

# **Pitney Bowes SendPro Enterprise Integration**

**Certified Mail Updates  
Court of Common Pleas and 10<sup>th</sup> District Court of Appeals**

# Introduction

The Franklin County Clerk of Courts will be implementing Pitney Bowes' new certified mail solution, **SendPro Enterprise**.

This PowerPoint Presentation outlines the changes users can expect to see once we go live with **SendPro Enterprise**, which is currently set for **December 16, 2024**.

# SendPro Enterprise Changes


- ***SendPro Enterprise* Certified Mail Coversheet**
- **Certified Mail Envelopes**
- **Proof of Issuance (POI) for Certified Mail**
- **USPS Address Validation Tool**
- ***Service Error: Invalid Certified Mail Address* Form**
- ***Sample Service Error: Certified Mail Address* Form**
- **Application Views of Docket with Invalid Address**
- **Notice to Filer**
- **USPS Signature Page**

# SendPro Enterprise: Certified Mail Cover Sheet

A Certified Mail Cover Sheet will print any time United States Postal Service (USPS) certified mail service is requested and generated through the Clerk of Courts office. As shown later, this cover sheet will provide all of the information needed for certified mail service for the outgoing service packet, and it will be docketed to the case to show proof that certified mail was issued as requested by the filer.

Here are some additional changes to note:

- **New return address** that now lists the Division/Court from where the Certified Mail originated
- **Date of the Service Request** – previously, this was exclusive to Domestic and Juvenile
- **Service Item Code** – describes primary document to be served in the service packet; previously, this was not printed on the service envelope

MARYELLEN O'SHAUGHNESSY FRANKLIN COUNTY CLERK OF COURTS APPEALS DIVISION 373 SOUTH HIGH STREET 23RD FLOOR COLUMBUS OHIO 43215	USPS CERTIFIED MAIL  9414 8149 0350 3866 0125 98 ***FORWARDING SERVICE REQUESTED***
MORTGAGE ELECTRONIC REGISTRATION SYSTEMS C/O CT CORPORATION SYSTEM 4400 EASTON COMMONS WAY SUITE 125 COLUMBUS, OH 43219	
23AP000498 HENDE E ADDR: 2 68390 RYAN ZERBY 10/10/2024 SERVICE ITEM CODE 01 - COMPLAINT/SUMMONS	
TEST	
23AP000498HENDE 202410090004	

# SendPro Enterprise: Certified Mail Envelopes

The Clerk of Courts will transition from a printed envelope, as seen below on the left, to a cover sheet that will be visible through a windowed envelope, as seen below on the right. Envelope size will vary based on the size of the service packet.

## SendSuite Live Certified Mail Envelope



## New SendPro Enterprise Certified Mail Envelope



# SendPro Enterprise: Proof of Issuance (POI)

A “Proof of Issuance” (POI) is docketed for each certified mail service request once the certified mail envelopes are processed and delivered to the County’s mail room. An image of the old POI is on the left. The new POI, on the right, will be a copy of the new Certified Mail Cover Sheet. This new POI will be imaged and docketed to the case just as the old POI was.

## SendSuite Live POI

FROM  
MARYELLEN O'SHAUGHNESSY  
FRANKLIN COUNTY CLERK OF COURTS  
373 SOUTH HIGH STREET  
COLUMBUS, OHIO 43215-4579

CERTIFIED  
MAIL  
RECEIPT

10/15/24

LVADORI JL  
VS LEGAL VIA ZENI  
VS ROK 270  
TR 11LY: ZZ  
99999

24CV-10-7848 H  
EVANSTON INVESTMENTS  
VS  
SALVADORI SRL

SERVICE ITEM: 01  
ORIGINAL SUMMONS

CERTIFIED  
NUMBER  
9214890119 522809187662

CIV354

## SendPro Enterprise POI

MARYELLEN O'SHAUGHNESSY  
FRANKLIN COUNTY CLERK OF  
COURTS  
APPEALS DIVISION  
373 SOUTH HIGH STREET  
23RD FLOOR  
COLUMBUS OHIO 43215

