Click-N-Ship for Business® Transition FAQ

- **What changes are being made to the Click-N-Ship for Business® application?**
  To meet the needs of our business customers, in late April 2015 the Click-N-Ship for Business® application will be transitioning to a USPS® meter label solution. This meter label solution application will inherit most of the current capabilities and features from the Click-N-Ship for Business® application, but __will no longer support creating labels unless an approved meter, permit, and/or eVS® account payment method__ has been identified within the application.

- **How do I transition to the USPS® meter label solution?**
  To minimize the impact on daily operations for our customers, once the new application is released, transition to the USPS® meter label solution will be a seamless process, requiring a minimal effort by the customer.

  *For customers who **have** previously provided meter, permit or eVS® account information*
    - *Ensure that your computer is connected to the internet.*
    - *Simply close out and restart Click-N-Ship for Business® to trigger the automatic application update.*
    - *Once the update has completed, you will not need to do anything else. You are ready to print labels.*

  *For customers who **have not** previously provided meter, permit or eVS® account information*
    - *Ensure that your computer is connected to the internet.*
    - *Simply close out and restart Click-N-Ship for Business® to trigger the automatic application update.*
    - *Once the update has completed, **provide your payment information.** After that you are ready to print labels.*
        - *To add **meter** information:*
            1. *Click [Account] -> [Preferences] -> [Payment Options] (left side)*
            2. *Check "Use postage device"*
            3. *Select your Manufacturer, example "**Hasler**"*
            4. *If you are using the Pitney Bowes mailstation2, you are finished after this step. After selecting Pitney Bowes, select "mailstation2" from the dropdown. The application will automatically detect your device data. To finish adding your meter, click [Save]. (Skip to 5 if your meter does not apply).*
            5. *If you are not using the Pitney Bowes mailstation2, enter your device model in the Meter Device field. Example "IWJ65"*
            6. *In the Serial Number field, enter your device serial number.*
        - *To add **permit** information:*
            1. *Click [Account] -> [Preferences] -> [Payment Options] (left side)*
            2. *Locate Use Permit field -> Enter 9 digit MID*

3. To finish configuring your permit for use in Click-N-Ship for Business®, click [Save]

- **How do I set up a Permit account?**
  You can set up permit account with USPS®. See "Permit Imprints" under "Ways to Print Postage" at https://www.usps.com/business/postage-options.htm

- **Why can I no longer print a label without postage in the USPS® meter label solution?**
  *For security purposes the USPS® meter label solution will no longer support label creation without providing a specific method of payment. To meet the needs of our business customers, the meter-based solution will continue to support meter, permit, and eVS® account payment methods **only**.*

  Note: It is recommended that the customer print all the labels in the shipping cart prior to the update release date to avoid any inconvenience.

- **What is needed in order to print labels with the USPS® meter label solution?**
  In order to print labels in the USPS® meter label solution, you will need to provide meter, permit or eVS® account information prior to creating any labels.

- **What happens to the address book from my Click-N-Ship for Business® application when I perform the update?**
  Your address book from your Click-N-Ship for Business® application will automatically transfer to the USPS ®meter label solution when you launch the application for the first time.

- **What happens to the labels that I had in Click-N-Ship for Business® application Cart prior to performing the update?**
  The labels saved in your Click-N-Ship for Business® cart will automatically transfer to the USPS® meter label solution when it is launched for the first time. If you decide to edit a First-Class Mail® label, the system will prompt you to choose a different mailing option.

  *For customers who **have** previously provided **meter/eVS®** information:*
  o *The First-Class Mail® service will no longer be offered through the USPS® meter label solution. The replacement for First-Class Mail® service will be First-Class Package® service. Any First-Class Mail® label saved to the shipping cart will display in an error. Note: the system will automatically change to the First-Class Package® service when you choose to "Edit" the label.*
  *For customers who **have not** previously provided meter, permit or eVS® account information:*

  o *If you have not provided payment information, it will not be possible to print labels saved to the shipping cart after the update until the payment information has been provided (Meter, Permit, eVS® account).*

- o *The First-Class Mail® service will no longer be offered through the USPS® meter label solution. The replacement for First-Class Mail® service will be First-Class Package® service. Any First-Class Mail® label saved to the shipping cart will display in an error. You will need to choose a different mailing option for such labels. Note: the system will automatically change to the default "Select a Service" when you choose to "Edit" the label.*

