



Shipping

Outbound shipping

SendPro® Online

Easy start user guide

Welcome to SendPro Online

Your all-in-one Shipping and Mailing Solution with confidence built right in. You can control and manage every aspect of your shipping and mailing operations—pay for and print postage stamps and shipping labels, compare carrier rates, track sent packages and notify recipients all from this single platform. These instructions are a quick guide to get you started.

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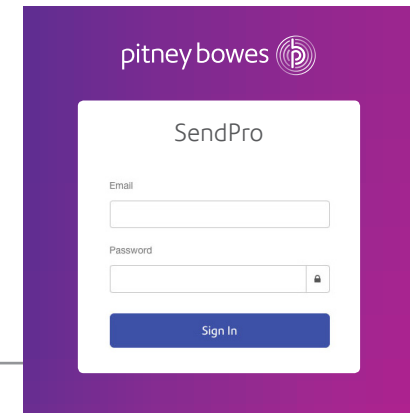
It's easy to get started

When you visit **sendpro.pitneybowes.com** you will be asked to enter your credentials.

Username: The email you used to open your account.

Password: Use the same password you established when you started.

Profile: Once you sign in, view your profile with your general account information.



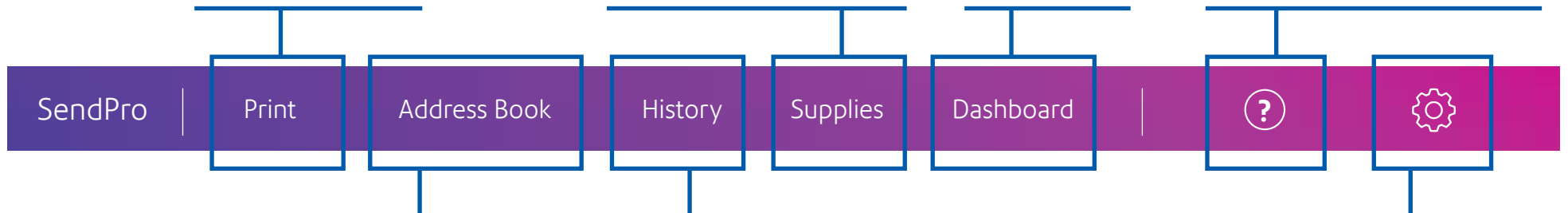
Navigation

- Create USPS®, FedEx®, UPS® labels.
- Print USPS stamps.
- Access FedEx manifests.
- Compare shipping carrier rates.

Shop from the Pitney Bowes online store and/or request free carrier supplies.

View snapshot of all transactions

Have a question? Click the **Help Options icon** for guidance.



Easily add and delete recipients or import your address book.

- See shipping and postage history.
- Review daily activity reports.
- Request a refund.
- File an insurance claim.

Manage multiple aspects of your account across your organization by clicking on the **Settings icon**.

Application Settings:

- Shipping Carriers
- Cost Accounts
- Postage Refills
- Admin Options
- New Users

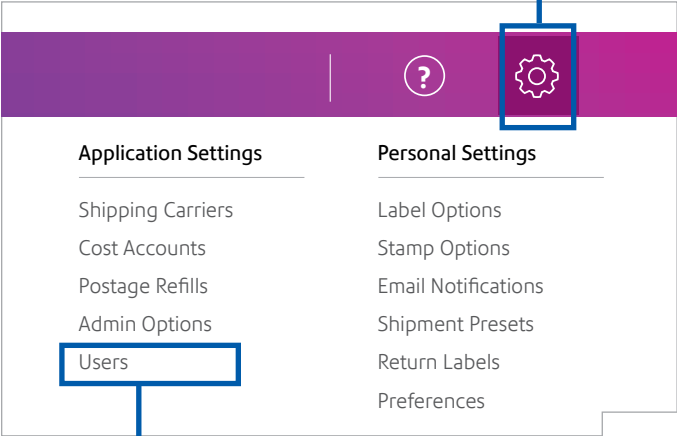
Personal Settings:

- Label Options
- Stamp Options
- Email Notifications
- Shipment Presets
- Return Labels
- Preferences

See [next page](#) for instructions on how to add new users.

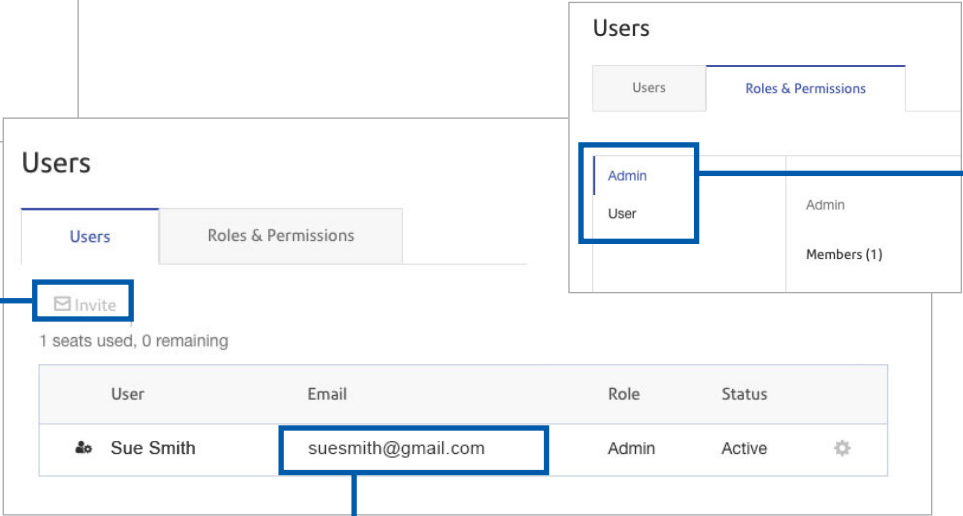
Add new users

1. Click on the **Settings** icon.



2. Choose **Users** from the dropdown menu.

3. Select **Invite**.



4. Enter the new user's email address.
To add more than one email address, press **Enter** after each address.

What's the difference between an Admin and a User?

