Using USPS® Confirmation Services
with Digital Mailing Systems

DM100i, DM125, DM225, DM200L, DM300c, DM400c, DM450c, DM475, DP100i, DP200L, DP300C, DP400C, DP450C, DP475

Reference Manual

USING USPS®
CONFIRMATION
SERVICES

Digital Mailing Systems

1. Introduction

About this Book

This book explains how to use your mailing system to take full advantage of USPS® confirmation services. It explains what these services are and how to use them.

Equipment Covered

This book provides instructions for using confirmation services with these mailing systems:

- DM100i, DM125, DM200L, DM225, DM300c, DM400c, DM450c, and DM475.
- DP100i, DP200L, DP300C, DP400C, DP450C, DP475.

What You Should Know

You should be thoroughly familiar with the operation of your mailing system. Please refer to the operating guides furnished with your equipment for complete instructions. You should also be familiar with the special services offered by the United States Postal Service® (USPS). This book provides general information about available confirmation services. For the most current information, visit the Postal Service's web site at: *www.usps.com*

How to Use this Book

Please take a few minutes to read through this manual and familiarize yourself with the benefits of using your mailing system as a gateway to the special electronic services offered by the United States Postal Service.

- Section 2 describes these services in detail;
- Section 3 provides quick instructions for using confirmation services;
- Section 4 has step-by-step instructions for all mailing systems;
- Section 5 explains how to apply and order labels;
- Section 6 tells you how to track your mail using the Internet; and
- Section 7 has helpful answers to a number of frequently asked questions.

The USPS offers several services to confirm delivery of your mail piece. Among these are Delivery Confirmation™, Signature Confirmation™, and Certified Mail™.

2. About USPS Confirmation Services

Delivery Confirmation— Green Label

Delivery Confirmation allows you to verify the date and time of delivery of your mail pieces or, if the delivery was unsuccessful, the date and time of the delivery attempt.

The service is currently available for First Class Mail parcels, Priority Mail parcels, Standard Mail parcels and Package Services parcels, which include Parcel Post, Library Mail, Media Mail, and Bound Printed Matter.

You may combine Delivery Confirmation with other services such as COD, insured mail, Registered Mail™,Return Receipt for Merchandise, or special handling. Delivery Confirmation may be combined with restricted delivery or return receipt, if purchased with either insurance for more than $200, COD, or Registered Mail service.

There is no charge for Delivery Confirmation when you ship by Priority Mail and provide an electronic file to the Postal Service.

Signature Confirmation— Pink Label

The USPS also offers a signature proof of delivery service—Signature Confirmation. This provides mailers with the first initial and last name of the recipient, along with the date, time and delivery ZIP Code.

This service is currently available for First Class Mail parcels, Priority Mail, and Package Services parcels which include Parcel Post, Library Mail, Media Mail, and Bound Printed Matter.

For security purposes, digital signatures are *not* publicly displayed on the web site. You can get actual signatures from the USPS by fax, mail, or email.

This service meets the needs of mailers who require a signature for high-value shipments or who are specifically concerned with avoiding fraud.

2. About USPS Confirmation Services

Signature Confirmation— Pink Label (cont.)

You may combine Signature Confirmation with COD Insured mail, Registered Mail, and special handling. It may also be combined with restricted delivery if purchased with insurance for more than $220, COD, or Registered Mail service. This is an additional cost for Signature Confirmation service.

As an add-on service to Delivery Confirmation, there is an additional cost. When you upload (send) the transaction using your mailing system, the additional cost is slightly lower than if your local Post Office handles the transaction.

Certified Mail— Dark Hunter Green Label

Certified Mail is a service offered by the USPS for a fee in addition to postage, and may be combined with restricted delivery and return receipt. This service is available for Priority Mail and First Class Mail. Certified Mail provides a delivery record that the Postal Service keeps for two years. You can view the Certified Mail delivery record on the Track and Confirm website at usps.com (see Section 6).

If you want hardcopy receipts or wish to specify restricted delivery of your Certified Mail, there are options available at your local Post Office (all at extra cost, payable to the USPS). These are described below.

Return Receipts

Return receipt postcards are available from your local Post Office.

