



Shipping and Mailing

Relay[®] Communications Hub

Version 2.4.4

Web Client User Guide



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1 - About This Guide

This User Guide describes the operation of the Relay Communications Hub Web Client and Desktop Client. By following the procedures given in this guide you will be able to:

- Upload a data file to the Relay Communications Hub Client
- Apply a Template to the data file
- Download the resulting PDF and related files from the Relay Hub Client
- View reports on completed jobs.
- Manage user access
- Invite others to use Relay Communications Hub
- Add money to your account
- Edit your profile
- Download the Desktop Client
- Use hot folders to automatically process files

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Version History

Date	Version	Comments
July 2015	1.0	Initial Version
January 2016	1.3	New functionality: email hard bounce reporting, email form data look-up or job and semi-automated printing for MDRF,
April 2016	2.0	Redesigned user interface including user management, profiles and password change. Consolidation of Web Client and Desktop Client user guides.
August 2016	2.0.5	Presort functionality added.
October 2016	2.1	Session expiry after 30 minutes.
May 2017	2.2	Added job delete function.
August 2017	2.3	Changes to the Create Job functionality. New error tracking functionality in the Job Details-Print tab.
February 2018	2.4	<ul style="list-style-type: none"> • New option to produce signed PDFs. • Templates pages refreshed. • User Profile updated.
October 2018	2.4.1	Added: <ul style="list-style-type: none"> • User Interface navigation overview • Change to Desktop Client Interface • TrackMyMail reference • Password Expiry • Updating Software
January 2020	2.4.4	<ul style="list-style-type: none"> • Changes in the status of job for decentralized in-house print facility • Icons for mailpiece stages

Related Documentation

Document Name	Date	Comments
Print Manager User Guide	December 2019	Describes the use of the Relay Communications Hub Print Manager for submitting users.
Print Manager Operator Guide	December 2019	Describes the use of the Relay Communications Hub Print Manager for Print Room operators.
Print Manager Administrator Guide	December 2019	Describes the use of the Relay Communications Hub Print Manager for administrators.

2 - Overview

Relay Hub Client provides you with the facility to modify jobs. These jobs are contained in a data file and are uploaded to the Relay Hub in which a specific Template is applied and the results can then be downloaded.

Templates are a set of actions performed as a result of tests on specific sections of the data file (pages, sides, textural elements, feed statements, PDL comments or the existence of resources with specific names). Scripts control how a Template is applied to a data file in order to modify your jobs.

Templates are created specifically for your company, each one tailored to your requirements and using your own resources and material. The Templates available to you are governed by your login credentials.

Relay Communication Hub allows you to upload your files from a Web Client and a Desktop Client. You may use the Web Client directly, or download the Desktop Client, which provides a directory structure containing a hot folder for each of your Templates. Drop a file into a hot folder for the relevant Template and your job is processed automatically.

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Template features

Relay Communications Hub capabilities are available in packages. To offer one or a combination of these, specific Templates are created for you for specific jobs to take advantage of the features of these packages. Templates are created by the PB “on-boarding” team.

When a single file is uploaded and processed, this is referred to as a “Template”.

When two or more files are uploaded and combined, or used together, for example, reprint, this is referred to as a “bundled template”. Print driver jobs are collected together for processing, this is also referred to as a “bundled template”.

Templates output one or more of the following:

- a data file for download
- mail pieces for printing and insertion into envelopes
- emails sent
- files archived.

Package overviews

The following packages are currently available:

Enhancement

Input files can be enhanced with the addition of forms, tables, graphics and highlights. An example of this can be seen in [Examples of enhanced jobs](#).

Mailing

Combine mail pieces for the same recipient. This is known as Grouping if the input is a single data file or House Holding if multiple input files are combined and then sorted.

In addition, the Addressing functions enables the use of email addresses within the data file or from look up tables. These are used as recipient addresses to which the job in the data file will be sent. In addition, it enables replacement of email addresses where they are different from those given in the data file.

Once the data file is uploaded and the Template applied, emails are sent. The Job Reports facility then provides information on which emails were sent, which were blocked by the recipient and which were not received.

Emailing

This is similar to mailing and differs only in that the mail pieces are emailed to the recipients rather than being printed, inserted and sent by post.

Note: Email cannot be purchased separately, but only with another package.

Printing

Conversion of one print format to another, for example, PDF to PostScript.

Integrity

An OMR (optical mark recognition), 1D or 2D barcode is added to each page. These are scanned for a variety of confirmation tests.

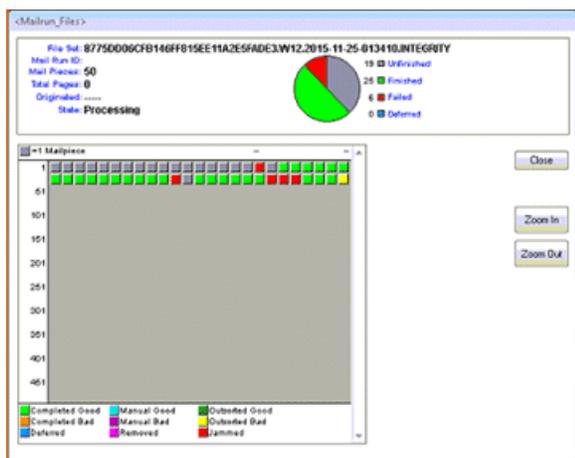
OMR is the most basic. In its simplest form it indicates start and end pages of a mail piece. A more advanced OMR has a rolling counter on each page to enable detection of missing sheets.

1D Barcodes can store more information than an OMR. For example, the information contained in the barcode could contain: the total pages in a mail piece, the current page in a mail piece and a rolling counter on each page to detect missing sheets.

2D Barcodes can store even more information. In addition to the information stored by 1D barcodes, they have a unique identifier for the original file. They can also store address information.

MRDF (Mail run data file) is a text file containing the address and page count information from a data file. Scanned barcodes can be checked against this list to confirm that all pages are delivered to an envelope.

File Based Processing (FBP) software uses 2D barcodes and MRDFs to display the progress of a data file, for example:



If mail pieces are missing a *.Rprnt.txt file is produced containing information to identify them. This is known as a reprint file; this and the print data file previously downloaded from Relay

Communication Hub are uploaded to a Reprint-Template. The result is a print file containing only the missing mail pieces. Once printed and inserted, the File Based Processing software updates to show all mail pieces are complete.

Performance

Pitney Bowes fulfillment partners print and insert your mail pieces.

Presort

This package is currently only available in the US. It allows you to take advantage of postal discounts offered by USPS. All the jobs submitted using the presort Template, have the addresses cleansed and validated before being sorted by zip code. The Job Report can then be downloaded and used to determine the best Deposit Date on which to print and mail individual mail pieces in order to achieve the lowest cost of postage.

Examples of enhanced jobs

Examples of enhanced jobs are given below. Templates have been applied which add predefined elements.

Local Improvement District Bill

In the example below, you can see a Local Improvement District Bill, the 'before' image shows the bill as it exists in the data file. The 'after' image shows the bill once an enhancement Template has been applied. In this case, a form has been applied and color added to draw the recipient's eye to the important areas of the job.

A job before the Template is applied:

The same job after the Template is applied:

Local Improvement District Bill

Keep this portion for your records

City of Henderson T-15 (Paradise Pnt / Horizon Hghts) Local Improvement District Billing Billing Date: 01/13/2014 ID # 7802	Parcel Number 179-31-310-001	Original Assessment \$7,008.11	Outstanding Assessment \$4,300.76	Payoff Amount** \$4,628.96	Minimum TOTAL DUE \$0.00	Payment DUE DATE 01/31/2014
00067 Monument Point St - Horizon Heights Phase 1 Plat Book 108 Page 82 Lot 9						

IMPORTANT NOTICE:
Assessment installments are billed by the City of Henderson to property owners on a semi-annual basis. Please note that the Due Date for this Semi-Annual Assessment bill is 01/31/2014. Assessment payments not received by the due date are subject to 2% per month penalty on the delinquent installment due. The returned check charge is \$25.00.

Account Summary

Date	Description	Principal	Interest	Admin	Late Fees	Other	Total
10/29/2013	Installment Charges	319.33	106.13	-22.41	0.00	0.00	447.87
12/09/2013	Payment Received	-319.33	-106.13	-22.41	0.00	0.00	-447.87

Prior Balance as of: 10/29/2013 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00
 Balance Due: \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00

NO PAYMENT DUE AT THIS TIME

*** If you have any questions about this Local Improvement District Bill, please call (702) 796-0082
 Hours: Monday - Friday 8:30 a.m. - 5:00 p.m. PST

PAYMENT COUPON
 T-15 (Paradise Pnt / Horizon Hghts)
 CITY OF HENDERSON
 T-15 (Paradise Pnt / Horizon Hghts)
 PO BOX 52747
 PHOENIX, AZ 85072-2747 ID # 7802

Please write your Parcel Number on your check payable to: CITY OF HENDERSON

Parcel Number	Current Payoff	Minimum Payoff	Payment DUE DATE
179-31-310-001	\$4,628.96	01/31/2014	\$0.00 01/31/2014

Payment Enclosed: _____
 Address Change Requested? See reverse side.

Local Improvement District Bill

JORDAN ELIZABETH M
 POB 64902
 ROCKAWAY PARK NY 11854

Mail Payment To: CITY OF HENDERSON
 PO BOX 52747
 PHOENIX, AZ 85072-2747

000005447253757007802179313100010000000013114000000000004628965

Local Improvement District Bill

Keep this portion for your records

City of Henderson T-15 (Paradise Pnt / Horizon Hghts) Local Improvement District Billing Billing Date: 01/13/2014 ID # 7802	Parcel Number 179-31-310-001	Original Assessment \$7,008.11	Outstanding Assessment \$4,300.76	Payoff Amount** \$4,628.96	Minimum TOTAL DUE \$0.00	Payment DUE DATE 01/31/2014
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Date	Description	Principal	Interest	Admin	Late Fees	Other	Total
10/29/2013	Installment Charges	319.33	106.13	-22.41	0.00	0.00	447.87
12/09/2013	Payment Received	-319.33	-106.13	-22.41	0.00	0.00	-447.87

Prior Balance as of: 10/29/2013 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00
 Balance Due: \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00

NO PAYMENT DUE AT THIS TIME

*** If you have any questions about this Local Improvement District Bill, please call (702) 796-0082
 Hours: Monday - Friday 8:30 a.m. - 5:00 p.m. PST

PAYMENT COUPON
 T-15 (Paradise Pnt / Horizon Hghts)
 CITY OF HENDERSON
 T-15 (Paradise Pnt / Horizon Hghts)
 PO BOX 52747
 PHOENIX, AZ 85072-2747 ID # 7802

Please write your Parcel Number on your check payable to: CITY OF HENDERSON

Parcel Number	Current Payoff	Minimum Payoff	Payment DUE DATE
179-31-310-001	\$4,628.96	01/31/2014	\$0.00 01/31/2014

Payment Enclosed: _____
 Address Change Requested? See reverse side.

Local Improvement District Bill

JORDAN ELIZABETH M
 POB 64902
 ROCKAWAY PARK NY 11854

Mail Payment To: CITY OF HENDERSON
 PO BOX 52747
 PHOENIX, AZ 85072-2747

000005447253757007802179313100010000000013114000000000004628965

You can see how the form breaks the information into related areas, making the job easier to read and how the color highlights the most important areas.

Emtexvde SuperChoice MasterTrust

In the example below, you can see a letter concerning Emtexvde SuperChoice MasterTrust. The 'before' image shows the letter as it exists in the data file. The 'after' image shows the letter once an enhancement Template has been applied. In this case, a logo has been added to the top right corner, marketing text and an image has been added under the signature and the text giving the issuing company's information has been changed to blue.

A job before the Template is applied:

The same job after the Template is applied:

<p>July 2002</p> <p>PRIVATE AND CONFIDENTIAL Ms A Iazatsoon 8 Ramabury Street CRAIGIEBURN VIC 3004</p> <p>Dear Ms Iazatsoon</p> <p>Emtexvde SuperChoice MasterTrust</p> <p>We are pleased to enclose your Annual Benefit Statement for your membership in Emtexvde SuperChoice MasterTrust, a category of membership of the Emtexvde Super Retirement Fund.</p> <p>Please also find enclosed:</p> <ul style="list-style-type: none">■ An "Understanding Your Investment Options" booklet detailing the performance of the investment options offered within Emtexvde SuperChoice and also provides our Privacy Policy, and■ Explanatory notes to help you understand your Annual Benefit Statement. <p>If you would like to discuss your present superannuation arrangements or if you have any questions about the information enclosed herein, please contact your adviser. Alternatively, if you require any personal details shown on your statement to be amended, please contact one of our Telephone Business Consultants on 0800 123 456.</p> <p>Yours sincerely</p> <p>Antony Blair General Manager, Emitex and Emtexvde Products</p> <p><small>Issued by The Emtexvde Mutual Life Assurance Society Limited VAT 12 004 021 805, on behalf of the Trustee, Emtexvde Mutual Superannuation City 123 UAT 76 006 531 963. L00602 004 5144 004XN04 ELY 5505. Page 1 of 6</small></p>	<p>June 2015</p> <p>pitney bowes </p> <p>PRIVATE AND CONFIDENTIAL Ms A Iazatsoon 8 Ramabury Street CRAIGIEBURN VIC 3004</p> <p>Dear Ms Iazatsoon</p> <p>Emtexvde SuperChoice MasterTrust</p> <p>We are pleased to enclose your Annual Benefit Statement for your membership in Emtexvde SuperChoice MasterTrust, a category of membership of the Emtexvde Super Retirement Fund.</p> <p>Please also find enclosed:</p> <ul style="list-style-type: none">■ An "Understanding Your Investment Options" booklet detailing the performance of the investment options offered within Emtexvde SuperChoice and also provides our Privacy Policy, and■ Explanatory notes to help you understand your Annual Benefit Statement. <p>If you would like to discuss your present superannuation arrangements or if you have any questions about the information enclosed herein, please contact your adviser. Alternatively, if you require any personal details shown on your statement to be amended, please contact one of our Telephone Business Consultants on 0800 123 456.</p> <p>Yours sincerely</p> <p>Antony Blair General Manager, Emitex and Emtexvde Products</p> <p>Singer & Friedlander Marketing Message One </p> <p><small>Issued by The Emtexvde Mutual Life Assurance Society Limited VAT 12 004 021 805, on behalf of the Trustee, Emtexvde Mutual Superannuation City 123 UAT 76 006 531 963. L00602 004 5144 004XN04 ELY 5505. Page 1 of 6</small></p>
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In addition, an MDRF file has been created containing the information from the letters in the original file.

3 - Getting Started

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

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Recommended Browsers

The following browsers are recommended for use with Relay Communications Hub:

- Mozilla Firefox
- Google Chrome

In addition, Relay Communications Hub is supported on Microsoft Internet Explorer 11 - with disabling of TLS 1.1 and above.

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:

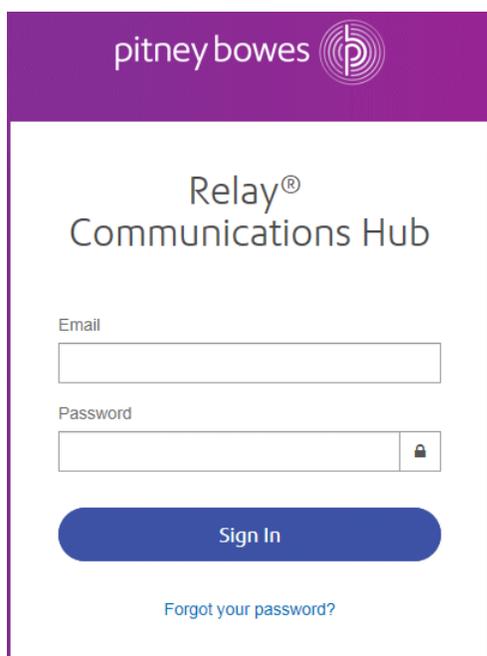
North America & Canada:

<https://client.relayhub.us.pitneybowes.com/>

Rest of World:

<https://client.relayhub.eu.pitneybowes.com/>

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



pitney bowes 

Relay®
Communications Hub

Email

Password
 

Sign In

[Forgot your password?](#)

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. For descriptions on how this is done see [for the US & Canada](#) or [for everywhere else](#).

Note: After six incorrect login attempts you are locked out of the Relay Communications Hub. Use the [Forgot your password?](#) on page 17 facility to reset your sign in credentials.

Note: 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 18.

Note: After 30 minutes of inactivity your session will expire and you will need to sign in again.

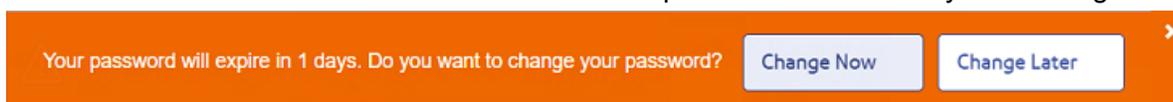
3. Click **Sign in**.

Relay Communications Hub is then displayed.

Password Expiry

A password expiration policy may have been set by your system administrator, it defines the number of days after which your password will expire in addition to the number of days before expiration on which you will begin to be notified that this will happen.

The notification is shown as a banner across the top of the window once you have signed in.



1. Either click:

- **Change Later** to continue with the sign in and open the website or
- **Change Now** to continue as follows:

If you clicked **Change Now**, the following is opened:

A form titled "Reset your password" for the user gyanserviceuser@maildrop.cc. It contains three password input fields: "Old Password", "New Password", and "Confirm Password". Each field has a lock icon on the right. At the bottom are "Submit" and "Cancel" buttons.

Reset your password

You're updating the password for
gyanserviceuser@maildrop.cc.

Old Password

New Password

Confirm Password

Submit **Cancel**

2. Complete the field as shown.
3. Click **Submit**.

If you choose not to change your password when the notification appears, then it is shown every time you attempt a sign in until the password is reset. If you have not reset your password before it expires, you are taken to the **Reset your password** dialog as soon as you attempt to sign in.

If you are using the Desktop Client you will receive an email notification if your password expires. In addition, an email is sent to your manager.

Forgot your password?