The **Admin** is the contact the SendPro® account is managed by, who has complete control over the platform capabilities.

By adding **Users**, the **Admin** is granting others permissions to ship and mail from the account.

Multi-location plans let the whole office or enterprise send, so you can control and manage all your shipping expenses. For more information about multi-location, [see page 16](#).

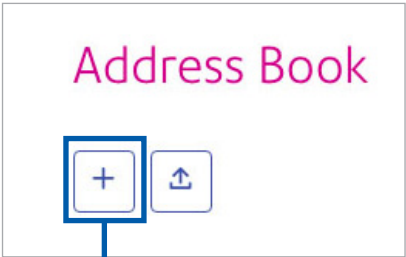
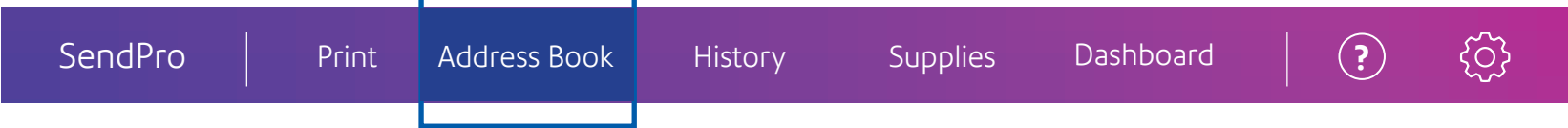
5. Select **Admin or User** from the Roles & Permissions menu.
The role will apply to all those you are inviting, and you can change their role later if needed.

6. Select **Invite**. Each invited user will receive an email and will appear in the list of users with a Status of Invited.

More details: [Invite additional users >](#)

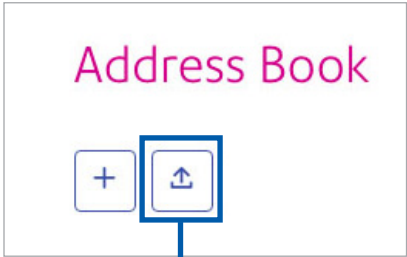
Add new addresses

1. Click to add a single address or import multiple addresses.



2. Click the **add** icon.

3. **Add** addresses.

A screenshot of the 'Add Contact' form. The title 'Add Contact' is at the top left. Below it are two buttons: 'Add one address' (highlighted with a blue box) and 'Import multiple addresses'. The form contains several input fields: a dropdown menu for 'United States', 'Name' and 'Company' fields, a 'Street' field, an 'Apt / Suite / Other (optional)' field, 'City', 'State/Province' (dropdown), and 'ZIP Code' fields, and 'Email' and 'Phone' fields. A 'Save' button is at the bottom left. A blue line connects the 'Add one address' button to the third instruction above it.

4. To export your address book to a .csv file, click the **export** icon.

More details:
[Import and export addresses >](#)

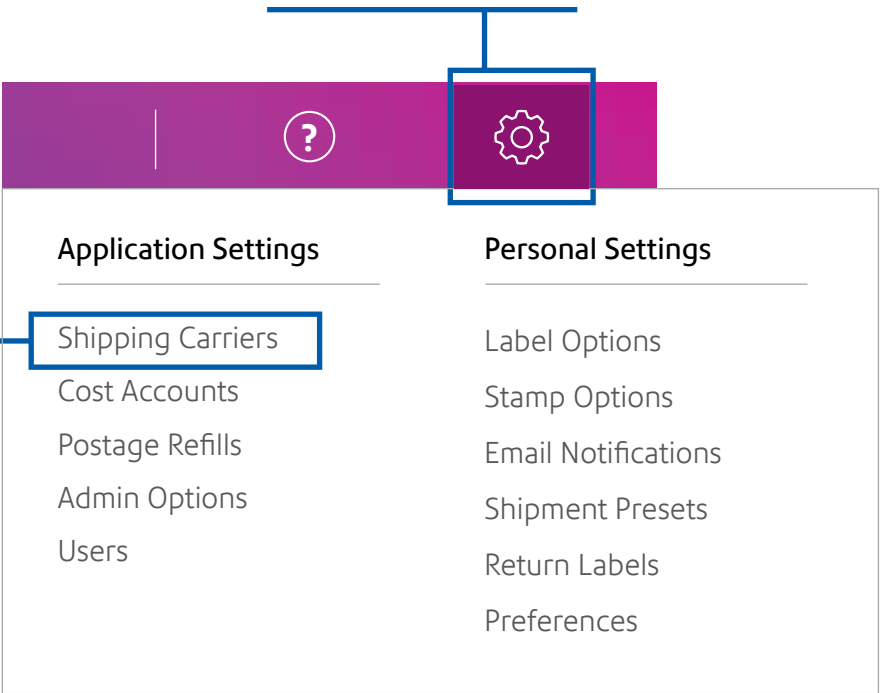
Choose your sending options

Send with national shipping carriers from one centralized place so you can view and control how much your organization spends on shipping. Access multiple shipping options, services and delivery times, allowing you to choose the best carrier each time, every time.

