

# Tenanted Building—Mailroom



# Delivery PoD Mailroom



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# The Best System For Tenants

Providing tenants with the best Mailroom service possible is the aim of a quality organisation and DeliveryPoD provides the technology to do this.

DeliveryPoD Mailroom uses Barcodes, Mobile Computers and Web Technology to provide that all important audit trail.

In addition DeliveryPoD provides a wealth of facilities that enhance the overall service provided to tenants:

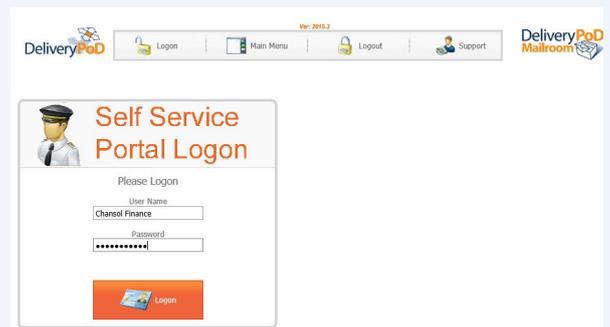
- **Tool to Count Items Received from Courier**
- **Record Damage / Opened Items on Arrival at Building**
  - Photograph Items (web cam etc)
  - Attaches to Tracking Report
  - Courier is held responsible (not Tenant / Mailroom)
- **Full Audit Trail**
  - Every step from receipt to delivery
  - Date & Time, User, Tracking Stage etc
- **Keeping Tenants Informed:**
  - Access to Own Area of Website**
    - Items for that Person or
    - Items for that Tenant
    - Use Web Browser already on the PC / Tablet
  - Automatic Email Notifications**
    - Arrived in Mailroom
    - Delivered to Colleague
    - Failed Delivery Attempt
    - Daily Summary Reports for Company / Person
    - Daily Tracking Reports for Company / Person
- **Tools to Actively Prevent Late Deliveries**
  - Real Time Report & Email Mailroom Manager
  - Item within X Minutes before / after due date & time
  - Can filter "exclude items on mail trolley" etc
  - Acts as early warning, giving you time to correct things
  - Warns you when it is late
  - Set up to highlight items in store for a set period
- **Delivery Service, Collection Service or Both**
- **Full Service Level Reporting / Monitoring**
- **Works In Network / Server Down Situations**
- **Fastest System to cater for Busy Periods**



Web Based system with access for Mailroom Staff and Tenants -



Items delivered by the Courier Opened or Damaged can be photographed and recorded, so courier can be held to account.



Tenants can logon, to see what has come in for them and see where it is now, using a Web Browser.



Automatic Emails keep everyone informed:

"Mailroom Manager –help I am a package in the mailroom and I am 30 minutes from being late, but have not been scanned onto a mail trolley"

"Tom Smith - Your package has been delivered, but your colleague signed for it, rather than you."

"Marie Smith - We were unable to deliver your package earlier, but you can collect it now"

# 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
  - Active Tools to Avoid Late Deliveries:
    - Automatic Email to Supervisor and Pulse Real-Time Report Stream  
“Notify me when item is within say 30 minutes of being late, but has not yet been scanned onto a Mail Trolley (for delivery)”
- Possibly Allow Tenants 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
- 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 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”  
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	<a href="#">Filter: To All, Specific Person, Specific Entry Point</a>

## Saleability

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

## Expandable Into Other Areas

Paper Records  
Loan Items for Patients  
Room Key and Pass Allocation

## Purchasing

No “per user” annual fees  
Able to host yourself  
Can be purchased through a GPS Framework Agreement

## Detail Section

The remaining part of this document shows you the detail of how DeliveryPoD achieves important benefits for you.

This section includes a fair amount of detail, examples of Tracking Report, Management Reports, Emails. It is detailed as we want to show you (as well as we can in a document) the level of thinking that has gone into this solution.



# Courier Item Count Tool - Check Courier Totals

The first potential source of a problem is when a Courier delivers a large number of items at a building and expects a member of the mailroom team to sign for say 220 items:

- Counting the number of items is open to errors and it hardly helps matters that the Couriers driver is stood behind you, impatient to get away.
- If the count does not agree, you inevitably have to go through it again, but now feel under more pressure
- The danger is that the member of staff simply signs the sheet, yet maybe an item or two is missing.

DeliveryPoD offers a better way to handle this situation:

- Select the Courier (so it can check the Barcode on the item, matches the Couriers Barcode Format)
- Scan the Couriers Barcode on each item
- DeliveryPoD Counts for you, but it has some built in checks:
  - Does the Barcode match the Couriers Barcode Format (just in case a DPD item has slipped into a batch of Royal Mail items)?
  - If you have inadvertently scanned the same item twice it will warn you and lock the screen (see below)
- The Count (which is now accurate) is displayed
- The list of Courier Barcodes can be sent to the Website so staff can consolidate Items Received From Courier against Items Delivered to Tenants Staff

**Result:** The exact number of items received has been recorded whilst the courier is there, plus we have a record of all Courier Barcodes delivered to the building.

The screenshot shows the 'Quick Scan' application window. At the top, 'Step 1: Select Main Details' includes a dropdown for 'Name of Courier' set to 'Royal Mail', a 'Scanned In By' field with 'Mike Bowen', and a 'Reference No.' field with 'MB Monday PM'. There are checkboxes for 'Check Barcode Matches Courier Format' and 'Warn of Duplicate Barcodes', and a blue button with a checkmark labeled 'Courier Selected and Details Entered'. Below this is the 'Items Received and Scanned' section, which has a 'Scan Couriers Barcode:' input field and a table of scanned items. A modal dialog box titled 'Duplicate Barcode Warning' is overlaid on the table, showing a hand holding a yellow envelope icon and the message: 'You have 1 Barcodes The Same Barcode: FT123789789GB'. The dialog has 'Record Barcode' and 'Cancel Barcode' buttons. At the bottom of the window are three buttons: 'Export to Excel', 'Export to Adobe', and 'Send Data to Website'. The 'Items Scanned' count is shown as 8.

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

*In the above example, the user scanned the same item twice so the software warns the user and asks what to do*

# Recording Damage On Arrival At Building

Items delivered to the building Damage or Opened, must be recorded correctly and the tenant informed promptly. If this is not done, claiming on the Courier is going to be difficult.

DeliveryPoD allows staff to record damage using both Text and Photographs, which in turn triggers:

- 1) The Damage Report is attached to the Tracking Report. It is marked clearly as Damage on Arrival at Building.
- 2) An email is automatically sent to the appropriate member of staff (Mailroom Manager) and possibly the Tennant.
- 3) The appropriate person can obtain a PDF document, that shows the damage (photograph), date & time stamp and all associated text. This can then be emailed to the Courier Responsible as part of any complaint / compensation claim.

The email is important, as with most Courier Claims it is better to notify the Courier straight away.

A separate report is available in DeliveryPoD, that only shows the Courier the information they need (photograph, description, date and time). Further tracking information and who signed for the item is not included as it might be confidential.

DeliveryPoD supports the use of Web Cams to photograph items, with an option to take a photograph file from a separate camera if required.

Record Damage

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

Abandon

*The Courier delivered an item that has clearly been opened. The mailroom staff photograph it, add in a description. This information is Time & Date Stamped and added to the Tracking Report. An email alerts the appropriate person to act.*

# Full Audit Trail

DeliveryPoD tracks each item through every step of the booking in and delivery process.

