

How to Guide: Send Royal Mail® Signed For and Special Delivery letters via SendPro® Online

Before you start, note that depending on your version of SendPro Online, you may see **Send a Letter** tab or **Send a Parcel** tab or both on your SendPro Online home screen. Both are covered in this guide.

*If you see both **Send a Letter** tab and **Send a Parcel** tab in your version of SendPro Online, then the differences will be with size of postage label you can print, visibility of recipient address under tracking information, etc. Regardless of whether you use **Send a Letter** tab or **Send a Parcel** tab to send Royal Mail Signed For or Special Delivery letter or large letter, you will be able to obtain tracking numbers under the **History** menu.*

Accessing your SendPro Online account

Log into your SendPro Online either through your Pitney Bowes online account at pitneybowes.com/uk or through this link: spo.pitneybowes.com

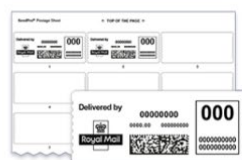
Send Royal Mail Signed For or Special Delivery letters through Send a letter tab

Step 1: Ensure the **Send a Letter** tab is selected at the top of the home screen:



Choose Print Media

Start by selecting which media to print postage on



Postage Sheets

Print postage on A4 sheets of labels using a desktop printer.

[Buy postage sheets](#)



Postage Roll

Print postage on rolls of labels using a thermal roll printer.

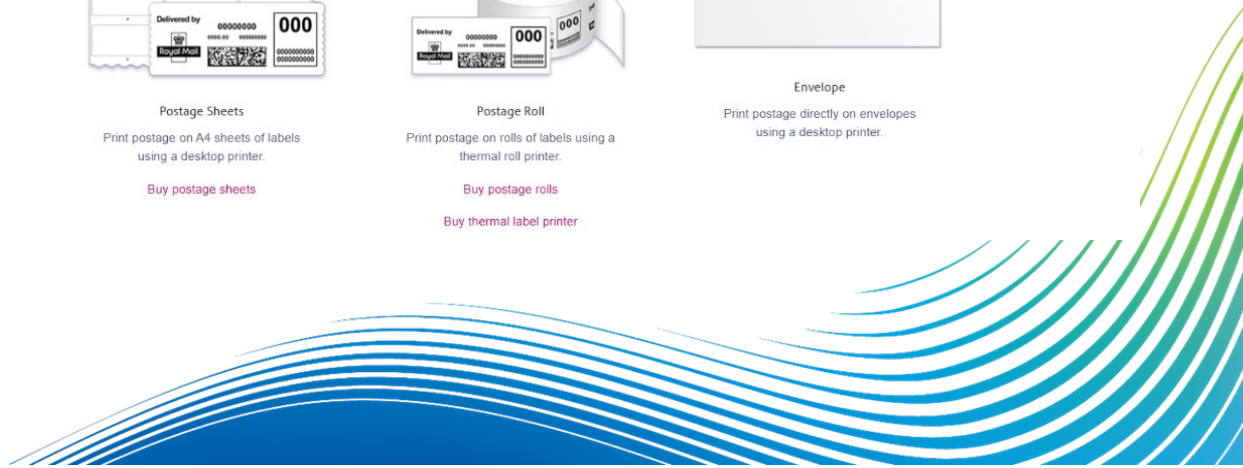
[Buy postage rolls](#)

[Buy thermal label printer](#)

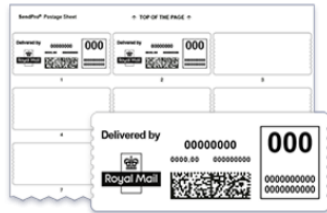


Envelope

Print postage directly on envelopes using a desktop printer.



Step 2: From the 3 options, select how you would like to print your Royal Mail Signed For or Special Delivery letter postage. Select your desired option from either **Postage Sheets** to print via your desktop printer, **Postage Roll** (via your Brother QL-800 label printer) or directly onto the **Envelope** via your desktop printer.



