Welcome to the US MONITOR Agent Instruction Guide.

This guide will help you understand how to process the mail received on behalf of US Monitor. We welcome your comments and feedback on how we can improve our procedures and documentation, so please don't hesitate us to contact us.

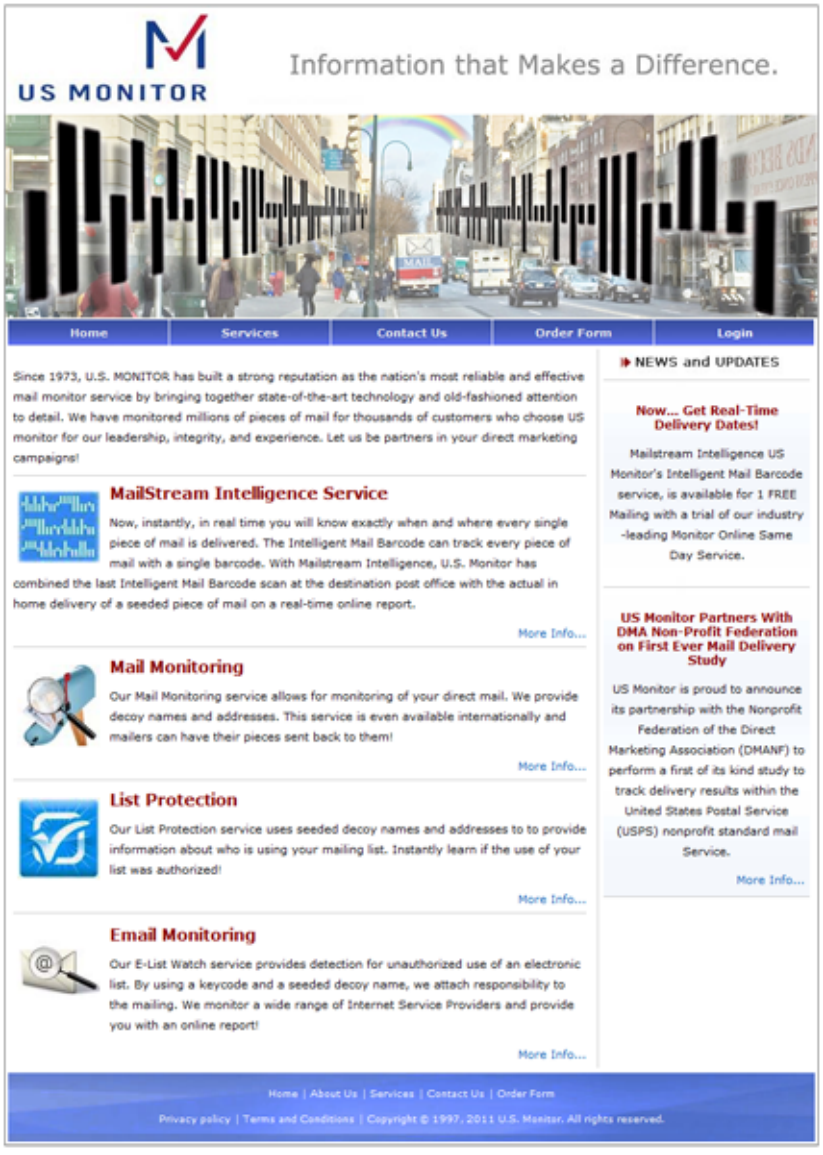
How it works- Our Clients send mail to our agents to find out how long the mail takes to arrive, what condition it arrives in, and if there is Unauthorized use of their mailing list.

It is critical that all mail received on behalf of US Monitor is processed on the day it is delivered. Our clients view the status of their mailing on our website, where the information is continually updated by our mail entry operators and agents.

The US Monitor mail will be addressed to YOUR address, but NOT to your name. It will have a unique name that identifies the client.—We refer to this name as the "decoy" name. There will also be a code, which identifies the mailing.—We refer to this code as the "keycode".

Let's get started

On the home page of our website, you will see the last tab on the top right. That's the "LOGIN" tab. Once there, you may want to bookmark this page.