USPS CERTIFIED MAIL

9414 8149 0350 3866 0125 98

\*\*\*FORWARDING SERVICE REQUESTED\*\*\*

MORTGAGE ELECTRONIC REGISTRATION  
SYSTEMS  
C/O CT CORPORATION SYSTEM  
4400 EASTON COMMONS WAY  
SUITE 125  
COLUMBUS, OH 43219

23AP000498 HENDE E ADDR: 2  
68390 RYAN ZERBY  
10/10/2024  
SERVICE ITEM CODE: 01 - COMPLAINT/SUMMONS

TEST

23AP000498HENDE 202410090004

# USPS Address Validation Tool

Pitney Bowes' SendPro Enterprise utilizes the USPS Address Validation tool. This tool will validate an address based on the city, state, and zip code before generating a certified mail tracking number in order to reduce wasted postage.

Addresses that are input as "unknown" or that have mismatching city, state, or zip code information will not generate a certified mail tracking number and will not be sent for delivery.

"Unknown" addresses are most frequently used in two circumstances:

1. There is a known, named party to the case, yet their whereabouts are not known to another party to the case who is attempting service of pleadings; or
2. A fictitious name, such as John Doe or Jane Doe, is used as a placeholder in the case when the name of a potential party is not yet known. The complaint can later be amended with an actual name should the party's identity become known.

In either situation, attempting certified mail service to an unknown address or upon an unknown party is not required by the Rules of Civil Procedure.



# USPS Address Validation Tool

## USPS Tool Highlights


- Certified Mail with any combination of invalid city, state, or zip will cause a service error.
- The following city, state, and zip code inputs are no longer valid for Certified Mail: **Unknown, ZZ, 11111 or 99999.**
- USPS Address Validation Tool Fields:
  - **City**
    - Must be a valid City within the selected State.
  - **State**
    - Requires a valid two-letter state abbreviation that is contained in the USPS validation table. There are 65 valid states/US Provinces including: District of Columbia (DC), Guam (GU), Puerto Rico (PR), etc.
  - **Zip Code**
    - Must be a valid zip code associated with the listed city and state.



# Service Error: Invalid Certified Mail Address

When certified mail service is requested and a certified mail cover sheet does not generate from the SendPro Enterprise system, the Clerk of Courts will determine which case and service request contained the invalid address.

The ***Service Error: Invalid Certified Mail Address*** form will be generated by the Clerk and docketed to the case to alert the court and the filer that the certified mail service was not issued as requested. Please note that this is not the same as certified mail delivery “failing” or being “unsuccessful” as determined by the USPS, which in some circumstances is legally significant and would allow the sender to attempt service by another method.

	<b>The Honorable Maryellen O'Shaughnessy</b> Franklin County Clerk of Courts
SHIPPER REFERENCE: <input type="text"/>	DATE: <input type="text"/>
SERVICE ERROR INVALID CERTIFIED MAIL ADDRESS	
THE FOLLOW REQUEST FOR CERTIFIED MAIL DID NOT GENERATE DUE TO AN INVALID ADDRESS (CITY/STATE/ZIP DO NOT MATCH).	
ADDRESSEE:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
ADDR: <input type="text"/>	
DATE: <input type="text"/>	
ATTORNEY/PRO SE:	<input type="text"/> <input type="text"/>

# Service Error: Invalid Certified Mail Address



**The Honorable Maryellen O'Shaughnessy**  
Franklin County Clerk of Courts

SHIPPER REFERENCE:	DATE:
24CV003839BATH 202410070007	2024-10-24

**SERVICE ERROR**  
**INVALID CERTIFIED MAIL ADDRESS**

THE FOLLOWING REQUEST FOR CERTIFIED MAIL DID NOT GENERATE DUE TO AN INVALID ADDRESS (CITY/STATE/ZIP DO NOT MATCH).

