

Relay[®] Communications Hub

Version 2.4.4

Printer Driver Quick Start Guide



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1 - Installation

This section describes how to install the Printer Driver from the My Documents website. During installation you may find that an older version of the software exists on your PC, a section on removing it has been provided; you can then install the latest version.

In addition, the presence of Microsoft .NET is detected during installation. This is required by the Printer Driver and if not found the InstallShield prompts you to install it. If this happens, we recommend that you click **Yes** and continue with the installation.

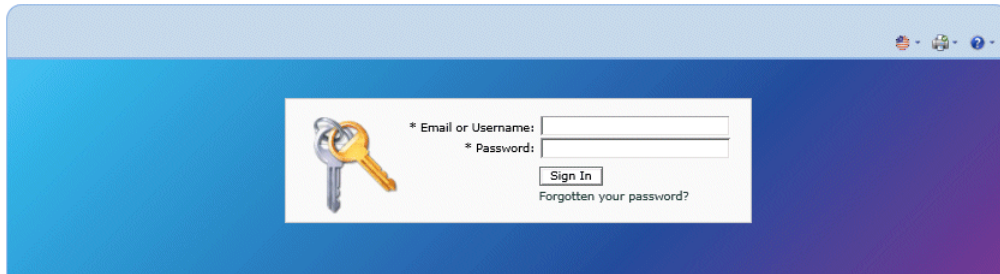
Note: If installing on Windows 7, the Printer Driver must be installed as an administrator. See [Running Internet Explorer as an Administrator](#).

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Installing the Printer Driver

The **My Documents** page is shown below.



Note: You do not need to sign in to the Relay Communications Hub website to download the Printer Driver, but you will need use credentials supplied by your Administrator to use it.

To install Printer Driver follow the procedure below:

1. In the top right corner of the **My Documents** page click .
2. Select **Driver Download** from the menu.

A dialog is displayed as the file is extracted.

3. If Microsoft .NET is not detected on the PC, the window below is displayed:



Click **Yes** and following the instructions.

4. In **Welcome to the InstallShield Wizard**, click **Next**.
5. In **License Agreement** read the agreement and select **I accept the terms in the License Agreement** and click **Next**.
6. In **Advanced Settings**, either:
 - Click **Next** to continue with the default installation and continue to step #10, or,
 - Click **Advanced Settings**, to open the **Configure Proxy Settings** window .
7. In **Configure Proxy Settings** select one of the following fields and click **OK**.
 - **No proxy** to use no proxy server.
 - **Use system proxy settings** to configure proxy settings in either **Internet Explorer** or **Control Panel | Internet Options | Connections | LAN settings | Proxy server**.

- **Manual proxy configuration** to type the IP address of the proxy server and the port number in the boxes provided.
8. In **Ready to Install the Program** window click **Install** .
 9. Click **Finish**
 10. The **InstallShield Wizard Completed** window is displayed. Click **Close**.
- The Printer Driver is now installed and ready to use on your PC.

Uninstalling

This section describes how to uninstall the Printer Driver to leave you with a “clean” system.

To uninstall the Printer Driver follow the procedure below:

1. From the Windows **Start** menu, open the **Control panel | Uninstall a program**.
2. In **Uninstall** or **change a program**, whichever is displayed, select **Relay Communications Hub** from the list and click **Uninstall**.
3. The Relay Communications Hub InstallShield starts. Proceed through the uninstall by clicking **Next** through the screens until you reach the **Program Maintenance** screen select **Modify**.
4. In the **Custom Setup** screen deselect **Relay Communications Hub** by clicking on the down arrow adjacent to it and selecting **This feature will not be installed** before continuing.
5. Continue to follow the instructions until the installation is complete.

The selected component is removed from your machine.

Updating the Printer Driver

To update the Printer Driver, follow the procedure below:

1. Use the instructions in [Uninstalling](#) on page 5 to uninstall the current version.
2. Use the instructions in [Installing the Printer Driver](#) on page 4 to install the new version.

The updated Printer Driver is now ready to use.

2 - 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.

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Printing from a Microsoft application

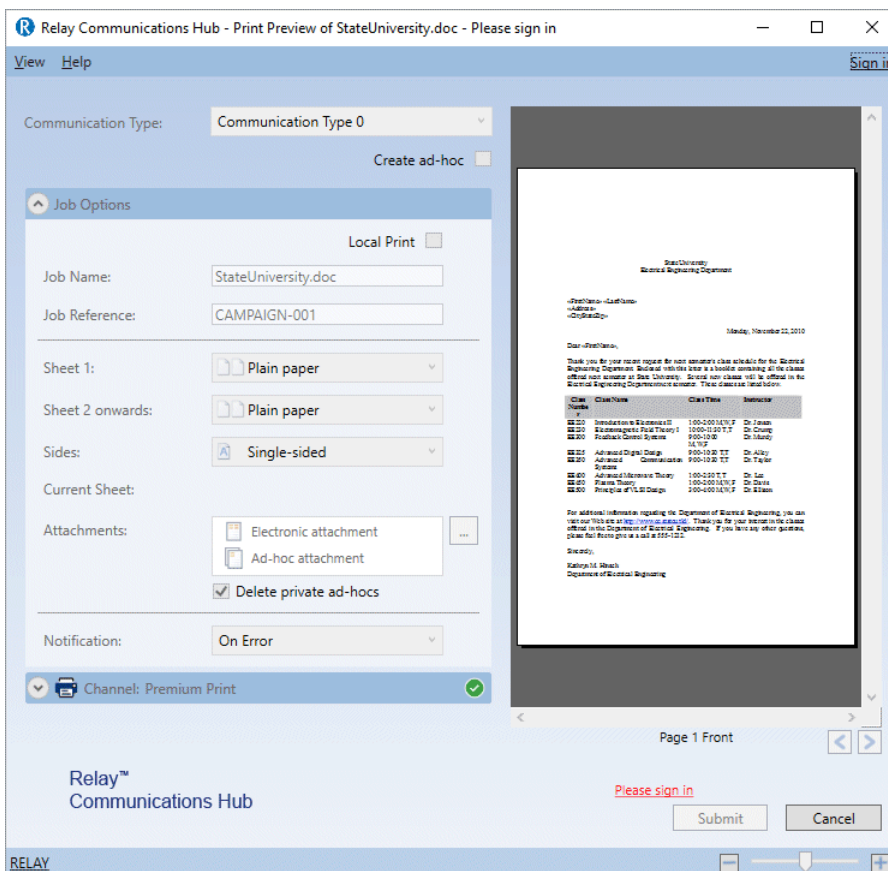
In principle, any application running on Windows 7 or 8 that uses a Windows printer driver can use the Printer Driver, for example Microsoft Word.

