



DRIVE SERVICE LEVELS UP AND COSTS DOWN WITH MOBILITY IN SORTATION CENTERS, ON DELIVERY ROUTES AND AT THE RETAIL COUNTER

MOBILITY IN POSTAL OPERATIONS



Whether workers are on foot or in trucks delivering mail and parcels, in trucks moving bulk shipments, at the retail counter or in the aisles and on the docks in sortation centers, there is a Motorola mobile computer that will improve their efficiency and help you cut costs across your postal operations.

THE CHALLENGE: RISING COSTS AND COMPETITION

The postal industry faces a series of daunting challenges. Operating expenses are skyrocketing due to volatile fuel costs and rising employee healthcare costs. Increases in online shopping mean an increase in the volume of goods shipped, not to mention higher expectations from a tech-savvy customer base. More workers are needed to keep pace with this growing demand, which translates into higher labor costs. And on top of all these pressures, global competition is on the rise. Customers can choose between government-run postal services and numerous other providers for parcel delivery. In Europe, postal deregulation has permanently changed the face of letter service, as private businesses can now compete with national government agencies for letter carrier service. What's the impact of this new environment? In order to survive, postal operations must now think like a private business — they must determine how to cut costs, while offering competitive prices and value-added services that keep customers happy and loyal.

THE SOLUTION: STREAMLINE YOUR END-TO-END POSTAL OPERATIONS WITH REAL-TIME INFORMATION

In postal operations, it's all about moving items through the delivery chain as quickly and accurately as possible to reduce costs and delivery times. But how can you improve the process when nearly everyone in your operation is always on the move, disconnected from information in your business systems and forced to deal with manual paper-based procedures that add time and increase the risk of errors?

The Motorola Postal Mobile Computing portfolio puts a new generation of tools in the hands of your workforce. A Motorola mobile computer makes it easy to complete virtually any task as efficiently and accurately as possible from unloading and re-loading trucks in sortation centers to delivering letters and packages. Your entire workforce can access your business applications, no matter where they are. A bar code scanner and camera automate and error-proof data capture, while voice communications keep your entire team connected to supervisors and co-workers.

The result? Wasted time and errors are stripped out of your processes, reducing cycle times, costs and delivery times. And with our fully-featured mobile devices, you get cutting edge functions that allow you to offer value-add services that will improve customer service and increase sales opportunities at the customer doorstep and in your retail locations.

A device for every worker

Our Postal Mobile Computing portfolio solution allows you to choose the right device for the different types of workers in your delivery chain. For example, your 'feet on the street' may only need occasional bar code scanning, while task workers in sortation centers spend the bulk of their day scanning bar codes. We offer different levels of rugged design to let you balance the environmental needs of your applications with your budget. Our full complement of management tools provides centralized and remote management of your Motorola mobile devices and their peripherals from the moment they are purchased to the end of their lifecycle, minimizing one of the biggest costs associated with any mobility solution — everyday management. You can even purchase a single pool of devices, yet tailor the feature set for different workgroups to protect productivity and costs — for example, by disabling Internet access or the ability to place calls over the cellular network. And with our industry-leading optional support service, Service from the Start with Comprehensive Coverage, you can rest assured that you can keep your devices up, running and in like new condition. This unique service sets the standard in support by simply covering everything — from everyday wear and tear to accidental damage to internal and external components as well as the accessories that ship with the device.

THE NEW REAL-TIME POSTAL OPERATION IN ACTION

Motorola's Postal Mobile Computing portfolio streamlines the workday for the many different types of workers in your postal operations, regardless of the tasks they perform, from workers on foot and in trucks who spend the day delivering mail and parcels to drivers in trucks moving bulk shipments between sortation points to workers inside your retail stores and in the aisles and docks at your sortation centers.

Mobility in the local delivery route

For workers out on the delivery route whether they're on foot or driving to customer locations — the ability to automate everyday processes frees time that can be

used for more deliveries. The result? The same workers can handle a larger route in the same amount of time, helping you contain staffing costs.

Electronic Proof of Delivery (POD)

With a mobile computer in hand, workers can electronically collect undisputable and unalterable proof that a certified letter or package was delivered. This paperless process lets workers collect an electronic signature and an uneditable geostamp that provides double validation, capturing the name of the person who received the item in addition to the geographic location where the signature was obtained, complete with date and time. And in the event that no one is present to sign for a delivery, a geostamped photo of the package on the doorstep provides proof of delivery as well as proof of condition.

Automated creation of attempted delivery notices

Workers carrying a Motorola mobile computer and compact mobile printer can easily create and print electronic attempted delivery notices, complete with bar code. Notices are visible in your computer system in seconds, so that when customers arrive to retrieve their packages, retail clerks merely need to scan the bar code on the notice to identify and locate the item. This electronic process automatically archives the details of all attempted deliveries in your business system, including the driver, the date and the time. Your organization no longer needs to waste time issuing or managing paper notices.

