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## USPS IBIP Shipping Labels

*Installation and User Guide*



### **DO THIS FIRST**

**Verify your thermal label printers are capable of printing Endicia Postage Labels.**

**DO NOT ATTEMPT A PRINTER UPGRADE WITHOUT A WORKING 2ND PRINTER AVAILABLE**  
**If the upgrade fails you would be without a working label printer**

Using the CMS Workstation connected with a thermal label printer, enter the following web address into your Internet Explorer Address box to be directed to the Zebra Technologies Upgrade Printer Firmware web site.

[www.ups.zebra.com/ctp/upgrade.aspx](http://www.ups.zebra.com/ctp/upgrade.aspx)

Follow the detailed step-by-step instructions to verify your printers are capable of printing IBIP postage through Endicia. If your printer needs upgrading, the web site will walk you through the upgrade process. If it cannot be upgraded, you will not be able to use Endicia until a compatible printer is available. Once your thermal label printers are qualified, follow the account activation and installation procedures, starting on the next page.

#### IMPORTANT REMINDER

Printing IBIP USPS labels has the same dollar impact as printing a postage meter strip. You are effectively dealing with CASH. If a label is wrong in any way and needs to be corrected **DO NOT SIMPLY TEAR IT UP AND THROW IT AWAY. VOID IT FIRST**. Incorrect or damaged labels must be VOIDED in CMS in order for the postage amount to be credited to your Endicia account. Once VOIDED then the label can be destroyed, although you may want to have an internal audit system where you maintain voided IBIP labels as physical evidence that the label was not accidentally used.

## Printing USPS IBIP Shipping Labels

Once you set up an Endicia Label Server account in iShip, the shipping labels for most packages shipped using USPS services will include the proper postage amount. The postage is included in an Information Based Indicia Postage (IBIP) Barcode on the label.

Endicia is an internet postage provider who is partnering with iShip to offer you this feature.

### *Let's get started.*

1. Before you begin, make sure that your CMS site address is correct and has been validated. This is your center's physical address and is required by Endicia and the USPS. To have iShip re-validate your address, in CMS go to Administration...Site Configuration...Center Information. Add a space to the end of your street address and click "Save". iShip will then validate, using the standard AV&V dialog, which formats your Center Info correctly. Accept and save any modifications.

The screenshot shows the "Center Information" dialog box with the following fields filled out:

- Account No.: ACME
- Attention: John Doe
- Company or Name: Acme Co.
- Address Line 1: 1234 Main St.
- Address Line 2: (empty)
- Address Line 3: (empty)
- City: Seattle
- State: Washington
- ZIP Code: 98111
- Country: United States
- Telephone: (555) 555-5555
- Fax: (empty)
- E-Mail: Acme@acme.com
- Tax ID: (empty)
- Tax ID Type: (Select One)

At the bottom, there is a red message: "Your changes will be applied the next time you price or ship a new package." and "Save" and "Cancel" buttons.

Examples of improper addressing that can prevent validation of Center Information.

The screenshot shows the "Center Information" dialog box with three examples of improper addressing highlighted in red and callouts:

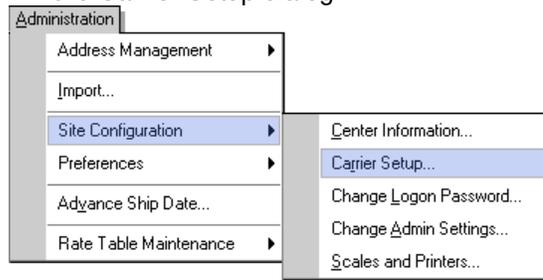
- Address Line 1:** 1234 Main St. Bldg 5 Suite 102. Callout: "Address Line 1: Must be street level address including Bldg and/or Suite"
- Address Line 2:** ~~PO Box 222~~. Callout: "Do not use both street address and PO Box in Center Info."
- Address Line 3:** ~~DO NOT ADDRESS CORRECT~~. Callout: "Do not use address lines for other messaging."

The other fields in the dialog box are the same as in the previous screenshot. At the bottom, there is a red message: "Your changes will be applied the next time you price or ship a new package." and "Save" and "Cancel" buttons.

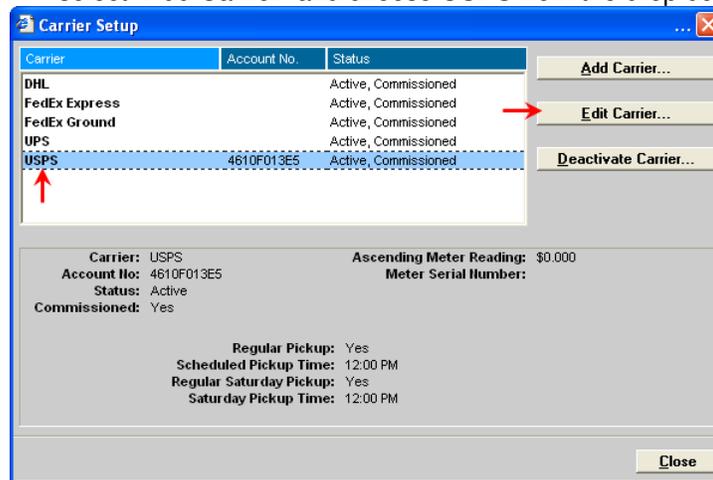
- Next, let's configure your USPS carrier account with Endicia Label Server. If you haven't already setup a USPS account you will need to do so through the Carrier Setup dialog.

**Endicia Account Setup**

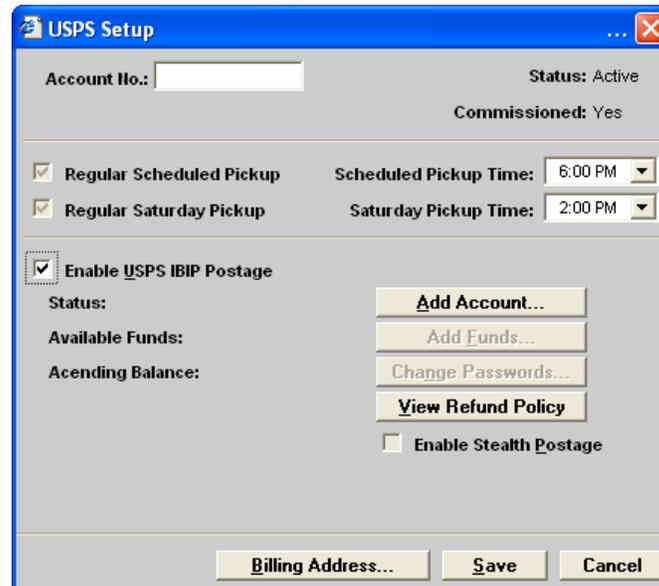
Have your credit card handy to set up an Endicia Label Server account and navigate to Carrier Setup through Administration ...Site Configuration.



- Choose "Carrier Setup" from the Administration...Site Configuration menu. Open the USPS Setup dialog. If you have an existing USPS account, select it then choose "Edit Carrier". If you do not have an existing USPS account, select "Add Carrier" and choose USPS from the drop down list.

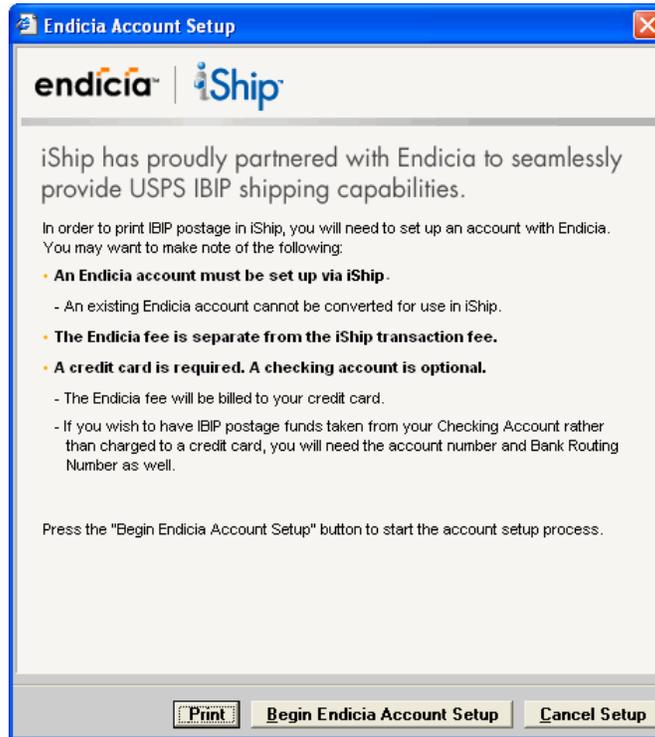


- Check the box for "Enable USPS IBIP Postage".
- Click "Add Account".

