



Shipping  
Outbound shipping

# Welcome to SendPro Online, your new parcel shipping platform.

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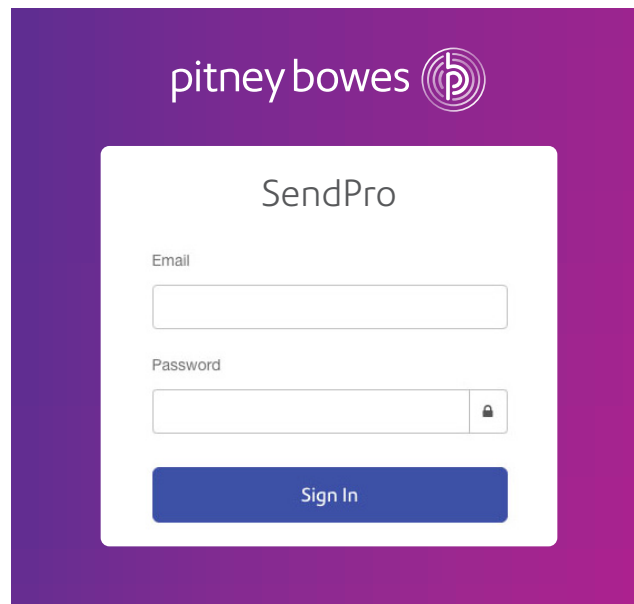
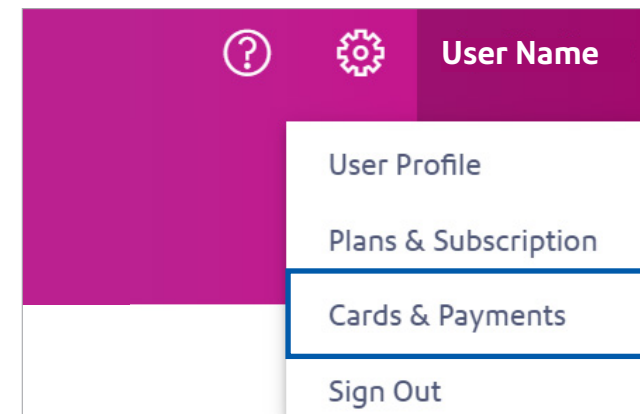
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## It's easy to get started

Go to **spo.pitneybowes.com** and enter your credentials.

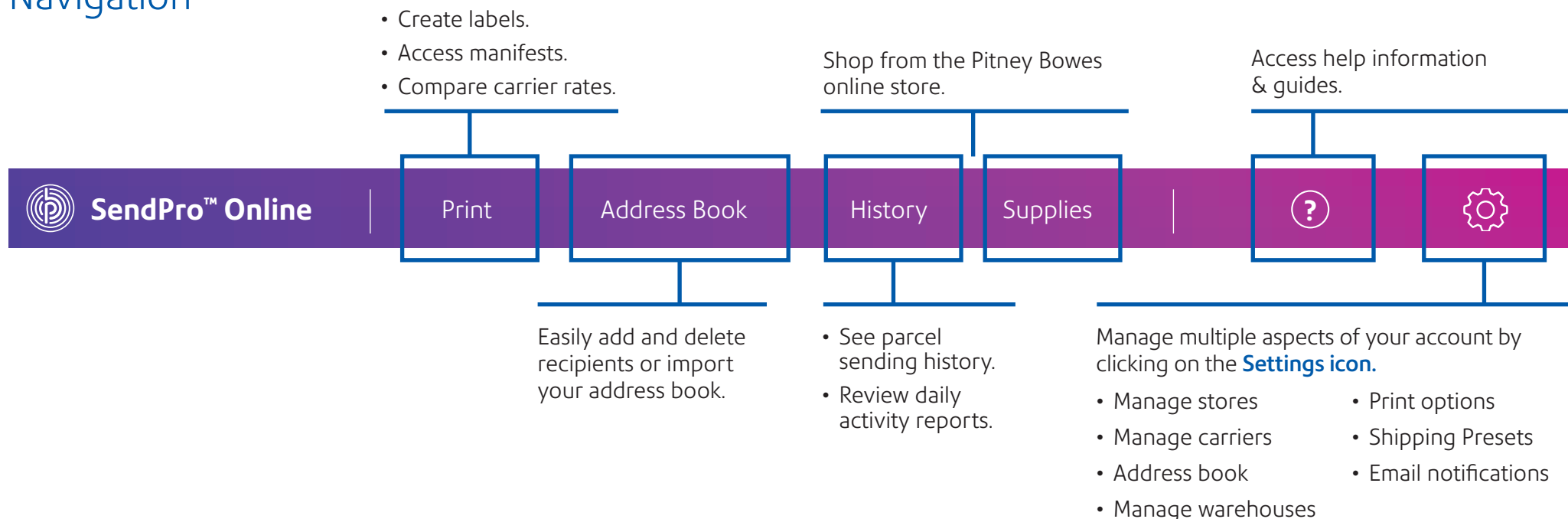
If you are logging in for the first time, the system will ask you to choose a password.

