pitney bowes

Relay™ Communications Hub

Version 2.0

Print Room Operator Guide

Table of Contents

1 - About This Guide

This guide describes the operation of Relay Communications Hub's My Print Streams website. This is intended to be used by Print Room operators who receive jobs for printing and set the printers and inserters running. There are two operator roles, by following the procedures given in this guide you will be able to:

Operators:

- See an overview your incoming Print Streams
- Drill down into Bundles
- View bundle triggers
- Manually trigger bundles to print
- Release Print Streams for printing
- View released Print Streams, sorting and refining those shown in addition to seeing and confirming their status
- View and export job reports
- Download a Print Stream
- Mark a job as printed
- Create and download Job Reports

Chief Operators, who in addition to the above are able to:

- Define bundles
- Create triggers

In addition, the use of Relay Communications Hub's Job Reports and the Desktop Client are described. It is the Service User's role to Download and user the Desktop Client.

In this section

Version History

Date	Comments
July 2016	Initial Version

Related Documentation

| Document Name	Date	Comments
Relay Communications Hub User Guide	July 2016	Describes the user functions of Relay Communications Hub.
Relay Communications Hub Administrator Guide	July 2016	Describes the administration operations of Relay Communications Hub.

2 - Overview

The Relay Communications Hub gives print room operators control of print streams by providing the ability to group jobs with common attributes into a single print stream. This print stream can be set to automatically be released to either hot folder or a configured printer when a maximum number of pages or mail pieces has been exceeded or at a specified time of day. This means that a large volume of mail pieces may be printed in on session, thereby reducing the need to reset and refill printers with different paper and inserters with different envelopes and inserts. The object of Relay Communications Hub is to reduce printer down time by maximizing the through put of mail pieces requiring the same stationary. In addition, postal discounts are easily obtained for the high volumes of mail created.

In this section

Relay Communications Hub's work flow

The following diagram illustrates Relay Communications Hub's work flow.
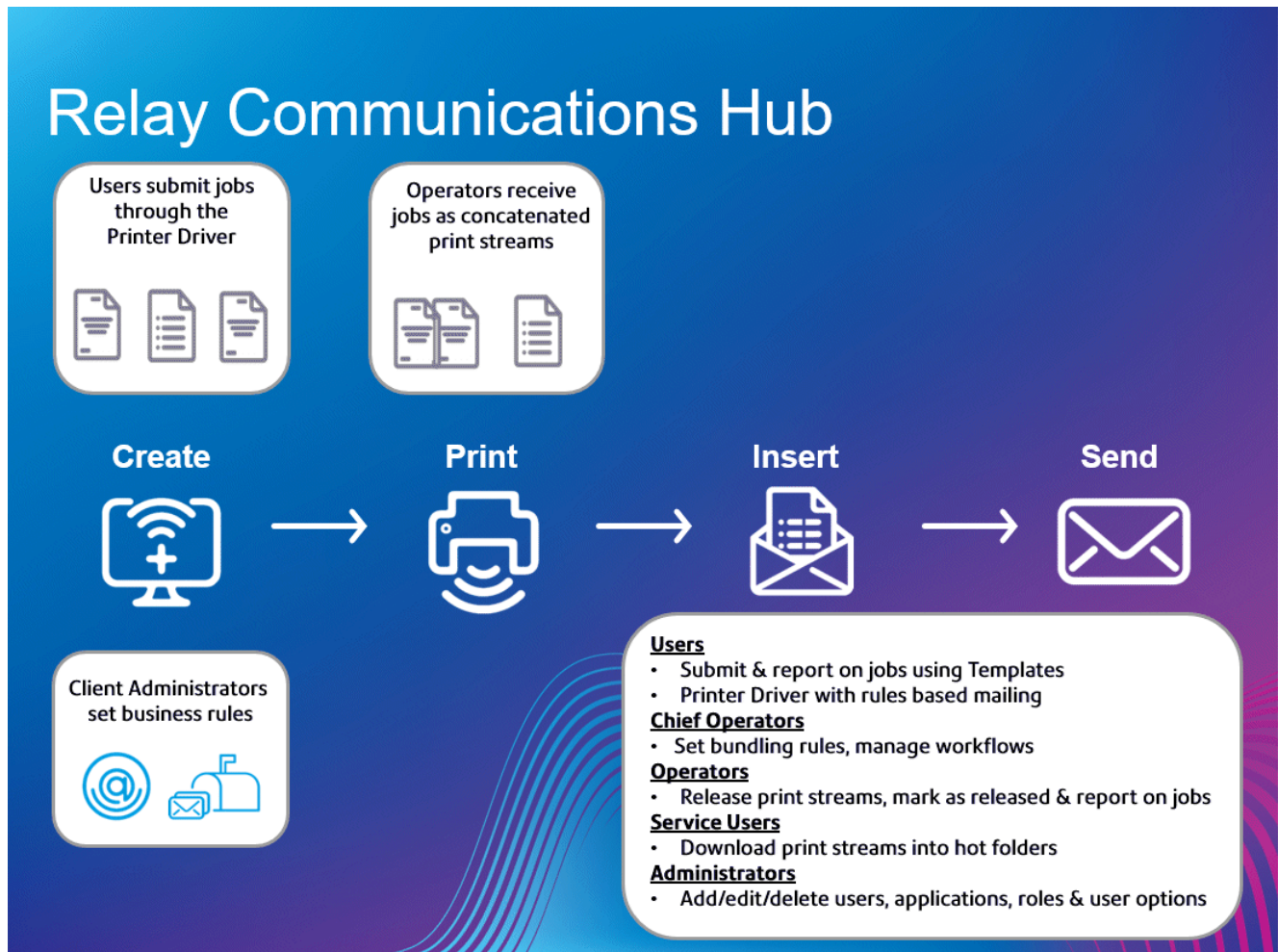
The following illustrates the flow of mail pieces through Relay Communications Hub.

See the **glossary** for help on the terms used in this guide.

My Print Streams

Once you have signed in to Relay Communications Hub the following is shown:

In this page the following information is displayed:

Bundle A bundle is group of attributes which define a print stream, for example, color, page size. The name of the bundle is automatically generated when the bundle is created and is made up of the attributes selected. For example:

C5, Duplex, Black & White, A4, 2nd Class, No Insert

This bundle has grouped together all jobs which are to be printed double-sided (duplex), on A4 paper and to be posted in a C5 envelope as 2nd class without the inclusion of pre-printed inserts.

Jobs Jobs are submitted by users and consists of a number of mail pieces/letters. Letters may have been mail merged within Microsoft Word and submitted to Relay Communications Hub through the Printer Driver. This column gives the number of jobs in this print stream, which increases as jobs with the same attributes are submitted. You can click on the number of jobs in a print stream to show its status and list the jobs it contains.

Mail Pieces Each job can be made up of a number of mail pieces. For example, mail pieces are the individual letters in a mail merged job. This is the total number of mail pieces in the print stream.

Pages   The total number of pages within the print stream.

Next Trigger   These are the conditions defining when the print stream is next released to the download folder and can be manually or automatically sent to a printer. Where this is shown as No times defined, the trigger executes when the specified number or mail pieces or pages has been reached. Where this is shown as No triggers defined, the print stream must be triggered manually or an automatic trigger set.

Trigger Now   You can manually trigger print streams if the ⬇ is available.

The total number of jobs, mail pieces and pages is given for all print streams.

In the example, above, the bundle **Other** contains all jobs for which a bundle has not been defined.

Relay Communications Hub roles

There are five types of role:

Users   Submit their jobs to Relay Communications Hub through one of the following methods:

- printing a job through the Printer Driver, or
- creating a job in the Web Client

Operators   Undertake the following tasks:

- manually release print streams to download
- physically load and set printers and inserters
- oversee printing and mailing
- mark jobs as printed

Chief Operators Undertake the following tasks:

- define bundles by setting criteria by which jobs from all submitting users are concatenated into a single print stream
- define bundle triggers which will automatically release print streams for download to a printer when they reach a maximum number of pages or at specified time of day

Service User   There is only one Service User, who is named during the establishment of your Relay Communications Hub system. The Service User may hold an additional role, this is most likely to be Chief Operator or Operator.

Undertake the following tasks:

- Download the Desktop Client

- Use the Relay Communications Hub desktop client's hot folders to automatically process files
- Downloads print streams though the Desktop Client.

Administrators Undertake the following tasks:

- Create users
- Define your organization by creating departments and assigning users
- Manage roles
- Manage access pools
- View your organization
- Manage attachments
- Manage sheet stock
- Manage communication types
- View reports on completed jobs
- View and download reports on completed jobs
- Manage user access
- Invite others to use Relay Communications Hub

See the **glossary** for help on the terms used in this guide.

3 - Getting Started

This section describes how to open and log into the Relay Communications Hub.

In this section

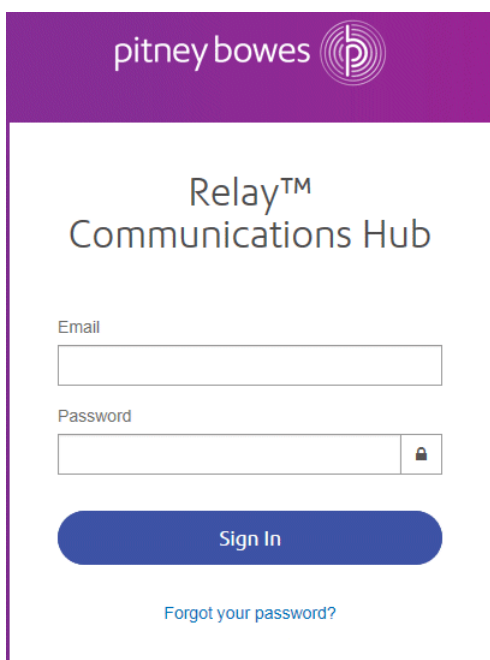# Signing in to the Relay Communications Hub

To begin, open your browser:

1. In the address bar type the URL of the Relay Communications Hub Web Client. This is one of the following:

   North America & Canada: **https://client.relayhub.us.pitneybowes.com/**

   Rest of World: **https://client.relayhub.eu.pitneybowes.com/**

   The **Sign in** page is displayed, as follows:

2. Type in your user credentials. By default this is your email address and a default password of "password".

   Warning: It is of the utmost importance that you change your password to something more secure as soon as possible. You risk attack by outside agencies if you fail to do so.

