



SENDSUITE RECEIPTED MAIL TRACKING SYSTEM

Customer Tutorial

ISD Mail Services Section

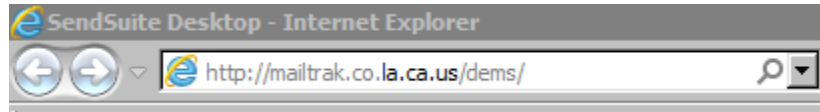
**Updated
6/26/17**

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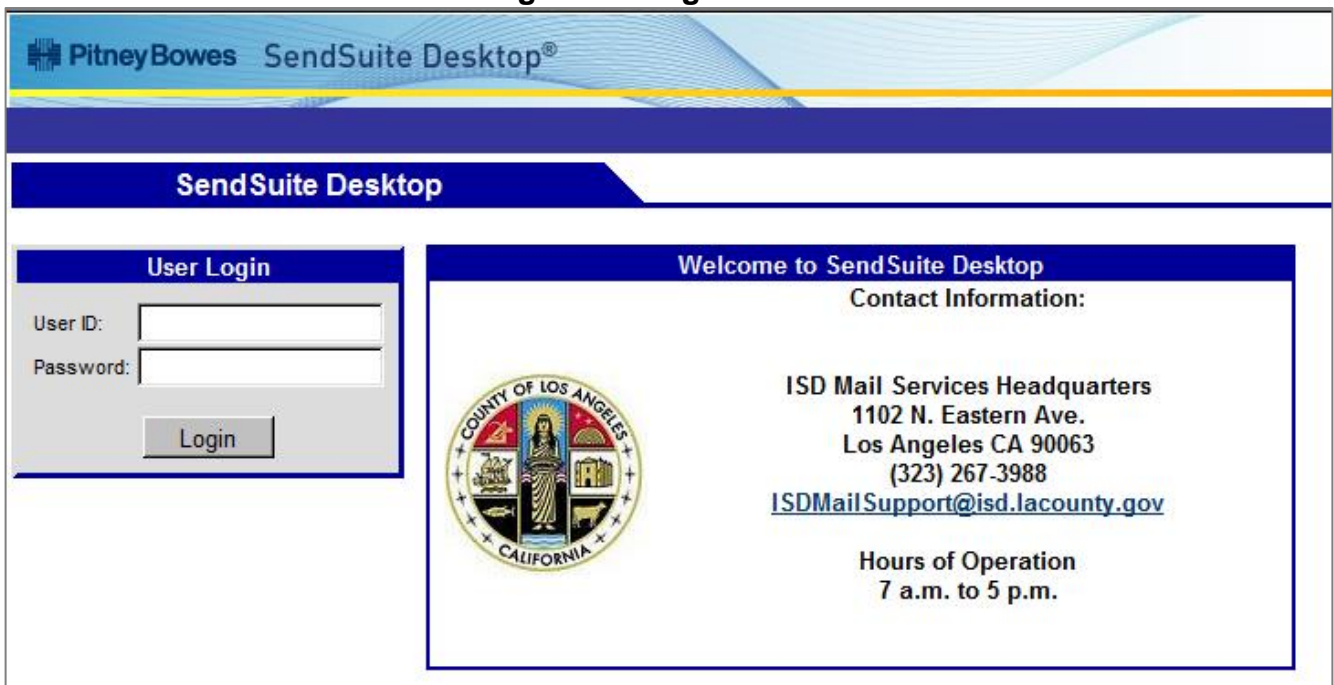
LOG IN SCREEN

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.



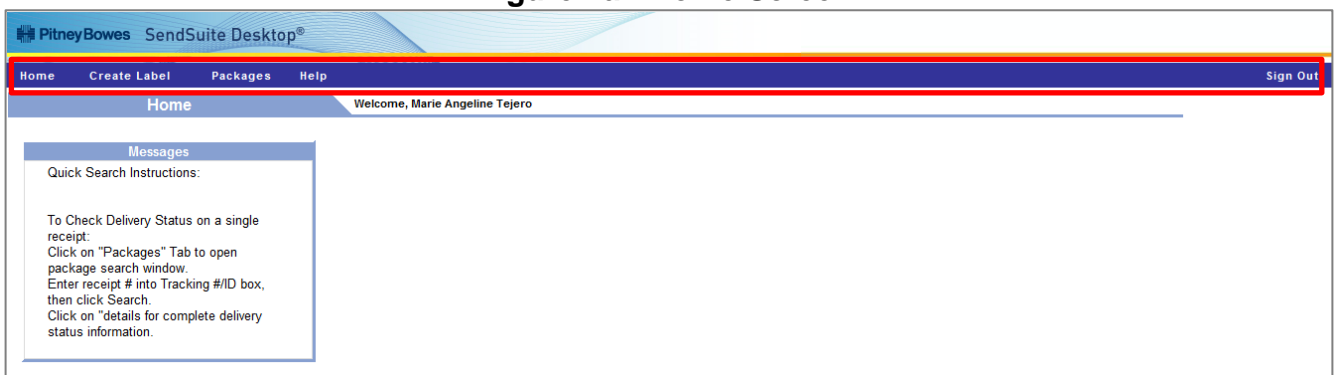
2. Type in the User ID and Password, used to log-in to Windows in your computer, then click the **Login**.