Each step of the process records the following information:

- Name of the Tracking Stage (such as "Customer Collects", "Load Mail Trolley", "Deliver with Trolley")
- Date & Time
- Who Carried Out the Action
- Any associated Receivers Name, Signature, Photograph etc



## Consignment Tracking Report

Full Tracking Data

Service	Tracking Number	Delivered
Standard 4 Hour	00000000113995	17/05/2017 15:28:33
External Courier Royal Mail	Items 1	Ready At 17/05/2017 14:57:53
External Tracking No JJ886459040GB	Notes: Security Tape Broken	
From	Going To	
Main Mailroom Chansol Towers Poole BH17 7FJ	Julie Grey Thommas Media Ltd Chansol Towers Poole BH17 7FJ	

Details of Items Being Tracked

Package Barcode	Contents (if recorded)	Other Information (if any)
00000000113995002193	Parcel	

Tracking Stages

Barcode & Date	Stage Info	Details	Receiver/Issue	Signature/Image
00000000113995002193 17/05/2017 15:28:33	Deliver with Trolley Completed	Mobile User: Katie Rea	Peter Lomax	
00000000113995002193 17/05/2017 15:01:33	Load Trolley Completed	Mobile User: Katie ReaOnto Trolley: Katie's Trolley (Chansol Towers)		

[A sample Tracking Report](#)

The Tracking Report only shows what a tenant should see. For security purposes, mailroom staff can see all the items on a Mail Trolley (they are typically scanned onto a trolley, then delivered as a second step).

If a mail trolley was stolen, staff can see exactly what was on it and who it was for. This is what we mean by a “full audit trail”, basically you should know where an item is, at all steps of the journey.

The screenshot shows the 'Mail Trolley Manifest' application interface. At the top, there's a navigation bar with 'Mail Trolley Manifest', 'Log Off', 'Main Menu', and 'Safe Admin (Staff Manager)'. The 'DeliveryPoD' logo is on the right. Below the navigation bar is a search bar for 'DeliveryPOD' and a 'Last 14 Days' filter. There are buttons for 'Refresh Grid', 'Export Grid', and 'Grid Layout'. The main content area shows a table of mail trolley records. The table has columns for #, Consignment No, Package Barcode, Person, Department, Address1, Address2, Town, Postcode, Date Time In, External Courier, External Trackin, and Delivery Due On. Two trolleys are expanded: 'Katies Trolley' (10 records) and 'Simons Trolley' (8 records). Each record includes a 'Report' button and details for the consignment, person, department, and delivery date/time.

#	Consignment No	Package Barcode	Person	Department	Address1	Address2	Town	Postcode	Date Time In	External Courier	External Trackin	Delivery Due On
Mail Trolley Name: Katies Trolley (10 records)												
Report	00000000113995	00000000113995002193	Julie Grey	Thommas Media Ltd	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Royal Mail	J188645904...	18/05/2017 11:00
Report	00000000113994	00000000113994002192	Karen Spencer	Spencerman Health	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Amazon Cou...	Q62551973...	18/05/2017 10:57
Report	00000000113993	00000000113993002191	Anthony Cheung	Caprul Bank	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Amazon Cou...	Q42164973...	18/05/2017 10:55
Report	00000000113992	00000000113992002190	Anthony Cheung	Caprul Bank	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Amazon Cou...	Q77764978...	18/05/2017 10:54
Report	00000000113991	00000000113991002189	Peter Lomax	Thommas Media Ltd	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Amazon Cou...	Q72509873...	18/05/2017 10:54
Report	00000000113990	00000000113990002188	Nina Spoon	Thommas Media Ltd	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Amazon Cou...	Q62864973...	18/05/2017 10:53
Report	00000000113989	00000000113989002187	Julie Grey	Thommas Media Ltd	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Amazon Cou...	Q60733095...	18/05/2017 10:52
Report	00000000113988	00000000113988002186	Julie Grey	Thommas Media Ltd	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Amazon Cou...	Q60744888...	18/05/2017 10:51
Report	00000000113976	00000000113976002174	Toby Heath	Heath and Son	Chansol Towers		Poole	BH17 7FJ	17/05/2017...			17/05/2017 14:09
Report	00000000113975	00000000113975002173	Katie Valence	Spencerman Health	Chansol Towers		Poole	BH17 7FJ	17/05/2017...			17/05/2017 14:08
Mail Trolley Name: Simons Trolley (8 records)												
Report	00000000113974	00000000113974002172	Dillon Heath	Heath and Son	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Royal Mail	GT7673331...	18/05/2017 09:37
Report	00000000113973	00000000113973002171	Dillon Heath	Heath and Son	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Royal Mail	GB6560902...	18/05/2017 09:36
Report	00000000113972	00000000113972002170	Dillon Heath	Heath and Son	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Royal Mail	HB8717601...	18/05/2017 09:36
Report	00000000113971	00000000113971002169	Colin Pikeman	Heath and Son	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Royal Mail	FC69809815...	18/05/2017 09:35
Report	00000000113970	00000000113970002168	Peter Miller	Caprul Bank	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Royal Mail	DE5619893...	18/05/2017 09:35
Report	00000000113969	00000000113969002167	Mark Boardman	Caprul Bank	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Royal Mail	DC7017531...	18/05/2017 09:34
Report	00000000113968	00000000113968002166	Linda Wu	Caprul Bank	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Royal Mail	FC72309845...	18/05/2017 09:34
Report	00000000113967	00000000113967002165	Anthony Cheung	Caprul Bank	Chansol Towers		Poole	BH17 7FJ	17/05/2017...	Royal Mail	GB1540926...	18/05/2017 09:33

The Mail Trolley Manifest—showing what is on each trolley at the moment

This is a zoomed-in view of the same application interface. It shows the search bar and the table of records for 'Katies Trolley' and 'Simons Trolley'. The table columns are #, Consignment No, Package Barcode, Person, and Department. The records are the same as in the first screenshot, but the view is narrower, focusing on the core data.

#	Consignment No	Package Barcode	Person	Department
Mail Trolley Name: Katies Trolley (10 records)				
Report	00000000113995	00000000113995002193	Julie Grey	Thommas Media Ltd
Report	00000000113994	00000000113994002192	Karen Spencer	Spencerman Health
Report	00000000113993	00000000113993002191	Anthony Cheung	Caprul Bank
Report	00000000113992	00000000113992002190	Anthony Cheung	Caprul Bank
Report	00000000113991	00000000113991002189	Peter Lomax	Thommas Media Ltd
Report	00000000113990	00000000113990002188	Nina Spoon	Thommas Media Ltd
Report	00000000113989	00000000113989002187	Julie Grey	Thommas Media Ltd
Report	00000000113988	00000000113988002186	Julie Grey	Thommas Media Ltd
Report	00000000113976	00000000113976002174	Toby Heath	Heath and Son
Report	00000000113975	00000000113975002173	Katie Valence	Spencerman Health
Mail Trolley Name: Simons Trolley (8 records)				
Report	00000000113974	00000000113974002172	Dillon Heath	Heath and Son
Report	00000000113973	00000000113973002171	Dillon Heath	Heath and Son
Report	00000000113972	00000000113972002170	Dillon Heath	Heath and Son

The same manifest, but zoomed in so you can see each Trolleys Details

# Tenants Can Access The System

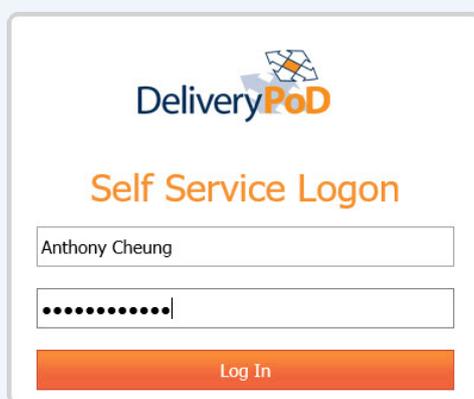
Tenants or Individual People can be given access to the system. You set up a User Name and Password and then decide whether that User can see all items for a person, a set tenant or everything.

