



# United States Postal Service® Web Tool Kit User's Guide



**User's Guide to the**

***USPS Shipping Assistant (v 2.2)***

**Document Version 3.1 (8/1/02)**

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E-mail: [icustomer@usps.com](mailto:icustomer@usps.com)

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Thank you for helping the U.S. Postal Service provide new Internet services to our shipping customers.

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## Introduction

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Shipping Assistant is an easy, convenient (and free!) software application that provides easy access to shipping services from the United States Postal Service. With Shipping Assistant, Delivery/Signature Confirmation shipping labels and single-ply Express Mail labels can be created and then mailed. You can also use Shipping Assistant to answer your customers' questions about shipping fees or tracking and confirmation services. Your company's customer service representatives in a call center, customer service, or shipping department can use Shipping Assistant to easily access shipping-related data and create merchandise return labels that can be mailed, faxed, or e-mailed to a mail order customer or e-shopper for use.

Shipping Assistant provides the following USPS shipping services and information:

- **Track/Confirm** checks the delivery status of any *package* shipped via First-Class Mail, Priority Mail, Package Services, domestic Express Mail, Global Express Guaranteed, and Global Express Mail.
- **Addressing and Mailing Online** accesses a standalone address-checking tool as well as an address book and NetPost Mailing Online integration features. The address-checking tool provides address standardization and city/state lookup features. Shipping Assistant uses the USPS Address Matching System database to standardize addresses by correcting errors in street addresses and returns the ZIP + 4 Code. City/state lookup provides the city and state corresponding to the given ZIP Code. Under this tab, users can also integrate the Shipping Assistant address book with the USPS Mailing Online product. Shipping Assistant will provide an address list “pass-through” function to Mailing Online, but the user must go to the Mailing Online web site to perform any Mailing Online functionality.
- **Domestic Rates** calculates single piece rates for *packages* shipped domestically by First-Class Mail, Express Mail, Priority Mail, and Package Services (Parcel Post, Bound Printed Matter, Library Mail, and Media Mail).
- **International Rates** provides single piece rates for Global Express Guaranteed, Global Express Mail, Global Priority Mail, Airmail (including both letter-post and parcel post), and Economy mail (including both letter-post and parcel post).
- **Service Standards** provides delivery time standards for Priority Mail and Package Services (Parcel Post, Bound Printed Matter, Library Mail, and Media Mail), and provides delivery commitments for Express Mail.
- **Shipping Label** generates a Delivery or Signature Confirmation barcode label for First-Class Mail *parcels*, Priority Mail and Package Services (Parcel Post, Bound Printed Matter, Library Mail, and Media Mail) and a single-ply Express Mail label.
- **Merchandise Return Service** generates a postage-paid return label for Priority Mail, First-Class Mail, or Package Services (Parcel Post, Bound Printed Matter, Library Mail, and Media Mail).

For further information, refer to the *Frequently Asked Questions* on the Shipping Assistant website at [http://www.uspswebtools.com/ShippingAssistant/sa\\_FAQ.htm](http://www.uspswebtools.com/ShippingAssistant/sa_FAQ.htm).

## Getting Started

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### System Requirements

Shipping Assistant runs on Windows 95, 98, 2000, ME, XP, and NT 4.0. The user needs:

- a PC with an Internet connection
- Internet Explorer version 5.0.1 (or higher)
- Adobe Acrobat Reader version 5.0 (or higher) software (may be obtained for free from [www.adobe.com](http://www.adobe.com))
- at least 8 MB of free space to install and run the program
- an SVGA video card capable of at least 800x600
- the U.S. version of QuickBooks 2002 (*optional* – only if you wish to import addresses from QuickBooks)

### Installation

**Note:** If you are currently running a version of Shipping Assistant earlier than 2.0, you must *first* uninstall the software and reboot before installing version 2.2.

The Shipping Assistant software can be downloaded from <http://www.uspswebtools.com/shippingassistant>. At the bottom of the page is a **Downloads** link for version 2.2.

After downloading the software the Shipping Assistant icon will appear where you saved the download. Double clicking on the icon will begin the installation process. A *Read Me* box will first pop up.

Follow the instructions on your screen. When the Shipping Assistant software is finished installing, the Install Wizard will then install the Microsoft XML Parser. This software is necessary for Shipping Assistant to run the Mailing Online feature.

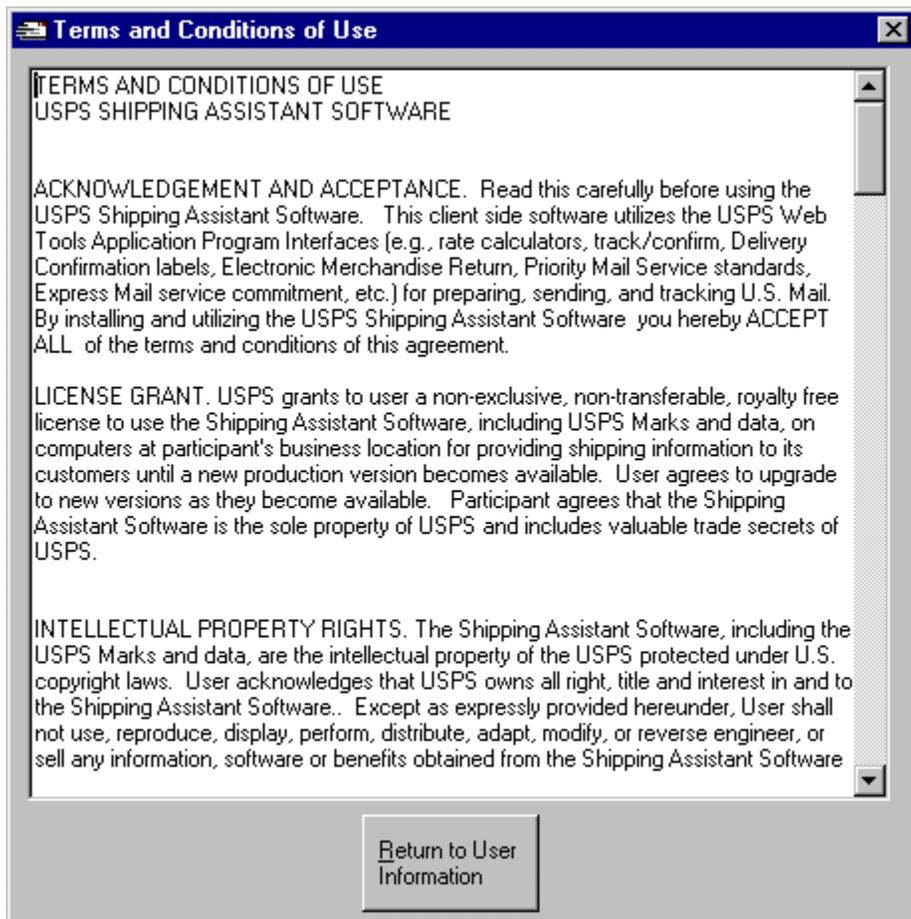
### Accessing Shipping Assistant

You must navigate through a few screens before you access Shipping Assistant.

### Terms and Conditions of Use

After installation, the first time you access Shipping Assistant, you are required to read and accept the *Terms and Conditions of Use*. This box will only pop up automatically the first time you open Shipping Assistant. You can access the *Terms and Conditions of Use* by clicking on

the **Review Terms and Conditions** button at the bottom of the *User Information* box every time you open Shipping Assistant.

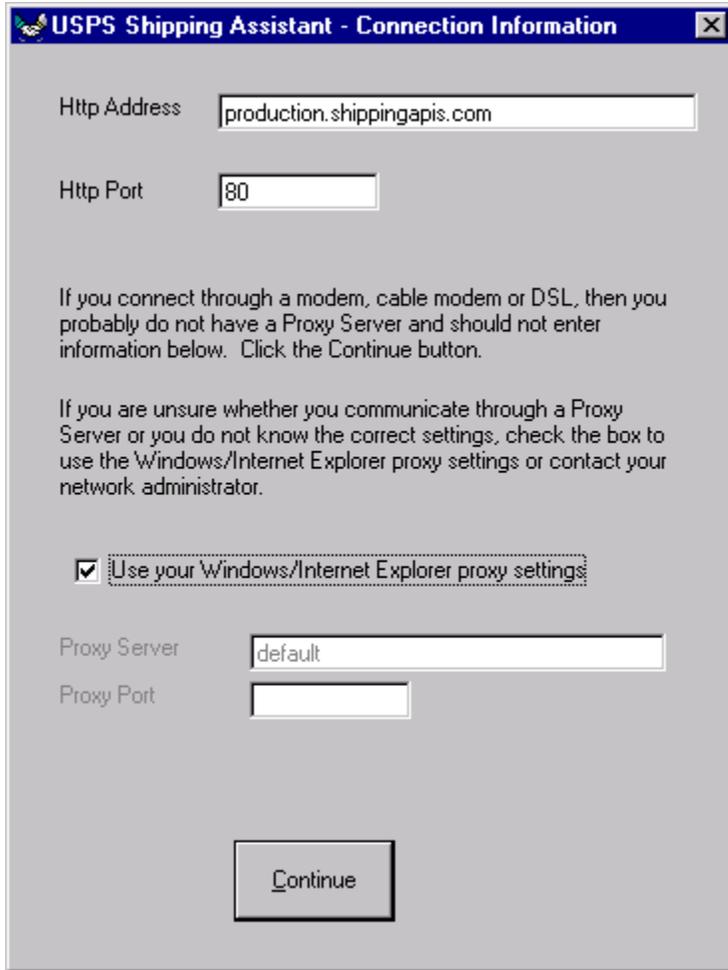


## Connection Information Screen

Before you establish your connection to the Shipping Assistant server, the *Connection Information* box will pop up. The data entered will be saved and will appear each time you connect to the server. You can change the data at any time by clicking on the **Modify Connection Information** button at the bottom of each tab screen.

### Procedure

1. Establish an Internet connection.
2. Once you are connected to the Internet, open the USPS Shipping Assistant. The *Connection Information* box will appear:



**User Input & Function Buttons**

<b>Http Address Http Port</b>	These fields will already have data and should not be changed. This is information necessary to communicate with the USPS servers.
<b>Use Windows/Internet Explorer proxy settings</b>	If you connect to the Internet through a modem or DSL, you probably do not have a proxy server. Skip this check box and click <b>Continue</b> . If you are unsure whether you communicate through a proxy server, or if you do not know the correct settings, check this box or contact your network administrator.
<b>Proxy Server Proxy Port</b>	Enter your <b>Proxy Server</b> location and <b>Proxy Port</b> if your business utilizes proxy (firewall) servers. Disregard both of the proxy fields if proxy servers are not an issue and you are using an Internet Service Provider like AOL or MSN.

3. Click **Continue** when finished. The *User Information* box will appear.

**User Information Screen**

At this point, it is important to recognize the three user groups installing the new version of Shipping Assistant software, and which group you are in:

1. **Registered users of an earlier version of Shipping Assistant who are simply upgrading the software.**

2. **New users who wish to register for the 30-day trial period.** The trial registration provides an alternative to performing a full registration (the full registration feature is discussed in the next section below). There is *no* data collected from the user with a trial registration.

Shipping Assistant provides a temporary user ID and password that is valid for 30 days. Once the user executes the trial registration, the **Trial Registration** button on the *User Information* box is disabled.

Shipping Assistant will allow the trial registration user to exercise all the Shipping Assistant capabilities with the following exceptions: No live Delivery Confirmations, Signature Confirmations, Express Mail, or EMR labels with live Delivery Confirmation numbers. All labels will be generated as sample labels (with the word "SAMPLE" displayed across the label).

3. **New users who wish to complete full registration and obtain full functionality.** Shipping Assistant supports on-line registration, which allows the user to enter all registration information.

No matter which group you are in, the following *User Information* box will appear after clicking **Continue** from the *Connection Information* box. After the "User Input & Function Buttons" table on the next page, refer to the "Registration Procedures for Different Users" illustration.

USPS Shipping Assistant - User Information

If you would like to use the USPS Shipping Assistant for 30 days on a trial basis, click the Trial Registration button.

If you do not already have a username and password for use with the USPS Shipping Assistant, click the register button.

Username	<input type="text"/>	Register
API Password	<input type="text"/>	Trial Registration

---

Output Path	<input type="text"/>
Default Printer	<input type="text" value="\\RADC128\RadLabLex1"/>
Company Name	<input type="text"/>
Company E-mail address	<input type="text"/>

Continue	Review Terms and Conditions
----------	-----------------------------

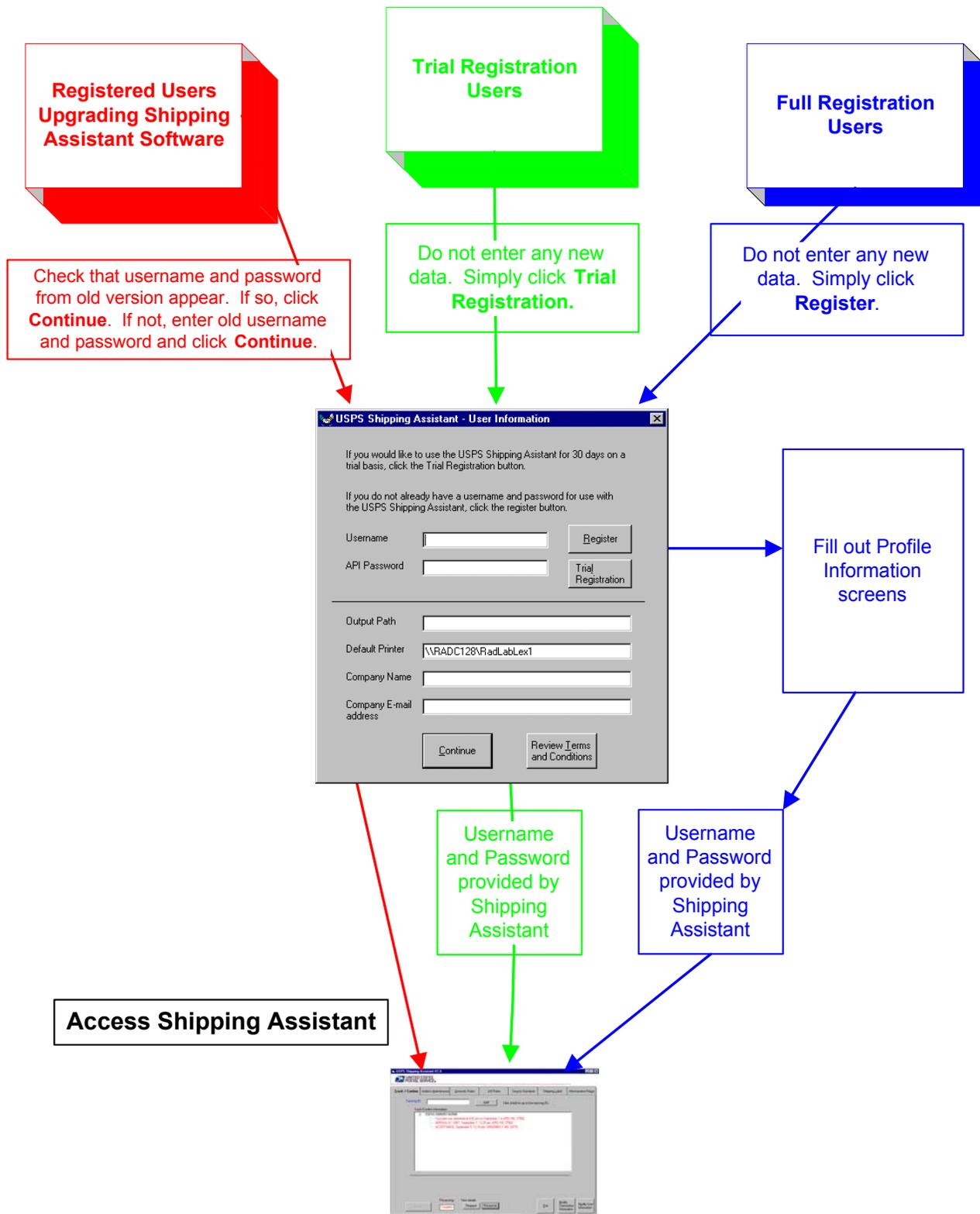
Should you need to change or enter any data in the *User Information* box, an explanation of each field and button is below:

**User Input & Function Buttons**

<b>Username API Password</b>	For <b>registered users</b> upgrading the Shipping Assistant software, your username and password supplied with the old version will appear. No changes necessary. For <b>trial and full registration users</b> , these fields will be blank. <b>Do not</b> enter a username and password. After completing the registration process appropriate for your user group, Shipping Assistant will return a username and password to you on a separate screen.
<b>Output Path</b>	This is the location used by your computer for extract files. This field will already have data showing but can be changed. By default this field will be set to c:\Program Files\AutoShippingAPI\Output. On the <b>Merchandise Return</b> and <b>Shipping Label</b> screens, the user can click a box labeled <b>Save form fields and response to output path?</b> If this is clicked, all form fields and responses will be written to a file in the location specified by the output path in the <i>User Information</i> box.
<b>Default Printer</b>	This field will have your default printer. It was detected when you installed the Shipping Assistant software.
<b>Company Name Company E-mail address</b>	Enter your company name and e-mail address. Although these fields are optional, Shipping Assistant uses this information with the <b>Merchandise Return</b> and <b>Shipping Label</b> screens to return labels and information. Completing the fields now will save you time later.
<b>Register</b>	Click this button if you want full registration.
<b>Trial Registration</b>	Click this button if you want the 30-day trial registration.

The following illustrates the different registration procedures for the three user groups described above.