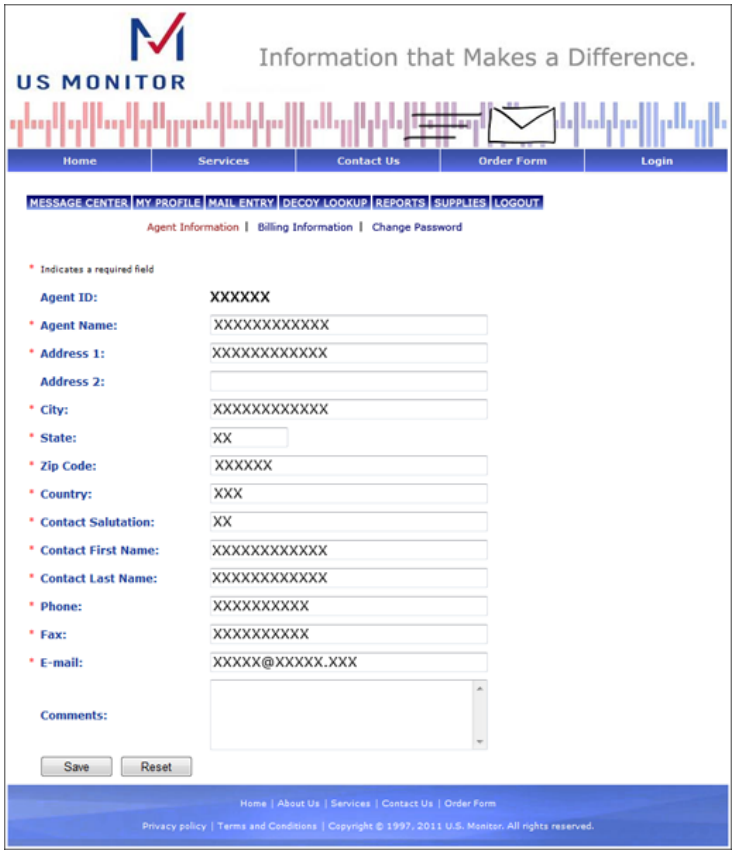
Once you have clicked the LOGIN tab, you will be taken to the LOGIN page.
The left side is for Clients and the right side is for Agents. Enter your AGENT ID and your password, and click the submit button.
Our website is very mouse friendly, so be sure to click instead of hitting the enter key.

The Message Center

On this page you will be able to see all general messages posted to all of our agents as well as messages specific to you. You should look at this page each time you login to be sure you are aware of any updated instructions.

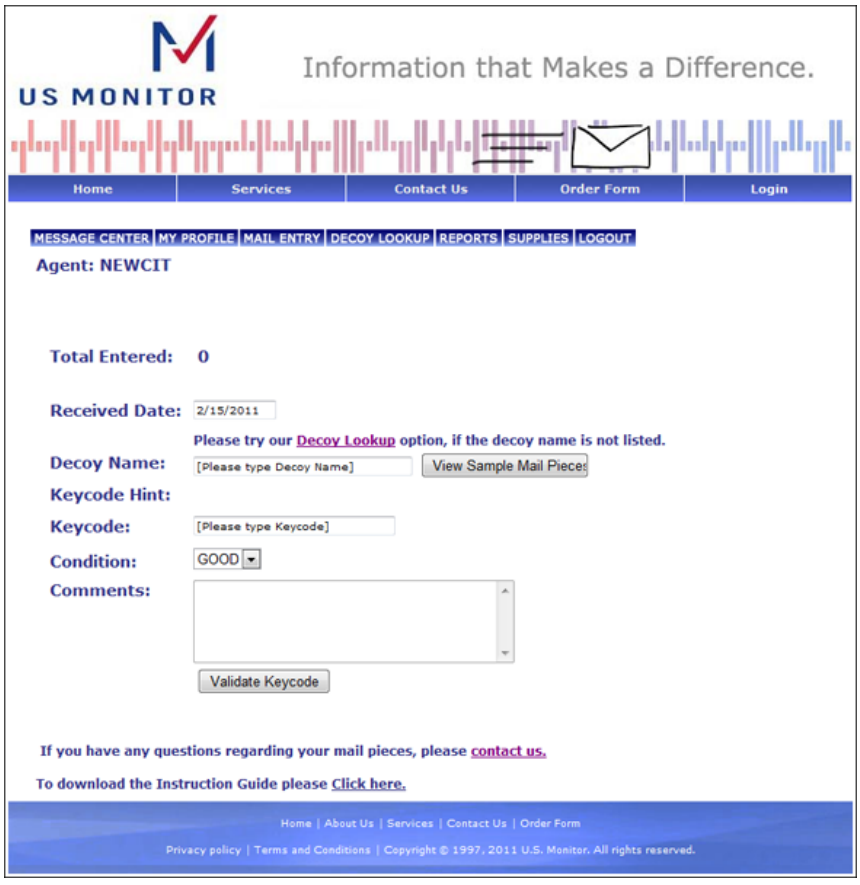
My Profile.