Add shipping carriers

1. Click the **Settings** icon.

2. Choose **Shipping Carriers** from the dropdown.



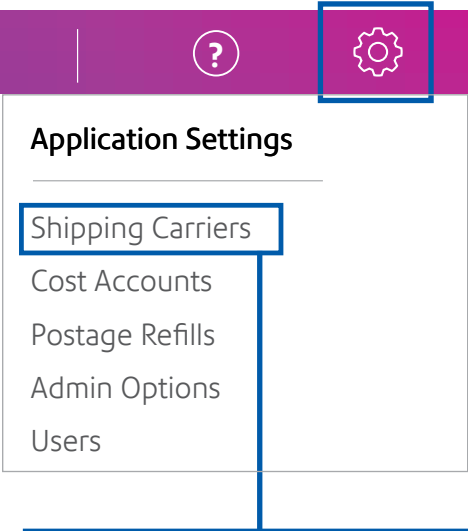
Pro tip:

Comparison shop across major carriers



SendPro® can save you money every time you send. Save 5¢ on every stamp you print and up to 40.4%* off retail shipping rates, not available at the post office.


*Savings is on letters up to 3 ounces and based on packages up to 5 lbs. sent priority mail commercial rates vs. retail rates in zones 1 and 2. Rates may vary in other zones. Discounts with USPS® Priority Mail vary with weight and distance, as determined by the USPS.


Add carrier accounts



- 1. Select settings then **Shipping Carriers**.
- 2. Update your account details on the Shipping Carriers page.

USPS	Balance	Action
	\$0.00 	Manage

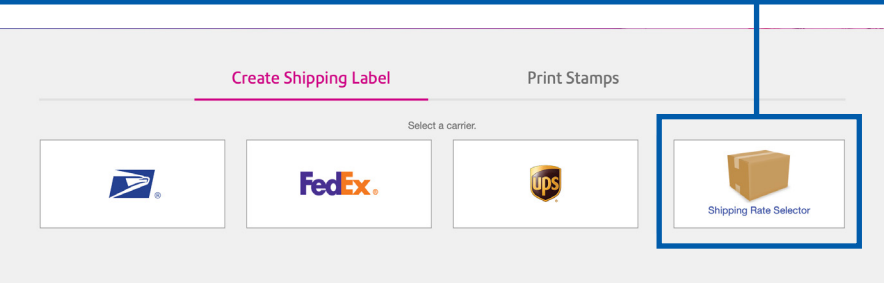
FedEx	Action
	Account Setup

UPS	Action
	Account Setup

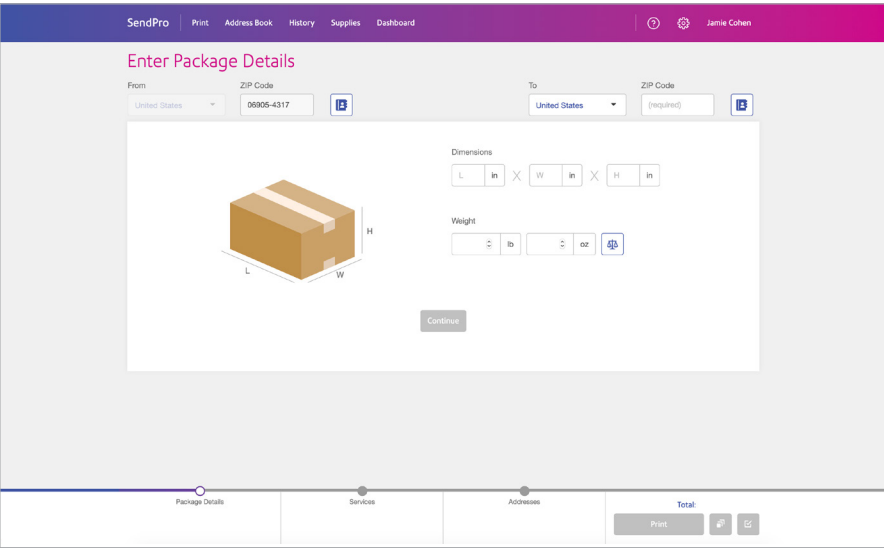
More details: [Set up and manage your USPS® account >](#)
[Set up and manage your FedEx® account >](#)
[Set up and manage your UPS® account >](#)

Compare carrier rates

Click on logo to select your preferred carrier OR use the **Shipping Rate Selector** to compare rates across carriers.



Enter package details



The **Shipping Rate Selector** generates rates based on zone and DIM factor. **Input** the package information, including destination address and ZIP code, dimensions and weight. Click **Continue**.

More details: [Compare carrier rates >](#)

Choose a service






Toggle between carriers to compare rates and delivery options. Select the carriers on the left side to view options from each one.

Choose a Service

USPS

FedEx

UPS

<input type="radio"/>		Library Mail®	Fri Apr 26 by end of day	\$3.59
<input type="radio"/>		Media Mail®	Fri Apr 26 by end of day	\$3.79
<input type="radio"/>		Parcel Select Ground™	Fri Apr 26 by end of day	\$7.51
<input type="radio"/>		Priority Mail®	Thu Apr 25 by end of day	\$7.61
<input type="radio"/>		Priority Mail Express™	Thu Apr 25 by 12:00 PM	\$22.83

Continue

Package Details

10 in x 10 in x 10 in
3lb

Services

Addresses

Total: \$22.83

Print

View service add-ons






Once you select a carrier and service, you'll see a drop down of optional services offered by that carrier. Select any additional services you need. Click Continue.

