pitney bowes

Shipping and Mailing

Relay® Communications Hub
Version 2.4.4

Print Manager User Guide

Table of Contents

1 - About This Guide

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

- Print your document/job from Microsoft Word
- Add attachments and inserts to the job
- Create, filter, search and export reports on your completed jobs
- View an email deliverability report, if your job was emailed
- Edit your profile

In this section

Version History

Date	Version	Comments
July 2016	2.0	Initial Version
October 2016	2.0.5	Sign in time out after 30 minutes of inactivity. Job Report icon update.
May 2017	2.2	Delete job & mail piece merge.
August 2017	2.3	New error tracking functionality in the Job Details-Print tab.
January 2018	2.4	Updated user interface. Addition of **About** menu option in the User menu. Users are no longer required to install the Printer Driver, so this information has been removed.
October 2018	2.4.1	Added: • Password expiry notification • Interface navigation overview • Note on using TrackMyMail
January 2020	2.4.4	• Version upgrade only

Related Documentation

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

2 - Overview

Relay Hub Client provides you with the facility to modify jobs. These jobs are contained in a data file and are uploaded to the Relay Hub in which a specific Template is applied and the results can then be downloaded. Templates are a set of actions performed as a result of tests on specific sections of the data file (pages, sides, textural elements, feed statements, PDL comments or the existence of resources with specific names). Scripts control how a Template is applied to a data file in order to modify your jobs.

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

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

In this section

Template features

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

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

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

Templates output one or more of the following:

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

Package overviews

The following packages are currently available:

Enhancement

Input files can be enhanced with the addition of forms, tables, graphics and highlights. An example of this can be seen in **Examples of enhanced jobs** on page 10.

Mailing

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

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

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

Emailing

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

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

Printing

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

Integrity

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

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

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

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

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

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

If mail pieces are missing a `*.Rprnt.txt` file is produced containing information to identify them. This is known as a reprint file; this and the print data file previously downloaded from Relay Communication Hub are uploaded to a Reprint-Template. The result is a print file containing only the missing mail pieces. Once printed and inserted, the File Based Processing software updates to show all mail pieces are complete.

Performance

Pitney Bowes fulfillment partners print and insert your mail pieces.

Examples of enhanced jobs

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

Local Improvement District Bill

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

A job before the Template is applied: The same job after the Template is applied:

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

Emtexvde SuperChoice MasterTrust

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

A job before the Template is applied:

The same job after the Template is applied:

In addition, an MDRF file has been created containing the information from the letters in the original file.

Relay Communications Hub's work flow

The following diagram illustrates Relay Communications Hub's work flow.
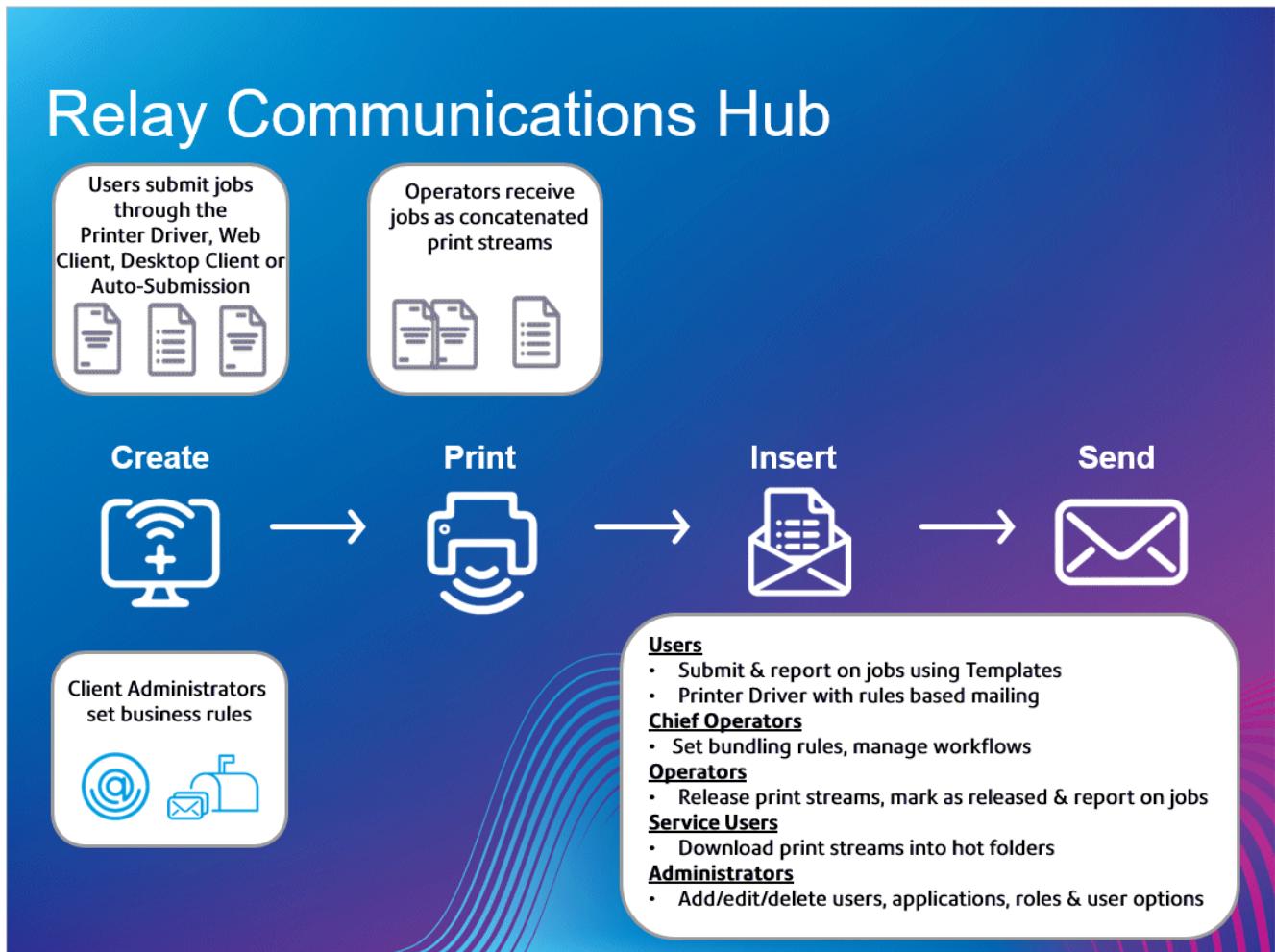
The following illustrates the flow of mail pieces through Relay Communications Hub.

Mail pieces

Users create mail pieces (the letters sent out to customers), which are individual documents or mail merged created in Microsoft Word and then:

- Submitted to Relay Communications Hub through the Printer Driver
- PDFed and uploaded to Relay Communications Hub through the Printer Driver or an auto submission hot-folder

This Microsoft Word Document or PDF is known as a job.

Jobs	A mail merged Microsoft Word or PDF file containing multiple mail pieces.

Print streams

Print streams are the jobs submitted by users concatenated, or grouped by common attributes, such as paper size, envelope size, color printing. Chief operators create bundles which define these common attributes and as each job reaches Relay Communications Hub it is added to the print stream matching attributes. The Chief Operator sets triggers for each print stream, specifying the criteria at which print streams are automatically released for download to hot folders, or if configured, printers.

Operators are responsible for loading the required paper on to the printers and the envelopes and inserts into the inserts. They oversee the printing and mailing of the print streams and then mark them as printed in the **Released Print Streams** page of Relay Communications Hub. This print confirmation is shown in the user's **Job Reports** page, so that they can see that their job is complete.

Bundles

A bundle is a group of attributes which define a print stream, for example, color, page size. The name of the bundle is automatically generated when the bundle is created and is made up of the attributes selected. For example:

C5, Duplex, Black & White, A4, 2nd Class, No Insert

This bundle has grouped together all jobs which are to be printed double-sided (duplex), on A4 paper and to be posted in a C5 envelope as 2nd class without the inclusion of pre-printed inserts.

See the **glossary** for help on the terms used in this guide.

Relay Communications Hub roles

There are five types of role:

See the **glossary** for help on the terms used in this guide.

Users

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

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

Operators

Undertake the following tasks:

- Drag and drop or automate the transfer of concatenated print streams from a download folder onto their printer(s). (This is the primary action. The operator will manually release print streams by exception)
- manually release print streams to download
- physically load and set printers and inserters
- oversee printing and mailing
- mark jobs as printed and mailed
- deleting jobs
- deleting jobs from printstreams
- deleting "Other" bundles

Chief Operators

Undertake the following tasks:

- define bundles by setting criteria by which jobs from all submitting users are concatenated into a single print stream

- define bundle triggers which will automatically release print streams for download to a printer when they reach a maximum number of pages or at specified time of day

This document has been created with both kinds of Operator in mind, the functionality in each section states the intended operator type.

See the **glossary** for help on the terms used in this guide.

