



User Guide

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ABOUT THIS GUIDE

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CONTACT INFORMATION

WINDOW BOOK, INC.

300 Franklin Street
Cambridge, MA 02139

Corporate: 617-395-4500
Client Services: 800-524-0380
postalspecialist@windowbook.com
Support: [Support Portal](#)
800-477-3602
techsupport@windowbook.com
Fax: 617-395-5900
On the Web: www.windowbook.com

REVISION HISTORY

This section contains a list of any significant changes that were made from the previously published version of this Guide, including a brief description of the change, the type of change made (i.e. Revision, New, or Deletion), a link to the location in the Guide where the change occurred, and any pertinent details relating to the change.

CHANGE	TYPE	LOCATION IN GUIDE	DETAIL
Updated section	Revision	Cover page and throughout.	Repaired broken links to report examples.

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BEFORE YOU BEGIN

SYMBOLS YOU SHOULD KNOW

The following symbols appear throughout this document:



Where displayed, this Information icon denotes important information regarding the subject matter at hand. The information is intended to provide helpful hints, references to other locations in the document to help further understanding about the current subject-matter, and/or include special requirements pertaining to specific subject-matter. It is important that the information provided be read and thoroughly understood before proceeding.



Where displayed, this Attention icon is intended to make the reader take special notice as the information provided is critical in nature to the subject matter at hand. It is not intended to lessen the importance of the information provided with the Information icon noted above; but to bring additional attention in situations of extreme necessity.



Where displayed, this Troubleshooting icon denotes helpful hints and tips for the subject matter at hand. The information in the troubleshooting tip is intended to provide resolutions for some of the more common issues that can occur during operation.

PURPOSE

The purpose of this document is to provide registration, 'how-it-works' information, and user instructions for YourScore™.

REQUIREMENTS

- A working Internet connection is required to register for YourScore.
- To be able to use YourScore, a user must have access to their company's Mailer Scorecard on the USPS® Business Customer Gateway. Refer to [Appendix 1](#) in this document for instructions on how to determine whether a user has access to their Mailer Scorecard, and how to gain access, if need be).
- A set of valid, *PostalOne!*® login credentials is required to set up the YourScore service; however, the credentials are not required to be able to register for the product.



Although they are not required, Window Book strongly recommends providing the PostalOne! login credentials to be used during the registration process. Doing so will negate the need for a Window Book representative to contact the registrant to get them after the fact, thereby speeding up the account set-up process.



Window Book strongly recommends the use of a separate set of PostalOne! credentials for use with Window Book products to avoid conflicts and service disruptions that can occur if one set of PostalOne! credentials are being simultaneously for different functions.



To ensure the delivery of the e-mail with attached Report(s) from YourScore, Window Book strongly recommends that the Window Book-sourced e-mail address of 'wbiadmin@windowbook.com' is included in the mailer's "white-list" of trusted e-mail addresses. For more information, refer to the 'White List Help' page on Window Book's web site at: <http://www.windowbook.com/home/White-List-Help>.

REGISTRATION



Please note that once registration is complete, it can take anywhere from two to five days for the newly registered account to become active.

To register for YourScore, go to <https://www.windowbook.com/Lp/Scorecard>. Enter the appropriate contact information, satisfying the required fields (at a minimum). Required fields are noted with an asterisk (*). When ready, click the **Submit** button to continue.

The screen will update and expand. At a minimum, satisfy the required fields. Although they are not required, Window Book strongly recommends providing the *PostalOne!* login credentials to be used. Doing so will negate the need for a Window Book representative to contact the registrant to get them after the fact, thereby speeding up the account set-up process. Window Book must have the registrant's *PostalOne!* login credentials for YourScore to run.



Window Book strongly recommends the use of a separate set of PostalOne! credentials for use with Window Book products to avoid conflicts and service disruptions that can occur if one set of PostalOne! credentials are being simultaneously for different functions.

When ready, click the **Submit** button to continue.

ThankYou

https://www.windowbook.com/Lp/YourScore

Company*

Company

Address

Street Address

City

City

State

Zip Code*

Zip Code

Phone

Phone

Promo Code

Promo Code

PostalOne! User Name

User Name

PostalOne! Password

Password

Submit

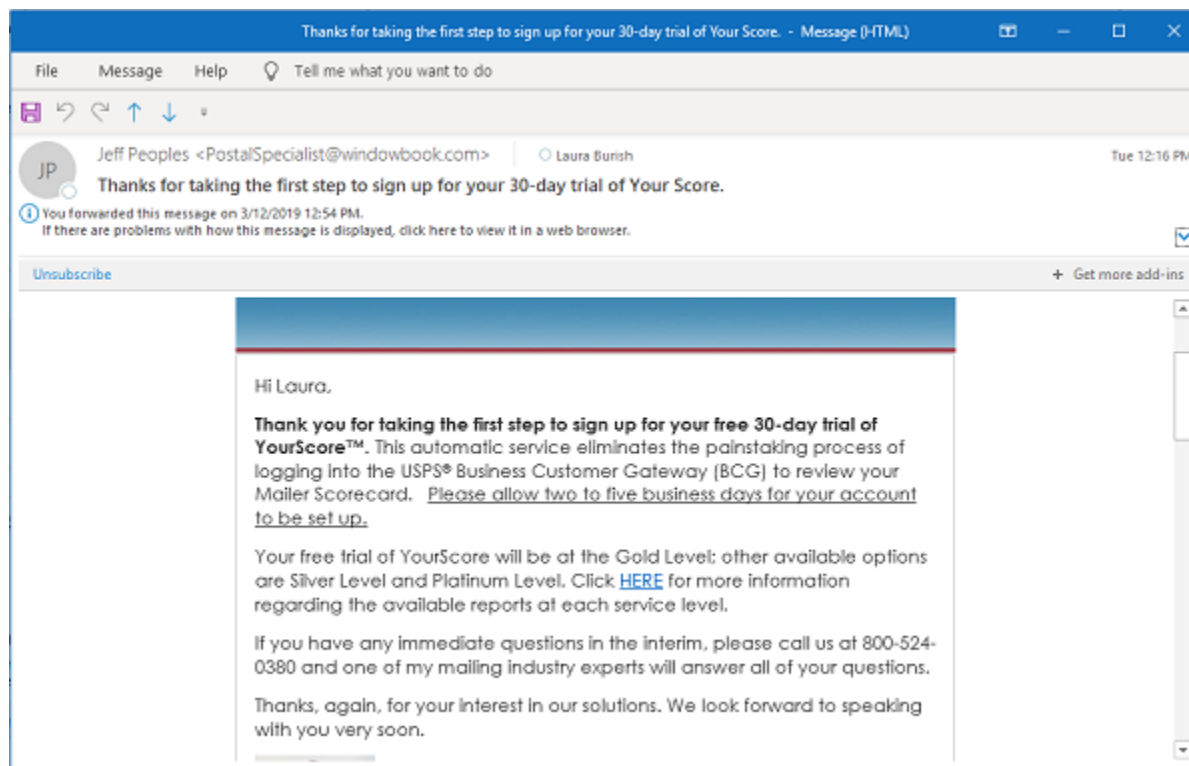
The screen will update and provide information as to what happens next.

