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1	Q&A Report:	eDoc Training - Preparation for Hard Copy Statement Discontinuance
2	Question Asked	Formal Answer for Documentation and Sharing
3	What is the name of the file to be uploaded to postalone and where can I find it?	The file that you should be uploading is the maildat.hdr file. When you select the presort folder for the job that you are uploading, that should be the only file that shows up.
4	I don't have a Postal Wizard option, the box is grey wont let me check it	If you are presorting a periodical, then the Postal Wizard assistant box on the Print Reports window will be grayed out. You can still upload a periodical using the Postal Wizard, but there is no Postal Wizard assistant for Periodical mailings. You could also use the MDRClient.
5	I also don't have Move Update Method or Mailing Permit # boxes, which Goeff said were important to have	For Periodical mailings, there is no Move Update method box on there, so it is not necessary. The Mailing Permit should be entered in the Imprint Permit No. and Publication No. boxes on the Periodical Mailing Statement window.
6	What version of windows do we need? we are using 7	You can use Windows 7 through Windows 11.
7	When mailing newspapers, we have 3 titles, and 3 offices and we are co-mingling? how do we show that, we have been taking your data, and manually adjusting to co-mingle the reports	AccuZIP is not currently programmed for comingling, so you would most likely just want to continue with your current process. If you are wanting to upload in this case, you would need to use the Postal Wizard and manually enter your information.
8	What if we don't know the specific mail date when we process the list?	You can process the mailing as normal, and if you need to alter the date, you can always regenerate the Reports form the Print Presort window and change the mailing date on there.
9	why can't accuzip automatically upload the maildat file and generate the scan paperwork for us?	We will be creating an ad-on module, our maildat editor, that will do this and several other things relating to post-presort maildat handling. Currently this module is still in development. Once it is ready for release, we'll be letting all of our customers know about this module, the introductory price, and everything you can do with it.
10	You would have to cancel on the BCG and re-upload in the case of a date change though correct?	If the mailing has already been uploaded and then the date is changed, then yes, you would need to cancel the file from the Gateway, change the date by regenerating the paperwork with the correct date (do NOT do a new presort), and then re-uploading the job.
11	Whats the difference between the Mail.dat and postal wizard. Are they separate uploaders?	They are different upload methods. The MDRClient is used for automatically uploading all of the necessary mail.dat files, and the Postal Wizard is used for manually entering that information as opposed to uploading it from the mail.dat files. Both can be used for Full Service.

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12	If per piece weight is off slightly do you need to reprocess and upload the mail.dat?	That can depend on the mailing. If it letters, it should not matter quite so much, but it is still a good idea to make sure that weight is as accurate as possible. For Flats, the weight is typically more important, so again it is ideal to make sure that you have the correct piece weight in the Presort Setup. It can be particularly problematic for larger mailings. If your weight is off, and there are 100,000 pieces, that weight discrepancy can add up to a significant difference.
13	Will there be a recorded version of this for team members that could not attend today?	Yes, you can access it from our webinars page found here: https://www.accuzip.com/support/resources/webinars/
14	Does MDR need to be downloaded to the PC running Accuzip?	Not necessarily, but it would make things a bit easier. If you have the MDRClient on a different computer, then you would need to copy the entire presort folder over to the computer that is running the MDRClient.
15	Lost internet over here for a little while...how do we get that postal wizard assistant to generate?	When you click Print Reports on the Print Presort Window, there will be a check box for the Postal Wizard assistant, unless you are presorting a periodical. In that case, it will be grayed out.
16	So if I am doing a mailing for a customer on their permit that happens to be at a post office that is not my post office, how do I do that? I've always been told by the post office that mail has to be entered where the permit is held but I need to send a hard copy.	You do need to bring the mailing to the Post Office where the permit is held. If you are processing a mailing for a customer and using their permit, then you would need to enter their Zip+4 in the Presort Setup under the Mail Drop Setup. Then, on the Mailing Statement Setup, you would need to put their permit number in the Mailing Permit# box and the Zip+4 of the Post Office where their permit is held in the Post Office of Account Zip box. You will then need to take the mailing to that facility.
17	Why are we printing that barcode page if the post office is getting everything electronically?	That barcode that prints out is how the Post Office can find your specific mailing in their system. When they scan that barcode, it brings up the information that you uploaded to PostalOne.
18	We are not a full service mailer (nor do we have plans to start). Do we have to participate in full service to upload in Accuzip? We are currently entering manually in Postal Wizard.	If you are already uploading using the Postal Wizard, then you are participating in Full Service. You can continue to use the Postal Wizard if you'd like, and you can still get the Full Service discount, but the MDRClient is faster, easier, and generally more reliable.

