



SENDSUITE RECEIPTED MAIL TRACKING SYSTEM

Customer Tutorial

ISD Mail Services Section

Updated
4/8/21

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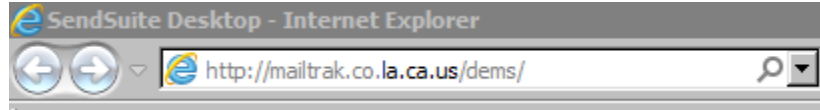
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LOG IN SCREEN

1. To access the Mail Tracking System for inter-office mails delivered by Internal Services Department, type in the link <http://mailtrak.co.la.ca.us/dems> using your web browser then press enter key. This takes you to the Home Screen.



2. Type in the User ID and Password, used to log-in to Windows in your computer, then click the **Login**.

Figure 1: Login screen

A screenshot of the SendSuite Desktop login screen. The header features the PitneyBowes logo and "SendSuite Desktop®". Below the header is a blue bar with "SendSuite Desktop" in white. The main content area is divided into two sections. On the left, the "User Login" section contains input fields for "User ID:" and "Password:", and a "Login" button. On the right, the "Welcome to SendSuite Desktop" section includes "Contact Information:" with the address "ISD Mail Services Headquarters, 1102 N. Eastern Ave., Los Angeles CA 90063, (323) 267-3988" and the email "ISDMailSupport@isd.lacounty.gov". It also lists "Hours of Operation" as "7 a.m. to 5 p.m.". A circular seal of the County of Los Angeles is positioned between the login and contact information sections.

3. The Home screen displays **Home**, **Create Label**, **Packages**, **Help**, and **Sign Out** options.

Figure 1a: Home Screen

A screenshot of the SendSuite Desktop Home screen. The header is the same as the login screen. Below the header is a navigation bar with a red border containing the links "Home", "Create Label", "Packages", "Help", and "Sign Out". The "Home" link is highlighted. Below the navigation bar, the page says "Welcome, Marie Angeline Tejero". The main content area is titled "Messages" and contains "Quick Search Instructions:" followed by a list of steps: "To Check Delivery Status on a single receipt: Click on 'Packages' Tab to open package search window. Enter receipt # into Tracking #/ID box, then click Search. Click on 'details' for complete delivery status information."

CREATE LABEL SCREEN

1. Click the **Create Label** tab to create a new label for a package.

Figure 2: Create Label Screen

Field Name	Description
Date:	This field is pre-populated with the current date.
To:	Select the department name from the drop down list where the package is being delivered to. Then to the right, select the department address from the drop down list where the package is being delivered to. The Mail Stop/Route Details box is pre-populated which contains the details for the selected address.
Recipient Name List:	Select the name of person who will receive the package from the dropdown list.

CREATE LABEL SCREEN

Field Name	Description
Recipient Name List: (Continued)	<p>If you are sending the package to the department and not a specific person, select the “Mailroom” option at the top of the list and the word “Mailroom” will be pre-populated in the Recipient’s Name text box.</p> <p>Note: The Recipient Name List drop down box only contains the list of names at the selected address (Mail Stop). If the person you are sending the package to is not a part of a Mail Stop you can enter the name and email for the person into the Recipient’s Name and Recipient’s Email text boxes. (Correction: list includes all employees of the chosen department).</p>
Recipient Name:	Type in the name of the person who will receive the package. If the recipient’s info is listed in the Recipient Name List drop down, this field will be pre-populated.
Recipient’s Email:	Type in the email of the person who will receive the package. If the recipient’s info is listed in the Recipient Name List drop down, this field will be pre-populated.
Remarks:	Type additional Comments for the package. A maximum of 100 characters can be selected. If you type more than 100 characters the remaining characters will be truncated from the remarks.
From:	The department name is pre-populated when you login. Unless you choose to change it. You can select from the address list on the right and choose the address you are sending it from. (Correction: you must select from the address list to show where the package is coming from).
Sender Name:	The Sender Name is pre-populated when you login. You can edit this and change the Sender’s email below for sender email notification as well.
Sender Email:	The Sender Email is pre-populated when you login. If not, type in the email of the person who is sending the package.
Mail Type:	Select from the drop down list whether: Small Envelope, Large Envelope, Box, Package, Locked Pouch, Unlocked Pouch, or Other.