When you buy the return receipt postcard, sending a mail piece by Certified Mail assures that you have legal proof of receipt of the communication. The Postal Service sends the green return receipt postcard back to you, the sender. This is a very useful tool for collecting funds, recovering checks and making legal notifications. A return receipt for Certified Mail serves as a legal document proving the date and time when the recipient took possession of the mail piece.

2. About USPS Confirmation Services

**Certified Mail—
Dark Hunter
Green Label
(cont.)**

HINT: Contact your local Post Office or *www.usps.com* for conditions and fees associated with Certified Mail options.

If you decide you want a return receipt *after* you've mailed your Certified Mail piece, go to your local Post Office and ask for this service. The Post Office will give you a scanned image of the recipient's signature, along with the date of delivery. Be sure to provide the 22-digit barcode used on the mail piece. There is a fee for this service.

Restricted Delivery

You also have the option of requesting Restricted Delivery of your Certified Mail piece. This assures that only the specific person you sent the mail piece to can receive and sign for it.

Certified Mail and Options

The Postal Service charges additional fees for the following:

- **Certified Mail**
- **Return Receipt Requested at Time of Mailing**
  Shows to whom the piece was delivered, the original signature, date of delivery, and recipient's address, if different.
- **Restricted Delivery**
  Only allows a specific person to receive and sign for the mail piece.
- **Return Receipt Requested after Mailing**
  Shows to whom the piece was delivered, scanned signature, date of delivery, and delivery address.

For current fees, go to **www.usps.com/prices** or ask your postal representative.

2. About USPS Confirmation Services

USPS Forms

Obtaining a Mailer ID (MID) from USPS for Electronic Return Receipt (ERR)

Meters that use an ERR (Electronic Return Receipt) feature must be programed with a MID number in order for the mailer to receive e-receipt files from the USPS.

Before October 2010, the MID was requested from the USPS via the 5053/5051 postal forms that were filled out and faxed to the USPS. Now, an MID must be obtained from the USPS via an online tool *before* the 5053/5051 forms are filled out and faxed to the USPS. The online tool provides a new MID immediately, avoiding the up-to-72-hours processing time it took previously.

Once this process is completed, the mailer can obtain ERR signature files on *My Account* at ***www.pb.com***.

To obtain a mailer ID (MID) from the USPS:

1. Go to ***www.usps.com***
2. Select the **Business Customer Gateway** located on the bottom right hand corner of the web page.
3. If you haven't already, register as a new user to gain access to the Business Customer Gateway.
4. Select the "Mailer ID" link to obtain a MID.
5. Enter the Mailer ID (MID) on USPS Form 5053 and/or 5051 (see next page) and fax to the USPS for recording.
6. Provide the Mailer ID (MID) to the Pitney Bowes Customer Service Representative upon system installation.

Form 5052, Printer Certification Submission

Customers who wish to complete print their own Delivery or Signature Confirmation labels must complete this form.

2. About USPS Confirmation Services

USPS Forms

PS Form 5051, Confirmation Services — Electronic Option Application

This is an administrative application used to establish mailers in the confirmation services database. This form is required of any customer who wishes to use Delivery Confirmation, Signature Confirmation or Certified Mail. Mailers applying to use these services complete the application and fax it to the number provided on the form or mail the form to the address listed. A key element of the application is the Mailer ID (MID) number for the company applying.

Form 5053, Bulk Proof of Delivery Application

Customers use this form to register for the Certified Electronic Return Receipt (ERR) service. Customers must enter their 9-digit Mailer ID (MID) provided to them from the USPS online tool (see previous page). This same MID must also be entered into their postage meter to complete the process.

Form 1357-S, Request for Computer Access

This is required only for those customers who wish to receive daily detail extract files from the USPS 16 times a day. Such customers can update their own systems with this tracking data.

> **IMPORTANT!** The application process cannot be completed without Forms 5053 and 1357.

PS Form 109, Application to Print Special Services Barcoded Forms/Labels

This form allows the USPS to verify your Mailer ID (MID) number and check that your barcode printing software is certified. This is for customers who want to print their own certified labels. This is form is required in addition to PS Form 5051.

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3. Using Confirmation Services—an Overview

How USPS Confirmation Services Work

The diagrams on the next two pages show the confirmation services process.

You begin by applying a preprinted barcode label unique to the specific service you desire. The barcode in each label includes a unique Package Identification Code (PIC).

