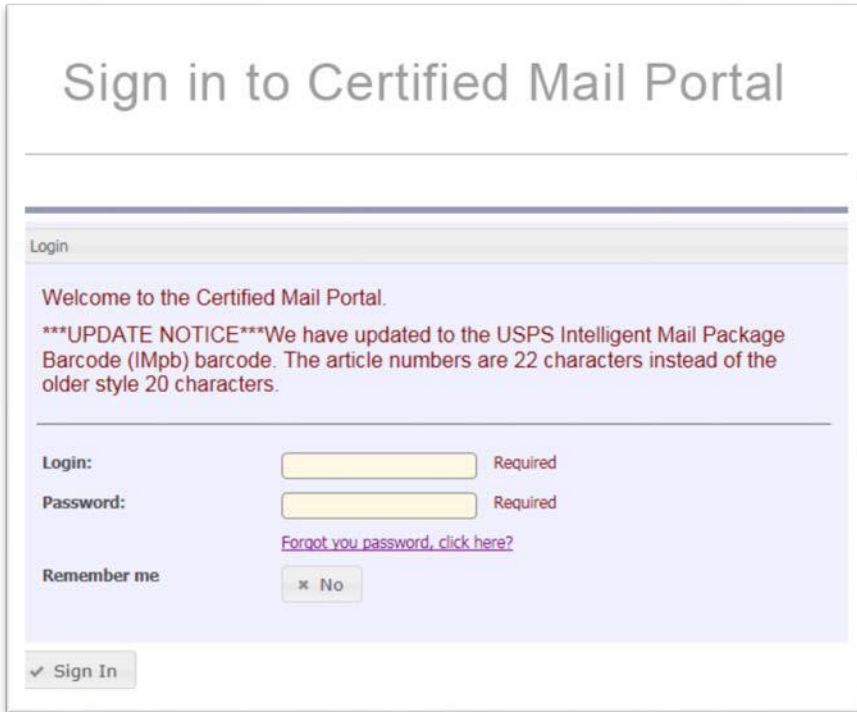


## Certified Mail FAQs

Welcome to the Certified Mail Portal, below will be detailed instructions to many of the frequently asked questions you may have about this portal. The questions will start simple and become more complex as we move down the page.

1. What is the web address to the mail portal and what does the Sign in page look like?

<http://www.certifiedmailportal.com/LoginForm>



The screenshot shows the login page for the Certified Mail Portal. At the top, it says "Sign in to Certified Mail Portal". Below that is a "Login" section with a welcome message and an update notice: "\*\*\*UPDATE NOTICE\*\*We have updated to the USPS Intelligent Mail Package Barcode (IMpb) barcode. The article numbers are 22 characters instead of the older style 20 characters." There are two input fields for "Login:" and "Password:", both marked as "Required". A link for "Forgot your password, click here?" is provided. A "Remember me" checkbox is checked, and a "No" button is next to it. At the bottom left is a "Sign In" button.

2. What is my username and password?
  - I. Your username will be your departments account number with the "E" at the beginning
    - EX- E0001234
  - II. Your password will be your last name and your first initial
    - EX- Bucky Buccaneer would have the password: buccaneerb
3. What does the home page look like?



