Shipping
Outbound shipping

pitney bowes

SendPro™ 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.
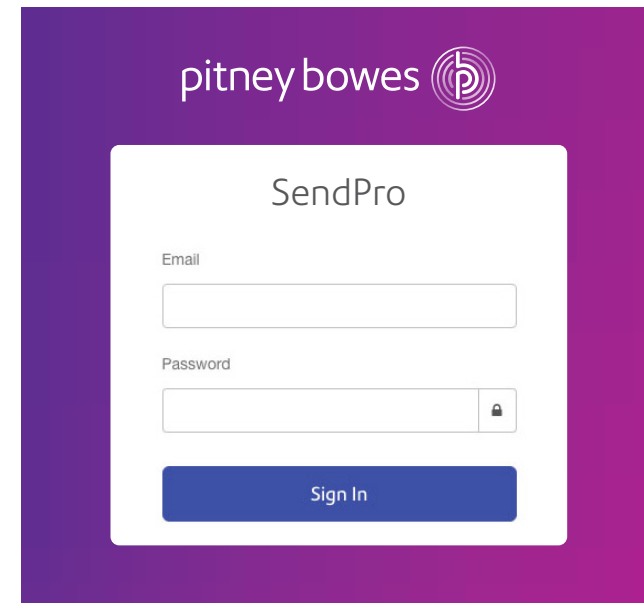
It's easy to get started

When you visit **sendpro.pitneybowes.com** you will be asked to enter your credentials.
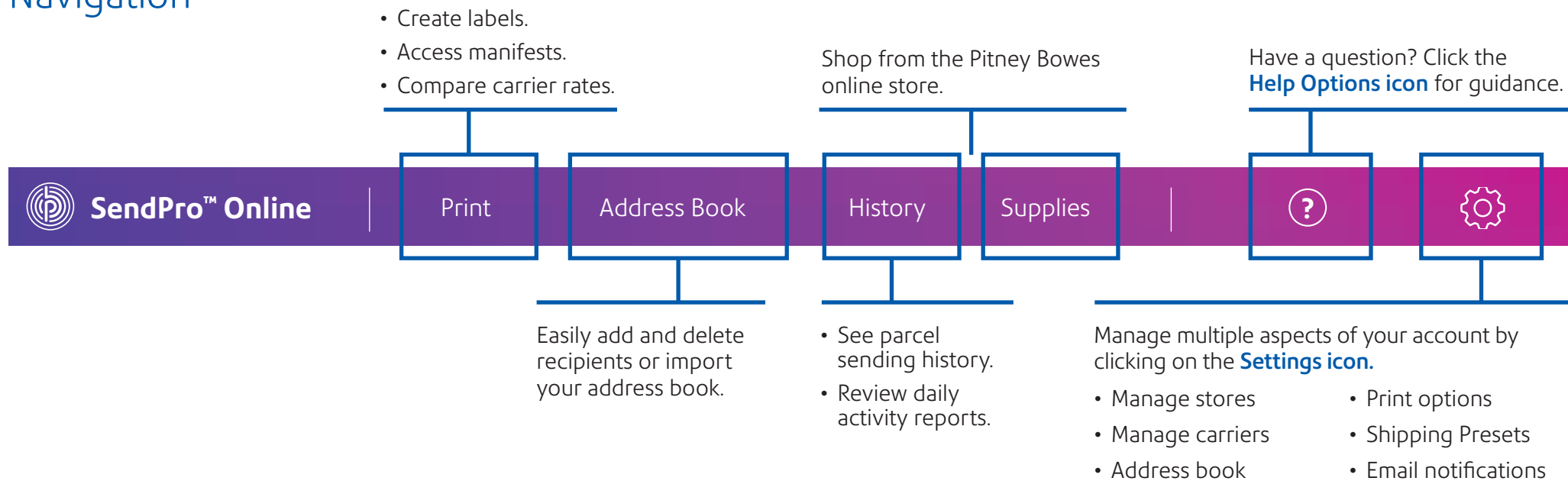
Username: The email you used to open your account.

