



# BearTracks Data Sheet

## Receiving & Distribution Module

**BearTracks**, the next generation in tracking solutions, supports tracking of all types of physical items through any workflow. Whatever you have to move, BearTracks is the best way to get it there reliably, accountably, and efficiently – and with total visibility. With over fifteen years experience in developing tracking solutions, Bear River has acquired a deep understanding of the tracking needs of global enterprises and put that knowledge to work in building BearTracks.

BearTracks includes a variety of functional and industry-specific modules to allow each customer to maximize their benefit from the product. This data sheet describes the **Receiving & Distribution Module** of **BearTracks**.

### BearTracks Highlights

- Real world accountability and efficiency: automate processes and capture data along the way.
- Enterprise management tools – measure Key Performance Indicators and review performance against Service Level Agreements.
- Front-line manager support: use targeted reporting and displays to help managers ensure good performance and communicate effectively with their customers.
- Operational efficiency: employ user interfaces built to speed your staff's most time-critical activities.
- Visibility for the entire enterprise: provide web-based information tools, integrated with your corporate intranet.
- Configuration: configure the product to match your workflows, processes, and performance management rules. Bear River provides the experts to ensure you get exactly what you need.

## Receiving & Distribution Features

The **Receiving & Distribution Module** of **BearTracks** provides full support for your receiving and internal tracking needs.

### Receiving

- Industrial-strength mail center application
- Web-based technology for easy deployment
- Choice of data entry methods: desktop, PDA, automated sorter integration, carrier import
- Barcode scanning and dockside reconciliation with the carrier
- Capture of X-ray and other security inspections
- Employee database integration with lookups for inbound packages
- Differentiation between addressee and intended recipient
- Automatic assignment of the item to a delivery route
- Dropdown lists, standard defaults and user-defined fields
- Capture purchase order and asset information
- Easy deliveries of multiple items & multiple deliveries to the same recipient
- Alerts triggered on tracking number, addressee or sender
- Optional e-mail notification of shipment's arrival

## Distribution

- Maximum accountability via completely configurable workflows, variable by site or location
- Complete electronic delivery manifest with detailed item information sortable by route, building, mailstop, recipient, priority, etc.
- Captures a scan, status and signature for any number of workflow steps using handheld delivery devices
- Records all delivery actions (both deliveries and attempts)
- Wireless synchronization for handheld devices
- Secure delivery option
- Proactive Performance Management supports creation of delivery deadlines for packages and making those visible to mail center staff throughout the process
- Tracks all events for cost allocation and performance management purposes

## Information Access

- Flexible search, retrieval and proof of delivery for couriers and mail clerks
- Web-based display of delivery information for end-users
- Automatic email generation customizable by event and package type
- End user or mail center user input of special handling instructions and reliable update of relevant package records
- Wide selection of standard reports for day-to-day operations
- Performance management module for managing to KPIs and SLAs
- Charge back services to departments based on services actually delivered

## Benefits

The **BearTracks Receiving & Distribution Module** is an advanced internal tracking solution that enables you to measure your activities and improve adherence to Best Practices in a variety of areas. Cost savings are delivered by allowing your team to work smarter and more efficiently.

## Improve Service

- Provide total accountability
- Reduce cycle times
- Quickly provide objective, accurate and verifiable information

## Reduce Receiving Costs

- Optimize utilization of resources to receive, handle and deliver packages
- Reduce labor for “backend” functions such as searching for lost items, answering telephone calls, and preparing management reports
- Eliminate losses due to “shrinkage” (i.e., lost or stolen items)

## Improve Management and Compliance

- Reduce risk via audit-trail compliance in regulated industries
- Monitor outsourced or internal staff for compliance with stated Service Level Agreements
- Time payments for receipt of goods against purchase orders
- Negotiate better contracts with outsourcers, carriers and vendors

## Contact information

### **Bear River Associates, Inc.**

436 14th Street, Suite 300  
Oakland, CA 94612

Telephone: 510.834.5300  
Fax: 510.834.5396

Email: [info@bearriver.com](mailto:info@bearriver.com)  
Web: [www.bearriver.com](http://www.bearriver.com)