



Shipping & Mailing  
Franking Machines

Operator Guide

# Inview™ Accounting for DM220i series Digital Mailing System

UK and ROI Version





This document explains how to use the optional INVIEW Accounting features on your DM220i series digital mailing system.

This document will on occasions refer to 'your Operator Guide'. This is in reference to the Operator Guide that will have been provided alongside your Mailing System.

If your system uses the Departmental (Standard) accounting feature, refer to your Operator Guide for further information.



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## Introduction

This document describes how to set up and use INVIEW on your mailing system.

INVIEW are optional packages that you can purchase which provide extended accounting features. Availability of optional accounting packages may vary dependant on your market. Contact your machine supplier for further information.

INVIEW is enabled and controlled through the normal system menus as described in this chapter. Both packages use an external memory module which is connected to your system via one of the USB ports.

**Please note:** INVIEW can also be referred to, in some instances as Budget Manager Lite.

## Turning INVIEW On

If you have purchased the INVIEW Accounting option, follow the steps below to turn on the feature.

1. At the home screen, press **Options**.
2. Select "Turn Items On/Off".
3. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
4. Select "Accounting".
5. Select "Turn Accounting On".
6. Select "INVIEW". After a few seconds, the INVIEW main menu will display.

## Turning INVIEW Off

You can temporarily turn off INVIEW Accounting whenever you wish.

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**NOTE:** You will not be tracking postage by account when this feature is turned off.

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1. Press **Options**.
2. Select "Turn Item On/Off"
3. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
4. Select "Accounting".
5. When prompted, select "Turn Accounting OFF".
6. Press **Home** to return to the home screen with no account displayed.

To view or print account data you must have either a printer attached to the machine or the machine must be connected to a PC using the PC Transfer Utility software.

## **Logging On to INVIEW**

The screen that displays when you start up your mailing system depends on whether or not you have set up operators on your system. For more information on how to set up operators, refer to *Setup Operators* in your Operator Guide provided with your system.

## **Importing and Backing Up Data Using the PC Transfer Utility**

A software program called "PC Transfer Utility" is available to allow accounting data to be transferred to a PC for backup/restore.

In order for INVIEW to be able to interface with the PC Transfer Utility software installed on your PC, your mailing system must be attached to a LAN.

For more information about the PC Transfer Utility, please refer to the Help file located in the PC Transfer software on your PC.

## **Uploading INVIEW data to Total Meter Reporting (Web-service)**

If you have access to the Pitney Bowes My Account webservice and have registered with INVIEW for Total Meter Reporting, it is necessary to upload Accounting information periodically from INVIEW to the Accounting Server.

This can be performed in 2 ways, either

1. During a Balance Enquiry
  - a. Carry out a balance enquiry as detailed in the Operator Guide provided with your system.
  - b. If Accounting data is present you will be prompted to Upload accountable data.
  - c. Choose Upload Now? or Upload Later?.
  - d. Follow the on-screen prompts to complete the task.
  
2. From the Options button
  - a. Press Options button and the press Page Down.
  - b. Choose menu item Data Centre Options.
  - c. Choose Data Upload.
  - d. Follow on-screen prompt to complete the task.

## **External Memory**

To enable INVIEW to work, the memory stick supplied must be connected to one of the USB ports on the rear of the mailing system at all times.

## **Setting a Station ID**

The Station ID is printed on accounting reports to identify the mailing system the reports were generated on. This feature is useful when you have several mailing systems that generate reports.

Station IDs are numeric and must be two characters in length.

Follow the step below to set a Station ID:

1. Select "Accts".
2. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
3. Select "Inview"
4. Select "Station ID: ..."
5. Key in the Station ID, then select "OK".
6. Press **Home** to return to the home screen.

## **INVIEW Account Structure**

You can use INVIEW to track and account for postage used by departments or individuals within your organisation. Your system is set up to accept a total of 74 characters for single level accounts, a total of 73 characters for an account and sub account, and a total of 72 characters for an account, subaccount, and subsubaccount.

