



PostBase



Mailone

User Manual

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1 Introduction

About this user manual

This User Manual assumes that both PostBase and MailOne have already been installed and are now operational.

Target group	This User Manual is aimed at users of MailOne for PostBase mailing systems. Users of MailOne should have basic knowledge of Windows. They do not need special computer skills.
Topics	The present manual provides a comprehensive overview of the software and describes how to perform daily routine tasks.
[Mailing]	Names of links and buttons are given in square brackets.
<i>NOTE</i> or <i>TIP</i>	Notes for improving the operation or additional information appear in italics.
Product logo	In this manual, the product names appear in their plain form 'MailOne'.

NOTE: In the text below, in general 'MailOne' is used to refer to 'MailOne for PostBase'.

What is PostBase MailOne?

MailOne is a user-friendly software platform for your PostBase mailing system, e.g. for tracking your postage costs. It enables you to benefit from discounts offered with Commercial Base Pricing (CBP) products and use the mail tracking service provided by the US Post.

TIP: To download MailOne, please visit our web portal.

Application areas (examples)	<ul style="list-style-type: none"> – Print 4x6" labels (CBP / non CBP products) – Select mail products – Address administration – Print reports – Load postage – Track and Trace service – Transaction administration – Change system settings of PostBase – Use PostBase special functions (e.g. Print Numbers).
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Tracking postage costs

When dealing with a high volume of mail transactions; the individual costs can add up to a considerable amount over a period.

A high volume of postage makes tracking these costs difficult. MailOne allows you to easily track the amounts, and account for these costs from different perspectives. For example: The sending time, delivery status, sender, department or project.

MailOne captures and collects this information for all metered products. You can view mailing information in easily readable tables, graphs and charts or print reports.

Commercial Base Pricing Products

MailOne offers you the ability to use a number of USPS products with commercially-based pricing. These offer you various advantages such as a discount over retail prices, with delivery confirmation / tracking included (subject to prevailing USPS conditions).

TIP: Note that one of the conditions of using commercial-based pricing is the regular upload of product usage statistics to the USPS. The data is initially collected by a server operated by FP Mailing Solutions.

Only the MailOne software is able to print the 4x6" label required for CBP products (instead of four labels) via a printer connected to your PC. On this label, it prints an Intelligent Mail package barcode to send the CBP data to the US Post.

Mail tracking

Once your mail item has entered the USPS system, you can track its progress using the tracking facility. Through MailOne, you can see all mail having been successfully delivered.

Metering settings

MailOne enables you to make metering settings (product, weight, ZIP code, account etc.) directly on your computer and send these details to your PostBase mailings system.

For non CBP products / retail products (except for 4x6" labels), you perform metering imprints with the PostBase mailings system.

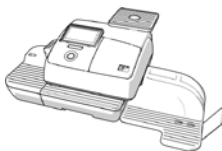
2 Start / exit MailOne

2.1 Start MailOne and connect PostBase automatically

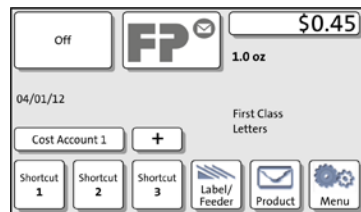
NOTE: If you work with MailOne for the first time, you first have to make some elementary settings. For further details refer to the [Appendix](#).

Preconditions

First make sure that MailOne is installed and the PostBase is connected to your PC. PostBase must show the Home screen as shown in the example below.



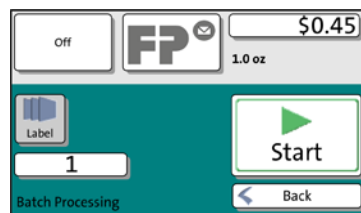
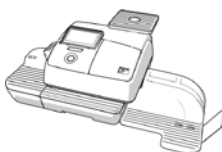
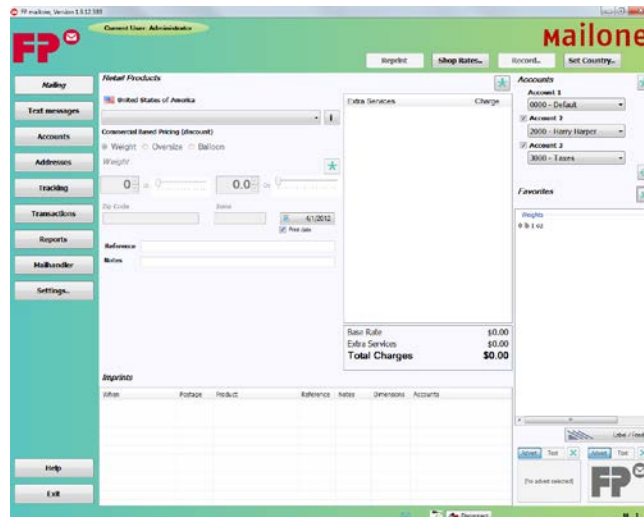
Homescreen



Starting MailOne

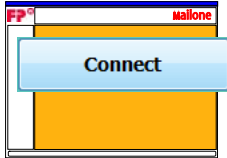


Double click the 'FP.MailOne.PostBase' icon on your desktop to start MailOne. When opening, MailOne automatically establishes a connection to PostBase meter. MailOne shows the screen below after connecting.

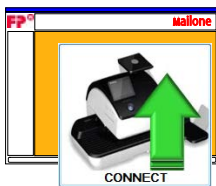
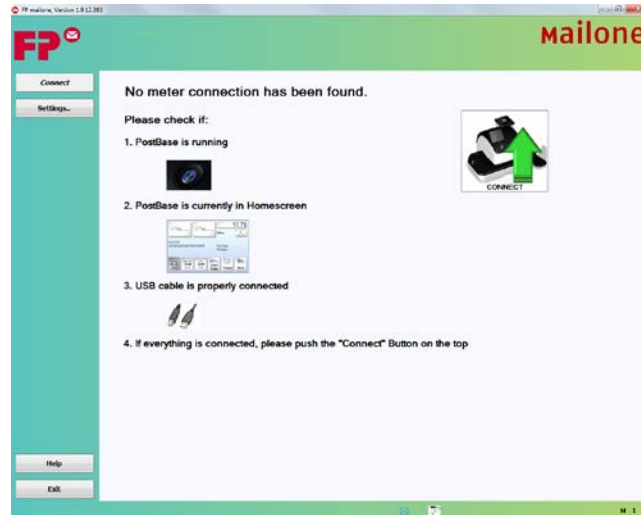


When PostBase is connected to MailOne, it shows a screen like this.

2.2 Connect MailOne and PostBase manually



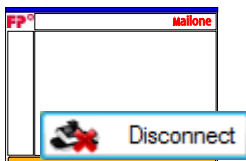
If connection does not work, MailOne shows the following screen.



Check if PostBase shows the Home screen. Then, click the [Connect] button in the working area.

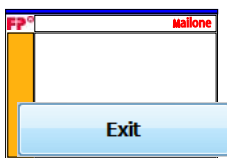
Note: If MailOne does not show this screen, click the [Connect] button in the main menu.

2.3 Disconnect PostBase



Click [Disconnect] in the status area to terminate the connection with the mailing system.

2.4 Exit MailOne



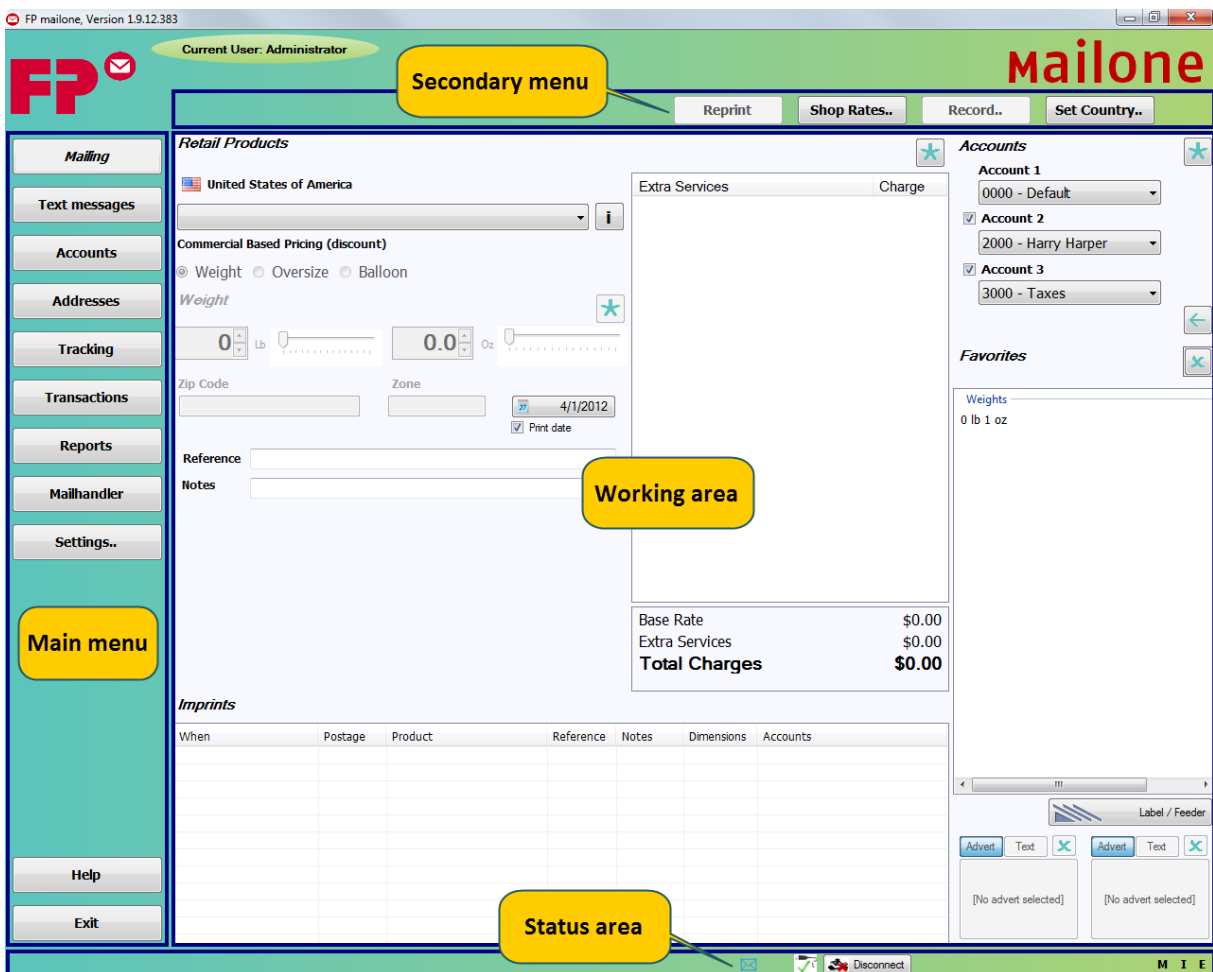
If you want to exit the MailOne program, click [Exit] on the main menu or the [x]-Button on the top right corner.

3 The MailOne user interface

You will first receive a short overview of your MailOne’s user interface. In the following chapters, the individual areas will be explained in detail.

3.1 The MailOne screen

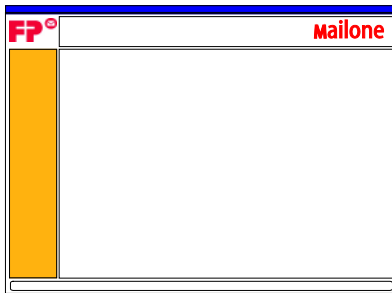
NOTE: This screen appears after connecting MailOne to the PostBase mailing system.



3.2 Menus and screen areas

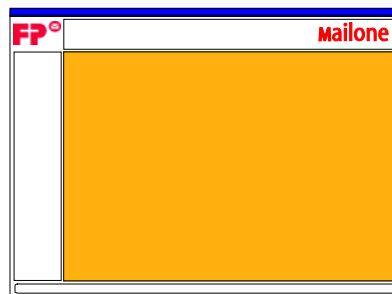
NOTE: If you want to exit a menu, click on a button leading you to another menu. There is no 'Back' function.

3.2.1 The main menu



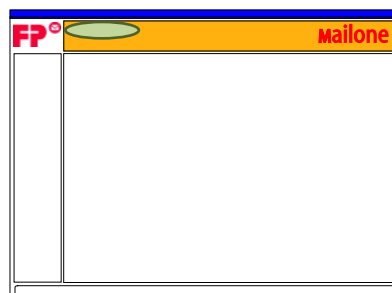
From the main menu, you get to the menus [Mailing], [Text messages], [Accounts], [Addresses], [Tracking], [Transactions], [Reports], [Mailhandler] and [Settings..] by clicking on the corresponding button. The selected menu will appear in the working area. In the main menu, you can also call the [Help] function. The [Exit] button closes the program.

3.2.2 The working area



The active menu appears in the MailOne working area.

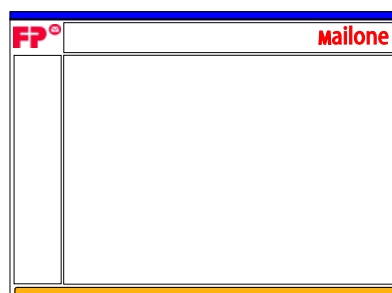
3.2.3 The secondary menu



The secondary menu provides additional functions for the active menu in the working area. Click, for example, on [Save] in the Account Administration menu to store the settings of the current cost account.

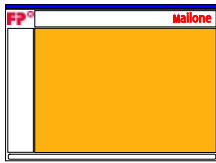
The current user is displayed on the left side.

3.2.4 The status area



The status area provides, inter alia, information on the connected PostBase meter and on current processes.

3.3 Buttons and other elements in the working area



The working area, e.g. of the Mailing function, uses the following elements.

The User interface for MailOne settings is described in the [Appendix](#).

3.3.1 Buttons and input elements



Save

Save an entry (e.g. a new text message).



Cancel

Reject an entry.



Clear / Delete

According to context:

- Remove from selection (text / advert).
- Delete (e.g. shortcut or text message).
- Clear data (e.g. reset piece counter or cost account to zero).



Add to favorites

You can set up particular combinations of products / weights / accounts that you use frequently as favorites. They appear in the right part of the 'Mailing' menu.



Info

Show detailed information on the selected USPS service.



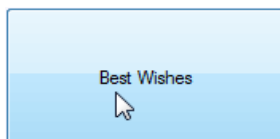
Hide

Hide a menu.



Show details

Show more details (e.g. account information).



Selection field

When you click on a selection field, the software immediately adopts your selection. Example: Text message.



Button for moving fields

Click on this button and hold the mouse button down. You can now drag a selection field to another position. Example: rearrange functions in the 'Mailhandler maintenance' menu.



Arrow buttons

Click to increase or reduce the displayed value gradually.



Slider

Move the slider to increase or reduce the displayed value.

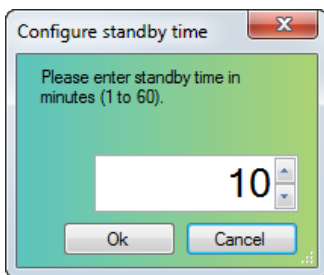


Input Boxes

Enter texts directly via PC keyboard.



For the input of values, you can use the arrow buttons as well as the PC keyboard.

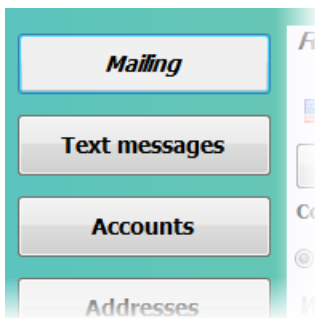


Example: Standby time setting.

3.3.2 Status display for buttons



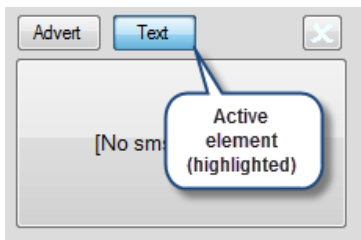
Selectable elements turn into a lighter blue as you scroll your mouse over them.



If a button is active, it is framed with a light blue boarder.

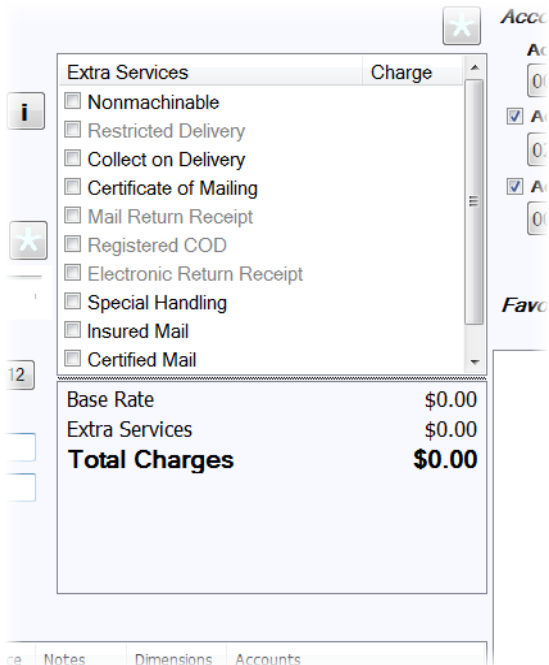
In the main menu, the title of the currently active menu is shown in italics.

In the example: Mailing function is active.

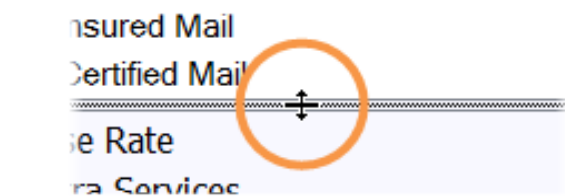


Example: active element.

3.3.3 How to change the size of windows

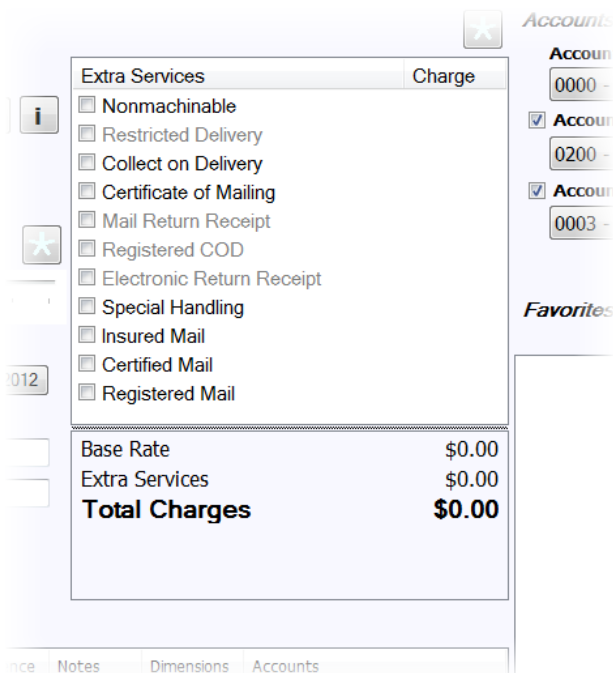


You might want to change the size of windows in MailOne, e.g. to show more entries in the 'Extra Services' list.



Hold the mouse over the border between the window areas. If resizing is allowed, it will change form to a border-drag function.

Click and hold the mouse button and drag the border to the desired position.



In this example: The scroll bar disappears and all entries in the 'Extra Services' list are shown.

4 Overview of the main menu functions

In this section, you get to know the functions of your software at a glance. For more information follow the given hyperlink.

