

Inbound Supplies Tracking for Hospitals



Delivery PoD

Healthcare



Brochure Index

Management Overview Section

- [DeliveryPoD Overview –Page 3](#)
- [Typical Delivery Process—Page 4](#)
- [System Diagram—Page 4](#)
- [DeliveryPoD Benefits in a Nutshell—Page5](#)
- [Purchasers Feature Checklist—Page 6](#)

Detail Section

- [Answering Queries in Seconds—Page 8](#)
- [Sample Tracking Report—Page 9](#)
- [Management Reporting—Page 10](#)
- [Fastest Booking In System—Page 11](#)
- [Recording Damage on Arrival \(Courier Responsible\) —Page 11](#)
- [Recording What has been Received Quickly—Page 12](#)
- [IT Issues such as Network, Server Down should not stop you Working—Page 12](#)
- [Handling High Volume Deliveries from Couriers—Page 13](#)
- [Tracking Every Step of the Way—Page 14](#)
- [Tracking Stage Configuration, The Power of DeliveryPoD—Page 15](#)
- [Mobile Computers—Page 16](#)
- [Resolving Common Problems with Automatic Email Notifications—Page 17](#)
- [Time Based Emails \(e.g. Warn if becoming late, is late, or sending reports at set times\) - Page 18](#)
- [Sample Email—Page 19](#)
- [Allowing Ward, Theatre and Department Staff Access—Page 20](#)
- [Service Level Performance / KPI Reporting—Page 21](#)
- [Actively Preventing Late Deliveries—Page 22](#)
- [Importing Staff Data—Page 23](#)
- [Linking to Active Directory—Page 23](#)
- [Website Hosting—Page 24](#)
- [Training—Page 24](#)
- [Support—Page 24](#)
- [Customer Reference List—Page 24](#)
- [Contact Details—Page 24](#)

DeliveryPoD Overview

Inbound Supplies Tracking

DeliveryPoD is perfect for tracking inbound supplies in a Hospital environment. Typically items are received at the Mailroom or Receipt & Distribution Stores at which point the Courier passes responsibility to the Hospital, for the last part of the journey to Wards and Operating Theatres.

Several things spring to mind:

- Even small **items can be very expensive**, but are very easy to mislay
- Some items are **time critical**—perhaps an item needed for an operation in 2 hours time. In these cases 10 minutes late can have real consequences!
- **Staff resources are scarce** in Wards as well as the Mailroom / Goods Receipt areas.

How does DeliveryPoD Help?

In a nutshell, these are the key points:

- **Provides the fastest way to book in items**
Quickly Record: Courier Track No, Who For, Item Description, Purchase Order etc. These are all searchable fields from that moment on
- **Tracks Items with Mobile Computers**
- **Full Audit Trail**
- **Web Based System**
 - No Software to roll-out to access information
 - Mailroom / Porters can access Searches & Reports from any PC / Laptop.
 - **Theatres / Wards can be given access**, so their staff can answer their own questions 24/7. Their Logon restricts them to items for them.
- **Lateness Prevention Tools Built In**
 - Set up **Email Warnings** based upon minutes before / after due time
 - Real Time Reports—**“show me all items within 30 minutes of being late, not yet on delivery trolleys”**

Keeping Everyone Informed

Automatic Email requests can be set up to keep staff



aware of issues and progress.

Mailroom Managers may want to know:

- An item is getting near being late, yet has still not been loaded onto a delivery trolley
- A user has noticed a package has been damaged

Staff in Theatre and Wards might want to know:

- Their colleague has signed for their item (just in case they forgot to pass it on)
- The team tried to deliver an item, but were unable to (for example the Operating Theatre was shut)
- The items have now arrived back at stores

All this is possible and more, saving everyone a lot of time.

Hospital Wide Access to Data

You can give both Individual Staff and Departments who receive items their own Logons.

You would normally restrict them to see only items for just them personally or their department. This is entirely your choice, you do not need to give anyone access at all if you don't want to.

The time saving to both the delivery team and Ward / Theatre staff could be massive.



The Typical Process of Delivering In a Hospital



Step 1 - Receive Items

Select Who For
Scan Couriers Barcode
Courier Selected For You
Enter any other information you need such as Purchase Order etc

Options

*Record Any Damage
Photograph and/or Text*

Step 2 - Scan Onto Trolley

Scan Trolley Barcode
Or Select via Menu
Scan All Items

Options

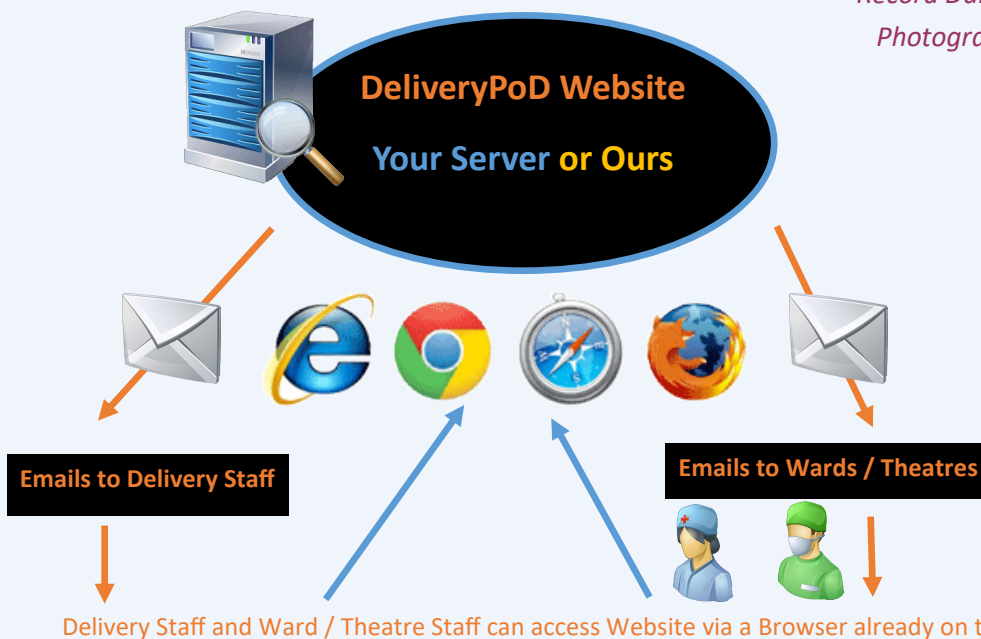
*Record Any Damage
Photograph and/or Text*

Step 3 - Deliver Items

Scan First Item
Other Items for Delivery Point Shown
Scan All Other Items
Obtain Persons Name
Obtain Signature (sign on screen)

Options

*Record Failed Delivery Attempt
Photograph and/or Text
Record Damage
Photograph and/or Text*



Delivery Staff can Logon to Website
Their view can be restricted if needed



Ward / Theatre Staff can be given Logons to Website, but typically their view is limited to just items for them or their ward



DeliveryPoD Benefits in a Nutshell

- Reduce number of lost items to a minimum
 - Less compensation claims
 - Less time wasted looking for lost items
 - Reduction in delayed treatment / operations
- Fewer Late Deliveries
 - Fewer cancelled treatments / operations
 - Better service to Wards / Theatre Staff
- Possibly Allow Ward / Theatre Staff Access to System
 - Can answer their own queries, 24 hours a day
 - Less time wasted on phone calls / chasing emails
 - Overall better service
- Keep Staff informed of Progress / Issues
 - Reduced wasted time chasing items already delivered etc
- Courier Damage Recorded on Receipt
 - Couriers gets blame, not your staff
 - Quicker / Easier Claims for Compensation from Courier
- Full Audit Trail
 - Encourages Responsibility within Hospital
- Service Level Performance / Data Analysis
 - Find Out Where Issues Are and Improve Work Flow