The image shows the SendPro login interface. At the top, the 'pitney bowes' logo is displayed. Below it, the 'SendPro' title is centered. There are two input fields: 'Email' and 'Password'. The 'Password' field has a small lock icon on the right. A blue 'Sign In' button is at the bottom.

## Choose a payment method

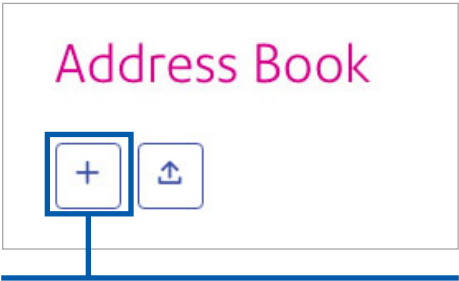
Finalise your account by adding your payment method. Add your card details by clicking on the **Cards & Payments** tab under your name.

## Navigation



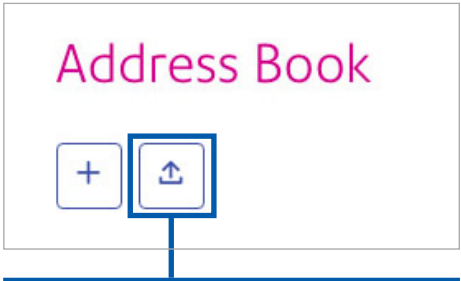
# Add new addresses

1. Click to add a single address or import multiple addresses.



2. Click the **add** icon.

3. **Add** addresses.

A modal window titled 'Add Contact' with a close button (X) in the top right corner. The form contains the following elements: 'CONTACT TYPE' with radio buttons for 'Recipient' (selected) and 'Sender'; 'COUNTRY' with a dropdown menu showing 'Australia'; 'NAME' and 'COMPANY (optional)' as separate text input fields; 'ADDRESS LINE 1' as a text input field; and 'ADDRESS LINE 2 (optional)' as a text input field. At the bottom is a grey 'Save' button.

4. To export your address book to a .csv file, click the **export** icon.

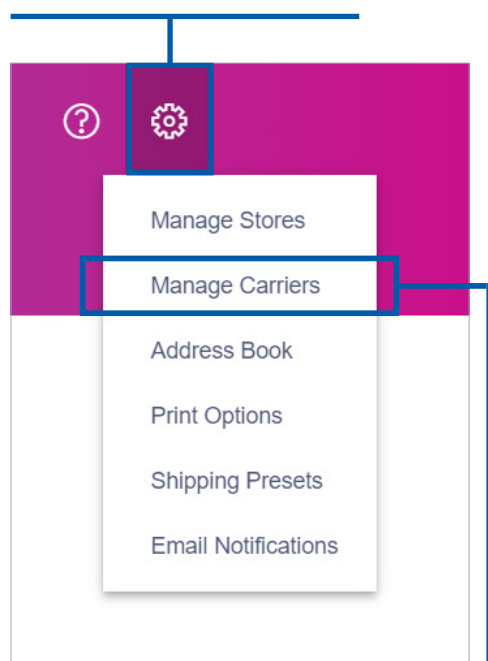
# Choose your shipping options

Access different carriers from one place so you can view and control how much your organisation spends on shipping. Compare shipping rates and delivery times.