   Note: • After six incorrect loin attempts you are locked out of the Relay Communications Hub. Use the **Forgot your password?** on page 12 facility to reset your sign in credentials.
   • The **Sign In** page may offer the option to select a language in which this page is displayed. However, this sets the language option only for this page, to display the remainder of the website in a different language see **Changing the display language** on page 13.

3. Click **Sign in**.

The **My Print Streams** page of the Relay Communications Hub is then displayed.


Forgot your password?

If you have forgotten your password, do the following:

1. In the **Sign in** page click **Forgot your password?**

2. Type in your email.

3. Click **Send Reset Link**

4. Click **Return to Sign In**.

You are returned to the **Sign in** page. You will receive an email with instructions on how to reset your password. Follow these and then sign in again.
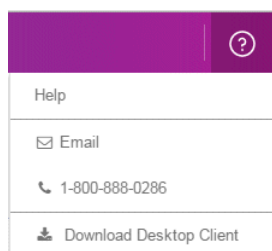
Signing Out

To sign out, click the user name in the top right corner to open the menu.
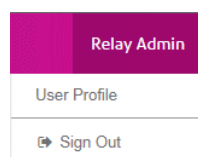
Select **Sign Out**. You are then returned to the **Sign In** page.

Help

Clicking in the top right of the window opens a menu, as follows:

Click **Help** to open the Pitney Bowes website from where you can download this guide.

If you are experiencing any problems, dial the number to contact Pitney Bowes.

Changing the display language

Relay Communications Hub automatically detects the language in which it should be displayed from your system. If you wish to change this, click in the top right of your screen, the menu is shown below:
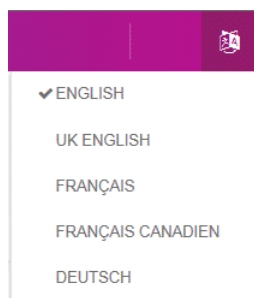
Click your preferred language. The menu closes, the page is displayed in the selected language. The next time you sign in Relay Communications Hub is displayed in the selected language.

4 - Managing Bundles and Triggers

This section is for Chief Operators and describes how to define bundle criteria. Jobs received from submitting users are concatenated into a print stream by bundle criteria, that is, a group of similar attributes, for example, jobs may be bundled based on criteria such as:

- Envelope size
- Mail class
- Paper on which the jobs are to be printed
- Whether the jobs are printed as single- or double-sided
- Whether the jobs are printed in color or black and white
- Whether a common insert is required

These print streams may then be released to download to a Relay Communications Hub hot folder, and where configured a printer, automatically, as described in **Defining Triggers** on page 18 or **manually released** for download.
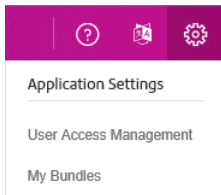
In this section

Creating a new bundle

To define a bundle, follow the procedure, below:

1. From within the Relay Communications Hub banner click ⚙ to open the **Applications Settings** menu, shown next:

Note: Once you have made a selection from the options given in the screen the **Bundle Name** begins to be filled. The bundle name is made up of the selections you make in this window. For example, selecting **C5** from **Envelope** also specifies the first part of the bundle name as C5. An example bundle name is:

**C5, 2nd Class, A4, Simplex, Black & White, Insert 1**

where:

Envelope	C5
Mail Class	2nd Class
Paper	A4
Plex	Simplex
Color	Black & White
Insert	Insert 1

Note: The bundle named **Other** catches all jobs which do not conform to the attributes collected by the bundles listed above it. These jobs are not concatenated and may not build up sufficient volume to merit manual release.

2. From the menu select **My Bundles**.

The following page is opened:
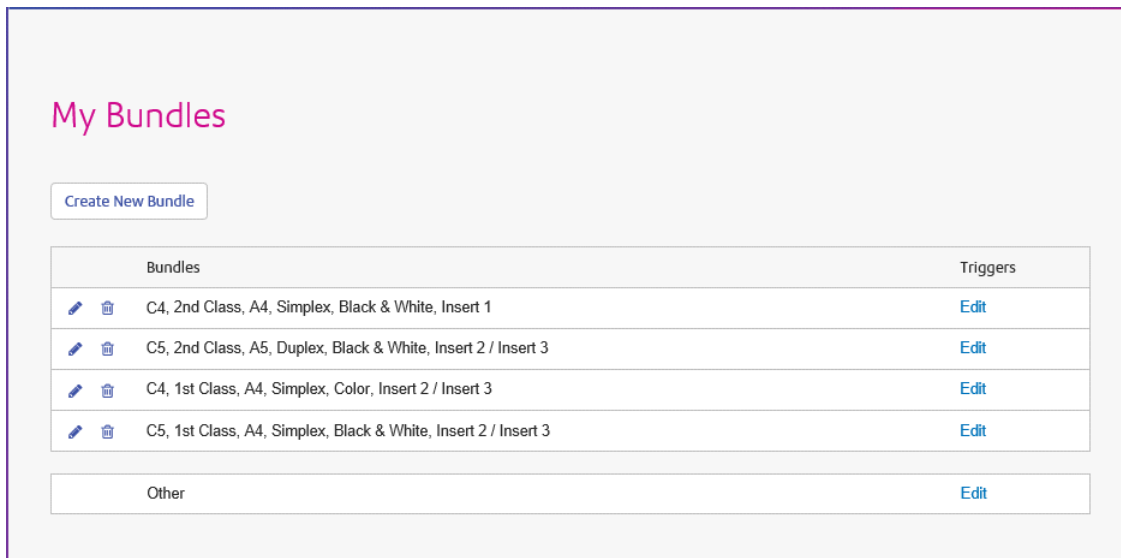
3. Click **Create New Bundle**.

   This opens the following:

   Note: An option must be specified for all fields.

4. From **Envelope** select the size of the envelope in which the printed mail pieces is to be inserted, for example, C5, DL.

5. From **Mail Class** select the class of mail by which the mail pieces is to be sent, for example, 1st Class, 2nd Class..

6. From **Paper** select the paper on which the mail pieces is to be printed, for example, size: A4, A4 pre-printed letter head.

7. From **Plex** select whether the mail pieces are to be printed single- or double-sided, that is, simplex, duplex.

8. From **Color** select whether the mail pieces are to be printed in color or black and white.

9. From **Inserts** select an insert to be included with the mail pieces in their envelopes. The default is **No inserts**.

10. Once you have made your required selections, click **Save**.

    Note: An error message is displayed if a bundle with the same criteria exists.

11. If you wish to define a trigger for this bundle, which will automatically release the print stream for download, click **Edit** in the **Trigger** column for the bundle.

    This opens the **Edit Trigger** page, see **Defining Triggers** for instructions on its use.

The following message is displayed in the top right corner of the page:

The new bundle has been created

The new bundle is shown in the table.

Print Streams

View Released Print Streams

Bundle	Jobs	Mail Pieces	Pages	Next Trigger				Trigger Now
C5, Duplex, Black & White, A4, 2nd Class, No Insert	45	2459	9125	15:00pm 22/04/16 Edit View	or	5,000 10,000	Mail Pieces Pages	⬇
C5, Duplex, Black & White, A4, 2nd Class, Insert 1, Insert 2, Very long name for Insert 3	78	4840	7393	15:00pm 24/04/16 Edit View	or	5,000 10,000	Mail Pieces Pages	⬇
C5, Duplex, Black & White, A4, 2nd Class, Insert 3, Insert 4	0	0	0	No times defined Edit View	or	0 10,000	Mail Pieces Pages	⬇
Other	0	0	0	No triggers defined Edit				⬇
All Print Streams	123	7662	16881					

Defining Triggers

This section describes how to create, edit and review the criteria on which Bundled jobs are triggered, that is, when they are released for downloaded to the to printer.

Note: Only Chief Operators can deine Triggers.

Bundle triggers fall into two categories:

- Released when a specified number of pages or mail pieces in the print stream has been exceeded
- Released at a specified time

You may create triggers in which both time and volume are defined. In addition, you may specify exceptions in the trigger so that print streams are not released at specific times, for example, at the weekend or on public holidays. This feature may also be used to stop print streams releasing to a printer awaiting repair.

To begin creating a trigger, follow the procedure, below:

1. From the required print stream, click **Edit**.

The following is opened:

2. Choose one of the following:

- Define a **timed trigger**
- Define a **volume trigger**
- Set **exception days** for this trigger, that is, days on which this trigger does not download the print stream
- Set **specific exception dates**

You may choose to set all of these, a link from each procedure takes you to the others.

3. Once you have defined your triggers and set your exception times, click **Save Changes**.
4. Click **Back** to return to the **Print Streams** page.

The new trigger is shown in the **Print Stream** page, this may now be viewed or edited.

This trigger may be edited at any time using this procedure.

Creating a time trigger

To create a timed trigger, follow the procedure, below:

1. To download daily at a specified time click **Add a time** to open the following:

2. The default time is given as 00:00, highlight this and type in the time required.

3. Click **Add a time**, the new time is shown.

   We strongly recommend that instead of adding multiple download times, add a volume trigger if you are experiencing unusually high numbers of pages or mail pieces.

4. Click **Save Changes**.

5. If you wish to finish now, click **Back** to close the **Editing Triggers** window.

You may also choose to set one or all of the following:

- Set days at which this trigger will not release print streams, for example weekends, as described in **exception days**
- Set specific dates on which this trigger will not release print streams, for example public holidays, as described in**specific exception dates**
- Specify the maximum number of mail pieces or jobs that, once exceeded, trigger the release of a print stream, as described in **volume trigger** in addition to your timed trigger

You may choose to set all of these, a link from each procedure takes you to the others.