### Registration Procedures for Different Users



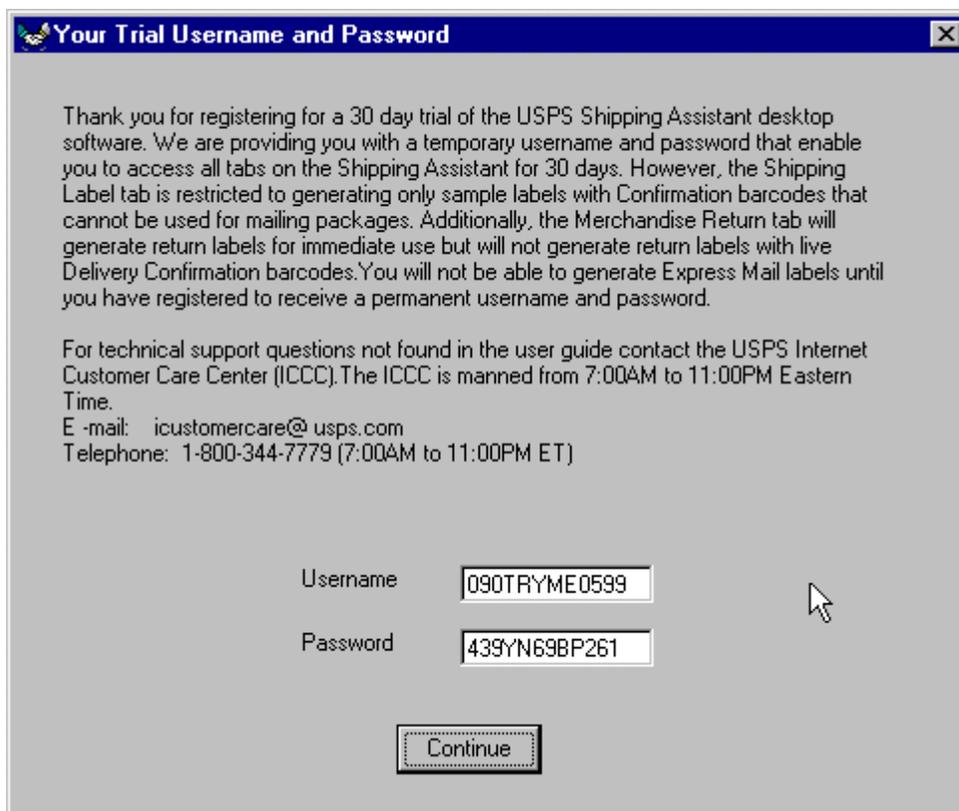
## Procedure for Registered Users Upgrading

All fields on this screen should appear filled in with information from your previous version, including your Shipping Assistant username and password. You may make changes if necessary. Simply click on **Continue** to access the Shipping Assistant and you are ready to go.

**Note:** Registered users can skip to the “Multiple Tab Functions” section of this guide.

## Procedure for Trial Registration

Some fields on this screen should appear filled in with information detected from your computer when you installed the software. You may make changes if necessary (refer to the “User Input & Function Buttons” table above). **Do not** enter a username and password. Click **Trial Registration** to register for the trail period and obtain a username and password. Shipping Assistant will return a screen similar to the following:



**Your Trial Username and Password**

Thank you for registering for a 30 day trial of the USPS Shipping Assistant desktop software. We are providing you with a temporary username and password that enable you to access all tabs on the Shipping Assistant for 30 days. However, the Shipping Label tab is restricted to generating only sample labels with Confirmation barcodes that cannot be used for mailing packages. Additionally, the Merchandise Return tab will generate return labels for immediate use but will not generate return labels with live Delivery Confirmation barcodes. You will not be able to generate Express Mail labels until you have registered to receive a permanent username and password.

For technical support questions not found in the user guide contact the USPS Internet Customer Care Center (ICCC). The ICCC is manned from 7:00AM to 11:00PM Eastern Time.  
E-mail: icustomer@usps.com  
Telephone: 1-800-344-7779 (7:00AM to 11:00PM ET)

Username

Password

The username and password provided are valid for 30 days. Click **Continue** and the *User Information* box will reappear. Your 30-day username and password will appear in the box. Click **Continue** to open the main Shipping Assistant screen. You are now ready to submit requests.

**Note:** Trial users can skip to the “Multiple Tab Functions” section of this guide.

## Full Registration Procedure

Some fields on this screen should appear filled in with information detected from your computer when you installed the software. You may make changes if necessary (refer to the “User Input & Function Buttons” table above). **Do not** enter a username and password.

If you click **Register** on the *User Information* box (indicating that you want the full registration process with full Shipping Assistant functionality), the following *Profile Information* boxes will appear. After entering the information on each screen, click **Next**.

USPS Shipping Assistant Registration - Profile Information

Please fill out the information below and press the Next button at the bottom of this page. Note: Blue items are required. All other items are optional but will help us better understand and serve your business.

First Name: Linda

Middle Initial:

Last Name: Shipper

Title:

Company: The Mailing Company

Phone: 8005551212

Fax:

Suite, Apartment or PO Box Number:

Street Address: 100 Main Street

City: Los Angeles

State: CA

ZIP Code: 90052

E-mail Address: linda.shipper@shipper.com

Next >> Cancel

**USPS Shipping Assistant Registration -- Profile Information (continued)**

Including your Overnight, Second Day and Ground packages, how many TOTAL packages does your company ship per day domestically?

Please choose from the list...

How many of your daily packages are delivered to households?

Please choose from the list...

What is your company's overall monthly shipping budget for ALL YOUR PACKAGES -- Overnight, Second Day, Ground - NOT INCLUDING what you ship through the US Postal Service?

Please choose from the list...

What is your company's annual sales revenue?

Please choose from the list...

Of your total domestic packages, approximately how many of your packages go Overnight or Second Day?

Please choose from the list...

What is the average weight of all your packages?

Please choose from the list...

How would you categorize your business?

Entertainment

If you chose "other," please enter a category below:

Next >>    Cancel

**UPSP Shipping Assistant Registration -- Profile Information (continued)**

How did you hear about the USPS Shipping Assistant?

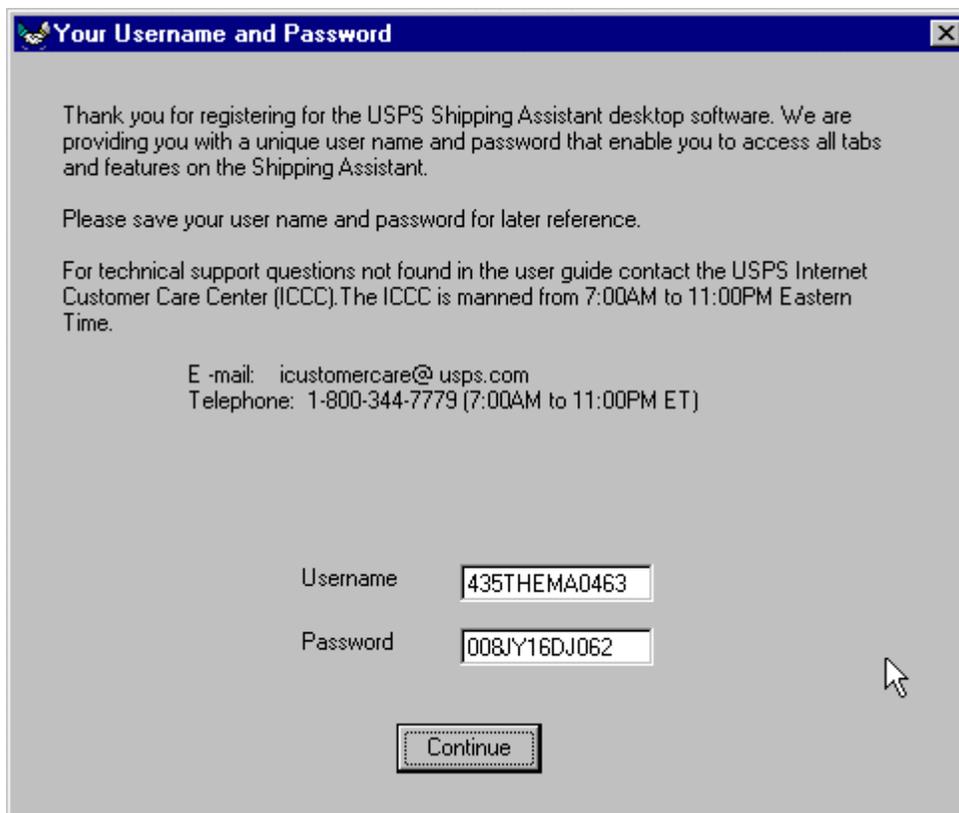
usps.com

How will you be using the USPS Shipping Assistant?

Call Center/Customer Service?

Submit    Cancel

Click **Submit** to continue to the *Your Username and Password* box:



Click **Continue** and the *User Information* box will reappear. Your username and password will appear in the box. Click **Continue** to open the main Shipping Assistant screen. You are now ready to submit requests.

### ***User ID and Password Restrictions***

The unique user ID and password that you receive are to be used in accordance with the Terms and Conditions of Use to which you agreed during the registration process. *User IDs and passwords are not to be shared with others outside your organization, nor are they to be packaged, distributed, or sold to any other person or entity.* Please refer to the Terms and Conditions of Use Agreement for additional restrictions on the use of your user ID and password.

**Warning:** If the U.S. Postal Service discovers use of the same user ID and password by more than one company, all users will be subject to immediate loss of access to the USPS server and termination of the licenses granted under the Terms and Conditions of Use.

For more information regarding the USPS Web Tool Kit password and user ID policy, send e-mail to [icustomer@usps.com](mailto:icustomer@usps.com).

## Multiple Tab Functions

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Starting with the “Track/Confirm Tab” section, the remainder of this manual is organized by tabs as shown on the Shipping Assistant main screen. All buttons and functions displayed are described in the section appropriate to the tab. However, there are some functions and conventions that apply to multiple tabs, which are described in this section.

### Data Entry Guidelines

The following guidelines for data entry apply to all screens in Shipping Assistant:

- Any fields with **BLUE** labels are required fields.
- Many buttons offer the option of keyboard strokes instead of clicking with the mouse. For all buttons affected, pressing Alt + the letter underlined will accomplish the same task as clicking on the button with the mouse.
- Some fields are already populated with data. This data can be changed at any time.
- Shipping Assistant will not alert you to invalid data until the request is submitted and an “**Error**” message is returned.
- Fields with drop down boxes contain all valid entries for that field. Users cannot enter any other data.
- **ZIP Code** fields only accept 5 numeric characters.
- **ZIP + 4** fields only accept 4 numeric characters.
- **Pounds** and **ounces** fields only allow numeric characters. If the total weight is invalid an error message will be displayed.
- Invalid combinations of city and state, or city, state, and ZIP Code will cause an error message to be displayed. This error message will have to do with an invalid address rather than invalid characters.
- Some screens have windows, such as **Processing**, **Postage Rate**, and **Zone**, that function as a window to return messages to you from the Shipping Assistant servers. All messages in any window returned to you from the Shipping Assistant servers appear in **RED**. No data is to be entered in these windows.

The following buttons and functions appear on some of the screens in Shipping Assistant. They are identical in function and require the same data entry in any screen.

- Clicking the **Clear** button (it looks like a pencil eraser) clears the following fields:
  - On the *Addressing and Mailing Online* screen, all fields will be cleared.
  - On the *Shipping Label* screen, only the **To Address Information** fields will be cleared.
  - On the *Merchandise Return* screen, only the **Customer Information** fields will be cleared.

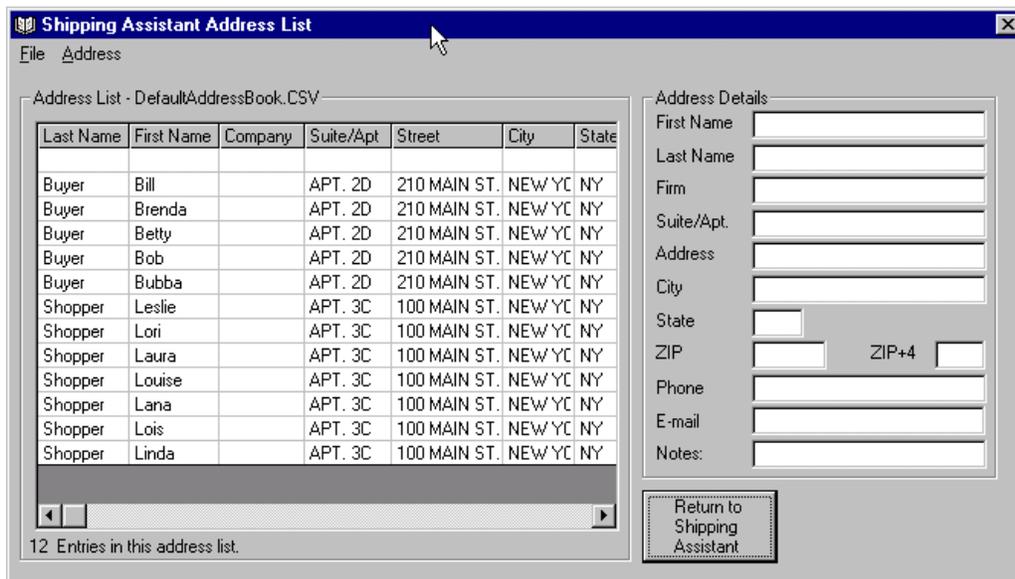
- When you have finished entering data on any screen, click **Submit** to send the request to the USPS Shipping Assistant server.
- Each tab screen has a **Processing** box that provides the status of your requests. *No data is to be entered in these boxes.* The message returned in this box will be either “**Complete**,” meaning the transaction was successful, or “**Error**,” meaning that it was not.
- If an error message is returned from any tab, a pop-up box will appear with the error description. If the error was due to the input on the screen, corrections can be made and the request re-sent.
- If desired, you can view the actual code used by Shipping Assistant. Each tab screen has a **View details** box that is used to view the request or response for each transaction. All communication between your Shipping Assistant application and the USPS servers is done using a computer language called XML. That is what you will see when clicking in the **View details** box. Refer to the “Appendices” for an overview of XML and how to interpret the contents of the **View details** box.
- Clicking on **Exit** from any screen will exit the Shipping Assistant program. To move between functions, click on the tabs at the top of the screen.
- You are required to review the *Connection Information* box before accessing Shipping Assistant. The data on this screen will be saved and will appear each time you connect to the server. You can change the data at any time by clicking on the **Modify Connection Information** button at the bottom of any tab screen. Any time you open the *Connection Information* box, be sure to click **Continue** to return to the Shipping Assistant program.

## Address Book

The Address Book stores information about the people you contact frequently. You can add contacts one at a time or import an entire address file. If you already have a file containing addresses and other contact information on another device or application, you can import it to the Address Book. Only comma separated value (csv) files are supported.

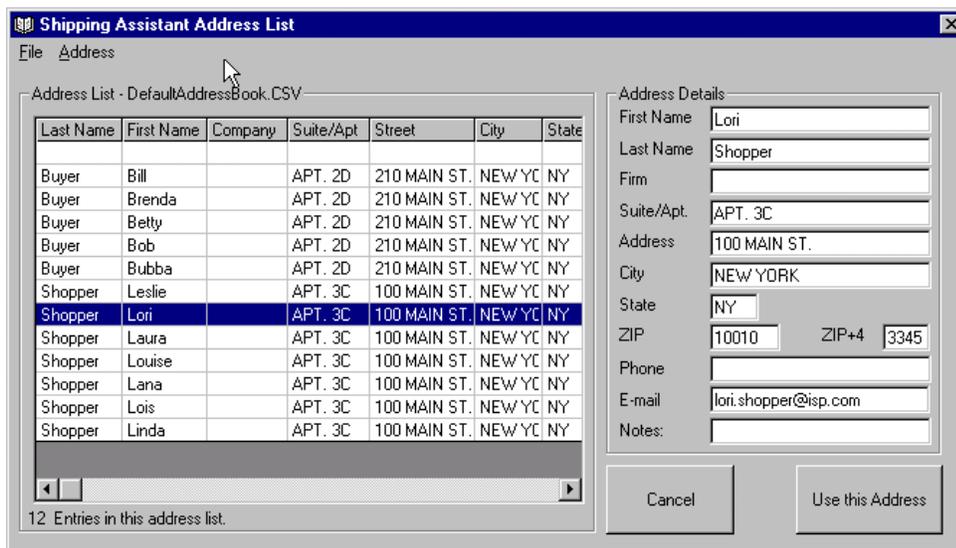
The elements of the Address Book screen include the **Address List** area, the **Address Details** area, and the pull-down menus for **File**, **Address**, and **Mailing Online**.

### Address List and Details Area



The **Address List** and **Address Display** areas function as follows:

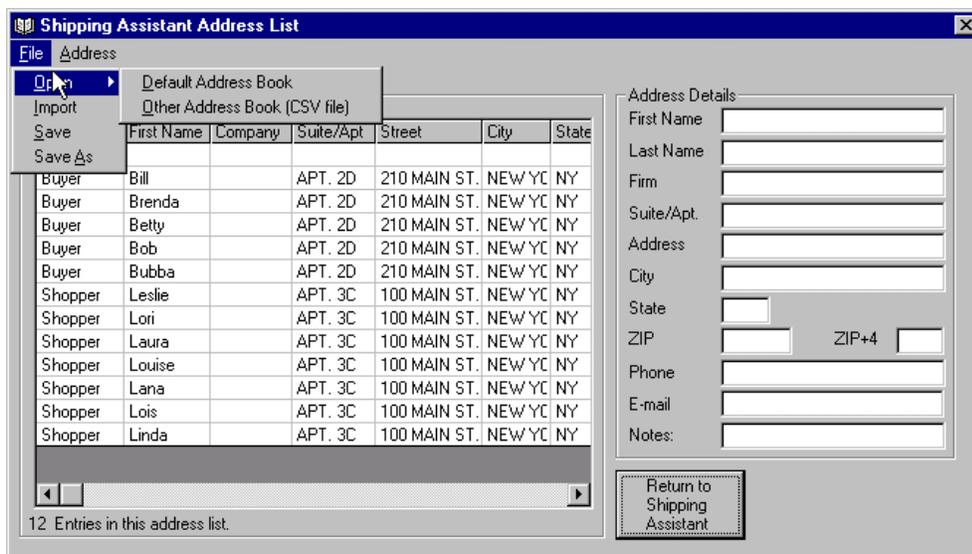
- The **Address List** is populated with the Address Book opened by the user or, if no Address Book was opened, the Shipping Assistant will default to the standard Shipping Assistant csv Address Book. The entire Address Book is loaded into this area.
- The user can scroll through the **Address List** and select one address at a time. Multi-address selection is not allowed.
- The selected address from the **Address List** will appear in the **Address Details** area.
- Once the **Address Details** area is populated with an address selected from the **Address List**, the **Use this Address** button appears below the **Address Details** area. Clicking this button will populate an address box on either the Merchandise Return or Shipping Label tabs with the selected address.