On this page you will be able to maintain and update your personal and billing information.
It is very important to make sure that this information is current at all times.
You are also able to change your password.

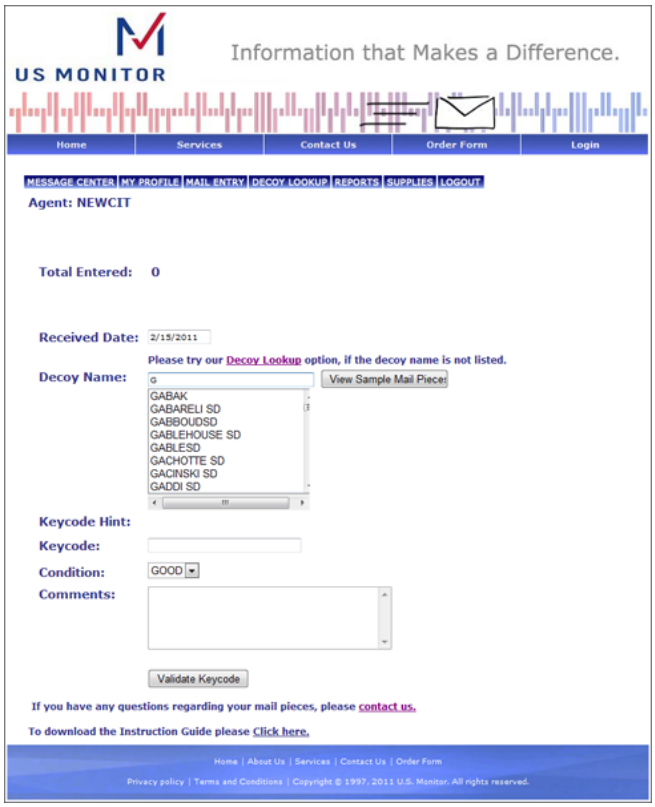


Mail Entry

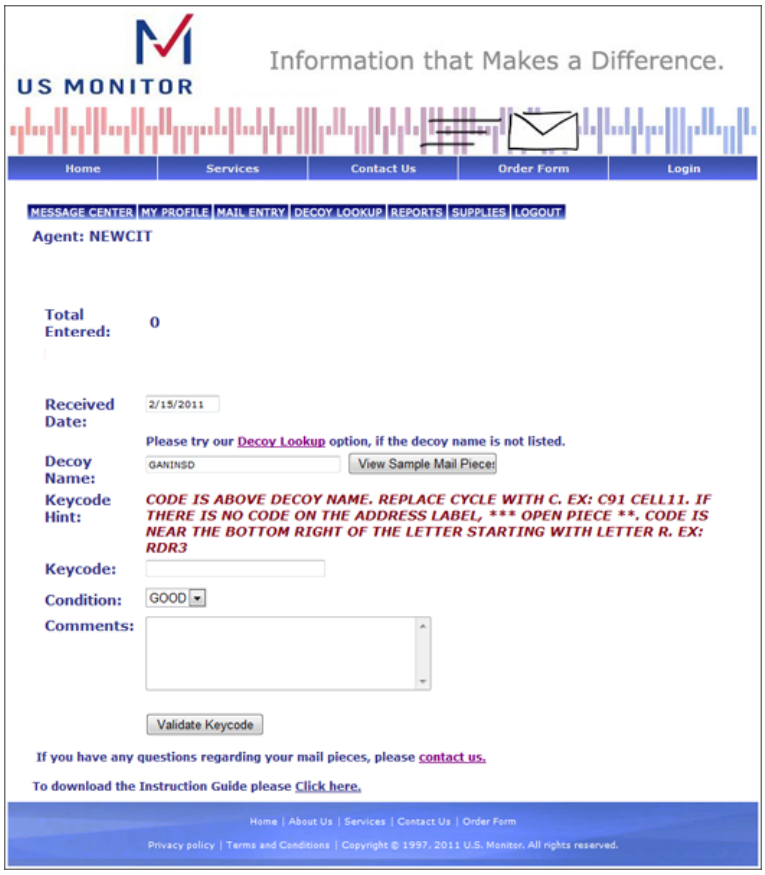
This is the page where you will spend most of your time when entering mail.