**SendPro Online automatically includes discount rates from Aramex and CouriersPlease or connect your own carriers.**

## Add shipping carriers



1. Click the **Settings icon**.



2. Choose **Manage Carriers** from the dropdown.

### Active Carriers

Here are the carriers that you have connected to your SendPro account.

CARRIER	DEFAULT SERVICE
>  Pay as you go	
>  Pay as you go	

### Add Additional Carriers

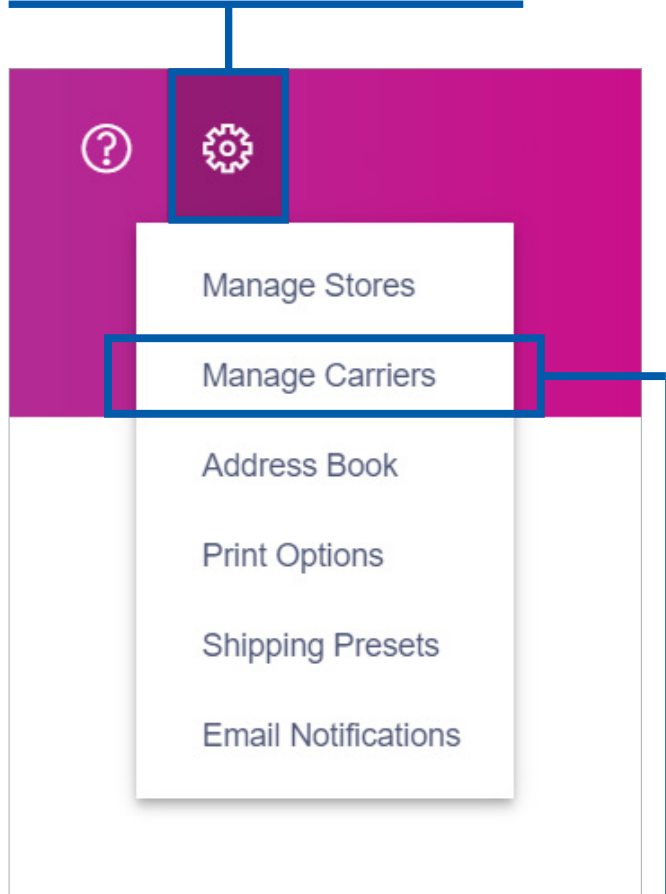
Here are the available carriers that you can connect to SendPro.

[Click here for step by step instructions to connect carriers](#)



# Add carrier accounts

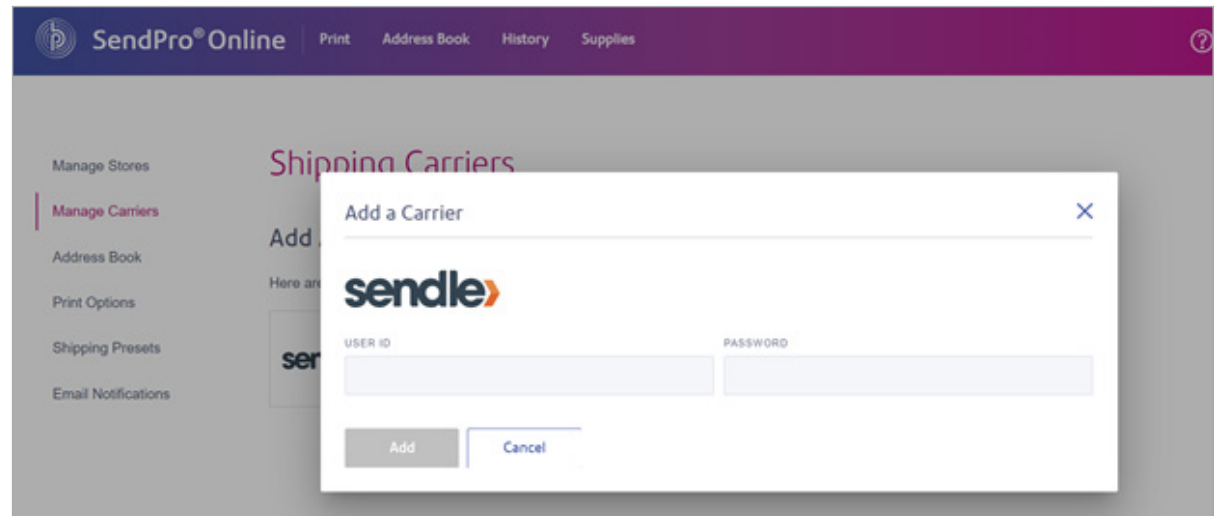
1. Select settings then **Manage Carriers**.



