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 P	Address Book	History	Supplies	Dashboard	
Sender	[Shipping & F	Postage Histor	у	Cost Account
		Daily Activity	y Report		Enter Cost Account
		Request a R	Refund		
		File Insurance	ce Claim		
					SendPro Print Address Book History Supplies Deahboard
					History
	2. Seleo Stam	ct the U	I SPS to viev	v all	Shipments USPS Stamps USPS Stamp Refunds Stage USPS Label Refunds Stabel Refunds </td
	of th	e stamp	os and		▲ 6/1/2019 - 6/24/2019 ■ the shipping label postage purchased.
	CHVC	iopes p	inned.		Date * Status Carrier Cost Account Amount
				L	
				č	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.



4. Select Add Postage.

SendPro[®] Online FAQs

Q: How can I track my packages?

From the Home screen:

Select a ca	arrier.
FedEx.	UDS
	V
View all	Schedule a Pickup
	No time to drop it off? You ca
Terrali	USPS
ITACK	FedEx
	View all

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

		Shipping & I	Postage History							
History		Daily Activity Report								
HISLOI Y		Request a P	Refund							
		File Insurant	ce Claim							
Shipments	USPS Stamps	U	ISPS Stamp Refur	ıds	Postage	USPS La	abel Refunds			
				6		-		0		
					5/1/2019 - 6/24/2019		Air Shipments *	Q		
Date 🔻	Recipient	Carrier	Shipp	ing Info	Tracking Nun	nber	Status	Am	ount	

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.

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

3. Choose your Packaging and mail class.

noose Your ackaging ta packaging type.	Priority Mail Boxes Prio	Hy Mail Envelopes Hy Box or Enve	lope
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 Cod
Priority Mail®	Wed Jun 26	by end of day	\$7.50
(i) This service includes fr	ee tracking.		
Certified Mail® (?)			
Return Receipt 🧿			
Return Receipt Electronic	0		
Fragile 🧿			

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

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