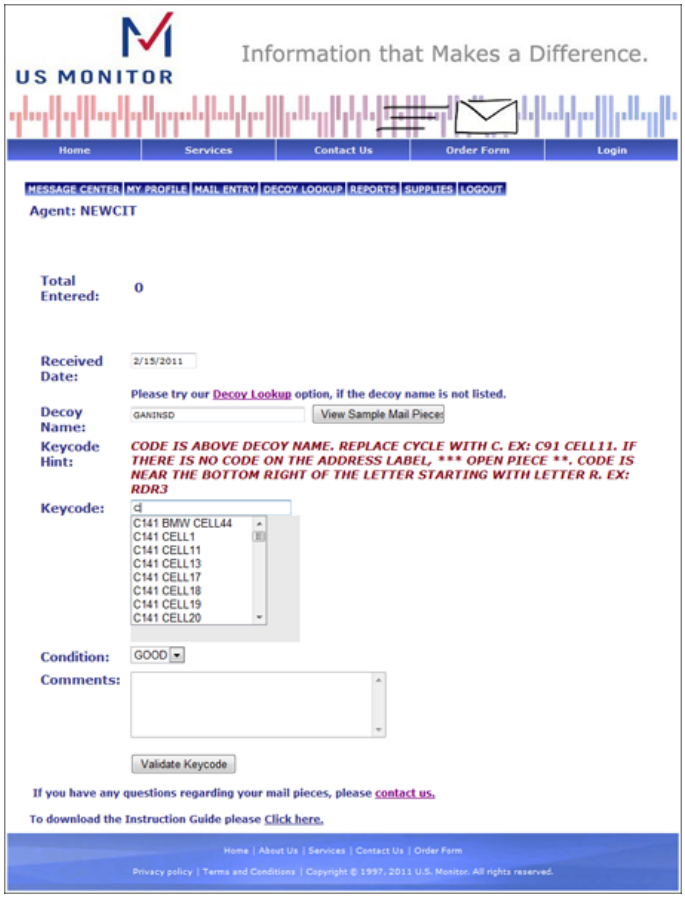
1. Next, the **RECEIVED DATE**. That is the date that the mail arrived. This date can be modified. If you click the small picture of the calendar, you are able to click the date and it will fill the date in the date field automatically.
2. Next, the **DECOY NAME.** Click your mouse pointer where is says “Please type Decoy name”. When you click it will turn the field blue. Type the decoy name as it appears on your mail piece.



You will notice as you type the name, the closer you get to spelling the entire name, you will see the name you need to select. Once you see the name you need, use your mouse or press the down arrow on your keyboard until the name you want turns blue, and then select it.