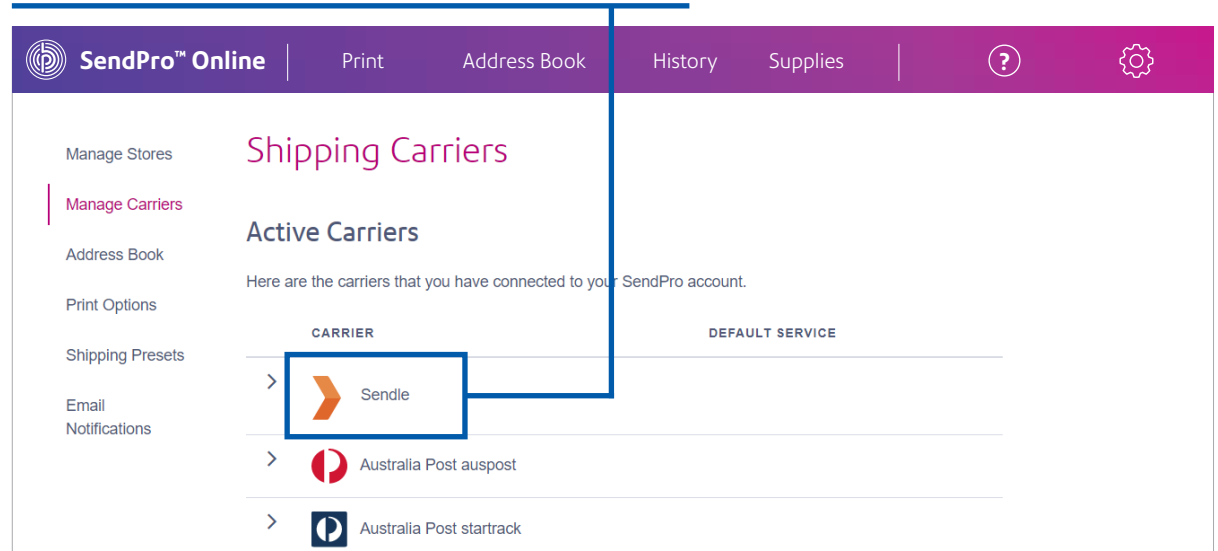
2. Choose **Manage Carriers** from the dropdown.

2. Add your first carrier by clicking on the logo. You'll need to provide your credentials, which can be requested from the carrier directly or found on their website. Enter your details & click add. You can repeat this for each carrier.

For more details on how to add existing carrier accounts, download our [Carriers Integration Guide](#).