Choose a Service

USPS

FedEx

UPS

<input type="radio"/>		Library Mail®	Fri Apr 26 by end of day	\$3.59
<input type="radio"/>		Media Mail®	Fri Apr 26 by end of day	\$3.79
<input type="radio"/>		Parcel Select Ground™	Fri Apr 26 by end of day	\$7.51
<input type="radio"/>		Priority Mail®	Thu Apr 25 by end of day	\$7.61
<input checked="" type="radio"/>		Priority Mail Express™	Thu Apr 25 by 12:00 PM	\$22.83

☐ Signature Confirmation™ ⓘ
☐ Insurance ⓘ
☐ Insurance Restricted Delivery ⓘ
☐ Fragile ⓘ
☐ COD Restricted Delivery ⓘ
☐ No Weekend Delivery
☐ 10:30 A.M. Delivery ⓘ
☐ Sunday delivery
☐ Holiday delivery

Package Details

10 in x 10 in x 10 in
3lb

Services

Priority Mail Express™

Addresses

Total: \$22.83

Print

Progress bar across the bottom indicates where you are in the process, including the price for your selected service any options.

Pay for postage



Pay for USPS® postage

SendPro® online is automatically set up to work with USPS® from the moment you sign in. Once linked to SendPro, you can seamlessly access the funds. For UPS® and FedEx®, your postage costs are billed directly to your UPS or FedEx account.

More details: [Determine the best payment method >](#)
[Pay for postage >](#)

There are three easy ways to view your USPS postage balance and add funds.


- 1. From the home screen, select the **USPS icon**.
- 2. From the print menu, select **USPS label**.
- 3. From the **Settings icon**, select **Shipping Carriers**.




Cost Account

Enter Cost Account ▼

Carrier Account

USPS
Available Postage : \$28.40 

Pro tip:
Before refilling postage, register for [Pitney Bowes Purchase Power®](#), so you can send now, pay later, avoid extra fees and even earn rewards. When refilling postage with a credit card, there is an additional 3.5% charge.

- 1. Click  for the **Add Postage** window.
- 2. Select the amount of postage you wish to add. Select a preset amount or select **Custom** and enter an amount. The minimum you can add is \$10.00; the maximum depends on your postage balance, which has a limit of \$500.00.
- 3. If you use Cost Accounts, assign this refill to a Cost Account.
- 4. Select **Add Postage**.

Add Postage

Your available postage is \$99.53
Select an amount to add

Custom	\$20.00	\$50.00	\$100.00
--------	---------	---------	----------

Assign this postage purchase to a Cost Account (optional)

Enter Cost Account ▼

Payment method
Credit Card: XXXXXXXXXXXXXXXX

Add Postage

Automate postage refills

1. Select settings then **Postage Refills**.

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Application Settings

Shipping Carriers

Cost Accounts

Postage Refills

Admin Options

Users

2. Select **I want to automatically add postage**.

3. When your postage balance goes below the threshold you set, funds will be added to your USPS® account.

4. Enter the amount of funds to add. The minimum is \$10.00. The maximum depends on your postage balance, which has a limit of \$500.00.

5. Select to receive an email notification.

6. You can also associate a Cost Account with a postage refill.

7. Select **Save**.

Postage Refills

☒ I want to automatically add postage

Set minimum postage threshold amount

\$

10

.00

Add this postage amount

\$

20

.00

☒ Prompt me before auto postage refill is set to occur

Enter Cost Account

Save

Pay for shipping

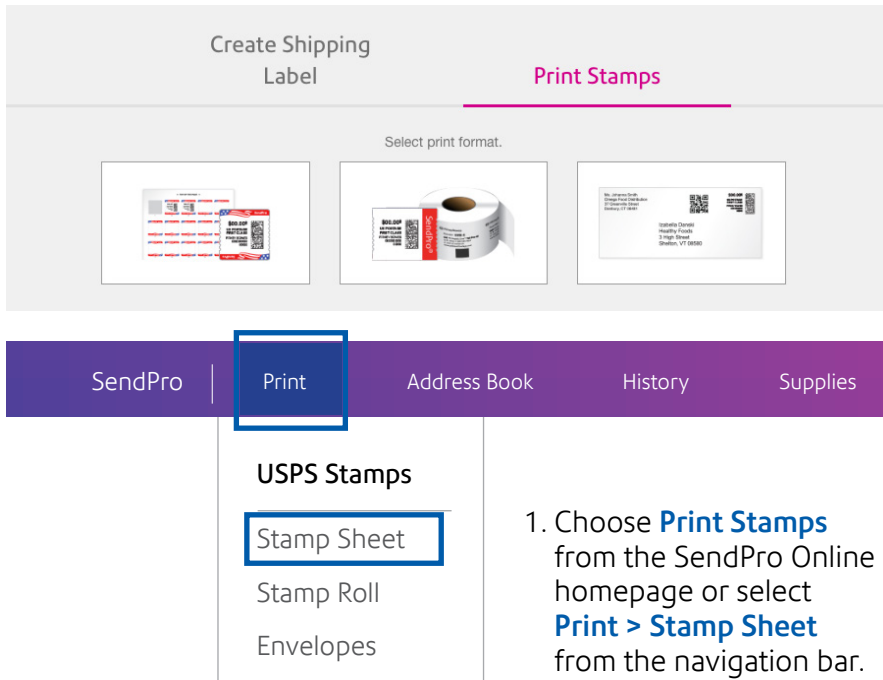
Once you manually set up your current FedEx® and UPS® carrier accounts, you can access them seamlessly to add funds (and more) through SendPro® Online. If you do not have a current UPS account, you can qualify for special UPS discounts as a SendPro customer: ups.com/pitneybowes (New UPS customers only)

Pro tip:

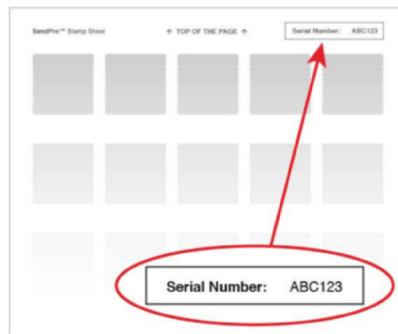
Through Pitney Bowes Purchase Power® Multi-Carrier Payments Program you can consolidate all of your carrier invoices to receive one statement and make one payment for USPS postage, FedEx and UPS.

