



PostGlobal® Implementation in Posta Uganda

Posta Uganda is the historical provider of postal services in Uganda, having an extensive network of postal delivery outlets down to sub-country level. Mail is delivered to over 70,000 post boxes all over the country, and through our 300 post offices they offer a host of auxiliary services. These include letter and parcel conveyance, an express courier service, local and international money transfers, internet services, philately for collectors, affordable public transport by the Post Bus, distribution of newspapers, magazines as well as being an agent for telecommunications providers.

Posta Uganda has selected Reason Solutions as its technology partner to automate its counter operations. A cohesive technology platform to support rapid product introduction, orchestrated operations, increased scalability and true flexibility across operations, driving down costs and governance hassles, was key to the Posta Uganda's transformation strategy and PostGlobal assured Posta Uganda of all this and more.

The implementation of PostGlobal solution focused on enabling Posta Uganda with a robust technology platform in automating the services offered. Posta Uganda selected PostGlobal counter automation module, PostGlobal Point of Sale to automate the operations and transact business. On a daily basis, the transaction data from various post offices get consolidated at the central server for enabling Management Information System.

- **Point of Sale**

PostGlobal Point of sale eases the effort in customer transactions at the post office counters. It improves the work environment of the postal officials as well as operational efficiency. It provides a great deal of customer satisfaction. It helps in quick settlement of daily accounts for the postal officials. Point of Sale handles the acceptance of registered items, express mail items, money orders, post shop items, Post box renting and various other services Posta Uganda offers. At the end of the day, Point of Sale provides detailed reports on various transactions done by postal officials.

- **Track and Trace**

PostGlobal Track and trace module handles the dispatch, receipt and delivery of Express Mail Service items in Posta Uganda. This system has brought reduction in redundancy in work as well as ease in dispatching items. Barcodes are used for the items. Detailed tracking options are available for the customers to track their consignments. The system is integrated with International Postal System to

import data to PostGlobal and export data to International Postal System. Posta Uganda is extending Track and Trace to Registered items and Parcels also.

- **Expediting post office-to-corporate reporting**

Manual MIS reporting and the ensuing delays at post office branches, was increasingly being viewed as a deterrent for agile senior management response. Posta Uganda leveraged PostGlobal communication platform, to ensure post office-to-headquarters MIS reporting, in real time. An activity that consumed weeks is now complete within minutes, arming business decision-makers with timely data ammunition, from across its regions, to drive Posta Uganda towards greater success. Various kinds of charts and reports are available for the management to analyze the business and design strategies based on the market trend.

PostGlobal Messaging Platform pools the data from all the networked post offices to the central server. The data gets processed at the central server to suit the MIS requirements. The messaging platform works even on low bandwidth which reduces the cost for any additional band width requirement.