Postage Sheets

Print postage on A4 sheets of labels using a desktop printer.

[Buy postage sheets](#)



Postage Roll

Print postage on rolls of labels using a thermal roll printer.

[Buy postage rolls](#)

[Buy thermal label printer](#)



Envelope

Print postage directly on envelopes using a desktop printer.

Step 3: Once you make your selection, you will see the following screen:

RECIPIENT LOCATION
☒ UK ☐ Jersey/Guernsey

POSTAGE TYPE
☐ 14 Labels Sheet ☒ 7 Labels Sheet

MAILING DATE
 Today, Wed Nov 2

RETURN ADDRESS
 Pitney Bowes Ltd,
 Sandringham Av
 HARLOW
 CM19 5QA

SERVICE TYPE
☒ Royal Mail Services ☐ Frank Pay 'Parcel Force World Wide' ☐ Surcharge

SERVICE DETAILS
☐ Standard Services ☒ Signed For Services ☐ Special Delivery Guaranteed Services

QUANTITY: 1 WEIGHT: 100 g MAIL TYPE: ☒ Letter ☐ Large Letter

MAIL SERVICE: RM Signed for First Class Letter POSTAGE VALUE: £2.18

[Add to Sheet](#)

Complete all the fields: **Recipient Location**, **Postage Type** (if printing label sheets), **Mailing Date**, **Return Address**, **Quantity**, **Weight**, **Mail Type**, **Mail Service**.

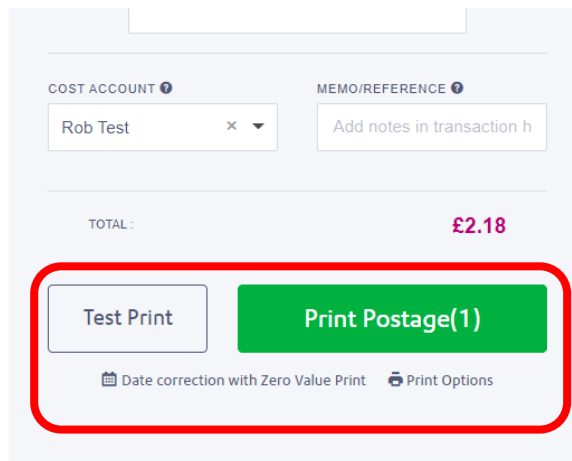
Important: Under **Service Type**, please select **Royal Mail Services** (see green box marked on the screen above) and then under **Service Details**, select **Signed For Services** or **Special Delivery Guaranteed Services** (see red box marked on the screen above).

Once completed, select **Add to Sheet** or **Add Label** button (see orange box marked on the screen above).

Step 4:

Click **Test Print** button if you want to check your postage before printing chargeable labels. If you are happy with your test print, you will be returned to the print postage screen.

Click **Print Postage** button to print your postage paid labels.



