

DeliveryPoD Mailroom - University



DeliveryPoD Mailroom



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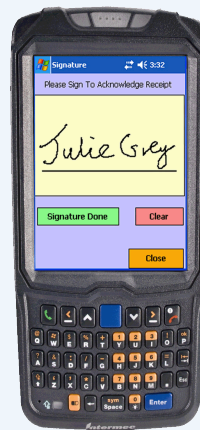
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What is DeliveryPoD Mailroom?

Inbound Mail and Parcel Tracking

Universities have the same problem as other organisations:

- Couriers deliver items to the Mailroom or a Hall of Residence and ask you to sign for them
- The responsibility for those items has passed to the Mailroom or Hall of Residence until the person it is for has received the item
- Many thousands of items are involved, some of which are **Expensive** and / or **Time Critical**
- Even when the item has been delivered or collected you may need to actually “Prove” it was delivered, or an unscrupulous person (or forgetful person) may claim it was not delivered and seek compensation.
- The time taken by staff in this booking in and delivery process can be considerable, due to inefficiencies in using a paper based system or spreadsheet
- To add to the problem, staff and students now get notification from couriers a few seconds after it is delivered to the Mailroom / Hall. This then adds pressure by inviting “where is it” questions. Pen and Paper / Poor Systems look very poor compared to the solutions used by couriers!



How does DeliveryPoD Help?

In a nutshell, we use the same technologies that couriers use and add in some of our own to provide an automated solution that:

- **Automates / Speeds Up Every Process**
- **Provides a Full Audit Trail**
- **Actively Prevents Late Deliveries**
- **Saves Mailroom /Staff Time**
- **Keeps the Customer informed with Emails**
- **Allows Recipients to Answer their own questions**

Web Based with Emails

DeliveryPoD is Web Based, so access to Information is via the Web Browser already on your PC, Laptop or Tablet.

Need to give 2000 staff members access—no problem, no licence fee for report access and emails keep everyone informed.

Even students can be given access to see what has arrived for them and where it is—at no extra cost. Staff in departments can be given access for either them or their departments items.



DeliveryPoD Benefits in a Nutshell

- Reduce number of lost items to a minimum
 - Less compensation claims
 - Less time wasted looking for lost items
 - Staff receiving items do not have their time wasted
- Fewer Late Deliveries
 - Reduced risk of consequential issues (e.g. missed flight)
 - Better service to staff / departments
- Possibly Allow Staff / Departments to 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

The Typical Delivery Process



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

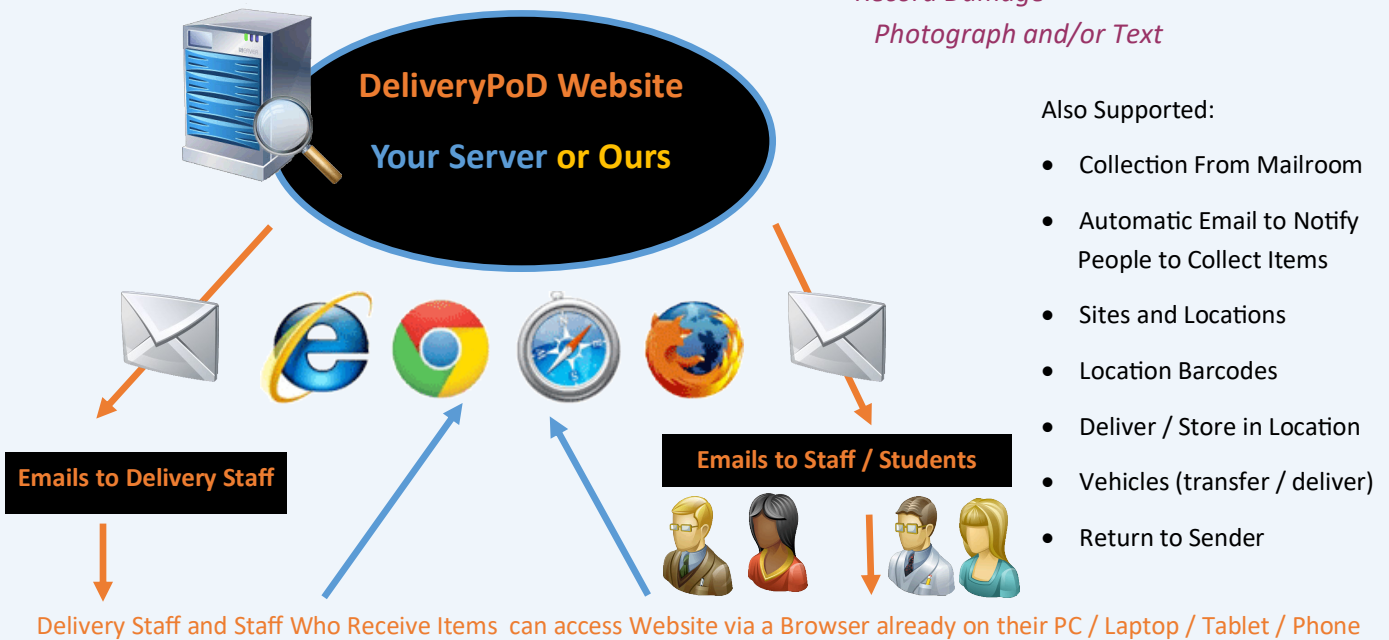
*Record Any Damage
Photograph and/or Text*