Instead of phoning the Mailroom Team, a tenant can log onto the Website and quickly answer their own query 24 hours a day, 7 days a week. Full search capability is built in, so for example they can search for "Royal Mail" Tracking No "GB439765098GB" or perhaps all items for "Sandra Mason" over the "last 7 days", perhaps on "Royal Mail".

The interface is designed to be extremely easy to use with little or no training. Once the user sees the item they are interested in, they can click on "Report" to see the full tracking details.

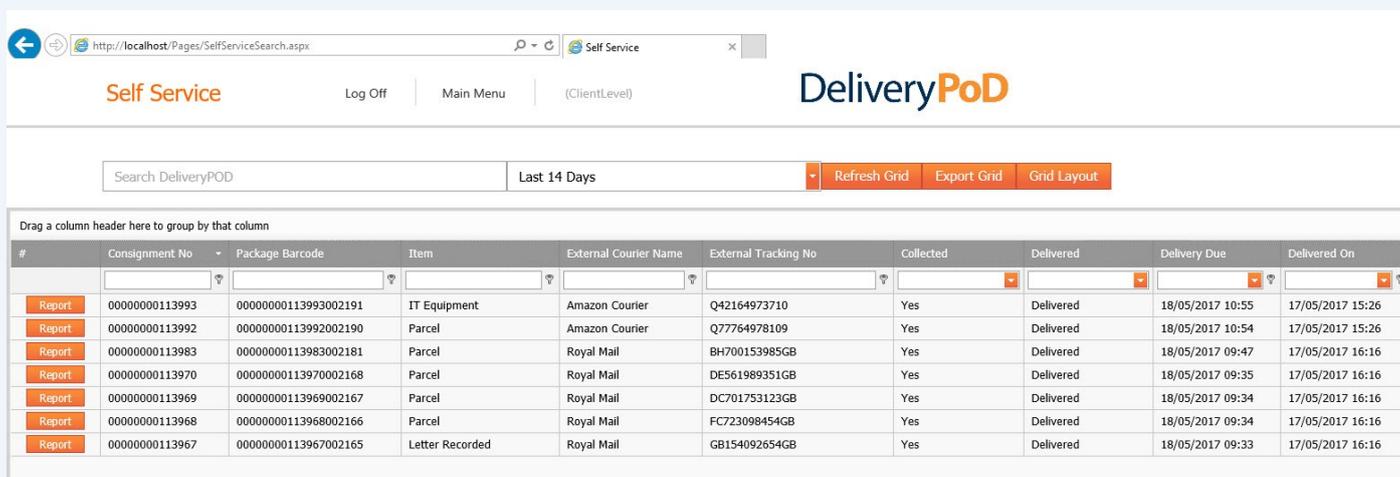
Individuals that use the system frequently will benefit from reading the "Clever Features" booklet that teaches them how to work interactively with features such as Group on Column, Group on Multiple Columns, Filter on Columns, Export to Adobe PDF and Microsoft Excel. Now they can create their own management reports, yet the basic search facilities are easy enough for all users.

It is worth bearing in mind, you do not have to grant access to anyone, if you just want a system for the mailroom staff. Some users just give one Administrator in each tenant access.



*Tenants or Individuals can be given User Names and Passwords, to access a special part of the Website in order to see items for them or their company.*

*The aim is to save both Tenant and Mailroom Staff time, whilst enhancing the overall service provided.*



#	Consignment No	Package Barcode	Item	External Courier Name	External Tracking No	Collected	Delivered	Delivery Due	Delivered On
Report	0000000113993	0000000113993002191	IT Equipment	Amazon Courier	Q42164973710	Yes	Delivered	18/05/2017 10:55	17/05/2017 15:26
Report	0000000113992	0000000113992002190	Parcel	Amazon Courier	Q77764978109	Yes	Delivered	18/05/2017 10:54	17/05/2017 15:26
Report	0000000113983	0000000113983002181	Parcel	Royal Mail	BH700153985GB	Yes	Delivered	18/05/2017 09:47	17/05/2017 16:16
Report	0000000113970	0000000113970002168	Parcel	Royal Mail	DE561989351GB	Yes	Delivered	18/05/2017 09:35	17/05/2017 16:16
Report	0000000113969	0000000113969002167	Parcel	Royal Mail	DC701753123GB	Yes	Delivered	18/05/2017 09:34	17/05/2017 16:16
Report	0000000113968	0000000113968002166	Parcel	Royal Mail	FC723098454GB	Yes	Delivered	18/05/2017 09:34	17/05/2017 16:16
Report	0000000113967	0000000113967002165	Letter Recorded	Royal Mail	GB154092654GB	Yes	Delivered	18/05/2017 09:33	17/05/2017 16:16

*Once logged in, the user is shown information on items for them or their company (based upon the permissions set for their Logon credentials).*

The screenshot shows the 'Self Service' web application. The browser address bar contains 'http://localhost/Pages/SelfServiceSearch.aspx'. The page header includes 'Self Service', 'Log Off', 'Main Menu', '(ClientLevel)', and the 'DeliveryPoD' logo. Below the header is a search bar with 'Amazon IT' entered, a filter for 'Last 14 Days', and buttons for 'Refresh Grid' and 'Export Grid'. A table below the search bar has a header 'Drag a column header here to group by that column' and a single data row:

#	Consignment No	Package Barcode	Item	External Courier Name	External Tracking No	Collected
Report	00000000113993	00000000113993002191	IT Equipment	Amazon Courier	Q42164973710	Yes

Most people will just search by typing in Search Criteria into a single Text Box - for example the user above was looking for IT Equipment delivered by Amazon's Courier.

They can click on "Report" to see the full tracking report if they wish.

