Has internal, intra-facility accountable item tracking capability.

WTS™ answers the question:

“Where is my package?”
Here is the (very boring) definition by The National Institute of Standards and Technology (NIST):

Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction and has five essential characteristics:

- On-demand self-service
- Broad network access
- Resource pooling
- Rapid elasticity
- Measured service
What is the Cloud?

The cloud is convenient on-demand software available over the Internet typically offered on a utility basis.

What is difference between SaaS and the Cloud?

SaaS is Software As A Service, which means end users of software applications pick and choose what they need and pay for when they use them.

Think of the Cloud as the facility to deliver SaaS solutions. Most SaaS software products are distributed through the Web. The application portion is the same for every user but their data, unique options, settings, and users profiles are separated from other users. SaaS product are typically subscription base i.e., pay as you go.
What is WTS?

- WTS is a Cloud SaaS application for internal accountable mail and package tracking and delivery.
- All Customers use the same application through the Web using a workstation and or smart device at the same time.
- All customer data, users, settings, defaults, software options are unique to them.
‘WTS’ Web Tracking System
Basic Concept

1. Receive item
2. Produce delivery information
3. Deliver items
4. Update database
5. Perform inquiries
Where is My Package?
Once you have logged into WTS you will land on the Dashboard. From the Dashboard you can:

- **Choose an Action Icon**
- **View Widgets** (quick data view)
- **Search**
Verify is the first (optional) step in the life of a receipt. Verify allows the client to not only validate the number of packages but also the exact tracking number for each package that is dropped off by the carriers.

Accessing the Verify step is as simple as clicking the icon.
Verify

- Package is scanned verifying it has arrived at the facility.
- Use either the Hand Held Delivery Device or use a Bar Code Scanner to verify.
- CAPTURES # of pieces, carrier, & package ID numbers.
- Information is stored in WTS database.
Verify on the Desktop

As items are scanned WTS will identify the carrier and count the number of total packages.
Verify on Hand Held

1. Tap the Receive and choose Multi Receive to get started

2. Choose Verify Option

3. Scan tracking numbers and Click OK.
Operator scans each package ID number to be “Accepted into WTS”

- Operator types in the 1st few letters of the recipients name to select from the DB list and populate customized internal delivery information fields
- Operator enters optional information such as sender, PO number, description, notes, etc., using the custom fields
- E-mail and or Text message can be sent to recipient
- Data stored in the Cloud
Receive is the second (optional) step in the life of an accountable item.

Receive allows the client to capture more information about an accountable item and to assign that item to the person or department it will be delivered to.

The Receive screen is configurable to use a client's terminology and contain only fields that the client needs to gather information on.

Receive allow you to lock fields if you have multiple items that will have the same information. Just click the circle box next to the field you wish to lock.

Receive will also allow for the client to keep track of items received in a package. You can have 10 Package Content fields per item. The example shows two item fields.
Receive on Hand Held

1. Tap the Receive icon to get started

2. Scan the carrier barcode, choose the recipient, enter user fields.

3. Click add
**WTS** allows you print an optional internal tracking label
(2” x 2 ¼ ” shown)
Delivery (Pickup) on the Desktop allows for operators to choose items that are going to be picked up or delivered via the desktop.

You can filter the deliverable times by choosing any of the filters in the yellow box.

All items that are pending delivery that meet the filtering criteria are listed below.
Simply choose the items that are going to be picked up by checking the box to the right of the package.

Then click Group Deliver.
Delivery (Pickup) on the Desktop

Please Confirm Group Delivery To Recipient

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Tracking No.</th>
<th>Date Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve Dragesics</td>
<td>12367890</td>
<td>11-28-2012 09:07am</td>
</tr>
</tbody>
</table>

Select Delivery Status: Delivered

Select Delivery Location: B1 # Storage

Capture Signature or Release Without Signature

Enter any notes needed
Choose to capture signature or not
Delivery (Pickup) on the Desktop

Sign and click Ok
Hand Held Delivery

1. Tap the Deliver icon to get started

2. Scan all packages to be delivered and tap the deliver button.

3. Collect signature from recipient, add notes or choose no signature and enter reason.
Package Status Indicators
WTS has several default package status indicators. A status indicator is the most powerful and flexible tool in WTS tracking. It can send messages, transfer ownership, change to another status or remove an item from chain of ownership.
1. Custom status indicators can be created in the admin functionality.