ThankYou

https://www.windowbook.com/Lp/YourScore

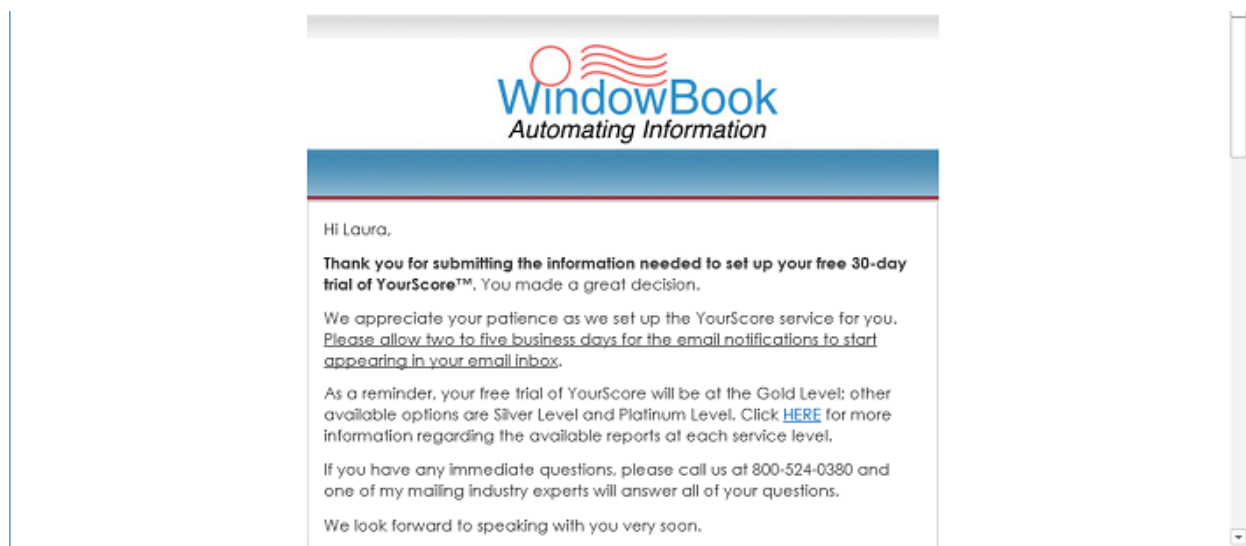
Thank You Jane Doe for requesting a 30-day FREE Trial of YourScore!
An email has been sent to u1297@yahoo.com and should arrive within the hour.
The email contains information on what to expect.

An e-mail is sent to the e-mail address provided. The e-mail address that is sending the e-mail will be 'PostalSpecialist@windowbook.com' with Jeff Peoples' name as the sender.



The e-mail thanks the registrant for signing up, provides what level of service they have signed up for (FREE Trial – GOLD), and most importantly, that it takes two to five business days for a registrant's account to be set up.

Two days after the registration has been submitted, a second e-mail is sent just as a reminder that it takes two to five business days for the account to be set up and Window Book is working on it.



Six business days after registering, a final e-mail is sent, once again thanking the registrant for their interest, and asking for feedback on the service that should by now, have already started (i.e. at least one e-mail with attached reports will have been sent by this time).

THE YOURSCORE SERVICE

YourScore™ is a service intended for Mail Service Providers that automatically delivers reports containing mailer scorecard information to registered users via e-mail, daily. The reports are sent in Excel format. In addition, the e-mail also contains color-coded alerts informing the recipients at-a-glance about issues needing their attention, which are detailed in the attached reports. Corresponding customer or mail owner data can also be included so that the Mail Service Provider (MSP) can more accurately and easily pin-point the source of warnings and errors.

Getting their scorecards daily allows mailers to stay ahead of any possible threshold encroachments, lowering the cost and time needed to comply with USPS® program requirements.

SERVICE LEVELS

Three different YourScore service levels are available to MSPs so YourScore can be tailored to a specific mailing operation. The service level dictates how many mailing locations reports are provided for, along with the type of corresponding customer or mail owner data that is provided (if any). The three service levels are: Silver; Gold; and Platinum.

- **Silver** (includes one mailing location)
 - [MSP Mailer Scorecard - Current Month](#): This is the same scorecard that is shown in the USPS Business Customer Gateway (BCG). It provided a high-level of detail.
 - [MSP Mailer Scorecard - Prior Month](#): This is the same scorecard that is shown in the USPS Business Customer Gateway (BCG). It provided a high-level of detail.
 - Includes no MSP customer or mail owner data.
- **Gold** (includes up to three mailing locations)
 - [MSP Mailer Scorecard - Current Month](#): This is the same scorecard that is shown in the USPS Business Customer Gateway (BCG). It provided a high-level of detail.
 - [MSP Mailer Scorecard - Prior Month](#): This is the same scorecard that is shown in the USPS Business Customer Gateway (BCG). It provided a high-level of detail.
 - [Mail Owner Scorecard Report by eDoc Submitter - Current Month](#): This report breaks out scorecard errors based on the Mail Owner, to which they are linked.
 - [Mail Owner Scorecard Report by eDoc Submitter - Prior Month](#): This report breaks out scorecard errors based on the Mail Owner, to which they are linked.
 - [Undocumented Summary Report](#): This report provides how many pieces are undocumented.

- **Platinum** (includes up to ten mailing locations)
 - [MSP Mailer Scorecard - Current Month](#): This is the same scorecard that is shown in the USPS Business Customer Gateway (BCG). It provided a high-level of detail.
 - [MSP Mailer Scorecard - Prior Month](#): This is the same scorecard that is shown in the USPS Business Customer Gateway (BCG). It provided a high-level of detail.
 - [Mail Owner Scorecard Report by eDoc Submitter - Current Month](#): This report breaks out scorecard errors based on the Mail Owner, to which they are linked.
 - [Mail Owner Scorecard Report by eDoc Submitter - Prior Month](#): This report breaks out scorecard errors based on the Mail Owner, to which they are linked.
 - [eInduction Mailer Summary Report](#): This report provides information about MSP's eInduction jobs and statuses.
 - [Mail Quality Error Type Report \(eDoc Submitter\)](#): This report provides more details and error information based on the eDoc Submitter. This report only provides error information.
 - [Mail Quality Error Type Report \(Mail Owner and Preparer\)](#): This report provides more details and error information based on the Mail Owner. This report only provides error information.
 - [Mail Quality Warning Type Report \(eDoc Submitter\)](#): This report provides more details and warning information based on the eDoc Submitter. This report only provides warning information.
 - [Mail Quality Warning Type Report \(Mail Owner and Preparer\)](#): This report provides more details and warning information based on the Mail Owner. This report only provides warning information.
 - [Undocumented Summary Report](#): This report provides how many pieces are undocumented.



FREE Trial users are automatically set up as [Gold Level](#) users.

E-MAIL NOTIFICATION

YourScore sends daily e-mail notifications with the reports attached in Excel format.



Please note that if there is no data to report on for an MSP, no reports will be attached to the e-mail, regardless of the service level the MSP is registered for.

