

# 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.

**US MONITOR** Information that Makes a Difference.

Home Services Contact Us Order Form Login

Since 1973, U.S. MONITOR has built a strong reputation as the nation's most reliable and effective mail monitor service by bringing together state-of-the-art technology and old-fashioned attention to detail. We have monitored millions of pieces of mail for thousands of customers who choose US monitor for our leadership, integrity, and experience. Let us be partners in your direct marketing campaigns!

**MailStream Intelligence Service**  
Now, instantly, in real time you will know exactly when and where every single piece of mail is delivered. The Intelligent Mail Barcode can track every piece of mail with a single barcode. With Mailstream Intelligence, U.S. Monitor has combined the last Intelligent Mail Barcode scan at the destination post office with the actual in home delivery of a seeded piece of mail on a real-time online report.  
[More Info...](#)

**Mail Monitoring**  
Our Mail Monitoring service allows for monitoring of your direct mail. We provide decoy names and addresses. This service is even available internationally and mailers can have their pieces sent back to them!  
[More Info...](#)

**List Protection**  
Our List Protection service uses seeded decoy names and addresses to provide information about who is using your mailing list. Instantly learn if the use of your list was authorized!  
[More Info...](#)

**Email Monitoring**  
Our E-List Watch service provides detection for unauthorized use of an electronic list. By using a keycode and a seeded decoy name, we attach responsibility to the mailing. We monitor a wide range of Internet Service Providers and provide you with an online report!  
[More Info...](#)

**NEWS and UPDATES**

**Now... Get Real-Time Delivery Dates!**  
Mailstream Intelligence US Monitor's Intelligent Mail Barcode service, is available for 1 FREE Mailing with a trial of our industry -leading Monitor Online Same Day Service.

**US Monitor Partners With DMA Non-Profit Federation on First Ever Mail Delivery Study**  
US Monitor is proud to announce its partnership with the Nonprofit Federation of the Direct Marketing Association (DMANF) to perform a first of its kind study to track delivery results within the United States Postal Service (USPS) nonprofit standard mail Service.  
[More Info...](#)

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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 image shows the US Monitor Agent Login page. At the top, there is a logo with a stylized 'M' and the text 'US MONITOR' and 'Information that Makes a Difference.' Below this is a banner image of a city street with a rainbow. A navigation bar contains links: Home, Services, Contact Us, Order Form, and Login. The main content area features an 'AGENT LOGIN' button with a colorful 3D icon. To the right of the button are input fields for 'AGENT ID' and 'PASSWORD', a 'Forgot Password ?' link, and a 'Submit' button. The footer contains a navigation bar with links: Home | About Us | Services | Contact Us | Order Form, and a copyright notice: Privacy policy | Terms and Conditions | Copyright © 1997, 2011 U.S. Monitor. All rights reserved.