Purchasers Feature Checklist

Web Based / Hosting

Web Based System
Free Access to Searches / Reports
 For Mailroom Staff
 For Ward / Theatre Staff
 Ability to restrict to items for Person / Ward etc
Host Website Yourself
Ask Us to Host Website

Ease of Use

Configured specifically for customer
Only asks for information you need
Features not used are hidden

Reliability / Offline Working

Continue to work if Wireless LAN, Network, Server Down
 Receive Items and produce Tracking Labels
 Track Items
 Store & Forward Capability in Mobile & All Software

Mobile Computers

Rugged (1.5 meter drop, 26 times to concrete)
Sealed (IP54 wind blown dust and rain)
Full shift on one battery charge
Hot Swappable Batteries for 24 hour shift work
Inbuilt Barcode Reader
Inbuilt Camera
 Photograph Damaged / Opened Items
 Photograph Delivery Point to Prove Delivery Attempt
 Take a Photograph for general use
 Option to stop camera being used
Data Communication Options
 Desk Cradles
 Wireless LAN
 3G / 4G Radio
 Stores data when not connected
 Automatic send when back in coverage or in cradle

Counter Collection Option

Option to use PC / Laptop for Tracking
Counter based USB Signature Pad
Web Cam Option for Photograph (Damage etc)
Use Low Cost USB Scanner to Read Barcodes

Mail Trolley Support

Mail Trolley Barcodes
Scan Items Onto Trolley
Take Manifest on Delivery Run
 See Remaining Delivery Points / Items at any time
 Scan First Item, PDA shows all items for delivery point

Vehicle Transport Support

Scan Onto Vehicle
Vehicle Manifest –See remaining delivery points / items
Scan first item –PDA shows other items for delivery point
Postcode Route Restrictions

Couriers & Proof of Return

Scan items onto / of courier for transfers
Proof of Posting / Passing to Couriers (returns)

Receiving / Booking In Features

Booking in takes below 20 seconds
Predictive Text to select Person / Ward with 3 characters
Scan Courier Barcode, Courier Name is Selected For You
Photograph Damaged or Opened Items
Separate Report for Claims Against Couriers (with photo)
Utility for High Volume Courier Delivery

Reports / Searches

Customise (Column Options: hide, width, header text, order)
Group on any Column or Multiple Columns
Export to PDF, Excel, Word with grouping maintained
Single Textbox Search
 e.g. Enter “Royal Pathology Jiffy” and all Jiffy Bags, for
 Pathology that came in on Royal Mail are shown
Live Report Mode –Data in grid changes in real-time

Service Level / KPI Monitoring

Set up your own Performance Zones (e.g. Early, Late, Very Late)
Calculate 1,000,000 items at a time
Manipulate data (column grouping, sorting etc)
Export to Excel / PDF

Lateness Prevention Utilities

“Show me all items within 30 minutes not on trolleys”
Email alerts based on time before / after due date time

Automatic Email Trigger Options

Booked In	Delivered
Damage Reported	Delivered to Colleague
Failed Delivery Attempt	Delivered to Location
Set Tracking Stage Done	Set Time of Day
Within X minutes before / after due date & time	Filter: To All or a Specific Person, Ward, Theatre, Dept.

Saleability

Multiple Booking In Points (limitless)
Users (limitless)
Multi Site Capable
Experience of 70+ sites, 1000+ staff on one Website

Expandable Into Other Areas

Pharmacy—Ward, GP Surgeries, Patients at Home
Patient Records
Loan Items for Patients
Room Key and Pass Allocation
Pathology –GP Surgeries to Pathology Lab

Purchasing

Own the Solution with no Mandatory annual fees
No “per user” annual fees
Able to host yourself
Can be purchased through a GPS Framework Agreement

The Detail Section

The remaining pages in this brochure are for those staff that like to look at the detail of what they are getting.

When choosing software, a simple 4 page brochure can never really tell you very much. The danger is that you assume the software will have a particular feature when it does not!

For those just after a Management Summary, the remaining sections might be too detailed.



Answer Ward / Theatre Staff Queries in a Few Seconds

A lot of time is wasted by delivery staff, when they are asked what appears to be a simple question such as “I work in Ladybird Ward and a Supplier sent something Royal Mail, but does not know the tracking number or if they put my name on the address label”.

With a pen and paper system, this would be a nightmare, but with DeliveryPoD you just type in the bits you know into a single Text Box, set the date range and DeliveryPoD finds all matching items in seconds:

Consignment Search | Log Off | Main Menu | Safe Admin (Staff Manager) | DeliveryPoD

Search: Ladybird Royal | Last 7 Days | Export Grid | Grid Layout

Drag a column header here to group by that column

#	Consignment No	Package Barcode	Person	Company	External Courier Name	External Tracking No	Collected	Delivered
Report	00000000112905	00000000112905002343	Melanie Chapman	Ladybird Ward	Royal Mail	TP981651875GB	Collected	Delivered
Report	00000000112903	00000000112903002340	Sarah Redman	Ladybird Ward	Royal Mail	FT749143876GB	Uncollected	Undelivered
Report	00000000112902	00000000112902002339	Sarah Redman	Ladybird Ward	Royal Mail	DM365094875GB	Uncollected	Undelivered
Report	00000000112901	00000000112901002338	Sarah Redman	Ladybird Ward	Royal Mail	TR750184864GB	Uncollected	Undelivered
Report	00000000112894	00000000112894002335	Melanie Chapman	Ladybird Ward	Royal Mail	AV070249188GB	Uncollected	Undelivered

I can then Drag the “Package Contents” column to the Group By Area to see a list of items by Package Contents and ask the person if it was a “Jiffy Bag”, “Large Box” or “Oxygen Cylinder” that was sent:

Consignment Search | Log Off | Main Menu | Safe Admin (Staff Manager) | DeliveryPoD

Search: Royal Ladybird | Last 7 Days | Export Grid | Grid Layout

Package Contents

#	Consignment No	Package Barcode	Person	Company	External Courier Name	External Tracking No	Collected	Delivered	Arrived	Delivery Due On
Package Contents: Jiffy Bag (1 records)										
Report	00000000112905	00000000112905002343	Melanie Chapman	Ladybird Ward	Royal Mail	TP981651875GB	Collected	Delivered	08/03/2017 17:45	09/03/2017 13:00
Package Contents: Large Box (1 records)										
Report	00000000112894	00000000112894002335	Melanie Chapman	Ladybird Ward	Royal Mail	AV070249188GB	Uncollected	Undelivered	06/03/2017 10:28	07/03/2017 13:00
Package Contents: Oxygen Cylinder (3 records)										
Report	00000000112903	00000000112903002340	Sarah Redman	Ladybird Ward	Royal Mail	FT749143876GB	Uncollected	Undelivered	08/03/2017 17:39	09/03/2017 13:00
Report	00000000112902	00000000112902002339	Sarah Redman	Ladybird Ward	Royal Mail	DM365094875GB	Uncollected	Undelivered	08/03/2017 17:32	09/03/2017 07:02
Report	00000000112901	00000000112901002338	Sarah Redman	Ladybird Ward	Royal Mail	TR750184864GB	Uncollected	Undelivered	08/03/2017 17:31	09/03/2017 13:00

To see a Tracking Report I can click on the “Report Button” in the corresponding row.

