

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

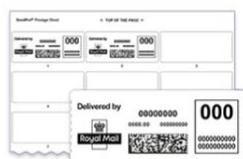
Send Royal Mail Signed For or Special Delivery letters through **Send a letter** tab

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.

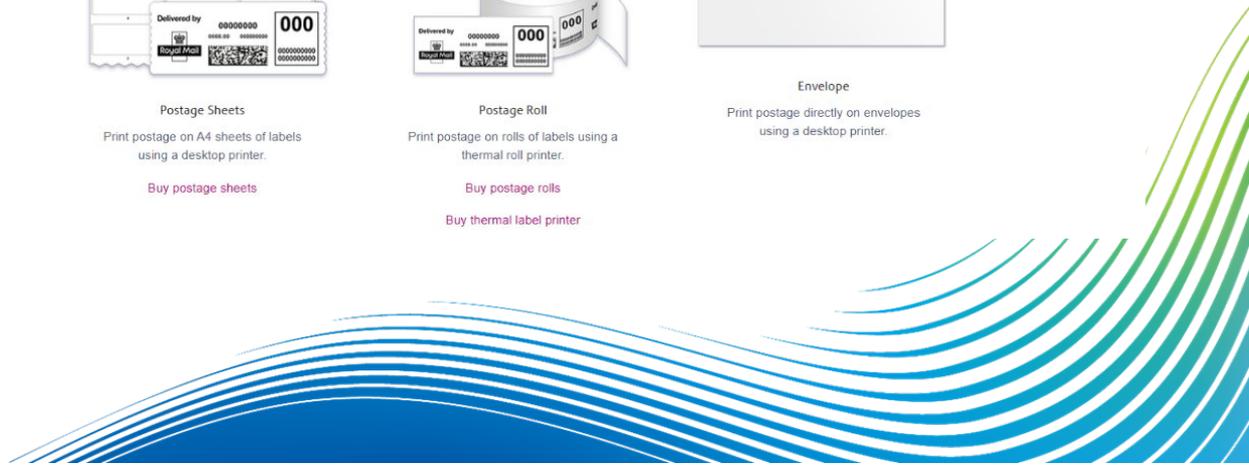
[Buy postage rolls](#)

[Buy thermal label printer](#)

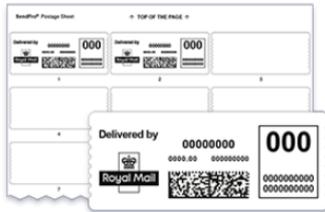


Envelope

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**.

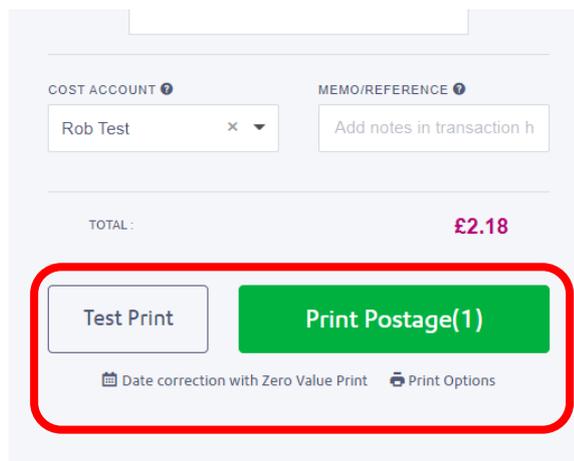
Important: Under **Service Type**, please select **Royal Mail Services** (see green box marked on the screen above) and then under **Service Details**, select **Signed For Services** or **Special Delivery Guaranteed Services** (see red box marked on the screen above).