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

Warning: The **Job Name** field does not recognise special characters. Using special characters in the filename of your document will cause it to fail processing.

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 7.

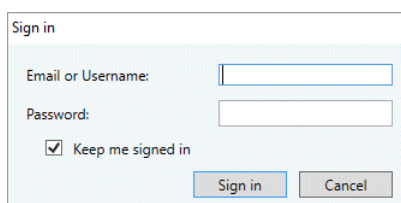
You now need to [sign in](#).

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.

A screenshot of a 'Sign in' dialog box. It has a title bar that says 'Sign in'. Below the title bar, there are two text input fields: 'Email or Username:' and 'Password:'. Below the 'Password:' field, there is a checked checkbox labeled 'Keep me signed in'. At the bottom of the dialog, there are two buttons: 'Sign in' and '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.

Printer Driver description

The Printer Driver window is shown below:

Printer Driver

- Sign in
- Driver detects standard letter/communication types
- A job reference can be extracted
- Proof read final PDF then submit
- Reserved areas to ensure correct address position. An error message is shown if this area is breached.
- A barcode is added to track every page in bottom RHS
- Select required mail service
- Use arrows to scroll through job
- Zoom in/out using + & -
- With correct permission add attachments

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	<p>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.</p> <p>If you selected a Sheet 1 and a different Sheet n, this is displayed.</p> <p>A color document may be printed as black and white, if this option is selected, this is how the document is displayed.</p> <p>If the sheet selected is a form this may be overlaid onto the image of the document.</p>

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 has 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.**

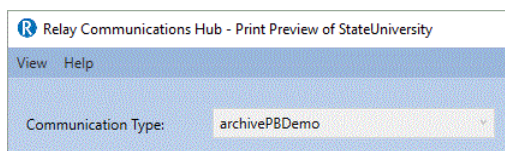
Note:

- 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:

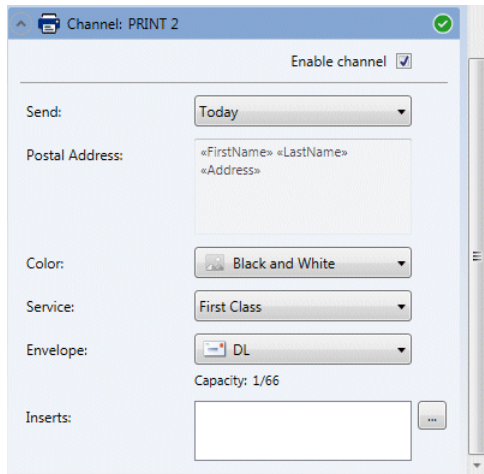
1. In **Communication Type**, ensure that the correct type is displayed.

If it is not, contact your organization's System 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 options prior to submission.

- 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:



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


Note: For Print Manager this option must always be set to **Today**.


The **Postal Address** gives 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.

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

- 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 document. This is disabled if you are currently in the last mail piece in the document.

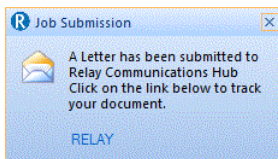
Use the magnification slider, shown below, to zoom in and out of the document in the Preview panel.



- 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. Click the hyperlink to monitor the progress of your document.



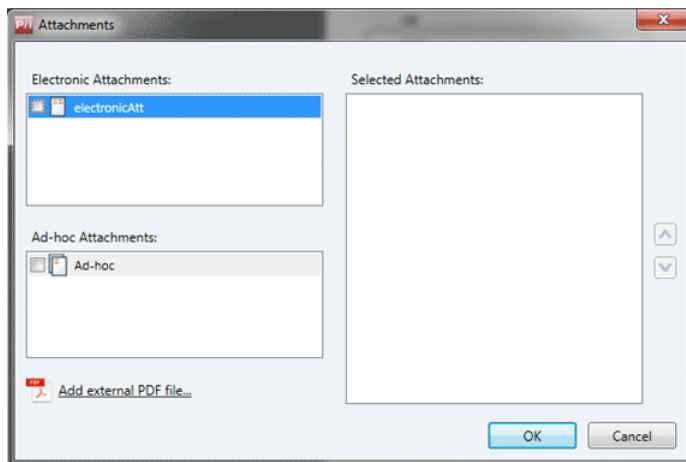
Adding Attachments

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:

- Within the Printer Driver window click **Attachments**.
- In the **Attachments** window:



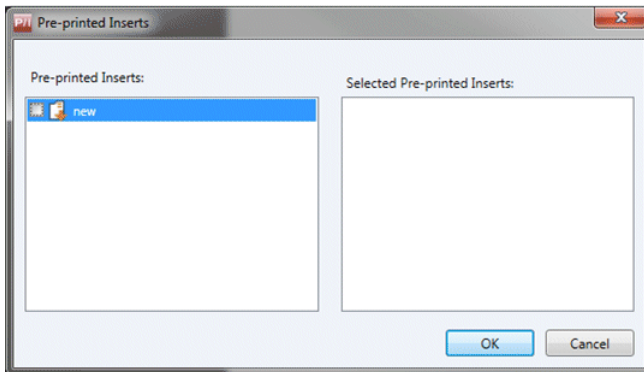
- select the required attachment, or
 - to add an External PDF file click **Browse** to display the **Open** dialog. Navigate to and select the required PDF on your PC or your network and click **Open**.
3. Click **Add**.
The attachment is then shown in the right-hand list. You can delete it from the document by selecting it 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 it 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.

