pitney bowes

Shipping
Inbound Package Management

SendSuite® Tracking

Because every package counts

Recognizing packages as "received" is only part of the job.

Manage packages with greater speed and accuracy.

Simplify inbound tracking and operations.

Increase accountability with advanced reporting.

Support diverse business needs.

Track like never before.

When someone is waiting for a package, they expect you to have all the details. What's the status? Where is the package now? Who signed for it? When will they receive it?

There's a reason for this anxiety. Often, packages contain critical time-sensitive items, including contracts ready to be signed, parts to keep an assembly line from shutting down or perishable medical samples for research. Lost or misplaced assets can bring business to a halt.

When you can respond to any inquiry with speed and confidence, you can increase efficiency, satisfaction and accountability.

Recognizing packages as "received" is only part of the job. Getting them to their proper recipients on time is paramount. Effectively managing your mail center operation also demands the ability to produce accurate, detailed reports on the complete package life cycle. SendSuite® Tracking makes it easy, no matter how many sites or locations you manage.

Get the right packages in the right hands.

SendSuite® Tracking picks up where your carriers leave off. Get accurate, real-time package status throughout your enterprise so everyone spends less time on manual handling and searches. Now you'll have the power to:
• Send email and text notification of package delivery.
• Automate your receiving area.
• Create daily internal delivery logs and manifests.
• Reroute packages and assign alternate recipients.
• View tomorrow's incoming deliveries.
• Improve efficiency with extensive analysis and reporting capabilities.
• Customize receiving screens.

Simplify every inbound operation.
When you scan a package, SendSuite Tracking automatically enters all relevant information into the system, including: carrier, tracking number, sender and recipient. Automated package tracking lets you:
• Speed internal delivery time.
• Spend less time finding packages.
• Meet or exceed Service Level Agreements.
• Automate internal delivery routing.
• Access package status instantly.
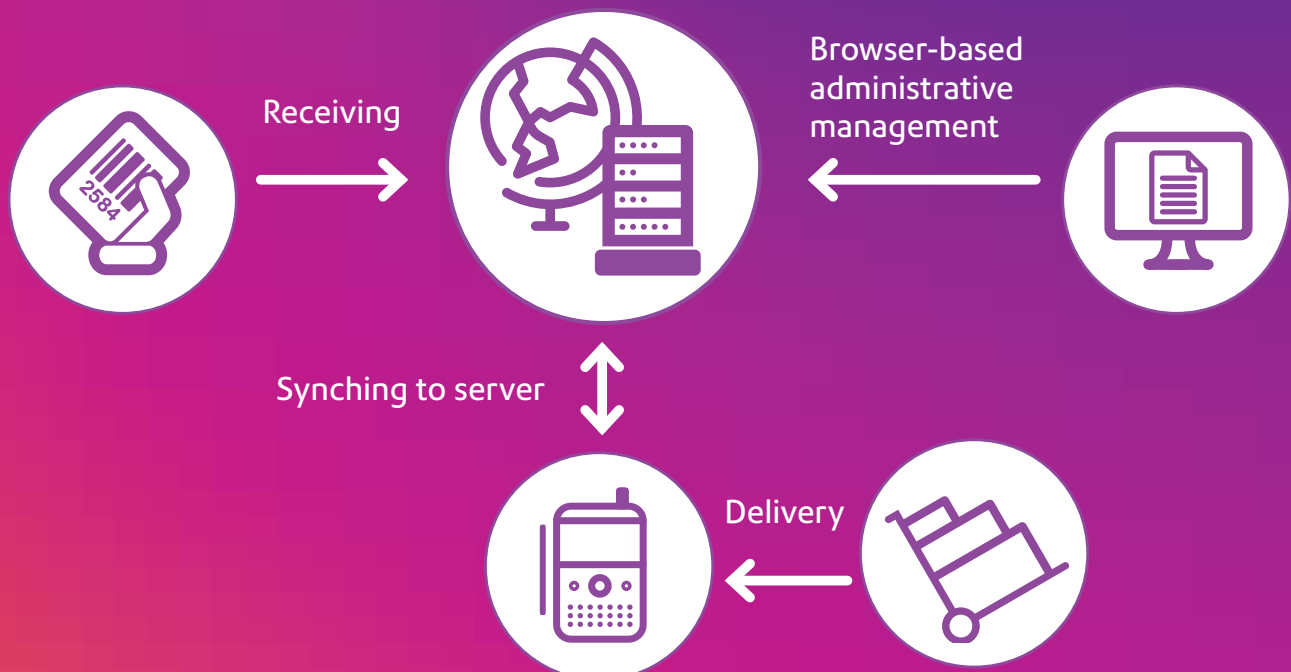• Track damaged goods.
• Archive key data.