COST ACCOUNT ⓘ Rob Test ×

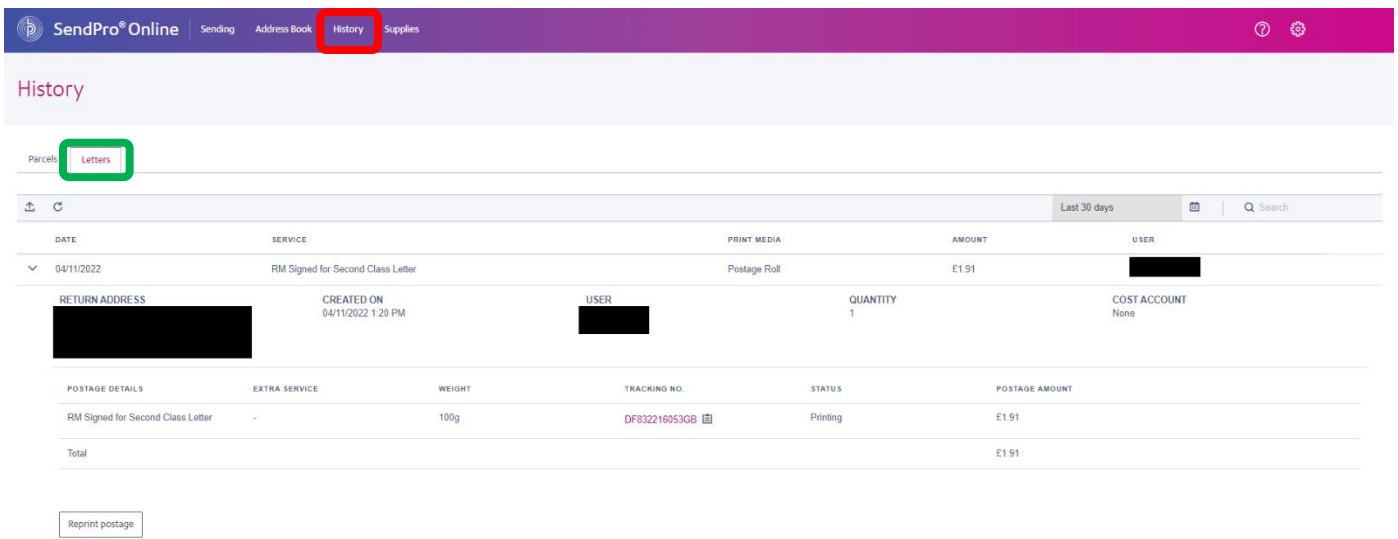
MEMO/REFERENCE ⓘ Add notes in transaction h

TOTAL : £2.18

Test Print Print Postage(1)

📅 Date correction with Zero Value Print 🖨️ Print Options

Step 5: Click **History** in the menu bar (see red box on the screenshot below). Under the **Letters** tab (see green box on the screenshot below), you will see the return address and tracking number, etc. for the letter or large letter to have produced:



SendPro® Online | Sending | Address Book | **History** | Supplies

History

Parcels **Letters**

📅 Last 30 days 🔍 Search

DATE	SERVICE	PRINT MEDIA	AMOUNT	USER
04/11/2022	RM Signed for Second Class Letter	Postage Roll	£1.91	

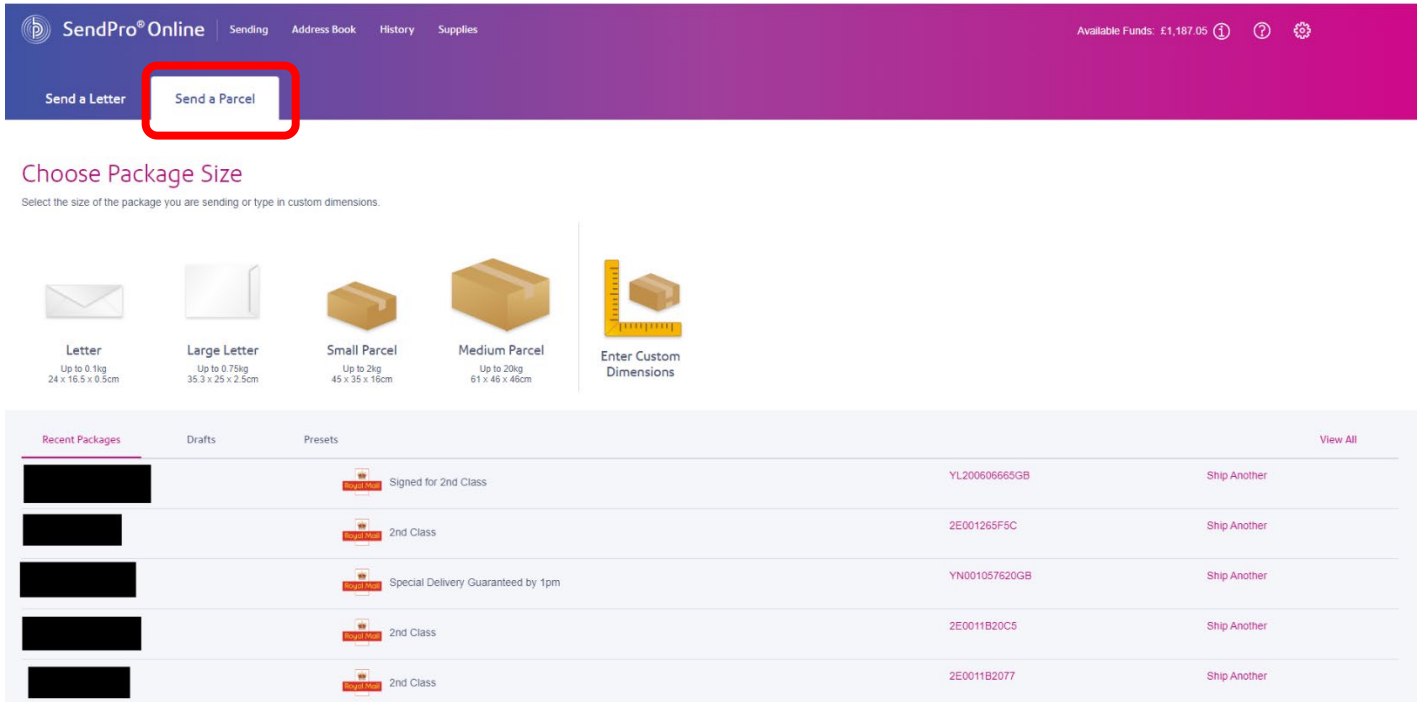
RETURN ADDRESS	CREATED ON	USER	QUANTITY	COST ACCOUNT
	04/11/2022 1:20 PM		1	None