Print postage stamps

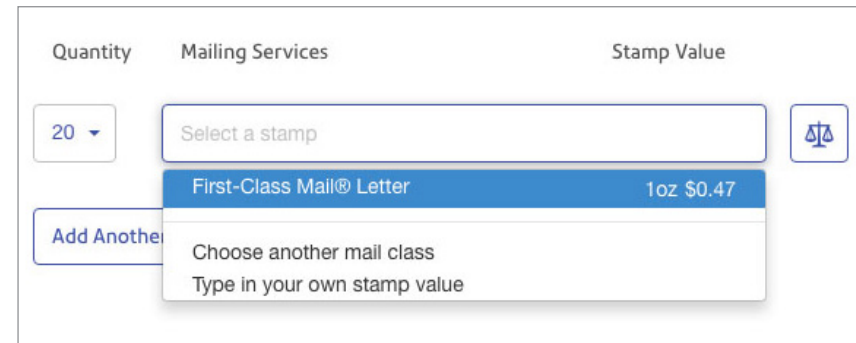
Sending is so much easier with SendPro®. Save money and time by printing stamps at your office.



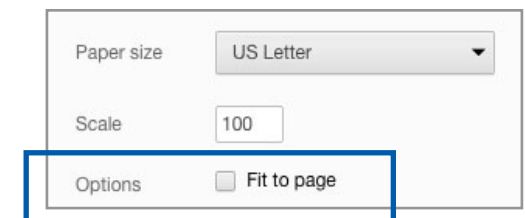
2. Enter the serial number of the stamp sheet when prompted and select **Accept**. Every SendPro Printable Postage Stamp Sheet has a unique serial number in the upper right corner.



More details: [Set up default stamp and envelope printing options >](#)

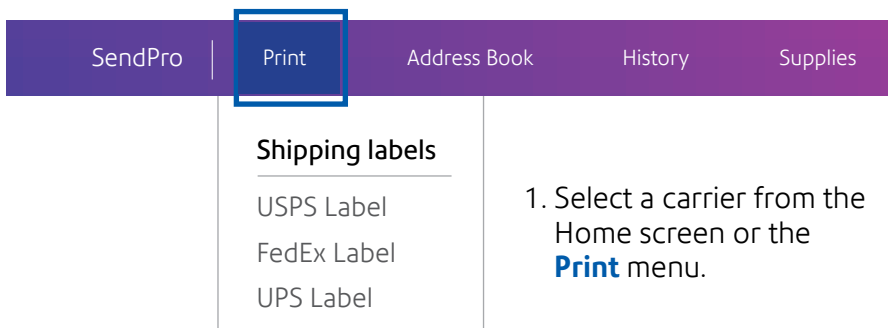
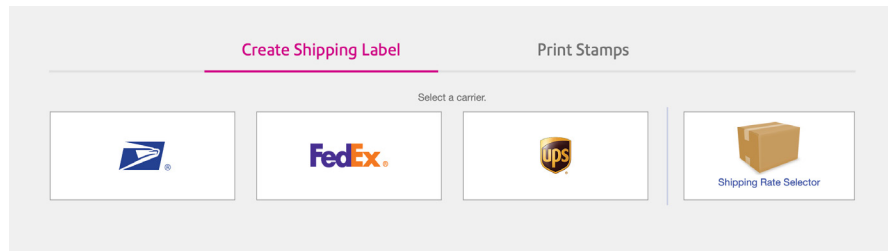


3. From the **Quantity** menu, select the number of stamps you wish to print.
4. From the **Mailing Services/Stamp Value** menu, select the value of the stamps you wish to print. The stamp sheet on the left will show a preview of the stamps that will be printed.
5. To choose a mail class that is not listed, select **Choose another mail class**, select the mail Type and Weight, and select **Accept**.
6. To enter a different stamp value, select **Type in your own stamp value**, enter the Stamp Value and Mail Class, and select **Add this value**.
 - a. The maximum weight for a stamp is 13 ounces. If you need to send something that weighs more than 13 oz., you will need to create a shipping label.
 - b. If you have the attached USB scale, you can select the scale icon to weigh the item on the scale.
7. Insert the stamp sheet into the printer and select the **Print** button to print the stamp sheet. Ensure that the correct printer and tray is selected before printing.
8. If printing from a web browser, a PDF of the stamp sheet will open in a browser window or tab, just like when printing a shipping label. Use your browser's print function to print this file.
9. Be sure to **uncheck Fit to page** so that the stamps align correctly.



Print shipping labels

Access rates and services from major carriers to save money and time when shipping.