To process a mail piece, select the service and class of mail you want, then enter the destination ZIP Code and barcode number using your control panel's numeric keypad. Your mailing system stores a confirmation data record for each piece of mail you process. It also prints the correct postage on a tape strip or directly on your envelope, then prompts you for the next barcode.

Your mailing system sends confirmation records to the Data Center when you've finished processing, or when you've processed the maximum number of pieces it can store. Your mailing system also prints a receipt for each transaction.

You can drop the mail off anywhere mail is accepted.

Using the Delivery Tracking System on our web site, you can verify delivery of individual items at:

www.pb.com

See section *7. Tracking Mail on the Internet* for more information.

For complete description of confirmation services, see *USPS publication 91* available at:

www.usps.com

3. Using Confirmation Services—an Overview

Before You Start

✓ Make sure you have an adequate supply of pre-printed labels provided by your Pitney Bowes or SECAP dealer (see Section 5 for ordering instructions). Please ***do not*** use retail labels supplied by your Post Office – they won't work with your system.

**Pre-Printed Label
(Correct)**

• has "e" in upper left corner

• 22 digits for barcode

**Retail Label from Post Office
(Do NOT use)**

• no "e" in upper left corner

• 20 digits for barcode

✓ Be sure to select the green label for Delivery Confirmation, the pink label for Signature Confirmation, or the dark hunter green label for Certified Mail.

✓ Make sure your mailing system is set up to connect to the Data Center, the way you are normally connected when adding postage.

✓ Note that confirmation services are not available for International Mail, APO or FPO mail, or for items addressed to U.S. territories, possessions, or freely associated states (with the exception of Puerto Rico and the U.S. Virgin Islands).

✓ You should be thoroughly familiar with the operation of your mailing system and electronic scale (if you're using one). Please see the operating guides furnished with your equipment for complete instructions.

1 | **Weigh the Envelope or Package**
Weigh the mail piece on the scale.

2 | **Select Class**
Select the class of mail, for example, Priority Mail.

or

3 | **Select Service**
Select the service you want, for example, E-Del Con.
A check mark appears. Press Yes.

```
SERVICES              $3.85
√E-Del Con
◄Insurance
◄Done
```

4 | **Enter Destination ZIP Code**
Type in the 5-digit destination ZIP Code. Press Yes.

Enter Destination ZIP Code

5 | **Enter Barcode**
Enter the 22-digit barcode number from the Confirma-
tions Services label; then press Yes or select Continue.
If you have the optional hand-held scanner connect-
ed to your mailing machine, you can use it to scan
the barcode pattern instead of manually entering
the barcode numbers.

91 1408 2133 3930 0015 3516

**Enter Barcode Number
from Label**

6 | **Apply Barcode Label**
Apply the barcode label to your mail piece. If prompt-
ed, press Yes or select Continue.

(front)   (back)

7 | **Print Postage**
Print postage on an envelope or tape.

8 | **More to Process?**
Follow the prompts on your display to process more
Confirmation mail pieces.

9 | **Transfer Files**
Follow prompts to upload records or wait to send
them when memory is full. If accounting is enabled,
system will prompt for account.

4. Step-By-Step Instructions

**Using
Confirmation
Services –
All Models**

The instructions below explain how to include confirmation services for your mail piece.

1. Place the piece of mail or package on the scale.
2. Select the class (for example, *Priority Mail*) using the corresponding selection key on the control panel.
3. At the Services screen, press down arrow key until you see the confirmation service you want (for example, *E-Del Con*). Select the service using the corresponding selection key on the control panel.

   NOTES:

   • As soon as you select the service, a check mark appears in front of it. Other service options may no longer appear.

   • When using confirmation services, you cannot type in the postage amount manually. Your mailing system automatically calculates the correct postage.

4. Select **Done** or press **Enter**.
5. If a destination ZIP Code has not yet been entered for this transaction, the machine prompts you to enter it. Use the numeric keyboard to enter the 5-digit destination ZIP Code.
6. Select **Continue** or **Accept**.

4. Step-By-Step Instructions

Using Confirmation Services – All Models (cont.)

7. If this is the first time you are entering a confirmation service or you have just started a new package of labels, enter the 22-digit barcode number.