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

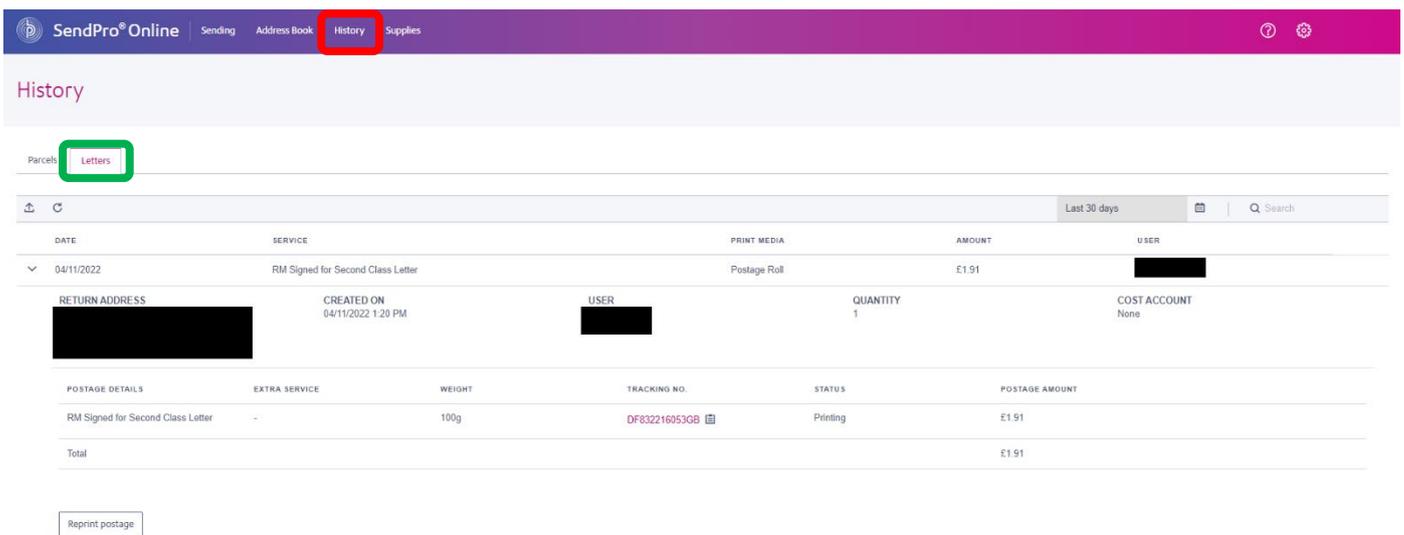
Step 4:

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.



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:



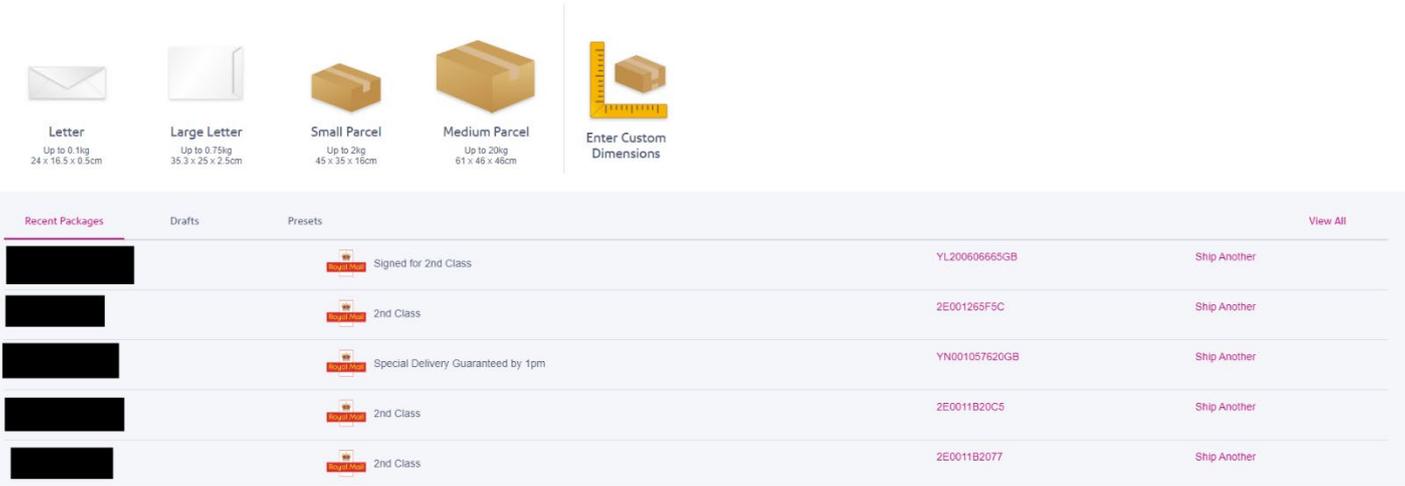
Send Royal Mail Signed For or Special Delivery letters through Send a Parcel tab

