In accordance with the California Consumer Privacy Act (CCPA), you have the ability to easily remove personally identifiable information for any individual Customer in PostalMate.
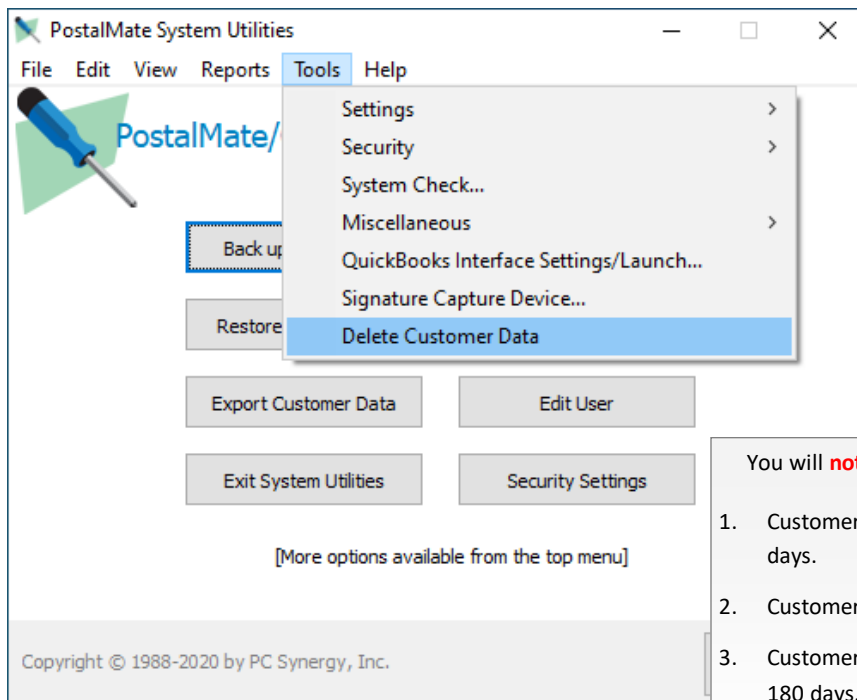
What information is removed?

For any specific Customer...

- Address
- Phone number
- Email address
- Mailbox ID information

This feature is located in **PM Utilities**. From any station, close PostalMate and CashMate and open PM Utilities.

- Click on **Windows Start > PostalMate > PM Utilities**
- Choose **Tools > Delete Customer Data**

You will **not** be able to delete customer data in the following conditions:

1. Customers that have shipped within the last 90 days.

2. Customers that have an open mailbox.

3. Customers that have closed their mailbox within 180 days.

4. Customers that have an open Credit, Debit, or Invoice Account.

Find Customer

Customer: SMITH, JOHN

Enter Last Name

smith john

JOHN SMITH
SMITH'S STORE
25433 VAI ALS LADERAS

SAN MARCOS, CA, 92069
USA

Search by

◉ Last name   ○ Customer ID

○ Company   ○ Phone

○ User-defined   ○ User-defined

A	B	C	D
E	F		
I	J		
M	N	O		4	5	6
Q	R			1	2	3
U	V	X		0	<-
Y	Z	-	<-	
Space		Clear	

> Find the Customer you wish to delete personally identifiable information and click **OK**.

✏ Edit   ➕ Add

🗑 Delete

> Using this tool, the **Edit, Add** and **Delete** buttons are disabled.

✅ OK   ❌ Cancel   ❓ Help

PostalMate System Utilities

File   Edit   View   Reports   Tools   Help

Confirm

ℹ The selected customer record will be de-identified. Any personally identifiable information that links to the customer's name will be deleted. This will affect other areas that share this customer's record.

This action cannot be undone.

Are you sure you want to de-identify and delete the selected customer record?

[Yes]   [No]

[More options available from the top menu]

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❓ Help

> You will see this warning. If you wish to proceed, choose **Yes**.
> A message will then display stating the customer record has been de-identified and deleted.

Once done, the personally identifiable information will be removed and the customer is deleted. If needed, you can go back to **Tools > Delete Customer Data** to find the customer by name or company name, and see that the information has been deleted.