The data fields listed below must be selected and populated as required; otherwise, an error message will appear as: *** Required.**

- **To** (Department and Address)
- Recipient’s Name
- From (Department and Address)
- Sender Name
- Mail Type

CREATE LABEL SCREEN

Figure 2a: Create Label Screen with Errors Found

Create Label Mail Help Desk: (323) 267-3988

Submit **Cancel** **Lookup**

Date: 5/19/2017

To: [Select One] -- Required [Select One] -- Required

Recipient Name List: [Select One]

Recipient's Name: [] -- Required

Recipient's Email: []

Remarks: []
Maximum of 100 Characters

From: [Select One] -- Required [Select One] -- Required

Sender Name: Marie Angeline Tejero

Sender Email: []

Mall Type: [Select One] -- Required

* ISD Mail Services does not currently provide service to ALL County offices.
If you are unable to find the address and location you are looking for in the To & From drop down menus and would like to establish service and/or request a one time 'Same Day Service' please contact us at (323) 267-3988 or Email: ISDMailSupport@isd.lacounty.gov Monday to Friday 7:00 a.m. to 5:00 p.m. to assist you in establishing an ISD Mail Services mail stop for your location.

2. Click The **Submit** button to initiate a new label.

Figure 2b: Completed Create Label Screen

Create Label Mail Help Desk: (323) 267-3988

Submit **Cancel** **Lookup**

Date: 5/19/2017

To: Agricultural Weights & Measures 11012 S. Garfield Ave. 41, Front Desk, South Gate --

Recipient Name List: Rafael Alvarez--RAvarez@aowm.lacounty.gov

Recipient's Name: Rafael Alvarez

Recipient's Email: RAvarez@aowm.lacounty.gov

Remarks: This box holds 100 characters only.
Maximum of 100 Characters

From: Internal Services Department 12441 Osborne St. 115, Communications, Pacoima --

Sender Name: Marie Angeline Tejero

Sender Email: mtejero@isd.lacounty.gov

Mall Type: Box

* ISD Mail Services does not currently provide service to ALL County offices.
If you are unable to find the address and location you are looking for in the To & From drop down menus and would like to establish service and/or request a one time 'Same Day Service' please contact us at (323) 267-3988 or Email: ISDMailSupport@isd.lacounty.gov Monday to Friday 7:00 a.m. to 5:00 p.m. to assist you in establishing an ISD Mail Services mail stop for your location.

VERIFICATION SCREEN

1. The **Verification Screen** ensures all data has been entered and allows you to review the data that will appear on the finished label.
2. Click the **Edit** button to make corrections if needed.

Figure 3: Verification Screen

The screenshot shows a web application interface for verifying a label. At the top is a navigation bar with links: Home, Create Label, Packages, and Help. Below the navigation bar are two buttons: 'Edit' (highlighted with a red circle) and 'Print'. The main content area is enclosed in a dashed red border and contains the following fields:

- DATE:** 6/19/2017
- DELIVER TO:** Agricultural Weights & Measures
11012 S. Garfield Ave. 41, Front Desk , South Gate
- ATTENTION:** test@test.com
- Email:** RAvarez@acwm.lacounty.gov
- REMARKS:** This box holds 100 characters only. (with up/down arrow icons)
- SENT BY:** Internal Services Department
12441 Osborne St. 115, Communications , Pacoima
- SENDER NAME:** Marie Angeline Tejero
- DRIVER INITIAL** NAME: _____ DATE: _____
- MAIL TYPE:** BOX
- RECEIVED BY:** NAME: _____ DATE: _____
PRINT FULL NAME

At the bottom left of the dashed red box is a small icon of a document with a checkmark.