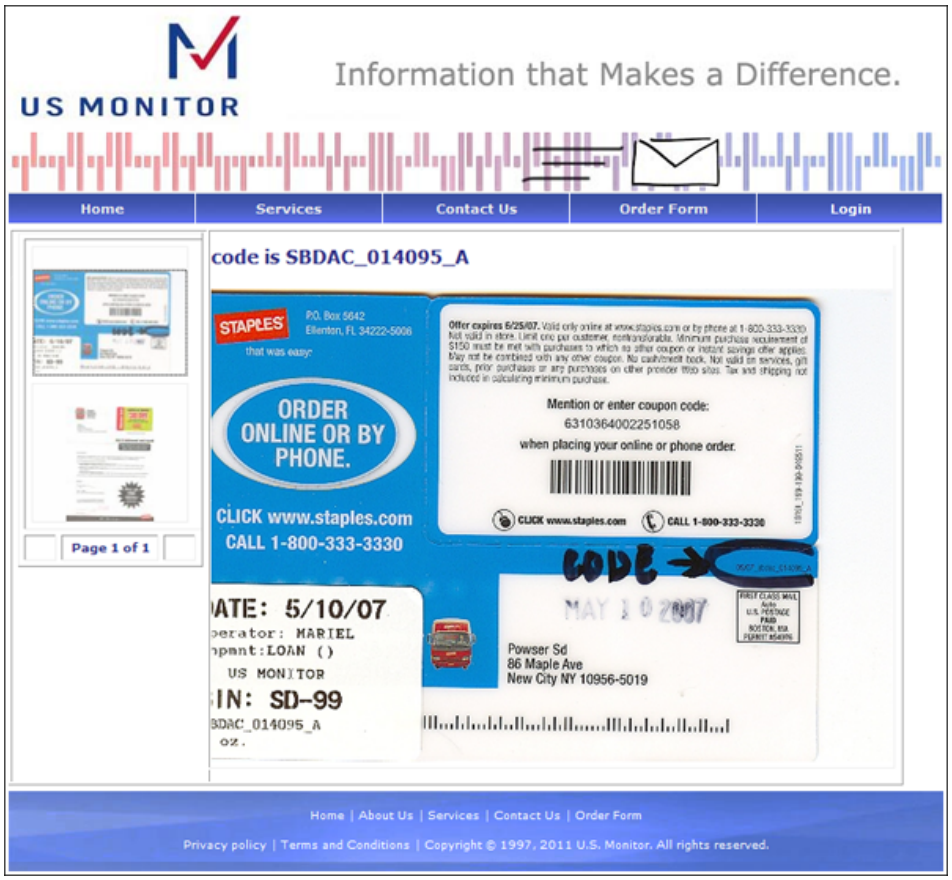


3. Next, its time to enter the **KEYCODE**. Just like the decoy name, click your mouser pointer in the keycode field, and type the keycode as referred to in the hints above.



Select the correct code and click it. If the code is not visible in the drop down list, you may enter the code you see in the keycode field.

If you need help locating the keycode, click the **DISPLAY IMAGES**. In order to view the images, you will need to disable your “POP UP” blocker.

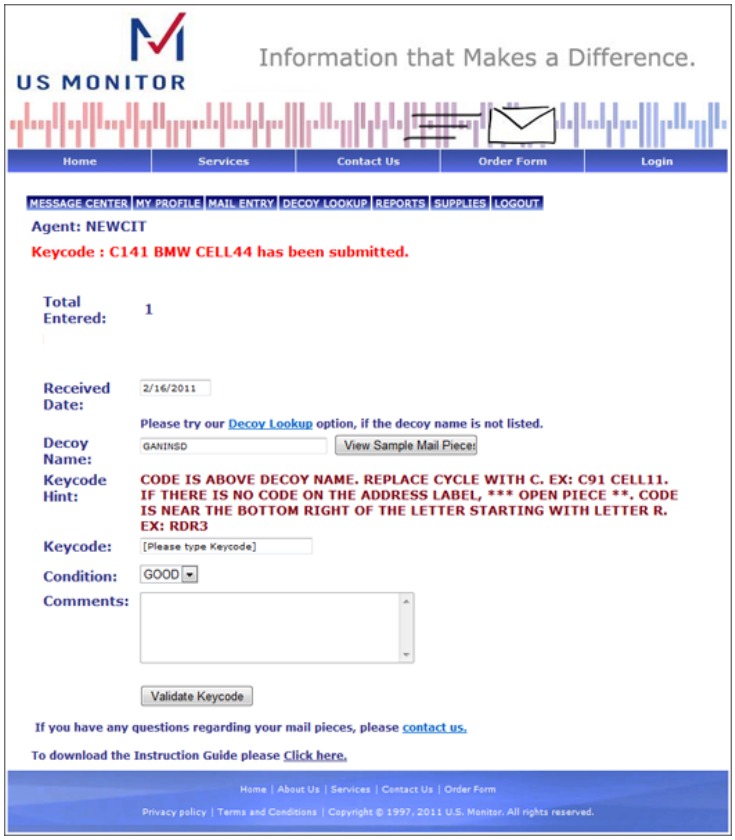


4. Next is the **CONDITION.** Did the mail arrive to you damaged? Was it ripped or torn? Was it crumpled or soiled? If so, then you need to select POOR.