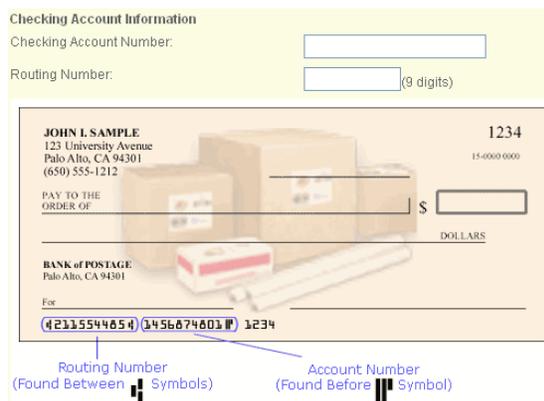


**Note:** If you don't see "Enable USPS IBIP Postage" checkbox, your iShip account is not enabled for Endicia.

6. Read the important explanation about your Endicia Label Server account and payments for the Endicia fee, iShip fee, and any IBIP labels you print.
7. Click “Begin Endicia Account Setup”.



8. Enter the information for the credit card you wish to use. You must use a credit card to make your Endicia fee payments. You may charge your postage payments to this credit card or select a different payment method for postage usage. The name and address must be the same as the name and billing address for the selected credit card.
9. Select a USPS Postage Payments option.
  - a. Choose the credit card option to have your postage funding account funded from the credit card. Choose the checking account option to have the funding account funded from a checking account.
  - b. If you choose “Deduct postage from my checking account”, enter the checking account information. You can find the Bank Routing Number within the string of numbers located at the bottom of one of your checks. The first 9 numbers from the left at the bottom of your check are your Bank Routing Number. This number is always 9 digits. Check with your bank to be sure the routing number is the one used for ACH transactions. ***This option is recommended.***



10. Click “Next”.

### Endicia Account Setup

To print IBIP shipping labels in iShip, you will pay a monthly fee directly to Endicia. A credit card is required to pay the Endicia service fee.

Unlike shipping with other carriers, which invoice you for your shipping activity, the USPS requires that payment be received at the time of shipping. Your postage funding account (funded from either a checking account or from a credit card) is set up in advance of shipping. You will draw on this account as you ship.

You may change the account used to fund your IBIP shipping at any time.

11. Enter a unique but easy to remember Pass Phrase and Password. The Pass Phrase must be multiple words and should include letters, numbers and non-text characters. To meet the Pass Phrase requirements, you can use complete sentences. For example: "Where do you work? 100 Main Street!" You can also swap out letters for other characters: "I w0rk @t a bank where we hand1e a l0t Of m0ney."
12. Click "Next".

**Account Security**

Endicia requires a Pass Phrase and an Internet Password that are used for different purposes.

The Pass Phrase is used to print USPS IBIP labels and to add funds to your Endicia Label Server account.

The Internet Password is used to edit and void USPS shipments and to access your Endicia account on Endicia's website.

Note: Endicia may require you to change the Pass Phrase every so often. iShip recommends that you change your Pass Phrase every 60 days.

**Endicia Account Setup**

2 | Account Security endicia™

**Pass Phrase**  
 Your Endicia Pass Phrase will be used to print USPS IBIP labels and to add funds to your Endicia account.  
 Pass Phrase Requirements: Must be between 5 and 64 characters. Must include more than one word. Should include at least one of each of the following: upper and lower case letter, number, and non-text character (e.g. punctuation).

Pass Phrase:   
 Confirm Pass Phrase:

**Password**  
 Your Endicia Password will be used to access your Endicia account information on the Endicia web site. NOTE: iShip cannot manage the Endicia Password after setup is complete. If you forget or need to change your Endicia Password after setup, you will need to contact Endicia directly for help.  
 Password Requirements: Must be between 5 and 17 characters. Cannot be the same as the Pass Phrase.

Password:   
 Confirm Password:

13. Enter your e-mail address and a challenge question as instructed.
14. Click "Next".

**Endicia Account Setup**

3 | Additional Information endicia™

**Email Address**  
 An e-mail address is required in order for Endicia to communicate with you.

E-mail Address:   
 Confirm E-mail:

**Challenge Question**  
 The Answer to your Challenge Question will be required if you ever forget your Pass Phrase. Your Challenge Question should be on that you or anyone authorized would know easily, without looking it up, but that other people would not know.

Challenge Question:   
 Answer:   
 Confirm Answer:

15. Click on each of the buttons to access the USPS Privacy Act Statement, the PC Postage Privacy Principles, the Endicia Terms & Conditions, and the Endicia Refund Policy.
16. Check the “I certify...” box to verify the accuracy of the information you entered.
17. Click “Finish”.

#### Policies & Agreements

You should review this information before completing setup.

Pay particular attention to the Refund Policy as edits to an IBIP label shipment will involve a refund request from Endicia for the old label. Also, when a shipment is voided in CMS iShip automatically sends an electronic refund request to Endicia. Refund amounts will be credited to your account within 14 days, once it is verified that the label has not been used.

A new Management report called “USPS Refund Receivable Report” is available in CMS to help you track any expected refunds.

**4 | Agreements** endicia™

**Privacy Policy and Terms & Conditions**  
Please review the following documents before completing setup.

USPS Privacy Act Statement  
PC Postage Privacy Principles  
Endicia Terms & Conditions

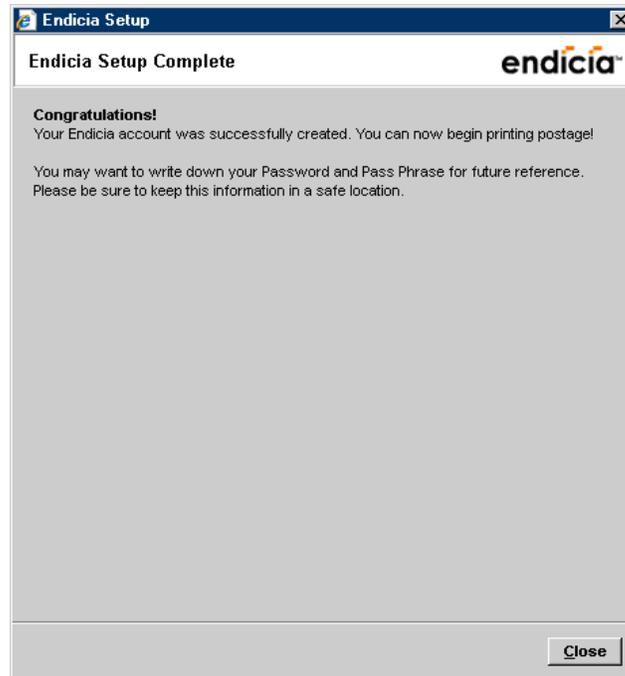
**Endicia Refund Policy**  
You must follow the Endicia refund guidelines and process in order to qualify for a refund on misprinted postage. NOTE: iShip will automatically request a refund for all voided USPS shipments.

Endicia Refund Policy

I certify that all information furnished is accurate and truthful. I also certify that I have read and understand the USPS Privacy Act Statement, PC Postage Privacy Policy, Endicia User Agreement, Refund Policy, and all their contents.