VERIFICATION SCREEN

3. If errors, revise the information, then click the **Submit** button to re-initiate the label and return to the **Verification** screen.

Figure 3a: Edit Screen for Corrections

The screenshot shows a web application titled "Verification" with a header "Mail Help Desk: (323) 267-3988". Below the header are two buttons: "Submit" (circled in red) and "Cancel". The form contains the following fields:

- Date: 8/19/2017
- To: Agricultural Weights & Measures (dropdown), 11012 S. Garfield Ave. 41, Front Desk, South Gate (dropdown)
- Recipient Name List: Mail Room (dropdown)
- Recipient's Name: Mail Room
- Recipient's Email: RAvarez@acwm.lacounty.gov
- Remarks: This box holds 100 characters only. (text area)
- From: Internal Services Department (dropdown), 12441 Osborne St. 115, Communications, Pacoima (dropdown)
- Sender Name: Marie Angeline Tejero
- Sender Email: MTejero@isd.lacounty.gov
- Mail Type: Box (dropdown)

On the right side, there is a section titled "Mail Stop/Route Details" with the following information:

- Delivery Schedule: Monday thru Thursday
- Same Day Delivery: No
- Room:
- Location: Front Desk
- Division:

4. Once accurate, click **Print**.

Figure 3b: Verification Screen (after correction)

The screenshot shows the same web application as Figure 3a, but with the "Print" button circled in red. The form fields are as follows:

- DATE: 8/19/2017
- DELIVER TO: Agricultural Weights & Measures, 11012 S. Garfield Ave. 41, Front Desk, South Gate
- ATTENTION: test@test.com
- Email: RAvarez@acwm.lacounty.gov
- REMARKS: This box holds 100 characters only. (text area)

The top navigation bar includes links for "Home", "Create Label", "Packages", and "Help".

PRINT PREVIEW SCREEN

1. After clicking **Print** from the **Verification** screen, another window will open with a 'print preview' of your finished label which consists of two (2) sections. The print preview screen displays exactly how it will be printed on the letter size paper.

Note: This is your last chance to return to edit your label by selecting the **Close** tab which returns to the **Verification** screen.

2. If correct, select **Print**.

Figure 4: Print Preview Screen

Print **Close**

DATE: 8/19/2017

DELIVER TO: Agricultural Weights & Measures
11012 S, Garfield Ave. 41, Front Desk, South Gate, 20

ATTENTION: Mail Room

REMARKS: This box holds 100 characters only.

SENT BY: Internal Services Department
12441 Osborne St, 115, Communications, Pacoima

SENDER NAME: Marie Angeline Tejero

DRIVER INITIAL: NAME: _____ DATE: _____

MAIL TYPE: BOX

RECEIVED BY: NAME: _____ DATE: _____

MAIL RECEIPT: 200000225
PACKAGE COPY

DATE: 8/19/2017

DELIVER TO: Agricultural Weights & Measures
11012 S, Garfield Ave. 41, Front Desk, South Gate, 20

ATTENTION: Mail Room

REMARKS: This box holds 100 characters only.

SENT BY: Internal Services Department
12441 Osborne St, 115, Communications, Pacoima