> **NOTE:** If you have the optional hand-held scanner connected to your mailing machine, you can use it to scan the barcode pattern instead of manually entering the barcode numbers.
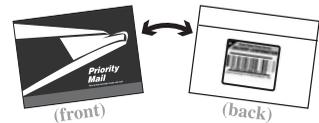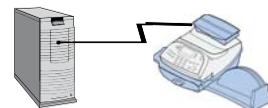

Key in the 22-digits of the barcode number

You can peel this portion and apply it to your own records.

If you've used the confirmation service before, the next barcode value in the label series appears. At this point, you can complete the barcode value by just entering the last digit.

Key in the last digit of the barcode number

8. When finished keying in the number, select **Continue** or **Accept**.

4. Step-By-Step Instructions

**Using
Confirmation
Services –
All Models (cont.)**

9. If prompted, apply the barcode label to the piece of mail (see page 22 for information on label placement).

    > **NOTE:** Make sure to use labels in the order they come off the roll. This ensures that the barcode label matches the barcode in the system.

10. Select **Continue**. Insert the tape sheet or place the piece of mail on the feeder to print postage. The postage is printed on the mail piece or tape sheet.

11. The display asks if you want to process another confirmation services item. Follow the prompts to proceed with more confirmation services items. If you're done, select **No**.

4. Step-By-Step Instructions

Using Confirmation Services – All Models (cont.)

12. The system prompts you to upload the records. Select **Yes** to upload. Make sure your mailing system is set up to connect to the PB Data Center (the way you are normally connected when adding postage). A "Sending confirmation record. Please wait." message (or something) similar displays during the upload process.

13. **If You Don't Have the ERR Feature:**

   After uploading the records, the system prompts you to print receipts. Insert envelope(s) or tape sheet(s) to print the receipts. The system returns to the Home screen when finished.

> **Confirmation Services**
>
> | | |
> |---|---|
> | **Package ID** 9114082133393000153523 | E - DELCON |
> | **Destination ZIP Code:** 06478 | PRIORITY MAIL |
> | **Recipient:** _____ | **PBP Account #:** 99999999 |
> | **Address:** _____ | **Serial #:** 0011962 |
> | _____ | DEC 23 03 11:49A |

HINT: If possible, leave your mailing system in a "ready to connect" state for easy uploads to the Data Center.

IMPORTANT NOTE FOR DM100i, DM200L, DM125, DM225, DP100i, and DP200L Users: Your mailing systems DO NOT support the ERR feature or external printers.

HINT: Many find it handy to print a receipt to record the recipient with the tracking number. There are spaces at the end of this guide for you to paste the USPS receipt for future reference.

If You Do Have the ERR Feature:

The system asks if you want to print a postal manifest.

- If you have a printer, select **Yes** to print the manifest; select **No** if you don't want a manifest.
- If you don't have a printer, select **No**. You can print receipts from the **Reports** menu. Select **Confirmation Records**, **Last Set Receipts**.

4. Step-By-Step Instructions

DM100i, DM125, DM200L, DM225, and DP100i, DP200L Systems Only

Managing Confirmation Services Records

The instructions below explain how to manage confirmation services records on your system.

1. Press **Options**.
2. Press **Page Down** twice and select **Advanced Features**.
3. Select **Manage Conf Records** to display the Manage Records screen. Press **Page Down** for more options.

> **NOTE:** If this is the first time you're adding records on the system, only the Add Record option will appear. The Delete Record option will not appear until you have uploaded records.

```
MANAGE RECORDS
◄View Record
◄Add Record
◄Delete Manifest
```

```
MANAGE RECORDS
◄Upload Records
◄Print Report
◄Print Receipt
```

```
MANAGE RECORDS
◄Edit Record
```

4. Select the desired option. (See table below for a description of options.)
5. Press **Home** to return to the Home screen.

* Option is displayed only if there are records waiting to be uploaded.

Manage Conf Records Screen Description of Options	
Option	**Description**
View Record *	Select to display a list of records by barcode numbers, then select the one you want to view. The type of service (DELCON, for example) and the ZIP Code are displayed when a record is selected. Select **Continue** to return to the list of records. Press **Clear** twice to return to the Manage Conf Records menu.

4. Step-By-Step Instructions

DM100i, DM125, DM200L, DM225, and DP100i, DP200L Systems Only (cont.)

