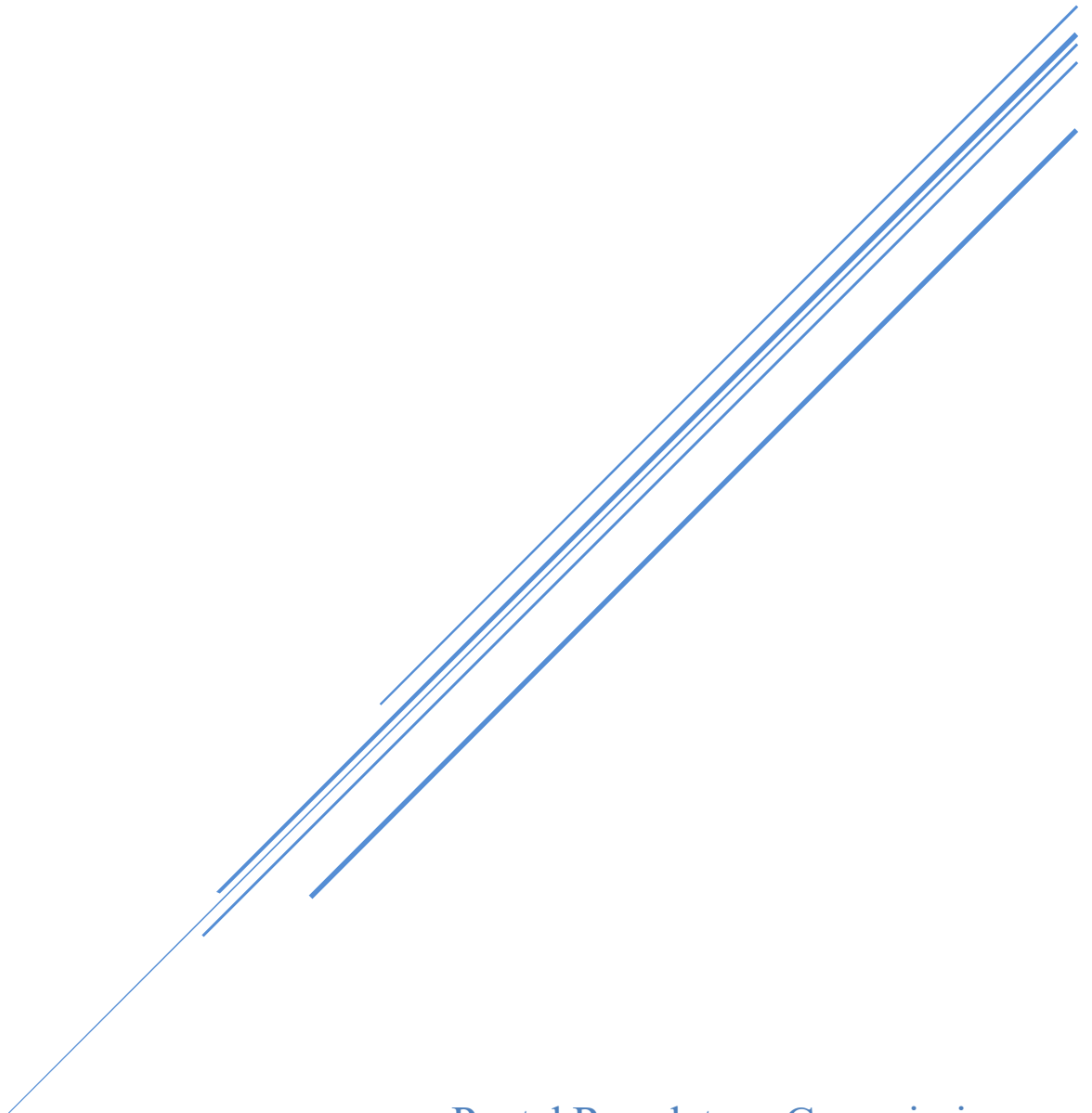


FILING ONLINE

User Guide for the Postal Regulatory Commission's
Electronic Docketing System



Postal Regulatory Commission

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User Guide to Filing Documents Online

The Commission's electronic docketing system permits registered account holders to file documents with the Commission between the hours of 8:00 a.m. EST and 4:30 p.m. EST. The electronic docketing system allows for documents to be upload and filed with the Commission electronically.