### The Message Center

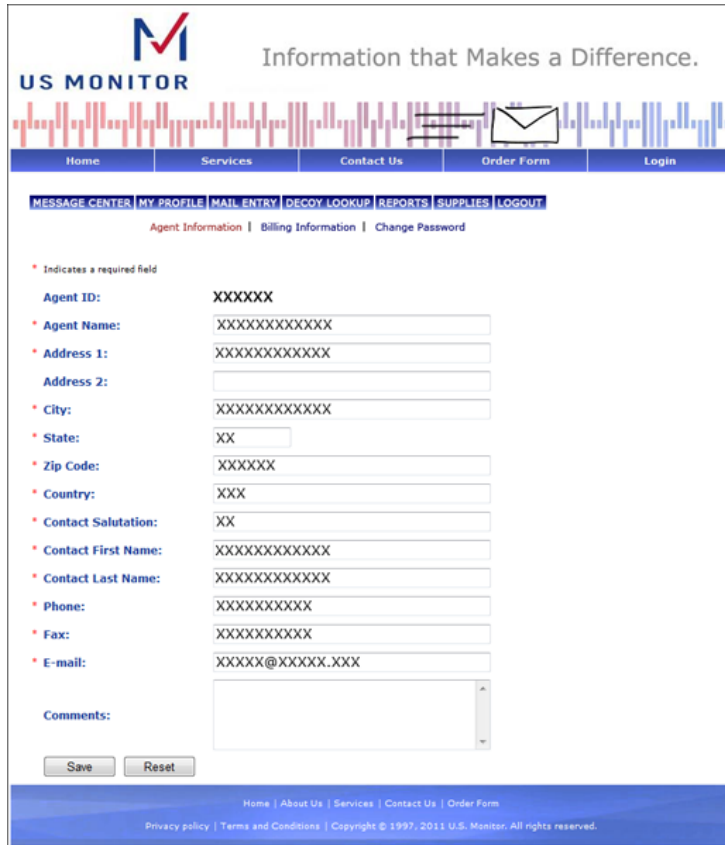
On this page you will be able to see all general messages posted to all of our agents as well as messages specific to you. You should look at this page each time you login to be sure you are aware of any updated instructions.



The image shows the US Monitor Message Center page. At the top, there is a logo with a stylized 'M' and the text 'US MONITOR' and 'Information that Makes a Difference.' Below this is a banner image with a red and blue striped background and a white envelope icon. A navigation bar contains links: Home, Services, Contact Us, Order Form, and Login. Below the navigation bar is a secondary navigation bar with links: MESSAGE CENTER, MY PROFILE, MAIL ENTRY, DECOY LOOKUP, REPORTS, SUPPLIES, and LOGOUT. The main content area is titled 'MESSAGE CENTER' and contains two paragraphs of text. The first paragraph states: 'This page is your entry point to US Monitor Online. You will see general messages to all clients as well as account-specific messages on such issues as change of decoy addresses, newly-added decoy cities, missing mailing information, and more. This page will be frequently updated to provide you with the most up-to-date information about your mailings. As we did during the recent tragic events of Hurricane Katrina and Hurricane Rita, you will find an easy link to the National Mail Service Updates from the [USPS](#).' The second paragraph states: 'We invite your feedback on this page and any aspect of the service we provide for you. US Monitor is committed to providing you with accurate, timely, dependable information that makes a difference in your business.' The footer contains a navigation bar with links: Home | About Us | Services | Contact Us | Order Form, and a copyright notice: Privacy policy | Terms and Conditions | Copyright © 1997, 2011 U.S. Monitor. All rights reserved.

## 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.



The image shows the 'My Profile' page of the US Monitor website. The header features the US Monitor logo and the tagline 'Information that Makes a Difference.' Below the header is a navigation bar with links: Home, Services, Contact Us, Order Form, and Login. A secondary navigation bar includes links: MESSAGE CENTER, MY PROFILE, MAIL ENTRY, DECOY LOOKUP, REPORTS, SUPPLIES, and LOGOUT. Below this, there are links for Agent Information, Billing Information, and Change Password. The main content area is a form for updating profile information. It includes fields for Agent ID, Agent Name, Address 1, Address 2, City, State, Zip Code, Country, Contact Salutation, Contact First Name, Contact Last Name, Phone, Fax, and E-mail. Each field is preceded by an asterisk, indicating it is a required field. There is also a Comments field. At the bottom of the form are 'Save' and 'Reset' buttons. The footer contains links for Home, About Us, Services, Contact Us, and Order Form, along with a Privacy policy link and copyright information for 1997, 2011 U.S. Monitor.

US MONITOR

Information that Makes a Difference.