SENDER NAME: Marie Angeline Tejero

DRIVER INITIAL: NAME: _____ DATE: _____

MAIL TYPE: BOX

RECEIVED BY: NAME: _____ DATE: _____

MAIL RECEIPT: 200000225
DEPARTMENT COPY

MAIL RECEIPT INSTRUCTIONS

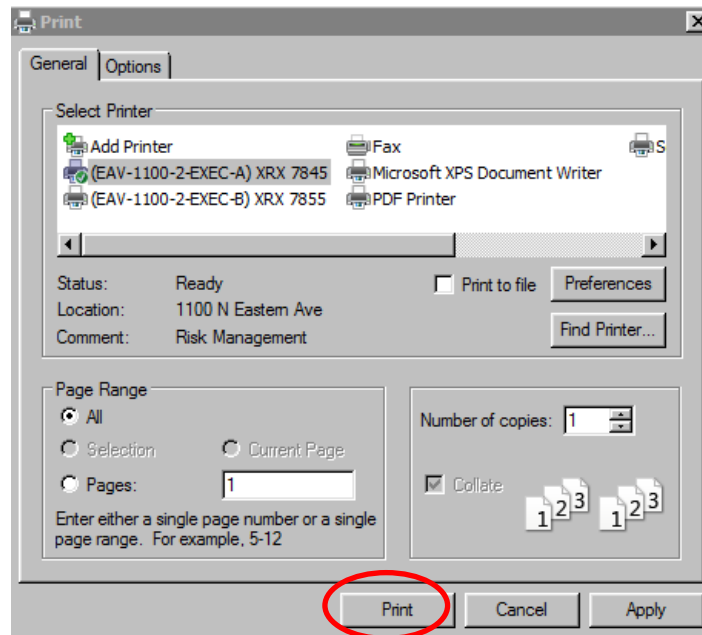
1. Cut out both labels: Department Copy and Package Copy.
2. Glue or tape the Package Copy on the package/box/envelope completely.

Note: Set of labels is for one item (package, box, or envelope). Do not split up labels for different packages.

PRINT SCREEN

3. Another window will open with your print options (printer information will vary depending on your printer setup). Click **Print**.

Figure 4a: Sample Print Window



4. Cut out the two (2) labels. Attach the one labeled **Package Copy** to the front of the package firmly.

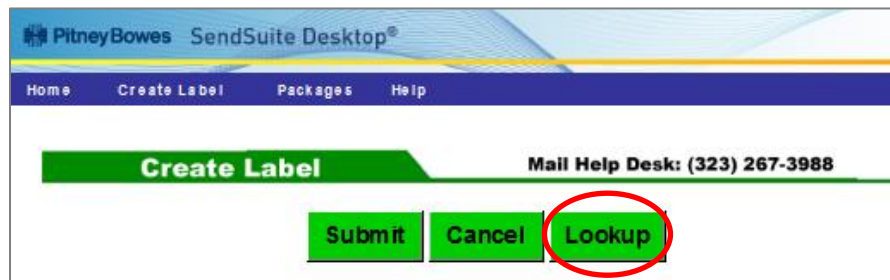
Note: All packages should include complete sender and delivery information, separate from the tracking number.

5. After printing, click **Close** to close the print preview screen and return to the **Verification** screen.

Note: If you want to create a new label with the same information as the last one, you can select **Edit** on the **Verification** screen and re-submit. This will generate a new tracking number. This process is used to create multiple labels to same delivery address or same recipient.

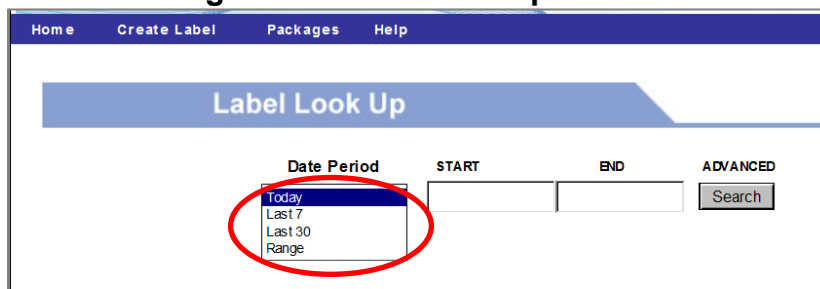
LABEL LOOK UP SCREEN

1. From the **Create Label** screen, click the **Lookup** button to preview the **Label Look Up** screen.



2. From the **Label Look Up** screen, click the **Date Period** drop down box and select Today, Last 7, Last 30, or Range to display the information based on the day range selected.

Figure 5: Label Look Up Screen



Note: The **Label Look Up** allows you to review past and present labels. The system also allows to sort by Receipt #, Attention, Deliver to, Department, Sender Name, Sent By, Date, Time, and Type by clicking on the desired column heading.