< Back   Finish >   Cancel

18. Click “Close”.  
***Account setup is complete and you will receive a confirmation e-mail from Endicia.***

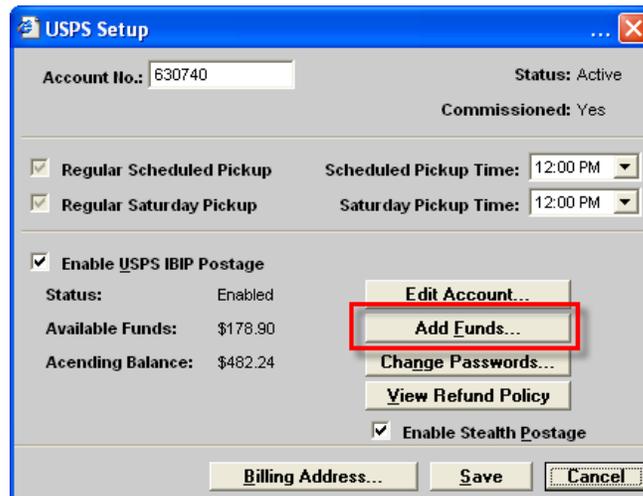


19. Go back to the USPS setup page.
20. Click "Add Funds".

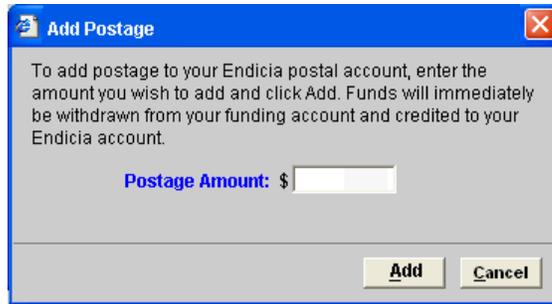
#### Add Funds

You will need to add funds to your account before printing IBIP shipping labels. You can add funds to your account at any time by going to the USPS Setup window.

We recommend adding funds to cover several weeks of your USPS shipping.



21. Enter a postage amount.  
***The maximum balance for an Endicia postage account is \$3,000 at any one time.***
22. Review the postage amount on the Confirm Dialog. Click "Yes" to add funds. Your requested funds will be debited from the specified credit card or withdrawn from the checking account. Click "No" to return to the Add Postage dialog and change the amount.

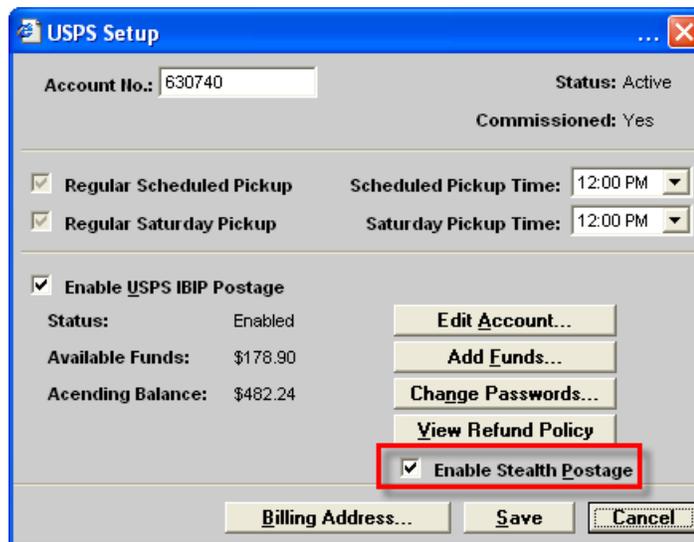


23. Check the “Enable Stealth Postage” checkbox to keep the postage amount from displaying on USPS shipping labels. Uncheck the box to have the postage amount displayed.
24. Click “Save” to save your changes to the USPS setup.

#### Enable Stealth Postage

If you want to hide the postage amount on the USPS labels, you can leave the checkbox for “Enable Stealth Postage” checked. This is a very useful feature if you don’t want your customers or recipients to see postage cost on the shipping label. The IBIP bar code will include correct postage, but no human readable amount will be displayed.

**Note:** This setting DOES NOT prevent the postage amount from printing on USPS customs forms. Postage fees are required to display for international shipments.



***You're ready to begin printing postage!***

## Printing IBIP Labels in iShip

IBIP labels are printed on your thermal printer. However, if you are using an Eltron Orion printer, you will need to switch to a newer model printer. An Eltron Orion is not able to print the barcode portion of the IBIP label. If you have a newer printer, verify that the printer's firmware version is updated. See Appendix A for complete instructions.

Once your printer is verified as IBIP capable you will receive labels like this:

### USPS IBIP Labels

Once you have an Endicia IBIP account, you can print USPS IBIP labels for the following services:

- Domestic Express Mail
- Domestic Parcel Post
- Domestic Priority Mail
- International Express Mail
- International Priority Mail

If IBIP is not available for a service, a "label not available" icon (⊘) will display next to that service in the rate list. If you don't see the icon, a postage-paid IBIP label will print for that service.

To the right is a sample IBIP label.



Notice the barcode at the bottom of the shipping label has 8 digits concatenated (added) to the beginning of the tracking number. 420 is the USPS code, the next 5 digits represent the destination zip code. "The CONCATENATED barcode ... is preferred by the USPS because it contains the delivery address ZIP Code, serves as the basis for Confirmation Services scanning information, and promotes mail processing efficiencies with automation equipment."

### Find the Shipment

To retrieve your USPS shipment in CMS for editing or voiding, scan the receipt instead of the shipping label.



Because of the 8 extra digits, when scanning the shipping label barcode into CMS, the shipment will not be found. You could remove the first 8 digits after scanning the IBIP barcode into CMS or simply scan the CMS shipment

receipt instead and CMS will find the shipment. You can also locate the transaction using the View Transaction dialog on the CMS menu.

**USPS service options are available for domestic shipping. Supported options are:**

1. Delivery Confirmation
2. Signature Confirmation
3. Insured Mail (Third Party Parcel Insurance)
4. Certified Mail
5. Electronic Return Receipt

**There are several things to keep in mind about printing IBIP shipping labels.**

1. In PSS, the IBIP functionality is not available in Offline mode.
2. If the Ship Date is advanced more than seven days past the current date, IBIP labels will not be available.
3. The USPS provides rate discounts for IBIP services:
  - o **8%** on international Express Mail
  - o **5%** on international Priority Mail
  - o Average **3%** on domestic Express Mail (Effective 5/12/08)
  - o Average **3.5%** on domestic Priority Mail (Effective 5/12/08)
4. There are also specially discounted rates for USPS service options:
  - o Delivery Confirmation:
    - Priority Mail: **free** vs. \$0.65
    - Parcel Post: **\$0.18** vs. \$0.75
  - o Signature Confirmation: **\$1.75** vs. \$2.10
5. There is up to an **85%** discount on parcel insurance.

**NOTE:**

The Endicia discounts are applied to the postage affixed to an IBIP label but will not display in the cost displayed parenthetically in CMS. The parenthetical amount will

Carrier & Service	Price	Delivery Date & Time
R UPS Next Day Air Early AM	91.01	Mon 2/25/08 8:00 AM
S UPS Next Day Air Early AM	108.79	Sat 2/23/08 9:00 AM
T UPS Next Day Air Saver	51.61	Mon 2/25/08 EOD
U <input checked="" type="checkbox"/> USPS Express Mail	35.77	Sat 2/23/08* EOD
V <input checked="" type="checkbox"/> USPS Parcel Post	10.80	Thu 2/28/08* EOD
W <input checked="" type="checkbox"/> USPS Priority Mail	11.51	Mon 2/25/08* EOD
X FedEx Ground	--	Wed 2/27/08 EOD

\* Delivery Date not guaranteed  Shipping label not available

Meter Amount

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Total: ( \$6.85 ) \$ 11.51

always display the amount of postage required if the item was to be metered. This is to protect against insufficient postage being applied in the event metering is required. Example: You are unable to add funds to your Endicia account and have to

process the transaction immediately, so you choose to meter the postage instead of print an IBIP label.

## Maintaining your Endicia Label Server Account

You will access your Endicia Label Server account from iShip in order to view or modify information about the account.

1. Click "Edit Account" from the USPS Setup dialog if you need to review or change Endicia Label Server account information such as your payment method or your billing address.

**You will need your Account No., shown at the top of the setup dialog, to log into your Endicia Label Server account.**

To access your Endicia account, you will be prompted for your account number (located HERE) and your password.

### Edit Account

When you want to edit your Endicia Label Server account information, such as setting up a different form of payment, you will be directed to the Endicia website.

To log in to the website, you will need your Endicia account number, which is displayed on the USPS Setup dialog, and the password you provided during setup.

2. Enter your Endicia Label Server account number and Password onto the Endicia Customer Login page. Once logged in, you will be able to navigate between different account management options.

- You will see a summary of your account as well as see the details of each transaction. USPS shipments are insured with parcel Insurance. Endicia will bill you separately for the insurance and you will be able to view what insurance fees are due by clicking on [Unbilled Insurance](#). Unlike postage labels where you pay as you print, you are not prepaying for insurance.