The new trigger is shown in the **Print Stream** page, this may now be viewed or edited.

Creating a volume trigger

To download the print stream when the volume exceeds a number or pages or mail pieces, follow the procedure below:

1. Either:

    - Click within the **Pages** box, or
    - Click within the **Mail Pieces** box

2. Type in the maximum volume, this must be in whole numbers.
3. Click **Save Changes**.
4. If you wish to finish now, click **Back** to close the **Editing Triggers** window.

You also then choose to set one or all of the following:

- Set days at which this trigger will not release print streams, for example weekends, as described in **exception days**
- Set specific dates on which this trigger will not release print streams, for example public holidays, as described in**specific exception dates**

You may choose to set all of these, a link from each procedure takes you to the next.

The new trigger is shown in the **Print Stream** page, this may now be viewed or edited.

Creating trigger exception for specific days

To disable triggers on specific days of the week, for example weekends, follow the procedure, below:

1. From **Trigger Exceptions** select the days on which the print stream is NOT to be released.
2. Click **Save Changes**.
3. If you wish to finish now, click **Back** to close the **Editing Triggers** window.

You may also choose to set the following:

- Set specific dates on which this trigger will not release print streams, for example public holidays, as described in**specific exception dates**
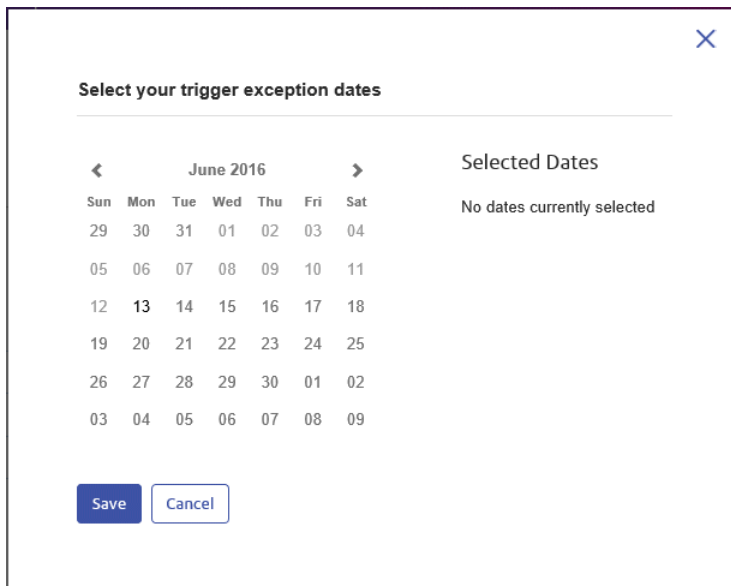
The new trigger is shown in the **Print Stream** page, this may now be viewed or edited.

Creating trigger exception for specific dates

To disable triggers on specific dates, for example public holidays, follow the procedure, below:

1. In **Trigger Exceptions** click **Add a specific date**.

   The following is opened:

2. Click the arrows to move backwards or forwards to find the required month.
3. Select the date required from the calendar. Add as many dates as you need, these are then displayed under **Selected Dates**.
4. Once you have added all the dates you need click **Save**.

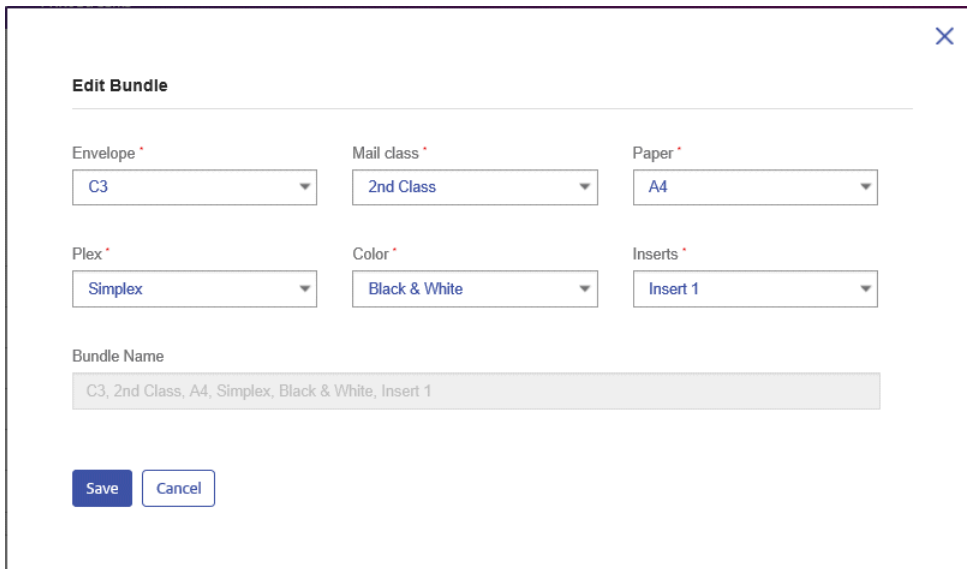   This closes the calendar and returns you to the **Edit Triggers** window.

5. Click **Save Changes**.
6. Click **Back** to return to the **Print Streams** page.

Editing a bundle

To edit a bundle, follow the procedure, below:

1. From within the **My Bundles** page, click ✎ for the required bundle.

   The following page is opened:

   Note: An option has been selected for each field in this window.

2. Amend the required fields.

   These are described in **Creating a new bundle** on page 15.

   Note: As you make changes to the fields, the **Bundle Name** changes to reflect the new selection.

3. Click **Save**.

The edited bundle name is shown in the **Bundles** page.

Note: The specified triggers are retained and must be edited separately, as described in **Defining Triggers** on page 18
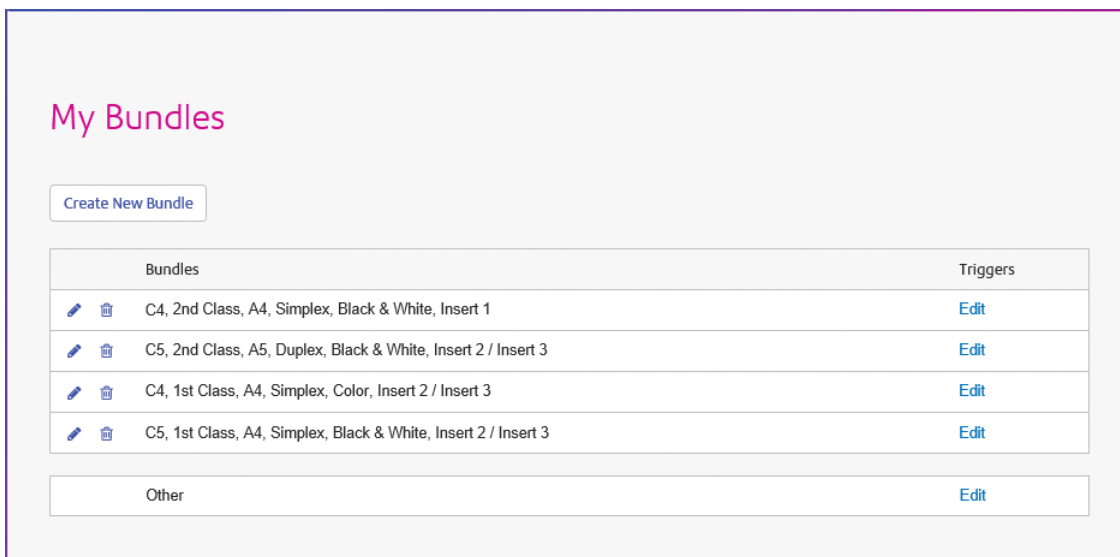
Delete a bundle

Note: You can only delete bundles that are not in use. You must release the print stream for the bundle before it can be deleted, if you fail to do so, a message to this effect is displayed.

To delete a bundle, follow the procedure, below:

1. From within the **My Bundles** page, click **Delete** for the required bundle.

   The following page is opened:

   ## My Bundles

   Create New Bundle

	Bundles	Triggers
✏ 🗑	C4, 2nd Class, A4, Simplex, Black & White, Insert 1	Edit
✏ 🗑	C5, 2nd Class, A5, Duplex, Black & White, Insert 2 / Insert 3	Edit
✏ 🗑	C4, 1st Class, A4, Simplex, Color, Insert 2 / Insert 3	Edit
✏ 🗑	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	Edit
	Other	Edit

2. You are prompted to confirm the deletion. Click **OK**.

You are returned to the **Bundles** page, the deleted bundle is no longer available in the table.

5 - Using My Print Streams

This section is for Operators and how to use Relay Communications Hub's My Print Streams to create triggers your jobs, apply Templates and download jobs.

In this section

Manually releasing a print stream

There may come a time when it is expedient to manually release a print stream for download on to a printer. This may happen if a printer becomes unexpectedly available or when the Print Room is shutting down for a period, for example, for a public holiday and you need to clear all of you print streams.

To manually release, follow the procedure, below:

1. In the **Print Streams** page, shown below.

2. In the required print stream, click ⬇.
3. You are prompted to confirm this action, see below, click **OK**.
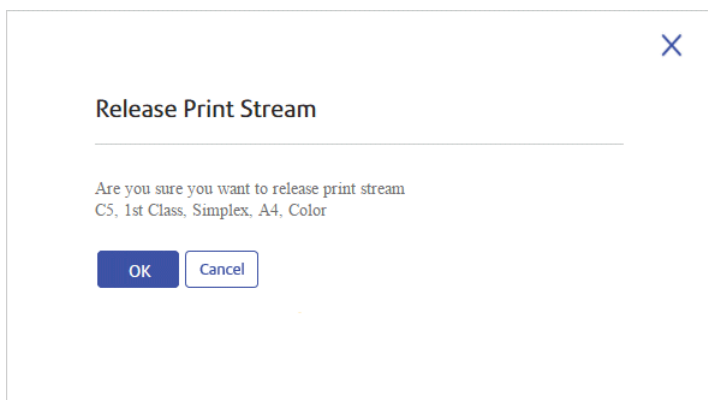
The following message is displayed in the top right corner of the page:
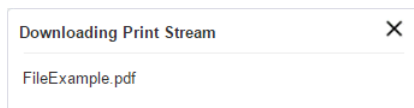
The **Jobs**, **Mail Pieces** and **Pages** for this print stream are reset to zero, but will build up again as jobs are submitted.