Each e-mail contains at-a-glance, color-coded alerts informing the recipients if/when there are issues that need their attention. There is a top-level alert that pertains to the Mail Service Provider (by CRID) for their mailings overall. In addition, depending on the user's registered service level, individual alerts pertaining to each Mail Service Provider's customers or mail owners (by CRID) will also be included. The alerts for the MSP differ slightly in color from the customer/mail owner alerts to help differentiate them.

There are three possible scorecard alerts: Congratulations (no warnings or errors detected); Warning; and Error. Alerts pertaining to Warnings or Errors also include corresponding percentages coupled with the numbers. Below are examples of the different, possible alerts that can be included in the YourScore e-mail notifications.

Possible Alerts – MSPs



Mailer scorecard – Congratulations – CRID 9999999 – Test Company, Inc.!

Mailer scorecard values are within acceptable USPS ranges!



Mailer scorecard WARNINGS were found CRID 9999999 – Test Company, Inc.:

% eInduction Misshipped Errors	.084.% nearly > 1.05% (9 errors)
General PAF	.09727 nearly > 1.05



Mailer scorecard ERRORS were found for CRID 9999999 – Test Company, Inc.:

% eInduction Misshipped Errors	1.89% > 1.095% (1 error)
--------------------------------	--------------------------

Possible Alerts – Customers/Mail Owners



Mail Owner scorecard – Congratulations – CRID 9999999! (2929292 – ABC Company)

Mail Owner scorecard values are within acceptable USPS ranges!



Mail Owner scorecard WARNINGS were found – CRID 9999999: (2929292 – ABC Company)

% Delivery Point Piece Errors	1.61% nearly > 2.00% (160 errors)
-------------------------------	-----------------------------------



Mail Owner Scorecard ERRORS were found - CRID 9999999: (2929292 – ABC Company)

% Nesting/Sortation Piece Errors (MPE)	1.08% > 1.00% (8 errors)
--	--------------------------

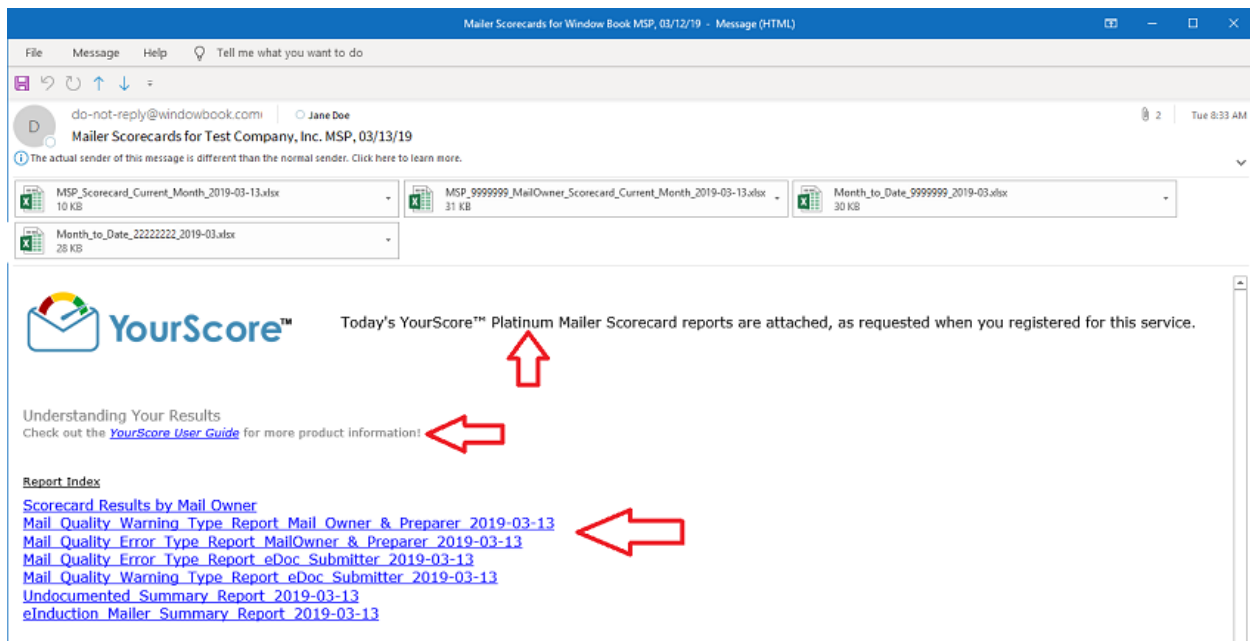
After the displayed alerts, specific reports are included in the body of the e-mail in table format. These reports are only available to Gold and Platinum level users, so Silver level users will not have these included in the body of their e-mails. These reports are:

- eInduction Mailer Summary Report;
- Mail Quality Error Type Report (eDoc Submitter);
- Mail Quality Error Type Report (Mail Owner and Preparer);
- Mail Quality Warning Type Report (eDoc Submitter);
- Mail Quality Warning Type Report (Mail Owner and Preparer); and
- Undocumented Summary Report.

Window Book understands that some MSPs may prepare mail for a large number of customers or mail owners and realizes the length of the reports mentioned above can become quite long. So, for those Gold and Platinum level users, a linked 'Report Index' will also be included at the top of the e-mail so users can click on a specific report and be taken directly to where it is displayed in the body of the e-mail. These same reports will also be attached to the e-mail in Excel format. Below is an example e-mail generated for an account registered as a Platinum level user.

E-mail - Header

Reports in Excel format attached, service level indicated, link to User Guide provided, and linked Report Index.



E-mail - MSP Section

Display immediately after the linked Report Index. Provides alerts for MSP's overall scorecard results.

Today's Scorecard Results
Provides your (Mail Service Provider) overall scorecard results.

Scorecard errors were found for CRID 9999999 - Test Company, Inc.
% Undocumented Pieces 2.23% > 0.30% (43910 errors)

Scorecard warnings were found for CRID 9999999 - Test Company, Inc.
% Pieces with By/For Errors 3.48% nearly > 5.00% (79682 errors)

E-mail - Customer/Mail Owner Section

Displays immediately after the MSP scorecard alerts. Provides alerts for individual customers' or mail owners' scorecard results.

[Back to Top](#)

Today's Scorecard Results by Customer/Mail Owner
Provides results for each of your Customers/Mail Owners to identify the source of any issues or potential issues.

Scorecard warnings were found for CRID 9999999 - (3838383 - XYZ Company, Inc.
% Nesting/ Sortation Piece Errors (MPE) 0.51% nearly > 1.00% (4 errors)

Scorecard warnings were found for CRID 9999999 - (2929292 - ABC Company, Inc.):
% COA Errors - FCM & MKT 0.46% nearly > 0.50% (30 errors)

Scorecard errors were found for CRID 9999999 - (4747474 - Fake Company, USA.):
% COA Errors - FCM & MKT 1.77% > 0.50% (43 errors)

E-mail - Report Section

Displays immediately after the Customer/Mail Owner scorecard alerts. Reports are provided in table format. [The reports that are included is dependent on the service level the user is registered for](#) (i.e. Gold or Platinum). To navigate to a specific report, use the [linked Report Index provided at the top of the e-mail](#). These same reports are also attached to the e-mail in the user-requested format (i.e. PDF, Excel, or CSV).