(0) :: Check Out  
Acct 123456 :: Log Out

Account

Account Summary
Update Profile ▾
Download Software
Tools ▾
Reports ▾
Close Account

John Doe :: Member Since 09/19/2007
Postage Balance :: \$ 421.05

## Account Summary

November 16, 2007 - Welcome John

<b>Account #123456</b>	<b>Recent Store Purchases</b>
Account Established: 09/19/2007	No store purchases.
Service Plan: Monthly, ELS Label Server	
Fees Paid Through: 10/19/2007	
Last Billing Date: N/A	
Last Billed Amount: N/A	
<b>Postage Usage</b>	
Total Postage Purchased: \$828.17	
Total Postage Printed: \$407.12	
Postage Balance: \$421.05	
<b>Endicia Insurance</b>	
Insured Fees Due at Next Billing	<a href="#">Unbilled Insurance</a>
<b>Quick Links</b>	
<a href="#">Lookup Package</a>	<a href="#">Account Transactions</a>
<b>Order Free Supplies From USPS</b>	
<a href="#">Priority Mail Supplies</a>	<a href="#">Express Mail Supplies</a>

- Click on [Account Transactions](#) or go to Reports...Account Transactions to run a transactions report. Each transaction is available on the report as soon as it's processed in CMS. Keep in mind a refund is not treated as a separate transaction, so you won't see it listed alone on the "All Transactions" view of the report as shown here.

ID	Date/Time	Postmark	Destination	Type	Mail Class	Amount	Balance
0	09/19/07 11:01:25 AM	09/19/07		Postage Purchase		\$15.00	\$15.00
1	09/19/07 11:01:49 AM	09/19/07	98021-8291	Postage Print	Priority Mail Delivery Confirmation	\$6.55	\$8.45
1	09/19/07 11:11:27 AM	09/19/07		Postage Purchase		\$100.00	\$108.45
2	09/19/07 11:11:41 AM	09/19/07		Postage Print	Priority Mail International	\$19.00	\$89.45
3	09/20/07 3:46:52 PM	09/20/07	80302-8761	Postage Print	Priority Mail Delivery Confirmation	\$4.60	\$84.85
4	09/21/07 2:57:35 PM	09/21/07	98006-6127	Postage Print	Parcel Post Delivery Confirmation	\$10.82	\$74.03
5	09/21/07 3:00:04 PM	09/21/07	98006-6127	Postage Print	Parcel Post Delivery Confirmation	\$4.68	\$69.35
6	09/21/07 3:02:43 PM	09/21/07	98006-6127	Postage Print	Priority Mail Delivery Confirmation	\$4.80	\$64.75

- However, to see whether a transaction has been refunded, select “Trackable Items” from the Show dropdown. If there was a refund issued for any transaction (either because you voided it in CMS or explicitly requested a refund on the Endicia website), you’ll see the word “Refunded” for that transaction as shown here.

ID	Date/Time	Postmark	Destination	Mail Class	Amount	Weight	Status
1	09/19/07 11:01:49 AM	09/19/07	John Doe 505 223RD PL SE BOTHELL, WA 98021-8291	Priority Mail Delivery Confirmation <a href="#">9101148008600350481614</a> <b>Refunded</b>	\$6.55	2 lb	The tracking information for this item was received by the US Postal Service at 7:11 PM on 09/19/2007, but the item has not yet been scanned in the mailstream. Please check back later.
2	09/19/07 11:11:41 AM	09/19/07	France 123 rue de main Paris France 01234567	Priority Mail International <a href="#">CJ202312749US</a> <b>Refunded</b>	\$19.00	1 lb	The tracking information for this item was received by the US Postal Service at 2:00 PM on 09/19/2007, but the item has not yet been scanned in the mailstream. Please check back later.
3	09/20/07 3:46:52 PM	09/20/07	Jane Doe 123 MAIN ST BOULDER, CO 80302-8761	Priority Mail Delivery Confirmation <a href="#">9101148008600351516636</a> <b>Refunded</b>	\$4.60	1 lb	The U.S. Postal Service was electronically notified by the shipper on September 20, 2007 to expect your package for mailing. This does not indicate receipt by the USPS or the actual mailing date. Delivery status information will be provided if / wh
4	09/21/07	09/21/07	Paul A. Bilibin	Parcel Post	\$10.82	7 lb	The U.S. Postal Service was electronically notified by the shipper on September 21, 2007 to expect your package for mailing. This does not indicate receipt by the USPS or the actual mailing date. Delivery status information will be provided if / wh

- To update your account information, select “Update Profile” from the menu. If you ever need to change your credit card or bank account information, go here.

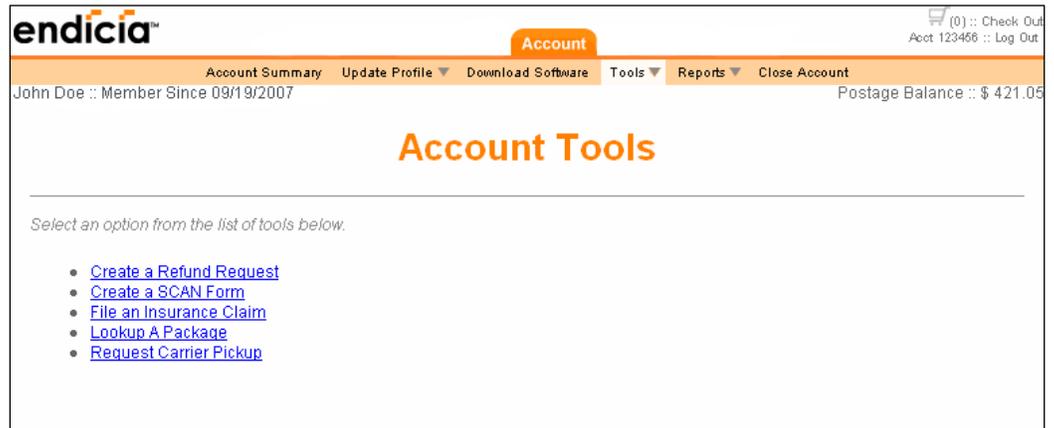
John Doe :: Member Since 09/19/2007 Postage Balance :: \$ 421.05

## Update Your Account

To update your profile, please choose from one of the options below.

- [Update Your Contact Information](#)
- [Update Your Mailing Address](#)
- [Update Your Payment Method](#)
- [Update Your Physical Address](#)
- [Update Your Privacy Options](#)
- [Update Your Service Plan](#)

7. Use the Account Tools to:



- Create a refund request
- Create a SCAN (Bulk acceptance SCAN) form

The screenshot shows the USPS 'Shipment Confirmation Acceptance Notice' form. It includes the USPS logo and the following sections:

- A. Mailer Action:** A note to mailers and a 'Shipment Date' field.
- Shipped From:** Fields for Name, Address, City, State, and ZIP+4\*.
- Table:** A table with two columns: 'Type of Mail' and 'Volume'.
 

Type of Mail	Volume
Priority Mail Service*	55
Express Mail Service**	0
International Mail*	0
Other	51
<b>Total Volume</b>	<b>106</b>
- B. USPS Action:** Instructions for USPS employees to scan the form.
- Barcode:** A barcode with the number 9150148008600016106941 below it.

The SCAN form is similar to a Driver's Manifest that is used for other carriers. Printing a Scan Form just prior to handing USPS Packages over to a driver or postal location will link all domestic destinations to a single bar code on the form. After Endicia uploads the transaction data to USPS (nightly) all the domestic packages are marked as accepted by USPS. When tracking these packages they will show as "accepted by USPS", proof that USPS has the item in their system. You can view the status of the entire SCAN and each individual package on the USPS web site. When your customers track the status of their packages using the information from the automatic e-mail notification sent from iShip; they will see "The USPS accepted this item at Date and Time" instead of the

generic In-Transit status that the USPS normally posts. USPS Tracking Link <http://www.usps.com/shipping/trackandconfirm.htm?from=global&page=0035trackandconfirm>

- To create a SCAN form, click on the [Create a SCAN Form](#) link under Account Tools. You will then see a list of packages for which you've printed IBIP labels (domestic items only). To exclude any of the packages from the form, check the "Remove From Request" box for that transaction. Once you're satisfied with your selection, click on

“Continue SCAN Request”. Create a SCAN (Bulk acceptance SCAN) form

Account Summary Update Profile Download Software Tools Reports Close Account

## SCAN History

Account 123456

The following items will be included for barcode manifesting. To exclude mail pieces, please check the item. Up to 200 transactions will be selected per SCAN Request.