All submissions must follow the Commission's Rules of Practice set forth in 39 CFR Part 3010. Any filing that does not comply with an applicable Commission rule or order may be rejected. 39 CFR § 3010.123. Any filing that is rejected is deemed not to have been filed with the Commission. Please review the Rules of Practice prior to filing online.

Getting Started

How do I file documents online?

Before you can electronically file a document with the Commission, you must apply for a filing account at <https://www.prc.gov/filingonline/accounts>. Commission rules require that both participants and persons serving as a participant's representative in a Commission proceeding be account holders or provide a waiver. See [39 C.F.R. Chapter III, Subchapter C, Part 3010.121](#).

How do I set up a Filing Online account?

There are two types of accounts: Temporary and Permanent.

Temporary account: A temporary account is appropriate for individuals who wish to file one-time and will not be repeat participants in Commission proceedings; they may also be used while a permanent account application is pending. Temporary accounts require establishing a username and password and will lock after 35 days. The temporary account application may be found [here](#).

Permanent account: A permanent account is appropriate for extended participation in a proceeding beyond 35 days or if you are an individual who will be filing documents regularly with the Commission. The permanent account application must be downloaded from the [Filing Online Accounts page](#). This application should be completed, electronically signed by the applicant, and emailed to dockets@prc.gov. Within 3 business days of receipt by the Commission, new account holders' temporary accounts will be switched to permanent – or re-opened, if you apply after the 35-day temporary account has locked.

Both temporary and permanent accounts require a username and password. The current electronic docketing system does not provide the ability for you to reset your own password at this time.

If you encounter password difficulties or if you forget your username or password, please DO NOT open a new account – instead, call Docket Section staff at (202) 789-6847 or (202) 789-6800 and select Option 2 to leave a message for the staff member on duty. Docketing staff will

provide a temporary password to you, so that you can access your account. Later, you can go into the “Profile” section of your account and choose your own, more memorable password.

How do I file as a representative or agent?

If you wish to file documents as an “Agent,” then be sure that both you and the person on whose behalf you are filing have both applied for Permanent Accounts – the other person will be the “Principal Account Holder.” See the [“How do I designate an agent?”](#) section below for more details.

Can I simply share my comments about a postal matter with the Commission without a Filing Online Account?

If you want to make informal comments without having your name attached and without having the comments posted publicly to the Commission website, or if your comments are not associated with a particular docket, then please contact the Commission’s [Office of Public Affairs and Government Relations](#).

If you wish to file formal, public comments in a particular docket in response to a Commission Request for Comments, see the [“How do I file documents online?”](#) section above.

Filing Online with the Electronic Docketing System

After becoming an account holder, you can access the Filing Online Login page by clicking the Filing Online link located at <https://www.prc.gov/filingonline/login>. You may then file documents or comments in any docket.

All filings must contain at least one PDF (portable document format) document. Account holders must log in and fill out information related to the filing, upload documents, and submit their materials between the hours of 8:00 a.m. ET and 4:30 p.m. ET.

If you have other related or corresponding documents to be included separately such as library references or protected materials, you must file (or electronically transfer) both those files and any cover letters/notices completely by 4:30 p.m. ET or they will be posted the next business day.

Steps to submit a filing online

1. Log in to your account at <https://www.prc.gov/filingonline/login>.
2. Select “Create Filing Record” from the Filing Online banner.
3. For existing dockets, select a docket number and check the filing party.
4. If the appropriate docket number or party isn't listed, or you wish to create a docket, enter the information in “Comments” box. *Please see the Commission’s regulations for dockets that may be filed with the Commission. Failure to comply with the regulations will result in your document or docket being rejected.*
5. Select the Principal Account Holder authorizing the filing (this should default to your name if you are not filing on another’s behalf).
6. Enter the document title. You may want to cut and paste the title from the actual document. Document titles are limited to 40 characters.

