



## ***PostalOne!® Postage Payment User Guide***

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## System Basics

### ***Logging on and off***

To use the *PostalOne!* system, log on with your unique username and password.

To log on:

1. Open a Web browser and go to the *PostalOne!* logon page.
2. Enter your username and password, then click **I AGREE**.

To log off:

1. At the top or bottom of any *PostalOne!* system page, click **Logout**.

### ***Editing Your Personal Profile***

The *PostalOne!* personal profile stores user name, address, password, and company information.

To edit your personal profile:

1. At the top of most *PostalOne!* system pages, click **Personal Profile**.
2. Make any changes. Users can change only the password, mailing address, and e-mail address. To change any other information, contact your site administrator.
3. Click **update personal info**.

To perform other functions, click the appropriate link on the left menu bar.

### ***Resetting Your Password***

If you forgot your password or it has expired, the password must be reset before you can log on again. If you are a USPS employee who is registered in eAccess, you can reset it yourself using the procedure below. If you are not a USPS employee or cannot use eAccess, you should contact the *PostalOne!* Customer Care Center (see [Sending Feedback](#)), who can reset it for you.

**NOTE:** If you know your current password and simply want to change it, see [Editing Your Personal Profile](#).

To reset your password yourself:

1. While you are on the *PostalOne!* logon page, click **Forgot Password?** The ePRS Welcome page opens in a second browser window.
2. Enter your Social Security Number and *PostalOne!* user name, then click **Submit**.
3. In the Application list, click **PostalOne!**, then click **Submit**. A page displays a temporary new password. This password is usable only once. The next time you log on, the *PostalOne!* system requires you to change your password.
4. Write down the temporary password so that you can log on with it, then click the link entitled, **Click here to log in to PostalOne! with your new password**.
5. Log on. A message box appears and prompts for a new password.
6. Change the password and log on again.

### ***Sending Feedback***

To suggest system changes, report system failures, or get help resetting a password, contact the *PostalOne!* Customer Care Center. To do this:

1. At the top or bottom of any *PostalOne!* system page, click **Feedback**.

2. Enter your name, telephone number, e-mail address, requester status, and the type of feedback being submitted.
3. Enter your feedback or question in the appropriate fields.
4. Click **Submit**.

For other ways to contact the Customer Care Center, go to <http://www.usps.com/postalone/contact.htm>.

## Inquire About Your Account

### **Account Inquiry**

This feature displays information about your postage payment account's balance or activities. You can view, print or download the information.

To inquire about your account:

1. On the left menu bar, click **Account Inquiry**. The page prompts you for inquiry criteria.
2. In the Account Number list, click the account for which you are running the inquiry.
3. In the Activity Type list, click the inquiry or type of report you want to view or download. The main report categories are:
  - [Transaction History](#)
  - [Future Fee Expirations](#)
  - [Past Fee Payments](#)
  - [Debit Reconciliation](#)
  - [International Billing](#)
  - [Express Mail Activity Report](#)
  - [EMCA Reconciliation Report](#)
4. If you selected one of the Express Mail Activity Reports or the EMCA Reconciliation Report, you must also enter the EMCA # (Express Mail Corporate Account number).
5. Enter the Start and End dates in MMDDYY format. The end date must be after the start date. For example, for July 1, 2004 through July 3, 2004, enter 070104 as the start date and 070304 as the end date.
6. In the Results list, click how the inquiry results should be delivered (for details about these options, see the [Results List](#) section).
7. Click **Run Report**. A prompt asks you if you wish to continue.
8. Click **OK** to continue. The report or account information displays.  
**NOTE:** If you chose the Download Microsoft Access option, it does not display in your browser. You must save the file, then open it using Microsoft Access.
9. To print or save the report, on the browser File menu, click **Print** or **Save As**, then complete steps in the dialog box as necessary.

To perform additional tasks, click **< Back** near the top of the page.

### **Supporting Information**

#### **Results List**

This list in the [Account Inquiry](#) page lets you choose how to view or download the account inquiry results. If you choose a download option, the downloaded data contains the transactions sorted in the same order as displayed in the browser (for the same activity type).

