

High Density Mail Setup Instructions

Contents

Introduction to High Density Mail (HDM) 3

Enabling High Density Mail for a Customer 4

Manage Folders..... 6

Printing Recipient Mail Folders 7

Receiving HDM Mail 9

Retrieving HDM Mail 12

HDM on the Handheld 15



Introduction to High Density Mail (HDM)

What is High Density Mail?

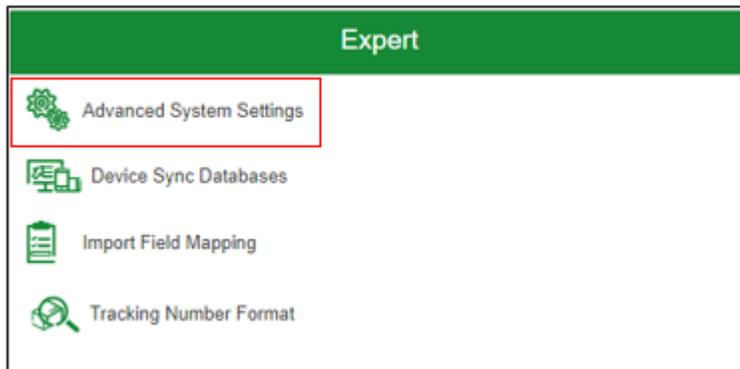
This feature will allow the WTS users to Receive and Deliver mail from either the Website or Android mobile device to a Recipients Mail Folder. Email and SMS notifications can also be configured to alert the Recipient that mail has arrived and needs to be picked up/delivered.



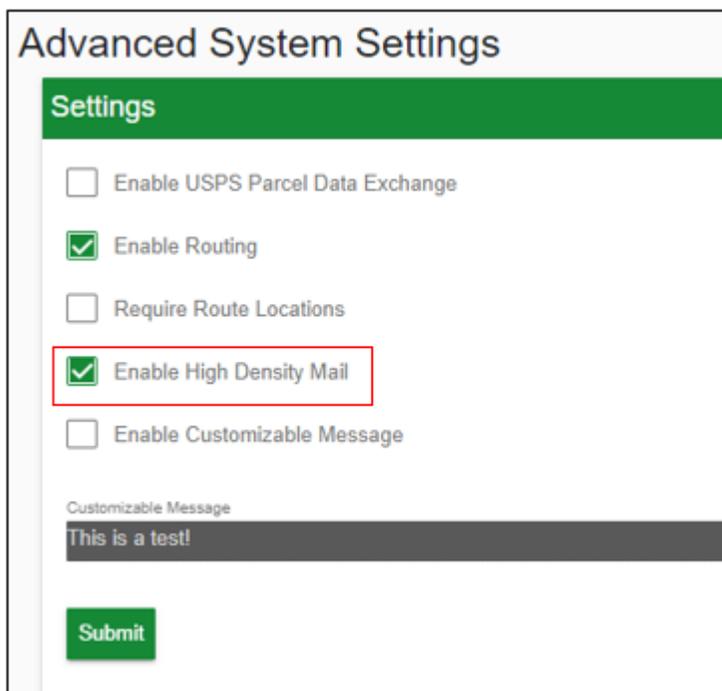
Enabling High Density Mail for a Customer

High Density Mail (HDM) can only be enabled by a **Support User** for any *Standard* or *Premium Package Tracking* accounts. Quadient can enable or disable this at any time at no charge.

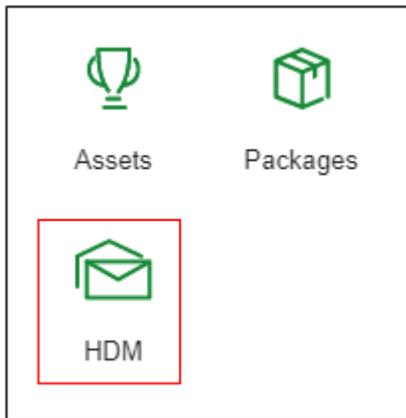
1. Login to the customer's account as a **Support User** and navigate to *Admin* → *Expert* → *Advanced System Settings*.