Figure 5a: Last 30 Look up Screen

The screenshot shows the 'Label Look Up' screen with the 'Date Period' dropdown set to 'Last 30'. The results are displayed in a table with columns: RECEIPT #, ATTENTION, DELIVER TO, DEPARTMENT, SENDER NAME, SENT BY, DEPARTMENT, DATE, TIME, and TYPE. The table contains 10 rows of data. At the bottom, there's a pagination bar with the numbers 1 through 10 and an ellipsis.

RECEIPT #	ATTENTION	DELIVER TO	DEPARTMENT	SENDER NAME	SENT BY	DEPARTMENT	DATE	TIME	TYPE
LABEL 200000069	Thomas Marx	1102 N. Eastern Ave. 42, Mail Services - HQ, Los Angeles	Internal Services Department	Thomas Marx	2615 N. Grand Ave. 821, ISD Mail Services, Los Angeles	Internal Services Department	5/25/2017		Large Envelope
LABEL 200000070	Thomas Marx	1000 S. Fremont Ave. 4, Contract Compliance, Alhambra	Internal Services Department	Thomas Marx	9230 E. Imperial Hwy. 794, District 4, Downey	Internal Services Department	5/26/2017		Small Envelope
LABEL 200000071	Thomas Marx	1000 S. Fremont Ave. 5, Water Works, Alhambra	Internal Services Department	Thomas Marx	9150 E. Imperial Hwy. 788, Computer, Rm. H38, Downey	Internal Services Department	5/26/2017		Box
LABEL 200000080	Thomas Marx	12441 Osborne St. 115, Communications, Pacoima	Internal Services Department	Thomas Marx	500 W. Temple St. 608, Rm. 293, Los Angeles	Internal Services Department	5/26/2017		Box
LABEL 200000081	Thomas Marx	13811 Del Sur St. 169, District 2, San Fernando	Internal Services Department	Thomas Marx	500 W. Temple St. 607, Rm. 505, Los Angeles	Internal Services Department	5/26/2017		Box
LABEL 200000082	Thomas Marx	2615 N. Grand Ave. 821, ISD Mail Services, Los Angeles	Internal Services Department	Thomas Marx	500 W. Temple St. 606, Rm. 423, Los Angeles	Internal Services Department	5/26/2017		Box
LABEL 200000072	Thomas Marx	1100 N. Eastern Ave. 35, Finance, Los Angeles	Internal Services Department	Thomas Marx	9150 E. Imperial Hwy. 785, Rm. N84, Downey	Internal Services Department	5/26/2017		Box
LABEL 200000073	Thomas Marx	1100 N. Eastern Ave. 36, Mailroom, Los Angeles	Internal Services Department	Thomas Marx	9150 E. Imperial Hwy. 784, Rm. H19, Downey	Internal Services Department	5/26/2017		Box
LABEL 200000083	Thomas Marx	301 N. Broadway 421, Facilities Operations, Los Angeles	Internal Services Department	Thomas Marx	500 W. Temple St. 605, Rm. 265, Los Angeles	Internal Services Department	5/26/2017		Box
LABEL 200000084	Thomas Marx	320 W. Temple St. 443, B-88, Los Angeles	Internal Services Department	Thomas Marx	4555 W. Ave. G 569, Radio Systems, Lancaster	Internal Services Department	5/26/2017		Box

LABEL LOOK UP SCREEN

- For searches of more than 30 days, use the date range option to retrieve past label information. Select range by clicking **START** then select the start date from the drop down calendar. Click **END**, select the end date from the drop down calendar, and then click **Search** button.

Figure 5b: Range Look Up Screen

The screenshot shows the 'Label Look Up' interface. The 'Date Period' dropdown is set to 'Range'. The 'START' field is highlighted with a red circle, and a calendar for February 2014 is open, showing the 3rd as the selected date. The 'END' field shows '2/28/2014'. A 'Search' button is visible under the 'ADVANCED' section.