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



Choose Package Size

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



This section displays the 'Choose Package Size' interface. It features five main options: Letter, Large Letter, Small Parcel, Medium Parcel, and Enter Custom Dimensions. Each option includes an icon and its respective weight and dimension limits. Below these options is a table with three columns: 'Recent Packages', 'Drafts', and 'Presets'. The 'Recent Packages' column shows a list of five packages with redacted addresses. The 'Drafts' and 'Presets' columns show details for each package, including the Royal Mail service (e.g., 'Signed for 2nd Class', '2nd Class', 'Special Delivery Guaranteed by 1pm'), the tracking number, and a 'Ship Another' button.

Recent Packages	Drafts	Presets	View All
[Redacted]		Signed for 2nd Class	YL20060665GB Ship Another
[Redacted]		2nd Class	2E001265F5C Ship Another
[Redacted]		Special Delivery Guaranteed by 1pm	YN001057620GB Ship Another
[Redacted]		2nd Class	2E0011B20C5 Ship Another
[Redacted]		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.



This screenshot shows the 'Choose Package Size' interface with the 'Letter' and 'Large Letter' options highlighted by a red rounded rectangular box. The 'Letter' option is described as 'Up to 0.1kg' with dimensions '24 x 16.5 x 0.5cm'. The 'Large Letter' option is described as 'Up to 0.75kg' with dimensions '35.3 x 25 x 2.5cm'. Other options include 'Small Parcel' (Up to 2kg, 45 x 35 x 16cm), 'Medium Parcel' (Up to 20kg, 61 x 46 x 46cm), and 'Enter Custom Dimensions'.

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

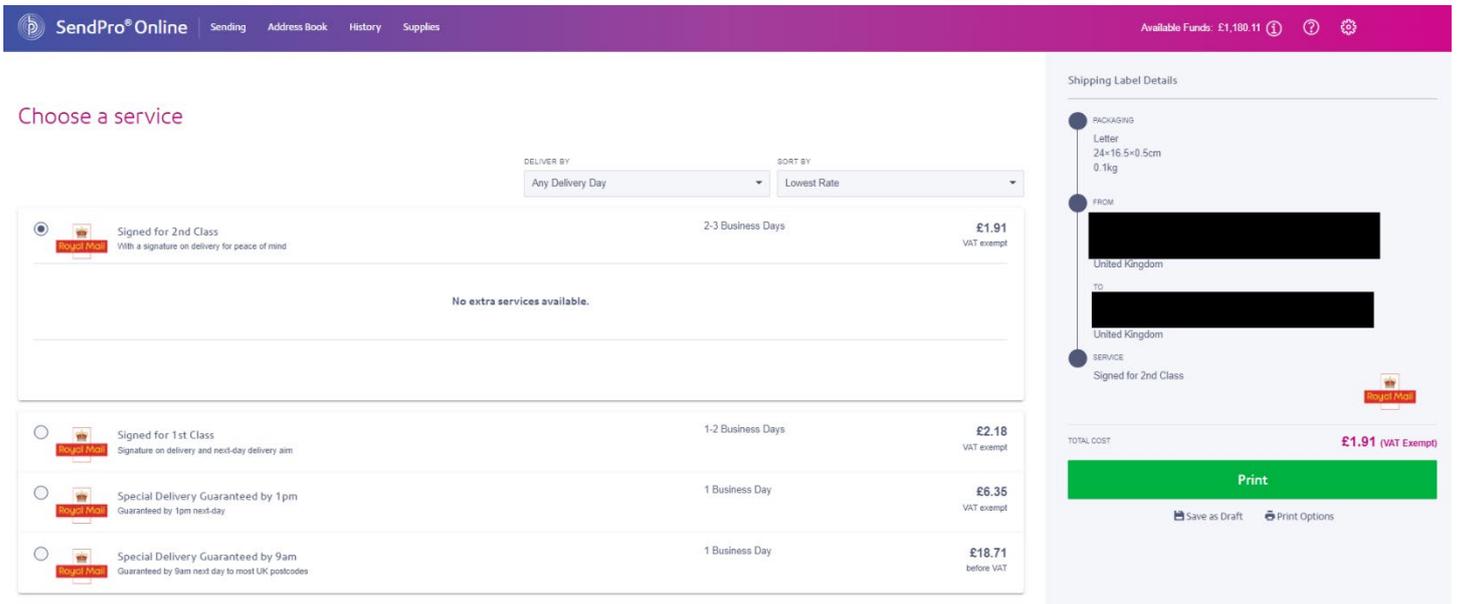
- PACKAGING
Letter
24x16.5x0.5cm
0.1kg
- FROM
- TO
- SERVICE