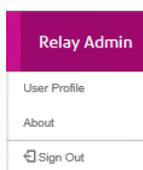
If you have forgotten your password, do the following:

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

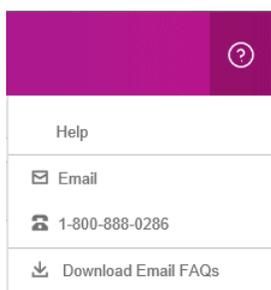
To sign out, click the user name in the top right corner to open the menu.



Select **Sign Out**. You are then returned to the **Sign In** page.

Help

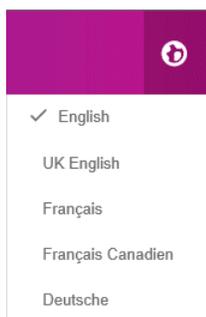
Clicking  in the top right of the window opens a menu, as follows:



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

Changing the display language

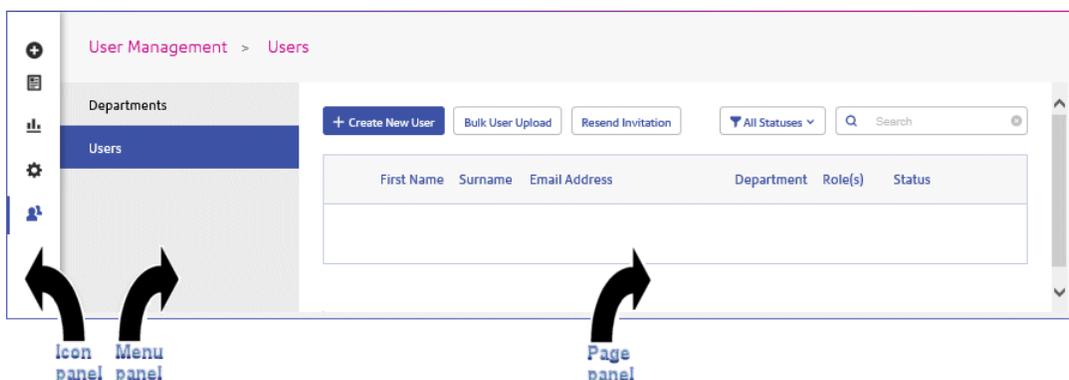
Relay Communications Hub automatically detects the language in which it should be displayed from your system. If you wish to change this, click  in the top right of your screen, the menu is shown below:



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.

Navigating The User Interface

When you have signed in the User Interface is shown:



To open a page, click the required icon in the Icon panel and select a menu option to open the page. In the example, above, the following have been selected:

 to open the **User Management** menu and **Users** to open the **Users** page.

Navigation Icons and Menus

The User Interface's Icon panel options and menus are listed below:

Create Job

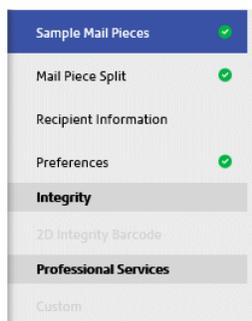
Clicking  opens the **Create Job** page, this has no menu panel.

The functions of this page are described in [Creating A Job](#) on page 29

Templates

Clicking  opens the **Templates** page, the menu for which is only displayed once you have begun creating or editing a job:

The following shows the **Templates** menu:



The option highlighted in blue is currently open. Options marked with a  are complete.

The process of defining each is described in [Creating A Template](#) on page 33

Reports

Clicking  opens the **Reports** page, this has no menu panel.

The functions of this page are described in [Viewing Job Reports](#) on page 49

Settings

Clicking  opens the **Settings** page, the menu for which has the following options:

Download Clients

Provides links which allow you to download clients, for example, the Desktop Client.

See [Downloading the Desktop Client](#) on page 83

User Management

Clicking  opens the User Management page, the menu for which has the following options:

Departments

Provides the facility for creating and managing Departments.

Users

Provides the facility for creating and managing Users.

See [Defining Your Organization](#) on page 21

4 - Defining Your Organization

The User Management page allows you to manage departments and users, which enable you to create a structure for your organization.

In this section

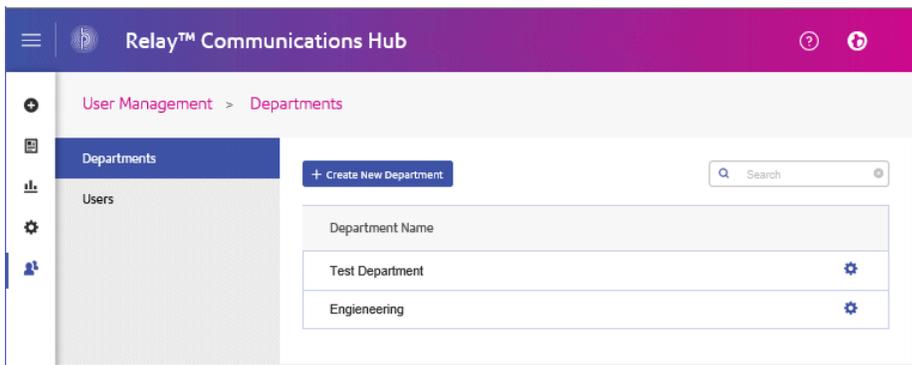
Creating Departments	22
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Creating Departments

To create a department, follow the procedure, below:

Note: Departments are selected during the creation of users and so must be created first.

1. Click  in the left-hand panel to open the **User Management** page, by default, it opens in **Department:**



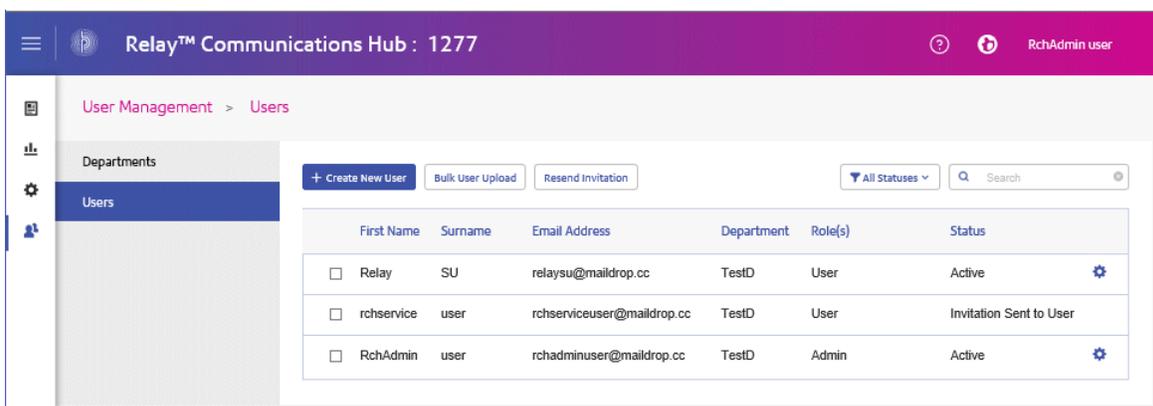
2. Click **Create New Department**.
3. A window is opened containing the **Department Name** field, type in a name. The window closes and the new department is shown in the **Departments** page.

Creating Users

To create a user, follow the procedure, below:

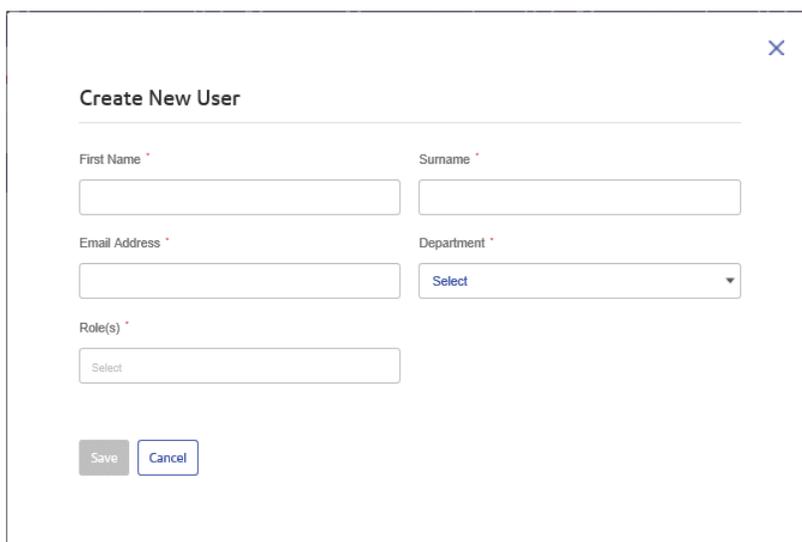
Note: Departments are selected during the creation of users and so must be created first.

1. Click  in the left-hand panel to open the **User Management** page, by default, it opens in **Departments**.
2. Click **Users** to open the page:



3. Click **Create New User**.

The following is opened:



4. Complete the information in this page for the user.

Only one Department may be selected.

Any number of roles may be selected, however, we recommend multiple roles only for Admin and Chief Operator.

5. Click **Save**.

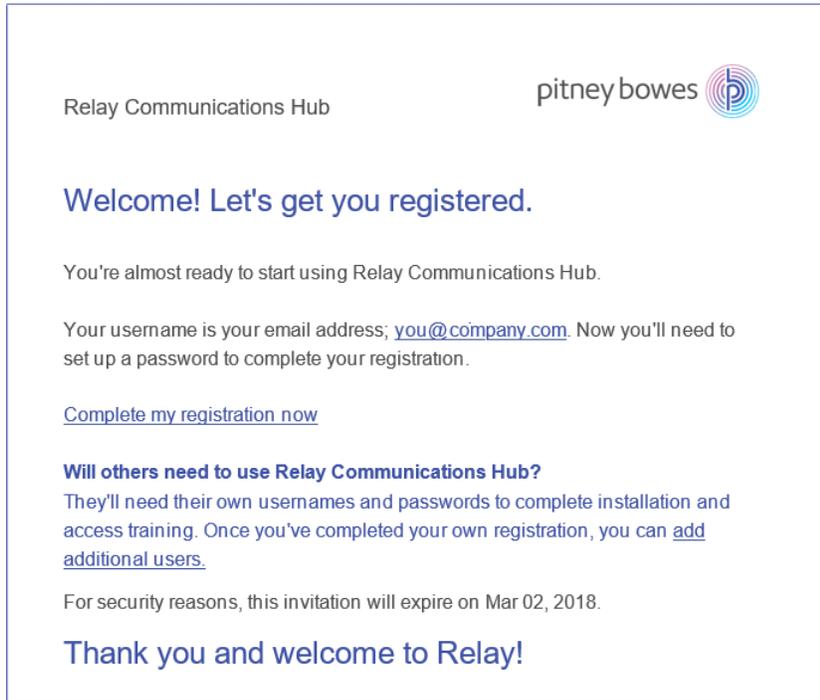
The window closes and the new user is shown in the **Users** page with a **Status** of **Invitation Sent to User**.

Note: From this point, the user can no longer be deleted.

The user will receive an email inviting them to complete their registration, see the next section.

Completing User Registration

All created users receive an automatically generated email, shown below:



The email contains a link, "Complete my registration now", which takes them to the Relay Communications Hub website.

They then need to create and confirm a password, as described in [Signing In For The First Time](#)

A message is displayed confirming successful registration and the user is shown in the **Users** page with a status of Active.

Resending a user invitation

If you have created a user and they have failed to complete their registration for whatever reason, and you wish to resend the invitation, follow the procedure below:

1. Select the required user(s) by placing a check mark in the adjacent check box.
2. Click **Resend Invitation**.

Note: We recommend that you advise users to check their junk email folders if they find that repeated emails are not being received.

3. A message is displayed confirming resend, click **OK** to close it.

Editing Departments and Users

Note:

Only the **Departments** or **Users** appearing in these tables can be edited.

The process for editing is much the same as for adding Departments and Users, the information shown in the page is different for each.

To edit information shown in a table, follow the procedure, below:

1. Within either the **Departments** or **Users** page click  in the required row.
2. Select **Edit** from the context menu.
3. A window is opened containing the fields required. Amend these as needed and click **Update**.

The new information is now shown in the table.

Deleting Departments and Users

Note:

Only the **Departments** or **Users** appearing in these tables can be deleted.

Departments with assigned users cannot be deleted. If you need to delete a department, change the department for its users or delete the users first.

To delete an item, follow the procedure, below:

1. Within either the **Departments** or **Users** page click  in the required row.
2. Select **Delete** from the context menu.

A confirmation dialog is opened.

3. Click **Yes** to confirm the deletion.

A message is displayed advising successful deletion and the user/department is removed from the table.

Importing data in to Relay Communications Hub

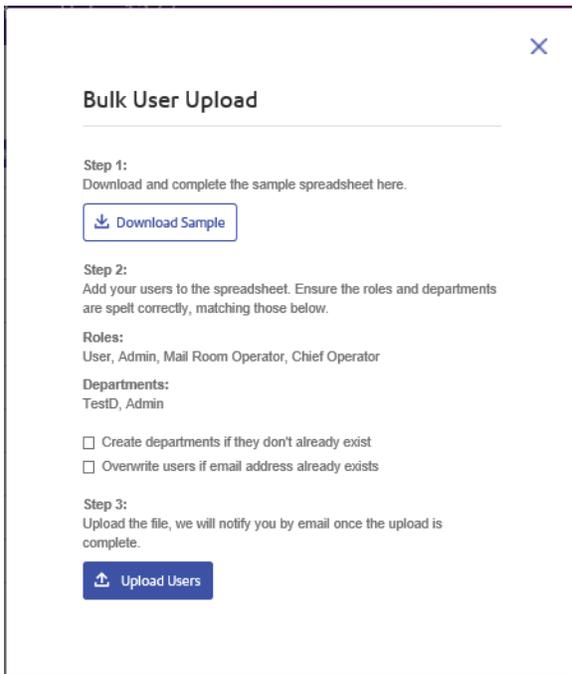
Relay Communications Hub allows Departments and Users to be imported from a `CSV` file. The benefit of using this facility is that it is often quicker to import a file than it is to fill out a number of fields.

The fields required in the `csv` file are the same as the fields given for creating a user, each user must appear on a separate line.

Refer to [CSV File Formats](#) for examples of how to layout your `CSV` file.

To import information:

1. Ensure that the media or drive on which the `csv` file resides is available and navigable.
2. Click  in the left-hand panel to open the **User Management** page.
3. Click **Users** to open the required page.
4. Click **Bulk User Upload** to open the following:



Bulk User Upload

Step 1:
Download and complete the sample spreadsheet here.

[Download Sample](#)

Step 2:
Add your users to the spreadsheet. Ensure the roles and departments are spelled correctly, matching those below.

Roles:
User, Admin, Mail Room Operator, Chief Operator

Departments:
TestD, Admin

Create departments if they don't already exist
 Overwrite users if email address already exists

Step 3:
Upload the file, we will notify you by email once the upload is complete.

[Upload Users](#)

5. If required, select **Create departments if they do not already exist**.
6. If required, select **Overwrite users if email address already exists**.
7. Click **Upload Users**.

The **Choose File to Upload** dialog is opened.

8. Navigate to and select the required file.

9. Click **Open**. The **Choose File to Upload** dialog closes.

Back in the **Users** page, a confirmation message is displayed and the new users appear in the table. If you open the Departments page, the new departments are shown.

Viewing users

There are two types of user:

Users

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

- printing a job through the Printer Driver
- creating a job in the Web Client
- dragging and dropping a job into a hot folder provided by the Desktop Client

Administrator

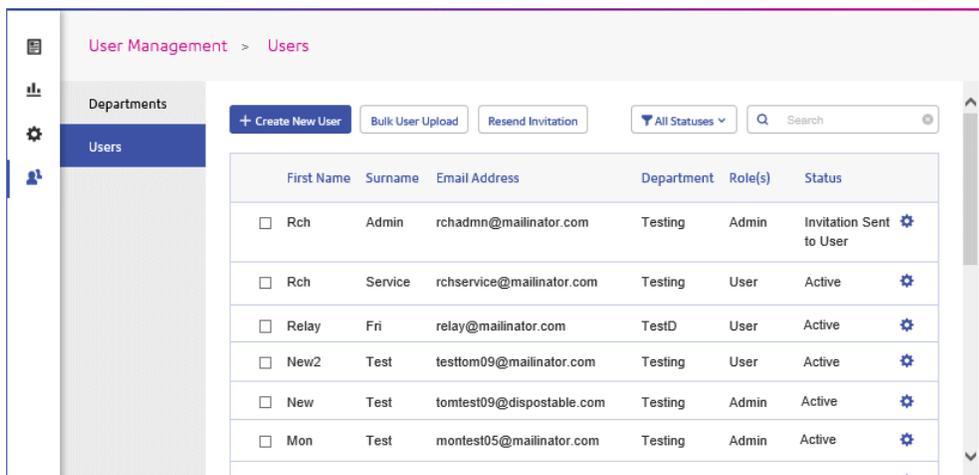
Undertake the following tasks:

- create and maintain users
- assign users to departments
- oversee the use of Relay Communications Hub

To view current Relay Communications Hub users:

From within the left hand panel click  to open the **User Management** menu.

The following page is opened:



The screenshot shows the 'User Management > Users' page. The left sidebar has 'Users' selected. The main area contains a table of users with columns for First Name, Surname, Email Address, Department, Role(s), and Status. There are also buttons for '+ Create New User', 'Bulk User Upload', and 'Resend Invitation', along with a search bar and a status filter dropdown set to 'All Statuses'.

	First Name	Surname	Email Address	Department	Role(s)	Status
<input type="checkbox"/>	Rch	Admin	rchadmn@mailinator.com	Testing	Admin	Invitation Sent to User 
<input type="checkbox"/>	Rch	Service	rchservice@mailinator.com	Testing	User	Active 
<input type="checkbox"/>	Relay	Fri	relay@mailinator.com	TestD	User	Active 
<input type="checkbox"/>	New2	Test	testtom09@mailinator.com	Testing	User	Active 
<input type="checkbox"/>	New	Test	tomtest09@dispostable.com	Testing	Admin	Active 
<input type="checkbox"/>	Mon	Test	montest05@mailinator.com	Testing	Admin	Active 

Searching for users

To search for a user, follow these steps:

1. From within the **User** tab click in the **Search** box, shown below:

A rectangular search box with a light gray border. On the left side, there is a magnifying glass icon followed by the text "Search".

