

Operator Guide

Connect+™ Series USPS Confirmation Services

NOTICE

This manual includes information about postal rates and services that was believed to be accurate at the time of publication. However the United States Postal Service changes its regulations and rate structures from time to time. For the latest information on rates and services, visit the Postal Service's web site at www.usps.com, consult a recent edition of the *Domestic Mail Manual*, or ask either your USPS or Account Representative for assistance. For detailed technical information about Confirmation Services, consult USPS Publication 91.

This manual also includes general information about web sites maintained by Pitney Bowes and the United States Postal Service. The design and content of web sites are subject to change without notice. The information contained in this manual about those sites may not be current

Third Edition, June 2010

SV62390 Rev. C

©2010 Pitney Bowes, Inc.

All rights reserved. This book may not be reproduced in whole or in part in any fashion or stored in a retrieval system of any type or transmitted by any means, electronically or mechanically, without the express, written permission of Pitney Bowes.

We have made every reasonable effort to ensure the accuracy and usefulness of this manual; however, we cannot assume responsibility for errors or omissions or liability for the misuse or misapplication of our products.

Due to our continuing program of product improvement, equipment and material specifications as well as performance features are subject to change without notice. Your postage meter/IntelliLink Control Panel and mailing system may not have some of the features described in this book. Some features are optional and furnished at extra cost.

USPS and ZIP Code are registered trademarks and Certified Mail, Signature Confirmation and Delivery Confirmation are trademarks of the United States Postal Service. D-U-N-S is a registered trademark of Dun & Bradstreet.

Using USPS Confirmation Service

<i>1. Introduction.....</i>	<i>2</i>
<i>2. About USPS Confirmation Services.....</i>	<i>3</i>
<i>3. Using Confirmation Services - an Overview.....</i>	<i>8</i>
<i>4. Using Confirmation Services - Instructions.....</i>	<i>11</i>
<i>5. About Labels.....</i>	<i>16</i>
<i>6. Tracking Mail on the Web.....</i>	<i>18</i>
<i>7. Frequently Asked Questions.....</i>	<i>20</i>
<i>Contact List.....</i>	<i>30</i>

1. Introduction

About this Book	This book explains how to use your system to take full advantage of USPS Confirmation Services and track your mail pieces on the World Wide Web.
Equipment Covered	This book provides instructions for using Confirmation Services with the following systems: Connect+™ 1000 Connect+™ 2000 Connect+™ 3000
What You Should Know	You should be thoroughly familiar with the operation of your 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. This book provides general information about available Confirmation Services. For the most current information, visit the Postal Service's web site at: <i>www.usps.com</i>
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. <ul style="list-style-type: none">• Section 2 describes these services in detail.• Section 3 provides quick instructions for using Confirmation Services.• Section 4 provides detailed instructions for using Confirmation Services.• Section 5 explains how to apply and order labels.• Section 6 explains how to track your mail using the World Wide Web.• Section 7 has helpful answers to a number of frequently asked questions.

2. About USPS Confirmation Services

The United States Post Office offers three types of Confirmation Services: Delivery Confirmation; Signature Confirmation; and Certified Mail.

Delivery Confirmation

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 packages, Priority Mail and Package Services parcels, which include Parcel Post, Library, Media Mail and Bound Printed Matter.

You may combine Delivery Confirmation with other services such as COD, insured mail, registered mail, parcel airlift (PAL) or special handling.

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

Signature Confirmation

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

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

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

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

You may combine Signature Confirmation with special services. 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 greater if your local Post Office handles the transaction.

Certified Mail

Certified Mail is a service offered by the United States Postal Service® for a fee in addition to postage. Sending Certified Mail provides a delivery record that the Postal Service keeps for two years.

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.

If you decide you want a return receipt after you 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.

Electronic Return Receipt (ERR)

You can eliminate the traditional "Green Card" and save money as well by using the Electronic Return Receipt (ERR) option available on your system. This option is available when using the Electronic Certified Mail Service.

When you select this option, all return receipt information required by the USPS for a particular mail piece is sent electronically to our Data Center.

Instead of receiving the green receipt postcard, you track your certified ERR mail piece at the Pitney Bowes or USPS web site.

In addition, if you subscribe to the service, you can enter a customer reference that links the package ID (barcode number) to the recipient. This information field allows you to identify the recipient in any way you choose: for example, by name, invoice number, unique customer ID, etc.