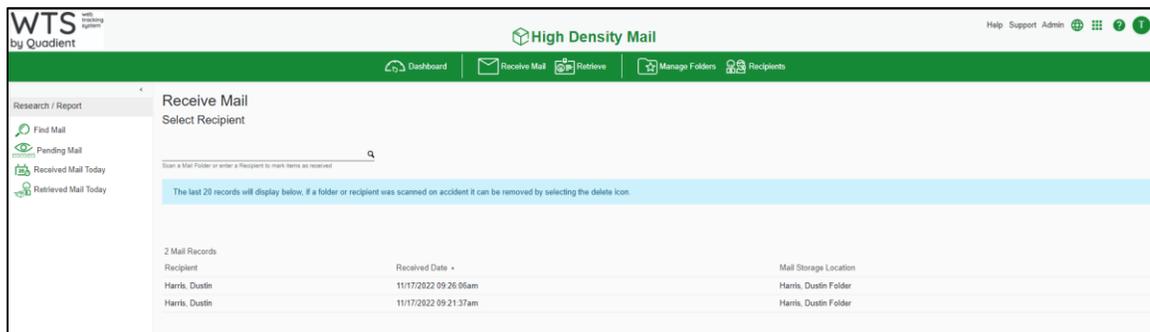
2. Check **Enable High Density Mail** and then click **Submit** to save the setting.



3. When enabled, a new icon will show under the **App menu**  at the top and will be available for any user that has the **Receive and Deliver** user permission or higher.

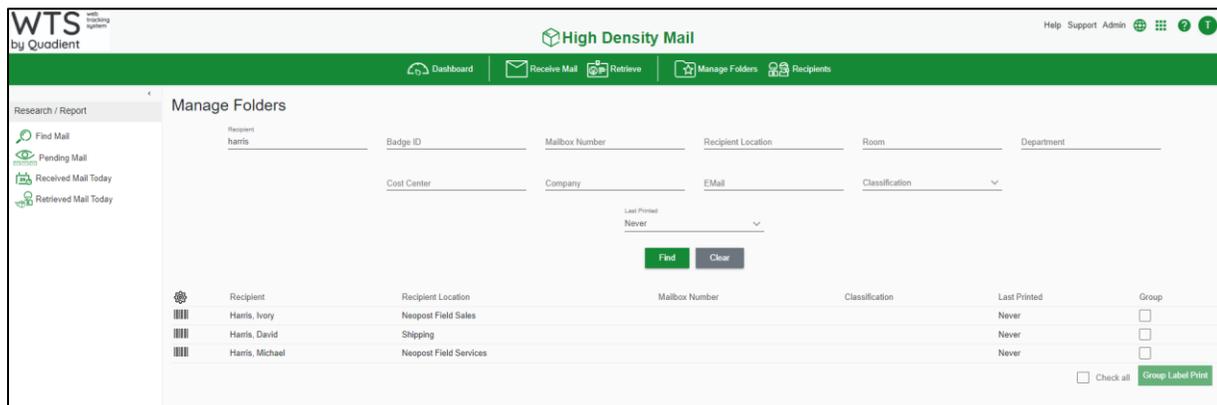


4. Clicking this button will take the user to the **HDM section** of WTS and will be navigated to the **Receive Mail** screen. All HDM-related functions will be available via the **Toolbar**.



Manage Folders

The **Manage Folders** screen is used to print **Recipient Folder Labels** that are used to easily identify, store, and receive/retrieve mail that is stored in the **Recipient Mail Folder**. These folders are then typically placed into **Mail Organizers**. **Recipient Folder Labels** will have a barcode that can be scanned to quickly mark the **Recipient Mail Folder** as *'Mail Received'*. This page will allow the user to mass print **Recipient Folder Labels** using a range of filters and can see when they were last printed.



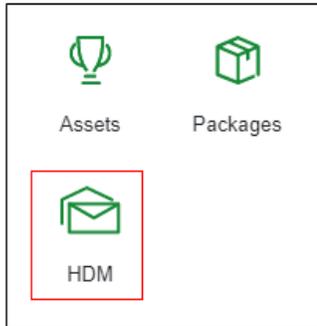
What you need:

- WTS User with at least *Receive and Deliver* privileges
- SubPrint installed and configured
- Workstation with a Label Printer
- Containers (like Manila Folders, Mail Boxes, etc.) that the **Recipient Mail Folder Label** will be placed onto and where their **Mail** will be placed into
- **Badge ID** is a requirement to print folder labels!