Figure 1: Login screen



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

Figure 1a: Home Screen



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.</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.
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

The screenshot shows the 'Create Label' screen with the following fields and values:

- Date: 5/19/2017
- To: Select One (Required)
- Recipient Name List: Select One
- Recipient's Name: (Empty) (Required)
- Recipient's Email: (Empty)
- Remarks: (Empty) (Maximum of 100 Characters)
- From: Select One (Required)
- Sender Name: Marie Angeline Tejero
- Sender Email: (Empty)
- Mail Type: Select One (Required)

Two 'Mail Stop/Route Details' sections are visible, both empty. A red circle highlights the 'Submit' button. A footer note states: '* 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: SDMailSupport@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

The screenshot shows the 'Create Label' screen with the following fields and values:

- 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: (Empty) (Maximum of 100 Characters)
- From: Internal Services Department (12441 Osborne St. 115, Communications, Pacoima)
- Sender Name: Marie Angeline Tejero
- Sender Email: mtejero@ed.lacounty.gov
- Mail Type: Box

Two 'Mail Stop/Route Details' sections are visible, containing delivery schedules and addresses. A red circle highlights the 'Submit' button. A footer note states: '* 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: SDMailSupport@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 creating a label. At the top, there is a navigation bar with links for Home, Create Label, Packages, and Help. Below this, there are two buttons: 'Edit' (highlighted in green) and 'Print' (highlighted in yellow). The main content area is a form with 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 and down arrow icons)
- SENT BY: Internal Services Department
12441 Osborne St. 115, Communications , Picoima
- SENDER NAME: Marie Angeline Tejero
- DRIVER INITIAL: NAME: _____ DATE: _____
- MAIL TYPE: BOX
- RECEIVED BY: NAME: _____ DATE: _____
PRINT FULL NAME

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 interface for editing a mail label. At the top, there is a blue header with the word "Verification" on the left and "Mail Help Desk: (323) 267-3988" on the right. Below the header, there are two green buttons: "Submit" and "Cancel". The "Submit" button is circled in red. The main form area contains several fields: "Date" (6/19/2017), "To" (Agricultural Weights & Measures), "Recipient Name List" (Mail Room), "Recipient's Name" (Mail Room), "Recipient's Email" (RAvarez@acwm.lacounty.gov), "Remarks" (This box holds 100 characters only.), "From" (Internal Services Department), "Sender Name" (Marie Angeline Tejero), "Sender Email" (MTejero@isd.lacounty.gov), and "Mail Type" (Box). On the right side, there is a "Mail Stop/Route Details" section with a scrollable area containing "Delivery Schedule: Monday thru Thursday", "Same Day Delivery: No", "Room:", "Location: Front Desk", and "Division:". At the bottom right, there is a dropdown menu for "12441 Osborne St. 115, Communications, Pacoima".

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

Figure 3b: Verification Screen (after correction)

The screenshot shows the same web interface as Figure 3a, but now the "Print" button is circled in red. The form fields are populated with the following information: "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", and "REMARKS: This box holds 100 characters only.". The top navigation bar includes "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

The screenshot displays a 'Print Preview' window with two identical label sections. At the top, there are two buttons: 'Print' (highlighted with a red circle) and 'Close' (highlighted in green). The label sections contain the following information:

- 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: _____
PRINT FULL NAME
- MAIL RECEIPT:** 200000225
PACKAGE COPY

The second label section is identical but labeled as a 'DEPARTMENT COPY'.