Service User

There is only one Service User, who is named during the establishment of your Relay Communications Hub system. The Service User may hold an additional role, this is most likely to be Chief Operator or Operator.

Undertake the following tasks:

- Download the Desktop Client
- Use the Relay Communications Hub desktop client's hot folders to automatically process files
- Downloads print streams though the Desktop Client.
- Create, upload and download a job
- View reports on completed jobs
- If a reprint is required for any downloaded printstream, the Service User can drop that PDF in to the corresponding workflow folder in \Upload, the PDF is then considered to be a new job.

Administrators

Undertake the following tasks:

- Create users and departments
- Define your organization by creating departments and assigning users
- Manage roles
- Manage access pools
- Manage authorization pools
- View your organization
- Manage attachments
- Manage sheet stock
- Manage communication types
- Manage Templates
- View reports on completed jobs
- Upload a data file to the Relay Communications Hub Client
- Apply a Template to that file
- Download the resulting PDF and related files

- View and download reports on completed jobs
- Manage user access
- Invite others to use Relay Communications Hub
- Download the Desktop Client
- Use the Desktop Client's hot folders to automatically process files
- Configure the Auto-submission Console
- Use the Auto-submission Console's hot folders to automatically process files
- Use the Auto-submission Console's hot folders to track failed jobs

Printer Driver description

The Printer Driver window is shown below:
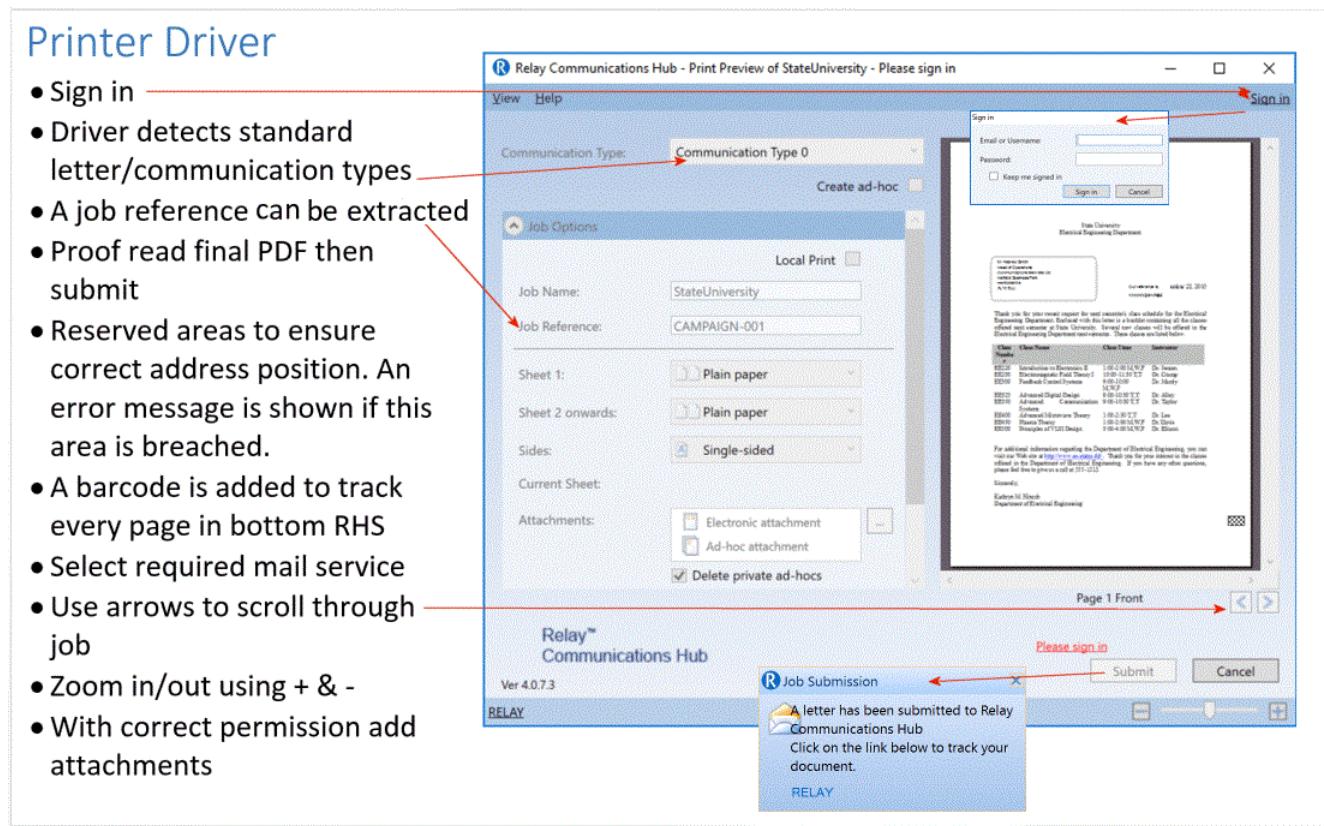
Note:

The options displayed in your Printer Driver are defined by the role you have been assigned by your Administrator, you therefore, may not have access to all the options described.

The Printer Driver has two areas:

Options	This gives the panels in which document and Channel options may be specified.
Preview	This gives a representation of your document, for example, the paper size you see represents the paper size chosen when printing; however, if you have the correct permissions, you may change this from within the Printer Driver and it is shown in the preview panel.
	If you selected a **Sheet 1** and a different **Sheet n**, this is displayed.
	A color document may be printed as black and white, if this option is selected, this is how the document is displayed.
	If the sheet selected is a form this may be overlaid onto the image of the document.

Recommended Browsers

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

- Mozilla Firefox
- Google Chrome

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

3 - Using the Printer Driver

Printer Driver may be used from any Windows application which allows printing, in the examples we have used Microsoft Word. Some options may differ if using other applications, but not greatly.

In this section

Printing from a Microsoft application

In principle, any application running on Windows 7 or 8 that uses a Windows printer driver can use the Printer Driver, for example Microsoft Word.

It is assumed that your chosen application is open, your document is complete and ready to be printed.

To print from your chosen Microsoft application follow the procedure, below:

1. From within your chosen application open the **Print** panel.
2. In **Print** panel, from the **Printer** field select **Relay Communications Hub**.
3. If required make selections from the **Print** panel.
4. Click **Print**.
5. The **Printer Driver** window is displayed.
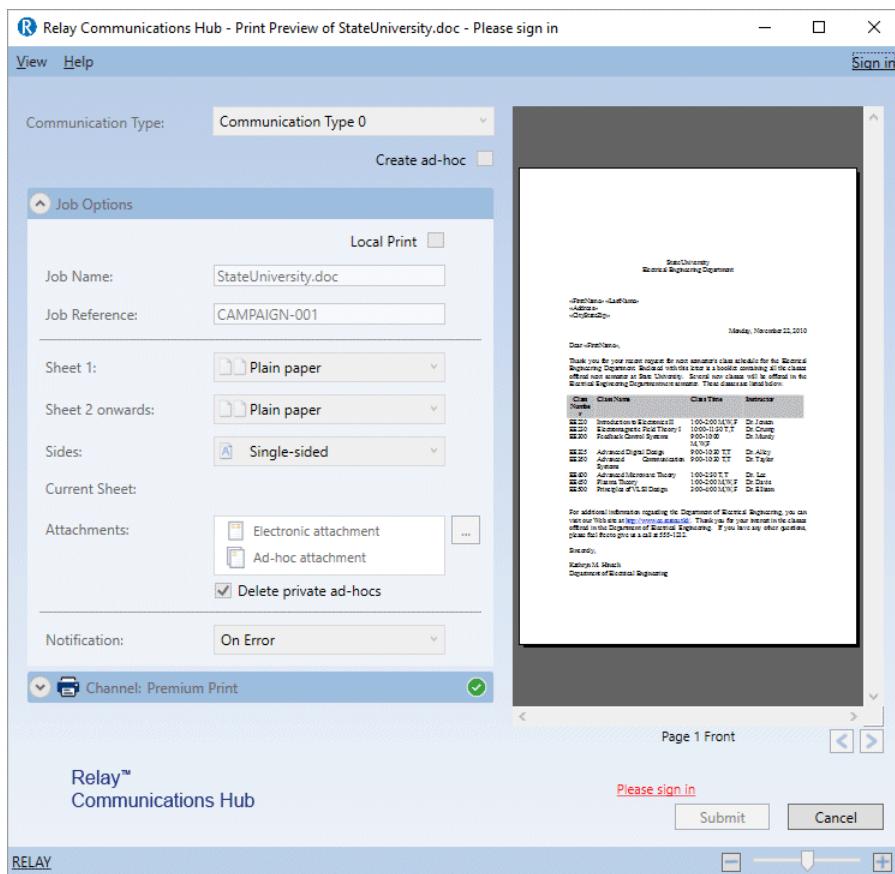
You now need to **sign in**.

Set as your default printer

You may find it convenient to have the Relay Communications Hub printer set as your default printer. You can set this in the Windows **Start** menu, by select **Settings| Printers and Faxes**.

