

PostalMate Feature List

Shipping Features

Multi-carrier rate comparison

The industry's best. Compares rates and delivery times for services from all carriers based on the shipment's destination, weight, dimensions, declared value and packaging, to find the best fit for your customer. PostalMate knows all the complex rules - so you don't need to.

International shipping

PostalMate handles the complexities of international shipments effortlessly, from validating postal codes for 200+ countries, to printing the required customs forms. Your customers will be impressed with your expertise.

Pro Pack

Packing can be extremely profitable, but also difficult and time-consuming—unless you use PostalMate's Pro Pack feature. It will figure out which materials to use, add in labor, and calculate what the shipment will cost after packing. You can charge your customer and do the actual packing later when time allows.

USPS mailing

Processing letters in PostalMate is lightning quick. And there's no need for an expensive separate postage meter. When you use PostalMate's Endicia Label Service interface, a label with postage will print. For all classes of mail, PostalMate knows the complex rules—so you don't need to.

Rate management

Being both competitive and profitable in retail shipping requires setting your rates just right. PostalMate gives you simple yet powerful rate-setting tools to give you complete flexibility. It also fully supports the various discount plans offered in our industry by the carriers.

Package receiving

PostalMate has the capability to accept HAL (hold at location) packages to drive more traffic to your store.

Drop-off processing

Processing drop-offs for any carrier takes just seconds in PostalMate, which also makes it easy to earn extra profits on taping, sealing, insurance and email notifications.

Insurance

You can offer profitable insurance options from the carriers and/or from third-party insurers. Just enter the declared value and PostalMate does the rest.

Emailed delivery notifications

For many services you can have emails automatically sent—with your store's branding and marketing—to notify customers when packages have been delivered. You can offer this as a free service, or you can use it as another profit center – Your choice.

Shipping labels

Fill out shipping labels by hand? Never! PostalMate communicates electronically with FedEx, UPS, DHL, USPS, LSO, On-Trac & Spee-Dee systems to generate approved "ramp ready" shipping labels. For USPS services, PostalMate can interface with the Stamps.com/Endicia Label Server to produce shipping labels with postage.

Address auto-complete

Address Auto-Complete uses advanced technology to find and select addresses as you are typing them in on the Ship To screen. This works for US and Canada addresses.

Stored addresses

One of the most time-consuming parts of shipping is entering recipient addresses. But with PostalMate you just enter an address one time, and then it's stored for future use. Your customers will love the convenience of having an "address book" at your store, and you'll benefit from reduced labor.

Address verification

You can avoid delivery problems and/or address correction charges with PostalMate's address Verification feature. Before shipping, domestic addresses can be instantly checked online to make sure that they're valid and properly formatted. For international addresses, postal codes are verified.

Carrier packaging options

FedEx, UPS, DHL, LSO and the USPS OnTrac all offer free branded packaging, and in many cases special rates and/or business rules apply. Sometimes both flat-rate and weight-based pricing is available, so it can get tricky. PostalMate sorts it all out for you and makes choosing the best option easy.

Add-ons

Most shipping services have available add-ons, such as signature options, that can earn you extra profits. PostalMate knows which add-ons are available for which services, and helps you to promote them.

Scale interface

Save labor and avoid errors. With your computer connected to one of the many supported electronic scales, you never have to enter a weight manually. Just drop a package on the scale and PostalMate reads, displays and uses the weight.

Reporting

Access to information is key to managing your business, and PostalMate contains a full array of reports that analyze shipping activities and profitability.

Carrier Bill Reconciliation

Gone are the days of pouring over bills from shipping carriers looking for possible overcharges. Or even worse, not doing that because it's so time-consuming and difficult. PostalMate has a special feature that makes the process easy—and saves you money.

Configurable user interface

PostalMate can easily be set up to match your working style. For example, you can set it to prompt you for address, dimensions, and so forth in sequential steps, or you can use the dashboard-style interface where you choose what you want to do and when. Or you can mix the two.

Point of Sale

Fully integrated point of sale (POS)

Shipping and mailbox transactions flow seamlessly into the POS register with no double entry. Shipping, POS and Mailbox Manager functions all share a single customer database.

Accounts receivable

In-house debit, credit, and invoice accounts are fully supported. Customizable account statements can be generated, and either printed or emailed.

Credit card processing

There are multiple built-in interfaces for credit card processing, so you have a variety of options. With TSYS/Cayan, customer card info can be stored for recurring use. We also support VeriFone PAYware Connect, Open edge, and Signapay.

Inventory management

All of your store's products, including packing materials, can be easily managed. The system can store an unlimited number of products, which can be assigned to an unlimited number of departments for accounting purposes.