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*



Also Supported:

- Collection From Mailroom
- Automatic Email to Notify People to Collect Items
- Sites and Locations
- Location Barcodes
- Deliver / Store in Location
- Vehicles (transfer / deliver)
- Return to Sender

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



People who receive items can be given Logons to Website, but typically their view is limited to just items for them or their department



Email Students who Collect Items

In Universities we often need have a separate requirements for items that arrive for Students:

- At Campus
- At Halls of Residence

In both cases the normal process with DeliveryPoD is for an email to be sent automatically by DeliveryPoD as the items are booked in to the student, asking them to collect their items.

DeliveryPoD allows you to set up Email requests that are specific to particular booking in points (as well as many other options) so a Hall of Residence can have an Email that only applies to items they book in, similarly another area have a completely separate set of email requests.

We call Addressees “Contacts” in DeliveryPoD and they can be “Generic” which means they are available throughout the University for all Booking In Points (halls of residence and campus) or they can be specific to one Booking In Area (e.g. Seaview Hall of Residence).

This concept allows a University to use DeliveryPoD for multiple applications in a University, with a single Website.

A Typical Collection Process



Step 1 - Receive Items

Select Who For

Scan Couriers Barcode
Courier Selected For You

Record any other
information you might need
(e.g. Description of item etc)

Options

*Record Any Damage by Text
and/or Photograph*

Step 2 - Email Sent Automatically to Intended Recipient

Within seconds of the items being
booked in, an email is received by the
intended recipient, asking them to col-
lect their items.

You may also have given this person (or
their department) access to the Self
Service Portal in which case they can
see all items, by logging in using their
Web Browser.

Step 3 – Items Collected

Scan Items being collected

Obtain Persons Name
(Taken from Barcode, you only
type a name if it is not the
addressee that is collecting)

Obtain Signature (sign on screen)

Counter Based Collection Points

You can use a mobile computer to scan the items barcode and allow a customer to sign on the screen. If your Collection Point is a Counter in the Mailroom, it is cheaper and more practical to use our PC / Laptop version of the Tracking Software with a signature pad (see right), which connects via a USB cable to the PC / Laptop. A USB or Bluetooth Scanner can be used and also a USB Webcam if you need to take photographs.



Storing Items - Using Barcoded Locations

When you book items in for people to collect later on, you may end up with quite a lot of items that need to be stored.

Similarly when you carry out a delivery run, you will often find that some items cannot be delivered and need to be returned to the Mailroom or Stores Room.

You could try to remember where you stored something or write it down, but DeliveryPoD has a much better solution:

Buildings and Locations

DeliveryPoD allows you to create Locations at 2 Levels, which is normally:

- Building
e.g. "Seaview Hall"
e.g. "Furzey Tower"
- Location (within Building)
e.g. "Mailroom Top Shelf" in Furzey Building
e.g. "Mailroom Bottom Shelf" in Furzey Building
e.g. "Store Room 2 Loc A1" in Seaview Hall
e.g. "Store Room 3 Loc B2" in Seaview Hall

You can select locations using Menu's on the Mobile Computer Screen, however most customers print DeliveryPoD Location Barcodes .

After selecting a Tracking Stage that stores an item, the process used is shown below:



You can select Locations via the Mobile Computers Menu, if you do not wish to use barcodes.

The items are now recorded as being in that Location as well as being in the Building associated with the location.

ITEM 123456 is in "Store Room 1 Loc A1" in Seaview Hall.

So you can now quickly enter a Persons Name (or department) and find where all items for them are stored.

This is so much quicker, easier and more accurate than pen and paper.

This concept can be applied to many potential application areas within a University:

- Exam Paper Tracking (from production, storage, issue, return, forward to marker etc)
- Asset Tracking (there is an add on module for tracking all sorts of Assets), such as:
 - Furniture, Audio Visual Equipment, Cookers, Benches
 - Master Keys, Room Keys, Passes etc
- Deliveries to Barcoded Locations, Transfers to Locations where another person carries out Tracking to the final destination.

Purchasers Feature Checklist

Web Based / Hosting

Web Based System
Free Access to Searches / Reports
 For Mailroom Staff
 For Receiving Staff / Departments
 Ability to restrict to items for Person / Department 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 / Dept 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 “Finance Jiffy Royal” and all Jiffy Bags, for
 Finance 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”
Set Email alerts on Minutes 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

Email Filters

To Everyone
Contacts for a Specific Hall, Campus, Booking In Point
A specific person

Saleability

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

Expandable Into Other Areas

Exam Paper Tracking, Paper Records,
Master Key Loans, Room Key Allocation, Pass Allocation
Campus Furniture, Audio Visual Equipment

Purchasing

No “per user” annual fees
Can be purchased through a GPS Framework Agreement
Outright Purchase Option
Lease Option (monthly, quarterly or annual fee)

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.