Printing a PDF

To print a PDF follow the procedure, below:

1. Right-click on the required PDF file.
2. From the context menu select **Open with Relay Communications Hub**.
3. The **Printer Driver** window is displayed.

    Before signing in, this is the same as shown for **Printing from a Microsoft application** on page 19.

You now need to **sign in**.

Signing in

Before being able to use the Printer Driver you must sign in. Once signed in, the email of the current user, you, is displayed.

Your sign in information determines the fields to which you have access in the Printer Driver. If any options appear as grayed out, they are not available to you.

1. Click **Sign in** in the top right corner of the Printer Driver to open the following dialog.
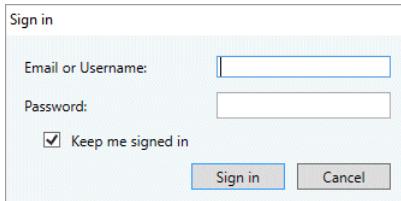
Sign in	
Email or Username:	
Password:	
☑ Keep me signed in	
	Sign in Cancel

2. Type in your user credentials. By default this is your email address and a default password of "password".

    Warning: It is of the utmost importance that you change your password to something more secure as soon as possible. You risk attack by outside agencies if you fail to do so.

3. Click **OK**.

Your user name or email is displayed in the top right corner of the Printer Driver window and you are signed in.

Printing and mailing your document

Printing and mailing your document is the fundamental purpose of the Printer Driver.

Mailing means that your document is submitted for printing and subsequent mailing once your document's mail pieces have been inserted into an envelope by an inserting device.

Before beginning this step it is assumed that **your document has been printed from a Microsoft application.**

> **Note:**
>
> - If your document is the result of a mail piece merge, this is detected by the Printer Driver and a dialog is presented on sign in requiring that you confirm that the document is indeed a mail merge document.
> - Mail piece merge is only applicable to the mail pieces which were part of a single submitted document, or when documents are submitted with the same job options. For example, if you submit letters in 5 batches of 10, these are not merged. Then you would see 5 jobs in the Job Reports page.

To print and mail your document follow the procedure, below:

1. In **Communication Type**, ensure that the correct type is displayed.

    If it is not, contact your organization's Administrator.
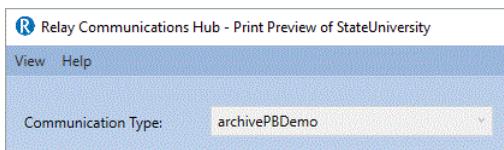
    > **Note:** The Communication Type may override any users permissions. This speeds up the document submission process as the correct settings are automatically applied. With the correct permissions you may be able to amend certain **Job Options** prior to submission.

2. Click the down arrow on the required **Channel**. In this example, you need to select a **Print** channel, the options for which are shown below:
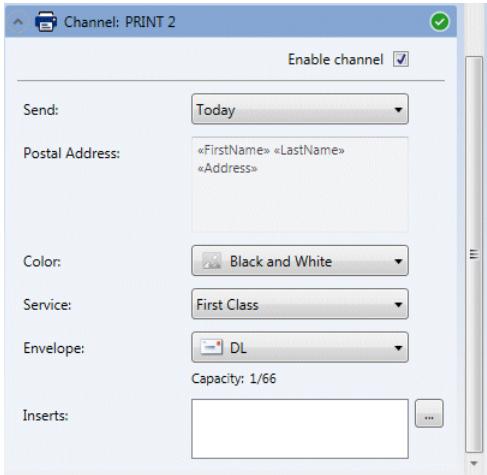
3. Select **Enable channel**.

4. In **Send** select when the document is to be submitted. This is one of **Today**, **Tomorrow** or a date within the next 30 days.

    The **Postal Address** shows the address of the first mail piece within the document. If you step through the document in the Preview pane by clicking ▶ or ◀, this address changes to that of the currently displayed document addressee.

5. In **Color** select whether to print this document in **Black and White** or **Color**.

6. In **Service** select the postal service required. The options given have been configured for you and are those offered by postal services providers where you are.

7. Select the **Envelope** you wish to use. If the selected envelope has a window, this is shown in the Preview pane. In addition, envelopes with reserved areas, that is, areas into which text must not be entered, are shown in the Preview pane as shaded.

    The **Capacity** gives the maximum number of sheets that can be accommodated by this type of envelope. For example, the capacity is 66 sheets and the mail piece has 1 sheet, the **Capacity** is displayed as 1/66.

8. Use the following to inspect your document in the Preview panel.

    Click ◀ to move to the start page of the previous mail piece. This is disabled if you are currently at the first mail piece in the document.

    Click ▶ to move to the start page of the next mail piece. This is disabled if you are currently in the last mail piece in the document.

    Use the magnification slider, shown below, to zoom in and out of the document in the Preview panel.

9. Once you are satisfied with your document click **Submit**.

> **Note:** If the **Submit** button is not enabled, an error message in red indicates that options on the left must be specified or that there are other errors. Refer to **Error Messages** for error descriptions.

The following dialog is displayed advising that your document has been submitted.

You may now monitor the progress of your job as described in **Viewing Job Reports**.

Emailing your document

Emailing means that when your document is submitted each of its mail pieces is sent electronically to the recipient.

Before beginning this step it is assumed that **your document has been printed from a Microsoft application.**

To email your document follow the procedure, below:

1. In **Communication Type**, ensure that the correct type is displayed.

   If it is not, contact your organization's Administrator.

   > **Note:** The **Communication Type** may override any users permissions. This speeds up the document submission process as the correct settings are automatically applied. With the correct permissions you may be able to amend or populate fields, as described below.

2. Click the down arrow on the required **Channel**. In this example, you need to select an **Email** channel, the options for which are shown below:
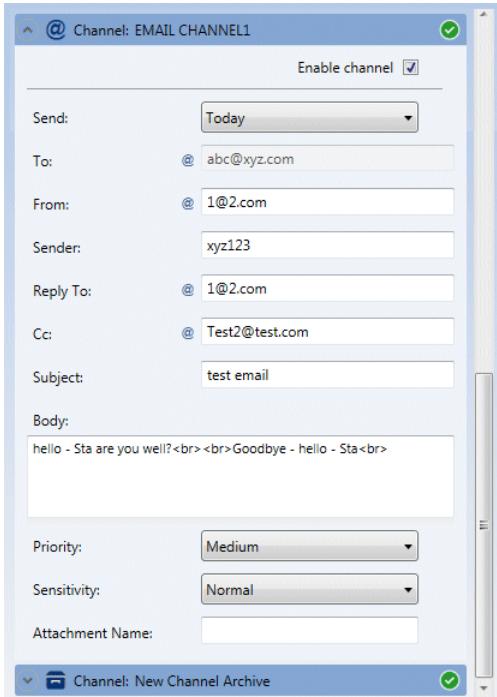
3. Select **Enable** channel.

4. In **Send** select when the document is to be submitted. This is one of **Today**, **Tomorrow** or a date within the next 30 days.

5. In **To** type the name of the email recipient, the persons to whom the email is to be sent.

6. In **From** type the email address of the individual sending the email, this is your email address.

7. In **Sender** type the email address of the company or organization from which the email is being sent.
   For example, accounts@mycompany.com.

8. In **Reply To** type the email address used by your company as the receiving point for emails.
   For example, info@mycompany.com.

9. In **Cc** type the email address for any other people or groups who may also wish to see the email. It may be that your manager likes to see the emails you've sent, add their email address here. Separate more than one address with a semicolon.

10. In **Subject** type a short description of the contents of the email.
    For example, "Your monthly statement" or "Special offers for June".

11. The **Body** is the content of the email. This is taken from the document printed to the Printer Driver.

12. Select the **Priority** of the email. The options are **Low**, **Medium** or **High**.

13. Select the **Sensitivity** of the email. The options are **Normal**, **Personal**, **Private** or **Confidential**.

14. Type in the **Attachment Name** if added, this appears in the header of the email.
    Your document is updated in the **Preview** panel with all the options you have selected. Inspect the job thoroughly.

15. Clicking undoes any changes made in the **Preview** panel.

Note:

You require the correct user privileges to be able to move text on the page. These are assigned by your System Administrator.

16. When you are happy with the document click **Submit**.

The following dialog is displayed advising that your letter has been submitted.

You may now monitor the progress of your job as described in **Viewing Job Reports**.

Adding Attachments

Attachments are added during the **printing and mailing** of your document. There are three types of attachment available, depending on your user permissions; they are all in PDF format and can be printed on standard paper:

|	
Electronic	These are made available to you by your Administrator.
Temporary ad-hoc	Created through the Create ad-hoc function. Creating Ad-hoc attachments.
External PDFs	PDFs residing on your PC or available on your local network.

