

EZ-Confirm

Web Utility User Guide

ENGINEERING[™]
i n n o v a t i o n

Introduction

The EZ-Confirm web utility is a powerful tool for creating and tracking mail pieces through a variety of delivery confirmation services. An address book, digital signature request, and other features bring the power of the post office to your screen.

This guide illustrates the use of the EZ-Confirm site. If you have questions that are not addressed by this guide or the companion Administrator Guide, please follow the “Contact Us” link at the top of the EZ-Confirm site to find Customer Support contact information.

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Account Type and Feature Availability

Based on your account permissions, some features described in this guide may be unavailable.

Access and Navigation

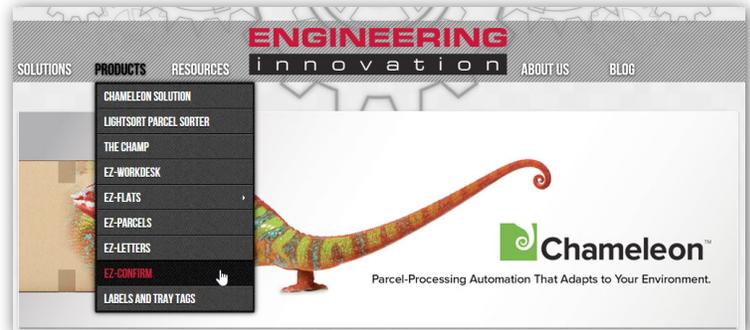
The EZ-Confirm web utility is accessed through the Engineering Innovation, Inc. website. This section provides information on reaching the EZ-Confirm utility and navigating its various features.

Login

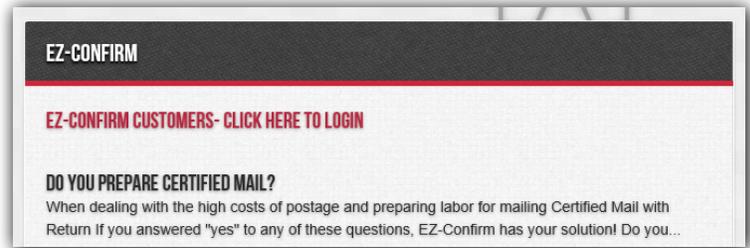
Note:

If you do not already have an EZ-Confirm username and password, contact your account representative.

1. In a web browser, navigate to www.eii-online.com
2. Hover over the “Products” tab in the toolbar. This will open a drop-down menu.
3. In the drop-down menu, select the “EZ-Confirm” tab.



4. Click the “EZ-Confirm customers - Click here to login” link to be directed to the EZ-Confirm login page. The direct link is <https://secure.ez-confirm.com/MAILnet/Login.aspx>



5. Enter the account username and password in the Returning Users box.
6. Press enter or hit the “Submit” button.

A screenshot of the 'Returning Users' login form. It has a title 'Returning Users' and a blue background. There are two input fields: 'Username:' and 'Password:'. A 'Submit' button is located to the right of the password field. Below the form, there is a link: 'Forgot your Username or Password? Click Here'.

Note:

If you have forgotten your username or password, the ‘Click Here’ link will lead to a password reset page.

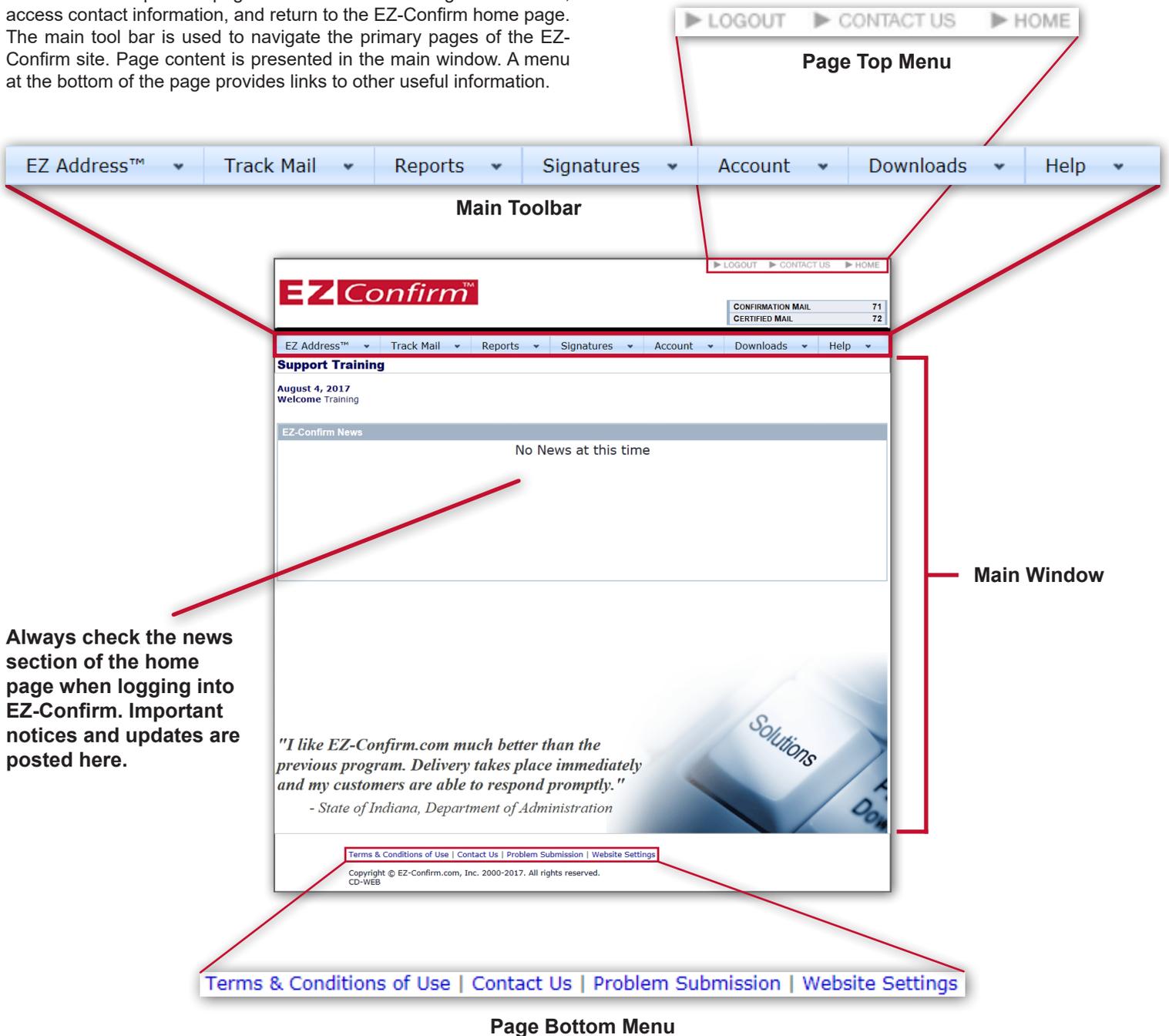
A screenshot of the 'Forgot Your Username or Password?' page. The title is 'Forgot Your Username or Password?'. There are two sections: 'How to get your Username' with a link to contact an administrator, and 'Reset your Password'. The 'Reset your Password' section has a list of required fields: '*Username:', '*Security Question:' (with a dropdown menu), '*Security Answer:', '*New Password:', and '*Re-Enter New Password:'. There are 'Submit' and 'Cancel' buttons at the bottom right.

Access and Navigation

Navigating the EZ-Confirm Website

The image below shows the main page of the EZ-Confirm utility.

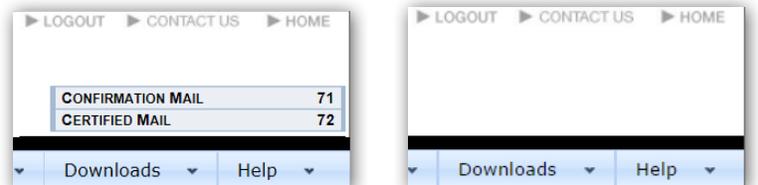
A menu at the top of the page contains links to manage the session, access contact information, and return to the EZ-Confirm home page. The main tool bar is used to navigate the primary pages of the EZ-Confirm site. Page content is presented in the main window. A menu at the bottom of the page provides links to other useful information.



Always check the news section of the home page when logging into EZ-Confirm. Important notices and updates are posted here.

