



## Frequently Asked Questions (FAQs)

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### **Who is entitled to use the service?**

Anyone anywhere in the world with Internet access may use the [www.SuperLetter.com](http://www.SuperLetter.com) site to send letters to countries enabled on the SuperLetter site. The long term goal is to expand Superletter to most countries of the world.

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### **Do I require an e-mail address to use the service?**

The sender of a SuperLetter requires a valid e-mail address to complete the registration process. The recipient of a SuperLetter does not require an e-mail address to receive a SuperLetter as they receive a physical letter.

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### **How do I open an account?**

Go to [www.SuperLetter.com](http://www.SuperLetter.com) and click the [New Member] button and follow the easy-to-follow step-by-step instructions.

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### **How do I credit my account balance?**

If you have already used your 5 FREE letters you will need to Credit your account balance to allow you to send more letters.

To Credit (add money) to your account balance, select "Main" from the Menu Bar and then select "Purchase Credits". You may credit your account using a credit card – American Express, MasterCard, or Visa. You can credit you account in the following US dollar amounts - \$5, \$10, \$20, \$50, \$100, \$250, \$500. All but the \$5.00 amount will gain bonus credits. For example if your purchase a \$20 credit, your account will be credited \$22.50 (\$20 + \$2.50 bonus).

Once you have filled in your payment details and selected the credit amount, click [Continue]. If you used a AMX, MC, or VI credit card, you will be advanced to a Purchase Confirmation page. Once you have verified your payment information, click [Accept] to continue. A Credit Card Transaction Acceptance page will be displayed.

When your return to your Address Book your new balance will be displayed at the bottom.

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### **How do I enter a Recipient?**

Login to your SuperLetter account, In your Address Book click the [Add Address] button, select the recipient's Country and click [Continue]. Then enter the name and address details of the intended recipient, as indicated by the red arrows alongside the various boxes, then click on [Continue].

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### **How do I write a SuperLetter?**

In your Address Book check the box next to the desired Recipient(s), select the Composer to be used (1) default Standard Composer or (2) HTML Composer), then click [Compose Letter].

Next type or cut & paste your letter text into the Letter Body area. Note: The default Time & Date Stamp on the "Subject" line may be overwritten with your own text. When done, click [Continue].

On the Letter Review page, review your letter. If changes are required, click your Browser's [Back] button to return to the Letter Create page. When you are satisfied with the Letter Review page click [Add To Shopping Cart].

On the Shopping Cart page, you can:

- Review your letter by clicking on the  icon to the right of your letter.
- Delete you letter by checking the box to the left of the desired letter and then clicking on the [Delete Selected Letter] button.
- Return to your Address Book to compose another SuperLetter by clicking on the [Create Another SuperLetter] button.
- Send your letter by checking the box to the left of the SuperLetter you wish to send and clicking on the [Check Out] button.

An Order Confirmation page will then be displayed. It is highly recommended that you Print this page for your records, or record the Tracking Number. When done you can click the "Return to Address book" link

to return to your Address Book, click the “Log off” link to log off the site, or click the “Delivery Status” to go to the Delivery Status Report.

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### **What is the Delivery Status feature?**

This feature allows the sender of a SuperLetter to track the progress of a letter. There are 3 stages of delivery, they are:

Stage 1: Received at the SuperLetter server.

Stage 2: Letters downloaded to the SuperLetter Regional Print Office.

Stage 3: Letters have been Printed and Sent for Delivery through the local Post Office.

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### **How can I check the delivery status of a SuperLetter?**

To check your delivery status login to your SuperLetter account, then place the cursor over the Reports tab at the top of the screen, a drop down menu will appear, select ‘Delivery Status’, then click on ‘View Report’. The delivery status for SuperLetters you have sent will be displayed for 60 days. Please note that the system will not show when SuperLetters have actually been delivered to the recipient but when it was printed and forwarded for delivery.

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### **How do I change my personal details and/or password?**

To change your personal details and password you need to login to your SuperLetter account, and place the cursor over the 'Main' tab at the top of the screen, a drop down menu will appear; select ‘Profile’, then select 'Update your Profile'. Enter the new details and then click on [Continue].