3 - Viewing Job Reports

Job Reports gives you access to the jobs you have submitted. This is opened by clicking **Job Reports** in the Relay Communications Hub web client. 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 it has completed processing, its Job Summary is displayed.

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Signing in to the Relay Communications Hub

To begin, open your browser:

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

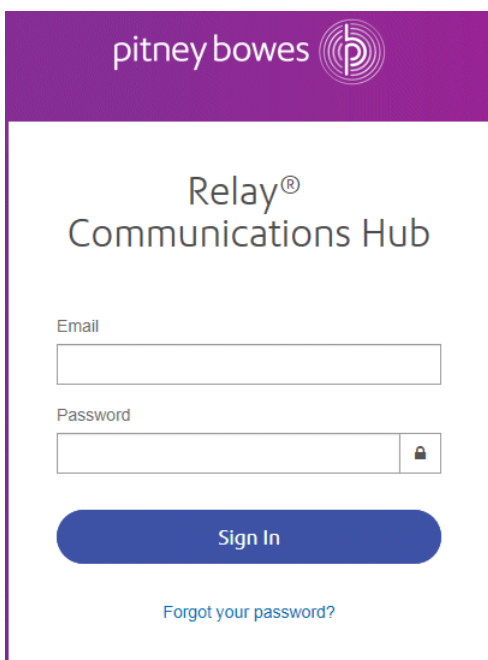
North America & Canada:

<https://client.relayhub.us.pitneybowes.com/>

Rest of World:

<https://client.relayhub.eu.pitneybowes.com/>

The **Sign in** page is displayed, as follows:



The screenshot shows the sign-in page for the Relay Communications Hub. At the top, there is a purple header with the Pitney Bowes logo. Below the header, the text "Relay Communications Hub" is centered. There are two input fields: "Email" and "Password". The "Password" field has a lock icon on the right. Below the fields is a blue "Sign In" button. At the bottom, there is a link that says "Forgot your password?".

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. For descriptions on how this is done see [for the US & Canada](#) or [for everywhere else](#).

Note: After six incorrect login attempts you are locked out of the Relay Communications Hub. Use the [Forgot your password?](#) on page 17 facility to reset your sign in credentials.

Note: The **Sign In** page may offer the option to select a language in which this page is displayed. However, this sets the language option only for this page, to display the remainder of the website in a different language see [Changing the display language](#).

Note: After 30 minutes of inactivity your session will expire and you will need to sign in again.

3. Click **Sign in**.

Relay Communications Hub is then displayed.

Forgot your password?


If you have forgotten your password, do the following:

1. In the **Sign in** page click **Forgot your password?**
2. Type in your email.
3. Click **Send Reset Link**
4. Click **Return to Sign In**.

You are returned to the **Sign in** page. You will receive an email with instructions on how to reset your password. Follow these and then sign in again.

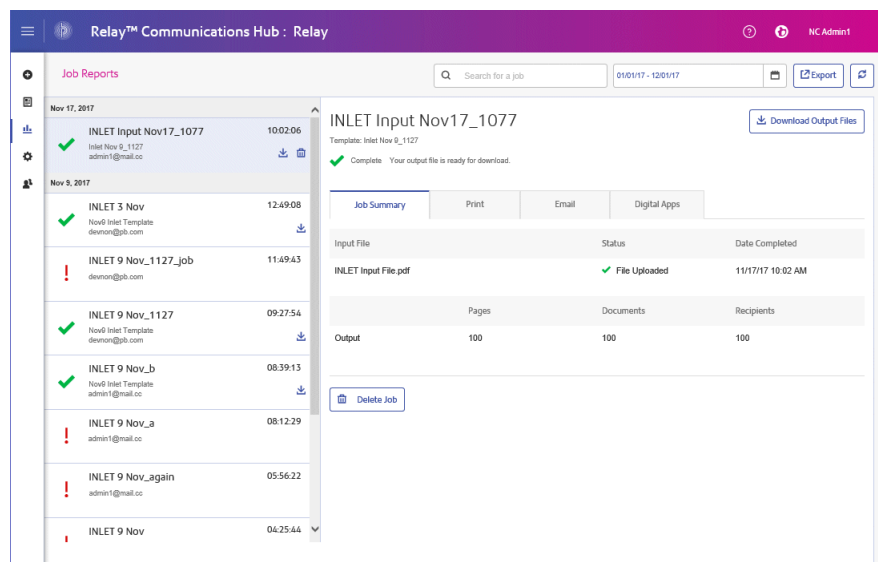
Job Reports

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 screenshot displays the 'Relay™ Communications Hub : Relay' interface. The left-hand panel shows a scrollable list of jobs with columns for date, job name, and time. The right-hand panel shows the 'Job Summary' for the selected job 'INLET Input Nov17_1077'. The job status is 'Complete' and the output file is ready for download. The job summary table shows the following data:

Input File	Status	Date Completed
INLET Input File.pdf	File Uploaded	11/17/17 10:02 AM

	Pages	Documents	Recipients
Output	100	100	100

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 in one 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:



Job is processing. This means that your job is uploading to Relay Communications Hub.