Home Services Contact Us Order Form Login

MESSAGE CENTER MY PROFILE MAIL ENTRY DECOY LOOKUP REPORTS SUPPLIES LOGOUT

Agent Information | Billing Information | Change Password

\* Indicates a required field

Agent ID: XXXXXX

\* Agent Name: XXXXXXXXXXXX

\* Address 1: XXXXXXXXXXXX

Address 2:

\* City: XXXXXXXXXXXX

\* State: XX

\* Zip Code: XXXXXX

\* Country: XXX

\* Contact Salutation: XX

\* Contact First Name: XXXXXXXXXXXX

\* Contact Last Name: XXXXXXXXXXXX

\* Phone: XXXXXXXXXXXX

\* Fax: XXXXXXXXXXXX

\* E-mail: XXXXX@XXXXX.XXX

Comments:

Save Reset

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## Mail Entry

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



The image shows the 'Mail Entry' page of the US Monitor website. The header features the US Monitor logo and the tagline 'Information that Makes a Difference.' Below the header is a navigation bar with links: Home, Services, Contact Us, Order Form, and Login. A secondary navigation bar includes links: MESSAGE CENTER, MY PROFILE, MAIL ENTRY, DECOY LOOKUP, REPORTS, SUPPLIES, and LOGOUT. Below this, there is a link for Agent: NEWCIT. The main content area is a form for entering mail information. It includes fields for Total Entered (0), Received Date (2/15/2011), Decoy Name (Please type Decoy Name), Keycode Hint, Keycode (Please type Keycode), Condition (GOOD), and Comments. There is also a 'Validate Keycode' button. A note states: 'Please try our Decoy Lookup option, if the decoy name is not listed.' and a link 'View Sample Mail Piece'. At the bottom, there is a link for 'contact us' and a link for 'Click here' to download the Instruction Guide. The footer contains links for Home, About Us, Services, Contact Us, and Order Form, along with a Privacy policy link and copyright information for 1997, 2011 U.S. Monitor.

US MONITOR

Information that Makes a Difference.

Home Services Contact Us Order Form Login

MESSAGE CENTER MY PROFILE MAIL ENTRY DECOY LOOKUP REPORTS SUPPLIES LOGOUT

Agent: NEWCIT

Total Entered: 0

Received Date: 2/15/2011

Please try our [Decoy Lookup](#) option, if the decoy name is not listed.

Decoy Name: [Please type Decoy Name] [View Sample Mail Piece](#)

Keycode Hint:

Keycode: [Please type Keycode]

Condition: GOOD

Comments:

[Validate Keycode](#)

If you have any questions regarding your mail pieces, please [contact us](#).

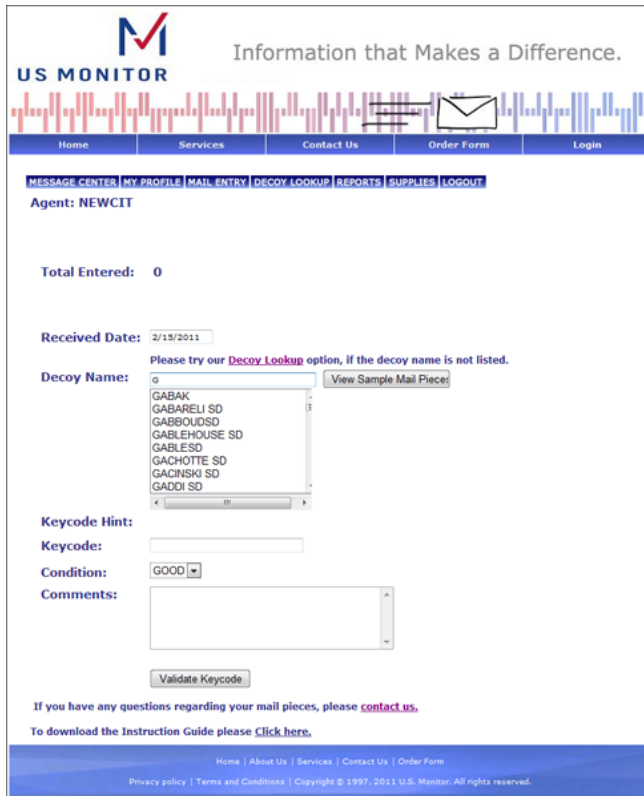
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% Next, the **RECEIVED DATE**. That is the date that the mail arrived. This date can be modified. If you click the small picture of the calendar, you are able to click the date and it will fill the date in the date field automatically.