2. Type in the letters for which you wish to search.

The first letter you type displays all users with that letter in their name. For example, if you type "m", all names containing that letter are displayed.

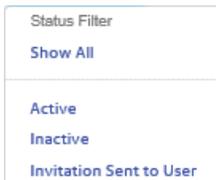
The next letter you type displays all users with the two letters consecutively in their name. For example, if you type "me", all names containing these letters in consecutively are displayed. Continue typing to narrow your search.

To return to the previous list of users, delete the characters in the **Search** box.

Filtering users

By default, all users with an active status are displayed. To filter the list of users, follow these steps:

1. From within the **User** tab click **Active**, to open the list of options, shown next:

A dropdown menu titled "Status Filter". It contains four options: "Show All", "Active", "Inactive", and "Invitation Sent to User". The "Active" option is currently selected and highlighted in blue.

2. Select the required status.

All users with the selected status are displayed.

5 - Creating A Job

This section describes how to create a job by uploading documents to which the Templates are applied.

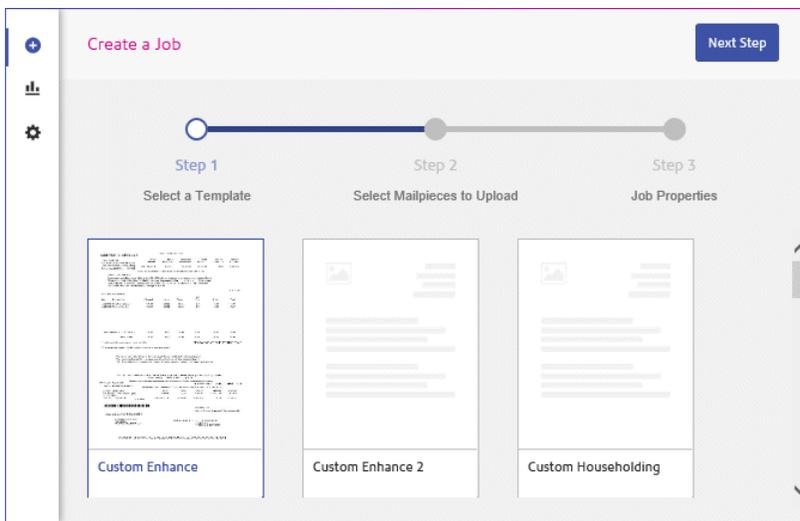
In this section

Creating Your Job	30
Deleting a File	32

Creating Your Job

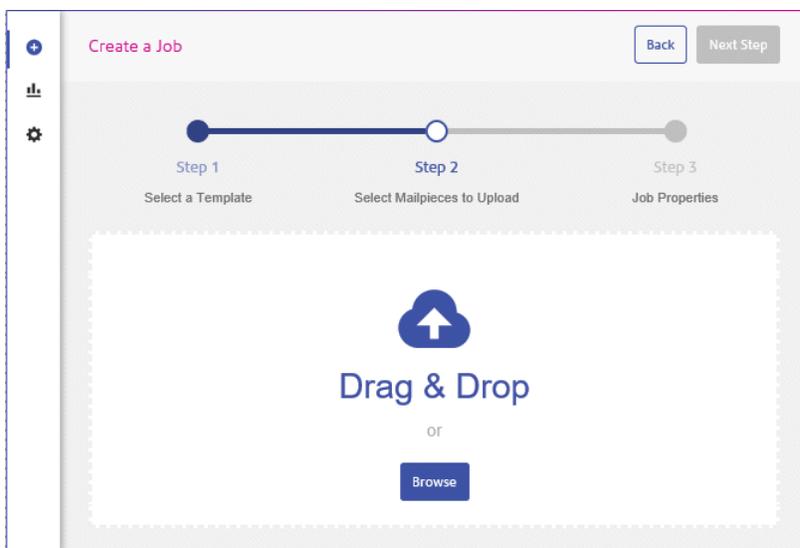
Creating a job is the process of applying a Template to a data file. To do follow the procedure, below:

1. In the Icon panel on the left-hand side of the window, click **+** to open the following:



2. Select the required template from those shown in the page.
3. Click **Next Step**.

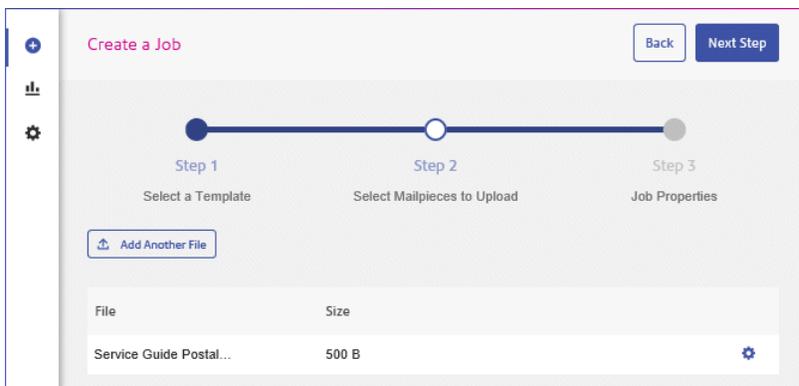
The following is displayed:



4. Either:
 - Drag and drop the files into the panel, or

- Click **Browse** to navigate to and select the ones you need.

The name and size of your file are then shown, below:



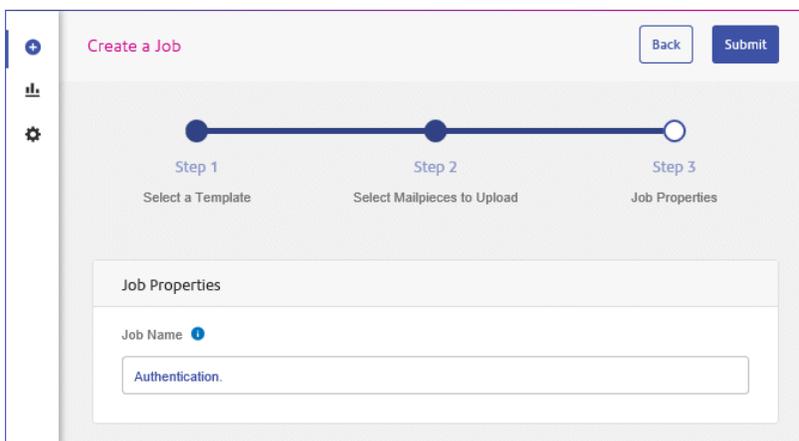
5. If you wish to add a further file click **Add Another File** and repeat step #4.

Repeat for all the files you wish to add.

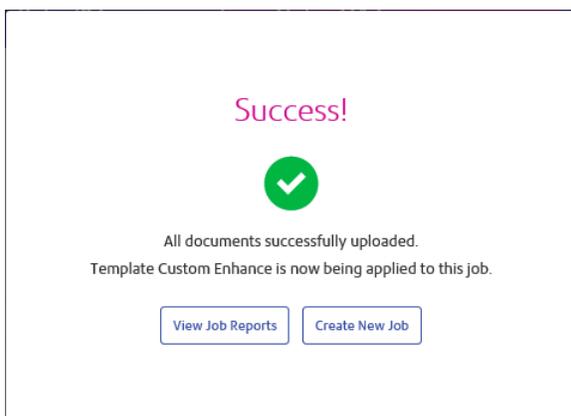
Note: At this point you can delete any files listed as described in [Deleting a File](#) on page 32

6. Click **Next Step**.

The following is displayed:



7. Click within the **Job Name** field and give the job a meaningful name.
8. Click **Submit** in the top right of the page.
9. A message is displayed advising that you job was successfully submitted.



10. Click the required option.

Your job has been submitted and will be available in the **Job Reports** page.

See [Viewing Job Reports](#) on page 49, which also contains a description on [Downloading output files](#) on page 68.

Deleting a File

While creating a job, you upload a file which, for whatever reason, you need to remove. To do this:

1. In the same line as the file you wish to remove click 
2. From the menu displayed select **Delete**.
3. A message is displayed requiring that you confirm this action. Click **OK**.

Your file is then removed.

6 - Creating A Template

This section describes how to create a Templates. This begins with [Uploading a Sample Mail Piece](#) on page 34, the options available to you are defined by the file uploaded and are available for selection from the left-hand panel, these are:

- [Uploading a Sample Mail Piece](#) on page 34
- [Specifying Mail Piece Split](#) on page 36
- [Identifying Recipient Information](#) on page 38
- [Specifying Preferences](#) on page 39
- [Creating a 2D Integrity Barcode](#) on page 40

In this section

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Self on boarding Requirements

Warning:

The self on boarding templates require the following:

Paper size:	Letter
Printer resolution:	600 DPI minimum
Envelope size:	Number 10 or larger with inside side seam and top address
2D Barcode size:	7mm x7mm (generated by Relay Communications Hub)
Insertor folds:	The paper sheets are folded into C folds. For this, the documents submitted to the Relay Communications Hub for self on boarding templates need to have the address at the top to ensure that it is visible in the outer envelope window.

Uploading a Sample Mail Piece

Note: We recommend a maximum file size of 1500 pages or 25MB. Larger files will have a negative impact on performance.

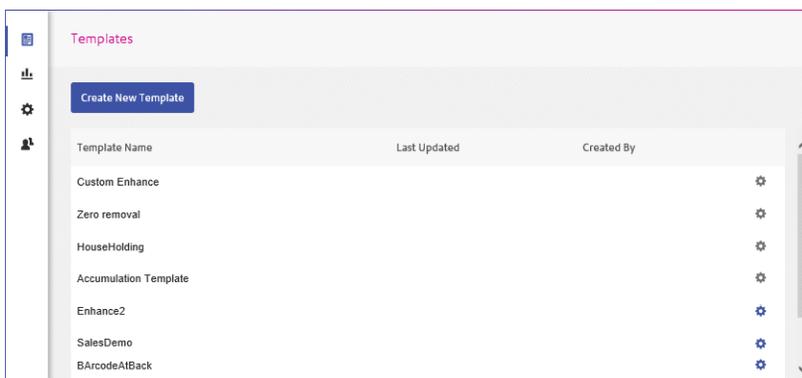
Note: The accepted paper sizes for PDFs are USLetter and A4. The paper size cannot be changed and the output will be the same paper size as PDF uploaded here.

Note: For documents of varying page lengths, upload a sample showing the maximum page count.

To begin the process of applying a Template to a data file you must first upload the file to the Relay Communications Hub. To do this, follow the steps below:

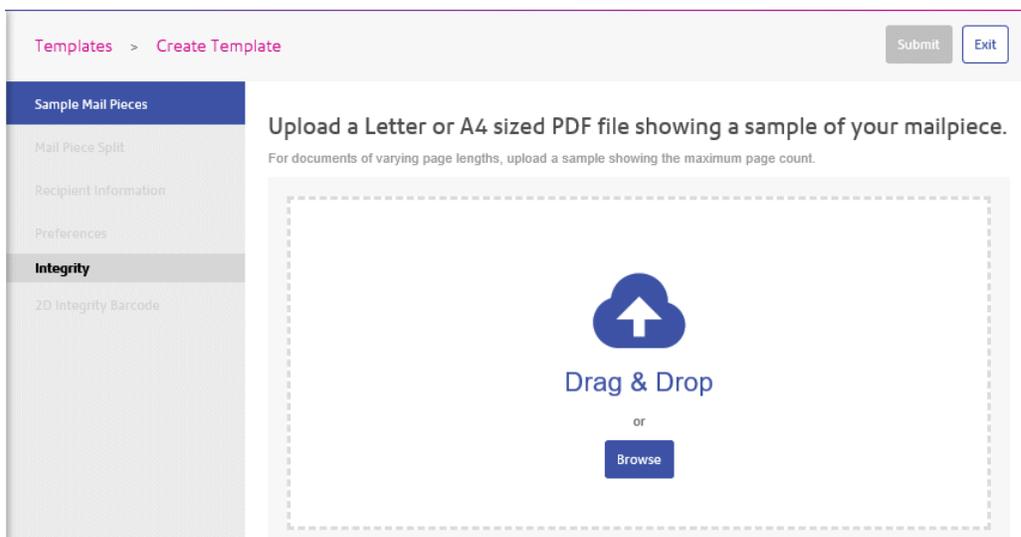
1. Click  in the right-hand panel.

The following page is opened:



2. Click **Create New Template**.

This opens the **Sample Mail Pieces** page, shown below:



- Drag and drop the files into the panel, or
- Click **Browse** to navigate to and select the ones you need.

3. Your file is opened in the **Templates** page. A message is displayed advising that the operation was successful and which options to define next. Click **OK**.

Note: If you find that you have uploaded the wrong file, click **Upload New File** and begin the process again.

Continue with the procedure for the options given in step #4 .

Specifying Mail Piece Split

Your file contains a number of mail pieces, each one destined for a different recipient. Specifying where the mail pieces end, or are split, ensures that the recipient received only the mail piece intended for them and not the entire file or part of another recipient's mail piece.

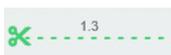
You can split a mail piece in one of two ways, both are described below:

- **Where The Page Count is The Same Every Time** on page 36
- **Where The Page Count May Sometimes Vary** on page 36

Where The Page Count is The Same Every Time

If your the page count in your mail pieces will be the same every time, create a page split as described below:

1. In the Template slide out menu select **Mail Piece Split**.
2. In **My Page Count** select **Will be the same every time**.
3. Specify **How many pages**.
This must be a whole number.
4. Click **Apply Split Criteria**.
5. A message is displayed advising that the scissors graphic, shown below, is used to indicate the mail piece split. Click **OK**.



The number shown above the dotted line given the mail piece and side number. In the example, 1.3, the mail piece in number 1 and the side number is 3.

Note: A green check mark appears next to **Mail Pieces Split** in the Template slide out menu.

Where The Page Count May Sometimes Vary

If your the page count in your mail pieces may sometimes vary, create a page split as described below:

1. In the Template slide out menu select **Mail Piece Split**.
2. In **My Page Count** select **May Sometimes Vary**.

Further options are then displayed in the panel:

Mail Piece Split

My page count: - 100|% +

1000002 01 of 01

Will be the same every time

May sometimes vary ?

You can use our recommended page split text, or define your own.

Use recommended text area

Define my own text area

Recommended text area

SUMMARY

The text area appears on

The first page

Apply Split Criteria

CUSTOMER SERVICE
0800 88 88 88 (Mon-Fri 7am-5pm)
www.emtv.com

512345678
Mr William J Henderson
427 West Linton Crescent
Watford
Hertfordshire
WD17 1AD

10000002

SUMMARY

Previous Balance as of 5/7/2001	2,000.00
Purchases and Cash Advances	+ 1,496.22
Payments and Other Credits	- 600.00
FINANCE CHARGE	+ 38.87
New Balance as of 5/8/2001	= £2,934.89
Payment Due Date	21/8/2001
Minimum Amount Due	58.09

Approved Credit Limit: £8,600

Credit Used: £204.59

Credit Available: £2095.11

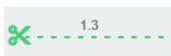
To increase your credit limit, call
0800 00 00 00

3. Select either:
 - Select **Use recommended text area** and continue to step #6. In the panel, the recommended text is show in **Recommended text area**, in the example this is, "Summary". In the mail piece "Summary" is outlined in green.
 - Select **Define my own text area** and continue to step #4.
4. Click and drag a box around the required text.

Note: The selected text must only appear once in the mail piece.

A further box is opened in the **Mail Piece Split** panel giving **Your defined text area**.

5. Select whether **The copy in this text area will:**
 - **Never Change** - so that the same text is used to find the correct page.
 - **Always Change** - to find the text box rather than the text.. If you select this option continue to step #6.
6. Select **The text area appears on** from the list.
7. Click **Apply Split Criteria**.
8. A message is displayed advising that the scissors graphic, shown below, is used to indicate the mail piece split. Click **OK**.



The number shown above the dotted line given the mail piece and side number. In the example, 1.3, the mail piece in number 1 and the side number is 3.

Note: A green check mark appears next to **Mail Pieces Split** in the Template slide out menu.

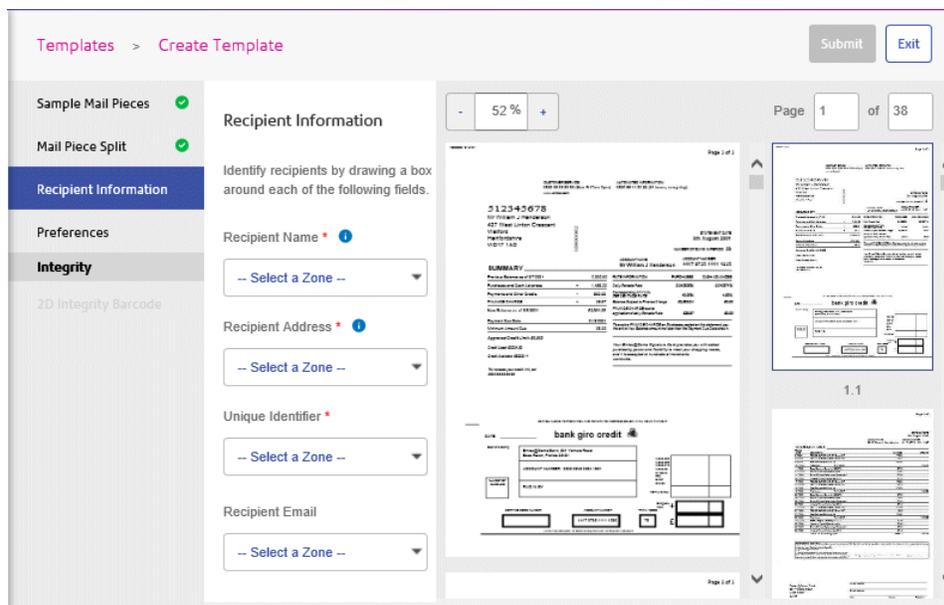
Identifying Recipient Information

To identifying recipient information, follow the procedure below:

Note: In this section only the **Recipient Name**, **Recipient Address** and **Unique Identifier** are required. The **Recipient Email** is only required where mail pieces are to be emailed rather than posted.

