

# DFWorks® Document Lifecycle Tracking Module

## Realize big gains in response time with details on individual mail pieces

∴ Resolve inquiries quickly with instant access to in-process and recently mailed communications for an individual recipient

∴ Easily construct a history of events for individual mail pieces

∴ Minimize the number of inquiries with online, anytime access to mail piece status

Today, instant access to information is the norm – for internal operations and external customers alike. Critical customer communications are no exception. With limited access to information on individual mail pieces, your team may not be responding promptly enough, leaving concerned customers to quickly become dissatisfied ones.

That's why Pitney Bowes has developed the Document Lifecycle Tracking Module for its DFWorks® suite of intelligent document factory solutions. With Document Lifecycle Tracking, you can instantly know the status of every mail piece that passes through your facility. But that's not all. The Lifecycle Tracking module was also designed to streamline remote access for customer service – which means fewer requests directed to your mail operations.

### Your key to lower costs and higher satisfaction

When the customer is on the line, it won't be for long. Document Lifecycle

Tracking quickly puts searchable, real-time status information right at your fingertips. No more costly, multiple-contact research expeditions. Now your team can instantly call up information and get the big picture on both historical and in-progress customer documents. The result is clear – more timely and thorough responses to a wide range of queries.

With Document Lifecycle Tracking, you'll quickly be able to:

- Configure search screens according to user needs and preferences
- Determine if any pieces were processed for a given recipient
- Pinpoint the number of pieces processed for an individual recipient
- Determine processing dates and times for specific mail pieces – enabling delivery forecasting
- View results of multiple process steps for individual mail pieces

This module makes it easy to search for a mail piece by recipient name or account number. You can also view a large number of mail pieces in a single screen, if necessary. Even archived information on older mail pieces can be obtained to help resolve issues.

### Flexible reporting, dependable proof

Whether you're a service bureau or an in-house operation, Document Lifecycle Tracking strengthens the link between you and your primary constituents.

With precision tracking, you can quickly customize reports to individual job owner requirements.

Time and date-stamped activity reports for individual mail pieces support proof-of-mailing initiatives to help meet the challenges of today's more demanding regulatory requirements. And this information can be saved as PDF, MHT, RTF or CSV, making it compatible with most spreadsheet or database applications.

With Document Lifecycle Tracking, it's easy to archive and restore historical records of mail pieces if needed.

### Offer efficient, convenient self-service access

Have you processed any mail for my customer? How many pieces? What happened to them? Can you send me a report?

It's time to offer some relief to your production staff. With Document Lifecycle Tracking you can give inquiring parties the answers they need – and this means fewer questions for your team.

Constituents can use the DFWorks® online interface to help themselves to information on individual mail pieces.

Make the move to self-service satisfaction today.

### DFWorks® Solutions

Document Lifecycle Tracking can run independently or be combined with additional modules offered in the DFWorks® suite of intelligent document factory solutions. These DFWorks® modules help businesses:

- Provide visibility to mail pieces, including contents, to clients and line-of-business stakeholders
- Track jobs and workflow to achieve key deliverables, including service-level agreements



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## Access DFWorks® Mail Piece Status Information

Document Life Cycle Tracking Report

Change Status	Mailpiece	Statement Image	JOBTYPE	Job ID	MailDate	Disposition	Machine	Operator	Processed Time	Account Number	Name	Address	City	State	Zip5
30			Business	0000007	06/01/2008 12:00:00	Completed	FM01	Engineer	06/01/2008 10:36:23	0800087080008	Adrian	248 Browns	Danbury	CT	06810
30			Business	0000089	06/07/2008 12:00:00	Outboxed	FM01								
30			Business	0000089	06/07/2008 12:00:00	Completed	FM01								

Mailpiece History

Mailpiece ID	Disposition	Status	Result	Machine	Operator	Processed Date	Center Name	Package	Account	Process Step
30	Completed	Out	Failed	FM01	Engineer	06/01/2008 11:31:16	0800087080008	0800087080008	0800087080008	Out

- >> Search for pieces by name or account number
- >> View status for multiple pieces at once
- >> Pinpoint document processing status

- Measure and manage productivity and quality to Six Sigma practices
- View real-time mail piece status during production, compare historical information and generate reports
- Create reports and graphs on mail finishing equipment and labor
- Manage postage accounting, funds used in metering, and postal documentation associated with mailings

**Gain a responsive solution to help control the costs of customer service.**

**To call up detailed information on individual mail pieces, call us today at 877.536.2736 or visit [www.pbdmt.com](http://www.pbdmt.com).**

Pitney Bowes is a leader in end-to-end integrated mail and document solutions. Our leading-edge hardware, software and services can help you grow revenue, cut costs and strengthen customer loyalty, to drive your long-term profitability.

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