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

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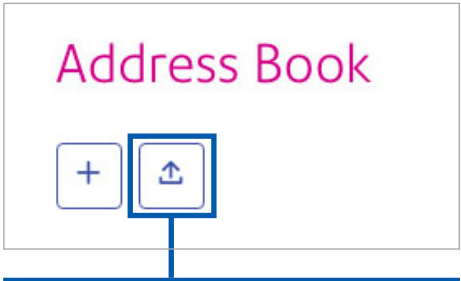
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SendPro

Email

Password

Sign In

Navigation

- Create labels.
- Access manifests.
- Compare carrier rates.

Shop from the Pitney Bowes online store.

Have a question? Click the **Help Options icon** for guidance.

| SendPro™ Online | Print | Address Book | History | Supplies | ? | ⚙ |

Easily add and delete recipients or import your address book.

- See parcel sending history.
- Review daily activity reports.

Manage multiple aspects of your account by clicking on the **Settings icon.**

- Manage stores
- Manage carriers
- Address book

- Print options
- Shipping Presets
- Email notifications

Add new addresses

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

SendPro™ Online | Print | Address Book | History | Supplies | ? | ⚙

Address Book

+ ⬆
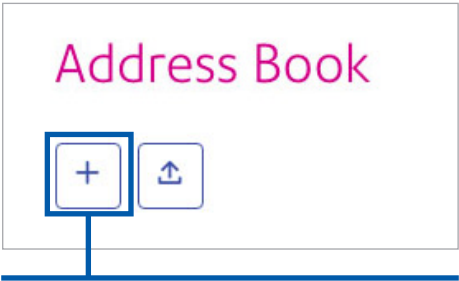
2. Click the **add** icon.

3. **Add** addresses.

Add Contact ✕

CONTACT TYPE
● Recipient ○ Sender

COUNTRY

Australia ▼

NAME

COMPANY *(optional)*

ADDRESS LINE 1

ADDRESS LINE 2 *(optional)*

Save

Address Book

+ ⬆

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

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
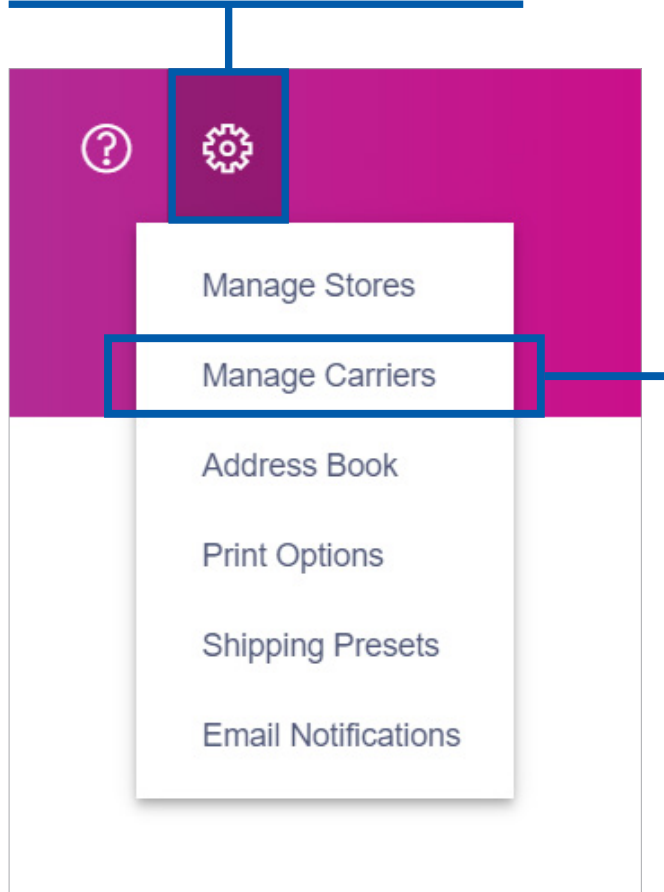
1. Click the **Settings icon**.
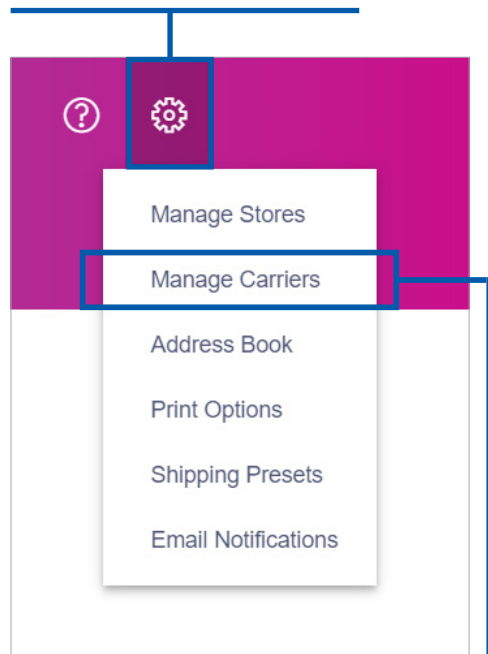