Viewing a list of released print streams

All print streams that have been released for download, either manually or automatically by trigger can be seen by clicking **View Released Print Streams** in the top right corner of the **Print Streams** page. This opens the following page:

Released Print Streams

↩ Back | All Print Streams ▼ | | 06/08/2016 - 06/14/2016 | 🗓 |

Date ▲	Print Stream	Jobs	Mail Pieces	Pages	Status	Printed
Jun 9, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	66	66	66	⟳ Releasing	☐
Jun 9, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	39	39	39	⟳ Releasing	☐
Jun 9, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	36	36	36	✔ Released	☐
Jun 9, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	3	3	3	✔ Released	☑
Jun 10, 2016 - 01:00	C3, 2nd Class, A4, Simplex, Black & White, Insert 1	175	175	175	✔ Released	☐
Jun 10, 2016 - 01:00	C3, 2nd Class, A4, Simplex, Black & White, Insert 1	166	166	166	✔ Released	☐
Jun 11, 2016 - 01:00	C3, 2nd Class, A4, Simplex, Black & White, Insert 1	161	161	161	✔ Released	☐
Jun 11, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	18	18	18	✔ Released	☑
Jun 12, 2016 - 01:00	C3, 1st Class, A4, Duplex, Color, Insert 2 / Insert 3	110	110	110	✔ Released	☐
Jun 12, 2016 - 01:00	C3, 1st Class, A4, Duplex, Color, Insert 2 / Insert 3	101	101	101	✔ Released	☐
Jun 12, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	67	67	67	✔ Released	☑
Jun 12, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	64	64	64	✔ Released	☑
Jun 13, 2016 - 01:00	C3, 2nd Class, A4, Simplex, Black & White, Insert 1	200	200	200	✔ Released	☐
Jun 13, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	75	75	75	✔ Released	☑
Jun 13, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	68	68	68	✔ Released	☐

1-15 of 15 | 50 ▼ | per page   ≪ ‹ **1** › ≫

In this page the following information is displayed:

Date	The date on which the print stream was released for download.
Print Stream	The Bundle Name of the print stream, this is the criteria use to concatenate the submitted jobs into one print stream.
Jobs	The number of jobs in this print stream. This number increases as jobs with the same attributes are submitted. You can click on the number of jobs in a print stream to show its status and list the jobs it contains.
Mail Pieces	Each job is made up of a number of mail pieces. For example, mail pieces are the individual letters in a mail merged job.
Pages	The total number of pages within the print stream.
Status	This is either **Releasing** which means that the print stream is in the process of being downloaded to the printer, or **Released**, which means that the print stream is downloaded and is now printing.
Printed	Once the print stream has finished printing and is ready to be posted, you need to place a check mark in this column to confirm that it is complete. This information is fed back to the users who submitted the jobs.

The total number of jobs, mail pieces and pages is given for all print streams.

In the example, above, the bundle **Other** contains all jobs for which a bundle has not been defined.

To change the information shown in this table, you can:

- Click within the [50 ▼ per page] to change the number of items shown
- Click the single arrows in [<< | < | **1** | > | >>] to move forward or backward by one page. The current page number is shown in the blue box
- Click the double arrows in [<< | < | **1** | > | >>] to move to the first or last page. The current page number is shown in the blue box
- **Filter the print streams shown by bundle name**
- **Filter the print streams shown by date**

See **Using the upload Hot Folders** for a dscription on how to view the released print streams.

Finding the print streams you wish to see

The print streams filter has two areas which allow you to find only the print streams you wish to see, both are described in greater detail in this section.

Filtering print streams

By default, all print streams are displayed. To filter those shown, follow these steps:

1. From within the **Released Print Streams** page click **All Print Streams**, to open the list of options.

   [All Print Streams ▼]

2. Select the required print stream.

Only print streams of the selected type are displayed.

Filter print streams by date

You can filter the print streams a predefined period or by a date range you define yourself. To filter the a job list, follow these steps:

1. From within the **Released Print Streams** page click within the date range, shown below.

   [06/08/2016 - 06/14/2016   📅]

   The following is opened:

2. Select the period required, or

3. Click **Custom Range** to open the following:

4. Either:

- Click in the date boxes, enter the dates required manually, or
- In the calendar click the start date and then the end date. Use the arrows to find the required months.

5. If you have chosen a **Custom Range** click **Apply** to affect the selection.

The only the print streams released during the selected period are shown.

Viewing the jobs in a print stream

You can view a list of jobs that make up a print stream by clicking its number of jobs. This opens the following page:

C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3 - June 11, 2016

↩ Back

Jobs	Mail Pieces	Pages	Status	Printed & Mailed	
18	18	18	Released ...sed	Yes	⬇ Release Print Stream

▼ Job Name   Search

Date	Jobs	Mail Pieces	Pages	Submitted By	Department
Mar 31, 2016 - 20:39	Job Name 8t565	20	100	stron	Dev
-	Job Name 8t565	20	100	chand	Dev
May 5, 2015 - 20:39	Job Name 7887	10	110	Sachin	Testing
May 5, 2015 - 20:39	Job Name 7887	10	110	Sharma	Testing
May 5, 2015 - 20:39	Job Name 7887	10	110	Sacha	Testing
May 5, 2015 - 20:39	TestJob2	10	110	Sam	Testing
May 5, 2015 - 20:39	Job Name 78817	10	110	Manan	Testing
May 5, 2015 - 20:39	Job Name 7887	10	110	Machin	Testing
Jan 3, 2016 - 19:39	Job Name 008	20	100	Ash	Manager
Jan 3, 2016 - 19:39	Job Name 008	20	100	Tess	Manager
Jan 3, 2016 - 19:39	Job Name 008	20	100	Manan	Manager
Jan 3, 2016 - 19:39	TestJob1	20	100	Manan	Manager
Jan 3, 2016 - 19:39	Job Name 008	20	100	Sacha	Manager
Mar 31, 2016 - 20:39	Job Name 8t565	20	100	Sam	Dev
Mar 31, 2016 - 20:39	TestJob3	20	100	Sacha	Dev
Mar 31, 2016 - 20:39	Job Name 8t565	20	100	Sam	Dev
Mar 31, 2016 - 20:39	Job Name 8t565	20	100	Ash	Dev
May 3, 2016 - 20:39	Ashutosh Job Name 008	20	100	Tess	Manager

1-18 of 18   50 ▼ per page   << < 1 > >>

At the top of the page, the following information is displayed:

Jobs   The number of jobs in this print stream.

Mail Pieces   The number of mail pieces in this print stream.

Pages   The total number of pages within the print stream.

Status   This is either **Releasing** which means that the print stream is in the process of being downloaded to the printer, or **Released**, which means that the print stream is downloaded and is now printing. If the print stream has not yet

been release, you can click **Release Print Stream** to do so from within this page.

Printed & Mailed   The print stream has been printed and all of the mail pieces it contained have been mailed. This is manually updated in the **Marking a print stream as printed**.

The Job table gives the following information:

Date   The date on which the print stream was released for download.

Jobs   The name of the jobs.

Mail Pieces   The number of mail pieces in each job.

Pages   The number of pages in each job.

Submitted by   The name of the user who submitted the job.

Department   The department in which the user works.

The total number of jobs, mail pieces and pages is given for all print streams.

In the example, above, the bundle **Other** contains all jobs for which a bundle has not been defined.

To change the information shown in this table, you can:

- Click within the [50 ▼ per page] to change the number of items shown
- Click the single arrows in [<< | < | 1 | > | >>] to move forward or backward by one page. The current page number is shown in the blue box
- Click the double arrows in [<< | < | 1 | > | >>] to move to the first or last page. The current page number is shown in the blue box
- **Sort jobs** by a different criterion
- **Search for a specific job**

You can see the downloaded print streams as described in **Download Hot Folders** on page 52.

Sorting jobs

By default, the jobs are displayed in alphabetical job name order. To sort by another criterion, follow these steps:

1. From within the **Jobs** table click **Job Name**, to open the list of options.

   [▼ Job Name]

2. Select the criteria by which you wish to filter, one of the following:
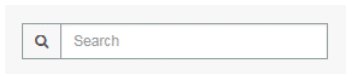
   - **Submitted by**
   - **Department**
   - **Job Name**

The jobs are then sorted alphabetically by the option chose.

Searching for jobs

To search for a job, follow these steps:

1. From within the **Job Reports** page, click in the **Search for a job** box, shown below:

2. Type in the letters for which you wish to search. To find "Blood Test Results", you need type only part of the text you wish to find, for example, "blood" or "test" or "results".
3. To begin the search, either:

    • Click 🔍, or
    • Press **Enter**.

To return to the previous list of jobs, delete the characters in the **Search for a job** box. By default, the Job Summary is shown for the first job in the left-hand panel.

Marking a print stream as printed

Once the print stream has finished printing and is ready to be posted, you need confirm that it is complete. This information is fed back to the users who submitted the jobs in the print stream and this will confirm to them that everything has happens as it should.

The **Released Print Streams** page is shown below.