GPS tracking for route guidance and better workforce management

Integrated GPS technology helps workers out on delivery routes, as well as their supervisors. Routes can be loaded into the mobile computer, ready to guide substitutes for footwalkers who are on holiday or out ill. In addition, 'breadcrumbing' allows supervisors to:

- Make sure that footwalkers stay on track throughout the day.
- Analyze route data to improve route efficiency.
- Automatically receive notification if a mobile device is stationary for too long, improving working safety. Supervisors can check to see if a worker has become ill, or if a worker in a dangerous area is threatened.

Mobile Point-of-Sale

When combined with a mobile printer and Motorola payment card accessory, a Motorola mobile computer is transformed into a secure mobile point-of-sale



A mobile computer allows postal workers to create a point-of-sale at every delivery stop. Postal workers can accept credit or debit cards for COD payments and even sell stamps and other supplies right at the doorstep, bringing customers a new level of convenience and more payment options. The same mobile computer can also capture the bar code on packages and a customer signature for undisputable proof of delivery.

that can process transactions right on the customer's doorstep. This lets you offer customers an easy way to pay for cash-on-delivery (COD) shipments while eliminating the accounting headache associated with actual cash. In addition, route drivers in vehicles can carry a small amount of retail items, such as stamps, to be sold on the spot. Our mobile point-of-sale solutions are PCI-compliant, so you can give your customers all the conveniences of the mobile world without worrying about compromising the security of their financial data.

Collaboration with other city agencies and businesses

Since mobile footwalkers spend their day moving throughout their route, they can be a vital link to the constituents and infrastructure of their city. A mobile computer enhances that role through rich collaboration with city agencies and businesses. For example, if a Motorola mobile computer is paired with a mobile payment module that accepts credit and/or debit cards, a postal operation could partner with a utility company to offer a payment collection service. The utility can offer customers a new convenient way to pay that could decrease the invoicing-to-payment cycle time, while the postal service can generate revenue for every completed payment transaction. In addition, footwalkers that encounter a condition in the road or infrastructure that requires immediate attention have the tools to take instant action. Using the mobile computer's integrated digital camera, the worker can snap a picture, which includes an embedded geostamp, and transmit it to the right city or state agency. The result? In just seconds, the agency has the information required to send the right crew to the right location to correct the problem.

Mobility at the retail counter

In the retail storefront, a mobile computer helps to streamline inventory management, speed up the checkout process and prevent long wait times for customers — even during peak times and holiday seasons.

A state-of-the-art combination mobile point-of-sale

While clerks at retail windows may not seem like likely candidates for a mobile computer, think about the many tasks they need to execute beyond simply ringing up purchases at the register. In combination with a mobile printer and a Motorola Mobile Payment Module that can process debit and credits cards, clerks can scan items to rapidly and accurately complete purchases at the retail window, or even line-bust to drive wait times down and service levels up when lines are long.

Mobile inventory management

Since clerks can carry the mobile computer to the point of task, they are able to take an accurate inventory of items out on the sales floor in minutes, ensuring timely replenishment to keep your shelves full of items ready for sale. Mobile computers with an available trigger handle simplify and add comfort to this task. And if customers have an inventory-related question, clerks never need to walk away from a customer to check stock or look up the price of an item — that information is never more than a few keystrokes away.

Mobility in Transportation & Logistics

In order to move mail and packages through the delivery chain, drivers travel between sortation centers in one of your most expensive assets — your vehicles. Whether you choose a fixed mount mobile computer



Motorola's Postal Mobile Computing portfolio helps protect one of your largest capital investments — your vehicle fleet. The integration of best-in-class GPS ensures connectivity even in challenging areas, such as urban canyons and dense foliage — boosting the value of your location-based applications. Now, dispatchers can track vehicle location in real time, improving routing efficiency and reducing mileage as well as vehicle wear-and-tear. The ability to automate fuel tax computations eliminates the need for drivers to complete and process paper forms, again freeing time for more stops per day. And when a pre-set mileage threshold is reached, vehicles can be automatically scheduled for regular maintenance, helping to preserve the lifecycle of these high-dollar assets.

or a handheld mobile computer with a cradle mount in the cab, mobility can help drive the cost of that fleet down by improving route efficiency, minimizing mileage, ensuring timely maintenance and eliminating paperwork.

Route efficiency/dynamic routing

Improving route efficiency is one of the best tools against rising fuel and insurance costs. When drivers are equipped with mobile computers that have GPS technology, dispatchers are able to continually analyze fleet data to optimize route efficiency. And better route efficiency directly impacts the bottom line: fewer miles driven, lower fuel costs and reduced vehicle wear and tear. In addition, when dispatchers can see the location of each and every vehicle in the fleet, they're able to route vehicles on the fly. For example, if a vehicle breaks down, dispatchers can easily locate the nearest vehicle to pick up the contents in the disabled vehicle, preventing a disruption that could result in late deliveries and dissatisfied customers.