&" Next, the **DECOY NAME**. Click your mouse pointer where it 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.



The screenshot shows the US Monitor website interface. At the top is the logo and tagline "Information that Makes a Difference." Below this is a navigation bar with links: Home, Services, Contact Us, Order Form, and Login. A secondary navigation bar contains links: MESSAGE CENTER, MY PROFILE, MAIL ENTRY, DECOY LOOKUP, REPORTS, SUPPLIES, and LOGOUT. The main content area shows "Agent: NEWCIT" and "Total Entered: 0". The "Received Date" is set to 2/15/2011. A message states: "Please try our [Decoy Lookup](#) option, if the decoy name is not listed." The "Decoy Name" field is highlighted in blue and contains the text "GABARELI SD". A dropdown menu is open, showing a list of names: GABAK, GABARELI SD, GABBOUOSD, GABLEHOUSE SD, GABLESD, GACHOTTE SD, GACINSKI SD, and GADDI SD. To the right of the dropdown is a button labeled "View Sample Mail Piece". Below the dropdown are fields for "Keycode Hint:", "Keycode:", "Condition:" (set to GOOD), and "Comments:". A "Validate Keycode" button is at the bottom. Footer text includes: "If you have any questions regarding your mail pieces, please [contact us](#)." and "To download the Instruction Guide please [Click here](#)."

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.



This screenshot shows the same US Monitor website interface, but with the "Decoy Name" field set to "GANINGSD". The dropdown menu is no longer open. The "Keycode Hint:" field now contains red text: "CODE IS ABOVE DECOY NAME. REPLACE CYCLE WITH C. EX: C91 CELL11. IF THERE IS NO CODE ON THE ADDRESS LABEL, \*\*\* OPEN PIECE \*\*, CODE IS NEAR THE BOTTOM RIGHT OF THE LETTER STARTING WITH LETTER R. EX: RDR3". The "Keycode:" field is empty. The "Condition:" is still set to GOOD. The "Comments:" field is empty. The "Validate Keycode" button is at the bottom. The footer text remains the same as in the previous screenshot.



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.

The image shows the US Monitor website interface. At the top, there is a logo with a stylized 'M' and the text 'US MONITOR' and 'Information that Makes a Difference.' Below the logo is a navigation bar with links: Home, Services, Contact Us, Order Form, and Login. A secondary navigation bar contains links: MESSAGE CENTER, MY PROFILE, MAIL ENTRY, DECOY LOOKUP, REPORTS, SUPPLIES, and LOGOUT. The main content area is titled 'Agent: NEWCIT'. It displays 'Total Entered: 0'. The 'Received Date' is set to '2/15/2011'. A message says 'Please try our [Decoy Lookup](#) option, if the decoy name is not listed.' The 'Decoy Name' field contains 'GANINSD' with a 'View Sample Mail Piece' button. The 'Keycode' field is empty, and a hint is provided: 'CODE IS ABOVE DECOY NAME. REPLACE CYCLE WITH C. EX: C91 CELL11. IF THERE IS NO CODE ON THE ADDRESS LABEL, \*\*\* OPEN PIECE \*\*, CODE IS NEAR THE BOTTOM RIGHT OF THE LETTER STARTING WITH LETTER R. EX: RDR3'. A dropdown menu for the 'Keycode' is open, showing a list of codes: C141 BMW CELL44, C141 CELL1, C141 CELL11, C141 CELL13, C141 CELL17, C141 CELL18, C141 CELL19, and C141 CELL20. The 'Condition' is set to 'GOOD'. There is a 'Comments' text area and a 'Validate Keycode' button. At the bottom, there is a footer with links: Home | About Us | Services | Contact Us | Order Form, and a copyright notice: Privacy policy | Terms and Conditions | Copyright © 1997, 2011 U.S. Monitor. All rights reserved.