Released Print Streams

| ↩ Back | | All Print Streams ▼ | | 06/08/2016 - 06/14/2016 | | 🗓 |

Date ▲	Print Stream	Jobs	Mail Pieces	Pages	Status	Printed
Jun 9, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	66	66	66	⟳ Releasing	☐
Jun 9, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	39	39	39	⟳ Releasing	☐
Jun 9, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	36	36	36	✔ Released	☐
Jun 9, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	3	3	3	✔ Released	☑
Jun 10, 2016 - 01:00	C3, 2nd Class, A4, Simplex, Black & White, Insert 1	175	175	175	✔ Released	☐
Jun 10, 2016 - 01:00	C3, 2nd Class, A4, Simplex, Black & White, Insert 1	166	166	166	✔ Released	☐
Jun 11, 2016 - 01:00	C3, 2nd Class, A4, Simplex, Black & White, Insert 1	161	161	161	✔ Released	☐
Jun 11, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	18	18	18	✔ Released	☑
Jun 12, 2016 - 01:00	C3, 1st Class, A4, Duplex, Color, Insert 2 / Insert 3	110	110	110	✔ Released	☐
Jun 12, 2016 - 01:00	C3, 1st Class, A4, Duplex, Color, Insert 2 / Insert 3	101	101	101	✔ Released	☐
Jun 12, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	67	67	67	✔ Released	☑
Jun 12, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	64	64	64	✔ Released	☑
Jun 13, 2016 - 01:00	C3, 2nd Class, A4, Simplex, Black & White, Insert 1	200	200	200	✔ Released	☐
Jun 13, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	75	75	75	✔ Released	☑
Jun 13, 2016 - 01:00	C5, 1st Class, A4, Simplex, Black & White, Insert 2 / Insert 3	68	68	68	✔ Released	☐

1-15 of 15   50 ▼ per page   << < 1 > >>

Once a print stream shows a status of **Released** has gone through the following physical steps:

- the mail pieces have been printed
- the mail pieces have inserted into the specified envelopes
- the inserts have been placed in the envelopes with the mail piece
- The envelopes are sealed and postage attached

You MUST place a check mark in the **Printed** column of the print stream. The submitting user can then see their job as **Complete**.

Removing a Job

Once the printstream has been printed and mailed and is not longer required, you may remove its jobs from Relay Communications Hub. Your Administrator may define some protocol for doing this, if your company's policy has a specified retrntion time or backing up old print streams.

Note: • Individual jobs may be removed from a print stream, whole print streams cannot be removed.

• Where more than one document is associated with a job, all of the documents for the job are removed

• Deleting in both the job list and the **Job Summary** are disabled until the job is complete

We recommend that all downloaded files are removed to avoid confusion in the future.

To remove your files follow the procedure, below:

1. Ensure you are in the **Job Reports** page.
2. Click 🔁 to ensure you have the most up to date information.
3. Select the required job from the left-hand panel.

   This opens the **Job Summary** in the right-hand panel.

4. Either:

   • Click 🗑 next to the job name in the job list, or
   • Click **Delete Job** in the **Job Summary**.

5. You are prompted to confirm the removal. Click **OK**.

The file(s) is then removed from Relay Communications Hub. If you find that you need it again, you must upload it, as described in **Uploading your file**.

6 - Viewing Job Reports

Job Reports gives you access to the jobs you have submitted. This is opened by clicking **Job Reports** in the Relay Communications Hub web client. The jobs are listed in chronological order with the most recent job to be submitted at the top. By default the first job in the list is selected and it has completed processing, its Job Summary is displayed.

Job Reports provides you with the ability to:

• Search for jobs by specific criteria
• Filter jobs by date or a range of dates
• View job summaries
• Export a report of all your jobs in `csv` format
• View an email deliverability report

If you are a not using a centralized print room to process your jobs, a further two operations are available:

• Download a report of undelivered emails
• Delete jobs that are no longer required

In this section

Job Reports

Job Reports lets you view a list of the jobs that have submitted for printing by users.

Immediately after uploading a job it is shown as in print queue; no data is shown in the **Job Summary** section. Click to ensure the list is up-to-date.

The jobs are listed in chronological order with the most recent job to be submitted at the top. By default the first job in the list is selected and when has completed processing, its **Job Summary** is displayed.

The **Job Reports** page is shown below:

The left-hand panel gives a scrollable list of jobs in the order in which they were submitted, newest to oldest.

The status of your job can be one of the following:

	Job is uploading.
	Job is in the print queue. It is waiting to be printed and/or emailed and/or archived. See **Manually releasing a print stream** on page 26 for instructions.

✔	Job has completed when it has been uploaded and printed and/or emailed and/or archived. This status is updated by you, that is, you need to confirm the job has been printed. See **Marking a print stream as printed** on page 33 for instructions.
❗	Job error. See **What to do if your job fails**.

Job Summary

Once a job has completed processing, the **Job Summary** is displayed in the right-hand panel. By default, the Job Summary is shown for the first job in the left-hand panel. Select the job to open its summary.

All job have a summary, regardless of their status. An example is shown next:

The information given in the Job Summary is not the same for all statuses.

Job Summary details

Once a job has completed processing, the **Job Summary** is displayed in the right-hand panel. By default, the Job Summary is shown for the first job in the left-hand panel. Select the job to open its summary.

All job have a summary, regardless of their status. An example is shown below:

Details	Gives the name of the **Template** used, the **User** name of the person submitting the job and the **Department** to which that user belongs. This information appears for jobs of any status.
Input files	These are the files you submitted to Relay Communications Hub. The number of files is shown in parenthesis. This information appears for jobs of any status.
Output Files	These are the files generated by Relay Communications Hub from your input files and your templates. The number of files is shown in parenthesis. This information appears for jobs of any status.
Email Deliverability	If you used one of the emailing templates, a chart shows what happened to the emails. A spreadsheet giving more information may be downloaded by clicking **Email Deliverability**. This information appears for jobs of any status. This is described in greater detail in **Email Deliverability report** on page 42.

In addition, the **Email** tab is shown for any jobs using an emailing Template.

Finding the jobs you wish to see
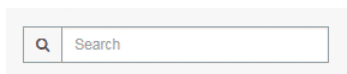
The job filter has two areas which allow you to find only the jobs you wish to see, both are described in greater detail in this section.

Job reports are created for all jobs that have passed through the Relay Communications Hub, that is, with a status of Completed.

Searching for jobs

To search for a job, follow these steps:

1. From within the **Job Reports** page, click in the **Search for a job** box, shown below:

Q	Search

2. Type in the letters for which you wish to search. To find "Blood Test Results", you need type only part of the text you wish to find, for example, "blood" or "test" or "results".

3. To begin the search, either:

- Click 🔍, or
- Press **Enter**.

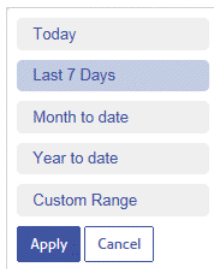To return to the previous list of jobs, delete the characters in the **Search for a job** box. By default, the Job Summary is shown for the first job in the left-hand panel.

Filter jobs by date
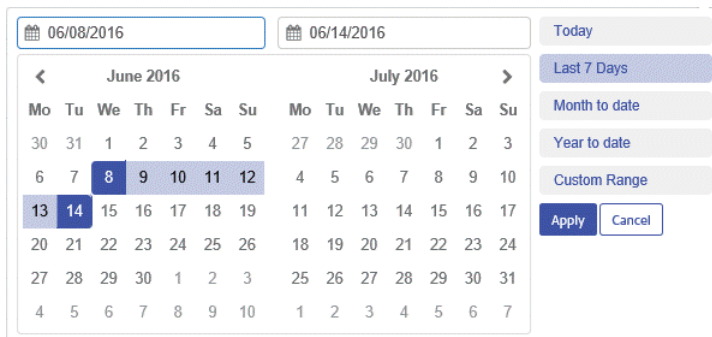
You can filter the jobs by a predefined period or by a date range you define yourself. To filter the a job list, follow these steps:

1. From within the **Job Reports** page, at the top, click in the date range, this is shown, next, by default the date range shown is the last seven days.

This opens the following:

2. Click on the required date range to show the jobs processed during that period, or
3. Click **Custom Range** to open the following:
4. Either:

   - Click in the date boxes and enter the dates required manually, or
   - In the calendar click the start date and then the end date. Use the arrows to find the required months.

5. If you have chosen a **Custom Range** click **Apply** to affect the selection.

The filtered jobs are displayed in the left-hand panel. By default, the Job Summary is shown for the first job in the right-hand panel.

Exporting a report

Note: Job Reports allow the Operator or Chief Operator to view and export reports on all jobs submitted by Users. Users are only able view and export lists of jobs they have submitted.

Once you have specified the required date range for the print streams displayed, you can export the information shown as a `CSV` file. This report gives details of all print streams sent within that time and is particularly useful if you wish to report on print streams submitted over long periods. To do this, follow the procedure, below:

1. Click ↻ to ensure you have the most up to date information.
2. Select the required job in the left-hand panel.
3. Click ⬈ Export
4. In the **Save as** dialog, navigate to the required location, give the file a meaningful name and click **Save**.

The file is then downloaded to the specified location and is available to used as required.

