



Ship & Mail
Mailing Software

Relay Unify uTrack

User Guide

US English Edition
January 2025

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Introduction

This is a complete guide on how to track your jobs once they have been printed as they move through the production floor. Relay Unify Track integrates with your inserters to allow piece level tracking and automate reprints. It also offers the ability to monitor and change the status of a job to ensure you meet the SLA for every job.

This manual was written to show how the components of Relay Unify Track work together.

uControl

This module allows you to monitor every job as it processes from the data drop to leaving the facility completed. It is based around monitoring SLAs and gives the ability to manually change the status of a job.

Implementation Summary

1. Set up the work calendar.
2. Set up your priority levels.
3. Create the SLA email events.
4. Create an email event notification for when a submission is complete.
5. Connect your inserts to communicate with Relay™ Unify, Powered by Transformations (contact Pitney Bowes support for assistance).
6. Set up your ticket tracking system using the submission ticket, consolidated job ticket, print job ticket, or banner pages.

You are now ready to track jobs and change the status of them as they move through the production floor!

Work Calendar

This is used for calculating SLAs. If a day is not marked as a workday, then it will not be used in calculating when the job is due to be completed.

All days are set as workdays by default. To mark a day as No (not a workday), click on the date at the top of the window, it will then mark the day on the calendar at the bottom, and click Save Settings. That date will then be marked with a blue underline.

Dates can be changed annually. Holidays can be marked individually by clicking on the day on the calendar.

MARK ANNUAL DAYS OFF

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

ADD DATE RANGE OFF

Start Date

mm/dd/yyyy

End Date

mm/dd/yyyy

+ Add Range

WORK CALENDAR

< 2023 2024 2025 2026 2027 >

January

Su Mo Tu We Th Fr Sa

1 2 3 4

5 6 7 8 9 10 11

12 13 14 15 16 17 18

19 20 21 22 23 24 25

26 27 28 29 30 31

February

Su Mo Tu We Th Fr Sa

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28

March

Su Mo Tu We Th Fr Sa

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30 31

April

Su Mo Tu We Th Fr Sa

1 2 3 4 5

6 7 8 9 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 29 30

May

Su Mo Tu We Th Fr Sa

1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 30 31

June

Su Mo Tu We Th Fr Sa

1 2 3 4 5 6 7

8 9 10 11 12 13 14

15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30

July

Su Mo Tu We Th Fr Sa

1 2 3 4 5

6 7 8 9 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 29 30 31

August

Su Mo Tu We Th Fr Sa

1 2

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21 22 23

24 25 26 27 28 29 30

31

September

Su Mo Tu We Th Fr Sa

1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30

October

Su Mo Tu We Th Fr Sa

1 2 3 4

5 6 7 8 9 10 11

12 13 14 15 16 17 18

19 20 21 22 23 24 25

26 27 28 29 30 31

November

Su Mo Tu We Th Fr Sa

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30

December

Su Mo Tu We Th Fr Sa

1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31

Save Settings

View History

Pitney Bowes

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Setting SLA Priority

The priority on the submission can be set on the Basic tab or on the Submission Ticket tab.

Relay™ Unify
Powered by Transformations

GLOBAL SETTINGSMANAGE CUSTOMERS

James S

Setup | Basic Setup
Submission Type General Information

Uluro North America | Transqa2_QC server

Change Con

View Submission Types

Basic Setup
General Information
Postal Settings
Consumables
Manage Regulatory Access
Web Settings
Print Settings
Email Notifications
Job Tracking
uDeliver
uCampaign
uSecure
Customized Workflow

GENERAL INFORMATION

Submission Type: RU_EnergyDescription: Relay Unify ElectricStatus: Active

REGULATORY ACCESS
The following regulatory access categories have been applied to this submission type. You can manage regulatory access settings for this submission type by selected "Manage Regulatory Access" from the menu.
[NONE]

Location: ConnecticutSubmission Priority: 2 Days

INCOMING DATA (FILE RECEIPT)
☒ FTP: \\Transqa2\\Submit\\FTP\\Tyler Demo
☐ Web
☐ Email

Same Day
2Hour
12 Hours
2Hour
3 Hour
1 Day
2 Days
3 Days

Relay™ Unify
Powered by Transformations

GLOBAL SETTINGSMANAGE CUSTOMERS

James S

Setup | Submission Ticket
Manage Job Tracking Settings

Uluro North America | Transqa2_QC server

Change

View Submission Types

Basic Setup
Manage Regulatory Access
Web Settings
Print Settings
Email Notifications
Job Tracking
General Settings
Submission Ticket
Submissions
uDeliver
uCampaign
uSecure
Customized Workflow

SUBMISSION TICKET

Submission Ticket SettingsInstructionsManage Items

SUBMISSION TICKET SETTINGS

Submission Ticket Id: RU_EnergySubmission Ticket Name: Relay Unify Energy

Priority: 2 Days

Manage Priority Adding or removing priorities will effect their availability globally (all customers)

Same Day
12 Hours
1 Day
2 Days
3 Days
4 Days
5 Days
Unknown
1.5 Day

Test Print

Programmer: Duel MeekerSales Rep: Alex Gregory

Under the Submission Ticket tab, you can create new priorities by clicking the Manage Priority button.

Enter the **ID**. This will be used to track the priority within Relay Unify. It will also be the value that is displayed in the Priority column in PM.

Enter the **Description**. This will be displayed in the Priority column in uControl.

Enter the **Hours** that the job needs to be completed within. This will be used to calculate the Due Date for the submission.

The **Cutoff Time** also affects the Due Date. If a file comes in before the time entered here, today will count toward the hours. If the file comes in after the cutoff time, the time will not begin until the next workday.

For example, if the Priority is 3 days, and the file comes in on Friday at 11am, then the due date will be Sunday if all days are workdays (in the work calendar). The due date will be Tuesday if Saturday and Sunday are not marked as workdays.

If that same file comes in at 2:01 Friday, then the due date will be Monday (if all days are workdays) or Wednesday (if Saturday and Sunday are not workdays).

PRIORITY

PRIORITY LIST

ID	DESCRIPTION	HOURS	
0	Same Day	0	
1	12 Hours	12	
2	1 Day	24	
3	2 Days	48	
4	3 Days	72	
5	4 Days	96	

+ Add Priority

Save

Close

SUBMISSION TICKET

5115 Pitney Bowes 34223 RU_Energy

Submission Ticket Settings

Instructions

Manage Items

SUBMISSION TICKET SETTINGS

Submission Ticket Id

RU_Energy

Submission Ticket Name

Relay Unify Energy

Priority

2 Days

Mail Date

01/01/2025

Cutoff Time

03:59:59 PM

Manage Priority

Adding or removing priorities will effect their availability globally (all customers)

Test Print

The Priority selected within the submission type and the calculated Due Date will appear in uControl under the Production Schedule Tab.

Relay™ Unify

Powered by Transformations

SETTINGSVIEW SUBMISSIONSVIEW JOBSVIEW PRINT JOBSPRODUCTION SCHEDULE

James Smith

Control

Production Schedule

Production Schedule Management & Tracking

Uluro North America | Transqa2_QC serverChange Context

FILTERS

← Hide

COMMON FILTERS

Type

Submissions

Active Jobs Only

Show Due

All

Status

All

Apply Filter

Reset Filter

Save Settings

Reset Settings

PRODUCTION SCHEDULE OVERVIEW

Total Due	1122
Overdue	1093
Due Today	7
Due After Today	22

Save ColorsReset Default

SETTINGS

☐ Auto RefreshInterval 10Refresh

Records to Display50Apply

Reports

ADVANCED FILTERS

Advanced filters will be applied along with any common filters already selected.