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Mail_Quality_Warning_Type_Report_Mail_Owner_&_Preparer_2019-03-13


Mail Quality Error Type Report (Mail Owner & Preparer)							
Page by:							
Errors/Warnings: Warning							
Source: All							
Mail Owner		Mail Preparer		Level	Error Type	Error Code	# Errors
3838383	XYZ Comapny, Inc.	9999999	Test Company, Inc.	Handling Unit	Barcode Uniqueness	7604 Error Type: Barcode Uniqueness Error Source: eDoc Verification Error Level: Handling Unit Error/Warning: Error Description: The same Tray Barcode (IMtb) from the eDoc (.csm or Mail.XML QualReport) was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs with the same eDoc Sender CRID Resolution Action: Do not populate the IM Tray Barcode in the .csm file of the Mail.dat or in the ContainerBarcode element in the ContainerInfoData block of Mail.XML with the same IMtb previously used in a mailing within the 45 days of the Postage Statement Mailing Date.	1
2929292	ABC Company, Inc.	9999999	Test Company, Inc.	Handling Unit	Barcode Uniqueness	7604 Error Type: Barcode Uniqueness Error Source: eDoc Verification Error Level: Handling Unit Error/Warning: Error Description: The same Tray Barcode (IMtb) from the eDoc (.csm or Mail.XML QualReport) was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs with the same eDoc	11



To ensure the delivery of the e-mail with attached Report(s) from YourScore, Window Book strongly recommends that the Window Book-sourced e-mail address of 'wbiadmin@windowbook.com' is included in the mailer's "white-list" of trusted e-mail addresses. For more information, refer to the 'White List Help' page on Window Book's web site at: <http://www.windowbook.com/home/White-List-Help>.

REPORTS

The various reports delivered by YourScore attached to the e-mail notification are sent in Excel format. Below is an example of a page from a report that shows information for undocumented pieces. Since it is formatted in Excel, the data can be manipulated and sorted using standard Excel functionality.

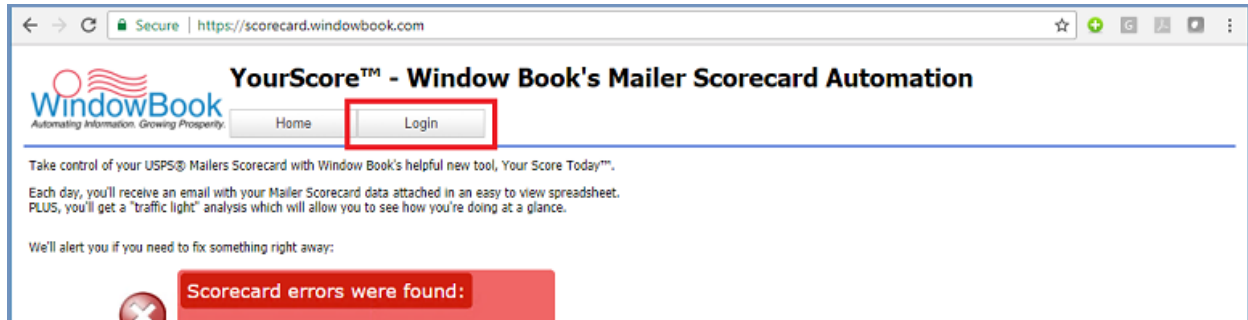
 Mailer Scorecard Details Report		
eDoc Submitter	Total	[CRID] [Registered Company Name]
# eInduction Misshipped Errors	--	N/A
% eInduction Misshipped Errors	N/A	N/A
# eInduction Duplicate Barcode Errors	--	N/A
% eInduction Duplicate Barcode Errors	N/A	N/A
# eInduction Payment Errors	--	N/A
% eInduction Payment Errors	N/A	N/A
# eInduction Entry Point Discount (EPD) Errors	--	N/A
% eInduction Entry Point Discount (EPD) Errors	N/A	N/A
# eInduction Zone Discount Errors	--	N/A
% eInduction Zone Discount Errors	N/A	N/A
# eInduction Undocumented Containers	--	N/A
% eInduction Undocumented Containers	N/A	N/A
Total Additional Postage Due (eInduction) - Info Only	N/A	N/A
CRID Seamless Status	N/A	Inactive
# Seamless Acceptance Jobs	--	--
% Seamless Acceptance Jobs	N/A	N/A
# Containers processed for Seamless validations	--	--
# Handling Units processed for Seamless validations	--	--
# Pieces processed for Seamless validations	--	--
% Volume Seamless Acceptance	N/A	N/A
Sampling Quality Score	N/A	100.00%
# Seamless Acceptance Jobs not Auto-Finalized	N/A	N/A
% Seamless Acceptance Jobs not Auto-Finalized	N/A	N/A
# Seamless Documented Piece Scans	--	--
Piece Scan Rate	N/A	N/A
# Adjusted Seamless Documented Piece Scans	--	--
Adjusted Piece Scan Rate	N/A	N/A
# Undocumented Pieces	6	6
% Undocumented Pieces	100.00%	100.00%
# Nesting/Sortation Piece Errors (MPE)	N/A	N/A
% Nesting/Sortation Piece Errors (MPE)	N/A	N/A
# Delivery Point Piece Errors	N/A	N/A
% Delivery Point Piece Errors	N/A	N/A

 For a comprehensive list of the available reports YourScore has to offer, refer to [SERVICE LEVELS](#) in this document.

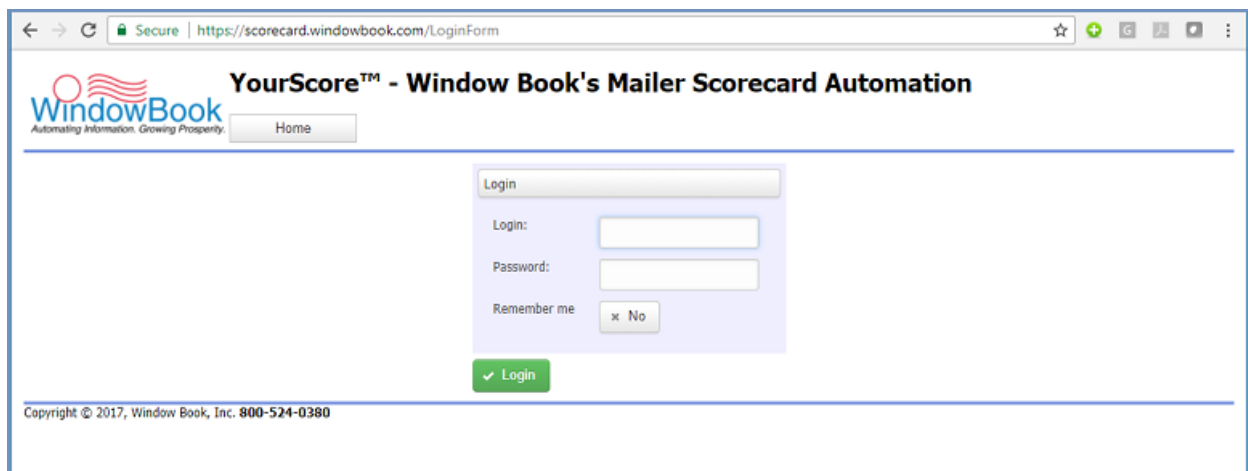
 Please note that if there is not data to report on for an MSP, no reports will be attached to the e-mail, regardless of the service level the MSP is registered for.