The customer reference can be up to 14 alphanumeric characters long.

An Electronic Return Receipt provides the same proof of mailing and receipt as the traditional Certified Mail Return Receipt, otherwise known as the Green Card, less the hard copy signature. The delivery tracking system stores the transaction and signature electronically should you ever need it.

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. You can download a postal inscription is using the Rates and Download application on your system.

Certified Mail and Options

The Postal Service charges additional fees for the following options:

- **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.
- **Electronic Return Receipt**
- **Restricted Delivery**
- **Return Receipt Requested (after mailing)**

Shows to whom the piece was delivered, scanned signature, date of delivery, and delivery address. (This option is not recommended)

IMPORTANT: For current fees, go to *http://www.usps.com*. You may also consult the Domestic Mail Manual or ask your Postal Account or Sales Representative.

Your system automatically calculates the rates for Certified Mail, Return Receipt Requested (at time of mailing), Electronic Return Receipt, and Restricted Delivery when you select the confirmation service during a mail run.

NOTE: If you decide to request a Return Receipt *after* mailing, you must pay the rate for this service *at your local post office*. This option costs more than an Electronic Return Receipt or a Return Receipt requested at the time of mailing.

Certified Mail Labels

For Certified Mail, use the dark hunter green barcode labels included in your welcome kit. Refer to section 5. *About Labels* for instructions on ordering additional labels at no charge.

USPS Forms

PS Form 5051, Confirmation Services — Electronic Option Application

This is an Administration 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 D-U-N-S Number for the company applying.

Form 5052, Printer Certification Submission

In order to print your own Delivery or Signature Confirmation labels, you must complete this form.

Form 5053, Bulk Proof of Delivery

Use this form to register for the Certified Electronic Return Receipt service. You will receive a unique 9-digit Mailer ID from the USPS that must be entered into the system in order to obtain electronic return receipt files.

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 four 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 Bar-coded Forms/Labels

This form allows the USPS to verify your Mailer ID/D-U-N-S number and check that your barcode printing software is certified. This is for customers who want to print their own certified labels. This form is required in addition to PS Form 5051.

3. Using Confirmation Services - an Overview

How USPS Confirmation Services Work

The diagrams on the next few pages show the confirmation services process. The steps may vary slightly, depending on the system.

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 or scan the destination ZIP Code and barcode number using the dialog box that appears when you select the confirmation service in the Mail Run application. Your 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 your mailing system can store. This is typically 500 pieces for most models. Your system also prints a receipt or report for each transaction.

You can verify delivery of individual items at:

www.pb.com or www.usps.com

Please see section 6. *Tracking Mail on the Web* for instructions on how to track mail using the Internet.

HINT: When you use Delivery or Signature Confirmation Services with your system and send barcodes electronically, you get a discount on the cost of the service. Electronic Return Receipts also qualify for a discount.

Remember: The discount applies only if you use the barcode labels provided by your system supplier and send the records electronically.

Before You Start

- Make sure you have an adequate supply of pre-printed labels provided by your system supplier. See section 5. *About Labels* for ordering instructions. Please DO NOT use retail labels supplied by your Post Office. They will not work with your system. 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 system is connected to a LAN.
- You should be thoroughly familiar with the operation of your system and the Attached Scale method for running mail. Please see the operating guides furnished with your equipment for complete instructions.

Here are samples of the required labels.

Barcode Number →



Main Steps

- 1 Weigh the envelope or package.**

Place the mail piece on the scale.
- 2 Select Class.**

Select the class of mail, for example, Priority. Depending on your selection, the system may prompt you for a ZIP Code.
- 3 Select Service.**

Select the service you want from the Extra services list, for example, E-Del Con. As soon as you select the service, a check mark appears in front of it. Your system automatically calculates and displays the correct postage.
- 4 Enter Destination ZIP Code or Customer Reference Number.**

When prompted for the Destination and Customer Reference number enter the information requested by each dialog box.
- 5 Enter the Barcode.**

Use the correct label for the service you select. If necessary, enter the complete 22-digit barcode. But most of the time the system remembers the last barcode you used and asks you to enter the last barcode digit.
- 6 Apply the Barcode Label.**

Apply the barcode label to your mail piece.
- 7 Print the Postage.**

Press the Tape or Start button to print the postage.
- 8 More to Process.**

Follow the dialogs to continue processing more Confirmation mail pieces.
- 9 Transfer Record.**

System prompts you to upload records. Upload after every mail run.