4.1 Mailing

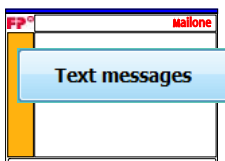


Metering settings

You can easily define metering settings from your PC. These include product settings (services and weight) as well as selecting a text message and / or an advert. Furthermore, you can select an account and adjust the date of postage.

For detailed information, please refer to chapter [Metering settings and metering](#).

4.2 Text Messages

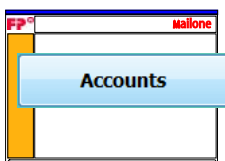


Manage text messages

MailOne enables you to enter texts via PC keyboard and to store up to eight different text messages. You can access all stored texts from PostBase meter.

For detailed information, please refer to chapter [Manage texts](#).

4.3 Accounts

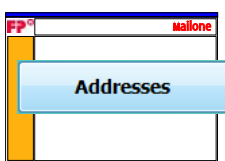


Account Administration

MailOne supports working with cost accounts and offers comfortable account administration features, like creating a new account, saving current account settings, and importing accounts from a .csv file. When using a barcode scanner, you can create, edit, and delete scancodes.

For detailed information, please refer to chapter [Manage Accounts](#).

4.4 Addresses

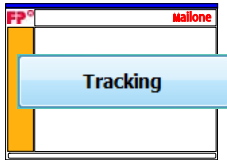


Address Administration

MailOne enables you to save addresses. You can enter addresses manually or import them from .csv file. You can edit or delete existing addresses.

For detailed information, please refer to chapter [Manage Addresses](#).

4.5 Tracking

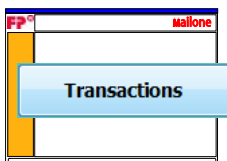


Track and Trace Administration

Check the status of all mail you have sent with confirmation extra services.

For detailed information, please refer to chapter [Tracking](#).

4.6 Transactions

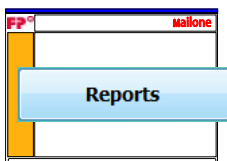


Transaction administration

MailOne displays a list of all transaction information, e.g. date or product. You can book transactions manually, edit, void or delete them.

For detailed information, please refer to chapter [Transaction administration](#).

4.7 Reports

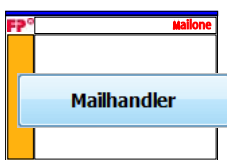


Reports

Reports in MailOne include Account Reports, Transaction Reports, Tracking Reports and USPS Reports. They will help you track your postage costs and optimize your postage usage.

For detailed information, please refer to chapter [Reports](#).

4.8 Mailhandler



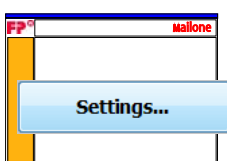
PostBase mailing system settings

MailOne enables you to make settings on the PostBase mailing system. You can, for example, determine at which postage credit threshold your PostBase will alert you to load postage. Furthermore, there are several special functions.

For more detailed information, see chapter [Mailhandler Menu: PostBase setup and special functions](#).

NOTE: All these features are available at the PostBase mailing system. Please refer to the PostBase Operator Manual.

4.9 Settings

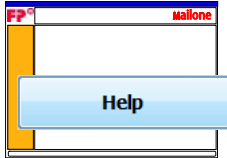


MailOne Settings

Define software settings, e.g. for addresses or printer.

For detailed information, please refer to the [Appendix](#).

4.10 Help



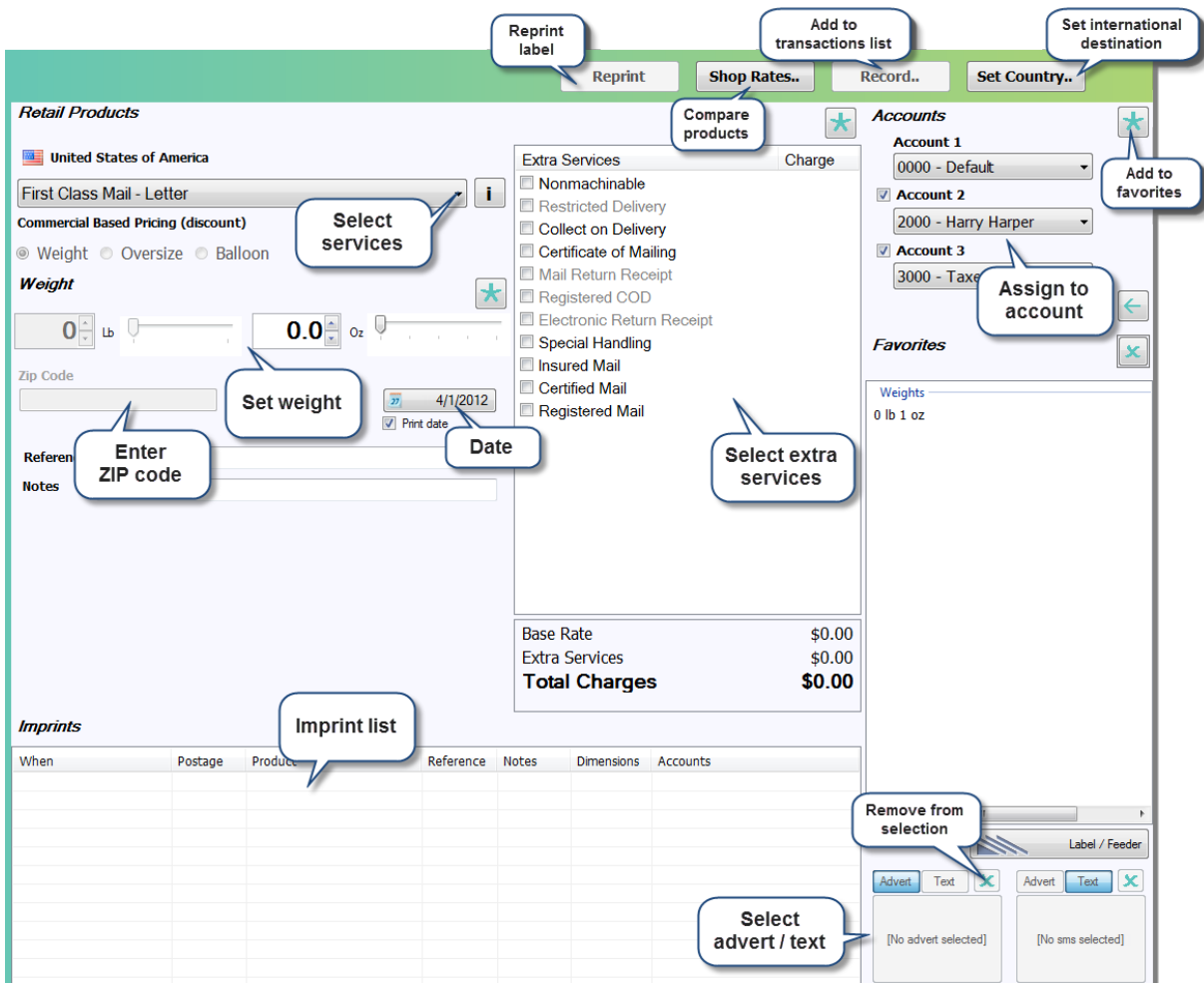
Help function

If you run into problems while working with MailOne, click [Help] to review this User Manual. If our help function shouldn't be sufficient to solve your problems, please consult the FP web page or contact Francotyp-Postalia.

5 Metering settings and metering

5.1 Overview

In the 'Mailing' menu, you find your mail's characteristics. The next section describes how to change the different settings.



5.2 Product Selection: Select services and set weight


Select Service

All available services are listed in the drop-down box at the top left. Click at the right hand side of the products box to open up the list.

First Class Mail - Letter

- First Class Mail - Letter
- First Class Mail - Flats
- First Class Mail - Parcel
- First Class Mail - Postcard
- Priority Mail CBP
- Express Mail CBP
- Parcel Post
- Media Mail
- Library Mail
- First Class Mail Presorted - Letter
- First Class Mail Presorted - Flats
- First Class Mail Single Piece - Parcel
- First Class Mail Mixed AADC - Letter
- First Class Mail Mixed ADC - Flats
- First Class Mail AADC - Letter
- First Class Mail ADC - Flats
- First Class Mail ADC - Parcel

Click on the desired postal product.

TIP: Click on the symbol  to get details and options on the product you have selected.

Select Extra Services

The list to the right of the products box will show all extra services available for your product, together with the additional charge.

Extra Services	Charge
<input type="checkbox"/> Nonmachinable	
<input type="checkbox"/> Restricted Delivery	
<input type="checkbox"/> Collect on Delivery	
<input checked="" type="checkbox"/> Certificate of Mailing	\$1.15
<input type="checkbox"/> Mail Return Receipt	
<input type="checkbox"/> Registered COD	
<input type="checkbox"/> Electronic Return Receipt	
<input checked="" type="checkbox"/> Special Handling	
<input type="checkbox"/> Insured Mail	
<input type="checkbox"/> Certified Mail	
<input type="checkbox"/> Registered Mail	

Click on the boxes for the desired extra services.

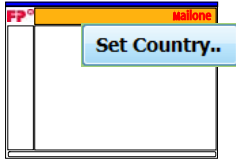
In some cases, you might have to enter additional information, e.g. if insurance is required. In this case, a pop-up box will appear to ask you for the insurance value.

Base Rate	\$0.00
Extra Services	\$1.15
Total Charges	\$1.15

The total amount of all extra services selected is shown in the 'Extra Services' total area

TIP: Click on the symbol  to get details and options on an extra service.

Other settings



Set Country..

If you need to send mail to an **international destination**, use the [Set Country] button in the secondary menu.



Some products have **Oversize** and / or **Balloon** rate options. If these options exist, the corresponding buttons will be available below the product.

Set weight

Place the mail piece on the PostBase weighing platform to determine the piece's weight.

TIP: In the 'Mailing' menu, you can manually enter a weight value. (See next chapter [Set weight.](#))

5.3 Set weight

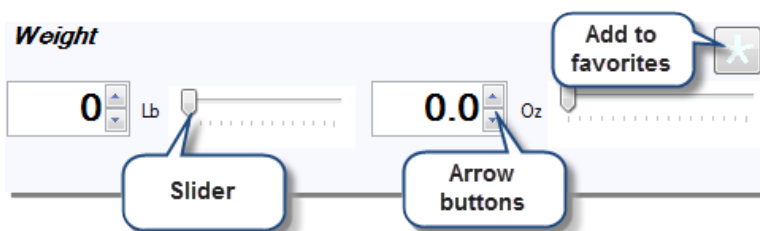
Using the internal scale

If you place the mail piece on the PostBase weighing platform, MailOne automatically transfers the weight value. In this case, you do not need to enter it manually.

Manual input

However, it is sometimes necessary to use MailOne to enter a weight value, e.g. if your mail piece should exceed the allowable weighing range.

There are two input boxes (pounds and ounces) for the weight of the mail piece. Click on the input box to enter a weight via PC keyboard. You can also set the weight by arrow buttons or by slider.



5.4 Add ZIP Code and details

Some products need you to give the destination's ZIP code before the price can be calculated.



The screenshot shows a form with four input fields. The first two are labeled 'Zip Code' and 'Zone'. Below them are two more fields labeled 'Reference' and 'Notes'. The 'Reference' and 'Notes' fields are currently grayed out.

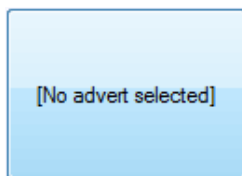
Enter the ZIP code in this area. The zone will be calculated automatically.

If there is no need to enter ZIP codes for your product, this box will be grayed out.

In this area, you also have the possibility to enter a **reference code** and a **NOTE** about the item.

5.5 Select advert

As soon as a valid product has been set, you can select adverts.

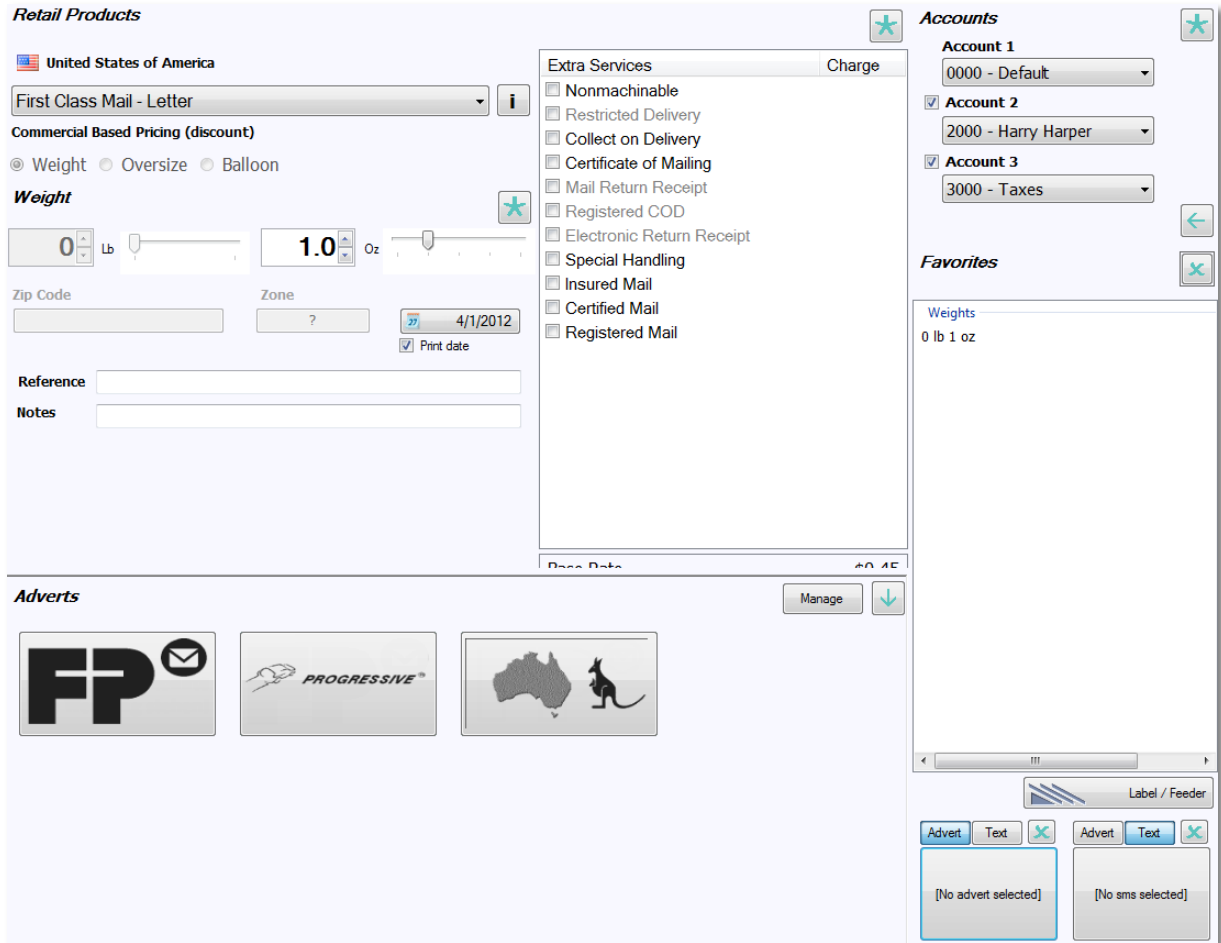


The screenshot shows a light blue rectangular button with a thin border. Inside the button, the text '[No advert selected]' is displayed in a dark blue font.

Click on the field for selecting adverts.

NOTE: For the administration of the advertisings, please refer to the FP portal. Here you find all Logos available for download.

The 'Adverts' menu opens in the lower part of the working area. It displays all available advertisings.



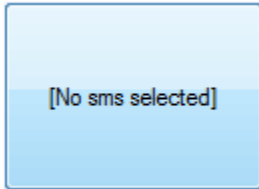
Select the desired logo. MailOne adopts an advert closing the 'Adverts' menu.

PostBase applies your setting immediately showing the desired adverts.

TIP: If you click [Manage], you have the possibility to download adverts from the FP portal.

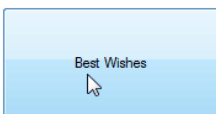
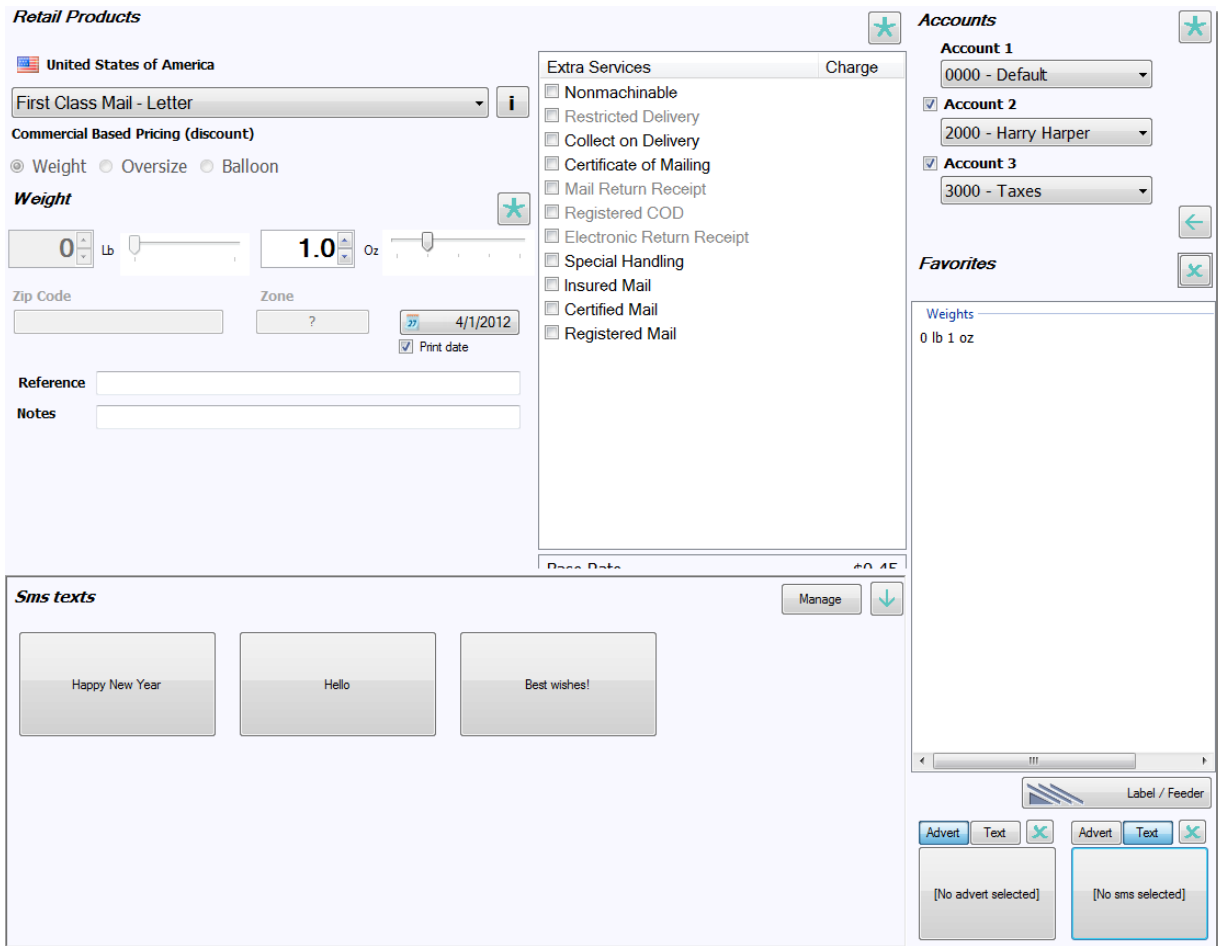
5.6 Select text message

As soon as a valid product has been set, you can select sms texts.