Transactions and the Transaction Counter

Transactions are electronic vouchers purchased by EZ-Confirm customers and consumed when addressing mail pieces. Transactions are specific to mail type, specifically "Confirmation Mail" and "Certified Mail." A counter showing the available transactions by type is located near the top right corner of the EZ-Confirm screen. Transaction types will only be shown in this counter if the number of remaining transactions is greater than zero.



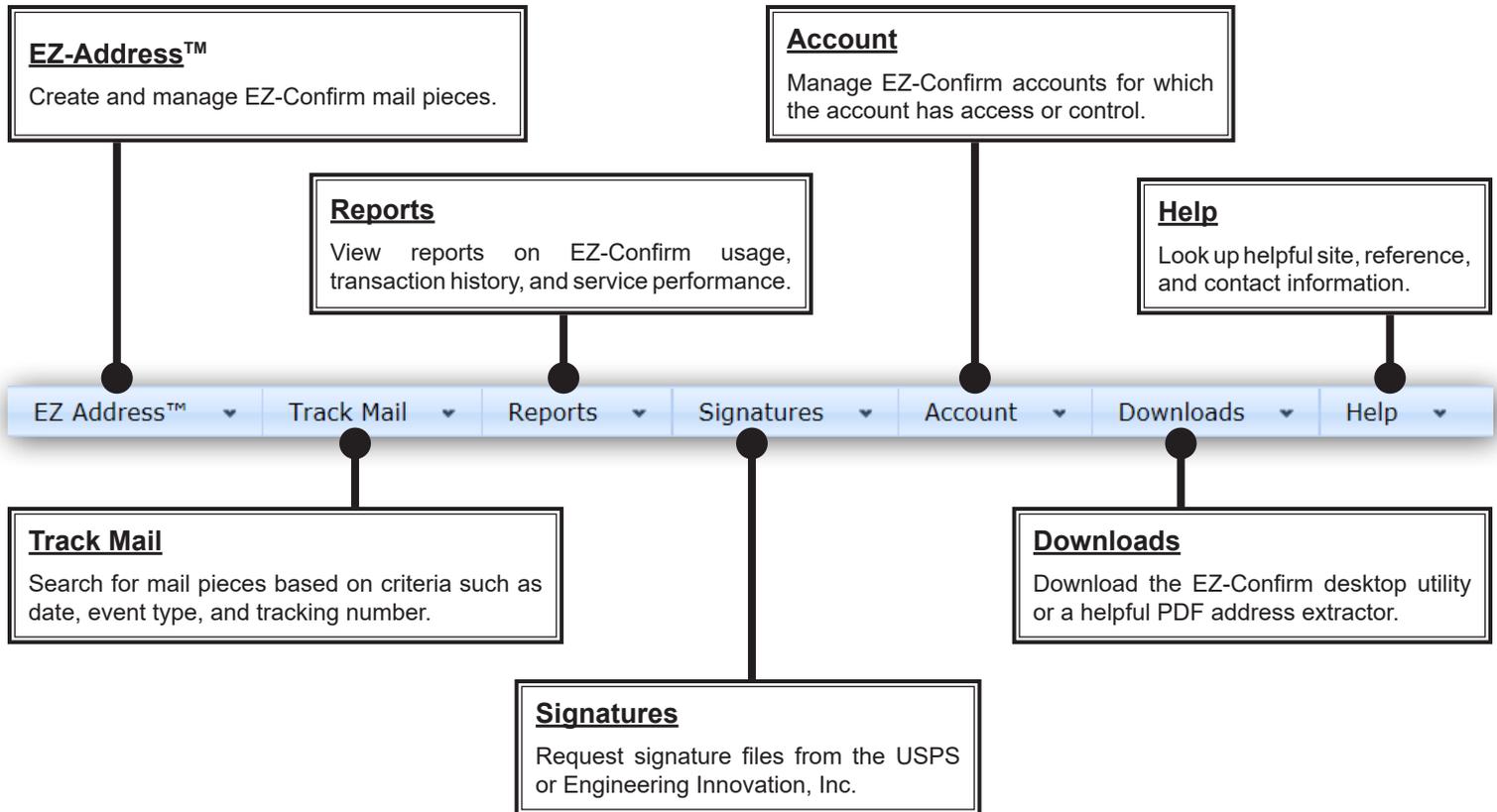
No transactions are displayed if none are available

Features and User Levels

All EZ-Confirm features can be reached through the main tool bar. Account type and specific permissions will determine which features appear to a user.

Features

All EZ-Confirm features fall within the categories presented on the main tool bar. The graphic below provides a brief description of what each feature category offers.



Account Types and Permissions

EZ-Confirm offers two account types:

- **Client:** Client accounts generally create and manage other accounts. Client accounts may also process mail pieces.
- **User:** User accounts generally process mail pieces.

Permission controls for each account type are extensive. Nearly every menu option on the EZ-Confirm site can be enabled or disabled for a given account.

Setup

Setup must be completed before the EZ-Confirm web utility can be used to process mail. Some steps in this section are not required, but can increase efficiency when completed ahead of time. If a particular action is not available, the service provider may not have granted that account the relevant permissions.

Transactions

Before processing mail, the appropriate transactions must be available. Available transactions are displayed at the top right of the EZ-Confirm site.

Transactions Types

- Confirmation Mail: transactions that are needed to process parcel classes
- Certified Mail: transactions that are needed for any mail piece using a Certified Mail envelope

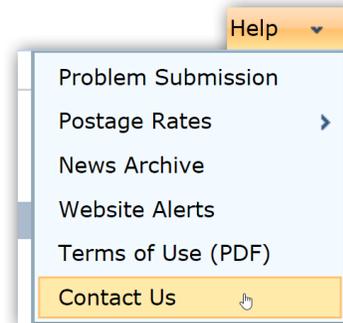
CONFIRMATION MAIL	70
CERTIFIED MAIL	72

Obtaining Transactions

If the user requires additional transactions, contact the EZ-Confirm provider.

Note:

If you do not know who your provider is, please refer to the "Contact Us" link in the "Help" menu.

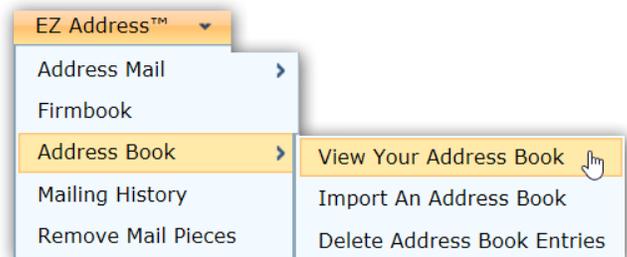


Address Book Management

Adding frequently-used addresses to the Address Book speeds up processing. The Address Book has a limit of 1,000 addresses.

View the Address Book

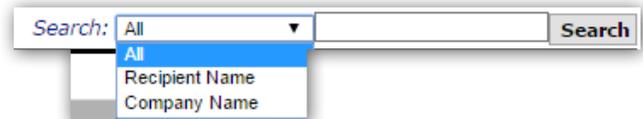
1. Hover over the "EZ-Address™" tab in the tool bar. This will open a drop-down menu.
2. In the drop-down menu, go from "Address Book" to "View Your Address Book" and select the "View Your Address Book" tab.



Search

The search tool may be used to filter what entries are displayed.

1. Select Recipient Name or Company Name from the drop-down list to limit the search results accordingly.
2. Enter the desired value in the search field.
3. Hit the "Search" button to display filtered results.



Note:

Note that partial matches will be returned. For example: a search value of "engin" would find "Engineering Innovation, Inc."

Setup

Create New Entry

1. Click "Create New Address Book Entry."
2. Fill out the "Add New Address Book Entry" form.
3. Hit "Submit" to accept the new entry, or hit "Cancel" to cancel the new entry and return to the address book.

Note:

If the optional "Standardize this Address" box is selected, a validation check is performed on the address before it is saved.

Create New Address Book Entry

Add New Address Book Entry

*Required

Recipient or Company Name must be filled in.

Recipient Name: City:
Company Name: State:
Apt / Suite: ZIP Code:
* Address: *Zip or City & State required
Record / Case #: Standardize this Address

Submit Cancel

Edit Entry

1. Hit the "Edit" button next to the address entry to be edited.
2. Make the desired changes.
3. Hit the "Submit" button to accept the changes, or the "Cancel" button to cancel any changes and return to the address book.