Answering Customer Queries In Seconds



A great deal of time is often spent answering queries from people who were typically expecting something to arrive.

Imagine how long it takes to answer these type of questions with a Paper Based System:

- *“I work in IT Support and an iPad was sent up to a month ago on Royal Mail, but the supplier does not know the Royal Mail Tracking Number it was just sent to ‘IT’ with nobody’s name on it, can you help me?”*
- *“My name is Mark Smith and somebody sent me a parcel, but forgot to put ‘Finance Department’ on the label”*

These questions are too typical and take up a lot of staff time:

- Mailroom Staff Time
- The Person who is enquiring’s Time
(this is often overlooked, even though this person’s hourly salary might be very high)

DeliveryPoD Mailroom can normally help you answer these queries in just a few seconds, saving both sets of staff a great deal of time.

DeliveryPoD allows staff to enter the information they do have and DeliveryPoD searches across all fields (view these as columns in a spreadsheet) and all records in a few seconds and shows all match items.

Real World Examples

Julie Grey has phoned in, she was expecting a parcel, but the supplier was not sure they had put her name on it –but it did have “Geography Department” on it, but they thought it had gone Royal Mail but were not sure as they could not find a Royal Mail Tracking No. It could have arrived anytime over the last 2 weeks!

#	Consignment No	Package Barcode	Item	Person	Department	External Courier Name	External Tracking No	Notes
Report	00000000113949	00000000113949002140	Parcel	Julie Grey	Geography Dept	Royal Mail	BH089345129GB	Notes: Marked URGENT
Report	00000000113951	00000000113951002142	Letter Recorded	Julie Grey	Geography Dept	Royal Mail	VF769231676GB	Notes:
Report	00000000113953	00000000113953002144	Garmin GPS	Steph Mason	Geography Dept	Royal Mail	GB698096745GB	Notes:
Report	00000000113953	00000000113953002145	Garmin GPS	Steph Mason	Geography Dept	Royal Mail	GB698096745GB	Notes:
Report	00000000113953	00000000113953002146	Garmin GPS	Steph Mason	Geography Dept	Royal Mail	GB698096745GB	Notes:
Report	00000000113955	00000000113955002150	Airline Tickets	Julia Tilsen	Geography Dept	Royal Mail	TR561984654GB	Notes: URGENT TICKETS
Report	00000000113956	00000000113956002151		Julie Grey	Geography Dept	Royal Mail	DR656565666GB	Notes:

OK, we can just enter “Geography” and “Royal” (for Royal Mail), set the date range back to 14 days and see what we have.

I can now see all matching records, but I can drag the Item Description to the Group By area, to get a break down of the description of what was booked in (this can work on any column—such as Persons Name, Courier Name etc):

#	Consignment No	Package Barcode	Person	Department	External Courier Name	External Tracking No
Item: (1 records)						
Report	00000000113956	00000000113956002151	Julie Grey	Geography Dept	Royal Mail	DR656565666GB
Item: Airline Tickets (1 records)						
Report	00000000113955	00000000113955002150	Julia Tilsen	Geography Dept	Royal Mail	TR561984654GB
Item: Garmin GPS (3 records)						
Report	00000000113953	00000000113953002144	Steph Mason	Geography Dept	Royal Mail	GB698096745GB
Report	00000000113953	00000000113953002145	Steph Mason	Geography Dept	Royal Mail	GB698096745GB
Report	00000000113953	00000000113953002146	Steph Mason	Geography Dept	Royal Mail	GB698096745GB

I can now see things by the types of item and ask Julie Grey, I can ask here what it is that was being sent—GPS Receivers, so I can immediately see the issue, they were booked in for “Steph Mason” and when I click on the “Report” button I can see that Steph is the person who received them.

DeliveryPoD works by letting you put in the information you know and it finds matching records. You can then add more Search Criteria, Sort on any Column, Filter in a Specific Column and Group by any Column or Columns.

It actually only takes 15 minutes to learn all of these things, but saves hours of time every week!

A Sample Tracking Report

DeliveryPoD
Consignment Tracking Report

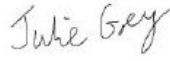

Full Tracking Data

Service	Tracking Number	Delivered
Standard 4 Hour	00000000113961	25/04/2017 18:04:28
External Courier Royal Mail	Items 1	Ready At 25/04/2017 18:02:27
External Tracking No DR476109476GB	Notes: Urgent Tickets	
From		Going To
Main Campus Mailroom Furzey Building Poole BH17 7FJ		Julie Grey Geography Dept Furzey Building Poole BH21 4AE

Details of Items Being Tracked

Package Barcode	Contents (if recorded)	Other Information (if any)
00000000113961002158	Letter Recorded	

