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Introduction

This manual shows you how to use the SimpleCertifiedMail.com service to produce, track and manage your Certified Mail®, Priority Mail® and First-Class Mail®.

The process begins with printing **cover sheets** and **labels** from your standard office printer. They contain the addresses, Electronic Postage, and USPS barcodes required to deliver your mail and eliminate manual USPS forms, postage meters and trips to the Post Office.

For mail being sent in #10, 6”x9” or 9”x12”envelopes, the image is printed on standard 8 ½” x 11” paper (see “A”), then folded and inserted into window envelopes along with your letter (see “B”). We call these “cover sheets.” For larger flats and packages sent via Priority Mail® the image is printed on labels (see “C”).

Sign In

1. There are two ways to reach the Sign In page. Visit www.simplecertifiedmail.com and click “SIGN IN” at the top right corner of the home page. Or go direct to the Sign In screen by entering https://my.simplecertifiedmail.com/
2. At the Sign In screen, enter your User Name, Password, and Client Code. (None are case sensitive.)
3. Click “SIGN IN”.

Main Navigation

From the **Main Screen** you can use the navigation bar to Create a Cover Sheet or Label; Print a Proof of Acceptance form; View, Download and Print Reports; Manage your Account; and Order Envelopes and Labels.

*Note: Some links shown on this screen, or under specific menus, may not be available unless you have Administrative permission.*
Create Cover Sheets & Labels is where you enter the Originator and Recipient addresses and the specifics regarding the item being mailed. You have four choices:

**Single** is the correct selection when preparing your mail unless you are printing a Batch of pieces from a Microsoft Excel file. Fill in the appropriate information in Steps 1, 2 and 3 in the form as described below.

1. **Originator (“return”) address** is automatically inserted but can be edited as needed. Click Address Book to manage addresses or to import address lists in .CSV format.

2. Enter the **Recipient address** here. Click Address Book to recall an address, or to save a new one. You can also import CSV format.

The Name, Company, Address 1 and Address 2 are limited to 46 Alpha Numeric Characters. Symbols such as dashes (-) and Ampersands (&) should be avoided.

3. Select the **Mailing Service**, type of Container and whether you are printing on plain paper or a label. Options are detailed in the box below.

### Mailpiece Information Tips:

**Add Alternate Address:** If the letter is being mailed from a different address than the Originator address (for example, when sending work-related mail from your home rather than your office), adding the address here ensures the Proof of Acceptance should be correct. This information will not show on the cover sheet or label.

**Reference:** Appears on the Return Receipt (Electronic) as well as Delivery Information and Production reports to help identify the material being mailed. Maximum is 46 alpha numeric characters.

**Item ID:** Appears under the Return Address to assist the sender to insert the correct papers in the envelope. Also helps to identify the letter inside a returned piece of Certified Mail.

**Mailing Date:** Enables you to advance the date of postage on the label up to seven calendar days. Useful when preparing labels in advance for large mailings, using a common date.

**Cost Code:** Optional field used for internal cost accounting, client numbers, or other reference. Maximum field length is 46 alpha numeric characters. Appears in both the Delivery Information and Production reports.

**Bypass Address Validation:** Click here if you don’t want the system to validate your Recipient Address. See Address Validation section for details.

**Mailing Service:** Choose the Certified Mail®, Priority Mail® or First Class® service that suits the item you plan to mail. Certified with RR(E) is our most popular service as it provides you with recipient’s signature, replacing the Green Card. Note that if you are sending a Certified Mail item via Priority Mail, you still select Certified here.

**Restricted Delivery:** Limits delivery of your Certified Mail with Return Receipt item to the specific addressee or someone with written authority to sign for them.

**Container:** The list of containers in which you can send your mail is determined by the Mailing Service. For example, the only option for Priority Express Mail is a “flat rate envelope”, but there are many options for First-Class Mail, Certified Mail and Priority Mail.

**Paper Type:** Choose to print a Cover Sheet on plain paper when using window envelopes for Certified or First-Class Mail. Choose a label when mailing a Flat Rate or Tyvek envelope, a box or parcel.

