

# System Requirements

## Postage machines compatible with MailOne 2.0

**MailOne 2.0** works with PostBase 30, 45, 65 and 85 only. (**MailOne 1.0** works with UltiMail and CentorMail Max.)

## Operating systems compatible with MailOne 2.0

MailOne 2.0 will *only* operate on **Windows XP, 7, 8 or 8.1 Professional Edition**. MailOne 2.0 is *not* supported on Windows Home Edition or Apple/Macintosh Computers

## Connecting PC to PostBase via network

A PC with MailOne 2.0 can *only* connect to the PostBase postage meter via a **USB 2.0** cable. You *cannot* operate the meter from MailOne 2.0 via a network.

## Network requirements

The PC on which MailOne 2.0 is installed must be connected to the Internet when the PC is connected to the PostBase postage meter.

If you wish to download postage, the PostBase must be connected to the Internet. The PostBase *cannot* connect through the PC's Internet connection.

## When the PC and PostBase must be connected

While we encourage you to always use MailOne 2.0 to operate your PostBase, this is only required when you want to track mailing costs in MailOne 2.0's Accounting feature.

For example, if you purchased MailOne 2.0 just to enable Commercial Base Pricing (CBP) for Priority Mail, you can connect MailOne 2.0 only when you process the mail and get the CBP and All-in-One Shipping Label.

# Installation

## PC doesn't recognize the PostBase (The MailOne 2.0 "Connect" button is disabled or grayed out)

This issue will occur under any of the following conditions:

- The USB cable is not connected.
- The USB cable is bad.
- The PC you are using has 3.0 USB Ports.
- The USB port is not configured properly for the PostBase.

If the USB cable is working and connected properly into a **USB 2.0** port, go to the PC's Device Manager and find the COM Port that states PostBase or Phoenix. If you see a "!" icon next to the COM Port, right-click and update the driver. Make sure the PostBase is connected when updating the driver.

## Error: "Your MailOne 2.0 license had expired"

Your **PostBase triggers** need to be re-sent. Contact your local FP Dealer or FP Customer Care with your account number or meter serial number.

1. Request that they re-send the triggers.
2. Wait 10-15 minutes.
3. Then perform a Remote Service from your PostBase Machine.

# MailOne 2.0 Setup

## Required setup information

You will need the following numbers/IDs to setup MailOne 2.0. This information will be on your welcome letter from FP Mailing Solutions.

1. FP Customer Account Number
2. CBP Passphrase
3. FP Mailer ID.
4. If you intend to process **Electronic Certified/Return Receipt**, you will need your Registration Email, User and Sender ID's from **fpcertifiedmail.com**.

Enter all of this information into the **Settings** in MailOne 2.0 under the **Application** and **Transfer** tabs.

If you don't have the welcome letter from FP, contact your Dealer or FP Customer Care for the information.

## Accounting setup

MailOne offers unlimited accounts with the option of 3-tier accounting.

From the **Accounts** tab you can manually enter each account with the account name, account number and level (for 3-tier accounting), or import a CSV file to enter multiple accounts at once.

Every account (manually or import) must have an account name and account number. The level is only necessary for *3-tier accounting*.

MailOne 2.0 also offers the ability to add **handling charges** by account (you can choose between a flat dollar amount or a percentage-based on postage).

## Using MailOne 2.0

### The “Shipping Label” button or “Certified Label” button doesn’t appear or is grayed out

There are a few reasons why this can happen.

Go into the “Settings” tab and ensure that the two check boxes that relate to CBP and fpcertifiedmail.com are checked. That should fix the issue of not having the Certified Label button.

If the Shipping Label still doesn’t appear, first ensure that you entered the Account Number, CBP Passphrase, and FP Mailer ID properly in the “Settings” Tab.

If that doesn’t work, make sure that the PC is connected to the internet and the firewall settings allow for MailOne 2.0 to communicate with FP Servers.

## Processing Electronic Certified/Return Receipt Mail

Go to [www.fpcertifiedmail.com](http://www.fpcertifiedmail.com) and register for the site. Once you are registered, order the necessary pre-printed electronic certified forms from your Dealer or call the phone number on the website. You will also need to apply for a USPS Mailer ID (different from the FP Mailer ID provided on the welcome letter).

### **USPS.com Login and Password**

1. Go to the USPS Business Customer Gateway <https://gateway.usps.com/bcg/login.htm>
2. Choose “New User Registration”
3. Fill out the Contact, User Name and Password information and click “confirm”
4. You will receive an email from the USPS confirming your login and password

*(The USPS Login & Password will be entered into MailOne 2.0 in the “Transfer Tab” inside the main “Settings Tab”)*

The instructions on how to apply are on the **fpcertifiedmail.com** website. After logging in:

1. Click “Edit Senders and Postage Defaults” button.
2. Click “View Tutorial” (PDF).

3. Follow the tutorial's instructions.

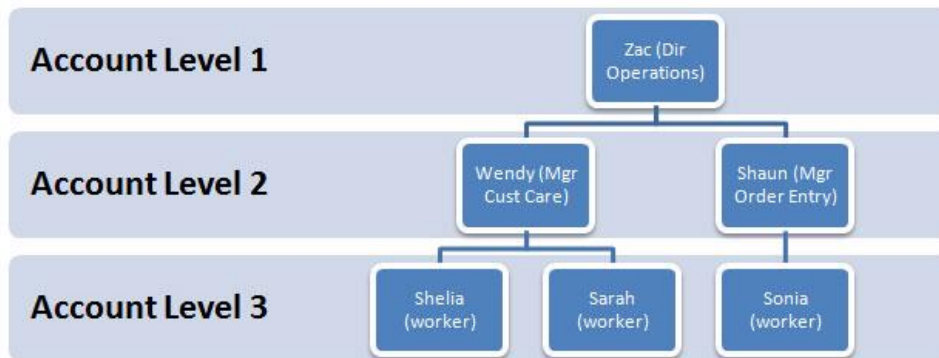
## Restricting access to MailOne 2.0 accounts

MailOne 2.0 does *not* offer security for specific accounts at this time. Once MailOne 2.0 is activated, all accounts are accessible.