The screenshot shows the 'Self Service' web application. The browser address bar contains 'http://localhost/Pages/SelfServiceSearch.aspx'. The page header includes 'Self Service', 'Log Off', 'Main Menu', '(ClientLevel)', and the 'DeliveryPoD' logo. Below the header is a search bar with 'Royal Parcel' entered, a filter for 'Last 14 Days', and buttons for 'Refresh Grid', 'Export Grid', and 'Grid Layout'. A table below the search bar has a header 'Drag a column header here to group by that column' and four data rows:

#	Consignment No	Package Barcode	Item	External Courier Name	External Tracking No	Collected	Delivered
Report	00000000113983	00000000113983002181	Parcel	Royal Mail	BH700153985GB	Yes	Delivered
Report	00000000113970	00000000113970002168	Parcel	Royal Mail	DE561989351GB	Yes	Delivered
Report	00000000113969	00000000113969002167	Parcel	Royal Mail	DC701753123GB	Yes	Delivered
Report	00000000113968	00000000113968002166	Parcel	Royal Mail	FC723098454GB	Yes	Delivered

Searching for "Parcels" that came in on "Royal Mail"

The screenshot shows the 'Self Service' web application. The browser address bar contains 'http://localhost/Pages/SelfServiceSearch.aspx'. The page header includes 'Self Service', 'Log Off', 'Main Menu', '(ClientLevel)', and the 'Delive' logo. Below the header is a search bar with 'FC723098454GB' entered, a filter for 'Last 14 Days', and a 'Refresh G' button. A table below the search bar has a header 'Drag a column header here to group by that column' and one data row:

#	Consignment No	Package Barcode	Item	External Tracking No	External Courier Name
Report	00000000113968	00000000113968002166	Parcel	FC723098454GB	Royal Mail

Searching for a particular Couriers Tracking Number

# Automated Emails for Tenants

DeliveryPoD provides the most extensive range of Automatic Email Notifications of any system that we know. Here are some typical Mailroom Problems and Scenarios which show how DeliveryPoD provides a great solution:

## Event Based Emails

“It was delivered to their colleague, who forgot to tell them and left the office - they did not know it was needed urgently”  
 DeliveryPoD can be configured to send the person it was addressed to an email when somebody else signs for their item.

“Nobody was there, so I left a post-it note which was obviously lost...”

DeliveryPoD can be configured to automatically send the addressee an email, when a failed delivery has been reported.

“Julie Grey wants us to notify her and her PA every time an item for her is booked in”

DeliveryPoD can be configured to send an email when items for everyone or just one person is booked in at the mailroom. You can also add in other people in the CC (carbon copy) and To address boxes.

“Julie Grey wants us to email her PA when items for her are put onto the Mail Trolley, so her PA can make sure somebody will be at the office to sign”. An email can be configured to be sent when an item goes through a particular Tracking Stage.

Applies To:

Every Item Sent

Only to items going to a specific person

Spe

First Name	Surname	Company
Karen	Spencer	Spencerman Health
Katie	Valence	Spencerman Health
Lisa	Broom	Spencerman Health
Sue	Perry	Spencerman Health

Message:

Send When:

All Tracking Labels Printed

- Consignment Delivered
- Any Package Is Delivered
- Delivery Could Not Be Made
- Damage Is Reported
- Delivered to Non Addressee
- Package Completes A Specific Stage
- Any Stage Is Completed

Email requests can apply to all items booked in for a specific person, all items booked in, a single item etc.

With event based emails, we specify what event causes the email to be sent

## Time of Day Summaries and Reports

Some tenants may require daily summaries or a list of all tracking reports for their items.

The image on the right shows a summary report for a tenant “Thommas Media” who requires an Adobe PDF and Microsoft Excel version.

They can just as easily be sent every Tracking Report for their items.

Scheduled Time:\* 17:00

Monday:  Thursday:

Tuesday:  Friday:

Wednesday:  Saturday:

Sunday:

Day of Week and Times can be set for Time of Day Emails. You can have as many as you wish, for example a 11am to show morning items and a 5pm to show totals for the day.

Reply Reply All Forward

Wed 17/05/2017 16:31

**D** DeliveryPoD <no-reply@deliverypod.co.uk>  
 Thommas Media - Inbound Items Summary

To: manager@deliverypod.co.uk

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

PackageSummaryRep... 101 KB

PackageSummaryRep... 115 KB

---

## DeliveryPoD Package Summary Report

Good Afternoon,

Please find the attached inbound package summary report.

Kind Regards

Mailroom Team Ext 109

Total Consignments	From
11	17/05/2017
Undelivered	(Uncollected)
0	0
Late Deliveries	On Time Deliveries
0	11

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

# Tools That Actively Prevent Late Deliveries

Some tenants may receive items that are time critical, particularly in the Financial, Accounting and Legal Sectors. Delivering an hour or so late may have serious consequences. Other tenants in general, will appreciate their items being delivered in a timely manner.

In a busy Mailroom, it is easy for an item to become hidden under a pile or simply misplaced and the first you would know would be when somebody complains as it is late. But it does not have to be this way:

- DeliveryPoD will have calculated the Delivery Due Date & Time, based upon the Service selected when it was booked in
- Two tools can now help staff to get early warnings that things are going wrong

## Late Prevention Email

An email request can be setup to automatically email the Mailroom Manager (or other members of staff) when an items gets within a certain period of being due for delivery and is not yet delivered.

In the example below an email will be sent when an item is within 20 minutes of being due but is not yet delivered. In this particular example, we have said not to send the email if the item has been scanned onto the mail trolley (as we know it is out for delivery).

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,

This is an automated message to let you know that the items detailed in this email are in danger of not being delivered within the service contract time.

These items are within 20 minutes of being late and are not yet on the mail trolleys!

Kind Regards

Mailroom System

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:

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

We may have further email requests set to help further, for example:

- 20 Minutes before being due - but don't send if it is on trolley
- 5 Minutes before being due - even if it is on a trolley
- 25 Minutes Late - so mailroom staff can investigate why there is a problem
- 2 Weeks Late - this is likely to be an item returned to the mailroom that nobody has claimed. This probably now needs actioning –perhaps a last email or return to sender.

## Real-time Reporting in DeliveryPoD Pulse

DeliveryPoD Pulse is a PC / Laptop application that allows a Mailroom Manager to:

- Observe all activities as things happen (follow a user, follow deliveries to a particular tenant etc)
- See all items within a set period of being late, with various filters that may help:

The screenshot shows the 'Late Warning Screen' with the following details:

- Report Search Tools:**
  - Restrict to Items Labelled Today
  - Warn When Due Within: 30 Minutes
  - Exclude Items On Mail Trolley
  - Restrict to Items Due For Delivery Today
  - Exclude Items Already Past Due Delivery Time
  - Exclude Items On Vehicles
  - Refresh Data: 30 Seconds
- Buttons:** Export to Excel, Export to PDF
- Message:** Only items due for delivery today (or before that) are shown in this report
- Report Title:** Late Warning Report - Last Refresh: 17 May 2017 13:53:18
- Table:**

Consignment No	Package Barcode	Person	Company	Due On	Service	Contents	On Trolley
00000000113975	00000000113975002173	Katie Valence	Spencerman Health	17/05/2017 02:08:00:PM	Urgent 30 Minutes	Airline Tickets	<input type="checkbox"/>
00000000113976	00000000113976002174	Toby Heath	Heath and Son	17/05/2017 02:09:00:PM	Urgent 30 Minutes	Airline Tickets	<input type="checkbox"/>

In the above example, I am seeing all items within 30 minutes of being late, but I have ticked the “Exclude Items on Mail Trolley” box, as I know that it only takes 25 minutes on a typical delivery run.

## Lateness Prevention –Conclusion

The ability to configure Emails to be automatically sent when an item gets within a set period before or after due time, creates a powerful tool that allows staff to see potential problem whilst there is still time to rectify the situation and still hit the designated service level.

DeliveryPoD Pulse provides a similar capability, however it allows you to change settings on the fly and work interactively.

Provided you have enough of good staff, late item delivery should become very rare indeed.

Service Level Reports can be run daily, weekly, monthly, quarterly or annually. However the prudent Manager might run them daily to ensure that if things are not going well, there is time to improve.