Consignment Search | Log Off | Main Menu | Safe Admin (Staff Manager) | DeliveryPoD

Search: Heart Valve Theatre | Last 7 Days | Export Grid | Grid Layout

Drag a column header here to group by that column

#	Consignment No	Package Barcode	Package Contents	Person	Company	External Courier Name	External Tracking No	Collected	Delivered
Report	00000000112909	00000000112909002347	Heart Valve - Ref JL5624	Dept Contact	Theatre 1	Royal Mail	GB719375718GB	Collected	Undelivered
Report	00000000112893	00000000112893002334	Heart Valve - Custom Size	Dept Contact	Theatre 1	Royal Mail	RT834198486GB	Uncollected	Undelivered

In this query I am looking for “Heart Valves” for any Theatre (operating theatre)

A Sample Tracking Report

DeliveryPoD Consignment Tracking Report

Full Tracking Data

Service	Tracking Number	Delivered
AM Standard	0000000112907	08/03/2017 18:07:46
External Courier Royal Mail	Items 1	Ready At 08/03/2017 17:47:52
External Tracking No FR509163654GB	Purchase Order: CL7108	Notes:
From		Going To
Cariology Chansol Hospital Poole BH17 7FJ		Receipt and Distribution Chansol Hospital Poole BH17 7FJ

Details of Items Being Tracked

Package Barcode	Contents (if recorded)	Other Information (if any)
00000000112907002345	Parcel	

Tracking Stages

Barcode & Date	Stage Info	Details	Receiver/Issue	Signature/Image
00000000112907002345 08/03/2017 18:07:46	Deliver With Trolley Completed	Mobile User: Julia Tan	Mark Preston	
00000000112907002345 08/03/2017 18:05:36	Deliver With Trolley Not Completed	Mobile User: Julia Tan	FAILED TO COMPLETE: Locked Door	
00000000112907002345 08/03/2017 17:55:29	Load Trolley Completed	Mobile User: Julia Tan Onto Trolley: Julias Trolley (Main Hospital)		

In the example above, Julia Tan was unable to deliver as the office door was locked, so she recorded this by using a drop down reason description and took a photograph of the door. Delivery was then made a couple of minutes later on.

A sample Tracking Report on the Website, this can be exported to Adobe PDF, Microsoft Excel, Word, HTML files so you can save or email the report.

The report can show:

- Just the final delivery stage
- All stages in the items journey

Show Delivered Stages Only

Page 1 of 1

- PDF
- XLS
- XLSX
- RTF
- MHT
- HTML
- Text
- CSV
- Image

Management Reports

All Searches / Report Grids in DeliveryPoD are what we call “Interactive”:

- Drag a Column Header to the Group By Area, to organise a report by that column
- You can drag any number of Column Headers to the Group By Area and in any order
- Effectively this means you can analyse data on any report, in any way you wish to
- You can then Export that Report to Excel or Adobe PDF and your Grouping is Maintained

#	Company	Person	Consignment No	Package Barcode	Stage Name
Cant Complete Text: Locked Door (2 records)					
Report	Theatre 1	Dept Contact	00000000112909	00000000112909002347	Deliver With Trolley
Report	Cardiology	Tim Moffat	00000000112907	00000000112907002345	Deliver With Trolley
Cant Complete Text: Nobody To Sign (1 records)					
Report	Critical Care	Julie Grey	00000000112900	00000000112900002337	Deliver With Trolley

For example I wanted to look at today's Failed Delivery Attempts and see if there was any kind of pattern.

I can quickly see that “Locked Door” was the biggest issue and it occurred once for Theatre 1 and once for Cardiology.

This concept turns all reports into Management Reporting material:

- How many of each type of item were booked in, broken down by Ward / Theatre?
- How many items do we receive from each Courier?
- How many items do we deliver to each department?
- What is our service level performance, by Ward etc

Real Time

When you logon at Staff Manager Level, you can set any report to “Live Mode”.

Data streams in and you see whichever report changing as data arrives.

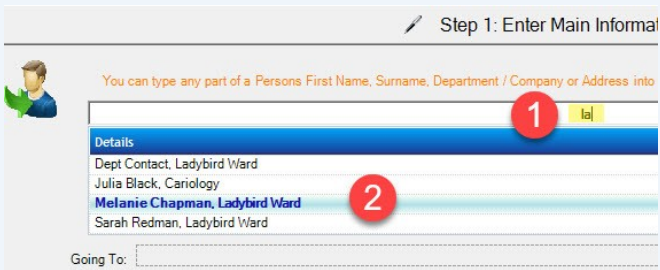
What Reports Do I get?

All Item Report	PoD List	Failed Delivery Attempts	Non Delivered Items
Damage On Receipt	Damage by Staff	Service Level Reporting	Audit Trail
Items On Trolleys	Items on Vans	Items in Locations	Items on Couriers
Late Prevention Report	Follow Activity in Real Time	Tracking Reports	Not Collected

Fastest Booking In

When you are booking in thousands of items a day, it has to be easy, fast and accurate. We believe we lead the world in this vital area.

Selecting who an item is for is really fast, just type in a few characters of their Ward Name, Personal Name or any part of their address and the Predictive Text will quickly show you the right Department / Person, so you can click on that line.



An item arrived for “Melanie” in “Ladybird Ward”, so I typed in “lal”, the thousands of staff reduces down and I can see the only “Melanie” in “Ladybird Ward” is Melanie Chapman, so I just click on that person.

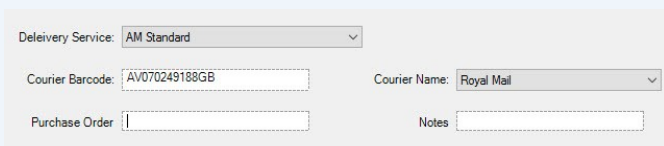
The search works on any part of the Persons Name, Ward / Theatre, Address etc. Simple and very fast. It also supports Voice Recognition.

Courier Barcode Recognition



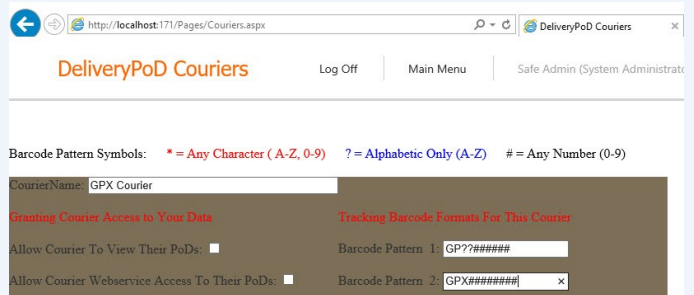
Since people ask if a particular courier item has arrived, you will almost certainly want to record the Courier Name and Tracking Number when booking items in.

With DeliveryPoD you simply scan the Couriers Barcode, which automatically records the Couriers Tracking Number and selects the Couriers Name for you.



How does it do this? It looks at the barcode type and data format in the barcode you scan, then compares it to a list in a database. Lets take Royal Mail, their barcodes start 2 Alphabetic Characters, then have 9 numbers, then finish with 2 Alphabetic characters.

In many areas local couriers or specialist couriers show up and they have new barcode formats, how do we deal with that? DeliveryPoD allows you to teach it new couriers and barcode formats.



In the example above a new Courier has started, called GPX Courier and they use 2 Barcode Formats - one starts with “GP”, has 2 Alphabetic characters, then 6 numbers and the other one starts “GPX”, then 6 numbers. Now you can teach DeliveryPoD new Courier Barcodes or edit existing Couriers at any time.