4. Using Confirmation Services - Instructions

Instructions: Priority Class Example

USPS Confirmation Services are available when you use the Attached Scale method or Manual Weight Entry method.

The following steps are based on using Priority class and the Electronic Delivery Confirmation service. Your procedure may vary slightly, depending on the class and service you choose. If you use the Electronic Certified service with the Electronic Return Receipt (ERR) option, refer to Instructions: ERR Example in this section.

Steps

1. Place the piece of mail or package on the scale.
2. Select Class from the Job Properties list on the left side of the screen.
3. Select the class from the Class services list box, in this example, Priority Mail Retail.
4. Select the mail piece type, in this example, Envelope or package.
5. You are prompted to enter the Destination ZIP or Zone code. Enter the ZIP code and then select, This is a ZIP.
6. Select the special service from the Extra services list on the right. For this example, use Electronic Delivery Confirmation. As soon as you select the service, a check mark appears in front of it and you are prompted to enter the tracking number.
7. When entering the tracking number:
 - a. If this is the first time you are entering a confirmation service transaction, the field for the barcode value is blank and you need to enter the entire barcode value. If you have a barcode scanner, you can scan in the number.
 - b. When starting a new set of barcode labels, make sure you start with the top label with the lowest last 4-digits and not the bottom label with the highest last 4-digits.

- c. If you have used the confirmation service before, the next barcode value (in the series of barcode labels) appears, minus the last digit.

Type in the entire 22- digit barcode number unless the dialog prompts you for the last digit only.



8. Once you enter the tracking number, the envelope that displays in the Run Mail screen refreshes showing where to place the tracking number label. Apply the tracking label and select **Next**.

NOTE: The system will only display the location of where to place the tracking number label if you have enabled that prompt in your system settings. To view or edit, select System Settings, Applications and then Tracking Services.

9. Press OK to confirm you class and service.
10. Press the Tape button to print a tape. To print postage on a piece of mail, click the Start button.
11. The system will ask you if you want to track another mail piece. It also provides you with the option of automatically printing a receipt after every mail piece.
12. Once the job is complete, you are prompted to upload your records. It is recommended that you upload all your records after every job.

Instructions: ERR Example

This feature eliminates the green return receipt card and qualifies the mail piece for a discount.

Customer Reference Number (optional)

If you have the optional Electronic Return Receipt (ERR) your system prompts you to enter a customer reference number. You can use the customer reference to identify the mail piece recipient in any way you choose: by name, by a unique customer ID, by invoice number, and so on.

In some applications, the customer reference may be pre-printed as a barcode. If your system has a barcode scanner you can scan the customer reference barcode instead of typing it.

The customer reference can be up to 14 alphanumeric characters long and is included with the mail piece transaction data your system uploads. This feature greatly enhances mail piece tracking by linking the reference number to the package ID (barcode number).

You can view the tracking reports using the Tracking Manifests and Reports application. These reports include the package ID number, the customer reference number, the class and service used, the postage amount and the destination of the mail pieces.

Prerequisites for Using ERR

You need to submit *Form 5053, Bulk Proof of Delivery* to the USPS. You will then be provided a 9-digit USPS Mailer ID. This number must be entered when using ERR.

Steps

1. Place the piece of mail or package on the scale.
2. Select Class from the Job Properties list on the left side of the screen.
3. Select the class from the Class services list box, in this example, Priority Mail Retail.
4. Select the mail piece type, in this example, Envelope or package.

5. You are prompted to enter the Destination ZIP or Zone code. Enter the ZIP code and then select, This is a ZIP.
6. Select the Electronic Certified special service from the Extra services list on the right. As soon as you select the service, a check mark appears in front of it and you are prompted to enter the tracking number.
7. When entering the tracking number:
 - a. If this is the first time you are entering a tracking service, the field for the tracking number value is blank and you need to enter the entire tracking number value. If you have a barcode scanner, you can scan in the number.
 - b. When starting a new set of tracking number labels, make sure you start with the top label with the lowest last 4-digits and not the bottom label with the highest last 4-digits.
 - c. If you have used the confirmation service before, the next tracking number value (in the series of labels) appears, minus the last digit.
8. As soon as you enter the tracking number, the envelope redisplay in the Run Mail screen showing you where to place the tracking number label. Apply the tracking label and select **Next**.