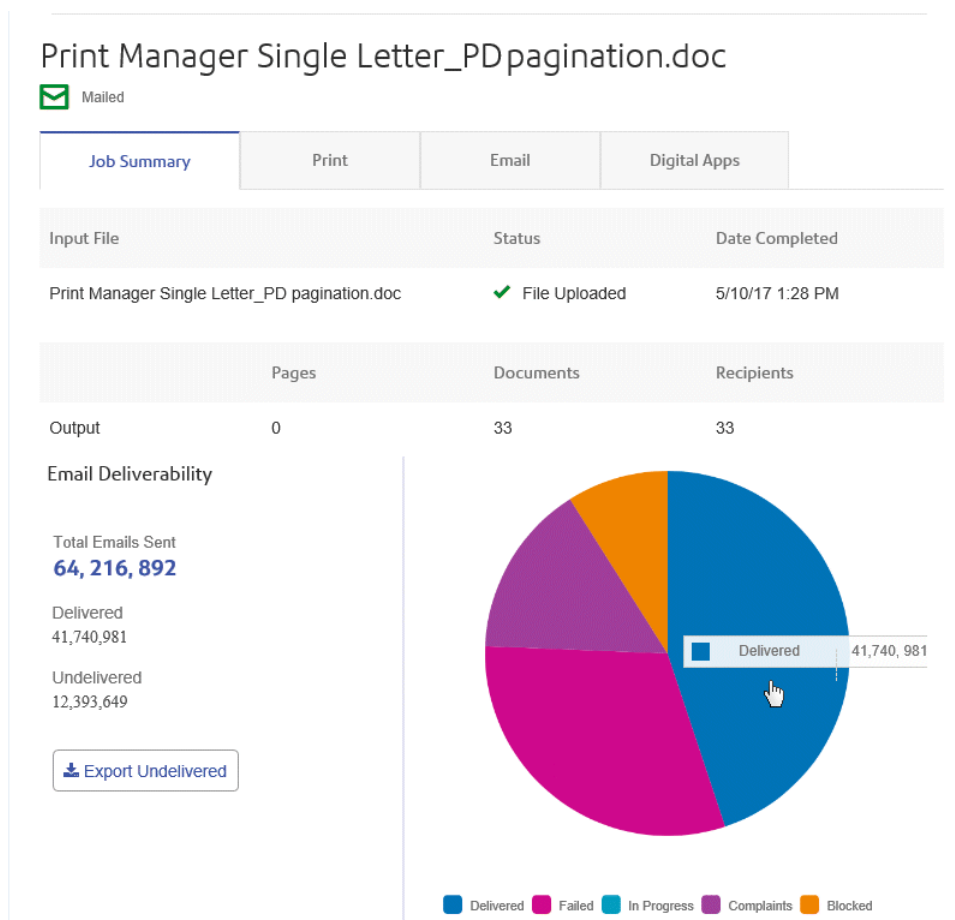
Job has completed when it has been uploaded and printed and/or emailed and/or archived. For all jobs printed by your central print room, this status is updated by the Print Room operator, that is, the operator confirms the job has been printed.



Job error. See [What to do if your job fails](#) on page 34.

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 Print Manager Single Letter_PD pagination.doc
Status	The status of the job, as described in Job Summary on page 19.
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.

Print Manager presents mail merged documents 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:

SALESDEMO.pdf

Mailed

Job Summary Print **Email** Digital Apps

14 Sent [Export Undelivered](#) [All](#)

Recipient Reference	Date/Time ▲	Status
load@gmail.com	5/10/17 - 07:37	Complete
load@gmail.com	5/10/17 - 07:37	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:38	Complete
load@gmail.com	5/10/17 - 07:39	Complete

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 19.

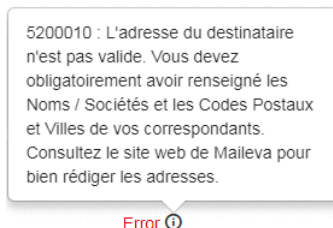
Print

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:

**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 23
- [Filtering Documents By Status](#) on page 22
- [Sorting Mail Pieces](#) on page 23

[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 .
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:
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

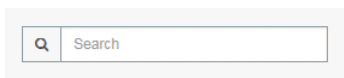
The job filter has two areas which allow you to find only the jobs you wish to see, both are described in greater detail in this section.

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:

A screenshot of a search input field. It features a magnifying glass icon on the left and the text "Search" inside the input box.

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:

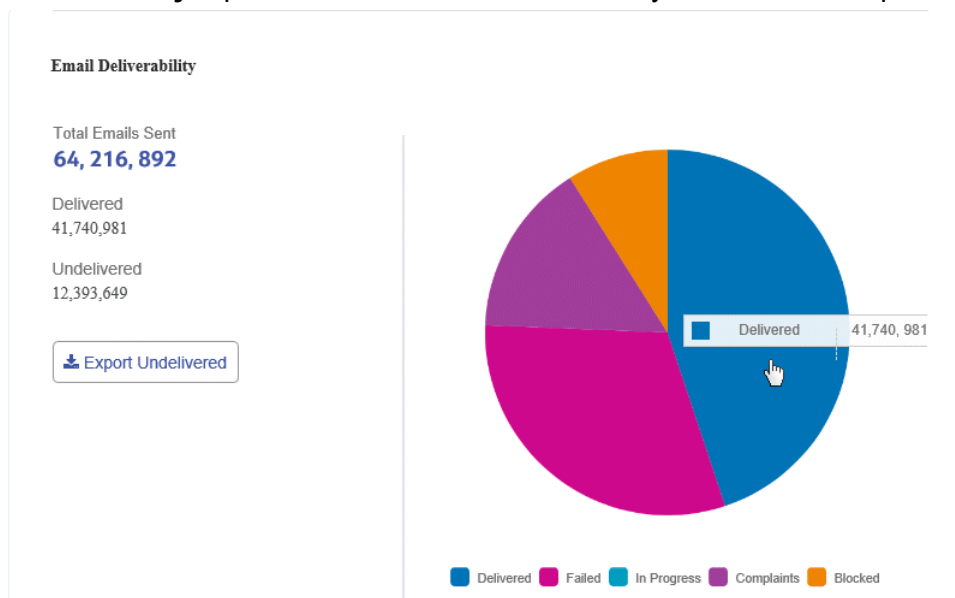
Job ID	Unique ID for the job.
Job Name	The name of the job.
Mail Piece ID	Unique ID for this mail piece.
Print Stream ID	Unique ID for the printstream.
Input file name	A unique file name designated by the system.
Bundle Name	The unique name of the bundle. This is a list of the criteria used to create 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.