MAIL RECEIPT INSTRUCTIONS

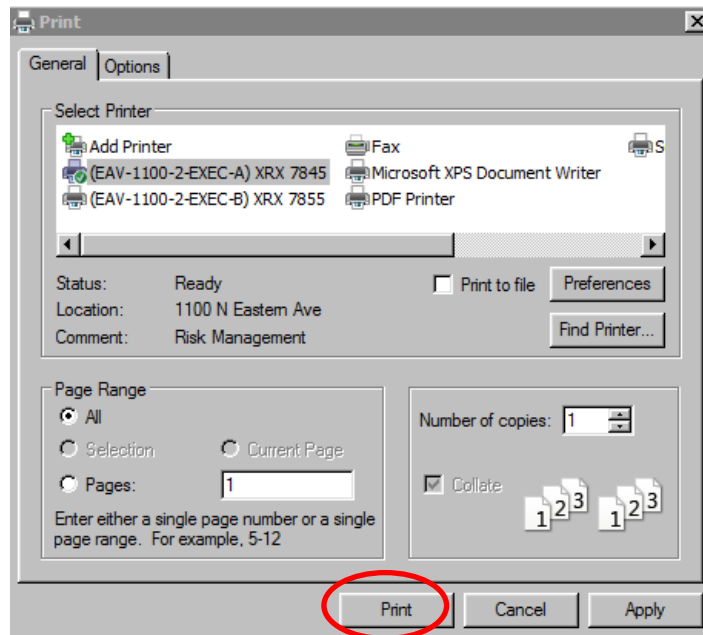
1. Cut out both labels: Department Copy and Package Copy.
2. Glue or tape the Package Copy on the package/box/envelope completely.

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

PRINT SCREEN

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

Figure 4a: Sample Print Window



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

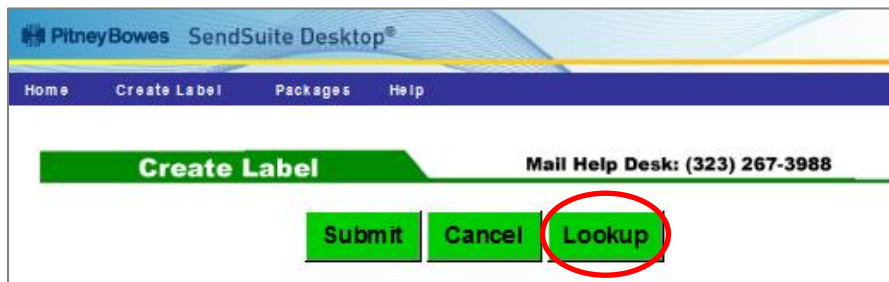
Note: All packages should include complete sender and delivery information, separate from the tracking number.

- 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.

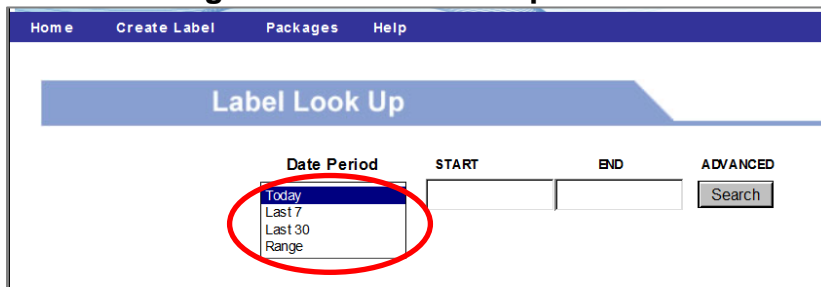
LABEL LOOK UP SCREEN

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 table below displays a list of labels with columns: RECEIPT #, ATTENTION, DELIVER TO, DEPARTMENT, SENDER NAME, SENT BY, DEPARTMENT, DATE, TIME, and TYPE. The table is sorted by date, showing labels from 5/25/2017 to 5/28/2017. The 'Last 30' dropdown is circled in red.

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. 786, Computer, Rm. H38 , Downey	Internal Services Department	5/26/2017		Box
LABEL 200000080	Thomas Marx	12441 Osborne St, 115, Communications , Picoima	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, 159, 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