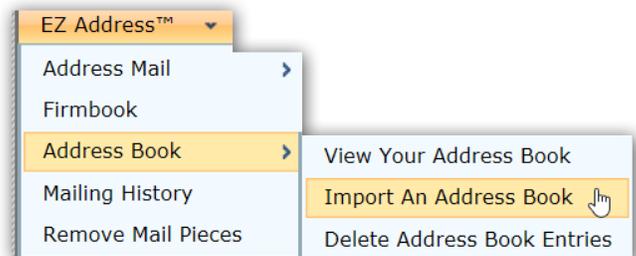
View Address Book Entries Search: [All] Search

of Address Book Entries: 1 (Max Limit: 1,000) Create New Address Book Entry

	Recipient Name	Company Name
Edit	JANE DOE	ENGINEERING INNOVATION, INC.

Import An Address Book

1. Hover over the "EZ Address™" tab in the tool bar. This will open a drop-down menu.
2. In the drop-down menu, go from "Address Book" to "Import Address Book" and select the "Import Address Book" tab.



3. On the Address Book Import page, select the appropriate Address Book Import Options.
 - Standardize Imported Addresses: This option enables address verification. Invalid addresses will not be imported.
 - Skip Any Duplicates Already in Your Address Book: Check this box when you are updating an existing address book. This option prevents the creation of duplicate address entries.

Address Book Import Options

- Standardize Imported Addresses
- Skip Any Duplicates Already In Your Address Book

4. Search for the file by hitting the "Browse" button.

Note:

You can download an address book template file by clicking the "Download Template" link.

5. Locate and select the file, and hit the "Open" button.

Please select the location of the file to import

Browse

Download Template Import

Name	Date modified	Type	Size
Sample.csv	8/14/2017 8:44 AM	Microsoft Excel Comma Separated Values File	1 KB

File name: Sample.csv All files (*)

Open Cancel

6. The selected file (with complete path) will appear in the Browse field. Click Import.

Please select the location of the file to import

Browse... Sample.csv

Download Template Import

Setup

7. Import status is displayed in the “Status of your address import” window along with any problems encountered. Click “Save results as a text file” to save a copy of the status report.

Status of your address import

Uploading File...
File Uploaded.
Validating Imported Data...
Data Validated.
Importing Address Data...
Address Import Successful!
0 duplicate address entry(s) skipped.
4 address entry(s) imported.

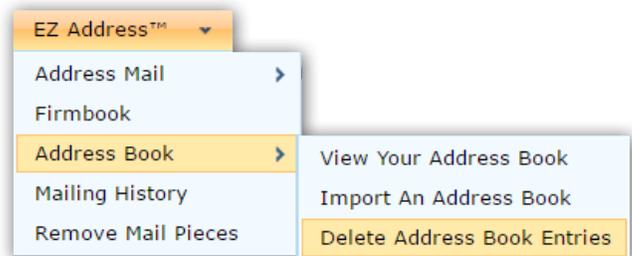
[Save results as a text file](#)

8. Click the “Back to Address Book” link to return to the Address Book view.

[Back to Address Book](#)

Deleting Address Book Entries

1. Hover over the “EZ Address™” tab in the tool bar. This will open a drop-down menu.
2. In the drop-down menu, go from “Address Book” to “Delete Address Book Entries” and select the “Delete Address Book Entries” tab.



3. Select the box next to the address entries to be deleted.

Select Address Book Entries To Delete

1	
<input type="checkbox"/>	Recipient Name
<input type="checkbox"/>	CUSTOMER SUPPORT
<input type="checkbox"/>	JANE SMITH ENGINEERING
<input checked="" type="checkbox"/>	JOHN SMITH ENGINEERING

4. Hit the “Delete” button at the bottom of the entries list.

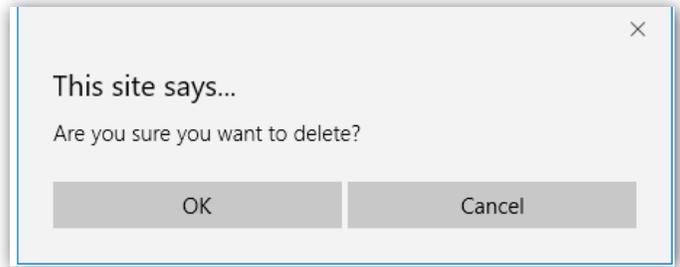
Note:

You can also delete Address Book entries by clicking the “Delete This Entry” link when viewing an entry in your Address Book.



Setup

5. In the confirmation window hit "OK" to confirm the deletion or "Cancel" to abort.



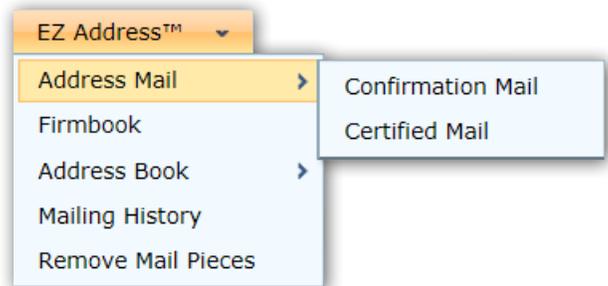
Setting Your Return Address

Before processing mail, the system requires a return address to be entered.

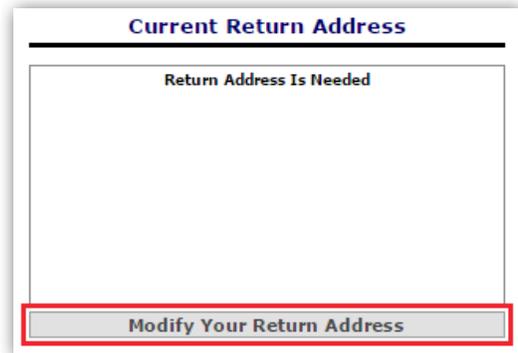
Note:

Address Mail menu selections will be unavailable if a category has no appropriate transactions.

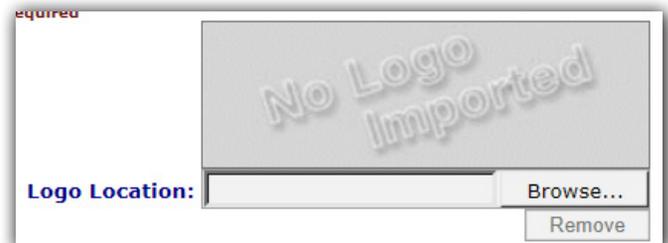
1. Hover over the "EZ Address™" tab in the tool bar. This will open a drop-down menu.
2. In the drop-down menu, go to "Address Mail" and select either the "Confirmation Mail" tab or the "Certified Mail" tab.



3. Hit the "Modify Your Return Address" button to add or modify a return address.



4. To include a company logo with the return address, use the "Browse" button on the left side of the screen to locate a logo file.



Setup

5. On the right side of the screen, enter the return address as it should appear on pieces created from this account.

Sender Name: CUSTOMER SUPPORT TEAM
Company Name: ENGINEERING INNOVATION, INC.
Apt / Suite:
*Address: 3601 SAGAMORE PKWY N STE EII
City: LAFAYETTE
State: IN
ZIP Code: 47904 5041

Standardize this Address

Sender name or Company Name must be filled in.
Recipient or Company Name must be filled in.

Note:

Selecting the “Standardize this Address” box means a validation check will be performed on the address before it is saved. If the address is invalid, a label will not be generated.

6. Once the return address and optional logo file location have been entered, hit “Submit.”
7. “Return Address Updated Successfully” will appear above the “Basic Return Address Information” heading if the entry saved successfully. Hit “Done” to return to the “EZ Address™” page.

Standardize this Address

Submit Done

Return Address Updated Successfully.

Editing Your Account

If details such as names or addresses need to be updated, changes can be made directly to the account by following these steps.

1. Hover over the Account tab on the tool bar. This will open a drop-down menu.
2. In the drop-down menu, go from “Accounts” to “My Account” and select the “My Account” tab.
3. This page presents all details associated with the current account.
4. Make the desired changes, then hit the “Submit” button at the bottom right of the page to save the changes, or the “Cancel” button to leave the account as it was.