1. In the left-hand panel click **Recipient Information**.

This opens the **Recipient Information** page, shown below:



The panel on the left gives the **Recipient Information**, the middle panel shows the uploaded file and the right-hand panel gives a preview of the settings as you apply them.

2. Click and drag a box around the recipient name in the mail piece.

This area appears as a green box, as shown below. The number is the zone, which you'll need in the next step. If required, click **X** to delete the box.

We strongly recommend making the box longer to accommodate longer recipient names in the remainder of the file.



- From **Recipient Name** select Zone 1, created in the previous step.

The required zone is displayed in the list with the name of the recipient from the mail piece on which the box was created.

- Click and drag a box around the recipient address.
- From **Recipient Address** select Zone 2, created in the previous step.

We strongly recommend making the box larger to accommodate longer addresses in the remainder of the file.

The required zone is displayed in the list with the address from the mail piece on which the box was created.

- Click and drag a box around the a unique identifier, for example, the recipient's account number.
- From **Unique Identifier** select Zone 3, created in the previous step.
- If available, click and drag a box around the a recipient email.
- From **Recipient Email** select Zone 4, created in the previous step.

Note: A green check mark appears next to **Recipient Information** in the Template slide out menu.

Specifying Preferences

This page allows you to specify a name for the Template. These names are validated to ensure Templates with duplicates names are not created.

To specify a template name, follow the procedure below:

- In the left-hand panel click **Preferences**.

This opens the **Preferences** page, shown below:

2. In **Template Name** type in a name.

We strongly recommend that you use something meaningful in order to make the Template easy to find in future.

3. Click **Validate Preferences**.

If the specified name is validated the **Save as Draft** button in the top left corner is displayed.

4. If the name you entered is already in used, a message to that effect is displayed. Change the name and click **Validate Preferences**.

This is now complete, continue with the next option shown in the Template menu.

Creating a 2D Integrity Barcode

Currently, the only Integrity option is to place a 2D barcode on a page.

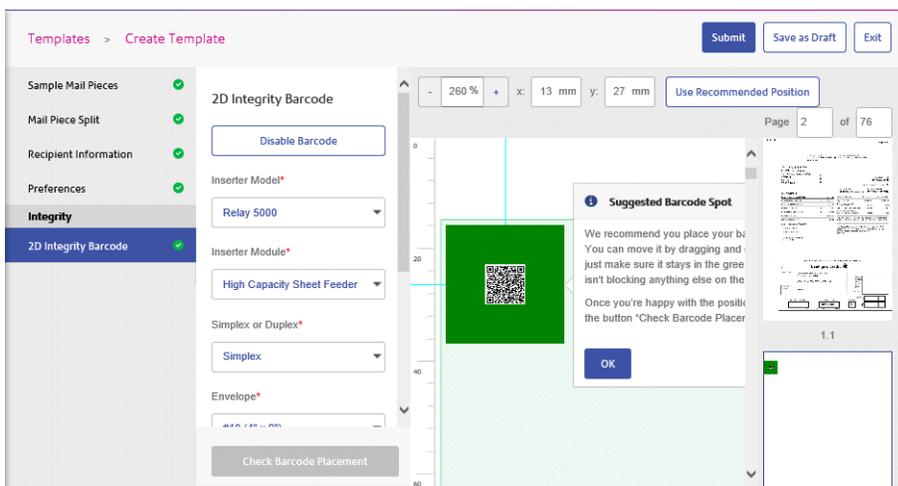
To create a 2D Integrity Barcode, follow the procedure below:

1. In the left-hand panel click **2D Integrity Barcode**.

This opens the **2D Integrity Barcode** page.

2. Under **2D Integrity Barcode** click Enable Barcode. **Enable Barcode..**

The following is opened:



Click **OK** to close the message.

See [Appendix A: Inserter Settings](#) on page 100 for more information on the options given in this page. The appendix gives regional options for all fields.

Note: Some of the Inserter settings are dependent on other choices made in this section.

Note: The Inserter settings chosen are used to build the XML file which is downloaded in [Configuring Inserters](#) on page 44, which in turn is used to configure the chosen inserter.

3. In **Inserter Model**, select the model of the inserter you will be using.
4. In **Inserter Module**, select the required module.

Note: For Relay Inserter models 2500, 3500 and 4500, only the **Tower Feeder** option is available.

5. In **Simplex or Duplex**, select whether the documents using this template will print single- or double-sided.

Note: For Relay Inserter models 2500, 3500 and 4500, only the **Simplex** option is available.

If you select **Duplex**, a blank back side is displayed in the **Pages** panel for every mailpiece with odd number of pages.

The following is shown at the end of every mail piece:



Each page has a two digit designation, for example, 1.1 indicates that the page is the first mail piece's first side, 1.2 is the first mail pieces second side and 3.3 indicates that the third mail piece's third side.

6. In **Envelope**, select the size required.
7. In **Fold**, select how the mail pieces are to be folded.
8. In **Insert**, select either:
 - No Insert
 - The required insert from those available

Note: This field is not available to Relay Inserter models 2500, 3500 and 4500.

9. In **Address Location**, the area of the mail piece in which the address appears.

Note: This field is not available to Relay Inserter models 2500, 3500 and 4500.

10. Do one of the following:

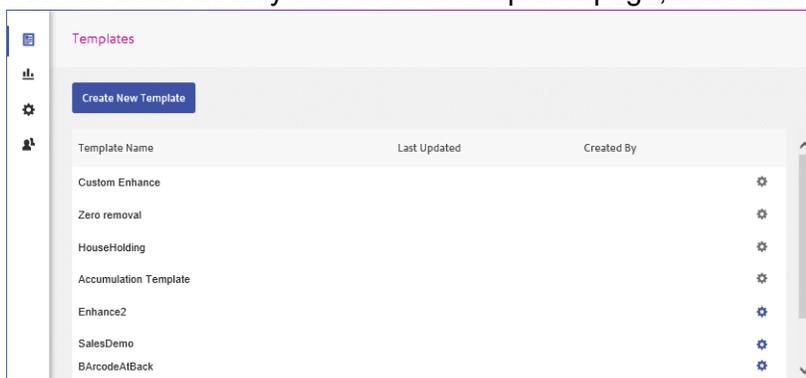
- Click **Use Recommended Position**.
- Click and drag the barcode into the required position and click **Check barcode Placement** to ensure that the location is satisfactory. If it is not, repeat until you find one that is satisfactory.
- Type in the x and y coordinates the barcode is placed. These coordinate specify the center of the barcode. Click **Check barcode Placement** to ensure that the location is satisfactory.

If it is not, repeat until you find one that is satisfactory.

If barcode placement is unsatisfactory, as indicated by its red border, scroll through the job or click a red page number open the effected page. Click and drag the barcode to a location clear of other content, where its border changes to amber. One way of doing this quickly is to click Use Recommended Position and resubmit the Template.

11. Click **Submit**.

You are automatically taken to the Templates page, shown below:



Barcode Positioning

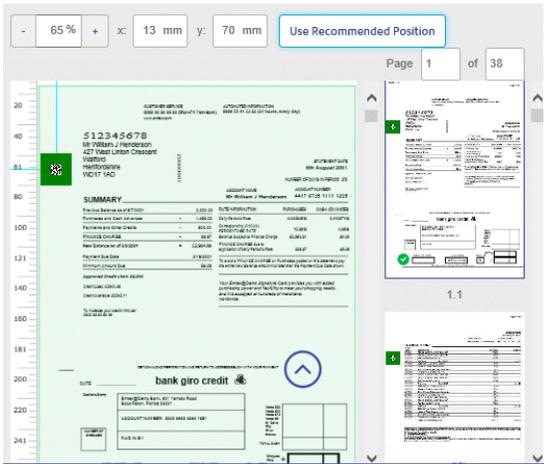
A green box describes the area on the page in which the barcode may be placed. You can move the barcode by dragging and dropping. Ensure that it remains in the green area and does not obscure any other page content. The **Submit** button is enabled only when barcode placement is satisfactory..

Relay Communications Hub scans the entire sample pdf to find a suitable place for barcode. The border of the barcode indicates one of the following:

Green

Barcode placement is satisfactory. The barcode does not obscure other page content or fall outside the page boundary.

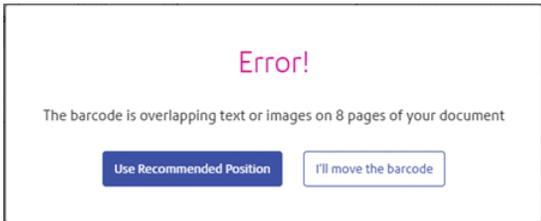
A  is shown on the thumbnails.



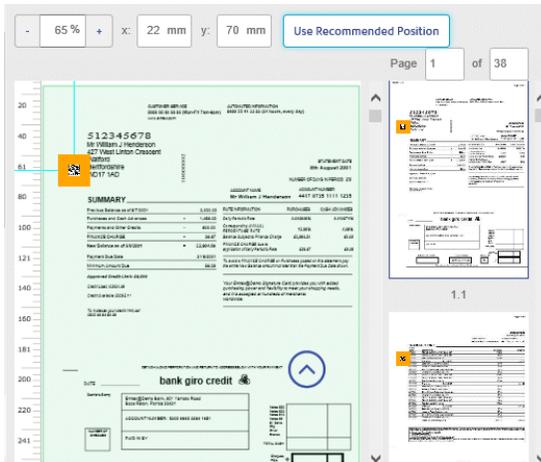
Amber

Either, Relay Communications Hub cannot find a satisfactory placement, that is, where it does not conflict with other page elements, or it is not known whether the current location is satisfactory. The barcode is placed in the top left corner.

When you click **Check Barcode Placement**, the barcode placement is validated, if satisfactory, the border turns green, if unsatisfactory, the following message is displayed:



You then need to drag and drop it into a location which does not conflict with other page elements. A  is shown on the effected thumbnail.



Configuring Inserters

During creation of your Template, you selected the required Inserter, feeder module and whether the job is printed single- or double-sided, this must now be installed on your inserter to ensure that your mail pieces are placed in envelopes correctly. These settings are saved in an xml file which needs to be downloaded to a flash drive and then loaded onto the inserter. Ensure that you have a flash drive to hand.

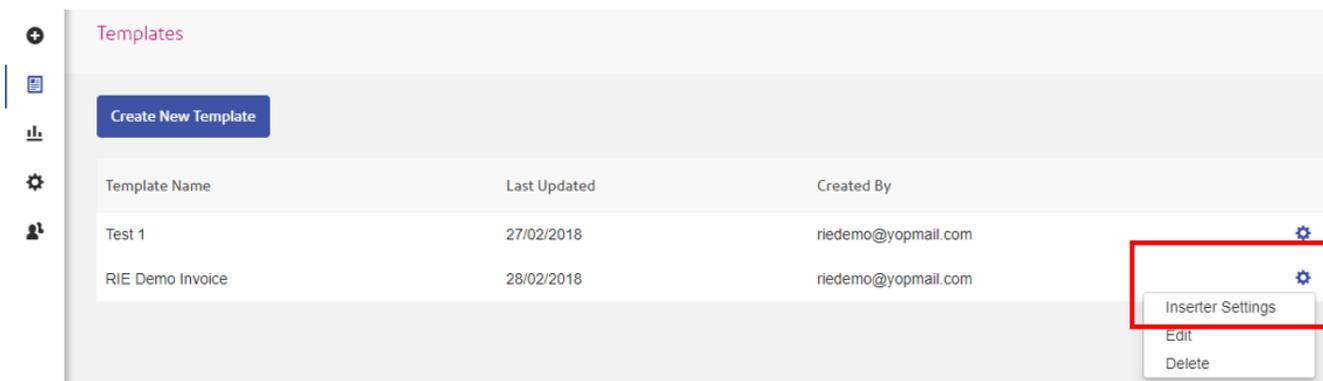
Note: We strongly recommend that no other data is saved on the USB flash drive.

Note: Refer to your inserter's user guide for instructions on how to load this file and adjust its camera position.

Note: The option to **Download Inserter Settings** is not available for Relay Inserter models 2500, 3500 and 4500.

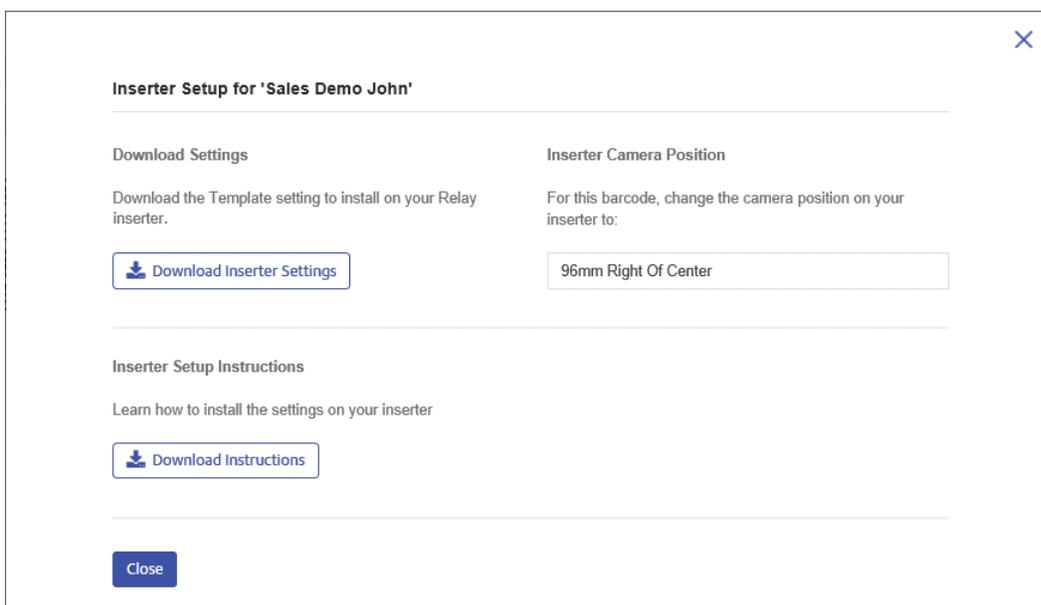
To configure a Template's inserter, follow the procedure, next:

1. From within the **Templates** page, shown below, find the new template and click .



- From the context menu select **Inserter Settings**.

The following is displayed:

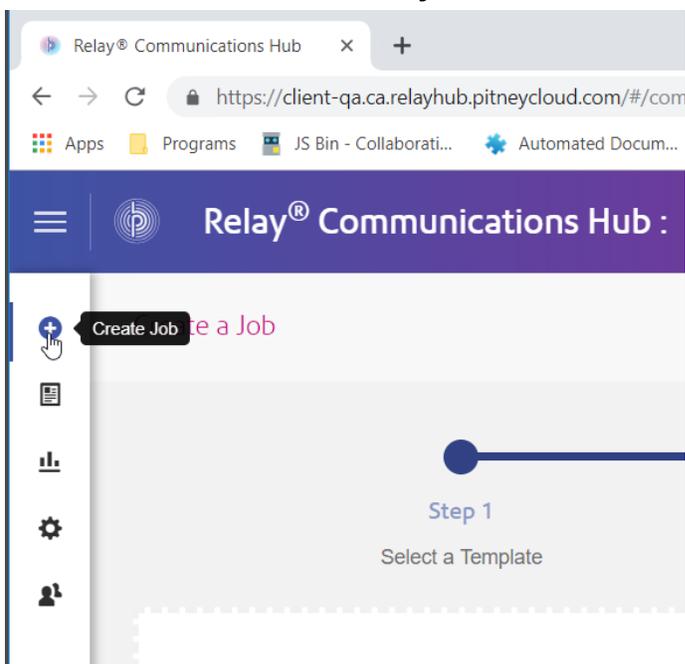


- Click **Download Instructions** to download a PDF file describing this process. We strongly recommend that you print these and have them available while undertaking this procedure.
- Insert the flash drive into a USB slot on the PC.
- Click **Download Inserter Settings**.
- Click the down arrow on the **Save** button.
- Navigate to the required location on the flash drive and click **Save as**.
- Click **Save**.
- Make a note of the **Inserter Camera Position**, you will need this to set the camera on your inserter so that it is able to read the barcodes on the pages of your job. You the need to remove the flash drive and use it to load the file onto your chosen inserter. Use the measurement given in **Inserter Camera Position** and change the inserter's camera position, if required.

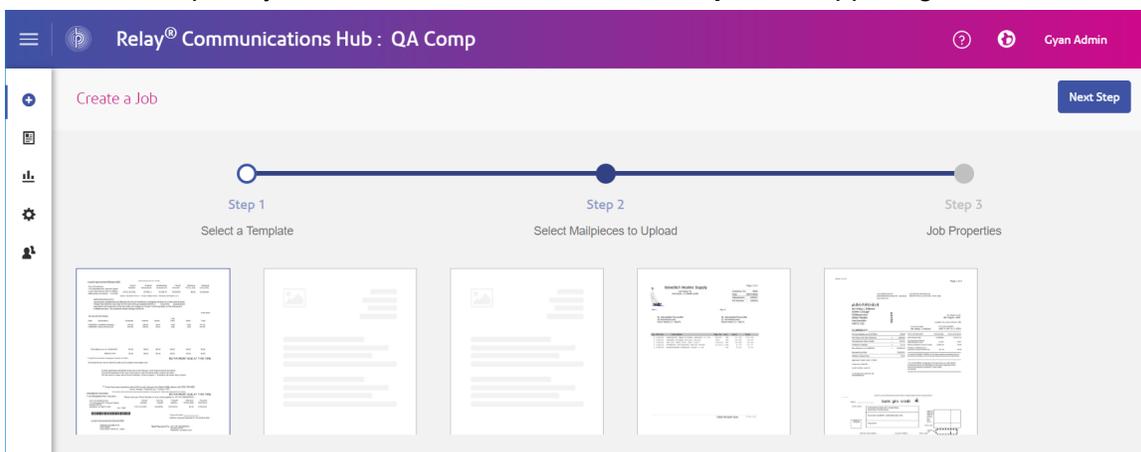
Submitting a Job

Use your newly created template to apply the 2D barcode to documents that are in the same format.