## File Pull-Down Menu

From the **File** pull-down menu, the following functionality is provided:

- **Open.** The user will be able to select one of the following:
  - **Default Address Book.**
  - **Other Address Book (CSV File).** This will open a compatible csv file and will populate the **Address List** area with the entire csv address file.



- **Import.** This imports any address list that is in the “standard” Shipping Assistant comma-delimited ASCII file format. **Import** will open the standard Microsoft browser window for the user to select the file. Once selected, the entire file will be added to the **Address List** area for the user to view or edit.

### To Import an External Address File

1. Before you import, you must save the address file you want to import as a comma-separated value (csv) file in the application you are importing the file from.
2. Remember the directory location and file name of your csv file.
3. Open USPS Shipping Assistant Address Book.
4. Click **File Import**.
5. In the *Choose File* dialogue box, select your file and then click **Open**.
6. The *Choose File* dialogue box closes, and your csv file data appears in the Address Book.

Csv files are a traditional means of writing database or spreadsheet files to disk. Many programs, such as MS Excel and MS Access, can read and write these files. The data can easily be manipulated with a simple text editor, rather than needing the full application that wrote them. The structure of a csv file is very simple. It is a text file, and usually starts with a list of fields, separated by commas. The data fields for the USPS Shipping Assistant Address Book are listed below in the required order:

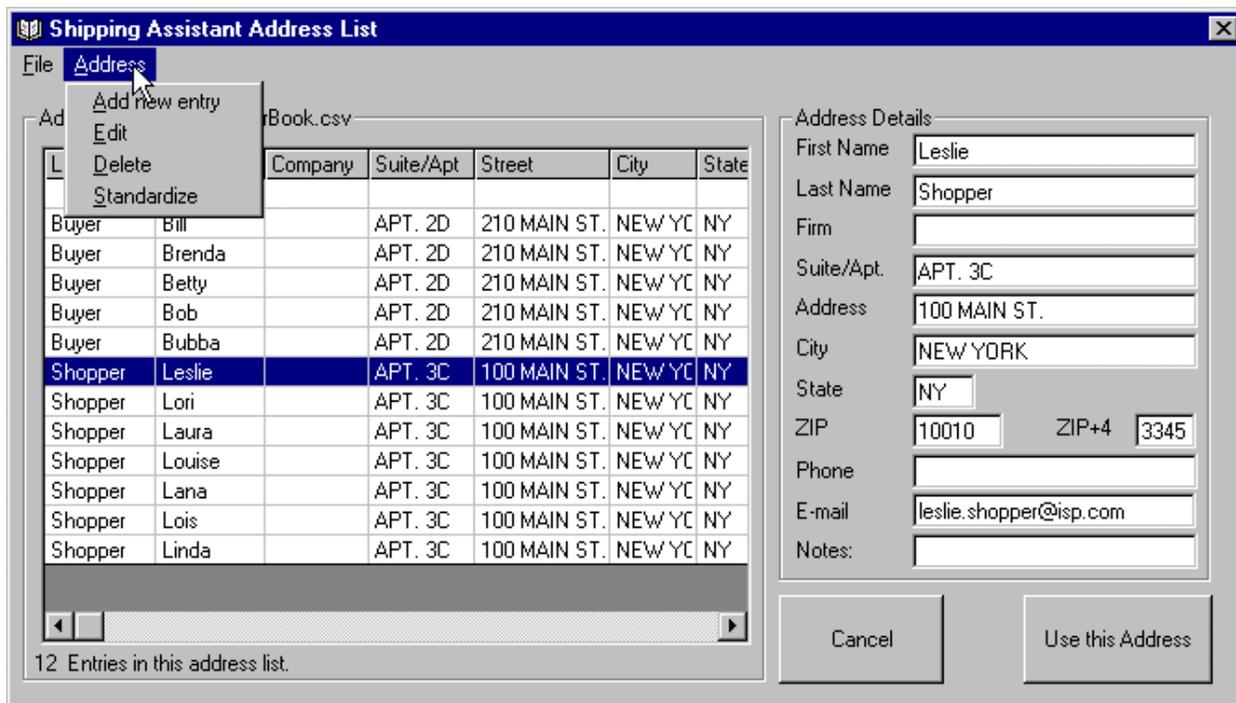
FirstName, LastName, CompanyName, AddressLine1, AddressLine2, City, State, ZIPCode, ZIP+4Code, PhoneNumber, EmailAddress, Notes

A sample line of data follows:

```
"Linda","Shopper","","Apt. 3C","100 Main Street","New York","NY","10010",
"3345","","linda.shopper@shopping.com",""
```

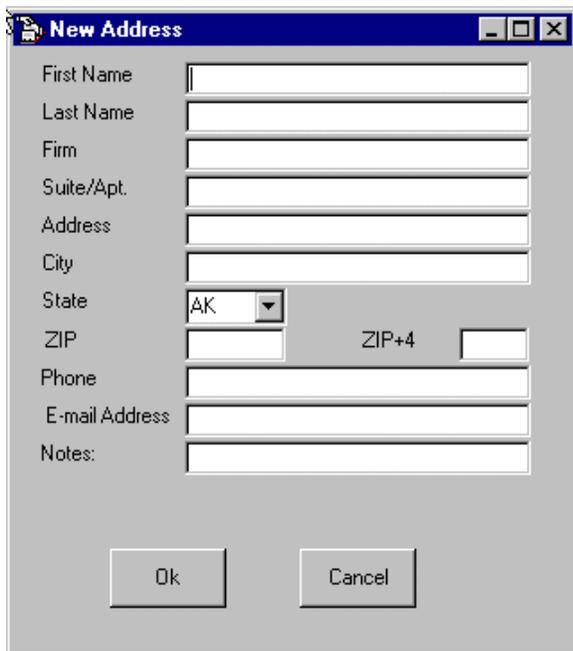
- **Save.** This function is contingent upon the **File** that is opened:
  - CSV. **Save** will overwrite the csv address file with whatever is in the **Address List**.
  - QuickBooks: **Save** will be grayed out if QuickBooks was opened.
- **Save As.** This allows the user to write to a new file.

### Address Pull-Down Menu



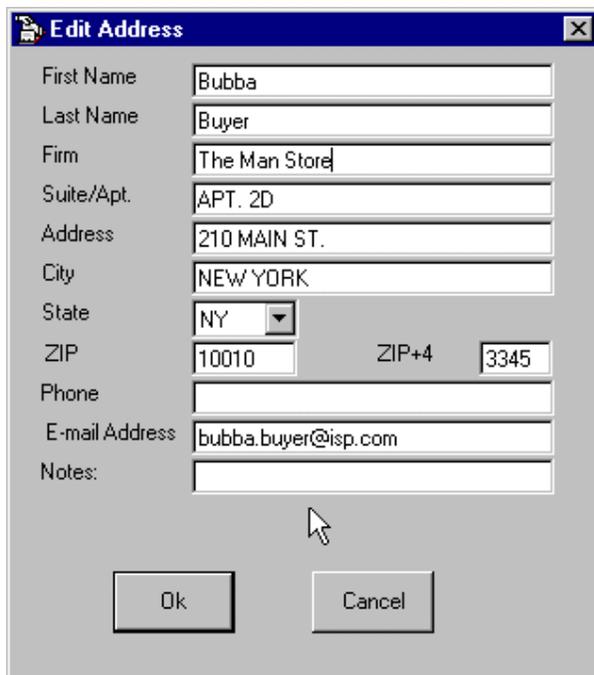
Once the user has selected an address from the **Address List** area, the **Address** pull-down menu is available for the following operations:

- **Add new entry.** A *New Address* dialogue box will open for entering a new address. The address is not permanently saved until the user performs a “save.” **Important Note:** The Shipping Assistant will allow the user to add duplicate entries.



The 'New Address' dialog box is a standard Windows-style window with a title bar containing a minimize, maximize, and close button. The main area contains several text input fields and a dropdown menu. The fields are labeled: First Name, Last Name, Firm, Suite/Apt., Address, City, State (with a dropdown menu currently showing 'AK'), ZIP, ZIP+4, Phone, E-mail Address, and Notes. At the bottom of the dialog are two buttons: 'Ok' and 'Cancel'.

- **Edit.** An *Edit Address* box will open to change the address. The changed address is not permanently saved until the user performs a “save.”



The 'Edit Address' dialog box is similar to the 'New Address' dialog but contains pre-filled data. The fields are: First Name (Bubba), Last Name (Buyer), Firm (The Man Store), Suite/Apt. (APT. 2D), Address (210 MAIN ST.), City (NEW YORK), State (NY), ZIP (10010), ZIP+4 (3345), Phone (empty), E-mail Address (bubba.buyer@isp.com), and Notes (empty). A mouse cursor is visible over the 'Ok' button. The 'Ok' and 'Cancel' buttons are at the bottom.

- **Delete:** This box is used to delete the address selected from the **Address List** area. The deleted address is not removed permanently until the user performs a “save.”

**Delete Address**

First Name: Brenda  
Last Name: Buyer  
Firm:  
Suite/Apt.: APT. 2D  
Address: 210 MAIN ST.  
City: NEW YORK  
State: NY  
ZIP: 10010 ZIP+4: 3345  
Phone:  
E-mail Address: brenda.buyer@isp.com  
Notes:

Buttons: Delete, Cancel

- **Standardize:** When **Standardize** is chosen, Shipping Assistant uses the USPS Address Matching System database to standardize the selected address by correcting errors in street addresses. A *Standardize Address* box appears with any changed results appearing in red. The user must perform a “save” to permanently record the changes to the address.

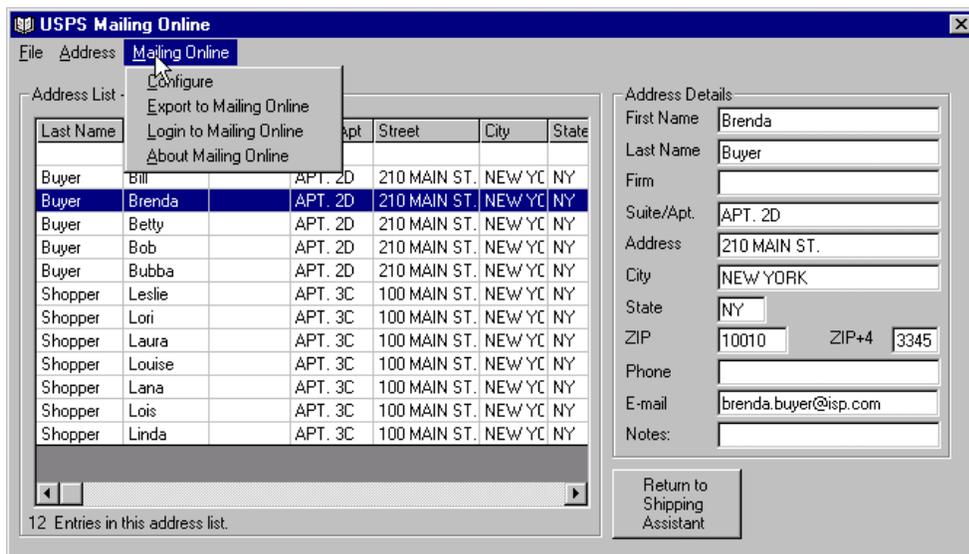
**Standardized Address**

First Name: John  
Last Name: Brown  
Firm: THE MAN STORE  
Suite/Apt.:  
Address: 77 BARROW ST  
City: NEW YORK  
State: NY  
ZIP: 10014 ZIP+4: 3725  
Phone: 8005551212  
E-mail Address: john.brown@manstore.com  
Notes: this is a note

Buttons: Ok, Cancel

**Important note:** The Shipping Assistant Address Book user interface will **not** perform any write operations back to QuickBooks. The Shipping Assistant only reads from QuickBooks. That is, the Shipping Assistant will not allow the user to add, change, or delete addresses in QuickBooks from the Shipping Assistant interface. The user will have to use the QuickBooks 2002 interface to perform any write operations. See the “QuickBooks Pro 2002 Integration” section, below.

## Mailing Online Pull-Down Menu



The **Mailing Online** pull-down menu provides the user with an interface to the USPS Mailing Online functions. See the “Addressing and Mailing Online Tab” section for details about this feature.

## Accessing the Address Book

The Address Book function is accessible from the following tabs:

### **Addressing and Mailing Online Tab**

On the *Addressing and Mailing Online* screen, the following Address Book buttons are available for use:

- **Select Address.** This will open the Address Book and allow the user to select an address from the Address Book and populate the field.
- **Clear.** This button will clear the address field.
- **Address Book.** This will place the user into the Address Book form.

### **Shipping Label Tab**

On the *Shipping Label* screen, the following Address Book button is available for use in the **From Address Information** field:

- **Select Address:** This will open the Address Book and allow the user to select an address from the Address Book and populate the “From” field on the Shipping Label.

On the *Shipping Label* screen, the following Address Book buttons are available for use in the **To Address Information** field:

- **Select Address.** This will open the Address Book and allow the user to select an address from the Address Book and populate the “To” field on the Shipping Label.
- **Standardize Address.** This will call the USPS and re-populate the field with the cleansed address.
- **Clear.** This button will clear the address field.
- **Add Address.** This adds the address to your Address Book.

### **Merchandise Return Tab**

On the *Merchandise Return* screen, the following Address Book buttons are available for use in the **Customer Information** field:

- **Select Address.** This will open the Address Book and allow the user to select an address from the Address Book and populate the “Customer” field on the label.
- **Standardize Address.** This will call the USPS and re-populate the field with the cleansed address.
- **Clear.** This button will clear the address field.

## **QuickBooks Pro 2002 Integration**

Shipping Assistant also supports QuickBooks 2002 as an address book source. The QuickBooks integration can be divided into two functional capabilities: QuickBooks open and QuickBooks view addresses.

### **QuickBooks Open**

Shipping Assistant allows the user to “open” an Address Book source. If QuickBooks is selected (**File/Open/QuickBooks Address Book**), Shipping Assistant will perform the following:

- **Version Checking.** Shipping Assistant only allows the user to “open” QuickBooks as an Address Book source if a compatible version of QuickBooks is found on the user’s machine. If a compatible version of QuickBooks is not on the user’s machine, the menu choice to “open” will not be available.
- **Address List Menu Choice.** After selecting the menu choice to “open” QuickBooks as an Address Book source, a second menu is presented where the user can select which address source within QuickBooks (e.g., Customer list, Vendor list, Invoices, etc.) they want to use. If the customer, vendor, employee, or other list is selected, the entire list will be loaded into the Address List area. In the case of invoices, purchase orders, sales receipts, credit memos, and estimates, the user is presented with a dialog box requesting that a date range be defined for the query; only those items that fit within the date range will populate the Address List

area. The QuickBooks address entities supported for this version of Shipping Assistant are defined in the table below:

QuickBooks List Types	QuickBooks Address Types				
	Billing Address	Shipping Address	Vendor Address	Employee Address	Other Name Address
Customer	Yes	Yes	No	No	No
Vendor	No	No	Yes	No	No
Employee	No	No	No	Yes	No
Other Name	No	No	No	No	Yes
Invoice	Yes	Yes	No	No	No
Purchase Order	No	Yes	Yes	No	No
Sales Receipt	Yes	Yes	No	No	No
Credit Memo	Yes	Yes	No	No	No
Estimates	Yes	Yes	No	No	No

### QuickBooks View Addresses

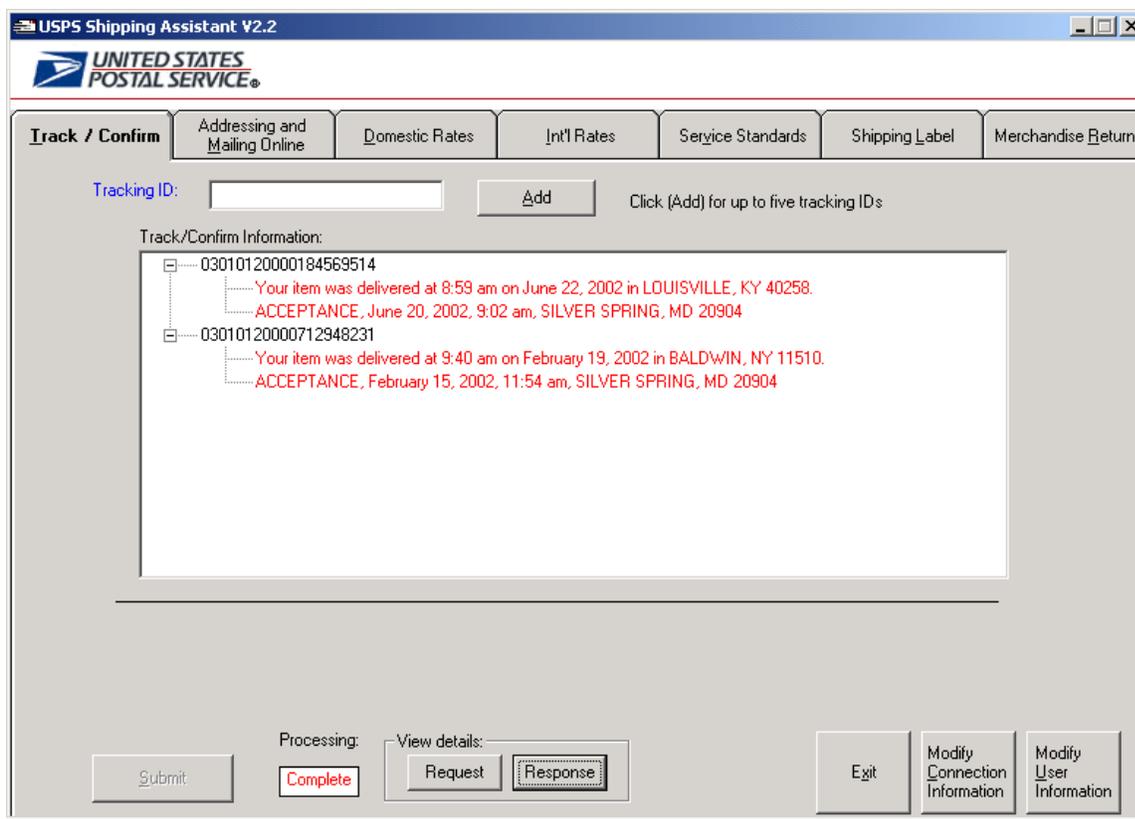
Once the user has selected a QuickBooks list, the **Address List** area is populated and the user has access to all the Address Book capabilities previously discussed (e.g., add, modify, etc.)