User Defined Fields

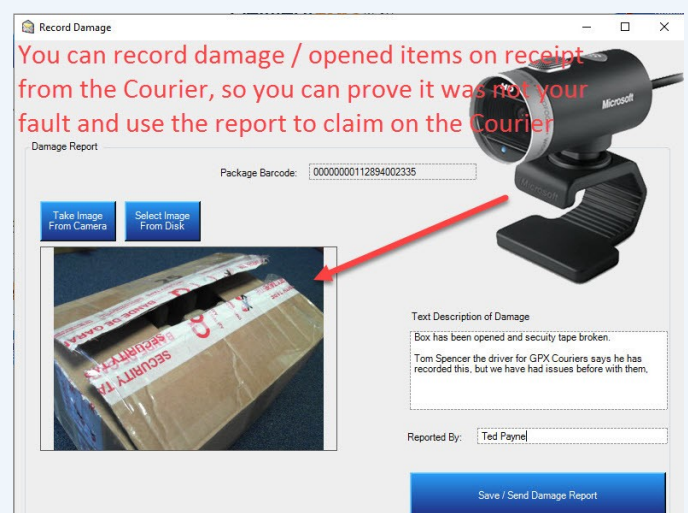
DeliveryPoD allows you to setup up to 6 User Defined Fields, so you can prompt users to enter things such as:

- Purchase Order
- Notes
- Who Checked an Item

These fields all appear in reports and are fully searchable. For example—show me all items on PO: 1234

Record Damage by Courier

Couriers delivering items that are damaged or have clearly been opened is all too common. It is important to record this, as you do not want the Ward or Theatre staff blaming you when it was in fact the couriers fault.



In the example above, the user has recorded that the box has been opened and the security tape broken. The picture was taken with a Web Cam directly into DeliveryPoD. The report of this can be separated out and emailed to the courier for your compensation claim.

Recording what's been Received

In most cases, you want to record what has come in, but not spend any time doing so. This is for several reasons:

- If it goes missing, it is very helpful to know whether you are looking for say a "Jiffy Bag" or a "Pallet of Gas Cylinders".
- Somebody may ask, has "Metformin 400mg Packets" come in?
- Someone may want a list of everything booked in against a Purchase Order or a similar type of request

The screenshot shows a web interface titled "Tracking Label Print". It features a "Scan Suppliers Barcode" section with a text input field for "Product Barcode" and a checked "Auto Print On Barcode Scan" option. Below this is a "Quick Selection" dropdown menu currently showing "Jiffy Bag", with a "Clear Text" button and a "Product Database" icon. A "Contents" field contains the text "Metformin 400mg 28 Tablets - Box of 50 Packets". At the bottom, there are three buttons: "All Items Labelled", "Print Next Label", and "Bulk Print". Red arrows point to the "Product Barcode" field, the "Quick Selection" dropdown, and the "Contents" field, with labels "Scan Suppliers Barcode", "Type In", and "Use Drop Down" respectively.

DeliveryPoD gives you these choices:

- Scan the Supplier / Retail Barcode

DeliveryPoD allows you to import a table of supplier / retail barcodes and their associated descriptions. You then just scan the barcode, the official description is then entered for you

- Select from a Drop Down Menu

Descriptions that are used a lot can be entered into the drop down menu, so you just select them rather than typing them in

- Type in a description - this is the most time consuming and error prone (typing errors)
- Barcode Menu Sheets

DeliveryPoD allows you to put common descriptions into a barcode that it prints off for you. Every time you scan that barcode, the text you entered is entered into the textbox you have selected

IT Issues Won't Stop You Working

If you wish, you can book items in via the DeliveryPoD Website which is fine, if you don't want to roll out software for booking items in.

However, we generally recommend using our PC software in busy booking in areas for these reasons:

1. If your network or server has an issue, you can carry on booking items in and delivering them. Data is stored on the PC / Laptop / Mobile Computer and sent as soon as the issue is rectified

Web browser based booking in, stops working when the network or server has an issue. With us, you can keep on working.

2. There are no dialog boxes to slow you down, a printer is set up at the start and it just prints. It even knows when the label roll has run out etc.

Pre-Printed Labels

When you need to book in bulky items (or items nowhere near a printer, you can pre-print a batch of labels, then attach them to the items, scan them with a mobile computer and enter any further information that might be needed.

Print Labels on the Website?

Yes, we support the option of printing Tracking Labels via the Website, so you do not have to roll-out software (staff just use the Web Browser on the PC / Laptop).

This is great for staff that need to send occasional items, however you need to bear in mind these things which affect Web Based software:

- If the Network / Server / Website has an issue, it will stop working.
- It will be a little slower and less sleek than our PC / Laptop version.

In general it is fine for staff that don't need to print hundreds of labels an hour and don't need any offline mode. For normal use booking in supplies, we suggest the PC Software version is the way to go.

Web Label printing in DeliveryPoD is a fantastic way to instigate a From Ward to Courier tracking system (you need to track items collected in Ward / Theatre / Pathology), scan them to other Department or Into Mailroom / Onto Courier etc.

We offer all options, so you can choose the best option in every situation.

High Volume Courier Deliveries?

In some hospitals, a courier may turn up with 400 items and expect you to sign for all 400 on the spot!

- If you sign without counting, you may be accepting an item has been delivered, when it has not.
- At the same time the driver is stood waiting, so you feel under pressure to do whatever to get the driver on their way
- Counting packages in a hurry, is very much error prone and if the count does not tally with what the courier says, you typically count again.

We have a much better way to handle these sorts of deliveries:

DeliveryPoD Quick Scan

1. You select the Courier Name from a drop down menu and enter a reference.
2. You simply scan the Couriers Barcode, **the software checks for you:**
 - a) The **Barcode Scanned matches** the Format of the **Selected Courier**
 - b) You have **not already scanned that package before** (Duplicate Warning)
3. **A Count is shown**, so as you scan each item – it counts for you
4. You now have:
 - a) Accurate Count (no duplicates etc)
 - b) List of all the Courier Barcodes and Date & Time Scanned
5. The data is sent to the DeliveryPoD Website

Later on, you can carry out the remaining booking in procedures when there is time:

- Select Ward / Person
- Enter any User Defined fields such as Purchase Order
- Scan Courier Barcode
- Tracking Label will print (if needed)
- Record any Damage etc

You now have all the data on the website:

- Courier Name & Barcode
- Date & Time Arrived
- Description
- Who It Is For etc

The system can then show what has been booked, what has been delivered and what has not been delivered.



Step 1: Select Main Details

Name of Courier: Scanned In By:

Reference No: Check Barcode Matches Courier Format Warn of Duplicate Barcodes

Items Received and Scanned

Scan Couriers Barcode:

Package Count **8** Items Scanned: **8**

Barcode Scanned	Date / Time Scanned	Cou
FD650867098GB	06/03/2017 01:40:07:PM	Roy
HB765098098GB	06/03/2017 01:41:30:PM	Roy
VC413048764GB	06/03/2017 01:41:47:PM	Roy
GF756108543GB	06/03/2017 01:42:02:PM	Roy
RD555320964GB	06/03/2017 01:43:57:PM	Roy
FC609174276GB	06/03/2017 01:44:11:PM	Roy
GB760346532GB	06/03/2017 01:44:24:PM	Roy
FT123789789GB	06/03/2017 01:44:39:PM	Roy

Duplicate Barcode Warning

You have 1 Barcodes The Same
Barcode: FT123789789GB

If you scan the same Courier Barcode it stops you in your tracks and asks if you really have 2 the same

Track Every Step

We setup Tracking Stages for each customer based upon their processes and what they want to do. A simple concept prevails:

- Only ask people to enter information you need
- Only menu items and buttons you need are shown

This keeps the Tracking Process as simple and fast as it can possibly be.

