



Complete Shipping API

What is the Complete Shipping API?

The Complete Shipping API helps mailers print shipping labels and provides tracking information from multiple carriers including support for Presort Services shipping rates.

How can Presort Services clients utilize the Complete Shipping API?

By using the Shipping API to generate Presort compliant shipping labels, clients can associate a tracking number to a specific mail piece and then use the Tracking API to pull tracking event information for that same piece as it travels along its journey to delivery.

What tracking visibility is available?

For Marketing Mail® Flats and Bound Printed Matter Flats tracked via the Intelligent Mail® barcode (IMb), mailers have visibility to sortation, USPS® network induction and USPS events through a single integration.

For Bound Printed Matter Parcels tracked via the Intelligent Mail® Package barcode (IMpb), we offer standard USPS® parcel visibility coupled with Presort induction events that are also visible on usps.com.

How can tracking events be viewed?

Tracking events are available via a variety of delivery methods.

Method	Description	Free/Paid
tracking.pb.com	Pitney Bowes provided tracking portal	Free
Consumer Connect	Pitney Bowes provided tracking portal which can be branded	Paid
FTP/API	Integration option allows mailers to programmatically retrieve tracking information to be displayed in their system of choice	Free

Where can I find technical specifications and integration details to get started?

All documentation and technical specs are conveniently located online. We recommend starting with the overview page: <https://shipping.pitneybowes.com/overview.html>. Specific Presort Services information can be found at: <https://shipping.pitneybowes.com/carriers/pb-presort.html>.

Who can I call for help?

For technical questions, call +1 844 470 6626, or email ClientServicesTechSupport@pb.com. For Shipping API contact details, visit <https://shipping.pitneybowes.com/contact-us.html>. Or contact your local Presort Services Client Service representative for more information.