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19	Our corporate policy on computers is users do not have Admin permissions. Accuzip requires it. Also does mdclient update require admin permissions. How can we work around this? (our processing of jobs is automated, running on a "server", but mailroom staff do not have access).	The MDRClient does not require Admin permissions.
20	I see that we have our accuzip set to the full service default for 1st class but not standard and we typically dont have a problem BUT we don't get the discount	If you are getting the discount for First Class and not for Standard Mail, then go into the Intelligent Mail Setup and select a Service Type that has "Full" in the parenthesis after the description. For Standard Mail, the default is 271. If you are not getting the discount for either class, make sure that you have the Full Service IMB Rates box checked on the Presort Setup Window.
21	How does one get a customers CRID and NonProfit Authorization Number if the customer doesn't even know it? Where does one go to find them?	You can log onto the Business Customer Gateway and then click on Manage Account and select Manage Profile. Then, Scroll to the bottom and choose Get MIDs/CRIDs to find their CRID info, or click Customer Validation tool and then select Nonprofit, and then click the CRID button. Enter their CRID and it should show you the Nonprofit Authorization Number as long as it has been linked on the Post Office end.
22	We are a letter shop. We process mailings lots of printers and area businesses. Clients want us to process as full-service but want their NAME and information on the 3602. Does that mean I need to setup them up as a business partner?	You can enter that information in the box labeled Name and Address of Individual or Organization for which Mailing is Prepared on the Mailing Statement Setup. It is the box in the upper right. Also, as long as you have their CRID in the CRID of Mail Owner box on the right hand side, their info will show up in PostalOne when the mailing us uploaded.
23	Do we still print paperwork for EDDM/DDU Drops? Or is this primarily only for eDoc Submission?	Unfortunately, yes. You do still need to generate the 8125 forms for DDU drops.
24	Do you still have to update your MDR file every 30 days?	There is not really a set schedule for updating the MDRClient. The Post Office will periodically release updates, but it is not on any sort of specific time frame. If you open your MDRClient and it tell you that your version is out of date, you can just go to the Gateway and download the current version.

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25	How long in advance does the information need to be uploaded, prior to taking the mailing to the BMEU?	You can upload your mailing the same day that it is being taken to the Post Office. Alternatively, you can upload up to two weeks in advance, but you still want to make sure that you have the correct mailing date entered.
26	Is there an option to do testing and upload mock files to the USPS for training purposes?	Yes. You can download the PREPROD (Preproduction for Mailers) version of the MDRClient from the Electronic Data Exchange page on the Gateway. Just make sure that you are using the Production version when you are actually doing your uploads. Files uploaded to the PREPROD version will NOT show up on your Dashboard. You can check which version you are using at the top of the MDRClient. It will say PROD for the live version or PREPROD for the test one.
27	We address inline and fill out the date when taken to the post office, how close to the actual mail date does it need to be?	Technically, the Post Office is supposed to give you 7 days from the selected mailing date to bring in the mailing, but some facilities are strict about making sure it is the same day. You can always just change the mailing date in the maildat files prior to uploading by regenerating the paperwork in AccuZIP with the correct date. Do not do a new presort (since that will give you new barcodes), just generate the reports again and change the mailing date there.
28	I get that pop up about 2 windows being open even when there's only 1, any ideas about that?	We're not really sure why that happens, but sometimes you just have to close the MDRClient. You can also try using a different browser, as that does seem to work most of the time.