



**Shipping & Mailing**  
Management & Tracking

**SendSuite™ Tracking**

Internal tracking and delivery management system

# Track accurately. Deliver with precision.





## Accurately track anything you can barcode, or has a barcode.

- Speed internal deliveries
- Minimise errors
- Respond quickly to enquiries
- Document damaged items
- Meet or exceed SLAs

## Account for every parcel, every time.

You want every package that passes through your mailroom to reach its final recipient quickly and accurately. Paper delivery logs and manual processing can't keep pace. When things go wrong, internal stakeholders expect quick answers.

SendSuite® enterprise tracking software picks up where your carriers leave off. It provides end-to-end visibility and control. Now, you can automate internal parcel deliveries for efficient, error-free handling, each and every time. Access the information you need to maintain control. See real-time statuses. Manage workflow. Report where packages are in the delivery chain and keep things moving throughout your organisation.

## Manage multi-location delivery with ease.

Whether your facilities include one large site, multiple sites or multiple buildings at one location, SendSuite technology makes it easy to satisfy everyone's needs. You'll always know the real-time status of any item in any location, who had it previously, when they took receipt and precisely where the item is located.

- Automate your receiving area.
- Send email and text notification of package delivery.
- Enquire into missing package requests.
- Create daily internal delivery logs and manifests.
- Get urgent package alerts.
- Re-route packages and assign alternative recipients.



# Account for every parcel, every time.

## **Keep and stay on track.**

SendSuite® Tracking makes every aspect of multi-location package management more efficient and productive.

**Consolidate deliveries.** Group multiple items into one with the SendSuite Pouch Mail feature, so only one signature is required to deliver multiple packages to a destination.

**Expedite urgent items.** Log expected urgent items in SendSuite Tracking before the scheduled arrival time. Send tailored email alerts as soon as the item arrives.

**Control personal deliveries.** Generate personalised emails that invite employees to collect non-business deliveries.

**Manage incorrect deliveries.** Immediately generate emails when an item is received in the wrong location to keep the intended recipient fully informed.

**Meet your SLAs.** Create automatic alerts that warn staff as a delivery deadline approaches.

**Get instant status updates.** Use the wireless portable data collectors to update the database as soon as an item is delivered.

**Simplify deliveries.** Confirm each delivery with electronic signature from the recipient. For added security, scan the employee ID badge barcode to complete the signature.

**Prove your performance.** SendSuite automatically generates an email to alert the recipient when deliveries have been attempted but not completed.

**Maintain complete oversight.** SendSuite Tracking automates your inbound tracking and puts an end to the headaches, hassles and surprises of the past.

## **Increase productivity:**

- Eliminate errors due to illegible handwriting.
- Reduce time spent responding to status enquiry calls.
- Automate communications.
- Track both mail pouches and the individual contents of each container.

## **Provide accurate information:**

- Look up precise package statuses.
- Demonstrate progress against service level agreements.
- Conduct accurate annual performance reviews.

## **Instil integrity and security:**

- Ensure proof of delivery.
- Document chain of custody.
- Photograph suspicious items and confirm with addressee prior to delivery.

## **Facilitate damage claims:**

- Photograph damaged items.
- Share visual evidence with sender/carrier via email.
- Improve your damage claim turnaround.

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# How the process works.

From the time a parcel arrives at your premises to the time it's delivered, SendSuite® Tracking helps you get the job done fast and minimise errors. It uses a simple three-step process to ensure your business delivers articles at the optimum efficiency.



## 01. Check in.

Incoming items are scanned to record the date and time of receipt.



## 02. Manifest.

Deliveries are organised by delivery route and transferred onto portable data collectors.



## 03. Deliver.

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

Access the SendSuite database from any nominated location to respond to status enquiries. Plus, you can generate detailed reports.



# Designed to integrate with IT.

## Secure, agile and reliable.

Our Smart Client technology provides the benefits of both a “thin client” (zero-install, auto-update) and “thick client” (high performance, high productivity) system. Deployment, maintenance and updates are simple. Peripherals connect via a USB connection. No Active X controls are needed. Because it supports both HTTP and HTTPS communication, the system can operate in a corporate LAN/WAN environment with no special network or firewall configuration.

## Link directly to the data you need.

SendSuite Link interfaces with third party database applications and Web-based services to expand the power of SendSuite Tracking. Control the flow of data, ensure data integrity and eliminate manual data entry in systems across your organisation by connecting to:

- Employee information
- Carriers and services
- Carrier tracking/expected mail
- Carrier barcode decoding
- Locations (sites, buildings, departments, mail stops/drops)
- Events
- Visitors

## Reduce risk without sacrificing productivity

Our robust, end-to-end solution protects your sensitive information against unauthorised access.

**Flexible logon options:** Product, LDAP/Active Directory and Windows authentication.

**Access rights:** Limit the ability to perform certain tasks to specific users or user group profiles.

**Session time-outs:** The processing client and admin module time out after a period of inactivity, forcing the user to log in again.

**SSL (Secure Sockets Layer):** SSL makes SendSuite “firewall friendly” and provides flexibility for deployment.

**Data encryption:** 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.

## Choose the deployment model that fits your organisation's needs.

SendSuite Link is available in two customisable deployment models that let you maximise your internal IT and software resources and streamline operations.

- **Enterprise Tool Kit:** Pitney Bowes performs the installation and configuration.
- **Software Developers Toolkit (SDK):** We provide your IT department with everything it needs to perform the installation in-house.

## Trust SendSuite to get the job done.

SendSuite® Tracking software defines new standards in accuracy and precision for multi-location package management. With enterprise tracking, you gain command and control over every item, from doorstep to final delivery to the intended recipient.


It's another example of the Pitney Bowes global commitment to help businesses like yours navigate the complex and always evolving world of commerce.

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## System features

- Operates on Microsoft® Windows 7®
- Single/multiple site processing stations across the enterprise
- SQL database support integrates company data, eliminates redundancy and maintains data accuracy
- Minimal network consumption
- Auto-recovery from lost connectivity; no IT involvement required
- Seamless upgrades without interruption or system reconfiguration; previously tailored business logic is uncompromised
- Rapid deployment to additional sites using a Web browser or corporate push technologies.

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