ADDING ADDITIONAL USERS

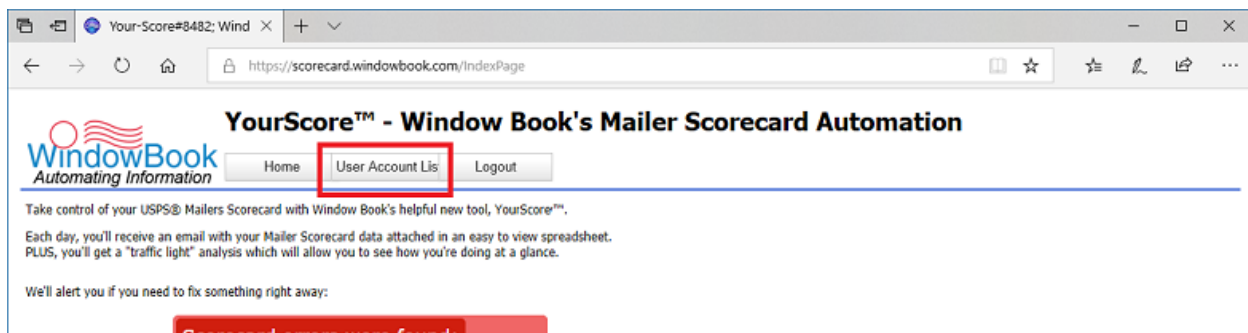
To add additional e-mail recipients, open a web browser and navigate to <https://scorecard.windowbook.com/>. The YourScore home page will display. Click the **Login** button.



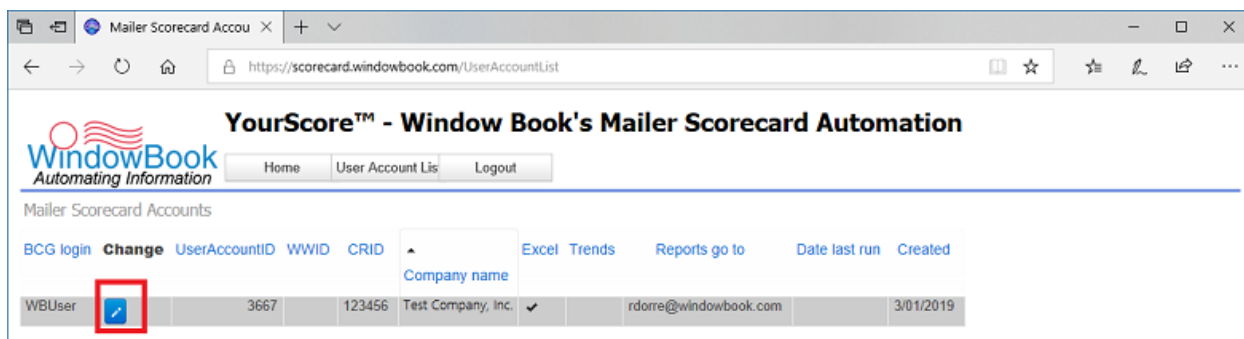
The YourScore login screen will display. Enter the necessary login credentials. Login credentials should be the same credentials YourScore uses to access the USPS Business Customer Gateway. Click the **Login** button.



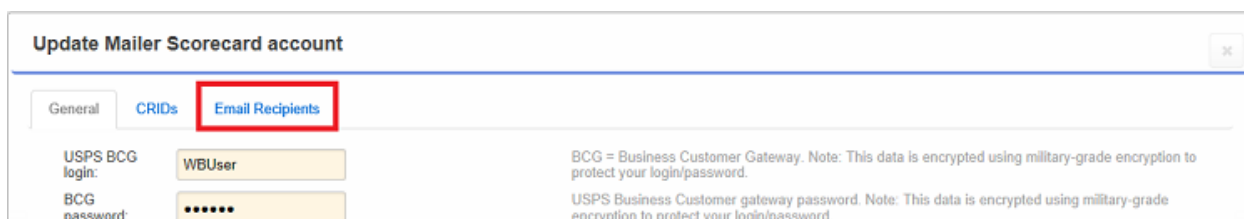
The screen will update. Click the **User Account List** button.



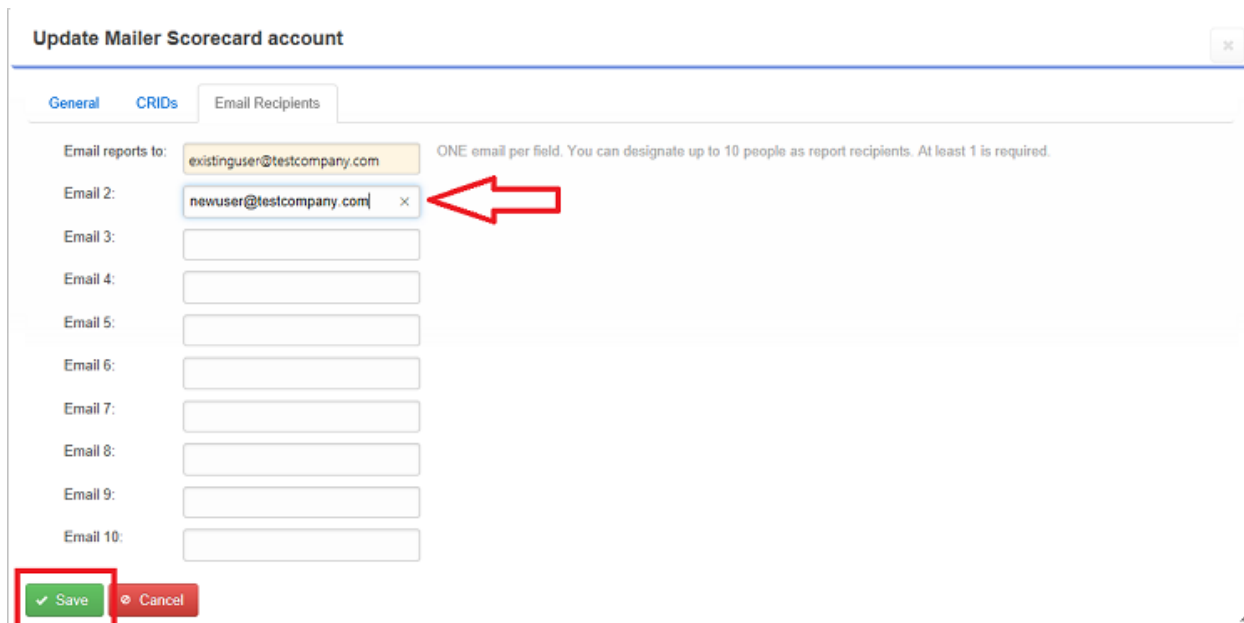
The *Mailer Scorecard Accounts* screen will display. Click the **Change** button.



The *Update Mailer Scorecard* account screen will display. Select the 'Email Recipients' menu option.