The choices are:

- **View in the browser.** Displays data in report form in the Web browser.
- **Download comma separated data.** Displays data fields separated by commas in the Web browser. The contents of the Customer Ref/Reason Code/Trans# field are enclosed in double quotes. An example of comma separated data is:

2004071409304400BM, 07/14/2004, SEATTLE, WA, 154526, BR, B, 404, 179, 0, "5555 5, SEATTLE, WA"

**NOTE:** This is the recommended format for customers generating reports with many transactions.

- **Download tab separated data.** Displays data fields separated by tabs in the Web browser. An example of tab separated data is:

20040903203475300F 09/03/2004 CALISTOGA CA 999 PI 0  
 20040903203475300F 09/03/2004 CALISTOGA CA 777 PI 0  
 20040903203475300F 09/03/2004 0

- **Download Microsoft Access.** Downloads the data in Microsoft Access format after you select a download location for the file on your computer or network. To display the results after it has been downloaded, locate the file, then open it using Microsoft Access.

**NOTE:** To use this option, your computer must have Microsoft Access version 2.0 or higher installed.

## Interpreting Report Codes

### Class Codes

This table shows descriptions of the mailing class codes that appear on the [Transaction History reports](#). Transactions without mailing class codes are not mailings. For details, see the Transaction Codes table below.

Class Code	Description
1	First-Class Mail®
2	(future use)
3	Standard Mail™
4	Package Services
5	International Mail
6	Priority Mail®
7	Bulk Business Mail
8	Parcel Post™
9	Manifest Mail
B	Business Reply Mail (BRM) Merchandise Return Service (MRS) Bulk Parcel Return Service (BPRS) Postage Due
E	Express Mail®
P	Periodicals

### Transaction Codes

This list shows the transaction codes that appear on Transaction History reports when the transaction is not a mailing.

Transaction Code	Description
A	adjustment (permit and business reply mail)
A2	adjustment (Periodicals)
D	deposit (Automated Clearing House (ACH) credit and incoming wire)
DD	ACH Debit Deposit
DN	Netpost Deposit
DP	Preauthorized Payment Credit (PPC) Debit Deposit
DQ	ACH Debit Deposit for International Billing
EA	Customs Fee Advance
EF	Customs Fee Payment
EJ	Customs Fee Adjustment
EM	Express Mail Payment
EP	Debit Pre-Note
EW	Customs Fee Wire Charge
EZ	AEC (Address Element Correction)
F	fee payment
FW	incoming wire fee
R	refund
RF	refund-from
RT	refund-to
TF	transfer-from
TT	transfer-to
V	verified received

### Business Reply Codes

Business Reply Code	Description
BM	BRM/MRS/BPRS Mailing-PS Form 3582
BP	Postage Due
BW	BR Mailing-PS Form 8172 (Weight Averaging Postage)

**Periodicals Codes**

Periodicals Codes	Description
M1	PS Form 3541 Mailing Statement
MA	PS Form 3541 Mailing Statement Commingled
MB	Monthly Billing
MC	Centralized Postage Payment (CPP) Mailing Statement Commingled
MP	CPP Mailing Statement
NV	National Verification Adjustment
VA	Annual Audit Adjustment National Verification

**Permit Domestic Mail Codes**

Permit Domestic Mail Codes	Description
M0	PS Form 3600: First-Class Mail
M1	PS Form 3602: Standard Mail
M2	PS Form 3605: Package Services
M3	PS Form 3608: Media Mail, Library Mail

**Permit International Mail Codes**

Permit International Mail Codes	Description
M4	PS Form 3650: International Surface Air Lift (ISAL)
M5	PS Form 3651: International Imprint/meter
M6	PS Form 3652: International Priority Air Mail (IPA)
M7	PS Form 3653: Global Priority
MJ	PS Form 4000: International Commercial Packages

**Express Mail Transaction Type Codes**

Express Mail Transaction Type Codes	Description
C	delivery charge
D	deposit
E	postage payment receipts
F	return, receipt, cash on delivery (COD), or insurance fee
M	mailing
P	pickup fee
R	basic postage refund
X	pickup fee refund
Y	delivery fee refund
T	transfer to PM
W	withdrawal
1	basic postage adjustment
2	pickup fee adjustment
3	delivery fee adjustment
4	return receipts, COD, or insurance fee adjustment

### Viewing Transaction History Reports

The Transaction History reports list transactions that occurred during the specified date range for customers with either a trust account or a debit account. To view the report, see the steps in [Account Inquiry](#). You can sort the report in the following ways (select the corresponding activity type):

- by Transaction Number
- by Permit Number
- by City
- by Customer Reference ID Number

The date range for this report cannot be more than 40 days. For a description of the codes on the report, see [Interpreting Report Codes](#).