- Select plain paper when mailing with a window envelope. This creates the printed cover sheet.
Once the form is complete you have a choice to Preview or Create the cover sheet or label for use right away. Or, if you’re not planning to print until later in the day or another day, you can add the Cover Sheet or Label to the Queue. To learn more about how the Queue works, see “Using the Print Queue” on page 7.

Preview Cover Sheet or Label

**Preview Cover Sheet or Label** shows a preview of the Certified Mail cover sheet or label without charging your account for postage. In addition, the system checks to make sure the Recipient address is a deliverable address, formats the address for optimal processing and adds the ZIP+4. You can Edit the Cover Sheet or Label if you need to make changes. You can also add the cover sheet or label to the Queue from this screen.

The first time you use this service, we recommend choosing “Print this Preview” so you can check the printed sample to make sure it folds properly into the window envelopes we supplied, or is positioned correctly on the sheet labels. If not, adjust the margins using Page Setup in your browser. Once comfortable with the way the cover sheets and labels are printing, some clients choose to skip the Preview step.

Note: If you receive an error message, return to the “Create Cover Sheet and Label” page, and check for errors or omissions. You can also click on the link to the USPS Address Validation Website that appears on the right side of the screen, within the Tips.
Address Validation

Address Validation ensures that the Recipient Address is a deliverable address, before you print a cover sheet or label and incur postage charges. In some cases it simply adds the last 4 digits to the 5-digit ZIP Code to ensure more accurate mail delivery. In others it may change part of the address to an abbreviation (for example, changing “Avenue” to “AVE”). And sometimes it offers options if it cannot find a direct match for the Recipient Address you entered.

Create & Print Cover Sheet or Label

If everything looks good and you are ready to proceed to print the finished Cover Sheet or Label, click “Create Cover Sheet” or “Create Label” then “OK” when asked to confirm. This step generates the final cover sheet or label, complete with Electronic Postage, and shows the finished form on the screen.

Note that the USPS tracking number appears above the electronic postage and printable area, for those clients who want an easy way to copy and paste the tracking number to their Certified Mail letter, or to use the tracking number in another way.
Click on “Print Cover Sheet” or “Print Label.”

Once printed, fold and insert the printed cover sheet, along with your Certified Mail letter, into one of our window envelopes. Or attach the printed label to a larger envelope or box. If the cover sheet or label doesn’t print correctly you can reprint by using the Reprint feature.

Using the Reprint Feature

The Reprint feature enables you to reprint a cover sheet or label for up to eight hours after it was initially created, in case it doesn’t print correctly the first time or gets misplaced before mailing. Reprint is accessed from the first drop down menu on the Create Cover Sheets & Labels page.

Below is an example. Three Cover Sheets are listed. Each has 7 hours before it will be deleted from the list. Click on Print to print the Cover Sheets you need.

| Reprint Cover Sheets | If you do not see your item on this page, it may be available from the Print Queue panel.  
Click here to see (0 items) |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Address Line 1</td>
</tr>
<tr>
<td>Jane Smith</td>
<td>Sterling Management</td>
</tr>
<tr>
<td>Jim Roberts</td>
<td>Mason Street Bank</td>
</tr>
<tr>
<td>Susan Clancy</td>
<td>234 4th Ave N</td>
</tr>
</tbody>
</table>

Using Batch Processing

Batch Jobs enables you to print dozens, hundreds or thousands of Certified Mail cover sheets or labels in a single run. The Batch Process requires your addresses be in Microsoft Excel or CSV file format. Helpful videos can be viewed, and manuals downloaded from the Batch Processing link in the Resources section on the SimpleCertifiedMail.com web site. To get started, please call or email Customer Service to request that Batch Processing be enabled for your account.
The Print Queue feature enables you to prepare cover sheets and labels, but delay printing until a more convenient time, later that day or during another day.

The Print Queue is easy to use:

1. You add to the Queue two ways. Click ADD TO QUEUE from the Create Cover Sheets & Labels page after completing Steps 1-3 on the page. Or click ADD TO QUEUE from the Print Preview screen. In both cases a message will flash on the screen to confirm the cover sheet or label has been added to the queue and the orange PRINT QUEUE button show an updated number of items in the queue.

2. When you are ready to print cover sheets or labels from the Queue, select PRINT QUEUE from the main navigation or from the Create Cover Sheets & Labels page.