- **What happens to the settings that I had saved in Click-N-Ship for Business® application Preferences prior to performing the update?**
  All your preferences will stay the same other than First-Class Mail® service that will prompt you to choose a different mailing option.
  *For customers who **have not** previously provided meter, permit or eVS® account information:*
  - o *The system will automatically change to the default "Select a Service" for First-Class Mail® labels.*
  *For customers who **have** previously provided **meter/eVS®** information:*
  - o *The system will automatically change to the First-Class Package® service.*

- **What happens to the labels saved in the in Click-N-Ship for Business® Shipping History prior to performing the update?**
  All your shipping history will stay the same without any changes, but if you want to recreate a First-Class Mail® label the system will prompt you to choose a different mailing option.
  *For customers who **have** previously provided **meter/eVS®** information:*
  - o *The First-Class Mail® service will no longer be offered through the USPS® meter label solution. The replacement for First-Class Mail® service will be First-Class Package® service. The system will automatically change to the First-Class Package® service when you choose to "Recreate" the label.*
  *For customers who **have not** previously provided meter, permit or eVS® account information:*

  - o *If you have not provided payment information, it will not be possible to recreate labels saved to the shipping history after the update, until the payment information has been provided (Meter, Permit, eVS® account).*
  - o *The First-Class Mail® service will no longer be offered through the USPS® meter label solution. The replacement for the First-Class Mail® service will be First-Class Package® service. The system will automatically change to the default "Select a Service" when you choose to "Recreate" the label.*

- **What does the Click-N-Ship for Business® transition to the USPS® meter label solution mean?**
  *The Click-N-Ship for Business® application is transitioning to a USPS® meter label solution. This meter label solution application will inherit most of the current capabilities and features from the Click-N-Ship for Business ® application, but **will no longer allow customers to print labels and pay for postage at a Post Office**. The USPS® meter label solution will only allow customers to print labels if they use **an approved meter, permit, and/or eVS® account payment method**.*

- **Does this transition mean the application can no longer print labels?**

  The USPS® meter label solution will continue to allow customers to print labels, similar to Click-N-Ship for Business® today. However in order to print a label in the USPS® meter label solution, customers will be required to use __an approved meter, permit, and/or eVS® account payment method__ identified within the application.

- **Does this transition mean that I will longer print labels and pay for postage at the post office?**

  Yes, the USPS® meter label solution will no longer allow customers to print labels and pay for postage at a Post Office, or apply postage stamps. The USPS® meter label solution will require __an approved meter, permit, and/or eVS® account payment method__ in order to print labels.

- **How will the application transition from Click-N-Ship for Business® to the new USPS® meter label solution?**

  Transitioning from Click-N-Ship for Business® to the USPS® meter label solution will be as seamless as possible. Customers can expect to receive the USPS® meter label solution update in the same manner that typical Click-N-Ship for Business® updates have occurred in the past. When the update is available, customers will automatically be prompted when launching Click-N-Ship for Business® to perform the transition update. Instructions will be provided to walk customers through all steps in the process as they are transitioned to the USPS meter label solution®

- **How do I obtain a meter?**

  You can set up a meter account with USPS® partner companies. See "Metered Postage" under "Ways to Print Postage" at https://www.usps.com/business/postage-options.htm

- **What are my other shipping options if I do not want to use a postage meter with Click-N-Ship for Business®?**

  The USPS® offers alternative shipping platform options for customers who do not wish to use a postage meter. __A postage meter will be required in order to print most label types offered through the USPS® meter label solution, and also benefits customers by making them eligible of receiving commercial base rates__.

  Click-N-Ship®, is the alternative online counterpart of Click-N-Ship for Business® and accepts major credit cards and PayPal. Customers who use Click-N-Ship® to print labels are eligible for commercial base rates, offering an added benefit for customers who do not wish to obtain a

postage device. For more information on the Click-N-Ship® application, please go to:
https://www.usps.com/business/business-shipping.htm.

- **Will the USPS® meter label solution support Mac IOS?**
  No, the USPS® meter label solution will continue to support Windows platforms only at this time.