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### **I've forgotten my password, what do I do?**

Log onto the SuperLetter site [www.SuperLetter.com](http://www.SuperLetter.com) and insert your e-mail address in the Username box and click [Forgot Password] button. Your password will be e-mailed to you. Note: Many email spam filters will send our email to your Spam or Junk folder so make sure your email filters are set accordingly. If you don't receive it within 24 hours please e-mail the SuperLetter Customer Care team by clicking the Help tab on the menu bar and selecting “Contact SuperLetter”.


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### **How do I change my e-mail address?**

To change your email address you need to login to your SuperLetter account, and place the cursor over the 'Main' tab at the top of the screen, a drop down menu will appear; select ‘Profile’, then select 'Update your Profile'. Enter your new email address and then click on [Continue]. Our server will now send an email, to your new email address, requesting that you confirm your new email address. To do this open the email and click on the link contained inside. A login page will appear where you are required to enter your new email address and your password in the boxes provided and click on [Continue]. The email is only used for email change confirmation. To login to your account on subsequent occasions go to [www.SuperLetter.com](http://www.SuperLetter.com) and enter your new Username (email address) and password and click [Login].

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### **How do I change Recipient details?**

To Edit an Address Book entry, click the [] icon to the left of the Recipient you wish to edit. Then click on “Edit Address Book Entry”. On the details page. Change the desired fields and click [Continue] when done. Note: If you wish to edit Recipient details and you still have SuperLetters in Stage 1 or 2 - simply create a “New Recipient” in your address book and begin using the new one to send SuperLetters. When all the SuperLetters from the previous address have cleared Stage 1 and 2-you can then delete the old address-however the Stage Report details for those SuperLetters will no longer display in your Delivery Status.

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### **How many pages of text can I send?**

You may send one A4 size page per SuperLetter.

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### **How long does it take to deliver a SuperLetter?**

SuperLetters are printed at least once each working day at each Regional Print Office and delivered to local Post Offices. SuperLetters are usually delivered within 48-72 hours.

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**Why does a SuperLetter take longer to arrive than an e-mail?**

A SuperLetter is actually a physical letter, which is printed out at the Regional Print Office and then delivered to local Post Offices. SuperLetters are downloaded and printed at least once a day.

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**Is there a limit to the number of SuperLetters that I can send each day?**

As long as they are sent to legitimate addressees there is no limit to the number that can be sent.

**Can I write to Recipients at Country not listed?**

No, SuperLetters can only be sent to the Countries listed.

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**Can I send a SuperLetter anonymously?**

No you can't, all users must be registered with the system. This ensures that only legitimate users have access.

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**Can I use SuperLetter to contact my bank or other commercial company?**

Yes. A SuperLetter may be sent to any valid SuperLetter BFPO number or civilian address.

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**Can I send a photo or image via SuperLetter?**

Yes. See "What is PhotoMail?"

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**I can't seem to use SuperLetter with my Apple Mac.**

Unfortunately the SuperLetter service is optimised for use with a PC but SuperLetters can be sent if Mac OSX is being used. The user has to use Omni Web and in preferences select Internet Explorer v5 or v6.

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**My connection disconnects (times out) before I finish my letter. What do I do?**

This can be caused by your ISP (Internet Service Provider) or your computer security settings. Some ISPs do not recognise that you are typing a letter on SuperLetter and the ISP assumes that the connection is inactive. It will automatically disconnect to reduce your telephone bills. The best way to avoid this happening is to consider compose your letter offline on your PC in any Word Processor such as MS-Word, WordPad, Notepad, etc, and then login into your SuperLetter account and cut & paste your letter into the letter creation page.

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**What happens if my connection is cut whilst I am composing a SuperLetter?**

If your connection is cut for some reason check that you have a reliable ISP and that the connections settings allow you adequate time online. Anything you have written when the connection is cut will be lost. If this is a frequent problem then consider composing your letter offline on your PC in any Word Processor such as MS-Word, WordPad, Notepad, etc, and then login into your SuperLetter account and cut & paste your letter into the letter creation page.

