

# CAPE DESPATCH MONITORING



Providing full visibility of the international postal flow

## Why?

In order to serve postal customers and end-consumers, the global postal industry requires an increasingly operated and managed cross-border supply chain. Industry players exchange massive amounts of supply chain data via Electronic Data Interchange (EDI), which is stored in the IPC central database.

Computer Aided Post through EDI (CAPE) harnesses the potential of EDI by combining the information stored in a unique centralised data hub with operational and technical expertise to deliver a standardised solution to the postal industry add within and beyond IPC membership. The EDI data is leveraged in many ways including performance reporting for operational experts, resource planning, payment reporting, etc. CAPE is at the heart of many IPC applications and serves many IPC services.

## How does it work?

Through the CAPE system, IPC provides the essential performance and operational analysis reports for all international postal products, and for tracked product networks such as INTERCONNECT, EPG, KPG and PRIME. CAPE is a robust platform, supporting all relevant industry-standard communication protocols. CAPE is comprised of integrated systems dedicated to the reception, acknowledgement of reception, storage, transformation, monitoring and distribution of information received from external parties. Client systems such as the Global Customer Service System (GCSS), Advanced Tracking and Analysis Tool (ATAT), and Business Intelligence (BI Tool) are also connected to CAPE.

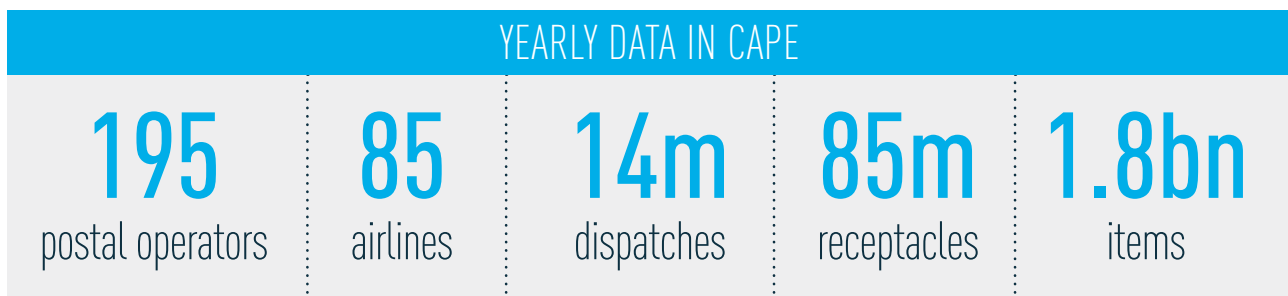
The EDI messages handled by CAPE pertain to the various operational, financial, processing, transport, quality, and security-related aspects of international mail.

An individual letter, packet or parcel is inducted into the postal network, where it is processed and nested (placed in/assigned to) into a receptacle. These several layers of physical nesting are reflected in the data provided through EDI messages which record the handling and processing “events” (where, when, what and who) as the item passes all process points in the international mail pipeline. The data provision technology for these events is mainly barcode data capture, but also includes Radio Frequency Identification (RFID) reads for items, receptacles, and vehicles carrying RFID tags. CAPE stores all these EDI messages, which contain the source data for a large set of reports.

## Benefits

Postal staff from different operational areas can use CAPE reports to achieve:

- **Enhanced operational management** of inbound and outbound mail processing at International Mail Processing Centres (IMPCs) including operational resource planning
- **Improved transport service performance** by monitoring and analysing performance levels for international mail transported by air, road, rail and sea
- **Robust asset management** through operation of the IPC Tray, IPC Bag, and IPC Pallet Box Pools at IMPCs and at IPC
- **Efficient network oversight and control** through operation of the IPC Sprinter Network for road transport of priority mail
- **Optimised messaging for complete product support** by ensuring data availability, data quality and compliance, and data timeliness
- **Acquisition and retention of IPC certification** by monitoring compliance with the requirements for the IPC Certificate of Excellence in the Management and Processing of International Priority Products
- **Successful implementation of quality improvement plans** following assessment by the IPC Proactive Performance Management team of compliance with agreed targets
- **Detailed track and trace and analysis of end-to-end transit time** for individual barcoded mail items
- **Accurate invoicing** for the settlement of accounts



### More information

For more information about CAPE, contact us via e-mail at [info@ipc.be](mailto:info@ipc.be).



More info