Tracking Stages

Barcode & Date	Stage Info	Details	Receiver/Issue	Signature/Image
00000000113961002158 25/04/2017 18:04:28	Deliver With Trolley Completed	Mobile User: Julie Athill	Julie Grey	
00000000113961002158 25/04/2017 18:03:58	Deliver With Trolley Not Completed	Mobile User: Julie Athill	FAILED TO COMPLETE: Locked Door	
00000000113961002158 25/04/2017 18:03:03	Load Trolley Completed	Mobile User: Julie Athill Onto Trolley: Julie: Trolley (Furzey Building)		

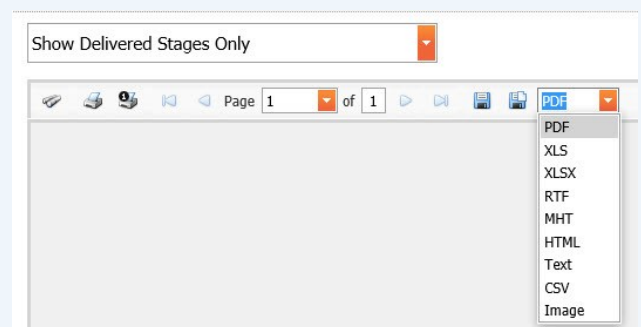
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In the example above, Julie Athill was unable to deliver as the office door was locked, so she recorded this by using a drop down reason description and took a photograph of the door. Delivery was then made a couple of minutes later on.

Tracking Reports 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



Management Reports



When we first visit organisations, their primary focus is on ensuring things do not go missing and if they do, having a full audit trail to help find the item. However when we visit 6 months after installing a system the customer often spends most of the time talking about how useful the Management Reporting has been for them.

It is natural that the primary focus goes on ensuring things are tracked properly, however once this is achieved our customers then notice a wealth of information they never had before and start exploring how to use it.

The following example is very much “real”:

1. *“We looked at Failed Delivery Attempts and dragged the ‘Reason’ to the Group By Area”*
2. *“Now we saw that in 73% of cases there was ‘Nobody To Sign’”*
3. *“We then dragged the ‘Department’ to the Group By Area”*
4. *“All of a sudden we could see that just 3 Departments accounted for 90% of these issues”*
5. *“Next we looked at each department and the days of the week and noticed very specific patterns of problems delivering to certain departments on certain days at certain times”*
6. *“After talking to those departments we agreed to deliver their items at a different time of the day”*

It is this sort of ability that differentiates the best systems from the basic ones. Our customers are often surprised about how much useful information they can get out of our solution.

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

An example can be worth a thousand words, so lets imagine I want to investigate why staff are frustrated at how many items they cannot deliver.

#	Consignment No	Package Barcode	Stage Name	Movement Date And	Person	Department	Cant Complete Text	Item	Delivery Due On
Report	00000000113960	00000000113960002157	Deliver With Trolley	25/04/2017 17:47	Sarah Redman	Physics Dept	Locked Door	Parcel	26/04/2017 12:00
Report	00000000113959	00000000113959002156	Deliver With Trolley	25/04/2017 17:47	Heather Brown	Physics Dept	Locked Door	Parcel	26/04/2017 12:00
Report	00000000113958	00000000113958002155	Deliver With Trolley	25/04/2017 17:49	Andy Kruk	History Dept	Nobody To Sign	Parcel	26/04/2017 12:00
Report	00000000113958	00000000113958002155	Deliver With Trolley	25/04/2017 17:48	Andy Kruk	History Dept	Locked Door	Parcel	26/04/2017 12:00
Report	00000000113957	00000000113957002152	Deliver With Trolley	25/04/2017 17:45	Colin Pike	History Dept	Nobody To Sign	Parcel	26/04/2017 12:00

I can see that just for today, I have 5 instances of Failed Delivery attempts.

#	Consignment No	Package Barcode	Stage Name	Movement Date And	Person	Department	Item	Delivery Due On
Cant Complete Text: Locked Door (3 records)								
Report	00000000113960	00000000113960002157	Deliver With Trolley	25/04/2017 17:47	Sarah Redman	Physics Dept	Parcel	26/04/2017 12:00
Report	00000000113959	00000000113959002156	Deliver With Trolley	25/04/2017 17:47	Heather Brown	Physics Dept	Parcel	26/04/2017 12:00
Report	00000000113958	00000000113958002155	Deliver With Trolley	25/04/2017 17:48	Andy Kruk	History Dept	Parcel	26/04/2017 12:00
Cant Complete Text: Nobody To Sign (2 records)								
Report	00000000113958	00000000113958002155	Deliver With Trolley	25/04/2017 17:49	Andy Kruk	History Dept	Parcel	26/04/2017 12:00
Report	00000000113957	00000000113957002152	Deliver With Trolley	25/04/2017 17:45	Colin Pike	History Dept	Parcel	26/04/2017 12:00

If I drag the “Cant Complete Text” (i.e. the reason they can’t deliver to the group by area I can start to see the number of instances of each type of problem.