The screenshot shows a 'Tracking Stage' configuration screen with multiple sections for setting up different tracking stages. Each section has a title and a list of options with checkboxes. The sections include:

- Stage Name and Collection Status:** Includes options like 'Return To Stores', 'Not In Use', 'Mark Item as Being Collected', 'Put "Quick Collect" Button On Screen', 'Scan Location Barcode / Select Location', 'Moves Item Onto Mail Trolley', and 'Moves Item Onto Vehicle'.
- Collections, Signatures and Completion:** Includes options like 'Obtain a Persons Name (keyed in)', 'Obtain a Signature', 'Option To Deliver To Location', 'Scan Location Barcode / Select Location', 'Moves Item Into Location', 'Completes Delivery', and 'Completes Delivery'.
- Proof of Posting:** Includes options like 'Marks Item As Posted', 'Record the Courier Used', 'Record the Courier Service Used', 'Scan / Enter Couriers Tracking No', 'Record the Price', 'Record Items Weight', and 'Allow Notes Entry'.
- Who Can View This Stage in Reports:** Includes options like 'Anyone Who Can Access Website*', 'Sender (people who sent item)**', 'VIP Sender*', 'Member of Staff', and 'Staff Manager'.
- Dealing With Problems:** Includes options like 'Can't Complete - Text Entry', 'Can't Complete - Photograph', 'Damage - Text Entry', and 'Damage - Photograph'.
- Couriers:** Includes options like 'Moves Item Onto External Courier', 'Record Which Courier', 'Record the Vehicle Registration', and 'Removes Item from External Courier'.
- Physical Locations / Buildings:** Includes options like 'Moves Item Into Physical Location', 'Record Which Location', and 'Removes From Location'.
- Mail Trolleys & Bags:** Includes options like 'Moves Into a Mail Trolley', 'Record Which Mail Trolley', and 'Removes Item From Mail Trolley'.
- Using Lists and Manifests:** Includes options like 'Use Trolley Manifest', 'Use Vehicle Manifest', 'Match on Person & Address', and 'Match on Address'.
- Depots:** Includes options like 'Moves Item Into Depot', 'Record Which Depot', and 'Removes From Depot'.
- Our Vehicles:** Includes options like 'Moves Onto Our Own Vehicle', 'Record Which Vehicle', and 'Removes From Vehicle'.
- Route Restrictions for Mail and Parcels:** Includes options like 'Use a "Deposit" Route Restriction' and 'Use a Delivery Route Restriction'.
- Taking Pictures:** Includes the option 'Take a Photograph'.
- Retirement of Assets / Files:** Includes options like 'Retires / Destroys an Asset / File', 'Set the Value at Retirement to be Zero', and 'Ask user to enter a Retirement Value'.
- Loans and Allocations for Assets / Files:** Includes options like 'Loans a File or Asset to a Person', 'Returns a Loaned File or Asset', 'Allocates a File or Asset to a Person', and 'De-Allocates File or Asset From Person'.

At the bottom, there are 'Save' and 'Abandon' buttons.

The Tracking Stage Setup Screen—This is used by our staff to set up each Tracking Stage to match your requirements exactly.

Each Stage is given a name such as “Deliver with Trolley” and then tick boxes are set the mobile computer presents just the process and options you want.

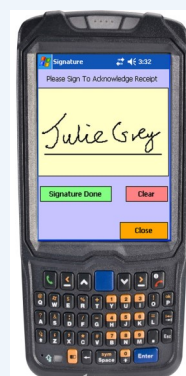
A good example might be:

- When “Delivering with a Van” to an outlying hospital, you might want the driver to be able to record Damage or Failed Delivery attempts with both Text and Photograph (using inbuilt camera), so those boxes are ticked.
- But when using a “Deliver with Mail Trolley” stage, you probably will want to stop the use of cameras in Wards! So that Tracking Stage will not have the Photograph box ticked.

Typical Tracking Stages

In most hospitals the typical stages we set up are:

- Scan onto Trolley
 - Scan Trolleys Barcode (or select via menu)
 - Scan Items being loaded
- Deliver with Trolley
 - Manifest allows user to see remaining delivery points and items
 - Scan First Item for Person or Ward
 - Mobile Computer shows you all other items for this Person / Ward and invites you to scan them off
 - Obtain Name
 - Obtain Signature—Sign On screen
 - Option to record Failed Delivery Attempts and Damage via Text and/or Photograph (inbuilt camera)
- Store Item (typically for items you could not deliver)
 - Scan Location Barcode (or select via menu)
 - Scan Items being stored in Location
 - DeliveryPoD allows you to Create Buildings and Locations within buildings, then print Location Barcodes
- Customer Collects
 - Scan Items
 - Obtain Signature



Tracking is typically done using mobile computers as staff move around. However things such as Customer Collects can be handled by using the PC Version of the mobile computer software and USB connected peripherals such as Signature Pads, Barcode Scanners and Web Cams
















Tracking Stage Configurability

We configure DeliveryPoD to meet your requirements precisely, by setting using the setup Screen below.

You can add new stages at anytime, edit existing ones and modify the process until it is exactly right. As you can see, DeliveryPoD is extremely powerful and can be configured for many types of NHS application.

The stages can be edited so precisely that staff are only prompted for the things you need and nothing else is shown.

Tracking Stage

 <p>Stage Name and Collection Status</p> <hr/> <p>Tracking Stage Name</p> <input type="text" value="Return To Stores"/> <input type="checkbox"/> Not In Use <input type="checkbox"/> Mark Item as Being Collected <input type="checkbox"/> Put "Quick Collect" Button On Screen <input type="checkbox"/> -- Scan Location Barcode / Select Location <input type="checkbox"/> -- Moves Item Onto Mail Trolley <input type="checkbox"/> -- Moves Item Onto Vehicle	 <p>Collections, Signatures and Completion</p> <hr/> <input type="checkbox"/> Obtain a Persons Name (keyed in) <input type="checkbox"/> Obtain a Signature <input type="checkbox"/> Option To Deliver To Location <input type="checkbox"/> -- Scan Location Barcode / Select Location <input type="checkbox"/> -- Moves Item Into Location <input type="checkbox"/> Completes Delivery	 <p>Proof of Posting</p> <hr/> <input type="checkbox"/> Marks Item As Posted <input type="checkbox"/> Record the Courier Used <input type="checkbox"/> Record the Courier Service Used <input type="checkbox"/> Scan / Enter Couriers Tracking No <input type="checkbox"/> Record the Price <input type="checkbox"/> Record Items Weight <input type="checkbox"/> Allow Notes Entry
 <p>Who Can View This Stage in Reports</p> <hr/> <input checked="" type="checkbox"/> Anyone Who Can Access Website* <input checked="" type="checkbox"/> Sender (people who sent item)* <input checked="" type="checkbox"/> VIP Sender* <input checked="" type="checkbox"/> Member of Staff <input type="checkbox"/> Staff Manager <p>* These will not apply to Assets / Files</p>	 <p>Dealing With Problems</p> <hr/> <input type="checkbox"/> Can't Complete - Text Entry <input type="checkbox"/> Can't Complete - Photograph <input type="checkbox"/> Damage - Text Entry <input type="checkbox"/> Damage - Photograph	 <p>Couriers</p> <hr/> <input type="checkbox"/> Moves Item Onto External Courier <input type="checkbox"/> Record Which Courier <input type="checkbox"/> Record the Vehicle Registration <input checked="" type="checkbox"/> Removes Item from External Courier
 <p>Physical Locations / Buildings</p> <hr/> <input checked="" type="checkbox"/> Moves Item Into Physical Location <input checked="" type="checkbox"/> Record Which Location <input type="checkbox"/> Removes From Location	 <p>Mail Trolleys & Bags</p> <hr/> <input type="checkbox"/> Moves Into a Mail Trolley <input type="checkbox"/> Record Which Mail Trolley <input checked="" type="checkbox"/> Removes Item From Mail Trolley	 <p>Using Lists and Manifests</p> <hr/> <input type="checkbox"/> Use Trolley Manifest <input type="checkbox"/> Use Vehicle Manifest <input type="checkbox"/> Match on Person & Address <input type="checkbox"/> Match on Address
 <p>Depots</p> <hr/> <input type="checkbox"/> Moves Item Into Depot <input type="checkbox"/> Record Which Depot <input checked="" type="checkbox"/> Removes From Depot	 <p>Our Vehicles</p> <hr/> <input type="checkbox"/> Moves Onto Our Own Vehicle <input type="checkbox"/> Record Which Vehicle <input checked="" type="checkbox"/> Removes From Vehicle	 <p>Route Restrictions for Mail and Parcels</p> <hr/> <input type="checkbox"/> Use a "Depot" Route Restriction <input type="checkbox"/> Use a Delivery Route Restriction
 <p>Taking Pictures</p> <hr/> <input type="checkbox"/> Take a Photograph	 <p>Retirement of Assets / Files</p> <hr/> <input type="checkbox"/> Retires / Destroys an Asset / File <input type="checkbox"/> Set the Value at Retirement to be Zero <input type="checkbox"/> Ask user to enter a Retirement Value <p>These Options only apply to Assets / Files</p>	 <p>Loans and Allocations for Assets / Files</p> <hr/> <input type="checkbox"/> Loans a File or Asset to a Person <input type="checkbox"/> Returns a Loaned File or Asset <input type="checkbox"/> Allocates a File or Asset to a Person <input type="checkbox"/> De-Allocates File or Asset From Person <p>These Options only apply to Assets / Files</p>

