quadient
Because connections matter.

TRACK INBOUND PACKAGES ANYWHERE, ANYTIME

Quadient provides the tools you need to automate and manage the chain of custody of inbound packages or mail. WTS by Quadient gives you the visibility you need to simplify and better manage processes in your organization. Available as either a cloud-based or on-premise software solution, Quadient has a web tracking system to meet your preference and business requirements.

WTS
web tracking system

by Quadient

EXPERIENCE
A rich history of world-class leadership

PROVEN RESULTS
96% customer satisfaction rate

EXPERTISE
8 billion personalized experiences annually

BACKED BY THE EXPERTS
Gartner, Forrester, and Aspire

Never Lose Another Inbound Item Again

Moving mail and packages is a two-way street. Outbound traffic is only half the story. When receiving important mail, packages and other inbound items requiring proof of delivery at your facility, the tracking process starts all over again. Manual processes are time-consuming, labor-intensive and error-prone. With WTS, you can track and monitor the internal movement and complete chain-of-custody for every package or piece of accountable mail that your company receives.

Designed for businesses of any size, WTS provides numerous convenient services to automate all your inbound delivery requirements. It dramatically improves the management of your company's internal delivery process by increasing reliability and visibility, accelerating productivity and decreasing costs.

1. RECEIVE
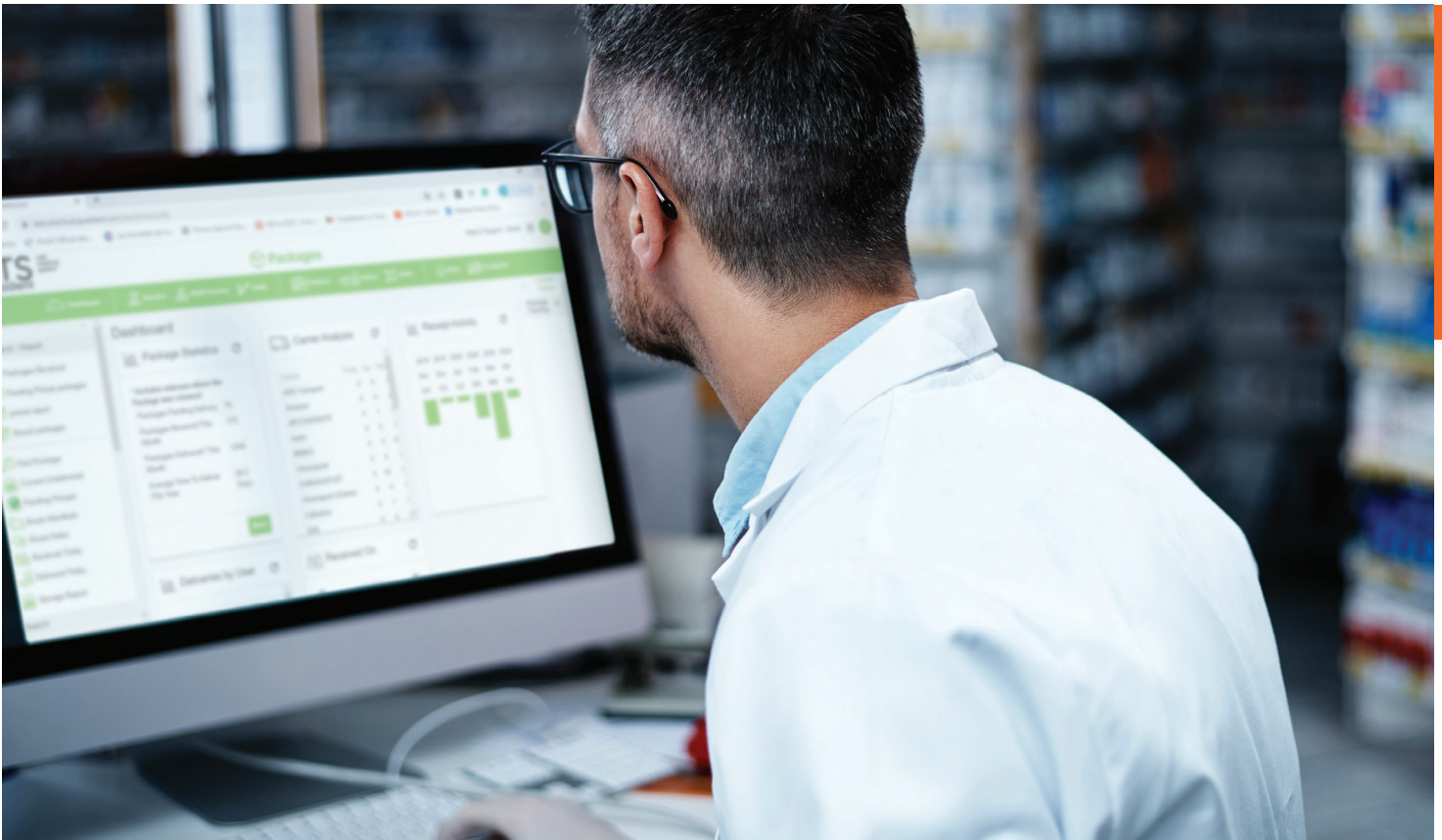Scan the carrier tracking number on incoming packages, select the recipient and enter any other data required