Click on the field for selecting text messages.

The 'Sms texts' menu opens in the lower part of the working area. It displays all available text messages.



Select the desired text. MailOne adopts a text message closing the 'Sms texts' menu.

PostBase applies your setting immediately showing the desired text messages.

5.7 Assign to accounts

You can assign any mail item to up to three accounts in the categories (or 'levels') as shown here.

TIP: If you have set up a barcode scanner, you might as well scan a barcode to set the accounts associated to this scancode.

For more information, please refer to chapter [Setting up scancodes](#).

The screenshot shows the 'Accounts' configuration window. It has a title bar 'Accounts' and a close button. Below the title bar, there are three sections: 'Account 1' with a dropdown menu showing '0000 - Default', 'Account 2' with a checked checkbox and a dropdown menu showing '2000 - Harry Harper', and 'Account 3' with a checked checkbox and a dropdown menu showing '3000 - Taxes'. A callout box with a blue border and a white background points to the 'Account 1' dropdown menu, containing the text 'Activate / deactivate account'. There is also a left-pointing arrow button at the bottom right of the window.


Click on the drop-down box to see a list of all accounts applicable to that category.

This screenshot is similar to the previous one, but the 'Account 1' dropdown menu is expanded. It shows a list of three items: '0000 - Default', '0001 - Human Resources', and '0002 - Bookkeeping'. The '0001 - Human Resources' item is highlighted in blue. The rest of the interface, including the 'Account 2' and 'Account 3' sections and the callout box, remains the same.

Whilst the list is open, you can scroll through the entries or type the initial characters on your keyboard to jump through the list.

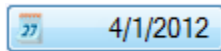
One account must always be present. However, even if you have configured MailOne to use three accounts, you can turn the last two on and off using the check-boxes.

You have to configure the number and titles of the categories shown in the 'Accounts' tab in the 'Settings' menu – the names set there will be the headings shown here on the mailing form. You can also choose to list the account number then name or vice versa (see chapter [Settings: Accounts](#) in the [Appendix](#) of this document).

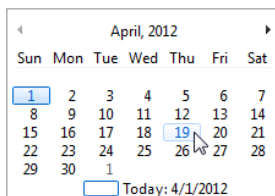
TIP: If you have a very large number of accounts, you can open the Account-Search dialog clicking on the  symbol.

If you need information on how to manage cost accounts, please refer to chapter [Manage Accounts](#).

5.8 Set date

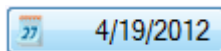


Click on the button displaying a date in the 'Mailing' menu.



MailOne opens a calendar window. It displays the allowable predating range. At the bottom of the window, you see the actual date.

Click on the desired date.



The new date of postage appears in the 'Product Selection' menu.

5.9 Printing 4x6" Labels / Confirmation Labels

4x6" Labels

MailOne for PostBase enables you to print a 4x6" shipping label for the Commercial Base Pricing products (e.g. CBP Express Mail, CBP Priority Mail, ...) as well as for the non-CBP shipping products (e.g. Priority Mail, Express Mail, First-Class Mail, Parcel Post, Media Mail...).

You can print 4x6" shipping labels using a label printer or an office printer.

MailOne only allows you to print one copy of each 4x6" label.

Confirmation Labels

If you have set MailOne to use USPS Confirmation Services (e.g. Delivery Confirmation), you can print the package tracking label, too. The label contains the unique Package Id for USPS tracking. However, it does not contain any postage information. That is, you must still meter the letter or package as normal and then attach the confirmation label.

5.10 Reprint function



Reprint

If, for some reason a particular label does not print correctly, for example if your printer jams, you can reprint a label.

Select it on the form below and press the [Reprint] button in the secondary menu. In this example, the [Reprint] button is disabled.

5.11 Rate Shopping

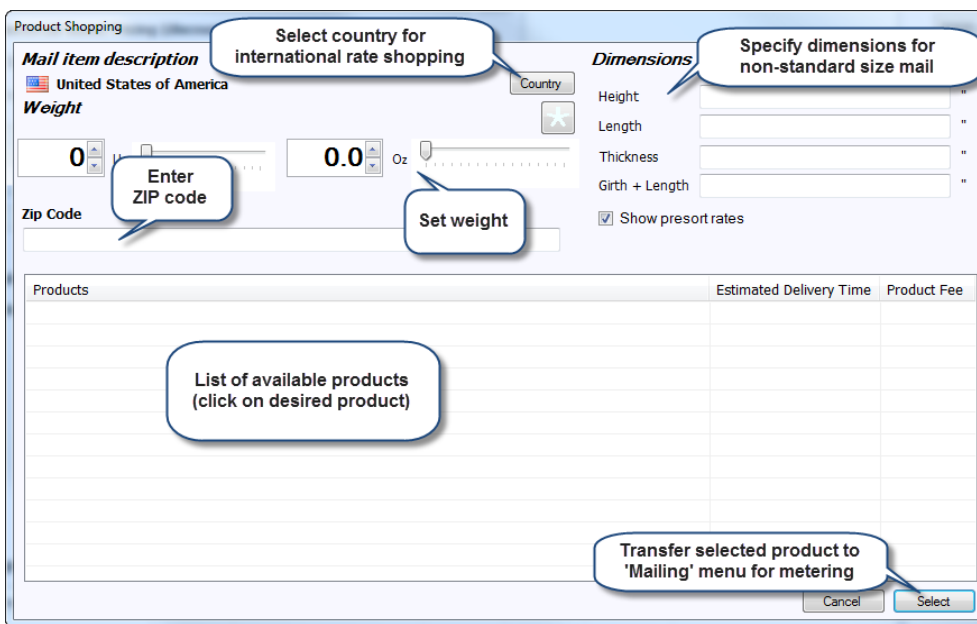


Rate shopping

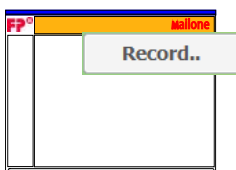
Select the optimum mailing product by comparing postage and delivery times exactly for your mail items.

Click on the [Shop Rates..] button in the secondary menu.

MailOne opens the Product Shopping dialog. Enter the destination ZIP code and the weight of your mail item. The available product list will be updated showing both postage and estimated delivery time.



5.12 Record feature



Record feature

Record transactions so you can track them in the transaction list.

Click on the [Record..] button in the secondary menu.

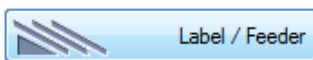
NOTE: This feature is not yet implemented.

5.13 Metering with PostBase mailing system

For non CBP products / retail products (except for 4x6" labels), you perform the metering imprints with the PostBase mailings system.

MailOne enables you to start label printing and batch processing with the optional feeder directly from your computer. You can still also start metering as usual on the PostBase mailing system.

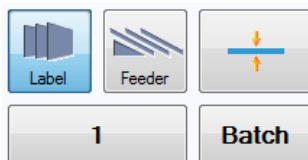
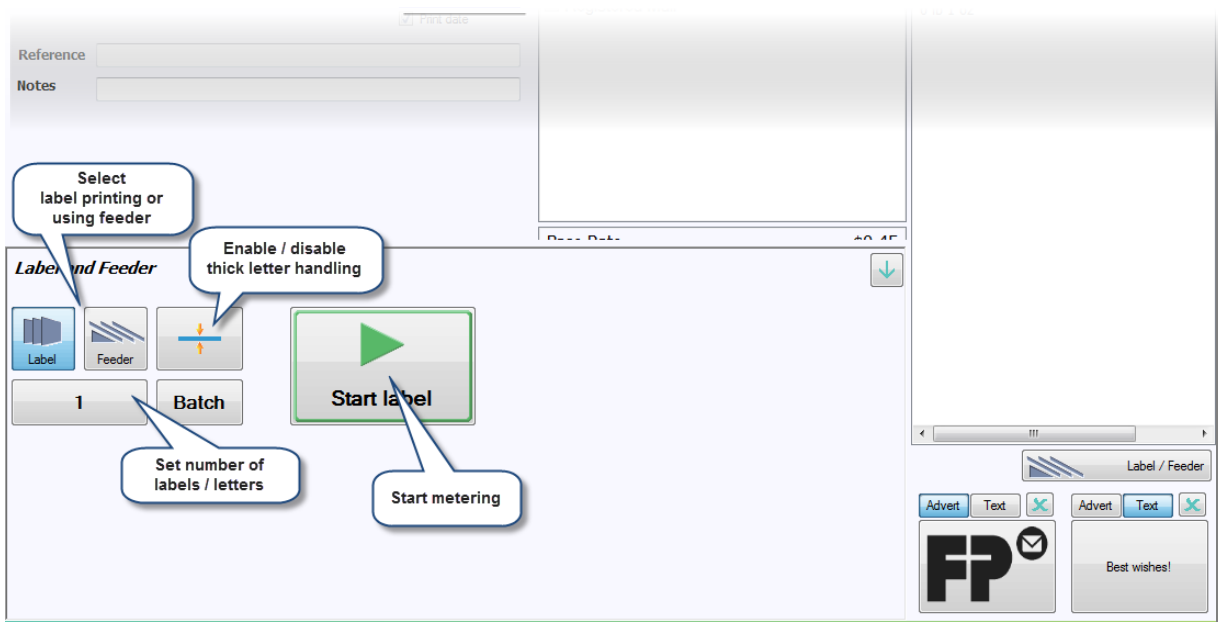
TIP: For information on handling the PostBase mailings system, please refer to the PostBase Operator Manual.



In the 'Mailing' menu, click on the [Label / Feeder] button.

The 'Label and Feeder' menu opens in the lower part of the working area.

(The following example shows a menu for PostBase with label dispenser and feeder.)



Set the desired numbers of labels / the desired settings for batch processing with the feeder.



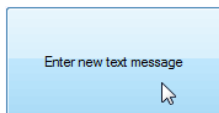
Click on [Start label] / [Start feeder] to start metering.

6 Manage texts

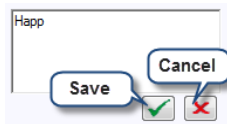


Clicking on [Text messages] in the main menu, you have the possibility to enter, edit or delete texts.

6.1 Enter a new text



Click on [Enter new text message].



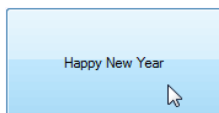
You can now enter a text of your choice , of up to five lines of text.

Select the button to save your entry. In MailOne, you can store up to 12 different text messages.

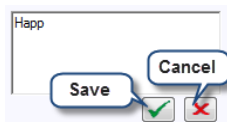
In the 'Manage Text messages' menu, you can now select the new text.

6.2 Edit or delete a text

Edit a text



Click on the text you want to edit.



MailOne opens an input box for text. Enter a new text. Click to save.



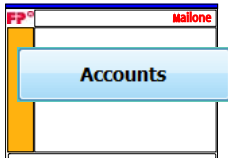
Delete a text



Click button in the upper part right of the text.

7 Manage Accounts

7.1 Overview



Click on [Accounts] in the main menu to open the 'Account Administration' menu.

All changes to the accounts and their parameters can be carried out in the 'Account administration' menu.

Account Administration

Number: 0000
 Name: Default
 Charge: 0.00

Percentage charge

Quick Search by first letter

All
 AB CD EF
 GH
 NO
 UVW

Advanced Search Options

Match
 Begin
 Search
 Name
 Look For
 Only active Search

Buttons: New, Save, Import.., Scancodes

Callouts: Enter a new account, Save entry, Set up scancodes for barcode reader, Enter or change account data, Import accounts, Click on a title to sort table by that column, Quick search, Advanced search, Account list

Number / Reference	Name	Active	Level	Charge
0000	Default	Active	1 (Accoun...	0.00 \$
0001	Human Resources	Active	1 (Accoun...	0.10 \$
0002	Bookkeeping	Active	1 (Accoun...	0.90 \$
2000	Hary Harper	Active	2 (Accoun...	1.00 %
3000	Taxes	Active	3 (Accoun...	0.30 \$

Select All Clear Delete

7.2 Add a new account

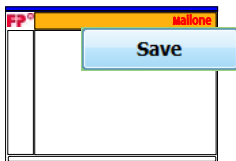
Enter a new account



Click [New] in the secondary menu.

Attention: If you do not press [New] first, you may overwrite another selected account.

The entry of Name and Number is mandatory.



Click [Save] to store your new account. It appears in the account list.

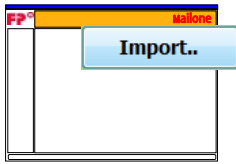
- **Charge:** This fee will be charged to each transaction made for this account, in addition to the postage. It may be either an absolute, fixed value or a percentage of the postage value. You can also assign a negative charge, i.e. a rebate.
- **Account level:** Accounts are allocated to one of three levels, so that you can categorize them according to your business needs. Mail is recorded using one account from each level (For more information on account levels, i.e. on how to change their titles, please refer to [Appendix - Settings: Accounts](#)).
- Each account may be set **active or inactive**. Inactive accounts cannot be selected in the 'Mailing' menu and will not appear in reports.

NOTE: Making an account inactive may be preferable to deleting it, since you can restore an inactive account.

Import an account

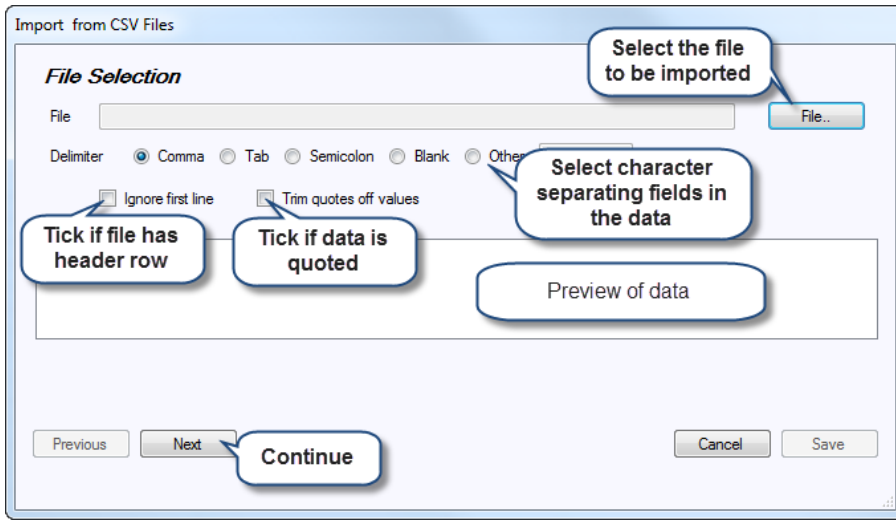
If you do not want to enter accounts manually, you can load them from another computer system's data. MailOne enables you to import data from a file in CSV format.

NOTE: CSV ('Comma Separated Values') is a simple format consisting of rows of data. Each row holds the various fields of data needed to define an account. The individual pieces of data (Name, Number etc.) in a row are separated by a particular character. A comma can be used for this as well as a semi-colon. If possible, do not choose a separator character occurring in any of the actual data values. Sometimes the file has a first row ('header' row) that defines the names of the following data fields, in the order they appear in the text.



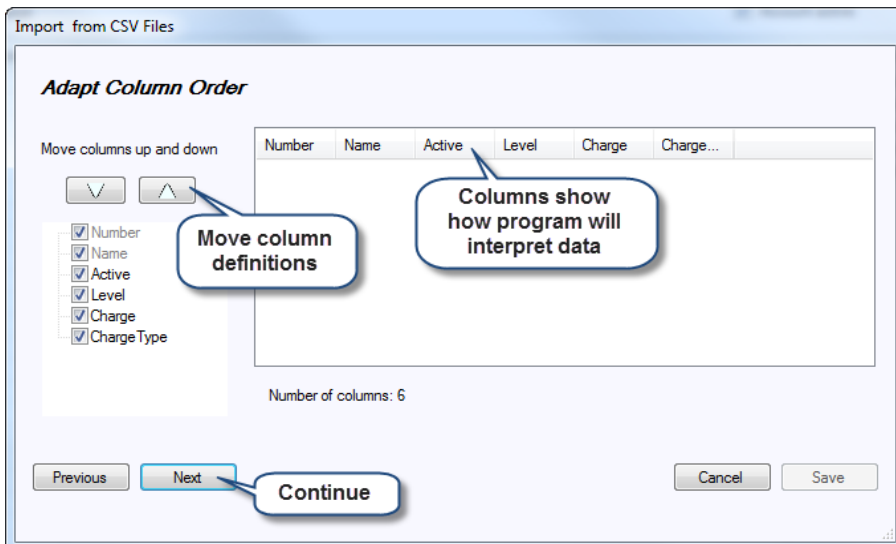
Click [Import] in the secondary menu.

MailOne opens an Import Wizard. Enter the name of the data file and the character used to separate the data fields. If your file has a heading line, check 'Ignore first line'. Continue with [Next].



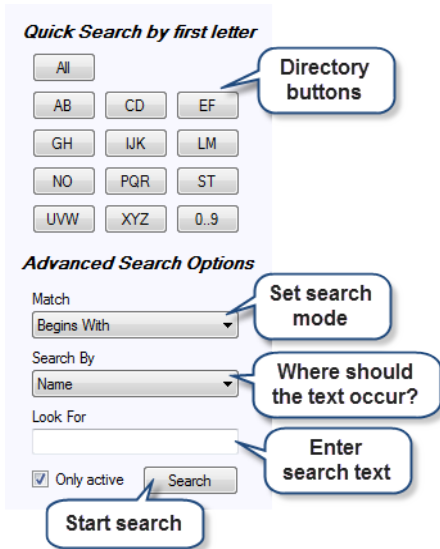
Move the fields in the box using the arrow buttons to set the order in which the fields in your CSV file occur. If one of the fields should not exist in your file, uncheck the tick box. The display will show how the data will be interpreted.

Continue with [Next]. MailOne imports the accounts.

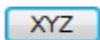


7.3 Search accounts

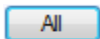
To the left of the address list, you find the searching area.



Quick search

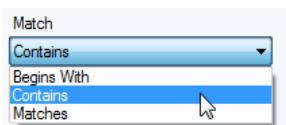


For quick search, click on the directory buttons. The account names starting with the respective letters appear in the account list.

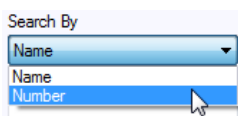


Click [All] to view all accounts.

Advanced Search



In the 'Match' box, you can select the search mode. Choose between 'Begins with', 'Contains' and 'Matches'.



In the 'Search by' box, you can select whether you want to search by Name or Number of the account..



According to the criterion chosen in the 'Search by' box, type in the name (or part of it) or number of the account.

7.4 Edit or delete accounts

Edit an account

ce	Name
	Default
	Human Resources
	Bookkeeping
	Hany Harper

Find the account (See above, chapter [Search accounts](#)).
Click on the account you want to edit in the account list.

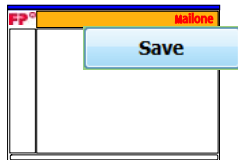
Account Administration

Number: 0002

Name: Bookk

Charge: 0.90

Edit the entry.



Click [Save] to save the entered changes.

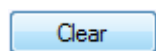
Delete an account

ce	Name
	Default
	Human Resources
	Bookkeeping
	Hany Harper

Click on the account you want to delete in the account list.