[Select All](#) - [Clear All](#)

Remove From Request	PIC ID	Transaction Date	TO ZIP CODE	AMOUNT	Tracking Number
<input type="checkbox"/>	47362002	02/13/08 - 1:01:54 PM	85009-4521	\$6.33	<a href="#">9102148008600473620029</a>

[Continue SCAN Request](#)

You will then confirm that you want to “Create SCAN Request” and click the button to print the form. Pay particular attention to the Notice that “Items included on a SCAN form will *NOT* be eligible for a refund of postage...” A scan form will be displayed that you can print to a plain paper printer.

Account Summary Update Profile Download Software Tools Reports Close Account

## SCAN History

Account 123456

**You have selected 1 items. Please make sure to print out the form on the next page.**

**Notice:**  
Items included on a SCAN form will *NOT* be eligible for a refund of postage. Please be sure to *ONLY* include items that will be mailed.

[Create SCAN Request](#)

- o File an insurance claim – In the event that your customer needs to make an insurance claim on a USPS shipment for which an IBIP shipping label was used, you will file the claim (through Endicia) on the customer’s behalf. Instructions on how to file the claim are on the Insurance Claim Form Request as shown here. Keep in mind that the customer will need to make claims directly to the USPS if the shipment was sent without using an IBIP shipping label.

**endicia™** Home Products Support **Account** Developers Store 0 Check Out Acct 123456 Log Out

[Account Summary](#) [Update Profile](#) [Download Software](#) [Tools](#) [Reports](#) [Close Account](#)

## Insurance Claim Form Request Instructions

**Select transactions that were:**  
Addressed to 5-digit ZIP code   
**and**  
Created   
*(Must be in the last 90 days)*

OR

**Select transactions having:**  
Tracking ID (PIC Number)

OR

**Select transactions:**  
Between  and   
*(Must be in the last 90 days)*

OR

**Select transactions in the last 90 days.**

This web-page guides you through following procedure to request an Insurance Claim Form for lost or damaged USPS parcels:

1. Generate a list of transactions.
2. Click the "Claim Form" link of the transaction.
3. Print out the Claim Form.
4. Follow the instructions on the form.

To get started, select one of the methods on the left to choose your transactions, fill in the boxes, and click the "GO" button.

1-800-576-3279 x130

If you have any questions, our customer support representatives are available to assist you **Monday-Friday 7am-5pm (Pacific)**.

- Lookup a package
- Request carrier pickup

8. Go to Account Reporting Tools to view different aspects about your USPS shipping. You can run and view any of the following Endicia Label Server reports:
  - Carrier Pickup History
  - Delivery Statistics
  - Insurance Fees
  - Account Transactions
  - Service Fees
  - Refund Requests
  - Store Purchases
  - SCAN History

The screenshot shows the Endicia account dashboard. At the top, there is a navigation bar with the Endicia logo on the left and a shopping cart icon with "(0) :: Check Out" and "Acct 123456 :: Log Out" on the right. Below the navigation bar, there are several menu items: "Account Summary", "Update Profile", "Download Software", "Tools", "Reports", and "Close Account". The user's name "John Doe :: Member Since 09/19/2007" and "Postage Balance :: \$ 421.05" are displayed. The main heading is "Account Reporting Tools". Below the heading, there is a message: "To create a report, please select from the options below." followed by a bulleted list of links: "Carrier Pickup History", "Delivery Statistics", "Insurance Fees", "Account Transactions", "Service Fees", "Refund Requests", "Store Purchases", and "SCAN History".

9. If for some reason you decide to discontinue using Endicia, you will need to close your Endicia Label Server account. Then, if you decide to use Endicia again, you will have to set up a new account through CMS. To close your Endicia Label Server account, click on "Close Account" and click "Continue".

The screenshot shows the Endicia "Close Your Account" page. At the top, there is a navigation bar with the Endicia logo on the left and a shopping cart icon with "(0) :: Check Out" and "Acct 123456 :: Log Out" on the right. Below the navigation bar, there are several menu items: "Account Summary", "Update Profile", "Download Software", "Tools", "Reports", and "Close Account". The user's name "John Doe :: Member Since 09/19/2007" and "Postage Balance :: \$ 421.05" are displayed. The main heading is "Close Your Account". Below the heading, there is a large green box with the text: "Attention! Attention! Attention! You are closing this account." followed by a message: "You have selected to close this account. This account can **not** be re-opened. You will need to re-apply for another account." Below this, there is a message: "When you close your account any unused postage will be refunded back to you. Your account closure will only become final after all pending refunds on this account have been processed." Below this, there is a message: "No refund requests are permitted after the account is closed. You must make sure all refund requests are made **prior** to closing the account." Below this, there is a message: "Click the continue button to **CLOSE** this account. Step 1 of 2." Below this, there is a "Continue" button. At the bottom, there is a link: "For rules and regulations governing the collection of this information. Please refer to the [United States Postal Service Privacy Act Statement](#) for further clarification."

## International Packages and Customs Forms

### Limit on Commodities

There is a limit of 5 commodities for each USPS shipment.

For international Priority and Express Mail, the required PS Form 2976-A customs forms are printed automatically. The first copy of the 4 forms printed on your desktop printer (inkjet or laser) becomes the USPS shipping label and includes the IBIP postage as well as the USPS Round Date Stamp.

Sample of International Express Mail:

**EXPRESS MAIL**  
UNITED STATES POSTAL SERVICE®  
**EMS**

**Customs Declaration Dispatch Note - CP 72**

EV970000700US9510025200AU10

www.usps.com  
US POSTAGE PAID ONLINE DISCOUNT RATE

48 to 48 oz - 03/19/2007 18702 from 18702 071V0050327423

**EV 970 000 700 US**

**From**  
YOUR NAME  
YOUR COMPANY  
URBCODE 1234  
YOUR SUITE  
123 YOUR ST  
YOUR CITY PR  
USA

**To**  
FULL NAME  
COMPANY NAME

**Scheduled Delivery Date:**

**Insured Amount (US \$)** \$150.00 **SDR Value** \$1137.40

**Telephone/Fax/Email**  
01 16263456  
16203456  
ours@yours.com

**Details**

Weight (lb)	HS Tariff Number	Country of Origin
10.00	012345	US
10.00	123456	US
10.00	234567	US
10.00	345678	US
10.00	526786	US

**Contents**

**Comments (e.g., gifting notations)**

**Sender's Customs License Number(s)** L123456 **Certificate Number(s)** C123456 **Invoice Number** I123456

I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous articles prohibited by legislation or by postal or customs regulations.

**Sender's signature: Customer Signature** Date: 03/19/2007

**ABANDON**

**Postage and Fees**  
Postage \$95.00

**Mailing Office Date Stamp**  
Online Postage  
Mar 19, 2007  
18702  
USPS

**PS Form 2976-A-EMI** Do not duplicate this form without USPS approval. The item/package may be opened officially. 1 - Customs Declaration

**Copy 1 = Customs Declaration**  
COPY 1 - Customs Declaration  
Copy 1 contains the address, IBIP bar code and postage (hidden if stealth mode has been enabled) and the USPS Round Date Stamp.  
Customer signs Copies 1,2 & 3 (top 3 copies) which are placed in a USPS plastic international forms envelope with Copy 1 on top and visible. The envelope is then affixed to the package as the address label.

**Copy 2 = Customs copy**  
Travels in pouch with package

**Copy 3 = Dispatch Note**  
Travels in pouch with package

**Copy 4 = Sender's Copy**  
Retained by customer

This process replaces the existing process of an address label, metered postage and the hand written 4-part white postal customs form. Endicia does not process any item that requires the standard single-part green customs form (PS Form 2976). Any International USPS product supported by Endicia requires only the 4-part PS Form 2976-A-EMI printed forms or nothing at all.

NOTE: For "DOCS ONLY" shipments only the first copy (Copy 1) will print with the IBIP postage. The remaining 3 copies are not required.

**NOTES:**

The Endicia online postage service is a certified “PC Postage” vendor and, as such, provides Round Date Stamps to satisfy USPS regulations covered under USPS Postal Bulletin 22206 (05-10-07) :

- **Electronic Mailing Date Stamp** – Click-N-Ship®, the eBay/PayPal Integrated Shipping Solution, and the PC Postage® vendors will now have the option to print a mailing date stamp on labels that are paid online. The mailing date stamp will appear in the mailing date stamp box allocated on the label and will include the origin ZIP Code™ and shipping date in the stamp. The mailing date stamp will be printed on all copies required for shipment and will replace the requirement to physically round date all forms when presented at a retail counter or through Carrier Pickup service.