When accounts are linked (account-subaccount, or account-subaccount-subsubaccount) they become a set and are treated as one separate account, with one account number and one password. The existing account number and password are rolled down to the subaccount when the first subaccount is created. When you create another subaccount to this account, you create another linked set of accounts with a different account number and password.

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**NOTE:** Only the lowest level of the account hierarchy is chargeable. This means that transactions can only be posted to that account.

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The following examples demonstrate some of the ways in which you can structure your accounts.

- When you create only a top level account, you can charge funds and pieces to that account. This is the working (chargeable) account because at this point it does not have any subordinate accounts:

Example: Account - Engineering

- If you create subaccounts for the original account, they become the end links in the account chain and identify the departments where you charge to:

Examples:

Account - Engineering, Subaccount - Software

Account - Engineering, Subaccount - Design

The original account now serves as an administrative account that owns and contains totals for the lower subaccounts.

- If you create subsubaccounts for subaccounts, the subsubaccounts become the end links and identify the departments that are charged for postage.

**Examples:**

Account - Engineering, Subaccount - Software,  
Subsubaccount - Testing

Account - Engineering, Subaccount - Software,  
Subsubaccount - Design

Account - Engineering, Subaccount - Industrial Design,  
Subsubaccount - Graphics

Account - Engineering, Subaccount - Industrial Design,  
Subsubaccount - User Testing

## Turning Account Passwords On/Off

You can turn on the requirement for all operators to enter passwords (if passwords are set up) when choosing an account.

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**NOTE:** The Supervisor Password must be turned on before you can use this feature. If it is turned on, you will be presented with an option to enter the Supervisor Password.

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1. Select "Acct".
2. Select "Manage Inview Accounts".
3. Select "OK" to continue.
4. Selecting "Turn Password On/Off..." will toggle between ON and OFF as required.
5. Press **Home** to return to the home screen.

## Creating Accounts

Follow the steps below to create accounts:

1. Select "Acct".
  2. Select "Manage Inview Accounts".
  3. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
  4. Select "Create an Account".
  5. Enter the account name and then select "OK".
- 

**NOTE:** When naming your accounts, the total number of characters you can use for the name is 74. This means that if you intend to add sub and subsub accounts to this top level account name, the sum of the characters for all three accounts levels cannot be greater than 74.

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6. The Account Information menu appears, offering the following options for the account being created:

**Name:** Select this option to edit the name of an account.

**Password:** This option appears only if account passwords are enabled. The account password is a four digit number that you can assign to limit access to an account. As soon as you enter the name of your account, the system will request that you enter the account password if it is enabled. Select this option to assign, change or disable the password if necessary. When you are running mail, passwords must be globally enabled. This feature should not be used if operator log on is in use.

**Speed Code:** A speed code is a number that uniquely identifies an account. You can use it as a short cut to identify accounts with long names. As soon as you enter the name of your account, the system automatically assigns the next available speed code to your account. Select this option to change the speed code number assigned by the system. It allows you to enter a 1 to 4 digit code.

**Desc:** This option allows you to type in a brief description of the account.

7. When you are done, select "Continue" to save your account information. If you exit the screen without selecting "Continue", changes are lost.
8. Press **Home** to return to the Home Screen.

## **Creating a Subaccount**

Follow the steps below to create accounts:

1. Select "Accts".
2. Select "Manage Inview Accts".
3. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
4. Select "Create Sub Account".
5. Select "View List".
6. The system displays a list of all the existing accounts. If necessary, page down to scroll through the list of accounts.  
Select the account you would like to add a subaccount.
7. Select "Add Sub Account" or "Add SubSub Account", as required.
8. Type in the name of the new subaccount or subsubaccount and select "Continue". The Account Information Screen appears.
9. Select and configure any of the options in the same way as creating an account (see your Operator Guide for information).
10. When you are done, select "Done" to save your account information. If you exit the screen without selecting "Done", changes are lost.
11. Press **Home** to return to the Home Screen.