Click [Delete].



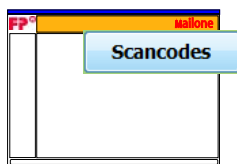
If you want to delete all entries in the account list, click [Clear].

Attention: If you delete a level 1 account associated with one or more scancodes (see next chapter [Setting up scancodes](#)), the corresponding scancode will be deleted, too.

7.5 Setting up scancodes

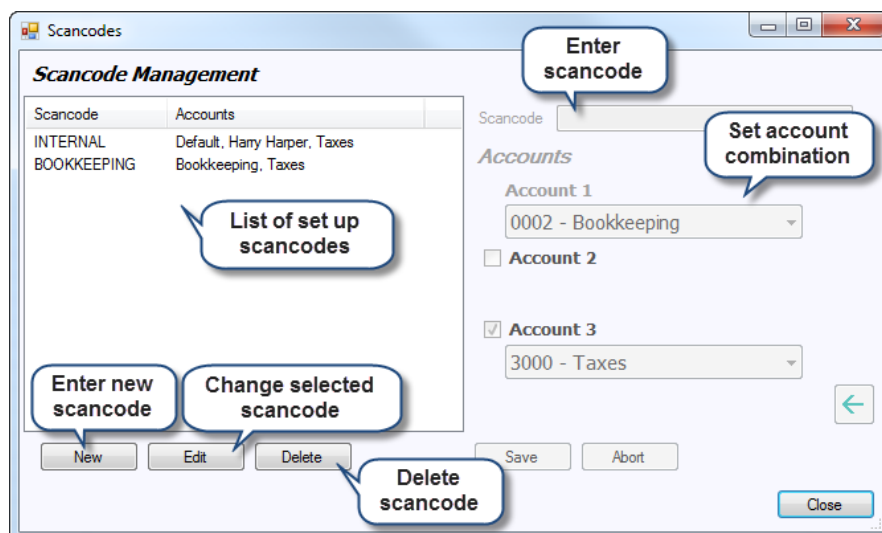
You can use scancodes to simplify the entry of account details whilst mailing. A scancode is a barcode associated with a combination of accounts of level 1, 2 and 3 as needed. Once set up, scanning the barcode selects the corresponding accounts.

TIP: For information on how to set up a barcode scanner, please refer to chapter [Settings: Devices](#) in the Appendix of this document.



Click [Scancodes] in the secondary menu.

MailOne opens a 'Scancodes' dialog. Here you can create new scancodes clicking on the [New] button. The scancodes you have already created are shown on the list left. You can [Delete] scancodes or [Edit] the associated accounts.



- **Name:** You have to enter the scancode's name in the box in the top right corner. The name must be in capitals. There is no limit to the number of characters, but it is advisable to use a medium length name to avoid scanning problems.
- **Account selection:** In the 'Accounts' section below, select the accounts you wish to associate with the scancode. You have to enter at least a level 1 account. If you have configured level 2 and 3 accounts, these may be associated with the scancode as well.

NOTE: If you scan a barcode whose contents are not recognized by the system, a 'Scancode Management' dialog will automatically appear. It allows you to define the unknown code and set up corresponding accounts.

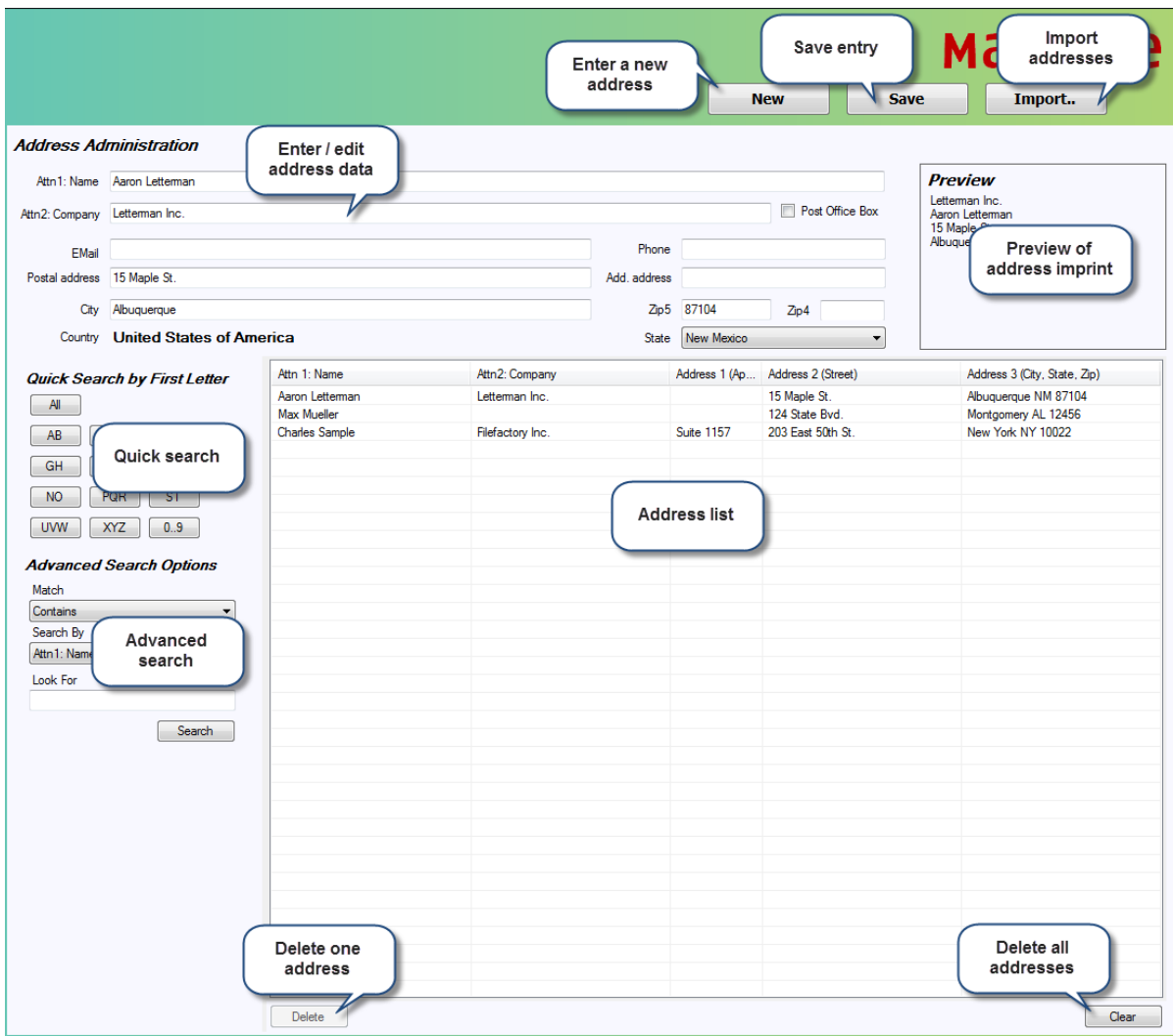
In the 'Reports' menu, you can print the 'Account Barcodes' report with all barcodes on it (for more information on printing reports, please refer to chapter [Generating reports](#)). When working in the 'Mailing' or 'Manual booking' menus, the printed barcodes can simply be scanned using a standard barcode scanner.

8 Manage Addresses

8.1 Overview



Click on [Addresses] in the main menu to open the 'Address Administration' menu.

A screenshot of the 'Address Administration' interface. It features a top navigation bar with 'New', 'Save', and 'Import..' buttons. The main area is divided into a form for entering/editing address data, a 'Preview' section, a search section, and a table of address entries. Callouts point to various elements: 'Enter a new address' (New button), 'Save entry' (Save button), 'Import addresses' (Import.. button), 'Enter / edit address data' (form fields), 'Preview of address imprint' (Preview section), 'Quick search' (search buttons), 'Advanced search' (search options), 'Address list' (table), 'Delete one address' (Delete button), and 'Delete all addresses' (Clear button).

Attn 1: Name	Attn2: Company	Address 1 (Ap...	Address 2 (Street)	Address 3 (City, State, Zip)
Aaron Letteman	Letteman Inc.		15 Maple St.	Albuquerque NM 87104
Max Mueller			124 State Blvd.	Montgomery AL 12456
Charles Sample	Filefactory Inc.	Suite 1157	203 East 50th St.	New York NY 10022

8.2 Add a new address

Enter a new address



Click [New] in the secondary menu.

Attention: If you do not press [New] first, you may overwrite another selected address entry.

The entry of Name, Postal Address or Post Office Box, City, State and ZIP code is mandatory.

(See yellow boxes in the figure below.)

Additionally, you can enter an address supplement (apartment etc.), company, email address, phone number and an additional ZIP code. The Preview area displays how the address will appear in the imprint.

 A screenshot of the 'Address Administration' form. The form contains several input fields: 'Attn1: Name' (Aaron Letteman), 'Attn2: Company' (Letteman Inc.), 'E-Mail', 'Postal address' (15 Maple St.), 'City' (Albuquerque), 'Country' (United States of America), 'Phone', 'Add. address', 'Zip5' (87104), 'Zip4', and 'State' (New Mexico). A 'Post Office Box' checkbox is also present. On the right, there is a 'Preview' section showing the address as it would appear in a printout: 'Letteman Inc. Aaron Letteman 15 Maple St. Albuquerque NM 87104'. Yellow boxes highlight the 'Attn1: Name', 'Postal address', 'City', 'Zip5', and 'State' fields. A label 'mandatory entry' is placed below the 'State' field.

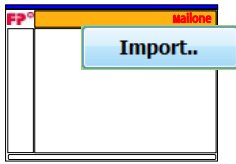

Click [Save] to store your address entries. The new address appears in the address list.

Import addresses

If you do not want to enter addresses manually, you can load them from another computer system's data. MailOne enables you to import data from a text file containing the addresses.

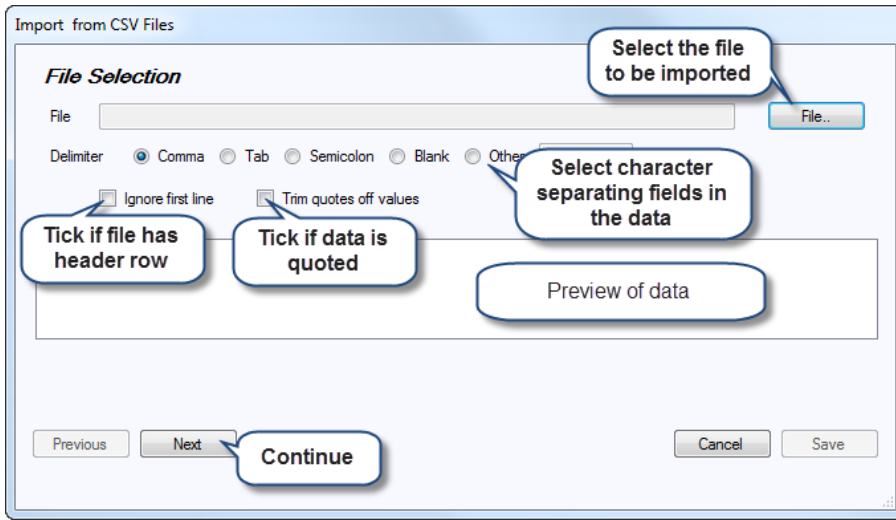
Export the desired data as a file in CSV format. Now you can import them to MailOne.

NOTE: CSV ('Comma Separated Values') is a simple format consisting of rows of data. Each row holds the various fields of data needed to define an address. The individual pieces of data (Name, ZIP code etc.) in a row are separated by a particular character. A comma can be used for this as well as a semi-colon. If possible, do not choose a separator character occurring in any of the actual data values. Sometimes the file has a first row ('header' row) that defines the names of the following data fields, in the order they appear in the text.



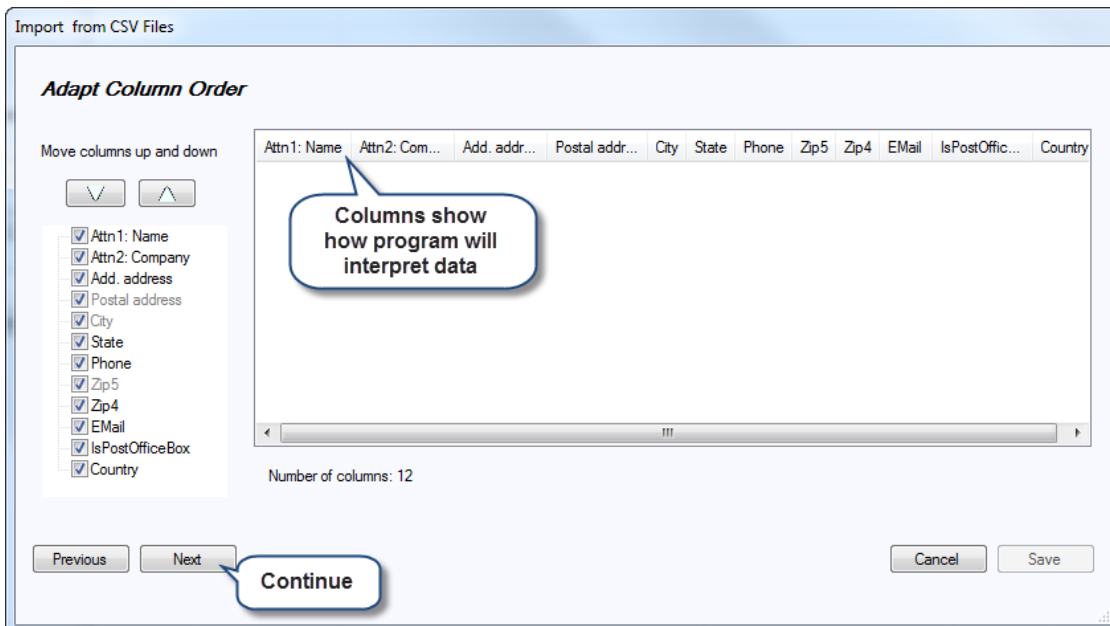
Click [Import] in the secondary menu.

MailOne opens an Import Wizard. Enter the name of the data file and the character used to separate the data fields. If your file has a heading line, check 'Ignore first line'. Continue with [Next].



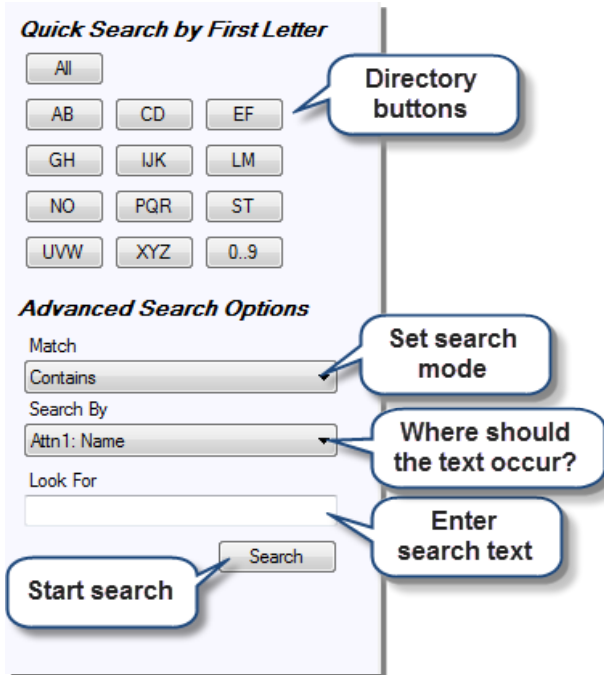
Move the fields in the box using the arrow buttons to set the order in which the fields in your CSV file occur. If one of the fields should not exist in your file, uncheck the tick box. The display will show how the data will be interpreted.

Continue with [Next]. MailOne imports the addresses.

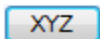


8.3 Address search

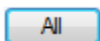
To the left of the address list, you find the searching area.



Quick search

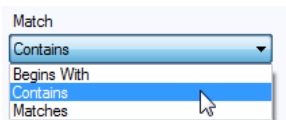


For quick search, click on the directory buttons. The addressees starting with the respective letters appear in the address list.

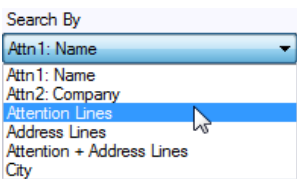


Click [All] to view all addresses.

Advanced Search



In the 'Match' box, you can select the search mode. Choose between 'Begins with', 'Contains' and 'Matches'.



In the 'Search by' box, you can select whether you want to search by Name, Company, Attention lines, Address lines, Attention *and* Address lines or by City.



Type in the name (or part of it) of the criterion chosen in the 'Search by' box.

8.4 Edit or delete an address

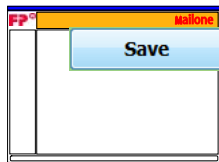
Edit an address

Attn1: Name	Attn2: Company
ron Letterman	Letterman Inc
Max Mueller	Filefactory Inc
Charles Sample	Filefactory Inc

Find the address (*See above*, chapter [Address search](#)).
Click on the address you want to edit in the address list.

Attn1: Name	<input type="text" value="Max Mueller"/>
Attn2: Company	<input type="text"/>

Edit the entry.

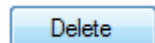


Click [Save] to save the entered changes.

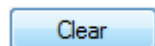
Delete an address

Attn1: Name	Attn2: Company
ron Letterman	Letterman Inc
Max Mueller	Filefactory Inc
Charles Sample	Filefactory Inc

Click on the address you want to delete in the address list.

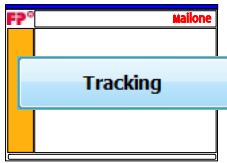


Click [Delete].



If you want to delete all entries in the address list, click [Clear].

9 Tracking



Click on [Tracking] in the main menu to open the menus 'Track & Trace Administration' and 'FP Certified'.

9.1 Track & Trace

The Track & Trace function enables you to track your mail deliveries from MailOne.

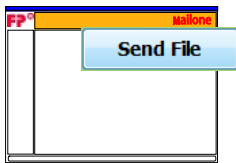
NOTE: To use Track & Trace, you have to be registered for the respective online services with the USPS. Your USPS login ID and password must have been entered into the 'Transfer settings' dialog, see chapter [Settings: Transfer](#) in the [Appendix](#) of this document.

The screenshot shows the 'Track & Trace Administration' interface. At the top, there are buttons for 'Update' and 'Send File'. Below these are callouts: 'Requery status information from USPS server' pointing to the 'Update' button, and 'Send mailing information to USPS' pointing to the 'Send File' button. The main area is divided into a search section on the left and a results table on the right. The search section includes a 'Quick date selection' dropdown, 'Use Date' checkbox, 'Start Date' and 'End Date' pickers, a 'Filter' dropdown (set to 'Account Number'), a 'Match' dropdown (set to 'Contains'), an 'Expression' input field, and a 'Search' button. A callout 'Searching area' points to the search controls. Below the search section are radio buttons for 'Display All Confirmations' (selected) and 'Display Only', followed by checkboxes for 'Registered', 'In transit', 'Delivered', and 'Failed'. A callout 'Display latest delivery status of relevant mail' points to the 'Search' button. The results table has columns for 'State', 'Package Id', 'Product Name', and 'Account'. A callout 'Results list (select entry for detailed information)' points to the table. Below the table are sections for 'Recipient' and 'Sender', both showing '<Not Assigned>'. A callout 'Details for selected mail item' points to a large empty box on the right. At the bottom, there is a 'Transfer Progress' section with a table showing a log entry: '4/23/2012 11:38 AM Start of mail carrier transfer log.'. A callout 'Status of uploading the mandate to the USPS' points to this table. A 'Search account' callout points to a 'Search account' button at the bottom left.