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.
Failed	The email is not delivered because the email address is not a valid or does not exist.
Blocked	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:



SALESDEMO_test

Template: Email-Salesdemo
Your output file is ready for download.

[Download Output Files](#)

Job Summary

Email

14 Sent

Export Undelivered

All ▾

Q

Search by email address

Email Address ⇅	Input File ⇅	Date/Time ▲	Status
s.ward@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:07	Complete
r.amanses@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:07	Complete
c.plain@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:07	Complaints
a.mazaint@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:07	Complaints
d.mann@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:08	Blocked
m.wallera@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:08	Complete
n.shina@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:09	Complete
ramonesolino@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:09	Complete
nessley.ell@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:09	Complete
phineas.b@pb.com	w7/SALESDEMO.pdf	4/12/16 - 09:09	Complete

[^ Back to Top](#)

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 29.


To filter the emails displayed by status, click [All ▾](#) 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:

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


Q

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.

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.

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.

Job Reports		
Jun 12, 2017		
✓	Enhance Delete2 Custom Enhance test_ronchand120@pb.com	08:30:30 ↓ 🗑️
✓	HOUSEHOLDING Custom House-holding test_ronchand120@pb.com	08:24:07 ↓
✓	Enhance Delete1 Custom Enhance test_ronchand120@pb.com	08:22:21 ↓

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.

Job Reports		
Jun 12, 2017		
✓	Enhance Delete2 Custom Enhance test_ronchand120@pb.com	08:30:30 ✗

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:

Enhance Delete2 Download Output Files

Template: Custom Enhance

✓ Complete Your output file is ready for download.

Job Summary | Print | Email | Digital Apps

Input File	Status	Date Completed
Enhance Delete1.pdf	✓ File Uploaded	6/12/17 8:30 AM

Pages | Documents | Recipients

Output

Delete Job

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

Enhance Delete2 Download Output Files

Template: Custom Enhance

✗ Job deleted by test_ronchand120@pb.com on 6/13/17 at 11:59

Job Summary | Print | Email | Digital Apps

Input File	Status	Date Completed
Enhance Delete1.pdf	✓ File Uploaded	6/12/17 8:30 AM

Pages | Documents | Recipients

Output

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 32 instead.

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 [#unique_41](#). If your job still does not process to completion, refer to your Administrator. If all else fails contact Pitney Bowes Customer Support.

4 - Your Documents

The **My Documents** website is provided for those user who do not have access to the Job Reports website. It has many of the same functions, giving you access to the documents you have submitted. This is opened by clicking **Relay** in the bottom left corner of the Printer Driver, or in the **Document Submission** dialog displayed once you click **Submit**. The jobs are listed in chronological order with the most recent job to be submitted at the top.

My Documents provides you with the ability to:

- Search for jobs by specific criteria
- Filter jobs by date or a range of dates
- View job summaries
- Download completed jobs
- View a PDF of the job

Note: Administrator can see all the jobs submitted by their team, each job displays the user name of the submitting user. Other Users are only able to see their own jobs.

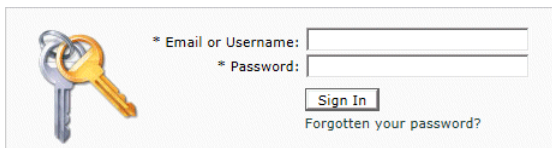
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Signing in the User Administration Website

Sign in to **My Documents** as follows:

1. In **My Documents**, the **Sign in** page is displayed.



2. Type in your **Username** and **Password**.
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 login.

Note:

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

4. Click **Sign in**.

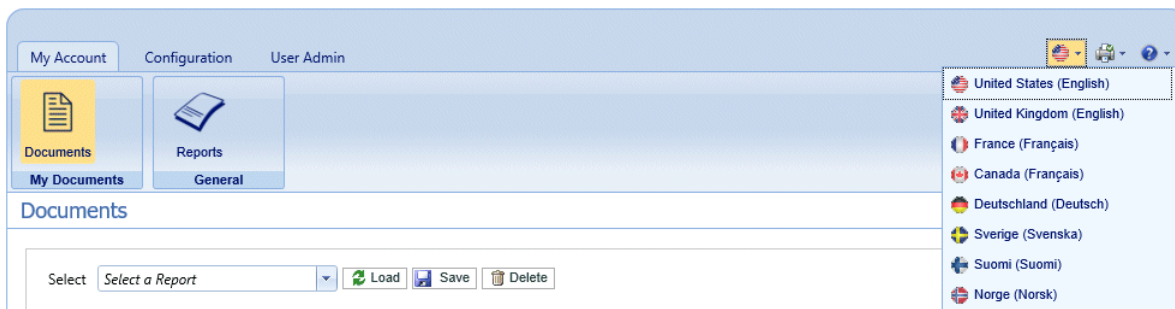
The **My Documents** page is then displayed. This is described in the next section.

Changing the display language

The website automatically detects the language in which it should be displayed from your system. If you wish to change this, follow the steps, below:

1. Click the flag in the top right of your screen.

In the example, below, this is the flag of the United States of America.