Mobile Computers

In a Hospital Delivery environment we normally propose the Intermec CN51 which is a rugged unit, with the following specification:



- 26 Drops from 1.5 meters to concrete
- IP64 Sealed (rain and dust)
- -10C to +50C Operating Temperature
- Full shift on one charge
- Hot Swappable Batteries - Charge a spare battery in the charger, then swap that battery over when the next shift comes in so they have a full battery
- Integrated Barcode Reader with Aiming Beam
- Inbuilt Camera
- Wireless LAN and 3G/4G as options

We do have other options of hardware available and DeliveryPoD for Android will be released in May 2017.

Cradles, Wireless LAN, 3G / 4G

The mobile computers can send data via any of these means:

- Desk Cradles
- Wireless LAN
- Mobile Phone Data Network 3G / 4G

If using cradles, the mobile computer stores the data and sends it when you place it in the desk cradle.

If operating over Wireless LAN or 3G/4G you will almost certainly stray out of coverage, in which case the data will be

stored on the device and automatically sent when you come back into coverage (or place it in a desk cradle).

The mobile computer will intelligently switch between 3G/4G, Wireless LAN and Desk Cradle (you may not have 3G/4G in your unit—it is a cost option).

The cradles for the Intermec CN51 allow us great flexibility, so we can choose the best fit for customers:

- Single Bay Cradle—Optional Ethernet Adapter



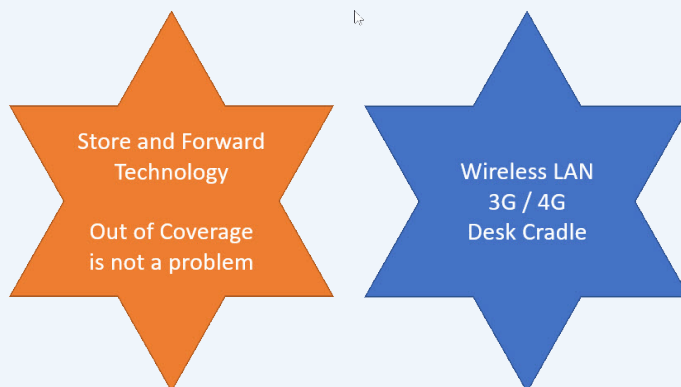
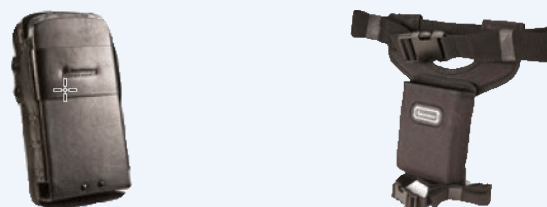
- 4 Bay Cradle with Ethernet Built in



- 4 Bay Battery Charger



In addition to the Cradles there is a full range of carry cases / holsters and vehicle mount accessories.



Resolving Common Delivery Problems with Automatic Emails

DeliveryPoD has a powerful set of automatic email request options to alleviate typical delivery problems.

Before going further it is important to realise that an Email Address for each Addressee (Person, Ward, Theatre) is normally stored in DeliveryPoD. You can therefore set up a request that automatically sends an email to the Email Address stored for the recipient, even though they have probably not yet received it!

Add/Edit Email Request

Title Of Email (Subject):

Put [Dear ...] at top of message

Send to Email Address Stored for Contact

Other to Email Addresses:

CC Email Address:

From Email Address:

Applies To:

Every Item Sent

Only to items going to a specific person

Message:

Just a quick email to let you know an item addressed to you has been delivered to a colleague.
Please click on the link in this email to see who signed for it and where it is now.
Kind Regards
Receipt & Distribution Team - Ext 109

Add User Defined Fields To Email

Restrict to One Sender

Send When:

Stage:

Sender:

[Update](#) [Cancel](#)

The first type of Emails are what we call **“Event Based”** and they are made up as follows:

- Email Title, To Address, CC Address, From Address – just as any normal email
- If you tick the **“Send to Email Address Stored For Contact”**, the system will look at who the item is for and put the Email address associated for that Person or Ward automatically into the To Address

By Default, this will apply to every item, no matter who it is for and who booked it in. In some cases, you may want to have an email request that:

- Only applies when an item is for a particular Person / Ward / Theatre
- Only applies when a particular Sender initiated the item (e.g. **“Mailroom”**, **“Receipt & Distribution”**)
- If you tick the **“Add User Defined Fields”** box, any user defined field data (such as Purchase Order) will be added
- A link to the actual Tracking Report is included in the email, though this can be switched off
- Finally you can set what triggers the email. Here are a few example triggers (not all):
 - **Delivered to Colleague** – useful to prevent those situations where somebody you gave the item to forgets to pass it on. Now the intended recipient gets an email seconds after delivery, so they know and can access who has it.
 - **Failed Delivery Attempt** – No more post it notes! An email can be sent to let them know you tried!
 - **Damage Reported** –Typically this will go to a supervisor rather than the Ward / Theatre, so the delivery team can investigate and then speak to the Ward / Theatre staff
 - **Item Goes Through a Set Tracking Stage** – Often this is used for specific Wards / Theatres when a Van or Mail Trolley is loaded so they know to expect delivery soon

Time Based Emails

The next type of email is what we call "Time Based" emails:

- **To be sent at a set time of the day**

These are typically Summary reports, for say the Receipt & Distribution Team Leader who may want an email at 11am to see what the incoming totals are, then at 6pm to see how the day went.

It can also be a summary for Departments that receive items.

- **Sent when an item is within a set number of minutes or becoming late**

In effect items can now tell you things such as *"I am 30 minutes from being late and I am not even on a Mail Trolley or Delivery Van"*.

What if that item is needed critically for an Operation due to start?

- **Sent when an item is late by a set amount of time.**

This might be a warning to a supervisor to say something is now 30 minutes late, or perhaps a warning to tell you that items stored in the Receipt & Distribution area have been there for 14 days and nobody has claimed them

Filters can be applied to only make it apply to items for a particular Person /Ward, booked in from a certain area, not apply if items are on Vans / Mail Trolleys (typically this means they are on the delivery run anyway).

Add/Edit Triggered Emails

Subject: From:*

Add Greeting (Dear [name]):

Send To Address:

Send To Sender: Send To Contact:

CC Address:

Trigger Time:*

Before/After Delivery Due:*

Include Contingency:

Message:

Hello Mike,

The items detailed in this email have not been delivered and it is now past their delivery time.