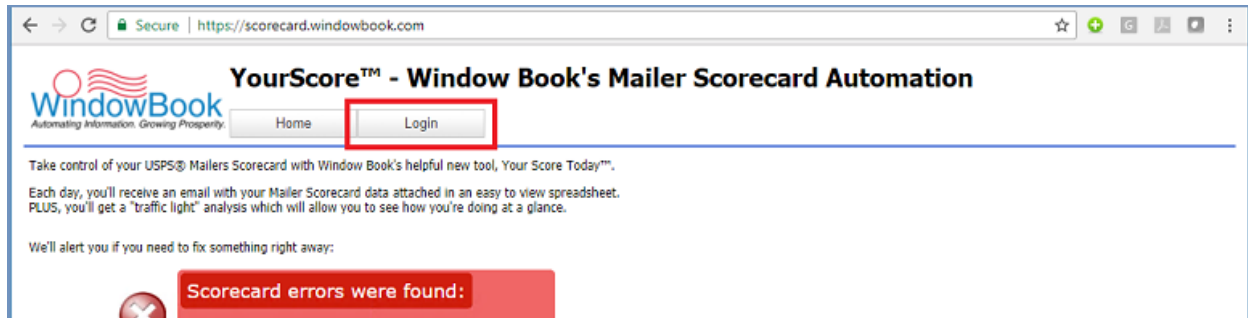
In the 'Email Recipients' tab, enter the e-mail addresses of the new/additional users. When finished, click the **Save** button.



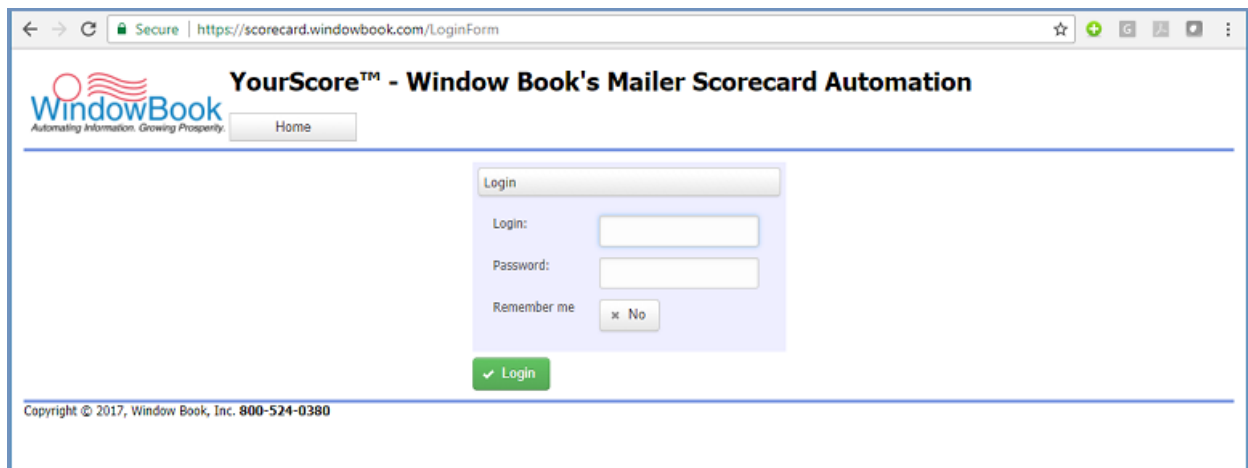
The screen will update and return to the *Mailer Scorecard Accounts* screen. Added users will automatically begin receiving the daily scorecard e-mail notifications and reports.

UPDATING LOGIN & USER INFO

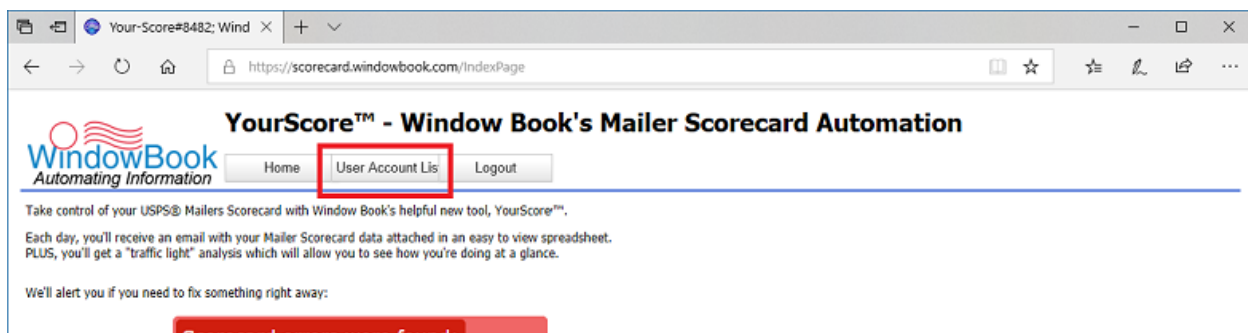
If for whatever reason the BCG login credentials get changed, the credentials on file for YourScore will require updating. In addition, user e-mail addresses may also require updating/correcting. To do this, open a web browser and navigate to <https://scorecard.windowbook.com/>. The YourScore home page will display. Click the **Login** button.



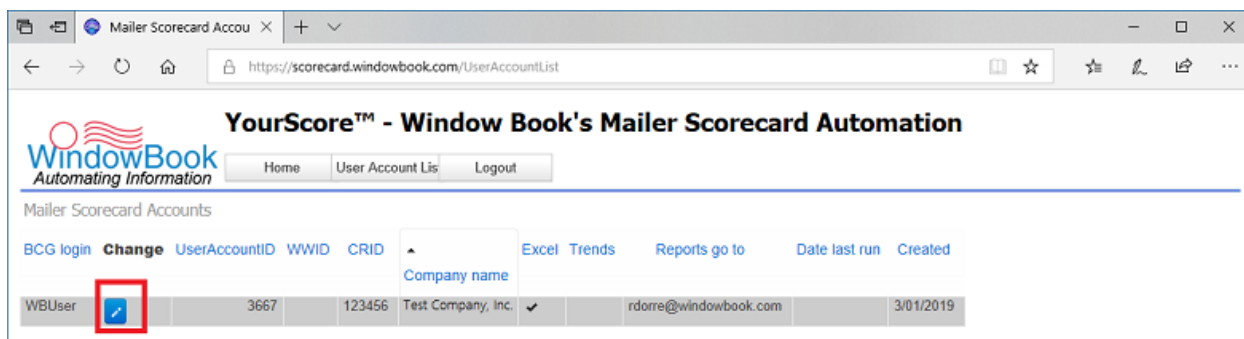
The YourScore login screen will display. Enter the necessary login credentials. Login credentials should be the same credentials YourScore uses to access the USPS Business Customer Gateway. Click the **Login** button.



The screen will update. Click the **User Account List** button.



The *Mailer Scorecard Accounts* screen will display. Click the **Change** button.



The *Update Mailer Scorecard* account screen will display. Select the 'General' menu option (if not already selected). In the event the login ID or password has change for the Client's USPS BCG account, make the necessary updates in the corresponding fields. Keep in mind that changing the information here means that all future login requests to YourScore will need to use the updated credentials.