7. Use the “Upload Files from Computer” button to attach the electronic file containing the host document and any additional files. Be sure that your host document is a PDF - if you are starting from a word processing file, save your document on your computer as a PDF before uploading.
8. Click the “Proceed with Filing” button to bring up the confirmation page.
9. Double-check the record information and all documents for errors and click “Submit.”

NOTE: Your document is not filed until you have received a Filing Online Receipt. Ensure that there are no more “Submit” buttons before you leave the Commission’s website.

What electronic files should I include when submitting my filing?

At a minimum, each filing must include one PDF, which will serve as the original or “host document.” You should be able to convert your file to a PDF while saving in your computer’s word processing program. Copies of the document in its native word processing format are welcome as are any supporting spreadsheet or data files.

The document I’m filing consists of several word processing files. Do I need a PDF for each one?

Yes, all of the text portion of the document must be provided in PDF format. Spreadsheet or data files included in the body or appendices of the host document can also be converted to PDF before uploading but is not required. You should save these documents as PDFs on your computer before preparing to upload them into the Filing Online system. Multiple PDFs can be combined using the “Assemble PDFs” button.

Does the way I name my files matter?

Before uploading and when saving your document, please give your file a descriptive name. This should include the docket number, the filing party, and any other useful specifics about the document (for instance, “CHIR No 1 Response). Please note that there is a 40-character limit on file name length, and characters such as &, %, #, commas, and double periods generate system errors.

Assembling PDFs in the Electronic Docketing System

How do I combine multiple PDFs?

To combine PDFs attached to a filing record or in the Holding Area, click the “Assemble PDFs” button. On the Assemble PDFs page, select the combination order using the pull-down boxes, enter a file name, and click the “Assemble PDFs” button. A new PDF will be created.

How do I delete pages from a PDF?

Please delete the specific, desired pages from your PDF file **before** you upload it to the Dockets system and save the file under a new name. You can do this by going into the “Tools” tab of your PDF and clicking on the “Organize Pages” function.

If you do not have this ability in your PDF program, you will have to delete the unwanted pages from your word processing document and save a new version to upload.

Non-Public Information

Parties must redact all non-public or personally identifiable information prior to filing documents with the Commission. The Commission's Docket Section staff are not responsible for reviewing or redacting non-public information or personally identifiable information from documents filed with the Commission.

Filing Online FAQ

Does Filing Online work with every browser?

If www.prc.gov is not working on your browser of choice, please try a different browser.

How do I view the status of my filings?

Your Commission filing account's homepage features a blue box on the left side of the screen: click on "User Activity" to go to that section of your account. You may also go directly to the "User Activity" page by clicking on "Filings in Progress" from your "Welcome" homepage.

On the "User Activity" page, the "Holding Area" shows documents that you may have uploaded and saved mid-progress in the last seven days.

The "Filings in Progress" section shows filings begun but not yet submitted to the Commission that are still available for you to edit - there is no time limit on these.

The "Submitted Filings" section includes all filings filed during the last seven days and features the exact time of each submission under the "Date Stamp" column. After you submit your filing, its status will remain as "pending" until Docket Section staff review it. If approved, the filing's status will show as "approved."

What is the Holding Area?

The Holding Area is a place for you to upload and compile files without creating a filing record. It can be used to keep files that need to be added to multiple filings. Files older than seven days are automatically cleared from the Holding Area.

What is the difference between a Principal and an Agent Account?

A Principal Account is designed for users who assume responsibility for the contents of material being submitted and authorize its submission. As proof of this, their name and/or signature are on the document(s).

