



DFWorks® Production Workflow Module

Total Tracking and Control for Managing Daily Operations



Integrated intelligence for on-time performance.

Balancing workflow. Maximizing output. Meeting service commitments and deadlines. For many high-volume mailers, it's a daily challenge with parameters that shift by the hour.

Without robust feedback on exactly what's unfolding within your document production operations, you're constantly up against a moving target. And with many process interdependencies – and even more critical deadlines – you can't afford to fall one step behind.

That's why Pitney Bowes developed the Production Workflow Module for its DFWorks® suite of intelligent document factory solutions. Production Workflow gives you a real-time, bird's-eye view of your workload and resources to help keep jobs on track – and you out ahead. Use Production Workflow to:

- Organize work into more manageable process steps
- Create unique, reusable workflows for different types of jobs
- Manage service-level agreements (SLAs) pro-actively and avert missed deadlines
- Identify available processing resources

- Reconcile and document jobs consistently
- Export information for billing purposes
- Enhance future performance with detailed, past-performance audits

Get the big picture in vivid detail – online, in real time

Production Workflow isn't merely a replacement for assorted production reports and manual logs – it's a digitally integrated alter ego. This system automatically captures and consolidates information from multiple processing points, even different production

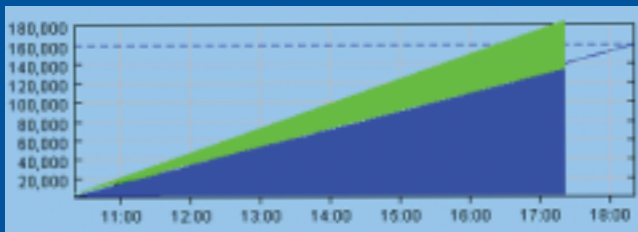
sites, and makes it viewable via your Internet browser.

Flexible data collection devices gather processing information from a wide array of systems to help meet the challenges of today's diverse production environments. As mailing jobs are routed from arrival to file conditioning, printing, inserting, sortation – even hand-finishing – you can monitor them through their required process steps and drill down for more detail.

The workflow of your job tasks is represented graphically and then automatically populated with color-coded, dynamic data during production. With real-time intelligence streaming in from across operations, you can instantly and easily:

- Review and share information on jobs in queue, in progress or completed
- Spot potential "pressure points" and make necessary adjustments to stay on schedule
- Balance workflows and allocate resources for greater efficiency

View Enterprise-Wide Progress and Job-by-Job SLA Performance

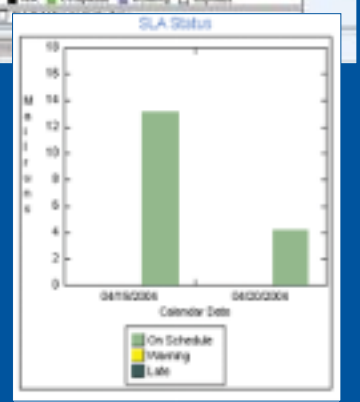


Compare progress vs. goals

Job Type	Job ID	Start Time	Est. Time	Size	Final/Script	Completion	Work Planned	Prod/Status	Prod. Count	Work Status
USPAP	31201	4/18/05	4/18/05	2000	100%	100%	100%	100%	2000	On Time
USPAP	31202	4/18/05	4/18/05	15	100%	100%	100%	100%	15	On Time
USPAP	31203	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31204	4/18/05	4/18/05	2	100%	100%	100%	100%	2	On Time
USPAP	31205	4/18/05	4/18/05	30	100%	100%	100%	100%	30	On Time
USPAP	31206	4/18/05	4/18/05	30	100%	100%	100%	100%	30	On Time
USPAP	31207	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31208	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31209	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31210	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31211	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31212	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31213	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31214	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31215	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31216	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31217	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31218	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31219	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31220	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time
USPAP	31221	4/18/05	4/18/05	1	100%	100%	100%	100%	1	On Time

Job ID	Work Group	Plan ID	Est. Time	Size	Progress	Plan
USPAP	JML File	31201	4/18/05	2000 PIECES	2000	100%
ADDRESS	JML File	31202	4/18/05	15 PIECES	15	100%
ADDRESS	JML File	31203	4/18/05	15 PIECES	15	100%
FLIGHT	JML File	31204	4/18/05	1 PIECES	1	100%
WELLSVILLE	JML File	31205	4/18/05	2 PIECES	2	100%
USPAP	JML File	31206	4/18/05	30 PIECES	30	100%
USPAP	JML File	31207	4/18/05	30 PIECES	30	100%
ADDRESS	JML File	31208	4/18/05	1 PIECES	1	100%
ADDRESS	JML File	31209	4/18/05	2 PIECES	2	100%
WELLSVILLE	JML File	31210	4/18/05	1 PIECES	1	100%
USPAP	JML File	31211	4/18/05	15 PIECES	7	79%
WELLSVILLE	JML File	31212	4/18/05	25 PIECES	24	96%
ADDRESS	JML File	31213	4/18/05	90 PIECES	82	91.1%
USPAP	JML File	31214	4/18/05	1 PIECES	1	100%
WELLSVILLE	JML File	31215	4/18/05	1 PIECES	1	100%
WELLSVILLE	JML File	31216	4/18/05	1 PIECES	1	100%
WELLSVILLE	JML File	31217	4/18/05	1 PIECES	1	100%
WELLSVILLE	JML File	31218	4/18/05	1 PIECES	1	100%
WELLSVILLE	JML File	31219	4/18/05	1 PIECES	1	100%
WELLSVILLE	JML File	31220	4/18/05	1 PIECES	1	100%
WELLSVILLE	JML File	31221	4/18/05	1 PIECES	1	100%

Monitor nearly any process step to spot pressure points



Forecast job arrival and understand production loading

Sort jobs to view status and SLA performance

Gain a true measure of performance

Chart a course to improved operational performance with a detailed map of where you have been. DFWorks® Production Workflow streamlines analysis with a broad range of reports on key metrics, including:

- Actual vs. forecasted time to completion
- Running SLA achievements
- Unit volume by process step

Instead of just knowing *what* happened, Production Workflow can help you uncover *why* it happened, so you can take corrective action. Use detailed production information to improve future SLA performance, responsiveness and results.