2. Choose **Manage Carriers** from the dropdown.
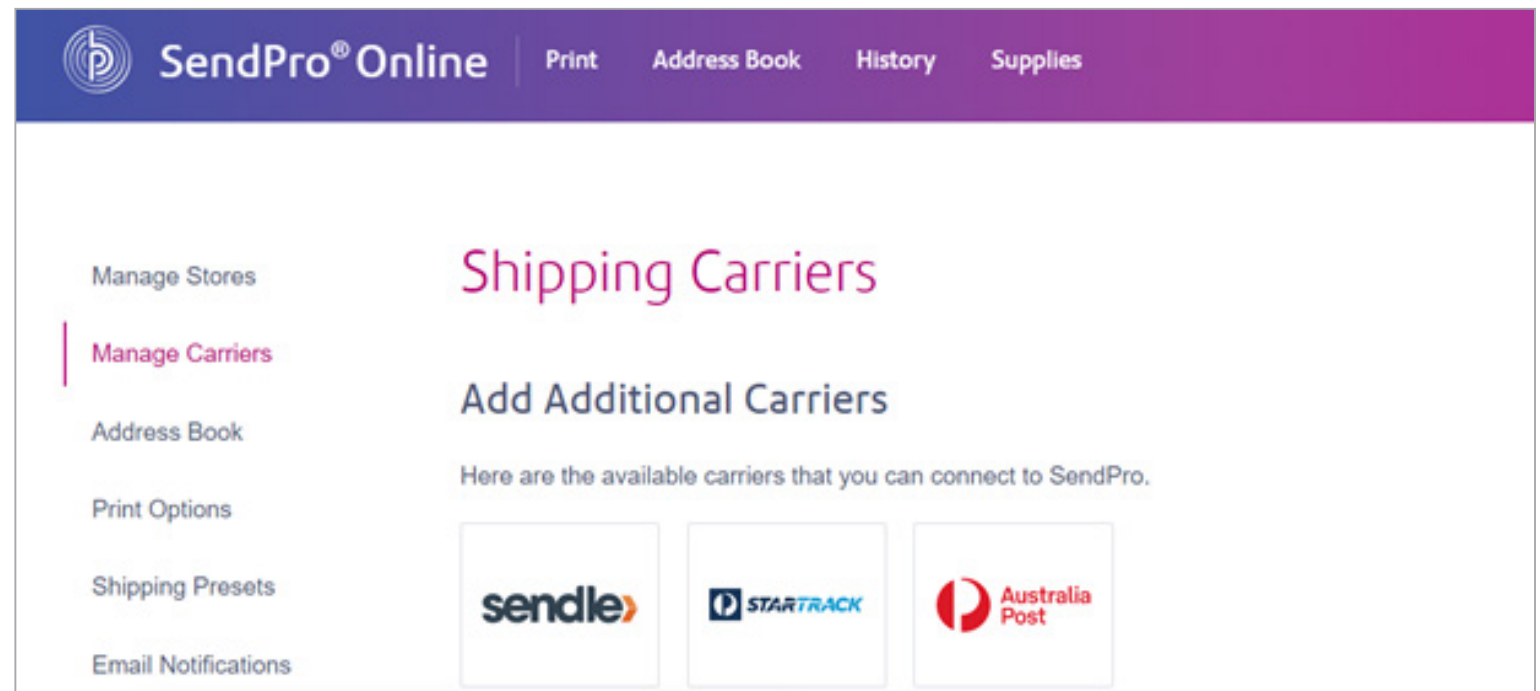
# Add carrier accounts