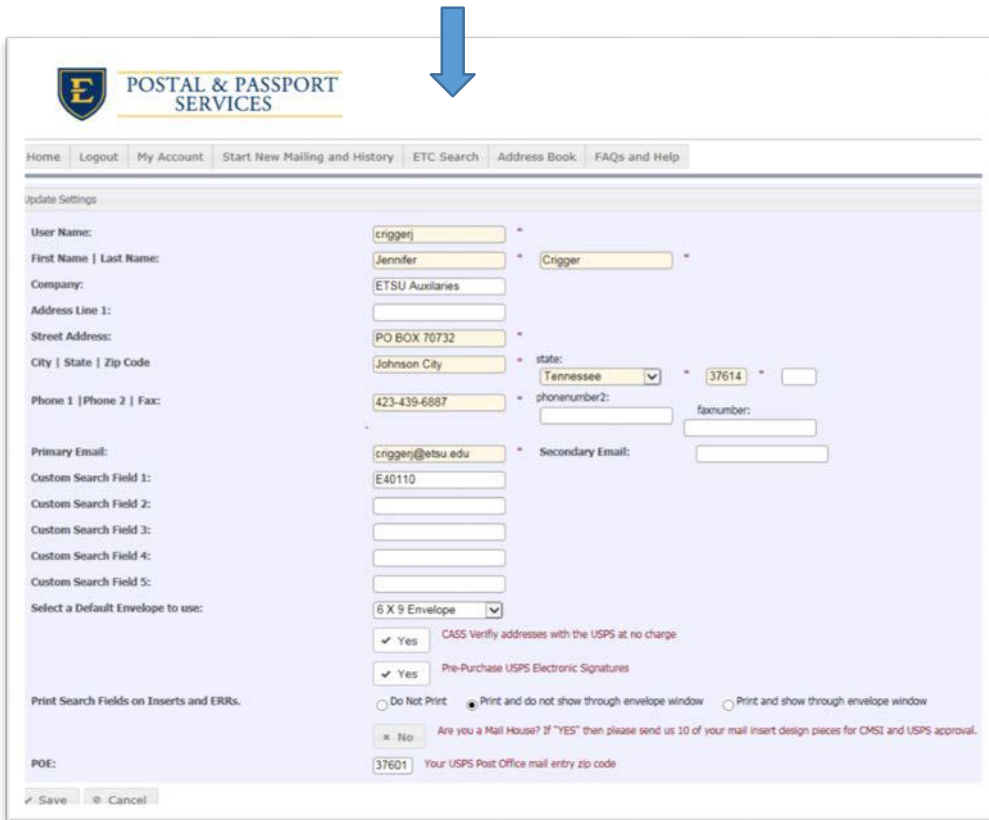
## Certified Mail FAQs

4. What does my account look like and how do I access it?

- I. Your account will look like the picture below and can be accessed by clicking on the “My account” tab located on the navigation panel



- II. After clicking “My account” you will be directed to a page similar to the one below



Update Settings

User Name: criggerj \*

First Name | Last Name: Jennifer | Crigger \*

Company: ETSU Auxiliaries

Address Line 1: \*

Street Address: PO BOX 70732 \*

City | State | Zip Code: Johnson City | Tennessee | 37614 \*

Phone 1 | Phone 2 | Fax: 423-439-6887 | \* phonenumber2: | faxnumber: \*

Primary Email: criggerj@etsu.edu \* Secondary Email: \*

Custom Search Field 1: E40110

Custom Search Field 2: \*

Custom Search Field 3: \*

Custom Search Field 4: \*

Custom Search Field 5: \*

Select a Default Envelope to use: 6 X 9 Envelope

Yes CASS Verify addresses with the USPS at no charge

Yes Pre-Purchase USPS Electronic Signatures

Print Search Fields on Inserts and ERRS.  Do Not Print  Print and do not show through envelope window  Print and show through envelope window

No Are you a Mail House? If "YES" then please send us 10 of your mail insert design pieces for CMSI and USPS approval.

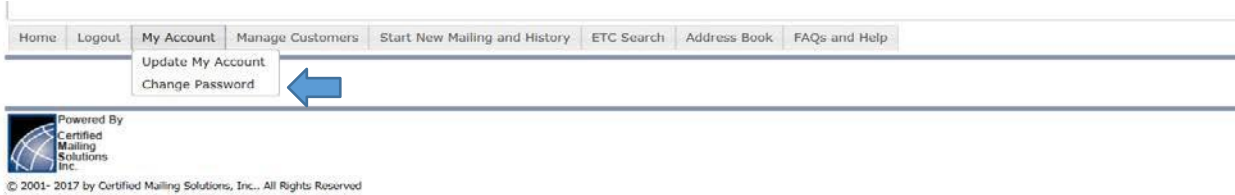
POE: 37601 Your USPS Post Office mail entry zip code

Save Cancel

## Certified Mail FAQs

### 5. How do I change my password?

- I. Hover over the “My account” tab and click on the “change password” option in the dropdown menu as pictured below
  - o NOTE- We recommend you do not change your password so we may preform maintenance on your account when needed



- I. Type your desired password in the “New Password” section and click “Save”

A screenshot of the 'Change Password' form on the Postal & Passport Services website. The form is titled 'Change Password' and is located below the navigation bar. It contains two input fields: 'New Password:' and 'New Password Hint Optional:'. A blue arrow points to the 'New Password:' input field, and a text box next to it says 'Type desired password here'. Below the input fields, there is a 'Save' button with a checkmark icon. A blue arrow points to the 'Save' button, and a text box next to it says 'Click “Save” when finished'. The navigation bar at the top of the form contains the same tabs as the previous screenshot, with 'My Account' being the active tab.