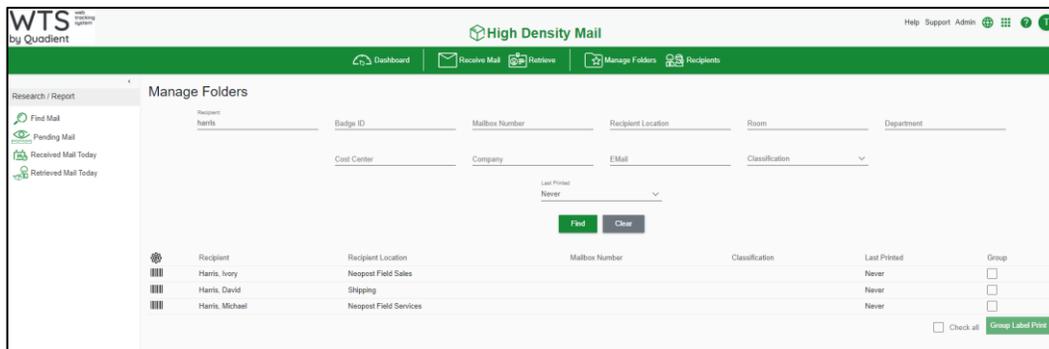


Printing Recipient Mail Folders

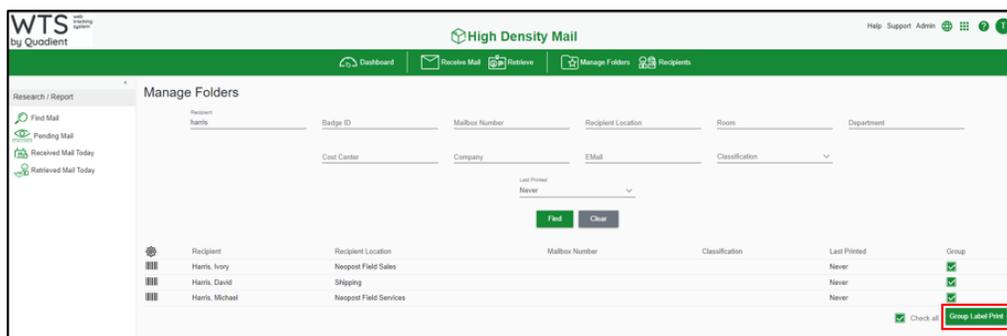
1. Login to WTS, click on HDM under the *App Menu* , and then **Manage Folders**.



2. Using the filters available, search for the Recipients that need **Recipient Folder Labels** to be printed and then click on *Find*.



3. **Select** the Recipients to have **Recipient Folder Labels** printed for. **Check All** is available at the bottom of the screen. Optionally, you can click the **Label** button to the left of the Recipient to manually print out their **Recipient Folder Label**.



4. Click on **Group Label Print**. All the **Recipient Folder Labels** will then be sent to the **Label Printer** via **SubPrint**.



5. Place the **Recipient Folder Label** onto your desired **Container** that will house this Recipients mail.



6. Finally, store the **Recipient Mail Folders** how you see fit. These will be used for **Receiving and Retrieving Recipient Mail**.

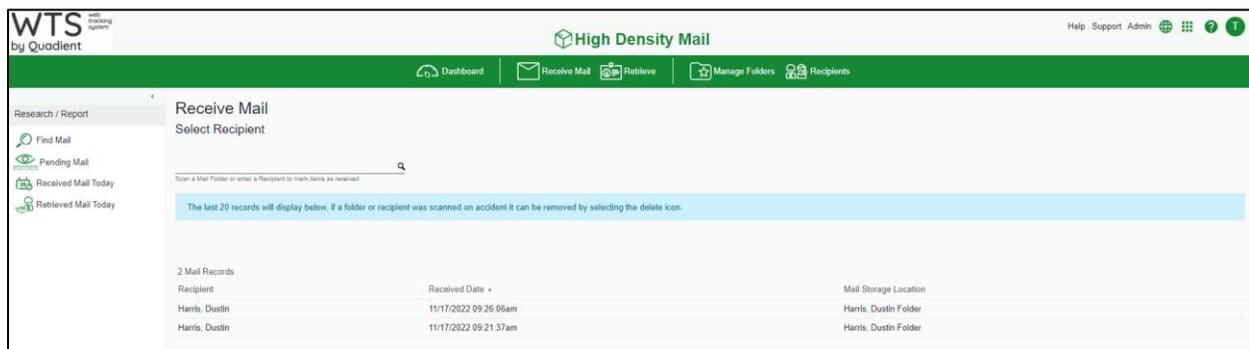
Receiving HDM Mail

The **Receive Mail** screen is used to receive all mail against Recipients inside of WTS by using **Recipient Mail Folders**. These folders are then typically placed into a **Mail Organizer** for storage. **Mail Organizers** can be anything from a filing cabinet, a shelf, etc. where these **Recipient Mail Folders** will easily be found for Receiving and Retrieving Recipient mail.