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.
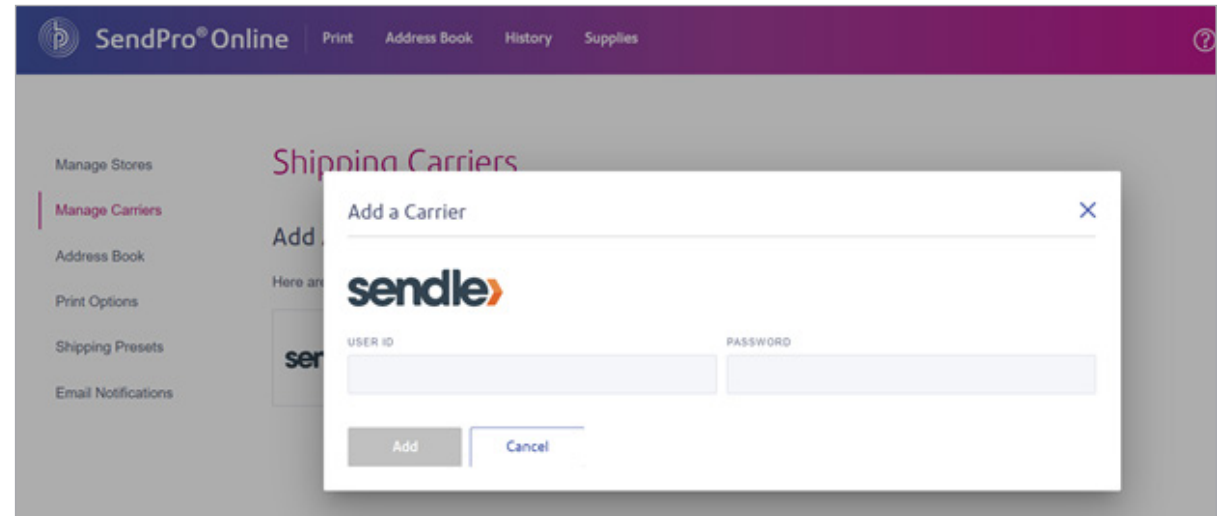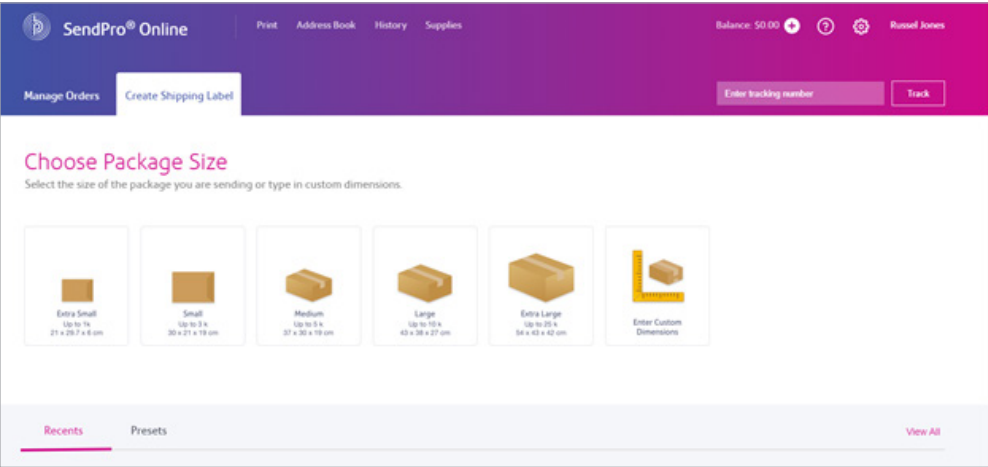

