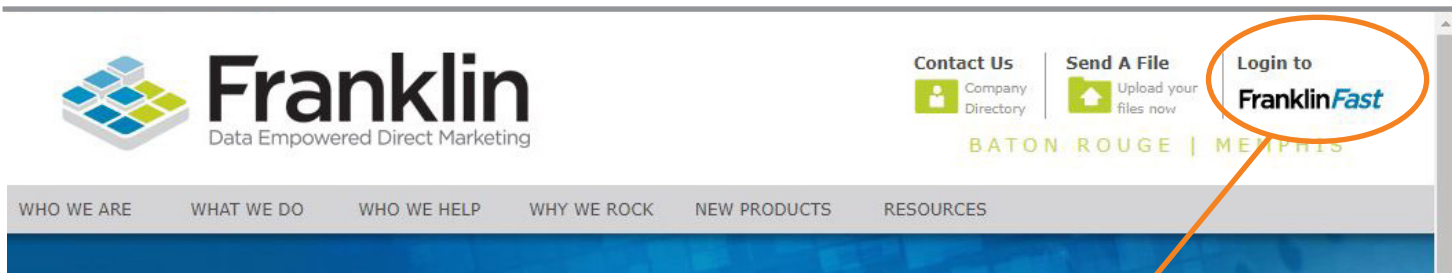


Client Portal Guide

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To access your client portal, go to - www.gofranklingo.com and click the [Login to FranklinFast](#) image in the top right corner of the page.

Enter your username (email address) and password into the designated fields. If you do not have credentials, ask your sales or customer service representative.

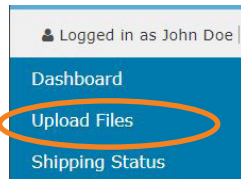
Forgot your password? Click the [Forgot Password](#) link to receive an email with a link to reset your password.

Your Dashboard

Job #	Date Entered	Description	Status	Details
00001	02/12/2018	Sample Marketing Postcard	Open	Details
00002	02/09/2018	Sample Customer Letter	Billing	Details
00003	02/09/2018	Sample Tri-Fold Brochure	Billing	Details
00004	02/08/2018	Sample New Customer Mailer	Complete	Details
00005	02/08/2018	Sample Marketing Mailer	Complete	Details

Your dashboard will show you all of your jobs from newest to oldest, and their production status. Click the [Details](#) link next to a job to see a list of all the parts (Mail or Print) for that job and their production status.

Upload Files



Upload files for a new or existing job by clicking on the [Upload Files](#) link on the left navigation menu.

A screenshot of the FranklinFast 'Upload Files' page. The page has a blue header with the FranklinFast logo and a user login status. The left navigation menu is visible. The main content area is titled 'Upload Files for a new or existing job' and contains four numbered steps: 1. Select a Job, 2. Select Files to Upload, 3. Enter Comments, and 4. Upload Files. Step 1 includes a radio button to 'Use an existing job' and a dropdown menu to 'Select a Job', and another radio button to 'Add a new job' with a text input for 'Enter a new job name'. Step 2 includes a 'Select Files' button and a detailed instruction about selecting files. Step 3 includes a large text area for comments. Step 4 includes a green 'Upload Files' button. The footer contains copyright information and the Franklin logo.

- 1 You can upload a file for an existing job by selecting it from the dropdown menu under [use an existing job](#). To upload a file for a new job, select [add a new job](#) and enter a description.
- 2 Click [select files](#) to browse files on your computer, select appropriate files and attach to your job. Your selected file(s) will be listed with a red "x", which can be used to remove the file from the job.
- 3 Use the comments box to enter any special instructions or information regarding your file(s).
- 4 Click [Upload Files](#) to upload your files to Franklin. A progress bar will appear as your files are being uploaded, and you'll receive a pop-up message once the upload is complete.

Once you upload your file(s), a notification will go out to the Franklin team working on your project so that they can get started right away. You will also receive a confirmation email.