Today I have 3 instances of “Locked Door” and 2 instances of “Nobody To Sign”, but at least there were no “Rude Behaviour” issues today.

We can take this further and look to see if there is a pattern in terms of lots of each issue belonging to deliveries for a specific Department or Person.

In this example I will now drag the “Department” header to the Group By Area:

Today

#	Consignment No	Package Barcode	Stage Name	Movement Date And	Person	Item
Cant Complete Text: Locked Door (3 records)						
Department: History Dept (1 records)						
<input type="button" value="Report"/>	0000000113958	0000000113958002155	Deliver With Trolley	25/04/2017 17:48	Andy Kruk	Parcel
Department: Physics Dept (2 records)						
<input type="button" value="Report"/>	0000000113960	0000000113960002157	Deliver With Trolley	25/04/2017 17:47	Sarah Redman	Parcel
<input type="button" value="Report"/>	0000000113959	0000000113959002156	Deliver With Trolley	25/04/2017 17:47	Heather Brown	Parcel
Cant Complete Text: Nobody To Sign (2 records)						
Department: History Dept (2 records)						
<input type="button" value="Report"/>	0000000113958	0000000113958002155	Deliver With Trolley	25/04/2017 17:49	Andy Kruk	Parcel
<input type="button" value="Report"/>	0000000113957	0000000113957002152	Deliver With Trolley	25/04/2017 17:45	Colin Pike	Parcel

In our example we are only looking at one day, but I can already see that out of all my failed delivery attempts, we only have issues at 2 departments:

- History Department - 1 Locked Door and 2 Nobody to Sign Instances
- Physics Department - 2 Locked Doors
- The other 20 departments had no instances

I could then investigate further by looking at more days of data and perhaps see if History and Physics perhaps have a meeting on set days and have no provision for our deliveries on a set day or time.

So you can use DeliveryPoD to analyse almost any type of data, for example:

- Which Couriers deliver the highest number of damaged / opened items?
- How many items do we receive per month, broken down by Department?

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

Booking In Items As Fast As Possible



Lets be honest, booking items is a boring task and you have to do it hundreds of times a day.

Making that task as fast, easy and accurate as possible is down to us. This is why we spend a lot of time looking at new technologies (such as Address Label Scanners, Voice Recognition) as well as adjusting the interface. Each time we measure how long it takes to book in 100 real world items (as opposed to pristine labels) and assess how easy it felt doing the task.

“Did you know, if we can shave just 5 seconds off the booking in of one item, that can save you 48 days over a 5 year period?”

The Calculation: if you shave just 5 seconds from a task that is done 200 times a day, that represents 17 minutes per day / 72 Hours a Year / 361 hours over 5 years which equates to 48 working days (7.5 hours per day, 52 weeks per year).

Here are a few of our time savers

- Predictive Text for Selecting Person / Department - option of Voice Recognition
- Automatic Recognition of Courier Barcode
- Record only the information you need
- Drop Down Menus for quickly entering commonly typed descriptions
- Option to enter commonly typed descriptions, print a barcode for that description, from then on just scan the barcode to enter that description
- Automatic Email Sending can be set up (e.g. to notify intended recipient of items arrival etc.)

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 Dept 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.

Step 1: Enter Main Information

You can type any part of a Persons First Name, Surname, Department / Company or Address into

Details

Dept Contact, Ladybird Ward
Julia Black, Cariology
Melanie Chapman, Ladybird Ward
Sarah Redman, Ladybird Ward

Going To:

An item arrived for “Melanie” in “Ladybird Ward”, so I typed in “la”, 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 items 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.

Delivery Service: AM Standard

Courier Barcode: AV070249188GB Courier Name: Royal Mail

Purchase Order: Notes:

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.

DeliveryPoD Couriers

Barcode Pattern Symbols: * = Any Character (A-Z, 0-9) ? = Alphabetic Only (A-Z) # = Any Number (0-9)

CourierName: GPX Courier

Granting Courier Access to Your Data

Tracking Barcode Formats for This Courier

Allow Courier To View Their PoDs: Barcode Pattern 1: GP??#####

Allow Courier Webservice Access To Their PoDs: Barcode Pattern 2: GPX#####

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.

Record Damage

You can record damage / opened items on receipt from the Courier, so you can prove it was not your fault and use the report to claim on the Courier

Damage Report

Package Barcode: 00000000112894002335

Take Image From Camera Select Image From Disk

Text Description of Damage

Box has been opened and security tape broken. Tom Spencer the driver for GPX Couriers says he has recorded this, but we have had issues before with them.

Reported By: Ted Payne

Save / Send Damage Report

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" button. A "Contents" text area contains "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" text area, with the text "Type In" and "Use Drop Down" written in red.