**Note:** The Shipping Assistant Address Book user interface will *not* perform any write operations back to QuickBooks. Shipping Assistant only reads from QuickBooks. That is, Shipping Assistant will not allow the user to add, change, or delete addresses in QuickBooks from the Shipping Assistant interface. The user will have to use the QuickBooks 2002 interface to perform any write operations.

## Track/Confirm Tab



Using this tab, you can check the delivery status of any *package* shipped via Priority Mail, First-Class Mail, Package Services, domestic Express Mail, Global Express Guaranteed, or Global Express Mail. You will need the Delivery Confirmation or Signature Confirmation service number, or the tracking number from the package/service label. For Delivery Confirmation, you will instantly receive delivery information, including the date and time of delivery, ZIP Code, and whether the delivery was made, attempted, forwarded, or returned. For Signature Confirmation, you will receive delivery information along with the first initial and last name of the individual that signed for the package. You will receive all information for the scanned events from pick-up to delivery. This tab limits the data requested to five (5) packages per transaction.



### User Input & Function Buttons

<b>Tracking ID:</b>	Enter the tracking, Delivery Confirmation, or Signature Confirmation number exactly as provided by the USPS when you sent the package.
<b>Add</b>	After you enter each <b>Tracking ID</b> number, click on <b>Add</b> . You may enter different <b>Tracking ID</b> numbers and click <b>Add</b> up to five times for the maximum number of responses per transaction.
<b>Submit</b>	When you have finished entering data on any screen, click <b>Submit</b> to send the request to the USPS Shipping Assistant server.

<b>View details</b>	Click this button to view the request or response for each transaction. What you will see is in XML. See the <i>View Details Button</i> section in the <i>Appendix</i> .
<b>Exit</b>	Clicking on <b>Exit</b> from any screen will exit the Shipping Assistant program. To move between functions, click on the tabs at the top of the screen.
<b>Modify Connection Information</b>	Click this button to change the data on the <i>Connection Information</i> box.
<b>Modify User Information</b>	Click this button to change the data on the <i>User Information</i> box.

## Message Windows

The following windows return messages to you from the Shipping Assistant servers. All messages returned from the Shipping Assistant servers appear in **RED**. No data is to be entered in these windows.

<b>Track/Confirm Information</b>	The delivery status of the package(s) is displayed in the <b>Track/Confirm Information</b> window.
<b>Processing</b>	The message returned in this box will be either " <b>Complete</b> ," meaning the transaction was successful, or " <b>Error</b> ," meaning that it was not. If the error was due to the input on the screen, corrections can be made and the request re-sent.

## Addressing and Mailing Online Tab



Clicking on the **Addressing and Mailing Online** tab give users access to a standalone address-checking tool, as well as an address book and NetPost Mailing Online integration features. The address-checking tool provides address standardization and city/state lookup features. Shipping Assistant uses the USPS Address Matching System database to standardize addresses by correcting errors in street addresses (including abbreviations and missing information) and returns the ZIP + 4 Code. City/state lookup provides the city and state corresponding to the given ZIP Code. By eliminating address errors, you may improve overall mail delivery service and reduce costs for undeliverable mail pieces.

Under this tab, users can also integrate the Shipping Assistant Address Book with the USPS Mailing Online product. Shipping Assistant will provide an address list “pass-through” function to Mailing Online, but the user must go to the Mailing Online web site to perform any Mailing Online functionality.

A note of caution – the address-checking functionality will only confirm a street address or ZIP Code based on the U.S. Postal Service’s database of addresses. It does *not* perform any check of the name entered with the address.

The screenshot shows the USPS Shipping Assistant V2.2 web interface. The top navigation bar includes tabs for Track / Confirm, Addressing and Mailing Online (selected), Domestic Rates, Int'l Rates, Service Standards, Shipping Label, and Merchandise Return. The main content area contains a form for address entry with the following fields:

- Name: Bill Buyer
- Firm: [Empty]
- Ste/Apt: APT. 2D
- Address: 210 Main St. (Required Field)
- City: New York (Required Field)
- State: NY (Required Field)
- ZIP: 10010 (Required Field)
- ZIP+4: 3345

There are icons for Address Book and Mailing Online. A message box states: "To check an address, enter all known data and press the Submit button. To check a ZIP Code, enter the ZIP Code and press the Submit ZIP Code only button. This will return the City and State for a valid ZIP code." At the bottom, there are buttons for Submit ZIP Code only, Submit, Processing: Complete, View details: Request, Response, Exit, Modify Connection Information, and Modify User Information.

## User Input & Function Buttons

*Note: Required fields work slightly different on this tab.* You only need to complete the street address, city, and state, leaving the ZIP Code and the ZIP + 4 blank in order to get back a standardized address with ZIP + 4. Or you can complete the street address and ZIP Code, leaving the city, state, and ZIP + 4 blank. Of course, you have the option of completing all fields and using the tab to check for accuracy.

<b>Name</b>	Enter the name of the recipient.
<b>Firm</b>	Enter the name of the recipient's company.
<b>Ste/Apt</b>	Enter the suite or apartment number, if appropriate, of the recipient.
<b>Address</b>	Enter the address of the recipient.
<b>City &amp; State</b>	Enter the city and state of the recipient. These can be left blank and the city and state will be returned based on the <b>ZIP</b> Code entered.
<b>ZIP &amp; ZIP+4</b>	Enter the <b>ZIP</b> Code and <b>ZIP + 4</b> Code of the recipient. These can be left blank and either or both of the ZIP Codes will be returned based on the city and state entered.
<b>Select an address ICON</b>	Clicking this button will place the user into the <b>Address List</b> box of the Address Book. See the "Address Book" section, above.
<b>Clear an address ICON</b>	Clicking this button will clear all address fields on the screen. See the "Address Book" section, above.
Address Book	Clicking this button will place the user into the <b>Address List</b> box of the Address Book. See the "Address Book" section, above.
<b>Mailing Online</b>	Clicking this button will place the user into the <b>Address List Mailing Online</b> box of the Address Book. See the "Mailing Online Integration" section, below.
<b>Submit ZIP Code Only</b>	To check a ZIP Code, enter the <b>ZIP</b> Code and click <b>Submit ZIP Code only</b> . The city and state for that ZIP Code will be returned.
<b>Submit</b>	When you have finished entering data on any screen, click <b>Submit</b> to send the request to the USPS Shipping Assistant server.
<b>View details</b>	Click this button to view the request or response for each transaction. What you will see is in XML. See the "View Details Button" section in the Appendices.
<b>Exit</b>	Clicking on <b>Exit</b> from any screen will exit the Shipping Assistant program. To move between APIs, click on the tabs at the top of the screen.
<b>Modify Connection Information</b>	Click this button to change the data on the <i>Connection Information</i> box.
<b>Modify User Information</b>	Click this button to change the data on the <i>User Information</i> box.

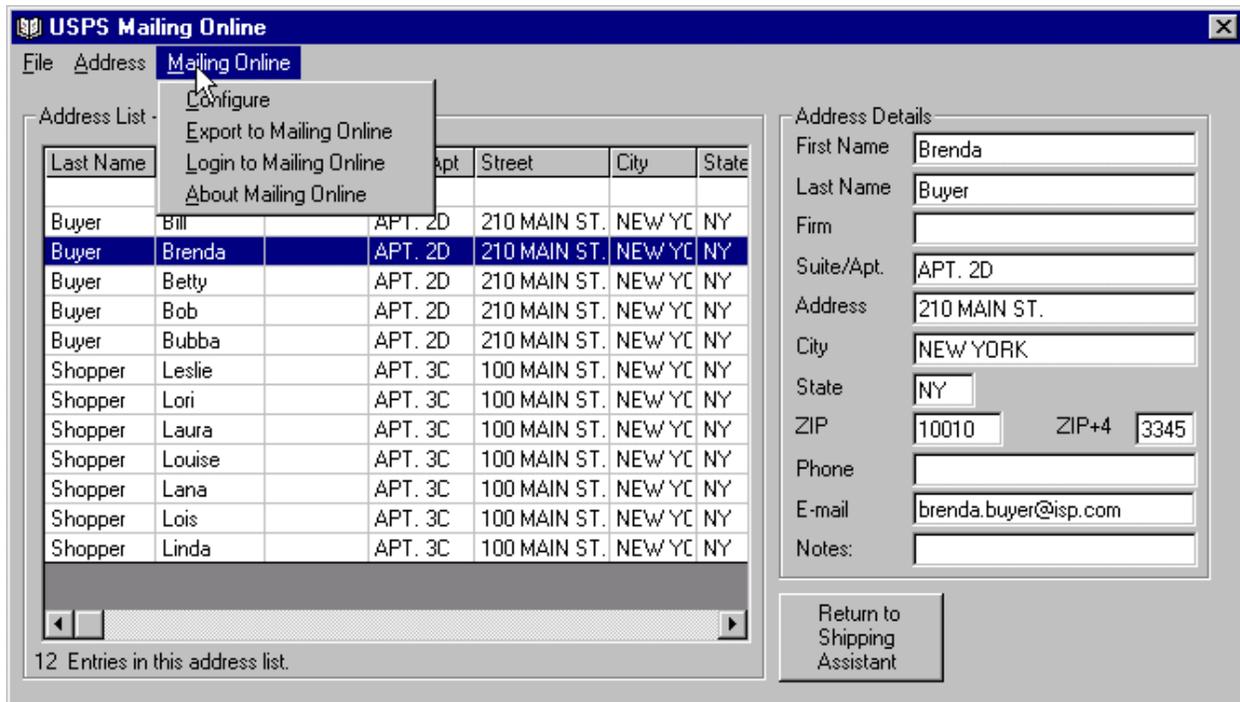
## Message Window

The following window returns messages to you from the Shipping Assistant servers. All messages returned from the Shipping Assistant servers appear in **RED**. No data is to be entered in this window.

<b>Processing</b>	The message returned in this box will be either " <b>Complete</b> ," meaning the transaction was successful, or " <b>Error</b> ," meaning that it was not. If the error was due to the input on the screen, corrections can be made and the request re-sent.
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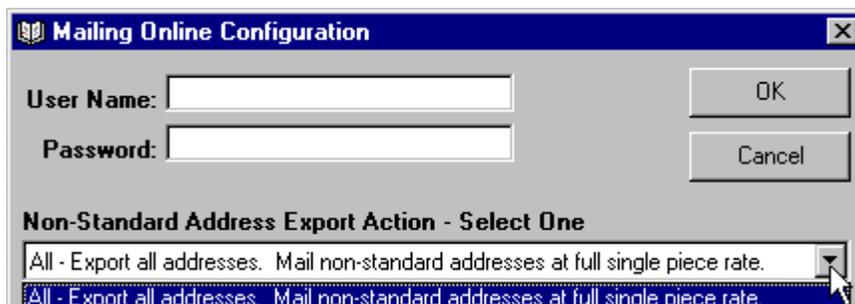
## Mailing Online Integration

The Shipping Assistant address book and address list export functionality is now integrated with the web-based USPS NetPost Mailing Online service ([www.usps.com/maillingonline](http://www.usps.com/maillingonline)). Shipping Assistant provides an XML-based address list “pass-through” function to Mailing Online so that registered users are able to upload address lists directly to their Mailing Online account from Shipping Assistant. Shipping Assistant does not provide any direct Mailing Online functionality; the user must go to the Mailing Online web site to perform any Mailing Online functions.



The *Addressing and Mailing Online* screen includes a **Mailing Online** button that opens the Address Book screen with a **Mailing Online** pull-down menu. This menu will provide the following capabilities:

- **Configure:** This option will open up the *Mailing Online Configuration* box. This allows the user to enter (or change) the following.

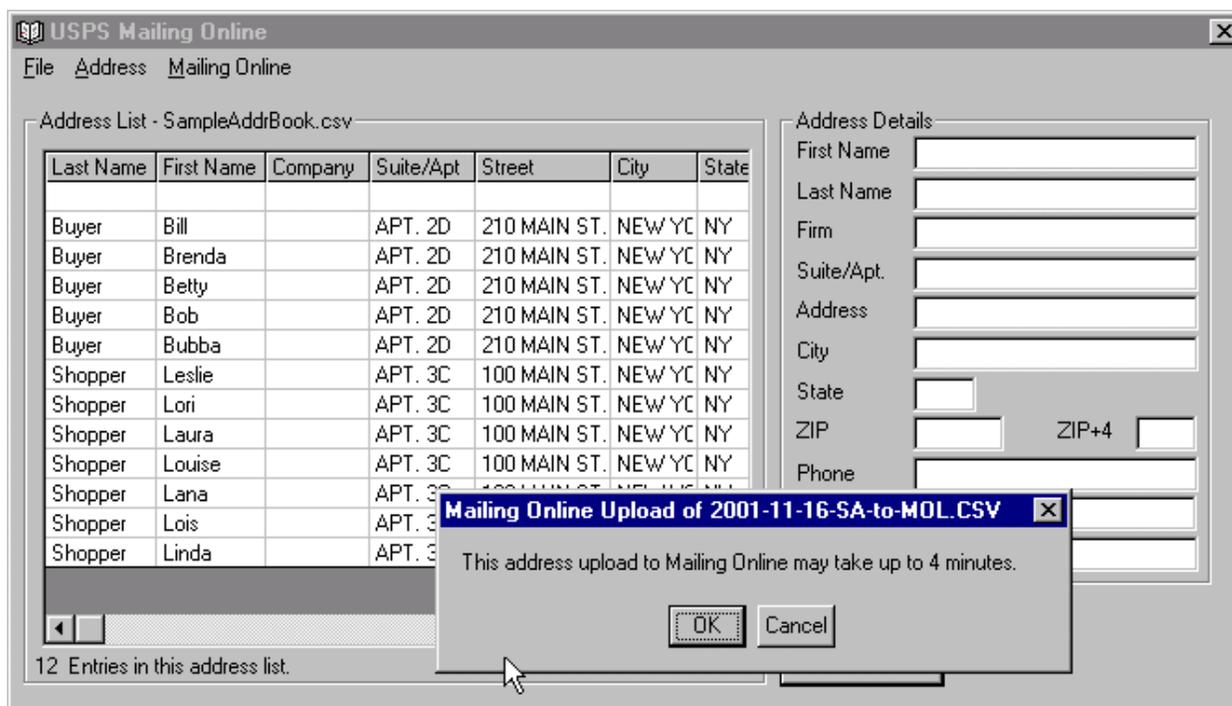


- **User Name and Password:** This allows a registered Mailing Online user to enter their user name and password. Shipping Assistant requires this information to enable the automated upload connection into the user's account on the Mailing Online web site (for address list uploads).

- **Mailing Online Non-Standard Address Action.** This requires the user to specify the disposition of addresses within any uploaded list that cannot be standardized using the U.S. Postal Service's database of addresses. Mailing Online allows the inclusion of non-standardized addresses in lists, but charges a higher rate of postage for mailing to such addresses.
  - Choosing *"Accept all addresses. Non-standard addresses cost full single piece rate"* will inform Mailing Online to accept any address that fails the address standardization test and will result in the upload of *all* addresses.
  - Choosing *"Standardized Only -Do not export non-standard addresses."* will inform Mailing Online to delete any address (from the address list transmitted) that fails the address standardization test and will result in the upload of standard addresses only.

This information is required by Shipping Assistant to be able to connect to the user's account on the Mailing Online web site (for the address list upload).

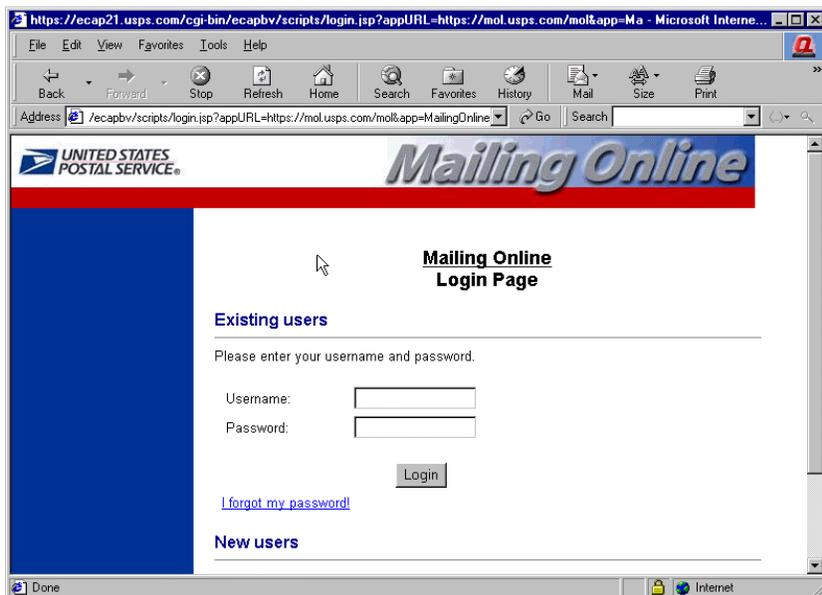
- **Export to Mailing Online.** This will export (or upload) the *current Address List* to the Mailing Online web site. Only one **Address List** can be specified for each separate upload to the user's account on the Mailing Online web site. This export function will upload the entire **Address List** area. The user will not be able to select subsets of the **Address List** or have more than one **Address List** open.



