

#### SendPro<sup>™</sup> Online

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

#### Welcome to SendPro Online

You can weigh parcels, select your preferred carrier, print shipping labels, and track packages all from your computer whether you're working from home or the office.

Bring your carrier accounts together in one platform to easily compare pricing and delivery times, and integrate your online stores for seamless order management. These instructions are a quick guide to get you started.



Table of contents Get started > Navigation > Add new addresses > Add shipping carriers > Add carrier accounts > Create shipping label > Compare carrier rates > Enter package details > Choose a service > View service add-ons > Print shipping labels > Track packages > View reports > Email notifications >

### It's easy to get started

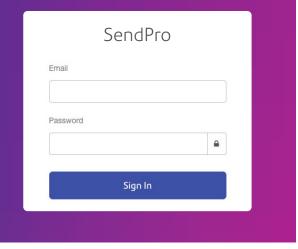
When you visit **sendpro.pitneybowes.com** you will be asked to enter your credentials.

**Username:** The email you used to open your account.

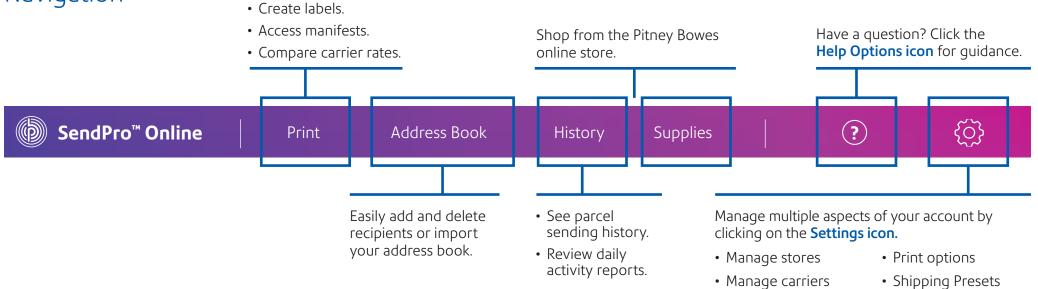
**Password:** Use the same password you established when you started.