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 Department to Courier tracking system (you need to track items collected in Department), 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

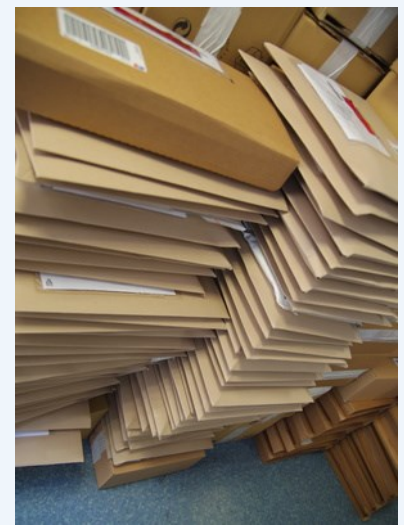
Later on, you can carry out the remaining booking in procedures when there is time:

- Select Department / Person
- Enter any User Defined fields
- 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

Already Scanned

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 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.

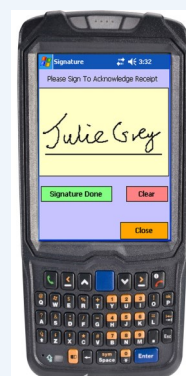
A good example might be:

- 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 Universities 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 / Department 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 University 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

<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Stage Name and Collection Status</p> <hr/> <p>Tracking Stage Name</p> <input style="width: 100%;" type="text" value="Return To Stores"/> <ul style="list-style-type: none"> <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 </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Collections, Signatures and Completion</p> <hr/> <ul style="list-style-type: none"> <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 </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Proof of Posting</p> <hr/> <ul style="list-style-type: none"> <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 </div>
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Who Can View This Stage in Reports</p> <hr/> <ul style="list-style-type: none"> <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><small>* These will not apply to Assets / Files</small></p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Dealing With Problems</p> <hr/> <ul style="list-style-type: none"> <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 </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Couriers</p> <hr/> <ul style="list-style-type: none"> <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 </div>
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Physical Locations / Buildings</p> <hr/> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Moves Item Into Physical Location <input checked="" type="checkbox"/> Record Which Location <input type="checkbox"/> Removes From Location </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Mail Trolleys & Bags</p> <hr/> <ul style="list-style-type: none"> <input type="checkbox"/> Moves Into a Mail Trolley <input type="checkbox"/> Record Which Mail Trolley <input checked="" type="checkbox"/> Removes Item From Mail Trolley </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Using Lists and Manifests</p> <hr/> <ul style="list-style-type: none"> <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 </div>
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Depots</p> <hr/> <ul style="list-style-type: none"> <input type="checkbox"/> Moves Item Into Depot <input type="checkbox"/> Record Which Depot <input checked="" type="checkbox"/> Removes From Depot </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Our Vehicles</p> <hr/> <ul style="list-style-type: none"> <input type="checkbox"/> Moves Onto Our Own Vehicle <input type="checkbox"/> Record Which Vehicle <input checked="" type="checkbox"/> Removes From Vehicle </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Route Restrictions for Mail and Parcels</p> <hr/> <ul style="list-style-type: none"> <input type="checkbox"/> Use a "Depot" Route Restriction <input type="checkbox"/> Use a Delivery Route Restriction </div>
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Taking Pictures</p> <hr/> <ul style="list-style-type: none"> <input type="checkbox"/> Take a Photograph </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Retirement of Assets / Files</p> <hr/> <ul style="list-style-type: none"> <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><small>These Options only apply to Assets / Files</small></p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p>Loans and Allocations for Assets / Files</p> <hr/> <ul style="list-style-type: none"> <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><small>These Options only apply to Assets / Files</small></p> </div>

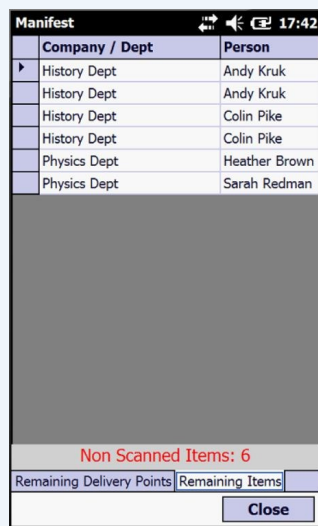
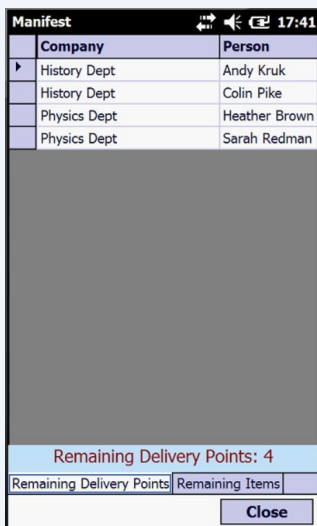
Mail Trolleys and Manifests

DeliveryPoD provides a number of utilities to ensure the optimum use of Mail Trolleys:

- You can Produce a Mail Trolley Barcode and stick it onto a staff pass or the Mail Trolley itself.

When loading or delivering with a Trolley you can then scan this barcode, to log you onto that trolley.