Send the electronic manifest

If you have chosen a product with a Confirmation Service in the 'Mailing' menu, you can print a bar-coded label on the label printer. This bar-code label includes a Package ID to track the mail item.

MailOne collects the Package IDs into an electronic manifest which must be sent to the USPS first. Send this manifest file before tendering your mail to the USPS. MailOne must be connected to the Internet.

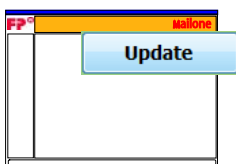
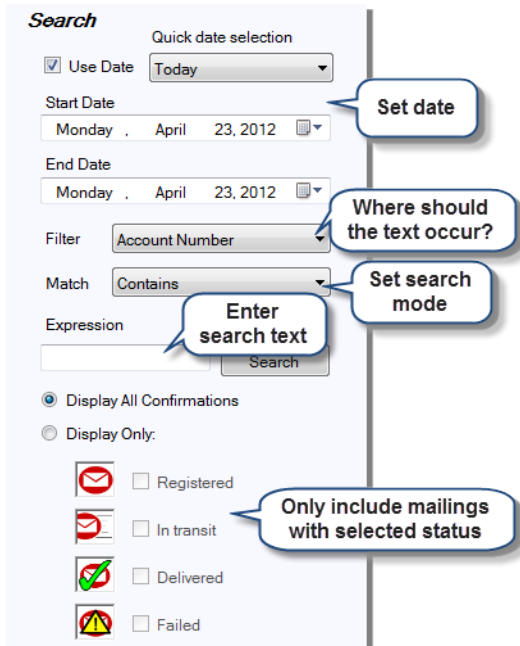


Click the [Send File] button in the secondary menu. MailOne sends the details of all mail processed since the last data transfer, irrespective of whether the mail is displayed in the screen or not.

Whilst the data is being sent, the Transfer progress panel appears.

Tracking your mail

In the 'Track & Trace Administration' menu, you can check the status of all mail you have sent with confirmation extra services. In the searching area on the left-hand side, you can enter criteria to find the mail whose delivery status you want to view.



Click [Update] in the secondary menu to requery the status information from the USPS. Now the program shows the latest delivery status.

Delivery Status

The results list shows the status of all mail for which a confirmation label has been printed. The status is displayed by one of the following symbols.



REGISTERED: A label has been printed for this Package ID.



IN TRANSIT: The mail has been shipped to the USPS.



DELIVERED: The mail has been delivered by the USPS.



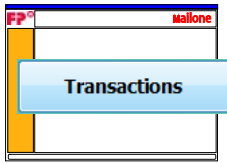
FAILED: Some sort of error or discrepancy has arisen. It needs further investigation.

Example label

E	F	US POSTAGE	ComBasPrice
\$ 19,660 11/11/2011 Mailed From 10045			
031A 0000204550			
USPS Express Mail ®			
Indy Jones My Company 385 Walnut St Centreville AL 35042 United States of America			
SHIP John Doe TO: Company xyz 2726 BROADWAY New York NY 10025 United States of America			
ZIP - e/ USPS SIGNATURE TRACKING #			
			
9271 0123 4567 8900 0090 0001 13			
ELECTRONIC RATE APPROVED #123456789			

P	F	US POSTAGE	ComBasPrice
\$ 07,240 11/11/2011 Mailed From 10045			
031A 0000204550			
USPS Priority Mail ®			
Indy Jones My Company 385 Walnut St Centreville AL 35042 United States of America			
SHIP John Doe TO: Company xyz 2726 BROADWAY New York NY 10025 United States of America			
ZIP - e/ USPS SIGNATURE TRACKING #			
			
9210 8123 4567 8900 0090 0001 01			
ELECTRONIC RATE APPROVED #123456789			

10 Transaction administration



Click on [Transactions] in the main menu to open the 'Transaction Administration' menu.

10.1 Overview

Every time you meter a piece of mail, a transaction will be logged by MailOne. The 'Transaction Administration' menu gives you a full picture of your mailing activity, e.g. when any particular letter was sent. Transactions are stored in the MailOne database and used to generate reports.

NOTE: Transactions do not appear on this page or in the reports until they have been recorded – see chapter [Record feature](#).

Transaction Administration

Search

- Meter transactions
- Manual transactions
- Both

Quick date selection

Use date Today

Searching area

Use expression

Match: Begins With

Search By: Account Number

Look For:

Only unvoided Search

Creation	Product	Postage	Reference	Notes	Void	Accounts
4/23/2012 12:19 PM	First Class letter	\$0.40			No	[0000] Default - [2000] Harry Harper - [3000] Taxes
4/23/2012 12:19 PM	First Class letter	\$0.40	Lawyer		No	[0000] Default - [2000] Harry Harper - [3000] Taxes
4/19/2012 12:20 PM	Prioritz Mail	\$1.90			No	[0001] Human Resources - [2000] Harry Harper - [3000] Taxes
3/15/2012 12:21 PM	Parcel Post	\$0.60	Tax con...		No	[0000] Default - [2000] Harry Harper - [3000] Taxes
3/15/2012 12:21 PM	Parcel Post	\$0.60			No	Bookkeeping

Transactions list (initially empty)

Transactions details

Transaction type: Manual booking
 Creation time: 3/15/2012 12:21:07 PM
 Description: Parcel Post
 Reference id: Tax consultant
 Accounts 1: [0000] Default
 Accounts 2: [2000] Harry Harper
 Accounts 3: [3000] Taxes
 Notes:
 Void: No

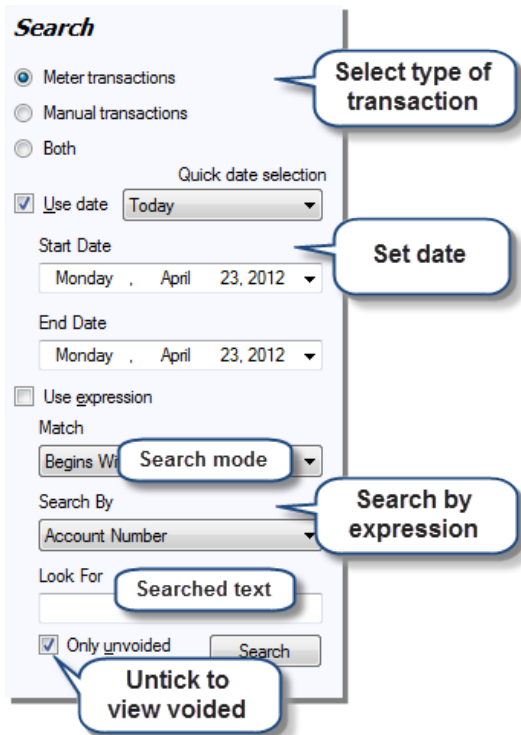
Buttons: Select All Edit Unvoid Void Delete Clear

10.2 Search and view transactions

Transaction search

Even in a small system, there will probably be many thousands of transactions, so the searching function can be very useful.

Initially, no transactions are shown in the transaction list. To the left of the transactions list, you find the searching area. Here you can choose which transactions will be displayed.

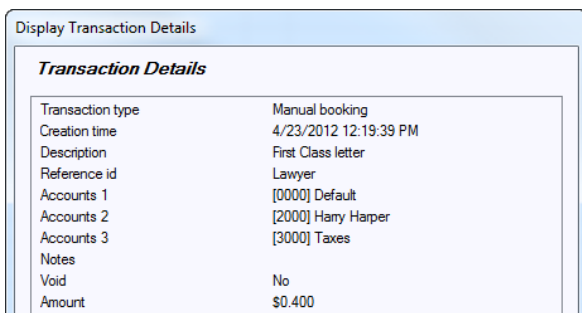


View transactions

Product	Postage	Refer
First Class letter	\$0.40	
First Class letter	\$0.40	Lawyer

Double click a transaction row in the transactions list.

MailOne opens a 'Transactions Details' pop up. It shows all the information about the chosen transaction. The information is also displayed beneath the transaction list.

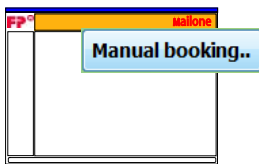


10.3 Manual booking

For different reasons, e.g. if there are software problems, you might use PostBase to meter mail independently of MailOne (known as offline postage).

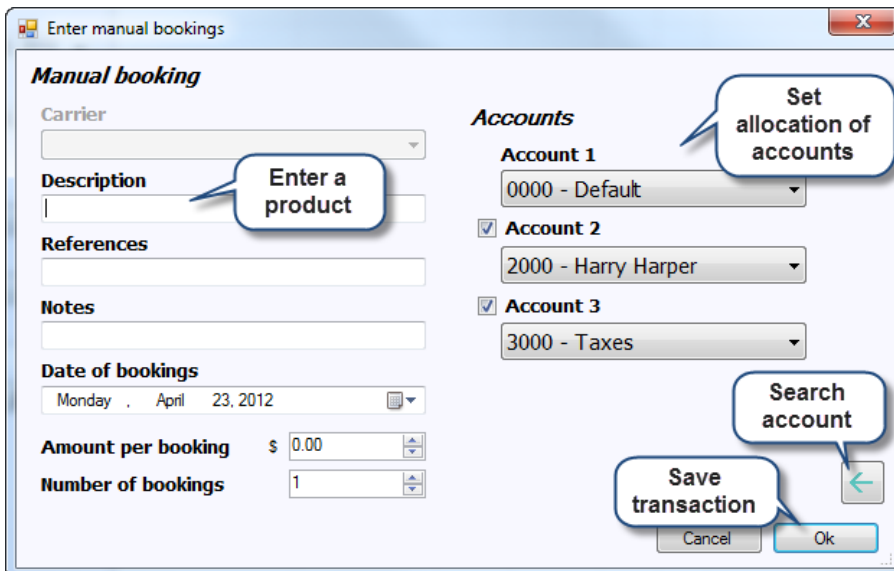
If you want to add these meterings to the MailOne reports, you can enter them in the MailOne 'Transaction Administration' menu.

To enter transactions manually, proceed as follows.



Click [Manual Booking..] in the secondary menu.

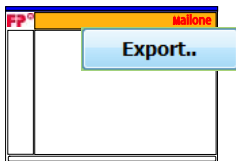
MailOne opens a 'Manual booking' Wizard. Here you can enter the transaction details.



10.4 Export transactions

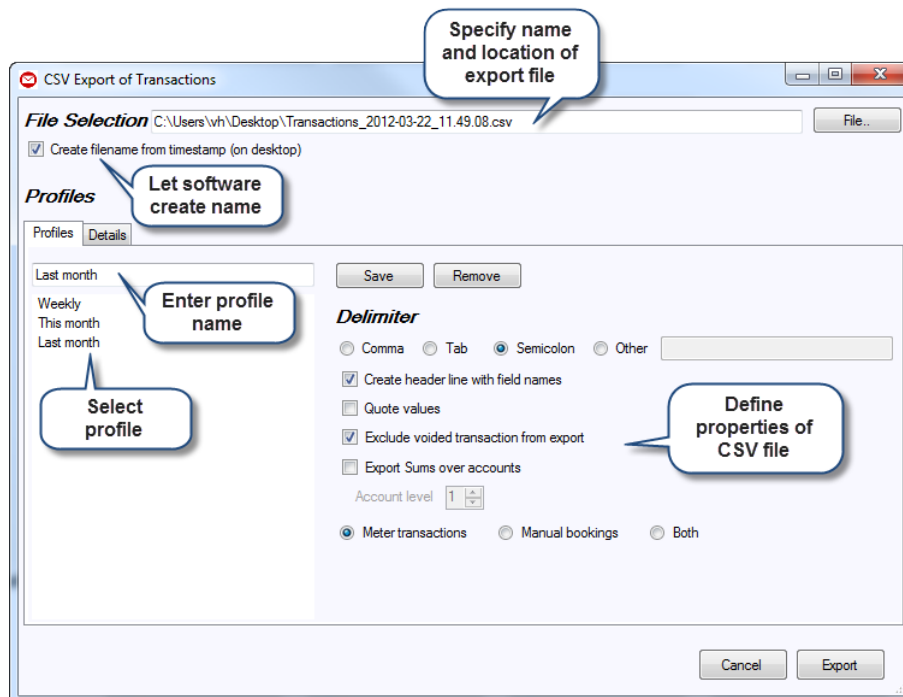
You may want to examine the transactions in other formats than given in the MailOne reports. You might also wish to perform calculations on them in a spreadsheet program.

To do this, you can use the Transactions Export function. It allows you to extract data out of the software's database and store it in a format (CSV) that can then be read by many other programs, including most spreadsheet or database programs.



Click [Export..] in the secondary menu.

MailOne opens a 'CSV Export' Wizard. Define how the export file should be formatted and where it should be stored. If you have to export data regularly, e.g. weekly or monthly reports, you can save the formats and properties of each type under a profile name.

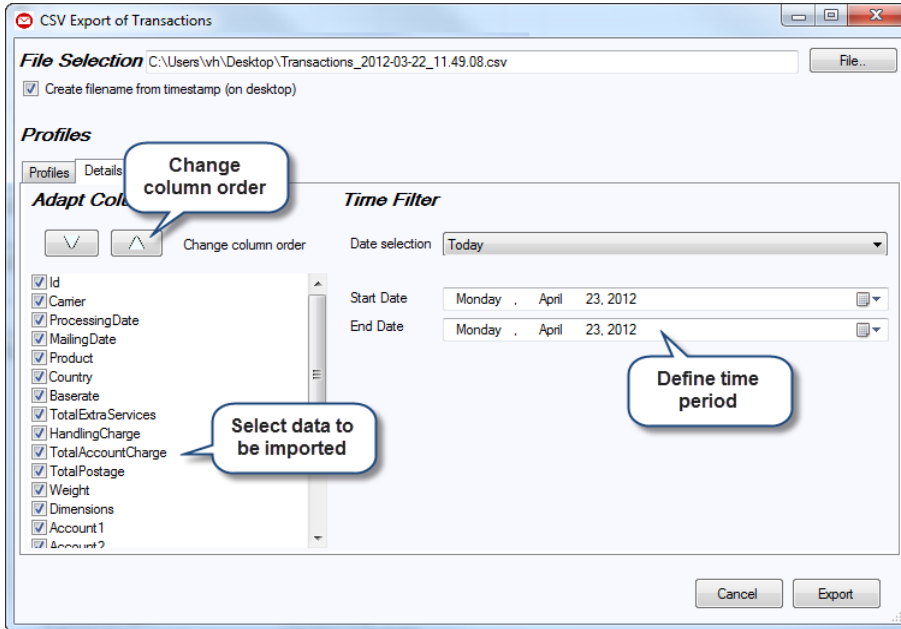


NOTE: CSV ('Comma Separated Values') is a simple format consisting of rows of data. Each row holds the various fields of data needed to define a transaction. The individual pieces of data (date, account, etc.) in a row are separated by a particular character. In the delimiters section, you specify this character. The best separator is a character which will never occur in the data itself.

You can also choose whether an initial heading line should be output (which can be useful if people will ever need to look directly at the file itself).

Enclosing data in quotes is recommended if you have textual data including spaces.

Select the [Details] tab to choose which data should be included in the export file, in which order these columns of data should appear and over which period of time.

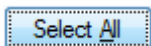


10.5 Edit or delete transactions

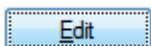
Product	Postage	Refer
First Class letter	\$0.40	
First Class letter	\$0.40	Lawy

Select the transactions you wish to edit

OR



Click [Select All] to select all transactions.

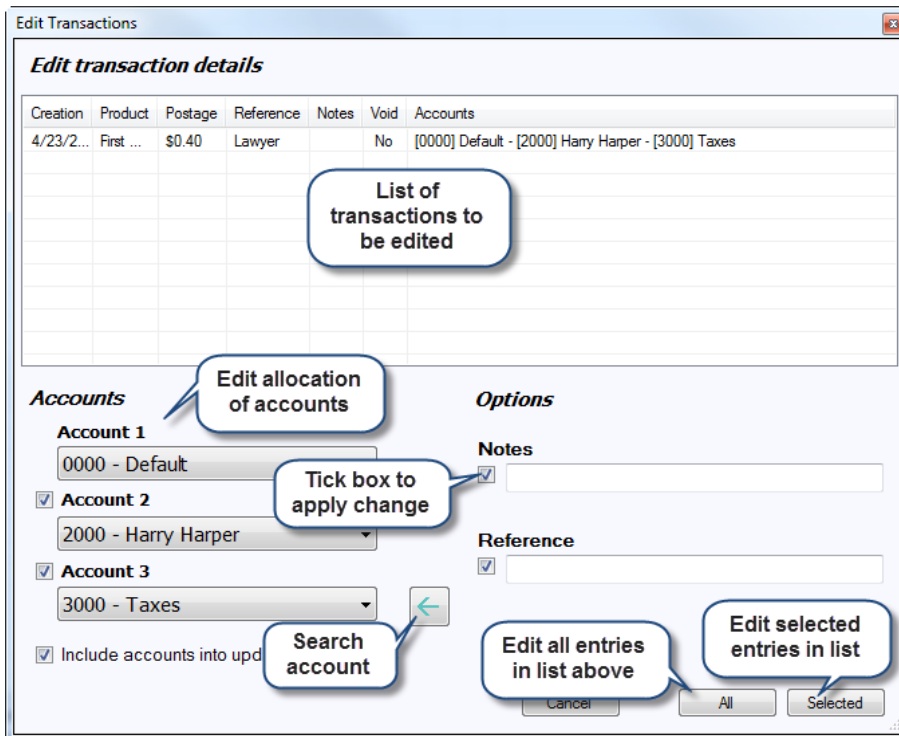


Click on [Edit].

NOTE: You cannot edit the amount or product selection once a transaction has been recorded in the database.

MailOne opens an 'Edit Transactions' Wizard.

Tick the box 'Include accounts into updated' to change the allocation of accounts. If the box is not ticked, the accounts will be left unaltered. This also applies to changing Notes or Reference.

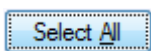


Void, unvoid or delete transactions

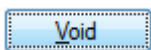
Product	Postage	Refer
First Class letter	\$0.40	
First Class letter	\$0.40	Lawy

Select the transactions you wish to void, unvoid or delete

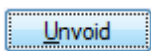
OR



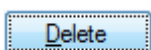
Click [Select All] to select all transactions.



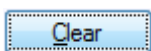
Click [Void] to exclude transactions from the reports.



Click [Unvoid] to include voided transactions again in the reports.



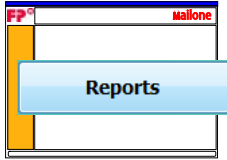
Click [Delete] to remove a transaction from the system permanently.



Click [Clear] to remove all transactions.

TIP: It is strongly recommended that you use voiding rather than deleting, since you can later recover voided transactions by unvoiding.

11 Reports



Click on [Reports] in the main menu.

