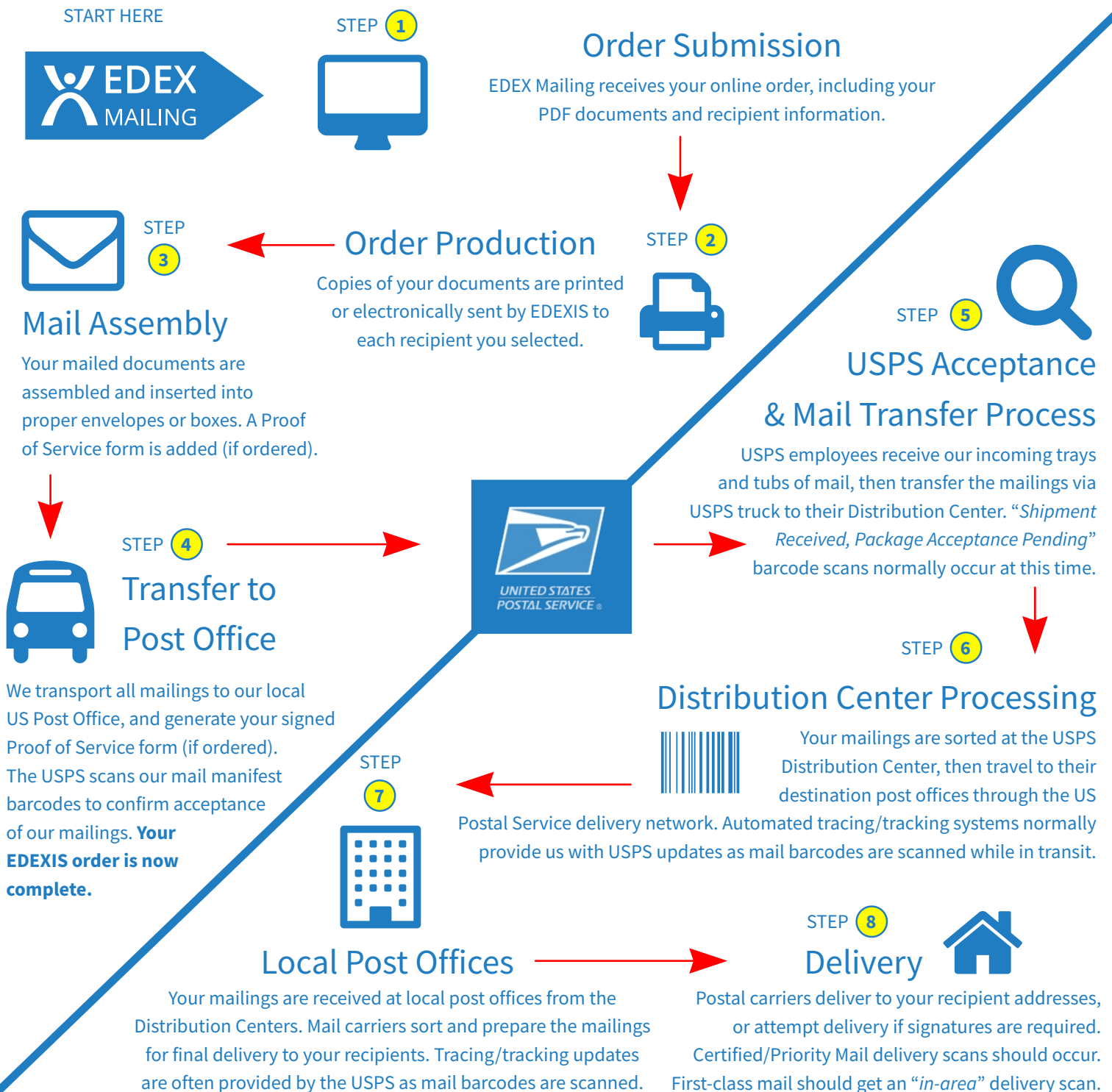


Document Printing &
Delivery Services

Process Overview & Responsibilities

Have questions about an order? Experiencing USPS delivery problems? See Page 2 for more information.



Have questions about an order? Experiencing USPS delivery delays or other problems?

Some helpful information.

We understand mailing orders may occasionally have issues, like cancellation of an order, delayed or missing USPS tracing or tracking information, and a variety of other questions or concerns.

This document provides a good overview of our responsibilities, and the responsibilities of the United States Postal Service. Steps 1 through 4 on the first page highlight the steps we are responsible to perform for each order. Steps 5 through 8 are performed by, and are the exclusive responsibility of, the United States Postal Service.

If you have questions relating to any process in steps 1 through 4, please reach out to our Customer Support team by email to support@edexis.com or by phone at (209) 223-3461. Please provide your order number and account information so we may assist you. Often we can help you cancel an order, make changes, or perform other tasks if your order has not already entered production (Step 2). Once your order completes Step 2 we are unable to cancel or make changes. At the completion of our order processing (Step 4), we deliver our mailings to the USPS facility and our order processing is complete. We have no control over USPS mail delivery. The USPS is solely responsible for tracking, delays, delivery failures, and all other errors.

If you order **Certified** or **Priority Mail** delivery to a recipient, the USPS web site provides tracking information for these items. You must supply the USPS tracking number to obtain this information. USPS tracking information may be obtained by visiting [USPS.com](https://usps.com) and entering the tracking number we provide on the delivery order for your recipient. To obtain this information, log in to your **EdexOne** account at <https://edexone.com>, navigate to your mailing/delivery orders, locate the order in question and select the delivery parties. Here you will find the Certified or Priority Mail tracking numbers. The USPS only maintains Certified and Priority Mail tracking data for approximately 90 days, so print or archive any information obtained from their site.

If the USPS fails to deliver your Certified or Priority Mail order, you may be able to receive a refund of your postage after 30 days. Contact our Customer Support team at the email or phone number above if you believe the USPS failed to deliver such orders.

A note about USPS tracing and tracking: The USPS has been notoriously bad about providing accurate and consistent tracing and tracking data for mail pieces moving through their systems. As a courtesy, we attempt to maintain a historic log of all barcode scan tracing/tracking data we receive from the USPS for our mailings. Please understand that we have no control over the processing and delivery systems used by the USPS, nor do we have the ability to trace or track mail pieces beyond the data we have received or can access on the USPS web site. Unfortunately, we feel the reliability of USPS tracing and tracking data systems is very poor at times. We discuss these issues with our USPS commercial mail management team, and have been assured the USPS is implementing new systemwide changes to more accurately provide tracing and tracking data in the future.

For additional information about the responsibilities of EDEXIS and the USPS for your orders and mailings, please review our ***EDEXIS Mailing Responsibilities and Guarantees*** document located on the [Resources](#) page of our web site.