PriorityequalsandequalsApply Filter

	Job ID	Sub ID	Print ID	Submission Type	Received Date	Status	Priority	Due Date	Customer Name	File Name	Org File Name
☐	10210	15712	+	Tyler Training	20250411135224	Print Manager	Same Day	04/14/2025	2025 QC Testing 01	20250113131319103MRDF01	CYGasData_DEC1
☐		15711		34501	20250411135224	JobSelect	5 Days	04/18/2025	Cynthia QC Testing	2022102509014188934501	Edwards TAXPAYE
☐	10208	15710	8195	T1_CS_All	20250411135224	Print Manager	5 Days	04/18/2025	Testing Client 01	20200914152817019T1_CS_All	UluroGasData.csv
☐	10206	15708	+	Tyler Training	20250411134616	Print Manager	Same Day	04/14/2025	2025 QC Testing 01	20250113131319103MRDF01	CYGasData_DEC1
☐		15707		34501	20250411134615	JobSelect	5 Days	04/18/2025	Cynthia QC Testing	2022102509014188934501	Edwards TAXPAYE
☐	10205	15706	8191	T1_CS_All	20250411134615	Print Manager	5 Days	04/18/2025	Testing Client 01	20200914152817019T1_CS_All	UluroGasData.csv
☐	10203	15704	+	Uluro_Gas	20250411104911	Print Compl...	2 Days	04/15/2025	Pitney Bowes	20250411104911241RU_Ener...	RUElectricData_ov
☐	10201	15702	+	Uluro_Gas	20250410152842	Print Manager	2 Days	04/14/2025	Pitney Bowes	20250410112303350RU_Ener...	RUElectricData_ov
☐	10198	15699		First Class Full	20250410140527	Ready to Print	Same Day	04/11/2025	CRM Integration Test...	20240919091730600CRM2	BCCNCOATest
☐	10196	15697		CRM Standard Basic	20250410134817	Ready to Print	Same Day	04/10/2025	CRM Integration Test...	20250214094624541CRM3	new 1.txt
☐	10195	15696		CRM Standard Basic	20250410134401	Ready to Print	Same Day	04/10/2025	CRM Integration Test...	20250214094624541CRM3	new 1.txt
☐	10194	15694		CRM Standard Basic	20250410130129	Ready to Print	Same Day	04/10/2025	CRM Integration Test...	20250214094624541CRM3	new 1.txt
☐	10193	15693		First Class Full	20250410125725	Ready to Print	Same Day	04/10/2025	CRM Integration Test...	20240919091730600CRM2	BCCNCOATest
☐	10192	15692		CRM1 test	20250410125335	Ready to Print	Same Day	04/10/2025	CRM Integration Test...	20240919091711660CRM1	BCCNCOATest

The Due Date is what determines if something is Overdue, Due Today, or Due Next Day (or later). The submissions will be color coded appropriately based on the Due Date column.

Relay™ Unify

Powered by Transformations

SETTINGSVIEW SUBMISSIONSVIEW JOBSVIEW PRINT JOBSPRODUCTION SCHEDULE

James Smith

Control

Production Schedule

Production Schedule Management & Tracking

Uluro North America | Transqa2_QC server

Change Context

FILTERS

← Hide

COMMON FILTERS

Type

Submissions

Active Jobs Only

Show Due

All

Status

All

Apply Filter

Reset Filter

Save Settings

Reset Settings

PRODUCTION SCHEDULE OVERVIEW

Total Due

1122

Overdue

1093

Due Today

7

Due After Today

22

Save Colors

Reset Default

SETTINGS

Auto Refresh

Interval

10

Refresh

Records to Display

50

Apply

Reports

ADVANCED FILTERS

Advanced filters will be applied along with any common filters already selected.

Priority

equals

and

equals

Apply Filter

	Job ID	Sub ID	Print ID	Submission Type	Received Date	Status	Priority	Due Date	Customer Name	File Name	Org File Name
☐	10210	15712	+	Tyler Training	20250411135224	Print Manager	Same Day	04/14/2025	2025 QC Testing 01	20250113131319103MRDF01	CYGasData_DEC1
☐		15711		34501	20250411135224	JobSelect	5 Days	04/18/2025	Cynthia QC Testing	2022102509014188934501	Edwards TAXPAYE
☐	10208	15710	8195	T1_CS_All	20250411135224	Print Manager	5 Days	04/18/2025	Testing Client 01	20200914152817019T1_CS_All	UluroGasData.csv
☐	10206	15708	+	Tyler Training	20250411134616	Print Manager	Same Day	04/14/2025	2025 QC Testing 01	20250113131319103MRDF01	CYGasData_DEC1
☐		15707		34501	20250411134615	JobSelect	5 Days	04/18/2025	Cynthia QC Testing	2022102509014188934501	Edwards TAXPAYE
☐	10205	15706	8191	T1_CS_All	20250411134615	Print Manager	5 Days	04/18/2025	Testing Client 01	20200914152817019T1_CS_All	UluroGasData.csv
☐	10203	15704	+	Uluro_Gas	20250411104911	Print Compl...	2 Days	04/15/2025	Pitney Bowes	20250411104911241RU_Ener...	RUElectricData_ov
☐	10201	15702	+	Uluro_Gas	20250410152842	Print Manager	2 Days	04/14/2025	Pitney Bowes	20250410113203350RU_Ener...	RUElectricData_ov
☐	10198	15699		First Class Full	20250410140527	Ready to Print	Same Day	04/11/2025	CRM Integration Test...	20240919091730600CRM2	BCCNCOATest
☐	10196	15697		CRM Standard Basic	20250410134817	Ready to Print	Same Day	04/10/2025	CRM Integration Test...	20250214094624541CRM3	new 1.txt
☐	10195	15696		CRM Standard Basic	20250410134401	Ready to Print	Same Day	04/10/2025	CRM Integration Test...	20250214094624541CRM3	new 1.txt
☐	10194	15694		CRM Standard Basic	20250410130129	Ready to Print	Same Day	04/10/2025	CRM Integration Test...	20250214094624541CRM3	new 1.txt
☐	10193	15693		First Class Full	20250410125725	Ready to Print	Same Day	04/10/2025	CRM Integration Test...	20240919091730600CRM2	BCCNCOATest
☐	10192	15692		CRM1 test	20250410125335	Ready to Print	Same Day	04/10/2025	CRM Integration Test...	20240919091711660CRM1	BCCNCOATest

The priority ID value will be listed in Relay Unify Print Manager in the Print Jobs Dashboard under the Priority column.

Print Jobs

Status: <ALL> Location: <ALL> Max Recs: 100 ☐ Auto Refresh every 30 sec Sort Order: Select Predefined Sort Order

Filter By Customer: Pitney Bowes Sub Type: <ALL> Refresh CRI Report Add Print Job

Combined Print Job # Sheets 1 Show Combined Print Jobs

Qd	R	ID	Prt Job ID	Job ID	Prio...	Primary Form	Secondary Form	Envelope	Return Envelope	Insert #	# Docs	Paper Pgs	Status	# Printed	# UnPrinted	Create Date	Location	* Customer Name
		85610	8240	10209	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		1	1	Ready to Print	0	1	04/14/2025 16:32:18	New York City	N Pitney Bowes
		85605	8235	10209	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		1	2	Ready to Print	0	1	04/14/2025 16:28:14	New York City	N Pitney Bowes
		85600	8230	10209	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		1	2	Ready to Print	0	1	04/14/2025 11:16:39	New York City	N Pitney Bowes
		85591	8220	10203	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		1	2	Ready to Print	0	1	04/14/2025 11:04:43	New York City	N Pitney Bowes
		75583	8206	10217	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		1	1	Ready to Print	0	1	04/11/2025 13:55:48	New York City	N Pitney Bowes
		75581	8204	10214	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		1	1	Ready to Print	0	1	04/11/2025 13:55:42	New York City	N Pitney Bowes
		75573	8196	10209	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		4	6	Ready to Print	0	4	04/11/2025 13:53:06	New York City	N Pitney Bowes
		75567	8189	10203	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		6	8	Printed	6	6	04/11/2025 10:50:24	New York City	N Pitney Bowes
		75564	8186	10201	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		6	8	Printed	6	6	04/10/2025 15:29:26	New York City	N Pitney Bowes
		75563	8185	10201	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		6	8	Ready to Print	0	6	04/10/2025 15:29:23	New York City	N Pitney Bowes
		75560	8182	10189	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		4	4	Ready to Print	0	4	04/10/2025 11:33:06	New York City	Y Pitney Bowes
		75559	8181	10189	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		4	4	Ready to Print	0	4	04/10/2025 11:33:03	New York City	Y Pitney Bowes
		75558	8180	10188	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		2	4	Ready to Print	0	2	04/10/2025 11:31:33	New York City	N Pitney Bowes
		75557	8179	10188	3	Standard 24 lb paper blank	Standard 24 lb paper blank	Number 10 Window	BRE (#9)		2	4	Ready to Print	0	2	04/10/2025 11:31:30	New York City	N Pitney Bowes