3. Next you see the Print Queue screen. In this example, there are three cover sheets waiting to be printed. Your Print Queue can actually hold hundreds.
You have three options from this page:

1. Select which cover sheets you want to print using the “Select” column. Then click on Print Selected Cover Sheets or Labels. After printing the items are automatically deleted from the list.

2. Notice that you have up to eight days to print items from the Queue. This is because the postage that has been added to the cover sheets must be scanned by the USPS within 8 days. If you leave items in the Queue for more than eight days, they are automatically deleted, and the postage credited to your account.

3. If you realize that you no longer need to mail some of the pieces in the Queue you can delete them from the list by clicking Request Refund. This also results in the postage being credited to your account.

Importantly, the Queue shouldn’t be used to hold a combination of Cover Sheets and Labels at the same time. Printing a mix of plain paper cover sheets and labels is too difficult to coordinate in a printer.

**Tracking your mail with the Delivery Information Report**

The Delivery Information Report enables you to track the status of your mailed items and download PDF files confirming Proof of Acceptance, Proof of Delivery and the Return Receipt (Electronic). The status is updated continuously and is the last status provided by the USPS. All this information is stored in your account for ten years.

To monitor the Status of your mailed items, select the appropriate box and click the “search” button. In the case below we have chosen a date range (for example, 10/21/2018 and 10/26/2018).
Next you will see the detailed **Delivery Information Report** screen.

The colored circles at the left of the screen provide a quick status of each item.

- **Red** indicates that delivery was unsuccessful and the item is being returned to you.
- **Green** indicates that the **USPS Certified Mail®** item has been delivered.
- **Yellow** indicates the item is still in transit.

Click on “Details” under the colored circles to view and print copies of the latest delivery information. You have a choice of viewing and printing PDFs for Proof of Acceptance (Electronic), Proof of Delivery (Electronic) and Return Receipt (Electronic).

The **Proof of Acceptance (Electronic)** PDF file is posted to your account within hours of the Certified letter receiving its first outbound scan at a USPS facility. This PDF is equivalent to the date-stamped PS 3800 Receipt as proof the USPS took delivery of the letter. The PDF is displayed in the “Mailed” column of the Delivery Information Report. Click on the text beginning with “Accepted...”. Or click on the **Details** link on the left side of the report. Users requiring a SCAN Form can create one from the ACCEPTANCE link on the main navigation bar of the Create Cover Sheets & Labels page.
The **Proof of Delivery (Electronic)** and **Return Receipt (Electronic)** are added to your account with 24 hours of the mail carrier delivering your mail. The Return Receipt (Electronic) is the universally accepted legal equivalent to the Green Card. Receiving it within 24 hours of delivery enables you to move legal and asset recovery processes forward much faster than waiting days for the return of the Green Card.

### Explanation of Message under “Mailed”

**Accepted** at the USPS Origin Sort Facility: The item has been scanned at the outbound USPS facility. This is evidence that the USPS has possession of the item. Click on the “Accepted…” link to open a PDF file of the Proof of Acceptance.

### Explanation of Messages under “Status”

**Address Unknown:** The address on the label is not a deliverable address. The item will be returned to the Originator Address.

**Arrival at Unit:** The item has arrived at the local Delivery Unit and is ready for delivery.

**Awaiting Pickup:** The USPS has attempted to deliver the item. Nobody was at the address or the people there would not accept the item. A notice was been left explaining the item should be picked up at the USPS delivery unit. A second notice will be left at the end of one week. If the item is not picked up by the end of the second week it is returned to the sender.

**Delivered:** The item has been delivered and signed for by someone at the address.

**Forward Expired:** This indicates that the Recipient Address belongs to a person or firm that had previously requested that their mail be forwarded, but that mail forwarding request has expired. If the Recipient did not file a Change of Address with the USPS, the item will be returned to you (as the Originator).

**Notice Left:** The USPS left a notice during the first attempt to deliver. The USPS will try again, but at the end of 14 days the item will be returned to the Originator.

**Refused:** The person at the delivery address refused to sign for the USPS Certified Mail® item. It will be returned to the Originator.