Exported report fields

Note:

The fields provided in the exported report are as follows:

• Mail Piece ID
• Print Stream ID
• Job Name
• Input file name
• Bundle Name
• User Name*
• Department Name*
• Job Submitters Email
• Date Submitted
• Print Channel Status
• Print Channel Status Date
• Print Send Date
• Print Job Option Send Date
• Simplex & Duplex
• Paper Size
• Sheet 1 Stock

- Sheet 2 Onward Stock
- Job Reference
- Simplex Pages/Duplex Sides
- Deleted By
- Deleted By (Email)
- Template / Communication Type
- Destination Address
- Color or Black & White
- Mailing Service
- Envelope
- Region Group

* Denotes fields that are not available in reports downloaded by the user as they are able to report only on their own jobs

In addition. the following fields are provided for emailed jobs:

- Email Channel Status
- Email Channel Status Date
- Email Send Date
- Email Job Option Send Date
- From
- Sender
- Reply To
- Email To
- Email CC To
- Subject
- Body

Email Deliverability report

If you used one of the templates that provides an emailing function to process your job, the **Email Deliverability** report is shown in the Job Summary below. An example of is shown, next:
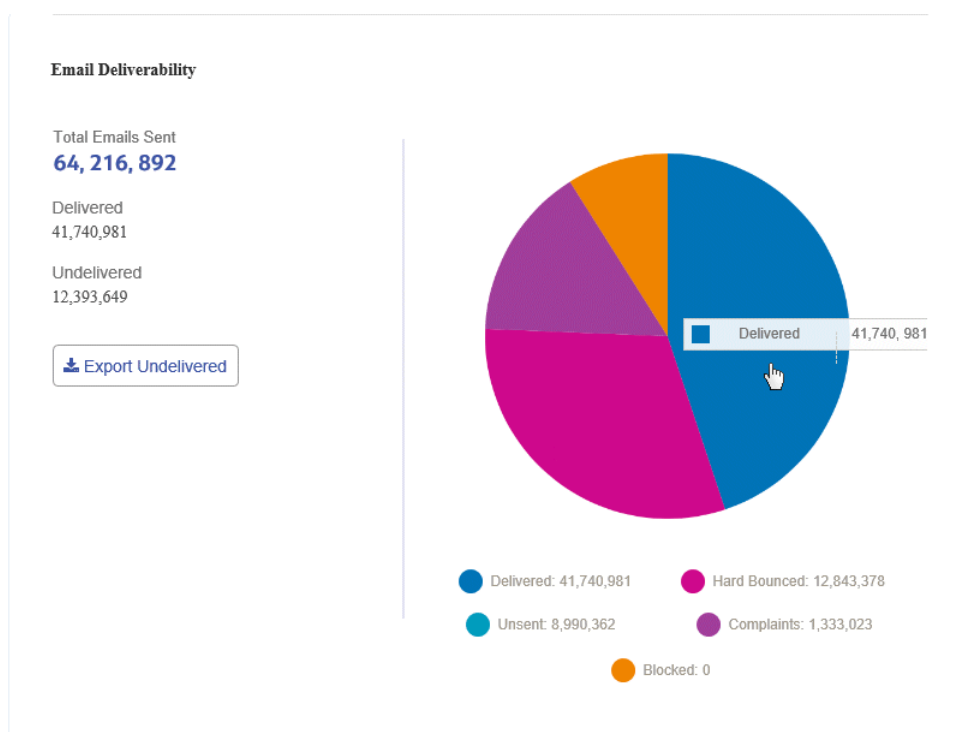
This report gives the **Total Emails Sent**, **Delivered** and **Undelivered**.

The pie chart breaks down the status of the emails, which are as follows:

Delivered	The email has been delivered to the recipient.
In progress	The email is still processing. This is updated as the status of the emails change.
Hard bounce	The email is not delivered because the email address in not a valid or does not exist.
Blocked	The email is not delivered because the recipient has actively blocked emails from your sender address.
Complaint	The email is not delivered because the recipient has actively blocked emails from your sender address and has made a complaint to the service provider.

Downloading the Email Deliverability report

To do this, follow the procedure, below:

1. Click ⟳ to ensure you have the most up to date information.
2. Select the required job in the left-hand panel.
3. Click **Export Undelivered**.

4. In the **Save as** dialog, navigate to the required location, give the file a meaningful name and click **Save**.

The file is then downloaded to the specified location and is available to used as required.

Viewing a breakdown of Export Undelivered

If the Template used in your Job generated emails, you can view a breakdown of the Export Undelivered and delivery failures by clicking its job name in the left-hand panel. When the **Job Summary** page opens in the right-hand panel, click the **Email** tab to display the following:

The job name is given at the top of the page with the name of the template used. A ✔ indicates that the job processed successfully.

The **Email** tab gives the total number of emails sent, this is the number of emails generated during job creation. The body of the table gives the email address of the intended recipient, the name of the **Input File**, the **Date/Time** that the email was generated and the status of the emails. This information is the same as given in **Email Deliverability report** on page 42.

To filter the emails displayed by status, click ⬛ and select the status you wish to see from the menu.

Search for an email address

To search for an email address, follow these steps:

1. From within the **Email** tab, in the left-hand panel, click in the **Search by email address** box, shown below:

Q	Search by email address

2. Type in the email address for which you wish to search.
3. To begin the search, either:

    - Click 🔍, or
    - Press **Enter**.

To return to the previous list of email addresses, delete the characters in the **Search for an email address** box.

7 - Desktop Client

This section describes the functions, installation and use of the Relay Communications Hub Desktop Client. It can run on either PC or Apple machines. Only the installation process is different, the operation is the same for both.

The Desktop Client uses a hot folder, which has a `\download\print streams` sub-folder where all print streams all downloaded.

Note: • The operation of the Desktop Client is assigned to one named user within your company during configuration of your Relay Communications Hub by Pitney Bowes. This user is known as the Service User and is responsible for downloading all the print streams for your company. The duplication of downloaded, and subsequent printing, of print streams is avoided by allowing only one person this role. The named Service User may hold other roles in addition to this one.

• You may wish to automate the process of moving print streams from the Desktop Client hot folders to your printer. This is not within the remit of Pitney Bowes, however we may be able to help with this process if changes are required to your configuration of Relay Communications Hub.

• If you are using Microsoft Word to create your document files, please refer to **Configuring Microsoft Word** to ensure you achieve the best output.

In this section

Downloading the Desktop Client

Warning: In order to run the Desktop Client, Java JDK 1.8 must be present on your machine, whether it is an Apple or a PC.

Once you have signed in to the Relay Communications Hub Web Client, the **Create a Job** page is shown, see next:

1. Click in the header.
2. From the menu, shown below, click **Download Desktop Client**.

3. The following window is displayed, click **Download**.

4. In the **Download** dialog, the one shown below if=s for Internet Explorer, click ▾ on the **Save** button.
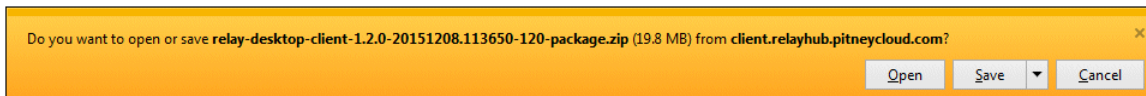
5. From the resultant menu select **Save as**.

   We strongly recommend that you create a new folder solely for the use of this file and its contents.

6. In the **Save as** dialog navigate to the required location and click **Save**.

Then a zip file of the install files is downloaded into the specified location.

Unpacking the zip file

To unpack the zip file, you need follow the procedure, below:

1. Navigate to the location in which you saved the `zip` file in **Downloading the Desktop Client**.

   The file name is in the following format:

   `relay-desktop-client-<version>.<date>-<time>-package.zip`

   For example: `relay-desktop-client-1.5.0-20160323.0555506-267-package.zip`
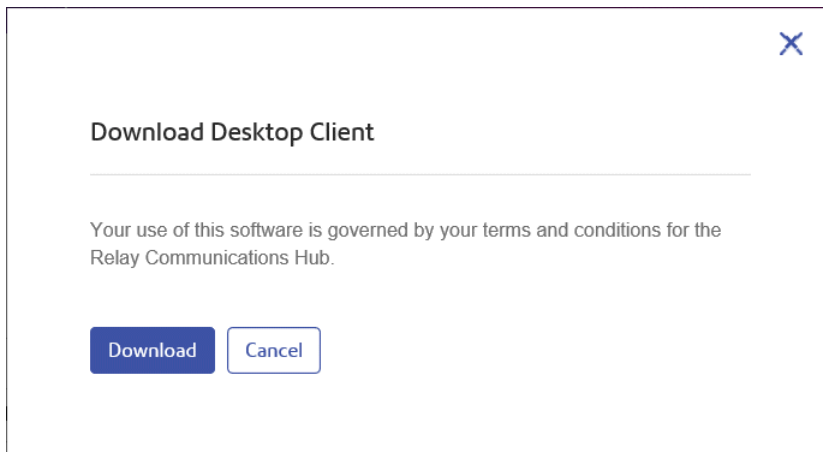
2. Right-click on the downloaded file and from the resultant menu click **Extract here**.

   The following files are unzipped to the current location:

   • `relay-desktop-client-1.5.0-SNAPSHOT.jar`
   • `README.txt`
   • `run.bat`

These files are now ready to use for installing the Desktop Client.

Opening the Desktop Client

This section describes how to sign in the Desktop Client. Once you have completed the installation process, the Desktop Client window is automatically opened.

Shutting down or logging out of your machine also closes the Desktop Client.

If you need to exit the Desktop Client, right-click in the System Tray and select **Exit** from the resultant menu.

Opening the Desktop Client on an Apple

To open the Desktop Client on an Apple machine, double-click on the `jar` file.

The Desktop Client is opened. The first time you sign in, you need to complete the its fields, described in **First time sign in**.

Opening the Desktop Client on a PC

Warning: Before opening the Desktop Client on a PC you need to ensure you have the correct permissions to use the `Run.bat` file. You only need to complete the permissions step once.

1. Right-click the `Run.bat` file.
2. From the resultant menu select **Properties**.

   This opens the **Properties** dialog.

3. In the **Permissions** dialog, open the **Security** tab.
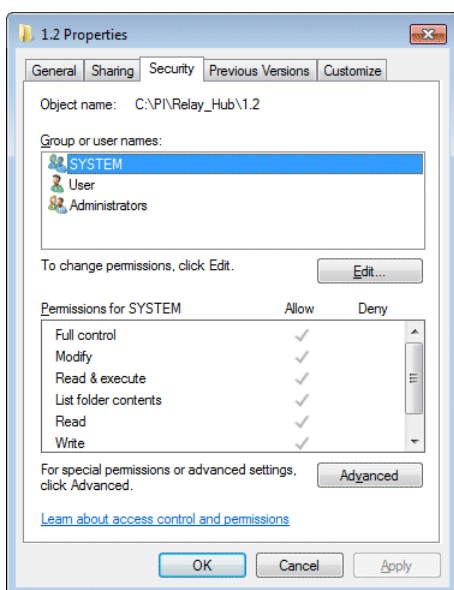
4. Select your name in the **Group or user names** box and click **Edit**.