Account Downloads Help

Accounts My Account

AutoSignature User Accounts

Transaction Management Client / Department Accounts

EZ Address™ Track Mail Reports Signatures Account Downloads Help

Account - Account Settings

Account Information

*Required

*Name: Suite:
*Company Name: *Address:
*City:
*Phone Number: *State:
Fax Number: *ZIP Code:
*Email: *Security Question: --Please Select Your Security Question--
*Re-Enter Email: *Security Answer:

Login Settings

*Required

*Username: *Password:
*Re-Enter Password:

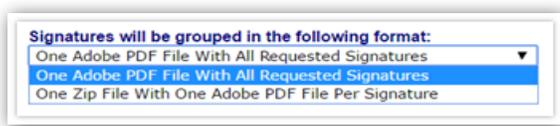
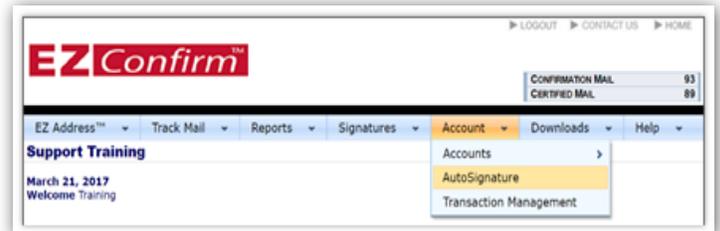
Submit Cancel

Setup

Enabling AutoSignature™

AutoSignature enables the automatic receiving of signatures for delivered mail pieces, either as an attached file or a hyperlink. Signatures contain confirmation of delivery from either Confirmation Mail (through the Signature Confirmation service) or Certified Mail (through the Return Receipt Electronic Service).

1. Hover over the “Account” tab in the tool bar. This will open a drop-down menu.
2. In the drop-down menu, select the “AutoSignature” tab. A page will appear on which you may customize settings for how you will receive AutoSignature information each day.
3. Verify that the “I want to enable AutoSignature” box is selected.
4. Enter the email address to which the signatures will be sent.
 - The fields will default to the address specified in My Account.
5. Choose the method in which the signatures will appear in the email.
 - The attachment option will send the signature as a PDF file.
 - The hyperlink option will include a link that redirects to a page containing all the signatures.
6. Choose whether multiple signatures will be grouped as a PDF or a zip file.
 - If multiple PDFs will be sent in a zip file, determine whether the PDF files will be named in correlation with the Tracking Number or the Record/Case Number.
7. Choose whether the files will be organized by account, or sent without organization.
8. In order to have blank emails sent when no new signatures are available, check the “Receive blank AutoSignature emails if no signatures are available” box.
9. When all changes have been made, hit the “Submit” button at the bottom of the page.



Processing

Once setup is complete, mail can be addressed through EZ-Confirm. This section describes the mail classes EZ-Confirm handles, and how to process mail pieces.

Mail Classes and Services

It is important to understand the mail types and services that can be processed through EZ-Confirm.

Confirmation Mail

Confirmation Mail encompasses all confirmation services offered for parcels. The available services for Confirmation Mail are Delivery Confirmation and Signature Confirmation.

Delivery Confirmation

The Delivery Confirmation service offers confirmation of delivery via a tracking entry. No signature is obtained when a parcel is delivered with this service, but the package will be tracked to its destination.

Signature Confirmation

The Signature Confirmation service offers the mailer a confirmation of delivery via a tracking entry as well as obtaining a signature from the recipient at the time of delivery. Details on how signatures are made available are provided later.

EZAddress - Confirmation Mail

*Special Services: Delivery Confirmation
 Signature Confirmation

Certified Mail

Certified Mail refers to any letters using a certified envelope. Certified Mail is not available for parcels or flats. Additional available services for Certified Mail are "Return Receipt Electronic" and "Restricted Delivery".

Certified Mail

The "Certified Mail" option is always checked in the EZAddress options when creating a Certified Mail piece. This service means that the USPS must obtain a signature (not necessarily the recipient's) when delivering the mail piece. It is important to note that the mailer (your organization) is not automatically entitled to receive a record of the obtained signature. "Return Receipt Electronic" must also be selected in order to receive a record of the signature.

Return Receipt Electronic

The "Return Receipt Electronic" option is checked in the EZAddress options by default when creating a Certified Mail piece. This service must be chosen to receive a copy of the signature obtained upon delivery of the mail piece.

If "Return Receipt Electronic" is deselected, only confirmation of delivery via a tracking entry (without signature) is offered.

Restricted Delivery

Selecting the "Restricted Delivery" option specifies that the signature obtained by the USPS at delivery must be that of the *addressed* recipient. It is important to note that the mailer (your organization) is not automatically entitled to receive a record of the obtained signature with this service. Return Receipt Electronic must also be selected to receive a record of the signature.

EZAddress - Certified Mail

*Special Services: Certified Mail
 Return Receipt Electronic
 Restricted Delivery



Example of a Certified Envelope

Processing

Addressing Mail

1. Hover over the “EZ Address™” tab in the tool bar. This will open a drop-down menu.
2. In the drop-down menu, go from “Address Mail” to either the “Confirmation Mail” tab or the “Certified Mail” tab.

Note:

Address Mail menu selections will be unavailable if you have no appropriate transactions. If you have no transactions at all, the entire Address Mail menu section will be unavailable.

3. Make sure the return address is correctly displayed in the “Current Return Address” window on the left side of the screen.
 - If the return address is incorrect, follow the steps on page 9 to change it.

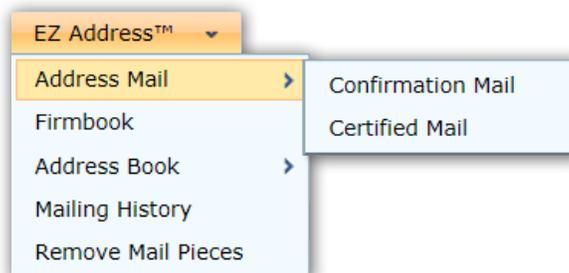
4. Enter the Recipient Address:

Manually - Information can be manually entered into the address fields

Quick Address - Any address from your address book can be selected from the Quick Address drop-down list

5. Select the appropriate mail class from the drop-down list.
6. Check the Special Services you wish to include.
7. If a Record/Case # will be entered, choose the desired label placement from the drop-down list.

8. If a notice is required, select it from the “Notices” drop-down list.
9. Enter the Record / Case # if needed.
10. If desired, add notes in the “Personal Memo” field. These notes will NOT appear on the mail piece, but the creating account, and its parent account(s), will see the memo in Mailing History and Track Mail results.
11. To prevent a validation check being performed on an address, uncheck the “Standardize this Address” box, which is selected by default.
12. Select “Add to Address Book” to save the address to the address book. A Record/Case # value will be saved with the address entry.
13. Hit “Submit” to continue or hit “Clear Form” to start over.



Processing

14. After clicking Submit, a Mail Label Preview page will appear.
15. Hit "Submit" to accept the address as it appears or hit "Edit Label" to make further changes.

EZAddress - Confirmation Mail Label Preview Create A New Label

Return Address

TRAINING
EII
EII
3601 SAGAMORE PKWY N STE EII
LAFAYETTE, IN 47904-5041

Address Corrections

Corrected Address
No Corrections Made

You Entered

ENGINEERING INNOVATION
ENGINEERING INNOVATION INC
EII
3601 SAGAMORE PARKWAY N
LAFAYETTE, IN 47904
RC #: 1234567890

Recipient Address

Recipient Name: ENGINEERING INNOVATION
Company Name: ENGINEERING INNOVATION INC
Apt / Suite: EII
Address: 3601 SAGAMORE PARKWAY N
City: LAFAYETTE
State: IN
ZIP Code: 47904

Mail Class: USPS First Class Mail
Special Services: Delivery Confirmation

Record / Case #: 1234567890
Notices: --
Personal Memo: THIS IS A TEST

[Submit](#) [Edit Label](#)

Clicking "Submit" will reduce your "Confirmation Mail" count by one.
Please review the address correction information under the "Address Corrections" heading before proceeding.

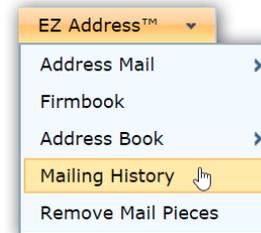
16. After hitting "Submit" on the preview page, a PDF of the address label will display.
17. To print the label, click the printer icon, and to save the label by downloading it, click the arrow icon.



Download (Save) and Print Buttons

Mailing History

The Mailing History page provides a quick overview of pieces that have been created using EZ-Confirm. To reach the "Mailing History" page, hover over the "EZ Address™" tab in the main tool bar, and select the "Mailing History" tab.