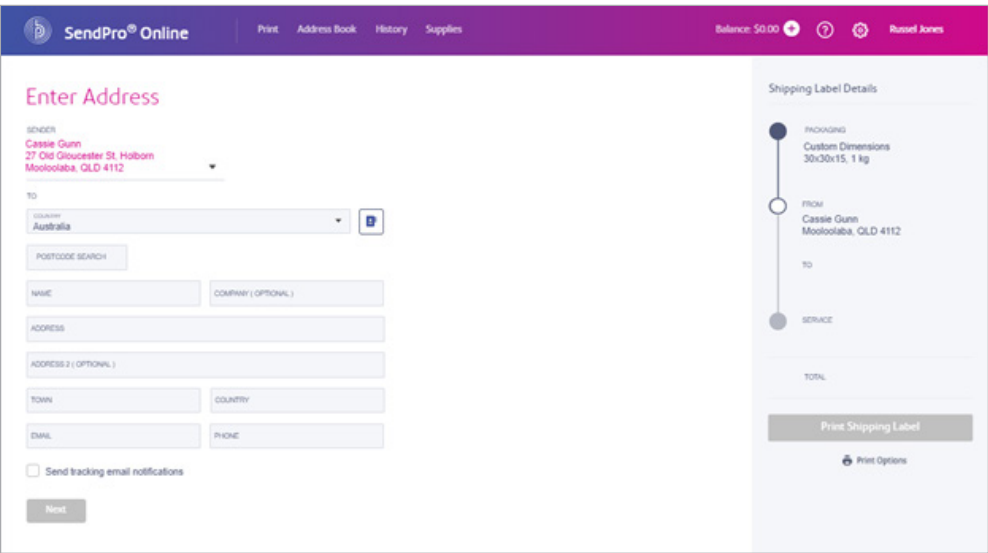Once done, these will appear as your Active Carriers.