# Delivery Service, Collection Service or Multiple Services

DeliveryPoD allows the Mailroom to offer any type of Mailroom Service for inbound items, even multiple services so you can be flexible with existing and new tenants:

- **Collection Service** - Some buildings operate totally on the basis of customers coming to the mailroom to collect their items. Others have this as a secondary service, perhaps for items that are viewed to be “personal items”.
- **Delivery Service** - This is typical of most buildings, items are booked in and then delivered to either the tenants reception area or individual members of staff at their desks. DeliveryPoD can also be configured to allow deliveries to barcoded locations as well.
- **Special Service** - Some customers might wish to handle some items differently or perhaps items for a specific tenant differently. This is easy to set up and allows you to set different Service Levels / KPI’s for that service.
- **Multiple Services** - Many DeliveryPoD customers have more than one service. The most common being a “Collection Service” for personal deliveries, a “Standard Service” for deliveries to Staff at Desks and an “Urgent Service” for items that have to be taken straight up (Tickets, Passports etc).

<a href="#">New</a>	Service Name
<a href="#">Edit New</a>	Personal Item Service
<a href="#">Edit New</a>	Standard 4 Hour
<a href="#">Edit New</a>	Urgent 30 Minutes

You can operate as many services as you wish.

Each Service has its own Name and a defemination of when the service operates and how long is allowed for delivery / collection. Service Level (KPI) Reports can be run for each Service or All Services. They can be broken down by tenant as well.

**Add/Edit Services** ✕

---

Service Name:

Requires Collection:       Guaranteed Service:

Collection Starts At:       Collection Stops At:

**Deliveries Within A Number Of Minutes**

Use:

Minutes:

**Deliveries By A Set Time Of Day**

Use:

Days To Deliver:

Time Of Day:

**Collections Are Made On**

Monday To Friday:

Saturday:

Sunday:

**Deliveries Are Made On**

Monday To Friday:

Saturday:

Sunday:

Data Transfer Contingency (Mins):       Service Is No Longer Offered:

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

## The flexibility you Need for Tomorrows Tenants

Potential new tenants may require a different type of Mailroom Service, so it is vital that the Mailroom Tracking System you chose today, gives you the flexibility you may need in the future.

For example Banka / Lawyers may have stringent requirements in terms of quicker delivery and security checks, compared to other tenants already in the building. They might also expect to pay for a premium service.

# A Typical Delivery Process



## Step 1 - Receive Items

Select Who the Item is For  
 Scan Couriers Barcode, which automatically selects Courier Name  
 Record any User Defined Information



You may have an email request set to notify some people or tenants that their item has arrived and will be delivered soon.

If the Courier has delivered the item Damaged or Opened:

- Photograph the Damage with a Web Cam (built into application)
- Record the details in Text (description, driver name etc)



You may have an automatic email to alert a Supervisor or the person it is booked in for. It is best to act as soon as possible.

A separate "Damaged by Courier" report can be emailed / printed.  
 This helps support a claim on the couriers insurance.



## Step 3 –Deliver Items with Trolley

Scan First Item  
*Other Items for Delivery Point Shown and user invited to scan them all  
 This avoids staff forgetting to deliver all the items*  
 Scan All Other Items  
 Obtain Persons Name  
 Obtain Signature (sign on screen)  
 Option to Deliver to Physical Location (often Barcoded for accuracy).  
 Record Failed Delivery Attempts  
 Text Description and or Photograph (inbuilt camera—empty desk...)  
 Record any Damage  
 Text Description and / or Photograph (inbuilt camera)

- Unable to Deliver Items Email
- Email to Supervisor to inform them an item has been damaged

## Step 2 - Scan Onto Trolley

Scan Trolley Barcode  
 Scan All Items being Loaded

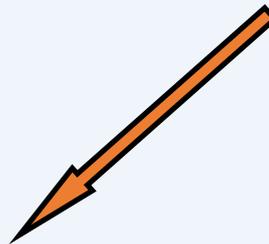
This step achieves the following:

- Item is now known to be on the Trolley
- When a User Delivers with a Trolley:

The **List of Delivery Points** and **List of Items** is on the Mobile Computer

The User Can view these lists at anytime so they know remaining delivery points.

As an item is scanned the mobile can show all other items for that delivery point.



## Automatic Email Options - Delivery

You might have an Email request set-up that sends an Email to the person the item was addressed to on:



- **Failed Delivery Attempt** - Just so they know you tried to deliver their items.
- **Delivered to a Colleague** - This option avoids the person who signed for the item getting an email. This option checks if the name of the person who took delivery is different from the addressee (the name of the person it was addressed to) and sends an email to the addressee. No more arguments when people forget to pass the item on.
- **Delivered To Location** - Sends the addressee an email.

# A Typical Collection Process



## Step 1 - Receive Items

Select Who the Item is For  
Scan Couriers Barcode, which automatically selects Courier Name

Record any User Defined Information

You may have an email request set to notify some people or tenants that their item has arrived and will be delivered soon.

If the Courier has delivered the item Damaged or Opened:

- Photograph the Damage

A Web Cam (cabled / wireless) is integrated into the application.



- Record the details in Text (description, driver name)

You may have an automatic email to alert a Supervisor or the person it is booked in for. It is best to act as soon as possible.

A separate "Damaged by Courier" report can be emailed / printed. This helps support a claim on the couriers insurance.

## Step 2 - Email Sent to Intended Recipient

Within seconds of the items being booked in, an email is automatically sent to the intended recipient, asking them to collect 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

Automatically taken from Barcode

You only type if it is not the Addressee

Obtain Signature



In most mailrooms, a counter based signature pad and USB barcode scanner is used for this purpose.

You can however use a mobile computer for this purpose as well.



# Storing Items

If you handle high volumes of items, there is a good chance that a large number are hanging around the mailroom:

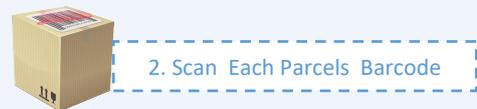
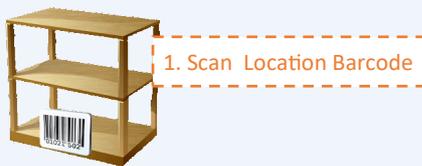
- Collection Service - Items are stored in the Mailroom or a Store Room until the customer comes to collect their items.
- Undelivered Items - Some items cannot be delivered so they come back to the mailroom
- Poorly addressed items - may stay for some time, whilst you try to find the persons name
- Peak Period - There are times when the mailroom staff are swamped with big deliveries, for example Black Friday

The above can mean that there are just too many items to remember where you left something. It maybe OK for 20 parcels being left on 3 shelves, but when it is 200+ items you start wasting time trying to find items.