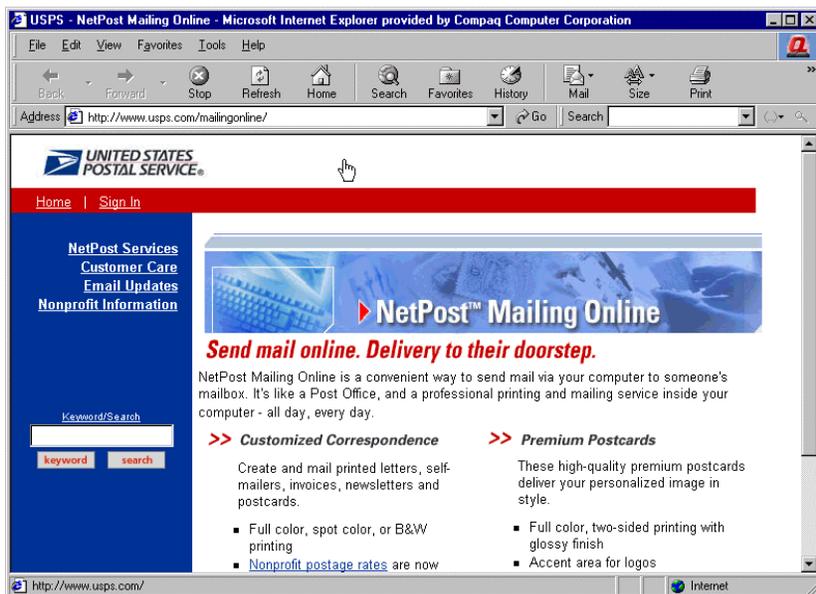
The upload process works as follows:

- Shipping Assistant connects to Mailing Online (using HTTPS secure sockets layer). This connection will use the user name and password that was configured by the user.
- Shipping Assistant uploads the selected addresses to the Mailing Online web site (using the *"Accept all addresses"* selection specified in the **Configuration** box).

- A confirmation pop-up screen with assigned file name from Mailing Online web site appears.
- **Link to Mailing Online Login.** This will simply open the user's browser and connect the user to the Mailing Online web site. Note, at this point it is expected that the user would complete the Mailing Online transaction at the web site. Shipping Assistant's interface ends with the upload of the address list.



- **About Mailing Online.** Clicking this button opens the Mailing Online home page.



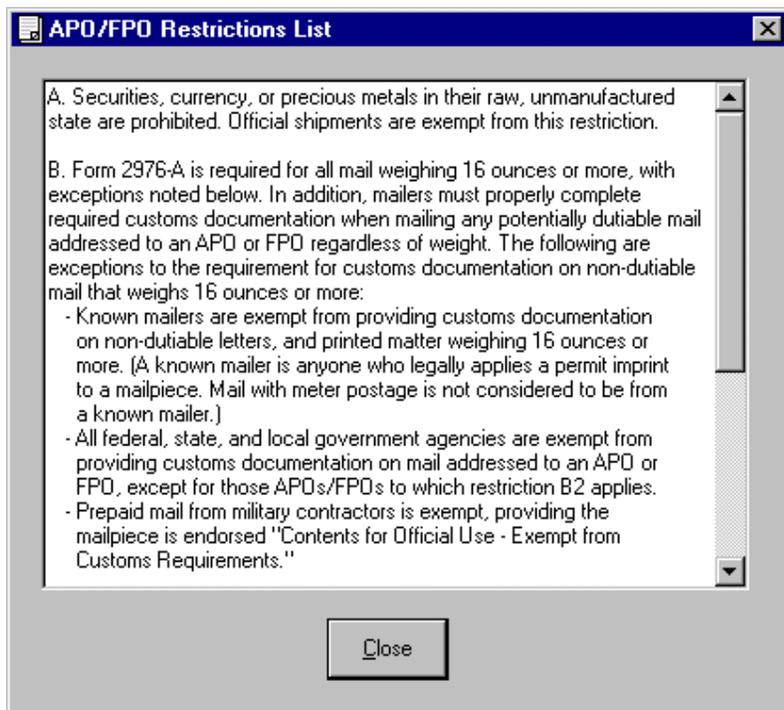
## Domestic Rates Tab



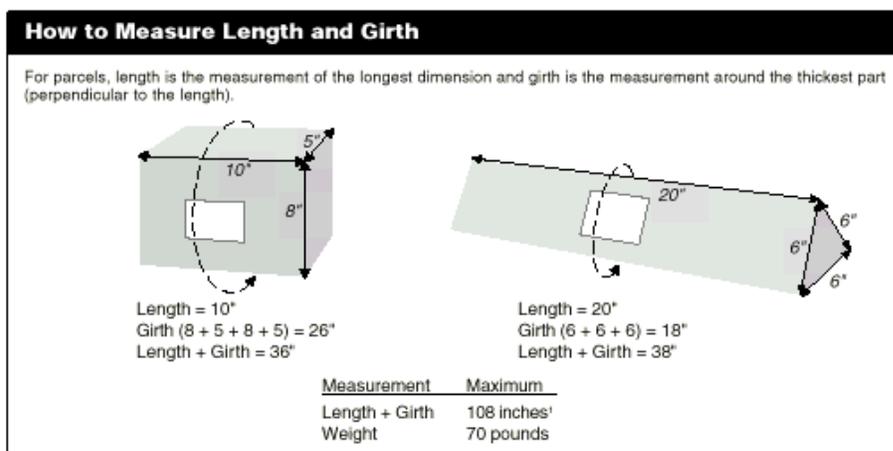
The *Domestic Rates* tab will calculate rates for First-Class Mail, Express Mail, Priority Mail, and Package Services *packages* shipped domestically. This web tool will also display any applicable military APO or FPO restrictions.

### User Input & Function Buttons

<b>Service Type</b>	Select <b>Service Type</b> from the drop down box.
<b>Weight</b>	Enter the <b>Weight</b> of the package in <b>Pounds</b> and <b>Ounces</b> . Package weight cannot exceed 70 pounds. Bound Printed Matter cannot exceed 15 pounds.
<b>Machinable</b>	Machinable means that the package can be handled by automated process (sorters, scanners, etc.) The <b>Machinable</b> field is active for <b>Parcel Post</b> only. The box will be “grayed out,” or inactive, for all other service types. The size, content, and weight of a package can all determine whether a Parcel Post package is machinable or not. Refer to the “Glossary” in the Appendices for definitions of “machinable” and “non-machinable.”
<b>Display APO/FPO Restrictions</b>	To view the restrictions for the APO/FPO, click the <b>Display APO/FPO Restrictions</b> button. If this does not apply to your shipment based on the data entered, the button will be “grayed out,” or inactive. The restrictions will appear as in the sample below:



<b>ZIP Codes</b>	Enter the <b>ZIP Codes</b> of the origination and destination points of the package. Do not enter any data in the <b>Zone</b> window.
<b>Package Size</b>	The user has two choices. If <b>Flat Rate Envelope</b> is clicked, the remaining fields are "grayed-out," or inactive. A flat rate envelope is a Priority Mail envelope provided by the Postal Service. The other choice is to use your own envelope or box. If so, the information required in this box follows USPS regulations as to maximum sizes for packages based on the <b>Service Type</b> chosen. If necessary, use the graphic below to determine the combined length and girth in inches:



<sup>1</sup> Except for Parcel Post, no mailpiece may measure more than 108 inches in length and girth combined. Parcel Post pieces measuring over 108 inches but not more than 130 inches in combined length and girth are available at the applicable oversized rate.

<b>Submit</b>	When you have finished entering data on any screen, click <b>Submit</b> to send the request to the USPS Shipping Assistant server.
<b>View details</b>	Click this button to view the request or response for each transaction. What you will see is in XML. See the "View Details Button" section in the Appendices.

<b>Exit</b>	Clicking on <b>Exit</b> from any screen will exit the Shipping Assistant program. To move between APIs, click on the tabs at the top of the screen.
<b>Modify Connection Information</b>	Click this button to change the data on the <i>Connection Information</i> box.
<b>Modify User Information</b>	Click this button to change the data on the <i>User Information</i> box.

## Message Windows

The following windows return messages to you from the Shipping Assistant servers. All messages returned from the Shipping Assistant servers appear in **RED**. No data is to be entered in these windows.

<b>Zone</b>	When data entry is complete and you submit your request, Shipping Assistant will return the zone in the window. Zones are used to determine Priority Mail rates. You will probably not need this information.
<b>Postage Rate</b>	After completing all required fields and clicking <b>Submit</b> , the <b>Postage Rate</b> for the package is returned in this window.
<b>Processing</b>	The message returned in this box will be either " <b>Complete</b> ," meaning the transaction was successful, or " <b>Error</b> ," meaning that it was not. If the error was due to the input on the screen, corrections can be made and the request re-sent.

## International Rates Tab



This rate calculator will provide single piece rates for Global Express Guaranteed (formerly Priority Mail Global Guaranteed), Global Express Mail (formerly Express Mail International), Global Priority Mail, Airmail (including both letter-post and parcel post), and Economy mail (including both letter-post and parcel post).

**Remember that, in many cases, international packages may need a Customs Declaration form, and may also be subject to mailing restrictions unique to the destination country.** To assist you with this important information, the International Rate Calculator function will return all the necessary mailing prohibitions, restrictions, observations, names of required customs declaration forms, and Global Express Mail delivery areas. These international requirements can also be found at <http://pe.usps.gov> (select the International Country Index). See your local Post Office for actual Customs Declarations.

USPS Shipping Assistant v2.2

UNITED STATES POSTAL SERVICE®

Track / Confirm   Addressing and Mailing Online   Domestic Rates   **Int'l Rates**   Service Standards   Shipping Label   Merchandise Return

Destination Country: Canada

Package Type: Package

Weight: Pounds: 1   Ounces: 1

Display Conditions of Mailing

Service Response(s):

```

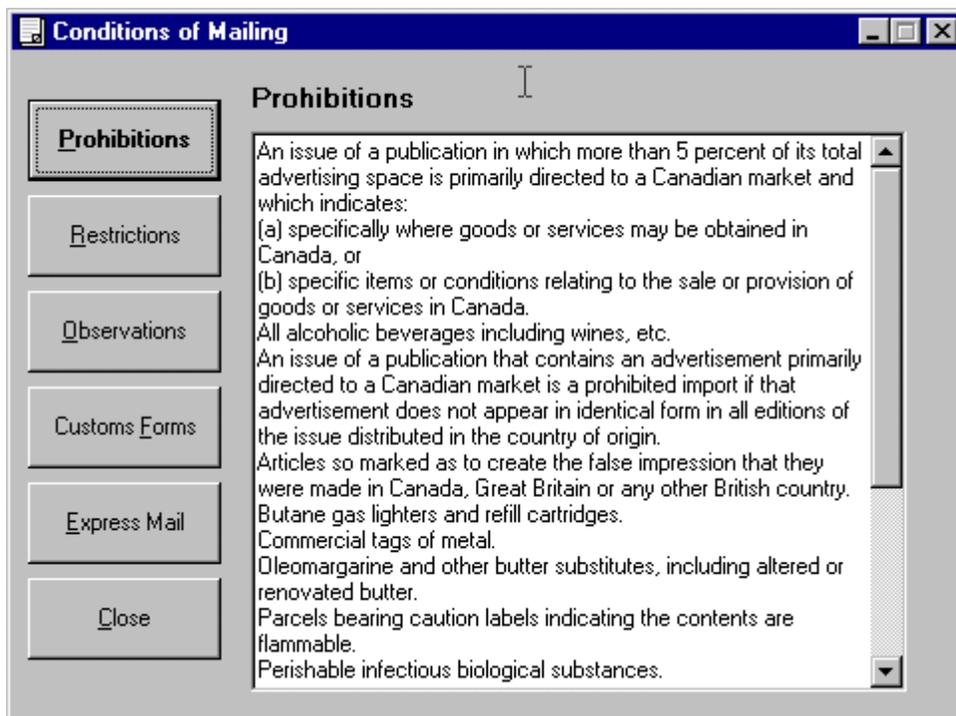
ID 0
Postage - $38.00
Commitment - See Service Guide
Description - Global Express Guaranteed Document Service
Dimensions - Max. length 46", width 35", height 46" and max. length plus girth 108"
Max Weight - 70
----
ID 1
Postage - $41.00
Commitment - See Service Guide
Description - Global Express Guaranteed Non-Document Service
Dimensions - Max. length 46", width 35", height 46" and max. length plus girth 108"
Max Weight - 70
----
ID 2
Postage - $17.00
Commitment - 2 - 3 Days
Description - Global Express Mail (EMS)
    
```

Processing:   View details:

Submit   Complete   Request   Response   Exit   Modify Connection Information   Modify User Information

## User Input & Function Buttons

<b>Destination Country</b>	Select the <b>Destination Country</b> from the drop down box.
<b>Package Type</b>	Select the <b>Package Type</b> from the drop down box.
<b>Weight</b>	Indicate the <b>Weight</b> of the package in <b>Pounds</b> and <b>Ounces</b> . The value entered must be numeric. Package weight cannot exceed 70 pounds or the maximum for the specified country. If a weight greater than the maximum is specified, an error message will be returned.
<b>Display Conditions of Mailing</b>	The <b>Display Conditions of Mailing</b> button is "grayed-out" (or inactive) until a successful response has been returned and "Complete" appears in the Processing window. At that point, clicking this button displays a pop-up window with the following information specific to the package you are sending: <b>Prohibitions, Restrictions, Observations, Custom Forms</b> , and a button specific to the <b>Service Type</b> selected. In the sample screen below, the "Prohibitions" button was clicked:

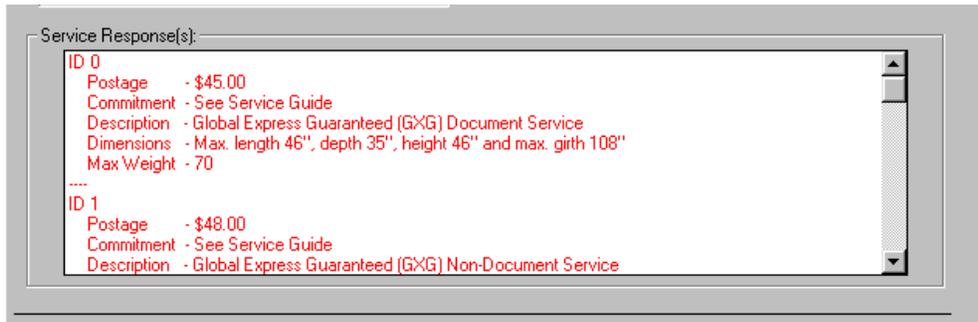


<b>Submit</b>	When you have finished entering data on any screen, click <b>Submit</b> to send the request to the USPS Shipping Assistant server.
<b>View details</b>	Click this button to view the request or response for each transaction. What you will see is in XML. See the "View Details Button" section in the Appendices.
<b>Exit</b>	Clicking on <b>Exit</b> from any screen will exit the Shipping Assistant program. To move between APIs, click on the tabs at the top of the screen.
<b>Modify Connection Information</b>	Click this button to change the data on the <i>Connection Information</i> box.
<b>Modify User Information</b>	Click this button to change the data on the <i>User Information</i> box.

## Message Windows

The following windows return messages to you from the Shipping Assistant servers. All messages returned from the Shipping Assistant servers appear in **RED**. No data is to be entered in these windows.

<b>Service Response(s)</b>	When a successful response has been returned and " <b>Complete</b> " appears in the <b>Processing</b> window, the details of the response will appear in <b>Red</b> in the <b>Service Response(s)</b> window. The information returned contains all possible options for shipping the package entered. In the sample screen below, " <b>ID 0</b> " shows the shipping information for the package entered if it is shipped using Global Express Guaranteed Document Service. Other service types are also contained in the information returned.
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<b>Processing</b>	The message returned in this box will be either " <b>Complete</b> ," meaning the transaction was successful, or " <b>Error</b> ," meaning that it was not. If the error was due to the input on the screen, corrections can be made and the request re-sent.
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## Service Standards Tab



By entering the ZIP Codes for the point of origination and the destination, the **Service Standards** tab will provide delivery time standards for Priority Mail, Express Mail, and all four Package Services (Parcel Post, Bound Printed Matter, Library Mail, and Media Mail). For Priority Mail and Package Services, the number of days required for delivery is returned. For Express Mail, Shipping Assistant will tell you if delivery is guaranteed by noon the next day, 3:00 p.m. the next day, or two-day delivery, including Saturday and Sunday commitments. The service commitments provided assume that the Express Mail package is mailed prior to the designated “last acceptance time.”

Remember that the results returned for Priority Mail and Package Services are service standards, while the results returned for Express Mail are guaranteed commitments.