NOTE: The system will only display the location of where to place the tracking number label if you have enabled that prompt in your system settings. To view or edit, select System Settings, Applications and then Tracking Services.

9. Select Electronic Return Receipt from the Extra services list on the right side of the screen.
10. You are prompted to enter the Customer Reference number and the 9-digit USPS Mailer ID in their dialog boxes. In some cases, the customer reference number is provided as a barcode on a pre-printed form. If you have a barcode scanner, you can scan in the number.

11. Once you enter the Customer Reference number and Mailer ID, select **OK**.
12. Select **OK** to confirm the class and service.
13. Select the **Tape** button to print a tape. To print postage on a piece of mail, select the **Start** button.
NOTE: If you have Accounting on your system, make sure you have selected an account for this job or you will not be able to print a tape or envelope.
14. The system will ask you if you want to track another mail piece. It also provides you with the option of automatically printing a receipt after every mail piece.
15. Once the job is complete, you are prompted to upload your records. It is recommended that you upload all your records after every job.

Submit a Postal Manifest

If you require proof of induction of your certified mail, fill out and USPS Form 3877 and take it and your certified mail pieces to the post office. The USPS will stamp Form 3877 with a Round Stamp as proof of induction.

Review Transactions

To view your transactions, use the Delivery Tracking System (DTS) from your PC or from within Connect+™ Series machine:

1. Go to *www.pb.com*
2. Enter your user name and password and click “login.”
3. After logging on to My Account, click on “USPS Tracking and e-Return Receipts.” This is contained within the Connect+™ Series Reporting Services section.
4. The USPS Delivery Tracking screen opens. All of the tracking information is contained within this screen.

5. About Labels

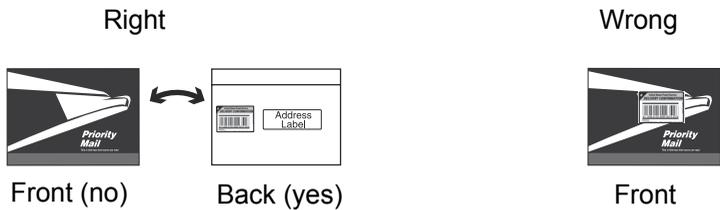
Applying Labels to Your Mail Pieces

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.

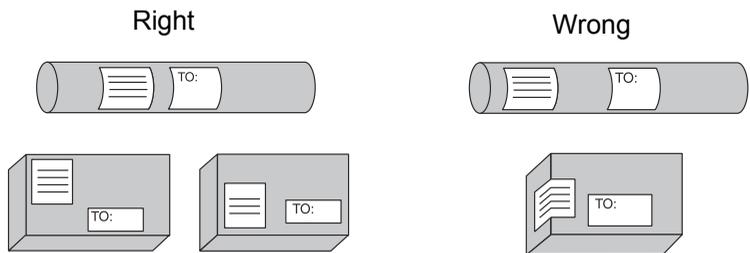
DO NOT cover the label with tape or plastic wrap. Bar-code scanners cannot read plastic wrap labels that are bent or wrapped around the package. See the illustration below.

DO NOT cover the metered postage payment (indicia) or any inscription with the label.

On Priority Mail



On Packages



On Certified Mail

Right



Wrong



**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)
E-Certified Barcode Labels—Roll of 2,000	640-2 (No Charge)
Shipping Labels, 1-1/7" x 3-1/2", for LPS-1 Label Printer—Roll of 300	LA0-1
Shipping Labels, 4" x 2-3/7", for LPS-1 Label Printer—Roll of 300	LA0-2
Shipping Labels, 1-1/2" x 3-1/2", for LPS-1 Label Printer—Roll of 400	LA0-8

Refer to the *Contact Information List* at the back of this guide for complete details.

6. Tracking Mail on the Web

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.

The Pitney Bowes Web Site

1. Go to *www.pb.com*
2. If you're 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 user-name and password.
3. After logging on to My Account, click on "USPS Tracking and e-Return Receipts." This is contained within the Connect+™ Series Reporting Services section.
4. The USPS Delivery Tracking screen opens. All of the tracking information is contained within this screen.
 - If the Delivery Tracking System option is not displayed, click on "My Account."
 - If this is the first time you're accessing this feature, you'll be prompted to enter your eight-digit Postage By Phone® account number. Enter your number and press <Return>.

All recent transactions electronically uploaded by your mailing system are displayed without your 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.