2. You must use Cost Accounts to add postage to ensure all details are on your statements.

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Cost Account

Carrier Account

Enter Cost Account ▼


▼

More details: [Create a shipping label from the Address Book >](#)
[Create a shipping label >](#)

Pro tip:

Shipping labels printed from SendPro® Online are based on GMT. If you select priority overnight, the package needs to get to USPS by the correct GMT time, not your local time. <EXAMPLE: 9am EST in New York is GMT + 4>

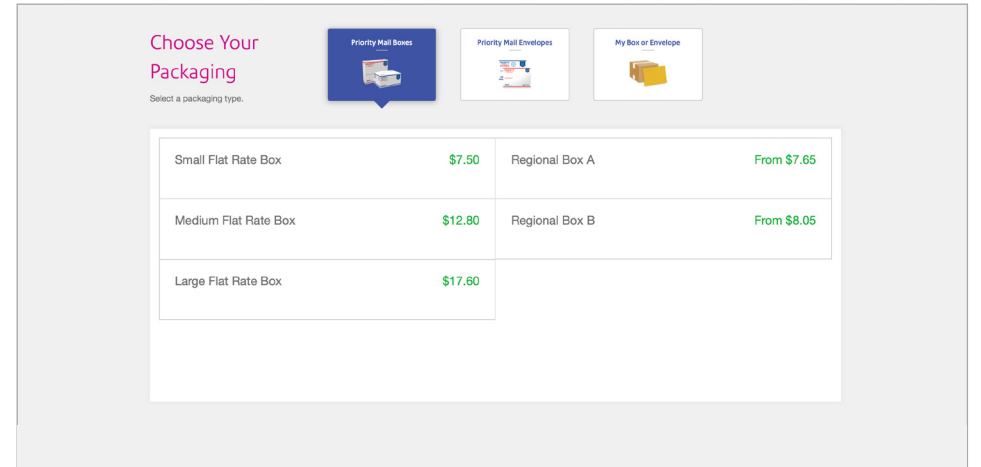
3. Enter the recipient's address using one of two methods:

- Enter the contact's details and select the **Confirm Address** button to verify the USPS® address.
- Select the **Choose from Address Book** icon and scroll through the list of addresses or search using the search box at the top. 

4. Select **Continue**.

5. On the **Choose Your Packaging** screen, select the type of package and enter the package information. To view the allowable dimensions and weights for a carrier-specific package type, position the cursor over the package type.

- If you have an attached USB scale, select the scale button and place the package on your scale. The weight will appear in the Weight fields.
- Select **Continue** to choose your service.



Progress bar across the bottom indicates where you are in the process as well as price to be paid.

See next page to use your own box or envelope, choose a shipping service, then print your label.

Print shipping labels (continued)

- To use your own box or envelope, select **My Box or Envelope** and enter the dimensions and weight in the fields provided. Select **Continue** to choose your service.
- On the **Choose Your Service** screen, select the shipping date and service, then select any additional special services. The total cost for the shipping label is displayed at the bottom of the screen.
- The total amount displayed at the bottom of the screen differs from the amount displayed next to the selected service because the service amount does not include taxes, surcharges, and charges for additional services.
- To print the label, select **Print**. This opens the Label Options screen, which allows you to define how you want to print the label.
- If prompted to enter the Sender and Recipient's phone number (required for some services), enter the numbers and select **Continue**.
- The shipping label opens in PDF format in a browser window or tab, from which you can print. To return to SendPro®, select the SendPro tab. The completed label will be displayed at the top of the Home screen.

Choose Your Packaging
Select a packaging type.

Priority Mail Boxes | Priority Mail Envelopes | **My Box or Envelope**

Enter Packaging Details
☒ Box ☐ Envelope ☐ Irregular packaging

Dimensions
L in x W in x H in

Weight
lb oz

Continue

Recipient: john | Package Type | Services | **Total**
Print

Choose Your Service

Ship date: Today - April 24 | Ship from this Postal Code: 06905-4317

<input type="radio"/> Priority Mail®	Fri Apr 26 by end of day	\$7.99
<input type="radio"/> Parcel Select Ground™	Mon Apr 29 by end of day	\$7.89
<input type="radio"/> Media Mail®	Mon Apr 29 by end of day	\$3.79
<input type="radio"/> Library Mail®	Mon Apr 29 by end of day	\$3.59
<input type="radio"/> Priority Mail Express™	Thu Apr 25 by 3:00 PM	\$26.65

Recipient: john | Package Type: 10 in x 10 in x 10 in 3lb | Services | **Total**
Print

It's easy to schedule a pickup from the SendPro Online home page.

Schedule a Pickup

No time to drop it off? You can schedule a pickup here.

USPS [Schedule now](#)
FedEx [Schedule now](#)
UPS [Schedule now](#)

Print batch shipping labels

Print the same label for multiple recipients at once, saving you manual entry time. Package details must be the same for each batch. (Limit: 20 USPS® shipping labels. Not available across all carriers.)

1. Start by creating the first USPS shipping label in the batch.

2. Select the service you would like for the labels, instead of using the Print button to print the first label, select the **Add to batch** button next to the Print button.



3. Batch Shipping will open in new browser tab or window with the first recipient listed.

a. To add additional recipients of the same label, select the **+Add Recipients** button at the top.

b. Select the checkboxes next to the other recipients for which you wish to create this same label. To remove a recipient from the batch, select the box next to them and select the trash can button at the top.

c. Select **OK**.

4. Select **Pay and Run Batch**.

a. Wait while the batch is created. A green checkmark indicates that the label has been generated. A spinner icon indicates that label is still being processed. A red exclamation mark indicates that there was an error with that label, which will be explained in the message just below it.