Mail Tracking

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FranklinForward ACS

Select the [Mail Tracking](#) link on the left navigation menu to track your mail.

FranklinFast

Logged in as John Doe | [Log out](#) | Customer Number: FRA004 | Your Account Repres

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Search FranklinFast

Search Mail Tracking by Name or Address

← Back Track Checked

00000001 - Data received from 02/08/2018 - 02/08/2018

Part Number	Description	Scanned	Total	
0001	Sample Marketing Postcard	13728	14022	97.9%
0002	Sample Customer Letter	958	998	96%
0003	Sample Tri-Fold Brochure	490	506	96.8%

The Mail Tracking dashboard gives you a quick overview of the tracking progress on all of your jobs. To get more tracking details on an individual part, click the blue arrow (↗) on the far right.

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Mail Tracking

ZIP | NDC | SCF | **STATE** | COUNTY | CITY

Data received from 02/08/2018 - 02/08/2018 (1173)

← Back Export to CSV

Search Job #20180208 by Name or Address

Description	Mail Qty.	Scan Qty.	02/10	02/11	02/12	02/13	02/14	02/15	02/16	02/17	02/18	02/19	02/20
Days			1	2	3	4	5	6	7	8	9	10	11
Unknown	15	0	0	0	0	0	0	0	0	0	0	0	0
AE	1	0	0	0	0	0	0	0	0	0	0	0	0
AK	4	3	0	1	2	0	0	0	0	0	0	0	0
AL	132	131	0	28	93	4	0	3	0	1	0	1	1
AP	1	0	0	0	0	0	0	0	0	0	0	0	0
AR	5	5	0	3	2	0	0	0	0	0	0	0	0
AS	1	1	0	0	0	0	0	0	0	0	1	0	0
AZ	285	282	0	20	17	100	102	26	5	3	0	6	3
CA	2080	2050	0	655	876	407	16	21	29	12	1	23	10
CO	190	190	0	3	106	73	0	0	2	1	0	4	1

The tracking detail screen provides detailed information such as how long delivery is taking by date and number of days. You also have the ability to filter and view the details for any geographic segment and the option to download the data to your computer.

- Change the geographic breakdown of the data by selecting a different filter (*The default view is by State, as it is generally the easiest to digest*).
- Download the current view's data to your computer by exporting to a CSV file.
- Click on any of the geographic segment links to view the individual recipients within that segment.

Mail Tracking - Tracking Multiple Parts

FranklinFast

Logged in as John Doe | [Log out](#)

Customer Number: FRA004 | Your Account Repres

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Search Mail Tracking by Name or Address

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Track Checked

00000001 - Data received from 02/08/2018 - 02/08/2018

Part Number	Description	Scanned	Total	
<input checked="" type="checkbox"/> 0001	Sample Customer Letter	13728	14022	97.9%
<input checked="" type="checkbox"/> 0002	Sample Customer Letter	958	998	96%
<input type="checkbox"/> 0003	Sample Tri-Fold Brochure	490	506	96.8%

You can track multiple versions within a single job, or all versions together, on the Mail Tracking dashboard.

- To track two or more versions, check the boxes to the left of the part number.
- After selecting the part numbers, click [Track Checked](#) at the top.
- If you want to track all versions within a job together, you can do so by clicking the black arrow to the right of the job name ().