### 6. How do I start a new mailing?

- Hover your cursor over the “Start New Mailing and History” tab and click “Start New Mailing”



## Certified Mail FAQs

7. Once I have started my new mailing what do I do now?
  - I. Once you are in the “new mailing” section you can do many things which will be shown below:
    - i. You can name your job
    - ii. Select the envelope size that you will be using
    - iii. Request a purchase signature/ERR (Electronic Return Receipt)
      - NOTE: CASS ADDRESS must always be checked yes
    - iv. Manually enter an address or Upload an address file
    - v. Once finished with all of the above option then click the “Submit for processing option”
      - After clicking “Submit for Processing” you will now be directed to the Mailing History Page

The screenshot shows the 'Mail Job Setup' form with the following fields and annotations:

- Name your Job:** Text input field containing 'Bucky's Paycheck' with annotation **i**.
- Select Envelope:** Dropdown menu showing '6" X 9" Envelope' with annotation **ii**.
- Purchase Signature:** Radio button 'Yes' is selected with annotation **iii**.
- CASS Addresses:** Radio button 'Yes' is selected with annotation **Never turn off**.
- Manually Add Addresses?:** Section with a '+ Add New Address' button and 'Total Addresses' field with annotation **iv**.
- Upload an Address file?:** Section with a '+ Add File' button and a note: 'If you manually added addresses uploading a file will negate those'. A large blue arrow points from this section to the 'Total Addresses' field.
- Submit for Processing:** Button with annotation **v**.

At the bottom of the form are 'Save' and 'Cancel' buttons.

8. How do I print my mail insert page?
  - I. Once you have submitted your Mail Job for processing you will automatically be redirected to the “Mailing History” page
  - II. Once in the History page simply click the blue hyperlink under the inserts tab associated with your mailing
  - III. This will open a PDF document which you can now print
  - IV. Once printed, fold the document in half and place in the envelope so that all information shows through the windows
    - Pictures will be shown below for the printing process

## Certified Mail FAQs

Home Logout My Account Manage Customers Start New Mailing and History ETC Search Address Book FAQs and Help

Browse History

Please press F5 key after submitting your mailing to refresh the status.  
Please be patient as uploads of very large files take 5-20 minutes to complete.  
If there is a delay, remember all files are processed in the order in which they were received


Search  Search Clear

Job No	Job Date	Job Name	Status	Uploaded Filename	Mail Count	Mail Inserts
600928	2018-02-16	<a href="#">Lance Job</a>	COMPLETED	Address(es) Added Manually	1	<a href="#">3653560C-7765-4C12-9A718FF20AA24772_600928-Mail.pdf</a>
599640	2018-02-12	Enter a Job Name	INCOMPLETE	Address(es) Added Manually	0	
599639	2018-02-12	Enter a Job Name	INCOMPLETE	Address(es) Added Manually	0	
599505	2018-02-12	Enter a Job Name	INCOMPLETE	Address(es) Added Manually	0	
598339	2018-02-05	Enter a Job Name	INCOMPLETE	Address(es) Added Manually	0	
598337	2018-02-05	Enter a Job Name	INCOMPLETE	Address(es) Added Manually	0	

Click


RETURN RECEIPT REQUESTED ELECTRONICALLY

East Tennessee State University  
Auxiliaries  
Attn: Jennifer Crigger  
PO BOX 70732  
Johnson City TN 37614-1710



9314 8001 1300 0128 6671 56

SEQ# 0000001



POSTAL AND PASSPORT SERVICES  
ATTN: DON MCCARTY  
400 J L SEEHORN JR RD  
PO BOX 70267  
JOHNSON CITY TN 37614-1700

040110

- Print the PDF shown above

9. What will my mail inserts (labels) look like?

- Your label will display the following:
  - i. The return address of the sender
  - ii. The address to whom the letter is being sent
  - iii. The account number in reference to the department sending the certified letter

Return address  
of sender

### Certified Mail FAQs

RETURN RECEIPT REQUESTED ELECTRONICALLY

East Tennessee State University  
Auxiliaries  
Attn: Jennifer Crigger  
PO BOX 70732  
Johnson City TN 37614-1710