Track parcels, assets and more.
If you can add a barcode to it, you can track it with the smartest global enterprise tracking software available. SendSuite Tracking makes it possible to manage the flow of:
• Packages
• Envelopes
• Products
• Visitors
• Pharmaceuticals
• Inventory
• Critical documents
• And much more

In many campus settings, delivery often doesn't stop at the mail center. The Last Mile USPS integration provides a comprehensive chain of custody view from mail center receipt to intended recipient delivery.

Get accurate real-time package status with SendSuite Tracking.

Receiving

Browser-based administrative management

Synching to server

Delivery

Technology designed for your business.

SendSuite® Tracking delivers an intuitive user experience and a lower total cost of ownership. Smart technology offers high performance in a compact footprint of a single workstation. You'll enjoy:
• Simplified deployment
• Flexible hosting options
• Advanced security options
• Easy integration with existing systems and platforms
• Sophisticated reporting

Our global package-management system also integrates with SendSuite® Link for full inbound and outbound package tracking visibility.

Gain access everywhere
Whether you have one or multiple sites, SendSuite Tracking offers quick and easy browser-based administrative management. Just enter the appropriate permissions and credentials, and access the system from any web-connected computer at any time.

Simplify deployment, maintenance and updates.
Unlike traditional client-server technologies, SendSuite Tracking lets you:
• Reduce IT involvement with no special network or firewall configuration required.
• Save capacity with software requiring only 15MB.
• Simplify access with Single/Multiple Site Processing Stations across the enterprise.
• Integrate company data, eliminate redundancy and maintain data accuracy with SQL database support.
• Optimize traffic with minimal network consumption.
• Upgrade seamlessly without interruption or system reconfiguration.

When you choose the Pitney Bowes hosting option, you can also:
• Upgrade software immediately after release.
• Keep unique workflows intact on your processing client.
• Secure authentication processes for system log-on with optional encryption.
• Lower overall total cost of ownership with no need for in-house servers or database maintenance.

Amplify security

	Multiple log-on options	Flexible user log-on options include Product, LDAP/Active Directory and Windows authentication.
	Flexible access rights	Set up your system to limit access to certain areas of the application. You can also allow specific users or user group profiles to perform certain tasks.
	Built-in session timeouts	The processing client and admin module timeout after a period of inactivity, forcing the user to log back on to the system.
	Enhanced SSL encoding	Standard HTTP protocol can be configured to use SSL, making SendSuite Tracking "firewall friendly" for corporate IT departments.
	Uncompromised data encryption	Pitney Bowes encrypts sensitive information including passwords and database credentials to ensure maximum security and reliability. In addition, we also have mechanisms that prevent software disassembly.

Concerned about data traveling within your firewall? There is another option. SendSuite Tracking offers data synchronization over cellular networks, bypassing your internal firewall.

Integrate with ease through SendSuite® Link.

Get the right information in real-time. With the optional SendSuite Link interface, you can automate the flow of data, ensure data integrity and eliminate data entry in multiple systems. This option connects your SendSuite® Tracking system to your other systems and integrates with best-in-class third party applications:
• Parcel carrier tracking tools
• Intelligent locker systems
• CRM/HR systems and databases

SendSuite Link's potent API integrates other data sources in your chain-of-custody process. This powerful connection allows you to increase efficiencies, eliminate waste and streamline procedures.

Work smarter with better tools.
No matter how you configure SendSuite Link, you can save time by eliminating traditional batch file imports and adding or updating data elements.

Enterprise Tool Kit
Integrate SendSuite Tracking with other third-party database applications.

Software Developer's Tool Kit (SDK)
We provide everything your IT department needs to install, integrate and interface SendSuite Tracking with your in-house systems.

HR and CRM systems
Instead of time-wasting manual updates, SendSuite Tracking automatically imports updated employee names and locations, buildings and mail stops when it changes in your HR system.