The screenshot shows the "Update Mailer Scorecard account" form. The "General" tab is selected and highlighted with a red box. The form contains the following fields: "USPS BCG login:" with the value "WBUser", "BCG password:" with a masked password "*****", "Company Name:" with the value "Test Company, Inc.", and "WWID:" with an empty field. A red arrow points to the "BCG password:" field. To the right of the form, there is a note: "BCG = Business Customer Gateway. Note: This data is encrypted using military-grade encryption to protect your login/password. USPS Business Customer gateway password. Note: This data is encrypted using military-grade encryption to protect your login/password." At the bottom of the form, there are two buttons: "Save" (with a green checkmark) and "Cancel" (with a red X).

Any updates to e-mail addresses should be done via the 'Email Recipients' menu option (refer to [ADDING ADDITIONAL USERS](#) for more information on the 'Email Recipients' tab).

When finished, make sure to click the **Save** button.

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APPENDIX 1

VERIFYING SCORECARD ACCESS

To determine whether or not a user has access to their Mailer Scorecard, perform the following:

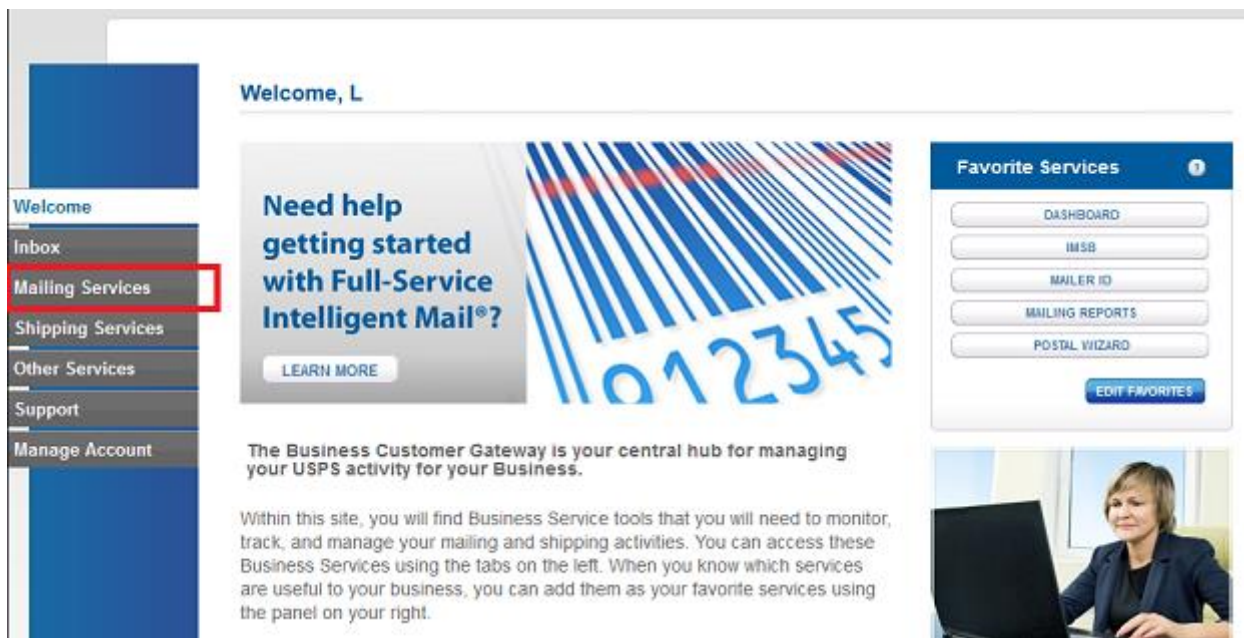
1. On a computer with a working Internet connection, launch a web browser and navigate to:
<https://gateway.usps.com/eAdmin/view/signin>;
2. The USPS® Business Customer Gateway sign in page will display. Enter the same Username and Password that is to be used for registering on YourScore and click the **Sign in** button when done;

The screenshot displays the USPS Business Customer Gateway sign-in page. The browser address bar shows the URL <https://gateway.usps.com/eAdmin/view/signin>. The page header includes the USPS logo and the text "Business Customer Gateway". The main content area features a sign-in form with the following elements:

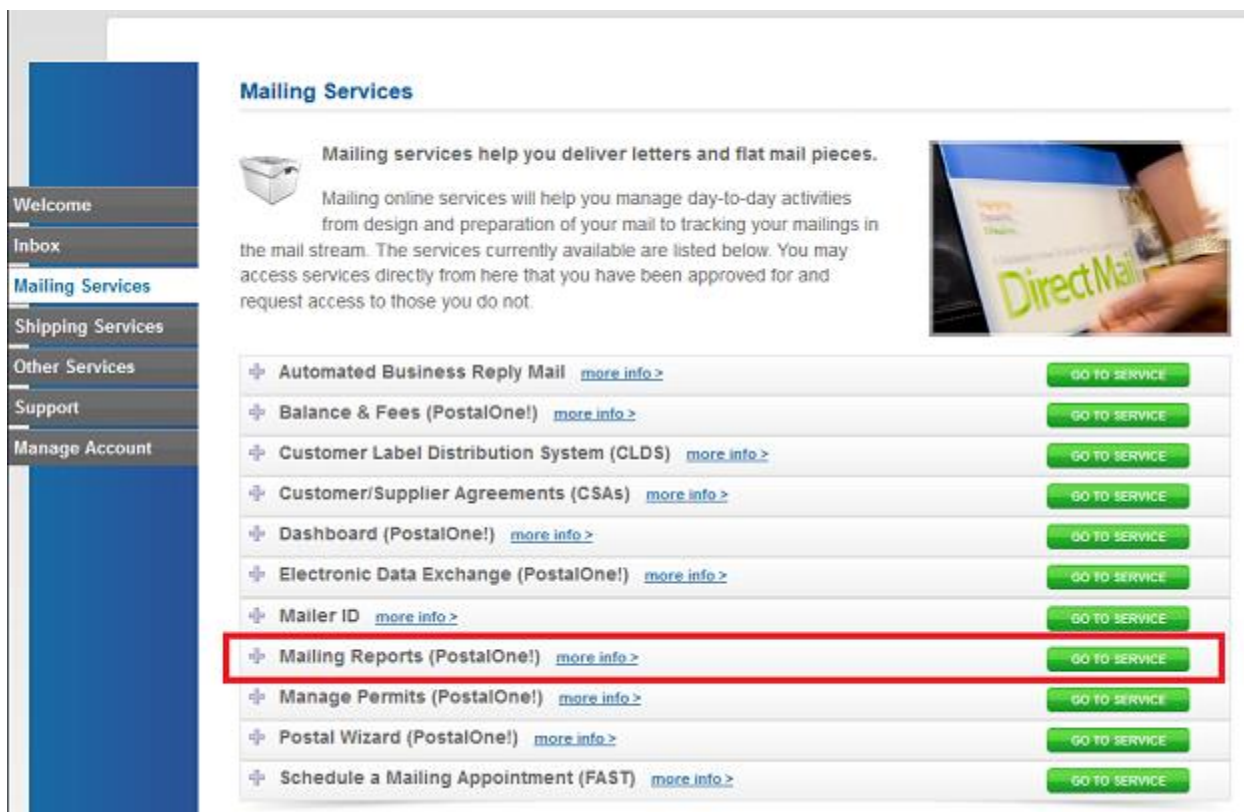
- Sign In** heading
- Username** input field
- Password** input field
- Sign in** button
- [Forgot password?](#) link
- Not a registered USPS Business Customer?** text
- Register for free** button

A red rectangular box highlights the sign-in form area. Below the form, there is a banner for "Click-n-Ship Business Pro™" with the text "End-to-end solution for businesses to fulfill their daily shipping needs." At the bottom of the page, there is a dark blue banner for "USPS Returns® Services" with the text "Returns Are Inevitable Give your customers an easy way to ship items back with USPS®." and a "Learn More" button.