virtual

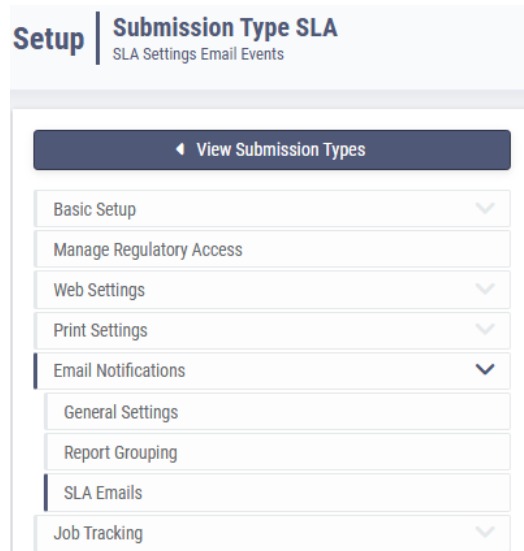
Ready To Print Printed Complete Cancelled One of the submissions has been RESUBMITTED or CANCELLED Printing Deleted Queued Reprint

SLA Email Events

To track that your overall SLA time is met, you can create email events to send if a submission/job is in a status for too long, jeopardizing meeting the overall SLA/Priority.

This is for an email to alert that a job is not progressing, or that an individual status SLA has been missed. These are based off the status of a job.

Within the submission type, click on the Email Notifications dropdown on the left, then click on the SLA Emails tab.



SLA Settings

☒ Enabled

Start Status: Awaiting Approval

End Status: Next Status

SLA Time: 7 MINUTES

INTERNAL EMAIL SETTINGS

☒ Send internal email if SLA time is missed

Send every: 7 MINUTES

EXTERNAL EMAIL SETTINGS

☒ Send external email if SLA time is missed

Send every: 7 MINUTES

Save Close

ID – This will autoincrement and cannot be edited.

Enabled – Check this box to enable the SLA.

Start Status – The timing will begin with the submission reaches this status.

- Received
- Hold for Confirmation
- PreProcess
- BreakPack
- Awaiting Approval
- Cleansing
- PostProcess
- AutoJob
- Hold and Release
- JobSelect
- Presort
- Ready to Print
- Partial Print
- Print Complete
- Inserter
- Inserter Complete
- Sorter
- Mailed
- Messages ONLY
- Complete
- Rejected

End Status – The timing will end with the submission reaches this status.

- | | | |
|-------------------------|--------------------|---------------------|
| • Next Status | • AutoJob | • Inserter Complete |
| • Received | • Hold and Release | • Sorter |
| • Hold for Confirmation | • JobSelect | • Mailed |
| • PreProcess | • Presort | • Messages ONLY |
| • BreakPack | • Ready to Print | • Complete |
| • Awaiting Approval | • Partial Print | • Rejected |
| • Cleansing | • Print Complete | |
| • PostProcess | • Inserter | |

SLA Time – This is the maximum amount of time that the SLA says the submission should take to go from the start status to the end status.

Send Internal Email if SLA time is Missed – Check this if you want an internal email if the SLA is not met. An event will need to be created for this. Set the number of minutes to wait before sending another email. If the submission has not reached the ending status (or a status after the ending status) in the amount of time set after the last email, another email will be sent. Emails will continue to be sent using the number of hours/min/days entered for **Send every** until the ending status is reached.

Send External Email if SLA time is Missed – Check this if you want an internal email if the SLA is not met. An event will need to be created for this. Set the number of minutes to wait before sending another email. If the submission has not reached the ending status (or a status after the ending status) in the amount of time set after the last email, another email will be sent. Emails will continue to be sent using the number of hours/min/days entered for **Send every** until the ending status is reached.

An internal/external email for use by all the SLA events or a different one for each SLA event can be set up. This way if an internal email needs to go to Bill and Ryan for awaiting approval being missed, and Alex and Tiffany if it is in Hold for Confirmation status too long, that is possible. Click on the button for Setup Email Events for this SLA ONLY for that scenario.

If there is a specific SLA email setup for that SLA scenario, the SLA email events for ALL will not be sent. In the case above, there is an internal email for this SLA only setup. Even if external was checked, the external for all SLAs would not be sent.

If Send internal/external email if missed is checked, you must setup an email event for that email to send. If there is not an email event for All or that SLA only, no one will receive an email notification.

To create an internal or external email event, click the **Setup Email Events ALL** or **Setup Email Events This SLA Only** button.

Click Manage Default SLA Email Events, then click on Add Email Event.

Event – Select the type of email event you wish to create. You can create one of each type:

- SLA External Email
- SLA Internal Email

To Email Addresses – Enter the email addresses of the people that need to receive this email event. If multiples are being entered, separate them with a ; delimiter. For the events that this has greyed out, the email addresses will be pulled from the users' web profile.

Subject – Enter the subject of the email. Tags can be added to the text entered here.

Body – Enter the body of the email. Tags can be added to the text entered here.

To embed a field tag into the text for the subject or the body of the email, select a tag from the list and click on the tag you want to add. The tag will be inserted to where the cursor was before the tag was selected.

HTML Format – If the email is written in HTML, check this box. Use the **View HTML** button to preview the email.

Click Save.

Email Notification Events

Event
SLA Internal Email

To Email Addresses
pb@pb.com

Subject
SLA Internal Email ALL #SUBMID#

☐ HTML Format [View HTML](#)

Body
#CUSTNAME#
#CUSTID#
Submission:
#SUBNAME#
#SUBID#
#SUBMID#

☐ Enable Tracking

AVAILABLE TAGS
#Approved#
#ApprovedBy#
#ApprovedDate#
#AUTOADDACT#
#AUTOCOMB#
#AutoProc#
#RPID#

[Save](#) [Close](#)

Submission is Complete Email Event

To create a new email event, click the Add Email Event button.

Event – Select Submission is Complete.

To Email Addresses – Enter the email addresses of those needing to receive this email event. If multiple emails, use a semicolon as the delimiter.

Subject – Enter the text that will be displayed as the subject line of the email.

Body – Enter the body of the email. This can be HTML if desired. Simply check the **HTML Format** box.

Click the **View HTML** button to preview the email.

Tags – These can be added to the subject line, or the body of the email. Simply click on any tag in the list and it will be inserted to the text of the subject or body of the email where you had the cursor last.

Example:

Submission Is Complete



Uluro Training <noreply@transfrm.net>
To Tyler Mahurin

subID - RU_Energy
sub name - Relay Unify Electric
submID - 15754

Email Notification Events

Event

Submission Is Complete

To Email Addresses

tylerm@transfrm.com

Subject

Submission Is Complete

☐ HTML Format

View HTML

Body

subID - #Subid#
sub name - #SUBNAME#
submID - #Submid#

AVAILABLE TAGS

#CustModDate#
#Custname#
#custst#
#CustStatus#
#CustZip#
#DBName#
#DEFECTID#

☐ Enable Tracking

Save

Close

uControl

This module is based around monitoring SLAs and the ability to manually change the status of a job.