POSTAGE DETAILS	EXTRA SERVICE	WEIGHT	TRACKING NO.	STATUS	POSTAGE AMOUNT
RM Signed for Second Class Letter		100g	DF832216053GB	Printing	£1.91
Total					£1.91

Reprint postage

Send Royal Mail Signed For or Special Delivery letters through *Send a Parcel* tab

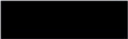









Step 1: On the SendPro Online homepage, ensure the ***Send a Parcel*** tab is selected at the top of the home screen:



The screenshot shows the SendPro Online interface. At the top, there is a navigation bar with the following tabs: **Send a Letter**, **Send a Parcel** (highlighted with a red box), **Sending**, **Address Book**, **History**, and **Supplies**. On the right side of the navigation bar, it displays "Available Funds: £1,187.05" along with icons for help, search, and settings.

Below the navigation bar, the section is titled "Choose Package Size" with the instruction "Select the size of the package you are sending or type in custom dimensions." There are five options: **Letter** (Up to 0.1kg, 24 x 16.5 x 0.5cm), **Large Letter** (Up to 0.75kg, 35.3 x 25 x 2.5cm), **Small Parcel** (Up to 2kg, 45 x 35 x 16cm), **Medium Parcel** (Up to 20kg, 61 x 46 x 46cm), and **Enter Custom Dimensions** (represented by a ruler icon).

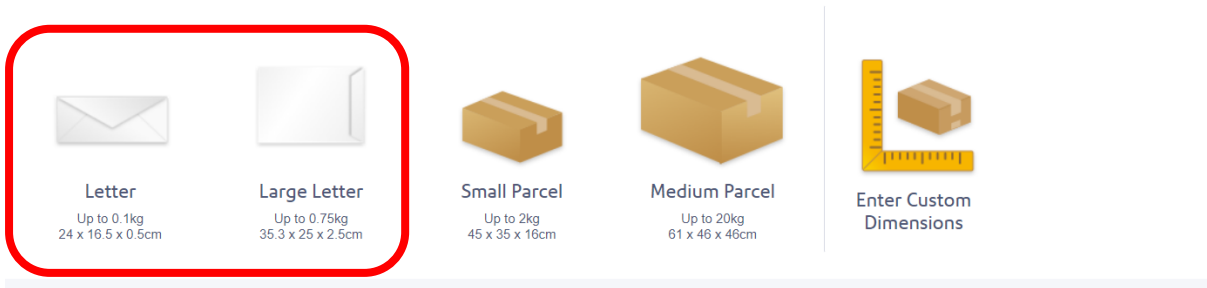
Below the package size options, there is a table showing recent packages:

Recent Packages	Drafts	Presets		View All
		 Signed for 2nd Class	YL20060665GB	Ship Another
		 2nd Class	2E001265F5C	Ship Another
		 Special Delivery Guaranteed by 1pm	YN00105762GB	Ship Another
		 2nd Class	2E0011B20C5	Ship Another
		 2nd Class	2E0011B2077	Ship Another

Step 2: Please select either letter or large letter.

Choose Package Size

Select the size of the package you are sending or type in custom dimensions.



The screenshot shows the "Choose Package Size" section. The "Letter" and "Large Letter" options are highlighted with a red box. The options are: **Letter** (Up to 0.1kg, 24 x 16.5 x 0.5cm), **Large Letter** (Up to 0.75kg, 35.3 x 25 x 2.5cm), **Small Parcel** (Up to 2kg, 45 x 35 x 16cm), **Medium Parcel** (Up to 20kg, 61 x 46 x 46cm), and **Enter Custom Dimensions** (represented by a ruler icon).

Step 3: Once you make your selection between letter or large letter, you will see the following screen. If you have the USB scales press the scale button or manually enter the weight. Click on **Continue**.

Package Details



Letter

Up to 0.1kg and 24 x 16.5 x 0.5cm

WEIGHT

 kg


Continue

Shipping Label Details

- PACKAGING
 - Letter
- FROM
 - TO
- SERVICE

Print

Save as Draft Print Options

Step 4: Enter the recipient's name and sender details. Once completed, please click **Continue**.

SendPro® Online Sending Address Book History Supplies Available Funds: £1,180.11 ⓘ ? ⚙

Enter Address

FROM

COST ACCOUNT (OPTIONAL)

TO

COUNTRY

POSTCODE SEARCH

NAME

COMPANY (optional)

ADDRESS LINE 1

ADDRESS LINE 2 (optional)

TOWN/CITY/SUBURB

COUNTY (optional)