To add an attachment follow the procedure below:

1. Within the Printer Driver window click **Attachments**.
2. In the **Attachments** window:
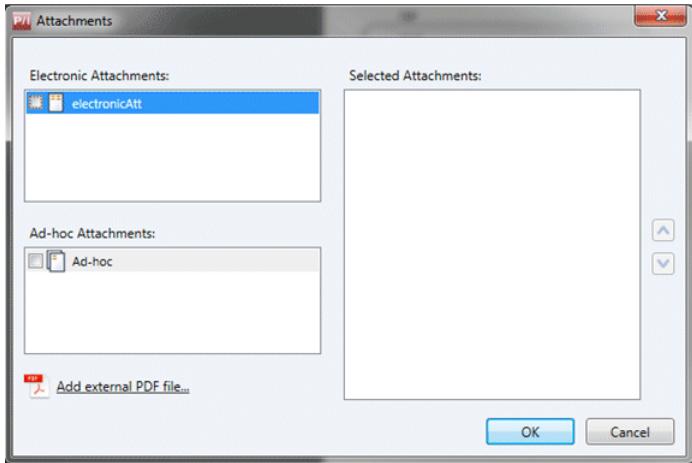
- select the required attachment, or
- to add an External PDF file click **Browse** to display the **Open** dialog. Navigate to and select the required PDF on your PC or your network and click **Open**.

3. Click **Add**.

   The attachment is then shown in the right-hand list. You can delete it from the document by selecting is again and clicking **Remove**.

4. When you have added all required attachments click **OK** to save the information and close the **Attachments** window.

5. Within the Printer Driver ensure that the correct attachment has been added, you may need to scroll down if a number of attachments have been selected.

The attachment(s) are added. Continue by submitting your document.

Adding Inserts

Pre-printed inserts are physical documents, for example collaterals and advertisements, loaded into an inserter at the production site. When your document is printed it is inserted into the specified envelope along with the pre-printed insert. Pre-printed inserts are physical items and, therefore cannot be added to documents intended for emailing. To add a Pre-printed insert follow the procedure below:

1. Within the Printer Driver click **Inserts**.
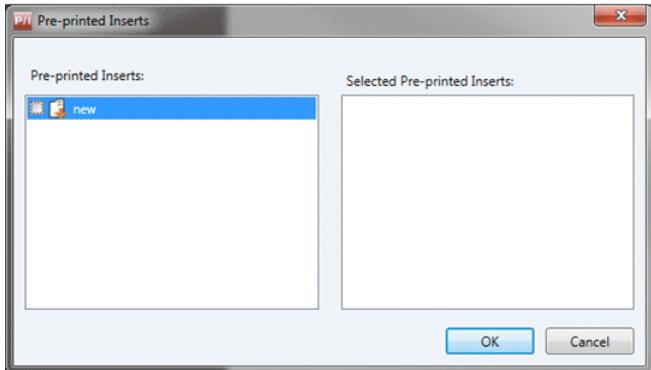
2. In the **Inserts** window select the required insert and click **Add**.

   It is then shown in the right-hand list.

   You can delete it from the document by selecting is again and clicking **Remove**.

   > **Note:** Contact your print and print room if no Pre-Printed Inserts are shown.

3. When you have added all required inserts click **OK** to save the information and close the **Inserts** window.

The insert(s) is added. Continue by submitting your document.

4 - Viewing Job Reports

Job Reports gives you access to the jobs you have submitted. This is opened by clicking ⏸ in the side bar. The jobs are listed in chronological order with the most recent job to be submitted at the top. By default the first job in the list is selected and if it has completed processing, its Job Summary is displayed.

Job Reports provides you with the ability to:

- Search for jobs by specific criteria
- Filter jobs by date or a range of dates
- View job summaries
- Export a report of all your jobs in `csv` format
- View an email deliverability report

> **Note:** Jobs printed through the Printer Driver by the same user and using the same Job Options are merged and are displayed in the Jobs List as one job.

If you are a not using a centralized print room to process your jobs, a further two operations are available:

- Download a report of undelivered emails
- Delete jobs that are no longer required

In this section

Signing In For The First Time

All users receive an automatically generated email, shown below:

You need to complete the procedure below, to complete registration and set a password for your account.

The email contains a link, , which takes them to the Relay Communications Hub website.

They then need to create and confirm a password, as described in **Forgotten your password?** on page 32

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

1. In the above email, click the link "Complete my registration now".

    This opens the website, shown below:

2. Type in the **Password** you wish to use for this account.

    Your password needs to have the following:

    • at least eight characters
    • at least one upper-case letter
    • at least one lower-case letter
    • at least one number
    • at least one special character, such as @ # $ _

    We strongly recommend that you do not use your personal information, for example, your name, user name, address, your company's name, date of birth, phone number, license plate number.

3. Type in the password in **Confirm Password**.
4. Click **Complete My Registration**.

The website opens, displaying the areas to which you are allow access.

You only need to do this once, see

Subsequent Signing In

You will be provided with credentials with which you can sign into both the User website by Pitney Bowes.

To sign in to follow the procedure below:

1. In the address bar type the URL of the Relay Communications Hub. This is one of the following:

| **Europe:** | **https://relayhub.eu.pitneybowes.com/** |
| **North American & Australia:** | **https://relayhub.us.pitneybowes.com/** |

This opens the website in a new tab. The **Sign in** page is displayed.

2. Type in your user credentials. By default this is your email address and a default password of "password".

    Warning: It is of the utmost importance that you change your password to something more secure as soon as possible. You risk attack by outside agencies if you fail to do so.

3. In addition, you may check the **Remember me** box. This means that if you close the browser without logging out, and open it again within seven days, your user name and password are remembered and you will not need to sign in.

    > **Note:**
    >
    > After six incorrect sign in attempts you are locked out of the website for ten minutes. After this time, use the **Forgotten your password** facility to reset your sign in credentials.

4. Click **Sign in**.

The **Relay Communication Hub User web site** is then displayed.

Forgotten your password?

The sign in page is shown below:
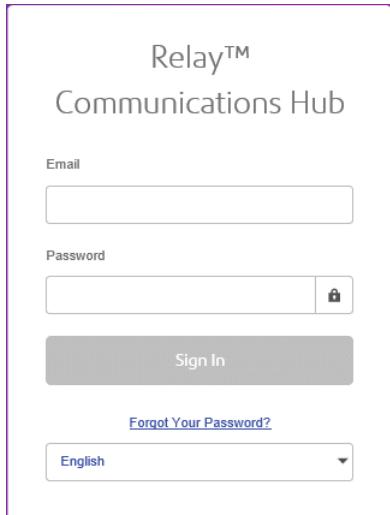
If you have forgotten your password, follow the procedure below:

1. Click **Forgotten Your Password?**

    This opens the following:
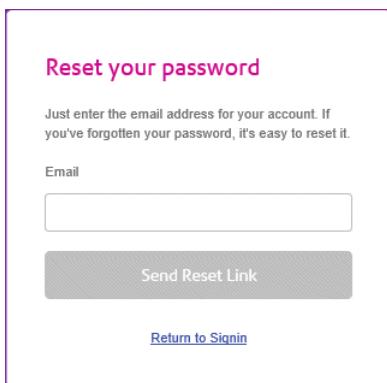
2. Type in your registered email address.
3. Click **Send Reset Link**.

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

4. Check your email.

    The reset password email is shown below:

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

    The following is opened:

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

>   **Note:** See **Signing In For The First Time** on page 30 for a list of password criteria.

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

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

Password Expiry

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

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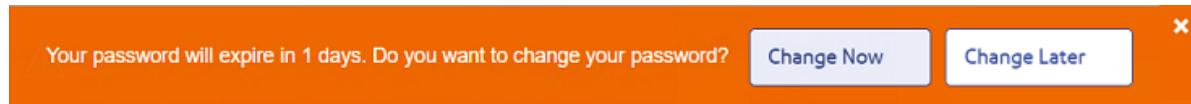
1. Either click:

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

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

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

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

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

Help

Clicking in the top right of the window opens a menu, as follows:
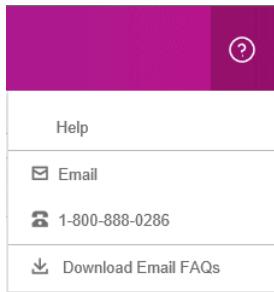
If you are experiencing any problems, dial the number to contact Pitney Bowes.

Changing the display language

Relay Communications Hub automatically detects the language in which it should be displayed from your system. If you wish to change this, click in the top right of your screen, the menu is shown below:
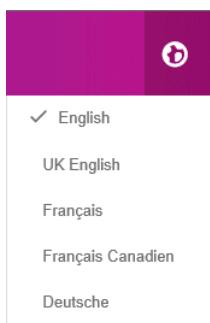
Click your preferred language. The menu closes, the page is displayed in the selected language. The next time you sign in Relay Communications Hub is displayed in the selected language.