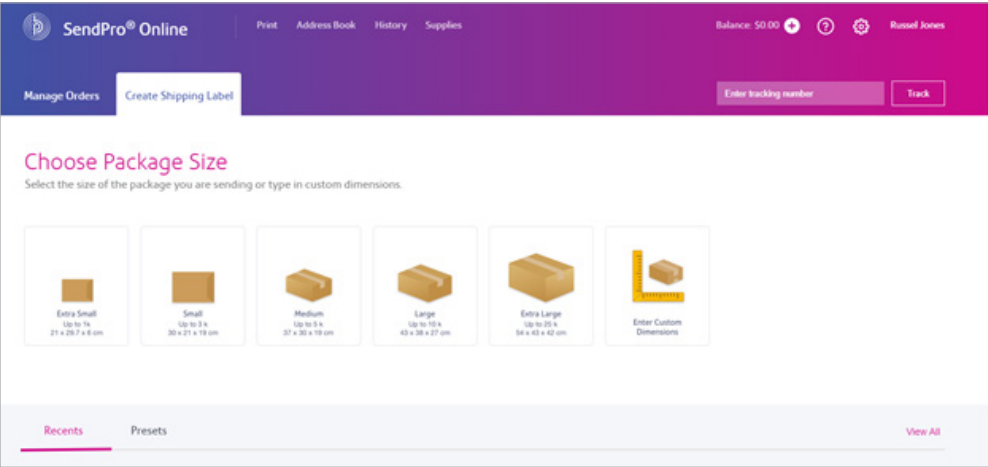
Once done, these will appear as your Active Carriers.



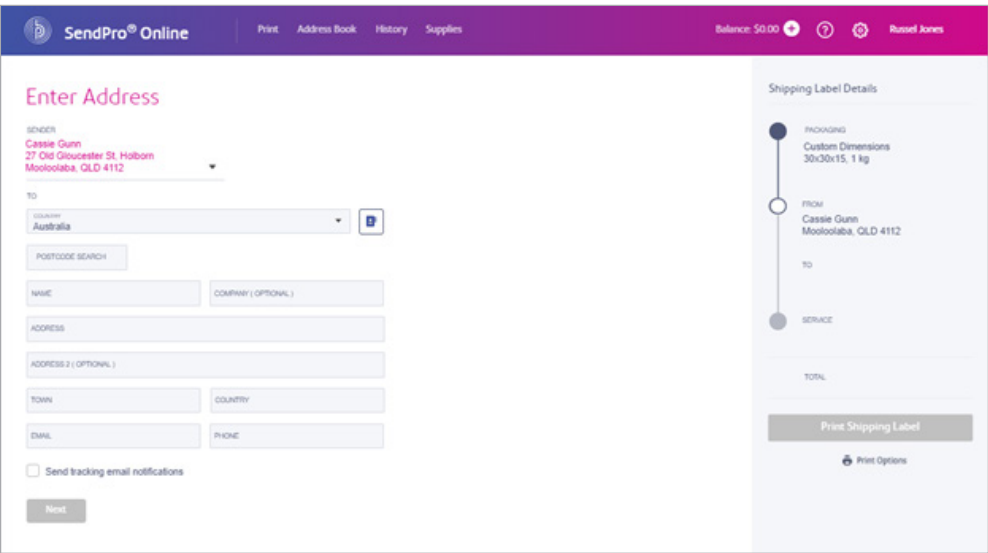
# Create shipping label

## Choose package size.

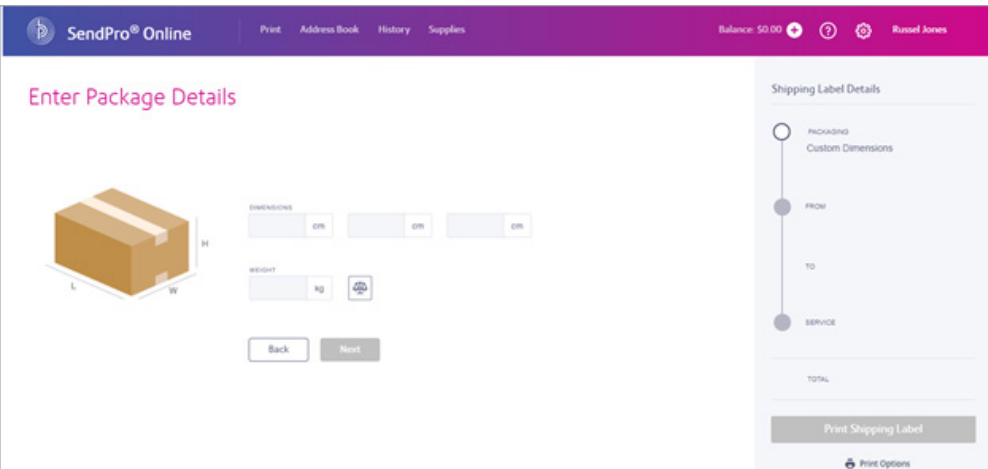
Click on the tab Create Shipping Label, you'll see the options to choose your package size.