FranklinFast

Logged in as John Doe | [Log out](#)

Customer Number: FRA004 | Your Account Repres

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Multiple Selected (0001,0002)

ZIP | NDC | SCF | STATE | COUNTY | CITY

Search Job #20180208 by Name or Address

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Export to CSV

View Dates

View Days

Description	Mail Qty.	Scan Qty.	02/10	02/11	02/12	02/13	02/14	02/15	02/16	02/17	02/18	02/19	02/20
Unknown	18	0	0	0	0	0	0	0	0	0	0	0	0
AE	1	0	0	0	0	0	0	0	0	0	0	0	0
AK	5	4	0	1	2	0	0	0	1	0	0	0	0
AL	133	132	0	28	94	4	0	3	0	1	0	1	1
AP	1	0	0	0	0	0	0	0	0	0	0	0	0
AB	5	5	0	3	2	0	0	0	0	0	0	0	0
AS	1	1	0	0	0	0	0	0	0	0	1	0	0
AZ	292	289	0	22	21	100	103	26	5	3	0	6	3
CA	2579	2538	0	899	1045	408	23	43	45	20	1	36	18

After clicking [Track Checked](#) or the black arrow of an entire mailing, you will see the tracking details will reflect your selections.

- You can view a multi-version mailing either by date or number of days. Select [View Days](#) if you want to analyze mail delivery times to certain locations, and select [View Dates](#) if you want to see the impact of mail delivery on processes in your organization, or if you want to tie mail delivery back to other date related data (such as offer redemptions per date).

Mail Tracking - Individual Mail

FranklinFast

Logged in as John Doe | [Log out](#) | Customer Number: FRA004 | Your Account Repres

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Mail Tracking

ZIP | NDC | SCF | **STATE** | COUNTY | CITY

Multiple Selected (0001,0002)

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Description	Mail Qty.	Scan Qty.	02/10	02/11	02/12	02/13	02/14	02/15	02/16	02/17	02/18	02/19	02/20
Unknown	18	0	0	0	0	0	0	0	0	0	0	0	0
AE	1	0	0	0	0	0	0	0	0	0	0	0	0
AK	5	4	0	1	2	0	0	0	1	0	0	0	0
AL	133	132	0	28	94	4	0	3	0	1	0	1	1
AP	1	0	0	0	0	0	0	0	0	0	0	0	0
AB	5	5	0	3	2	0	0	0	0	0	0	0	0
AS	1	1	0	0	0	0	0	0	0	0	1	0	0
AZ	292	289	0	22	21	100	103	26	5	3	0	6	3
CA	2579	2538	0	899	1045	408	23	43	45	20	1	36	18

On the tracking details page you can click on any geographical segment link to see the individual mail recipients.

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Mail Tracking

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Name	Address	Account #	Scanned Date	Days
John Doe	123 Sample Rd	0000000000	2/08/2018	3
John Doe	456 Sample St	0000000001	2/08/2018	3
Jane Doe	789 Sample Dr	0000000003	2/08/2018	3
John Doe	101 Sample Ave	0000000004	2/08/2018	3
Jane Doe	112 South Sample St	0000000005	2/08/2018	3
Jane Doe	1314 Sample Ct	0000000006	2/08/2018	3

Check individual mail pieces, the date their mail was scanned for delivery and how many days it took.

- Export the data to your computer to feed your call centers or sales team.

Dashboard | Upload Files | Shipping Status | Mail Tracking | FranklinForward ACS | Inventory Status

Mail Tracking

ZIP | NDC | SCF | **STATE** | COUNTY | CITY

Multiple Selected (0001,0002)

[Back](#) [Export to CSV](#) ☒ View Dates ☐ View Days | Search Job #20180208 by Name or Ad

Description	Mail Qty.	Scan Qty.	02/10	02/11	02/12	02/13	02/14	02/15	02/16	02/17	02/18	02/19	02/20
-------------	-----------	-----------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------

You can also search a mailing for an individual name or address and view when that mail piece was scanned for delivery.

Logged in as John Doe | [Log out](#) | Customer Number: FRA004 | Your Account Repres

Dashboard | Upload Files | Shipping Status | Mail Tracking | FranklinForward ACS | Inventory Status

Mail Tracking

Search: John Doe

[Back](#) [Export to CSV](#)

Name	Address	Job	Description	Last Scan Date
John Doe	123 Sample St	00000001	Sample Marketing Postcard	2/08/2018

FranklinForward ACS



FranklinForward ACS enables you to eliminate returned mail and view undeliverable mail online. You have to sign up for this service using the form at <http://clients.gofranklingo.com/acs.pdf>. If you have any questions, please contact your account executive.