**Profile:** Once you sign in, view your profile with your general account information.





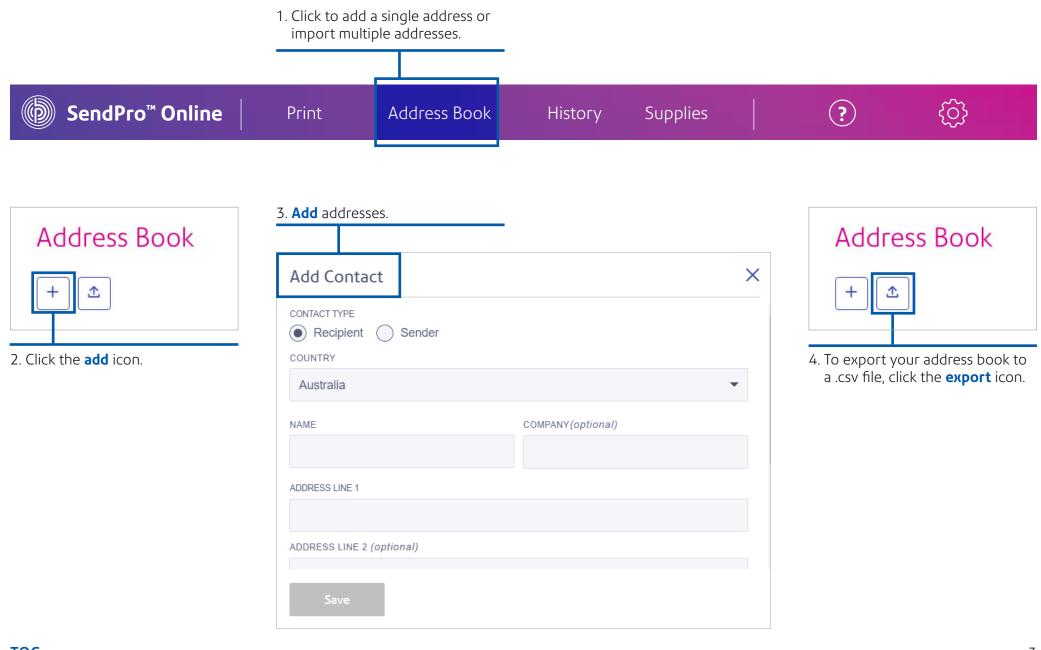
### Navigation



• Email notifications

Address book

### Add new addresses

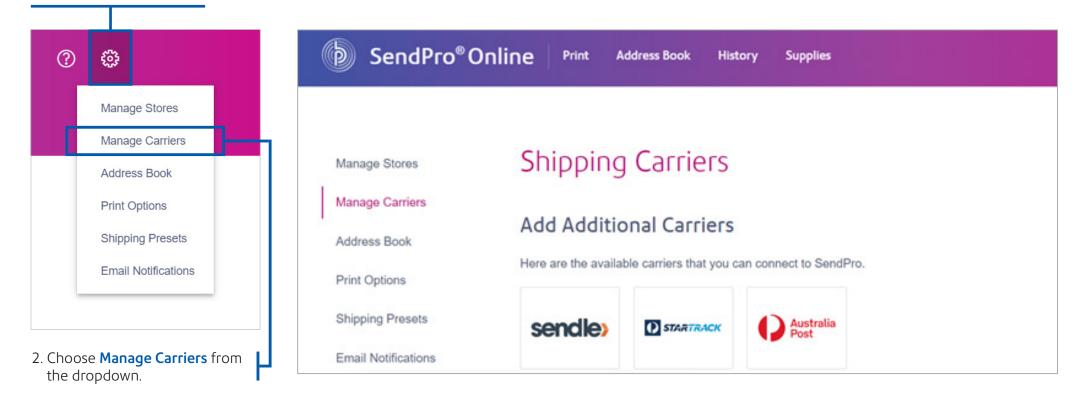


### Choose your sending options

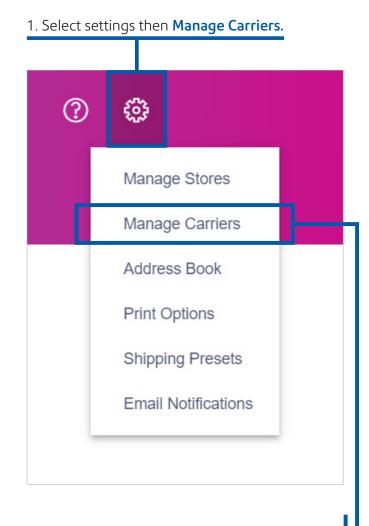
Access different carriers from one place so you can view and control how much your organisation spends on shipping. Access multiple shipping options, services and delivery times, allowing you to choose the best carrier, every time.

### Add shipping carriers

1. Click the **Settings icon**.



### Add carrier accounts



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.

SendPro <sup>®</sup> (	Online Print Address Book History Supplies		
Manage Stores	Shipping Carriers		-
Manage Carriers	Add a Carrier		×
Address Book	Add.		
Print Options	Here ar sendle		
Shipping Presets	Ser	PASSWORD	
Email Notifications			
	Add Cancel		
	Add		

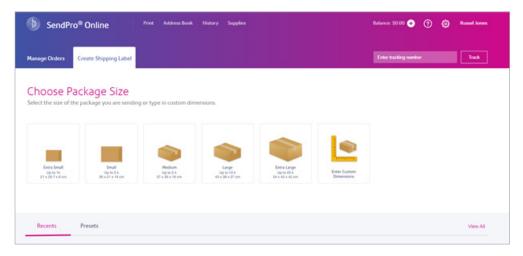
#### Once done, these will appear as your Active Carriers.

Þ	) SendPro <sup>™</sup> On	line	Print	Address Book	History	Supplies	?	¢
	Manage Stores Manage Carriers Address Book		oping Ca ve Carriers	rriers				
	Print Options	Here ar	e the carriers that y	you have connected to you		ULT SERVICE		
	Shipping Presets Email Notifications	>	Sendle					
		>	Australia I	Post auspost				
		>	Australia	Post startrack				

### Create shipping label

#### Choose package size.

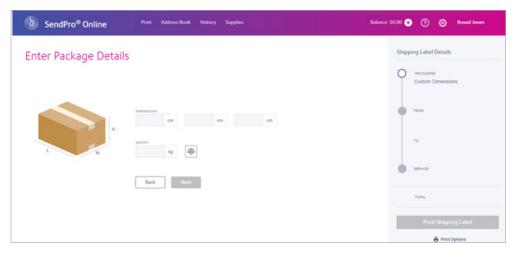
Click on the tab Create Shipping Label, you'll see the options to choose your package size.



