



## **PostGlobal® Implementation in Zambia Postal Services Corporation**

PostGlobal, the one stop solution for post is used by ZamPost since June 2010. The solution is installed in all major post offices in ZamPost. 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 ZamPost transformation strategy and PostGlobal assured ZamPost of all this and more. The implementation of PostGlobal solution focused on enabling ZamPost with a robust technology platform in automating the services offered. The various PostGlobal modules like Point Of Sale, electronic Money Order, Track and trace, electronic bill payments, PostBus, Post Forex Bureau are installed in different Post Offices 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.

### **(i) Point of Sale**

Most important postal operations involve the customer and take place at the Post Office counter. Utmost attention is given by Posts to counter automation to enhance quality of customer service. The PostGlobal Point of Sale module covers all operations performed at the Post office counter. Point of Sale provides acceptance of

- Domestic and international mail items – letters, parcels, small packets etc.
- Registration, Insurance, Advice of delivery
- Domestic and International EMS
- All other mail services

### **(ii) Electronic Money Transfer**

PostGlobal Electronic Money Transfer has enabled ZamPost to grab the vast potential in money transfer. All the 16 postal regions are connected using VSAT network and transact money across regions. The payee will be able to receive the money in the very next moment by using a unique secret ID, once money is remitted. The system is highly secure, reliable, and robust and enabled with encryption to avoid tampering of data. The electronic money order system can be enabled to transfer money across countries based on bilateral agreements. ZamPost is expanding this service to more post offices to serve more customers there by targeting more revenue.

### **(iii) Track and Trace**

PostGlobal Track and trace module handles the dispatch, receipt and delivery of Express Mail Service items in ZamPost. 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. ZamPost is extending Track and Trace to Registered items and Parcels also.

### **(iv) Electronic Bill Payments**

PostGlobal e-Bill Payments module enables ZamPost to collect utility bills payments from customers on behalf of other agencies and also to disburse money to customers on behalf of corporates. Manually, ZamPost used to take weeks together to segregate data pertaining to different regions and make payments to the customers. But with PostGlobal e-Bill Payments, the effort is reduced to a great extent and payment information is now available to ZamPost corporate house in the very next moment when the payment is made.

### **(v) 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. ZamPost 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 ZamPost 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