- One person can scan items onto a Trolley and a Different Person with a Different Trolley can deliver the items.
- The Tracking Stage provides a “Manifest” Tick box and “Person Matching” or “Department Matching” options
- The Manifest is downloaded (Cradle, Wireless LAN, 3G/4G) when you Deliver with Trolley
- You can see all Remaining Delivery Points and all Remaining Items at any time
- As you scan the first item for a Person / Department the mobile computer shows you the other items for this delivery point and invites you to scan them off
- The matching can be by “Person” or “Department” (in which case if you scan an item for Nina Evans in Physics Department all the item for Physics Department will be shown.
- You then just obtain the one Name & Signature
- Efficient in terms of users time, plus it avoids them walking off with items for that person still on the Trolley

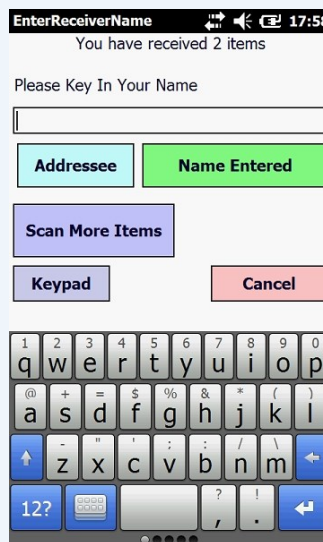
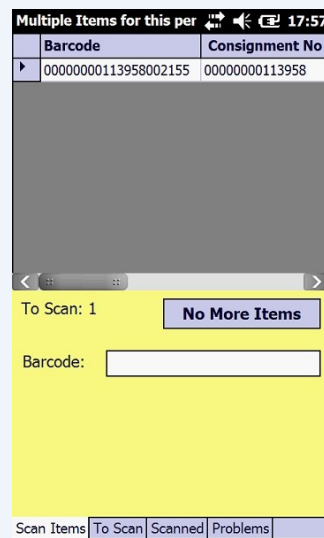
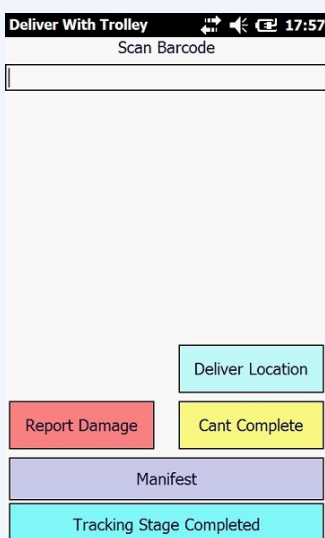


The Manifest can be accessed at any time, to show the remaining delivery points and remaining items.

In the example on the left, matching is set to “Person”.

Our clever 2D Barcodes have the intended receivers name in them—if you deliver to that person, just click the Blue Button (Addressee) and their name is entered for you!

Over a 5 year period that is many weeks of time!



As the first item is scanned the Mobile Computer notices another item has to be delivered to this person, so the user is reminded to scan it off, then “All Items Scanned” shows and it goes to the Enter Name screen. If it is the person whose name is on the Address Label- click on “Addressee button and their name is entered for you, no need to type!

Mobile Computers

In a University 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



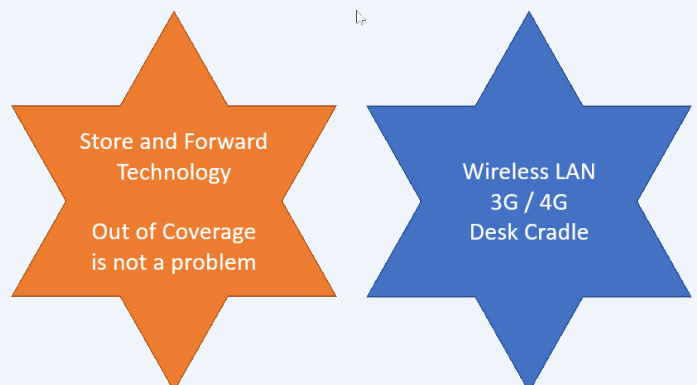
- 4 Bay Cradle with Ethernet Built in



- 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 (Department / Hall) 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!

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:

The items detailed in the Report are within 30 minutes of being late, yet are not loaded onto Mail Trolleys or Vans.

It is likely they have been misplaced in the Mailroom.

Kind Regards

Mailroom Team Ext 109

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 On Mail Trolley:

Don't Include Items On Vehicle:

Don't Include Items On Courier:

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 Department 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 / Department
- Only applies when a particular Sender initiated the item (e.g. **“Main Mailroom”**, **“Seaview Hall of Residence”**)
- 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 Addressee / Department, so the delivery team can investigate and then speak to the Addressee
 - **Item Goes Through a Set Tracking Stage** – Often this is used for specific Staff 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:*

Trigger Time:*

Before/After Delivery Due:*

Include Contingency:

Add Greeting (Dear [name]):

Send To Address:

Send To Sender: Send To Contact:

CC Address:

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. 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 Staff, Department and Possibly Student 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 Department

- The interface is kept as simple as possible, so you can email an instruction sheet

All of a sudden, the Mailroom Team gets less calls (so they can get on with delivering items), whilst Department Staff / Students 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 Departments and possibly Halls of Residence.