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**What is PhotoMail?**

PhotoMail is a new option provided by SuperLetter.com allowing one to create a real direct mail campaign to market/brand ones company domestically and/or globally using full color photos, personalized letters, signature, company logo, create address book or upload mailing list into your address book and use your company mail indicia. Right from your desk top!

Or on a personal level one can send a real letter with a beautiful full color photo to family and friends.

- No need for stationary, envelopes or postage
- No need to enter them into the mail
- No need to deal with or wait for Online and/or local graphic print shops
- No minimum quantities required
- You are in complete control of the look, when your mail piece or pieces are created and sent to its final destination.

- Your PhotoMail is out put as a printed, folded, sealed secure letter on a beautiful 100 pound white satin paper at an output post closest to the final destination of your photomail eliminating the slow speed of the traditional postal delivery infrastructure.

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#### **How do I enable PhotoMail?**

To enable your account click "PhotoMail" on the menu bar and then select "Enable PhotoMail".

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#### **Where can I view PhotoMail end-product samples?**

Yes. To view sample templates click on "Photomail" on the Menu bar and select "View Sample Templates". The viewable templates indicate photo, letter, signature, logo and address area placements.

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#### **Am I limited to a font and size?**

No. You are not limited to font and/or size. Click on [Compose Letter] in your address book to view a variety of fonts and sizes.

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#### **What design features does PhotoMail have?**

PhotoMail allows you to design your own photo/graphic layout and to upload it into the photo/graphic image area or simply upload a photo right from your desktop. The image will need to be saved as a jpeg and/or gif image for best results save at a resolution of 150. You can also cut and paste your letter into the letter composer and/or create or further customize your letter in the compose letter window using a variety of fonts, font sizes font design features, personalize letter, add signature and company logo.

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#### **Can I cut and paste from MS word?**

Yes you can cut & paste from MS-Word into the letter area on the Letter Composition page.

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#### **What are the mechanical specifications, Image and Copy Area?**

Both the photo and image areas are 7 ¼" w x 4 ½ "h.

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#### **Can I create a direct Mail campaign using PhotoMail?**

Yes. PhotoMail is a new option provided by SuperLetter.com allowing one to create a real direct mail campaign to market/brand your company domestically and/or globally using full color photos, personalized letters, signature, company logo, create address book or upload mailing list into your address book and use your company mail indicia. All right from your desk top!

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#### **What is the maximum pieces I can send?**

The is no limit to the number of pieces you can send.

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#### **Is their a minimum order?**

No. Letter can be sent One at a time or in multiples.

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#### **Can I upload my mailing List?**

Yes. SuperLetter provides a features that allows you to Import your existing mailing list into your SuperLetter Address Book. From the Menu Bar select "Options" then select "Import Recipients". On the next screen select the [Browse] button and browse your local PC and select the TAB delimited TXT file containing the list of Recipients in one of the two following formats:

- Format 1 (A|First Name|Last Name|Address 1|Address 2|City|State|Zip|!!)
- Format 2 (A|FullName|First|Middle|Last|Prefix|Company|Address 1|Address 2|City|State|Zip|Email|!!)

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#### **Can I "Group" my Address Book entries?**

Yes. You can create "Group" Names and assign Recipients to then when Adding or Editing Address Book Entries. This will allow you to "Search" and select Recipients by Group Names. This is extremely useful when you wish to send a single letter to multiple Recipients (i.e., a newsletter or promotional flyer).

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### **Can I send out the same PhotoMail to my mailing List?**

Yes. You simply select multiple Recipients from your Address Book, Compose your letter, then Send your letter.

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### **Does PhotoMail have personalization capabilities?**

Yes. First you can upload and store a file in your account containing your digital signature. This digital signature can be appended to your letters. Also, on the Letter Composition page there is an option that allows you to start each letter with "Dear [Firstname] [Lastname]," You can further personalize your letter by uploading your company logo which will be printed on the outside of your letter next to the Recipient Address.