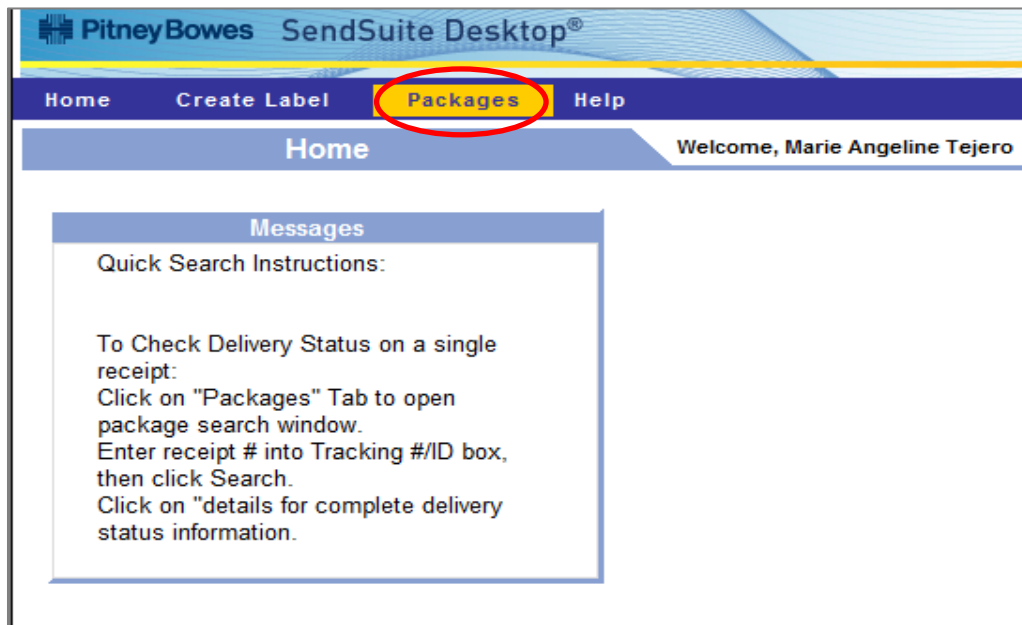
The screenshot shows the 'Label Look Up' interface. The 'END' field is highlighted with a red circle, and a calendar for February 2014 is open, showing the 28th as the selected date. An orange arrow points to the 'Search' button. The 'START' field shows '2/3/2014'.

The screenshot shows the 'Label Look Up' interface with search results displayed in a table. The 'START' field shows '2/3/2014' and the 'END' field shows '2/28/2014'. The 'Search' button is highlighted.

RECEIPT #	ATTENTION	DELIVER TO	DEPARTMENT	SENDER NAME	SENT BY	DEPARTMENT	DATE	TIME	TYPE
LABEL 200000020	TEST	500 W. TEMPLE - CHILD PLANNING	BOARD	Gregory Smith	1100 N. EASTERN - MAILROOM	ISD	2/4/2014	8:17 AM	Box

PACKAGES SCREEN

1. From the **Home** screen, click **Packages** option to check for the status of your package.



2. From the **Packages** screen, select the **Package Group** from the drop down list:
 - **My Packages** – Does not work.
 - **Dept Packages** – Displays all packages that were sent to your department.
 - **All Packages** – Displays all packages.

Figure 6: Packages Screen

The screenshot shows the Packages screen. The top navigation bar has links: Home, Create Label, Packages (active), and Help. Below the navigation bar, a red banner displays 'Packages' and 'Welcome, Marie Angeline Tejero'. The main content area contains search fields for Tracking#/ID, P.O. Number, Package Group (with a dropdown menu showing 'My Packages', 'Dept Packages', and 'All Packages'), and Date Period (with a dropdown menu showing 'Today'). A 'Search' button is located to the right of the search fields. Below the search fields, it displays 'Inbound Packages: 0'.

PACKAGES SCREEN

- Enter the **Tracking#/ID** (optional), select the **Date Period** from the drop down list then click **Search** button.