If you've already signed up for ACS, you can access your results by clicking the **FranklinForward ACS** link on the left navigation menu.

FranklinFast

Logged in as John Doe | [Log out](#) Customer Number: FRA004 | Your Account Representative: Jane Doe

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ACS Tracking

1 Daily | By Job

FranklinForward ACS - Daily View

← Back Export to CSV

Date	Count		
02/23/2018	82	↓	Details
02/22/2018	46	↓	Details
02/21/2018	59	↓	Details
02/20/2018	49	↓	Details

1 You can view your ACS results two distinct ways – Daily and By Job. You can switch between the two by clicking the links in the blue tab in the top right corner.

The **Daily** summary view will show your ACS counts by date (the date we received each ACS record from the post office). It represents all ACS records received on a particular day across **ALL** of your jobs. You can click '**Export to CSV**' if you'd like to download this summary data.

FranklinFast

Logged in as John Doe | [Log out](#) Customer Number: FRA004 | Your Account Representative: Jane Doe

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ACS Tracking

1 Daily | By Job

FranklinForward ACS - View by Job

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Search Job # or Job Description

Job #	Description	Sent	Failed	
00001	Sample Marketing Postcard	35158	263	Details
00002	Sample Customer Letter	2639	12	Details
00003	Sample Marketing Mailer	1389	33	Details
00004	Sample New Customer Mailer	17000	422	Details

1 The **By Job** summary view will show the number of ACS received for each individual job. Note that, as we receive ACS records every day, this number will increase over time as we receive more data – so check back regularly if using this view. Again, you can click '**Export to CSV**' if you'd like to download this summary data.

FranklinForward ACS - Details

FranklinFast

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ACS Tracking

Logged in as John Doe | Log out

Customer Number: FRA004 | Your Account Representative: Jane Doe

Daily | By Job

FranklinForward ACS - Daily View

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Date	Count		
02/23/2018	82	↓	Details
02/22/2018	46	↓	Details
02/21/2018	59	↓	Details
02/20/2018	49	↓	Details

To view the detailed ACS records on either view, click the 'Details' link for any row (for a particular Date or Job)

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ACS Mail Detail

Logged in as John Doe | Log out

Customer Number: FRA004 | Your Account Representative: Jane Doe

ACS Tracking For 02/21/2018

Back 1 Export to CSV

Job #	Description	Acct #	Original Address	Reason	Action	New Address
00001	Sample Marketing Postcard	000000000	123 Sample St	Not deliverable as addressed/unable to forward/forwarding order expired	Waste	
00002	Sample Customer Letter	000000000	456 Sample	Insufficient address	Waste	
00001	Sample Marketing Postcard	000000000	789 Sample Dr	No such number	Waste	
00002	Sample Customer Letter	000000000	101 Sample Ave	Not deliverable as addressed/unable to forward/forwarding order expired	Waste	
00002	Sample Customer Letter	000000000	112 South Sample St	Not deliverable as addressed/unable to forward/forwarding order expired	Waste	
00001	Sample Marketing Postcard	000000000	1314 Sample Ct	Attempted, not known	Waste	

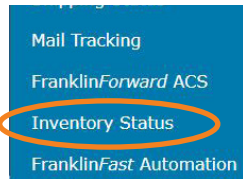
This view displays a subset of the ACS fields for cleaner viewing (i.e. only the Address, not the City/State/Zip) – in order to see all address information, or to download and save locally, click the 'Export to CSV' button at top

1 Export to CSV to view all address information including City/State/Zip.

Notes on the ACS data fields:

- The **Reason** field from the post office indicates the reason that the piece was not deliverable. It is the same information that would be found on the "yellow sticker" for a piece of physical returned mail.
- The **Action** field indicates what action the post office took with that particular mailer. 'Waste' indicates that the piece was disposed of; 'Forwarded to new address' indicates that the piece was forwarded (because a forwarding address was found for that person – see the New Address fields for this forwarding address). Note that you will only see 'Forwarded to new address' for First Class mail – for Standard Class mail, because mail forwarding is not built into the rate, the piece will still be disposed of even if a forwarding address is found. You will, however, still receive the forwarding address via the New Address fields in the ACS file – so you can update your records accordingly, so they can receive future mailers.