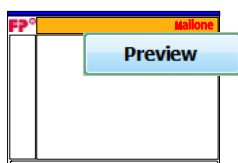
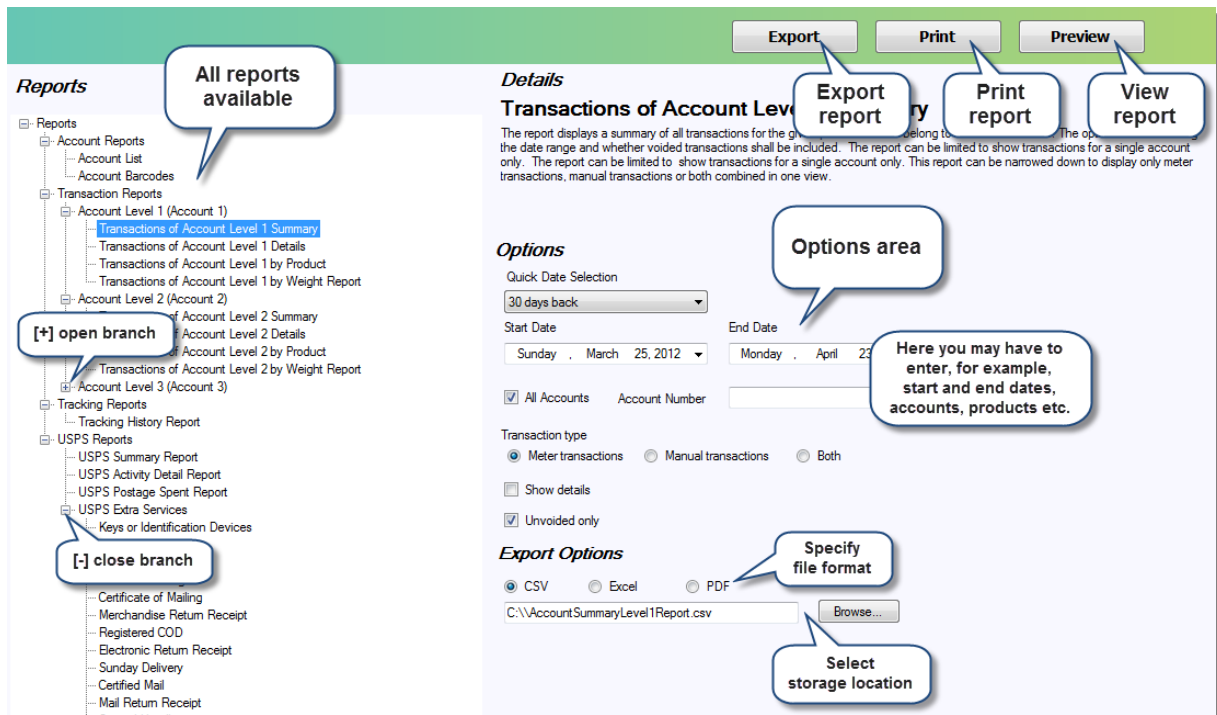
11.1 Types of reports

MailOne includes a large number of reports allowing you to effectively manage your mail. There are three types of reports:

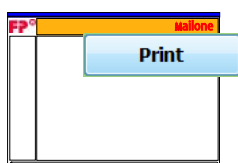
- **Account Reports** show you the details on the accounts you have set up in MailOne. The Account list shows you all the accounts you have set up in each level, together with any account charges you have set up for them.
- In the **Transaction Reports** you can find the details of all the mail sent in a period classified by account. These reports are designed to help you to track and allocate your postage costs. You can select the period and a particular account or all accounts. The summary reports will give you an overall picture. Detail reports will list all transactions individually, including notes etc.
NOTE: You can also choose to include or exclude voided transactions in the reports, and whether you want the handling and account charges included.
- **Tracking Reports** for mail pieces sent within a specified time range
- **USPS Reports** show you information covering all the mail using particular USPS products or extra services over a certain period. These reports will give you a picture of which postage products you are using and will help you optimizing your postage usage.

11.2 Generating reports

For most reports, you will need to give additional criteria, for example the timeframe the report should cover. These details are entered in the 'Options' area, and may vary according to the report you select.



Click on the [Preview] button in the secondary menu to see the report.

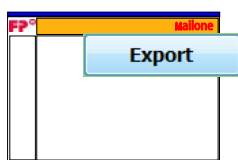


Click on the [Print] button in the secondary menu to print it out.

TIP: Clicking on [Print], a printer dialog box may appear first. You can turn this function off in the Print Settings.

Export reports

In the options area, set the desired export options (file format and storage location). For information on the CSV format, please refer to chapter [Export transactions](#).

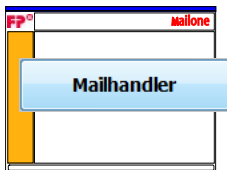


Click on the [Export] button in the secondary menu to store the export file.

12 Mailhandler menu: PostBase setup and special functions

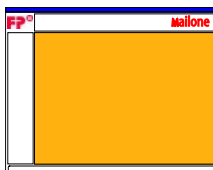
MailOne provides settings on the PostBase mailing system and several special functions.

*NOTE: All these features are available at the PostBase mailing system.
For more information, please refer to the PostBase Operator Manual.*



In the main menu, click [Mailhandler].

12.1 Overview



The 'Mailhandler maintenance' menu is displayed in the working area

Mailhandler maintenance

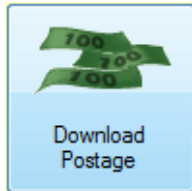
<p>Download Postage</p>	<p>Auto Postage Download</p>	<p>Imprint Offset</p>	<p>Standby Time</p>	<p>Registers</p>	<p>Feed Only</p>
<p>Piece Counter</p>	<p>Manage</p>	<p>Auto Off</p>	<p>Print Advert Only</p>	<p>Seal Only</p>	<p>Print Numbers</p>

Move button: re-sort menu functions

PostBase with feeder only

TIP: You can re-sort the functions according to your wishes.

12.2 Postage download



Click on [Download postage] in the 'Mailhandler maintenance' menu.

To load postage, enter the desired amount and connect to the data center. Billing occurs according to your contract with the postal service.

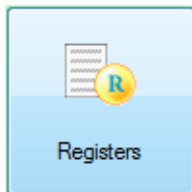
12.3 Auto Postage Download



Click on [Auto Postage Download] in the 'Mailhandler maintenance' menu.

The 'Auto Postage Download' feature facilitates keeping track of the remaining postage. When enabled, it will warn you once the remaining postage reaches the preset threshold and will give you the opportunity to load postage.

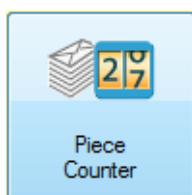
12.4 Registers



Click on [Registers] in the 'Mailhandler maintenance' menu.

You are given an overview on your postage credit, postage used, the control total, the total of all meter imprints, and the last postage download amount.

12.5 Piece counter



The piece counter counts all meter imprints.

Click on [Piece Counter] in the 'Mailhandler maintenance' menu.

Check the number of metered mail pieces or reset the counter to zero.

12.6 Imprint Offset



PostBase prints the meter imprint at a fixed offset (approx. 1 cm / 0.4") from the right mail piece edge. You can increase this offset and thus shift the imprint to the left by adjusting the imprint offset.

Click on [Imprint Offset] in the 'Mailhandler maintenance' menu to set the desired value.

12.7 Standby Time

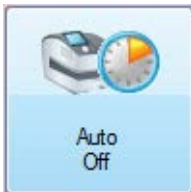


The PostBase mailing system will go to standby automatically if it is not used for a certain time.

To set this time, click on [Standby Time] in the 'Mailhandler maintenance' menu.

NOTE: When connected with MailOne, PostBase will neither turn itself off, nor enter standby mode.

12.8 Auto Off



The Auto Off time is the time between your last operation and the time PostBase automatically switches off.

If you want to set this time, click on [Auto Off] in the 'Mailhandler maintenance' menu.

NOTE: When connected with MailOne, PostBase will neither turn itself off, nor enter standby mode.

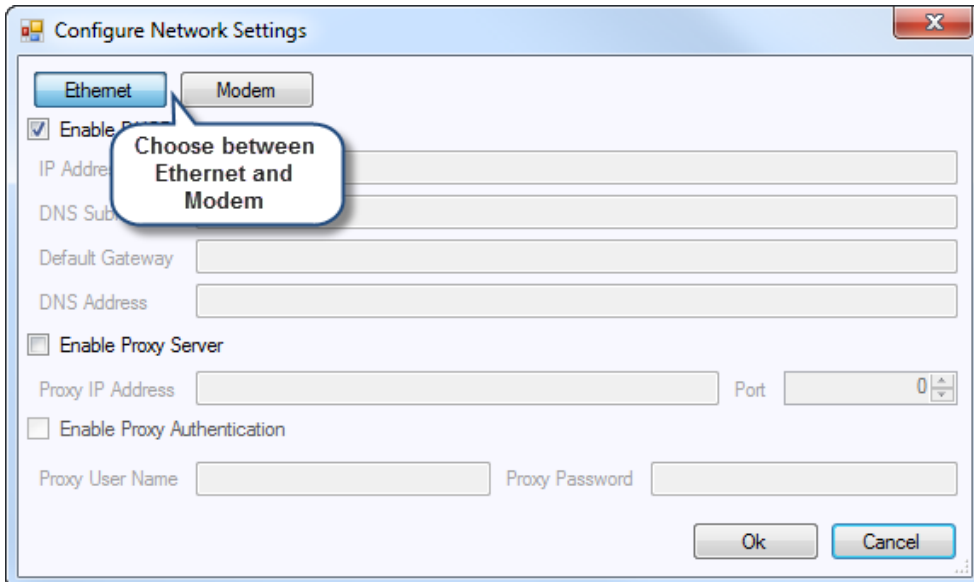
12.9 Manage Connection

You should set the respective connection parameters during commissioning. Verify and, if necessary, correct the settings if changes were made to your system configuration. In case of problems, please contact your network administrator.



Click on [Manage Connection] in the 'Mailhandler maintenance' menu.

MailOne opens the 'Configure Network Settings' Wizard. Choose between [Ethernet] and [Modem] first. Set all further parameters according to your system environment.



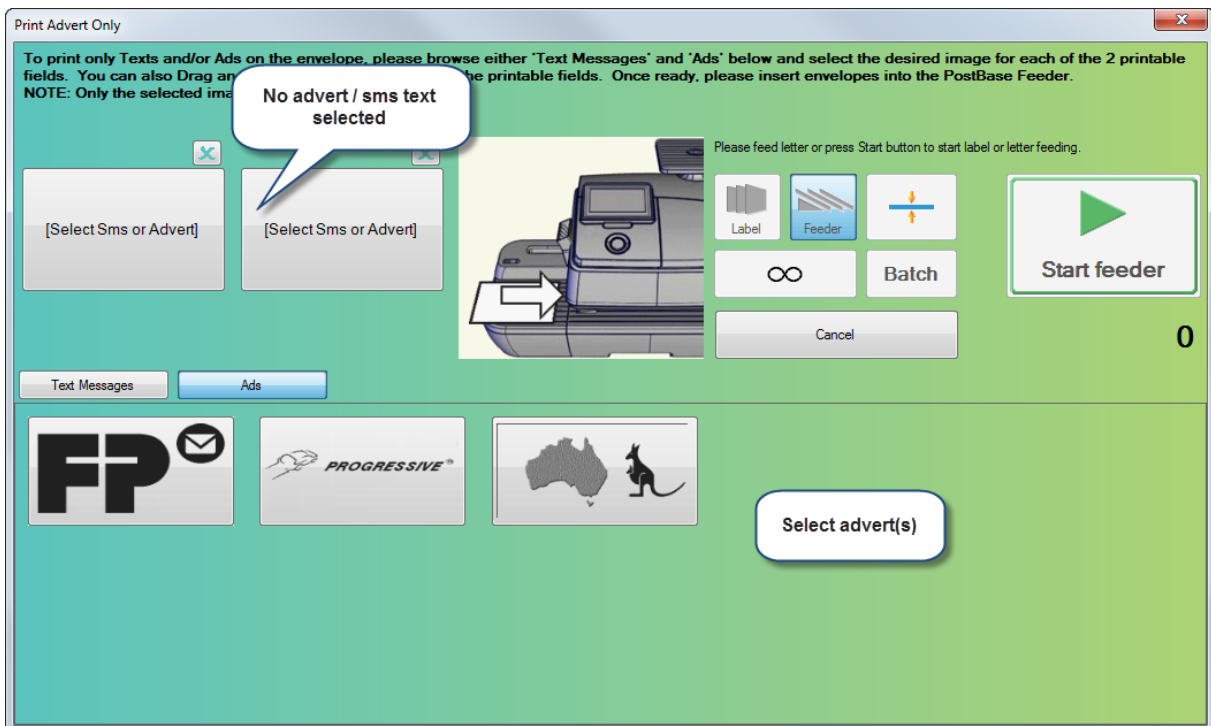
12.10 Print Advert / Text Message Only

With the 'Print Advert Only' function, you can print adverts and text messages.



Click on [Print Advert Only] in the 'Mailhandler maintenance' menu.

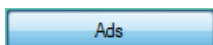
MailOne opens the 'Print Advert Only' window. The two selection fields on the upper left show the print image for this special function. You can assign each one of these fields either an advert or a text message.



Set an advert / a text message for printing



or

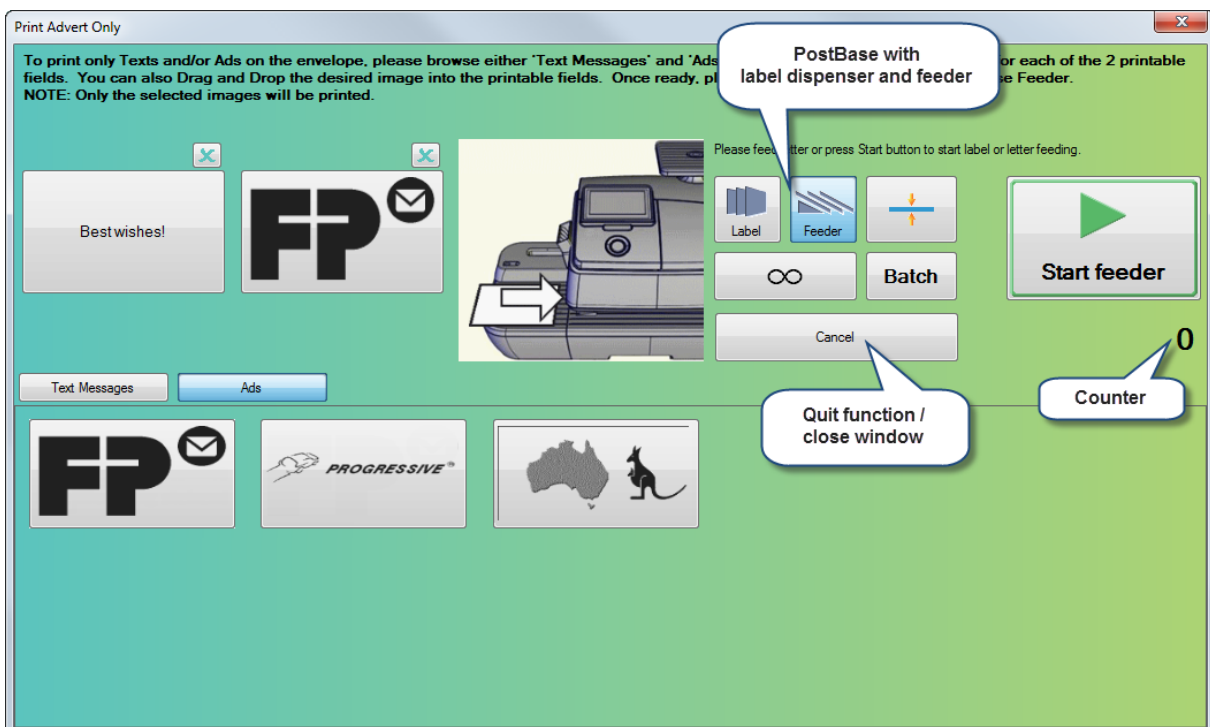


In the lower section of the 'Print Advert Only' window, select the kind of imprint you want to set: [Text Messages] or [Ads]. MailOne then displays all available adverts or text messages accordingly.

There are two ways to set the imprint:

- Click on the selection field in which the text message or advert should appear. Then, in the lower section of the window, click on the desired text message / advert.
- Simply 'Drag and Drop' the desired text message /advert into the desired selection field with the mouse.

When both selection fields show the desired imprints in the 'Print Advert Only' window, you can start printing.



Start printing

Proceed exactly as when metering mail:

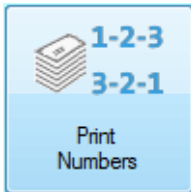
- Position a mail piece on the hand feed tray or
- Start label printing or
- Use the automatic feeder.

TIP: If you need help, please read the chapter [Metering with PostBase mailing system](#) and the [PostBase Operator Manual](#).

The 'Print Advert Only' special function has its own counter. MailOne shows the number of imprints on the right side of the window. When quitting the 'Print Advert Only' window, the counter is reset to '0'.

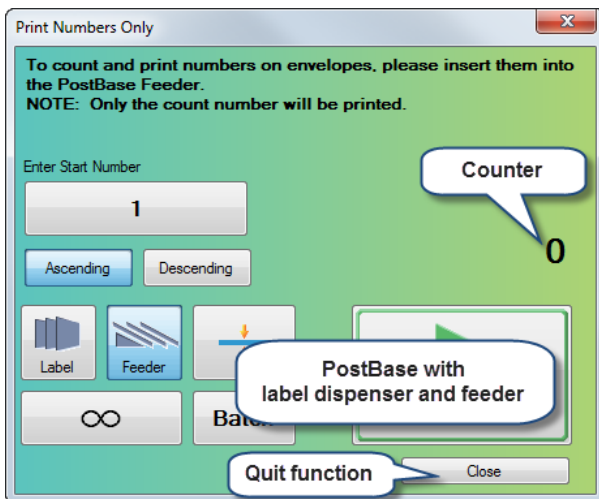
12.11 Print Numbers

With the 'Print Numbers' function, you can print a 6-digit consecutive number vertically on your mail.

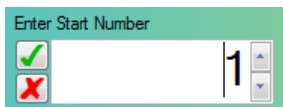


Click on [Print Numbers] in the 'Mailhandler maintenance' menu.

MailOne opens the 'Print Numbers Only' window. Here, you can define the settings for the 'Print Numbers' special function and start printing:



Define the start number and the direction of counting



Click on the button for the start number.

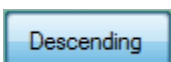
Enter the desired start number in the input field. You can choose any number between 1 and 999999.



Confirm your input.



Define the direction of counting: [Ascending] or [Descending].



Start printing

When the 'Print Numbers Only' window shows the desired settings, you can start printing. Proceed exactly as when metering mail:

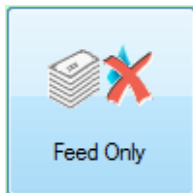
- Position a mail piece on the hand feed tray or
- Start label printing or
- Use the automatic feeder.

TIP: If you need help, please read the chapter [Metering with PostBase mailing system](#) and the [PostBase Operator Manual](#).

The 'Print Numbers' special function has its own counter. MailOne shows the number of imprints on the right side of the window. When quitting the 'Print Numbers Only' window, the counter is reset to '0'.

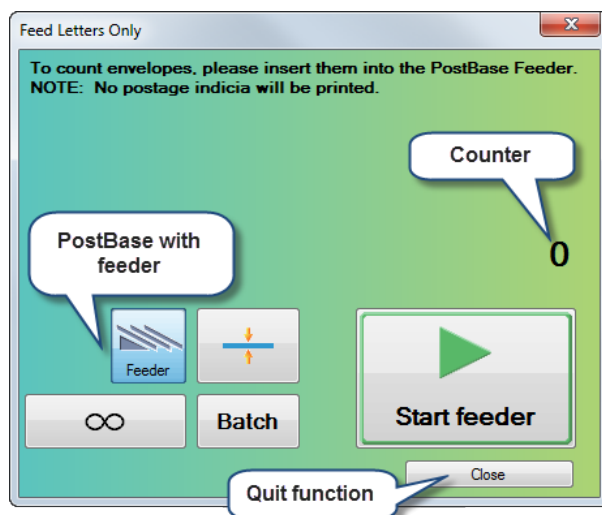
12.12 Feed Only / Count mail pieces

With the 'Feed Only' function, you can process mail without printing. In this way, you can count mail pieces and prepare your bulk mail for dispatch in counted stacks.