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

Some Universities may decide not to use this option, which is their choice, others might restrict it to just a few people or departments.

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

The screenshot shows a web browser window with the URL `http://localhost/Pages/SelfServicePortalReview.aspx`. The page title is "Self Service Users" and the user is logged in as "Safe Admin (System Administrator)". The "DeliveryPoD" logo is visible in the top right corner.

Below the navigation bar, there is a section titled "Self Service Portal Access". It contains a table with the following columns: #, First Name, Surname, Company, Address Line1, Town, Postcode, Country, User Name, Portal Access, Match Person, and Match Company. The table lists 15 users, including those from Geography, History, and Physics departments. The "Portal Access" column shows checkboxes for each user, and the "Match Person" and "Match Company" columns show checkboxes for each user.

#	First Name	Surname	Company	Address Line1	Town	Postcode	Country	User Name	Portal Access	Match Person	Match Company
Edit	Julia	Tilsen	Geography Dept	Furzey Building	Poole	BH21 4AE	United Kingdom		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Julie	Grey	Geography Dept	Furzey Building	Poole	BH21 4AE	United Kingdom		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Steph	Mason	Geography Dept	Furzey Building	Poole	BH21 4AE	United Kingdom	Geography	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit	Andy	Kruk	History Dept	Furzey Building	Poole	BH21 4AE	United Kingdom		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Colin	Pike	History Dept	Furzey Building	Poole	BH21 4AE	United Kingdom		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Tom	Mayweather	History Dept	Furzey Building	Poole	BH21 4AE	United Kingdom	History	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit	Heather	Brown	Physics Dept	Brownsea Tower	Poole	BH21 1TY	United Kingdom		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Karen	Baker	Physics Dept	Brownsea Tower	Poole	BH21 1TY	United Kingdom		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Sarah	Redman	Physics Dept	Brownsea Tower	Poole	BH21 1TY	United Kingdom	Physics	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit	Eddie	Howsen	Seaview Hall	Seagull Lane	Poole	BH21 1NY	United Kingdom	Eddie Howsen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit	Jason	Tindall	Seaview Hall	Seagull Lane	Poole	BH21 1NY	United Kingdom	Jason Tindall	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit	Julia	Coombes	Seaview Hall	Seagull Lane	Poole	BH21 1NY	United Kingdom	Julia Coombes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit	Paula	Davis	Seaview Hall	Seagull Lane	Poole	BH21 1NY	United Kingdom	Paula Davis	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit	Sarah	Lomas	Seaview Hall	Seagull Lane	Poole	BH21 1NY	United Kingdom	Sarah Lomas	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Below the table, there is a "Show Help" button.

In the above example, the person who logged on belongs to "Geography" and their access has been set to allow them to see all items for "Geography", but they cannot see any people or departments.

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 Mailroom 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 Department 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 Department column to the Group By Area for “Late” deliveries, to see if there is a pattern of where late deliveries are occurring

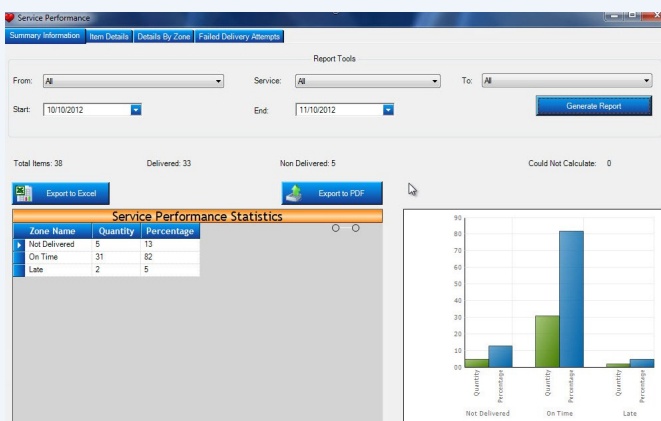
Zone Name	Quantity	Percentage
Not Delivered	5	13
On Time	31	82
Late	2	5

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 Physics Dept 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 University environment can be more than just a little inconvenient, it could mean things such as Train Tickets, Airline Tickets and Passports being delivered after they are needed.

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
- Filter for items for say Physics Dept

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

Consignment No	Package Barcode	Person	Company	Due On	Service	Details / From	On Trolley
00000000016428	00000000016428002209	Lisa Masonville	Legal Department	11/10/2012 11:13:00:AM	Urgent 30 Minutes	Tickets - Urgent for toda	<input type="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

Subject: Danger of Being Late

From: deliverypodtest@gmail.com

Send To Address: Enter a single email recipient

Send To Sender: Send To Contact:

CC Address: Enter a CC email recipient

Trigger Time: 00d 00h 30m

Before/After Delivery Due: Before

Include Contingency:

Message:

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

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

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, Departments, Companies 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:

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

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