Goods & Assets Tracking

Collection & Delivery Tracking Solution for Logistics Fleets

Join us on

NEOPOST
SHIPPING

Real-time tracking and proof of delivery

Make your first mile and last mile logistics stand out, reduce your customer service costs by providing your customers with tracking and proof-of-delivery within minutes of their shipment delivery.

Make Track & Trace even more reliable by presenting customers with real-time shipment tracking status and proof-of-delivery in the form of a digitized signature or an image of the delivery note signed by the recipient.

Inform your customers in real time of delivery exceptions and maintain long-term customer relationships by providing customized services.

Reduce operation costs by automating the registration of tracking events and additional information captured during the runs including money collected, equipment returns, photo captures, etc.

Take advantage of the GPS technology embedded in handheld devices to geo-track your delivery fleet, improve your operational efficiency and save costs by reducing mileage.

A service-based offer with no upfront capital investment

No equipment investment. No software license purchase. No repair management. Neopost Shipping provides a full in-house service by delivering a turnkey mobile solution which is tailored to your individual business requirements. A typical service contract includes:
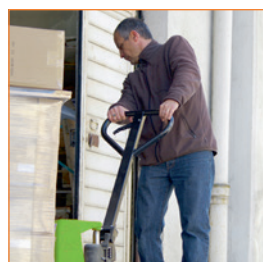
* Handheld devices and accessories
* Your mobile tracking software tailored to your business processes
* The Neopost Data Centre backbone to handle data exchange between your Information System and the fleet of mobile devices
* Integration and after-sale repair services

An offer fitting the needs of multiple profesionals delivering goods

The business approach and the flexibility of the mobile software allow Collect'n deliver offering to address the multiple facets of the goods delivery business.

Express and Parcel delivery

Pallet and Freight delivery

Temperature-controlled product delivery

Sector-specific delivery fleets

Private and sector-specific logistic fleets

Products designed to build YOUR tracking

Neopost Shipping, your partner for mobile tracking solutions

Mobile computing is complex. Selecting the right handheld terminal, developing a sector-specific application, becoming proficient in mobile communications, setting up an IT infrastructure supporting real-time communication for a significant number of mobiles in the field, etc., requires specialist expertise, which Neopost Shipping will provide.

With an extensive experience in Proof-of-delivery Management Solutions and as a leader in Transportation IT solutions, Neopost Shipping will fully implement your Mobile tracking project. With your contribution, we will analyze your existing delivery and collection system, provide you with a tailored solution meeting your exact budget and needs, and support you throughout the complete process of implementation of your Mobile Information System.

The Collect'n deliver mobile software

To meet the requirements of each project, our mobile software is composed of a set of functional modules that can be assembled and integrated on demand. The core modules give the ability to:

- Download runs using Wi-Fi or a docking station of a 3G/GPRS connection
- Track shipments and parcels during the delivery van loading process
- Assign tracking status at shipment and/or handling unit level
- Capture the photo of the delivery note signed off by the recipient
- Capture on-screen signature and comments
- Capture photos as visual proofs in case of issue or exception in the delivery chain
- Record cash-on-delivery operations
- Record Returnable Transport Items movements

- Capture the GPS coordinates at the delivery/collection point
- Send and receive text messages or emails
- Take and give phone calls
- Get turn-by-turn navigation (based on a 3rd party software)
- Upload tracking and POD information captured in the field
- Record mileages at run start/end
- Scan shipment and/or parcels returning to the depot
- Scan items and associate them to a container
- Print a receipt using a wireless mobile printer

The Collect'n deliver software is hardware agnostic and runs on multiple handheld devices offered by market leading manufacturers. Our expertise and close relationship with manufacturers allow us to help you select the right device matching your functional and operational requirements and budget constraints.

g solution...

The application is available in multiple languages. It has been designed to run without a keyboard as all actions can be completed using the touch screen.

The skin can be customized according to your corporate branding colors and logo.

Access is secured with a login. Multiple user profiles such as "driver", "dock agent", "supervisor" are available so the device can display the modules matching user needs. Lists of authorized users are defined per location, so handheld devices can be managed as a pool (shared across all users of a depot).

A specific layer has been developed to handle data exchange management, software updates and mobile device management.

Depending on where and how the device is used, 4 communication methods can be implemented to upload and download data: GPRS/3G for "in the field" operations, Wifi and LAN (using an Ethernet docking station) for "in the depot" operations and Bluetooth when the handheld unit is connected with an external device such as a wireless mobile printer.

Collect'n deliver Geoloc to track your delivery fleet

Given that most of handheld devices nowadays offer GPS, we enable you to leverage this embedded technology to track your delivery fleet.

This solution requires no investment, no installation of on-board telematics equipment.

