

Signing Up for MyOneFP.com



FP Mailing Solutions • fp-usa.com

On June 1, 2015 we changed our customer portal to a new platform that requires customers to create new portal accounts.

There are four steps:

1. Go to Create MyOneFP Account page.
2. Enter your customer number, email address, and desired password.
3. Enter your meter serial number and billing zip code (or other identifying info).
4. Verify your email address by clicking a link in a verification email message.

STEP 1

Go to the [Create MyOneFP Account](#) page.

A screenshot of the MyOneFP Customer Portal homepage. The top navigation bar includes the MyOneFP logo and two buttons: "Sign In" and "Create MyOneFP Account", with the latter highlighted by a red box. Below the navigation bar is a menu with links for "Postage", "Buy Supplies", "Pay Invoices", "Account", "Support", and "Contact Us". The main heading reads "MyOneFP — The New FP Customer Account Portal". Below this is a sub-heading: "We're improving how customers buy postage & supplies and/or manage FP customer accounts." At the bottom, there are four icons representing different services: "Purchase Postage" (with a dollar sign), "Buy Supplies" (with an "INK" stamp), "Invoices" (with a "\$ PAY" stamp), and "Customer Support" (with a question mark).

STEP 2

Enter your customer number, email address, and desired password.

Step 1 of 2: Enter your customer information

* Customer Number

* Email

* Password

* Confirm Password

Customer Number

Also called “Customer ID” or “Account Number”. (See figure to the right for help.)

Email Address

This is typically the email address you most often use for business communication. (Multiple individuals from your business can access your FP customer account by signing up on MyOneFP with different email addresses.)

Password

Minimum of 7 characters in length
Must contain at least one capital letter
Must contain at least one lower case letter
Must contain at least one number
Must contain at least one special character (i.e. !@#\$%^&*()-_+=.,)

Find Your Customer ID/Account Number

Your Customer Number is 9 digits long, beginning with 4, 5 or 6.

4000xxxxx 5000xxxxx 6000xxxxx

Your Customer Number is printed on three different paper documents FP mails to you. If you can't locate one of these documents, please contact Customer Service for help.

R/PIN (WELCOME) LETTER

FP Mailing Solutions
140 N. Mitchell Ct., Suite 200
Addison, IL 60101
800-341-6052
www.fp-usa.com

COMPANY NAME
123 STREET ADDRESS
MAYFIELD, IL 60101
PAT LASTNAME

R/PIN (Welcome) Letter

Customer ID Number: 60000000

Meter Serial Number: M-99999999A-01A 61899999

Your RPIN is: 999999
Your Meter S/N is: M-99999999A-01A 61899999
Your CBP Passphrase is: NOT PURCHASED

PACKING SLIP

Shipment Packing List
February 24, 2015
Page 1

FP Mailing Solutions
140 N. Mitchell Ct.
Addison, IL 60101
United States
800-341-6052
www.fp-usa.com

Order No. RO1111111
Purchase Order No. RO1111111
Customer No. 60000000

Total Packages 1
Ship-to ANY COMPANY
BILL SMITH
1111 ANY STREET #111
ADDISON, IL 60101
UNITED STATES
6005555555
Phone: 999999999999999

Package No.	Shipping Agent	Shipping Agent Service	External Tracking No.	Weight
PK1111111	FEDEX	2DAY	999999999999999	10.5

Type	No.	Description	Serial No.	Quantity
Resource	MYM32	MAILCREDITKIT FOR MYMAIL MAX		1
Fixed Asset	MYM32	MYMAIL MAX METER		1

INVOICE

FP MAILING SOLUTIONS
140 N. Mitchell Ct., Suite 200
Addison, IL 60101-5629

ANY COMPANY
ACCOUNTING DEPT.
100 E ROAD, STE 200
ADDISON, IL 60101

INVOICE
Invoice No. R11025xxxxx
Date 08/12/15
Account No. 6000xxxxx
Page No. 1

Due Date: 09/11/15
NET 30 DAYS
Contract: RO11xxxxx
PO #:
100 E ROAD, STE 200
ADDISON, IL 60101
Customer Service:
(800) 341-6052
Tax I.D. 38-1716563

Add/update your email address at: fp-usa.com/login (FP Customer Account) to receive important announcements & updates about your FP postage meter.

