



Quick Start Guide

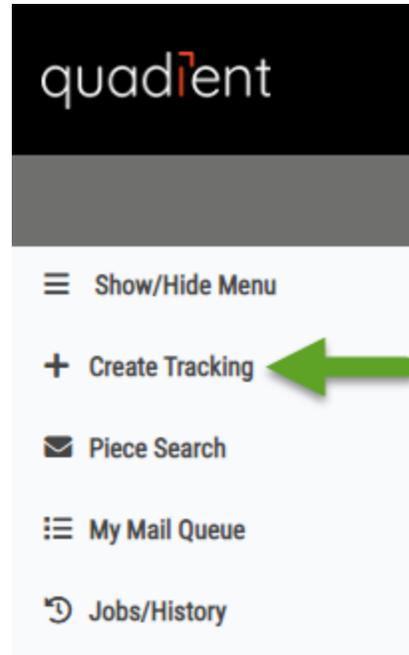
[Mail Piece Creation](#)

[Mail Piece Tracking](#)

[Proof of Delivery Retrieval](#)

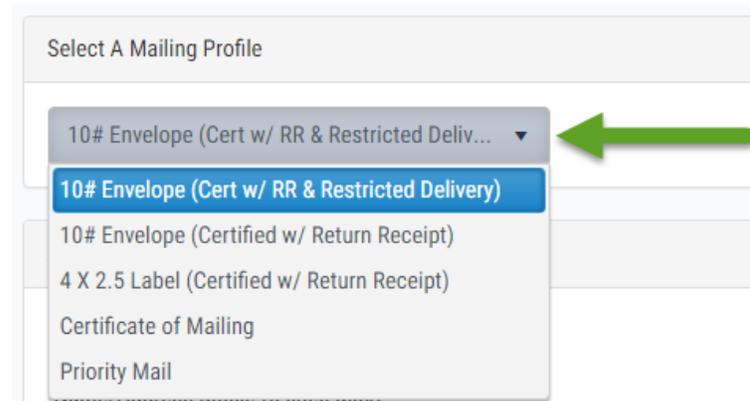
Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-Related Solutions, and Parcel Locker Solutions, Quadient helps simplify the connection between people and what matters. Quadient supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. For more information about Quadient, visit www.quadient.com.

1 Select Create Tracking from the left navigation bar.



2 Select preconfigured Mailing Profile.

Note: For more information watch "[How to create a mailing profile](#)" or view our [documentation](#).



3 Add a recipient address, or choose a pre-saved recipient address from the Address Book Lookup.

4 Calculate your postage by providing the number of pages in your mail piece, including the banner page. Alternatively, you can change the calculation method to weight or postage.

5 Click Save at the bottom of the page.

6 From My Mail Queue, select the pieces you are ready to mail.

The screenshot shows the 'My Mail Queue' interface. At the top, there is a search bar with a 'Go' button and a 'View Filter' dropdown set to 'All'. Below this is an 'Overview' section with a table of mail pieces. The table has columns for 'Recipient' and 'Tracking Number'. Three items are listed, with the first two having their checkboxes checked. At the bottom of the table, there are navigation controls including a page number '1', 'items per page' set to '20', and 'Items Selected: 2'.

Recipient	Tracking Number
<input checked="" type="checkbox"/> JANE DOE 123 MAIN ST ANYTOWN NY 12345	9214 8902 0910 6900 0655 59 Class: First Class Services: CM ERR
<input checked="" type="checkbox"/> JOHN SMITH 1234 MAIN ST ANYTOWN, NY 12345	9214 8902 0910 6900 0655 66 Class: First Class Services: CM ERR
<input type="checkbox"/> MR TEST 12345 MAIN ST ANYTOWN NY 12345	9214 8902 0910 6900 0655 73 Class: First Class Services: CM ERR

7 Download and print Banner Pages.

Note: The button to download banner pages can be found at the top and bottom of the page.