Manage Conf Records Screen Description of Options	
Option	**Description**
Add Record	Select to add a new record (for a mail piece that has had postage applied, but you want to add a confirmation service to it). The system prompts you to select a class and fee, and enter the ZIP Code and barcode number. It will then print postage equal to the base class plus the confirmation service fee.
Delete Manifest	Select to delete a group of uploaded records by date. A list of records by barcode numbers display. Select the one you want to delete. The details of the record are displayed and you are prompted to delete the record. Press **Yes** to delete. Press **Clear** twice to return to the Confirmation Records menu.
Upload Records *	Select to upload any pending records.
Print Report	• Not manifested (records not uploaded) • Manifested (records uploaded by date)
Print Receipt	Select to print the last set of records that were uploaded.
Edit Record *	Select to edit the barcode or ZIP Code of a records that has not been uploaded.

* Option is displayed only if there are records waiting to be uploaded.

4. Step-By-Step Instructions

DM100i, DM125, DM200L, DM225, and DP100i, DP200L Systems Only (cont.)

HINT: Make sure your mailing system is set up to connect to the PB Data Center, the way you are normally connected when adding postage.

Sending Confirmation Services Records at a Later Time

Your system stores barcode records in memory. If your mailing system's connection to the PB Data Center was not available when you created your confirmation records, you can upload (send) them at a later time. Your system will also prompt you when you've processed the maximum number of pieces the memory can store—200.

NOTES:

• We recommend that you set up your mailing system to connect to the PB Data Center (the way you are normally connected when adding postage) and send (upload) your confirmation services records *no later than the end of business on the same day they were entered* to meet USPS requirements. Otherwise, you will not be able to view the records on the USPS or delivery tracking system web sites and it may cause delays in processing your mail.

• When the maximum number of records are reached (200), the system prompts you to upload records. If you choose not to, you can continue to run mail, *but you cannot use confirmation services*. When the system wakes up, it will remind you to upload records.

To send your records at a later time:

1. Press **Options**.
2. Press **Page Down** twice and select Advanced Features.
3. Select **Manage Conf Records**. The Manage Records screen is displayed.

```
MANAGE RECORDS
◄View Record
◄Add Record
◄Delete Manifest
```

```
MANAGE RECORDS
◄Upload Records
◄Print Report
◄Print Receipt
```

```
MANAGE RECORDS
◄Edit Record
```

4. Step-By-Step Instructions

DM100i, DM125, DM200L, DM225, and DP100i, DP200L Systems Only (cont.)

4. Select **Upload Records**. The system dials into the Data Center (this may take a few moments). Various screens are displayed, letting you know the status of the process.

5. After uploading the records, you will be prompted to print receipts. Insert envelope(s) or tape sheet(s) to print the receipts. You return to the Home screen when finished.

Confirmation Services		
Package ID 9114082133393000153523		E - DELCON
Destination ZIP Code: 06478		PRIORITY MAIL
Recipient: _____		**PBP Account #:** 99999999
Address: _____		**Serial #:** 0011962
_____		DEC 23 03 11:49A

Special Services Report

This report provides a list of the last 200 mail pieces by barcode number that had one of the USPS confirmation services applied. Records that have not been uploaded are one the Not Manifested report. Records that have been uploaded are listed by date.

1. Press **Reports**.

2. Select **Special Services**.

3. When prompted, insert tape sheet or envelope into machine. The report is printed and you return back to the Printable reports menu. If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.

4. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

Confirmation Services			
Barcode	**Postage**	**ZIP**	**Uploaded**
1234567890	001 . 480	06484	JAN 12 04
2345678901	001 . 480	06902	JAN 09 04
Printed: JAN 12 04 12 : 17P			**page** 1 of 1

NOTE: The system holds in memory the last 200 records processed with confirmation services. As a result, the older records will "drop off" any list or report and be replaced by newer records once 200 records have been reached.

4. Step-By-Step Instructions

DM300c, DM400c, DM450c, DM475 and DP300C, DP400C, DP450C, DP475 Systems Only

Setting Up Confirmation Services

1. Press **Menu**.
2. Select **Setup**.
3. If necessary, press the **green down arrow key** to scroll through the menu screens.
4. Select **Confirmation Service**. The screen below is displayed.

```
┌─────────────────────────────────────┐
│     Display Following During         │
│      Confirmation Records            │
│                                      │
│ ◄ Apply Labels          :  ON        │
│ ◄ Upload Records        :  ON        │
│ ◄ Print Receipt         :  ON        │
│                                      │
│           Done [Enter]               │
└─────────────────────────────────────┘
```

