

NEW ON-LINE TRACKING SYSTEM LAUNCHED BY THE ASSAY OFFICE IN SCOTLAND

The Assay Office in Scotland has launched a new on-line tracking system which promises to provide a new level of transparency and service for its many customers.

Through a secure web link, clients who send work to the Assay Office can now track its progress every step of the way, from the moment of posting until its safe return.

Thanks to the new system, clients will now be able to access their Assay Office account from anywhere in the world.

The system is easy and straightforward to use and, once an account is set up, client information retained for future use, making it fast and efficient too.

Once the on-line booking form is submitted the job details, including the customer reference, appear in the Assay Office system as a pending order.

The same form can also be printed off and included with the parcel.

On receipt at The Assay Office, the parcel's bar code is scanned and its status appears as 'received' on the website.

Further updates allow the customer to continue tracking progress of the job until its completion when an email is sent from the Assay Office to notify that the goods have been despatched.

The email will also include details of any tracking reference involved, which will allow the customer to continue tracking the parcel through Royal Mail or courier.

Assay Master Scott Walter says: "We are constantly seeking ways in which we can improve and update the service which we offer to our customers and, thanks to the use of technology; we have now been able to make the submission of goods for hallmarking easier than it has ever been.

"At the same time we have also ensured true transparency for our customers - they can track their work every step of the way and we can now plan for work that we have yet to receive.

"The system is very easy to use and thanks to the rise of on-line banking and shopping, web forms are now more common than their paper equivalent."

The new system will also allow customers to view details of past orders and to reprint copy invoices.

No extra software is needed and customers can also access the tracking system alone without submitting parcels.

Customers can register for the service by contacting Angela Houlston at angela@assay-office.co.uk or by calling 0131 556 1144.