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### **How do I add a photo?**

On the Letter Composition page click the "Add Photo to Letter" link. This will open several dialog windows that allow you to Browse your local PC and select and upload a JPG or GIF image file containing your photo.

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### **How big can the photo be?**

You can browse your PC and insert any photo of any size. The photo print area on your e-blue is a maximum of 7 ¼" w x 4 ½" h. Photos less than 7 ¼" w x 4 ½" h will be printed in the actual size. Photos larger than 7 ¼" w x 4 ½" h will be reduced proportionately to fit as closely as possible to 7 ¼" w x 4 ½" h.

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### **What will happen if my photo is too big?**

Photos larger than 7 ¼" w x 4 ½" h will be reduced proportionately to fit as closely as possible to 7 ¼" w x 4 ½" h.

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### **What will happen if my photo does not fill the image area?**

Photos less than 7 ¼" w x 4 ½" h will be printed in the actual size.

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### **Am I limited to a horizontal photo or can it be vertical also?**

Your photos can be either horizontal or vertical. Vertical photos will be rotated 90 degrees to fill as much of the 7 ¼" w x 4 ½" h photo area as possible.

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### **What type of photo file is required?**

You can upload either JPG or GIF image files.

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### **How do I add a Signature, can I change signature at anytime?**

You can upload a file containing a digital image of your signature. On the Address Book page, click on "Options" on the NavBar and select "Add Signature". Next, click the [Browse] button and browse your local PC and select the jpg, gif, or bmp file containing your digital signature and click [Add New Image]. Note: the digital signature can be a maximum size of up to ½" x 1". The digital image of your signature will be stored in your account until you delete it and/or upload a new digital signature file.

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### **How do I add a Logo, can I change logo at anytime?**

You can upload a JPG, GIF, or BMP image file of your Logo anytime. Click the "Options" tab and select [Add Logo]. On the next screen click the [Browse] button and browse your local PC and select the jpg, gif, or bmp file containing your Company Logo and then click [Add Image]. The next screen will display the Company Logo you selected under the heading "Current Image on file". Note: Your company logo should be no larger than 2" x 2". Your logo image file will be stored in your account until you delete it and/or upload a new image file.

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### **How do I add a Stamp Indicia?**

Click the "Options" tab and select [Add Postage Stamp]. On the next screen click the [Browse] button and browse your local PC and select the jpg, gif, or bmp file containing your Postal Permit Indicia (must be 1" x 1") and then click [Add New Image]. The next screen will display the file you Added under "Current Image on file".

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**What is a stamp Indicia?**

A Stamp Indicia is a file containing a digital representation of a Postal Permit issued by the USPS. This is printed on each letter in place of an actual Stamp and each letter mailed and processed by the USPS will be billed to your USPS account accordingly.

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**How do I Import a List of Recipients?**

Yes. SuperLetter provides a features that allows you to Import your existing mailing list into your SuperLetter Address Book. From the Menu Bar select "Options" then select "Import Recipients". On the next screen select the [Browse] button and browse your local PC and select the TAB delimited TXT file containing the list of Recipients in one of the two following formats:

- Format 1 (A|First Name|Last Name|Address 1|Address 2|City|State|Zip|!!)
- Format 2 (A|FullName|First|Middle|Last|Prefix|Company|Address 1|Address 2|City|State|Zip|Email|!!)

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**How safe is my Mail list on the SuperLetter Server?**

Your Mail list is stored in a MySQL database server situated in a world class hosting facility in Texas. Servers are situated behind an elaborate switching system safeguarding them from unauthorized access.

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**Can I output a sample to review before sending?**

Yes. After selecting your Recipient(s) and Composing your letter a Letter Review page will be displayed. On the Letter Review page, the [Print Preview] button to preview how your letter will appear when printed.

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**Where Can I down load the user guide?**

On the Menu Bar select "help" then select "SuperLetter User Guide". The User Guide will be displayed in Acrobat Reader where you will have the options of Printing the Guide or Saving it to your local PC. You can also download a copy of the User Guide from the [www.superletter.biz](http://www.superletter.biz) site by selecting "Presentations" from the Menu Bar.

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