This screenshot shows the same mail queue interface but with a focus on the 'Download Banner Pages' buttons. A green arrow points upwards from the table area to the 'Download Banner Pages' button at the top. Another green arrow points downwards from the table area to the 'Download Banner Pages' button at the bottom. The table shows three items with their 'Created Date' and action icons (print, edit, delete). The bottom of the table indicates '1 - 3 of 3 items'.

Created Date	
11/3/2022 8:03:35 AM	[Print] [Edit] [Delete]
11/3/2022 8:04:10 AM	[Print] [Edit] [Delete]
11/3/2022 8:05:04 AM	[Print] [Edit] [Delete]

8 Submit your pieces to the USPS in order to activate the tracking numbers for each piece submitted.

Note: The button to submit pieces can be found at the top and bottom of the page.

The screenshot shows a web interface for mail piece creation. At the top, there are two buttons: 'Download Banner Pages' and 'Submit Pieces to the USPS'. A green arrow points to the 'Submit Pieces to the USPS' button. Below this is a table with three rows, each representing a mail piece. The first two rows are highlighted in blue. Each row has a 'Created Date' column and a column with three icons: a document, a pencil, and a trash can. A green arrow points to the second icon in the second row. At the bottom of the table, there is a pagination indicator '1 - 3 of 3 items'. Below the table, there are two more buttons: 'Download Banner Pages' and 'Submit Pieces to the USPS'. A green arrow points to the 'Submit Pieces to the USPS' button.

9 After submitting your pieces to the USPS you will land on the Jobs Confirmation page. From here, print the Firmbook (PS Form 3877) by clicking the second Action button from the left.

Note: Take the firmbook to the post office when mailing your pieces to have it receipted by the USPS (postmarked). The postmarked firmbook becomes your receipt. (Source: USPS [Domestic Mail Manual](#), Section 503, 1.10 Receipts)

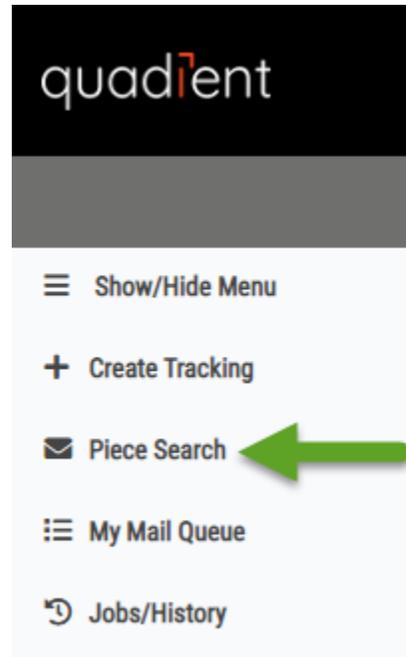
Congratulations! Your mail pieces can now be put into the mail stream.

The screenshot shows the 'Submitted Mailing Jobs Confirmation' page. The title is 'Submitted Mailing Jobs Confirmation'. Below the title is a message: 'The mailing jobs listed below have been submitted to the USPS. Click on the'. Below this is a table with three columns: 'ID', 'EFN', and 'Pie'. The table has one row with the following data: ID: 387989, EFN: 9275090211390300000019544, Pie: 1. Below the table is a green button labeled 'Done'. Below the 'Done' button is an 'Actions' section with four buttons. The second button from the left is highlighted with a green box.

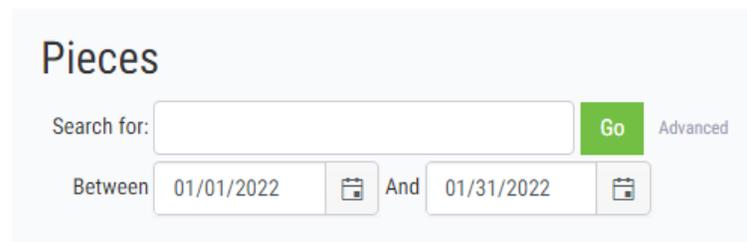
ID	EFN	Pie
387989	9275090211390300000019544	1

Now that your pieces have been successfully mailed, you can track your pieces using the Piece Search page.