5. Select an option to toggle between "ON" and "OFF".
   - **Apply Labels —** This option provides you with a reminder to apply the confirmation service Label to your package.
   - **Upload Records —** This option prompts you to upload any records processed but not yet uploaded. Prompts occur when completing a batch of confirmation service transactions, when waking from sleep and at power up.
   - **Print Receipt —** This option allows you to print receipts after uploading confirmation service records.
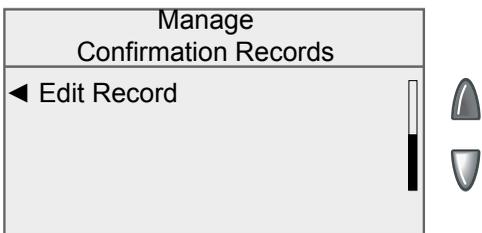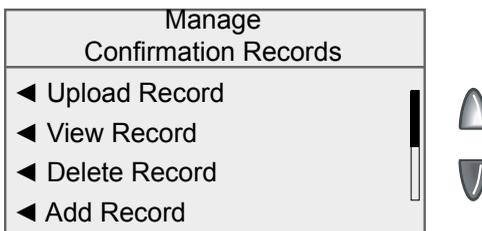6. Press **Enter** when done.

4. Step-By-Step Instructions

DM300c, DM400c, DM450c, DM475 and DP300C, DP400C, DP450C, DP475 Systems Only (cont.)

Managing Confirmation Records

1. Press **Menu**.
2. If necessary, press the **green down arrow key** to scroll through the menu screens.
3. Select **Advanced Features**.
4. Select **Confirmation Records**. The Manage Confirmation Records screen is displayed. You have a choice to upload, add, view or edit records.

> **NOTE:** If this is the first time you're adding records on the system, only the Add Record option will appear. The Delete Record option will not appear until you have uploaded records.

```
          Manage
    Confirmation Records
  ◄ Upload Record
  ◄ View Record
  ◄ Delete Record
  ◄ Add Record
```

```
          Manage
    Confirmation Records
  ◄ Edit Record
```

A. If you want to upload a record, select **Upload Record**. Any available USPS records will be uploaded.
B. If you want to view a record that have not yet been sent to the USPS, select **View Record**.
- Select the record from the list provided. The View Details for Records screen is displayed.
- Select **OK** when done viewing the details.

4. Step-By-Step Instructions

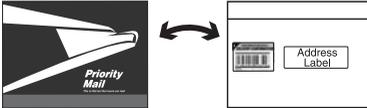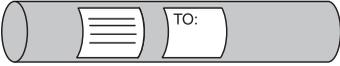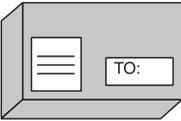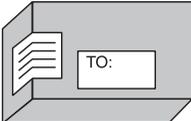**DM300c, DM400c, DM450c, DM475 and DP300C, DP400C, DP450C, DP475 Systems Only (cont.)**

C. If you want to delete a record, select **Delete Record**. A list of records by barcode numbers is displayed.

- Select the record you want to delete. You are prompted to delete the record.
- Select **Yes, delete**.
- If you want to delete additional records, select **Yes**. If you do not want to delete additional records, select **No**.

D. If you want to add a record, select **Add Record**. Follow the prompts to rate the mail again, i.e., select the class and fee and enter the ZIP Code and barcode number. There is no option to print the added fee. The added record includes the base class plus the confirmation services fee.

E. If you want to edit a record, press the green down arrow key and select **Edit Record**. You can edit the last eight digits of the barcode number and the last two digits of the ZIP Code.

- Select the record you want to edit.
- To edit the barcode, select **Barcode**. Make the necessary edits, and then select **Accept**.
- To edit the ZIP Code, select **ZIP**. Make the necessary edits, and then select **Accept**.
- Press **Enter** when done editing the record.

5. Press the **Home** key to return to the Home screen.

5. About Labels

Applying Labels to Your Mail Pieces

Whenever you apply a label to a package, place it on the address side of the package. Place preprinted barcode labels either above the delivery address and to the right of the return address or to the left of the delivery address.

DO NOT cover the label with tape or plastic wrap. Barcode scanners cannot read plastic wrap labels that are bent or wrapped around the package. See the illustration below.

