



# ***PostalOne!*® Getting Started Guide**

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# 1 Program Overview

Using the latest Internet technologies, the *PostalOne!* system provides a suite of online services and a single point of customer access to many of the Postal Service® business systems used in the mail process workflow. The *PostalOne!* system allows business mailers to integrate their mail planning and production processes with those of the Postal Service for efficient and streamlined mail induction.

## 1.1 Key Features

### No more paper printouts

The *PostalOne!* system automates much of the acceptance and verification process, enabling a faster and more accurate method of accepting, assessing, and finalizing your postage statements. The electronic documentation provided by the *PostalOne!* system means you will no longer have to physically bring much of the presort paper documentation to Postal Service acceptance units or have it delivered to storage.

### Know more about your mail

Using the *PostalOne!* system, customers can view individual postage statements, see an overview of the containers within a mailing, submit forms electronically, cancel forms submitted electronically, and review metrics for files transferred.

## 1.2 Key Benefits

Integrated, online, web-based solutions providing:

- Simplified mail acceptance
- Reduced hard copy paperwork
- System-generated electronic presort documentation and postage statements
- Reduced administrative costs for printing and storage
- Improved tracking of mailing jobs and access to mailing information

Because mail owners and preparers need to track different information, the *PostalOne!* system even offers different features for each type of user. If you need to access all available features, apply for two user names, one as a Preparer and one as an Owner. With this system, you can:

Feature	Preparer	Owner
View your mailings	Yes	Yes
Submit postage statements	Yes	Yes
Cancel unbilled mailings	Yes	Yes
Submit detailed mailing files using Mail.dat® files	Yes	Yes
Review reports on data supplied using supplemental files and associated programs*	Yes	Yes
View balances on your permits	No	Yes
View fee status on your permits	No	Yes

\* The *PostalOne!* system supports a number of additional programs, such as appointment scheduling, that can be used in conjunction with Mail.dat files. See the Related Services and Links section on the *PostalOne!* home page for more information about these programs.

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### 1.3 How Can the System be Used in Your Business Environment?

The *PostalOne!* system impacts your business processes in many ways. It enables customers to electronically send detailed mailing data by using the industry-standard Mail.dat file specification, or to complete and electronically submit a mailing form online. Customers using the *PostalOne!* system no longer have to complete and present manual paper postage statements because the *PostalOne!* system automatically generates them.

### 1.4 Customer Commitment Required

The key investment you will make is through the commitment of your staff to make the transition to the *PostalOne!* system successful. This may include internal programming to modify your system files, if required. Depending on the file transfer method selected, it may require obtaining a VeriSign digital certificate and Mail.dat certification. Some customers may choose the automated or unattended batch transfer method. If so, a digital certificate is required. For more information about the technical requirements, see the *PostalOne! Mail.dat Technical Guide*, which is available from the *PostalOne!* website: [www.usps.com/postalone/guides.htm](http://www.usps.com/postalone/guides.htm).

This document explains how to log on to the system, how to change your user profile information, what to do if your password needs resetting, how to contact customer assistance, and how to use online Help when accessing the program.

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## 2 Applying for Participation

### 2.1 Getting Started

It's as easy as visiting the *PostalOne!* home page at [www.usps.com/postalone](http://www.usps.com/postalone) and clicking **Learn More** on the right under New Customers. There, you will find additional information about the program and application process. If you have questions, call the *PostalOne!* Customer Care Center at (800) 522-9085.

### 2.2 Program Requirements

To help you decide if using the *PostalOne!* system is right for you, we have included the question most often asked by customers below.

#### **DO I MEET THE CURRENT REQUIREMENTS TO SEND MAILING INFORMATION ELECTRONICALLY VIA THE *POSTALONE!* SYSTEM?**

Ask yourself the following questions:

- Do I have Internet access?
- [Applicable to mailers interested in submitting mailing files only] Does my company have the ability to transmit Mail.dat 08-1 or Mail.dat 08-2 files?

If you answered YES to these questions, you may be ready to complete the application process to begin using the *PostalOne!* system.

### 2.3 What Happens After I Apply?

After completing the online application, the Customer Care Center will review the application to ensure that we accurately establish your account. Soon after completing the online application, you will receive a *PostalOne!* Welcome Kit. In addition to general information about the *PostalOne!* system, the Welcome Kit contains:

- **User Agreement (Data Exchange Agreement for sending files electronically; System Access Agreement for viewing mailing information):** An agreement between your company and the Postal Service that outlines terms and conditions of participating in the program.
- **Site Administrator Designation Form:** A form used to identify a coordinator to oversee administrative requirements of user access. Site administrator duties are listed below.
- **Customer Request for Web Access, PS Form 1357-C:** A required form that must be completed and signed by each new user applying for access to the *PostalOne!* system. Each user must have their own form. PS Form 1357-C is included in the Welcome Kit or you can print one using the online form (available from <http://www.usps.com/forms/pdf/ps1357c.pdf>). Either form is acceptable but a signed hard copy must be mailed to the Customer Care Center after your required approval signatures are obtained.
- **Customer Account Activation:** When the necessary paperwork has been processed, we will activate your account. We will send your site administrator an e-mail message with the username and a temporary password.