### User Input & Function Buttons

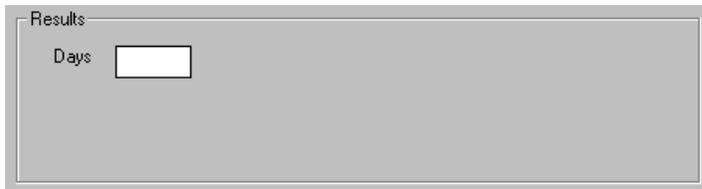
<b>Service Type</b>	Select the <b>Service Type</b> from the drop down box.
<b>Origin ZIP &amp; Destination ZIP</b>	Enter the ZIP Codes of the point of origination and destination.
<b>Submit</b>	When you have finished entering data on any screen, click <b>Submit</b> to send the request to the USPS Shipping Assistant server.
<b>View details</b>	Click this button to view the request or response for each transaction. What you will see is in XML. See the “View Details Button” section in the Appendices.

<b>Exit</b>	Clicking on <b>Exit</b> from any screen will exit the Shipping Assistant program. To move between APIs, click on the tabs at the top of the screen.
<b>Modify Connection Information</b>	Click this button to change the data on the <i>Connection Information</i> box.
<b>Modify User Information</b>	Click this button to change the data on the <i>User Information</i> box.

### Message Windows

The following windows return messages to you from the Shipping Assistant servers. All messages returned from the Shipping Assistant servers appear in **RED**. No data is to be entered in these windows.

<b>Results</b>	If you chose <b>Express Mail</b> as the <b>Service Type</b> , Shipping Assistant will return the Mon-Fri Commitments and the Sat/Sun Commitments. The time returned in the window in <b>Red</b> represents the guaranteed time of delivery. If you chose either <b>Priority Mail</b> or any of the Package Services ( <b>Parcel Post</b> , <b>Bound Printed Matter</b> , <b>Library Mail</b> , or <b>Media Mail</b> ), Shipping Assistant will return the number of days it will take to deliver the package. The <b>Results</b> window changes slightly to return this message, as shown in the sample below:
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<b>Processing</b>	The message returned in this box will be either " <b>Complete</b> ," meaning the transaction was successful, or " <b>Error</b> ," meaning that it was not. If the error was due to the input on the screen, corrections can be made and the request re-sent.
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## Shipping Label Tab



Ideal for small volume shippers, this tab generates a Delivery or Signature Confirmation barcode label for First-Class Mail parcels, Priority Mail and Package Services shipments and a single-ply Express Mail label. Shipping Assistant provides the complete address label, including sender's address, delivery address, and Delivery Confirmation barcode. The Delivery Confirmation electronic option rate applies when using this program, meaning free Delivery Confirmation for Priority Mail, and 13 cents for Package Services and First-Class Mail parcels.

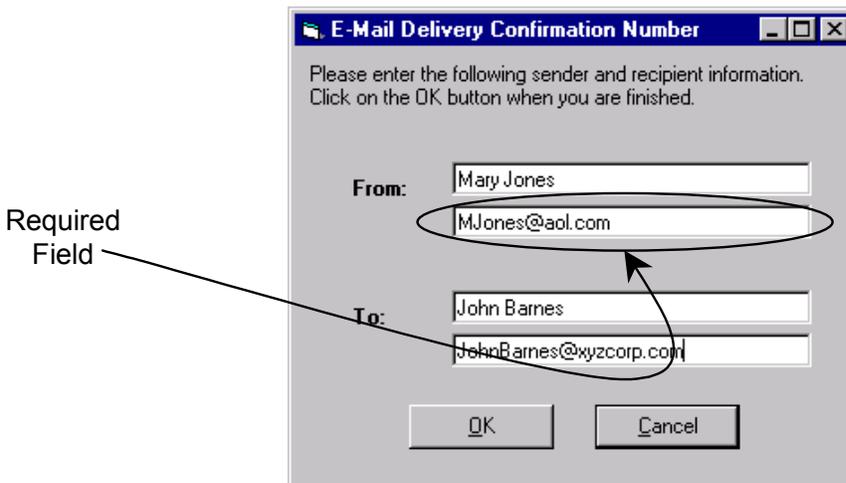
### User Input & Function Buttons

<b>From Address Information</b>	Complete the <b>From</b> Address Information. Remember that fields labeled in <b>BLUE</b> are required. (This data will “stick” and will not have to be re-entered each time the program is opened.)
<b>Drop off Post Office</b>	For Express Mail only. If you are mailing from a post office different than that in the <b>From Address Information</b> , enter the 5-digit ZIP Code of the mailing post office.
<b>Select an address Button</b>	Clicking this button will place the user into the <i>Address List</i> box of the Address Book. See the “Address Book” section, above.
<b>To Address Information</b>	Complete the <b>To</b> Address Information. Remember that fields labeled in <b>BLUE</b> are required. (See <b>Use Checked Address</b> , below.)

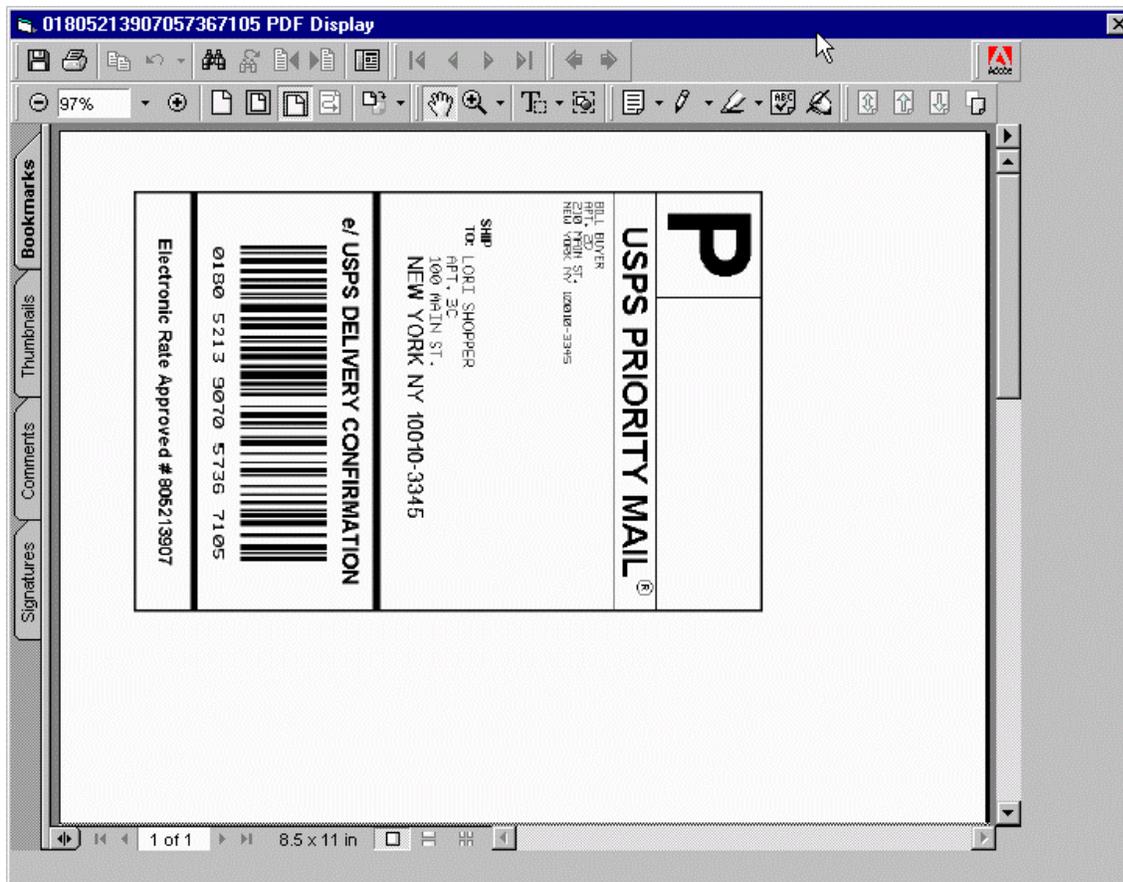
<b>Select an address Button</b>	Clicking this button will place the user into the <i>Address List</i> screen of the Address Book. See the "Address Book" section, above.
<b>Standardize Address Button</b>	This will call the USPS and re-populate the field with the cleansed address. See the "Address Book" section, above.
<b>Clear an address Button</b>	Clicking this button will clear all address fields on the screen. See the "Address Book" section, above.
<b>Add Address Button</b>	This adds the address to your Address Book. See the "Address Book" section, above.
<b>Service Type</b>	Select the <b>Service Type</b> from the drop-down box.
<b>Weight</b>	The value entered must be numeric (estimated weight is allowed). The package weight is used to determine the appropriate <b>Service Type</b> , according to USPS regulations.
<b>Confirmation Service:</b>	Select the type of confirmation service desired: Delivery Confirmation or Signature Confirmation.
<b>Cust Ref No:</b>	Disregard this field unless you receive USPS Delivery Confirmation extract files.
<b>Ship Date:</b>	The default is today's date. However, if you will not be mailing your package today, you can post-date your shipping labels up to four days. The USPS requires that you mail your package on the day you indicate.
<b>Test/Sample Label</b>	Clicking this button produces a sample label with the word "Sample" printed across it. Always use "Sample" labels when you are testing your printer.
<b>Flat Rate Package</b>	Click this button if you are using a flat rate envelope for Priority Mail or Express Mail.
<b>Waive Signature</b>	Click this button to waive the signature requirement and authorize the delivery employee signature as proof of delivery.
<b>No Holiday</b>	Express Mail only. Click this button if you do not want delivery attempted on a holiday. Package will be delivered on the next business day.
<b>No Weekend</b>	Express Mail only. Click this button if you do not want delivery attempted on a weekend. Package will be delivered on the next business day.
<b>Address Service</b>	Not available for Express Mail. Click this button to request address service. With this service, the USPS alerts you when a customer changes their address. For 12 months after an address change, the mail is forwarded at no charge. However, a separate notice of the new address is returned to you and an address correction fee is charged. For months 13-18 after an address change, the mail is returned with the new address attached at no charge. After 18 months, or if undeliverable, the mail is returned with the reason for non-delivery attached at no charge. This feature is especially useful to ensure correct billing. The words "Address Service Requested" will appear on the shipping label immediately below the return address.
<b>Separate Receipt</b>	Check this box if the label and receipt should be printed on separate pages.
<b>Confirmation Barcode Only?</b>	Not valid for Express Mail. Check this box if the label printed should <b>only</b> contain the confirmation barcode. See the "Output Files & Sample Labels" section, below.
<b>Special Services.</b>	Express Mail only. Clicking this box will display the following pop-up box. The content displayed is informational.



<p><b>Save form fields and response to output path?</b></p>	<p>Clicking this check box will cause all the form fields and the response to be written to a file. The file is in the output path specified in the <i>Connection Information</i> box. The file name is <i>DCyyyyymmdd.csv</i>, where <i>yyyyymmdd</i> is the current date. This feature is useful if you wish to record your Shipping Label transactions.</p>
<p><b>E-mail the Confirmation Number?</b></p>	<p>Click this check box to have the confirmation number e-mailed to a specified recipient using a canned message. This will only work if the <b>Test/Sample Label</b> check box is clicked <b>off</b>. After clicking <b>Submit</b>, a pop-up window appears. If you need to enter data, the first boxes under both <b>From:</b> and <b>To:</b> should be names only. The second boxes for each should be valid e-mail addresses. The From: e-mail address is a <b>required</b> field to send the e-mail. Shipping Assistant uses the From: e-mail address field to construct the e-mail closing. The example below shows how the Shipping Assistant From: email address field is used in the email that is sent to the recipient.</p>



<p><b>Submit</b></p>	<p>When you have finished entering data on any screen, click <b>Submit</b> to send the request to the USPS Shipping Assistant server.</p>
<p><b>View details</b></p>	<p>Click this button to view the request or response for each transaction. What you will see is in XML. See the "View Details Button" section in the Appendices.</p>
<p><b>Display Label</b></p>	<p>Click this button to view the label. The PDF file will display as shown below. At this point the label can be saved, then e-mailed, faxed, or printed for placement on a package.</p>



<b>Display Receipt</b>	This check box will be grayed out unless the <b>Separate Receipt</b> box is checked. Click this button to view the receipt. At this point the label can be saved, then e-mailed, faxed, or printed for placement on a package.
<b>Exit</b>	Clicking on <b>Exit</b> from any screen will exit the Shipping Assistant program. To move between APIs, click on the tabs at the top of the screen.
<b>Modify Connection Information</b>	Click this button to change the data on the <i>Connection Information</i> box.
<b>Modify User Information</b>	Click this button to change the data on the <i>User Information</i> box.

### Message Windows

The following windows return messages to you from the Shipping Assistant servers. All messages returned from the Shipping Assistant servers appear in **RED**. No data is to be entered in these windows.

<b>Response</b>	When a successful response has been returned and <b>“Complete”</b> appears in the <b>Processing</b> window, the confirmation number of the package will appear in <b>Red</b> in the <b>Confirmation Number:</b> window.
<b>Processing</b>	The message returned in this box will be either <b>“Complete,”</b> meaning the transaction was successful, or <b>“Error,”</b> meaning that it was not. If the error was due to the input on the screen, corrections can be made and the request re-sent.

## Output Files & Sample Labels

If the user opens the Shipping Label or Merchandise Return output files (.csv) in Excel, any numbers, such as Delivery Confirmation numbers, appear in scientific notation. To reformat this in Excel, click on the column header for the Delivery Confirmation number. Click on **Option Format**, and then **Cells**. A *Format Cells* box will pop-up. In the **Category** box, click **Number**. Change the decimal places to 0. Click **OK**. The Delivery Confirmation will be reformatted. You can do this with any other column that contains numbers in scientific notation.

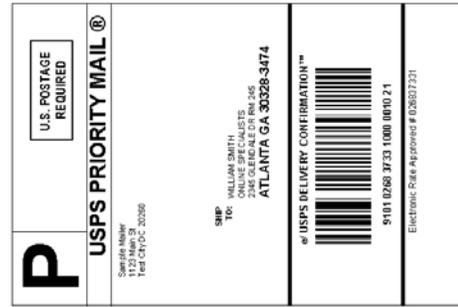
If the **Save form fields and response to output path?** check box is clicked, you will get a “*Permission denied*” error message if the .csv file is already open in Excel. Excel opens the file exclusively. Notepad, however, can be used to view the file when it is open in Shipping Assistant.

The following are samples of:

- a Delivery Confirmation label and receipt with the **Confirmation Barcode Only?** box checked
- a Priority Mail with Delivery Confirmation label without postage affixed
- a Priority Mail with Signature Confirmation label with postage affixed and **Waive Signature** box checked



Online Label, Instructions and Record  
Priority Mail w/ Delivery Confirmation - No Postage affixed



---X---  
Cut on dotted line.

**Instructions**

1. Please use a laser or laser-quality printer.
2. Adhere a shipping label to package with tape or glue - DO NOT TAPE OVER BARCODE. Be sure all edges are secure. Self-adhesive label is recommended.
3. Place label so it does not wrap around the edge of the package.
4. Affix Priority Mail service postage. There is no extra fee for Delivery Confirmation service.
5. Stamped packages weighing 16 ounces or more may not be placed in Postal Service collection boxes. For information on pickup options, go to the Pickup page on www.usps.com.
6. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY.
7. Please use this shipping label on the "ship date" selected when you requested the label.
8. If a mailing receipt is required, present the article and Online e-Label Record at a Post Office for postmark.

**Online e-Label Record**

Delivery Confirmation™ Service Number:  
01500 5213 9070 3189 50683  
Priority Mail® with electronic option  
Delivery Confirmation service\*  
Print Date: 08/13/01 Ship Date: 08/13/01  
Electronic Option Delivery Confirmation Service Fee: NONE

From: XYZ CORPORATION  
1234 FINGER DR.  
100 WHEELS, OH 43082-1234

To: LYNN E. SHOPPER  
RFT, 200 ST.  
NEW YORK, NY 10010-3345

USPS  
Postmark  
Here

\*Regular Priority Mail Service postage rates apply. There is no fee for Delivery Confirmation service on Priority Mail service with use of this electronic option shipping label. Delivery information is not available by phone for the electronic option.

**Instructions**

1. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODE. Be sure all edges are secure. Self-adhesive label is recommended.
2. Place label so it does not wrap around the edge of the package.
3. Affix Priority Mail postage. There is no extra fee for electronic option Delivery Confirmation service.
4. Stamped packages weighing 16 ounces or more may not be placed in Postal Service collection boxes. For information on pickup options, go to our Pickup page @ www.usps.com/shipping/pickup.htm.
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY.
6. Please use this shipping label on the "ship date" selected when you requested the label.
7. If a mailing receipt is required, present the article and Online e-Label Record at a Post Office for postmark.

**Online Label Record:**

Delivery Confirmation™ Number:  
[XXXX XXXX XXXX XXXX XXXX]  
Priority Mail® with electronic option  
Delivery Confirmation service\*  
Print Date: [Mo/Day/Year] Ship Date: [Mo/Day/Year]  
Electronic Option Delivery Confirmation fee: None

From: Mailer Name 1  
Mailer Name 2  
Mailer Address 1  
Mailer Address 2  
Mailer City/State/ZIP Code

To: Recipient Name 1  
Recipient Name 2  
Recipient Address 1  
Recipient Address 2  
Recipient City/State/ZIP Code

\* Regular Priority Mail postage rates apply. There is no fee for Delivery Confirmation service on Priority Mail with use of this electronic option shipping label. Delivery information is not available by phone for the electronic option.

Delivery Confirmation label and receipt with the Confirmation Barcode Only? box checked

Priority Mail with Delivery Confirmation label without postage affixed

(The images on this page are not to scale.)

2a. Online Label, Instructions and Record  
Priority Mail w/ Signature Confirmation - Postage affixed  
(\*Waiver of Signature Requested" displayed for placement)



**Instructions**

1. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODE. Be sure all edges are secure. Self-adhesive label is recommended.
2. Place label so it does not wrap around the edge of the package.
3. Verify Priority Mail postage and fee for electronic option Signature Confirmation service.
4. For information on pickup options, go to our Pickup page @ www.usps.com/shipping/pickup.htm.
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY.
6. Please use this shipping label on the "ship date" selected when you requested the label.
7. If a mailing receipt is required, present the article and Online e-Label Record at a Post Office for postmark.