RIGHT   **WRONG**

On Priority Mail

Priority Mail — Address Label

Front (No)   Back (Yes)   **Front**

On Packages

TO: TO:

TO: TO: TO:

Certified Labels

ABC Company / 123 Main Street / Anywhere, USA / 12345-1234 — 91 1408 2133 3800 0823 9016 — Mr. Joe Schmoe / 12 Park Avenue / Overhere, USA / 56321-4321

ABC Company / 123 Main Street / Anywhere, USA / 12345-1234 — 91 1408 2133 3800 0823 9016 — Mr. Joe Schmoe / 12 Park Avenue / Overhere, USA / 56321-4321

5. About Labels

Ordering Additional Preprinted Labels

Order your preprinted barcode labels directly from your system supplier.

What to Order

Description	Item Number
Delivery Confirmation Barcode Labels—50 Pack	639-6 (No Charge)
Signature Confirmation Barcode Labels—50 Pack	639-9 (No Charge)
E-Certified Barcode Labels—50 Pack	639-5 (No Charge)

DM100i, DM125, DM225, DM200L, DM300c, DM400c, DM450c, DM475 Mailing Systems

There are several ways you can order labels for your DM100i, DM200L, DM300c, DM400c, DM450c or DM475 mailing system.

To order labels online. Just point your browser to:

www.pb.com and click the **Online Store** tab**.**

You can also call the Pitney Bowes Supply Line at:

1.800.243.7824

Or send a fax to:

1.800.882.2499

Or an e-mail to:

supplies@pb.com

DP100i, DP200L, DP300C, DP400C, DP450C, DP475 Mailing Systems

To order labels for your DP100i, DP200L, DP300C, DP400C, DP450C, or DP475 mailing system, contact SECAP at:

1.888.507.3569

6. Tracking Mail on the Internet

Using the Internet

Use the Internet to make inquiries about individual shipments. You'll find tracking information at both the Pitney Bowes and USPS web sites as explained below. Information is posted the evening of the date of delivery or attempted delivery. It remains available for thirteen months at the Pitney Bowes web site, 180 days at the USPS site.

Use the Pitney Bowes web site to track your packages. You will use your Postage by Phone® account number to display information about all the packages you send.

You may wish to provide one of your customers a tracking number for a mail piece sent using a confirmation service. This is an excellent service you can provide your customers to assure that an important package is received. To let a customer check the status of a package, give them the tracking number and ask them to use the USPS Track&Confirm site (www.usps.com). For privacy reasons, you should never give out your Postage by Phone account number (as would be required to track a package on our web site).

6. Tracking Mail on the Internet

The Pitney Bowes Web Site

1. Go to *www.pb.com*

2. If you a registered user, enter your user name and password and click "login". Otherwise, click on "My Account" to become a Pitney Bowes registered user. Create a username and password.

3. After logging on to My Account, click on "Delivery Tracking System".

   • If the Delivery Tracking System option is not displayed, click on "My Account".

   • If this is the first time you accessing this feature, you will be prompted to enter your Postage by Phone® account number. Enter your number and press **Enter**.

All recent transactions electronically uploaded by your mailing system are displayed without having to enter individual tracking numbers. You can also configure reports by specifying a range of dates; or by clicking on a column heading to sort by type of service, ship date, or delivery status.

If you need more information about a particular mail piece, or to obtain a fax of a signature, click on the 22-digit barcode. You'll be linked directly to the USPS tracking site.

Digital Mailing Systems

About Confirmation Services

1. **Do USPS confirmation services provide the opportunity for enroute tracking and tracing?**

   No. The Postal Service may perform enroute scans but they are not a part of the Confirmation service. Tracking and tracing, which provide customers with enroute information scanned at multiple points as well as delivery information, is regularly provided only with Express Mail.

2. **Do First-Class Mail or Priority Mail guarantee delivery by a certain date?**

   No. You can use the USPS confirmation service to confirm delivery date and time; but it doesn't guarantee delivery by a certain date and time. Express Mail provides guaranteed delivery.

3. **Can I combine confirmation services with other special services?**

   Yes, you can combine them with the following other special services: Insured Mail, COD, Registered Mail, Return Receipt for Merchandise, Merchandise Return, and Special Handling. Return Receipt and Restricted Delivery Services are available when purchased in connection with Insured Mail, COD (over $200), and Registered Mail.