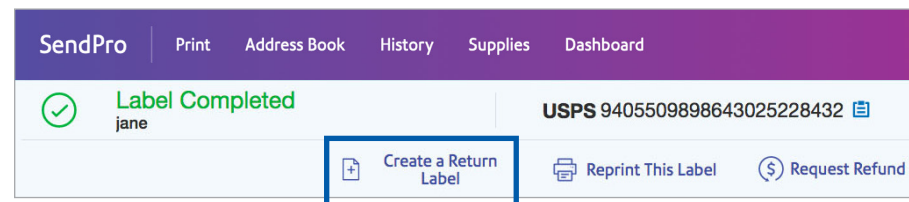
5. Once all of the labels have been generated, select **Print**. A PDF containing all of the labels will open.

6. When you are ready to print all of the labels to your printer, use your browser's print function.

More details: [Use USPS batch label printing >](#)

Create a return label

1. **After you've just printed a shipping label**, at the top of the screen, under the confirmation number of the label, select **Create Return Label**.



2. **Creating a UPS® return label** is only an option when choosing **My Box** as your packaging. UPS print return label is not available for UPS Next Day Air Saver.

3. A **UPS Print Return Label** will appear as an extra service when picking a UPS class.

4. Enter the **description of merchandise**.

2. **Creating a FedEx® return label** is only an option when choosing **My Box** as your packaging. FedEx print return label is not available for FedEx Express Saver.

3. A **FedEx print return label** will appear as an extra service when picking a FedEx class.

More details: [Create a return label >](#)

Pro tip: For return labels, your customer is the 'sender' and you are the 'recipient'.

You can also create a USPS return label from the History screen:

1. From the History menu, select **Shipping & Postage History**. All of your recent shipments will be displayed.
2. Find your label in the list or by using the search box.
3. Select the desired USPS shipment.
4. Select the **Create Return Label** button.

Pro tip:

Shipping labels printed from SendPro Online are based on GMT. If you select priority overnight, the package needs to get to USPS by the correct GMT time, not your local time. <EXAMPLE: 9am EST in New York is GMT + 4>

Track packages

No more need to wonder where the packages you have sent are. SendPro® Online makes it easy to search shipments so you can verify the status.

Track Your Packages

[View all](#)

USPS	▼	Enter USPS tracking number	Track
FedEx	▼	Enter FedEx tracking number	Track
UPS	▼	Enter UPS tracking number	Track

1. Track your packages directly from the SendPro Online home page or select **History > Shipping and Postage History**.

SendPro

Print

Address Book

History

Supplies

Shipping & Postage History

Daily Activity Report

Request a Refund

File Insurance Claim

History

Shipments

USPS Stamps

USPS Stamp Refunds


Postage

USPS Label Refunds

2. The Shipments tab on the History screen provides a line-item summary of your past shipments in these categories:

- Date
- Recipient
- Carrier
- Shipping Info (mail class)
- Tracking Number
- Status
- Label Amount
- User

3. Use one or more of the following options to locate the desired shipment:
 - a. Select a date or shipment type.
 - b. Enter a tracking number, recipient name, company or address in the search field.



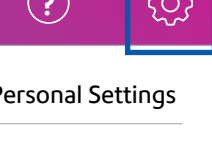
The screenshot shows the 'Shipments' page with a date range filter set to '8/1/2018 - 8/6/2018'. A dropdown menu is open for the 'All Shipments' filter, showing options: 'Show me:', 'All Shipments', 'Insured Shipments', 'Shipments Eligible for Refund', 'Shipment Summary by Cost Account', 'Shipment Summary by User', and 'Shipment Summary by Carrier'. The 'Apply' button is highlighted in blue.

4. Select the shipment in the list to view the details.

More details: [Search for a shipment >](#)

Email notifications

Email a tracking number or delivery notification for each new shipping label automatically, to the recipient or sender (you).



1. Click the **Settings icon**.

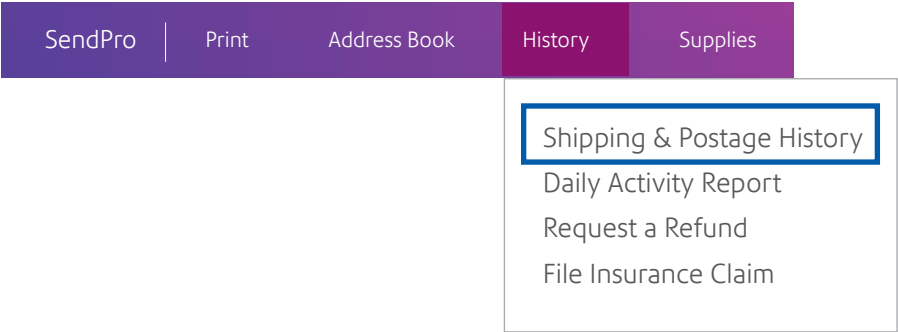
Personal Settings

- Label Options
- Stamp Options
- Email Notifications**
- Shipment Presets
- Return Labels
- Preferences

