Shipping & Mailing
Mailing Equipment & Software

TrackMyMail™

Quick Start Guide

US English Edition
SV63427 Rev. B
February 20, 2025

The TrackMyMail Quick Start Guide is designed to assist in the daily operations of the system. Use this document as a reference, as it includes system operating procedures.

Version History

Document Part Number	Release Date	Comments
SV63427A	December 23, 2024	

Other Resources

TrackMyMail Support page

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1 - History & Reports

In this section

Running an on-demand report

You can run an on-demand report for a particular job.

1. On the left side, select **TMM Dashboard**.

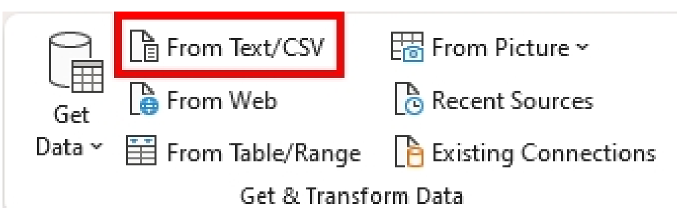
   

2. In the **View Details** column next to the job you wish to run the report on, select the **Choose Report** menu and choose the report you wish to run.
3. The report will be sent to the email associated with your profile. The email will come from RelayEngineer@pb.com.

Opening reports

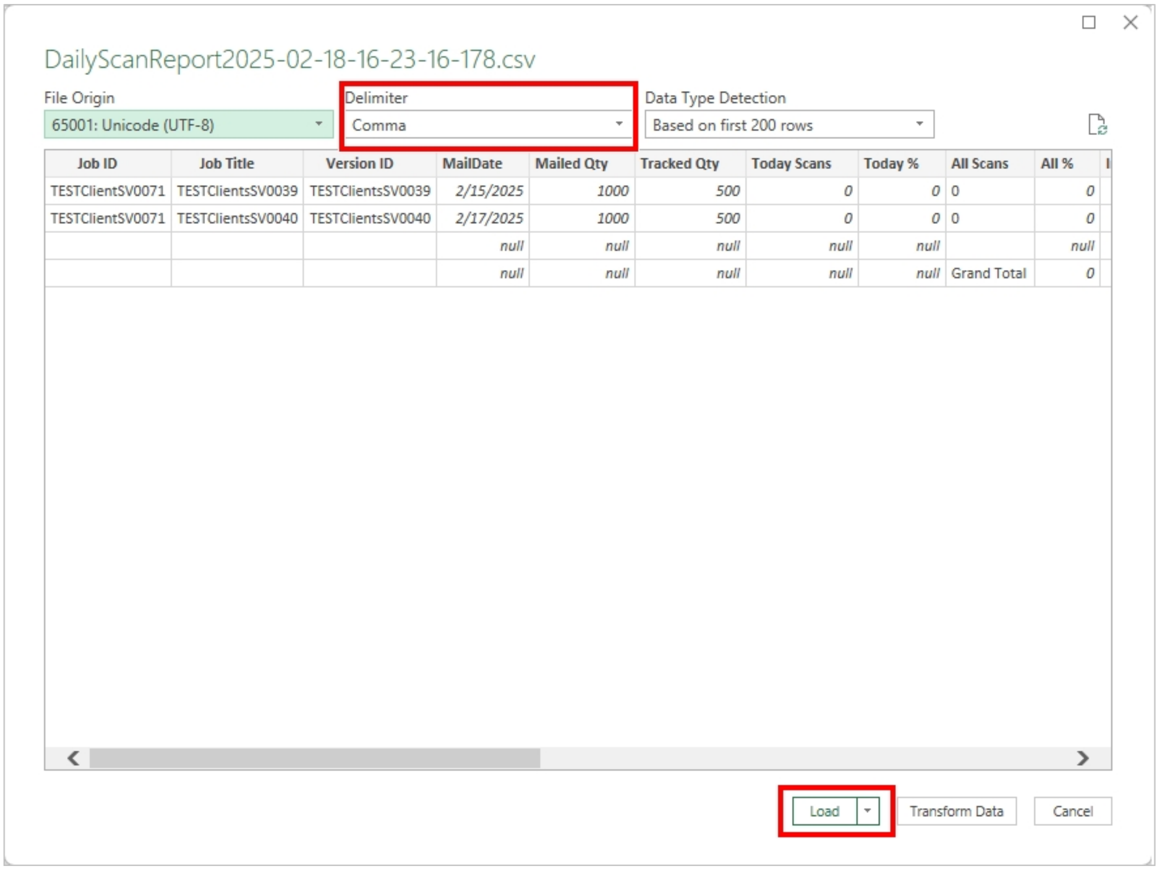
Emailed reports are in CSV format. On most Windows computers, these will open in Excel by default. When opening CSV reports in Excel, it may auto-format the cells, which can cause data to be displayed incorrectly. To view reports with the data formatted correctly, the file must be imported instead of opened.

1. From the report email, click the link and save the downloaded report. Do not open the report.
2. Open Excel and open a new blank workbook.
3. Select the **Data** tab.
4. In the Get & Transform Data section on the ribbon, choose **From Text/CSV**.

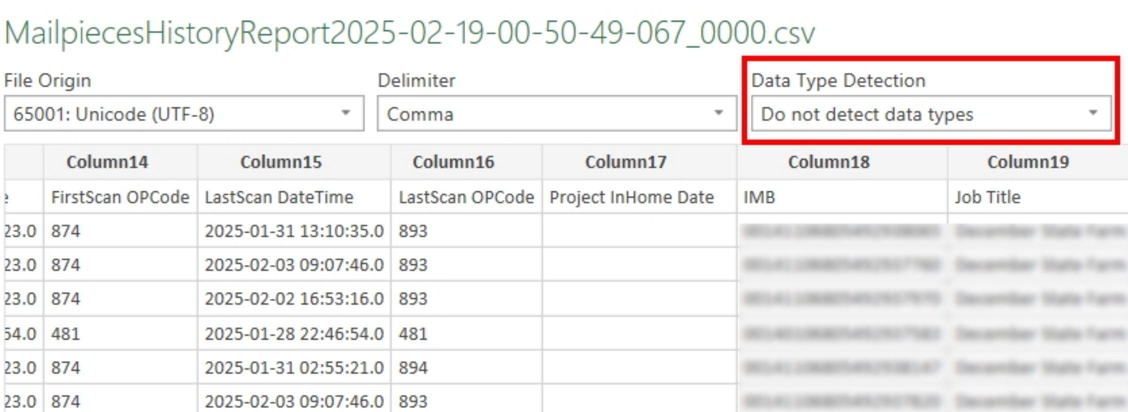
   

5. Select the CSV file that you saved in step 1 and click **Import**.

6. A window opens with the file name at the top and the data as shown below. Make sure that the **Delimiter** is set to **Comma**.



7. If the report includes IMbs, under **Data Type Detection**, select **Do not detect data types** to keep the IMbs intact.



8. Click **Load**.
9. Save the file.

Types of reports

There are several different types of reports that you can run or schedule in TrackMyMail.

- *View Result by Date*
- *View Result by State*
- *Delivered Orign Pcs*
- *Daily Scan*
- *Mail Piece History*
- *Combined In-Home/Combined In-process*

View Result by Date

The View Result by Date report shows the number of mailpieces that arrived in-home each day. This report provides an overall view of how a mailing is being delivered.

View Result by State

The View Result by State report shows a summary of the projected mailpieces in-home by state so that you know when and where mail was delivered. This report can be used to pinpoint delivery problems, identify delivery trends, and know how to staff stores and call centers based upon reported in-home dates and volume.

Single Piece Lookup (TMM Job Lookup)

You can look up a mailpiece on the TMM Job Lookup screen by tracking ID, Unique Identifier, or the first 20 characters of an Intelligent Mail barcode (IMb) to view the scan history and find out if it was delivered. You can customize the information by uploading a mailing data file that includes name, address, unique identifier, or other custom information. The system matches the scans it receives to each uploaded record, providing a detailed report for each mailpiece.

Delivered Origin Pcs

The Delivered Origin Pcs report gives a detailed list of reply mailpieces that have been sent back by recipients. Your uploaded mailing detail data is used with the Informed Visibility data to generate a list of people who have replied to the mailing using courtesy or business reply mailpieces.

Daily Scan

The Daily Scan report provides a snapshot of the scans received daily for any job. If target in-home dates are included when submitting the job, counts for Early, On Time, and Late will also be included.

Mail Piece History

The Mail Piece History report is a mailpiece-level report that provides the first and last scan detail on each piece in the mailing along with the estimated day of delivery based on the operation code scan. If it is a Stop-the-Clock operation code, then an estimated delivery date is generated based on the date and time of the scan. It includes the mailing detail information that was uploaded when creating the job, including name, address, user defined field, etc.

Daily Combined ACS Data

Daily Combined InHome Data

Daily Combined InProcess Data

The Combined In-Home reports provide a detailed list of mailpieces daily across all jobs that have In-process or In-home scan data in a data file. Your uploaded mailing detail data is used with the USPS Informed Visibility data to generate a specific list of mailpieces with an in-home scan or in-process (first) scan. These reports are only available as a scheduled report and must be scheduled by a Pitney Bowes representative; they cannot be run on demand.