5. Finally we have the **COMMENTS.** This box is only available to you when the Keycode Hints request you to type tracking or MMS # that will be found on certain mail pieces.

6. Now, click the VALIDATE KEYCODE button.

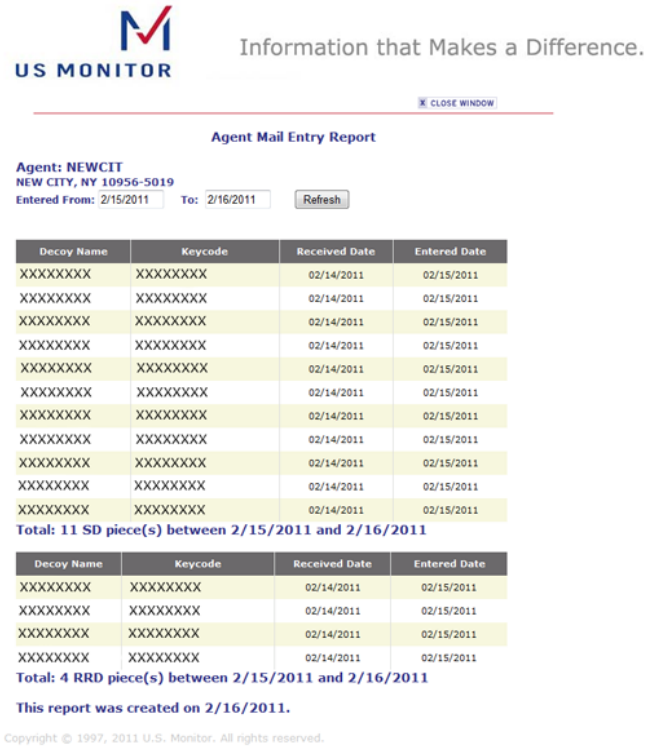
You can review the entry and make any changes before you submit. If you have nothing to change, click the Submit Keycode.



Congratulations, You have successfully entered your 1st piece of mail. Click the Decoy name field again, and enter the rest of you mail.

 After you have entered the mail for the day and you would like to confirm all your entries, Click on the Reports tab.

If you have made an error, click on DELETE to remove the entry. Then go back to re-enter the piece. This option is only available for 24 hours from time of entry. After 24 hours you must contact US Monitor to remove the entry for you.



US MONITOR

Information that Makes a Difference.

CLOSE WINDOW

Agent Mail Entry Report

Agent: NEWCIT
NEW CITY, NY 10956-5019
Entered From: 2/15/2011 **To:** 2/16/2011 Refresh

Decoy Name	Keycode	Received Date	Entered Date
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011

Total: 11 SD piece(s) between 2/15/2011 and 2/16/2011

Decoy Name	Keycode	Received Date	Entered Date
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011
XXXXXXXX	XXXXXXXX	02/14/2011	02/15/2011

Total: 4 RRD piece(s) between 2/15/2011 and 2/16/2011

This report was created on 2/16/2011.

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This is where you can view all your entries. We store your entries in our system for up to 18 months. Just set the dates (click the calendars) and click the refresh button, and it will appear.

After you have finished entering all the mail for the day, wrap the mail with a rubber band and write the day's date on the outside and store it for 1 month. After the month has passed, please discard the bundle.

An Important note to remember is that you should not open US Monitor mail unless specifically requested to do so in order to find a keycode. If you receive magazines or catalogs as part of the US Monitor mail, you can obviously read them but do not respond to any offers. For example, when ordering from a catalog, they often request a catalog code and not the product code which will supply them with information about the recipient of the catalog.
Under no circumstances can you use this information to place orders. It is considered mail fraud and it is a Federal offense to tamper with US Mail.

As always if you have any questions please do not hesitate to call 1-800-767-7967 ext 121, and I will be happy to assist you.

Best Regards,

Carol Kilduff