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**NOTE:** Repeat the above for a SubSubAccount.

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## Viewing or Editing Accounts

You can view or edit the name and description for all of the accounts, subaccounts or subsubaccounts entered into INVIEW (lowest level):

1. Select "Accts".
2. Select "Select Manage Inview Accts".
3. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
4. Select "Edit/View Account".
5. Select "View List".
6. The system displays a list of all the existing accounts. If necessary, page down to scroll through the list of accounts.  
Select the account you would like to view or edit.
7. Select the appropriate option and follow the prompts.  
**Name:** Select this option to make changes to the name of the account you have selected.  
**Password:** The account password is a four digit number that limits access to an account.  
**Speed Code:** Allows you to change the speed code of the account.
8. When you are done, select "Done" to save your account information. If you exit the screen without selecting "Continue", changes are lost.
9. Press **Home** to return to the Home Screen.

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**NOTE:** If you have active data in an account, you cannot rename the account.

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## **Deleting Accounts**

When deleting accounts be advised that:

- If there is no information connected to the account, the system will remove the account when you delete it.
- If there is any information connected to an account (for example transaction data), the system will not allow you to delete the account. The system will notify you when the last period of the fiscal year ends. At that time, you can select the accounts you want to permanently delete and redefine the yearly fiscal period.

Follow the steps below to delete an account:

1. Select "Accts".
2. Select "Manage Inview Accounts".
3. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
4. Select "Delete an account".
5. Select "View List". The system displays a list of all the existing accounts. If necessary, page down to scroll through the list of accounts.

Select the account you would like to delete.

6. Confirm that you really want to delete the account by selecting "Yes".
7. Choose whether you wish to delete further accounts by selecting either "Yes" or "No".
8. Press **Home** to return to the Home Screen.

## Clearing Account Data



**CAUTION!** Clearing the account data permanently erases all transaction data.

**It is recommended that the supervisor password be active and the accounting protection be turned on. This will prevent unauthorised persons from clearing the accounting data.**

Follow the steps below to clear the account data:

1. Select "Accts".
2. Select "Manage Inview Accounts".
3. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
4. Press Page Down and select "Clear Account data".
5. Select "Print Reports" if you wish to print account reports before clearing the data.

OR

6. Select "Clear All Data".
7. Confirm that you really want to clear all the data by selecting "Yes".
8. Press **Home** to return to the Home Screen.

## Global Surcharge

A Global Surcharge is a surcharge (or discount) that applies to each transaction (or batch) processed by INVIEW.

***You can apply a global surcharge per piece of mail, per transaction, and/or per transaction percentage.***

- A per piece of mail surcharge is calculated by multiplying the number of pieces processed by the surcharge setting. The per piece surcharge can be set anywhere from -1.000 to 1.000.
- A per transaction surcharge is applied to each batch (or transaction) run on the system. The per transaction surcharge can be set anywhere from -50.00 to 50.00.
- A per transaction percentage surcharge is calculated multiplying the postage cost of the entire batch by the percent transaction setting. The per transaction percentage can be set anywhere from -100% to 100%.

## ***Turning Global Surcharge On or Off***

1. Select "Accts".
2. Select "Setup Inview".
3. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
4. Select "Global Surcharge". The Global Surcharges screen appears.
5. Select "Surcharges: ..." to toggle the surcharge option ON or OFF, as required.
6. Press **Home** to return to the Home Screen.