Mail is received by sorting mail into their respective **Recipients Mail Folders** (These labels are printed and managed under **Manage Folders**) and scanning the **Recipient Folder Label** that has been placed onto them or entering and selecting the Recipient from the list.

Once selected, the **Recipient**, **Date/Time**, and the Mail Storage Location will display in the grid below and the next **Recipient Mail Folder** can be scanned in. If an incorrect folder was scanned by accident, then the user can click the **Delete** button to remove that status event from occurring.



The screenshot shows the 'Receive Mail' screen in the WTS High Density Mail application. The main area is titled 'Select Recipient' and includes a search bar. Below the search bar, there is a table with 2 mail records. The table has columns for Recipient, Received Date, and Mail Storage Location. The records show mail received for 'Harris, Dustin' on 11/17/2022 at 09:26:06am and 09:21:37am, both stored in the 'Harris, Dustin Folder'.

Recipient	Received Date	Mail Storage Location
Harris, Dustin	11/17/2022 09:26:06am	Harris, Dustin Folder
Harris, Dustin	11/17/2022 09:21:37am	Harris, Dustin Folder



The **Recipient**, **Badge ID**, **Username**, **Mail Storage Location**, and the **Date/Time** will be recorded upon scanning the **Recipients Mail Folder** and the status will be set to *'Mail Received'*. **Email** and/or **Text Messages** will be sent out if a **Communication Rule** has been set up for the *'Mail Received'* status.

What you need:

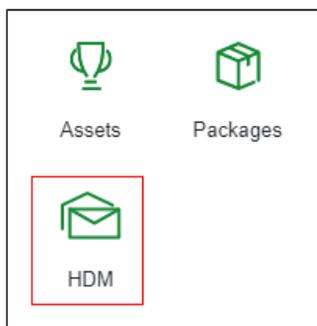
- **WTS User** with at least *Receive and Deliver* privileges
- **Recipient Mail Folders** printed and stored/organized. See **Manage Folders** in the previous section
- **Workstation** with a **Barcode Scanner**

Receive Mail Workflow

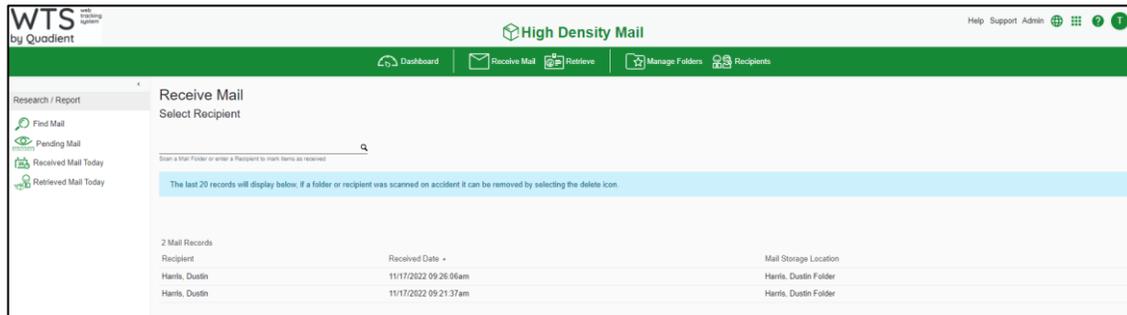
1. **WTS User** sorts mail into their respective *Recipient Mail Folders* and brings them to a workstation.



2. Login to **WTS** and click on **HDM** under the *App Menu* .



3. Scan the **Folder Label** found on the *Recipient Mail Folder* using a connected **Barcode Scanner**. This marks the folder as *'Mail Received'*. Repeat until all folders have been scanned.