## Storage Locations and Barcodes

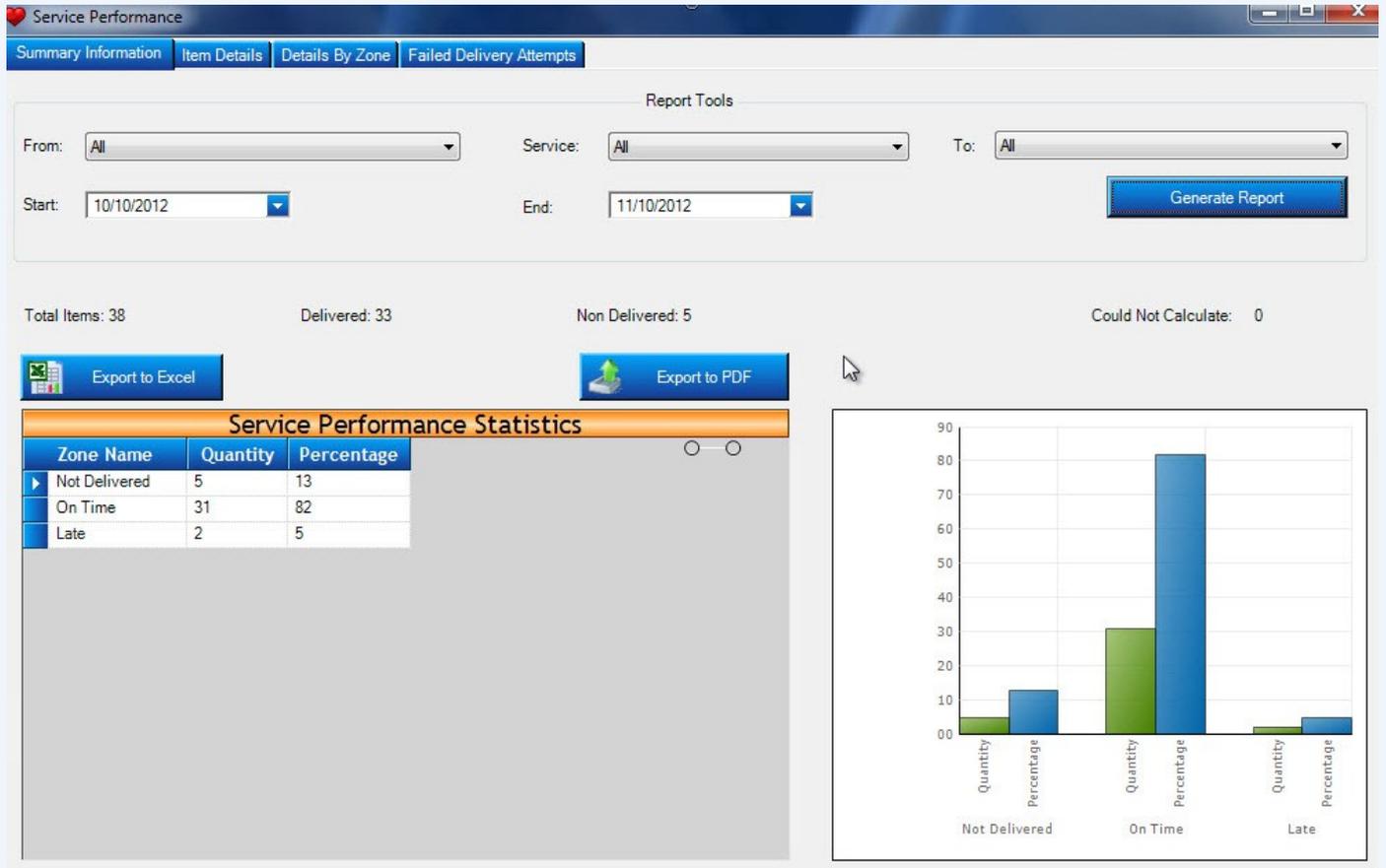
DeliveryPoD provides a simple solution to this as it enables you to:

- Create Locations, using 2 Levels (e.g. **1) Building / Room** **2) Location Name** within that Building / Room)  
Example: **Mailroom Top Shelf, Mailroom Middle Shelf, Mailroom Floor, Storeroom 1 Location A1**
- A Barcode can be printed off that allows the Location to be Scanned (very quick and 100% accurate)
- Mobile Computers can be used to Store Items
  - Scan Location Barcode (or select via Menu)
  - Scan the Barcode of Each Parcel being placed in that Location



- When you need to find where someone's items are stored, you can enter their Name or Tenant Name and see the precise location of each item

# Service Level Reporting



Late Warning Screen

Report Search Tools

Restrict to Items Labelled Today Warn When Due Within: 4 Hours  Exclude Items On Mail Trolley

Restrict to Items Due For Delivery Today  Exclude Items Already Past Due Delivery Time  Exclude Items On Vehicles Refresh Data: 30 Seconds

[Export to Excel](#) **Only items due for delivery today (or before that) are shown in this report** [Export to PDF](#)

### Late Warning Report - Last Refresh: 17 May 2017 13:56:31

Drag a column header here to group by that column.

Consignment No	Package Barcode	Person	Company	Due On	Service	Contents	On Trolley
00000000113975	00000000113975002173	Katie Valence	Spencerman Health	17/05/2017 02:08:00:PM	Urgent 30 Minutes	Airline Tickets	<input type="checkbox"/>
00000000113976	00000000113976002174	Toby Heath	Heath and Son	17/05/2017 02:09:00:PM	Urgent 30 Minutes	Airline Tickets	<input type="checkbox"/>
00000000113987	00000000113987002185	Julie Grey	Thomas Media Ltd	17/05/2017 02:25:00:PM	Urgent 30 Minutes	Letter Recorded	<input type="checkbox"/>

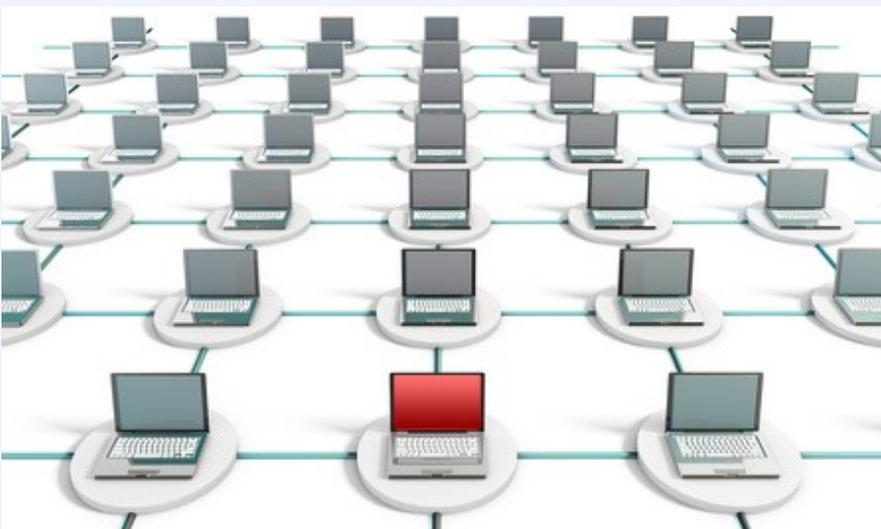
# Coping with IT Issues

Surprisingly most Web Based systems for tracking inbound mail and parcels simply stop allowing you to book in items if the network or server is down. You can probably bet that this would happen when you are really busy, forcing people to go back to pen and paper, slowing you down and creating a large backlog of parcels to book in.

DeliveryPoD is different, whilst it is Web Based we generally put in PC Software (called PC Label) for booking in items as it is both faster to use and allows you to keep booking in items when the network or server is down.

DeliveryPoD PC Label works in 2 modes:

- **Connected Mode** – The application obtains Tracking Numbers from the Website and sends data to the Website, immediately when it has a connection.
- **Disconnected Mode** - This mode will be entered automatically when the application detects that it cannot talk to the Website (for whatever reason). In this mode:
  - Tracking Numbers are generated on the PC and Tracking Labels Produced.
  - Booking In Data (who item is for, delivery service selected, date & time in, courier tracking no etc) is stored on the PC.
  - The application monitors the connection to the Website and when it can communicate again, the booking in data is forwarded to the Website.