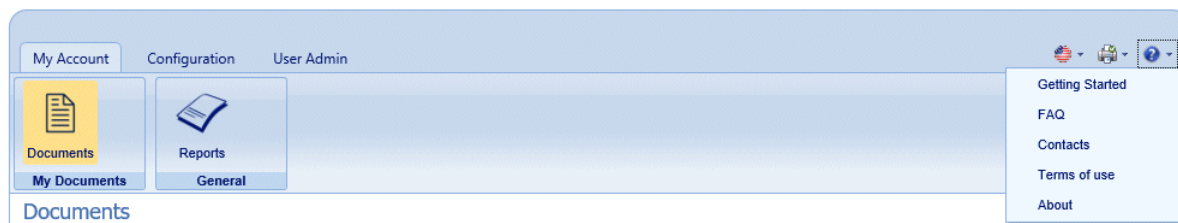


2. From the resultant menu, click your preferred language.

The menu closes, the page is displayed in the selected language and a flag denoting that language is shown.

Help and information

Clicking the help icon in the top right of your screen, shown below, opens a menu offering five items.

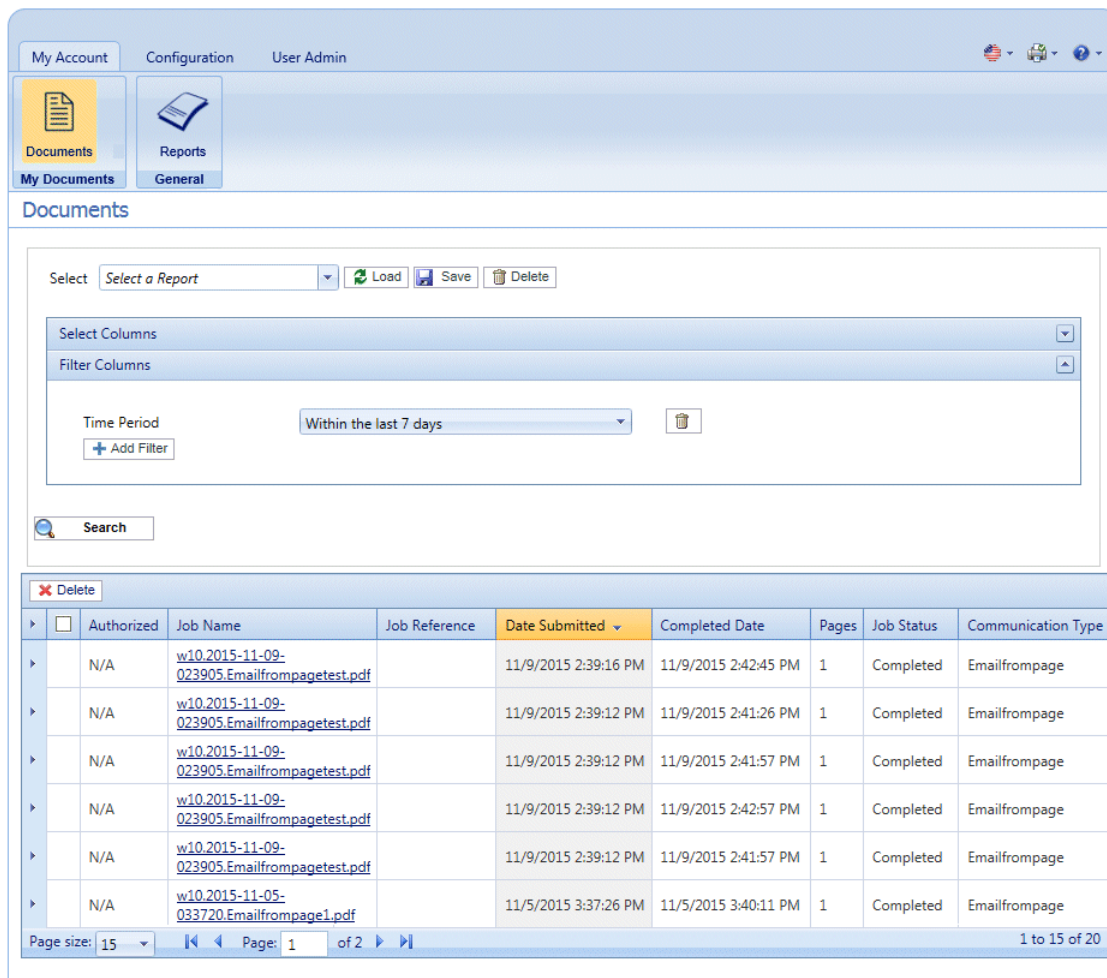


Selecting one of the items opens it in the same page.

Getting Started	Give details on how to get started. The information given is covered in this document.
FAQ	Opens a list of frequently ask questions to help you in using User web site.
Contacts	Who to contact if you have any questions or are experiencing any problems.
Terms of use	The terms and conditions of using this software.
About	User web site copyright and version information

My Documents

The **My Documents** page is shown below:



You can view the latest information by clicking either **Refresh** or **My Documents** in the ribbon.

The Job Status can be one of the following, each described later in the document:

- Waiting to Print
- In Progress
- Failed
- Completed
- Awaiting Release
- Rejected
- Future Job
- Deleted

Generating Reports

The **Reports** page may or may not be visible to the user, depending on their permissions. This page differs from the **My Documents** page in that you can view all the documents submitted by the users reporting to you. In addition, the page gives you the option to export your reports to a `CSV` file, which is quicker, allows you to export a greater amount of data and to create graphs and charts of the information.

The maximum number of records that can be exported is 10,000. If you try to export a greater number, a message is displayed advising that the maximum has been exceeded. Should you require the limit to be raised, please contact Pitney Bowes.

Reports are created, read, edited and deleted as described in [Finding the documents you wish to see](#).

Sorting tables

The tables displayed on each page are unique; however, clicking the column heading sorts the information in table alpha-numerically. The sort order is indicated by an arrow next to the column label.