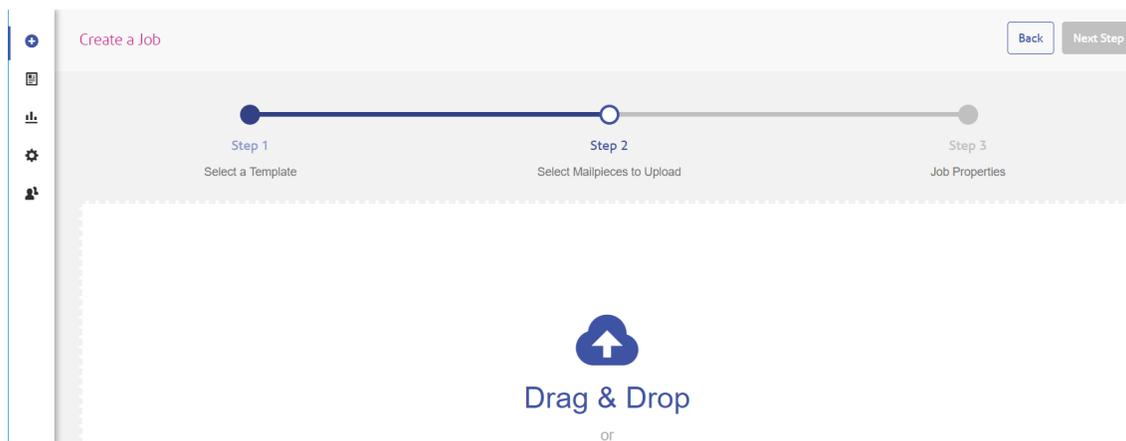
1. Click **Create a Job**, on the **Relay Communications Hub** home page.



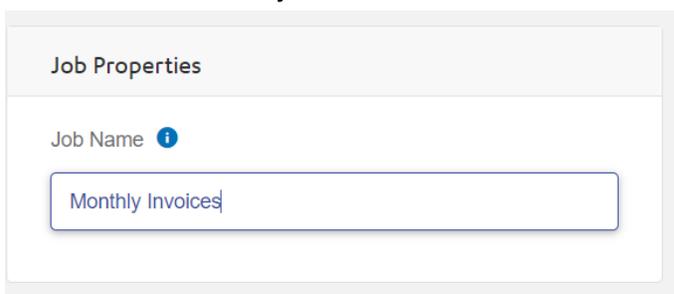
2. Select the template you want to use and click **Next Step** in the upper right of the screen.



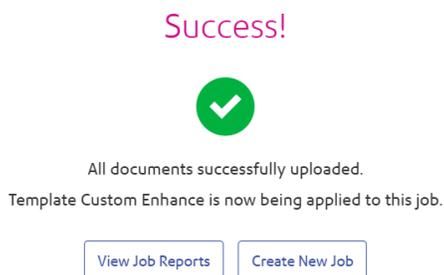
3. Either:
 - Drag and drop the file into the panel, or
 - Click **Browse** to navigate to and select the document. The document should be in the PDF format.



4. Click **Next Step** after the file is added.
5. Enter a name for the job in the **Job Name** box. Click **Submit** in the upper right of the screen.



A pop up message displays indicating the documents are being uploaded. When complete, a green check mark appears and a confirmation message is displayed stating that the PDF has been successfully uploaded.



Click the **View Job Reports** button to see the reports.

Editing a Template

All saved Templates are available for selection in the **Templates** page, an example is shown next:

Template Name	Last Updated	Created By
Custom Enhance		
Zero removal		
HouseHolding		
Accumulation Template		
Enhance2		
SalesDemo		
Custom Enhance2	1/24/18	RchAdmin user
Zero removal2	1/24/18	RchAdmin user
HouseHolding2	1/24/18	RchAdmin user
Accumulation Template2	1/24/18	RchAdmin user

To edit Template, follow the procedure, next:

1. Click  next to the required Template.
2. From the resultant menu select **Edit** to open the Template.
3. Make the required modifications or complete the Template as described throughout the [Creating A Template](#) on page 33 section.
4. Click **Submit**.

A message is displayed to confirm that the draft was submitted successfully.

The Template is now available in the **Templates** page.

Deleting a Template

Once you have created a Template and have decided that it is no longer required you can delete it. If you subsequently find that you do need the Template, you must recreate it, as described in [Creating a 2D Integrity Barcode](#) on page 40.

To delete Template, follow the procedure, next:

1. Click  next to the required Template.
2. From the resultant menu select **Delete**.

A message is displayed confirming deletion and the Template is removed from the list.

7 - 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.

In this section

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The Job Reports Page

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
- View an email deliverability report
- Download a report of undelivered emails
- Delete jobs
- View a list of printed mail recipients with the time and status of the mail piece
- View a list of email recipients with the time and status of the mail piece
- View a list of recipients who receive their mail through a Digital App, with the time and status of the mail piece. (If this has been configured for you.)

Note: Administrator can see all the jobs submitted by their team, each job displays the user name of the submitting user. Other Users are only able to see their own jobs.

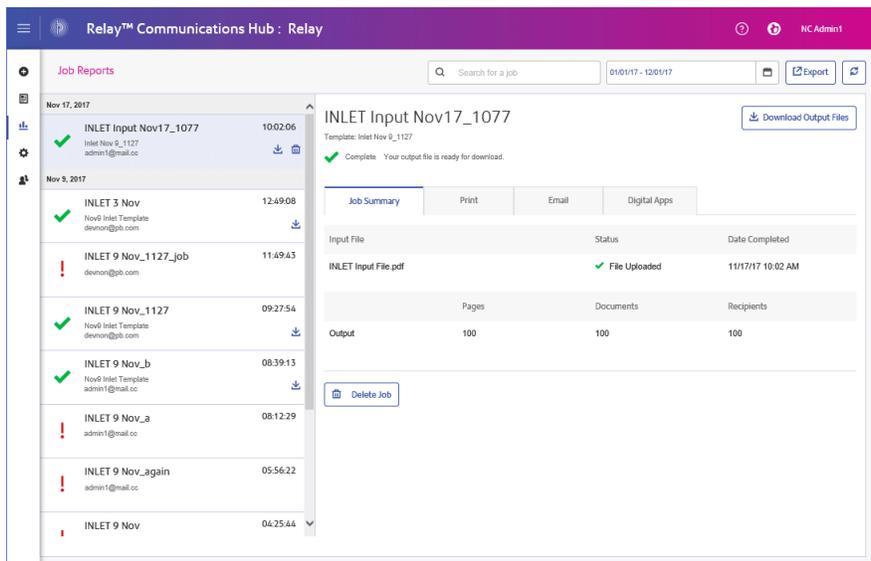
Job Reports

Job Reports lets you view a list of the jobs you have submitted for printing. Administrators are able to see the jobs of all the users for whom they are responsible, in which case the user name is also given.

Immediately after uploading a job it is shown as processing; 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 it has completed processing, its Job Summary is displayed.

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



The screenshot displays the 'Job Reports' interface. On the left, a scrollable list shows jobs from Nov 17, 2017, down to Nov 9, 2017. The selected job, 'INLET Input Nov17_1077', is shown in detail on the right. It includes a 'Download Output Files' button, a 'Complete' status message, and a 'Job Summary' section with tabs for 'Print', 'Email', and 'Digital Apps'. A table below the summary shows the job's details:

Input File	Status	Date Completed
INLET Input File.pdf	File Uploaded	11/17/17 10:02 AM

	Pages	Documents	Recipients
Output	100	100	100

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

If you have centralized in-house print facility, that is, your jobs are printed and mailed from a centralized mail room, the status of your job can be one of the following:



Job is in the print queue. It is waiting to be printed and/or emailed and/or archived. Please contact your central print room if this status does not change to completed.



Job is printed.

 Job is mailed.

 Job has been mailed. This job is now complete.

 Job error. Speak with your Print Room Operator.

 Job is deleted.

Note: Mouse-over these icons to show more information about the status of the job.

Note: For all jobs printed by your central print room, the status is updated by the Print Room Operator responsible for your job. Your job is displayed as  until it has been marked as otherwise by the Print Room Operator.

If you have decentralized print facility or use a third-party print facility, the status of your job can be one of the following:

A job goes through the following stages.



Processing

This icon indicates the following conditions:

- Initial job status. Immediately after uploading a job it is shown as processing. It means all mail pieces are in the **Processing** state.
 - We have not received any error message.
-



In Delivery Queue

This icon indicates the following conditions:

- If one or more mail pieces have been sent to the print provider.
 - There is no error with any of the mail pieces.
-



Mailing

This icon indicates the following conditions:

- Print provider has successfully processed one or more mail pieces.
 - There is no error with any of the mail pieces.
-

**Complete**

This icon indicates the following conditions:

- Print provider has successfully processed all mail pieces.
 - There is no error with any of the mail pieces.
-

**Partially Failed**

This icon indicates the following conditions:

- After uploading a job, if one or more mail pieces fail for any reason.
-

**Error**

This icon indicates the following conditions:

- All mail pieces have failed.
-

**Deleted**

Job is deleted.

Job Summary

Once a job has been submitted, 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 another job to open its summary. All jobs have a summary, regardless of their status. An example is shown next:

Letter_Sales Demo Download Output File

Template: Custom Sales Demo

Processing Your output file is ready for download. 13 emails are still unsend.

Job Summary | Print | Email | Digital Apps

Input File	Status	Date Completed
Letter_Sales Demo.pdf	✓ File Uploaded	1/24/20 6:54 PM

	Pages	Documents	Recipients
Output	36	13	13

Print | **Email** | **Digital Apps**

Status	Count
No Mailpieces here yet!	

Status	Count
Processing	13

Status	Count
No Mailpieces here yet!	

Email Deliverability

Total Emails Sent: 13

Delivered & Complaint: 0

Undelivered: 13

Export Undelivered

Delete Job

Legend: Complete (blue), Error (pink), Processing (teal), Complaints (purple), Blocked (orange)

The information shown is as follows:

Input File	The name of the input file. In the example, this is Single Letter_PD pagination.doc
Status	The status of the job, as described in Job Summary on page 54.
Date Completed	The date on which the job completed processing, that is, printed, emailed, or passed to a digital app.

Pages	The number of pages output to the above. This may not be relevant in all cases.
Documents	The number of documents/mail pieces output.
Recipients	The number of recipients for those documents/mail pieces.

Mail merged documents are presented as one job in the **Job Summary**. For example, if a user submits a number of jobs with the same Job Options through the Printer Driver, these appear in the Job Reports page as one job.

The remainder of the information given in the Job Summary is not the same for all job types or all statuses.

Status of the mail piece

A mail piece can have one of the following status.

Processing	Initial status, immediate after a job is submitted. Only those mail pieces which are in the Processing state, can be deleted.
Deleted	If selected mail pieces are deleted or whole job is deleted. Only those mail pieces which are in the Processing state, can be deleted.
Released	When a bundle containing this mail piece is released.
In Delivery Queue	When a bundle containing this mail piece reaches to the print provider.
Completed	When print provider returns success status for a mail piece.
Error	This status can appear at any stage after Processing . If a mail piece gets failed during processing or while in delivery, it is marked as Error. The  icon shows the reason for the error on hovering the mouse.

Print, Email and Digital Apps tabs

The **Print, Email and Digital Apps** tab information provide the same type of information. The **Email** tab is shown below, as an example:

SALESDEMO.pdf

 Mailed

Job Summary | Print | **Email** | Digital Apps

14 Sent [Export Undelivered](#) [All](#)

Recipient Reference	Date/Time ▲	Status
load@gmail.com	5/10/17 - 07:37	Complete
load@gmail.com	5/10/17 - 07:37	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:39	Complete

The Job Summary has four tabs, as follows:

Job Summary

This is the first page displayed when a job is selected from the list in the left-hand side of the page. It provides the information described in [Job Summary](#) on page 54.

Print

Lists the documents/mail pieces processed for a Recipient (Recipient Reference columns helps in identifying them uniquely). It gives the date and time that the job completed. In addition, the status of each mail piece is given.

For Maileva, mail pieces that were meant to be sent digitally but were finally printed and sent by traditional mail, move to this tab after confirmation from Maileva. This can happen if a customer is not signed up with Maileva for digital communication.

The screenshot shows a web interface with four tabs: Job Summary, Print (selected), Email, and Digital Apps. Below the tabs, it says "10 recipients". There is a filter dropdown set to "All", a search bar with the text "Search in this report", and a red "Delete" button. Below this is a table with the following columns: Recipient Reference, Date/Time, and Status. The table contains 10 rows, each with a checkbox, a right-pointing arrow, the text "roperty owners on a semi-annual basis.", the date and time "1/29/20 - 18:48", and the status "Complete". To the right of each row is a gear icon. At the bottom right of the table area is a "Back to Top" link.

Note: Initially these mail-pieces are shown in the **Digital Apps** tab.

Mail pieces which failed while processing appear in Error state. The reason of failure is indicated, as shown below:

The error message box contains the following text: "5200010 : L'adresse du destinataire n'est pas valide. Vous devez obligatoirement avoir renseigné les Noms / Sociétés et les Codes Postaux et Villes de vos correspondants. Consultez le site web de Maileva pour bien rédiger les adresses." Below the box is a red "Error" label with a circular icon containing an exclamation mark.

Email

Lists the documents/mail pieces processed by Recipient Reference and gives the date and time that the job completed. In addition, the status of each mail piece is provided.

Job Summary
Print
Email
Digital Apps

13 Sent

Export Undelivered
All

Recipient Reference	Job Reference	Date/Time ▲	Status	
sachin.sharma1@pb.com	sachin.sharma1@pb.com	1/24/20 - 18:56	Processing	⚙️
sachin.sharma1@pb.com	sachin.sharma1@pb.com	1/24/20 - 18:56	Processing	⚙️
sachin.sharma1@pb.com	sachin.sharma1@pb.com	1/24/20 - 18:56	Processing	⚙️
sachin.sharma1@pb.com	sachin.sharma1@pb.com	1/24/20 - 18:56	Processing	⚙️
sachin.sharma1@pb.com	sachin.sharma1@pb.com	1/24/20 - 18:56	Processing	⚙️
sachin.sharma1@pb.com	sachin.sharma1@pb.com	1/24/20 - 18:56	Processing	⚙️
sachin.sharma1@pb.com	sachin.sharma1@pb.com	1/24/20 - 18:56	Processing	⚙️
sachin.sharma1@pb.com	sachin.sharma1@pb.com	1/24/20 - 18:56	Processing	⚙️
sachin.sharma1@pb.com	sachin.sharma1@pb.com	1/24/20 - 18:56	Processing	⚙️
sachin.sharma1@pb.com	sachin.sharma1@pb.com	1/24/20 - 18:56	Processing	⚙️

[Back to Top](#)

Digital Apps

The **Digital Apps** tab is for those mail pieces delivered to the end user electronically, even by the third party providers. For Maileva, if a customer has signed up for digital delivery with Maileva and their company is setup to send documents to Maileva using DIGITAL MODE, then mail pieces/documents are not printed but are delivered electronically to that user.

This tab lists the documents/mail pieces processed for a Recipient (Recipient Reference column helps in identifying them uniquely). It gives the date and time that the job completed. In addition, the status of each mail piece is given. Status of the mail piece is returned from the third party providers and is shown in this tab. In the case of Maileva, which is supported for users in France only, some of the mail pieces may not be sent electronically, but are printed and sent by traditional mail. The status of these mail pieces then shows in the **Print** tab.

For information on connecting to Maileva or other Digital Apps once they become available, contact Pitney Bowes.

Recipient Reference	App	Date/Time	Status
STATEMENT DATE	DigiPoste	1/29/20 - 14:47	Released
STATEMENT DATE	DigiPoste	1/29/20 - 14:47	Released
STATEMENT DATE	DigiPoste	1/29/20 - 14:47	Released
STATEMENT DATE	DigiPoste	1/29/20 - 14:47	Released
STATEMENT DATE	DigiPoste	1/29/20 - 14:47	Released
STATEMENT DATE	DigiPoste	1/29/20 - 14:47	Released
STATEMENT DATE	DigiPoste	1/29/20 - 14:47	Released
STATEMENT DATE	DigiPoste	1/29/20 - 14:47	Released

Filtering Documents By Status

You can filter the documents/mail pieces displayed as follows:

- From within the required **Job Summary**, open the **Print**, **Email** or **Digital Apps** tab, depending on which you wish to see.
- Click .
- Select one of the following:
 - All
 - Processing
 - In Delivery Queue
 - Mailing

- Partially Failed
- Complete
- Error

Note: The number in parentheses beside each options gives the number of documents/ mail pieces for that option.

A filtered list of mail pieces is displayed.

Searching for Mail Pieces

To search for a mail piece, follow these steps:

1. From within the required **Job Summary**, open the **Print**, **Email** or **Digital Apps** tab, depending on which you wish to see.
2. Click in the **Search for a job** box, shown below:

3. Type in the letters for which you wish to search. To find "Mrs Smith", you need type only part of the text you wish to find, for example, "Smi".
4. 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.

Sorting Mail Pieces

You can sort the documents/mail pieces displayed by either:

Recipient Reference	Alphanumerically, either in ascending or descending order.
Data/Time	Chronologically, either in first to last or last to first.

To do this, follow the procedure below:

1. From within the required **Job Summary**, open the **Print**, **Email** or **Digital Apps** tab, depending on which you wish to see.
2. Click the required column heading, Recipient Reference or Data/Time.
An arrow beside the column indicates the order.
3. Click the same column heading again to reverse the sort order.

Deleting a Mail Piece

You can delete a mailpiece if required.