## Selecting the Global Surcharge Method

Follow the steps below to set a global surcharge or discount:

1. Select "Accts".
2. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
3. Select "Global Surcharges: ...". The Global Surcharges screen appears.
4. Select the type of surcharge you wish to apply:
  - Per Piece:** The surcharge or discount is applied to each individual piece of mail processed.
  - Per Trans:** The surcharge or discount is applied to each transaction.
  - Per Trans %:** The surcharge or discount is applied to each transaction and is a percentage of the transaction cost.  
Select either "Make Surcharge(s) or "Make Discount(s)".  
A **negative amount** indicates a **discount** will be applied to the postage amount for a transaction.  
A **positive amount** indicates a **surcharge** will be applied to the postage amount for a transaction.
5. Press **Home** to return to the Home Screen.

## **Selecting an Account to Print Postage**

You can select an INVIEW account in a variety of ways:

You can select an account manually by scrolling through the entire list of accounts on your system.

If you know part of the account name or the speed code, you can use the account name search or the speed code search to locate the account you want to use.

If you know only part of the account name or the speed code, you can use the account name or speed code search to narrow down the list of accounts to those that most closely match the search criteria you entered.

### ***Selecting an Account***

1. Select "Accts".
2. Select "Manage Inview Accounts".
3. To select an account

- a. Select "View List"

You can use the **Page Down** key to scroll through the account list, then press the screen key that corresponds with the account name.

- b. If the Account Password is enabled the Enter Account Password screen appears, Type in the password and select OK.

- c. The system returns to the Home screen. The name of the account you selected appears on the display.

Or

- a. Select "Enter Speed Code".

- b. Enter the 1 to 4 digit speed code.

- c. Select "Continue", the Account name appears, Select "OK" if correct.

- d. If the Account Password is enabled the enter Account Password screen appears, Type in the Password and Select OK.

- e. the system returns to the Home Screen. The name of the account you selected appears on the display.

Or

- a. Select "Enter Acct. name".
- b. Type in the name of the account (or part of the name). Select "Find". You can use the **Page Down** key to scroll through the account list, then press the screen key that corresponds with the account name.
- c. If the Account Password is enabled the Enter Account Password screen appears, Type in the Password and Select "OK".
- d. The system returns to the Home Screen. The name of the account you selected appears on the display.

## Selecting the Accounting Period

When you enter the start date for the fiscal year the system automatically determines the end date (default on the machine is set from the 1st January to 31st December).

Once the fiscal year is set, you will need to select one of the standard accounting periods (none, annual, twice yearly, quarterly and monthly) or you can define your own custom reporting period.

Follow the steps below to set your fiscal year and select the type of accounting period you will use:

1. Select "Accts".
2. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
3. Select "Setup Inview".
4. Select "Accounting Periods".
5. The Set New Acct Period screen appears, the display shows the current account period. Select "Standard".
6. Select "Start Date".
  - a. Press the **Clear** key.
  - b. Type in the start date of your fiscal year.
  - c. Select "OK" to save the date. The Edit Standard Period screen reappears.
7. Select "Minor Periods" (see notes on the next page).
  - a. Press the **Clear** key.
  - b. Type in
    - i. 0 for an Annual period report only.
    - ii. 2 for a bi Annual period report.
    - iii. 4 for a quarterly preiod report
    - iv. 12 for a monthly period report.
  - c. Select "OK" to save the periods. The Edit Standard Period screen reappears.

8. If you select custom periods, the Edit Custom Period screen appears.
    - a. Select end date 1 to set period 1 end date.
    - b. Type in the end date of the period and select OK.
    - c. Select End Date 2 to set period 2 end date.
    - d. Type in the end date of the period and select OK again to exit the Custom Period menu.
- 

**Note:** Period 1 is the current period and period 2 is the running total i.e. YTD.

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9. Press **Home** to return to the Home Screen.
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### NOTES:

#### Standard Periods

When a period in the fiscal year reaches its cut-off date, the system will automatically start the next period and store the existing period.

For example: If you have set the periods for monthly, at the 1st July the June period will be saved and July will now be the current period. At the end of the fiscal year, the system will prompt you to clear all 12 periods.

#### Custom Periods

The start date for a custom reporting period is the date you activate the custom period on your system.