The Mailroom PC for booking items, can carry on booking in items and producing tracking labels even if the network is down. Data is stored on the PC and forwarded automatically when the connection is restored.



Mobile Computers store data when not in cradles / out of Wireless coverage and automatically send when they can

In a similar fashion the Mobile Computers store data and send it automatically when they detect a connection to the Website., via Desk Cradle, Wireless LAN or 3G/4G. They can store data for weeks if required.

This is so effective that the following support queries have been taken by the DeliveryPoD support team:

- We switched the Server off as a precaution against the “Wannacy” virus, but on switching it back on - all the tracking data mysteriously appeared, can you explain why?
- Another customer tried to access a Tracking Report on a Saturday. Their IT team had been switching the Server off over the weekends for 6 months as they did not realise the Mailroom worked on Saturday mornings. This oversight was masked by DeliveryPoD simply going into disconnected mode and automatically forwarding the data on Monday.

We also have the option of allowing you to book in items from the Website if you really cannot have PC software installed in the Mailroom, however you need to understand that Web Based software stops functioning if the network or server is down.

# The Fastest System So Time Is Not Wasted

## Does Saving 5 Seconds here and there make a difference?

If you look at any task in the Mailroom such as Booking In Items or Delivering to Peoples Desks, they are performed over and over again. When each operation is carried out 100 to 500 times a day, shaving 5 seconds of the task time makes a surprising difference. Let us look at the numbers:

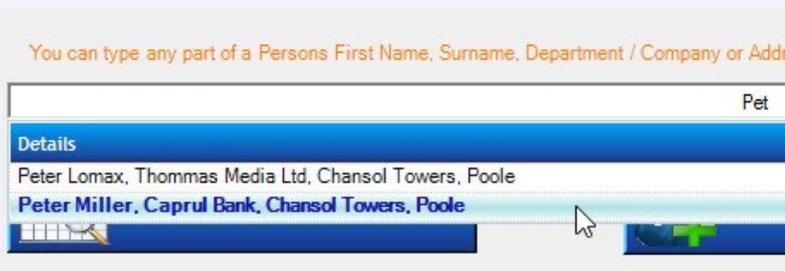
Time Saved Per Task: **5 Seconds**    Tasks Per Day: **200**    Time Saved Per Day: **1000 seconds** (nearly 17 minutes)

Time Saved Per 5 Day week: **83 Minutes**    Time Saved Per Year: 4333 Minutes = **72 Hours**    Over 5 Years: 261 Hours = **45 Days**

All of a sudden a saving of weeks of time over a 5 year period, makes that improvement seem worth having!

## Little Savings of 5 Seconds

The DeliveryPoD design team spend a lot of time, focusing on shaving a few seconds from every step of the process from Booking In Items to Final Delivery / Collection. Here are just a few of the little touches that save both Mailroom and Tenants Time:



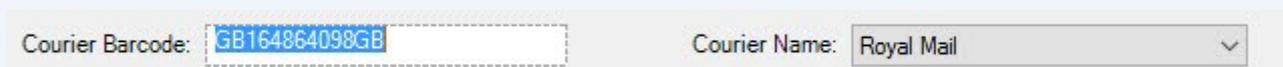
When booking in, you can select the person by entering a few characters of their name or department. The list narrows as you type and you just click on the person you want.

Typically you only need to type 3 characters to find anyone, even if there are thousands of people.



The intended recipient's name ("Peter Lomax") is put into the Tracking Barcode during the booking in procedure.

On delivery the name is taken from the barcode, so you do not need to type it in (unless somebody else takes delivery instead).



When booking in, when you Scan a Couriers Barcode it automatically selects the Courier Name for you.

You can teach DeliveryPoD new Courier Barcodes and Names (below we tell it Amazon Courier starts Q and has 11 numbers.



## 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

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

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

#	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

#	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 TanOnto 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



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

#	Company	Person	Consignment No	Package Barcode	Stage Name
Cant Complete Text: Locked Door (2 records)					
<a href="#">Report</a>	Theatre 1	Dept Contact	00000000112909	00000000112909002347	Deliver With Trolley
<a href="#">Report</a>	Cariology	Tim Moffat	00000000112907	00000000112907002345	Deliver With Trolley
Cant Complete Text: Nobody To Sign (1 records)					
<a href="#">Report</a>	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 Company / Department?
- 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 Company / Department 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?

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

## 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 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 “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.

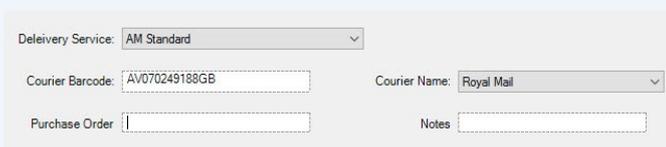
The search works on any part of the Persons Name, Ward / Theatre, Address etc. Simple and very fast. It also supports Voice Recognition.

## Courier Barcode Recognition



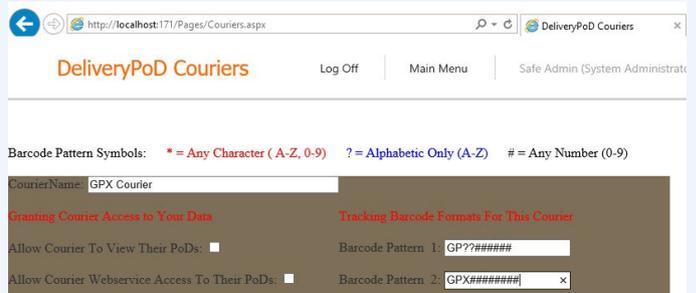
Since people ask if a particular courier item has arrived, you will almost certainly want to record the Courier Name and Tracking Number when booking items in.

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

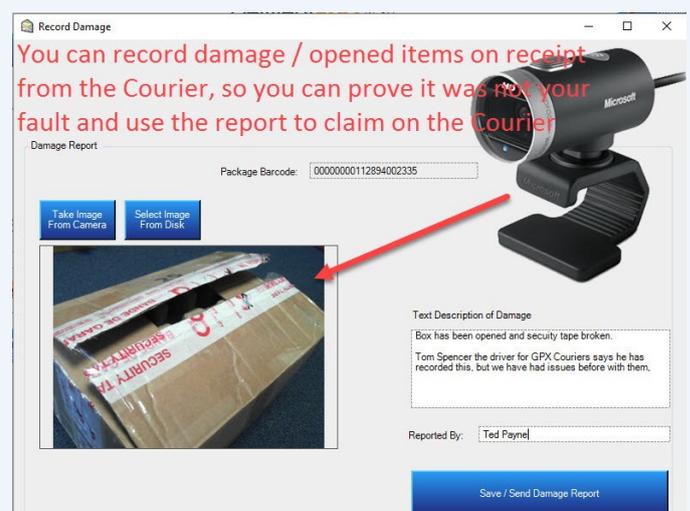
DeliveryPoD allows you to setup up to 6 User Defined Fields, so you can prompt users to enter things such as:

- 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

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 **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** (red arrow pointing to the table)

**Duplicate Barcode Warning** (red arrow pointing to the warning box)

**You have 1 Barcodes The Same**  
Barcode: FT123789789GB

**Package Count** (red arrow pointing to the count)

**If you scan the same Courier Barcode it stops you in your tracks and asks if you really have 2 the same** (red text box with arrow pointing to the warning box)

## 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 a grid of 12 panels. Each panel has a title and a list of checkboxes for various actions. At the bottom, there are 'Save' and 'Abandon' buttons.

