

GCourrier 1.6

Cliss XXI

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1 Renseignements généraux

1.1 Présentation

GCourrier est un logiciel libre sous licence GNU GPL créé par la société Cliss XXI située dans le Pas de Calais. Il permet d'établir une traçabilité de flux de courriers et de factures dans une organisation.

GCourrier gère 3 types de courrier :

- Les courriers entrants, c'est à dire les courriers qui arrivent de l'extérieur,
- Les courriers départs qui sont des courriers créés en interne en destination de l'extérieur,
- Les factures.

GCourrier intègre des modules de recherche, d'archivage, de transmission, d'historique, d'urgence de courrier, de génération d'accusé réception, de pièces jointes, d'administration...

1.2 Exemple d'utilisation

Cinématique des flux de courrier : nous prendrons l'exemple des courriers entrants au sein d'une collectivité locale.

1.2.1 Arrivée au service courrier

Chaque courrier arrivé au service courrier donne lieu à une création dans GCourrier. À ce stade, il convient de créer informatiquement l'expéditeur du courrier (si cette création n'a pas déjà été réalisée précédemment), et de déterminer quel service va prendre en charge le traitement du courrier. A noter : GCourrier attribue automatiquement un identifiant unique pour chaque courrier nouvellement créé.

1.2.2 Traitement du courrier par un service

Chaque service utilisateur de GCourrier, quand il est connecté, à la vision des courriers qu'il lui reste à traiter. 3 possibilités de traitement d'offrent au service :

- Accuser réception du courrier reçu. Cette fonctionnalité est à utiliser quand le temps de traitement d'un courrier nécessite de prévenir l'expéditeur que son courrier est pris en charge, et qu'il sera recontacté ultérieurement, au fur et à mesure de l'avancée du traitement de son courrier. A noter : GCourrier vous permet de renseigner un "accusé réception type", qui reste néanmoins modifiable au coup par coup. Par ailleurs, chaque accusé de réception est sauvegardé par GCourrier, ce qui permet sa réémission, sa réimpression, ultérieurement. Il s'agit d'un fichier au format PDF qui peut soit être renvoyé par courriel, soit imprimé par un envoi papier.
- Terminer un courrier : il convient alors d'utiliser le champs de saisie "observations" pour indiquer à GCourrier le détail du traitement réalisé (réponse à l'expéditeur, démarche mise en oeuvre...). A noter : GCourrier transfère aux archives chaque courrier terminé.
- Transmettre le courrier à un autre service. Il s'agit soit d'une erreur initiale (le courrier a été transmis à un mauvais service), soit de la nécessité de traiter un courrier par plusieurs services. A noter : au moment du transfert à un autre service, GCourrier fait disparaître le courrier de la liste des courriers à traiter par le service pour le faire apparaître dans la liste des courriers à traiter par le service destinataire. Un courrier peut ainsi être transmis de service en service, sans limitation. Il convient, à chaque transmission, de renseigner le formulaire "Observations", pour que GCourrier mémorise les traitements effectués à chaque étape.

1.2.3 Gestion des utilisateurs et des services

Un service peut être composé de plusieurs personnels, identifiés par leur identifiant utilisateur (login) et leur mot de passe. Cependant, la "brique de base" sur laquelle repose GCourrier, est le

service et non l'utilisateur. Ainsi :

- Un courrier est transmis à un service, et non à une personne.
- En se connectant (login + mot de passe), un utilisateur a une vue sur l'ensemble des courriers en cours de traitement au sein du service, quel que soit le personnel qui traite ou aura à traiter chaque courrier.

2 Installation

2.1 Sur un serveur dédié ou un ordinateur personnel

2.1.1 Prérequis

GCourrier fonctionne est écrit dans le langage de programmation PHP et utilise une base de données MySQL.

Il vous faut donc PHP (version 4), MySQL et un serveur HTTP (par exemple, Apache).
phpMyAdmin fournira également une interface convivable pour administrer la base de données.

