

Q: How do I add postage?

Only users with the role of Admin can perform this procedure.



1. From the SendPro[®] Online home screen **select the USPS[®] icon**, or select USPS from the Print menu.



2. Select the + (plus sign) next to your postage balance.

Q: How can I track postage spend?

1. Select History > Shipping & Postage History.

SendPro Print Address Book History Supplies Dashboar	d de la constante d
Sender Shipping & Postage History	Cost Account Enter Cost Account
Daily Activity Report	
Request a Refund File Insurance Claim	
	SendPro Print Address Book History Supplies Dashboard
2. Select the USPS Stamps tab to view all	History Shipments USPS Stamp Refunds USPS Stamp Refunds USPS Label Refunds tab to view all of
of the stamps and envelopes printed.	
	Your purchases are listed by date of purchase, the latest date appearing first in the list.

- **4.** To sort by a different column or reverse the sort order, select that column heading.
- 5. To view complete details for a particular send, select that item.



SendPro[®] Online FAQs

Q: How can I track my packages?

From the Home screen:

	Create Shipping Label	Print Stamps
	Select a c	arrier.
	FedEx.	UDS
		V
Recent Packages	View all	Schedule a Pickup
Recent Packages	View all	
Recent Packages		No time to drop it off? You ca
	mber Track	No time to drop it off? You ca USPS

OR 1. From the History screen: Select History > Shipping & Postage History.

	S	hipping & Postage History				
History	D	aily Activity Report				
History	R	equest a Refund				
	F	le Insurance Claim				
Shipments	USPS Stamps	USPS Stamp Refunds	Postage	USPS Label Refunds		
(±)			6/1/2019 - 6/24/2019	All Shipments -	Q	
Date 🔻	Recipient	Carrier Shipping In	fo Tracking Nu	mber Status	Amount	

2. Select the Shipments tab.

3. Tracking numbers will be listed in the Tracking Number column

Tracking availability is determined by the carrier and service that was selected for the shipment. To view complete details for a particular send, select that item.

Q: How do I print Certified Mail[®] with Electronic Return Receipt?

Electronic Return Receipt (eRR) is an extra service available for USPS[®] shipments. (Note: eRR is not supported for First-Class Mail[®] purchased via SendPro Online.)

- 1. Select USPS from the Home screen or USPS Label from the Print menu.
- 2. Choose a Recipient to enter address.

Choose a	United States -				
Recipient Enter a name and address.	Name	Name Com		ompany	
	Street				
	Apt / Suite / Other (optional)				
	City	Stat	te/Province 🔹	ZIP Code	
	Email		Phone		

3. Choose your Packaging and mail class.

hoose Your Mackaging System State Stress Str	rity Mall Boxes Prior	ity Mail Envelopes My Box or En	velope
Small Flat Rate Box	\$7.50	Regional Box A	From \$7.65
Medium Flat Rate Box	\$12.80	Regional Box B	From \$8.05
Large Flat Rate Box	\$17.60		

Electronic Return Receipt Tracking via tools.usps.com

To track your eRR, enter the number listed on the Return Receipt in the tracking number field on the USPS Tracking page. If no information is available or the information seems incorrect, contact USPS Customer Service.

4. Choose your service and **select**

Certified Mail. Additional options will be displayed.

Choose Your Service		Ship date Today - June 24	Ship from this Postal Co
Priority Mail®	Wed Ju	un 26 by end of day	\$7.50
(1) This service includes fre	ee tracking.		
Certified Mail® (?)			
Return Receipt 📀			
Return Receipt Electronic	0		
C Return Receipt Electronic			

5. Select Return Receipt Electronic. Complete and print the label as usual.