9314 8001 1300 0128 6671 56

SEQ# 0000001



POSTAL AND PASSPORT SERVICES  
ATTN: DON MCCARTY  
400 J L SEEHORN JR RD  
PO BOX 70267  
JOHNSON CITY TN 37614-1700

Address of the person  
receiving the certified letter

Account number  
of department

E40110

#### 10. Can I view my past mailings?

- I. To view past mailings navigate to the "Start New Mailing and History" tab and click the mailing history drop down as pictured below

- I. Once you click "Mailing History" you will be redirected to the page below



## Certified Mail FAQs

### 11. Can I view Manifests (receipts) of my past mailings?

- I. Yes, Manifests (receipts) for past mailings will show up under the History tab as pictured below

Browse History

Please press F5 key after submitting your mailing to refresh the status.  
Please be patient as uploads of very large files take 5-20 minutes to complete.  
If there is a delay, remember all files are processed in the order in which they were received



Job No	Job Date	Job Name	Status	Uploaded Filename	Mail Count	Mail Inserts	Manifest Report
582546	2017-12-05	8233 Envelope #1	INCOMPLETE	Address(es) Added Manually	0		
578480	2017-11-15	<a href="#">Enteggr a Job Name</a>	COMPLETED	Address(es) Added Manually	1	<a href="#">6F284332-FDBA-4E35-B86D9E7D7AE75564_578480-Mail.pdf</a>	<a href="#">6F284332-FDBA-4E35-B86D9E7D7AE75564_578480-Manifest.pdf</a>

### 12. How do I add ERR's (Electronic Return Receipts) to my mailings?


- I. Make sure the "Yes" button beside of "Purchase Signature" has a check mark

Home | Logout | My Account | Start New Mailing and History | ETC Search | Address Book | FAQs and Help

#### Mail Job Setup

**Name your Job:**  Required

**Select Envelope:**

**Purchase Signature:**  Yes 

**CASS Addresses:**  Yes

---

**Manually Add Addresses?**

+ Add New Address

**Total Addresses**

\*\*\*\*\* OR \*\*\*\*\*

Upload an Address file?

[Click here to view CSV spreadsheet layout!](#)

**Upload CSV Data:**  If you manually added addresses uploading a file will negate those

---

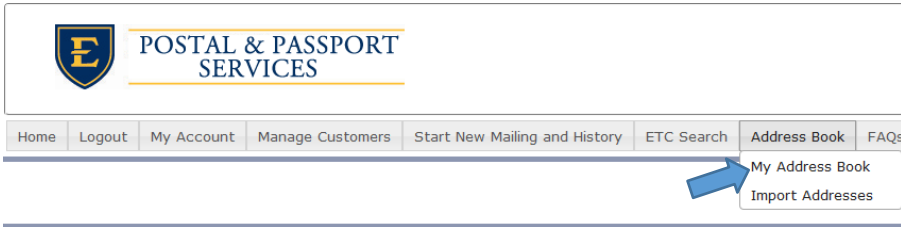
When finished click on "Submit for Processing" button, OR  
click the "Save" button to finish at a later time.

---

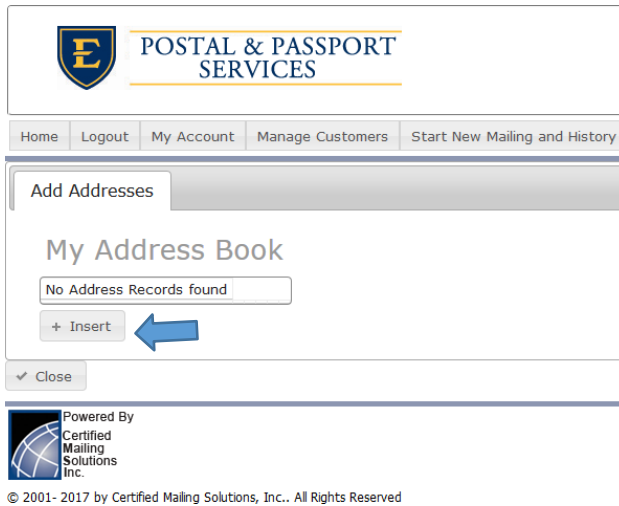
## Certified Mail FAQs

13. How can I add frequently used addresses to my address book?

- I. To save frequently used addresses to the address book hover your mouse over the “address book” tab and click “my address book”



- II. Once you are directed to the “My address book” page as pictured below click the “Insert” button to begin adding a new address to the address book



- III. After clicking “Insert” you will receive a popup window like the one below. You may now enter the address information and click “Save” to add this to your address book

A screenshot of a popup window titled "Enter a New Address". The form contains the following fields: "Fullname:" (text input), "Company" (text input), "Address Line 2" (text input), "Street Address" (text input, marked "Required"), "City" (text input, marked "Required"), "State" (dropdown menu with "Select a State" selected), "Zipcode" (text input, marked "Required"), and "Zip 4:" (text input). At the bottom of the form are "Save" and "Cancel" buttons. A blue arrow points to the "Zipcode" field.