   This enables the check boxes in the **Permissions for ...** box.

5. In **Permissions for ...** check **Allow** for **Read and execute** if not already selected.

6. Click **OK** to confirm changes and close the tab.

7. Click **OK** to close the **Permissions** dialog.
   You should now be able to use the `Run.bat` file without any problems.

8. Double-click on the `Run.bat` file.

The Desktop Client is opened and requires the completion of its fields, described in **Signing in to the Desktop Client**.

First time sign in

You must complete the fields in the Relay Communications Hub Desktop Client window in order to use the Hot folder functionality as shown below:

1. Complete the **User name**, **Password** and **Re-enter Password** fields with your Relay Communications Hub credentials.

2. From **Server URL** select either Relay US Region or Relay EU Region the one required, there is a choice of two; one for the US and one for Europe.

3. Click **Browse** and in the **Open** dialog specify hot folder to be used and click **Open**.
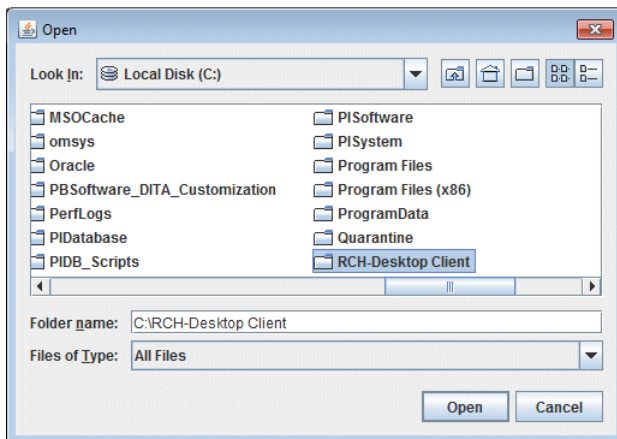
4. Click **Run**.

5. A dialog advising that the Desktop Client is started is displayed, click **OK** to confirm.

The Hot folder is now ready to use.

Note: Subsequently, double-click `run.bat` to open the open the Desktop Client to enable the hot folders. You are not required to specify the above information again, unless you wish to change that previously given..

Desktop Client's Hot folders

Once you have completed the steps in the previous chapter, the hot folder is ready for use. If you navigate to the location specified during configuration, you will find that the hot folder contains a sub-folder called `\download\Print Streams`. In the example the hot folder `C:\RCH-Desktop Client` has been assumed, but you will need to replace this with the path to your own hot folder:

Your Service User's task is to download the print streams and distribute them among operators to print and mail. The process for doing this will be defined by your Administrator. Your company will have only one Service User in order to prevent downloading and printing of duplicate print streams.
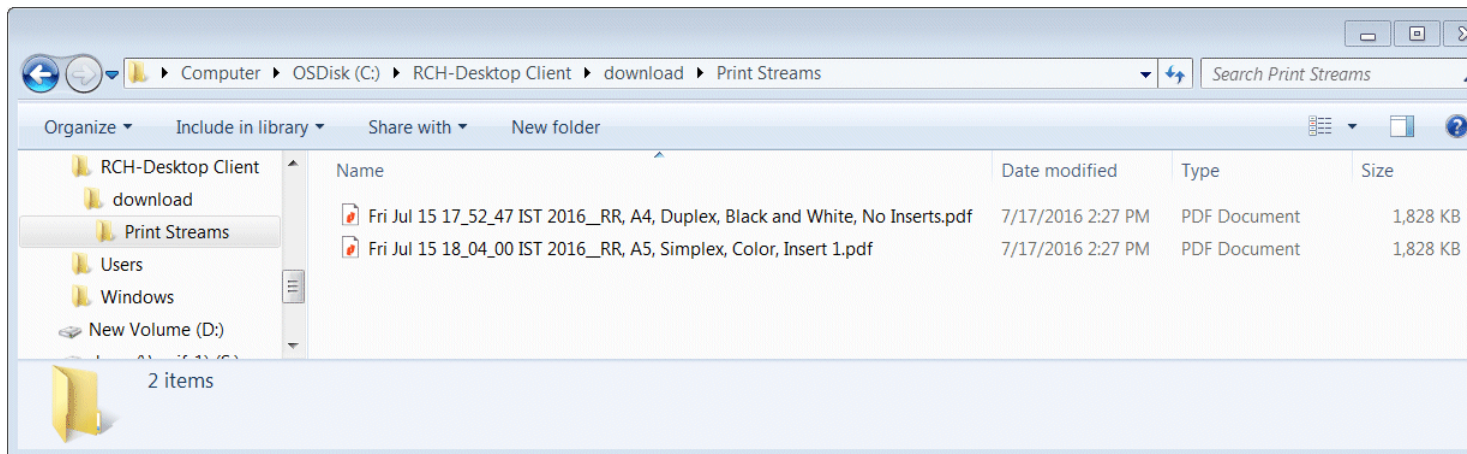
You may wish to automate the process of moving print streams from the Desktop Client hot folders to your printer. This is not within the remit of Pitney Bowes, however we may be able to help with this process if changes are required to your configuration of Relay Communications Hub.

Download Hot Folders

Navigate to the location specified during configuration, to find the sub-folder called `\download`.

An example folder structure is as follows, your folders will have names representing your template list, including one called `\Printstreams`.You will need to replace the path shown with the path to your own Hot folder:

The file name shown in the window, above, corresponds to the print stream name shown in My Print Streams, where only the name and not the day and date are given.
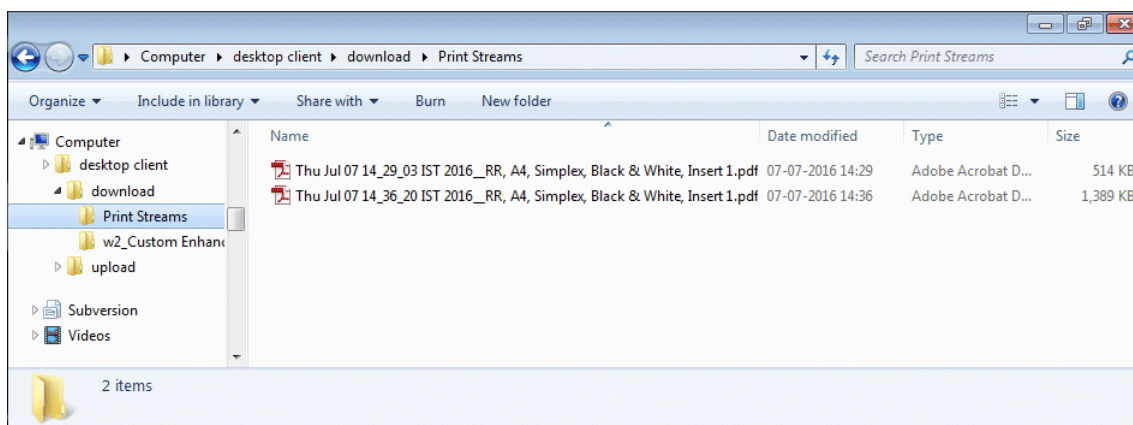
Your Service User's task is to download the print streams and distribute them amongst operators to print and mail. The process for doing this will be defined by your Administrator. Your company will have only one Service User in order to prevent downloading and printing of duplicate print streams.

You may wish to automate the process of moving print streams from the Desktop Client hot folders to your printer. This is not within the remit of Pitney Bowes, however we may be able to help with this process if changes are required to your configuration of Relay Communications Hub.

8 - Updating Your Profile

Warning: The functions described in this section are currently ONLY available in the US and Canada.

The **Administration** menu is available by clicking your user name in the top right-hand of the page. In the following example, the user name is Relay Admin.

It has the following options, shown next:
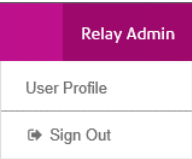
These options provide the tools for administration of the Relay Communications Hub, including the following:

• Viewing and changing you user profile
• Signing out of Relay Communications Hub
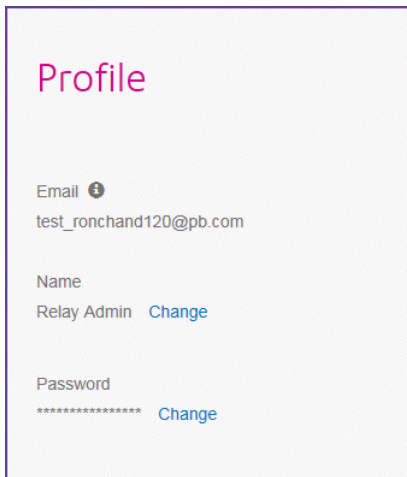
In this section

Editing your profile (US and Canada)

Warning: The functions described in this section are currently ONLY available in the US and Canada.

To view your user profile, click on your user name in the header and select User Profile from the menu.

The following is displayed:

Your email address, user name and password are given.

Changing your user name on page 55 and **Changing your password** are covered next.

Changing your user name

Note: You can change you user name and password but not both at the same time. Complete the process for one and then for the other.