Since the items are not on a Delivery Trolley or Van, they are probably still in Receipt & Distribution Stores.

This is an automated Email set up by the Receipt and Distribution Team

Sender Filter

Don't filter Senders
 Use these Senders
 Exclude these Senders

Contact Filter

Don't filter Contacts
 Use these contacts
 Exclude these contacts

Don't Include Items Delivered:
Don't Include Items Collected:
Don't Include Items On Mail Trolley:
Don't Include Items On Vehicle:
Don't Include Items On Courier:

[Update](#) [Cancel](#)

The email request above will send an email to whichever area booked in the items in question, once they are late by 1 minute, provided they are not on Mail Trolleys or Delivery Vans. This email would be set to warn them, that they have mislaid an item where it has been booked in.

Example Email

It is important that emails look professional, particularly if they are going directly to Ward / Theatre Staff. They represent your team and should look attractive as well as containing useful information.

Below is an example "Manager Summary" email:

Reply Reply All Forward

deliverypodtest@gmail.com Mike Bowen

Manager Summary

If there are problems with how this message is displayed, click here to view it in a web browser.

PackageSummaryRep... 101 KB

DeliveryPoD Package Summary Report

Hi Mike,

Please find your Manager Summary report for today.

Receipt & Distribution Team - Ext 109

Total Consignments	From
11	08/03/2017
Undelivered	(Uncollected)
7	5
Late Deliveries	On Time Deliveries
0	4

Detailed Reports are attached to this email.

Please note that these emails are limited in size which limits the data that can be returned.

This message was automatically generated from DeliveryPoD
Off the shelf Web Based Tracking Systems for Mail, Assets, Files, Documents and Parcels
Tel: 01202 606113 Web: www.chansol.co.uk

Allowing Ward and Theatre Staff Access

The Self Service Portal allows you to give individual staff or departments who receive items, access to the tracking system, but with a difference:

- You limit what they can see

This is typically just what has arrived for them personally or for their Ward / Department

- The interface is simplified for staff with little or no training

All of a sudden, the Supplies Team gets less calls (so they can get on with delivering items), whilst Wards and Theatres can access the information they need instantly, 24 hours a day.

In effect, what we are doing is extending both the tracking and associated tracking information to desk level within Wards and Theatres.

Rest assured the Supplies Team is in control, as they decide who has access and what they can see.

Some hospitals may decide not to use this option, which is their choice, others might restrict it to just a few Wards / Theatres that bombard them with questions.



You may decide to allow Ward / Theatre Staff to see items for them and answer their own queries

Browser address bar: <http://localhost:171/SelfServicePortal.aspx> | Self Service Portal

Log Off | Main Menu | (ClientLevel) | **DeliveryPoD**

Welcome to the Self Service Area: Julie Grey | You are viewing all items since: 28 November 2016

Show Help Panel

Drag a column header here to group by that column

Self Service Portal										
#	Consignment No	Package Barcode	Person	Company	Contents	Courier	Courier Track No	Town	Postcode	Delivered
<input type="radio"/>	00000000112906	00000000112906002344	Simon Spencer	Critical Care	Cylinder Hose 5 Meter	Royal Mail	TR541936861GB	Poole	BH17 7FJ	<input checked="" type="checkbox"/>
<input type="radio"/>	00000000112904	00000000112904002341	Julie Grey	Critical Care	Air Hose 3 meters	Royal Mail	TR545984123GB	Poole	BH17 7FJ	<input checked="" type="checkbox"/>
<input type="radio"/>	00000000112904	00000000112904002342	Julie Grey	Critical Care	Parcel	Royal Mail	TR545984123GB	Poole	BH17 7FJ	<input checked="" type="checkbox"/>
<input type="radio"/>	00000000112900	00000000112900002337	Julie Grey	Critical Care	Pallet of Metformin 400mg Box of 28	Royal Mail	FT385387548GB	Poole	BH17 7FJ	<input type="checkbox"/>
<input type="radio"/>	00000000112899	00000000112899002336	Dept Contact	Critical Care	Parcel			Poole	BH17 7FJ	<input type="checkbox"/>
<input type="radio"/>	00000000112891	00000000112891002331	Julie Grey	Critical Care	Parcel	Royal Mail	FG123087375GB	Poole	BH17 7FJ	<input checked="" type="checkbox"/>
<input type="radio"/>	00000000112891	00000000112891002332	Julie Grey	Critical Care	Parcel	Royal Mail	FG123087375GB	Poole	BH17 7FJ	<input checked="" type="checkbox"/>

To View a Tracking Report - Click in the Row that you wish to see to select it, then click on "Tracking Report"

Tracking Report | Clear Filter | Refresh Data | Export Report

In the above example, the person who logged on belongs to "Critical Care" and their access has been set to allow them to see all items for "Critical Care", but they cannot see any other Ward / Departments items.

You can make it as narrow or as broad as you wish or simply chose not to allow anyone access.

Service Level Performance

DeliveryPoD allows you to set up multiple Delivery Services and define how the Date & Time Due must be calculated. For example you might have 3 services:

1. Standard Service AM

Items received between 08:00 and 11:45 must be delivered by 14:00. Runs Monday to Friday

2. Standard Service PM

Items received between 11:46 and 15:00 must be delivered by 18:00. Runs Monday to Friday

3. Urgent

Items received must be delivered within 45 minutes of being booked in. Runs Monday to Sunday

Items can be booked in on any of these services, so the data can be separated out for reports.

The Supplies Manager can set Performance Zones by giving the Zone a name, then a time boundary. For example:

- Early - Anything more than 20 minutes before due
- On Time - 19 minutes early, to on time
- Late - 1 minute late to 30 minutes late
- Very Late - Everything more than 30 minutes late

DeliveryPoD allows you to see Service Level Performance over any time period. The data can be separated out by:

- Delivery Service or All
- Individual Ward / Theatre or All
- From (if you have multiple entry points) or All

You will now have a multi-tabbed report, which shows the following:

- Performance Zone Graph
- Total Numbers by Performance Zone

- Item Details Zone—you can group / sort on any column to do your own analysis of the underlying data.
You may wish to drag the Ward / Theatre column to the Group By Area for “Late” deliveries, to see if there is a pattern of where late deliveries are occurring

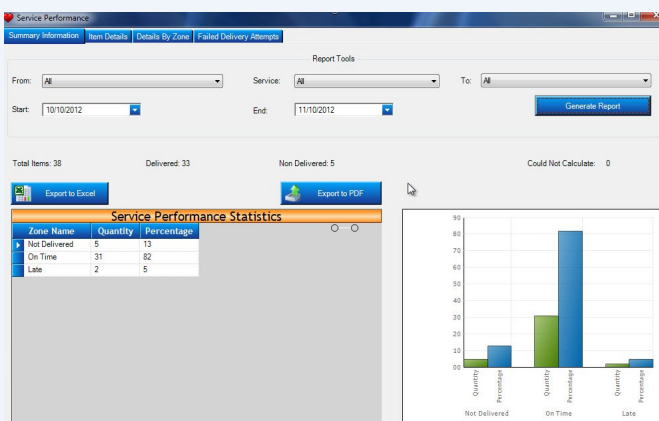
Zone Name	Quantity	Percentage
Not Delivered	5	13
On Time	31	82
Late	2	5

Your Zones will appear here

- Failed Delivery Attempts—again you can group /sort on any column to analyse things such as how many failed deliveries do we have for each ward, then drag the “Failed Delivery Reason” to the Group By Area and you can now see that Ward 50 had 32 instances of “Nobody to Sign”, 5 Instances of “Rejected items”



“Grouping on any number of report columns is supported both on screen and in the export, so you can carry out extensive data analysis and export your report to Microsoft Excel and Adobe PDF files for emailing or presentation at meetings.”