1 Select Piece Search on the left navigation bar.



2 Search for your mail piece by entering a tracking number in the search bar.

A screenshot of the 'Pieces' search interface. It features a search bar with the text 'Search for:' and a green 'Go' button. To the right of the search bar is a link labeled 'Advanced'. Below the search bar are two date range filters: 'Between 01/01/2022' and '01/31/2022', each with a calendar icon.

3 You can also utilize the advanced search feature by clicking "Advanced" on the right of the search bar.

Advanced Search

Field	Filter
Status	= [dropdown]
POD	= [dropdown]
Added	Between 11/07/2022 [calendar] And 11/21/2022 [calendar]
Barcode	Contains [input]

4 Advanced Search allows you to filter your search by piece status, whether the piece has a Proof of Delivery or not, address, custom fields, and more.

Advanced Search

Field		Filter
Status	=	<input type="text"/>
POD	=	<input type="text"/>
Added	Between	<input type="text" value="11/07/2022"/>
Barcode	Contains	<input type="text"/>
Address 1	Contains	<input type="text"/>
Address 2	Contains	<input type="text"/>
Address 3	Contains	<input type="text"/>
Address 4	Contains	<input type="text"/>
Address 5	Contains	<input type="text"/>
Address 6	Contains	<input type="text"/>
Address 7	Contains	<input type="text"/>
Address 8	Contains	<input type="text"/>
Address 9	Contains	<input type="text"/>
Return Reference	Contains	<input type="text"/>
Custom 1	Contains	<input type="text"/>
Custom 2	Contains	<input type="text"/>
Custom 3	Contains	<input type="text"/>
Custom 4	Contains	<input type="text"/>
Custom 5	Contains	<input type="text"/>
Custom 6	Contains	<input type="text"/>
Custom 7	Contains	<input type="text"/>
Custom 8	Contains	<input type="text"/>
Custom 9	Contains	<input type="text"/>
Custom 10	Contains	<input type="text"/>
Customer Reference	Contains	<input type="text"/>

5 Once you've found your mail piece, stay informed about tracking events by clicking the far left action button.



Congratulations! Your mail piece is now delivered! What's next?

There are three ways to get your Proof of Delivery (POD), also referred to as the Electronic Return Receipt or Signature File:

1 Web Portal: After the mail piece is delivered, on the Piece Search page a Proof of Delivery action button will be available.

2 Email: Send Proof of Delivery files to your inbox:

1 for every piece created when email notifications are set using a preconfigured [Mailing Profile](#)

2 or when needed at the time the piece is created.

An example of the email and Proof of Delivery file can be seen on the right.

3 Batch Download: Proof of Deliveries can be automatically downloaded to a folder in your local environment with [ConnectSuite Automate](#).



connectsuite Tracking Number: 9214 8901 9403 8307

Hello User Name

Thank you for using ConnectSuite. Attached is your POD!

Address

Shipment Activity	Location	Date & Time
DELIVERED	WINONA, MN 55987	3/6/2020 8:20:00 PM

MAILER: Company Name

Date Produced: 03/09/2020

ConnectSuite Inc.:

The following is the delivery information for Certified Mail™/RRE item number 9214 8901 9403 8307
Our records indicate that this item was delivered on 03/06/2020 at 09:13 a.m. in WINONA, MN 55987. The scanned image of the recipient information is provided below.

Signature of Recipient:

Address of Recipient: Address of Recipient Here

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,
 United States Postal Service

The customer reference number shown below is not validated or endorsed by the United States Postal Service. It is solely for customer use.

This USPS proof of delivery is linked to the customers mail piece information on file as shown below:

Address



Great work! Now that you are familiar with Mail Piece Creation, Tracking, and Proof of Delivery Retrieval, you are empowered to complete your daily tasks as efficiently as possible. Happy mailing!

For more information be sure to check out our [e-Certify Help Center](#).

For helpful how-to videos check out our [Youtube Channel](#).

Can't find an answer to your question? [Email us](#).