The "View As" drop-down menu filters created mail pieces by account. The "Date Timeframe" drop-down menu filters mail pieces by the time frame in which they were created, in the following categories:

- 24 hours ("Today")
- week
- month
- six months
- year

EZ Address™ - Mailing History Printer Friendly Version

Mailing History Review

Date Timeframe: Today ▾ View As: All ▾

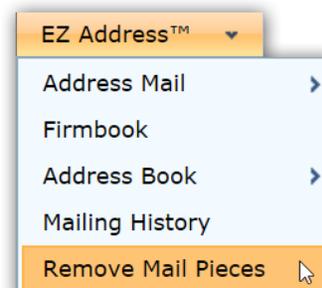
Total Pieces: 2

Created By	Created Date	Tracking Number	Recipient Address	Mail Class & Services
eitraining	3/15/2017 4:13:34 PM	92148901066154000104061613	CUSTOMER SUPPORT EII EII 3601 SAGAMORE PKWY N LAFAYETTE, IN 47904-5041	USPS First Class Mail Certified Mail Return Receipt Electronic
eitraining	3/15/2017 3:00:12 PM	92001901066154000104048469	RC #: ABC123 ENGINEERING INNOVATION ENGINEERING INNOVATION INC EII 3601 SAGAMORE PARKWAY N LAFAYETTE, IN 47904 RC #: 1234567890 MEMO: THIS IS A TEST	USPS First Class Mail Delivery Confirmation

Removing Mail Pieces

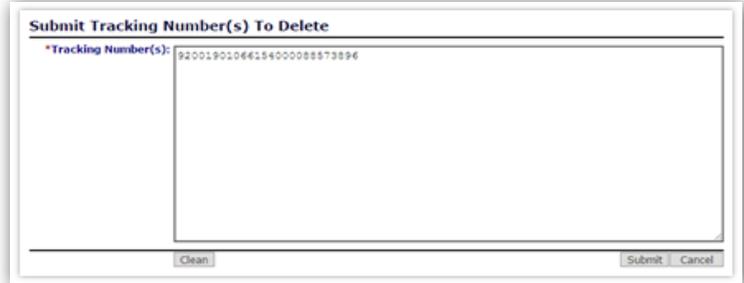
If a mail piece is generated incorrectly or is a duplicate, it should be removed to prevent unnecessary charges.

1. Hover over the "EZ Address™" tab on the tool bar. This will open a drop-down menu.
2. In the drop-down menu, select the "Remove Mail Pieces" tab.



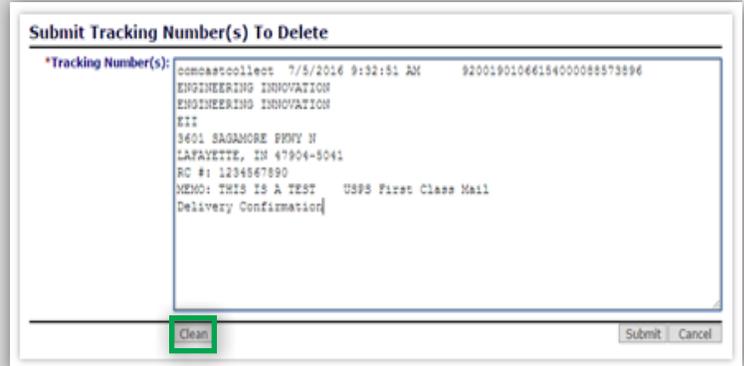
Processing

3. Enter the tracking number(s) to be deleted.
 - These numbers can be found in Mailing History or Track Mail if the pieces are not physically present.

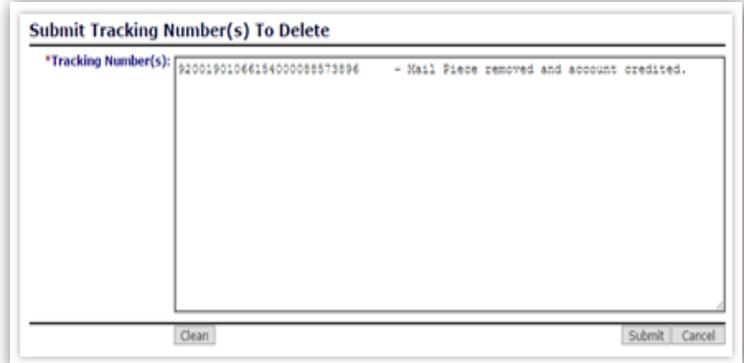


Note:

Any characters may be entered, even if they are not part of the tracking number. To remove all extra characters that are not part of the Tracking Number(s), hit the “Clean” button on the bottom left of the page.

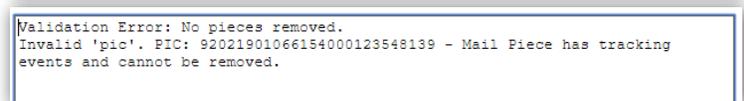
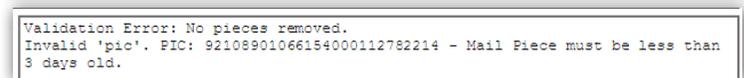


4. When all extra characters have been removed from the field, hit the “Submit” button.
5. A notification will appear, stating that the mail piece has been removed and the account has been credited.



Not all mail pieces may be removed. To be removed, a mail piece must be younger than 3 days old, must not have been scanned by the postal system, and the tracking number must be valid.

An error message will be displayed for each case.



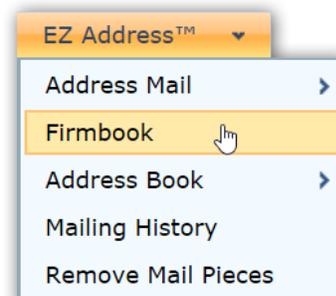
Firmbook

A “Firmbook” is a postal document (USPS form 3877) that contains the following information for included mail pieces:

- Tracking number
- Recipient Address
- Affixed postage and fees may also be included under specific circumstances.

A Firmbook is printed and presented to the USPS with a mailing. The post office will date and sign the Firmbook, which then serves as legal proof of mailing, replacing the individual Certified Mail Receipts that would otherwise be needed for each mail piece.

The Firmbook page is reached through the EZ Address™ section of the main tool bar.



Processing

Mail pieces are displayed on the Firmbook page based on two drop-down menus:

- The desired day range, up to 20 days
- The Account (“as user”) that created the mail piece

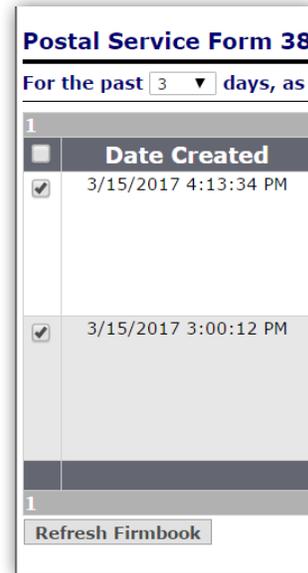
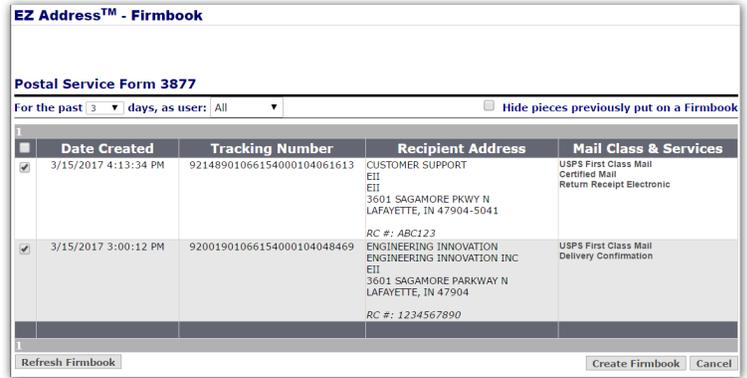
Other controls on the page include:

- A check box to hide mail pieces previously included in a Firmbook
- The “Refresh Firmbook” button to refresh the page and view changes
- The “Create Firmbook” button to turn selected mail pieces into a Firmbook
- The “Cancel” button to return to the account home page

Creating a Firmbook

1. Use check boxes to control what mail pieces will be added. A check box above this column will select all pieces.
2. Click the “Create Firmbook” button.

Note:
By default, mail pieces will be unchecked if they have already been placed in a Firmbook, and checked if they have not yet been placed in a Firmbook.