- **I am an international mailer, what are my options for completing international shipping labels and customs forms?**
  Customers will be required to use a postage meter in order to print international labels. However, standalone (free) customs forms will not require the use of a postage meter, permit, or eVS® account.

  Alternatively, customers can also use the online solution, Click-N-Ship to create international labels and customs forms. For more information on the Click-N-Ship® application, please go to:
  https://www.usps.com/business/business-shipping.htm.

- **I am a Click-N-Ship® user, does this affect me?**
  *No, **Click-N-Ship®** and **Click-N-Ship for Business®** are two mutually exclusive applications. Click-N-Ship® is an online application, while Click-N-Ship® for Business is a downloadable desktop based application. Customers who use Click-N-Ship® will not be affected by the Click-N-Ship for Business® transition to the USPS® meter label solution.*

- **Does this transition mean I will no longer be able to print labels from my computer?**
  *No, the USPS® meter label solution will continue to allow customers to print labels from their computer. However, a customer will be required to use **an approved meter, permit, and/or eVS® account payment method** in order to print labels.*

- **I am currently a Click-N-Ship for Business® customer who uses a postage meter, what does this mean for me?**
  *Current Click-N-Ship for Business® **customers who use a postage meter, permit, or eVS® account will not be affected by the transition**. No change or action will be necessary, on your part .A postage meter will be required in order to print most label types offered through the USPS® meter label solution.*

- **I use stamps for applying postage, will I be able to use that with the USPS® meter label solution??**
  *No, current Click-N-Ship for Business® customers who use stamp machines will no longer be able to print labels and pay for postage with stamps. The USPS® meter label solution **will not support printing labels unless an approved meter, permit, and/or eVS® account payment method** has been identified within the application.*

- **I use Click-N-Ship for Business® in a location separate from my postage meter, will I still be able to use the USPS® meter label solution application the same way?**
  Yes, businesses who print labels with Click-N-Ship for Business® from multiple locations, and send outgoing mail through a central location (ex, mailroom) can expect to use the USPS® meter label solution with minimal impact. Customers applicable to this scenario will need to enter their meter information from their meter device within the 'preferences' section of the application, but it will not need to be connected physically to the computer running the USPS® meter label solution.

- **What is an approved postage meter?**
  An approved postage meter is any postage meter that has been registered with the USPS®.

- **Our business uses Click-N-Ship for Business® to print labels sends packages to a mailroom for postage to be applied, how does this transition impact us?**
  Businesses currently using the application to print labels and send through a central location (ex, mailroom) can expect to use the USPS® meter label solution with minimal impact. Customers applicable to this scenario will need to enter their meter information from their meter device within the 'Preferences' section of the application, but it will not need to be connected physically to the computer running the USPS® meter label solution.

- **I have a permit account, will I be affected by the Click-N-Ship for Business® transition?**
  Current Click-N-Ship for Business® permit payment customers will continue to be able to print Priority Mail Open and Distribute (PMOD) and Merchandise Return (MRS) labels through the USPS® meter label solution. However, a postage meter will be required to print any other supported Domestic or International label type – as PMOD and MRS will continue to be the only label types supported for permits.

- **I am an eVS® account holder, will I be affected by the Click-N-Ship for Business® transition?**
  Current Click-N-Ship for Business eVS® account holders can expect little to no impact during the transition to the USPS® meter label solution. No changes should be expected to currently supported products and services for eVS® account holders.

- **I am a small business and do not have a postage meter, what are my options?**
  *The USPS® offers alternative shipping platform options for customers who do not wish to use a postage meter. **A postage meter will be required in order to print most label types offered through the USPS® meter label solution, and also benefits customers by making them eligible of receiving commercial base rates**.*

Click-N-Ship®, is the online counterpart of Click-N-Ship for Business® and accepts major credit cards and PayPal. Customers who use Click-N-Ship® to print labels are eligible for commercial base rates, offering an added benefit for customers who do not wish to obtain a postage device. For more information on the Click-N-Ship® application, please go to:
https://www.usps.com/business/business-shipping.htm*.*

- **Will the USPS® meter label solution accept PayPal accounts?**
  No, the USPS® meter label solution will not accept PayPal accounts at this time. The USPS® offers Click-N-Ship® the online label solution that accepts PayPal and credit card payment types. For more information on the Click-N-Ship® application, please go to:
  https://www.usps.com/business/business-shipping.htm.