Click on [Feed Only] in the 'Mailhandler maintenance' menu.

MailOne opens the 'Feed Letters Only' window.



Start the letter transport

When batch processing with the automatic feeder for the 'Feed Only' special function, proceed exactly as when metering mail. If you need help, please read the chapter [Metering with PostBase mailing system](#) and the PostBase Operator Manual.

Note: The 'Feed Only' special function is also available when working without automatic feeder. You then have to position mail pieces individually on the hand feed tray.

MailOne shows the number of transported mail pieces on the right side of the window. When quitting the 'Feed Letters Only' window, the counter is reset to '0'.

12.13 Seal Only

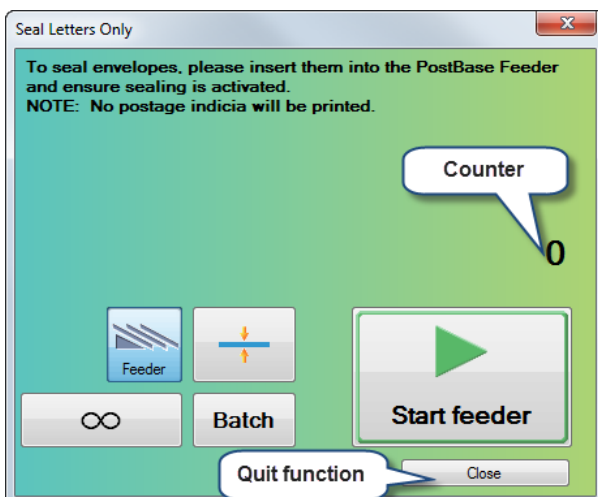
With the 'Seal Only' function, you can seal and count letters without printing.



Click on [Seal Only] in the 'Mailhandler maintenance' menu.

Note: The 'Seal Only' special function is only available for PostBase mailing systems with automatic feeder.

MailOne opens the 'Seal Letters Only' window.



Switch on the seal function on the automatic feeder.

Note: For detailed information on the sealing function of the automatic feeder, please refer to the PostBase User Manual (Reference Guide). Please heed the envelope specifications for automatic sealing.

Start the letter transport.

When batch processing with the automatic feeder for the 'Seal Only' special function, proceed exactly as when metering mail. If you need help, please read the chapter [Metering with PostBase mailing system](#) and the PostBase Operator Manual.

The 'Seal Only' special function has its own counter. MailOne shows the number of processed letters on the right side of the window. When quitting the 'Seal Letters Only' window, the counter is reset to '0'.

13 Troubleshooting

Connect / Start software

Problem Area: The software cannot establish a connection with PostBase.

Rectification:

- Check if PostBase is running. If the postage meter is turned off, the [Connect] button is grey.
- Check if PostBase displays the Homescreen (see chapter [Start / exit MailOne](#)).
- The USB cable must be properly connected. If there is no USB connection, the [Connect] button is grey.

In other cases...

- Turn off PostBase and close the program. Turn the postage meter on again. As soon as PostBase shows the Homescreen, open MailOne and click [Connect].
-

Problem Area: After clicking [Connect], MailOne displays a 'Product Table Mismatch' error. I cannot operate the software in connected mode.

Rectification:

- This error might occur after updating the mailing system's software. Perform a MailOne software update to align the product tables of the two systems.

Problem Area: After clicking [Connect], MailOne displays a license error.

Rectification:

- Check if the right postage meter is connected with your PC.

FP Portal

Problem Area: The software cannot establish a connection with the FP Portal.

Rectification:

- Check if your PC is connected to the Internet.
- In the 'Settings' menu, check if the right Internet data has been entered (see [Appendix - Settings: Transfer](#)).

Postage download

Problem Area: The software cannot perform postage download.

Rectification:

- In the 'Settings' menu, check if the right Internet data has been entered (see [Appendix - Settings: Transfer](#)).
- Check if the network cable is properly connected.

Printing

Problem Area: I want to print a report, an error message appears.

Rectification:

- Check if the printer is running and properly connected to your PC.
- Check if the right printer has been set in the 'Settings' menu (see [Appendix - Settings: Setting up label printer and perform a test imprint](#)).

Metering

Problem Area: PostBase does not start metering.

Rectification:

- Check if a valid product / postage value is set. Also check if the PostBase touch screen displays anything.
- The currently set product can only be printed on 4x6" shipping labels.

Problem Area: Advert and/or text cannot be set (the buttons are grey).

Rectification:

- First set a valid postal product before selecting advertising imprints.
- The currently set product can only be printed on 4x6" shipping labels. Advertising imprints are therefore not allowed.

Tracking

Problem Area: You are in Tracking and you press the Send File button. You get the message: "An error occurred connecting to USPS Server. Check servername, username and password."

Rectification:

- The server, username and/or password details for the USPS server may be incorrect. Check [Appendix - Settings: Transfer](#)).
- Also check your connection to the Internet.

Problem Area: Mail is sent with a Delivery Confirmation label using Confirmation Services. In the Tracking page the mail consistently stays at state New/Uploaded or shows a Delivery Problem.

Rectification:

- Check the quality of the label (especially the bar code) being printed. Ensure that the bar code contrast is good.
- If you are using a dedicated Zebra Label Printer, make sure that the correct driver is being used (see [Appendix - Settings: Setting up label printer and perform a test imprint](#)).

Problem Area: In Tracking and you press the Send File Update buttons. You get the message: "Unexpected file length discovered parsing confirmation file. Expected 260 bytes, received {xxx} bytes."

Rectification:

- This depends on the format of the data transfer with the USPS. MailOne uses "CSV" format for all transfers. The USPS additionally supports other formats, and your account is probably configured to use a different format.
- You should call USPS Technical Support at 877-264-9693 and ensure that your account is configured for CSV file formats.

Print Advert Only

Problem Area: Printing will not start.

Rectification: – No advert / no text message has been set. Set at least one advert / one text message (see chapter [Print Advert / Text Message Only](#)).

Problem Area: The adverts / text messages are not printed on the expected position on the letter.

Rectification: – Imprint offset is active. Deactivate the imprint offset or set a suitable value (see chapter [Imprint Offset](#)).

Print Numbers

Problem Area: The number is not printed on the expected position on the letter.

Rectification: – Imprint offset is active. Deactivate the imprint offset or set a suitable value (see chapter [Imprint Offset](#)).

Seal Only

Problem Area: The envelopes are transported, but not sealed.

Rectification: – On the automatic feeder, check if the sealing function is switched on. Refer to the PostBase User Manual (Reference Guide).

Language

Problem area: I have changed the language in the 'Settings' menu. The MailOne interface still shows the previously set language.

Rectification: – Exit MailOne and restart it. The program will now adopt the new language.

Data transmission

Problem Area: In the status line at the bottom of the program, the following message appears:
“Error: The product profile upload failed; please ensure proper Internet connectivity.”

Rectification:

- MailOne needs to send statistical information to the USPS. It cannot do this, probably because the Internet connection is missing or broken. Check your connection to the Internet. In the mean time, the program will continue to function (see [Appendix - Settings: Transfer](#)).

Shut down

Problem Area: Shutting down MailOne, you get the following message:
“Pending confirmation records exist, that need to be sent to the USPS by Tracking / Send File. Do you want to cancel the shutdown process?”

Rectification:

- Press [Yes]. Go into Tracking and use Send File to send the confirmation records to the USPS.
- If you press [No] MailOne will shut down, but the confirmation messages will not have been sent. MailOne will try to send these automatically the next time you run it.

14 Appendix: MailOne software settings

14.1 Prerequisites

System requirements	<ul style="list-style-type: none"> – Windows XP / Windows Vista / Windows 7 – Processor: Pentium min 1000 MHz – Screen resolution: min 800 x 1210 (height x width) higher resolution is recommended – RAM: min 1 GB – Empty hard drive space: min 1.5 GB – Adobe Reader
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14.2 Download MailOne for PostBase and software installation

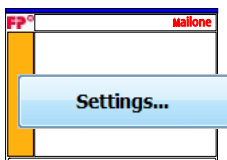
Download	1. To download MailOne for PostBase, please visit our web portal.
Installation	2. Start the FP-MailOne-PostBase application on your PC to install MailOne with the help of the ClickOnce feature. 3. Connect PC to the PostBase meter as described in the PostBase Installation Manual.
Start MailOne	4. Double click the corresponding icon on your desktop to start.



At the first start (without connection to PostBase), only the [Settings], [Help] and [Exit] buttons are displayed in the main menu.

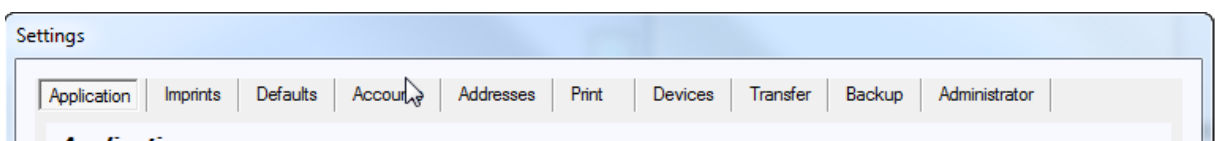
NOTE: If you work with MailOne for the first time, you first have to make some elementary settings.

14.3 Settings overview

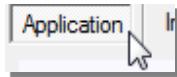


Click on [Settings..] in the main menu. MailOne opens the 'Settings' dialog box.

Select the corresponding tab to make Application settings, Imprint settings etc.



14.4 Settings: Application



Click on the tab 'Application'.

The screenshot shows the 'Settings' window with the 'Application' tab selected. The window is divided into two main sections: 'Application' and 'USPS'. The 'Application' section includes fields for 'Account Number', 'CBP Passphrase', and 'Originating ZIP code', along with checkboxes for 'Use FPCertifiedMail.com to print certified labels' and 'Use commercial-based pricing and electronic confirmation services'. The 'USPS' section includes fields for 'Mailer Id', 'Mail Tender Time', 'Entry Facility Zip Code', 'Customer Reference', and 'Package Id Start Value'. Callouts provide instructions for each field: 'Enter FP customer account number' points to the Account Number field; 'Mandatory settings' points to the Account Number and CBP Passphrase fields; 'Enter ZIP code of place of postage' points to the Originating ZIP code field; 'Tick box to use CBP / electronic confirmation services' points to the 'Use commercial-based pricing and electronic confirmation services' checkbox; 'Settings only for Confirmation Services' points to the USPS section; 'Enter ZIP code of USPS office' points to the Entry Facility Zip Code field; and 'Value to determine package identification number' points to the Package Id Start Value field. A 'Check for new Version' button and an 'Update MailOne' callout are also present.

Application area (mandatory settings)

Enter your FP Account number, CBP passphrase and your originating ZIP code. Activate or deactivate CBP and electronic confirmation services.

USPS area (settings for Confirmation Services)

Enter information for the USPS at the bottom of the window:

- **Mailing ID:** Number received by the USPS for Confirmation Services.
- **Mail Tender Time:** Estimated time the Confirmation Services post is normally tendered by you with the USPS.
- **Facility ZIP Code:** ZIP Code of the USPS office at which this mail is tendered.
- **Customer Reference:** Reference to be included on the mail tracking data sent to and received from the USPS. However it is not used by the USPS - the field may be left blank.
- **Package ID Start Value:** If you have more than one instance of the program installed, each installation must have the Package Id Start Value set to a different version.

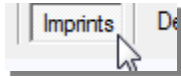
The start value is used in determining a package identification number used for every package sent using Confirmation Services.

These numbers must be unique within any single organization for a period of six months. This uniqueness can only be guaranteed by setting each installed instance of MailOne with a different starting number. Clicking on the increment button will increment the value by 1,000,000.

Check for new Version / Update the MailOne software

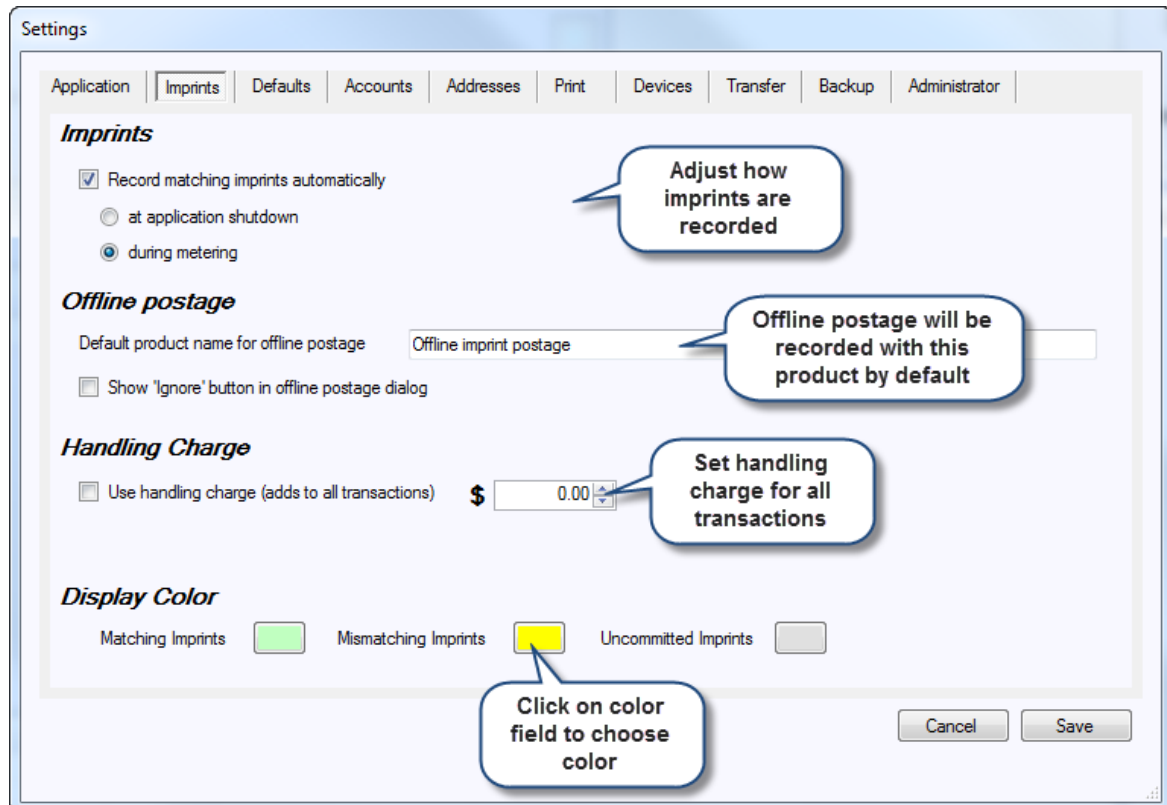
By clicking on the [Check for new Version] button, you can check if a new MailOne version is available.

14.5 Settings: Imprints



Click on the tab 'Imprints'.

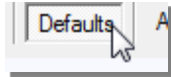
Make settings on the Imprints table in the 'Mailing' menu and associated functions.



These settings configure:

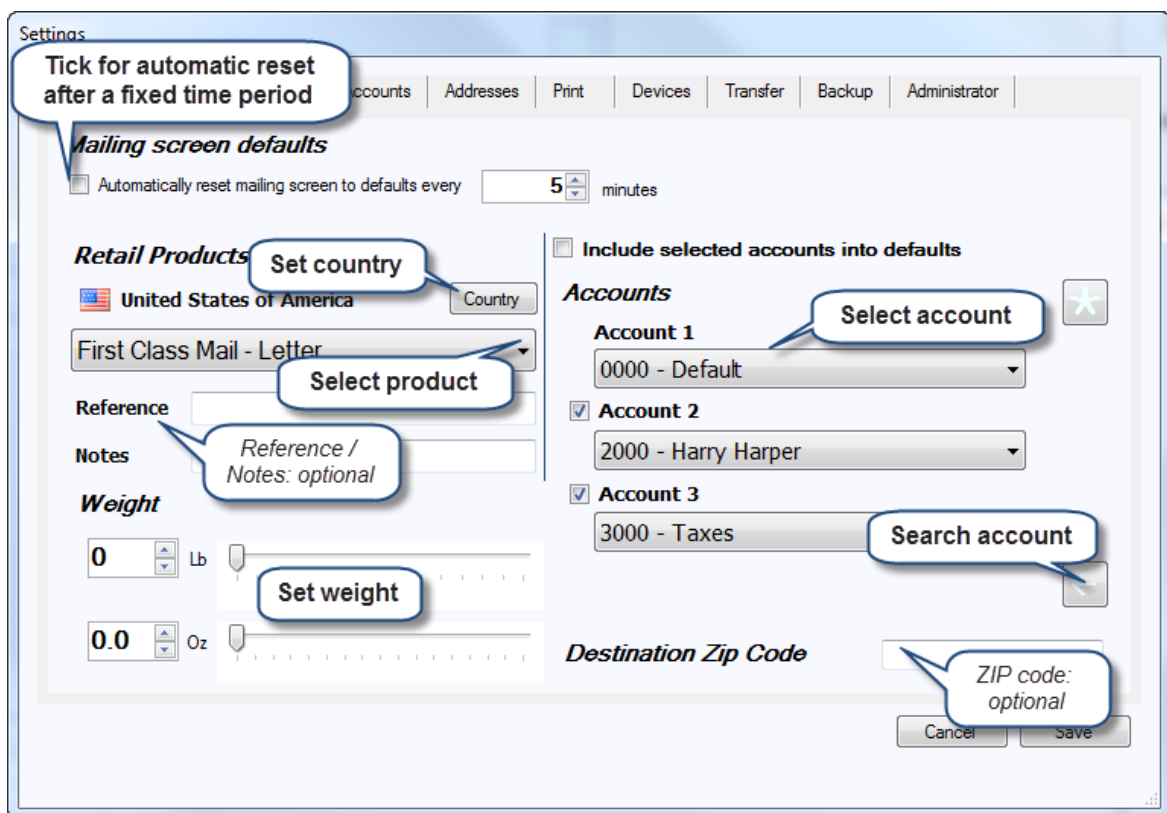
- How the **imprints** are recorded (manually or automatically).
- How **offline postage** is handled – set a product name used for any offline postage. (For more information on offline postage, please refer to chapter [Manual booking](#).)
- Whether a **handling charge** is applied generally.
- The **display colors** of the Imprints table. Set the colors used to indicate the states of the rows in the Imprints table.

14.6 Settings: Defaults



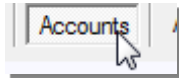
Click on the tab 'Defaults'.

Adjust the default values appearing in the 'Mailing' menu when you first open it. These settings configure the default for product, country, reference text / notes, weight (useful if scale is not connected), accounts and destination ZIP code. The values will be set in the same way in the 'Mailing' menu. You can also configure the 'Mailing' menu to revert to these defaults after a certain period of non-use.