Carrier tracking data
Populate "Expected Mail" tables in real-time. You can view expected packages from the moment the carrier's label is generated instead of waiting for them to be received at the customer's dock.
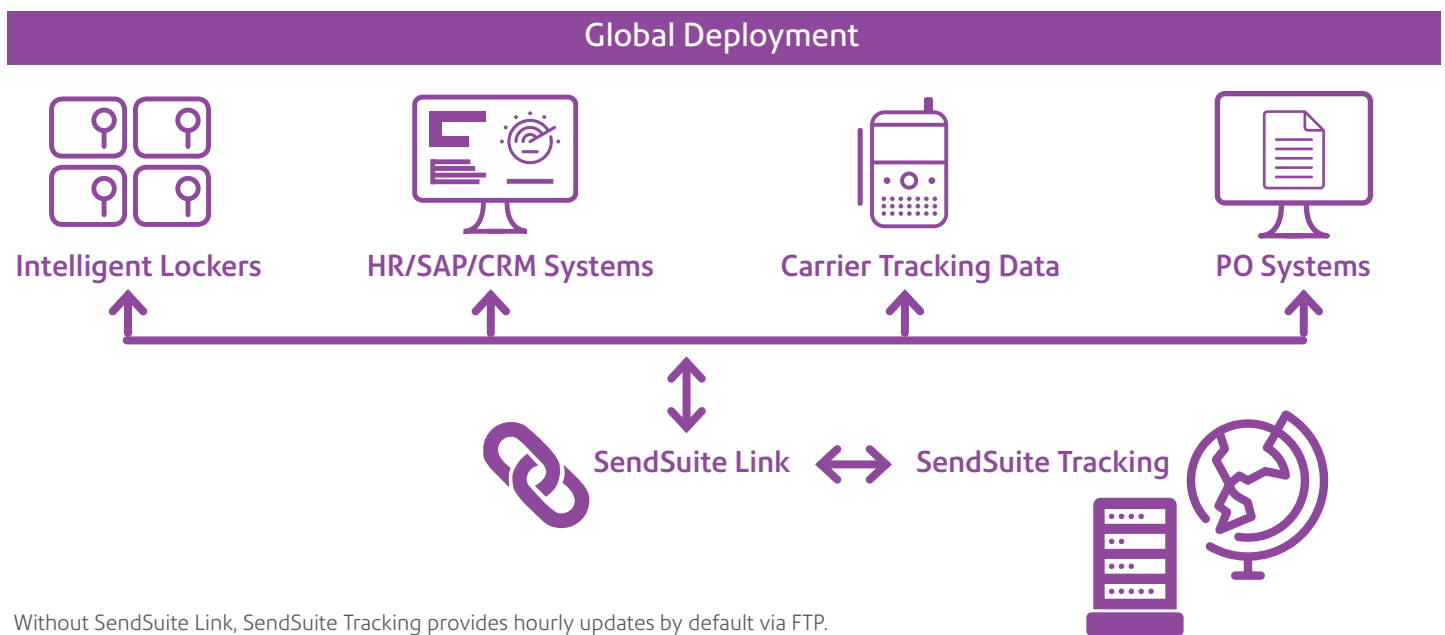
Purchase Order Systems
Import PO information instantaneously into SendSuite Tracking to update and reconcile all assets with assigned POs. Plus, you can filter data quickly and easily when performing a package search requiring PO tracking.

Intelligent Lockers
Create custom workflows that notify end recipients when events take place at each locker. Exchange messages with ease and automatically update the Tracking database to free up mailroom-secured space and improve deliverability metrics.

External third-party shipping applications
Exchange data such as services, barcode extraction, events, alerts and expected packages.

Global Deployment

Intelligent Lockers **HR/SAP/CRM Systems** **Carrier Tracking Data** **PO Systems**

SendSuite Link ⟷ **SendSuite Tracking**

Without SendSuite Link, SendSuite Tracking provides hourly updates by default via FTP.

Take control with sophisticated search and reports.

Right at your fingertips, you'll find extensive analysis that ensures you're meeting Service Level Agreements. SendSuite® Tracking also features Crystal Reports® the industry leader in report creation and generation. You'll get in-depth querying and reporting capabilities to help you effectively manage your business.
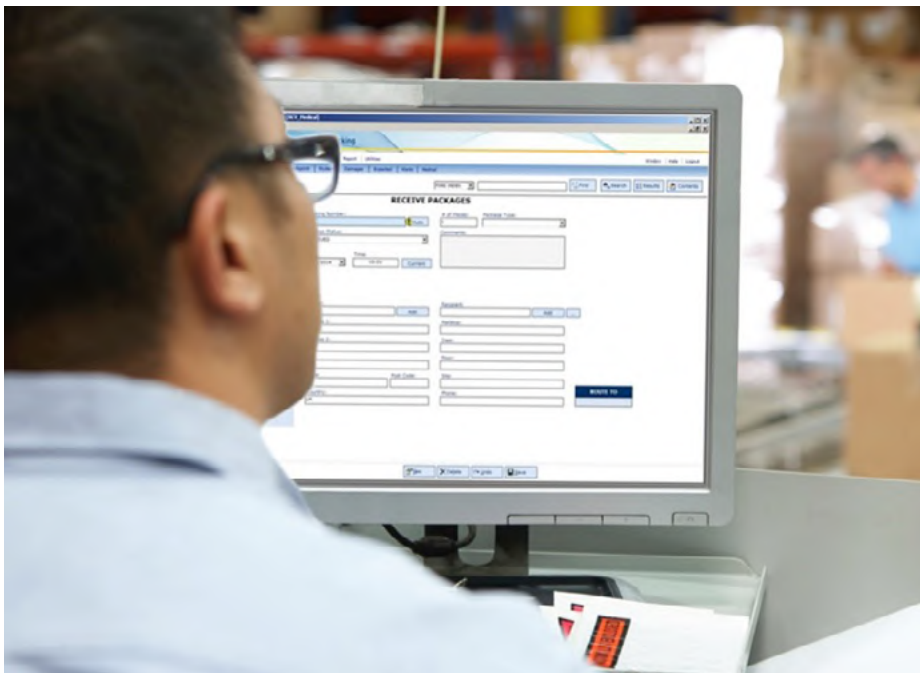
In addition, the system provides the flexibility to design and generate custom reports tailored to your unique business needs.