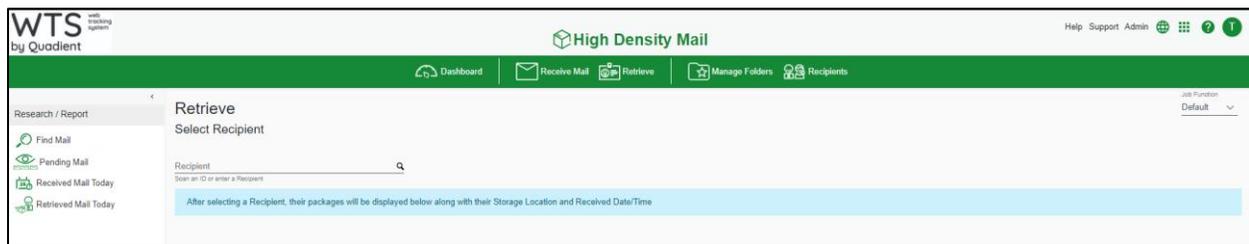


4. Finally, return the *Recipient Mail Folders* to their proper filing bin/cabinet/location so they can be easily found in the future.



Retrieving HDM Mail

The **Retrieve** screen is used to look up a Recipient by scanning their **Badge ID** or using the **Recipient Field** to display all packages that are to be delivered and/or if they have any pending mail in their **Mail Folder**. The WTS user will then scan their **Mail Folder** and any packages that are being **Retrieved** by the Recipient. This will the **Recipient Mail Folder** as 'Mail Retrieved' and the status for each package as 'Retrieved'. The **Signature, Signed By, Location,** and **User** are all saved against the Mail Folder for future reference.

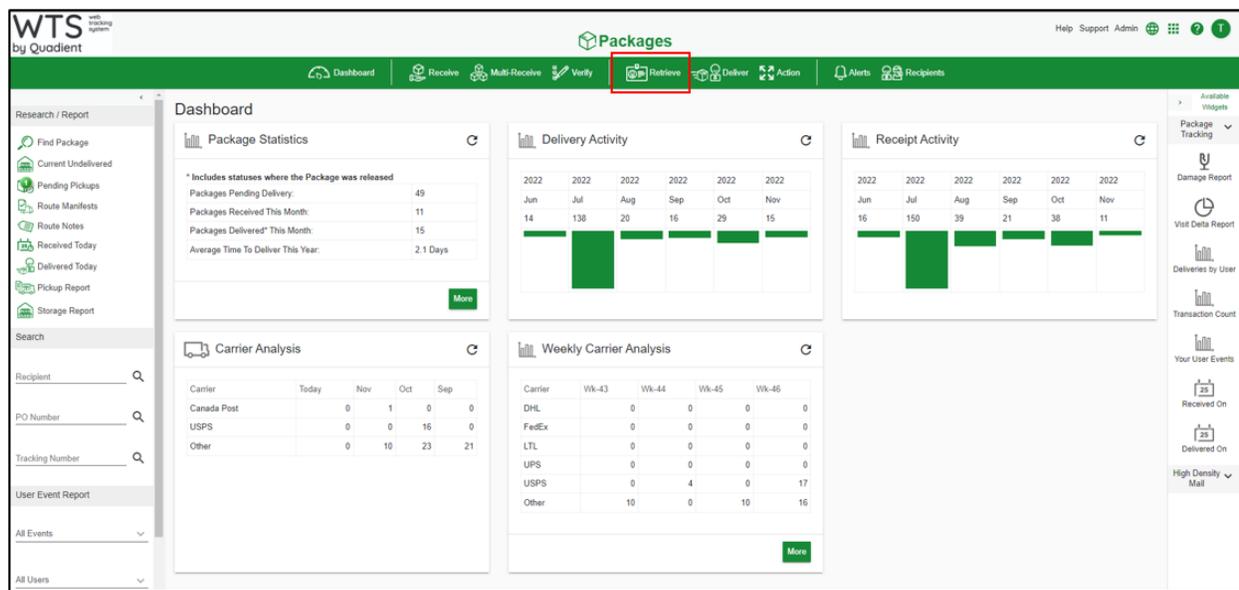


What you need:

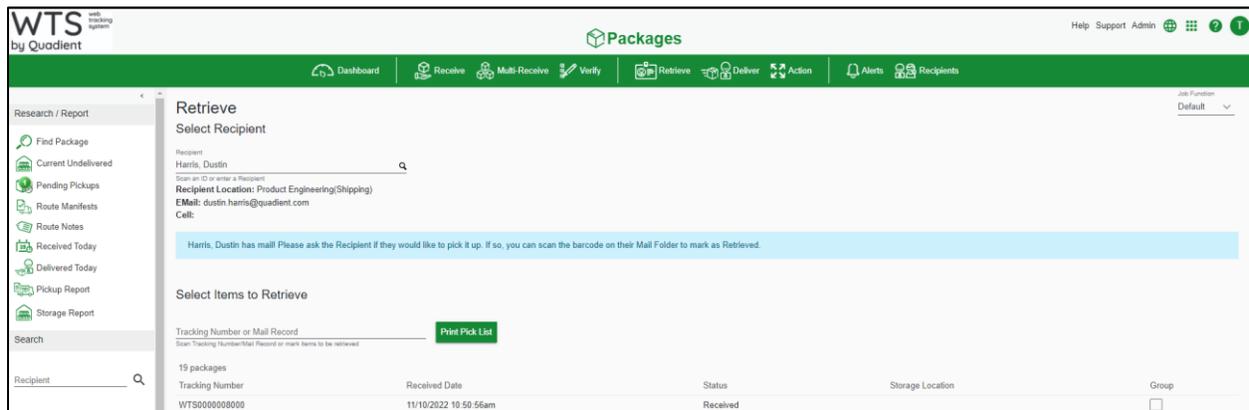
- WTS User with at least *Receive and Deliver* privileges
- Workstation with a **Barcoded Scanner** and a **Signature Pad**

Retrieve Mail Workflow

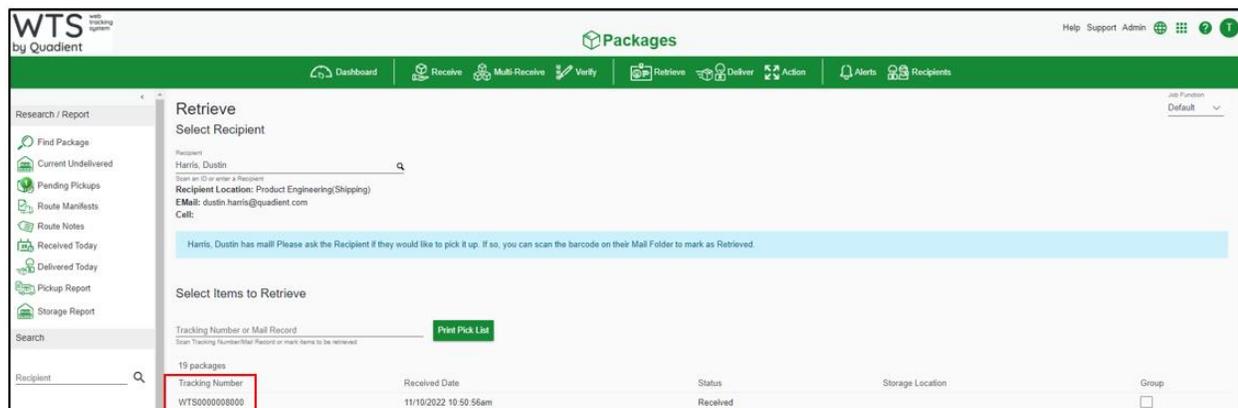
1. Login to **WTS**, click on **HDM** under the **App Menu**, and then on **Retrieve**.
(Retrieve is also available on the **Package Tracking Toolbar** if enabled)



2. *Scan* the Recipients Badge ID or manually search and select Recipient



3. If the Recipient has mail available for pickup, a message will be shown on the screen and their Mail Folder can be seen with its Storage Location.



4. *Scan* the Recipient Folder Label on the container to check the box or manually check it and do the same for any Packages to also be retrieved. Click on *Group Retrieve*.