**Returned:** The item was returned and signed by someone at the Originator’s address.
Shipping Label Created: The USPS has received information regarding this item from SimpleCertifiedMail.com, but the item has not yet been scanned in a USPS center. If the item is not scanned by the ninth day an automatic refund will be processed.

Unclaimed: This is an interim status you sometimes see when a USPS Certified Mail® item was not delivered and is on its way back to the Originator. Once returned, the status changes to Returned.

Note: It's possible you will see other messages from the USPS. If you have any questions about them contact us. Also, the USPS considers all items that receive a signature as being Delivered, even if the signature comes from the Originator after an item has been returned. In order to minimize confusion regarding deliveries, SimpleCertifiedMail.com compares the Originator and Recipient zip codes and then posts the message “Returned” if it sees that the signature is coming from the Originator address, not the Recipient address. The only time this can potentially produce inaccurate information is when the Originator and Recipient zip codes are the same.

Explanation of Messages under “Options”

Request Refund: If a label was printed but not mailed, a refund may be issued to you in one of two ways. First, you can request a refund within 8 days of the date the label was printed. As shown in the screen below, you simply click on “Request Refund” in the Options column. The item will remain on the “View Delivery” screen but the last status will change to “REFUND”. The item will also appear on the Production Report with “Refund” highlighted in the “Cost of Service” column. The Cost of Service is refunded, less a small transaction fee. Second, in case you forget to request a refund, the service automatically requests refunds for pieces not mailed within 8 days. As in the first case, the Cost of Service is credited to your account, less a small transaction fee. If the piece is mailed at some point later on, the refund is reversed.

View Signature: If the “View Signature” link is blue, the item was successfully delivered by the USPS and the Return Receipt (Electronic) is available for viewing and printing. If the “View Signature” link is red, the item was designated as undeliverable and will be returned to the Originator.

Selected: The “Selected” column is used when you want to print more than one signature at a time. Simply check the box to the right of the View Signature link for each PDF you wish to print, or on the Selected column if you want all within the date range. Then click on the orange button at the bottom of the screen titled “PRINT SELECTED SIGNATURES” and they will all print in a single PDF file.
Order Envelopes/Labels

Use this screen to re-order envelopes and labels for your organization’s needs. Most of our customers keep a 1-2 month supply in their offices. Please check the mailing address for accuracy, and correct as required. Expect deliveries to take 3 to 5 business days.

Closing Your Account

Send an email to assistance@simplecertifiedmail.com requesting to close your account. Client Services will contact you to confirm the cancellation and then refund any leftover account balance to you. Even though the account will no longer be able to create cover sheets and labels, your historical transactions can be accessed via your login for up to ten years.
Here is a list of frequently asked questions. You can also find up to date FAQs in the “About” section at www.SimpleCertifiedMail.com. And a series of video tutorials are also available on the web site.

**Question:**
A blank page printed. What went wrong?

**Answer:**
A blank page is most often caused by the Recipient Address failing to pass delivery validation, the step that compares the address you entered to the USPS master address database. Check the entire address to ensure that there are no symbols in the address and that none of the address fields are more than 50 characters long.

**Question:**
If a blank label prints, how do I know if I was charged for the blank label?

**Answer:**
If the item appears in the View Delivery screen, it means you were charged for the blank label. Click the “Request Refund” option in the “Options” column and a refund will be processed.

**Question:**
The image isn’t printing accurately on the cover sheet or label. A portion is running off the edge.

**Answer:**
The margins in the Page Setup section of your web browser are probably set for more than .25” inches, so the complete Certified Mail image is printing too low on the plain paper cover sheet or sheet label. Adjusting the margins to no more than .25” on the Top, Bottom, Left and Right should fix the problem. The best way to tell is to adjust the margins, then print from the “Print Preview” screen, so as to not incur any postage expenses.

**Question:**
Should I sign for a Certified Mail item that is being returned?

**Answer:**
Yes, the USPS procedure requires a signature for each Certified Mail item that is returned to the sender. If the USPS is not requiring a signature when they return Certified Mail items to you, call the USPS office delivering your mail or contact support@simplecertifiedmail.com.

Telephone: 1-888-462-1750
Email: support@simplecertifiedmail.com