2. Choose **Email Notifications**

View reports

1. To generate reports select **History > Shipping and Postage History**.



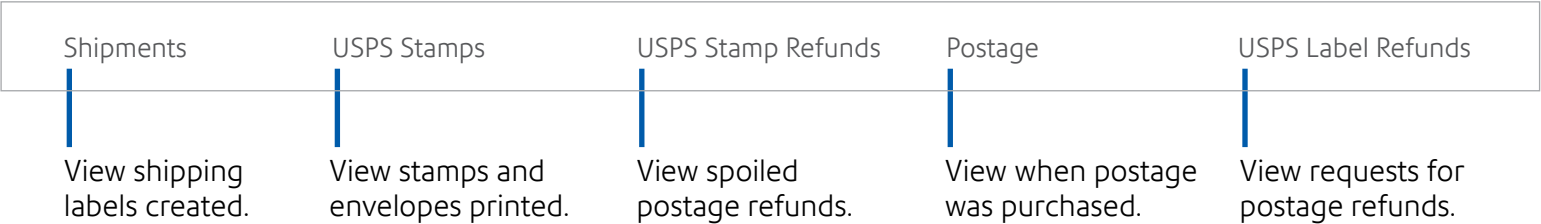
Pro tip:

Cost Accounting can help you keep track of how you are spending your money on postage by allowing you to assign a trackable cost category to shipping labels and postage refills.

More details: [Enable cost accounts >](#)

2. On the **History** page select the tab that corresponds to the report type you want.

History



3. Select the **Export** icon. The report will be exported to a file named transactions.csv in your Downloads folder.

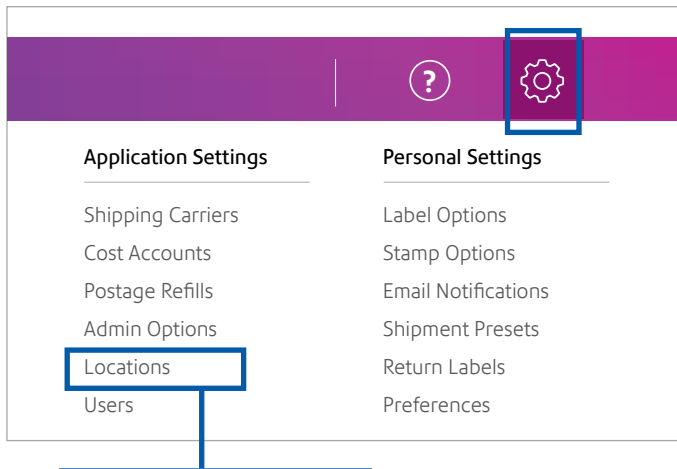
Multi-location management feature

Gain full visibility across the organization when you use the SendPro® multi-location management feature. Whether you have two locations or 50, you can track all enterprise-wide activity and spend to unlock new cost saving opportunities.

For those with the multi-location management feature subscription, these additional screens will be available. You will see account admin, location admin and users plus a location to assign them to.

Multi-location management allows you to:

- View sending activity by location.
- Manage all locations from a single subscription.
- Access standard manual reporting.
- Access standard package tracking.



1. Click the **Settings icon** and choose **Locations** from the dropdown menu (only available to multi-location subscriptions).

2. Filter the table to show the number of shipments by location.

The image shows the 'Locations' page in the SendPro interface. It features a table with three columns: 'Location Name', 'Address', and 'Location Administrator'. The table lists four locations: DC - Headquarters, New York, Portland, and Stamford. Each location has its address and the name and email of the location administrator.

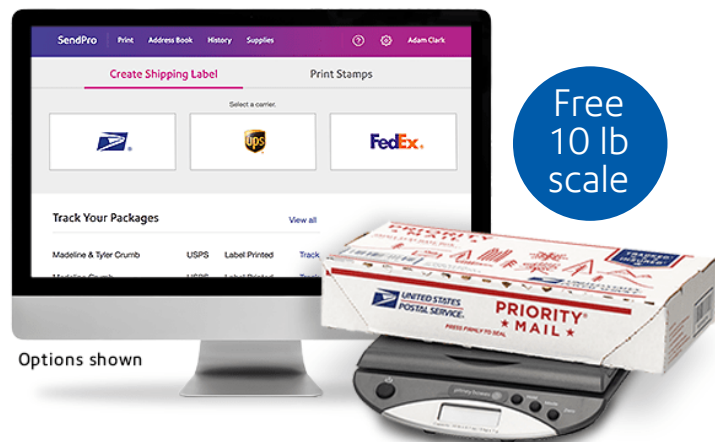
Location Name	Address	Location Administrator
DC - Headquarters	901 E St NW Washington, DC 20004	Jim Smith Jim.Smith@some.com
New York	292 Madison Ave New York, NY 10017	Jim Smith Jim.Smith@some.com
Portland	16474 NE Sandy Blvd. Portland, OR 97244	Jim Smith Jim.Smith@some.com
Stamford	3001 Summer St Stamford, CT 06905	Jim Smith Jim.Smith@some.com

The image shows the 'Shipments' page in the SendPro interface. A dropdown menu is open, showing various options for filtering shipments. The 'Shipments Summary by Location' option is highlighted with a red box. A red line connects this option to the second step of the instructions below.

Date	Recipient	Carrier	Shipping Info	Tracking Number	Status
> 3/26/2018	Jo Kar	USPS	First-Class Mail®	940010988643	Label Printed
> 3/27/2018	Kitty Lane	USPS	First-Class Mail®	940010988643	Label Printed
> 3/27/2018	Jill Pendemon	USPS	First-Class Mail®	940010988643	Label Printed
> 3/27/2018	Kate Cole	USPS	First-Class Mail®	940010988643	Label Printed
> 3/27/2018	Jo Kar	USPS	Priority Mail®	940560988643	Label Printed \$7.25
> 3/27/2018	Jesse Bourne	USPS	Priority Mail®	940560988643	Label Printed \$8.95
> 3/27/2018	Toni Hall	USPS	Priority Mail®	940560988643	Label Printed \$8.55

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