If you need security on specific accounts, **ReportOne** software may be a better solution.

## 3-Tier Accounting explained

Use 3-tier accounting to track postage costs within business departments, clients, or other organizational divisions/layers. Think of it like “account”, “sub-account”, and “sub-sub-account”.



**EXAMPLE:**Zac, Director of Operations (Level 1) has two managers: Wendy and Shaun (Level 2).

Those managers have multiple workers under them: Shelia, Sarah, and Sonia (Level 3).

Everyone has access to the PostBase, their own account in MailOne 2.0 and they all process mail daily.

- All the postage that Shelia, Sarah and Jessica (Level 3) process rolls up to Wendy (Level 2).
- Postage that Sonia and Linda (Level 3) process rolls up to Shaun (Level 2).
- Postage that Wendy and Shaun (Level 2) process along with all of the level 3 postage rolls up to Zac (Level 1).

To see how much postage Operations used, run a **Level 1** report.

To see how much postage Customer Care used, run a **Level 2** report.

To see how much postage Shelia used, run a **Level 3** report.

## The Address Book

The Address Book in MailOne 2.0 is used when processing Package Services (i.e. Priority, Priority Express, 1<sup>st</sup> Class Parcels, Media Mail and Library Mail) and Electronic Certified/Return Receipt.

From the “Addresses” tab you can manually enter each address with the Name, Company, Postal Address, City, State, Zip Code, and Zip +4, or you can import a CSV file to enter multiple addresses.

These addresses will be used on the All-In-One 4x6 shipping label and the pre-printed Electronic Certified Forms. The Address Book will only store *domestic* addresses.

## Addresses and Accounts Together

Address and account records are *not* connected. In other words, using a particular address will not automatically assign the postage to an associated account. You must always manually assign accounts to postage pieces.

## Commercial Base Pricing – CBP

**Commercial Base Pricing (CBP)** is a discount offered by the USPS to its Commercial Customers. The USPS offers CBP on First Class Parcels, Priority, Priority Express, Media and Library Mail. The specific discount is based on the class of mail, weight, and destination.

MailOne 2.0 currently supports **Priority** and **Priority Express** only. Future software updates will likely expand support to other CBP mail classes.

You must use the **All-in-One 4x6 Shipping Label** to get CBP discounts with MailOne 2.0

## Printing the All-in-One 4x6 Shipping Label and/or Pre-Printed Electronic Certified Forms

Printing the 4x6 Label and the Electronic Certified Form are completely separate functions of MailOne 2.0, although they use the same Address Book.

### Print the 4x6 Label

1. Choose the appropriate Package Service Mail Class (i.e. Priority Mail).
2. Weigh the mail piece.
3. Choose the recipient and sender addresses.
4. Add any extra services.
5. Click the “Shipping Label” button.

FP offers a convenient thermal label printer to print 4x6 labels, however you may print the labels to 8.5” x11” paper on standard inkjet or laser page printers.

### Print the Pre-Printed Electronic Certified Form

1. Choose the appropriate Mail Class (i.e. 1<sup>st</sup> Class Letter).
2. Load the pre-printed form(s) in your printer.
3. Weigh the mail piece.
4. Add Certified Mail (and Electronic Return Receipt if needed) from the extra services box.
5. Choose the recipient and sender addresses.
6. Click the "Certified Label" button to print the Pre-Printed Form.
7. Run the mail piece through the PostBase to apply the postage.

Note: The pre-printed forms will only print from standard page printers; the thermal label printer will *not* print these forms.

## What to do when the print job doesn't print successfully

If this happens make sure that you first cancel the print job in the print queue then go to the "Printers and Faxes" area of your PC to make sure the printer is active. Print a test page from the "driver" to make sure it's working properly before you attempt another Shipping Label.

To be sure you don't get charged a second time for that postage, use the "Reprint" button in MailOne 2.0 to reprint that shipping label.

If you want to confirm that the postage was deducted or not; go to the "Transactions" Tab in MailOne 2.0.

## Backing up data and reinstalling MailOne 2.0 on a different computer

MailOne 2.0 offers a "Back Up" function inside the "Settings" tab. This function lets you manually back up on demand or schedule automatic back ups.

FP recommends that you back up these files up to a network drive or flash drive.

## Connecting MailOne 2.0 only occasionally for reports

If you need to archive individual transaction details, you should always process your PostBase mail with MailOne 2.0.

If mail is posted through the PostBase *without* MailOne 2.0 connected, a screen will appear with "Offline Postage" the next time you reconnect. MailOne 2.0 will account for all of the postage that was processed while disconnected. MailOne counts all of the "offline" pieces and postage amount and averages the totals. (e.g., 4 pieces were process totaling \$2.42, averaging \$.605/piece). In this case, you will *not* be charged again for these pieces.