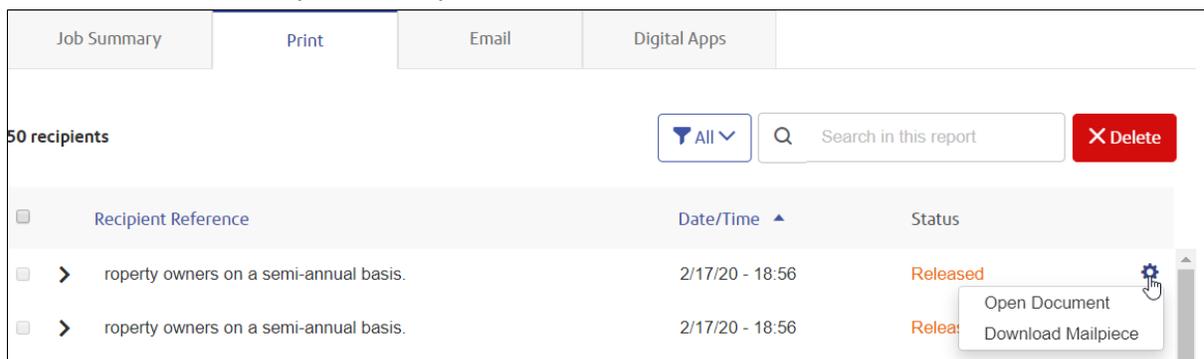
To do this, follow the procedure below:

1. From within the required **Job Summary**, open the **Print**, **Email** or **Digital Apps** tab, depending on which you wish to see.
2. From the list of mailpiece/document, click the checkbox to select the mailpiece/document that you want to delete.
3. Click the **Delete** button.
A confirmation dialog is opened.
4. Click **Yes** to confirm the deletion.

Opening a Mail Piece

You can open a mail piece by following the procedure below:

1. From within the required **Job Summary**, open the **Print**, **Email** or **Digital Apps** tab, depending on which you wish to see.
2. Click  next to the required mail piece/document.



Recipient Reference	Date/Time	Status
> roperty owners on a semi-annual basis.	2/17/20 - 18:56	Released
> roperty owners on a semi-annual basis.	2/17/20 - 18:56	Released

3. Click **Open Document**.

The mail piece is displayed.

✕

Maileva Digital
3db535d4-531b-11ea-81d2-0afa621348cd

←

→

🔍

🔍

↻

Page of 2 pages



Processed by Pitney Bowes Software - Output Manager and Output Enhance



Mr Johnston J Johnson
428 West Linton Crescent
Watford
Hertfordshire
WD17 1AD

00080102

STATEMENT DATE
Wednesday, 19 February 2020

NUMBER OF DAYS IN PERIOD **29**

ACCOUNT NAME
Mr Johnston J Johnson

ACCOUNT NUMBER
4417 2786 4342 1111

SUMMARY		RATE INFORMATION	PURCHASES	CASH ADVANCES
Previous Balance as of 8/7/2001	2,000.00	Daily Periodic Rate	0.043808%	0.013671%
Purchases and Cash Advances	+ 7,669.91	Corresponding ANNUAL PERCENTAGE RATE	15.99%	4.99%
Payments and Other Credits	- 200.00	Balance Subject to Finance Charge	£9,493.76	£0.00
FINANCE CHARGE	+ 127.21	FINANCE CHARGE due to application of daily Periodic Rate	£127.21	£0.00
New Balance as of 8/9/2001	= £9,617.12			
Payment Due Date	21/8/2001	To avoid a FINANCE CHARGE on Purchases posted on this statement, pay the entire New Balance amount not later than the Payment Due Date shown.		
Minimum Amount Due	192.34			
Approved Credit Limit: £10,000				
Credit Used: £9617.12		Your Emflex@Demo Signature Card provides you with added purchasing power and flexibility to meet your shopping needs, and it is accepted at hundreds of merchants worldwide.		
Credit Available: £382.88				
To increase your credit limit, call 0800 88 88 88				



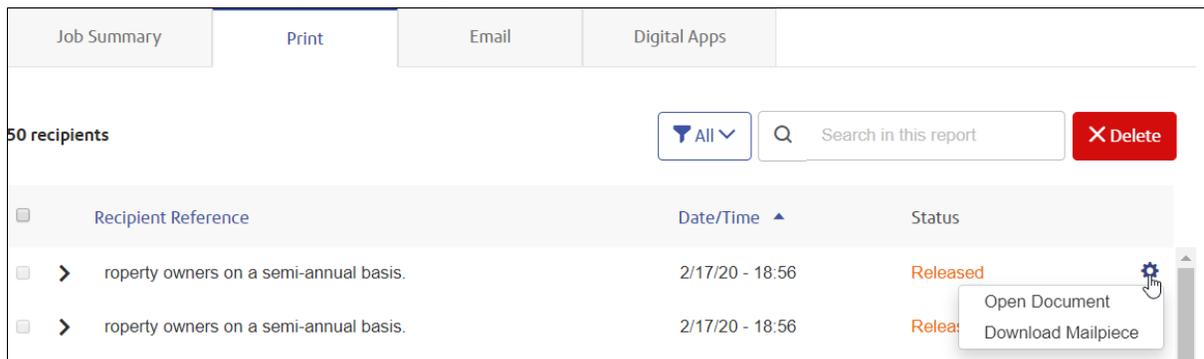


Downloading a Mail Piece

You can download a mail piece by following the procedure below:

1. From within the required **Job Summary**, open the **Print**, **Email** or **Digital Apps** tab, depending on which you wish to see.

- Click  next to the required mail piece/document.



The screenshot shows a web interface for viewing job reports. At the top, there are tabs for 'Job Summary', 'Print', 'Email', and 'Digital Apps'. Below the tabs, it indicates '50 recipients' and includes a dropdown menu set to 'All', a search box labeled 'Search in this report', and a red 'Delete' button. A table with columns 'Recipient Reference', 'Date/Time', and 'Status' is displayed. Two rows are visible, both with the status 'Released'. A context menu is open over the second row, showing options 'Open Document' and 'Download Mailpiece'.

- Click **Download Mailpiece**.
The mail piece is downloaded in the form of a .pdf.

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:

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

- 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".
- 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.

Filtering jobs by date

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

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

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

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

1. Click  to ensure you have the most up to date information.
2. Filter your target jobs either by keyword search and/or date range from the top right of your screen.
3. Click 
4. A message is displayed advising that the report has been mailed to your registered email account.
5. Sign in to your email account and click on the link in the relevant email to open the report.
6. The file is then downloaded, save it to the required location.

Report Field Descriptions

The report fields are as follows:

Job ID	Unique ID for the job.
Job Name	The name of the job.
Mail Piece ID	Unique ID for this mail piece.
Print Stream ID	Unique ID for the printstream.
Input file name	A unique file name designated by the system.
Bundle Name	The unique name of the bundle. This is a list of the criteria used to create the bundle, for example, "RELAY RETURN, Relay Reporting, A4, Duplex, Black and White, [No Inserts]".
User Name	The username of the submitting user.

Department Name	The name of the department to which the user belongs.
Job Submitters Email	The submitting user's email.
Date Submitted	The date on which the job was submitted.
Print Channel Status	The latest status of printed mail pieces, for example, Delivered, Sent.
Print Channel Status Date	The date on which the Print Channel Status was last updated.
Print Send Date	The date on which the mail pieces in the job were sent.
Print Job Option Send Date	The send date selected in the Printer Driver's Job Options by the submitting user.
Simplex & Duplex	Whether the job is simplex (one-sided) or duplex (double-sided).
Paper Size	The size of the paper on which the mail pieces are printed for a physical print job.
Sheet 1 Stock	The sheet stock or paper used for the first page of the mail piece. This may be a form or headed paper.
Sheet 2 Onward Stock	The sheet stock or paper used for the remaining pages in the mail piece, usually plain paper.
Job Reference	The reference number of the job. This is defined at submission.
Simplex Pages / Duplex Sides	The number of pages. For simplex, one page comprises a printed side and a blank side. For duplex the number of sides is the number of sides on which printing appears.
Deleted By	The username of the deleting user.
Deleted On	The date on which the job was deleted.
Deleted By (Email)	The email address of the deleting user.
Template/Communication Type	The template or communication type selected on submission.
Attachment Name	The name(s) of any attachments.
Destination Address	The postal address of the recipient.

Color or Black & White	Whether the mail pieces are printed in black and white or color.
Mailing Service	The mailing service by which the mail piece is sent. For example, first class, second class.
Envelope	The size of the envelope in which the mail piece is sent.
Region Group	The postal region in which the recipient resides.
Email Channel Status	The latest status of printed mail pieces, for example, Delivered, Sent.
Email Channel Status Date	The date on which the Email Channel Status was last updated.
Email Send Date	The date on which the email was sent.
Email Job Option Send Date	The send date selected by the submitting user in the Printer Driver's Job Options.
From	The email address that you wish the recipient to see, for example, an administration email address, this could be admin@ycompanyname.com
Sender	The email address of the sender.
Reply To	The address to which replies to sent emails are returned.
Email To	The recipient's email address.
Email CC To	Email addresses to which copies of the email are sent. This may be an archive or supervisor.
Subject	The subject line of the email.
Body	The body text of the email.
Digital App Name	The name of the digital app to which mail pieces are sent.
Recipient Reference	The unique Id of the customer to which this mail piece has been sent, for example, an account number.
Digital Channel Status	The latest status of mail pieces sent through a digital app, for example, Delivered, Sent, Failed, completed.
Digital Channel Status Date	The date on which the Digital Channel Status was last updated.

Digital Channel Send Date

The date on which mail pieces were sent to the digital app.

Downloading output files

Note: This function is only available if you are a **NOT** using a centralized print room to process your jobs.

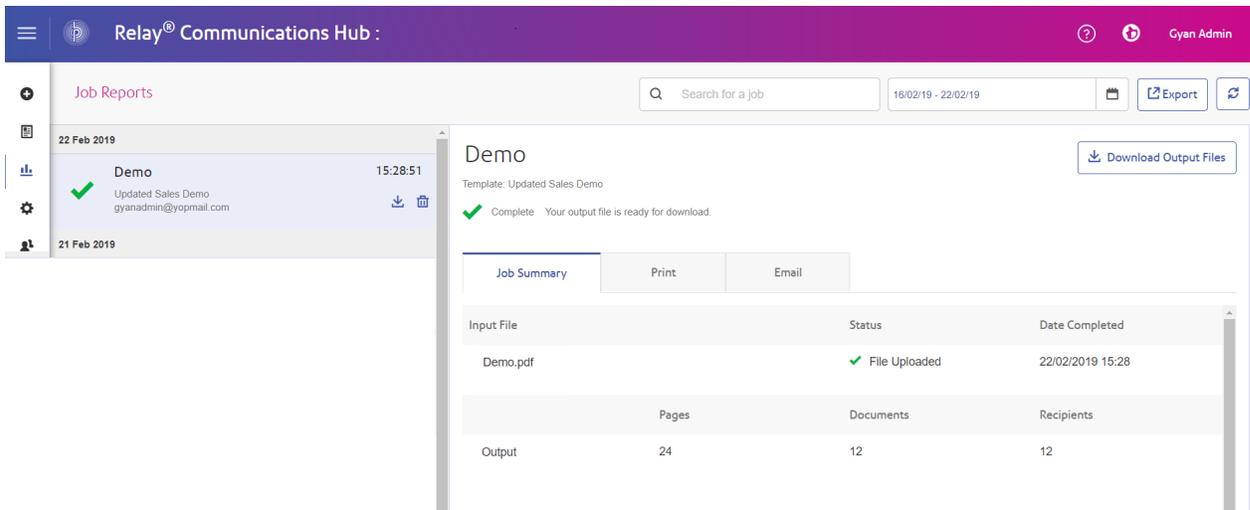
Once you have uploaded your job and it has completed processing, you may download it to see how the Template has been applied.

Downloading in both the job list and the **Job Summary** are disabled until the job is complete.

If there are no downloadable files for the job, both download buttons are disabled

To do this, follow the procedure, below:

1. Click  in the upper right corner of the screen to ensure you have the most up to date information.
2. Select the required job in the left-hand panel.
3. Click  in the **Job Summary**.
4. Click  in the left-hand panel to go to the **Job Reports** screen, a green check mark indicates the job is complete.



The screenshot shows the Relay Communications Hub interface. The top navigation bar is purple with the text 'Relay® Communications Hub :'. On the right side of the bar, there are icons for help, user profile, and the name 'Gyan Admin'. Below the navigation bar, the main content area is divided into a left-hand panel and a main content area. The left-hand panel shows a list of jobs under the heading 'Job Reports'. The selected job is 'Demo' from '22 Feb 2019', with a green checkmark and the time '15:28:51'. The main content area shows the 'Demo' job details. At the top right of this section is a 'Download Output Files' button. Below this, there is a status message: 'Complete Your output file is ready for download.' There are three tabs: 'Job Summary' (selected), 'Print', and 'Email'. Below the tabs is a table with the following data:

Input File	Status	Date Completed
Demo.pdf	✓ File Uploaded	22/02/2019 15:28

Below the table is another table with the following data:

	Pages	Documents	Recipients
Output	24	12	12

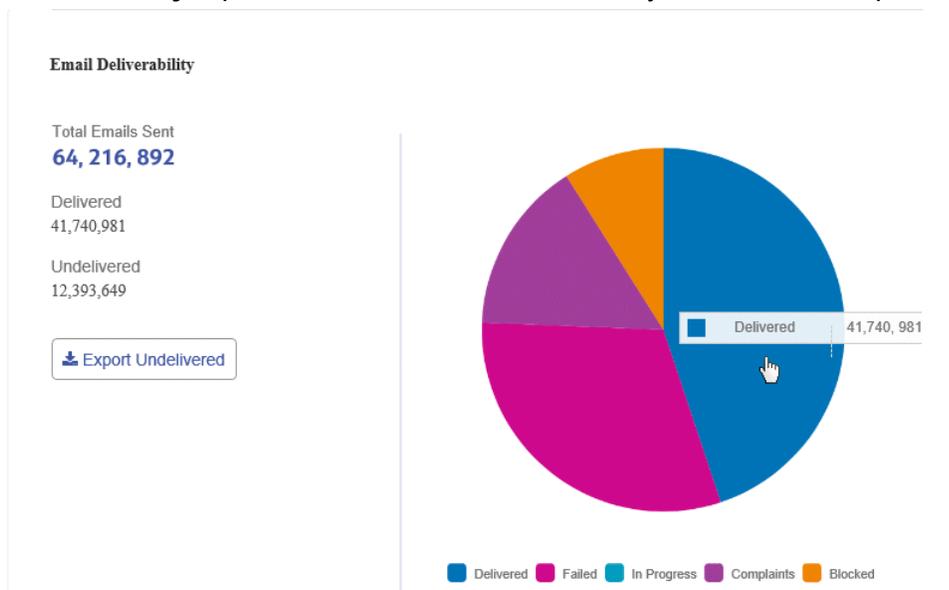
5. Select the file you want to download from the list.

6. Click the **Download Output Files** button in the upper right of the screen to download the document, which now have the 2D barcode applied and will be ready for insertion using your Relay Inserter.
7. Alternatively, you can also click  in the left-hand panel to download your document.
8. 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.

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 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.
Blocked	The email is not delivered because the email address is not a valid or does not exist.
Failed	The email is not delivered because the recipient has actively blocked emails from your sender address.
Complaints	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:



SALESDEMO_test

Template: Email-Salesdemo
Your output file is ready for download.

[Download Output Files](#)

Job Summary

Email

14 Sent

Export Undelivered

All ▾

Q

Search by email address

Email Address ⇅	Input File ⇅	Date/Time ▲	Status
s.ward@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:07	Complete
r.amanses@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:07	Complete
c.plain@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:07	Complaints
a.mazaint@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:07	Complaints
d.mann@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:08	Blocked
m.wallera@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:08	Complete
n.shina@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:09	Complete
ramonesolino@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:09	Complete
nessley.ell@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:09	Complete
phineas.b@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:09	Complete

[^ Back to Top](#)

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 70.

To filter the emails displayed by status, click [All ▾](#) 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:

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

Q

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.

What to do if your job fails

Jobs which fail processing are shown in the left hand panel with a  icon. No Job Summary is displayed for these.

If one of your jobs fails we suggest that you resubmit it, as described in [Creating A Job](#) on page 29. If your job still does not process to completion, refer to your Administrator. If all else fails contact Pitney Bowes Customer Support.

Deleting a Job

Deleting a job - in Decentralized Print Facility

When you delete a job in decentralised print facility such as Relay Hub with MOD companies, all mailpieces in **Processing** status will be deleted. However, if some mailpieces are already processed, those will not be deleted.

Deleting a job - in Centralized in-house Print Facility

When you delete a job in centralised print facility such as Print Manager or RCH companies, jobs will be deleted straightaway.

Process to Delete a Job

You can delete jobs from the **Job Reports** page either from the scrollable job list in the left-hand panel or from the Job Summary. Both are described below.

For ease of use, only jobs displaying a  icon or a **Delete** button can be deleted.

Note: Exported job reports include a time stamp and the user/operator who deleted the job.

Deleting a Job from the Job Report List

To delete a job from the scrollable job list on the left-hand side of the **Job Reports** page follow the procedure below:

1. Select the required job from the list.

The Job list is as follows. A  on the same line as the job name, the job may be deleted.

Job Reports		
Jun 12, 2017		
	Enhance Delete2 Custom Enhance test_ronchand120@pb.com	08:30:30  
	HOUSEHOLDING Custom House-holding test_ronchand120@pb.com	08:24:07 
	Enhance Delete1 Custom Enhance test_ronchand120@pb.com	08:22:21 

2. Click .
 3. A message is displayed requiring that you confirm deletion. Click **OK**.
- The job is marked with , as shown below, and is no longer available for use.

Job Reports		
Jun 12, 2017		
	Enhance Delete2 Custom Enhance test_ronchand120@pb.com	08:30:30 

Deleting a Job from Its Job Summary

To delete a job from its Job Summary in the **Job Reports** page follow the procedure below:

1. Select the required job from the Job list.

The Job Summary is shown below:

Enhance Delete2 Download Output Files

Template: Custom Enhance

✔ Complete Your output file is ready for download.

Job Summary | Print | Email | Digital Apps

Input File	Status	Date Completed
Enhance Delete1.pdf	✔ File Uploaded	6/12/17 8:30 AM

Pages | Documents | Recipients

Output

Delete Job

2. In the Job Summary click **Delete Job**.
3. A message is displayed requiring that you confirm deletion. Click **OK**.

The job is marked with ✘, as shown below, and in the Job list. It is no longer available for use.

Enhance Delete2 Download Output Files

Template: Custom Enhance

✘ Job deleted by test_ronchand120@pb.com on 6/13/17 at 11:59

Job Summary | Print | Email | Digital Apps

Input File	Status	Date Completed
Enhance Delete1.pdf	✔ File Uploaded	6/12/17 8:30 AM

Pages | Documents | Recipients

Output

Note: Jobs with an error status do not have a Job Summary and so cannot be deleted in this way. Use [Deleting a Job from the Job Report List](#) on page 74 instead.

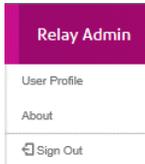
Using TrackMyMail

This product can be used with Pitney Bowes's TrackMyMail. Our Technical Support team can configure both products. For information on how to use TrackMyMail, refer to the user documentation provided with the product.

8 - User Menu options

You may update your profile by clicking your user name in the top right-hand of the page, in the example, the user name is Relay Admin.

It has the following options:



These options provide the tools for administration of the Relay Communications Hub, including the following:

- Viewing and changing you user profile
- Viewing Relay Communication Hub version
- Signing out of Relay Communications Hub

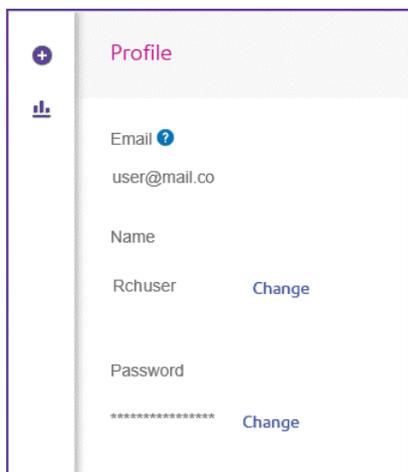
In this section

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Editing your profile

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 Name](#) on page 79 and [Forgotten your password?](#) on page 96 are covered next.

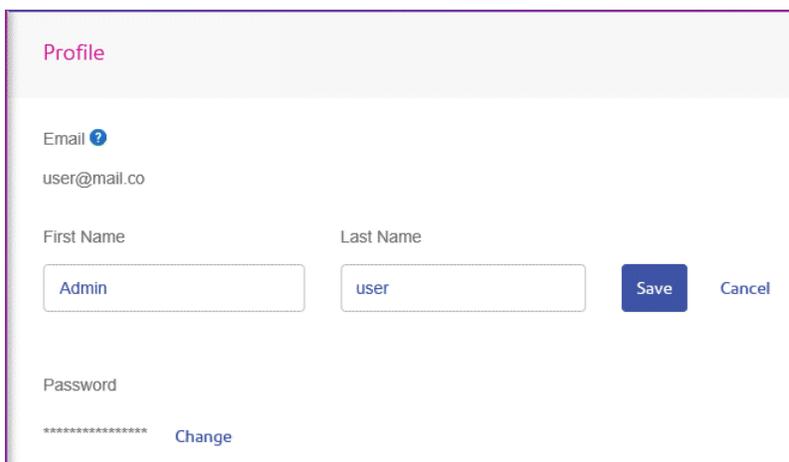
Note: You can change you user name and password but not both at the same time. Complete the process for one and then for the other.

Changing Your Name

To change your name:

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

The following is opened:



The screenshot shows a 'Profile' page with the following elements:

- Profile** (header)
- Email** (with a help icon) containing the text 'user@mail.co'
- First Name** field containing the text 'Admin'
- Last Name** field containing the text 'user'
- Save** button (dark blue)
- Cancel** button (light blue)
- Password** field containing a masked password '*****' and a **Change** link (blue)

2. Type in a new value for **First name**.
3. Type in a new value for **Last name**.
4. Click **Save**.

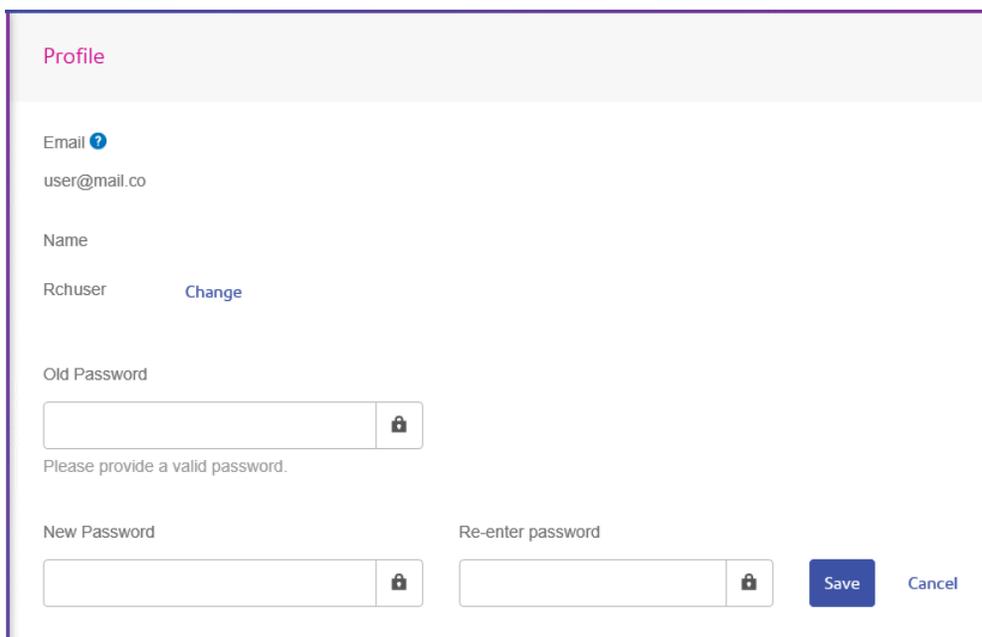
Once you click **Save** your new user name is shown in the **Profile** page.

Changing your password

To change your password:

1. In the top right corner of the Relay Communications Hub website click on your user name.
2. From the resultant menu select **User Profile**.
3. From within the **Profile** page click **Change** next to your password.

The following is opened:



The screenshot shows a 'Profile' page with the following fields and options:

- Email**: user@mail.co
- Name**: Rchuser, with a **Change** link next to it.
- Old Password**: A text input field with a lock icon on the right. Below it is the message: "Please provide a valid password."
- New Password**: A text input field with a lock icon on the right.
- Re-enter password**: A text input field with a lock icon on the right.
- Save**: A blue button.
- Cancel**: A text link.

4. Type your **Old Password**.
5. Type in a new value for **New Password**.
6. Type in the same new value for **Re-enter password**.
7. 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 - Desktop Client

This section describes the functions, installation and use of the Relay Communications Hub Desktop Client. The Desktop Client uses a hot folder, which has a `\download\print streams` sub-folder where all print streams are downloaded.

Note:

- The operation of the Desktop Client operation 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 Service User may hold additional roles.
- 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.
- Service Users are able to upload jobs in addition to downloading print streams.

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Hot folders

This section describes the Hot folder structure. The location of the Hot folder is defined during [configuration](#).

The file structure is as follows, 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:

```
C:\RCH-Desktop Client
  \upload
    \<Template name>
      \_completed
  \download
    \<Template name>
```

The `\upload` folder contains a separate folder for each Template.

Your document is placed in one of the Template folders. For example:

```
C:\RCH-Desktop Client\upload\<Template name>
```

Once the Template has been applied and processing is complete, a PDF of the document can be found in:

```
C:\RCH-Desktop Client\upload\<Template name>\_completed
```

The downloaded file can be found in the Template's sub-folder of the `\download` folder:

```
C:\RCH-Desktop Client\download\<Template name>
```

The Templates available to you are tailored to your companies needs. For this reason, we cannot name the Hot folder for each or what the Template does as this is a general release document and is distributed to all Relay Communications Hub Desktop Client users. We have, therefore represented the Template hot folders with the names W1 through to W9. When using your Templates, you may have a greater or lesser number available to you and the names of the folders will be more descriptive, giving the purpose of that each.

Downloading the Desktop Client

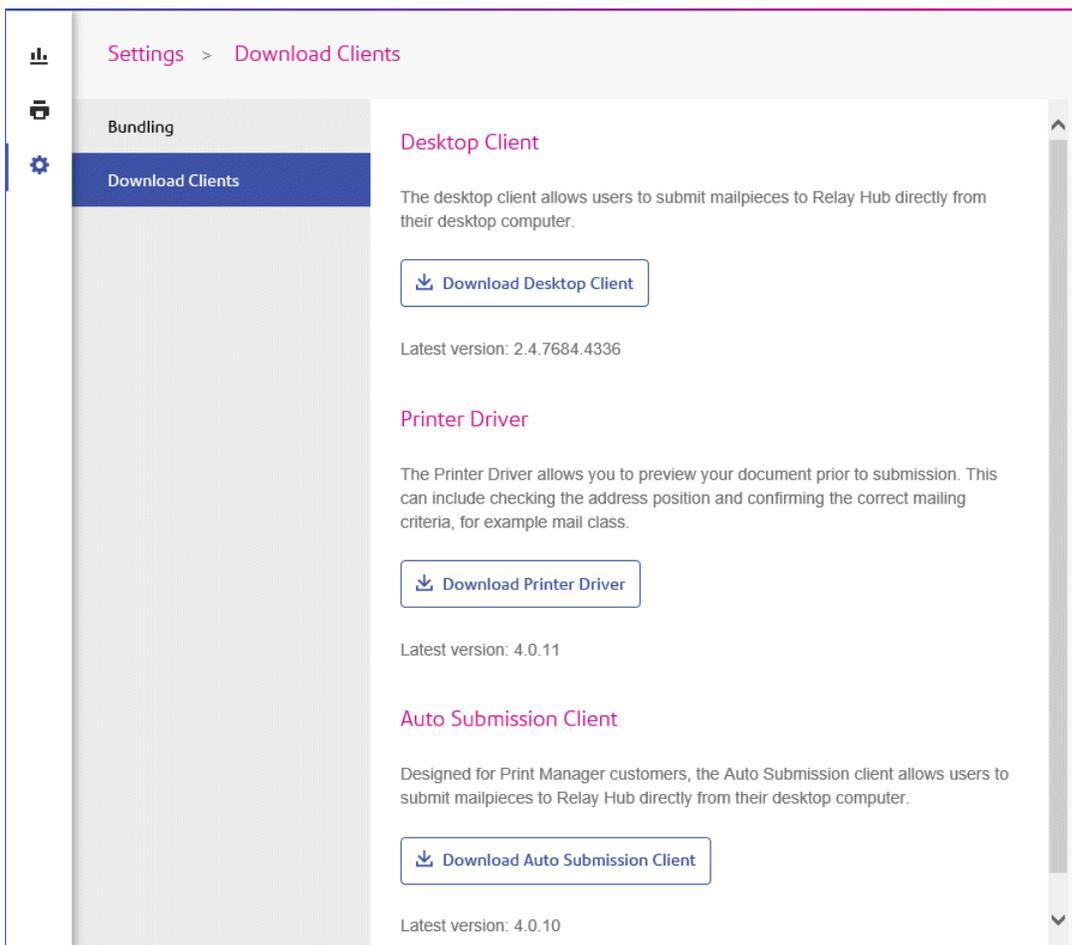
Note: This function is only available to Chief Operators and Administrators.

Warning: In order to run the Desktop Client, Java JDK 1.8 must be present on your machine.

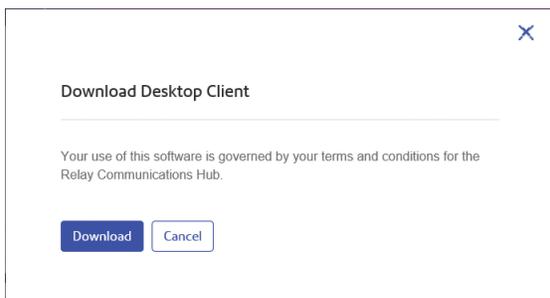
Once you have signed in to the Relay Communications Hub Web Client, follow the procedure, below:

1. Click  in the left-hand side panel.
2. Click **Download Clients**.

This opens the **Settings** page, shown below:



3. Click **Download Desktop Client**.
4. The following window is displayed, click **Download**.



5. In the **Download** dialog, shown below for Internet Explorer, click  on the **Save** button.



- 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.

- 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 Desktop Client zip file

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

- Navigate to the location in which you saved the zip file.

The file name is in the following format:

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

For example:

```
relay-desktop-client-2.4.0-20180118.100634-120-package.zip
```

- Right-click on the downloaded file and from the resultant menu click **Extract here**.

The files named similarly to the following are unzipped to the current location:

- log.xml
- nssm.exe
- relay-desktop-client-2.4.0-SNAPSHOT.jar
- run.bat
- run.sh
- service.bat
- subinacl.exe

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

Installing the Desktop Client

This section describes how to install 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.

1. From the **Start** menu find the **Command Prompt**.

For example, in Windows 10 open the following from the **Start** menu:

All Apps | Windows System | Command Prompt

2. Right-click the **Command Prompt**.
3. From the resultant menu select **Run as Administrator**.

This opens the **Command Prompt**.

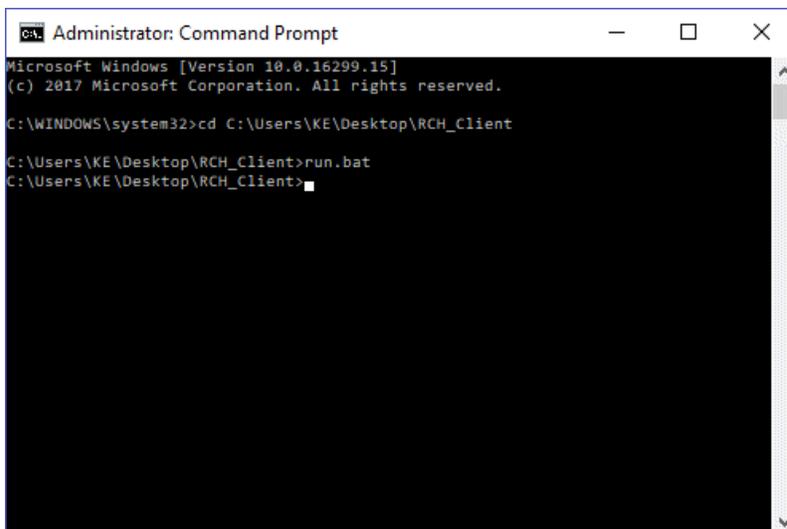
4. Type `CD` followed by the path to the folder used when [Downloading the Desktop Client](#) on page 83 and press **Enter**.

For example: `cd C:\Relay Desktop Client`

Note: There is a space between the `cd` and the `c`.

5. Type in `run.bat` and press **Enter**.

An example is shown below:



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.16299.15]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>cd C:\Users\KE\Desktop\RCH_Client