Delete									
▶	<input type="checkbox"/>	Authorized	Job Name	Job Reference	Date Submitted ▼	Completed Date	Pages	Job Status	Communication Type
▶		N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:16 PM	11/9/2015 2:42:45 PM	1	Completed	Emailfrompage
▶		N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:26 PM	1	Completed	Emailfrompage
▶		N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:57 PM	1	Completed	Emailfrompage
▶		N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:42:57 PM	1	Completed	Emailfrompage
▶		N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:57 PM	1	Completed	Emailfrompage
▶		N/A	w10.2015-11-05-033720.Emailfrompage1.pdf		11/5/2015 3:37:26 PM	11/5/2015 3:40:11 PM	1	Completed	Emailfrompage

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In the example above, the Date Submitted column has been sorted chronologically, newest to oldest.

Filtering and searching tables

You may wish to filter the information in tables. Each column providing the filter facility has a text box beneath the heading column.

Type in the first letter and press **Enter** to find all entries beginning with that letter.

Type in the first couple of letters and press **Enter** to find all entries containing those letters in that sequence.

Type in the exact text string and press **Enter** to return to the full view, click the column heading.

Reading reports

Note: Only reports previously **created** may be selected for reading.

The report panel is shown below:

To read a report, follow the procedure below:

1. Choose the required report from the **Select** list.
2. Click **Load Report**.
3. Click **Search**.

The report is displayed in the bottom portion of the page. An example is shown, below:

<input type="checkbox"/>	Authorised	Job Name	Job Reference	Date Submitted	Completed Date	Pages	Job Status	Communication Type
<input type="checkbox"/>	N/A	StateUniversity...	CAMPAIGN-001	06 Dec 2013 12:30	06 Dec 2013 12:37	112	Waiting to Process	Email @
<input type="checkbox"/>	N/A	Two pages.pdf	CAMPAIGN-001	06 Dec 2013 12:07	06 Dec 2013 12:17	317	Waiting to Process	Email @
<input type="checkbox"/>	N/A	ER78689 OFMA - ...	CAMPAIGN-001	06 Dec 2013 11:02	06 Dec 2013 11:32	132	Waiting to Process	Print
<input type="checkbox"/>	N/A	Single page	CAMPAIGN-001	06 Dec 2013 12:30	06 Dec 2013 12:33	231	Waiting to Process	Print
<input type="checkbox"/>	N/A	StateUniversity...	CAMPAIGN-001	06 Dec 2013 12:07	06 Dec 2013 12:37	170	Waiting to Process	Print
<input type="checkbox"/>	N/A	PI OfficeMail P...	CAMPAIGN-001	06 Dec 2013 11:02	06 Dec 2013 11:32	131	Waiting to Process	Email @
<input type="checkbox"/>	N/A	StateUniversity...	CAMPAIGN-001	06 Dec 2013 12:30	06 Dec 2013 13:01	133	Waiting to Process	Print
<input type="checkbox"/>	N/A	StateUniversity...	CAMPAIGN-001	06 Dec 2013 12:07	06 Dec 2013 12:37	133	Waiting to Process	Print
<input type="checkbox"/>	N/A	ER78689 OFMA - ...	CAMPAIGN-001	06 Dec 2013 11:02	06 Dec 2013 11:32	317	In Progress	Print

Page size: 15 Page: 1 of 1

Note:

Reports can be edited and deleted.

Editing reports

To edit a report, follow the procedure below:

1. In the table check the box adjacent to the required item. This is then highlighted.
2. Click **Edit**.
3. Amend the fields as required.
4. If you wish to save the edited report under a different name:
 - a) Click within the **Select** box.
 - b) Type in a name for the new report.
5. Click **Save Report**.

The updated/new report is now available for selection.

Deleting a report

To delete one or more reports, follow the procedure below:

1. Choose the one required from the **Select a report** list.
2. Click **Delete Report**.

The report is deleted and is no longer available in the **Select a report** list.

Viewing document details

To view the details of a document, click its name. This opens the **Document Details** page, the following information is displayed:

<Document name> is the name of the document appears at the top left corner of the window. Click this to open a PDF copy of your enhanced document.

Document Summary consists of the fields specified in the Printer Driver before submission or on submission.



Document Details	
Document Summary	w5.2015-07-02-104156.bundle.pdf
Assembly Order	Job Status: In Progress
Print Channel - DefaultCommunicationChannelPrint	Communication Type: Default
	Received Date: 02 Jul 2015 10:42
	Completed Date:
	Job ID: fb3e7694-20a6-11e5-8105-121f289c337f
	Job Reference:
	Pages: 30
	Sides: Simplex
	Paper Size: Letter
	Sheet 1: Plain Paper
	Sheet 2 onward: Plain Paper
	Size In KB: 887

Assembly order shows the type of document, the document name and the sheet specified in the Printer Driver.

Document Details		
Document Summary	Assembly Order	
Assembly Order		
Print Channel - DefaultCommunicationChannelPrint		
Type	Name	Sheet
Main Document	w5.2015-07-02-104156.bundle.pdf	Plain Paper
Main Document	w5.2015-07-02-104156.bundle.pdf	Plain Paper

Default Communication Channel shows the channel selected in the Printer Driver and options specified for it. Click **Edit** to change any of these options.

Note: Editing is only available to users with the privileges to do so.

Document Details	
Document Summary	 DefaultCommunicationChannelPrint  Edit
Assembly Order	
Print Channel - DefaultCommunicationChannelPrint	
Communication Channel:	DefaultCommunicationChannelPrint
Send:	Today
Channel Type:	Print
Color:	Black and White
Service:	Relay Reporting
Envelope:	RELAY RETURN
Channel Status:	In Progress

Viewing a PDF of your document

Once submitted through the Printer Driver a PDF of the output document may be viewed in Acrobat Reader or similar application.

1. In the **Document Details** window locate the document Name.

This is in the top left and is underlined.

2. Click the document name.

A PDF is opened in the reader application.