To change your user name:

1. From within the **Profile** page click **Change** next to your user name.

The following is opened:

2. Type in a new value for **First name**.

3. Type in a new value for **Last name**.

4. Click **Save**.

Once you click **Save** your new user name is shown in the **Profile** page.
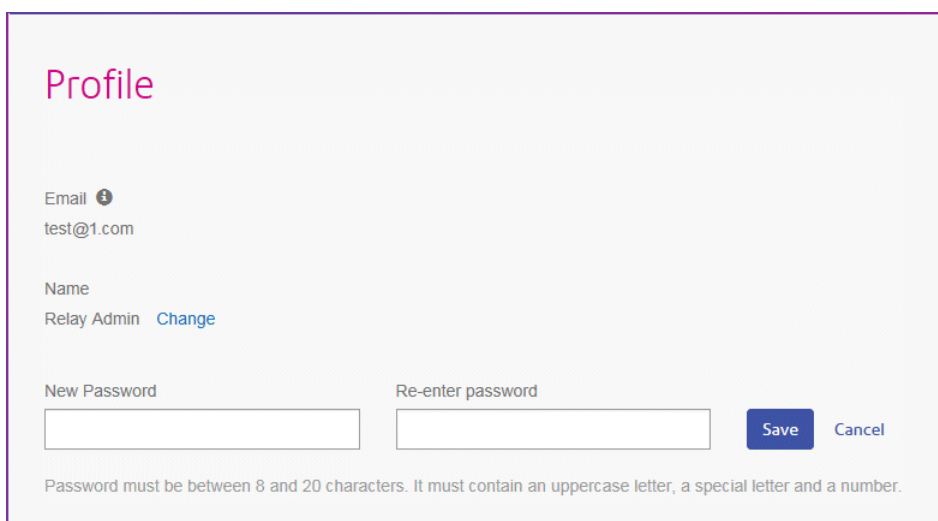
Changing your password

Note: You can change you user name and password but not both at the same time. Complete the process for one and then for the other.
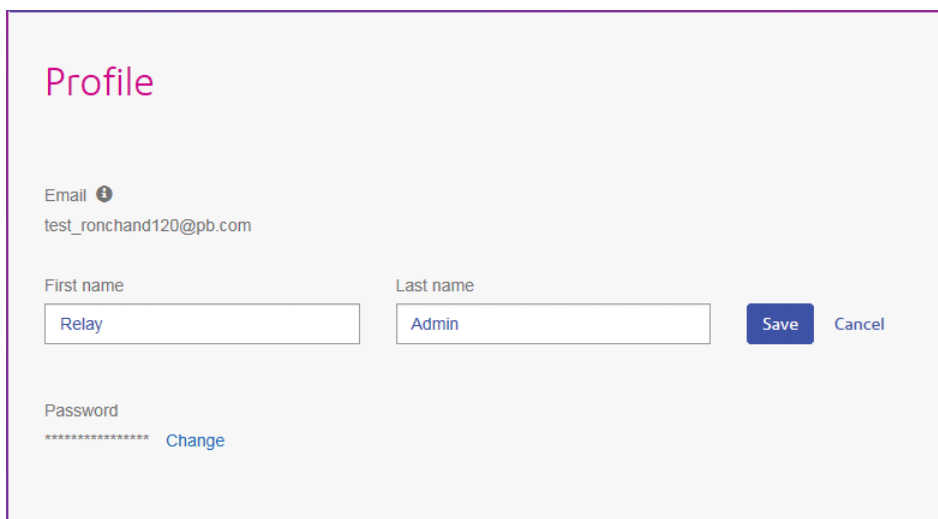
To change your password:

1. From within the **Profile** page click **Change** next to your password.

The following is opened:

2. Type in a new value for **New Password**.

3. Type in the same new value for **Re-enter password**.

4. Click **Save**.

Once you click **Save** your password is changed. You will need to use it the next time you sign in to Relay Communications Hub..

Editing your profile (Rest of World)

Warning: The functions described in this section are currently NOT available in the US and Canada.

First, you need to **sign in** to the Relay Communications Hub user website.

Changing your password on page 58 is covered next. To change your user name, you need to speak to your Administrator.

Signing in to Relay Communication Hub

The Relay Communications Hub Administrator in your organization will provide you with credentials with which you can sign into both the My documents website and the Printer Driver.

To sign in to follow the procedure below:

1. In the address bar type the URL of the Relay Communications Hub. This is:

   https://relayhub.eu.pitneybowes.com/

   This opens the **My Documents** website in a new tab. The **Sign in** page is displayed.

2. Type in your user credentials. By default this is your email address and a default password of "password".

> **Warning:** It is of the utmost importance that you change your password to something more secure as soon as possible. You risk attack by outside agencies if you fail to do so.

3. In addition, you may check the **Remember me** box. This means that if you close the browser without logging out, and open it again within seven days, your user name and password are remembered and you will not need to sign in.

> **Note:** After five incorrect sign in attempts you are locked out of the website for ten minutes. After this time, use the **Forgotten your password** facility to reset your sign in credentials.

4. Click **Sign in**.
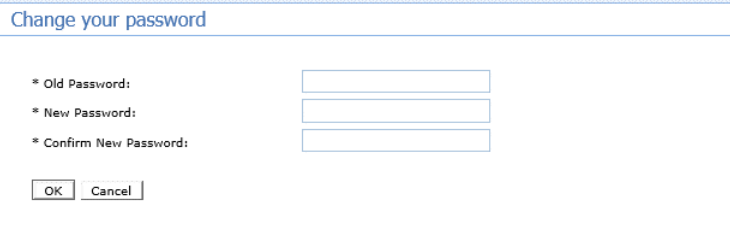
The **Relay Communication Hub user web site** is then displayed.

Changing your password

To change your password:

1. Click on your user name in the top right corner of the page.

   The following is opened:

2. Type in a new value for **New Password**.

3. Type in the same new value for **Re-enter password**.

4. Click **Save**.

Once you click **Save** your password is changed. You will need to use it the next time you sign in to Relay Communications Hub.

Signing out

To sign out from Relay Communications Hub, click your user name in the header and select **Sign out** from the menu. You are then returned to the **Sign in** page.

9 - Glossary

This section gives descriptions of the terms found in this guide.

In this section

Terms and Definitions

Administrator   The person responsible for the administration of Relay Communications Hub. These responsibilities include creating users, defining the organization hierarchy and specifying bundle criteria.

Attachments   A PDF file uploaded into Relay Communications Hub and selected in the Printer Driver. This is attached to each mail piece in the job at the time of printing, mailing or archiving.

Bundle   A bundle is group attributes which define a print stream, for example, color, page size. The name of the bundle is automatically generated when the bundle is created and is made up of the attributes selected. For example:

C5, Duplex, Black & White, A4, 2nd Class, No Insert

This bundle has grouped together all jobs which are to be printed double-sided (duplex), on A4 paper and to be posted in a C5 envelope as 2nd class without the inclusion of pre-printed inserts.

Concatenation   The grouping of individual jobs into one print stream. Jobs are concatenated by bundle, a number of common attributes.

Download   The print stream is transferred from Relay Communications Hub on to the printer.

Mailing Envelopes   Envelopes in which printed mail pieces are inserted for mailing. These are usually defined by physical size.

Job   This is submitted by a user and consists of a number of mail pieces/letters. Letters may have been mail merged within Microsoft Word and submitted to Relay Communications Hub through the Printer Driver.

Mailing Services   The service used to send printed mail pieces.

Mail piece   A single letter to one recipient. mail pieces are concatenated or mail merged into Jobs and then submitted to Relay Communications Hub by users.

Operator   The person creating triggers to automate printing of print streams in addition to manually triggering printing.

Pre-Printed Inserts   A physical published document inserted into the envelope withe the mail piece at the time of printing.

Print Stream   A concatenation of individual jobs into one larger file for printing.

Release   The process of starting the download of the print stream from Relay Communications Hub on to the printer.

Role   A group of settings which define user permissions and access to parts of the user interface and facilities.

Sheet Stock   In the case of Physical stock, this is the paper on which mail pieces are printed. Otherwise, this is a PDF of headed paper or a form which is over-layed onto the mail pieces.

Trigger   The means by which print streams are sent to print. Triggers can be set to run at specified times on when the number of pages or mail pieces exceeds that specified.

User   The person submitting individual jobs to Relay Communications Hub for printing.

10 - More Information

In this section

Copyright

Pitney Bowes is making this document available to you, free of charge, for use with the software, in order to make your experience more convenient. Every effort has been made to ensure the accuracy and usefulness of this document reflecting our experience. Product information may change after publication without notice.

This document is being distributed on an "as is" basis and we make no representations or warranties, express or implied, with respect to its accuracy, reliability or completeness and the entire risk of its use shall be assumed by you. In no event shall we be liable to you or any other person, regardless of the cause, for the effectiveness or accuracy of this document or for any special, indirect, incidental or consequential damages arising from or occasioned by your use, even if advised of the possibility of such damages.

All software described in this document is either our software and/or our licensed property. No license either expressed or implied is granted for the use of the software by providing this document and/or content.

Under copyright law, neither this document nor the software may be copied, photocopied, reproduced, transmitted, or reduced to any electronic medium or machine-readable form, in whole or in part, without our prior written consent.

We will continue to maintain this document and we welcome any clarifications or additional information regarding its content. Address comments concerning the content of this publication to:

```
Pitney Bowes
6 Hercules Way
Leavesden
Watford
WD25 7GS
UK
```

We may use or distribute the information supplied in any way we deem appropriate without incurring any obligation to the submitter of the information. © 2016. Pitney Bowes Inc. All Rights Reserved.

Trademarks

Relay Communication Hub is the property of Pitney Bowes Inc. or one of its subsidiaries or divisions. All other trademarks are the property of their respective owners.

Technical Support

How to contact Pitney Bowes regarding this product.

You will find full details of the configuration and operation of this product in the user documentation supplied.

Should you encounter any difficulties that you cannot resolve with aid of the user documentation, you will be able to obtain technical support from your supplier, or from Pitney Bowes.

Support Email Address:	**software.support@pb.com**

AMER:	Hours: Monday - Friday from 08:00 – 20:00 EST excluding US Holidays
	Phone: +1 800 367 6950
	Or if dialing from outside the US: +1 518 285 7283
APAC:	Hours: Monday – Friday from 08.00 - 18.00 AEST excluding Public Holidays
	Phone: +1 800 648 899
	Or if dialing from outside Australia : +61 2 9475 3500
EMEA:	Hours: Monday - Friday from 9:00 am to 5:30 pm GMT, excluding Bank Holidays
	Phone: +44 800 840 0001 (option 1, 8)

pitney bowes

3001 Summer Street
Stamford CT 06926-0700
USA

www.pitneybowes.com