Sous Debian GNU/Linux par exemple, vous pouvez installer tous les prérequis avec la commande suivante :

```
aptitude install apache2 libapache2-mod-php4 \
    php4-mysql phpmyadmin mysql-server-4.1
```

Il vous faudra éventuellement augmenter la taille maximale d'envoi de fichiers dans votre `php.ini` :

```
cd /etc/php4/apache2/
nano php.ini
->upload_max_filesize = 8M
```

2.1.2 Installation

- Téléchargez la dernière archive de GCourrier sur <http://gcourrier.cliss21.com/>
- Décomprimez-la dans un dossier accessible par le serveur HTTP :

```
cd /var/www
tar -xzvf gcourrier.tar.gz
```

- Créez une base de données nommée `gcourrier` (par exemple, à l'aide de phpMyAdmin) et créez un utilisateur `gcourrier` pour y accéder. Avec mysql :

```
mysql> CREATE DATABASE gcourrier;
mysql> GRANT ALL PRIVILEGES ON gcourrier.* TO 'gcourrier'@'localhost' \
    IDENTIFIED BY 'motdepasse';
```

- Indiquez dans `config.php` les paramètres de connexion à la base de données :

```
$user = 'gcourrier';
$mdp = 'motdepasse';
$base = 'gcourrier';
$hote = 'localhost';
```

- Donnez des permissions au serveur web sur les répertoires `upload` (pour stocker les fichiers joints) et `accuse`. Sous Debian GNU/Linux, l'utilisateur Apache se nomme `www-data`, adaptez en fonction de votre distribution :

```
chgrp www-data upload/ accuse/
chown 755 upload/ accuse/
```

- Minimisez les permissions sur `config.php`, qui contient les mots de passe :

```
chgrp www-data config.php
chmod 750 config.php
```

2.2 Sur un hébergement mutualisé

Votre hébergeur doit vous fournir PHP 4 ainsi qu'une base MySQL.

- Téléchargez la dernière archive de GCourrier sur <http://gcourrier.cliss21.com/> et décomprimez l'archive.
- Modifiez le fichier config.php en utilisant les paramètres d'accès MySQL de votre hébergeur :

```
$user = 'votre_login';
$mdp = 'motdepasse';
$base = 'nom_de_la_base';
$hote = 'nom_du_serveur_SQL';
```

- Envoyez ensuite le répertoire gcourrier chez votre hébergeur via FTP. Il n'y a en général pas besoin de modifier les permissions des répertoires upload car accuse car les hébergeurs utilisent souvent un système de type suPHP.
- Assurez-vous par contre que les autres hébergés ne puissent pas lire votre config.php : donnez les permissions 600 à ce fichier.

2.3 Configuration

- Démarrer votre navigateur Internet préféré et entrez l'adresse suivante et allez sur la page install.php. Par exemple :
`http://localhost/gcourrier/install.php`
- Vous pouvez vous connecter initialement avec le compte *admin*, sans mot de passe. Une fois connecté, choisissez votre mot passe dans la partie *Profil*.
- Vous êtes prêt à utiliser GCourrier !

3 Utilisation

3.1 Administrateur

L'administrateur a pour but initial de créer les différentes données du système. C'est lui qui va créer les services, les priorités, les comptes et gérer l'accusé de réception. Mais il a aussi comme rôle la surveillance des flux de données de GCourrier. Il pourra ainsi repérer si un courrier est en retard... Il aura également accès à tous les comptes et pourra d'ailleurs les consulter et les modifier à sa guise.

3.2 Utilisateur

L'utilisateur a pour rôle de faire vivre le système. C'est lui qui crée les courriers et les ventile.

3.2.1 La création de courrier

Les courriers doivent comporter toujours un individu (fournisseur ou émetteur). Vous pouvez transmettre les courriers à un service directement lors de sa création. Vous pouvez également ajouter des pièces jointes en ce qui concerne les courriers entrants et départs. Vous devez également leur spécifier une priorité, c'est à dire le délai dans lequel le courrier doit être traité.