The web-based fleet tracking software gives you the ability to track the location of your drivers, whether they are company employees or sub-contractors, control your fleet on a map, get run reports and statistics. Collection and delivery stops are recorded real-time and messages can be exchanged with drivers.

This fleet tracking tool offers you a great opportunity to save significant operation costs.

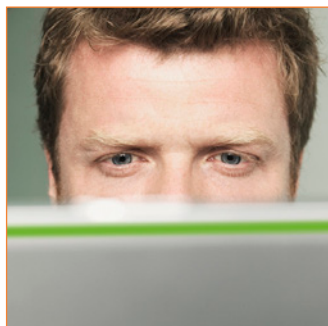## Web based tracking and pod database

As a strategic and complementary piece of your tracking solution, we offer you the ability to put in place and host your tracking and POD database to manage and consolidate all tracking information and images captured with the mobile devices. Your customers, depots and partners will then be able to track the orders and consult proof of delivery documents online.

The tracking system offers multiple search criterias to filter and select orders, a tracking alert engine to generate automatic email and SMS notifications, a report engine to extract data and get statistics and a run monitoring tool to control delivery operations.

The web site can be customized to match your corporate branding and become YOUR online tracking solution.

...and Services to implement and support YOUR mobile project!

You take advantage of our data centre it infrastructure to manage data exchange with your mobile fleet

- High availability Data Centre with disaster recovery plan and 24/7 monitoring
- Managing information exchanges in both directions between your Information System and mobile devices
- Consolidating, routing and mapping flows of data and images in the format and frequency required, using the connection and method of your choice

we deliver you "ready to use" equipment

- Preparation and integration of hardware component: handheld device, battery, memory card, etc.
- Installation and setup of your tailored mobile application
- Activation and setup of the SIM card
- Testing of each device to make sure the configuration works properly
- Packaging and delivery to addresses of your choice according to your roll-out plan

We provide you with on-site support for your pilot launch

- On-site installation and setup
- Training of pilot users
- Delivery of an end-user start-up guide
- Support provided to users during their daily tasks, if desired
- Level 3 support provided on site in the event of problems that require local expertise

E support you in the roll-out plan*

- On-site installation and setup*
- Training of end-users*
- Delivery of an end-user start-up guide*
- Helpdesk support from Monday to Friday 9.00am – 7.00pm

* All on-site services require a specific quotation based on the services expected and the number of locations involved in the project

Make your daily job easier enabling you to be more efficient

We manage the repair of handheld devices and accessories covered by a service contract. A central repair centre manages returns and exchanges of your equipment from a buffer stock of units dedicated to your project. For a perfect control of your budget, we also offer service contracts including the management of accidental breakage of mobile devices.

Our customer support website is at your disposal to monitor your fleet of mobile devices and services operated by Neopost Shipping. A dashboard helps you track the number of connected devices, the number of data files sent and the Data Centre file routing performance. A fleet monitoring tool gives you the opportunity to check the settings and the use of your handhelds. Finally, a dedicated section allows you to access to documentation and download a monthly report to follow up Neopost Shipping service activity (reporting the number of pieces of equipment returned, helpdesk calls, ...).

Why Choose Neopost Shipping ?

Neopost Shipping, a division of the Neopost Group, develops and provides parcel shipping and tracking offers. These solutions are intended for both supply chain professionals: carriers, postal organizations and logistics experts, and for companies that use logistics processes: manufacturers, distributors and e-merchants.

Technology experts in data acquisition, data exchange, barcode-based and RFID-based systems, Neopost Shipping has outstanding domain knowledge in parcels and logistics. To support the growth of traditional and online commerce, Neopost Shipping invests and innovates to help distributors, online merchants and specialists of the 1st and last mile logistics to improve the delivery experience of e-consumers and grow their business while reducing operating costs.

Neopost Shipping has offices in multiple countries in Europe, North America and Asia-Pacific. The company has more than 400 employees, half of them being part of Product Development and Technology teams.

Every month, 30 million shipments are booked and labelled with our shipping technology at 80,000 businesses; and more than 50 million parcels and 180 million tracking events are recorded in our track & trace systems.

Find out more at shipping.neopost.com

Why Choose Neopost ?

Neopost is the number 2 global supplier in Mail Solutions and a major player in the field of Digital Communications and Shipping Solutions. Its aim is to help companies improve the way they manage interactions with their clients and stakeholders.

Neopost provides the most advanced solutions for physical mail processing (mailing systems and folders/inserters), digital communication management (Customer Communication Management and Data Quality applications), and supply chain and e-commerce process optimization (from point of sale to delivery, including associated tracking services).

With a direct presence in 31 countries and more than 6,000 employees, Neopost recorded annual sales of €1.2 billion in 2015. Its products and services are sold in more than 90 countries.

Neopost is listed in the A compartment of Euronext Paris and belongs to the SBF 120 index.

Find out more at neopost.com

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