

Technical Service Bulletin

To: EII Customer
From: EII
Date: April 5, 2016
RE: Rate Change April 10, 2016

Dear EII Customer,

Please Note the Following Important Changes:

- First Class Package Services will now use the retail rate for 1, 2, and 3 ounce pieces because the retail rate is less expensive
- EZ Confirm Customers: Priority Mail will now be processed by using Endicia PC Postage. This mail will not appear on the manifest. EZ Confirm is available on the Champ.
- Also, EZ CONFIRM Customers: First-Class Package Service must be processed using PC Postage. This mail will not appear on the manifest. EZ Confirm is available on the Champ.
- EZ CONFIRM Customers: You must cover the IMpb that is printed on the EZ CONFIRM address label with the IMpb that is printed on the Champ. Tracking information for these pieces will be available through the EZ Confirm portal.



In order to have the April 10 rates on your machines, you will need to have installed Patch 3.8.0.30 or higher. This patch must be installed before processing any mail that you plan to submit on Monday April 10. EII can assist you in installing the patch this week. If you need to have the patch installed manually, please contact EII Customer Support no later than Thursday, April 7. Our phones will be very busy, so, please be patient with us.

EZ Confirm Customers: You will be processing Priority Mail and First Class Package Services through Endicia PC Postage as soon as 3.8.0.30 is installed. There is not an option to process this mail on a manifest.

Installing Patch 3.8.0.30 or higher:

- The patch will be installed on most customers machines remotely, if we have an internet connection to your equipment.
 - The files for the patch will be located here: : c:\data\kace\software\patches\3.8.0.30
 - Click on the file “EII Patch.exe” to begin the patch installation.
 - **There should not be any jobs open when preparing to run this patch. This is also an optimal time to run the Label List Importer in the console if you haven’t run it in the last month.**

- If EII cannot connect to you and you have set up an account in the EII GoAnywhere File Server, you should receive an email notifying you when its available for download. You will need a USB flash drive to transfer the file to the Workstation and you will Click on the EIIPatch.exe to run the patch.

- As an alternative for those who EII cannot connect to and you haven’t enrolled in the GoAnywhere program mentioned above, you can receive a DVD. If you opt for this let support know soon. Please complete the following steps when it is received.
 - Insert the DVD in the WorkStation disk drive.
 - Open the DVD on the computer to view the files, select “EIIPatch.exe”.
 - The Installer Set-Up Wizard will begin. Click “Next” then “Install”.
 - **There should not be any jobs open when preparing to run this patch. This is also an optimal time to run the Label List Importer in the console if you haven’t run it in the last month.**

- If you have any questions about this process, please call EII Support at (765) 250-4100.

Additional Information:

- BPM Parcels, Standard Parcels, Parcel Select Lightweight, Parcel Select Ground, Library Parcels, Media Parcels will still be run through SSF (Shipping Services File).
- All billing prior to January 16, 2016 needs to be completed *prior to installing 3.8.0.30*. The EII Software can only support *ONE* rate case in arrears. *EII is recommending that all billing prior tp January 16, 2016 be completed by April 4th*. Billing after January 16, 2016 will not be affected by this update.
- To process EZ Confirm Priority Mail and EZ Confirm First Class Package Services, you must set the job profile Label Height setting to 2” or 1.5”. You will use 2 labels. 1 will be the IMpb, which you will place over the EZ Confirm IMpb and the other label has the postage printed on it.

If you have any questions regarding this or other technical solutions, please call EII Customer Support at (765) 250-4100, or contact us through email at support@eii-online.com.

Sincerely,

EII Customer Support