



Answers to frequently asked questions

SendPro[®] Enterprise Personal Shipping App

The smart employee benefit solution for
sending personal mail and packages



A new employee benefit



SendPro® Enterprise empowers sending across your entire shipping and mailing organization.



The new Personal Shipping App makes it easy for employees to ship their own packages and parcels at a discounted rate, from home, the office, or a remote location simply by using their personal credit card.

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Functionality

Q. Can packages be tracked?

Yes, through the history button in the Personal Shipping App.

Q. Does SendPro® Enterprise Personal Shipping support international shipping?

As long as the user is shipping from a US-origin, international shipping is supported.

Q. Can multiple packages be shipped to the same recipient?

Yes.

Q. Can the “ship-from” address change?

Yes. By default, the ship from address is set to the address provided by the user during setup; however, the user can enter a different ship from address at any time.

Q. Can a shipment be voided after the label is printed?

Yes, as long as the shipment hasn't been scanned into the mail stream, it can be voided through the history button and the charges refunded. Please allow 7-10 business days for the refund to be processed.

Q. Is there a way to save “favorite shipments?”

No.

Q. Can personal shipment history be viewed?

In the tool bar above the Personal Shipping App, there is a button called 'History'. This is where the user can view, track, void, and reprint any labels associated with their Personal Shipping history.

Q. Can multiple credit cards be stored within the SendPro Enterprise Personal Shipping App?

Yes, all card management takes place in the payment screen of the Personal Shipping App.

Q. Can credit cards be deleted?

Yes, all card management takes place in the payment screen of the Personal Shipping App.

Q. Will the payment screen show only the logged-in user's stored credit cards or will it have everyone's on a list as it shows on the screen?

Only the logged-in user can see his/her payment methods configured for Personal Shipping.

Q. Can users be added, deleted or modified to the user list?

Users can be managed through the Administration App as with any standard deployment.

Q. Can employers review employees' Personal Shipping history?

No, since they are personal shipments, they are segregated from the corporate shipments and not available in the View App.



Payment types

Q. What types of credit cards are supported?

A number of credit card brands are accepted including, but not limited to:

- Visa
- Mastercard
- American Express
- Discover
- Diners Club

Q. Are ApplePay / GooglePay or other electronic payment types accepted?

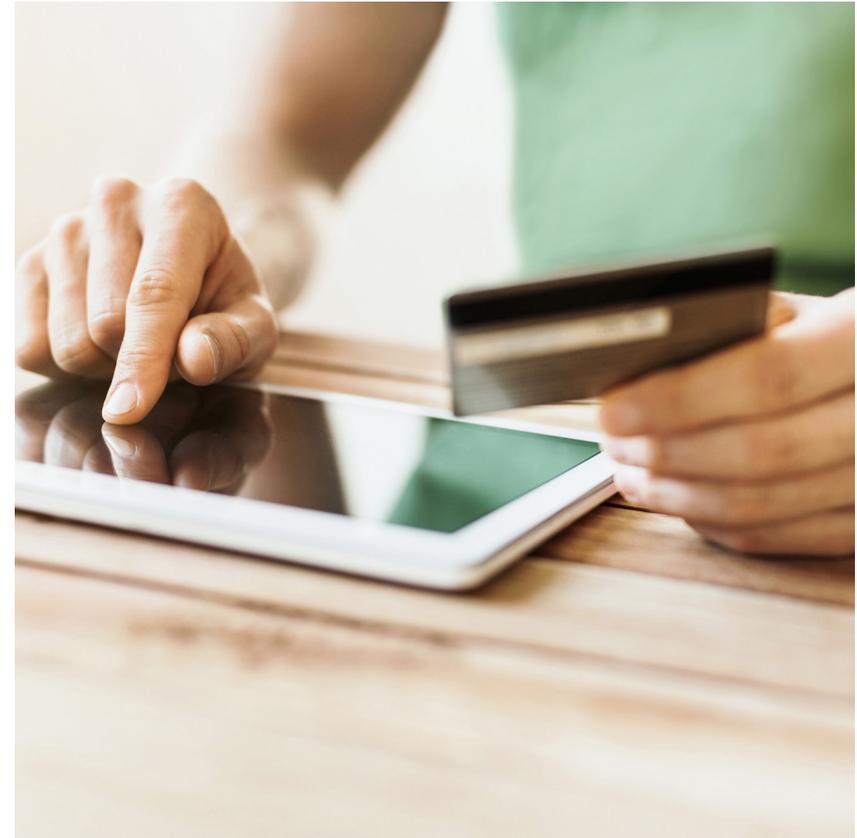
Electronic payment types will be available at a later time.

Q. Are P-Cards (Corporate Credit Cards) or Gift Cards accepted to pay for personal shipments?

Not at the current time.

Q. Can corporations pass on their corporate shipping discount (rate) to employees?

Corporate rates are not supported for Personal Shipping. The employee will however receive a discounted rate that is provided to them by Pitney Bowes.





Associated fees

Q. Is there a fee for using Personal Shipping?

No there are no fees for personal shipping.

Q. Are there any extra fees for using USPS for Personal Shipping?

No. USPS does not allow any fees above and beyond Retail (List) Rates. The only cost associated with shipping USPS is the carrier rate on your shipment.

Q. What happens if the carrier charges adjustments, such as address corrections/residential/DIM Weight adjustments?

All post shipment charges and credits will be passed on to the Personal Shipper's original payment method.

Q. Why was I billed twice for the same shipment?

The shipment was likely assessed a dimensional weighting adjustment after it was processed. For more information on DIM Weight adjustments visit: <https://www.pitneybowes.com/us/office-shipping-guide.html>

Q. How long does it take to receive a refund from a canceled Personal shipment?

Please allow 7-10 business days for a refund to be processed.



Q. How will shipments appear on the user's credit card statement?

If the user does not provide a shipper reference (most won't), then the carrier name will appear (i.e. DHL, FedEx, UPS or USPS).

Q. Can the convenience fee be marked up so the employer can use it as a profit center?

No, this is intended to provide an employee benefit and will not support adding fees to turn this into an employer profit center.



Data security

Q. Is the Personal Shipping application PCI compliant?

Yes. While PCI compliance can be quite complicated, Pitney Bowes has simplified things by partnering with PCI Level 1 Service Providers like Stripe, through our 3 party, to handle credit card transactions and the associated PCI. Pitney Bowes Personal Shipping handles only anonymized, tokenized information within the product.

For more information on PCI Compliance with Stripe, including compliance certificates, see <https://stripe.com/docs/security>.

Video tutorial

Shipping a domestic or international package with the Personal Shipping App in SendPro Enterprise.

[VIEW VIDEO ▶](#)



[Learn more about SendPro Enterprise at pitneybowes.com/us/spe](https://pitneybowes.com/us/spe)