EMAIL

PHONE

☒ Send tracking email notifications

ENTER EMAILS, SEPARATED BY COMMAS

Continue

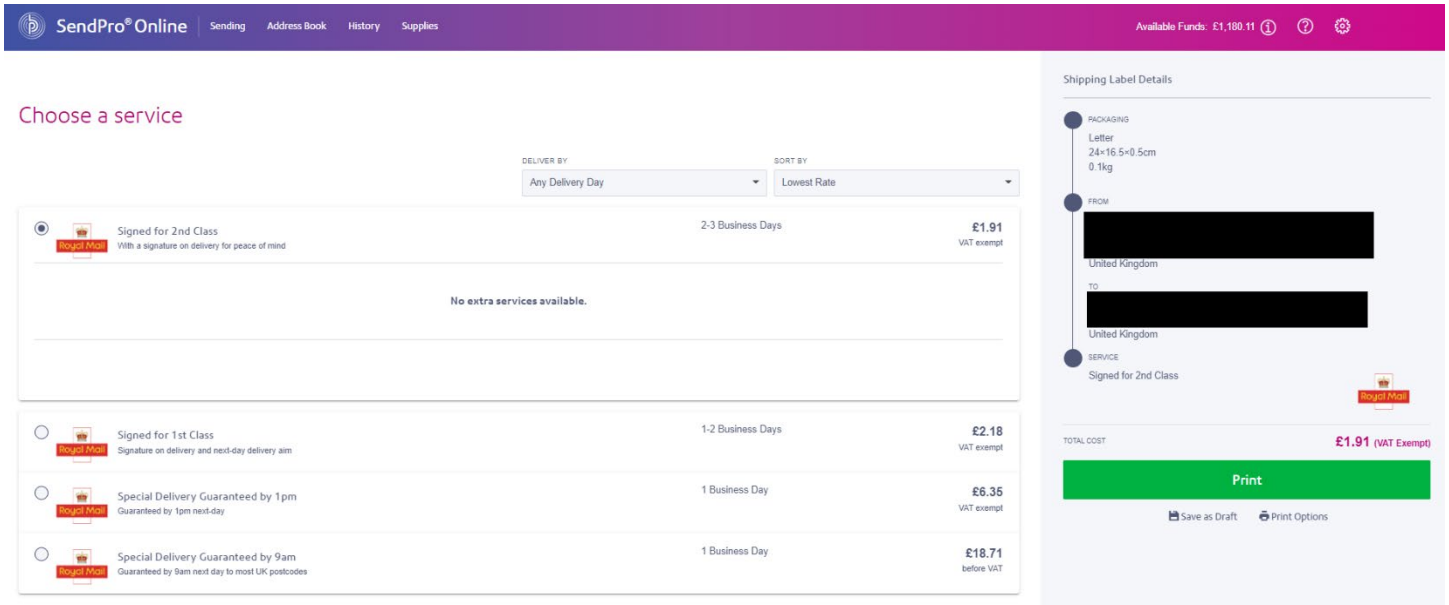
Shipping Label Details

- PACKAGING
 - Letter
 - 24x16.5x0.5cm
 - 0.1kg
- FROM
 - United Kingdom
- TO
 - United Kingdom
- SERVICE

Print

Save as Draft Print Options

Step 5: Choose the service you wish to use.



The screenshot shows the SendPro Online interface. On the left, under 'Choose a service', there are four options:

- Signed for 2nd Class** (Selected): With a signature on delivery for peace of mind. 2-3 Business Days. £1.91 (VAT exempt).
- Signed for 1st Class**: Signature on delivery and next-day delivery aim. 1-2 Business Days. £2.18 (VAT exempt).
- Special Delivery Guaranteed by 1pm**: Guaranteed by 1pm next-day. 1 Business Day. £6.35 (VAT exempt).
- Special Delivery Guaranteed by 9am**: Guaranteed by 9am next-day to most UK postcodes. 1 Business Day. £18.71 before VAT.

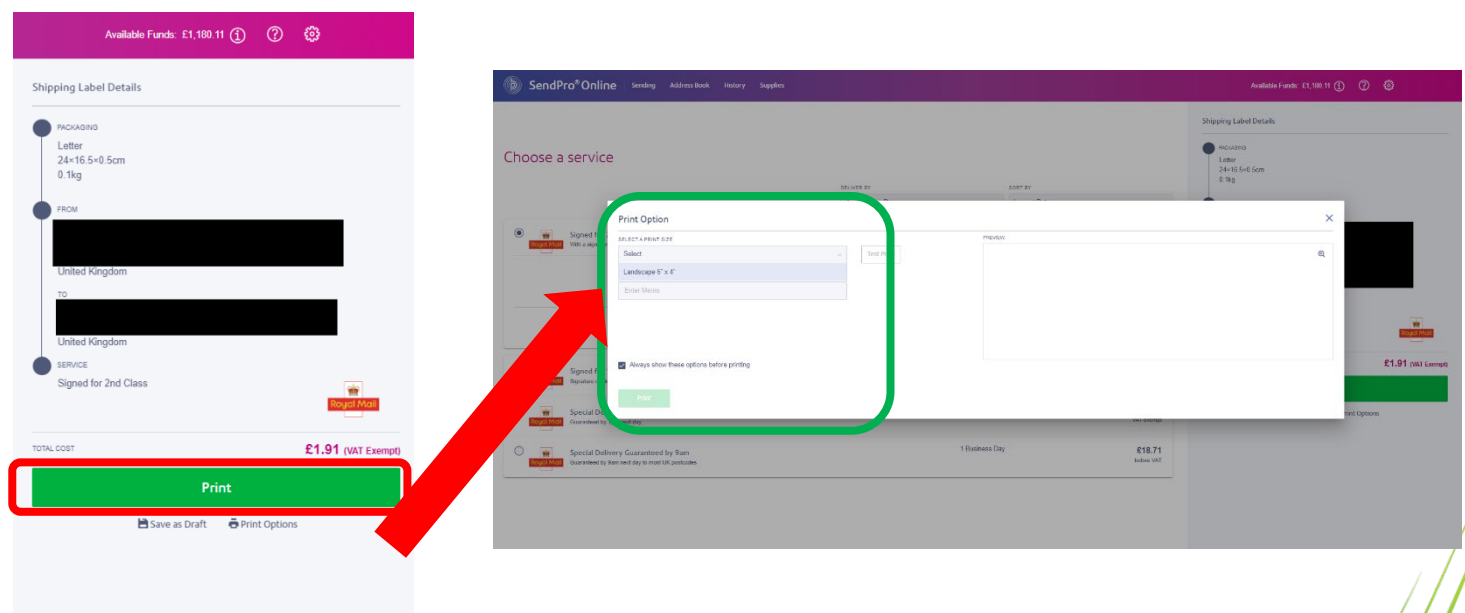
On the right, the 'Shipping Label Details' section shows:

- PACKAGING**: Letter, 24x16.5x0.5cm, 0.1kg.
- FROM**: [Redacted]
- TO**: [Redacted]
- SERVICE**: Signed for 2nd Class.
- TOTAL COST**: £1.91 (VAT Exempt).
- Buttons**: Print, Save as Draft, Print Options.

Step 6:

Click the green **Print** button on the grey bar on the right of the screen (see red box in the screenshot below).

A pop-up box will appear called **Print Option** (see green box in the screenshot below). Click **Test Print** button if you want to check your postage before printing chargeable labels. If you are happy with your test print, click the green **Print** button to print your postage paid label.



This screenshot shows the 'Print Option' pop-up box overlaid on the SendPro Online interface. The pop-up box has the following elements:


- SELECT A PRINT SIZE**: A dropdown menu with 'Landscape 8" x 4"' selected.
- Enter Stamp**: A text input field.
- Buttons**: Test Print, Print, and Cancel.
- Checkbox**: Always show these options before printing (unchecked).

In the background, the 'Shipping Label Details' section is visible, showing the same information as the previous screenshot. A red box highlights the green **Print** button in the bottom right corner of the interface.

Sample postage label:

Return Address
John Doe
155 - 157 Farringdon R
EC1R 3AD

**1st Class
Signed For**


Delivered by

Royal Mail


Postage Paid GB

C77	A7	100g	£2.18	Franked Letter
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Henry Matt
35 Meade Hill Road
Prestwich
MANCHESTER
M25 0GE

**For Testing
Purposes Only**

2E 000 5D7 53C


Prepaid and printed from
pitney bowes 

Ref: PB1000037
Post by the end of
14.07.2022


YL 1100 0144 5GB

Step 7: Click on **History** in the menu bar (see red box on the screenshot below). Under the **Parcels** tab (see green box on the screenshot below), you will see the recipient address and tracking information, etc. for the letter or large letter to have produced:

SendPro® Online
Sending
Address Book
History
Supplies

History

Parcels
Letters

Last 30 days

All Shipments

Show All

Search

DATE	RECIPIENT	SERVICE	TRACKING #	STATUS	AMOUNT	USER	ORDER #
03/11/2022		Signed for 2nd Class	YL200606665GB	Printed	£3.95		

RECIPIENT ADDRESS

SENDER ADDRESS

PURCHASED ON
03/11/2022

USER

SHIPMENT INFORMATION
Signed for 2nd Class
Total

TRACKING NUMBER
£3.95
£3.95
YL200606665GB

COST ACCOUNT
1

PACKAGE DETAILS
45x35x16 CM, 2 KG

Ship Another
Save as Preset
Reprint Label
Void Label