

ConnectRight™ Mailer FAQs

Processing my mail lists is slow with ConnectRight™ Mailer. Can anything be done to speed things up?

When submitting a list for processing, you should use the 'Process Definition' feature to perform multiple steps in a single job. This is much faster than manually initiating one step at a time, and allows you to do other things while all the steps are being completed. Use the 'Process Definition' panel on the left side of ConnectRight™ Mailer to define your multi-step process. Note that you can save and reuse process definitions which will also save you time. See 'Using the Process Definition Feature' [by clicking here](#) for more information.

Of course, a slow Internet connection will mean it takes longer to get your list to and from our servers. Please use the fastest connection available for best performance.

How do I VIEW my list in 'presort order' without exporting it?

1. Select menu item **Mail List > Select/define filter**
2. Select item *Presort Qualifying* in the List of filters listbox, then click **Edit**
3. Click **Edit Sort**
4. Scroll to the bottom of the field/column list
5. Click PST-SEQ, click **Add** then click **Sort**
6. Click **Save filter**, then click **Select**

I used Move Update with SmartMailer and AddressRight Pro. Do I have to re-enter all my PAF information?

No. Your information has been transferred to the new ConnectRight™ Mailer Move Update service. When you open the 'MoveID' setup dialog in ConnectRight™ Mailer, press the 'Find PAF' button. Then check 'Include Expired PAFs'. Your prior information will be displayed. You will only need to submit it for re-authorization. A training video on this topic can be found by [clicking here](#).

I am new to Move Update. How do I get started?

One of the first steps is to fill out, submit and confirm a PAF with the USPS. After opening the 'MoveID' setup dialog in ConnectRight™ Mailer, press the 'Find PAF' button. Then click on 'Create new PAF' in the upper right hand corner of the dialog. This will bring you to a web site where you can fill out and submit a PAF. A training video on this topic can be found by [clicking here](#).

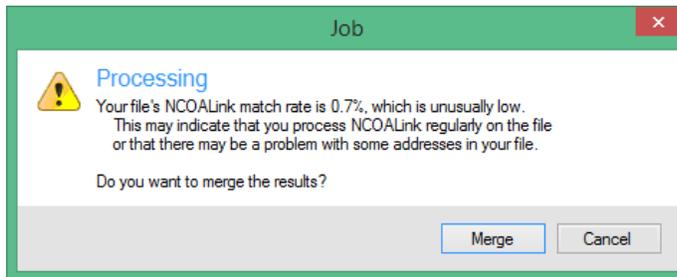
I'm new to eDocs. How do I get started with Mail.Dat?

1. If you have not already done so, download the TEM or Production version of Mail.Dat for Windows from the Electronic Data Exchange section of the Business Customer Gateway.
2. Next, unzip the mail.dat file to your system. Take note of where it is located on your system as you will need the folder path.
3. On your PC, create a folder called "PostalOne" and then five sub folders called "Failed," "Job," "Rejected," "Successful" and "Log."
4. Double click on the "run-mdclient" file PostalOne! application in your Mail.Dat folder.
5. Log into the PostalOne! Mail.dat client using your Business Customer Gateway credentials.
6. Go to settings and on the General tab set the path for the log folder. It will be in the center of the first tab. Then to the Batch Configuration tab. Enter your Username and Password. Enter in the matching path for the Batch File Locations that you created during Step 3 and then click OK.
7. Launch the ConnectRight Mailer, go to "Preferences" and click on the "PostalOne!" tab. For the PostalOne! directory, enter the folder path where you unzipped your Mail.dat client. Note: do not select an application or batch file, just the folder. "Run immediately" will transmit your file when you click the "Mail.dat" button on the reports windows. "Hide process window" will suppress the command window during processing.
8. Process the presort. Remember, the "Job number" must be unique for your Mail.dat to upload properly.
9. When the presort is complete, go to the report window and select your mail.dat file. Then click the mail.dat button on the right to launch the mail.dat batch application.
10. While your job is uploading and validating, the mail.dat file will appear in your Job folder.
11. When the process is complete, you will receive a notification from the application that "Your file has been submitted to the PostalOne! hot folder." This does not mean the mail.dat file is successful, rather that it has been submitted.
12. When upload and validation is complete, your file will be moved to the Successful folder. If there was a problem, it may be in the Failed or Rejected folder. If the mail.dat file is in the Rejected or Failed folders, you will want to review the file in the "Log" folder for the pertinent error(s). You can also refer to the following link on the USPS website by [clicking here](#).

I no longer have to install postal data updates, but how often is the data updated?

Postal data is updated monthly on our servers. You automatically have the benefit of fresh data without having to make any changes on your local system.

What Does This Message Mean?



This message indicates that only 0.7% of the addresses in the mailing list are also in the NCOA database.

Will Clicking "Merge" Delete The Bad Addresses In My List?

No. Merging the results will only add or update the MoveID specific fields in your list. It will not delete any records.