**Online Label Record**

Signature Confirmation™ Number:  
[XXXX XXXX XXXX XXXX XXXX]  
Priority Mail® with electronic option  
Signature Confirmation service\*  
Print Date: [Mo/Day/Year] Ship Date: [Mo/Day/Year]  
Priority Mail® postage: \$ [XX.XX]  
Electronic Option Signature Confirmation fee: \$ 1.25

From: Mailer Name 1  
Mailer Name 2  
Mailer Address 1  
Mailer Address 2  
Mailer City/State/ZIP Code

To: Recipient Name 1  
Recipient Name 2  
Recipient Address 1  
Recipient Address 2  
Recipient City/State/ZIP Code

\* Regular Priority Mail postage rates apply. Signature Confirmation service electronic fee required. Postmark required if fee related requested. Delivery information is not available by phone for the electronic option. A copy of the recipient's signature will be faxed or mailed upon request by calling the web site listed below or calling 1-800-225-1811.

Priority Mail with Signature Confirmation label with postage affixed and Waive Signature box checked

## Printing Labels

Prior to printing labels that contain a Delivery Confirmation or Signature Confirmation barcode, review the selections in your print dialog box and be sure to *de-select* the **Fit-to-Page** button. This command will “stick” each time the program is opened and closed.

Barcodes that cannot be scanned have to be entered manually by the USPS. Delivery Confirmation and Signature Confirmation users are responsible for maintaining a quality level of 95% for scannable barcodes. It is your responsibility to print legible barcodes and maintain 95% readability. In the event that barcode print quality falls below the 95% quality threshold, the USPS will contact you and an effort will be made to resolve the problem. The user is given 30 days to correct the problem, after which access to the Shipping Assistant server will be suspended pending resolution.

## Mailing Instructions and Label Placement on Packages

A missing or improperly applied label does not allow the USPS to meet your expectations for providing confirmation information. It will impact your ability to meet the 95% quality threshold. Whenever possible the barcode label should be printed on a self-adhesive label. See the FAQ section at <http://www.uspswebtools.com/shippingassistant> for a list of vendors that provide self-adhesive labels.

Please follow the instructions below when using labels:

1. Whenever applying a label to a package, you must place it on the address side of the package. USPS preformatted labels must be placed either above the delivery address and to the right of the return address or to the left of the delivery address.
2. Do not cover the barcodes with tape or plastic wrap. Barcode scanners cannot read plastic wrap labels that are bent or wrapped around a package.
3. If you select Priority Mail service, the parcel weighs 16 ounces or more, and has stamp postage affixed, it must be mailed at a USPS retail window. Stamped packages over 16 ounces may not be placed in USPS collection boxes. For complete information on pickup options, contact your local Postmaster.

## Merchandise Return Tab



### Merchandise Return

Electronic Merchandise Return (EMR) is a convenient merchandise return solution for eBusinesses. A return label can be created for Priority Mail, First-Class Mail or any of the four

Package Services. The permit holder decides if the return label should include insurance, a Return Materials Authorization number, a USPS Mailing Acknowledgement form, or Delivery Confirmation service barcode (when adding Delivery Confirmation service to EMR, a retail fee will apply). EMR service is available only to Merchandise Return permit holders for mailing to the postage due unit (see "PDU" in the "Glossary") at any post office where authorized by an approved application. See the "Obtaining a Merchandise Return Permit" section, below.

**USPS Shipping Assistant V2.2**

**UNITED STATES POSTAL SERVICE®**

Track / Confirm | Addressing and Mailing Online | Domestic Rates | Int'l Rates | Service Standards | Shipping Label | **Merchandise Return**

**Customer Information:**

Name: Louise Shopper  
 Address: 345 Main Street  
 City: New York State: NY  
 ZIP: 11230

**Retailer's Name:** XYZ Corporation  
**Retailer's Address:** 1234 E-Tailer Drive

**Permit Information:**

Number: 346865555  
 Issuing City: New York State: NY ZIP: 11294

**Postage Due Unit Information:**

PO Box: PO Box 8839  
 City: New York  
 State: NY ZIP: 12555 ZIP+4: 1111

Service Type: Priority Mail

Test / Sample Label  
 Save form fields and response to output path?

Delivery Confirmation Package Pounds: 2  
 E-mail Merchandise Return Label? Weight: Ounces: 1

Insurance \$: 500  
 Mailing Ack Package ID:   
 RMA #: 345  RMA Barcode?

**Response:**

Postal Zone: 2 Insurance Cost \$: 6.20  
 Delivery Confirmation #: 85805213907042037831

Processing: View details: Request Response Display Label Exit Modify Connection Information Modify User Information

Submit Complete

The standards for payment of postage and fees are:

- The permit holder guarantees payment of the proper postage and fees on all returned merchandise distributed under the permit holder's permit number. Charges are collected for each article as postage due at the time of delivery or from a centralized advance deposit account using Form 3582-C, Postage Due Invoice.
- When determining rates, postage for all Package Services will be based on the proper single-piece rate.

- If a request is made for a First-Class Mail label for a package that weighs 13 ounces or more, the label will be returned marked as “Priority Mail.”

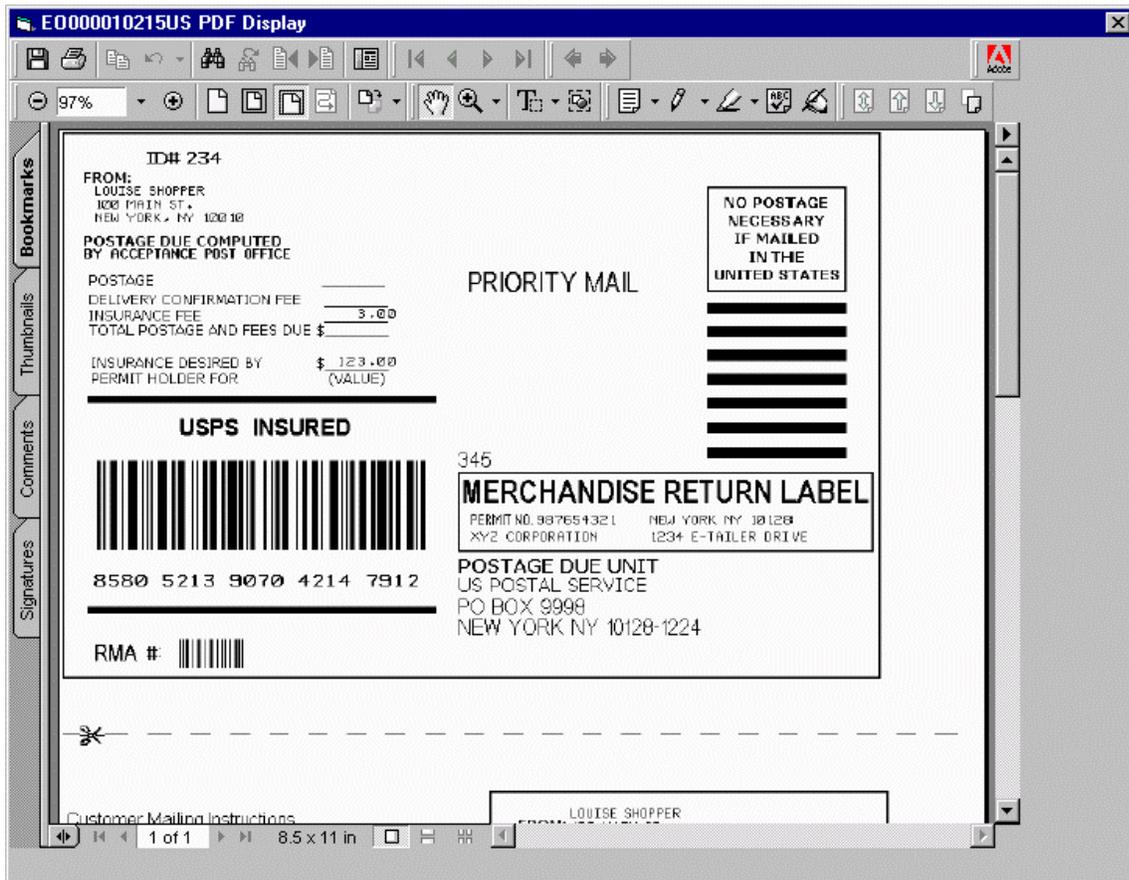
For more information about eligibility for all Package Services, including content and weight restrictions, refer to the Domestic Mail Manual (DMM), Section E630, located at the Postal Explorer web site <http://pe.usps.gov>. Also see DMM section S923, Merchandise Return Service.

## User Input & Function Buttons

<b>Customer Information</b>	Complete the <b>Customer Information</b> address information. Remember that fields labeled in <b>BLUE</b> are required.
<b>Select an address Button</b>	Clicking this button will place the user into the <i>Address List</i> screen of the Address Book. See the “Address Book” section, above.
<b>Standardize Address Button</b>	This will call the USPS and re-populate the field with the cleansed address. See the “Address Book” section, above.
<b>Clear an address Button</b>	Clicking this button will clear all address fields on the screen. See the “Address Book” section, above.
<b>Retailer's Name &amp; Address</b>	Enter the <b>Retailer's Name</b> and <b>Street Address</b> only. Remember that fields labeled in <b>BLUE</b> are required. (This data will “stick” and will not have to be reentered each time the program is opened.) The city, state, and ZIP Code required under <b>Permit Info</b> pertain to the post office that issued your permit, not the retailer's address.
<b>Permit Information</b>	Using your Merchandise Return Permit issued by your local Postmaster, enter the <b>Permit Information</b> . Remember that fields labeled in <b>BLUE</b> are required. (This data will “stick” and will not have to be reentered each time the program is opened.) (You must have a permit to use this tab. See the “Obtaining a Merchandise Return Permit” section, below.)
<b>Postage Due Unit Information</b>	Using your Merchandise Return Permit issued by your local Postmaster, enter the <b>Postage Due Unit Information</b> . Remember that fields labeled in <b>BLUE</b> are required. (This data will “stick” and will not have to be reentered each time the program is opened.)
<b>Delivery Confirmation</b>	Checking this field activates <b>Delivery Confirmation</b> for this shipment. <b>Note Regarding Delivery Confirmation on EMR:</b> Your customers will not be able to purchase Delivery Confirmation separately at the retail window (for placement on an EMR label). Should they be interested in tracking their package back to you (and you are not interested in providing or paying for this service), they will be unable to purchase Delivery Confirmation as a stand-alone or add-on product at a USPS retail window. Delivery Confirmation with EMR is only available at your option and paid through your permit account.
<b>E-mail Merchandise Return Label?</b>	Click this check box to have the EMR label e-mailed to a specified recipient using a canned message. This will only work if the <b>Test/Sample Label</b> check box is clicked <b>off</b> . After clicking <b>Submit</b> , a pop-up window appears. If you need to enter data, the first boxes under both <b>From:</b> and <b>To:</b> should be names only. The second boxes for each should be valid e-mail addresses. The <b>From:</b> e-mail address is a <b>required</b> field to send the e-mail. Shipping Assistant uses the <b>From:</b> e-mail address field to construct the e-mail closing. The example below shows how the Shipping Assistant <b>From:</b> email address field is used in the email that is sent to the recipient.

<b>Package Weight</b>	Value must be numeric. Estimated <b>Weight</b> is allowed. This weight is used to confirm the correct <b>Service Type</b> , not to calculate postage.
<b>Insurance</b>	If insurance is desired, supply an insurance dollar value in this field. Enter numeric currency with dollars and cents (no dollar sign). If insurance is not required, leave the value blank. A value of "0.00" will result in an error being returned. Insurance for packages that contain merchandise may be used with <b>Priority Mail</b> and all four Package Services, but not with <b>First-Class Mail</b> . Payment for insurance is collected at the Postage Due Unit along with postage. However, the customer receiving the EMR label must take the return package to a post office. The USPS retail clerk will apply an insurance stamp or affix the appropriate numbered insurance label to the EMR at the very top and directly to the left of the "No Postage Necessary if Mailed in the United States" box. Customers should be instructed not to apply tape over this area.
<b>Mailing Ack Package ID</b>	Clicking this field allows your customers to obtain a Mailing Acknowledgement form from the USPS at the time of mailing. This service provides documentation between the e-tailer and the mailing customer. The USPS charges no fee for this service, nor does it maintain any records or provide further information about the acknowledgement upon request. Mailing Acknowledgement service is available with <b>First-Class Mail</b> , <b>Priority Mail</b> , and all four Package Services. When this service is requested, the EMR label returned to the e-tailer will include a detachable Mailing Acknowledgment form. The form and package must be presented to a USPS retail clerk. The USPS clerk will initial the detachable form and place an official USPS date stamp on the form. Both the EMR label and the Mailing Acknowledgment will contain a unique parcel identification number entered in the RMA# field (see below). The number could be an invoice number or anything the e-tailer chooses. For more information on this service, refer to the DMM, Section S923, 4.12, located at the Postal Explorer web site <a href="http://pe.usps.gov">http://pe.usps.gov</a> .
<b>RMA #</b>	Entering an <b>RMA</b> (Return Materials Authorization) number is optional. An RMA number for each package shipped with an EMR label enables retailers to provide a closed-loop correlation between receipt of returned packages and records of the order, typically kept in the order processing database. For e-tailers that utilize RMA numbers in their order processing database system, any combination of numeric and alpha characters can be entered and will be displayed on the EMR label. For example: AA123456789ZZ. The RMA number entered by the user can also appear as barcode on the label. See <b>RMA Barcode?</b> , below.

<b>RMA Barcode?</b>	Clicking this option places a US128C RMA barcode (corresponding with the number entered in the <b>RMA #</b> field) on the label. This option will only work if the <b>Test/Sample Label</b> check box is clicked <b>off</b> .
<b>Service Type</b>	Select the <b>Service Type</b> from the drop-down box.
<b>Test/Sample Label</b>	Clicking this field creates a sample label with the word "SAMPLE" printed on it. <b>Remember:</b> It is important that all live labels (non-samples) are actually mailed. Do not print labels without actually mailing them.
<b>Save form fields and response to output path?</b>	Clicking this check box will cause all the form fields and the response to be written to a file. The file is located in the output path specified on the <i>Connection Information</i> box. The file name is MRyyyyymmdd.csv, where yyyyymmdd is the current date. This feature is useful if you wish to record your EMR transactions.
<b>Submit</b>	When you have entered all required data, click <b>Submit</b> to send the request to the API server.
<b>Display Label</b>	Click this button to view the label. The PDF file will display as shown below. At this point the label can be saved, then e-mailed, faxed, or printed for placement on a package.



<b>Exit</b>	Clicking on <b>Exit</b> from any screen will exit the Shipping Assistant program. To move between APIs, click on the tabs at the top of the screen.
<b>Modify Connection Information</b>	Click this button to change the data on the <i>Connection Information</i> box.
<b>Modify User Information</b>	Click this button to change the data on the <i>User Information</i> box.

## Message Windows

The following windows return messages to you from the Shipping Assistant servers. All messages returned from the Shipping Assistant servers appear in **RED**. No data is to be entered in these windows.

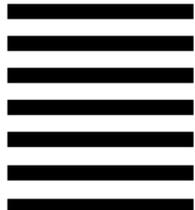
<b>Response</b>	When a successful response has been returned and “ <b>Complete</b> ” appears in the <b>Processing</b> window, three items are returned: (1) the <b>Postal Zone</b> of the shipment, (2) the <b>Insurance Cost</b> , and (3) the <b>Delivery Confirmation</b> number of the package will appear in <b>Red</b> in the <b>Response</b> window.
<b>Processing</b>	The message returned in this box will be either “ <b>Complete</b> ,” meaning the transaction was successful, or “ <b>Error</b> ,” meaning that it was not. If the error was due to the input on the screen, corrections can be made and the request re-sent.

## Output Files & Sample Label

If the user opens the Shipping Label or Merchandise Return output files (.csv) in Excel, any numbers, such as Delivery Confirmation numbers, appear in scientific notation. To reformat this in Excel, click on the column header for the Delivery Confirmation number. Click on **Option Format**, and then **Cells**. A *Format Cells* box will pop-up. In the **Category** box, click **Number**. Change the decimal places to 0. Click **OK**. The Delivery Confirmation will be reformatted. You can do this with any other column that contains numbers in scientific notation.

If the **Save form fields and response to output path?** check box is clicked, you will get a “*Permission denied*” error message if the .csv file is already open in Excel. Excel opens the file exclusively. Notepad, however, can be used to view the file when it is open in Shipping Assistant.

The sample image below shows an EMR with Delivery Confirmation label that has all of the different options in place. The class of service selected is shown (Priority Mail). Yours may be different, depending on the value entered in your request. Also shown on the illustration is an example of the label mailing instructions that are provided with the label for the customer to follow. Depending on the values you entered on the **Merchandise Return** screen, the image returned to you will have the options chosen.

<p style="text-align: center;"><b>ID# 01272000</b></p> <p><b>FROM:</b> LINDA E. SHOPPER 100 MAIN ST. LOS ANGELES, CA 90052</p> <p><b>POSTAGE DUE COMPUTED BY ACCEPTANCE POST OFFICE</b></p> <p>POSTAGE _____          DELIVERY CONFIRMATION FEE _____          INSURANCE FEE <u>6.00</u>          TOTAL POSTAGE AND FEES DUE \$ _____</p> <p>INSURANCE DESIRED BY \$ <u>500.00</u>          PERMIT HOLDER FOR (VALUE)</p> <hr/> <p><b>USPS DELIVERY CONFIRMATION</b></p> <div style="text-align: center;">  </div> <p style="text-align: center;">8580 5213 9079 2659 1855</p> <hr/> <p>RMA #: </p>	<p><b>PRIORITY MAIL</b></p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</p>  </div> <p>10054321</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="text-align: center;"><b>MERCHANDISE RETURN LABEL</b></p> <p style="font-size: small;">PERMIT NO. 987654321    NEW YORK NY 10128 XYZ CORPORATION    1234 ETAILER DR.</p> </div> <p><b>POSTAGE DUE UNIT</b>          US POSTAL SERVICE          PO BOX 9998          NEW YORK NY 10128-1224</p>
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Customer Mailing Instructions

1. Affix the label squarely onto the address side of the parcel, covering up any previous delivery address and barcode. If tape or similar material is used, it must not cover any part of the label where postage and fee information is to be recorded or where a Delivery Confirmation Barcode exists.
2. Obliterate any other addresses and barcodes on the outside of the parcel.
3. Take the parcel to a post office so that it may be handled by a USPS retail associate.