Version Information

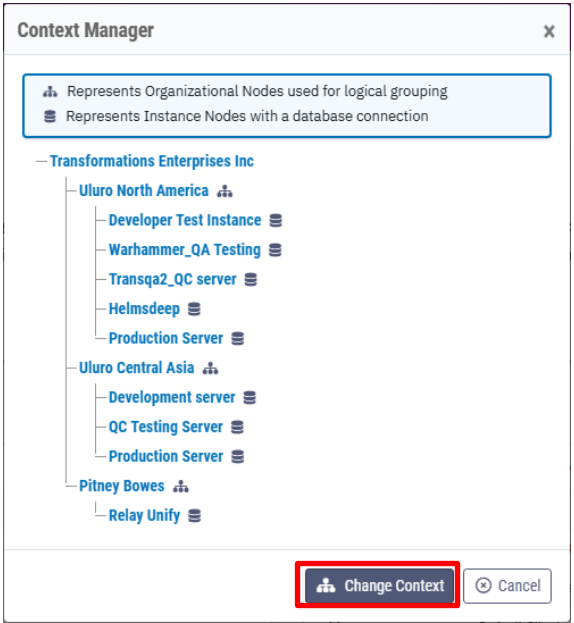
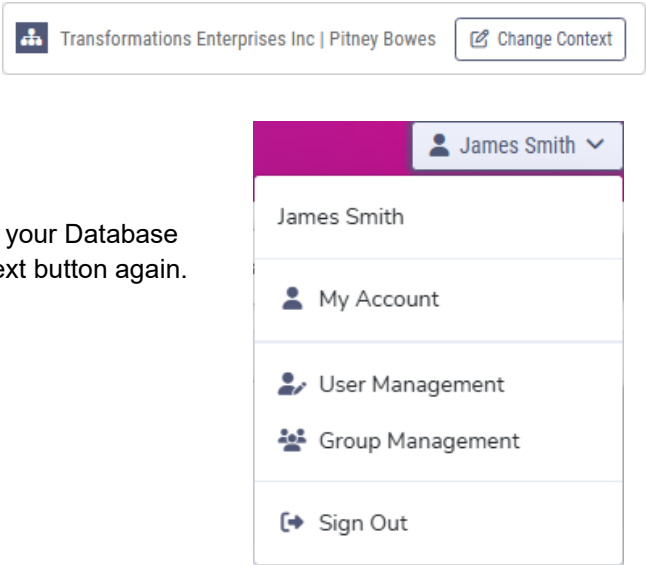
To determine the version of uControl you are running, scroll to the bottom of your screen, and it is in the bottom right-hand corner.

Relay Unify Control Version 2025.03.05.2

Database/ Context Connection

Once you have logged in to uControl, on the top right you'll see the Change Context button. From there you can choose your Database that was set up in uSetup.

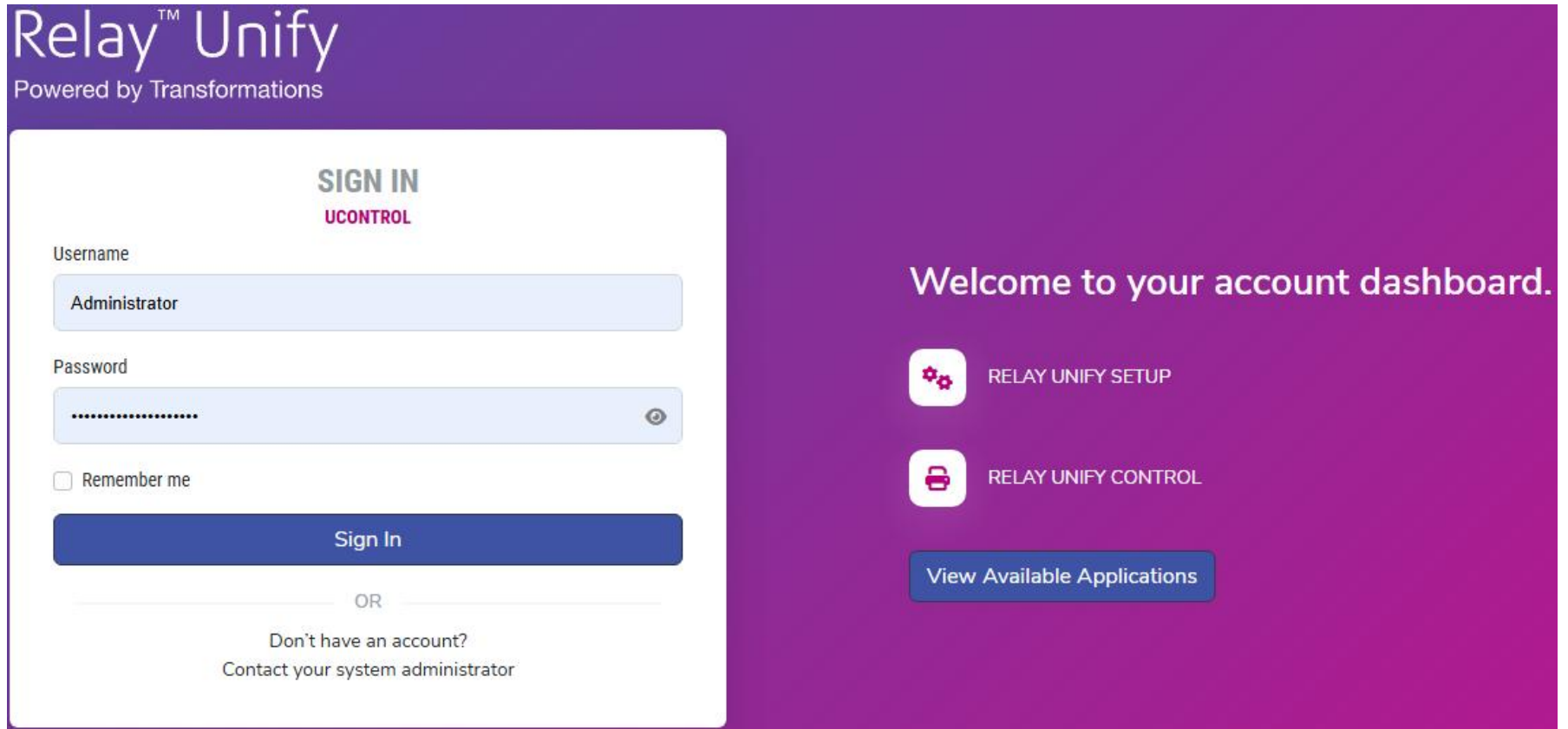
Once inside the Change Context section, you can select your Database you would like to work on and click on the Change Context button again.



Logging Out the User

Click on the name tag in the top right of the screen. The user currently logged into the program will be logged out once you click Sign Out.

The login screen will immediately appear to login again as the same or a different user.



The image shows the Relay Unify login and dashboard interface. The background is a solid purple color. On the left, there is a white login card. At the top of the card, it says "Relay™ Unify" in white, with "Powered by Transformations" below it. The card has a "SIGN IN" header in bold, with "UCONTROL" in pink below it. There are two input fields: "Username" with the text "Administrator" and "Password" with masked characters. Below the password field is a "Remember me" checkbox. A blue "Sign In" button is at the bottom of the card. Below the button, it says "OR" and "Don't have an account? Contact your system administrator". On the right side of the dashboard, there is a white "Welcome to your account dashboard." message. Below this are two icons: a gear icon for "RELAY UNIFY SETUP" and a printer icon for "RELAY UNIFY CONTROL". At the bottom right, there is a blue button that says "View Available Applications".

Relay™ Unify
Powered by Transformations

SIGN IN
UCONTROL

Username
Administrator

Password
.....

☐ Remember me

Sign In

OR

Don't have an account?
Contact your system administrator

Welcome to your account dashboard.

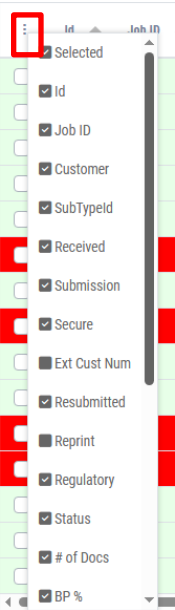
RELAY UNIFY SETUP

RELAY UNIFY CONTROL

View Available Applications

Submissions Tab

There are four tabs in uControl, depending on whether the submission, job, or print job is what you are tracking.



Relay™ Unify
Powered by Transformations

SETTINGSVIEW SUBMISSIONSVIEW JOBSVIEW PRINT JOBSPRODUCTION SCHEDULE

James Smith

Control

Submission Management
Household, Combine, Resubmit and Beyond

Uluro North America | Transqa2_QC serverChange Context

FILTER & SETTINGS

Auto Refresh

Interval 10

Refresh

Records to Display

Total 50

Apply

Status Colors

Submission Tickets

	Id	Job ID	Customer	SubTypeid	Received	Submission	Regulatory	Status	# of Docs	BP %	Location	Presort	# of Pages	Form
☐	15600	10128	Pitney Bowes	34218	3/21/2025 1:40:27 PM	Pitney Bowes Gas		Ready to Print	32	100	Connecticut		32	Standard 24 lb paper b
☐	15599	10127	Pitney Bowes	34218	3/21/2025 1:40:16 PM	Pitney Bowes Gas		Ready to Print	32	100	Connecticut		32	Standard 24 lb paper b
☐	15596	10126	Pitney Bowes	34218	3/21/2025 1:38:31 PM	Pitney Bowes Gas		Ready to Print	32	100	Connecticut		32	Standard 24 lb paper b
☐	15595	10125	Pitney Bowes	34218	3/21/2025 1:25:59 PM	Pitney Bowes Gas		Ready to Print	32	100	Connecticut		32	Standard 24 lb paper b
☐	15594	10124	CRM Integration Testing	34189	3/17/2025 3:08:33 PM	CASS AND PRESORT TOGETHER		Ready to Print	567	100		CRM CLEANSEPRESORT NCOA PRESORT AUTO	567	8.5 x 11 White Paper
☒	15593	10123	CRM Integration Testing	34189	3/17/2025 3:06:04 PM	CASS AND PRESORT TOGETHER		Ready to Print	567	100		CRM CLEANSEPRESORT NCOA PRESORT AUTO	567	8.5 x 11 White Paper
☐	15592	10122	CRM Integration Testing	34189	3/17/2025 3:01:59 PM	CASS AND PRESORT TOGETHER		Ready to Print	567	100		CRM CLEANSEPRESORT NCOA PRESORT AUTO	567	8.5 x 11 White Paper
☒	15591	10121	CRM Integration Testing	34189	3/17/2025 2:39:19 PM	CASS AND PRESORT TOGETHER		Ready to Print	567	100		CRM CLEANSEPRESORT NCOA PRESORT AUTO	567	8.5 x 11 White Paper
☐	15590	10120	CRM Integration Testing	34192	3/17/2025 2:08:53 PM	NCOA To Presort SANS IMB		Ready to Print	567	100		CRM Presort No IMB	567	8.5 x 11 White Paper
☐	15589	10119	CRM Integration Testing	34189	3/17/2025 2:01:56 PM	CASS AND PRESORT TOGETHER		Ready to Print	567	100		CRM Presort No IMB	567	8.5 x 11 White Paper
☒	15588	10118	CRM Integration Testing	34191	3/17/2025 1:35:42 PM	NCOA to Presort Standard		Ready to Print	25	100		CRM Presort Auto Standard	25	
☒	15587	10117	CRM Integration Testing	34191	3/17/2025 1:32:28 PM	NCOA to Presort Standard		Ready to Print	25	100		CRM Presort Auto Standard	25	
☐	15586	10116	CRM Integration Testing	34191	3/17/2025 1:14:34 PM	NCOA to Presort Standard		Ready to Print	25	100		CRM Presort Auto Standard	25	
☐	15585	10115	CRM Integration Testing	34189	3/17/2025 1:08:08 PM	CASS AND PRESORT TOGETHER		Ready to Print	567	100		CRM Presort No IMB	567	8.5 x 11 White Paper
☐	15584	10114	CRM Integration Testing	34191	3/17/2025 12:57:16 PM	NCOA to Presort Standard		Ready to Print	25	100		CRM Presort Auto Standard	25	

First

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Last

To see the filters and settings affect the submissions listed on the Submissions tab click Refresh. Any changes you make to the view of the dashboard columns such as which are displayed, the order they appear, or the sort will remain as that user's settings upon the next login to uControl.

To edit which columns appear, click on the Ellipsis to the left of the columns. Check the ones that you would like displayed and uncheck those you want to remove from the view.

Active Jobs Only (Production Schedule Tab) – If this is checked, jobs that are in Complete or Cancelled status will not be displayed on the dashboard. They will also not be reflected in the Total Due number at the bottom. If this is unchecked, all jobs will be displayed.

Auto-Refresh – If this is checked, the dashboard will continually update according to the number of seconds entered. Ten seconds is the fastest recommended or it will try to query too fast and timeout.

Records to Display – Total number of records displayed on the dashboard.

Show Due (Production Schedule Tab) – This allows you to show only the Overdue, Due Today, Due Next Day (or later), or All will show all submissions.

Status – This allows you to sort by a specific status. All statuses are available including custom statuses.

Change Status (Production Schedule Tab) – Click on this button to manually change the status of a submission.

Complete (Production Schedule Tab) – Click on this button to put a submission in complete status.

Print Submission Ticket – Click on this button on the top right to print a copy of the submission ticket after selecting a submission on the dashboard.



Tips:

The submission ticket, consolidated job ticket, and print job ticket can each be accessed from the submission, job, or print job respectively.

If using those to track, they can be accessed, saved, or printed at any time through uControl.

Click on a submission to highlight it, then right-click and select View Details to see the transaction details.

SUBMISSIONS

SUBMISSION 15595

SUBMISSION DETAILS

SUBMISSION ID:15595

STATUS:Ready to Print

TYPE:Pitney Bowes Gas

CUSTOMER NAME:Pitney Bowes

EXTERNAL CUSTOMER #:Tyler Demo\pb training.nmp

MAP:

EXPIRES:N

EXPIRATION DATE:

EXCLUSIONS

	ESTATEMENT = N	ESTATEMENT = Y	TOTAL
Non-Excluded	32	0	32
No Mail	0	0	0
Omit	0	0	0
Exclude	0	0	0
Total	32	0	32

FILE INFORMATION

DATE RECEIVED:3/21/2025 1:25:58 PM

RECEIVED VIA:FTP

FILE NAME:20250307153837260PB_Gas

ORIG FILE NAME:Normal_1_of_1.pdf

MD5 SUM:6F06EF383FD7A2DC0E6382BA04102168

TOTAL DOCS:32

TOTAL CLEANSED:0

TOTAL PAGES:32

JOB & PRINT INFORMATION

JOB STATUS:Ready to Print

PS JOB ID:10125

FORM:Standard 24 lb paper blank

WEB APPROVAL

APPROVED:

DATE APPROVED:

APPROVED BY:

APPROVAL REASON:

SUBMISSION TRANSACTION DETAIL

Select Details

Transaction Audit Log

TRANSACTIONS

ID	DATE	TRANSACTION DESCRIPTION	USER NAME
14461218	3/21/2025 1:25:59 PM	Resubmit of 15534	administrator
14461220	3/21/2025 1:25:59 PM	BreakPack	System
14461221	3/21/2025 1:25:59 PM	Assigned to Breakpack on 192.168.1.100	System
14461222	3/21/2025 1:26:00 PM	Begin Breakpack	System
14461223	3/21/2025 1:26:01 PM	Delimited Parser V2	System
14461224	3/21/2025 1:26:01 PM	Delimited data will be trimmed!	System

The Transaction Audit Log dropdown shows the progress from status to status.

Pitney Bowes

Relay Unify uTrack User Guide

January 2025

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Similarly, the Submission Flow dropdown shows the timestamp of each status. If there was a custom status used the status will be displayed, and the Custom box will be checked.

SUBMISSION TRANSACTION DETAIL			
Select Details			
Submission Flow			
SUBMISSION FLOW			
STATUS	ORDER	STATUS DATE	CUSTOM
Received	100	4/4/2025 1:41:31 PM	☐
BreakPack	400	4/4/2025 1:41:31 PM	☐
AutoJob	1200	4/4/2025 1:41:33 PM	☐
Ready to Print	1700	4/4/2025 1:41:40 PM	☐
Print Manager	1750	4/4/2025 1:42:40 PM	☐
Partial Print	1800		☐

The Exclusions dropdown shows the breakdown of document classifications.

SUBMISSION TRANSACTION DETAIL			
Select Details			
Exclusions			
EXCLUSIONS			
	ESTATEMENT = N	ESTATEMENT = Y	TOTAL
Non-Excluded	32	0	32
No Mail	0	0	0
Omit	0	0	0
Exclude	0	0	0
Total	32	0	32

The Emails dropdown will show all email events, individual emails from those events, and Relay Unify Deliver (HTML) email events and emails.

EMAILS										
DOCUMENT	EMAIL ADDRESS	SUBJECT	CREATED	EMAILED	STATUS MESSAGE	TRACKED	OPENED	CLICKS	OPT OUT	BOUNCED
	tylerm@transfrm.com	Submission is Received	4/4/2025 1:41:40 PM					0		
	ttobin@transfrm.com	Report Group	4/4/2025 1:41:40 PM					0		
	ttobin@transfrm.com	Breakpack Reports	4/4/2025 1:41:40 PM					0		
25256694	tylerm@transfrm.com	Send End User URL Email	4/4/2025 1:41:40 PM					0		
	ttobin@transfrm.com	Submission Ready for Print	4/4/2025 1:41:40 PM					0		
25256692	tylerm@transfrm.com	Send End User PDF Email	4/4/2025 1:41:41 PM			✓		0		
25256693	tylerm@transfrm.com	Send End User PDF Email	4/4/2025 1:41:41 PM			✓		0		

The Text Messages/ Events, and Voice Messages/ Events dropdowns show the events created and the individual SMS/IVR messaged from those events.

SUBMISSION TRANSACTION DETAIL

Select Details

Text Events

TEXT EVENTS

ID	CREATED	STATUS	PROCESSED	MESSAGE	MOBILE #	DATE KEY
3649	4/10/2025 11:31:00 AM	Complete	4/10/2025 11:32:01 AM	Your appt is scheduled for #Sys_SMSKeyDate#. Press c to confirm and R to reschedule.	From Web	May 13 2019 7:12PM

SUBMISSION TRANSACTION DETAIL

Select Details

Text Messages

TEXT MESSAGES

ACCOUNT	NAME	MOBILE #	MESSAGE	STATUS	DATE SENT	RESP RECEIVED	RESPONSE MEANING	DATE RECEIVED	DOC ID	CREATED DATE	STATUS MESSAGE
Pitney Bowes Energy	Samantha Turnbow	7144943798	Your appt is scheduled for 07/19/2017 at 12:00 AM. Press c to confirm and R to reschedule.	Delivered	Apr 4 2025 1:42PM	N			25256692	4/4/2025 12:00:00 AM	Delivered
Pitney Bowes Energy	Alex Gregory	7144943798	Your appt is scheduled for 07/19/2017 at 12:00 AM. Press c to confirm and R to reschedule.	Cancelled		N			25256693	4/4/2025 12:00:00 AM	Cancelled
Pitney Bowes Energy	Tiffany Tobin	7144943798	Your appt is scheduled for 07/19/2017 at 12:00 AM. Press c to confirm and R to reschedule.	Cancelled		N			25256694	4/4/2025 12:00:00 AM	Cancelled

The Print Jobs dropdown displays all print jobs created.

SUBMISSION TRANSACTION DETAIL

Select Details

Print Jobs

PRINT JOBS

PRT JOB ID	STATUS	PRINTER	CONFIGURATION	# DOCS	CREATE DATE	COMP DATE	OUTPUT FILE
8162	Print Manager	Uluro Native PDF Output	All Docs PDF Output	6	4/4/2025 1:42:00 PM	4/4/2025 1:42:03 PM	\\Transqa2\SUBMIT\PRT\<#SubDescription>_s<#Submid>_p_<#prtjobid>_AllDocsPDF
8163	Print Manager	Uluro Native PDF Output	Print to Dir from file name	6	4/4/2025 1:42:00 PM	4/4/2025 1:42:06 PM	\\Transqa2\SUBMIT\PRT\[testing33928]prtjobid_<#prtjobid>_testing33928.pdf

The Consumables dropdown shows all consumables used.

SUBMISSION TRANSACTION DETAIL

Select Details

Consumables

CONSUMABLES

TYPE	ITEM #	DESCRIPTION	QUANTITY	WINDOW	COLOR	PERFORATION	SIZE
Paper	N/A	Standard 24 lb paper blank	8				
Envelope	N/A	BRE (#9)	6				
Envelope	N/A	Number 10 Window	6				

Show External Job Name

To have the column Ext Job Name displayed on the Production Schedule or View Jobs tab, go to the Ellipsis on the top left and check the Ext Job Name checkbox. If this setting is enabled, you'll see a checkmark and the column will display. If it is disabled, the checkmark will not be there, and the column will not display.

☒ Ext Job Name

☒ Status

SETTINGS

☐ Auto Refresh Interval 10 Refresh

Records to Display Total 50 Apply

Status Colors Reports

Id	Presort Type	Ext Job Name	Status	Created Date	Household By	# Docs	Max sheets	# Before Household	# Household	# UnHousehold
10240	None		Print Manager	4/15/2025 2:50:00 PM	Unhousehold	14	2	14	0	14
10239	None		Print Manager	4/14/2025 4:35:00 PM	Unhousehold	2	1	2	0	2
10238	None		Print Manager	4/14/2025 4:32:20 PM	Unhousehold	1	1	1	0	1
10236	None		Print Manager	4/14/2025 4:30:00 PM	Unhousehold	2	1	2	0	2
10235	None		Print Manager	4/14/2025 4:28:20 PM	Unhousehold	1	1	1	0	1
10233	None		Print Manager	4/14/2025 11:20:01 AM	Unhousehold	2	1	2	0	2
10232	None		Print Manager	4/14/2025 11:16:40 AM	Unhousehold	1	1	1	0	1
10230	None		Print Manager	4/14/2025 11:10:00 AM	Unhousehold	1	1	1	0	1
10229	None		Print Manager	4/14/2025 11:10:00 AM	Unhousehold	2	1	2	0	2
10227	None		Print Manager	4/14/2025 11:05:00 AM	Unhousehold	2	1	2	0	2
10226	None		Print Manager	4/14/2025 11:04:40 AM	Unhousehold	1	1	1	0	1
10224	None		Print Manager	4/14/2025 11:00:00 AM	Unhousehold	2	1	2	0	2
10223	None		Print Manager	4/14/2025 10:59:01 AM	Unhousehold	1	1	1	0	1
10221	None		Print Manager	4/11/2025 3:50:00 PM	Unhousehold	2	1	2	0	2
10220	None		Print Manager	4/11/2025 3:49:20 PM	Unhousehold	1	1	1	0	1

First Prev 1 2 3 4 Next Last

Changing the Status of a Submission

uControl allows you to manually change the status of a submission. From the Production Schedule tab, select a submission, right-click on the submission, then you can choose the Change Status button.

Select the status that you would like the previously selected submission to have as a result. The statuses in this dropdown list will be all statuses after Print Complete according to the Relay Unify order of statuses. Any custom statuses that have been enabled for the submission selected will also be available. The custom statuses will vary based on the submission previously selected.

Click OK. The submission will now be in the status selected. The status column of the submission tab will display the new status.

FILTER & SETTINGS

☐ Auto Refresh

Interval 10

Refresh

Records to Display 50

Apply

Reports

ADVANCED FILTERS

Advanced filters will be applied along with any common filters already selected.

equals

and

equals

Apply Filter

	Job ID	Sub ID	Print ID	Submission Type	Received Date	Customer Name	Due Date	Ext Job Name	File Name	Status	Priority	# Docs	# Pages	# To Print	# Printed	# Ins
☒	10240	15753	8245	Relay Unify Energy	20250415144809	Pitney Bowes	04/17/2025		20250411104911241RU_Ener...	Print Manag...	2 Days	4	6	4	4	
☐	10240	15752	8245	Relay Unify Energy	20250415144658	Pitney Bowes	04/17/2025		20250411104911241RU_Energy	Print Manager	2 Days	4	6	4	4	
☐	10239	15751	+	Tyler Training	20250414163216	2025 QC Testing 01				Print Manager	Same Day	2	2	2	2	
☐		15750		Cynthia QC Testing	20250414163215	Cynthia QC Testing				Print Manager	5 Days	15	30			
☐	10238	15749	8241	T1_CS_All	20250414163215	Testing Client 01				Print Manager	5 Days	1	1	1	1	
☐	10236	15747	+	Tyler Training	20250414162812	2025 QC Testing 01				Print Manager	Same Day	2	2	2	2	
☐		15746		Cynthia QC Testing	20250414162812	Cynthia QC Testing				Print Manager	5 Days	15	30			
☐	10235	15745	8236	T1_CS_All	20250414162811	Testing Client 01				Print Manager	5 Days	1	1	1	1	
☐	10233	15743	+	Tyler Training	20250414111637	2025 QC Testing 01				Print Manager	Same Day	2	2	2	2	
☐		15742		Cynthia QC Testing	20250414111637	Cynthia QC Testing				Print Manager	5 Days	15	30			
☐	10232	15741	8231	T1_CS_All	20250414111637	Testing Client 01	04/21/2025		20200914152817019T1_CS_All	Print Manager	5 Days	1	1	1	1	
☐	10229	15739	+	Tyler Training	20250414110949	2025 QC Testing 01	04/14/2025		20250113131319103MRDF01	Print Manager	Same Day	2	2	2	2	
☐		15738		Cynthia QC Testing	20250414110949	Cynthia QC Testing	04/21/2025		2022102509014188934501	JobSelect	5 Days	15	30			
☐	10230	15737	8229	T1_CS_All	20250414110949	Testing Client 01	04/21/2025		20200914152817019T1_CS_All	Print Manager	5 Days	1	1	1	1	
☐	10227	15735	+	Tyler Training	20250414110440	2025 QC Testing 01	04/14/2025		20250113131319103MRDF01	Print Manager	Same Day	2	2	2	2	

Change Status

Select New Status:

Complete

Complete

HTML ONLY

Insertor

Insertor Complete

Mailed

Messages ONLY

Sorter

First

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Next

Last

To mark a submission as complete, highlight the submission of choice. Right-click, then you can choose the Complete button. Any submission in any status can be marked complete. If a submission is already in Mailed Status, then it can only be marked complete; the status cannot be changed to another status other than complete. Once a submission is in complete status, you can no longer attempt to change the status.

Jobs Tab

There are three tabs in uControl, depending on whether the submission, job, or print job is what you are tracking. You also have the Production Schedule tab.

Relay™ Unify

Powered by Transformations

SETTINGSVIEW SUBMISSIONSVIEW JOBSVIEW PRINT JOBSPRODUCTION SCHEDULE

James Smith

Control

Jobs Management

Manage Jobs & Submissions

Uluro North America | Transqa2_QC server

Change Context

FILTERS

Hide

COMMON FILTERS

Status

<ALL OPEN>

Presort Type

<ALL>

Location

<ALL>

Job Id

Apply Filter

Reset Filter

Save Settings

Reset Settings

SETTINGS

Auto Refresh

Interval

10

Refresh

Records to Display

Total

50

Apply

Status Colors

Reports

Id	Presort Type	Ext Job Name	Status	Created Date	Household By	# Docs	Max sheets	# Before Household	# Household	# UnHousehold
10163	None		Print Manager	4/5/2025 9:35:40 PM	Unhousehold	6	2	6	0	6
10161	None		Print Manager	4/5/2025 8:50:20 PM	Unhousehold	32	1	32	0	32
10160	None		Print Manager	4/5/2025 8:43:40 PM	Unhousehold	6	2	6	0	6
10158	None		Print Manager	4/4/2025 1:41:40 PM	Unhousehold	6	2	6	0	6
10157	None		Print Manager	4/4/2025 1:41:20 PM	Unhousehold	32	1	32	0	32
10156	None		Print Manager	4/4/2025 10:35:20 AM	Unhousehold	32	1	32	0	32
10155	None		Print Manager	4/4/2025 10:34:40 AM	Unhousehold	6	2	6	0	6
10154	None		Print Complete	4/3/2025 11:22:00 AM	Unhousehold	6	1	6	0	6
10153	None		Print Manager	4/3/2025 9:40:20 AM	Unhousehold	32	1	32	0	32
10152	None		Print Manager	4/2/2025 4:30:20 PM	Unhousehold	6	2	6	0	6
10151	None		Print Manager	4/2/2025 2:30:00 PM	Unhousehold	32	1	32	0	32
10150	None		Print Manager	4/1/2025 4:29:00 PM	Unhousehold	32	1	32	0	32
10148	None		Ready to Print	4/1/2025 8:48:00 AM	Unhousehold	6	1	6	0	6
10147	None		Ready to Print	4/1/2025 8:46:00 AM	Unhousehold	6	1	6	0	6
10146	None		Ready to Print	4/1/2025 8:43:00 AM	Unhousehold	4	1	4	0	4

First

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Last

neybowes.transqa2.trans.loc:4443/submissiontypes/jobtracking/jobs

To see the filters and settings affect the jobs listed click Refresh. Any changes you make to the view of the dashboard columns such as which are displayed, the order they appear, or the sort will remain as that user's settings upon the next login to uControl.

To edit which columns appear, click on the Ellipsis to the left of the columns. Check the ones that you would like displayed and uncheck those you want to remove from the view.

Status – This allows you to sort by a specific status. All job level statuses are available including custom statuses.

Presort Type – This dropdown will be populated with all presort types that have been set up as a presort template in uSetup web.

JobID – This is the jobID that was assigned when the job was created. Enter the jobID and click **Refresh** to find a specific job.

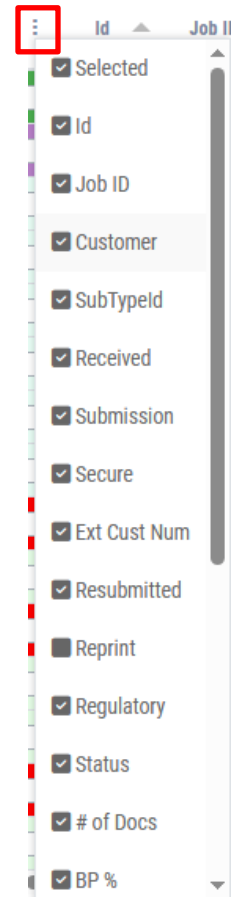
Location – This dropdown will be populated with all of the locations that have been set up in PrintManager.exe/uSetup web.