Navigating The User Interface

When you have signed in the User Interface is shown:
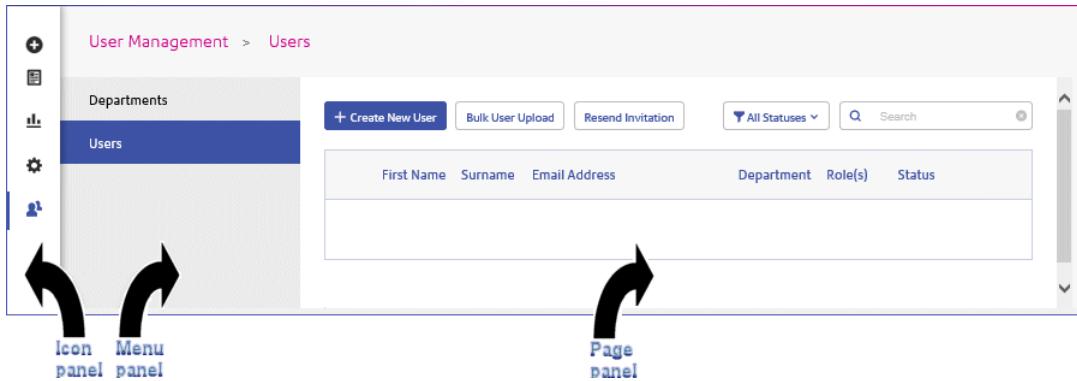
To open a page, click the required icon in the Icon panel and select a menu option to open the page. In the example, above, the following have been selected:

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

Navigation Icons and Menus

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

Reports

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

The functions of this page are described in **Viewing Job Reports**

Settings

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

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

See **Downloading the Desktop Client**

Job Reports

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

Immediately after uploading a job it is shown as processing; no data is shown in the **Job Summary** section. Click ⟳ to ensure the list is up-to-date.

The jobs are listed in chronological order with the most recent job to be submitted at the top. By default the first job in the list is selected and when it has completed processing, its Job Summary is displayed.

The **Job Reports** page is shown below:
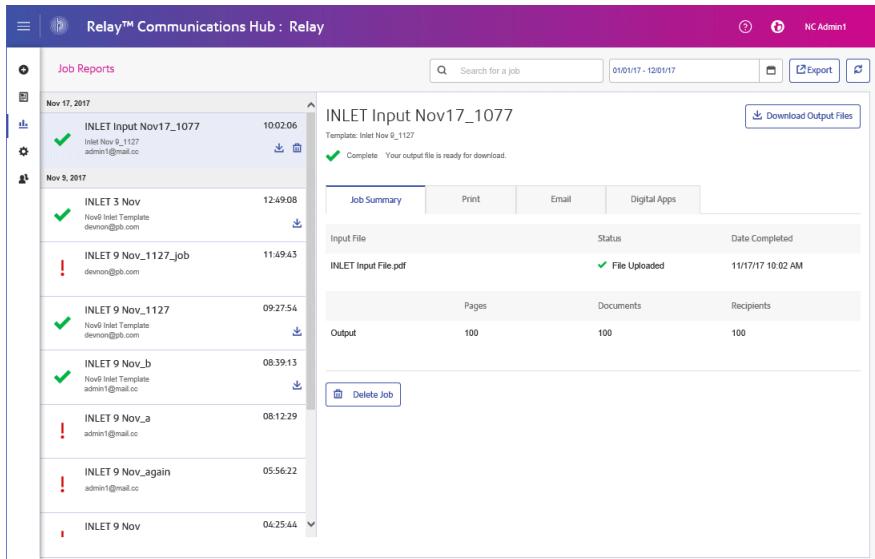
The left-hand panel gives a scrollable list of jobs in the order in which they were submitted, newest to oldest.

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

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

🖨   Job is printed.

✉	Job is mailed.
✅	Job has been mailed. This job is now complete.
❗	Job error. Speak with your Print Room Operator.
✖	Job is deleted.

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

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

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

A mailpiece goes through the following stages.

🔄	**In Progress**	This icon indicates the following conditions:
		• Initial job status. Immediately after uploading a job it is shown as processing. It means all mail pieces are **In Progress** state.
		• Some of the mail pieces have reached to the print provider.(Remove this line)
		• We have not received any error message.
		• Some of the mail pieces have been released.
📑	**In Queu**	This icon indicates the following conditions:
		• If one or more mail pieces have been sent to the print provider.
		• There is no error with any of the mail pieces.
✈	**Partial Completed**	This icon indicates the following conditions:
		• Print provider has successfully processed one or more mail pieces.
		• There is no error with any of the mail pieces.

	Complete	This icon indicates the following conditions:
		• Print provider has successfully processed all mail pieces.
		• There is no error with any of the mail pieces.

	Has Error	This icon indicates the following conditions:
		• After uploading a job, if one or more mail pieces fail for any reason.

	Failed	This icon indicates the following conditions:
		• All mail pieces have failed.

	Deleted	Job is deleted.

Job Summary

Once a job has completed processing, the **Job Summary** is displayed in the right-hand panel. By default, the Job Summary is shown for the first job in the left-hand panel. Select another job to open its summary. All jobs have a summary, regardless of their status. An example is shown next:
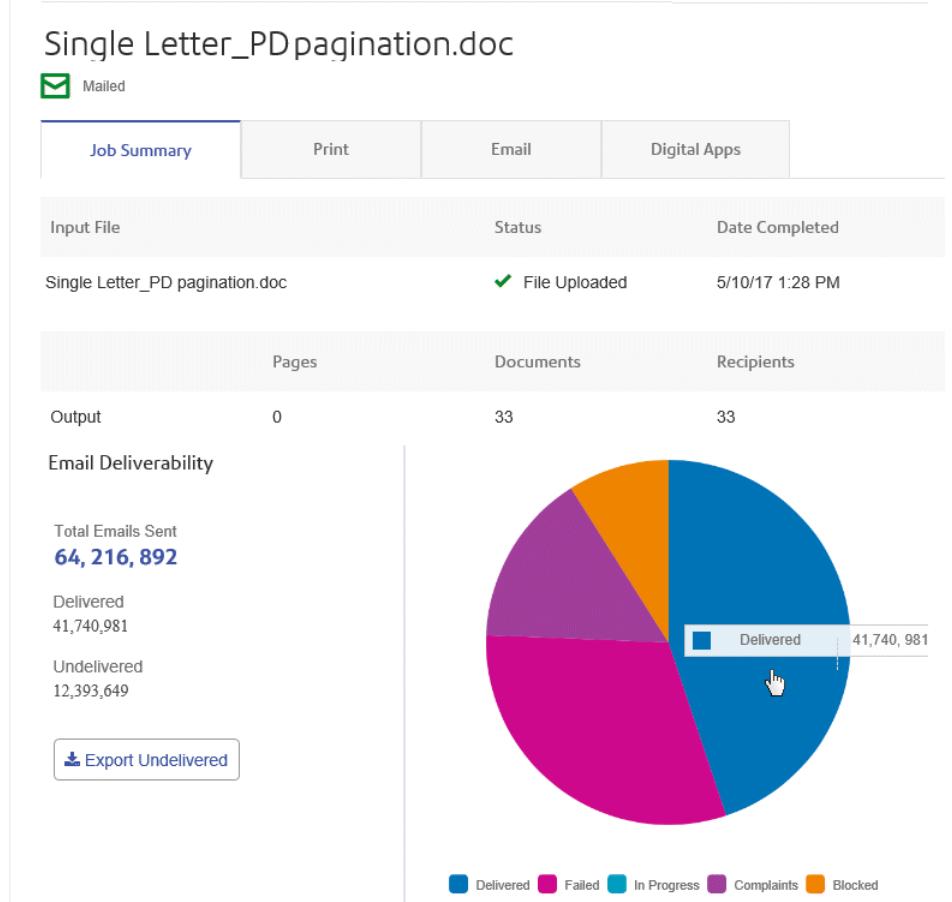
The information shown is as follows:

Input File	The name of the input file. In the example, this is `Single Letter_PD pagination.doc`
Status	The status of the job, as described in **Job Summary** on page 41.
Date Completed	The date on which the job completed processing, that is, printed, emailed, or passed to a digital app.
Pages	The number of pages output to the above. This may not be relevant in all cases.

Documents	The number of documents/mail pieces output.
Recipients	The number of recipients for those documents/mail pieces.

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

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

Print, Email and Digital Apps tabs

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

The Job Summary has four tabs, as follows:

Job Summary	This is the first page displayed when a job is selected from the list in the left-hand side of the page. It provides the information described in **Job Summary** on page 41.

Print

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

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

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

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

> 5200010 : L'adresse du destinataire n'est pas valide. Vous devez obligatoirement avoir renseigné les Noms / Sociétés et les Codes Postaux et Villes de vos correspondants. Consultez le site web de Maileva pour bien rédiger les adresses.
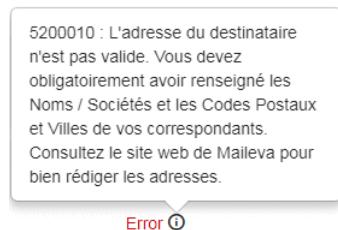
Error ⓘ

Email

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

Digital Apps

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

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

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

To find a specific mail piece or organize those displayed, see:

- **Searching for Mail Pieces** on page 44
- **Filtering Documents By Status** on page 43
- **Sorting Mail Pieces** on page 44

Filtering Documents By Status

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

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

2. Click [▼ All ∨].

3. Select one of the following:

   • All
   • Processing
   • Complete
   • Error

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

A filtered list of mail pieces is displayed.