<p style="text-align: center;">LINDA E. SHOPPER  <b>FROM:</b> 100 MAIN ST.          LOS ANGELES, CA 90052</p> <p style="text-align: center; margin-top: 20px;"><b>I.D. # 01272000</b></p> <p style="text-align: center; margin-top: 20px;"><b>ROUND DATE STAMP</b> _____</p> <p style="text-align: center; margin-top: 20px;"><b>ACCEPTANCE EMPLOYEE INITIALS</b> _____</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px; text-align: center;"> <p><b>MERCHANDISE RETURN MAILING ACKNOWLEDGMENT</b></p> <p style="font-size: small;">PERMIT NO. 987654321    NEW YORK NY 10128 XYZ CORPORATION    1234 ETAILER DR.</p> </div>
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(The image above is not to scale.)

## **Printing Labels**

Prior to printing labels that contain a Delivery Confirmation barcode, review the selections in the print dialog box and be sure to de-select the **Fit-to-Page** button. This command will “stick” each time the program is opened and closed.

## **Obtaining a Merchandise Return Permit**

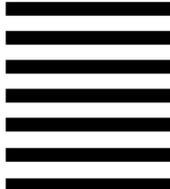
If you do not have a valid Merchandise Return permit, you need to submit the following items to the local post office that will be delivering your return merchandise:

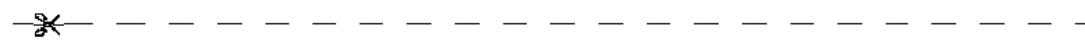
1. a completed USPS Form 3615 (available at your local post office or on the Internet at [http://www.usps.com/forms/\\_pdf/ps3615.pdf](http://www.usps.com/forms/_pdf/ps3615.pdf))
2. payment for the annual permit fee and annual accounting fee
3. the sample Electronic Merchandise Return Service Notification label provided below. Print the Notification label and submit to your local post office *as is*. Do not alter the image.

### Electronic Merchandise Return Service Notification

#### Attention: Postmaster/Mailing Requirements

The holder of this sample Merchandise Return label will be using the USPS Shipping Assistant program to prepare and generate Merchandise Return labels. Please provide a Merchandise Return Permit as per DMM S923.2.1. If you need additional information regarding this program, contact the USPS Internet Customer Care Center at 1-800-344-7779.

ID# 01272000		
<b>FROM:</b> LINDA E. SHOPPER 100 MAIN ST. APT. 3C NEW YORK, NY 10010		<b>NO POSTAGE                  NECESSARY                  IF MAILED                  IN THE                  UNITED STATES</b>
<b>POSTAGE DUE COMPUTED                  BY ACCEPTANCE POST OFFICE</b>		
POSTAGE	_____	<b>PRIORITY MAIL</b>  
INSURANCE FEE	_____ 6.00	
TOTAL POSTAGE AND FEES DUE \$	_____	
INSURANCE DESIRED BY PERMIT HOLDER FOR	\$ 500.00 (VALUE)	
	RMA 10054321	
<b>MERCHANDISE RETURN LABEL</b> PERMIT NO. 987654321 NEW YORK NY 10128 XYZ CORPORATION 1234 ETAILER DR.		
POSTAGE DUE UNIT US POSTAL SERVICE PO BOX 9998 NEW YORK NY 10128-1224		



Customer Mailing Instructions

1. Affix the label squarely onto the address side of the parcel, covering up any previous delivery address and barcode. If tape or similar material is used, it must not cover any part of the label where postage and fee information is to be recorded or where a Delivery Confirmation Barcode exists.
2. Obliterate any other addresses and barcodes on the outside of the parcel.
3. Take the parcel to a post office so that it may be handled by a USPS retail associate.

<b>FROM:</b> LINDA E. SHOPPER 100 MAIN ST. APT. 3C NEW YORK, NY 10010	
I.D. # 01272000	
ROUND DATE	_____
STAMP	_____
ACCEPTANCE EMPLOYEE INITIALS	_____
<b>MERCHANDISE RETURN                  MAILING ACKNOWLEDGMENT</b> PERMIT NO. 987654321 NEW YORK NY 10128 XYZ CORPORATION 1234 ETAILER DR.	

(The above image is not to scale.)

## Appendices

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### XML Overview

Communication between the Shipping Assistant application residing on a desktop and the USPS servers is accomplished by using a computer language called XML. XML uses a hierarchical (tree) element structure. Each element consists of a start tag of the form <Name>, and an end tag of the form </Name>, between which can be data and other elements. <Name/> is shorthand for <Name></Name>, an element with no data. Attributes such as USERID and PASSWORD can be included in the start tag. *All data and attribute values in this document are for illustration purposes only.*

The USPS Shipping Assistant offers an interface that enables both requests and responses to be fully structured.

For the latest information on XML from Microsoft and other leading vendors, browse:

- <http://www.microsoft.com/xml/>
- <http://www.w3.org/XML>
- <http://www.xml.com>

### View Details Button

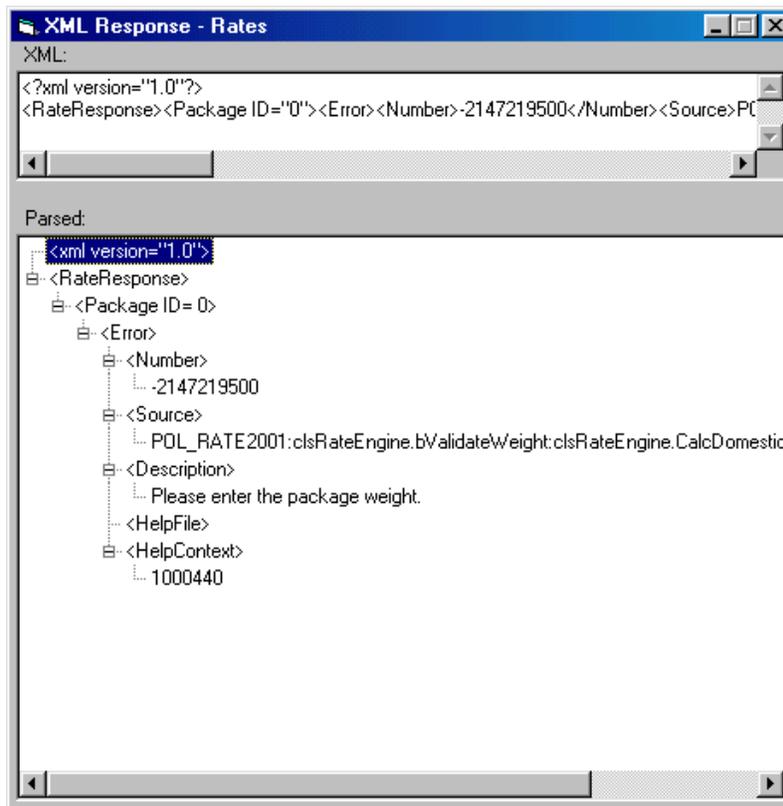
Should you desire, you can view the request or response for each transaction by clicking the box at the bottom of each screen. All communication between your Shipping Assistant application and the USPS servers is done using XML. That is what you will see when clicking in the **View details** box.

### Procedure

Click on the **Response** (or **Request**) button located within the **View details** box. The **XML Response** window will appear. There are two windows with XML information displayed on this page, the top **XML:** window displays the structure and tags returned, while the lower **Parsed:** window displays the information that was returned. (The upper and lower window actually contain the same information but in different formats.) The lower window is where information will be displayed that will be helpful should you receive an error, or if you would like to see the full text of a response from the USPS server.

In order to display the information in this window, expand the structured text by clicking on the "+" (in a small box) which should be followed by an XML tag, such as <RateResponse> in the sample screen below. Repeat this procedure, clicking the "+" sign to expand each selection for which you wish to display text.

If all "+" signs are now "-" signs, after expanding each of the text areas within the **Parsed:** window, the full text of the XML response is now displayed. To determine the error from your request, look for the <Description> tag for an explanation. In the sample screen above, the user failed to enter a weight for a package in the **Domestic Rates** tab. In this scenario, the user can now return to the **Domestic Rates** tab, enter the package weight, and re-submit the request.



Remember, though, that in this example you would have already seen the error message “**Please enter the package weight**” in a pop-up box on the Shipping Assistant screen.

## Glossary

**Aerogrammes.** Letter sheets that can be folded into the form of an envelope and sealed. Aerogrammes are intended for personal communication and may not include enclosures.

**API (Application Programming Interface).** Computer programs that facilitate communications between the Shipping Assistant desktop application and USPS servers.

**APO (Army Post Office).** A branch of a designated USPS civilian post office, which falls under the jurisdiction of the postmaster of either New York City or San Francisco, that serves either Army or Air Force personnel.

**Barcode.** A series of vertical bars and spaces that represent any numerical series, most often a correct ZIP Code for the delivery address on a mailpiece. The barcode facilitates automated processing by barcode readers and scanners. A barcode also can be used to convey information for Delivery Confirmation services. (*See also* **Delivery Confirmation.**)

**BMC (Bulk Mail Center).** USPS facilities.

**Bound Printed Matter (BPM).** A subclass of Package Services that consists of permanently bound sheets of which at least 90% are printed with advertising, promotional, directory, or editorial matter (or a combination of such matter). (*See also Package Services.*)

**Domestic Mail Manual (DMM).** The USPS manual that contains the basic standards governing domestic mail services; descriptions of the mail classes and services and conditions governing their uses; standards for rate eligibility and mail preparation; and all postage rates and fees. Domestic mail is classified by size, weight, content, service, and other factors.

**Delivery Confirmation.** A service that provides the date and time of delivery or, if delivery was attempted but not successful, the date and time of the delivery attempt.

**Express Mail.** A mail class that provides expedited delivery service. This is the fastest mail service offered by the USPS. Express Mail International Service is available between the United States and most foreign countries.

**Flat-Rate Envelope.** A Priority Mail envelope provided by the Postal Service. This service costs \$3.95, regardless of weight or destination, for matter sent in a flat-rate envelope.

**Global Express Guaranteed.** An expedited delivery service for both documents and non-documents (i.e., merchandise items). It provides senders with reliable, high-speed, time-definite service from designated U.S. ZIP Code areas to principal locations in more than 200 countries and territorial possessions. Service is guaranteed to meet destination-specific delivery standards or the requisite postage will be refunded.

**Global Express Mail.** A reliable high-speed service for mailing time-sensitive items to more than 175 countries and territorial possessions. It provides customers with expeditious handling and delivery on an “on demand” basis.

**Global Priority Mail (GPM).** An accelerated airmail service that provides customers with a reliable and economical means of sending correspondence, business documents, printed matter, and light-weight merchandise items to Canada, Mexico, and specified destination countries in Western Europe, the Caribbean, Central and South America, the Pacific Rim, the Middle East, and Africa. GPM items receive priority handling within the U.S. Postal Service and the postal service of the destination country. Senders can pay flat-rate postage by placing their contents into a standardized GPM envelope furnished by the Postal Service, or they can elect to pay variable-weight postage by affixing a USPS-furnished GPM sticker to their own envelope, box, or other packaging. The maximum weight limit for a GPM item is 4 pounds.

**FPO (Fleet Post Office).** A branch of a designated USPS civilian post office, which falls under the jurisdiction of the postmaster of either New York City or San Francisco, that serves Coast Guard, Navy, or Marine Corps personnel.

**HTTP Address.** The Internet address of the USPS Shipping Assistant server.

**HTTP Port.** The port on the USPS Shipping Assistant server that communicates with the Shipping Assistant application.

**International Parcel Post.** Parcel post packages can be entered as either airmail or economy (surface) mail. Although both parcel post classifications are subject to the same regulatory requirements, the substantive differences between them relate primarily to the mode of

transportation (i.e., air versus surface), speed of service, and price. The maximum weight limit for parcel post packages varies by country but ranges from 22 pounds to 70 pounds.

**Internet Customer Care Center (ICCC).** The source for technical help with the Shipping Assistant application. See page i (Preface) for information about contacting the ICCC.

**Library Mail.** A subclass of Package Services for items sent to or from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. Books, sound recordings, academic theses, and certain other items may be mailed at the Library Mail rate if properly marked. (*See also Package Services.*)

**Machinable Parcel.** A parcel that is of the correct size and weight to be safely sorted by mail processing machinery. A machinable parcel is any piece that is (a) not less than 6 inches long, 3 inches high, 1/4 inch thick, and 6 ounces in weight, or (b) not more than 34 inches long, 17 inches high, 17 inches thick, and 35 pounds in weight. For books or other printed matter, the maximum weight is 25 pounds. Soft goods wrapped in paper or plastic bags and enveloped printed matter are machinable only if all USPS packaging standards are met. (*See also Non-machinable.*)

**Manifest.** Recording transactions to USPS databases and logs.

**Matter for the Blind.** There is a free mailing privilege for certain categories of mail matter, such as items impressed in Braille, when they are tendered by a qualified sender who utilizes economy (surface) letter-post mail. If any level of service other than economy (surface) letter-post is desired, the sender must pay the applicable rate of postage based on the weight of the mailpiece. The weight limit for an international matter for the blind shipment is 15 pounds. Consult your local post office for additional information about the mailing criteria that govern the entry of international matter for the blind.

**Media Mail.** *Formerly Special Standard Mail.* A subclass of Package Services that consists of books, sheet music, printed educational material, film, videocassettes, CD-ROMs, or other computer-readable media. (*See also Package Services.*)

**Merchandise Return Service.** A service whereby an authorized company provides a customer with a special mailing label to return a shipment without prepaying postage. The company pays the return postage.

**Non-machinable.** An irregular parcel not meeting the dimensional criteria for machinable. This processing category also includes parcels that cannot be processed by BMC parcel sorters, including rolls and tubes up to 26 inches long; merchandise samples that are not individually addressed and are not letter-size or flat-size; unwrapped, paper-wrapped, or sleeve-wrapped articles that are not letter-size or flat-size; and articles enclosed in envelopes that are not letter-size, flat-size, or machinable parcels. *Exception:* Some parcels may be successfully sorted even though they do not conform to the general machinability criteria. A destinating BMC plant manager may authorize a mailer to enter such parcels as machinable parcels rather than as irregular parcels if the parcels are tested on BMC parcel sorters and prove to be machinable. In addition, the following requirements must be met: all mailed pieces must be properly labeled, entered at a post office within the service area of the authorizing BMC, and bear delivery addresses located within the service area of the authorizing BMC. (*See also BMC and Machinable.*)

**Output Path.** This is information used as the location for extract files. On the *Merchandise Return* and *Shipping Label* tabs, the user can click a box labeled **Save form fields and response to output path?** If this is clicked, all form fields and responses will be written to a file in the location specified by the output path in the *Connection Information* screen.

**Package Services.** A class of mail comprised of four subclasses: Parcel Post, Bound Printed Matter, Library Mail, and Media Mail. (See also **Parcel Post**, **Bound Printed Matter**, **Library Mail**, and **Media Mail**.)

**Parcel Post.** A subclass of Package Services with rates based generally on weight and zone. (See also **Package Services**.)

**PDU (Postage Due Unit).** The Postal Unit (Post Office location) to which EMR packages will be mailed and where postage due is calculated.

**Priority Mail.** First-Class Mail that weighs more than 13 ounces and, at the mailer's option, any other mail matter weighing less than 13 ounces mailed at Priority Mail rates. Priority Mail provides expedited delivery. Any mailable matter may be sent as Priority Mail.

**Production Server.** The specified server used for "live" transactions with the Shipping Assistant application. (See also **Transaction**.)

**Proxy Port.** The port on your (firewall) server used to communicate with the USPS Shipping Assistant server.

**Proxy Server.** The Internet address of your (firewall) server used to communicate with the USPS Shipping Assistant server.

**Returned Material Authorization (RMA).** A number assigned and used by Shipping Assistant users to provide records of returned packages. This is not a USPS-assigned number.

**Service Commitments.** Delivery time standards for packages shipped via the USPS.

**Test Server.** The specified server used for testing purposes when initially installing the Shipping Assistant application or USPS APIs.

**Transaction.** The combination of each request sent from any Shipping Assistant screen and the returned message or information.

**USPS.** United States Postal Service.

**XML (eXtensible Markup Language).** The computer language used to communicate between the Shipping Assistant application and the USPS servers.

**ZIP Code.** A system of 5-digit codes that identifies the individual post office or metropolitan area delivery station associated with an address. ZIP+4 is an enhanced code consisting of the 5-digit ZIP Code and four additional digits that identify a specific range of delivery addresses.

**ZIP+4 code.** A nine-digit numeric code composed of two parts: (a) the initial code: the first five digits that identify the sectional center facility and delivery area associated with the address, followed by a hyphen; and (b) the four-digit expanded code: the first two additional digits designate the sector (a geographic area) and the last two digits designate the segment (a building, floor, etc.).

**Zoned Rate.** A rate structure for Priority Mail, Periodicals (except non-advertising portion), Parcel Post, and Bound Printed Matter that is based on weight and distance traveled (or number of zones crossed). (See also **Priority Mail**, **Parcel Post**, and **Bound Printed Matter**.)