

For Immediate Release

VoIPcare Technology Completes Pulp and Paper Industry Damage Prevention Proof of Concept Test

CEDAR RAPIDS, IA – Feb. 17, 2009 – VoIPcare Technology today announced the successful completion of a proof of concept test conducted with members of the Shipping, Receiving and Warehousing subcommittee of the Technical Association of the Paper and Packaging Industry (TAPPI). The goal of the test was to prove that an inexpensive, easy to use method can be deployed to help mills, carriers, printers and publishers share information and reduce transit damage to paper rolls.

The test was conducted over a 90 day period using an adaptation of VoIPcare's patented inspection process which uses IVR technology and advanced visual information delivery to provide immediate feedback about the condition of railcars, measures used to protect the paper rolls when loaded, condition of the paper rolls when received and damage encountered during shipment. During the 90 day test over 100 railcars of paper were shipped from the UPM North America Port Facility in Jacksonville, FL to the Quebecor World (USA) printing facility located in Memphis, TN. The paper was carried by a combination of the rail lines and was designated to be used in printing projects for JCPenney.

"We have been working with the SRW committee for the last couple of years to provide a cost effective way for the various participants in the supply chain to share meaningful and timely information about paper shipments," said Bob Eckles, Principal at VoIPcare Technology. "By applying our inspection process methodology we were able to provide the industry with the first real opportunity to share relevant data in a simple and easy to use manner."

During the test every railcar delivered to the shipping location was inspected for damage. The inspection process consisted of a set of questions answered via Interactive Voice Response (IVR) by the person at the loading dock. After the paper was loaded another inspection described the type of protective measures used to secure the load. Upon arrival at the receiving dock a third inspection was conducted that described the condition of the paper and the protective measures. If damage was found with the paper rolls a damage inspection was conducted immediately. The results of each inspection immediately updated a visual image of the car that was available, via a standard browser, to the shipper, carrier, printer and publisher.

At the end of the trial period the following conclusions were reached:

- The collection and delivery of information related to paper shipments can be standardized
- It is possible to implement the system quickly and easily
- Users can become proficient in the use of the system with minimal training
- Inspection results are immediately available in a clear and understandable format
- The improved information availability has the potential to provide value to all members of the supply chain

The proof of concept testing validated that the use of a centralized inspection and reporting system has the potential to have a positive impact on the amount of loss and damage experienced in the industry today and reduce certain operational expenses associated with the loss and damage process.

VoIPcare Technology has worked with the SRW committee to identify the necessary additions to the system to support a production release of the application. In addition to basic enhancements of the IVR and visualization elements of the system, a production system would include the ability to upload photographs associated with the inspections, provide notification of issues to the proper parties, and automatically generate claims for transit damage.

About VoIPcare

VoIPcare Technology has developed a patented process to perform inspections and report results. The process utilizes Interactive Voice Response (IVR), Enhanced Visual Technology and centralized processing to turn operational events into actionable information. In addition to its work in the paper industry, VoIPcare has announced products in the health care industry designed to improve the collection of quality metrics for reporting to standards agencies and is pursuing opportunities in the hospitality industry. For more information about VoIPcare Technology, visit www.voipcaretechnology.com or contact:

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