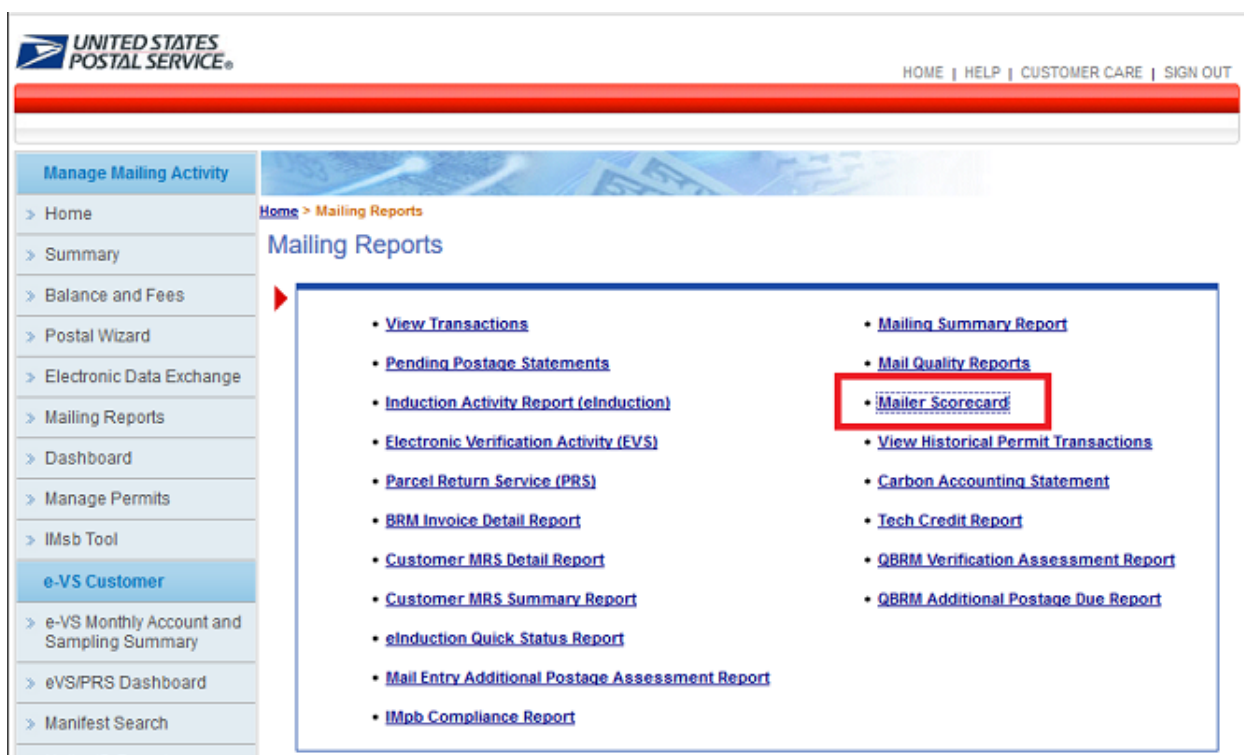
3. The BCG *Welcome* page will display. Select (click) the ‘Mailing Services’ option;



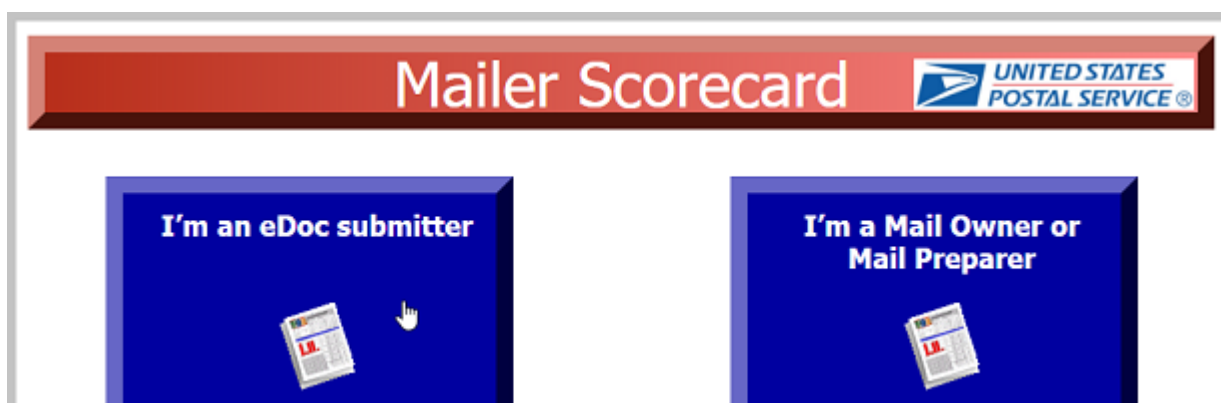
4. The *Mailing Services* page will display. Click the **GO TO SERVICE** button corresponding with the ‘Mailing Reports (PostalOne!)’ option;



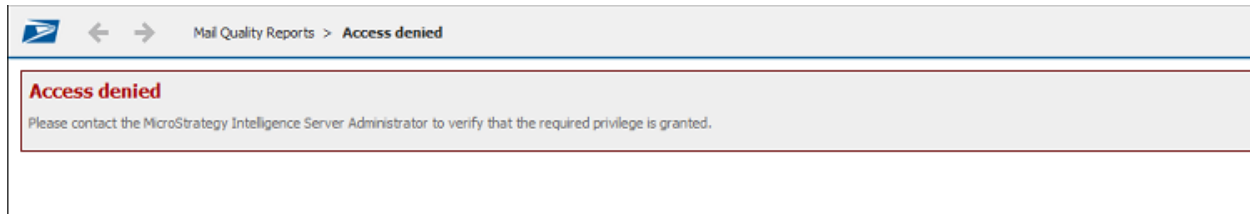
5. The *Mailing Reports* page will display. Select (click) the ‘Mailer Scorecard’ report option;



6. If the user has access to their Mailer Scorecard, the *Mailer Scorecard* page will display. Log out of *PostalOne!*/the BCG and proceed with the registration of YourScore (refer to [REGISTRATION](#) for more information):



7. If the user does not have access to their Mailer Scorecard, an *Access Denied* page will display instead of the *Mailer Scorecard* page called out in Step 6 above;



At this point, the user would have to email the *PostalOne!* Help Desk at postalone@email.usps.gov and request access. The user will be required to provide their *PostalOne!* username and CRID. Upon confirmation from the *PostalOne!* Help Desk that access been provided, it can take anywhere from 24 to 48 hours for the user to be able to confirm that access exists using the procedure documented here in Appendix 1.

If Window Book identifies issues with a particular user name/password, a Window Book Support Representative will reach out to the registrant using the email address that was provided during the registration process.