#### Enter the address of the recipient

ACCII assie Gum Cire Globuccier St. Hobon obodiu Catalon Dimensions 30:d0x15, 1 kg mixim Catalon Dimensions 30:d0x15, 1 kg Mixim Additional Dimensions 30:d0x15, 1 kg Additional Dimensions 30:d0x15, 1 kg Additional Dimensions 30:d0x15, 1 kg Additional Dimensions 30:d0x15, 1 kg Additional Dimensions 30:d0x15, 1 kg 30:d0x15, 1 kg 3	nter Address		Shipping Label Details
see Gum ede Gloucester St. Holdon ede Gloucester St. Holdon ede Gloucester St. Holdon ustatia ustatia entry ustatia entry escale connect (ortionkL) ortics (OrtionkL) ortics (OrtionkL) TothL	niter Address		
Did Okucatelit SI, Habon Soldava JU Alla Saladari S, T kg mou Cassie Gunn Molocolitika, OLD 4112 Soldava SI, T kg mou Cassie Gunn Molocolitika, OLD 4112 Soldavi S, T kg Soldavi S			
Cassie Gunn         Collection         Modelostiba, QLD 4112           controor scenori         no         no           asc         commer (offnore.)         scenace           ontices         context         totne.	Old Gloucester St, Holborn	•	
Antimitatian Consider Canada Can Canada Canada Cana			- max
usc         coummer (orrisous.)         50           oncass         scinace         50           oncass (orrisous.)         TOTAL         TOTAL		• 8	
001655 (0710VL) 500L	POSTCODE SEARCH		70
04555 (071094.) 1004.	we	COMPANY ( OPTIONAL )	
TONL	CORESS		SERACE
NN COJITY	CORESS 2 ( OPTIONAL )		7074
	24AN	countriev	
Print Shipping L	MAL.	PHONE	Print Shipping Label
Send tracking email notifications	Candibaction amount antifections		Print Options

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.

noose a	Serv	vice	DELIVER BY	SORT BY	Shipping Label Details
			Any Delivery Day 👻	Price •	Process Custom Dimensions 30x30x15, 1 kg
• •		Parcel Post Best value for any envelope or package, with 1-3 day delivery.	WED 9/4	\$8.79	mon Cassie Gunn Moolootaba, QLD 4112
• 6		Express Post Guaranteed 2-day delivery. @	FRI 9/6	\$9.79	то Swetha Rajppan Sydney, NSW 1003
• >		Sendle Guaranteed 2-day delivery. @	FRI 9/6	\$9.79	- SERVICE
					1014.

#### 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.

before GST
\$30.22
before GST

#### Provide more info

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

We need some more information	×
Additional information is needed to ship with selected carrier & service.	
SHIPMENT DESCRIPTION	
ок	

#### Label preview

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.

Print Option			×
SELECT A PRINT SIZE		PREVEW	
Roll 4" x 6"	<ul> <li>Print Sample</li> </ul>		ଭ
MENO O		Dansfer Text	
Enter Memo		14 (BRIEF PARKDE CARMEDIE VIC 2185	
		Ellar Premy Rosen L1 65-72 VATERLOD ROAD MACCURRENT PARK NEW 2112	
Print			

### 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**.

History	Supplies	
Shippin	g History	
Daily Ac	ctivity Report	

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

- Tracking Number
- Recipient
- Service

- 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 det	ails.
--	-------

His	tory							
₫						Last 30 days	🗎 🛛 🕈 All Shipments 🕶	Q Search
		DATE	RECIPIENT	SERVICE	TRACKING #	AMOUNT	USER	ORDER #
~	Woo	24/11/2020	AUPOST Recipient	PARCEL POST + SIGNATURE	111JD553132201000931507 📋	\$22.59	Real Distances	122

#### View reports

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

History	Supplies
Shipping	g History
Daily Ac	tivity Report

- 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.

1	
$\square$	

### 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

b SendP	O <sup>®</sup> Online Print Address Book History Supplies
Manage Stores	Email Notifications
Manage Carriers	Email a tracking number for each new shipping label automatically.
Address Book	Send tracking emails to recipients
Print Options	Send tracking emails to myself (or the sender)
Shipping Presets	CUSTOM EMAIL SUBJECT LINE
Email Notifications	Thanks for shopping with us. Your tracking confirmation is below.



### 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.

<u>Shop now ></u>





#### 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.

Pitney Bowes, the Corporate logo and SendPro are trademarks of Pitney Bowes Inc. or a subsidiary. All other trademarks are the property of their respective owners. © 2020 Pitney Bowes Inc. All rights reserved.

20SENDTECH05678\_AU