2. DELIVER
Choose the fastest internal delivery route based on recipient location

3. CONFIRM
Capture recipient signature or take a photo for proof of delivery

INCREASE RELIABILITY WITH FULL VISIBILITY

In order to respond quickly to inquiries, a complete view of your internal delivery process is essential. With WTS, locating a package can be done from the convenience of a mobile app, laptop, tablet or desktop computer. Mailroom staff will be sure to spend less time resolving Proof of Delivery disputes as they will now have the necessary tools to take control over the complete chain of custody when using WTS. Tracking package movement history is also done with ease. Increased reliability, predictable service levels and higher customer satisfaction serves to elevate your mailroom's value within the organization.

GAIN STORAGE SPACE AND SAVE TIME

WTS enables you to both classify and plan internal deliveries in advance, reducing any unnecessary repeated journeys throughout the day. Planning deliveries ahead helps to utilize your mailroom space more effectively. Having faster delivery/pickup turnaround cycles reduces storage space, costs, and processing time. WTS has helped companies around the world improve employee satisfaction by creating a cleaner and safer working environment.

KEEP CONFIGURATION COSTS AT A BARE MINIMUM

It's no surprise that in today's climate, business requirements are continuing to evolve. WTS can adapt in a snap! Our cloud and premise based solutions include a rich set of standard features, minimizing the need for custom add-on's that can often times get costly. WTS's flexibility makes it easily configurable to best fit your organizations workflow and needs.

ENJOY PEACE OF MIND KNOWING YOUR SENSITIVE DATA IS SECURED

Quadient is committed to providing quality products that ensure mobile and web app security, while keeping maintenance costs low. Hosted in one of the most secure data centers in the world, we follow security best practices to make sure that your sensitive data remains encrypted and securely stored, eliminating the need for an expensive on-premise hosting infrastructure.

QUADIENT HAS A WTS DEPLOYMENT SOLUTION TO MEET YOUR NEEDS

WTS (Cloud-based)

Quick and effortless to install and maintain, WTS provides the economies of scale that makes cloud computing so attractive. With three options to choose from, including: Lite, Standard, and Premium, WTS has what it takes to meet the most demanding inbound tracking needs of your business. All you need is a PC with an Internet browser. No servers, database licensing, data backups or extra IT services.

WTS-P (Premise)

For clientele that prefer a premise-based solution, WTS-P is available in three product levels including Basic, XE and Enterprise Solutions.

Our knowledgeable sales team will help determine the WTS-P solution that best fits your company's requirements.

WTS Key Features

Intuitive user interface provides simple navigation and seamless processing

Auto-recognition of carrier tracking numbers saves time and eliminates manual entry

Schedule delivery and pickup requests to ensure service level agreements are met

Track mail pouches, and multi-package containers for quick and efficient deliveries

Chain-of-custody monitoring and email notifications ensure recipients know where their items are at all times

Contactless delivery creates a safe work environment

Dual-proof delivery improves accuracy and on-site service which leads to an enhanced customer experience

Import employee databases and ensure your records are always up to date

Record images to capture proof of damaged goods and take the liability off of your delivery staff

About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related Solutions, Quadient helps hundreds of thousands of customers worldwide simplify the connection between people and what matters. For more information about Quadient, visit quadient.com.