[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). No extra services available.
- 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. £6.36 (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, 'Shipping Label Details' shows:

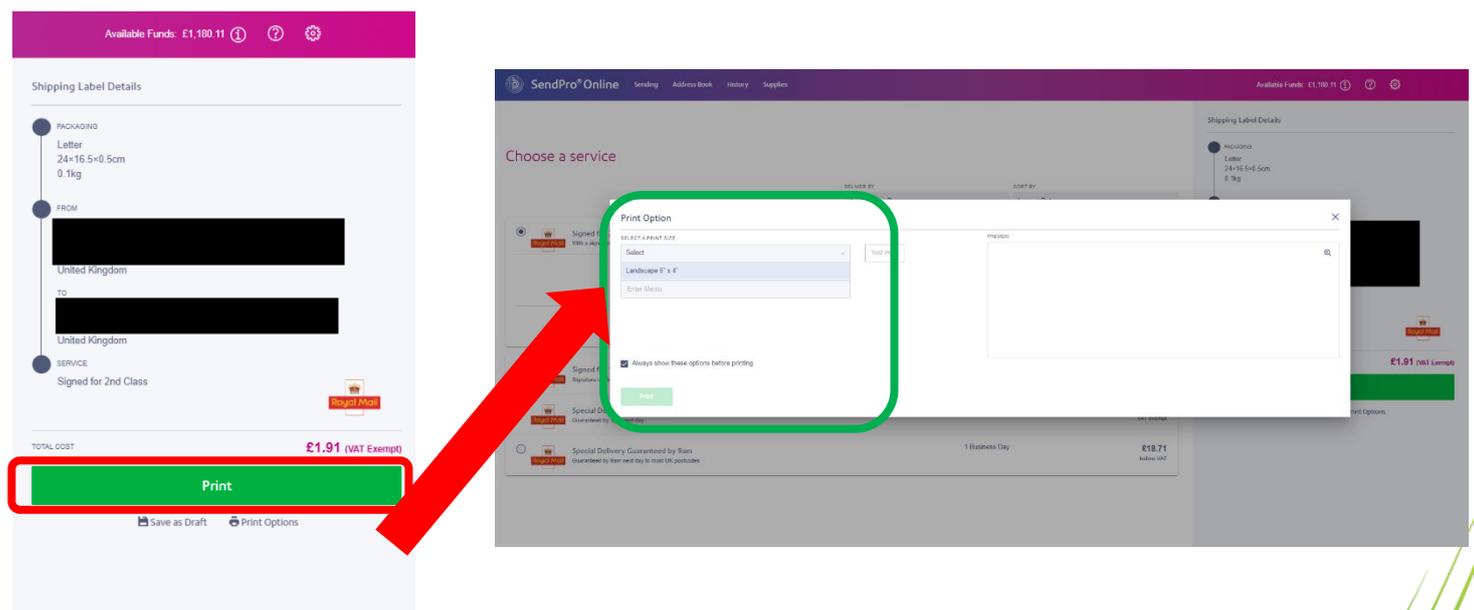
- PACKAGING**: Letter, 24x16.5x0.5cm, 0.1kg
- FROM**: United Kingdom
- TO**: United Kingdom
- SERVICE**: Signed for 2nd Class
- TOTAL COST**: £1.91 (VAT Exempt)

A green 'Print' button is visible at the bottom of the details panel.