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.

The image shows the US Monitor website interface, similar to the previous one, but with the 'Keycode' field now containing 'C141 CELL1'. The dropdown menu is no longer open. The rest of the form, including the 'Received Date', 'Decoy Name', 'Condition', and 'Comments' fields, remains the same. The footer and navigation bars are also identical to the previous image.

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.

The screenshot shows the US Monitor website interface. At the top, the US Monitor logo is on the left, and the tagline "Information that Makes a Difference." is on the right. Below the logo is a navigation bar with links: Home, Services, Contact Us, Order Form, and Login. The main content area displays a mail piece image. The mail piece is a Staples coupon with the code SBDAC\_014095\_A. It includes the Staples logo, address (P.O. Box 5642, Elberton, FL 34222-5096), and a coupon code (6310364002251058). The coupon also mentions an expiration date of 6/25/07 and a minimum purchase requirement of \$150. Below the coupon, there is a section for "DATE: 5/10/07" and "operator: MARIEL". The mail piece also features a barcode and a "CODE" label. The bottom of the page has a footer with links: Home | About Us | Services | Contact Us | Order Form, and a copyright notice: Privacy policy | Terms and Conditions | Copyright © 1997, 2011 U.S. Monitor. All rights reserved.

- 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.
- 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.
- Now, click the VALIDATE KEYCODE button.

The screenshot shows the US Monitor website interface for entering a keycode. The top navigation bar is the same as the previous screenshot. Below the navigation bar, there is a "MESSAGE CENTER" section with links: MY PROFILE, MAIL ENTRY, DECOY LOOKUP, REPORTS, SUPPLIES, and LOGOUT. The "Agent: NEWCIT" is displayed. A warning message states: "WARNING - A record already exists for this keycode. Please verify and/or change your entry and submit." The "Total Entered:" is 0. The "Received Date:" is 2/16/2011. The "Decoy Name:" is GAINNSD. The "Keycode Hint:" is "CODE IS ABOVE DECOY NAME. REPLACE CYCLE WITH C. EX: C91 CELL11. IF THERE IS NO CODE ON THE ADDRESS LABEL, \*\*\* OPEN PIECE \*\*. CODE IS NEAR THE BOTTOM RIGHT OF THE LETTER STARTING WITH LETTER R. EX: RDR3". The "Keycode:" is C141 BMW CELL44. The "Condition:" is GOOD. The "Comments:" field is empty. A "Submit Keycode" button is at the bottom. The footer is the same as the previous screenshot.

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

Information that Makes a Difference.



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[MESSAGE CENTER](#) | [MY PROFILE](#) | [MAIL ENTRY](#) | [DECOY LOOKUP](#) | [REPORTS](#) | [SUPPLIES](#) | [LOGOUT](#)

Agent: NEWCIT

**Keycode : C141 BMW CELL44 has been submitted.**

Total Entered: 1

Received Date: 2/16/2011

Please try our [Decoy Lookup](#) option, if the decoy name is not listed.

Decoy Name:  [View Sample Mail Piece!](#)

Keycode Hint: **CODE IS ABOVE DECOY NAME. REPLACE CYCLE WITH C. EX: C91 CELL11. IF THERE IS NO CODE ON THE ADDRESS LABEL, \*\*\* OPEN PIECE \*\*, CODE IS NEAR THE BOTTOM RIGHT OF THE LETTER STARTING WITH LETTER R. EX: RDR3**

Keycode:

Condition:

Comments:

[Validate Keycode](#)

If you have any questions regarding your mail pieces, please [contact us](#).

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**Congratulations,** You have successfully entered your 1<sup>st</sup> 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.



**Agent Mail Entry Report**

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