## Enter the address of the recipient

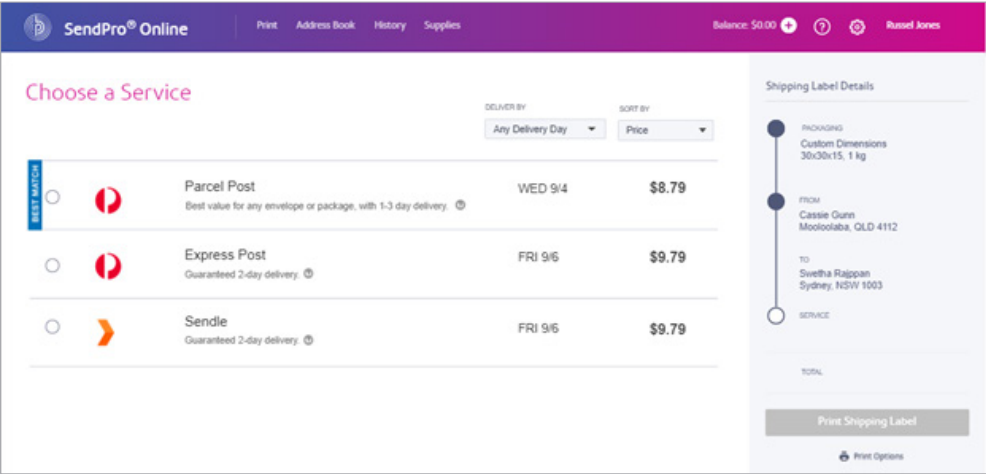


## Select package size or add the dimensions of the parcel you're sending



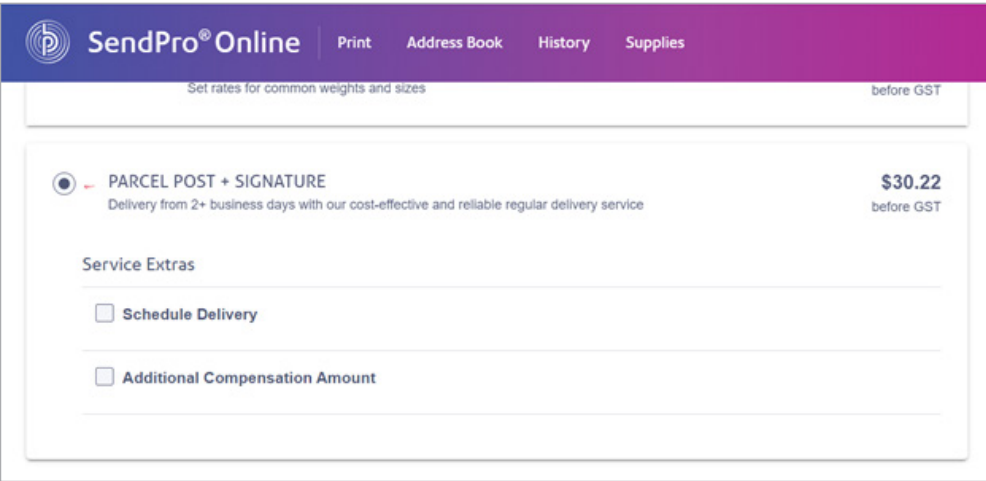
# Choose a service

Now you can review delivery times and cost to determine which is your preferred option.