The custom reporting period will have to be reset on the end date you select for it. At that time, you will be required to enter the next end date for your custom reporting period.

Once you have data in the system, you cannot change the periods until all data has been cleared.

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## Entering Manual Transactions

Follow the steps below to create a manual transaction.

1. Select "Accts".
2. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
3. **Page Down** and Select "Manage Transactions".
4. Select "Add manual Trans". The Add manual Trans screen appears. The options you choose to use will vary depending upon your manual transaction needs:

**Account:** Select this option to choose an account from the available accounts on your system to run the manual transaction against.

**Class:** Select this option to set the postage class.

**Postage:** Select this option to set the total actual postage amount for the transaction.

**Chrg Amt:** Select this option to set the total postage amount that you will be charging for the transaction. (This is the actual postage amount plus any surcharges you may want to add.) By default, this sets to the same postage as the actual postage amount.

**Piece Ct:** Select this option to set the number of pieces of mail you want the manual transaction to indicate were sent.

**Weight:** Select this option to set the total weight of all pieces of mail.

5. Once you have finished setting up your manual transaction, select "Done" to save your changes. The system will return to the Home Screen.

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**NOTE:** The maximum amount you can enter in paragraphs 5 and 6 above is limited to the maximum value you can select on your machine.

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## **Transferring Transaction Data**

You can use the transfer transaction data option to correct transactions that have been processed against the wrong account.

Follow the steps below to select the transaction you want to transfer:

1. Select "Accts".
2. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
3. **Page Down** and Select "Manage Transactions".
4. Select "Move a transaction". The Select Account screen appears.
5. Select the account you want to transfer the transaction FROM (Use the same method as selecting an account to use).
6. Select the transaction you want to transfer. Select "OK to Transfer". The Select Account To Transfer To screen appears.
7. Repeat steps 6 and 7 to select the account you want to transfer the transaction to.
8. Once you have finished setting up your transaction transfer, select "Yes Transfer" to save your changes.
9. Press the "Home" key to return to the Home Screen.

## **Clearing the Transaction Log**

When the transaction log reaches full capacity, you can clear out the log to allow the inclusion of new transactions.

Follow the steps below to clear the transaction log:

1. Select "Accts".
2. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
3. **Page Down** and Select "Manage transactions".
4. Press **Page Down**, then select "Clear Transaction Log". The Clear Transaction Log screen appears.
5. Select "Yes clear" to clear the log. The system returns to the Transaction Options screen.
6. Press **Home** key to return to the Home Screen.

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**NOTE:** The transaction log can/ must only be cleared after an upload to the data centre has been completed.

If you require a printed report this must be taken before the transaction log is cleared.

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### **Setting the Condition for the Log Full Warning**

You can set the “log full warning” to notify you when the transaction log is filled to a certain percentage. The default setting is 80%, which means that when the transaction log is 80% full, you will receive a warning. The lowest setting you can use is 80%. The highest setting you can use is 100%.

Follow the steps below to set the “log full warning”:

1. Select “Accts”.
2. If the supervisor password is enabled, you will be prompted to enter it and select “OK” to continue.
3. **Page Down** and Select “Manage transactions”.
4. **Page Down** and select “Log Full Warning”.
5. Press **Clear** key, type in the percentage you want use (from 80 to 100) and select “OK”. The system returns to the Transaction Options menu.
6. Press **Home** key to return to the Home Screen.

## **Defining the Log Full Action**

The Action When Full option allows you to select the action you want the system to take when the transaction log is full. You can choose to stop processing mail, or process mail and overwrite the transaction log (see notes below).

Follow the steps below to select the action to take when the log is full:

2. Select "Accts".
3. If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.
4. **Page Down** and Select "Manage Transactions".
5. **Page Down** and select "Log Full Action".
6. Select Next Page and select the action you want the system to take. The system returns to the Transaction Options menu.
7. Press **Home** to return to the Home Screen.