   You can now combine confirmation services with Certified Mail by using the Certified Service.

7. Frequently Asked Questions

About Confirmation Services (cont.)

4. **If I combine confirmation services with another special service, which article number do I use to get information on my mailed item—the insured mail number or the confirmation number?**

    Both numbers are valid for separate purposes. Use the USPS confirmation services number to get delivery status information through the USPS web page or our web page. Use the insurance number for claims.

5. **Can letter carriers accept confirmation services pieces from customers if the label is affixed?**

    Yes, as long as the correct postage has been applied, the confirmation services label is affixed to the mail piece, and a return address is included on the mailing.

6. **How do I waive a signature on Signature Confirmation?**

    Use Delivery Confirmation instead.

7. Frequently Asked Questions

Electronic Filing of Certified Mail

1. **What is the benefit of electronically filing Certified Mail?**

   Similar to Delivery and Signature Confirmation, our system transfers tracking information about Certified Mail to the Post Office. This information is matched with actual delivery information, and is sent back for posting on our web site at:

   www.pb.com

   Using the Delivery Tracking System on our web site, you have complete access to delivery information.

2. **Can I use the information on the web site in court as proof of mailing or delivery of a mail piece using Certified Mail, Delivery Confirmation or Signature Confirmation?**

   Our mailing systems provide quick and convenient access to delivery information. We make no claims regarding "legal proof" when you use our mailing products to process USPS Special Services.

3. **Do I get a discount for electronically filing Certified Mail using my mailing system?**

   No. A major benefit of using the mailing system is web tracking of First-Class Mail. Prices for Certified Mail are not discounted with electronic filing (as is the case with Delivery Confirmation and Signature Confirmation).

4. **How much does a Return Receipt cost in addition to First Class Mail and Certified Mail?**

   For the current prices, go to *usps.com/prices/* .

7. Frequently Asked Questions

Electronic Filing of Certified Mail (cont.)

5. Why would I use Return Receipt After Mailing?

After mailing, if you decide that you want a document for proof of mailing, you can get a Return Receipt. The cost for a Return Receipt after mailing is higher than one obtained at the time of mailing.

6. Can I use the Certified Mail feature of the mailing system if I need "Proof of Mailing"?

No. To gain "proof of mailing", you must present Certified Mail at the Post Office. A Postal Service representative will use a date stamp to certify that the mail was accepted for delivery by the Postal Service. This can be important to mailers who require legal proof of mailing.

7. What classes of mail can I use Certified Mail with?

First-Class Mail and Priority Mail only.

8. Do I have to fill out any forms when using the electronic filing feature of the mailing system?

No. However, you should maintain adequate information about the mail piece for future reference.

7. Frequently Asked Questions

Using the Internet for Tracking

1. **What if there is no delivery information available when I visit the web site?**

   If there are no delivery or event scans in the system (attempted, forwarded, etc.), you will be told that there is no record of that mail item. If you mailed the item recently, it may not yet have a delivery scan. Try your inquiry again later.

   The absence of a delivery scan for a mail piece does not necessarily mean the item wasn't delivered. It's possible the piece was delivered but the scan wasn't captured.

   The Postal Service reports that its current scan rate is approximately 95% nationally, and continues to improve.

2. **What does it mean when the Internet response is: "The system is unable to respond to that query. Please try again later?"**

   The system is busy. As with any Internet system, performance can be affected by many outside influences. If you receive a similar message, try again at a later time.
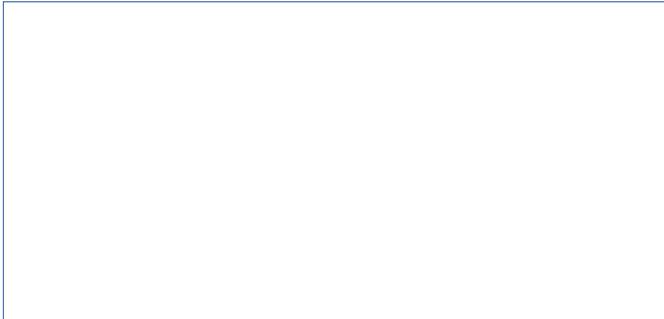
3. **Can I save the information to my hard drive?**

   Yes, you can save the Web page.

PitneyBowes

For Service or Supplies

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