Regardless of this USPS regulation indicating that USPS employees do not physically need to “round date” forms when they are presented, some USPS clerks may still insist doing so. The IBIP Round Stamp does not release the requirement that certain packages be presented to USPS personally.

**USPS First Class International and USPS Global Express Guaranteed** are not available for IBIP postage label printing. You will see a “label not available” icon (Ø) next to those services and only an address label will print.

Carrier & Service		Price	Delivery Date & Time	
E	UPS Worldwide Express Saver	121.17	Thu	1/24/08 EOD
F	USPS Express Mail International	46.77	3 - 5	bus. days†*
G	Ø USPS Global Express Guaranteed	128.43	2 - 3	bus. days†
H	USPS Priority Mail International	35.10	3 - 5	bus. days†*

\* Delivery Date not guaranteed   Ø Shipping label not available   † Estimated transit time (Ctrl-N to update UPS)

**There is a limit of 5 commodities for each USPS international shipment.** If you are prompted for a Waybill number, it is likely because you entered more than 5 commodities for an international shipment. Reduce the number of commodities to 5 or less and an IBIP label will print instead of this waybill dialog.

For international shipments containing more than 5 commodities, you will need to process the USPS transaction using waybills and/or other manual addressing methods.

**U.S. Census Bureau requirements for international shipments over \$2,500.**

An Electronic Export Information (EEI) form must be filed for each international shipment valued over \$2,500. This form must be completed on [www.aesdirect.gov](http://www.aesdirect.gov). For more information on this requirement and how to

complete this form, visit Endicia.com's FAQ On High Value International Shipments.

<http://www.endicia.com/Support/FAQ/?ikeywords=current%20topics#ID374>

## Keeping Track of USPS Refunds

If you edit or void a USPS shipment for which you printed a USPS IBIP label, iShip automatically sends an electronic refund request to Endicia. Refunds will be posted to your Endicia Label Server account within 14 days from the original ship date. Note that iShip sends electronic requests for refunds for edited packages as well as voided packages. When you edit a package, you'll end up with two shipping labels. The first label should not be used – iShip will automatically issue an electronic refund request to Endicia for that label.

To help you keep track of any USPS refunds, there is a USPS Refund Receivable report in CMS that you may print out and use to manually record any refunds you see in your Endicia Label Server account.

Here is an example of the report:

### USPS IBIP REFUNDS

iShip does not manage USPS refunds. They are managed through Endicia. Refund questions must be directed to Endicia and can be tracked via your Endicia.Com Label Server Account.

USPS Refund Receivable Report							20 Aug 2007 – 26 Aug 2007		
Location						Print Date:	Mon 10 Sep 2007		
Address Line 1						Shipper No.:	12345678		
Address Line 2						Currency:	USD		
Address Line 3									
City/State/ZIP+4									
000-000-0000									
Date	Tracking	Reference	Recipient	Service	Type	Postage	Refund (\$)	Date	
20 Aug '07	12345678901234567810 MUOCCCBO0405	A-001022 --	STEPHANIE WILLIAMSON	Parcel Post	Void	14.11	14.11	09/10/07	
	12345678901234567811 MUOCCCBO0406	# 003215 --	Acme Corporation Steve Smith	Parcel Post	Void	13.70	13.70	09/12/07	
	12345678901234567812 MUOCCCBO0407	11290.8894 --	Auction Doggs, Inc. Jason Austin	Express Mail	Edit	46.00	46.00	09/12/07	
	12345678901234567813 MUOCCCBO0408	11489.2250 --	Auction Doggs, Inc. Jason Austin	Parcel Post	Void	16.67	16.67	09/12/07	
	12345678901234567814 MUOCCCBO0409	# CM632 --	Online Seller/Buyer, Corp. Andrew Hutchinson	Express Mail	Edit	46.00	46.00	09/15/07	
21 Aug '07	12345678901234567815 MUOCCCBO0410	HHHHHHHHHHHHHHH --	Auction Doggs, Inc. Troy Howell	Priority Mail	Edit	18.08			
	12345678901234567816 MUOCCCBO0411	123456789012345678 --	David R. Hamburg	Priority Mail International	Edit	56.25			
	12345678901234567817 MUOCCCBO0412	--	JAMES WAGNER	Parcel Post	Edit	10.20			
	12345678901234567818 MUOCCCBO0413	USPS Money Order --	JOHN STEINBECK, SR.	Parcel Post	Void	14.22			
22 Aug '07	12345678901234567819 MUOCCCBO0414	# PR4459 --	Online Seller/Buyer, Corp. David Berg	Priority Mail	Void	13.91			
	12345678901234567820 MUOCCCBO0415	--	JOE DONAHUE	Priority Mail	Edit	10.58			
	12345678901234567821 MUOCCCBO0416	--	Johnny D. Peterson	Parcel Post	Void	16.67			
	12345678901234567822 MUOCCCBO0417	PO# 003389 --	ABIGAIL AND COMPANY JANIE GUITERREZ	Global Express Guaranteed	Edit	229.08			
23 Aug '07	12345678901234567823 MUOCCCBO0418	11489.2250 --	Auction Doggs, Inc. Jason Austin	Priority Mail	Edit	23.50			
	12345678901234567824 MUOCCCBO0419	# PR2907 --	Online Seller/Buyer, Corp. Erica Donaldson	Parcel Post	Void	14.65			
24 Aug '07	12345678901234567825 MUOCCCBO0420	AA-990876 --	MONICA ROBERTSON	Express Mail	Void	46.00			
<b>Total:</b>	<b>16 Packages</b>						<b>\$589.62</b>		

There is also a Refund Request History report that you can view from Endicia's website.



(0) :: Check Out  
Acct 123456 :: Log Out

Account

Account Summary
Update Profile ▾
Download Software
Tools ▾
Reports ▾
Close Account

John Doe :: Member Since 09/19/2007 Postage Balance :: \$ 421.05

## Refund Request History

Please click the 'form id' number below to view the details on that refund request. Account 123456

Form ID	Date Created	Form Status	Date Received	Date Processed	Indicia Requested	Amount Requested	Amount Validated	Amount Refunded	Amount Pending
<a href="#">1696944</a>	09/28/07	Processed	09/28/07	10/13/07	1	\$ 40.47	\$ 40.47	\$ 40.47	\$ 0.00
<a href="#">1696943</a>	09/28/07	Processed	09/28/07	10/13/07	1	\$ 40.47	\$ 40.47	\$ 40.47	\$ 0.00
<a href="#">1694382</a>	09/27/07	Processed	09/27/07	10/12/07	1	\$ 14.35	\$ 14.35	\$ 14.35	\$ 0.00
<a href="#">1694380</a>	09/27/07	Processed	09/27/07	10/12/07	1	\$ 4.60	\$ 4.60	\$ 4.60	\$ 0.00
<a href="#">1694379</a>	09/27/07	Processed	09/27/07	10/12/07	1	\$ 8.57	\$ 8.57	\$ 8.57	\$ 0.00
<a href="#">1694378</a>	09/27/07	Processed	09/27/07	10/12/07	1	\$ 4.60	\$ 4.60	\$ 4.60	\$ 0.00
<a href="#">1694377</a>	09/27/07	Processed	09/27/07	10/12/07	1	\$ 4.60	\$ 4.60	\$ 4.60	\$ 0.00
<a href="#">1694376</a>	09/27/07	Processed	09/27/07	10/12/07	1	\$ 6.18	\$ 6.18	\$ 6.18	\$ 0.00
<a href="#">1692099</a>	09/26/07	Processed	09/26/07	10/11/07	1	\$ 14.35	\$ 14.35	\$ 14.35	\$ 0.00
<a href="#">1692098</a>	09/26/07	Processed	09/26/07	10/11/07	1	\$ 14.35	\$ 14.35	\$ 14.35	\$ 0.00
<a href="#">1692097</a>	09/26/07	Processed	09/26/07	10/11/07	1	\$ 10.82	\$ 10.82	\$ 10.82	\$ 0.00
<a href="#">1692086</a>	09/26/07	Processed	09/26/07	10/11/07	1	\$ 4.68	\$ 4.68	\$ 4.68	\$ 0.00
<a href="#">1692078</a>	09/26/07	Processed	09/26/07	10/11/07	1	\$ 14.35	\$ 14.35	\$ 14.35	\$ 0.00
<a href="#">1691782</a>	09/26/07	Processed	09/26/07	10/11/07	1	\$ 4.60	\$ 4.60	\$ 4.60	\$ 0.00
<a href="#">1691780</a>	09/26/07	Processed	09/26/07	10/11/07	1	\$ 4.60	\$ 4.60	\$ 4.60	\$ 0.00
<a href="#">1689215</a>	09/25/07	Processed	09/25/07	10/11/07	1	\$ 14.35	\$ 14.35	\$ 14.35	\$ 0.00
<a href="#">1689214</a>	09/25/07	Processed	09/25/07	10/11/07	1	\$ 14.35	\$ 14.35	\$ 14.35	\$ 0.00
<a href="#">1689204</a>	09/25/07	Processed	09/25/07	10/11/07	1	\$ 4.60	\$ 4.60	\$ 4.60	\$ 0.00
<a href="#">1689203</a>	09/25/07	Processed	09/25/07	10/11/07	1	\$ 4.60	\$ 4.60	\$ 4.60	\$ 0.00

## Managing Endicia Passwords/ Suspended Endicia Account

iShip suggests you change your Endicia Pass Phrase every 60 days. To change your Pass Phrase, go back to the USPS Setup dialog in PSS (See *Let's Get Started* on page 2 of this Guide.)