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### **NOTES:**

If you select 'Delete older trans', when the log is full the system will continue processing mail and **erase the old transactions**. The normal setting is 'Show alert and stop'. This allows you to print off the Transaction log or download the transaction log to a PC if you have the PC Transfer Utility programme.

If you find the system is frequently stopping due to the log being full, you might find it more convenient to print or download the log to a PC at the end of each period. At this time you could then clear the log before the start of the new period.

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## INVIEW Accounting Reports

### *(Printer must be attached)*

With INVIEW, you have the ability to create a broader range of accounting reports than you would using the standard accounting reports on your mailing system.

The following is a list of INVIEW accounting reports:

- Transaction Log
- Account Summary
- Quick Profile
- Accounting Set Up
- Account List
- Account Speed Code List

### **Printing Reports**

You can print accounting reports using an external (attached) printer if one is connected to your system.

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**NOTE:** You must enable report printing for an operator in order for that operator to print a report. See *Enabling Operators* in your Operator Guide, for more information.

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Follow the steps below to print a report:

1. Press "Reports".
2. Select "Accounting Reports".
3. Select the report you want to print. Follow the prompts, if any, that may appear.
4. Press **Home** to return to the Home Screen.

# ***Inview Accounting***

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## ***Transaction Report***

The Transaction Log report lists the transaction ID, account, pieces, postage, surcharge, and total amount charged for each transaction during the time period specified on the report.

## ***Account Summary Report***

The Account Summary Report lists a summary of pieces, postage and surcharges that have been charged to an individual account for the time period specified for the report.

## ***Quick Profile Report***

The Quick Profile report lists the summary of pieces, postage and surcharges for all of the Inview accounts.

## ***Accounting Setup Report***

The Accounting Set Up report lists the options and settings for INVIEW.

## ***Account List Report***

The Account List report lists the accounts that have been defined in the system. The accounts are sorted by account name, then by subaccount and subsubaccount.

## ***Account Speed Code List Report***

The Account Speed Code List Report lists the accounts that have been defined in the system and the account status. The report is sorted by account speed code. Account speed codes refer to chargeable accounts.

## **INVIEW Error/Warning Messages**

This section contains a list of problems you may encounter while using INVIEW.

Refer to *Troubleshooting* in your Operator Guide, for information on problems you may encounter while using the mailing system (e.g. envelope sealing problems, envelope feeding problems, tape feeding problems, etc.).

### ***Account Limit Reached - Cannot create any more accounts***

- Contact your machine supplier to purchase an increase in the number of accounts available on your system.
- Select "Select Account to Delete". The Select Account screen appears. Follow the prompts to select an account to delete.

### ***Funds and piece count registers are full. Account must be reset.***

- Select "Print Report". The Single Account Report screen appears. Follow the prompts to print the single account report and reset the account, **or**
- Select "Reset". The system resets the account.

# ***Inview Accounting***

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## ***External memory not responding.***

### ***Please check the USB and memory device connections. Run mail without accounting?***

INVIEW uses a memory module attached via one of the USB ports. This module holds all the accounting data.

Check that the memory device is properly connected to one of the system's USB ports.

- Select "No" if you want to recheck the device connections. The Please Wait screen appears as the system tries to re-establish the connection.
- Select "Yes" to run mail without accounting.
  - If the supervisor password is enabled, you will be prompted to enter it and select "OK" to continue.

If the problem persists, contact your system supplier.

## ***Accounting Discrepancy xxxx has been spent without being recorded to the external memory.***

- Select "Make a Manual Transaction" to continue running mail. The Manual Transaction screen appears with the postage amount equal to the amount listed on the Account Discrepancy screen. See ***Entering Manual Transactions*** in your Operator Guide, for more information.
- Select "Ignore" to stop running mail. The system returns to the Home Screen.



For Service and Supplies:

Form No. SDC951A RevB (7-15)

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