3. A PDF of the Firmbook will appear (example below).

Name and Address of Sender		Check type of mail or service		Affix Stamp Here <i>(If issued as an international certificate of mailing or for additional copies of this receipt)</i> Postmark with Date of Receipt													
USPS Tracking/Article Number		Addressee (Name, Street, City, State & Zip Code™)		Postage	(Extra Service) Fee	Handling Charge	Actual Value if Registered	Insured Value	Due Sender if COD	ASR Fee	ASRD Fee	RD Fee	RR Fee	SC Fee	SCRD Fee	SH Fee	
TRAINING EII EII 3601 SAGAMORE PKWY N STE EII LAFAYETTE, IN 47904-5041		<input type="checkbox"/> Adult Signature required <input type="checkbox"/> Adult Signature Restricted Delivery <input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Certified Mail Restricted Delivery <input type="checkbox"/> Collect on Delivery (COD) <input type="checkbox"/> Insured Mail <input type="checkbox"/> Priority Mail <input type="checkbox"/> Priority Mail Express <input type="checkbox"/> Registered Mail <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Signature Confirmation <input type="checkbox"/> Signature Confirmation Restricted Delivery			3.35									1.45			
1. 92148901066154000104061613		CUSTOMER SUPPORT EII 3601 SAGAMORE PKWY N LAFAYETTE, IN 47904-5041 RC#: ABC123															
2. 92001901066154000104048469		ENGINEERING INNOVATION ENGINEERING INNOVATION INC EII 3601 SAGAMORE PARKWAY N LAFAYETTE, IN 47904 RC#: 1234567890															
Total Number of Pieces Listed by Sender 2	Total Number of Pieces Received at Post Office	Postmaster, Per (Name of receiving employee)															

Facsimile PS Form 3877, April 2015 (Page 1 of 1)

Complete in Ink

Privacy Notice: For more information on USPS privacy policies, visit usps.com/privacypolicy.

4. Print or save the Firmbook using the icons in the upper right corner.



Download (Save) and Print Buttons

Post-Processing

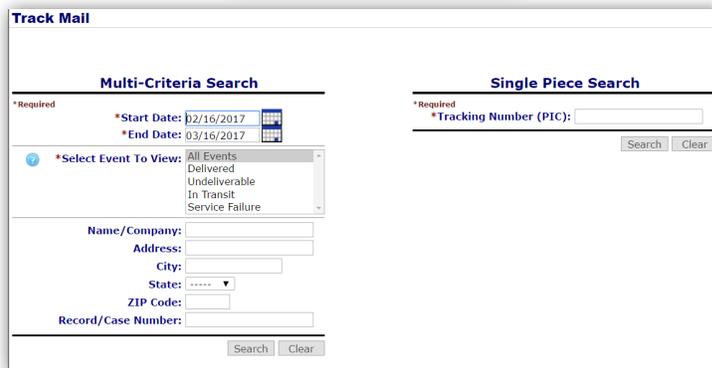
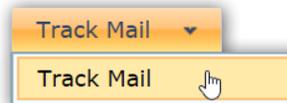
After mail pieces have been created and processed through the EZ-Confirm system and delivered to the Post Office, EZ-Confirm offers tracking and reporting tools to follow through on mail piece delivery.

Tracking Mail

After mail is submitted to the post office, it can be tracked directly from the EZ-Confirm site. To view tracked mail, hover over the “Track Mail” tab on the tool bar, then select the “Track Mail” tab that opens in the drop-down menu.

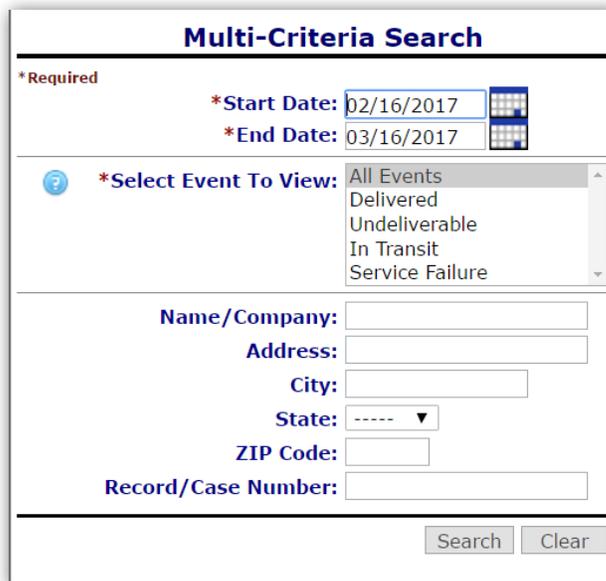
The Track Mail page offers two methods of tracking mail:

- Multi-Criteria Search
- Single Piece (Tracking Number) Search

The screenshot shows the 'Track Mail' interface. It is divided into two main sections: 'Multi-Criteria Search' on the left and 'Single Piece Search' on the right. The 'Multi-Criteria Search' section includes fields for 'Start Date' (02/16/2017), 'End Date' (03/16/2017), a dropdown for 'Select Event To View' (with options: All Events, Delivered, Undeliverable, In Transit, Service Failure), and text boxes for 'Name/Company', 'Address', 'City', 'State', 'ZIP Code', and 'Record/Case Number'. The 'Single Piece Search' section has a single required field for 'Tracking Number (PIC)'. Both sections have 'Search' and 'Clear' buttons at the bottom.

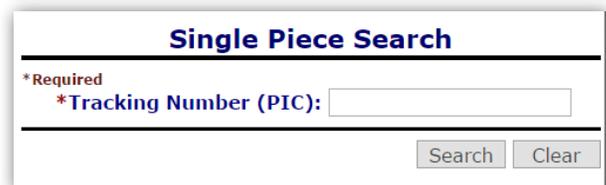
Multi-Criteria Search

The “Multi-Criteria Search” searches for mail pieces based on date range, event type, recipient/company name, address, and record/case number. By default, the date range is set to between the current date and one month prior.

This is a detailed view of the 'Multi-Criteria Search' form. It features a title bar 'Multi-Criteria Search' and a section for required fields. The 'Start Date' is set to 02/16/2017 and the 'End Date' is set to 03/16/2017. Below these is a dropdown menu for 'Select Event To View' with a question mark icon, showing options: All Events, Delivered, Undeliverable, In Transit, and Service Failure. Further down are text input fields for 'Name/Company', 'Address', 'City', 'State' (a dropdown menu), 'ZIP Code', and 'Record/Case Number'. At the bottom right are 'Search' and 'Clear' buttons.

Single Piece Search

The “Single Piece Search” searches for individual pieces by tracking number.

This is a detailed view of the 'Single Piece Search' form. It has a title bar 'Single Piece Search' and a section for required fields. The only required field is 'Tracking Number (PIC)', which is an empty text box. At the bottom right are 'Search' and 'Clear' buttons.

Post-Processing

Multi-Criteria Search Results

A multi-criteria search will return all pieces that meet specified criteria as shown in this sample search. When viewing the results of a multi-criteria search, the criteria used are shown at the top of the page, as are additional sorting and filtering options.

The top of the “Search Results” page provides options for printing and saving the results to a file (.csv or Excel).

Specified Search Criteria		Printer Friendly Options	
Search: All Events	Time Frame: 9/26/2017 - 9/28/2017	ZIP Code: All	Total Pieces: 3
Service: All Services	Sort By: ZIP	Pieces Per Page: 25	Filtered Results: 3
Your Search Results:			
[First Previous 20 1 Next 20 Last]			

Multi-criteria search results generates an entry for each matching event on the page, and the export file will have a table row for each event (as opposed to one row per mail piece).

If signature information is available, there will be a link for it in the ‘Delivered’ event line.

Clicking a piece’s tracking number link will bring up a printer-friendly individual result in a new browser tab/window, similar to the results of a single piece search.

Legend			
1	RECIPIENT ADDRESS JANE SMITH CONFIRM DELIVERY EII 3601 SAGAMORE PARKWAY N LAFAYETTE, IN 47904-0000	Created: September 27, 2017 Training Support Training 92001901066154000112991726	USPS First Class Mail Delivery Confirmation
	Mailed From: LAFAYETTE, IN, 47904	MAILED	Wednesday, September 27, 2017 10:31:55 AM
	Mail Data Received by USPS	PRE-SHIPMENT INFO SENT TO USPS, USPS AWAITING ITEM	Wednesday, September 27, 2017 12:00:00 AM
	Mail Data Received by USPS	PRE-SHIPMENT INFO SENT USPS AWAITS ITEM	Wednesday, September 27, 2017 9:55:00 AM
2	RECIPIENT ADDRESS JOHN SMITH ENGINEERING INNOVATION INC EII 3601 SAGAMORE PARKWAY N LAFAYETTE, IN 47904-0000	Created: September 27, 2017 Training Support Training 92001901066154000112991771	USPS First Class Mail Delivery Confirmation
	Mailed From: LAFAYETTE, IN, 47904	MAILED	Wednesday, September 27, 2017 10:32:28 AM
	Mail Data Received by USPS	PRE-SHIPMENT INFO SENT TO USPS, USPS AWAITING ITEM	Wednesday, September 27, 2017 12:00:00 AM
	Mail Data Received by USPS	PRE-SHIPMENT INFO SENT USPS AWAITS ITEM	Wednesday, September 27, 2017 10:01:00 AM
3	RECIPIENT ADDRESS CUSTOMER SUPPORT EII 3601 SAGAMORE PKWY N LAFAYETTE, IN 47904-5041	Created: September 27, 2017 Training Support Training 92148901066154000112991759	USPS First Class Mail Certified Mail Return Receipt Electronic
	Mailed From: LAFAYETTE, IN, 47904	MAILED	Wednesday, September 27, 2017 10:32:14 AM
	Mail Data Received by USPS	PRE-SHIPMENT INFO SENT TO USPS, USPS AWAITING ITEM	Wednesday, September 27, 2017 12:00:00 AM
	Mail Data Received by USPS	PRE-SHIPMENT INFO SENT USPS AWAITS ITEM	Wednesday, September 27, 2017 9:55:00 AM
[First Previous 20 1 Next 20 Last]			