Actively Preventing Late Deliveries

Delivering items late in a hospital environment can be more than just a little inconvenient, it could delay a treatment, operation or patient discharge.

DeliveryPoD provides a number of tools to help you actively prevent late deliveries:

- DeliveryPoD Pulse

Pulse is our Managers Real Time Dashboard and it allows you to set it up to stream data in real-time:

- Show me all items within X minutes of being late
- Filter out items on Mail Trolleys and Vans—so I can just see items likely to be in Receipt & Distribution
- Filter for items for say Critical Care

In effect it allows you to see potential problems, while there is still time to take corrective action.

The screenshot shows the 'Late Warning Screen' interface. At the top, there are 'Report Search Tools' including checkboxes for 'Restrict to Items Labelled Today', 'Restrict to Items Due For Delivery Today', 'Warn When Due Within: 1 Hour', 'Exclude Items Already Past Due Delivery Time', 'Exclude Items On Mail Trolley', and 'Exclude Items On Vehicles'. There is also a 'Refresh Data: 30 Seconds' dropdown. Below these are 'Export to Excel' and 'Export to PDF' buttons. A prominent orange banner reads 'Late Warning Report - Last Refresh: 11 October 2012 10:49:23'. Below the banner is a table with columns: Consignment No, Package Barcode, Person, Company, Due On, Service, Details / From, and On Trolley. The first row contains: 00000000016428, 00000000016428002209, Lisa Masonville, Legal Department, 11/10/2012 11:13:00:AM, Urgent 30 Minutes, Tickets - Urgent for toda, and a checkbox.

- Email Alerts based upon a Set Time Before or After Due Date Time

An email request can be set up to push an email to a Manager when an item gets within a certain period of being late.

In effect items can now tell you when they are in danger of being late, so you can sort the issue out

The screenshot shows the 'Add/Edit Triggered Emails' configuration window. It includes fields for 'Subject: Danger of Being Late', 'From:* deliverypodtest@gmail.com', 'Send To Address: Enter a single email recipient', 'Send To Sender: [checked]', 'Send To Contact: [unchecked]', and 'CC Address: Enter a CC email recipient'. The 'Trigger Time:*' is set to '00d 00h 30m' and 'Before/After Delivery Due:*' is set to 'Before'. There is an 'Include Contingency: [unchecked]' checkbox. The 'Message:' field contains: 'Receipt and Distribution has booked in the items in this email. They are now within 30 minutes of being late, yet are not loaded onto Delivery Trolleys or Vans. Kind Regards Receipt and Distribution Team Ext 109'. At the bottom, there are 'Sender Filter' and 'Contact Filter' sections with radio buttons for 'Don't filter', 'Use these', and 'Exclude these'. The 'Sender Filter' is set to 'Use these Senders' with 'Receipt and Distribution' selected. The 'Contact Filter' is set to 'Don't filter Contacts'. There are also checkboxes for 'Don't Include Items Delivered', 'Don't Include Items Collected', 'Don't Include Items On Mail Trolley', 'Don't Include Items On Vehicle', and 'Don't Include Items On Courier'. 'Update Cancel' buttons are at the bottom right.

Staff Data Import

This may seem to be a trivial thing, but it is actually vitally important for staff that book in items that the courier delivers.

If you have to manually type in each department and person at the start and then do the same with updates, you are going to be doing a lot of needless typing!

Active Directory Synchronisation Tool

Many organisations keep staff and department data in Active Directory. This is why we produced the DeliveryPoD Active Directory tool, which can be used to Map the Data Fields in your Active Directory to their DeliveryPoD equivalents. A daily, weekly or even hourly update can be setup to keep DeliveryPoD up to date.

Import from Excel, Access, SQL, ODBC Data Source

DeliveryPoD also allows you to connect to any ODBC compliant data source such as:

- Microsoft Excel Spreadsheet
- Microsoft Access Database
- Microsoft SQL Database
- Oracle Database
- Any other ODBC compliant data source

This allows you to import People, Wards, Theatres etc within seconds without any typing.

Active Directory Synchronise Mapping

1 Optionally Filter using a part of a Distinguished Name, for example: OU=Staff,DC=companyname,DC=deliverypod,DC=co,DC=uk

Some Sample Distinguished Names

Enter Part of a Distinguished Name

CN=Adi Beta,OU=Staff,DC=test,DC=deliverypod,DC=co,DC=uk
CN=Administrator,CN=Users,DC=test,DC=deliverypod,DC=co,DC=uk
CN=DefaultAccount,CN=Users,DC=test,DC=deliverypod,DC=co,DC=uk

2 Select A User to take a sample from.

abeta [CN=Adi Beta,OU=Staff,DC=test,DC=deliverypod,DC=c ▼

3 Click the map tickbox to copy the mapping value across to the right hand side.

Property Name	Property Value	Map
accountExpires	System__ComObject	<input type="checkbox"/>
badPasswordTime	System__ComObject	<input type="checkbox"/>
badPwdCount	0	<input type="checkbox"/>
c	GB	<input type="checkbox"/>
cn	Adi Beta	<input type="checkbox"/>
co	United Kingdom	<input type="checkbox"/>

4 If you map a property twice it will combine the value. For example: value [23] and value [Strawberry Street] will combine to value [23 Strawberry Street]. Set the join order to a values to assign the order of the join.

Property Name	Example Value	Mapped Field	Join Order
department	Mailroom	No Mapping ▼	0 ▲▼
givenName	Adi	No Mapping ▼	0 ▲▼
initials	J	No Mapping ▼	0 ▲▼
sn	Beta	No Mapping ▼	0 ▲▼
userPrincipalName	abeta@test.deliverypod.co.uk	EmailAddress ▼	0 ▲▼

5 Save this import definition and mark the use in DeliveryPoD.

Mail and Parcel
 Assets and File

Enter Definition Name

Save This Definition

Linking to Other Systems

Everything discussed so far is part of the “off the shelf” software.

Sometimes we get asked “would you be willing to link to another system? The answer to this is that we are happy to link to any system, but we need to talk to the other party in order to establish the best way to do this and any likely costs.

Can you Customise the Software?

We can quote to customise the software, though so far to date we have either found it can be configured to do that task anyway or decided it would be sensible to add a feature free of charge (as other customers may want it).

Hosting Options

We believe in customer choice and this is just as true when it comes to hosting:

- You can host on your server
- Small systems can be hosted on a PC / Laptop
- We can provide hosting for you

About half of our customers host themselves and a key reason might be that they wish to keep 100% ownership of the data. Whilst others prefer us to handle that task for them, so it becomes a managed service.

If you ask us to host, the Website is hosted on our server at a UK Datacentre, with nightly backups going to a remote UK Location, so the UK Data Protection act applies to both the Server and Backup. For precise details of the datacentre security, please ask for our Hosting Brochure.

Training and Support

We provide onsite training to get users up to speed very quickly. In some cost sensitive circumstances, we can



provide online training.

Software is supported via both Email and Telephone during normal office hours.

We use TeamViewer which allows us to remotely access any PC (with the users / businesses permission), so we can check any PC specific settings or simply show you how to do something.

Customers

We have over 100 customer sites worldwide and started in 2003 so we are well established.

Customers include:

- ISS / Royal Derby Hospital
- Great Ormond Street Hospital
- Gateshead Pathology
- Colchester Hospital
- University of Arts London
- Leeds University
- Liverpool John Moores University
- University of Northampton
- Computershare
- The Met Office
- UK Police
- Beaverbrooks The Jewellers

Contact Details



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