### Fields on Transaction History reports

Report header includes:

- Account: the account number entered on the Account Inquiry page
- Customer Name: the name associated with the account number in the account
- Balance: the current balance of the account
- Date Range: the report's begin and end dates (as entered on the Account Inquiry page)
- Sorted by: the name of the field used to sort the report

Report detail includes:

- Transaction Number: Each Postage Payment transaction is assigned a transaction number. The number has these parts: date of transaction, time of transaction, and transaction code. For example, the transaction number 2004090515395300D breaks down this way:

Year	Month	Day	Hr/Min	Seconds	Seq#	Code
2004	09	05	1539	53	00	D

- Date: the mailing or activity date
- City: the city where the permit is held
- State: the state where the permit is held
- Permit#/EMCA#: the permit or EMCA number
- Type: the type of permit
- Class: A code that describes the type of mailing (for details, see [Interpreting Report Codes](#)). If the field is empty, the transaction was not a mailing.
- Pieces: the number of mailpieces
- Transaction Amt: the total amount of the transaction entered into the *PostalOne!* system, or the total of all transactions for the day
- Balance: the running balance of the account
- Customer Ref / Reason Code, Trans#: This field has a dual purpose. For mailings, the report displays the Postage Payment Customer Reference ID as entered into the *PostalOne!* Permit system from the postage statement. "NA" indicates no Customer

Reference ID was on the postage statement. If the transaction is a reversal, the report shows a reason code and the original transaction number of the transaction reversed.

For details about the information displayed in the Balances Summary at the bottom, see the [Balances Summary](#) topic.

### **Balances Summary**

The balances section at the bottom of the [Transaction History Report](#) summarizes the deposits, withdrawals and other transactions that contribute to the balance displayed in the report. The information displayed in the summary includes:

#### Date Range Summary

- Start Date: the first date in the range selected
- Ending Date: the last date in the range selected
- Opening Balance: the account balance on the start date

#### Transaction Counts

- Withdrawals: funds withdrawn from the account, other than postage and fees
- Deposits: funds deposited to the account
- Other: funds used for other activity types
- Total Transactions: the total number of transactions during the date range
- Closing Balance: the account balance on the ending date

### **Viewing the Future Fee Expirations Report**

The Future Fee Expirations report uses current permit expiration dates to calculate and list the permit and accounting fees due during the specified date range. For example, you could use it to list the fees that will be due in the next two months.

To view the report, see the steps in [Account Inquiry](#). Use a current or future start date and a future end date for the Fee Expirations.

The report includes:

- Account: the account number entered on the Account Inquiry page
- Date Range: the report's begin and end dates (as entered on the Account Inquiry page)
- City: the city where the permit is held
- State: the state where the permit is held
- Permit Number: the permit number used by the customer
- Type: the type of permit
- Expiration Date: the expiration date of the permit
- Description: the type of fee paid
- Amt: the amount of the transaction

### **Viewing the Past Fee Payment Report**

The Past Fee Payment report lists fee payments made during the specified date range. To view the report, see the steps in [Account Inquiry](#).

The report includes:

- Account: the account number entered on the Account Inquiry page
- Date Range: the report's begin and end dates (as entered on the Account Inquiry page)

- City: the city where the permit is held
- State: the state where the permit is held
- Permit Number: the permit number used by the customer
- Type: the type of permit
- Payment Date: the date the fee was paid
- Description: the type of fee paid
- Amt: the amount of the transaction

**Viewing the Debit Reconciliation Report**

The Debit Reconciliation report lists debit transactions and associated mailing transactions processed during the specified date range. Only customers with debit accounts can view the report. To view the report, see the steps in [Account Inquiry](#). The date range for this report cannot be more than 40 days.