1. Click "Change Passwords".

The screenshot shows the 'USPS Setup' dialog box. At the top, it displays 'Account No.: 630740' and 'Status: Active'. Below this, it shows 'Commissioned: Yes'. There are two sections for pickup times: 'Regular Scheduled Pickup' with a time of 12:00 PM, and 'Regular Saturday Pickup' also with a time of 12:00 PM. A section for 'Enable USPS IBIP Postage' is checked, showing 'Status: Enabled', 'Available Funds: \$178.90', and 'Acending Balance: \$482.24'. Below this, there are buttons for 'Edit Account...', 'Add Funds...', 'Change Passwords...' (highlighted with a red box), and 'View Refund Policy'. At the bottom, there are buttons for 'Billing Address...', 'Save', and 'Cancel'. There is also a checkbox for 'Enable Stealth Postage' which is checked.

### Change Passwords

You can change your Pass Phrase at any time using the CMS Change Passwords function.

Your Internet Password can only be changed by calling Endicia directly. If you change your Password via Endicia, you will need to also change it in CMS in order to void and edit your shipped packages.

### Suspended Account

Contact the Endicia Helpdesk for help with a suspended account.

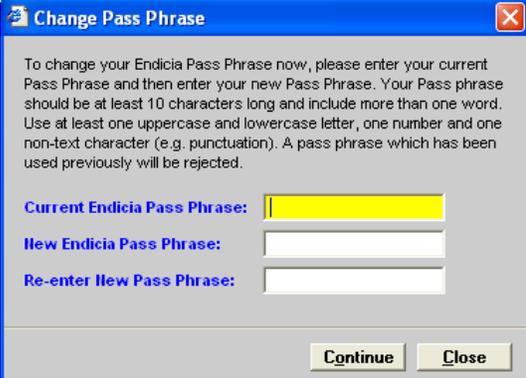
800-576-3279 Ext. 130

2. You will also need to change the Pass Phrase in CMS if it ever gets reset by Endicia when resolving account issues. For example, if your Endicia Label Server account gets suspended for any reason, you will not be able to print IBIP shipping labels in CMS. You will need to call Endicia (800-576-3279 Ext 130) for assistance. Once the issue is resolved, Endicia will most likely set your Pass Phrase to a temporary word. You will then change that temporary Pass Phrase in CMS before you're able to print IBIP shipping labels.

To change your Pass Phrase, click "Change Pass Phrase".

The screenshot shows the 'Change Passwords' dialog box. It contains the following text: 'To print Endicia-based postage, we use two separate passwords to access your account. The Pass Phrase is used to print postage and add funds. The Password is used when voiding shipped packages.' Below this text are two buttons: 'Change Pass Phrase...' and 'Change Password...'. To the right of the 'Change Pass Phrase...' button, there is explanatory text: 'Your Endicia Pass Phrase is used to print IBIP labels and add funds to your account.' To the right of the 'Change Password...' button, there is explanatory text: 'We use the Endicia Password when voiding and editing your shipped packages (when a postal package is voided or edited, we send a Refund Request to Endicia). You will also use the Endicia Password when accessing your account on the Endicia web site.' At the bottom right, there is a 'Close' button.

3. Enter your current (temporary) Pass Phrase and then the new Pass Phrase twice. You will not be able to use a Pass Phrase that you have already used.
4. Click "Continue" to update your Pass Phrase.



**Change Pass Phrase**

To change your Endicia Pass Phrase now, please enter your current Pass Phrase and then enter your new Pass Phrase. Your Pass phrase should be at least 10 characters long and include more than one word. Use at least one uppercase and lowercase letter, one number and one non-text character (e.g. punctuation). A pass phrase which has been used previously will be rejected.

**Current Endicia Pass Phrase:**

**New Endicia Pass Phrase:**

**Re-enter New Pass Phrase:**

5. To change your Password, you will need to first call Endicia. The Password entered here must match the Password stored by Endicia.
6. Once you have confirmed your Password change with Endicia, Click "Change Password" from the Change Passwords dialog.
7. Click "Continue" to save your changes.



**Change Password**

**Enter your new Endicia web password.**

You must first **call Endicia** to have them setup your new password. We will record your new password, but cannot change it on the Endicia servers. Change your password with Endicia before changing it here; if the password we have is incorrect, all edits and voids of postal packages will fail.

**New Endicia Web Password:**

**Reenter New Password:**

## Take Care of Your Shipping

Generally, shipping with the USPS is the same as shipping with other carriers. You'll enter package information, pick a service, and click "Ship It" to produce the label. There are a few differences when producing IBIP labels, however. Here are some things to remember:

1. **Treat labels like cash.** Once an IBIP label is printed, it is already paid for, so care should be taken to void any IBIP labels that are not used. You have 10 days to request refunds for unused labels. You may void unshipped packages in iShip the same day you ship them. If voiding is unavailable for the package (which would be the case if an End of Day has already been performed), log in to the Endicia web site and request a refund.
2. **Keep track of refund requests.** When a package has been voided or edited, iShip automatically requests a refund from the USPS for the postage amount printed on the label. Refunds will be issued for unused labels after 14 days. Your postage account will be credited with the refund once it is issued. See *Keeping Track of USPS Refunds* on page 22.
3. **Adequately fund your postage account.** You must have enough funds in your postage funding account to cover the shipment before it is processed. If you don't, you will receive an insufficient funds warning message. If you have permission, you will be able to add funds to the account as you are processing a USPS shipment. Otherwise, contact your shipping administrator to add funds for you. Depending on how your account is configured, you may also need to enter the Endicia Pass Phrase before you add funds.
4. **Manage your passwords.** Endicia uses both the Pass Phrase and Password to maintain shipping security. Whenever you need to, you may manage the Pass Phrase in iShip and may update the Password if it is changed by Endicia. See *Managing Endicia Passwords* on page 24.
5. **Manage your Endicia account.** To change your funding account or billing address, or to view the status on a refund, you will use tools on the Endicia web site. To access your account, click "Edit Account" on the USPS Setup dialog. See *Editing Endicia Account Information* on page 12.
6. **Manage your claims.** When printing IBIP shipping labels with insurance coverage, you are essentially purchasing insurance through Endicia. For any claims on those packages, you will go to Endicia's website to process the claims. If you have a claim for shipments without insurance, you will still go through the USPS.

## Frequently Asked Questions

**Q: I already have an Endicia account that was not set up through iShip. Can I use that account in iShip?**

A: You will not be able to use that account in iShip and will have to set up a different account through CMS. iShip has partnered with Endicia to bring you IBIP postage labels using a different technology than what's available on Endicia's website or Endicia's DaZzle technology. You will also get discounted rates and service options when you print USPS postage labels through CMS.

**Q: After I set up an Endicia account will I be able to use the same account for the Endicia Insta-Postage product?**

A: No. You will need to establish a separate Endicia account if you are also using Endicia's InstaPostage product. In fact, trying to use the same account for both the CMS and InstaPostage product may block CMS processing of IBIP labels. The process of integrating InstaPostage with iShip is underway and once available will allow a single account to serve the complete IBIP suite in CMS.