Record Limit – This is the number of records that will display on the Jobs tab.

As you make changes to the settings, click the **Refresh** button for those settings to take effect.

Auto-Refresh – If this is checked, the dashboard will continually update according to the number of seconds entered. Ten seconds is the fastest recommended or it will try to query too fast and timeout.

Consolidated Ticket – Click on this to print a copy of the Consolidated Job Ticket after selecting a specific job on the dashboard. It's found in the top right, in the Reports button.



Tips:

The submission ticket, consolidated job ticket, and print job ticket can each be accessed from the submission, job, or print job respectively.

If using those to track, they can be accessed, saved, or printed at any time through uControl.

Print Jobs Tab

There are three tabs in uControl, depending on whether the submission, job, or print job is what you are tracking. You also have the Production Schedule tab.

Relay™ Unify

Powered by Transformations

SETTINGSVIEW SUBMISSIONSVIEW JOBSVIEW PRINT JOBSPRODUCTION SCHEDULE

James Smith

Control

Print Jobs Management

Search Print Jobs & View Details

Uluro North America | Transqa2_QC serverChange Context

FILTERS

Hide

COMMON FILTERS

Print Job Status

All

Location

All

Print Job Id

Apply Filter

Reset Filter

Save Settings

Reset Settings

SETTINGS

Auto Refresh

Interval

5

Refresh

Records to Display

Total

100

Apply

Reports

Print Job ID	Job ID	Status	Create Date	Filter	Page Cnt Filter	Order	Print Fil
8230	10209	Print Manager	4/14/2025 11:16:37 AM			Cast(Pieceno as integer)	
8229	10230	Print Manager	4/14/2025 11:10:20 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 999999	Cast(Pieceno as integer)	\\Transq
8228	10229	Print Manager	4/14/2025 11:10:20 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 999999	Cast(Pieceno as integer)	\\Transq
8227	10229	Print Manager	4/14/2025 11:10:20 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 7	Cast(Pieceno as integer),* GENDER	\\Transq
8226	10229	Print Manager	4/14/2025 11:10:20 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 999999	Docno	\\Transq
8225	10166	Error	4/14/2025 11:09:49 AM			Cast(Pieceno as integer)	
8224	10227	Print Manager	4/14/2025 11:05:20 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 999999	Cast(Pieceno as integer)	\\Transq
8223	10227	Print Manager	4/14/2025 11:05:20 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 7	Cast(Pieceno as integer),* GENDER	\\Transq
8222	10227	Print Manager	4/14/2025 11:05:20 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 999999	Docno	\\Transq
8221	10226	Print Manager	4/14/2025 11:05:00 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 999999	Cast(Pieceno as integer)	\\Transq
8220	10203	Print Manager	4/14/2025 11:04:40 AM			Cast(Pieceno as integer)	
8219	10224	Print Manager	4/14/2025 11:00:01 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 999999	Cast(Pieceno as integer)	\\Transq
8218	10224	Print Manager	4/14/2025 11:00:00 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 7	Cast(Pieceno as integer),* GENDER	\\Transq
8217	10224	Print Manager	4/14/2025 11:00:00 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 999999	Docno	\\Transq
8216	10223	Print Manager	4/14/2025 10:59:21 AM	isnull(mailtype6,'') = '' and (isnull(eStatement,N') = 'N')	paperpagecnt >= 1 and paperpagecnt <= 999999	Cast(Pieceno as integer)	\\Transq

FirstPrev12345NextLast

To see the filters and settings effect the print jobs listed click Refresh. Any changes you make to the view of the dashboard columns such as which are displayed, the order they appear, or the sort will remain as that user's settings upon the next login to uControl.

To edit which columns appear, click on the Ellipsis to the left of the columns. Check the ones that you would like displayed and uncheck those you want to remove from the view.

The **Print Job Status** dropdown allows you to sort by a specific status. All standard print level statuses are available; custom statuses will not be listed.

Print Job ID – This is the print job ID that was assigned when the print job was created. Enter the print jobID and click **Refresh** to find a specific print job.

Location – This dropdown will be populated with all of the locations that have been set up in PrintManager.exe/uSetup web.

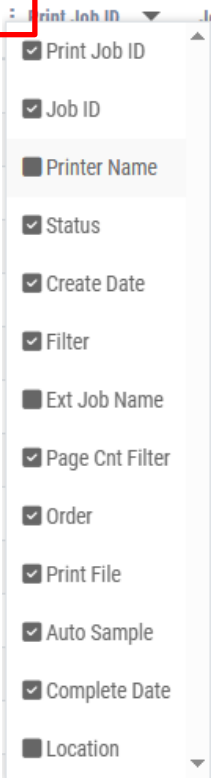
Records to Display – This is the number of records that will display on the Jobs tab.

As you make changes to the settings, click the **Refresh** button for those settings to take effect.

Auto-Refresh – If this is checked, the dashboard will continually update according to the number of seconds entered. Ten seconds is the fastest recommended or it will try to query too fast and timeout.

Print Job Ticket – Click on this in the Reports button to print a copy of the Print Job Ticket after selecting a specific print job on the dashboard.

Run Print Job Report – Click on this in the Reports button to print a copy of the Pint Job Report after selecting a specific print job on the dashboard.



Example:

Print Job Report				
Print Job Report for Print Job ID 1609				
Envelope ID	Account No	Statements	Impressions	Sheets
	123454321	1	1	1
	269275	1	1	1
	71701	1	1	1
	71705	1	1	1



Tips:

The submission ticket, consolidated job ticket, and print job ticket can each be accessed from the submission, job, or print job respectively.

If using those to track, they can be accessed, saved, or printed at any time through uControl.

Relay Unify Glossary

Users:

- **Relay Unify User** – User created that has access to all of the Relay Unify programs on the Relay Unify database. This includes every module except for Relay Unify Relay Unify Print Manager.
- **Relay Unify Relay Unify Print Manager User** – A user that is created in Relay Unify Relay Unify Print Manager and only has access to log into Relay Unify Relay Unify Print Manager. This user is set up in addition to the Relay Unify user because Relay Unify Relay Unify Print Manager is on the Print Queue database and not the Relay Unify database
- **Web User** – A user from admin level to end user that has a login to the web portal.
- **User Type** – There are three user types by default: admin, CSR, and end/standard user. Additional user types can be created and customized. Each user type can have multiple users.

Inserts – This would be a physical “buck slip” that is inserted on the inserter.

Onserts - This would be an add-on attachment (i.e. PDF of some special notification or marketing piece) that is meant to be printed in-line with the document that now becomes part of the document.

CLID/Client/Customer – These terms are used interchangeably and refer to the client setup in uSetup. Each client can have multiple submission types under it. The CLID is the unique number given to each client.

Map – The document that is created using Relay Unify Compose, our composition tool.

Omit – Documents marked not to get printed (excluding e-statements).

Exclude – Documents that do not get presorted; can still be printed but not with the standard run.

No Mail – Documents that are printed but not mailed (ex: send to customer).

Presort – In bins for mailing.

Cleanse – Make sure addresses are correct and updates them.

Submission Type – This is where the business rules are set up for a document.

Submission – Every time a data file is submitted, and a submission type is processed it is called a single submission. A submission type can have a submission run every month for example.

Job – A job consists of one or more submissions.

Merge Job – Consists of two or more submissions. Documents from either submission are merged into one document (mail piece) based on certain criteria. This can be done by Name, Address, or Account Number.

Combine Job – Consists of two or more submissions. Generally multiple submissions of smaller size are combined to get through Presort at once to receive presort discounts. The number of documents from each submission remains the same during a combine job.

Print Job – Created using a print configuration or manually in uPrint. One job can generate multiple print jobs.

Print File – The file(s) created as part of the print job that is sent to the printer. One print job can have multiple print files created by size or number of documents for example.