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

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**

<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Stage Name and Collection Status</b></p> <hr/> <p>Tracking Stage Name  <input type="text" value="Return To Stores"/></p> <p><input type="checkbox"/> Not In Use</p> <p><input type="checkbox"/> Mark Item as Being Collected</p> <p><input type="checkbox"/> Put "Quick Collect" Button On Screen</p> <p><input type="checkbox"/> -- Scan Location Barcode / Select Location</p> <p><input type="checkbox"/> -- Moves Item Onto Mail Trolley</p> <p><input type="checkbox"/> -- Moves Item Onto Vehicle</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Collections, Signatures and Completion</b></p> <hr/> <p><input type="checkbox"/> Obtain a Persons Name (keyed in)</p> <p><input type="checkbox"/> Obtain a Signature</p> <p><input type="checkbox"/> Option To Deliver To Location</p> <p><input type="checkbox"/> -- Scan Location Barcode / Select Location</p> <p><input type="checkbox"/> -- Moves Item Into Location</p> <p><input type="checkbox"/> Completes Delivery</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Proof of Posting</b></p> <hr/> <p><input type="checkbox"/> Marks Item As Posted</p> <p><input type="checkbox"/> Record the Courier Used</p> <p><input type="checkbox"/> Record the Courier Service Used</p> <p><input type="checkbox"/> Scan / Enter Couriers Tracking No</p> <p><input type="checkbox"/> Record the Price</p> <p><input type="checkbox"/> Record Items Weight</p> <p><input type="checkbox"/> Allow Notes Entry</p> </div>
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Who Can View This Stage in Reports</b></p> <hr/> <p><input checked="" type="checkbox"/> Anyone Who Can Access Website*</p> <p><input checked="" type="checkbox"/> Sender (people who sent item)*</p> <p><input checked="" type="checkbox"/> VIP Sender*</p> <p><input checked="" type="checkbox"/> Member of Staff</p> <p><input type="checkbox"/> Staff Manager</p> <p><b>* These will not apply to Assets / Files</b></p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Dealing With Problems</b></p> <hr/> <p><input type="checkbox"/> Can't Complete - Text Entry</p> <p><input type="checkbox"/> Can't Complete - Photograph</p> <p><input type="checkbox"/> Damage - Text Entry</p> <p><input type="checkbox"/> Damage - Photograph</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Couriers</b></p> <hr/> <p><input type="checkbox"/> Moves Item Onto External Courier</p> <p><input type="checkbox"/> Record Which Courier</p> <p><input type="checkbox"/> Record the Vehicle Registration</p> <p><input checked="" type="checkbox"/> Removes Item from External Courier</p> </div>
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Physical Locations / Buildings</b></p> <hr/> <p><input checked="" type="checkbox"/> Moves Item Into Physical Location</p> <p><input checked="" type="checkbox"/> Record Which Location</p> <p><input type="checkbox"/> Removes From Location</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Mail Trolleys &amp; Bags</b></p> <hr/> <p><input type="checkbox"/> Moves Into a Mail Trolley</p> <p><input type="checkbox"/> Record Which Mail Trolley</p> <p><input checked="" type="checkbox"/> Removes Item From Mail Trolley</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Using Lists and Manifests</b></p> <hr/> <p><input type="checkbox"/> Use Trolley Manifest</p> <p><input type="checkbox"/> Use Vehicle Manifest</p> <p><input type="checkbox"/> Match on Person &amp; Address</p> <p><input type="checkbox"/> Match on Address</p> </div>
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Depots</b></p> <hr/> <p><input type="checkbox"/> Moves Item Into Depot</p> <p><input type="checkbox"/> Record Which Depot</p> <p><input checked="" type="checkbox"/> Removes From Depot</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Our Vehicles</b></p> <hr/> <p><input type="checkbox"/> Moves Onto Our Own Vehicle</p> <p><input type="checkbox"/> Record Which Vehicle</p> <p><input checked="" type="checkbox"/> Removes From Vehicle</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Route Restrictions for Mail and Parcels</b></p> <hr/> <p><input type="checkbox"/> Use a "Depot" Route Restriction</p> <p><input type="checkbox"/> Use a Delivery Route Restriction</p> </div>
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Taking Pictures</b></p> <hr/> <p><input type="checkbox"/> Take a Photograph</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Retirement of Assets / Files</b></p> <hr/> <p><input type="checkbox"/> Retires / Destroys an Asset / File</p> <p><input type="checkbox"/> Set the Value at Retirement to be Zero</p> <p><input type="checkbox"/> Ask user to enter a Retirement Value</p> <p><b>These Options only apply to Assets / Files</b></p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">  <p><b>Loans and Allocations for Assets / Files</b></p> <hr/> <p><input type="checkbox"/> Loans a File or Asset to a Person</p> <p><input type="checkbox"/> Returns a Loaned File or Asset</p> <p><input type="checkbox"/> Allocates a File or Asset to a Person</p> <p><input type="checkbox"/> De-Allocates File or Asset From Person</p> <p><b>These Options only apply to Assets / Files</b></p> </div>

## 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



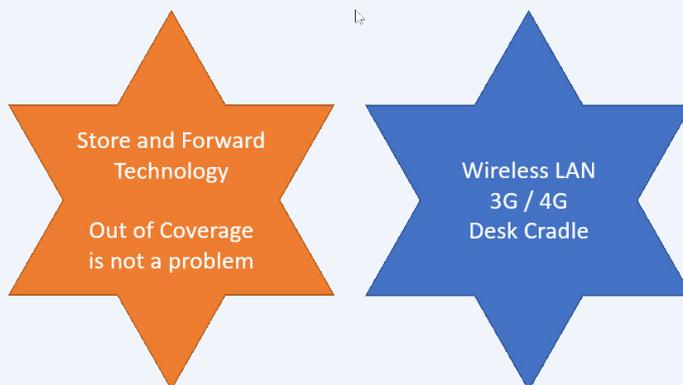
- 4 Bay Cradle with Ethernet Built in



- 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:

Add User Defined Fields To Email

Restrict to One Sender

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

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. 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

<b>Total Consignments</b>	<b>From</b>
11	08/03/2017
<b>Undelivered</b>	<b>(Uncollected)</b>
7	5
<b>Late Deliveries</b>	<b>On Time Deliveries</b>
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](http://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

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

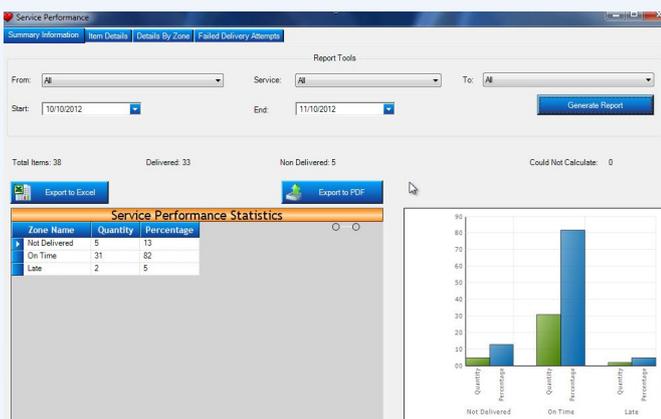
Zone Name	Quantity	Percentage
Not Delivered	5	13
On Time	31	82
Late	2	5

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.

- 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

# 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:

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

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