## Certified Mail FAQs

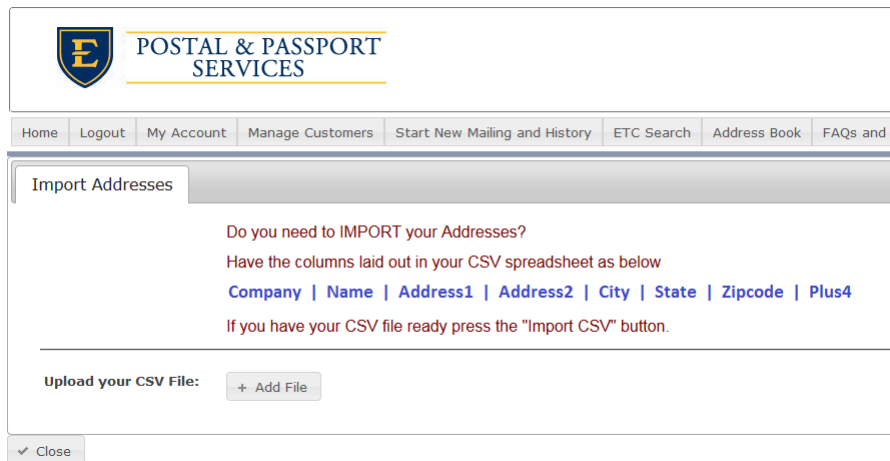
### 14. Can I upload my existing address book from Excel?

- I. Yes, if properly formatted you can upload your address book from excel
- II. We recommend downloading our premade template and transferring your information over to ensure the upload process works as designed
- III. To upload your address book follow the simple steps shown below

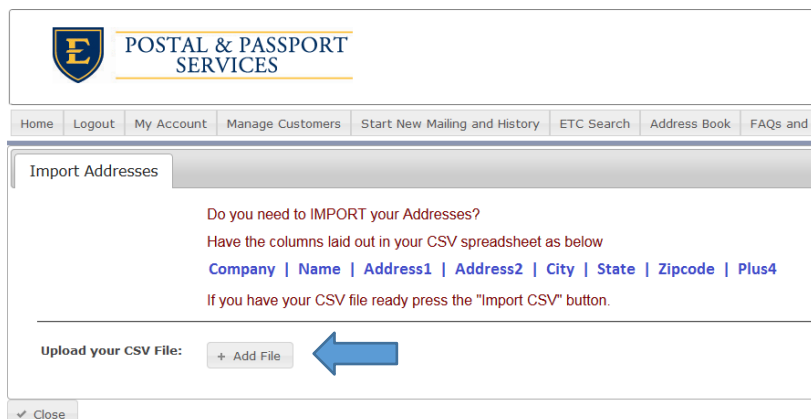
- Hover your mouse over the “Address Book” tab and click the drop down tab titled “Import Addresses”



- Once you have clicked the “Import Addressed” tab you will be directed to the page below