Agent Account Holders may submit filings on behalf of a Principal Account Holder, but only after they are officially designated as an agent. When filing, agents will see the Principal Account Holder's name as an option under the "Authorized By" dropdown box. See ["How do I designate an agent"](#) below for more details. An Agent Account Holder may also file documents in their own name, so long as their name appears on those documents as a signatory.

Both Principal and Agent Account Holders may act as agents.

Why would I want an Agent Account?

An Agent Account is particularly useful in an office where an assistant or other subordinate often makes the final preparations for filing a document on their supervisor's behalf. The Agent Account Holder can submit filings on behalf of all of the supervisors who have designated them as an agent without logging in under different usernames. This is also helpful in an office where multiple attorneys will be working on, and filing, one document together – they can file for one another if someone is out of the office. All Principal Account Holders can also access the filings they have authorized.

If you have an Agent account and would like to switch to being a Principal Account Holder, fill out the PDF form located at <https://www.prc.gov/sites/default/files/application.pdf>. You may email your application to dockets@prc.gov and/or mail your signed copy to the [Commission's street address](#), to the attention of the Docket Section.

How do I designate an agent?

Only a Principal Account Holder can designate agents.

1. First ensure that the Principal has already established an account with the Commission.
2. Next, the Principal must log in to their account, and select either “Edit Profile” from the blue box on the left or “Update Profile on the Filing Online page.
3. Then in the section labeled “Add New Agent,” the Principal enters the username of the Account Holder to be designated as the Agent.
4. After clicking the “Add Agent” button, the person's name and username will appear in that section.

You can easily remove an agent by clicking on the “Remove” button next to that agent's name.

Electronic Dockets Troubleshooting

I forgot my password. What should I do?

DO NOT open a new account. If you forgot your password, you must contact the Docket Section staff to get a new one by either emailing dockets@prc.gov, or calling (202) 789-6800 and leaving a message for the Docketing staff member on duty. Whenever you receive a new, automatically generated password, it's a good idea to change it immediately.

The Commission will be updating its electronic docketing system to provide the ability for users to reset their own passwords, but it does not currently have that functionality.

Why is the party for which I wish to file not listed?

The party dropdown list options are limited to parties for which you or any Principal Account Holders who have designated you as an agent are currently affiliated. If you wish to file a document for another party, enter the name in the “Comments” box. The Docketing staff will process the document and affiliate your name with the party in the correct docket.

I wish to make a filing for an ad hoc coalition of parties, but only the parties I represent are listed.

Check the boxes for all the parties available and then enter the names of the parties not listed in the “Comments” box. Docketing staff will complete the list before posting your document on the Commission’s website.

I want to file a document in multiple dockets, but I can only select one.

The Commission's Filing Online system only permits the selection of a single docket number. Enter any additional docket numbers in the “Comments” box.

The “Authorized By” pull-down box is empty.

The “Authorized By” box should default to you if you are filing on your own behalf, as a Principal Account Holder - it will appear empty before you file.

If you are an Agent Account Holder, a Principal Account Holder must designate you as their agent before you can submit filings on their behalf. See the “How do I file documents online” section above for instructions. Only Principal Account Holders who have made this designation will appear in the “Authorized By” box.

I was in the middle of filing my document when my internet connection cut out. Do I have to start over?

No, depending on how far along you were in the filing process, your filing record should be preserved on the “User Activity” page under Filings in Progress.

When I attempt to upload a file, it hangs without an error message.

Please check your browser - some web browsers do not work well with the Commission’s current online filing system. You may try refreshing your screen or using a different browser.

Privacy

Does the Commission share my account information with any other Federal agency or party?

The Commission does not share account holders’ information with any other Federal agency or party unless:

1. The account holder/s provides the information themselves, publicly, via a “Notice of Intervention” in a specific docket.
2. The account holder has a rate or service complaint but has erroneously filed their complaint using the Dockets portal. This complaint will be forwarded by the Commission’s Public Affairs and Government Relations staff to the United States Postal Service for review and response within 45 days.
3. The account holder, after being contacted by Docket Section staff, provides express permission for the Commission to share their information.