2. Custom status indicators can release (like deliver), transfer custody, and/or require a signature.

3. You can allow a status to be transacted at certain locations, setup email and text messages and schedule status changes.

4. All status indicators in the Receipt Status list with pencils are custom indicators.

A status that has the action field enabled is downloaded to the handheld.
WTS has the ability to generate email and text notifications. Notification messaging can be customized and are based on package status. Package status gives the ability to send immediate, scheduled or delayed notifications.
Actions
Actions

Actions are status indicators that have had the action check box enabled to allow for the indicator to appear on the hand held device. Actions are also available via the Action Icon on the WTS site.
Hand Held Actions

1. Tap the action you wish to use.

2. Scan all packages to be changed to this status and tap Next.

3. Collect signature from recipient, add notes or choose no signature and enter reason.
Scan the item, choose the status and click Set to button.
**Desktop Actions**

Please Confirm Group Delivery To Recipient

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Tracking No</th>
<th>Date Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dave Wise</td>
<td>1</td>
<td>09-13-2012 02:36pm</td>
</tr>
</tbody>
</table>

**Delivery Status**

Select Delivery Status: Delivered

Select Delivery Location: [enter details]

Enter any notes needed

Choose to capture signature or not

Capture Signature  Release Without Signature
Notifications
Alert messages can be customized by individual alert and have a start and expiration date. Alerts can also automatically re-assign the items.

Alerts are on screen instructions for package receipts. Alerts can be created by any combination of tracking number, recipient, sender and carrier.
When the Alert selection criteria is meet then the Alert is shown on the screen. You also have the ability to clear or print the Alert. Alerts can be shown on the hand held device and desktop.
Search
Available WTS searches:

- **Route**
- **Received Date**
- **Recipient**
- **Tracking Number**
- **Status by User**
- **User Defined** (currently displayed as Sender)

All searches can be printed and saved, making the search feature another unique way to report via WTS.
Current Undelivered Search allows for a quick find of any package that has not been delivered.

The search can be refined by selecting a filter including status to only see packages of a certain status.
WTS allows for the ability to search on any field captured on the receive screen via the Find Package Search. Packages that meet the search criteria are listed below and can be printed, exported or zoomed to by clicking the magnifying glass.
Zooming in on a package allows for viewing of package detail.

The following features are also available via the package zoom:
- Adding Notes
- Printing Labels
- Changing Status
- Adding Images and Attachments
- Route Information

Zoom also allows for view of signature, history and package contents.
Widgets
WTS Widgets give the user the ability to customize their dashboard, by simply dragging a widget from the right hand tool bar to the main screen.

A user can immediately get information that is important to them with a quick glance at the widget that is constantly updating with live data.

Clicking the more button will open up the widget to allow for a more detailed selection with the ability to print and export to a CSV file.
1) Web Site/System Access – All users (internal or external) are required to authenticate themselves against the software security module using SSL and a strong password - which is stored encrypted. Handheld clients must log in using SSL to obtain a secure token, this token is then used to persist data between atomic web service calls and can be revoked at any time by the customer. Data can be encrypted on the storage card of the handheld.

2) Data Center – The Data Center is SAS 70 compliant and access is limited to data center technicians. Biometric scanning is enforced for controlled data center access. Security camera monitoring at all data center locations. 24x7 onsite staff provides additional protection against unauthorized entry. Unmarked facilities to help maintain low profile. Physical security audited by an independent firm.
Data Encryption – is a purchasable feature added to the product subscription.

Data can be encrypted at rest and in transport. The handheld can encrypt data on the storage card using 128bit AES encryption. This means the storage card is then only readable by the device where the data encryption was created. Data is transferred to and from the site over HTTPS using 256 bit encryption. Finally, the database the cloud servers can be encrypted using AES 256 bit encryption.
The WTS Portal is a software option added to the base subscription.

WTS Portal functionality:
- Desktop user the ability to view track their own packages.

WTS Portal Interoffice functionality:
- Allow for creation of a pickup request with specific handling instructions at pickup
  - When a pickup request is created the delivery staff is notified that there is a pickup and which location has created the pickup.
Thank You