5. Collect a **Proof of Delivery** via one of the following methods:

- Click *Capture Signature* and have the **Recipient** sign for the package(s)/mail via a **Signature Pad**

Dashboard | Receive | Multi-Receive | Verify | Retrieve | Deliver | Action | Alerts | Recipients

Research / Report

- Find Package
- Current Undelivered
- Pending Pickups
- Route Manifests
- Route Notes
- Received Today
- Delivered Today
- Pickup Report
- Storage Report

Please Confirm Group Status Change

Recipient	Tracking No.	Date Received
Harris, Dustin	WTS0000007999	11/10/2022 10:44:40am
Harris, Dustin	WTS0000008000	11/10/2022 10:50:56am

Delivery Status

Select Delivery Status
Retrieved

Select Delivery Location
Product Engineering(Shipping) or enter details here

Capture Signature | Release Without Signature

- Click **Capture Signature** and have the **Recipient** scan their **Badge ID** in place of the signature and their name will gray out and a **physical signature will not be required** or **release without signature** and input reason for no signature

Please Sign for this package using the Signature Pad

Signed By *

Clear | Cancel | OK

- Click **Release without Signature** and provide the reason

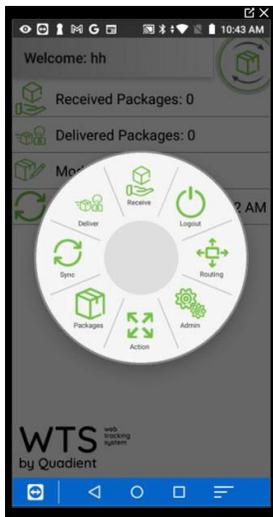


HDM on the Handheld

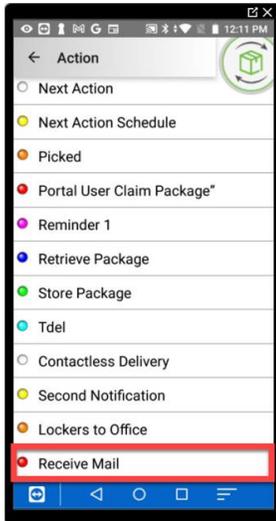
HDM on the handheld is very similar to the site instructions.

Receive Mail

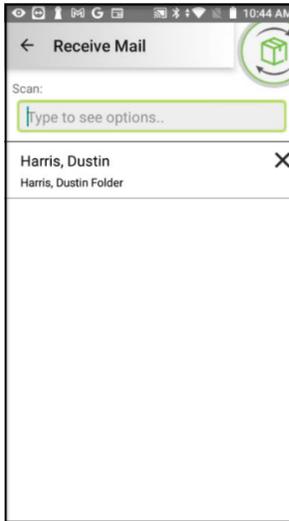
1. Click Action



2. Select Receive Mail



3. Scan Folder label

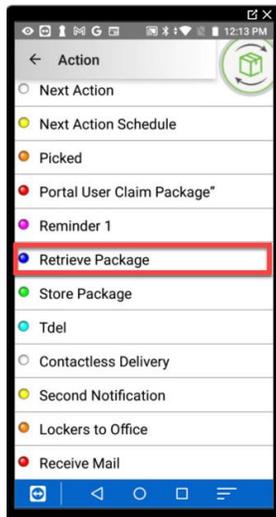


Retrieve Mail

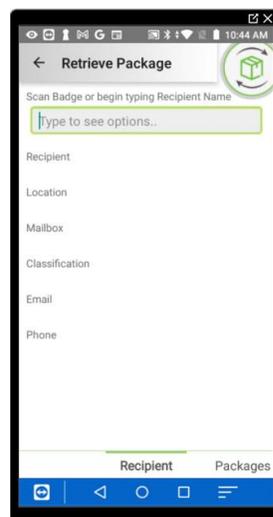
1. Click Action



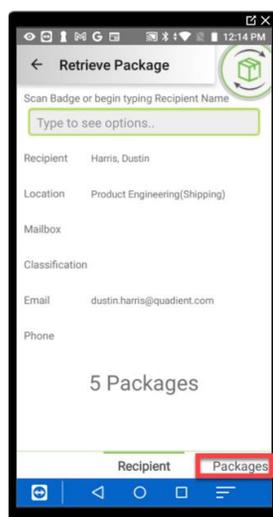
2. Select Retrieve Package



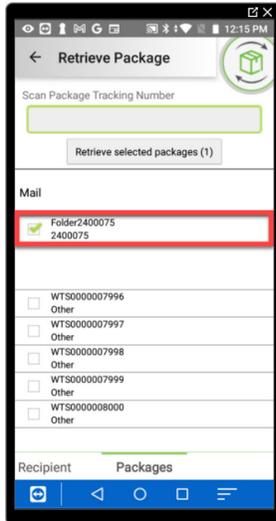
3. Scan Student badge or type recipient name



4. Select Packages



5. Select Folder



6. Select Retrieve



7. Select Submit



8. Deliver like a normal package