### 2.4 Requirements and Duties for Site Administrators

The site administrator role is a critical part of your company's transition to the *PostalOne!* system. The site administrator is the key contact with the *PostalOne!* support team and is responsible for coordinating system administration within your company. This person also must approve all requests for computer

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access to the *PostalOne!* system within your company. The excerpts below are taken from the user agreement that is contained in the Welcome Kit. For more information, read the entire user agreement.

- **Site Administrator** The participant will appoint a site administrator to administer participant's access and use of the *PostalOne!* system. Participant will provide the *PostalOne!* Customer Care Center with the name of and contact information for its site administrator by completing the Site Administrator Designation Form.
- **Site Administrator Responsibility** Participant or site administrator will (a) accept logon IDs from the *PostalOne!* Customer Care Center on behalf of its users, (b) be responsible for activating and deactivating its users' logon IDs, and (c) be responsible for assigning the appropriate access levels to its users.
- **Site Administrator Obligations** Participant or site administrator will advise its users of their obligations under this agreement.
- **Personnel Change Site Administrator** Participant shall notify the *PostalOne!* team in writing when a site administrator leaves employment at participant's company. If participant fails to notify the *PostalOne!* team, participant is liable for any loss sustained by the Postal Service and any other third parties resulting from the subscriber's failure to submit such notification.

## 2.5 Additional Business Mailing Solutions

If, for any reason, you do not believe the *PostalOne!* system is right for you, we would like to highlight Business Mail 101 as a mailing solution that may help meet your mailing needs. Business Mail 101 is a user-friendly tool that will help you harness the power of mail for your business or organization. This website will walk you through all of the key decision points in the mailing process. Business Mail 101 is an excellent source for mailing information and will direct you to resources to help you understand your options and help you make the right choices for your business or organization. You can access Business Mail 101 at [www.usps.com/businessmail101/](http://www.usps.com/businessmail101/).

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## 3 Using System Functionality

This section explains the basic functions of the system such as how to log on and off, how to reset your password, how to access the online Help system, and how to send feedback, report problems, or get additional help from the *PostalOne!* Customer Care Center.

If your company is enrolled in the *PostalOne!* program and has been given access, you are ready to start realizing the benefits of the system.

### 3.1 Logging on and off

Before you can use the *PostalOne!* system, you must log on with your unique username and password.

- To log on, open a Web browser and go to the *PostalOne!* logon page (<https://www.uspspostalone.com/postal1/>). Enter your username and password, then click **I AGREE**.
- To log off, at the top or bottom of almost any *PostalOne!* system page, click **Logout**.

### 3.2 Resetting Your Password

If you are not a USPS employee and have forgotten your password or it has expired, the password must be reset before you can log on again. You can contact the *PostalOne!* Customer Care Center at (800) 522-9085 (see Feedback). They will reset it for you and give you a temporary password. After you log on with the temporary password, the system will prompt you to change the password and log on again.

If you are a USPS employee, beginning with Release 19.0.0, you must be registered in eAccess and use your ACE ID and ACE Password to access the *PostalOne!* system. If you have forgotten your password, you can use the ePasswordReset application or call 800-USPS-HELP to reset it yourself.

### 3.3 Getting Help

The *PostalOne!* online Help is an indexed series of Web pages supported by your default browser. It is designed to allow you to find information in the shortest time possible. To open the Help, click a Help link on the *PostalOne!* menu or a Help button (🔍).

- To open the Help as a mail owner, at the top or bottom of any page, click **Help**.
- To open the Help as a mail preparer, click **Preparer Help** on the left menu or click the question mark button (🔍).

To search for a particular topic, click the **Index** link in the Help window, then click the link for the first letter of the topic you want to find. For example, to find out how to finalize a postage statement online, click **P**. Under Postage Statements, click **finalizing**.

### 3.4 Sending Feedback

To suggest system changes, report system failures, or get help resetting a password, contact the *PostalOne!* Customer Care Center. To send feedback or get help, call (800) 522-9085. Alternatively, at the top or bottom of almost any *PostalOne!* system page, click **Feedback**. Enter your name, telephone number, e-mail address, requester status, and the type of feedback being submitted. Enter your feedback or question in the appropriate fields. Click **Submit**.

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