ADDRESSEE:	BRYAN B. BATH		
	123 ADDRESS LINE		
	COLUMBUS	IL	999990000
ADDR: 1			
DATE: 2024-10-07			

ATTORNEY/PRO SE:	CHRISTOPHER M. COOPER	BAR#
		000028970

## Franklin County Justice System (FCJS)

Application  
Views:  
Invalid  
Certified Mail  
Address

```
MARYELLEN O'SHAUGHNESSY - CLERK OF FRANKLIN COUNTY COMMON PLEAS COURT
II21          CIVIL DIVISION - CASE ACTION INQUIRY
TOP OF FILE - PAGE FORWARD

                                JURY DMD
CASE: 21 CV 600   CATEGORY: C   O/P/B:   DATE:   SPEC CAT:
TITLE: STEPHANIE JEAN SCHANZ ET AL -VS- JAMES BOYERS ET AL
FILING DATE: 012821 ASSIGNED LOCATN: 7B   MULT PLT: Y MULT DEF: Y
CASE STATUS: LEGAL: CLO FINANCL: ACT   CAUSE: PERSONAL INJURY
LINE #:   FUNCTION: (1-INQ, 2-ACTIVATE, 3-INACTIVATE, 4- IMAGE)
          DATE SUB# ACTN DESCRIPTION RED LINE# = IMAGE ...MORE
01 102424 0002 9200 NOTICE
    OF INVALID ADDRESS MAILED
03 102424 0001 6411 SVC ERR-INV CERT ADD 51
04 102224 0012 5410C REQ FOR SERV - CERT 01 P NICHOLAS SCHANZ
05 102224 0011 5410C REQ FOR SERV - CERT 01 D UNITEDHEALTHCARE OF OHIO INC
06 102224 0010 5410C REQ FOR SERV - CERT 01 D GEICO CHOICE INSURANCE COMPANY
07 102224 0009 5410C REQ FOR SERV - CERT 01 N DENNIS C. MAHONEY
08 102224 0008 5410C REQ FOR SERV - CERT 01 N LOUIS R. MOLITERNO
09 102224 0007 8883 CHANGE OF ADDRESS P NICHOLAS SCHANZ
10 102224 0006 5410C REQ FOR SERV - CERT 01 P NICHOLAS SCHANZ
11 102224 0005 8883 CHANGE OF ADDRESS D UNITEDHEALTHCARE OF OHIO INC
12 102224 0004 5410C REQ FOR SERV - CERT 01 D UNITEDHEALTHCARE OF OHIO INC

OPERATOR ID: JES8          PF12 - PARTIES
MA b 05/009
```

# Application Views: Invalid Certified Mail Address

## Case Information Online (CIO)

### CIVIL CASE DETAIL

[Previous Case](#)

CASE NUMBER	TYPE of CASE
21 CV 000600	PERSONAL INJURY
JUDGE	COURTROOM
SHERYL K MUNSON	COURTROOM 7B 345 SOUTH HIGH STREET 7TH FLOOR COLUMBUS, OH 43215

PLAINTIFF(S)	
Name	Attorney
+ STEPHANIE JEAN SCHANZ	RYAN ZERBY
+ NICHOLAS SCHANZ	DENNIS C MAHONEY

DEFENDANT(S)	
Name	Attorney
+ UNITEDHEALTHCARE OF OHIOINC	NO ATTORNEY ON RECORD
+ GEICO CHOICE INSURANCE COMPANY	LOUIS R MOLITERNO

CASE SCHEDULE	
Date	Description
01/28/21	CASE FILED
	INITIAL STATUS CONFERENCE
06/17/21	INITIAL JOINT DISCLOSURE OF ALL WITNESSES
08/12/21	SUPPLEMENTAL JOINT DISCLOSURE OF ALL WITNESSES
11/04/21	DISPOSITIVE MOTIONS
11/18/21	DISCOVERY CUT-OFF
12/30/21	DECISIONS ON MOTIONS
01/13/22	FINAL PRE-TRIAL CONFERENCE/ORDER (OR BOTH)
02/01/22	TRIAL ASSIGNMENT

DOCKET		Show All Descriptions <input type="checkbox"/>	Select Docket Category <input type="text" value="All"/>
Date	Description		
- 10/24/24	NOTICE		
	OF INVALID ADDRESS MAILED		
+ 10/24/24	SERVICE ERROR - INVALID CERTIFIED MAIL ADDRESS		
+ 10/22/24	REQUEST FOR SERVICE - CERTIFIED MAIL		
+ 10/22/24	REQUEST FOR SERVICE - CERTIFIED MAIL		
+ 10/22/24	REQUEST FOR SERVICE - CERTIFIED MAIL		
+ 10/22/24	REQUEST FOR SERVICE - CERTIFIED MAIL		
+ 10/22/24	REQUEST FOR SERVICE - CERTIFIED MAIL		

# eFlex Electronic Filing System

Application  
Views:  
Invalid  
Certified Mail  
Address





Case Number: 21CV000600

STEPHANIE JEAN SCHANZ ET AL -VS- JAMES BOYERS ET AL

Opened: 01-28-2021  
Case Type: PERSONAL INJURY    Status: CLOSED    Judge: SHERYL K MUNSON

[+ Show/Hide Participants](#)

File Date	Case History
10-24-2024	<div><div>NOTICE</div><div>Reference: CV.UP001.A1.1</div><div>NARRATIVE: OF INVALID ADDRESS MAILED</div></div>
10-24-2024	<div>+ SERVICE ERROR - INVALID CERTIFIED MAIL ADDRESS</div>
10-22-2024	<div>+ REQUEST FOR SERVICE - CERTIFIED MAIL</div>
10-22-2024	<div>+ REQUEST FOR SERVICE - CERTIFIED MAIL</div>
10-22-2024	<div>+ REQUEST FOR SERVICE - CERTIFIED MAIL</div>
10-22-2024	<div>+ REQUEST FOR SERVICE - CERTIFIED MAIL</div>
10-22-2024	<div>+ REQUEST FOR SERVICE - CERTIFIED MAIL</div>



# Notice to Filer

- In addition to the docketing of the ***Service Error: Invalid Certified Mail Address*** action code to the docket, filers will also receive a copy of the ***Invalid Certified Mail Address*** form (or a similar notice) in the mail to alert them of the error.



The Honorable Maryellen O'Shaughnessy  
Franklin County Clerk of Courts

SHIPPER REFERENCE:	DATE:
21CV000600BOYER 202410220006	2024-10-24

## INVALID CERTIFIED MAIL ADDRESS SERVICE ERROR


THE FOLLOWING REQUEST FOR CERTIFIED MAIL DID NOT GENERATE DUE TO AN  
INVALID ADDRESS (CITY/STATE/ZIP DO NOT MATCH).

+	ADDRESSEE:	NICHOLAS S. ANZ	
		UNKNOWN	
		UNKNOWN	999990000
	ADDR: 2		
	DATE: 2024-10-22		

ATTORNEY/PRO SE:	RYAN ZERBY	B. #
	BAILEY LAW OFFICES	00006 390
	28 N MAIN STREET	
	KENTON	OH
		433260000

# USPS Signature Page

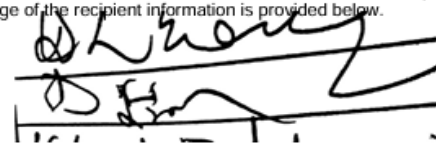
- Information pertaining to the Certified Mail/RRE item number, date of delivery, time of delivery, and city, state, and zip code remain unchanged.
- Signature section remains unchanged.
- What has changed?
  - **Account name.** There is a new reference to **PB SPE** (Pitney Bowes SendPro Enterprise)
  - **Customer Reference number elements:**
    - **Case number**
    - **Case name** (the first 5 letters of the first party's last name)
    - **Date of service request**
    - **Sub #** (numbering system for internal users designating each item docketed on a specific date)


 **UNITED STATES  
POSTAL SERVICE**

Date Produced: 08/12/2024

**FRANKLIN COUNTY CLERK OF COURTS PB SPE:**

The following is the delivery information for Certified Mail™/RRE item number 9414 8149 0350 3866 0060 47. Our records indicate that this item was delivered on 08/09/2024 at 12:22 p.m. in MARYSVILLE, OH 43040. The scanned image of the recipient information is provided below.

Signature of Recipient : 

Address of Recipient : 

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,  
United States Postal Service

The customer reference number shown below is not validated or endorsed by the United States Postal Service. It is solely for customer use.

Customer Reference Number: **24AP307** **TEST** **20240715** **003**



# Thank you

If you have further questions regarding these changes,  
please contact the Division you plan to file with.

<https://clerk.franklincountyohio.gov/contactus>