The USPS Web Site

This site provides the date and time of the delivery or delivery attempt, return or forward. The site also shows the ZIP Code to which the mail piece was delivered and a summary of the progress of the mailing.

For Signature Confirmation, the recipient's first initial and last name are available. You can also ask for an actual copy of the signature directly from the USPS. They will fax or mail it to you.

To access the USPS site directly and inquire about the status of Delivery Confirmation or Signature Confirmation mail pieces:

1. Go to *www.usps.com*.
2. Click on Track & Confirm.
3. Type the complete 22-digit barcode number of the mail piece for which you want information.
4. Click GO>.

7. Frequently Asked Questions

General Information

1. What are USPS Confirmation Services?

Confirmation Services let you verify delivery of your mail pieces using the internet. Your systems transfer an electronic file of delivery information to our Data Center. From there, files are exchanged with the United States Postal Service.

2. Do the Connect+™ Series machines require Postal Service Form 3152—certification by the Postal Service that the system can generate an “electronic file” of delivery information?

No. Mailers are not required to certify file transmission or labels, and it is not necessary to present a PS Form 3152 Confirmation Service Certification each time you tender postage and fee-paid shipments at your local post office. Your systems are pre-qualified by the Postal Service to process Electronic Delivery Confirmation and Electronic Signature Confirmation, and to electronically file Certified Mail.

3. What is the benefit of Electronic Delivery Confirmation and Electronic Signature Confirmation?

You're eligible for discounts for all qualifying mail sent using Electronic services versus Retail services. Retail Services are purchased at the Post Office. You submit Electronic Services remotely, using your system's control panel, and you can drop the mail off anywhere mail is accepted. Using the Delivery Tracking System on our web site, you have complete access to delivery information.

About Confirmation Services

1. Does my system have to be connected to LAN to use USPS Confirmation Services?

Yes. When you finish processing Confirmation Services mail, your system prompts you to upload all the required tracking information to our Data Center. Your system must be connected to LAN in order to transmit this information successfully.

HINT: For more information about Confirmation services, go to the Postal Service's web site at:

www.usps.com

There you'll find the latest information about this and other special services. For detailed technical information, consult the latest version of USPS Publication 91, which is available at the site.

2. What purpose do the receipts serve?

The receipts printed by your mailing system after transactions are uploaded confirm that the data for each piece of mail was transferred to our Data Center. Our systems automatically check to ensure the highest level of accuracy in the exchange of information. Your system displays any errors so you can correct delivery information.

3. What's the difference between Delivery Confirmation and Signature Confirmation?

In addition to the delivery address, date and time, Signature Confirmation captures the signature of the recipient. The recipient's name is available in text format on the web.

4. What's a "text format" signature?

This means that the name of the person who signed for the mail piece is displayed, but, for security reasons, *not* as a facsimile or bitmap image of the actual signature.

5. What information does the Confirmation Services barcode contain?

The barcode includes a unique Package Identification Code (PIC) as well as other information used by the Postal Service.

6. When should I transfer the data from my system to the Pitney Bowes Data Center?

Every day you process Confirmation Services mail.

7. For what types of mail are Confirmation Services available?

Confirmation Services are available with First Class packages, Priority Mail and Package Services (Parcel Post, Library, Media Mail, and Bound Printed Matter).

8. For what types of mail are Delivery and Signature Confirmation Services not available?

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).

9. Can I process multiple packages using Confirmation Services?

Yes. Your mailing system will prompt you to enter the appropriate information for each transaction. Once each is completed, you can continue to process more, choose to upload the information, or defer uploading until a later time. You can then resume processing mail.

10. 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.

11. Do First Class 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.

12. 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 (over \$50), COD and Registered Mail.

You can now combine Confirmation Services with Certified Mail by using the Certified Service.

13. 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.

14. Do I get a signature with Delivery Confirmation?

A signature is not obtained with Delivery Confirmation service. Signature Confirmation will capture the signature of the recipient and generate a text entry of the recipient's name. If you want to waive the signature of the addressee and have the letter carrier sign to document that the piece was delivered, write "waive signature" on the mail piece next to the Signature Confirmation label. However, if this is the case, using Delivery Confirmation accomplishes the same thing.

15. I've heard there are two options for mailing Confirmation items—the retail option and the electronic option. What's the difference?