Searching for Mail Pieces

To search for a mail piece, follow these steps:

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

2. Click in the **Search for a job** box, shown below:

🔍 Search in this report

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

4. To begin the search, either:

   • Click 🔍, or
   • Press **Enter**.

To return to the previous list of jobs, delete the characters in the **Search for a job** box.

Sorting Mail Pieces

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

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

To do this, follow the procedure below:

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

2. Click the required column heading, Recipient Reference or Data/Time.
   An arrow beside the column indicates the order.

3. Click the same column heading again to reverse the sort order.

Finding the jobs you wish to see

The job filter has two areas which allow you to find only the jobs you wish to see, both are described in greater detail in this section.

Job reports are created for all jobs that have passed through the Relay Communications Hub, that is, with a status of Completed.

Searching for jobs

To search for a job, follow these steps:

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

   Q Search

2. Type in the letters for which you wish to search. To find "Blood Test Results", you need type only part of the text you wish to find, for example, "blood" or "test" or "results".

3. To begin the search, either:

   • Click Q, or
   • Press **Enter**.

To return to the previous list of jobs, delete the characters in the **Search for a job** box. By default, the Job Summary is shown for the first job in the left-hand panel.

Filtering jobs by date

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

1. From within the **Job Reports** page, at the top, click in the date range, by default the date range shown is the last seven days.
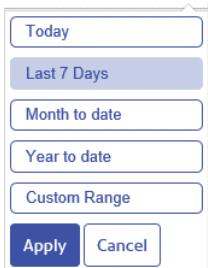
2. Click on the required date range to show the jobs processed during that period, or

3. Click **Custom Range** to open the following:
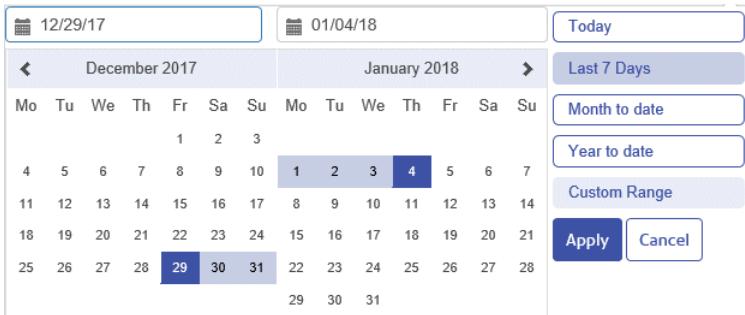
4. Either:

   • Click in the date boxes and enter the dates required manually, or
   • In the calendar click the start date and then the end date. Use the arrows to find the required months.

5. If you have chosen a **Custom Range** click **Apply** to affect the selection.

The filtered jobs are displayed in the left-hand panel. By default, the **Job Summary** is shown for the first job in the right-hand panel.

Exporting a report

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

1. Click ⟳ to ensure you have the most up to date information.

2. Select the required job in the left-hand panel.

3. Click [☐ Export]

4. A message is displayed advising that the report has been mailed to your registered email account.

5. Sign in to your email account and click on the link in the relevant email to open the report.

6. The file is then downloaded, save it to the required location.

Report Field Descriptions

The report fields are as follows:

Job ID	Unique ID for the job.
Job Name	The name of the job.
Mail Piece ID	Unique ID for this mail piece.
Print Stream ID	Unique ID for the printstream.
Input file name	A unique file name designated by the system.
Bundle Name	The unique name of the bundle. This is a list of the criteria used to create the bundle, for example, "RELAY RETURN, Relay Reporting, A4, Duplex, Black and White, [No Inserts]".
User Name	The username of the submitting user.
Department Name	The name of the department to which the user belongs.
Job Submitters Email	The submitting user's email.
Date Submitted	The date on which the job was submitted.
Print Channel Status	The latest status of printed mail pieces, for example, Delivered, Sent.
Print Channel Status Date	The date on which the **Print Channel Status** was last updated.
Print Send Date	The date on which the mail pieces in the job were sent.
Print Job Option Send Date	The send date selected in the Printer Driver's Job Options by the submitting user.
Simplex & Duplex	Whether the job is simplex (one-sided) or duplex (double-sided).

Paper Size	The size of the paper on which the mail pieces are printed for a physical print job.
Sheet 1 Stock	The sheet stock or paper used for the first page of the mail piece. This may be a form or headed paper.
Sheet 2 Onward Stock	The sheet stock or paper used for the remaining pages in the mail piece, usually plain paper.
Job Reference	The reference number of the job. This is defined at submission.
Simplex Pages / Duplex Sides	The number of pages. For simplex, one page comprises a printed side and a blank side. For duplex the number of sides is the number of sides on which printing appears.
Deleted By	The username of the deleting user.
Deleted On	The date on which the job was deleted.
Deleted By (Email)	The email address of the deleting user.
Template/Communication Type	The template or communication type selected on submission.
Attachment Name	The name(s) of any attachments.
Destination Address	The postal address of the recipient.
Color or Black & White	Whether the mail pieces are printed in black and white or color.
Mailing Service	The mailing service by which the mail piece is sent. For example, first class, second class.
Envelope	The size of the envelope in which the mail piece is sent.
Region Group	The postal region in which the recipient resides.
Email Channel Status	The latest status of printed mail pieces, for example, Delivered, Sent.
Email Channel Status Date	The date on which the **Email Channel Status** was last updated.
Email Send Date	The date on which the email was sent.
Email Job Option Send Date	The send date selected by the submitting user in the Printer Driver's Job Options.

From	The email address that you wish the recipient to see, for example, an administration email address, this could be admin@ycompanyname.com
Sender	The email address of the sender.
Reply To	The address to which replies to sent emails are returned.
Email To	The recipient's email address.
Email CC To	Email addresses to which copies of the email are sent. This may be an archive or supervisor.
Subject	The subject line of the email.
Body	The body text of the email.
Digital App Name	The name of the digital app to which mail pieces are sent.
Recipient Reference	The unique Id of the customer to which this mail piece has been sent, for example, an account number.
Digital Channel Status	The latest status of mail pieces sent through a digital app, for example, Delivered, Sent, Failed, completed.
Digital Channel Status Date	The date on which the **Digital Channel Status** was last updated.
Digital Channel Send Date	The date on which mail pieces were sent to the digital app.

Downloading output files

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

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

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

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

To do this, follow the procedure, below:

1. Click ⟳ in the upper right corner of the screen to ensure you have the most up to date information.

2. Select the required job in the left-hand panel.
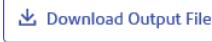
3. Click [⤓ Download Output Files] in the **Job Summary**.

4. Click ▮▮ in the left-hand panel to go to the **Job Reports** screen, a green check mark indicates the job is complete.


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

6. Click the **Download Output Files** button in the upper right of the screen to download the document, which now have the 2D barcode applied and will be ready for insertion using your Relay Inserter.

7. Alternatively, you can also click ⤓ in the left-hand panel to download your document.

8. In the **Save as** dialog, navigate to the required location, give the file a meaningful name and click **Save**.

The file is then downloaded to the specified location and is available to used as required.

Email Deliverability report

If you used one of the templates that provides an emailing function to process your job, the **Email Deliverability** report is shown in the Job Summary below. An example is shown, next:
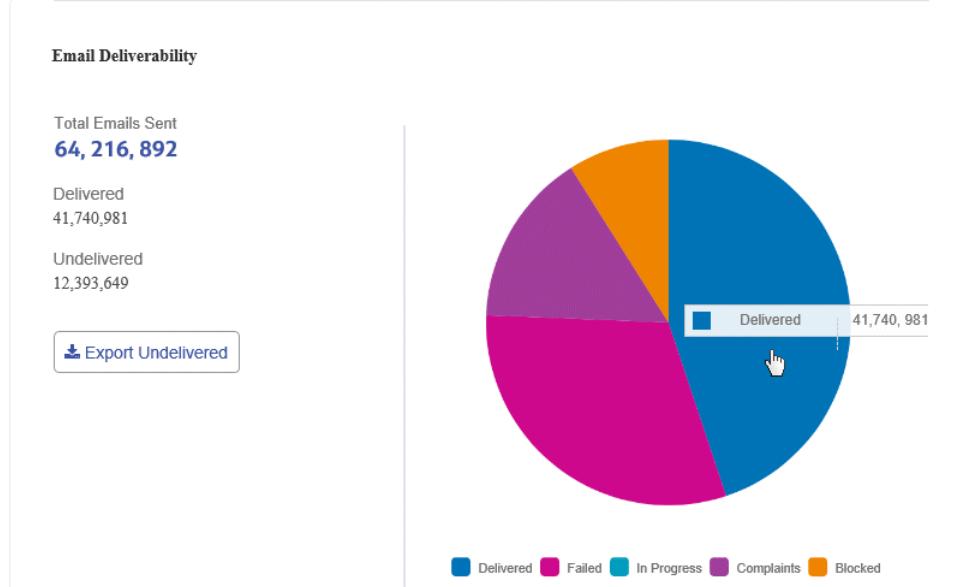
This report gives the **Total Emails Sent**, **Delivered** and **Undelivered**.