Inventory Status



Check your inventory status by clicking the [Inventory Status](#) link on the left navigation menu. You can click the number in the *On Hand* column for an Inventory item to view a detailed transaction history.

FranklinFast

Logged in as John Doe | [Log out](#) Customer Number: FRA004 | Your Account Repr

Dashboard Upload Files Shipping Status Mail Tracking FranklinForward ACS Inventory Status FranklinFast Automation NCOA Results

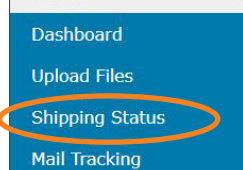
Inventory Status

Inventory Search FranklinFast

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Preview	Inv Id	Desc	On Hand	Low
None	SAMPLE0001	Double Window Envelopes	202639	50000
None	SAMPLE0002	Certified Windowed Envelopes	11705	4000

Shipping Status



Check your shipping status by clicking the [Shipping Status](#) link on the left navigation menu.

FranklinFast

Logged in as John Doe | [Log out](#) Customer Number: FRA004 | Your Account Repr

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Shipping Status

Job List Search FranklinFast

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Date	Job #	Job Name	Details
2/05/2018	00001	Certified Window Envelope	Details

Check shipping status including details such as arrival date and who signed for it.

FranklinFast

Logged in as John Doe | [Log out](#) Customer Number: FRA004 | Your Account Repr

Dashboard Upload Files Shipping Status Mail Tracking FranklinForward ACS Inventory Status

Shipping Details

Job# 00001: Certified Window Envelope

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Date	Description	Service Type	Tracking
2/08/2018	Proofs	Fed-X Priority Overnight	View

Proofs

000000000000 - FEDEX
Service: FedEx Priority Overnight
Location: 123 Sample St
Delivery: 02/12/2018 03:29
Signature: J.DOE

Proofing



Check your proof by clicking the [My Proofs](#) link on the left navigation menu.

NEW PROOFING SYSTEM!

Our online proofing portal gives you the power to review, annotate and provide feedback directly from your computer or mobile device through our website. Automated email updates will keep you and your team up to date on the status of your projects. Tracking multiple projects is simple thanks to our management dashboard. There is no need for any additional programs or anything extra to install.

Franklin Proofing was designed to make the review and approval process easy for you, but we rely on feedback from you to make the experience even better. If you have any feedback or suggestions please let us know. Our goal is to make viewing, checking, tracking and approving your projects as easy as possible.





REVIEW PROOF

← BACK TO DASHBOARD

SAMPLE MARKETING PC

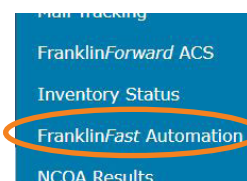
JOB NUMBER: 000000

STATUS: 🕒 OPEN

File	Type	Status	Revision	
 Sample Marketing PC.pdf	 Composite	🕒 OPEN	1	<div><div>VIEW</div><div>VIEW REVISION HISTORY</div></div>
 Test Data.zip	 Data	🕒 OPEN	1	<div><div>VIEW</div><div>VIEW REVISION HISTORY</div></div>

For more information about our new proofing system, visit - <https://portal.gofranklingo.com/proofing/help/guide.html>

Additional Services



FranklinFast Automation

FranklinFast Automation allows you to conduct a direct mail campaign right from your own computer 24/7! Visit <http://ereply.us/franklinfast.pdf> for more information