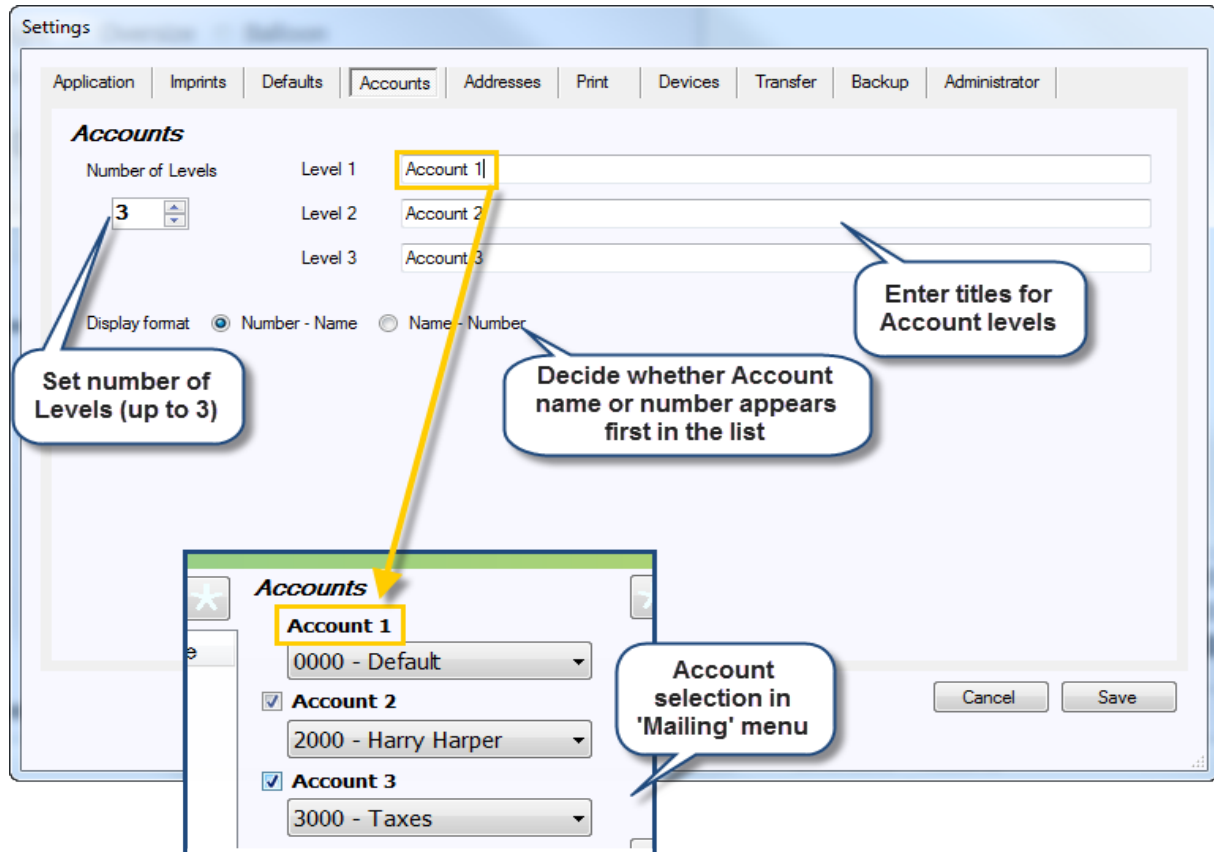


NOTE: You will be able to change any of these settings before metering a piece of mail. You can leave the Reference, Notes and Destination Zip Codes field blank if you wish - these must then be entered, as desired or necessary, for each piece of mail. You must enter the first Account. The entry of Account 2 and 3 is optional.

14.7 Settings: Accounts

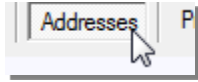


Click on the tab 'Accounts'.



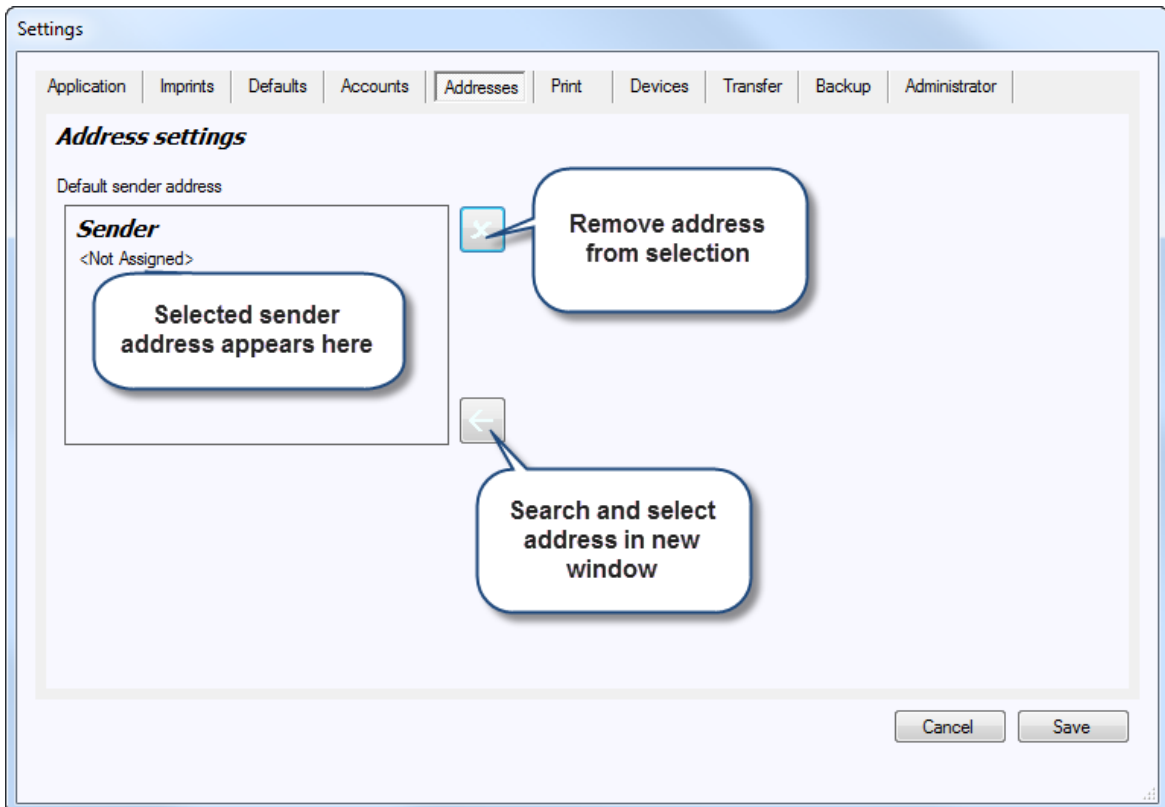
- **Titles for Account levels:** Give names to the three levels used for tracking the mailing. These are the titles of the account selection boxes in the 'Mailing' menu.
TIP: You might use general titles such as 'Addressee', 'Sender', 'Subject'. An attorney's office might use titles such as: 'Client', 'Lawyer' and 'Matter'.
- **Number of Account levels:** You can allocate mails to between one and three accounts. NOTE that Account level 1 account is always present.
- **Display format:** Accounts have both numbers and names. Choose whether the number or name part is displayed first.

14.8 Settings: Addresses

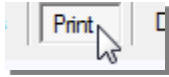


Click on the tab 'Addresses'.

Select a default sender address.



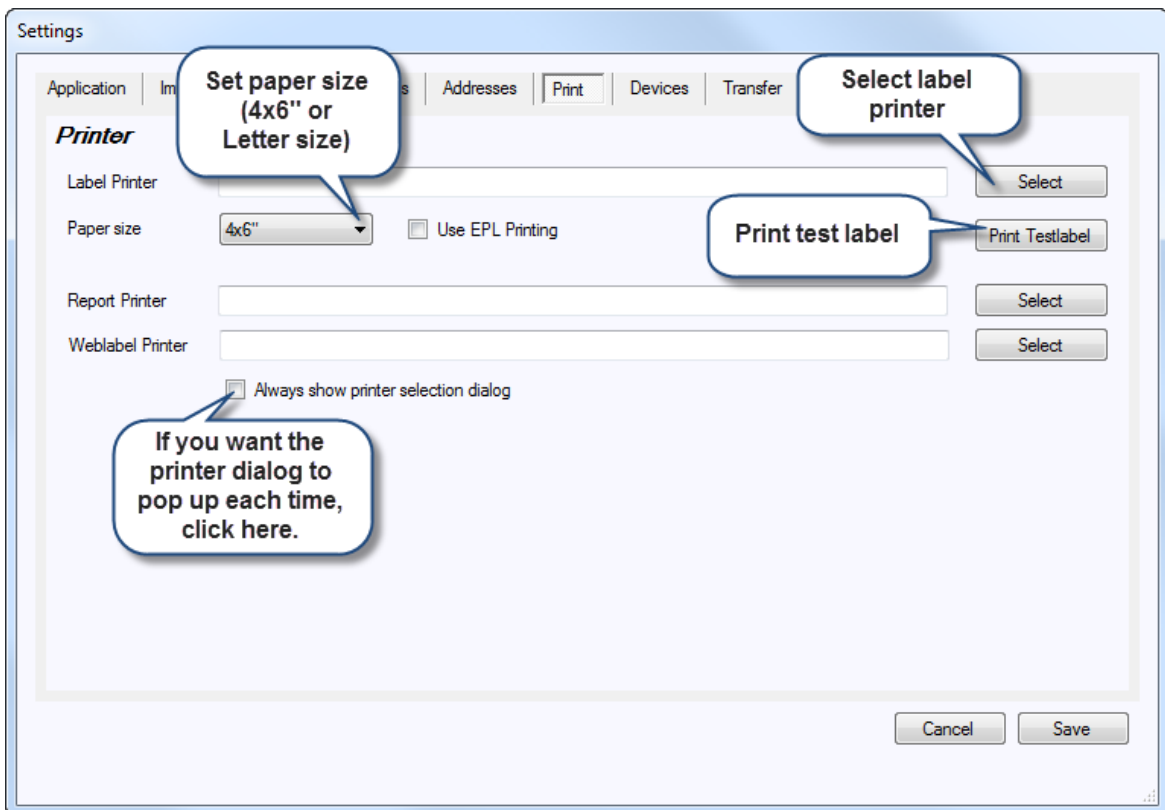
14.9 Settings: Setting up the label printer and perform a test imprint



Select the 'Print' tab.

Select printer and Paper size. Click [Print test label] to start printing.

NOTE: When labels are printed on a standard printer, the normal Letter sized paper should be used. One label will be printed per page, with a border for cutting. This mode is not intended for printing pre-formatted labels on letter-sized paper.

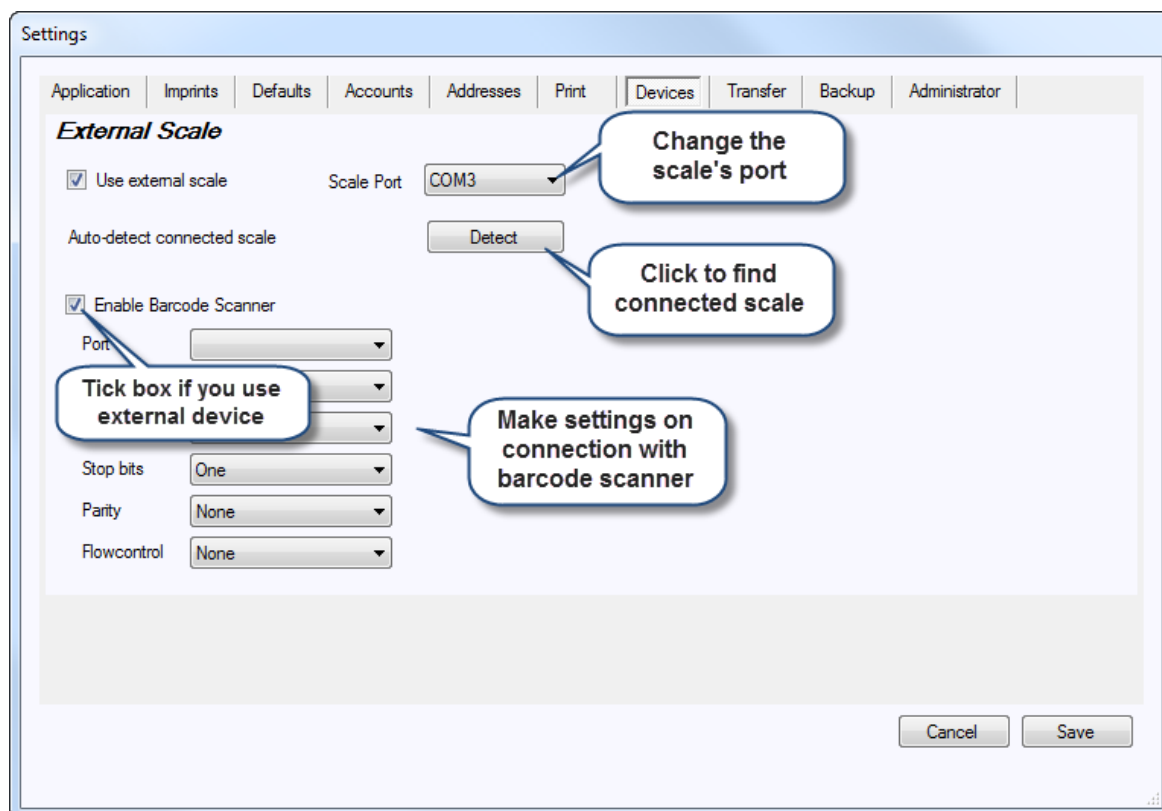


14.10 Settings: Devices



Click on the tab 'Devices'.

Configure the connections to external devices where applicable (external scale, e.g. Flexiscale, or barcode scanner).



External scale

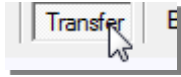
To simplify configuring an external scale, you can use the Auto-detect function. If you are using an external scale, it must also be connected to a serial port of your PC. In the 'Scale Port' field, you can set which serial port is being used (e.g. "COM3").

Barcode scanner

To simplify the selection of cost accounts as you capture mail data and during manual booking, you can set up a barcode scanner with each postage meter - the accounts are then selected by scanning the corresponding barcode. First, however, the bar code scanner must be configured.

The scanners are attached to the PC through serial ports or, if it is a USB-based device, it should be configured through the driver that comes with it, so that it appears as if it is attached through a serial port. Barcode scanners must be set up manually in MailOne.

14.11 Settings: Transfer

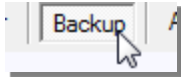


Click on the tab 'Transfer'.

Configure the Internet connection in order to be able to use the USPS Confirmation Services, track the mail you have sent, download postage, and use other services, e.g. software update.

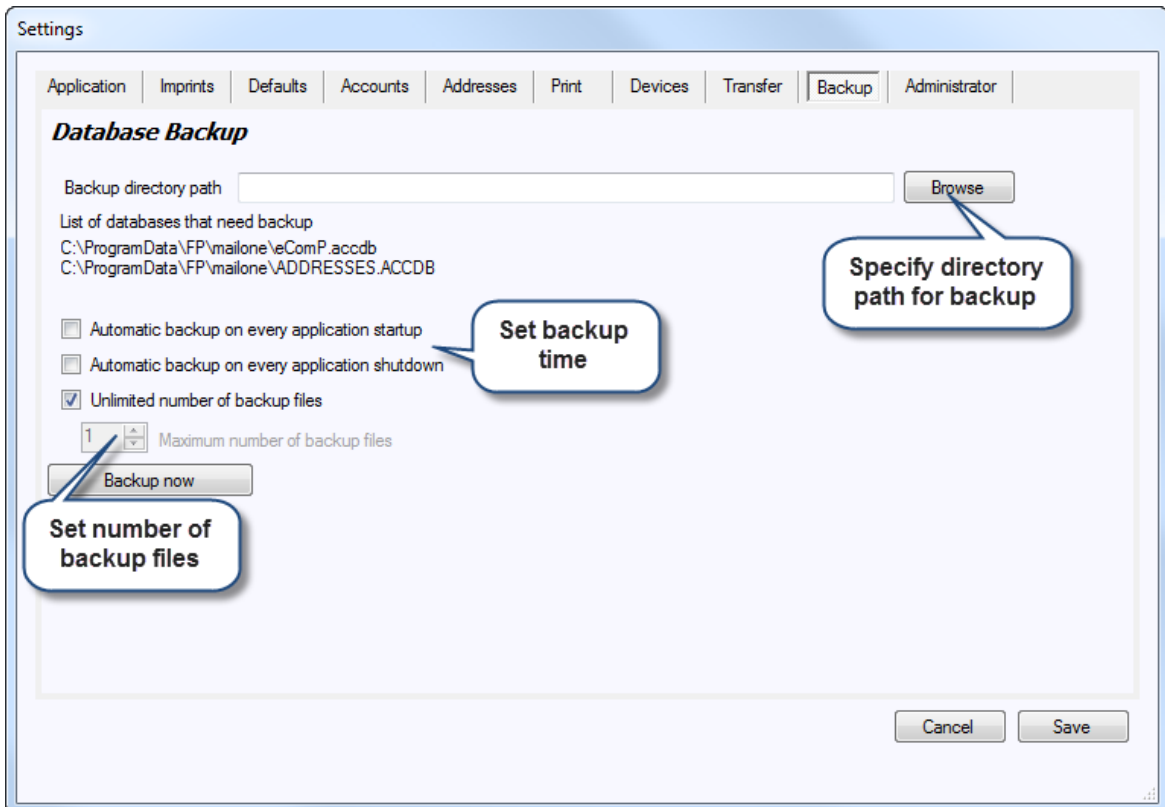
A screenshot of the 'Settings' application window, specifically the 'Transfer' tab. The window has a title bar 'Settings' and a menu bar with tabs: 'Application', 'Imprints', 'Defaults', 'Accounts', 'Addresses', 'Print', 'Devices', 'Transfer', 'Backup', and 'Administrator'. The 'Transfer' tab is active. The main content area is divided into two sections: 'Remote' and 'Weblabel settings'. In the 'Remote' section, there are two text input fields for 'USPS Login' and 'Password'. A callout bubble points to these fields with the text 'Enter account data you have received from the USPS'. Below these is a checked checkbox for 'Use System Proxy Settings'. Underneath, there are three text input fields for 'Proxy Address', 'Proxy Username', and 'Proxy Password'. A callout bubble points to these fields with the text 'Enter proxy data or use system's settings'. The 'Weblabel settings' section contains a 'Registration Email' text input field, a 'Weblabel fom type' dropdown menu (currently showing 'LCD811_Pre07'), a 'User Id' spinner field (set to 0), and a 'Sender Id' spinner field (set to 0). At the bottom right of the window are 'Cancel' and 'Save' buttons.

14.12 Settings: Database Backup

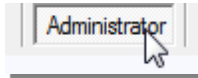


Click on the tab 'Backup'.

In this tab, you configure the database backup.



14.13 Settings: Administrator



Click on the tab 'Administrator'.

Administrator settings

Use admin mode **Activate administrator mode**

Password **Enter administrator's password**

Re-enter password

Activating the admin mode will cause that some displays will be unavailable to users at application startup. To see those screens they will have to login as administrator. Changes made here will take effect after the application is restarted.

Database Maintenance

Automatically repair main database on every application shutdown

Repair damaged data

- **Administrator settings:** In the Administrator mode, some displays will only be available after entering the administrator password. Changes made by the administrator will be applied after restarting MailOne.
- **Database Maintenance:** You can repair / optimize the Main and Address databases. By running the [Repair Database] function, damaged data will be removed from the database, thus ensuring flawless operation. Regularly optimizing the database ensures a continuous high performance of the entire system.