Single Piece Search Results

A single piece search always returns the information for a single mail piece matching the tracking number input, as shown in the sample search. The following information is provided:

- Recipient address
- Return address
- Mail piece information
- Tracking information
- Signature information link (if applicable and available)

A “Printer Friendly Version” link that opens a new browser tab/window is provided. Elements of the EZ-Confirm site unrelated to the search results (such as the tool bar) are absent in the new view.

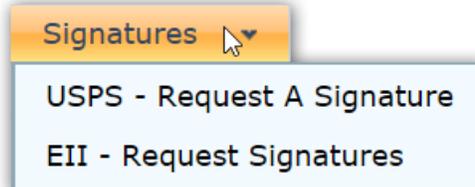
Mail Piece Details		Print this page
Recipient Address --	Mail Piece Information	
Return Address --	Tracking Number: 9214890106615400000557500	
	Date Created: 06/12/2012 10:02:44 AM	
	Mail Class: USPS First Class Mail	
	Special Services: Certified Mail Return Receipt Electronic	
	Memo: --	
	Created By: --	
	Signature Information	
	Signature Status: Available (Click Here)	
	Having issues viewing the signature file? Make sure you are using the latest version of Adobe Acrobat Reader	
	Tracking Information	
	Mailed, June 12, 2012, 10:02:44 AM, ROCHESTER, NY 14615	
	Processed Through Ups Sort Facility, June 12, 2012, 08:05:00 PM, ROCHESTER, NY 14692	
	Processed Through Ups Sort Facility, June 12, 2012, 11:26:00 PM, ROCHESTER, NY 14692	
	Processed Through Ups Sort Facility, June 14, 2012, 06:33:00 PM, JACKSONVILLE, FL 32203	
	Processed Through Ups Sort Facility, June 15, 2012, 01:59:00 AM, JACKSONVILLE, FL 32203	
	Delivered, June 15, 2012, 01:18:00 PM, JACKSONVILLE, FL 32258	

Post-Processing

Signature Requests

If a piece was created with the Signature Confirmation service (for Confirmation Mail) or Return Receipt Electronic service (for Certified Mail) selected, a recipient's signature will be available after a mail piece is delivered. If an expected signature is not available after delivery, it must be requested through the Signature Request pages.

To request a signature, hover over the "Signatures" tab in the tool bar, which will open a drop-down menu. In the drop-down menu, choose a tab based on whether the signature needs to be requested from USPS, or from EII.



USPS Signature Requests

The USPS Signature Request page only allows for the search of one signature at a time by a tracking number known as the "Parcel Identification Code", or "PIC".

USPS signatures are readily available for six months after they were acquired, at which point they are archived. An archived signature may take longer to obtain and may require additional information. Archived signatures are purged 13 months after piece delivery, at which point they are no longer available for retrieval.

A screenshot of a web form titled "Request Specifications". It has a "Required" section with four fields: "*PIC:" (empty), "*Name:" (filled with "Training"), "*Email:" (filled with "support@eii-online.com"), and "*Re-Enter Email:" (filled with "support@eii-online.com"). At the bottom right are "Submit" and "Cancel" buttons.

EII Signature Requests

The EII Signature Request page allows you to search for multiple signatures at a time by date range and ZIP code. Unlike the USPS, EII archives all signatures indefinitely. EII also embeds additional information in the signature files, including the recipient's address and Record / Case #.

A screenshot of a web form titled "Request Criteria". It has a "Required" section with three fields: "* Start Date:" (calendar icon, filled with "08/28/2017"), "* End Date:" (calendar icon, filled with "09/28/2017"), and "ZIP Code:" (empty). Below this is a "QUICK REFERENCE" box containing text about signature archives and a note about email attachments. At the bottom are "Submit" and "Cancel" buttons.

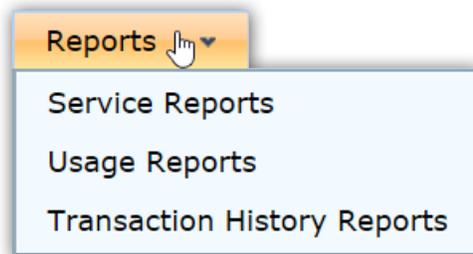
You have the option to receive a link to the requested signature files instead of an attachment. This is to accommodate users whose email clients block large attachments.

A screenshot of a web form titled "Request Requirements". It has a "Signature Archives" section with two fields: "Email:" (filled with "support@eii-online.com") and "Re-Enter Email:" (filled with "support@eii-online.com"). Below this are three sections with dropdown menus: "The following will be received in your AutoSignature email(s):" (filled with "An Attachment With Your Signatures"), "Signatures will be grouped in the following format:" (filled with "One Adobe PDF File With All Requested Signatures"), and "The PDFs will be named (Only for ZIP Files):" (filled with "By Tracking Number"). At the bottom right are "Submit" and "Cancel" buttons.

Post-Processing

Reports

The EZ-Confirm web utility provides useful reporting tools accessible from the main toolbar. The individual report types are described below.



Service Reports

A Service Report displays delivery performance of postal areas to help identify problem areas.

Reports can be generated either for a specific ZIP code, or for a 3-digit ZIP code range.

Reports - Service Report

Select Service Report Criteria

*Required

* Start Date: 12/16/2016

* End Date: 03/16/2017

ZIP Code:

* Mail Class: USPS First Class Mail

* Group Results By: 3 Digit ZIP

Submit Clear

A filter for service type is also available after the report is generated.

Specified Report Criteria

Search: Service Report ZIP Code: All
 Time Frame: 8/29/2017 - 9/29/2017 Total Pieces: 88

Service: All Services 3 Digit ZIP: ALL
 Filtered Results: 88

Your Report Results: [Start a New Service Report](#)

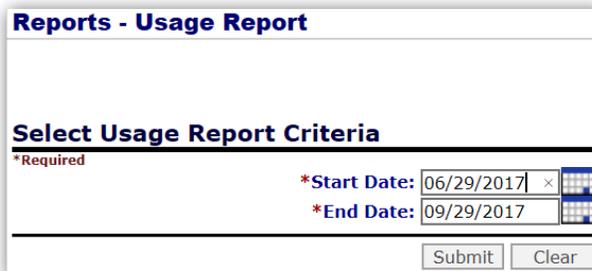
	52	9	2	12	8	0	
	Next Day	2 Days	3 Days	In Transit	Outside Service Standards	Service Failure	
	59.09%	10.23%	2.27%	13.64%	9.09%	0.00%	
ZIP3	Total	Next Day	2 Days	3 Days	In Transit	Outside Service Standards	Service Failure
928	1	0	0	0	1	0	0
		0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
921	1	0	1	0	0	0	0
		0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
913	1	0	0	1	0	0	0
		0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
908	1	0	0	0	1	0	0
		0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
891	1	0	1	0	0	0	0
		0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
474	1	1	0	0	0	0	0
		100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
469	68	46	3	1	8	7	0
		67.65%	4.41%	1.47%	11.76%	10.29%	0.00%
465	1	0	0	0	0	0	0
		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
464	1	1	0	0	0	0	0
		100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
462	5	4	1	0	0	0	0
		80.00%	20.00%	0.00%	0.00%	0.00%	0.00%
452	1	0	1	0	0	0	0
		0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
423	1	0	1	0	0	0	0
		0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
385	1	0	1	0	0	0	0
		0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
341	2	0	0	0	2	0	0
		0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
292	1	0	0	0	0	1	0
		0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
068	1	0	0	0	0	0	0
		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Post-Processing

Usage Reports

Usage Reports display the types of mail that have been processed in a specific time period.