PitneyBowes SendSuite™ Desktop

Home Create Label Packages

Label Look Up Mail Help Desk: (323)267-3988

Go Back

Date Period: Range

START: 2/3/2014

END: 2/28/2014

ADVANCED Search

February, 2014

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Today: February 13, 2014

PitneyBowes SendSuite™ Desktop

Home Create Label Packages

Label Look Up Mail Help Desk: (323)267-3988

Go Back

Date Period: Range

START: 2/3/2014

END: 2/28/2014

ADVANCED Search

February, 2014

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Today: February 13, 2014

PitneyBowes SendSuite™ Desktop

Home Create Label Packages

Label Look Up Mail Help Desk: (323)267-3988

Go Back

Date Period: Range

START: 2/3/2014

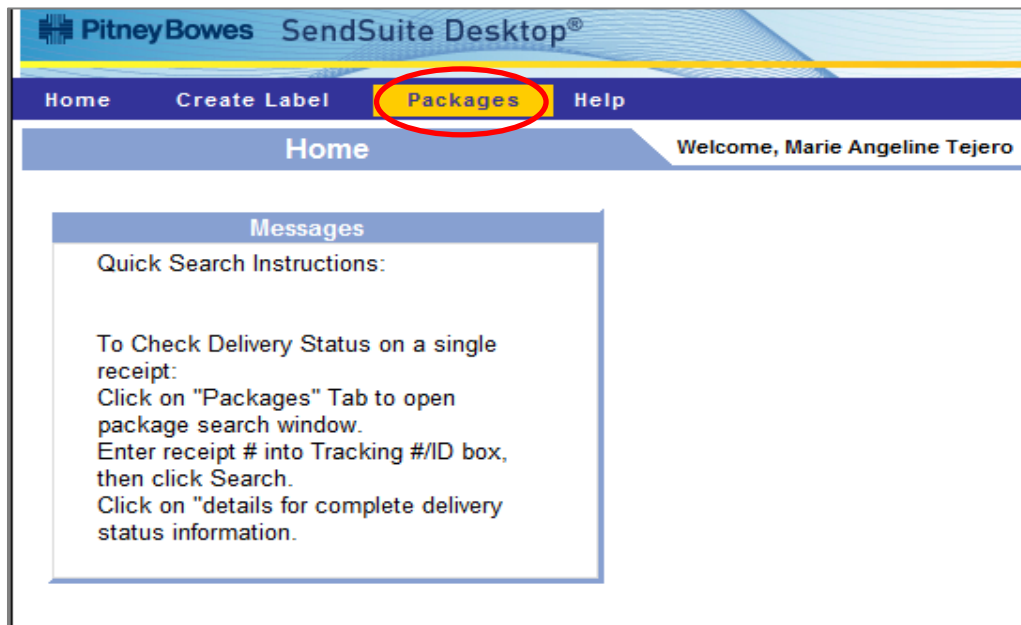
END: 2/28/2014

ADVANCED Search

RECEIPT #	ATTENTION	DELIVER TO	DEPARTMENT	SENDER NAME	SENT BY	DEPARTMENT	DATE	TIME	TYPE
LABEL 20000020	TEST	500 W. TEMPLE - CHILD PLANNING	BOARD	Gregory Smith	1100 N. EASTERN - MAILROOM	ISD	2/4/2014	8:17 AM	Box

PACKAGES SCREEN

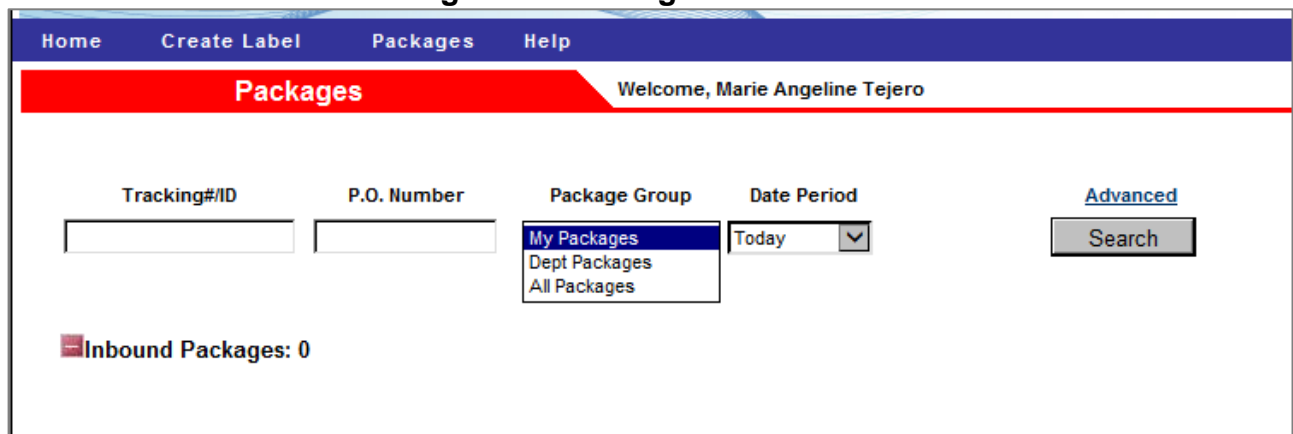
1. From the **Home** screen, click **Packages** option to check for the status of your package.



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



PACKAGES SCREEN

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

Figure 6a: Packages Date Period Screen

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

Figure 6b: Packages Last 30 days Screen

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

- 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

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

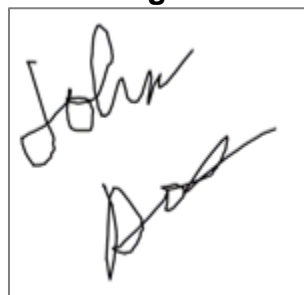
Details

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		SDEFAULT		
DELIVERED	6/16/2017	8:13 AM	501950		SDEFAULT		
RECEIVED	6/16/2017	8:22 AM	501950		SDEFAULT		

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 <http://isd.lacounty.gov/purchasing-and-contract-services/contract-admin/county-mail-services/> .