Abakus Postal Solutions

Sort to zip, route or sequence with voice or OCR technology

Abakus enables postal employees to efficiently and accurately perform their sorting tasks. The solutions enable easy quality assurance and tracking visibility as well as an increased level of work force management. Letter Sorting and Parcel Sorting are performed with the technologies best suited for the purpose, such as Vocollect Voice, or OCR. Each of these technologies enables efficient manual sorting and rapid employee orientation.

Abakus solutions enable fast and simple hands free operation. Vital parts of the system are also real-time employee management and full traceability of all actions in every occasion. All this leads to zero errors and improved productivity.

Abakus Letter Sorting

» Sort to zip, route or sequence
» Sorting letters which automation cannot handle
» New employees up to full speed in less than one hour
» On-the-fly address error correction
» Mail forwarding with delivery point recognition

Abakus Parcel Sorting

» Proven Vocollect Voice technology
» Full tracking visibility
» Real-time operational visibility
» Sort and trace parcels from sorting tray to containers

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Abakus Letter Sorting Solutions

Despite the fact that mail is mostly sorted by automated sorting equipment some items still need to be sorted manually; typically either because the address is not readable or due to the physical format of the letter. Sometimes it is also possible that low volumes make it difficult to invest in automated operations. At the same time efficient manual sorting requires employees with strong local geography and delivery route knowledge – skills that are normally acquired only through long work experience.

Abakus Letter Sorting

Abakus Letter Sorting enables new employees to efficiently sort mail items into any zip, route or sequence with less than one hour training. Using Voice and OCR technologies transforms manual sorting into an assisted process where the employee requires no knowledge of the local delivery routes but still achieves near 100% accuracy in the process.

Moving employees from one route to the next requires no additional training which greatly increases employee utilization opportunities.

As the process becomes electronic it is also easy to implement individual tracking methods for i.e. incentive payment purposes. Additional functionalities like discharging slots or the entire sorting rack when either the slot is full or the assignment is completed can be easily implemented, enabling more efficient operations.

Abakus Letter Sorting Solutions Enable

» Sorting without delivery route knowledge
» Improved supervisor tools
» Rapid employee orientation
» Improved sorting throughput
» Efficient manual sorting
» Address data always up-to-date at every station
» Easy installation into existing working stations and mail sorting racks

Abakus AVS Vocollect Voice Letter Sorting	Abakus AVS II Voice-directed Letter Sorting	Abakus AOS Optical Letter Sorting
» Operator uses phonetic alphabets (alpha, bravo…) » Only the first 3 - 5 letters of the street address are read » No need for local language ability » Can replace automated sorting equipment when volumes are modest	» Operator speaks out the whole address (number, street, apartment) » No need for voice profile » Can replace automated sorting equipment when volumes are modest	» Addresses (zip, street, recipient) recognized by camera and OCR » No language requirements » On-the-fly address error correction based on recipient identification » Can replace automated sorting equipment when volumes are modest
» Sorts mail to zip or route	» Sorts to zip, route or sequence	» Sorts to zip, route or sequence

Abakus Voice-directed Parcel Sorting

A typical automated parcel sorting process produces accurate sorting and tracking of the items all the way to the sorting tray. After this it is the operators' responsibility to place the items into the correct container for the desired route. If the item and container verification is done manually at this point, all trace information is lost and no operator information is recorded. At the same time a significant loss of productivity and a risk for sorting errors is created if a barcode reader or portable terminal is used.

Voice-directed Parcel Sorting

Abakus Parcel Sorting directs the chute workers on their sorting task. As the operator identifies the parcel by the chosen identifier, i.e. the unique trace number, he receives directions to place the item on the correct container. The container is then verified by the operator and full traceability of the parcel is created.

The hands-free system operation enabled with Voice guarantees improved productivity and 100% accuracy of the process. Operator performance is recorded automatically, enabling i.e. incentive payment systems.

The solution also gives shift managers access to real-time visibility into the sorting process, chute or sorting tray status, as well as employee status and statistics. This enables various possibilities in the over all process management and employee utilization.

Mikko Käkelä / Itella Oyj

Voice-directed Parcel Sorting Enables

» Full traceability for all items
» Real-time process visibility
» Minimized sorting errors
» Rapid employee orientation
» Improved shift management tools
» Easy installation into existing working stations

Abakus Postal Solutions

Letter Sorting

Abakus Letter Sorting middleware is integrated to host system (address database). Operator logs in to a sorting station and tells which postal code to be sorted. Operator speaks the address or places the letter under the camera. Display responds with address and shows where to place the letter or the information is spoken to the headphones. The solution also guides the operator in discharging the sorting station and even prints out tracking labels.

Parcel Sorting

Chute worker picks any of the parcels at his chute and reads defined ID. The Voice solution retrieves sorting orders from the host system and instructs the worker to place the parcel into the correct container. Chute worker confirms his actions with the containers check digit.

Management Tools

Operational improvement opportunities are easy to pin-point and verifying results is simple with the activity data collected. The improved visibility may be utilized for example for employee performance tracking and creating incentive payment systems.

Management Tools Enable

» Real-time operations tracking and workload management

» Individual operator performance metrics

» Team performance statistics

» Operational area statistics

» Site statistics

» Customized reports available

Optiscan Group

Optiscan Group's Abakus solutions for postal sorting and tracking provide enhanced material and data flows, productivity and customer satisfaction utilizing Voice, RFID and barcodes technologies in all postal processes. OptiCare™ services guarantee project results and ensure maximal utilization of delivered solutions.

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