	08/12/15	11/11/15	42xxxxx	Meter Serial Number
OPTIMAIL 30 METER	08/12/15	11/11/15	109xxxxx	
OPTIMAIL 30 BASE/SCALE	08/12/15	11/11/15		
UNLIMITED RESETS	08/12/15	11/11/15		
RATEGUARD - OPTIMAIL	08/12/15	11/11/15		
MAILER OPTIMAIL	08/12/15	11/11/15		

STEP 3

Different depending on your customer type

Individual FP Account (most customers)

Most customers have individual FP accounts and will see the screen below.

Step 2 of 2: Enter authentication information below

* Serial Number [Find Serial Number](#) 🔍

* Zip Code of Meter Location

Serial Number

Finding the correct meter serial number is the most common error during signup. Use one of the four methods on the **next page** to find your meter's serial number.

Zip Code of Meter Location

The zip code of your meter location may be different than your billing zip code.

Master Billing Account

If your FP account is set up with Master Billing, enter the Invoice Number and Total Amount from a single rental invoice.

Step 2 of 2: Enter authentication information below

* Invoice Number

* Invoice Amount

Master Postage Account

If your FP account is set up with Master Billing, enter the Invoice Number and Total Amount from a single rental invoice.

Step 2 of 2: Enter authentication information below

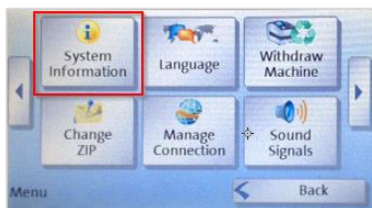
* Sub-Account Number

* Sub-Account Zip

STEP 3 – SERIAL NUMBER HELP

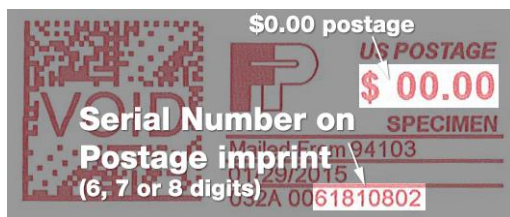
4 Ways to Find Your Serial Number

Method 1—Touch Screen Menu (PostBase & PostBase Mini)



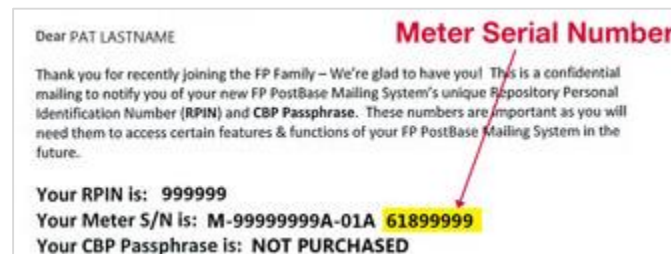
1. Press the **Menu** button
2. Press the **System Information** button
3. Scroll down to **Postal Serial Number** (starts with 618____)

Method 2—Print \$0.00 Postage (all meters)



Manually print \$0.00 postage on an envelope or label. The serial number appears below the date line as shown.

Method 3—R/PIN Welcome Letter (all meters)



Find your meter Serial Number in the welcome letter sent to all new customers.

Method 4—Label on Bottom of Meter (all meters)

Please use this method as a **last resort**.

Labels are *not* a reliable method of finding your meter's serial number. The numbers may be incomplete or refer to a different meter component than the official meter serial number we need for account signup.

STEP 4

Verify your email address by clicking a link in a verification email message.

You should receive a message like the one to the right within five minutes of completing Step 3 above.

As a final step, click the “Verify” link in the message to authenticate you.

Almost done! Verify Your FP Mailing Account. 999999301 .

No Reply [noreply@fp-usa.com]

Sent: Monday, June 29, 2015 12:23 PM

To: fplenef+1@gmail.com

You're just one step away from completing your MyOneFP Customer Portal signup. Please click the link below to verify your email address.

[Verify Email Address](#)

If you can't click the link above, copy the following URL, paste it into your web browser address box, and hit Enter.
<http://myonefp.com/create-account/ev/?validationCode=d021da66-831e-e511-91e0-005056850009>

What if the verification message doesn't arrive?

In rare cases, MyOneFP verification emails do not make it into inboxes. This is usually due to email filtering by receiving email systems.

First, check any spam/junk email folders or systems your company uses to redirect suspicious email messages. For example, Outlook's Junk E-mail folder or McAfee message quarantine. You may also want to consult with your IT support team.

If you don't find the email, click the link below and fill out the page's two form fields to **re-send the verification** email message.

[RE-SEND VERIFICATION EMAIL](#)

If you still do not receive the email message, call FP Customer Service at **800-341-6052**.