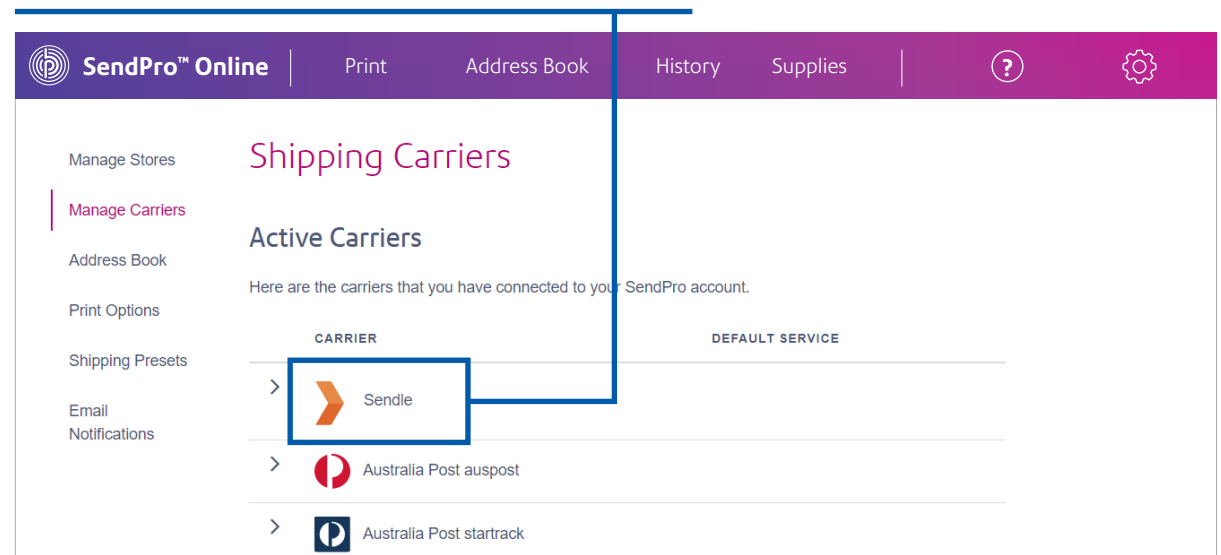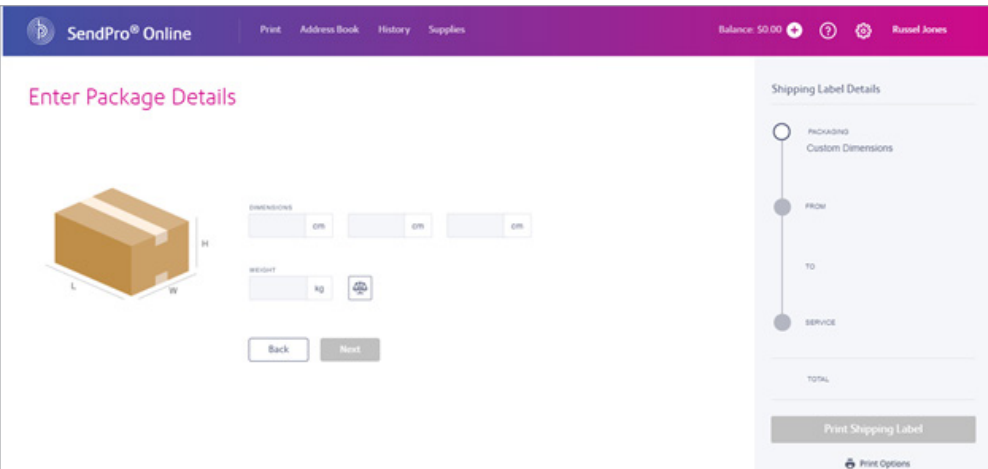
Create shipping label