The pie chart breaks down the status of the emails, which are as follows:

|	
Delivered	The email has been delivered to the recipient.
In progress	The email is still processing. This is updated as the status of the emails change.
Blocked	The email is not delivered because the email address in not a valid or does not exist.
Failed	The email is not delivered because the recipient has actively blocked emails from your sender address.
Complaints	The email is not delivered because the recipient has actively blocked emails from your sender address and has made a complaint to the service provider.

Downloading the Email Deliverability report

To do this, follow the procedure, below:

1. Click ⟳ to ensure you have the most up to date information.
2. Select the required job in the left-hand panel.
3. Click **Export Undelivered**.
4. In the **Save as** dialog, navigate to the required location, give the file a meaningful name and click **Save**.

The file is then downloaded to the specified location and is available to used as required.

Viewing a breakdown of Export Undelivered

If the Template used in your Job generated emails, you can view a breakdown of the Export Undelivered and delivery failures by clicking its job name in the left-hand panel. When the **Job Summary** page opens in the right-hand panel, click the **Email** tab to display the following:

The job name is given at the top of the page with the name of the template used. A ✔ indicates that the job processed successfully.

The **Email** tab gives the total number of emails sent, this is the number of emails generated during job creation. The body of the table gives the email address of the intended recipient, the name of the **Input File**, the **Date/Time** that the email was generated and the status of the emails. This information is the same as given in **Email Deliverability report** on page 51.

To filter the emails displayed by status, click and select the status you wish to see from the menu.

Search for an email address

To search for an email address, follow these steps:

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

2. Type in the email address for which you wish to search.

3. To begin the search, either:

- Click 🔍, or
- Press **Enter**.

To return to the previous list of email addresses, delete the characters in the **Search for an email address** box.

What to do if your job fails

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

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

Deleting a Job

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

Only jobs with the following statuses can be deleted. For ease of use, only jobs displaying a 🗑 icon or a **Delete** button may be deleted.

🖨	Printed
✉	Mailed. This job has been mailed but can be removed from the system.
❗	Job error.
🖨	Job printing.

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

Deleting a Job from the Job Report List

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

1. Select the required job from the list.

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

2. Click 🗑.
3. A message is displayed requiring that you confirm deletion. Click **OK**.

    The job is marked with ✕, as shown below, and is no longer available for use.


Deleting a Job from Its Job Summary

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

1. Select the required job from the Job list.

    The Job Summary is shown below:

2. In the Job Summary click **Delete Job**.

3. A message is displayed requiring that you confirm deletion. Click **OK**.

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

Note: Jobs with an error status do not have a Job Summary and so cannot be deleted in this way. Use **Deleting a Job from the Job Report List** on page 55 instead.

Using TrackMyMail

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

5 - Administrating Relay Communications Hub

If you have an Administrator role or permissions, you may have access to the Administration menu, available by clicking your user name in the top right-hand of the page. In the following example, the user name is Relay Admin, click this to open the menu.

It has three options, shown next:
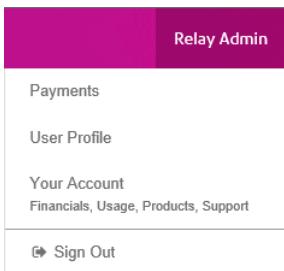
These options provide the tools for administration of the Relay Communications Hub, including the following:

• Viewing and changing you user profile
• Signing out of Relay Communications Hub

In this section

Editing your profile

To view your user profile, click on your user name in the header and select **User Profile** from the menu.

The following is displayed:

Your email address, user name and password are given.

**Changing Your Name** on page 60 and **Forgotten your password?** on page 32 are covered next.

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

Changing Your Name

To change your name:

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

   The following is opened:

2. Type in a new value for **First name**.

3. Type in a new value for **Last name**.

4. Click **Save**.

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

# Changing Your Password

> **Note:** See **Signing In For The First Time** on page 30 for a list of password criteria.

To change your password:

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

   The following is opened:

2. Type in a new value for **Old Password**.
3. Type in a new value for **New Password**.
4. Type in a the same value for **Re-enter Password**.
5. Click **Save**.

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

Viewing Version Information

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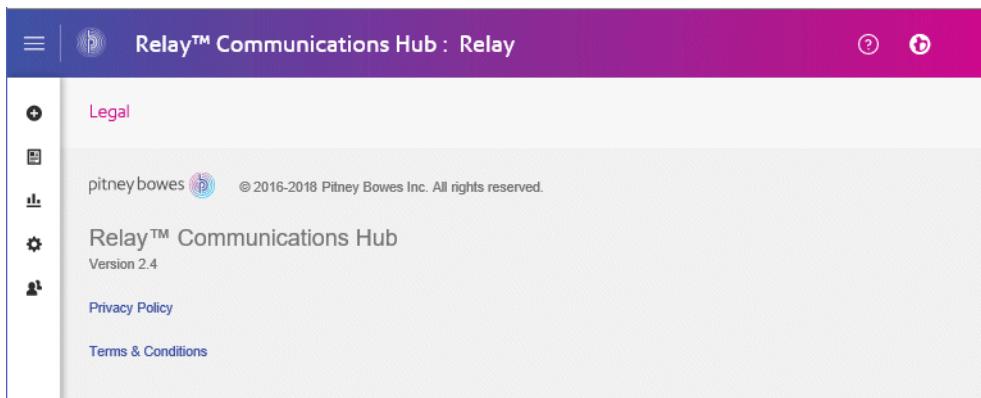
this page has the following links:

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

Signing out

To sign out from Relay Communications Hub, click your user name in the header and select **Sign out** from the menu. You are then returned to the **Sign in** page.

6 - Glossary

This section gives descriptions of the terms found in this guide.

In this section

Terms and Definitions

Administrator	The person responsible for the administration of Relay Communications Hub. These responsibilities include creating users, defining the organization hierarchy and specifying bundle criteria.
Attachments	A PDF file uploaded into Relay Communications Hub and selected in the Printer Driver. This is attached to each mail piece in the job at the time of printing, mailing or archiving.
Bundle	A bundle is group attributes which define a print stream, for example, color, page size. The name of the bundle is automatically generated when the bundle is created and is made up of the attributes selected. For example:
	C5, Duplex, Black & White, A4, 2nd Class, No Insert
	This bundle has grouped together all jobs which are to be printed double-sided (duplex), on A4 paper and to be posted in a C5 envelope as 2nd class without the inclusion of pre-printed inserts.
Concatenation	The grouping of individual jobs into one print stream. Jobs are concatenated by bundle, a number of common attributes.
Download	The print stream is transferred from Relay Communications Hub on to the printer.
Mailing Envelopes	Envelopes in which printed mail pieces are inserted for mailing. These are usually defined by physical size.
Job	This is submitted by a user and consists of a number of mail pieces/letters. Letters may have been mail merged within Microsoft Word and submitted to Relay Communications Hub through the Printer Driver.
Mailing Services	The service used to send printed mail pieces.
Mail piece	A single letter to one recipient. Mail pieces are concatenated or mail merged into Jobs and then submitted to Relay Communications Hub by users.
Operator	The person creating triggers to automate printing of print streams in addition to manually triggering printing.
Pre-Printed Inserts	A physical published document inserted into the envelope withe the mail piece at the time of printing.
Print Stream	A concatenation of individual jobs into one larger file for printing.
Release	The process of starting the download of the print stream from Relay Communications Hub on to the printer.
Role	A group of settings which define user permissions and access to parts of the user interface and facilities.

Sheet Stock   In the case of Physical stock, this is the paper on which mail pieces are printed. Otherwise, this is a PDF of headed paper or a form which is over-layed onto the mail pieces.

Trigger   The means by which print streams are sent to print. Triggers can be set to run at specified times on when the number of pages or mail pieces exceeds that specified.

User   The person submitting individual jobs to Relay Communications Hub for printing.

7 - Error Messages

Error messages are shown at the bottom of the page in red text. An error is displayed, for example, where a mandatory field in the page has not been filled correctly.

In the **Printer Driver** a warning or error is displayed in an external dialog. If there are two errors/warnings, both are displayed.

In **My Documents**, if there is more than one error, only the first occurring is displayed in the Printer Driver.

In this section

Message text and solutions

The error and warning messages are given below, with solutions where relevant.

There is no internet connection to the server
You are not signed in or your version of the Printer Driver has not been configured properly.