Figure 6a: Packages Date Period Screen

Home Create Label Packages Help

Packages Welcome, Marie Angeline Tejero

Tracking#/ID P.O. Number Package Group Date Period [Advanced](#)

My Packages Today Last 7 Last 30 Archive 1 Archive 2 Range

Inbound Packages: 0

- Click on the **Details** link to see more information about the package.

Figure 6b: Packages Last 30 days Screen

PitneyBowes SendSuite Desktop®

Home Create Label Packages Help

Packages Welcome, Marie Angeline Tejero

Tracking#/ID P.O. Number Package Group Date Period [Advanced](#)

All Packages Last 30

Inbound Packages: 40

Pkg Tracking No	Date Received	Time Received	Date Delivered	Receiver Dept	Receiver Address	Receiver Program	Receiver Room	Sender Dept	Sender Address	Sender Program
Details 200000170	6/16/2017	8:22 AM	6/16/2017	MLK Medical Centers	12012 S. Compton Ave. 92	MLK - Mailroom	Mailroom	Internal Services Department	12441 Osborne St.	Communications
Details 200000085	6/14/2017	11:29 AM	1/1/1900	Internal Services Department	4555 W. Ave. G 569	Radio Systems	Front Desk	Internal Services Department	320 W. Temple St.	B-88
Details 200000090	6/14/2017	1:33 PM	1/1/1900	Internal Services Department	500 W. Temple St. 609	Parking Services	B95	Internal Services Department	11236 Playa Court	District 3
Details 200000083	6/14/2017	9:46 AM	1/1/1900	Internal Services Department	301 N. Broadway 421	Facilities Operations	Glass Door	Internal Services Department	500 W. Temple St.	Rm. 265
Details 200000088	6/14/2017	1:30 PM	1/1/1900	Internal Services Department	500 W. Temple St. 607	Rm. 505	505	Internal Services Department	13811 Del Sur St.	District 2
Details 200000087	6/14/2017	1:20 PM	1/1/1900	Internal Services Department	500 W. Temple St. 606	Rm. 423	423	Internal Services Department	2615 N. Grand Ave.	ISD Mail Services

1 2 3 4 5 6 7

PACKAGES SCREEN

5. The **Package Details** screen lets you view the detailed status. Click on the **Back** button to return to the lists of packages. Click on the **Signature** box to view the customer signature screen on a separate window.

Figure 6c: Package Details Screen

PitneyBowes SendSuite Desktop®

Home Create Label Packages Help

Package Details Welcome, Marie Angeline Tejero

Events

Eastern	Delivered	Received
Friday 6/16/2017 8:12 AM	Friday 6/16/2017 8:13 AM	Friday 6/16/2017 8:22 AM

Details

Receiver Department	MLK Medical Centers	Receiver Address	12012 S. Compton Ave. 92
Receiver Program	MLK - Mailroom	Receiver Room	Mailroom
Date Received	6/16/2017 12:00:00 AM	Time Received	8:22 AM
Sender Department	Internal Services Department	Sender: Address	12441 Os borne St.
Sender Program	Communications	Pkg: Current Status	RECEIVED
Tracking No	200000170	Delivered To:	

Events Contents

Status	Date	Time	Clerk	Location	Site	Notes/Reference	Signature
EASTERN	6/16/2017	8:12 AM	501950		\$DEFAULT		
DELIVERED	6/16/2017	8:13 AM	501950		\$DEFAULT		
RECEIVED	6/16/2017	8:22 AM	501950		\$DEFAULT		

Back

Figure 6d: Signature Screen



SIGN OUT

Users are able to sign out of the system any time at any screen by clicking on the **Sign Out** button.



QUESTIONS

For questions, please contact:

- ISD Mail Services Help Desk at (323) 267-3988; or
- Email at ISDMailSupport@isd.lacounty.gov

For further information on Mail Services, please visit: <https://isd.lacounty.gov/operations-service/fleet-and-logistics-management/county-mail-services>.