Automatic fuel tax computation

The integrated GPS technology can automatically capture and transmit mileage right to your business systems, automating those cumbersome tax fuel forms. By eliminating the need to complete and process paper forms, workers can spend more time in the driver's

seat — and make more stops per day. The result? You can increase throughput in your delivery chain, without adding drivers and vehicles.

Automated maintenance scheduling

Integrated GPS can automatically track and transmit vehicle mileage to your fleet management system, automating maintenance scheduling for your fleet. As a result, you can be sure that maintenance is performed on time, at the right time. And timely maintenance reduces the effects of everyday wear and tear, in turn reducing repair costs and the high cost of vehicle downtime.

Real-time navigation

While your drivers may routinely travel the same exact route between the same sortation centers, traffic accidents and road closures due to weather can impact delivery times. With integrated GPS, your drivers can easily locate alternative routes to help them stick to the schedule. So no matter the conditions of the day, deliveries stay on track and customers stay satisfied.

Mobility in sortation centers

In your sortation centers, mobile computing streamlines the sorting process and supports the track and trace of packages, bulk containers of mail, as well as the high dollar containers themselves.

Receiving and shipping

As bulk shipments move between mail and package sortation centers, a quick scan at the dock records the time and date of arrival and departure. When loading outbound vehicles, a quick scan makes sure that the right shipment is placed in the right truck, every time — regardless of whether 1D or the new intelligent 2D bar codes are in use. Since shipments are constantly moving in and out of trucks, bar code labels can easily get damaged. That's no problem for Motorola devices. At Motorola, we know exceptions can seriously impact productivity. That's why our decode software is designed to capture even dirty, scratched and poorly printed labels on the first scan. And if workers also carry a lightweight mobile printer worn on a belt, a replacement label can be printed in seconds.

Automated sorting

Inside the sortation center, wearable mobile computers provide unparalleled freedom of movement in package-handling applications. Hands-free scanning lets workers easily handle packages to boost productivity, while ensuring that each item is properly sorted, collated, and queued for the proper route. Items travel more rapidly through the 'last mile of service' — to the local trucks, into the hands of delivery personnel and to the final destination. Better throughput and accuracy in the sortation center directly translate into better delivery times, customer service and satisfaction.

Asset management

The assets used to move items through the delivery chain — such as bulk mail containers, roll cages, pallets and racks — are not only expensive, but also time consuming to track. But the lack of availability of these assets can slow the speed of service, forcing postal operations to invest in higher asset inventory levels to ensure availability. With our mobile computers, workers can easily scan the bar code labels on these assets as they move through the delivery chain, enabling real-time track and trace of these valuable assets. Workers are more accountable — they can scan the bar code on their employee badge as well as the bar code label on an asset, providing a full audit trail of each asset that includes the last known location and who touched the asset last. The audit trail also helps deter theft. In addition, lower stocking levels

of these high dollar assets help reduce capital and operational expenses — there are fewer assets to purchase and manage.

THE BENEFITS OF THE MOBILE POSTAL OPERATION

When tasks can be completed as efficiently and accurately as possible at the point of work, the benefits flow throughout the business to improve every corner of your operations, allowing you to:

- Increase employee productivity throughout your entire operation by automating processes and error-proofing the capture of data.
- Improve service quality:
 - The right item reaches the right destination as fast as possible.
 - Long wait times are eliminated in retail outlets.
 - New value add services offer greater convenience and cost savings through payment card processing right on the doorstep for COD shipments and customer loyalty programs.
- Reduce costs:
 - The increase in productivity means workers can get more done in a day, so you can reduce staffing — and all the associated costs.
 - Better routing and timely maintenance translate into better fleet management and fuel efficiency. Fewer miles driven also reduces CO2 emissions, helping to protect the environment and improve 'green' initiatives.
 - An increase in route efficiency can lead to better fleet utilization — and a reduction in fleet size.
 - The ability to track and trace the bulk mail containers and racks required to move letters and packages reduces the required stocking levels — as well as the associated capital and operational expenses associated with purchasing and managing these business critical assets.

Want to empower your postal operations to be more profitable and more competitive? To find out how, visit: www.motorolasolutions.com/XXXXX or access our global contact directory at www.motorolasolutions.com/contactus

THE MOTOROLA POSTAL MOBILE COMPUTING PORTFOLIO

Whether your workers spend their day inside your retail locations or sortation centers, out walking local delivery routes or transporting mail and packages between sortation centers, there is a Motorola mobile computer that is just right for the job — and your budget.



For more information on how you can put the power of mobile computing to work in your postal operations, please visit www.motorolasolutions.com/solutions