QuickBooks Interface

Seamlessly import register day totals into QuickBooks Online. The QuickBooks interface is simple to set up with your existing QuickBooks Online account. You have options to post automatically when closing the register day, or manually at your convenience.

Sales & marketing tool

You can identify, and then generate marketing emails to your top, (or bottom), customers in sales, profit, or number of transactions, for any and all departments by date range.

Configurable user interface

For speed and ease of use, you can easily set up the main register to prominently display your most popular products and services, and most commonly used functions. Use of a bar code scanner will speed up transactions.

Emailed receipts

You can give your customers the option of getting their receipts via email instead of, or in addition to, a printed copy.

Reports

A full range of reports is available to assess where you're at on inventory, profit, transactions counts, accounts receivable, and much more.

Mailboxes

Mailbox inventory

Accommodates an unlimited number of virtual or physical mailboxes- up to four sizes. Separate rates can be set and for one, three, six and twelve-month terms for each of the sizes. Setup is easy. Keeps track of the status of each mailbox (rented, available, etc.).

Integrated with POS register

Mailbox Manager is built right into the POS register. When you begin a new mailbox rental or renew an existing one, the transaction flows right into the POS register, with no double entry. All pertinent information will appear on the receipt. And you can combine non-mailbox sales into the same transaction.

Rent notices

There are three separate notices, (Renewal, Past Due and Cancellation), and each can be generated at different times in the rental cycle as needed. You can define the title and text of each notice or use the defaults.

Mail forwarding

Often, boxholders will want you to forward their mail according to a schedule, or upon request, for a period-of-time, or even indefinitely. This is a nice profit center for stores and is handled easily by the Mailbox Manager.

Package notification

Process, manage, and keep records of incoming packages for mailbox holders and other customers. Send email notifications to let your customers know they have packages.

Boxholder notifications

Mailbox Manager also integrates with two different 3rd-party services that can send emails and/or texts to boxholders when they receive mail or packages.

Automatic proration

The system can automatically prorate the amount due to account for partial months when initially renting a mailbox, so you don't need to calculate it manually. It will also automatically set the proper due date if you offer one or more months free when opening a new mailbox.

Mailbox service options

You probably offer premium services such as 24-hour access, mail forwarding, email or text notification, and so forth. The Mailbox Manager lets you set up as many of these as you like, and to charge for them (or not) as desired.

USPS mailbox forms

If you rent mailboxes, the US Postal Service regulates you as a Commercial Mail Receiving Agency (CMRA). Compliance requires a completed 1583 form for each boxholder, as well as a CMRA Quarterly Report for your store. The Mailbox Manager automatically prepares and prints these for you. PostalMate can also print a customizable service agreement designed to communicate the relationship between your store and your mailbox customers.

Sales and Marketing

This feature gives you a fast and easy way to communicate with your mailbox customers. Alert them about changes in store hours, send special promotional messages, or share community news.

Fees and deposits

You can set separate rates for setup fees, service deposits, late fees and key deposits, and apply them automatically as appropriate.

More Features

Networkable with multiple computers

You can install PostalMate on up to seven computers in a single store location, and when networked, they share a common database. Transactions can even be transferred from one computer and recalled on another. There is no additional charge for networking.

Export and import data

Customer and shipping addressee records can be exported into spreadsheet format for use in marketing or other purposes. You can also import into PostalMate customer and shipping addressee records generated from other applications.

Employee time clock

A full-featured time clock is included to assist you in keeping track of employee hours. Optionally, employees can clock in and out via fingerprint reader.

Data privacy and security

You can protect sensitive information and operations from unauthorized use. Employees can be individually assigned different levels of access. Employees can log into secure areas with either a username and password, or via fingerprint reader.

Easy updates

Software updates are automatically downloaded to your computer and can be run at your convenience. At carrier rate change time, a simple wizard walks you through updating your retail rates. E-updates are delivered occasionally and require almost no interaction from you.

Touchscreen compatible

Shipping, POS and Mailbox transaction screens are all designed to be touchscreen friendly. On-screen keypads make it possible to do many kinds transactions without a keyboard.

Screen scaling

Transaction screens can be scaled up to fit most popular monitor resolutions, so that the application fills the screen. Text and controls get larger too, more readability and usability with touchscreens.

Customer-facing displays

If you have a separate monitor that faces your customers, you can have it display shipping, POS and mailbox transactions while in progress. When there is no transaction in progress it can display a slideshow that markets your products and services.

Configurable user interface

You can configure the PostalMate user interface to meet your needs and preferences.