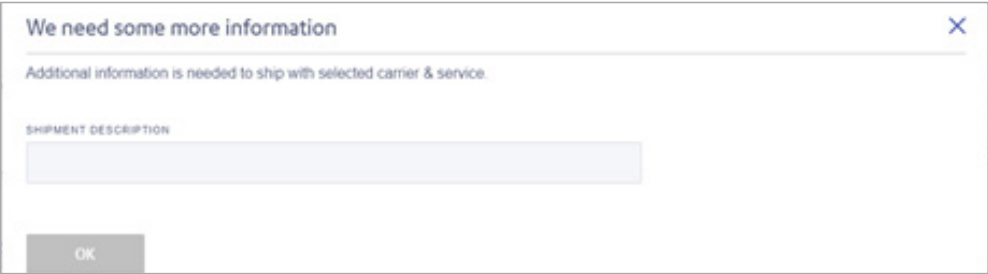
# View service add-ons

Once you select a carrier and service, you'll see a drop down of optional services offered by that carrier. Select any additional services you need. Once you have selected your preferred option, you'll see the cost and delivery information; and you can select print.



# Provide more info

The system will ask you for a description of the package.



# Label preview & print

You'll now see a preview of your label. You can select a standard label size or choose A4. If preferred you can also print a test label.

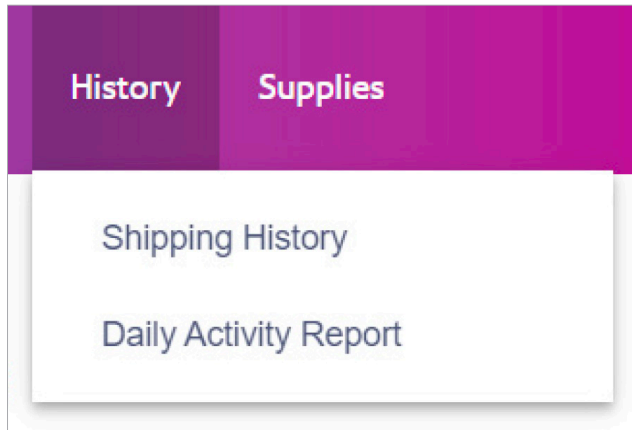
Press print & you're done.



# Track packages

SendPro Online makes it easy to search shipments so you can verify the status.

1. Track your packages directly from the SendPro Online home page or select **History > Shipping History**.











2. The History screen provides a line-item summary of your past shipments in these categories:

- Date
- Recipient
- Service
- Tracking Number
- User
- Order number

3. Use one or more of the following options to locate the desired shipment:

- a. Select the type of order or choose a date range.
- b. Enter a tracking number, recipient name, company or address in the search field.

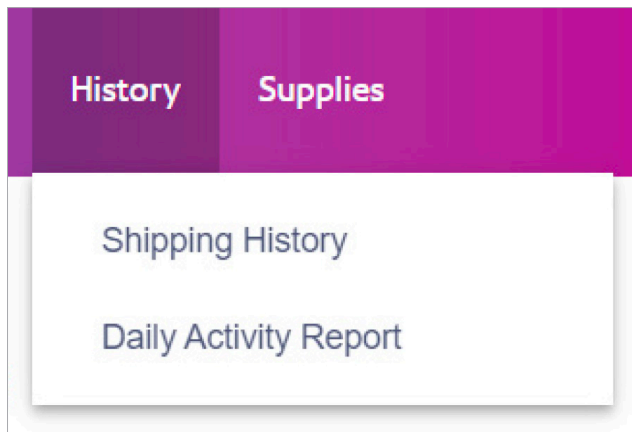
4. Select the shipment in the list to view the details.