The following standard reports can be viewed online and scheduled for regular distribution via email or pager:

- Job arrival status
- Job tracking
- Process step finished vs. goal
- Job SLA status
- Process step tracking
- Process step SLA status
- Process step volume

This information can be saved as PDF, MHT, RTF or CSV, making it compatible with most spreadsheet or database applications.



Create a trail that's easy to follow

DFWorks® Production Workflow automatically documents the timelines of your jobs from start to finish. Time-stamped activity reports show the results for all processes, and designated equipment and operators.

Rely on your performance audits to help:

- Provide proof of processing to verify compliance with SLAs
- Easily document job-level reconciliation
- Meet the challenges of today's more demanding regulatory requirements

Get Details on Workflow, Including Results for All Processes and Mail Pieces

Step	Start Time	End Time	SLA Target	Progress	Process	Complete
Post	8/22/04 1:42:30	8/22/04 1:45:30	1:00	100%	100%	100%
Print/C	8/22/04 1:44:57		1:10	0%	0%	0%
Insert	8/22/04 1:44:57		1:20	21.0%	26.0%	26.0%
Insert/C			2	0%	0%	0%

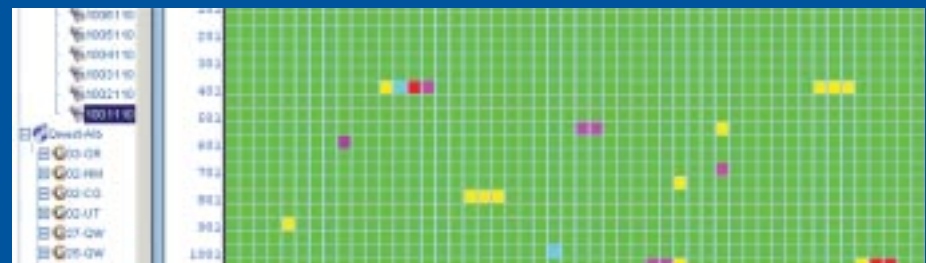
Audit job status

View process steps

Stay organized with user-definable profiles

Juggling numerous jobs with volumes of data, for multiple clients, can be daunting to say the least.

Use Production Workflow to compartmentalize your work, job types and mail runs. Reusable profile templates make it easy to enter jobs into the DFWorks® system. A user-definable tree structure simplifies user navigation.



Leverage file-based processing to "zero-in" on individual mail pieces during production

As you organize jobs by client, the system groups all mailing jobs together for fast access.

Web-enabled reporting for key stakeholders

Your operators may need to know the status of their individual jobs. You may have concerns about jobs, shifts or client satisfaction. Your clients want to know if service-level agreements are met. With Production Workflow you can create different reports for different needs – without impacting production.

DFWorks® Electronic Job Ticket

PRINT OPERATIONS | INSERT OPERATIONS | SORT OPERATIONS

PRINT OPERATIONS DATA

PRINT COUNTS

Obd Time: 8/22/04 11:39 | 8/22/04 11:39

Operator: [dropdown] | [dropdown]

Takeover Operator & Page: [dropdown] | [dropdown]

Printer: [dropdown] | [dropdown]

A. Ending meter read: [input] | [input]

B. Beginning meter read: [input] | [input]

C. Meter Counts to: [input] | [input]

D. Good Pages: [input] | [input]

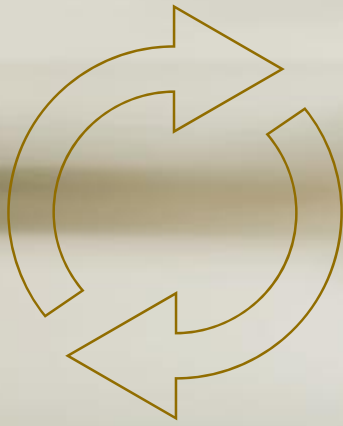
E. Jam Pages: [input] | [input]

F. Non-Pages: [input] | [input]

MCR VERIFICATION COMPLETE

Printer: [input] | Signal Level: [input] | Check Number: [input] | Open or GC Meter: [input]

Record important document production information



DFWorks® Solutions

Production Workflow can run independently or be combined with additional modules offered in the DFWorks® suite of intelligent document factory solutions. These DFWorks® modules help businesses:

- Provide visibility to mail pieces, including contents, to clients and line-of-business stakeholders
- Track jobs and workflow to achieve key deliverables, including service-level agreements
- Measure and manage productivity and quality to Six Sigma® practices
- View real-time mail piece status during production, compare historical information and generate reports
- Create reports and graphs on mail finishing equipment and labor
- Manage postage accounting, funds used in metering, and postal documentation associated with mailings



Engineering the flow of communication™

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