Any item
Any time
Anywhere

SendSuite™: Inbound tracking and proof of delivery software
Multi location package management

Managing the distribution of important items such as special or recorded delivery mail or courier packages is a difficult and often painful task.

Organisations based on large campuses, in multi tenanted buildings or across multiple geographic locations often suffer from lost and misplaced items that threaten demanding service level agreements. When things go wrong, internal stakeholders expect quick answers.

SendSuite™ Tracking from Pitney Bowes has been developed to help facilities managers, mailroom supervisors and reprographics managers take control of the receipt, transfer and delivery of incoming mail and assets.

Does this sound familiar?

If this sounds like a day in your life, you need SendSuite™ Tracking.

You need SendSuite™ Tracking to:

- **Simplify mail tracking** - Consolidate multiple items into one with the SendSuite™ Pouch Mail feature. One signature is all that is required to deliver multiple packages to one destination.
- **Manage urgent items** - Log expected urgent items within SendSuite™ Tracking prior to the scheduled arrival time. Produced tailored email alerts as soon as the item arrives.
- **Tackle personal deliveries** - Generate bespoke emails as items are received that invite employees to collect non business deliveries in person.
- **Manage misallocated deliveries** - Generate emails as soon as an item is received in the wrong location to ensure the recipient is kept fully informed.
- **Manage your SLA’s** - Create automatic alerts that warn your staff as a delivery deadline approaches.

Get instant status updates – Use the wireless portable data collectors to provide instant database updates as an item is delivered.

Make deliveries simple – Support modern security requirements by delivering to signature. For collected items use barcode information on employee ID badges to complete deliveries.

Demonstrate your performance – Alert the end user when deliveries have been attempted but not completed by using Sendsuite for automatic email generation.

How the process works

SendSuite™ Tracking uses a simple five step process to ensure that your items are handled securely with optimum productivity.

**Check in**
The wireless receiving scanner scans incoming items to record the date and time each item was received.

**Manifest**
Outstanding deliveries are transferred onto portable data collectors organised by delivery route.
Multi site tracking
SendSuite™ Tracking uses smart client technology which leads to an IT friendly deployment. This also means the tracking of items between different geographic locations becomes a reality.

For any multi site organisation, SendSuite™ Tracking provides the tools to know the real time status of any item in any nominated location – who had it previously, who has it now, when they took receipt and where the item is located.

Route activity logging
Track accountable items from point A to point B and also monitor activities such as delivering or picking up mail at certain locations, tracking runs replacing copier toner or paper, tracking for print jobs and much more. Route activity logging will ensure that service levels are met, resources optimised and help improve customer service.

Sophisticated reporting
Generate professional reports that put you in control. With SendSuite™ Tracking, you’ll have the information necessary for extensive analysis and making sure that Service Level Agreements are met. As a standard part of the solution, SendSuite™ Tracking includes Crystal Reports, the industry leader in report creation and generation. Some of the daily reports you’ll access will include:

- Receiving and delivery logs
- Detailed damage reports
- Route activity analysis
- Productivity reports

In addition, the system provides the flexibility to design and generate customer reports that are tailored to your unique business needs.

PDA
Connect wirelessly to the SendSuite™ database for instant status updates following delivery.

Image scanner
Capture images of goods damaged prior to receipt.

Signature pad
Allow staff to collect goods and use signature pad to fulfil deliveries.

User Interface
Simple user interface accessed via the ‘Thin Client’ allows you to field item status enquiries in seconds with no IT disruption.

Deliver
Operators deliver each item to a nominated checkpoint or to the intended destination.

Tracking
Access the SendSuite™ database from any nominated location to field status enquiries.

Report
Demonstrate performance against service level agreements by using the suite of built reporting.
IT friendly deployment
Our Smart Client technology simultaneously gives you the benefits of a “thin client” (zero-install, auto-update) and a “fat client” (high performance, high productivity) system.

Our technology simplifies deployment, maintenance and updates as compared to traditional client/server technologies. The processing station software runs on Windows® providing a robust, user-friendly interface.

Supported peripherals connect to the station via a USB connection and do not require Active X controls. The client communicates to the servers using secure Internet technologies to communicate with the “smart client” processing station.

It supports both HTTP and HTTPS communication, which allows the system to operate in a corporate LAN/WAN environment with no special network or firewall configuration.

- Operates on Microsoft® Windows XP® or Microsoft® Windows Vista®
- Single/Multiple Site Processing Stations across the enterprise
- SQL Database Support to integrate company data, eliminate redundancy and maintain data accuracy
- Minimal Network Consumption, optimising network traffic
- Auto-Recovery from lost connectivity with no IT involvement
- Seamless Upgrades with no interruption or system reconfiguration – upgrades do not compromise previously tailored business logic
- Rapid Deployment to additional sites using a Web browser or corporate push technologies

A secure architecture
Logon options
The SendSuite™ Tracking Solution offers flexible user logon options such as Product, LDAP / Active Directory and Windows authentication.

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

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

SSL (secure sockets layer)
SendSuite™ Tracking operates using the standard HTTP protocol and can optionally be configured to use SSL. This makes the product ‘firewall friendly’ for corporate IT departments and provides flexibility for deployment.

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

Hassle free tracking
Multi site tracking
Smart client technology allows for a quick and easy deployment across multiple locations. This allows us to deliver all the operational benefits within a timeframe to suit you.

IT friendly deployment
Each client uses secure Internet technologies to ensure the system operates in a secure manner.

Custom reporting
Deliver extensive analysis through the inbuilt reporting module which includes Crystal Reports. This allows you to output analysis in a format that works for you.