Choose package size.

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

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

Enter the address of the recipient

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

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.
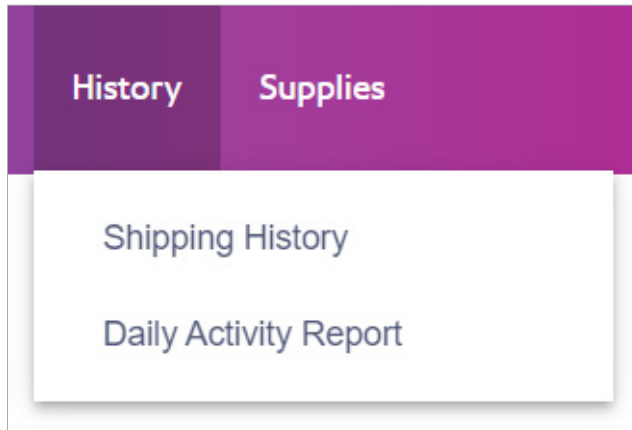
Track packages

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.

		DATE	RECIPIENT	SERVICE	TRACKING #	AMOUNT	USER	ORDER #
∨	WOO	24/11/2020	AUPOST Recipient	PARCEL POST + SIGNATURE	111JD553132201000931507	$22.59		122

View reports

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

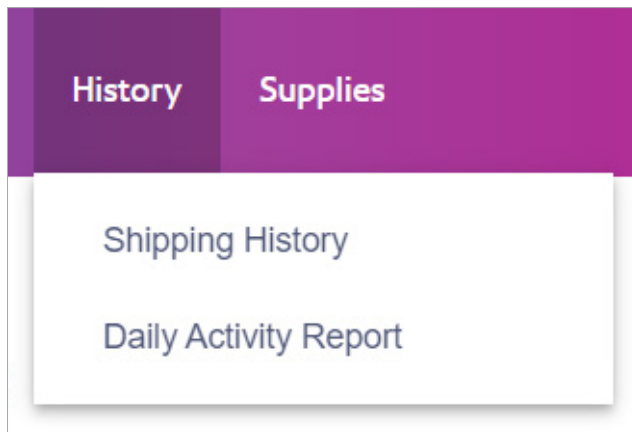2. On the **History** page select the report type you want.

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**
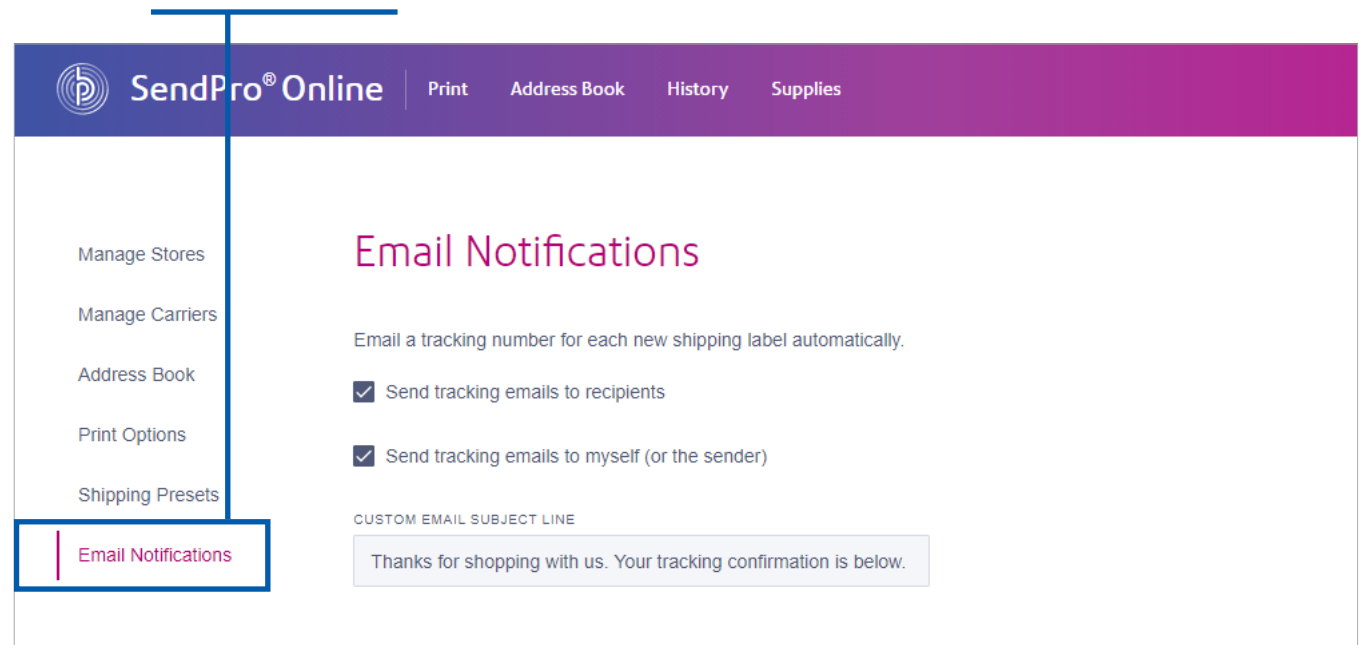
Get more from your SendPro Online account.

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 >

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We're here to help.

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

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