C:\Users\KE\Desktop\RCH_Client>run.bat
C:\Users\KE\Desktop\RCH_Client>
```

6. A window confirming successful installation is displayed. Click **OK**.

The Desktop Client is opened:

Relay™ Communications Hub

Relay Desktop Client

Email

Password

Enter your Relay Hub password.

Re-enter Password

Server URL

Enter your Relay Hub server URL of your region.

Hot Folder Path

Browse

Choose your Relay Hub hot folder path...

Auto Start

Start Service

Restart Service

7. Click **Install Service**.

Continue with [First time sign in](#) on page 87

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:

Relay™ Communications Hub

Relay Desktop Client

Email

Password

Enter your Relay Hub password.

Re-enter Password

Server URL

Enter your Relay Hub server URL of your region.

Hot Folder Path

Browse

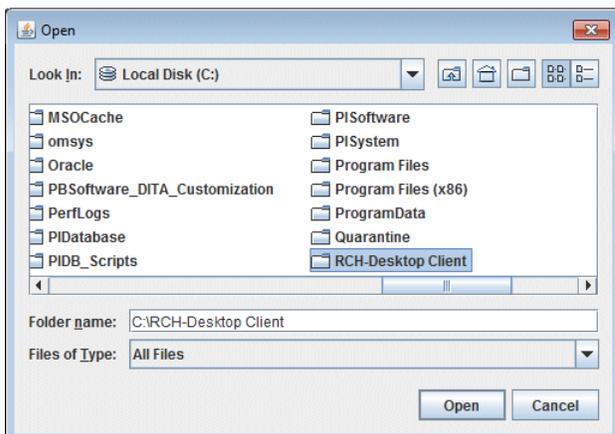
Choose your Relay Hub hot folder path...

Auto Start

Start Service

Restart Service

1. Complete the **Email**, **Password** and **Re-enter Password** fields with your Relay Communications Hub credentials.
2. From **Server URL** select the relevant option for your region from those listed:
 - Relay US Region
 - Relay CA Region
 - Relay EU Region
3. Click **Browse** and in the **Open** dialog specify hot folder to be used and click **Open**.



4. If you wish the service to automatically restart when the machine is started, check **Auto Start**.
5. Click **Start Service**.
6. A dialog advising that the Desktop Client is started is displayed, click **OK** to confirm.

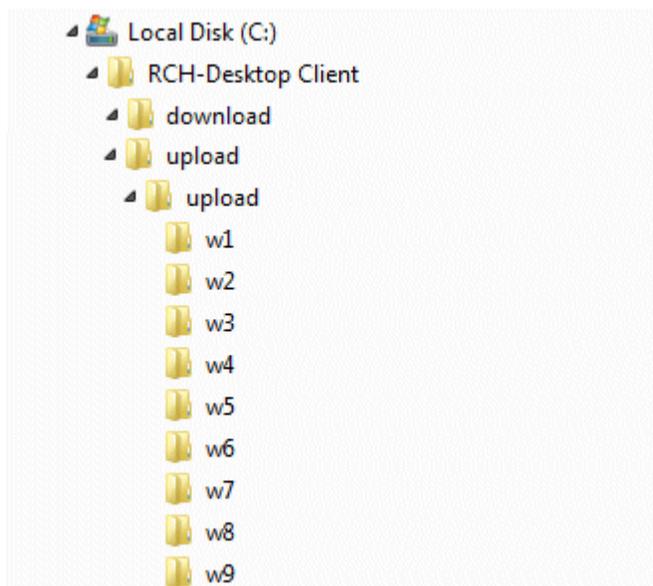
The Hot folder is now ready to use. The **Start Service** button is now shown as **Stop Service**, which when clicked stops the service running. It can be started by clicking **Start Service**. If you did not select **Auto Start** click **Restart Service** if it has been stopped during machine shut down or other reason.

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 `\upload`. If you open this folder, you will find further folders, which is populated from your current template list found in the Web Client.

A sub-folder called `\download` is only visible when there are files available to download.

An example of the initial folder structure is as follows, your folders will have folder names representing your template list. 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:



Using the upload Hot folder

If you are using Microsoft Word to generate your documents for upload to the Desktop Client, see [Configuring MS Word](#) on page 92 for information on how to format for best output.

Before you begin this process, the following is assumed:

- the fields described in [First time sign in](#) have been specified
- the `run.bat` file is running
- the document you wish to upload is complete and is in PDF format

Follow the procedure below:

1. Navigate to the required Template folder in your Hot folder's `\upload` folder.

The Templates are described later in this section.

2. In a separate window, navigate to the location in which your document resides.
3. Either:
 - Drag and drop your document into the Template folder, or
 - Cut and paste your document into the Template folder.
 - Alternatively, you may save your document directly into the required folder.

Once processing is complete, a PDF of your document with the Template applied can be seen in the `_completed` folder for the Template.

4. Navigate to the `\download` folder and open its relevant Template folder.

When it is ready, your document, with the Template applied, is available here.

Note:

It may take a little time before your document is available in this folder.

Updating the Desktop Client

To update the Desktop Client to the latest version, follow the procedure, below:

1. Using the instructions in [Downloading the Desktop Client](#) on page 83 download the latest version.
2. Using the instructions in [Unpacking the Desktop Client zip file](#) on page 85 unpack the latest version.

Note: this must be different from the folder in which the current Desktop Client resides.

3. Using the instructions in [Installing the Desktop Client](#) on page 86 open the Desktop Client from current desktop client package.

The Desktop Client is opened:

Relay™ Communications Hub

Relay Desktop Client

Email

Password

Re-enter Password

Server URL

Hot Folder Path

Auto Start

Stop Service Restart Service

4. Ensure that no input file is being processed by the Desktop Client.

5. Click **Stop Service** and for the service to stop.
6. Navigate to the folder in which the latest Desktop Client, unpacked in step #2, resides.
7. Copy all files and paste it into the folder in which the current Desktop Client resides.
8. A **Replace of Skip Files** dialog is displayed, select **Replace the file in the destination**.
9. In the **Desktop Client** click **Start Service**.

The Desktop Client is now the latest version and you may continue using it to process jobs.

Configuring MS Word

MS Word 2007/2010 needs to be configured to ensure that the page size and fonts are used.

Page Sizing

MS Word 2007/2010 needs to be configured to ensure that the page size specified during document creation is honored in Relay Communications Hub. The default MS Word 2007/2010 settings cause all documents to be sent as either size A4 or 8.5" x 11".

This setting needs to be changed to allow documents to be submitted with the correct page size. To do this, follow the procedure, below:

1. Open MS Word 2007/2010.
2. From the **File** menu select **Options**.
3. From the resultant dialog select **Advanced**.
4. Scroll down until the **Print** section is visible.
5. Deselect **Scale** content for A4 or 8.5 x 11 paper sizes.
6. Click **OK**.

This should ensure specified page sizes is honored.

Embedding Fonts

Fonts need to be embedded in your Microsoft Word 2007/2010 document to ensure they print correctly. MS Word only fully supports embedding of TrueType and OpenType fonts. Text using other font types may end up as an image rather than text which is likely to cause issues when trying to submit those documents to Relay Communications Hub. One such issue is not being able to extract a recipient's postal address from your document and hence not being able to submit the document to Relay Communications Hub at all.

To do this, follow the procedure, below:

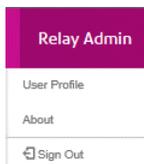
1. Open MS Word 2007/2010.
2. From the **File** menu select **Options**.
3. From the resultant dialog select **Save**.
4. Scroll down until the **Preserve fidelity when sharing this document** section is visible.
5. Select **All Documents**.
6. Select **Embed fonts in the file**.
7. Select **Do not embed common system fonts**.
8. Click **OK**.

All embedded font should now print correctly.

10 - User Menu options

You may update your profile by clicking your user name in the top right-hand of the page, in the example, the user name is Relay Admin.

It has the following options:



These options provide the tools for administration of the Relay Communications Hub, including the following:

- Viewing and changing you user profile
- Viewing Relay Communication Hub version
- Signing out of Relay Communications Hub

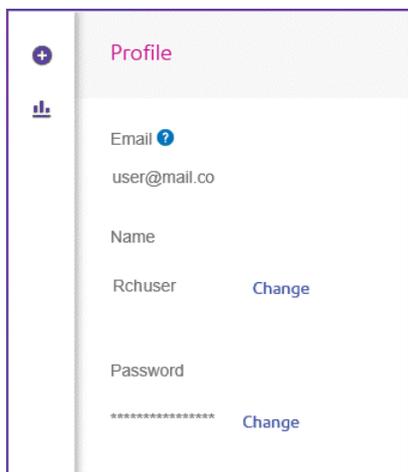
In this section

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Editing your profile

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 Name](#) on page 79 and [Forgotten your password?](#) on page 96 are covered next.

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.

Changing Your Name

To change your name:

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

The following is opened:

The screenshot shows a 'Profile' page with the following elements:

- Profile** (header)
- Email** (with an eye icon): user@mail.co
- First Name**: Admin
- Last Name**: user
- Buttons**: Save (blue), Cancel (grey)
- Password**: ***** with a **Change** link

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.

Forgotten your password?

The sign in page is shown below:

The screenshot shows the 'Relay™ Communications Hub' sign-in page with the following elements:

- Relay™ Communications Hub** (header)
- Email** (input field)
- Password** (input field with a lock icon)
- Sign In** (grey button)
- [Forgot Your Password?](#) (blue link)
- English** (dropdown menu)

If you have forgotten your password, follow the procedure below:

1. Click **Forgotten Your Password?**

This opens the following:

Reset your password

Just enter the email address for your account. If you've forgotten your password, it's easy to reset it.

Email

[Send Reset Link](#)

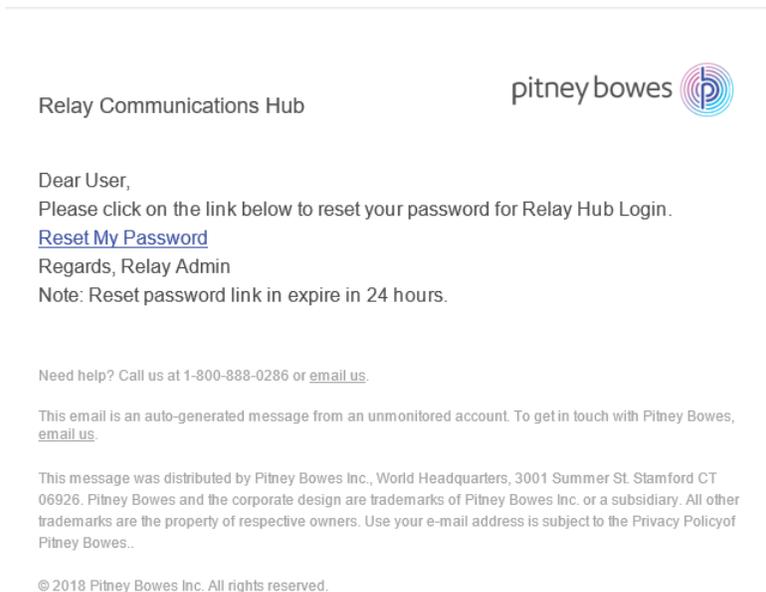
[Return to Signin](#)

2. Type in your registered email address.
3. Click **Send Reset Link**.

A message is displayed advising that an email link has been sent.

4. Check your email.

The reset password email is shown below:



5. In the email click **Reset My Password**.

The following is opened:

Reset your password

You're updating the password for
kelly.ufland@pb.com.

New Password

Confirm Password

Submit

Note: For security reasons, you cannot use any of your last five passwords.

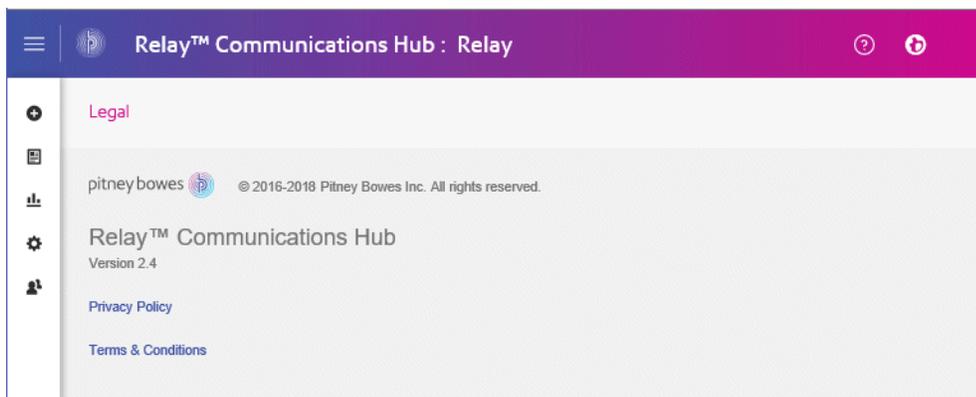
Note: See [Signing In For The First Time](#) for a list of password criteria.

6. Type in your **New Password**.
7. Type in the same value for **Confirm Password**.
8. Click **Submit**.

Your password is changed and you are taken to the **Sign In** page.

Viewing Version Information

To view the Relay Communications Hub version, click your user name in the header and select **About** from the menu. The following is displayed:



this page has the following links:

Pitney Bowes logo	Takes you to the Pitney bowes website.
Privacy policy	Opens the Privacy Statement.
Terms & Conditions	Opens the Terms of User.

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.

11 - Appendix A: Inserter Settings

This section describes the requirements for the Inserter Setting XML file, the regional options and barcode placement when on the back side of a page.

In this section

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Inserter Setting Requirements

The following tables provides the accepted inserter settings and the XML attributes and values for them.

- For C5 family of envelopes only allow Half fold - no tri-fold support (z and c)
- Barcode on the back - Z fold + Top Address + Simplex and Duplex + Tower and HCSF.
- Inverter required - Z Fold + Bottom Address.
- For C Fold don't allow Bottom Address.

Envelope

Type	XML Attribute Name	XML Attribute Value	XML Attribute Name	XML Attribute Value
C5 [162 x 229]	widest_enclosure_width	213	env_width	229
C5- [155 x 220]		213		220
C5+ [162 x 235]		213		235
C5++ [162 x 238]		213		238
DL [110 x 220]		213		220
DL- [102 x 216]		213		216
DL+ [114 x 229]		213		229
DL++ [121 x 235]		213		235
#10 [105 x 235]		218		235

Fold

Type	XML Attribute Name	XML Attribute Value
C	fold_type (in 2nd MAILSET)	C
H		H
Z		Z

Paper Type

Type	XML Attribute Name	XML Attribute Value
A4 [210 x 297]	length (in 2nd MAILSET)	297
Letter [216 x 279]		279

Barcode Y Axis

XML Attribute Name	XML Attribute Value
top_of_page_to_first_mark (in 2nd MAILSET)	depends on selection

Address Type

Type	XML Attribute Name	XML Attribute Value
Top	address (in 2nd MAILSET)	Top
Bottom		Bottom

Settings Combinations

This table gives the **Address Location**, **Fold** Type and **Paper Type** combinations.

Type	XML Attribute Name	XML Attribute Value
Top Address + C-Fold + A4	first_panel_length (in 1st MAILSET) /	99/104
Top Address + C-Fold + LETTER	second_panel_length (in 2nd MAILSET)	92/95
Top Address + Z-Fold + A4		199/101
Top Address + Z-Fold + LETTER		187/95
Bottom Address + Z-Fold + A4		95/101
Bottom Address + Z-Fold + LETTER		89/95
Top Address + HALF-Fold + A4		149/1
Top Address + HALF-Fold + LETTER		140/1
Bottom Address + HALF-Fold + A4		149/1
Top Address + HALF-Fold + LETTER		140/1
Flat Job + No Fold + A4		0/0
Flat Job + No Fold + LETTER		0/0

Settings By Region

This section gives the inserter settings by geographical location.

Australia

The inserter Setting available in this region are as follows.

Inserter Model	Inserter Module	Simplex or Duplex	Expected Envelope	Fold
Relay (5000,6000, 7000,8000)	Tower/ High Capacity Sheet Feeder	Simplex or Duplex	C5	Half
			DLX	Tri (C) Tri (Z)

France

The inserter Setting available in this region are as follows.

Inserter Model	Inserter Module	Simplex or Duplex	Expected Envelope	Fold
Relay (5000,6000, 7000,8000)	Tower/ High Capacity Sheet Feeder	Simplex or Duplex	C5	Half
			DL	Tri (C) Tri (Z)
			DL+	Tri (C) Tri (Z)
			DL-	Tri (C) Tri (Z)

Germany

The inserter Setting available in this region are as follows.

Inserter Model	Inserter Module	Simplex or Duplex	Expected Envelope	Fold
Relay (5000,6000, 7000,8000)	Tower/ High Capacity Sheet Feeder	Simplex or Duplex	C5	Half
			DL	Tri (C) Tri (Z)
			DL+	Tri (C) Tri (Z)
			DL-	Tri (C) Tri (Z)

New Zealand

The inserter Setting available in this region are as follows.

Inserter Model	Inserter Module	Simplex or Duplex	Expected Envelope	Fold
Relay (5000,6000, 7000,8000)	Tower/ High Capacity Sheet Feeder	Simplex or Duplex	C5	Half
			Max POP (120 x 235)	Tri (C) Tri (Z)

United Kingdom

The inserter Setting available in this region are as follows.

Inserter Model	Inserter Module	Simplex or Duplex	Expected Envelope	Fold
Relay (5000,6000, 7000,8000)	Tower/ High Capacity Sheet Feeder	Simplex or Duplex	C5	Half
			DL	Tri (C) Tri (Z)
			DL+	Tri (C) Tri (Z)
			DL-	Tri (C) Tri (Z)

United States

The inserter Setting available in this region are as follows.

Inserter Model	Inserter Module	Simplex or Duplex	Expected Envelope	Fold
Relay (5000,6000, 7000,8000)	Tower/ High Capacity Sheet Feeder	Simplex or Duplex	10#	Tri (C) Tri (Z)

Backside Barcode Printing

Backside Barcode Printing enabled on the conditions below:

Inserter Model	Relay 5000/6000/7000/8000
Inserter Module	Tower/High Capacity Sheet Feeder
Simplex or Duplex	Simplex/Duplex

Envelope	DL/C5/10#
Fold	Z
Insert	No Insert/Relay Envelope
Address Location	Top

Example XML Inserter File

Once you have downloaded an Inserter Setting file, it appears in the specified location as a zip file containing a `Jobs` folder. Extract and open this folder to find the xml file with the name of the template specified while it was created.

The following is an example Inserted Setting xml file.

```
<?xml version="1.0"?>
-<JOBDATA widest_enclosure_width="218" use_postage_meter="false"
sub_setting_enabled="false" sub_set_size="2"
  set_fingers="false" schema_version="4.3.1" prefold_commitment_rule="0"
post_error_resync_process="0"
  post_dvs_resync_process="2" over_high_limit_action="stop" over_count="25"
name="Template" mark_every_nth_piece="0"
  machine_over_count="75" job_type="user" job_id_string="" job_description=""
env_width="235" deskew_settings="true"
  control_scan_codes_printed_on="all_pages_scanned" batch_count="0"
aligner_settings="custom" SCSProcess="false">
-<MAILSET sub_setting_enabled="false" sub_set_size="8" over_count="8" name=""
setlocation="1" second_panel_length="0"
  over_count_action="stop" items="1" fold_type="none" first_panel_length="0"
auto_fold_compute="true">
-<MAILITEM post_error_resync_process="0" post_dvs_resync_process="0" over_count="50"
name="Outer Envelope"
  over_count_action="stop" total_length_of_marks="50" top_of_page_to_first_mark="25"
special_feeder="false" scan_window_length="0"
  scan_item="false" print_direction="fwd" pos_in_set="1" personalized="false"
orient="face_down_top_lead" num_cascaded="1"
  marks_on_front="true" marks_on_first_page_only="false" length="106" item_type="env"
enclosure_id="" enable="true"
  double_detect_pos="top" double_detect_location_default="false"
double_detect_custom_location="0" double_detect="false"
  count="1" content_in_line_with_marks="true" auto_measure_length="true" address="none"
active_feeder_id="1L" LE_to_window="0">
-<FEEDERLIST>
<FEEDER feeder_name="G"/>
</FEEDERLIST>
<ENVELOPE seal="true" outer="true" is_windowed="true" flap="standard"
fail_to_flap_check="false"
  envelope_select_feeder="1" env_type="letter" adjust="0"/>
</MAILITEM>
</MAILSET>
-<MAILSET sub_setting_enabled="false" sub_set_size="8" over_count="8" name=""
setlocation="2" second_panel_length="104"
  over_count_action="stop" items="1" fold_type="C" first_panel_length="99"
auto_fold_compute="true">
```

```

-<MAILITEM post_error_resync_process="0" post_dvs_resync_process="0" over_count="50"
name="Control Document"
over_count_action="stop" total_length_of_marks="0" top_of_page_to_first_mark="27"
special_feeder="false"
scan_window_length="140" scan_item="true" print_direction="fwd" pos_in_set="1"
personalized="false"
orient="face_down_bottom_lead" num_cascaded="1" marks_on_front="true"
marks_on_first_page_only="false" length="297"
item_type="sheet" enclosure_id="" enable="true" double_detect_pos="top"
double_detect_location_default="false"
double_detect_custom_location="0" double_detect="true" count="255"
content_in_line_with_marks="false"
auto_measure_length="false" address="Top" active_feeder_id="1L" LE_to_window="0"
scandef_name="SCAN_HCSF">

-<FEEDERLIST>
<FEEDER feeder_name="J"/>
</FEEDERLIST>
<SHEET sheet_type="sheet" daily_mail="false"/>
</MAILITEM>
</MAILSET>
</JOBDATA>

```

12 - More Information

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