Editing document details

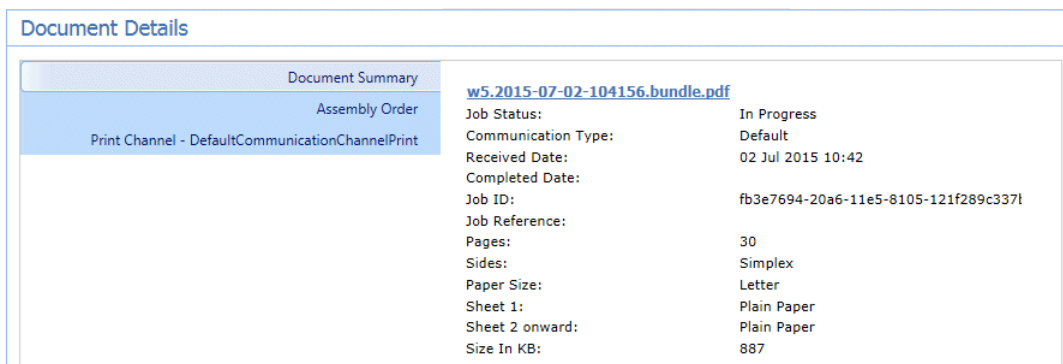
The document details that can be edited are those selected prior to submission, for example, the envelope, when to send or the sheet stock. Your user privileges determine whether you are able to access this area.

Note: Document options can only be changed if the document/mail piece has not been submitted for printing.

To edit a document's details:

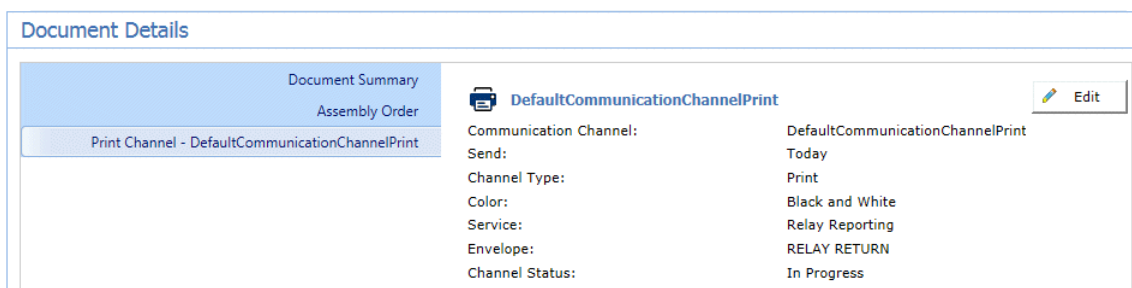
1. Within the **My Documents** page, click the required document name.

This opens the **Document Details** page:



2. In the right hand panel click **Print Channel**.

This opens the following page:



3. Click **Edit**.

The options in the above page are made available to edit.

4. Modify the fields as required.
5. Click **Update** to save your changes.

The updated information is shown in the **Document details** window.

5 - System Requirements

The Printer Driver Service requires the following minimum system configuration.

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Hardware

The minimum hardware requirements are shown below:

- Intel Pentium 4 CPU 2.4 GHz
- 1 GB RAM
- Monitor minimum resolution of 1024x768, 32-bit color

Software

The following platforms are supported for the Printer Driver:

Operating system

- Microsoft Windows 7
- Microsoft Windows 8

Note: The driver is 32-bit software, however it can be installed on 64-bit hardware running 32 bit software, or on 64-bit hardware running 64-bit software.

Note: All of the above operating systems should have had the latest Windows updates run against them.

Installed software requirements

In addition, the following must be installed.

- .NET 4.5.2
- Microsoft Office - supported versions are 97, 2003, 2007 and 2010.

Note:

If .NET 4.5.2 is not available on the PC, it will be installed during driver installation.

Rights and Privileges

You must start up your PC using a sign in that has Local Administrator rights.

Note:

- Parts of the installation procedure will fail if you do not have these privileges.
- You may encounter an error "Installation error - lkernal.exe not found" or "Setup failed to launch installation engine: Access is denied". This is caused by your having insufficient rights on the machine on which you are attempting to install.


1. At a command prompt, type: `dcomcnfg.exe`.
2. In the **Distributed COM Configuration Properties** dialog open the **Default Security** tab.
3. In **Default Access Permissions** click **Edit**.
4. Ensure **Allow Access** is shown beside your name.
5. If **Allow Access** does not appear next to your name, either modify an existing profile or create a new profile that has the necessary permissions.
6. Apply all the changes and attempt to run `Setup` again.

This information comes from the Microsoft Knowledge Base website at: <http://support.microsoft.com>

Note: The root directory of the install drive must be writable by the installer.

Running Internet Explorer as an Administrator

When installing on Windows 7, Internet Explorer has to be run as an administrator

1. To achieve this, right-click the **Internet Explorer** icon .
2. From the resultant menu, select **Run as administrator**.

Internet Explorer is opened on Administrator mode.

6 - 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

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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 PDFCreativeX.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 of an 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 on page 4.
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	<p>The document you are printing has no address block.</p> <p>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.</p>
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	<p>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.</p> <p>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.</p>
No Mail Pieces have an address	<p>The document you are printing has no address block or you are trying to print a blank document.</p> <p>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.</p>
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	<p>If the calculated value for Document Sheets is greater than Envelope Capacity, the following occurs:</p> <ul style="list-style-type: none"> • The Print & Mail button is disabled. • A warning symbol is displayed against Envelope. • Document Sheets is displayed in red. <p>To combat this:</p>

- 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.

7 - Information

This section provides information on Pitney Bowes and where to find more information on this product.

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More Information

The following options in the Printer Driver are not covered in this guide.

- Emailing Documents
- Archiving Documents
- Printing, Emailing and Archiving in one operation
- Creating Ad-hoc Attachments

For more information on any of these, please refer to the separate Printer Driver User Guide

Copyright & Trademarks

This section gives the copyright and trademark information for Relay Hub.

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