The report includes:

- Account: the account number entered on the Account Inquiry page
- Date Range: the report's begin and end dates (as entered on the Account Inquiry page)
- Transaction Number: Each Postage Payment transaction is assigned a transaction number. The number has these parts: date of transaction, time of transaction, and transaction code (for a description of the codes, see [Interpreting Report Codes](#)). For example, the transaction number 2004090515395300D breaks down this way:

Year	Month	Day	Hr/Min	Seconds	Seq#	Code
2004	09	05	1539	53	00	D

- Date: the mailing or activity date
- City: the city where the permit is held
- State: the state where the permit is held
- Permit Number: the permit number
- Type: the type of permit
- Debit Amt: The amount debited from the customer's bank account. This amount also appears on the customer's bank statement.
- Transaction Amt: the total amount of the transaction entered into the *PostalOne!* system, or the total of all transactions for the day

**Viewing the International Billing Report**

The International Billing report lists pending ICAPS transactions for the specified date range. To view the report, see the steps in [Account Inquiry](#). Only ICAPS customers can view the report.

Below are descriptions of the fields displayed in the report:

- Account: the account number entered on the Account Inquiry page
- Date Range: the report's begin and end dates (as entered on the Account Inquiry page)

- Transaction Number: Each Postage Payment transaction is assigned a transaction number. The number has these parts: date of transaction, time of transaction, and transaction code (for a description of the codes, see [Interpreting Report Codes](#)). For example, the transaction number 2004090515395300D breaks down this way:

Year	Month	Day	Hr/Min	Seconds	Seq#	Code
2004	09	05	1539	53	00	D

- Activity Date: the mailing or activity date
- City: the city where the permit is held
- State: the state where the permit is held
- Permit Number/Type: the permit number used and the type of permit
- Transaction Amt: the total amount of the transaction entered into the *PostalOne!* system

**Viewing the Express Mail Activity Report**

The Express Mail Activity report lists Express Mail Corporate Account (EMCA) transactions made during a specified date range for one EMCA number or for all EMCA numbers linked to the centralized postage payment account. You can choose which report to run and how it is sorted (select the corresponding activity type):

- All EMCA Data - by transaction
- All EMCA Data - by Origin. ZIP
- One EMCA Number - by transaction
- One EMCA Number - by Origin. ZIP

To view the report, see the steps in [Account Inquiry](#).

The report includes:

- Date: the mailing or activity date
- Charge Back: an optional code, not to exceed six digits, that the customer may add to the EMCA number for internal purposes
- Label Number: the ID number on an Express Mail item used for tracking
- Orig ZIP: the ZIP Code of the originating Post Office
- Dest ZIP: the ZIP Code of the destination or delivery address
- Tran Type: a code representing the type of transaction (for details, see [Interpreting Report Codes](#))
- Postage: amount of postage charged for the transaction
- Pickup Fee: amount charged for pickup service
- Delivery Fee: amount charged for delivery of Express Mail Custom Designed shipment
- Deposits: funds received for credit to the EMCA
- Withdrawals: funds withdrawn from account, other than postage and fees
- CDA Leg: a three-digit number appended to a Custom Designed Agreement (CDA) number and used to identify the scheduled destination of that shipment
- EMCA Account: the EMCA account number entered on the Account Inquiry page

### ***Viewing the EMCA Reconciliation Report***

The EMCA Reconciliation report lists all Express Mail Corporate Account (EMCA) funding requests, labeled CAPS Receipt on the report, and associated Express Mail transactions for the specified date range. To view the report, see the steps in [Account Inquiry](#).

**NOTE:** If the local EMCA has funds when transactions are posted, the Express Mail transactions total dollar amount will not equal the funding request. The system uses local funds before submitting a funding request to the postage payment system.

The report includes:

- Date: the mailing or activity date
- Charge Back: an optional code, not to exceed six digits, that the customer may add to the EMCA number for internal purposes
- Label Number: the ID number on an Express Mail item used for tracking the item
- Orig ZIP: the ZIP Code of the originating Post Office
- Dest ZIP: the ZIP Code of the destination or delivery address
- Postage: amount of postage charged for the transaction
- Pickup Fee: amount charged for pickup service
- Delivery Fee: amount charged for delivery of Express Mail Custom Designed shipment
- Deposits: funds received for credit to the EMCA
- Withdrawals: funds withdrawn from account, other than postage and fees
- CDA Leg: a three-digit number appended to a Custom Designed Agreement (CDA) number and used to identify the scheduled destination of that shipment

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