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.

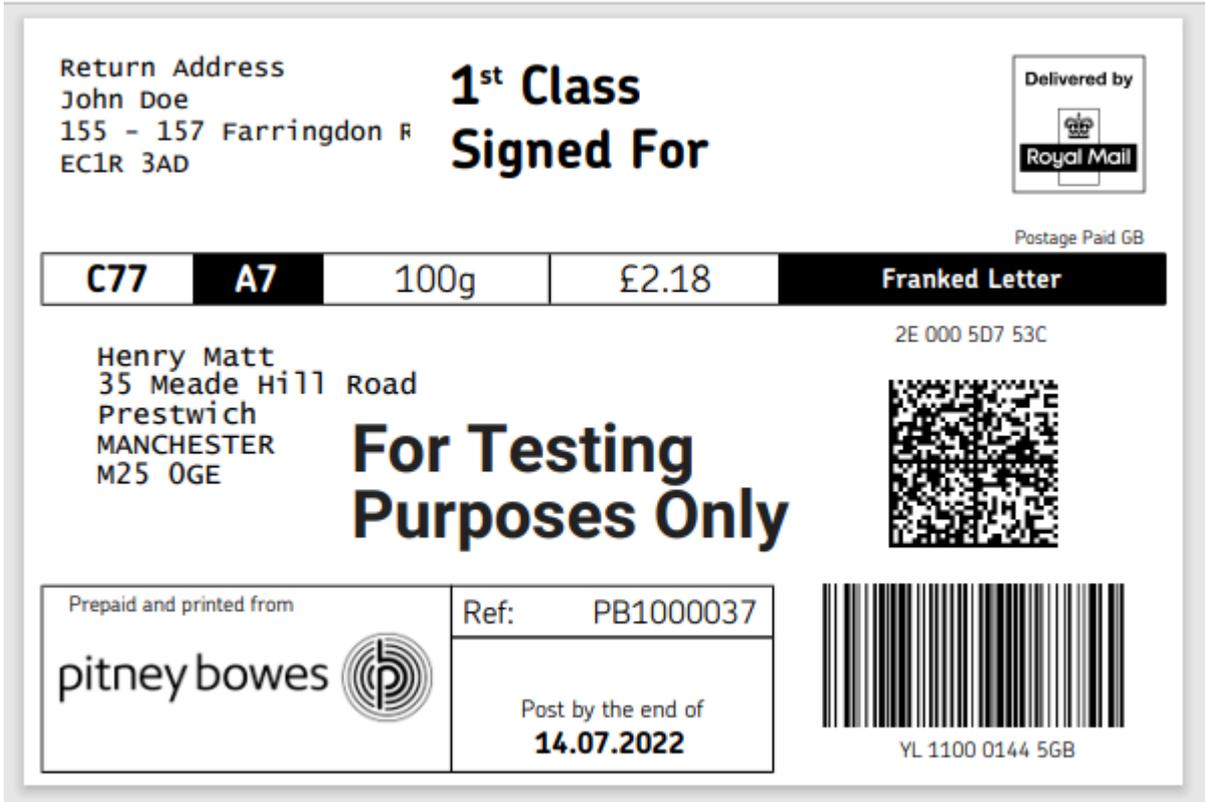


This screenshot illustrates the next step in the process. A red box highlights the green 'Print' button in the 'Shipping Label Details' panel. A red arrow points from this button to a 'Print Option' pop-up window. The pop-up window contains the following elements:

- A 'SELECT A PRINT SIZE' dropdown menu with 'Landscape 7" x 4"' selected.
- An 'Enter Stamp' input field.
- A 'Test Print' button.
- A checkbox labeled 'Always show these options before printing' which is checked.
- A green 'Print' button at the bottom.

The background shows the 'Choose a service' section from the previous screenshot, which is dimmed.

Sample postage label:



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:

