



***The information in this TSB supersedes previously published issues.**

What to Do if the Customer DID NOT Get the Update

If your customers have not received the software update, have them call Technical Operations at 800-253-6565. A representative will fill out a software Exception Order Form #91215 and fax it to Order Administration.

If your customer does not receive the software update within two days after the Software Exception Order was faxed, call Order Administration at 203-922-5353 and select option one. If you do not have the serialized order number (located at the top of the Software Exception Order form), give the model number, serial number, address information and date of order.

Use the table on page 2 of this document to determine which part(s) to order and to obtain the correct part number.

Purpose of This Update

This TSB informs you of the most recent software update to SmartMailer. This update package delivers the following:

- SmartMailer Application CD
- Postal Data CD
- E-LOT CD (formerly ECRLot CD) - **if ordered**

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What Do I Need to Perform This Update?

Replace your current revision of the item with the new item included with this update.

DO NOT DISCARD ANY OF THE SOFTWARE.

Description	Revision	Part Number	Included in this Update?
SmartMailer CD*	A	W997057	Yes
Postal Data CD	K	W490007	Yes
E-LOT CD*	T	W490005	Yes-if ordered

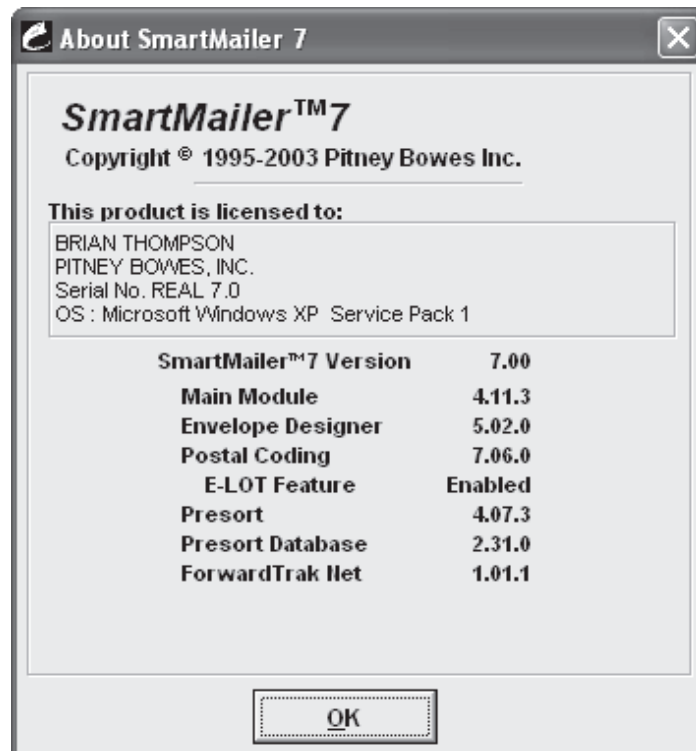
* SmartMailer 2K is **not** supported under Windows 2K-SP3.

* SmartMailer is **no** longer supported under Windows 95.

** The E-LOT CD is a billable option via the Supply Line at: 1-800-243-7824.

SmartMailer Versions

The following screen lists the version numbers of the various modules contained in SmartMailer.



SmartMailer Training

SmartMailer Enhancements Training is located on the SmartMailer application CD. The training consists of four modules that describe use of the enhancements and new features in this release. Please review it and then take the on-line test for certification.

To access the training:

- Insert the SmartMailer Application CD into the CD-ROM drive.
- Select SETUP.EXE.

To access the on-line test:

- Go to the Docent site at:

<http://pblearningcenter.pb.com>

- Complete the Log in procedure, using the global user ID as your Login ID. If you don't remember this ID, click START. The log off entry displays your global user ID (on equipment that has gone through the Pitney Bowes "TIP" procedure).
- From the PB Learning Center home page, select MS Global Mailing Systems>Customer Service.
- From the category SDL's and web-based and product Certifications, select "SmartMailer 7 Enhancements Training".

For More Information

Review the Help system, and visit our new, improved web site at:

<http://www.pb.com/support>

Review the Frequently Asked Questions and/or submit a question for an e-mail response.

Or, call the Technical Operations Center between 8:00 AM and 8:00 PM (Eastern time) at 1-800-692-0003. Be advised that during the update the hold times could be longer than normal.

ADDRESSRIGHT PROBLEM DISCLOSURE – PCNA00032917

**RESET button for Warning Messages does not reset the Return Address missing
Warning Message**
Dated: Jan 17, 2003

PRODUCT: SmartMailer Version 7.00

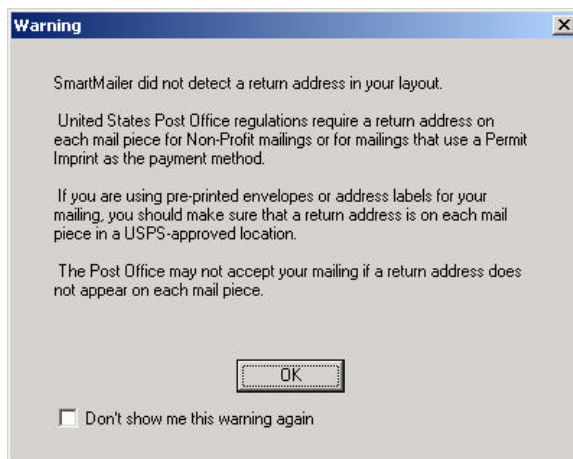
PROBLEM CATEGORY:

- | | | |
|-------------------------------------------|-------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> Query | <input type="checkbox"/> Import/Export | <input checked="" type="checkbox"/> Installation/Configuration |
| <input type="checkbox"/> List Reports | <input type="checkbox"/> User Interface | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Operating System | <input type="checkbox"/> System Resources | |

PROBLEM PRIORITY: 1 - Major Failure in Mainline Functionality
 2 - Significant Failure
 3 - Incorrect Operation
 4 - Cosmetic or Minor Failure

PROBLEM DESCRIPTION:

This release of SmartMailer contains new warning messages for MultiMethod Presorting and Printing. One warning message occurs when printing an envelope that does not contain a Return Address:



A customer could select the check box not to display the warning message again. In SmartMailer, under Edit → Preferences, there is a Reset button for all settings and warning messages. After selecting Reset, a user will not see the Return Address missing from Envelope layout message.

POSSIBLE IMPACT: Rejected Mailing
 Mailpieces Not Delivered
 Partial Loss of Discount
 Requires Manual Rework
 Other: Resetting of Warning Message does not occur.

WHO IS AFFECTED: Very Few Significant Portion Most Indeterminate

WORKAROUNDS: Novice Customer Expert Customer PB Service

There are no workarounds at this time.

SCHEDULED FIX:

TBA

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ADDRESSRIGHT PROBLEM DISCLOSURE – PCNA00032920

Text in front of OEL field causes incorrect warning message when printing from SmartMailer

Dated: Jan 17, 2003

PRODUCT: Envelope Designer Plus - Version 5.04.02
SmartMailer Version 7.00

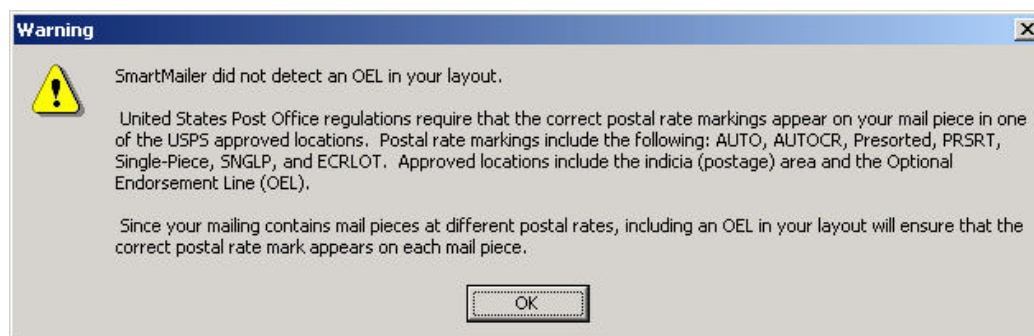
PROBLEM CATEGORY:

- Envelope Printing
- Throughput
- Media Design
- File I/O
- Label Printing
- Barcode Printing
- User Interface

- PROBLEM PRIORITY:**
- 1 - Major Failure in Mainline Functionality
 - 2 - Significant Failure
 - 3 - Incorrect Operation
 - 4 - Cosmetic or Minor Failure

PROBLEM DESCRIPTION:

When printing an envelope from an SRT file in SmartMailer, a layout containing text and/or numbers in front of the OEL field from will produce the following warning message:



This message will appear even though there is a valid OEL field.

- POSSIBLE IMPACT:**
- Rejected Mailing
 - Mailpieces Not Delivered
 - Partial Loss of Discount
 - Requires Manual Rework
 - Other: Incorrect Warning Message

- WHO IS AFFECTED:** Very Few Significant Portion Most Indeterminate

Customers printing a presorted list using a layout with an OEL field created in Envelope Designer Plus.

- WORKAROUNDS:** Novice Customer Expert Customer PB Service

Despite the warning message, press Okay to continue printing. The OEL and all associated fields will print correctly.

SCHEDULED FIX:
TBA

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ADDRESSRIGHT PROBLEM DISCLOSURE – PCNA00032937

Automation Flat mailings show both boxes checked for Flats / Auto Flats on the Postage Statements

January 21, 2003

PRODUCT: SmartMailer 7
VERSION: Revision A

PROBLEM CATEGORY:

- Incorrect Packaging/Traying/Sacking
- Bad Data in Presort Database
- Presort Label Printing
- Reports
- Program Execution
- Incorrect Rates
- Printing Pauses
- Statistics
- User Interface

- PROBLEM PRIORITY:**
- 1 - Major Failure in Mainline Functionality
 - 2 - Significant Failure
 - 3 - Incorrect Operation
 - 4 - Cosmetic or Minor Failure

PROBLEM DESCRIPTION:

Automation Flat mailings Postage Statements - "Process Category" show both "Flats" and "Automation Flats" boxes checked when presorted as Automation Flats. Only the "Automation Flats" box should be checked. This applies to both First Class and Standard Automation Flats.

- POSSIBLE IMPACT:**
- Rejected Mailing
 - Mailpieces Not Delivered
 - Partial Loss of Discount
 - Corruption of Customer Data
 - Other: Postage Statement shows two Processing Categories selected instead of one.

- WHO IS AFFECTED:**
- Very Few
 - Significant Portion
 - Most
 - Everyone

Users who select either First-Class or Standard "Automation Flats" as there mailing option.

- WORKAROUNDS:**
- Novice Customer
 - Expert Customer
 - PB Service
 - None

The user needs to edit their mail list .FDF file using "WordPad" and make the following changes: Search for "(MaterialFlats) /V (FLAT)" and change it to "(MaterialFlats) /V ()".

SCHEDULED FIX:

A fix for this behavior will be in a patch release of SmartMailer 7 and also in the SmartMailer 7.1 release.

ADDRESSRIGHT PROBLEM DISCLOSURE – PCNA00032938
 INI converter should set "PostageAffixed=" value based on "PaymentMethod" setting

January 21, 2003

PRODUCT: SmartMailer 7
VERSION: Revision A

PROBLEM CATEGORY:

- | | |
|--------------------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Incorrect Packaging/Traying/Sacking | <input checked="" type="checkbox"/> Incorrect Rates |
| <input type="checkbox"/> Bad Data in Presort Database | <input type="checkbox"/> Printing Pauses |
| <input checked="" type="checkbox"/> Presort Label Printing | <input type="checkbox"/> Statistics |
| <input checked="" type="checkbox"/> Reports | <input type="checkbox"/> User Interface |
| <input type="checkbox"/> Program Execution | |

- PROBLEM PRIORITY:** 1 - Major Failure in Mainline Functionality
 2 - Significant Failure
 3 - Incorrect Operation
 4 - Cosmetic or Minor Failure

PROBLEM DESCRIPTION:

Customers with older mail list .ini files (IniVersion=1.01.02 and older) do not have the new parameter "PostageAffixed =" entry in their files under PS_Parameters section. When SmartMailer opens their mail list, the INI file converter adds the new parameter and sets "PostageAffixed =" to the default value of "Lowest" for all values of PaymentMethod. If the user has "PaymentMethod = Precanceled" in their .INI file and runs Presort without going through the Setup Wizard first, their Postage Statement will contain the "Lowest" rate value for Postage Affixed instead of the Precanceled Stamp value. This will cause the dollar amounts for Postage Affixed and Net Postage Due to be incorrect.

- POSSIBLE IMPACT:** Rejected Mailing
 Mailpieces Not Delivered
 Partial Loss of Discount
 Corruption of Customer Data
 Other:

- WHO IS AFFECTED:** Very Few Significant Portion Most Everyone

Current SmartMailer customers who have selected "Precanceled" as there payment method.

- WORKAROUNDS:** Novice Customer Expert Customer PB Service None

The user needs to run Presort Setup Wizard, select "Payment Options" and re-select (give focus to) "Precanceled Stamp". Click on "Finished", and then run Presort.

SCHEDULED FIX:

A fix for this behavior will be in a patch release of SmartMailer 7 and also in the SmartMailer 7.1 release.

ADDRESSRIGHT PROBLEM DISCLOSURE – PCNA00032970
**Setup disables First-Class Automation Flats when “Nonmachinable Surcharge”
 applies**
 January 21, 2003

PRODUCT: SmartMailer 7
 VERSION: Revision A

PROBLEM CATEGORY:

- | | |
|--------------------------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> Incorrect Packaging/Traying/Sacking | <input type="checkbox"/> Incorrect Rates |
| <input type="checkbox"/> Bad Data in Presort Database | <input type="checkbox"/> Printing Pauses |
| <input type="checkbox"/> Presort Label Printing | <input type="checkbox"/> Statistics |
| <input type="checkbox"/> Reports | <input checked="" type="checkbox"/> User Interface |
| <input type="checkbox"/> Program Execution | |

PROBLEM PRIORITY: 1 - Major Failure in Mainline Functionality
 2 - Significant Failure
 3 - Incorrect Operation
 4 - Cosmetic or Minor Failure

PROBLEM DESCRIPTION:

Setup Wizard disables method "Automation" for First-Class Flats when one or all of the following Mail Piece characteristics apply:

The piece weighs 1 ounce or less and

1. Has length more than 11-1/2 inches or height more than 6-1/8 inches.
2. The piece is greater than ¼ inch thick.
3. The aspect ratio (length divided by height) is less than 1.3 or more than 2.5

"Mail piece Nonmachinable" checkbox is checked. If you click on "Is my mail piece Nonmachinable?" button, either one or all of the above reasons are displayed.

The mail piece is still Machinable and the "Nonmachinable surcharge" applies.
 Setup only enables "Presorted" under "Mailing Options".

POSSIBLE IMPACT: Rejected Mailing
 Mailpieces Not Delivered
 Partial Loss of Discount
 Corruption of Customer Data
 Other: User will not be able to select "Automation Letters/Flats" method.

WHO IS AFFECTED: Very Few Significant Portion Most Everyone

Users who are mailing "First-Class" flat size pieces that fall under the "Nonmachinable Surcharge" criteria above.

WORKAROUNDS: Novice Customer Expert Customer PB Service None

The user needs to edit their mail list .INI file and make the following changes:
 Search for the [PS_METHODS] section and set the following method parameters AUTOOCR,
 NAUTO, ECRLOT and MACH to "NO" and set "AUTO=YES".

SCHEDULED FIX:

A fix for this behavior will be in a patch release of SmartMailer 7 and also in the SmartMailer 7.1 release.

ADDRESSRIGHT PROBLEM DISCLOSURE – PCNA00033038

**SmartMailer does not allow user to enter “WI” as a State value during software install for user entered Postal Coding Mailer Information and Permit Holder Information.
21Jan2003**

PRODUCT: SmartMailer Version. Rev. 7.0

PROBLEM CATEGORY:

- Envelope Printing
- Throughput
- Media Design
- File I/O
- Label Printing
- Barcode Printing
- User Interface

Other: SmartMailer does not allow user to enter “WI” for a State value during software install for user entered Postal Coding Mailer Information and Permit Holder Information.

- PROBLEM PRIORITY:**
- 1 - Major Failure in Mainline Functionality
 - 2 - Significant Failure
 - 3 - Incorrect Operation
 - 4 - Cosmetic or Minor Failure

PROBLEM DESCRIPTION:

During the SmartMailer install, (clean or upgrade) the user is prompted to enter Postal Coding Mailer Information and Permit Holder Information. The user is not allowed to enter “WI”, Wisconsin, for the state value on the Postal Coding Mailer Information and Permit Holder Information screens.

- POSSIBLE IMPACT:**
- Rejected Mailing
 - Mailpieces Not Delivered
 - Partial Loss of Discount
 - Requires Manual Rework
 - Other:** User must enter State value after the software is installed from an invoked SmartMailer Classic.

- WHO IS AFFECTED:** Very Few Significant Portion Most Indeterminate

Any user who during install enters “WI” for the State value for Postal Information.

- WORKAROUNDS:** Novice Customer Expert Customer PB Service

State value for Postal Coding Mailer Information - After install is completed, invoke SmartMailer Classic, select Process Mail, Postal Code, Setup, and select Edit from the Postal Code tab to enter the correct State value.

State value for Permit Holder Information – After install is completed, invoke SmartMailer Classic, select Process Mail, Presort, Setup Wizard, Entry Options to enter the correct State value.

SCHEDULED FIX: A fix will be implemented for the next SmartMailer release.