Standard daily reports include:
• Receiving and delivery logs
• Detailed damage reports
• Route activity and
  productivity analysis
• And many more

Search and query quickly.
Find single or multiple packages based on multiple filter criteria. Search the system's database to not only check tracking status, but to locate images, detailed recipient and sender information, whether the package was part of a pouch, delivery status and receiver's signature.

Manage your accountable items anytime, anywhere in the world.

Manage your service level agreement providing signature level reports.

Customize reports with your company name and logo, an ideal option for facilities managers.

Take control with sophisticated reports

Account mail	**Delivery log**	**Site details senders**	**Received log**	**Productivity volume analysis**
Account mail summary	**Delivery status**	**Site details routes**	**Recipient alert**	**Productivity intersite**
Carrier by service	**Delivery signature log**	**Site details mail stops**	**RAL exception by route**	**Productivity exception summary**
	Delivery manifest by name	**Site details employees**	**RAL by route**	**Productivity exception**
	Delivery log	**Site details departments**	**RAL exception date**	**Mail data exception**
	Undelivered	**Site details buildings**	**RAL by date**	
		Ship requests		

Help is at hand with the SendSuite® Mobile Tracking Assistant.

Take advantage of the latest Zebra/Motorola technology and flexible synchronization options. The SendSuite Mobile Tracking Assistant supports Android technology.

Power up portable printing.
Print labels for internal routing or simply "put away" for inbound stock when your staff receives large packages in multiple drop-off areas. Plus, you can also quickly print "attempted" delivery receipts.

Track and log route activity.
The SendSuite Tracking Assistant also helps you meet commitments, assist with resource planning and deliver timely customer service. You can track and monitor routine activities, including:
• Mail pickups
• Toner and ink replacements
• Paper replenishments
• Print jobs
• And more

Scan more. Print less.
Download received and recorded packages to the SendSuite Mobile Tracking Assistant with our Manifest Module option, eliminating printed paper manifests. The Module ensures correct barcode scanning and creates an alert for incorrect scans.

Speed package accountability.
Our "Quick Receive" functionality helps mail room workers quickly and accurately validate the number of packages dropped off from a carrier. With a quick glance, they can match the carrier's manifest. Package shortages, inaccuracies and costs are reduced with a built-in automatic carrier identification process and duplicate barcode alerts.
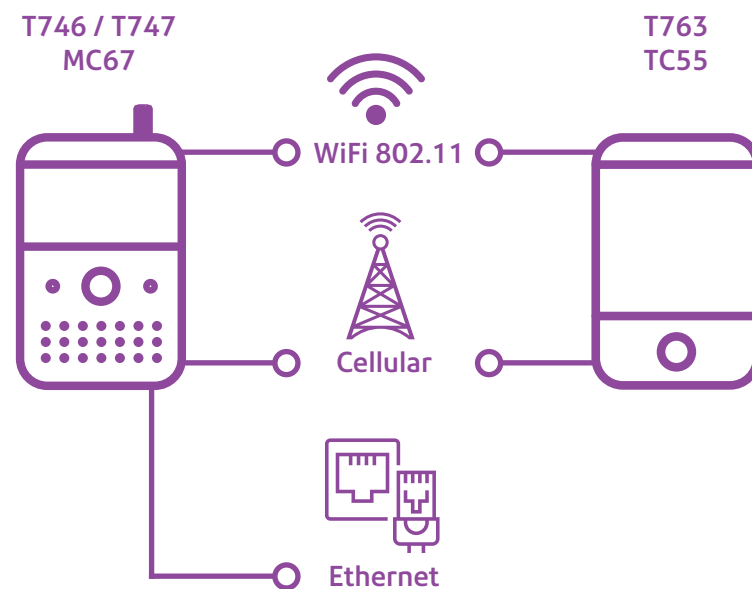
Every package counts.
Recognizing a package has been "received" doesn't mean it's been delivered. You need to track that package to its ultimate recipient.

With SendSuite Tracking, you can respond to any inquiry with speed and confidence. Manage your mail center more effectively with accurate, detailed reports on the complete package life cycle. SendSuite Tracking enables you to increase efficiency, satisfaction and accountability at every step.

SendSuite Tracking offers various synching methods.

T746 / T747 MC67

T763 TC55

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Cellular

Ethernet

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