Click **Sign in** and enter the email and password. If this fails, contact your Administrator, who should be able to reconfigure your Printer Driver.

No Mail pieces have an address
The document you are printing has no address block or you are trying to print a blank document.

Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place.

Insufficient Envelope Capacity
If the calculated value for **Document Sheets** is greater than **Envelope Capacity**, the following occurs:

- The **Print & Mail** button is disabled.
- A warning symbol is displayed against **Envelope**.
- **Document Sheets** is displayed in red.

To combat this:

- Reduce the number of **Document Sheets** by switching to two-sided printing.
- Remove blank pages from the original document.
- Select an **Envelope** with greater capacity.

Authorization required
You have selected one or more options that require authorization by your Administrator:

> **Note:**
>
> Option choices require authorization before mailing will occur.

In such a case continue to print the document as usual. When your Administrator next signs in to the **My Documents** the document will be flagged as requiring authorization. Once authorized the document will be printed.

File Not Found
The specified attachment or pre-printed insert cannot be found.

Ensure that the PDF file for the attachment or pre-printed insert is in the specified location, or select the file again from the correct location.

Copy File returned error	Please ensure the RootURL setting is pointing to an appropriate version of the website. In addition, delete all files with an extension of USD in the user's temp folder and print again from your application.
A Minimum configuration has not been set for this user	Contact the Web service Administrator to correct this account. Print again to use another account.
Incorrect version of PDFCreactiveX.dll is installed	Please reinstall the Printer Driver.
Unregistered User defaults can't be loaded	Reinstall the Printer Driver.
Couldn't create overlay PDF file	You do not have the correct permissions to create this PDF file. Please contact your Administrator.
You are not currently connected to the server	Please sign in.
Invalid User/Password	Your sign in credentials are incorrect, click **Forgotten your password** in the log in window and follow the prompts. If this still does not work contact your System Administrator.
Please select a date in the future	The selected date is in the past, please select a date in the future.
The selected date exceeds the allowed future date of	The selected date is beyond the maximum date which may be selected. Please select a date on or before that given in the error message.
Could not apply all group settings due to restrictions in available choices	You do not have the correct permissions to use one or more of the options chosen. Revisit your selections choosing options for which you do have permission or contact your Administrator.
No Temporary Locations have been defined by the Administrator.	Contact your Administrator.
Please enter another Filename as the temporary attachment already exists	An attachment with this name already exists, give your attachment a different name.
ActiveX Control not installed	Reinstall the Printer Driver or contact your administrator.
Couldn't open source PDF file	The specified attachment or pre-printed insert cannot be found.
	Ensure that the PDF file for the attachment or pre-printed insert is in the specified location, or select the file again from the correct location.

Submission is disabled...   The Submit button may be disabled for a number of reasons:

- The reserved area, shown below, indicates the envelope window reserved for the address block, but there may be other reserved areas. The most common errors occur when this reserved area is either overwritten by the body of the letter or when the address extends beyond its limits of the reserved area, which indicates the envelope window for the address.

Encroachment of the reserved area may be resolved by clicking and dragging the area within the Viewer pane, to the required location. This requires that you have the correct user permissions. If you do not have these permissions, make the required changes in the original document before reprinting.

Contact your Administrator.

- A Communication Channel has not been defined by the Administrator on during Relay Communications Hub configuration.
- A Communication Channel which specifies a split in the job has failed, resulting in the maximum number of sheets for the specified envelope being exceeded.

Contact your Administrator.

- The address extraction has failed.

Contact your Administrator.

Couldn't Create Attachment PDF file   You do not have the correct permissions to create this PDF file. Please contact your Administrator.

Ad-hoc Attachment selected invalid for user   You do not have the correct permissions to use this PDF file. Please contact your Administrator

Attachment Download Failure   The selected attachment failed to download. Please try again.

Invalid sign in Credentials   Your sign in credentials are incorrect, click **Forgotten your password** in the log in window and follow the prompts. If this still does not work contact your System Administrator.

Error checking for print driver   Reinstall the Printer Driver.

Monochrome/Color option invalid for user   You do not have the correct permissions to use this option. Please contact your Administrator.

Create Attachment PDF Failure	The attachment you are trying to create failed this may be because you do not have the correct permissions to use this option. Please contact your Administrator.
Critical error occurred while processing the document	Contact your Administrator.
Network Connection Problem	Contact your Administrator.
Electronic Attachment selected invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator.
Envelope Type invalid for user	You do not have the correct permissions to use this option. Contact your Administrator.
Error sending failed submission email	The email notification advising or and error during submission was not sent. Contact your Administrator.
Upload File not found/File Upload failure	The specified PDF file cannot be found.
	Ensure that the PDF file for the attachment or pre-printed insert is in the specified location, or select the file again from the correct location.
Invalid hash code on Job Config	Contact your Administrator.
Invalid sign in Credentials or Invalid URL	Your sign in credentials are incorrect or the URL you are trying to access is invalid. Contact your Administrator.
PDF Paper Size is not supported	Select another paper size and resubmit.
The URL used for User Service is invalid	The URL you are trying to access is invalid. Contact your Administrator.
Unable to send: One or more missing address	The document you are printing has no address block or you are trying to print a blank document.
	Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place.
Notification option invalid for user	You do not have the correct permissions to use this option. Contact your Administrator.
This version of PrintDlg is no longer supported	Install the latest version as described in **Installing the Printer Driver**.
Server Offline	The server is not currently available. Please try again later.
Overlay Download Failure	The selected overlay failed to download. Please try again.
PDF File is encrypted and cannot be processed	Relay Communications Hub does not support encrypted PDF files. PDF files are encrypted on submission to the **My Documents** website.

Simplex/Duplex option invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator.
Pre-printed Insert selected invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator.
Pre-printed insert for Ad-hoc invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator.
Could not read job config	The configuration file for the job could not be read. Please resubmit.
Send Date option invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator or select another option for which you do have permission.
Send Date Specified is invalid	You do not have the correct permissions to use this option. Please contact your Administrator or select another option for which you do have permission.
Mailing Service invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator or select another option for which you do have permission.
Sheet 1 page stock invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator or select another option for which you do have permission.
Sheet 2 page stock invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator or select another option for which you do have permission.
Envelope Type invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Notification option invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Monochrome/Color option invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Simplex/Duplex option invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Electronic Attachment selected invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Pre-printed Insert selected invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Could not create PDF file for submission	The document you are printing has no address block or a Print Center has not been defined.
	Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has

an address in the correct place; or contact Your System Administrator.

Could not retrieve a GUID from the server	The document you are printing has no address block. Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place; or contact Your System Administrator.
Reserved areas have been overwritten	Open the original document and ensure that all text is clear of the reserved areas, then resubmit.
Data from the server is invalid. User probably doesn't have access rights	You do not have the correct permissions for the option specified. Contact your Administrator.
Some of the reserved area has been overwritten	It may be that the Printer Driver has been configured to accept jobs in which envelope and/or default reserved areas have been encroached/overwritten, if this is the case, the above error is displayed, however the printing buttons remain available and document may still be printed. You will be prompted to confirm your decision to print. However, if the Printer Driver has been configured to abort jobs in which envelope and/or default reserved areas have been encroached/overwritten the same error is displayed but the printing buttons are disabled. The document cannot be successfully printed until the envelope and/or default reserved areas have been cleared.
No Mail Pieces have an address	The document you are printing has no address block or you are trying to print a blank document. Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place.
No Mail Pieces have a Communication Channel	This must have been defined in the Digital Hub Administrator website. Contact your Administrator.
Some of the reserved areas have been overwritten	Open the original document and ensure that all text is clear of the reserved areas, then resubmit.
Too many sheets or inserts are too large for chosen envelope	If the calculated value for **Document Sheets** is greater than **Envelope Capacity**, the following occurs: • The **Print & Mail** button is disabled. • A warning symbol is displayed against **Envelope**. • **Document Sheets** is displayed in red. To combat this:

- Reduce the number of **Document Sheets** by switching to two-sided printing.
- Remove blank pages from the original document.
- Select an **Envelope** with greater capacity.
- Check size of insert created and ensure it will fit in the envelope.

WARNING: One or more Mail Pieces have no address	The document you are printing has no address block or you are trying to print a blank document.
	Return to the original document in the Windows application and ensure that you have opened a valid mail piece and that it has an address in the correct place.
WARNING: One or more Mail Pieces have an invalid address	The document you are printing has an invalid address block or no address block at all. Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place.
WARNING: Option choices require authorization before mailing will occur	Submit your job in the usual way, your Administrator will authorize it in due course.
Job Option Send date is in the past	Set the send date to some time in the future and resubmit.
The Job Option Send date is further in the future than allowed	Set the send date to some time nearer in the future and resubmit.
Please select a future date	Set the date to some time in the future and resubmit.
The selected date exceeds the allowed future date of <*n number*> days.	Set the send date to some time nearer in the future and resubmit.

8 - More Information

In this section

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