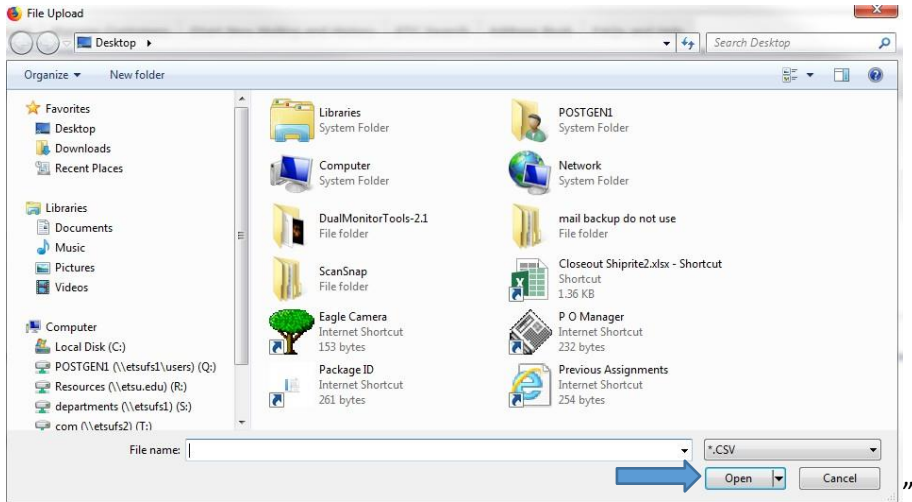


- We recommend downloading our file (File provided below) and transferring your data to the spreadsheet
- Once you have the properly formatted Excel file that contains your address book you can simple click “Add file” a popup window will appear and you may now select your address book and the file will upload

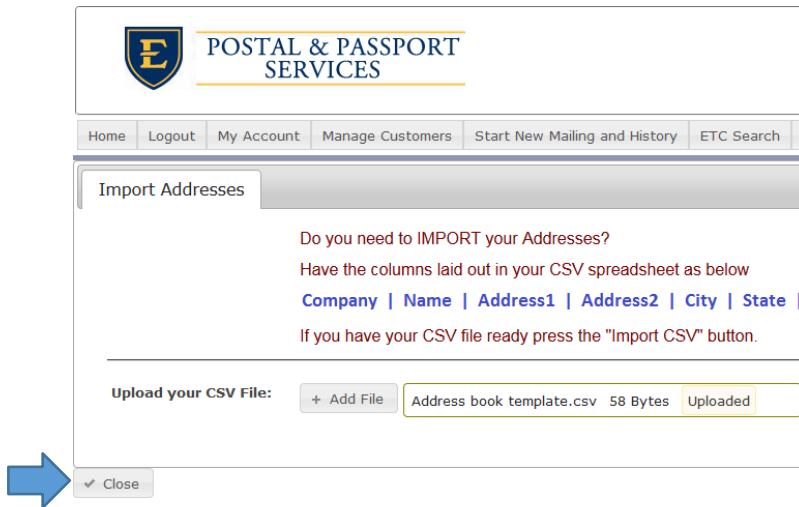


## Certified Mail FAQs

- Now just select the file and click “Open”



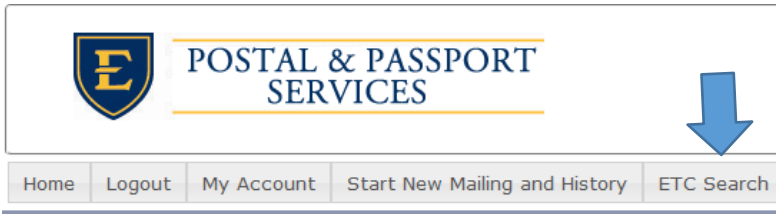
- You will be redirected to the screen below and will see that the file is now uploaded. Click the “Close” button and the file will be added to your address book



## Certified Mail FAQs

15. Can I track my certified letters to ensure they have been delivered?

- I. Yes, click on the "ETC Search" tab and you will be directed to the page containing all send certified mail along with the letters delivery status



© 2001- 2017 by Certified Mailing Solutions, Inc.. All Rights Reserved

The screenshot shows the ETC Search results page. At the top, there is a navigation bar with buttons for "Home", "Logout", "My Account", "Start New Mailing and History", "ETC Search", "Address Book", and "FAQs and Help". Below this is a section for "Select Days to Export" with buttons for "30 Days", "60 Days", "90 Days", and "Export". A search bar with "Search" and "Clear" buttons is present. The main content is a table with the following data:

Print Date	Article Number	Last Tracking Event	Delivered
2017-12-05	9314800113000127972688	WAITING FOR USPS SCAN	No
2017-12-05	9314800113000127972695	WAITING FOR USPS SCAN	No
2017-12-05	9314800113000127972701	WAITING FOR USPS SCAN	No
2017-11-15	9314800113000127877099	WAITING FOR USPS SCAN	No
2017-11-14	9307100113000127876109	WAITING FOR USPS SCAN	No
2017-11-14	9307100113000127876192	WAITING FOR USPS SCAN	No
2017-11-13	9314800113000127869285	Your item has been marked as DELIVERED TO AGENT on November 18, 2017 at 9:34AM in OGDEN,UT 84401.	Yes

A blue arrow points up from a box labeled "Delivery Status" to the "Yes" in the "Delivered" column of the last row.

Delivery Status