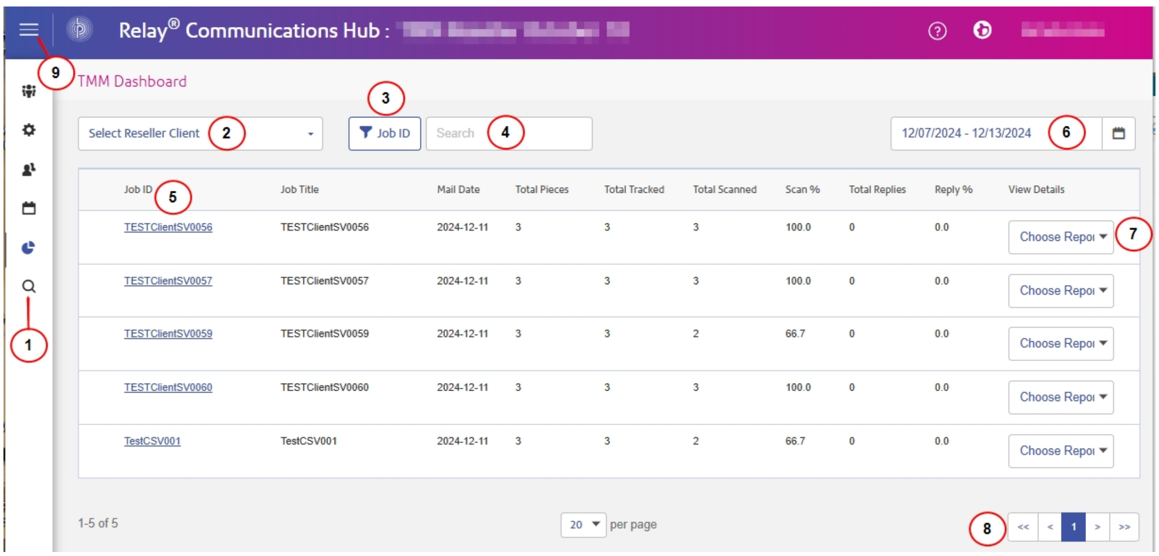
2 - Product Information

In this section

TrackMyMail Dashboard overview

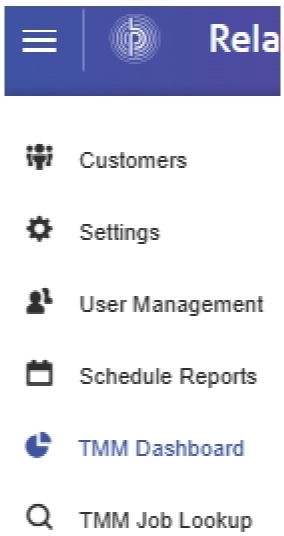
The Dashboard displays a list of recent jobs.

To access the Dashboard, select the **TMM Dashboard** icon on the left side.



1. **Menu:** Use these icons to access various screens.
2. **Select Reseller Client menu:** If you are a reseller, select the desired reseller client from this menu.
3. **Search filter:** Select whether to search by Job ID or Job Title.
4. **Search field:** Enter your search terms in the Search box.
5. **Job IDs:** Select the job ID to view the job details.
6. **Date filter:** Change the date range displayed.
7. **Choose Report menu:** Select a report to run on the job.
8. **Page navigation:** Scroll through the results.

9. **Menu selector:** Select the 3 lines at the top of the menu to expand the menu and view the icon labels (words).



Signing in

You need to sign in in order to use the system.

1. *Go to the signin page*.
2. Enter your email address and click **Proceed**.
3. Enter your email address and password and click **Sign In**.
4. Select **Send me the code**.
5. Check your email for the code.
6. (Optional) Select **Do not challenge me on this device for the next 30 days** to skip the verification step for the next 30 days.
7. Enter the code in the **Verification code** field and select **Verify**.

Editing your profile

You can change your name or password if needed.

1. Select **your name** in the upper right and select **User Profile**.
2. To change your name, select the **Change** link under **Name**.
3. To change your password, select the **Change** link under **Password**.

Note: Your email address cannot be changed. If you need to use a different email address, have your administrator add you to the system using the new email address.

3 - Settings

In this section

Adding a user

You can add new users as needed.

1. On the left side, select **User Management**.

2. Select **Users**.
3. Select **+Create New User**.
4. Enter the user's details.
5. If you are a reseller, choose the client that this user is for from the **Reseller Client** menu (required only for user and reseller client admin roles).
6. Under **Role(s)**, choose the user's role.
   - User: A user of the selected reseller client that does not have admin privileges
   - Reseller Client Admin: An admin of the selected reseller client only
   - Admin: An admin of the reseller, who has admin access to all of that reseller's clients
7. Select **Save**.

The user will receive a welcome email with a link to set up their account.

Editing a user

You can update user details as needed.

1. On the left side, select **User Management**.

2. Select **Users**.
3. Next to the user you wish to update, hover your mouse over the **settings icon** and select **Edit**.

4. Make the necessary changes and select **Save**.

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For Service or Supplies

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