3.2.2 La transmission

La transmission est la base et le but de GCourrier. Pour transmettre un courrier, consultez-les selon leur type et cliquez sur le lien transmettre. Ensuite il vous suffit de choisir le service destinataire. Cependant la transmission fonctionne différemment pour les courriers et les factures. Lorsque l'on transmet un courrier, on donne la main au service destinataire ; en ce qui concerne

les factures, on transmet une copie de celle-ci, ainsi le service destinataire de la facture sera juste informé qu'il doit la traiter mais il ne pourra en aucun cas la retransmettre. C'est le créateur de la facture qui gère tout. Lorsqu'une facture lui revient, c'est le service qui l'a créé qui ajoute une date de retour dans l'historique.

En ce qui concerne les courriers, vous pouvez décider de forcer une transmission à travers le module de recherche. Cela permet de continuer à ventiler le courrier en cas d'erreur ou d'absence du service par exemple. Lors de cette manipulation un symbole de notification apparaîtra dans l'historique afin de signaler que la transmission ne s'est pas faite de façon normale.

3.2.3 Les priorités

Les priorités permettent d'attribuer un délai de traitement à un courrier. Ainsi lorsque vous consulter vos courriers le système vous indique le nombre de jours qu'il vous reste afin d'être dans les temps.

3.2.4 Refuser l'archivage d'une facture

En ce qui concerne les factures vous pouvez refuser un archivage à l'aide du module recherche/archive/facture. Ceci a seulement un caractère indicatif.

3.2.5 Modifier son profil

Chaque utilisateur peut modifier son profil, notamment son nom, mot de passe, et nombre d'éléments (courrier ou facture) à afficher par page.

3.2.6 L'historique

L'historique permet de consulter le chemin qu'a effectué un courrier. Il est accessible à l'aide du module voir mon courrier ou en effectuant une recherche. Le symbole! vous indique que quelqu'un a forcé la transmission du courrier.

4 Cheminement

4.1 Les Courriers

Les courriers (entrant ou sortant) se créent en cliquant sur le lien correspondant sur la page d'accueil. Lors de sa création assurez-vous de bien avoir choisi un destinataire (ou un émetteur, selon le type de courrier). Notez qu'il vous est possible de transmettre directement votre courrier à un service. Par défaut, la priorité est normale : elle correspond à un délai de 10 jours.

Pour accéder à vos courriers, cliquez sur "voir courrier" (pour les entrants) ou "voir départ" sur la page d'accueil. Vous remarquez alors qu'il vous est possible de transmettre, consulter l'historique, archiver, créer un accusé réception ou télécharger le fichier attaché, de consulter le nombre de jours restant pour le traitement du courrier.

Pour transmettre un courrier, il vous suffit de cliquer sur transmettre et de choisir ensuite le service destinataire.

L'historique retrace le chemin qu'a effectué le courrier avant d'arriver jusqu'à vous.

L'accusé réception crée un fichier PDF stocké sur le serveur dans le dossier `accuse/`. Votre adresse peut être paramétrée à partir du compte admin.

Les fichiers joints sont stockés dans le dossier `upload/`.

Lorsque vous archivez un courrier, il vous sera toujours possible de le retrouver à l'aide d'une recherche sur les archives de courriers entrants (ou départ) situé sur la page d'accueil. Mais vous pouvez également rechercher des courriers en cours (non archivés) afin de voir où se trouve un courrier donné. Vous remarquez qu'il vous est possible de transmettre un courrier même si vous n'en êtes pas le propriétaire. Cette fonctionnalité a pour but de débloquer une situation. Vous

pourrez remarquer ensuite qu'un point d'exclamation apparaît alors dans l'historique du courrier. Cela signifie que quelqu'un a forcé une transmission.

4.2 Les Factures

Les factures suivent le même parcours que les courriers mais possèdent quelques différences. Lorsque vous transmettez une facture, vous la transmettez en copie. Ainsi le service destinataire pourra les consulter à partir de la page "voir mes factures en copie". Vous devrez remplir à la main la date de retour de la facture au niveau de l'historique. Il vous est possible d'annuler un archivage de facture à l'aide des recherches d'archives factures. Cette fonctionnalité a uniquement un caractère indicatif mais rien ne vous empêche de l'inscrire dans les observations lorsque vous créez une nouvelle facture pour reprendre l'archivée.

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