History							
				Last 30 days	    All Shipments ▼    Search		
	DATE	RECIPIENT	SERVICE	TRACKING #	AMOUNT	USER	ORDER #
▼ 	24/11/2020	AUPOST Recipient	 PARCEL POST + SIGNATURE	111JD553132201000931507 	\$22.59		122



## View reports

1. To generate reports select **History > Shipping History**.



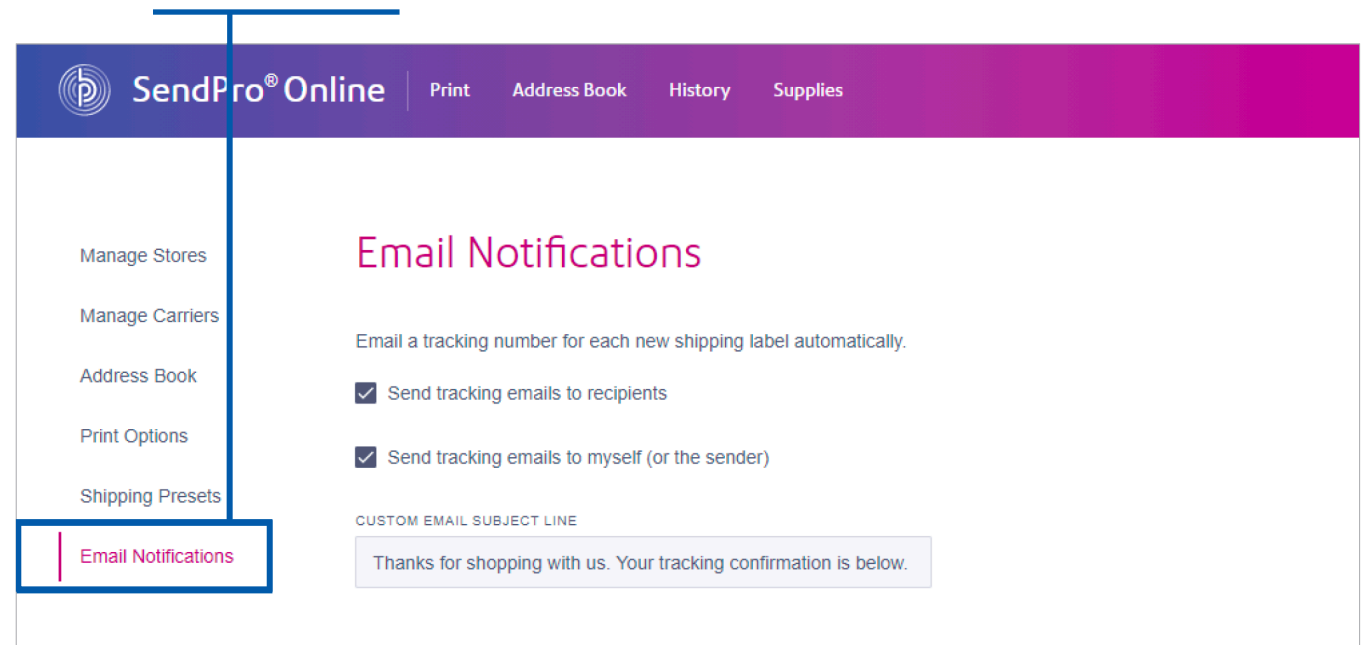
2. On the **History** page select the report type you want.
3. Select the **Export** icon. The report will be exported to a file named transactions.csv in your Downloads folder.



## Email notifications

Email a tracking number or delivery notification for each new shipping label automatically, to the recipient or sender (you).

1. Click the **Settings icon**.
2. Choose **Email Notifications**





## Get more from your SendPro Online account.

**Weigh packages and print shipping labels with ease.** Purchase a Pitney Bowes SendKit to complement SendPro Online. This integrated scale and label printer, makes it even easier to send parcels right from your PC.

[Shop now >](#)



**Add a label printer to ship like a pro.**

We have a range of label printers from brands like Brother and Dymo available in our online store. Find the one that suits your needs.

[Shop now >](#)



**Shop online for your shipping supplies.**

Whether you need satchels, shipping labels, boxes, or other supplies, you can find them online in the Pitney Bowes webstore.

[Shop now >](#)



# We're here to help.

Support is available online and via live chat.  
Visit our website for more information.

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