The retail option requires you to go to the Post Office to complete your Confirmation transaction. The charge for the retail option costs more per piece in addition to the Priority Mail fee. The electronic option, which our mailing systems support, helps the small mailer send electronic files of shipments and access delivery information electronically

16. Can I deposit a Confirmation Services mail piece in a collection box?

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.

17. 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.

Labels and Supplies

1. How do I get more preprinted Confirmation Services labels?

All labels are available at no charge. Order them directly from Pitney Bowes through the Online Store or the Pitney Bowes Supply Line. Please refer to section 5. About Labels for more information.

2. How are the labels packaged?

They're supplied in packs of 50. E-Certified Barcode Labels are also available in rolls of 2,000.

Using the Web for Tracking

3. Can I use barcode labels furnished by the Postal Service for Delivery Confirmation, Signature Confirmation and Certified Mail?

No. The retail labels supplied by your local post office don't include the necessary information required to process your Confirmation Services transaction electronically.

1. How can I find out the delivery status of my Confirmation Services mailing?

Visit the delivery tracking system at:

www.pb.com or *www.usps.com*

See section 6. *Tracking Mail on the Web* for more information.

2. On what web site can I track all three USPS Confirmation Services: Delivery Confirmation, Signature Confirmation and Certified Mail?

You can track all three services at: *www.pb.com*

Information about Delivery and Signature Confirmation transactions is available at the USPS web site; information about Certified Mail transactions is available, but actual signatures are not.

3. How do I use the USPS Web Site?

The USPS Web Site is very easy to use. Just enter the 22-digit tracking number from the Confirmation Services label.

4. Why would I use the USPS Web Site versus the Pitney Bowes web site?

Among other reasons, 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. 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).

5. Do I have to type in all 22 digits of the tracking number when I use your web site to track Confirmation services?

No. Type in your Postage By Phone® account number to view your transactions.

If you use the USPS web site (www.usps.com), you have to type each individual tracking number in the system for Delivery and Signature Confirmation transactions.

6. What USPS Confirmation Services information will I get when I visit the web site?

You'll get the date and time that your item was delivered, or delivery was attempted, forwarded or returned. Additionally, the web site provides the ZIP Code to which your item was delivered. For Signature Confirmation you also get the recipient's first initial and last name. You can also request the USPS to send you a signature image by fax or mail.

7. How can I view my transactions?

You can view all transactions, or you may select a specific date range.

8. How long does it take for the information to go from the Postal Service to your web site?

The web site is updated from USPS feeds four times a day.

9. When does delivery status information become available?

The evening of the date of delivery or attempted delivery.

10. How long does delivery status information remain available at the web site?

Status information remains available for thirteen months on our site, 180 days on the USPS site.

11. 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.

12. 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.

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 digital mailing systems?

No. Postal rates for Certified Mail are not discounted with electronic filing (as is the case with Delivery and Signature Confirmation). Electronic return receipts, however, do qualify for a discount. Also see the question below.

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

Check with your local post office or go to *www.usps.com* for the latest rates.

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 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.

The postal round stamp can be put on the manifest report also.

As an alternative, you can use the report function of your mailing system to generate a facsimile of Form 3877. With the approval of the local postmaster, this form can serve as proof of mail induction. Take the form, together with the mail, to your local post office and have the form round stamped.

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

First Class and Priority Mail only.

8. What type of mail can I send using Certified Mail?

Mail with no cash or intrinsic value.

9. Do I have to fill out any forms when using the electronic filing feature?

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

About Your Mailer ID Number

1. Why do I have to have a Mailer ID Number for Confirmation Services?

Your Mailer ID Number serves as a customer identifier in the data uploaded to the USPS. The Mailer ID Number allows your packages to be distinguished from the thousands of other mailers who use Confirmation Services. It also provides a simple way for you to generate a unique tracking number for your packages without the possibility of the number being duplicated by another mailer. The Mailer ID also serves as a 'destination' for which the USPS will send your ERR files. Without this number being accurately entered into your mailing system, the USPS would not know where to send your ERR files, thus you will never see them on the Delivery Tracking Site."

Contact List

For Your Mailing Systems

There are several ways you can order labels for your Connect+™ Series 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

This page intentionally blank



1 Elmcroft Road
Stamford, Connecticut 06926-0700
www.pb.com

For Service or Supplies

PB Form S62390 Rev. D Pending
© 2010 Pitney Bowes Inc.
All Rights Reserved



* S V 6 2 3 9 0 R E V D *