**Q: What am I paying for this service?**

A: You will be paying \$19.95 a month to Endicia for this service plus the cost of postage used. In addition, every Endicia label printed will trigger the iShip transaction fee. If insurance is applied, you will be billed monthly by endicia for the insurance premiums. See "How will I be billed for parcel insurance?"

**Q: Why do I have to choose certified mail, delivery confirmation, or return receipt when I select USPS Priority Mail?**

A: All Endicia postage products require some form of tracking per USPS regulations. In order to get a tracking number, Endicia requires one of these services when shipping Priority Mail. You will pay the electronic rate for these services. You may want to review your retail charges for these services in Modify USPS Service Option rates.

**Q: Do I still have to attach a return receipt or certified mail form to the package if I choose those options?**

A: No. The Endicia process automatically assigns a “Certified number” and the “return receipt” is an electronic receipt available after delivery. Checking Delivery Notification when processing a Certified transaction will automatically send an email to the customer if the customer email address is available. The electronic receipt is also available by entering the Certified tracking number into the CMS tracking dialog or tracking on USPS.com. As “accountable mail” you should enter the item number in the “Firm Mailing Book” and present to the post office as currently required.

**Q: Are documents printed for USPS international shipments accepted by the Post Office?**

A: Yes, all documents produced with the iShip-Endicia product are accepted at the Post Office. Endicia IBIP shipping labels and customs documents have been certified by the Postal Service. The Post Office and foreign customs agents are accepting these labels and documents.

**Q: Do I still take the internationally shipped packages to the Post Office for inspection and clearance?**

A: Yes, the restrictions for presenting packages to the local Post Office are not changed by the use of IBIP shipping labels.

**Q: Will USPS customs forms automatically print for APO/FPO destinations?**

A: Yes, in most cases. However, since APO/FPO addresses are removed or added almost daily there are instances where the proper form will not print because it has not yet been added to the Endicia data base of APO/FPO addresses. In that case, Endicia cannot be used, the item will need to be metered and customs forms will need to be produced manually and taken/handed to the postal officials.

**Q: Is the receiver's phone number required for International IBIP transactions?**

A: Yes, the Post Office requires the recipient phone number be included with the address for International Priority and Express Mail.

**Q: Why does the postage amount print on the USPS customs form when Stealth Postage is active?**

A: Unfortunately, USPS regulations require that international customs forms contain the actual postage amount and stealth mode cannot ignore that requirement.

**Q: Why do I have to use an ACH (Checking) account for Endicia if I process a lot of Parcel Post instead of my credit card?**

A: The USPS has a contract with all internet postage providers, like Endicia, where PC Postage vendors are required to share in the cost of credit-card processing for postage purchases. Endicia is simply the conduit between its customers and USPS. Because of this contract, Endicia must ask some of its customers to change the method of payment they use to buy postage as various types of mail classes are used in greater volume. (see <http://www.endicia.com/uspspaymentoptions.cfm>)

Customers who primarily print Priority or Express, either domestic or international, are not affected by this contract. Customers who print monthly a certain total dollar amount of non-expedited mail – First Class, Parcel Post, Media Mail, International Economy letter and parcel, or International Airmail letter – will be asked to change their payment method. If the request goes unanswered an account maybe suspended when postage volume in those mail classes exceeds allowable limits and no change in postage type or payment option has been forthcoming.

**Q: Do I have to run End of Day and print a manifest for my USPS shipments?**

A: You do not have to run end of day or print a manifest for the Post Office. iShip automatically runs the EOD on all USPS shipments at 9 p.m. Pacific. However, you may choose to create a Bulk Acceptance SCAN

form from the Endicia website. Log into your Endicia account, go to **Tools** and click on the [Create a SCAN form](#) link.

**Q: How is parcel insurance applied to Endicia transactions?**

A: You can ship USPS and add insurance protection to that transaction. However, the insurance protection is not provided by USPS. It is provided by Endicia. When adding insurance protection through Endicia you will not add the USPS Insurance tracking number sticker nor process using the Firm Mail Book. Simply process the USPS transaction, add insurance protection (declared value) and print the Endicia Shipping label. The CMS customer receipt will list the insured value charges. For more details on parcel insurance and rules that apply check <http://www.endicia.com/Pricing/Insurance/Details/default.cfm>

**Q: Does parcel insurance include the cost of the postage when a claim is settled (paid)?**

A: Claims settlements are based on the insured amount. Example: If a package was insured for \$500 dollars and cost \$50 in postage to ship, only \$500 is eligible for reimbursement. To cover both contents and the cost of shipping, the insured amount should be entered as \$550, in this example.

**Q: Where do I file a claim for insured transactions?**

A: Claims on insured transactions are filed online by logging onto your Endicia account. Find the transaction, click "File a Claim" for that transaction. Most information will be already completed on the claim form. Add additional information required. Print the form. Sign it. Mail or Fax to the appropriate address on the form. For detailed instructions on completing an insurance claim log onto your Endicia account. Go to Account Tools. Then click on the "File an Insurance Claim" link. For more information from Endicia.com <http://www.endicia.com/Pricing/Insurance/Claims/default.cfm>

**Q: How will I be billed for parcel insurance?**

A: Endicia will provide a separate monthly statement for insurance premiums. You can view a list of the fees online by logging onto your Endicia account. Note that fees for parcel insurance are not included in postage calculations. Insurance fees are billed monthly and charged to your credit card account on file with Endicia. Insurance premiums will not be deducted from your ACH account (Checking account). For more information from Endicia.com <http://www.endicia.com/Support/RefundPolicy/>

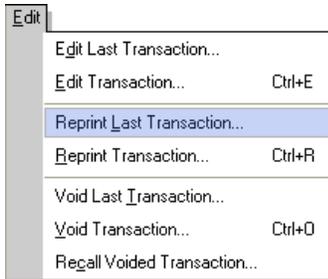
**Q: What is the cost of parcel insurance?**

A: The rates charged through Endicia for parcel insurance are considerably lower than USPS Insurance Rates and are listed on Endicia.com but an example is provided here for your convenience. As a monthly subscriber through iShip, your Endicia account is considered Premium and automatically qualifies for the Premium rate.

Endicia Plan	Domestic		International	
	Tracked	Non-Tracked	Tracked	Non-Tracked
Standard	\$1.10	\$1.30	\$1.85	\$2.10
Premium/Mac Platinum/Professional	\$0.75	\$0.95	\$1.35	\$1.60

**Q: Can I reprint an IBIP label?**

A: Yes, you can reprint an IBIP label. In CMS, go to Edit, Reprint Transaction (or Print Last Transaction)  
***You should discard the original shipping label and only use one for shipping. If you happen to ship with more than one copy of the same shipping label, you will pay for both labels AND you might get audited.***



**Q: Why doesn't Process-a-Package display the Endicia discounts?**

A: The parenthetical display is the amount needed to prepare a postage meter strip, regardless of whether Endicia is enabled for an account. The parenthetical display is of published USPS rates and will not reflect Endicia discounts. This is intentional as a backup to cases where printing an Endicia label is not desired but the postage meter amount is needed. For example, the thermal label printer may be broken and unable to print the IBIP label but the need to process the package is immediate.

Carrier & Service		Price	Delivery Date & Time		
R	UPS Next Day Air Early AM	91.01	Mon	2/25/08	8:00 AM
S	UPS Next Day Air Early AM	108.79	Sat	2/23/08	9:00 AM
T	UPS Next Day Air Saver	51.61	Mon	2/25/08	EOD
U	✗ USPS Express Mail	35.77	Sat	2/23/08*	EOD
V	✗ USPS Parcel Post	10.80	Thu	2/28/08*	EOD
W	✗ USPS Priority Mail	11.51	Mon	2/25/08*	EOD
X	FedEx Ground	---	Wed	2/27/08	EOD

\* Delivery Date not guaranteed ✗ Shipping label not available



Meter Amount



Cancel

**Total:**      (\$6.85)    \$    11.51

## Need Technical Assistance?

### Contact MBE Support

#### Systems Support (Printer-Hardware Questions)

1-800-546-8008 Option 1

#### Technical Operations Support (How To Questions)

1-800-546-8008 Option 2

[mbetechsupport@mbe.com](mailto:mbetechsupport@mbe.com)

## Have an Endicia Account Related Question?

### Contact Endicia Support

1-800-576-3279 Extension 130 [Mon-Fri 7am-5pm (Pacific)]

Email: [support@endicia.com](mailto:support@endicia.com)

<http://www.endicia.com/Support/ContactUs/>