The results are separated by class, extra services, and the account that created the pieces. By default, results for all accounts visible to a user will be shown, but results can be filtered by specific account if desired.



Reports - Usage Report

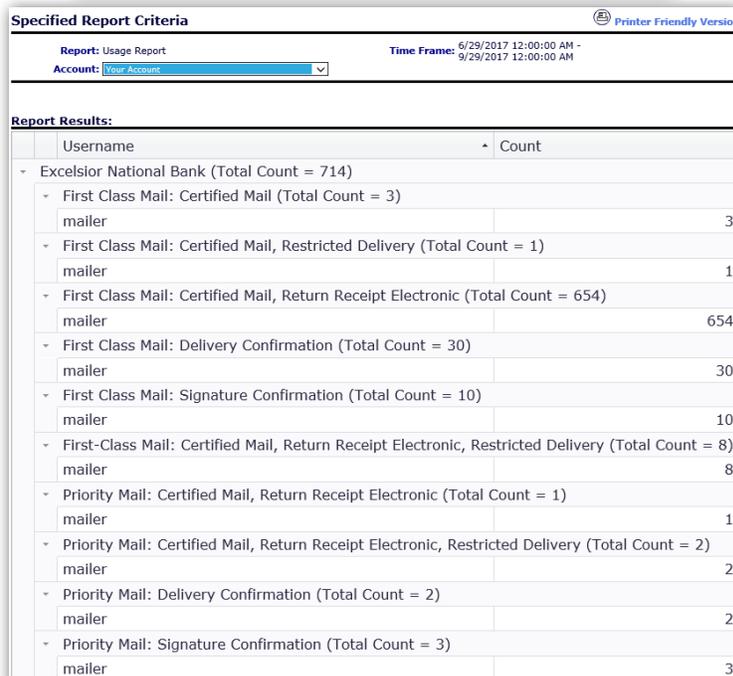
Select Usage Report Criteria

***Required**

***Start Date:** 06/29/2017

***End Date:** 09/29/2017

Submit Clear



Specified Report Criteria Printer Friendly Version

Report: Usage Report **Time Frame:** 6/29/2017 12:00:00 AM - 9/29/2017 12:00:00 AM

Account: Your Account

Report Results:

Username	Count
Excelsior National Bank (Total Count = 714)	
- First Class Mail: Certified Mail (Total Count = 3)	
mailler	3
- First Class Mail: Certified Mail, Restricted Delivery (Total Count = 1)	
mailler	1
- First Class Mail: Certified Mail, Return Receipt Electronic (Total Count = 654)	
mailler	654
- First Class Mail: Delivery Confirmation (Total Count = 30)	
mailler	30
- First Class Mail: Signature Confirmation (Total Count = 10)	
mailler	10
- First-Class Mail: Certified Mail, Return Receipt Electronic, Restricted Delivery (Total Count = 8)	
mailler	8
- Priority Mail: Certified Mail, Return Receipt Electronic (Total Count = 1)	
mailler	1
- Priority Mail: Certified Mail, Return Receipt Electronic, Restricted Delivery (Total Count = 2)	
mailler	2
- Priority Mail: Delivery Confirmation (Total Count = 2)	
mailler	2
- Priority Mail: Signature Confirmation (Total Count = 3)	
mailler	3

Note: 'mailler' is the user name for this test account

Transaction History Reports

Any account granted the permission to do so may view Transaction History Reports.



Reports - Transaction History Report

Select Transaction History Report Criteria

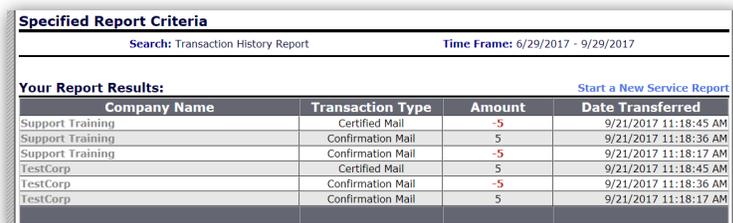
***Required**

***Start Date:** 06/29/2017

***End Date:** 09/29/2017

Submit Clear

A Transaction History Report displays transaction activity for the current account and any account directly beneath them.



Specified Report Criteria

Search: Transaction History Report **Time Frame:** 6/29/2017 - 9/29/2017

Your Report Results: Start a New Service Report

Company Name	Transaction Type	Amount	Date Transferred
Support Training	Certified Mail	-5	9/21/2017 11:18:45 AM
Support Training	Confirmation Mail	5	9/21/2017 11:18:36 AM
Support Training	Confirmation Mail	-5	9/21/2017 11:18:17 AM
TestCorp	Certified Mail	5	9/21/2017 11:18:45 AM
TestCorp	Confirmation Mail	-5	9/21/2017 11:18:36 AM
TestCorp	Confirmation Mail	5	9/21/2017 11:18:17 AM

Additional Information

Downloads

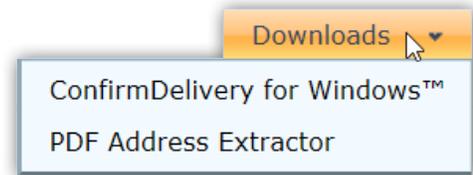
The Downloads section of the main toolbar includes links to pages where additional utilities may be downloaded. Access to these downloads for individual client accounts is controlled in the Account Settings.

ConfirmDelivery for Windows™

ConfirmDelivery for Windows, also referred to as “Desktop Tool”, is a PC-based application. Information about the application and the link to the installation file are located on the ConfirmDelivery for Windows™ page.

PDF Address Extractor

The PDF Address Extractor is a service utility that extracts the recipient address information from existing PDF documents for the purpose of creating address labels.



Help

The Help section of the main toolbar provides links to access the Problem Submission form, Postage Rates, News Archive, Website Alerts, Terms of Use, and Contact Information.

Problem Submission

The Problem Submission form allows for the reporting of issues with mail pieces or with the EZ-Confirm website. Please communicate feature requests through the service provider.

Postage Rates

The Postage Rates pages provide rate tables for mail pieces that can be created using EZ-Confirm.

News Archive

The News Archive page shows a history of news, events, and site outages. The archive is compiled from news and notices posted to the EZ-Confirm home page.

Website Alerts

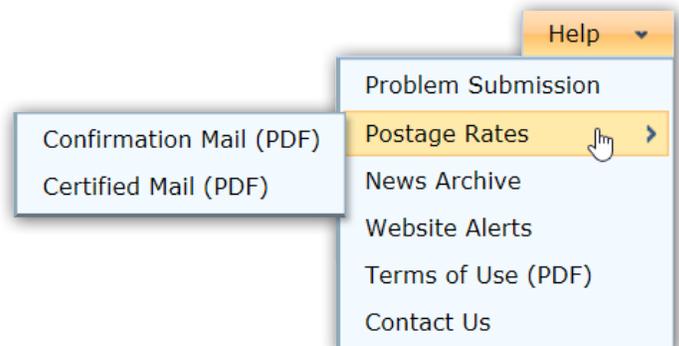
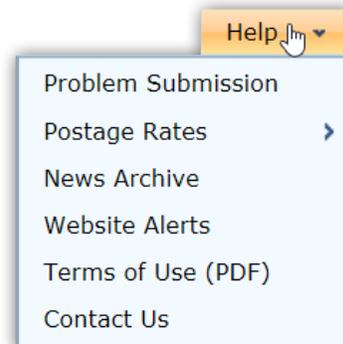
The Website Alerts page provides examples of how upcoming site outages are communicated with on-screen notifications.

Terms of Use

The Terms of Use should be read and understood before utilizing the services offered by EZ-Confirm.

Contact Us

The Contact Us page provides contact information for the direct owner (service provider) of the current account.



Additional Information

Page bottom menu

Descriptions of the links included in the menu at the bottom of the page are listed below.

Terms & Conditions of Use

This links to the same “Terms of Use” page described on the previous page.

Contact Us

This links to the same “Contact Us” page described on the previous page.

Problem Submission

This links to the same “Problem Submission” page described on the previous page. Note that this menu option is only visible when logged into an account.

Website Settings

This link provides information on the optimal browser settings for EZ-Confirm. With the frequency of which web browsers update, the information on this page may not be current. It is best to contact your IT department if you believe you are experiencing browser-related problems.

[Terms & Conditions of Use](#) | [Contact Us](#) | [Problem Submission](#) | [Website Settings](#)

Page Bottom Menu



EZ-Confirm Web Utility
User Guide

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