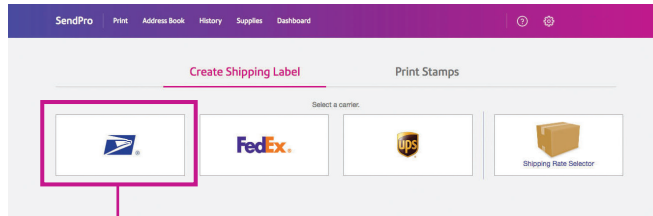
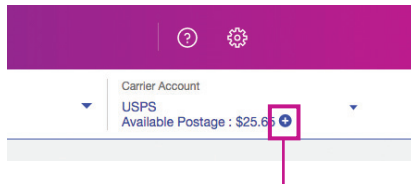


## Q: How do I add postage?

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



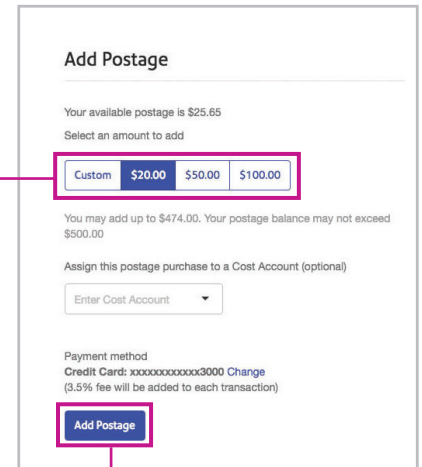
1. From the SendPro® Online home screen **select the USPS® icon**, or select USPS from the Print menu.



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

3. When the Add Postage window opens, **select the amount of postage you wish to add.**

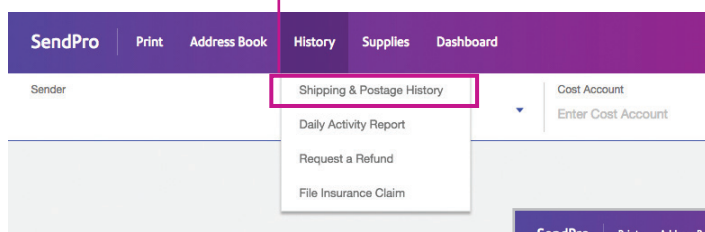
Select a preset amount or custom amount. (Minimum is \$10.00 maximum is \$500.00.)



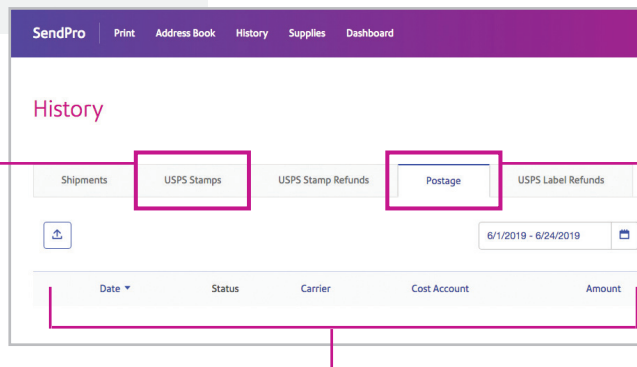
4. Select Add Postage.

## Q: How can I track postage spend?

1. Select History > Shipping & Postage History.



2. Select the **USPS Stamps tab** to view all of the stamps and envelopes printed.



3. Select the **Postage tab** to view all of the shipping label postage purchased.

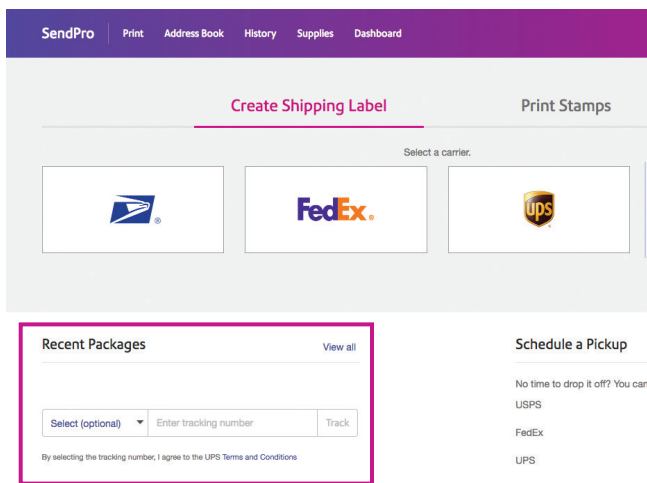
Your purchases are listed by date of purchase, the latest date appearing first in the list.

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.

## Q: How can I track my packages?

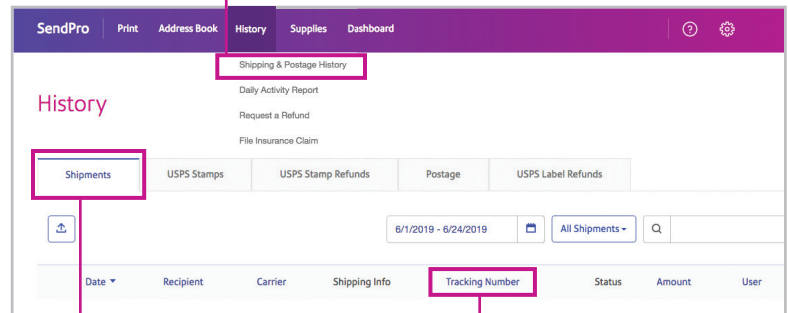
From the Home screen:



1. Enter a tracking number in the Recent Packages section.

OR

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



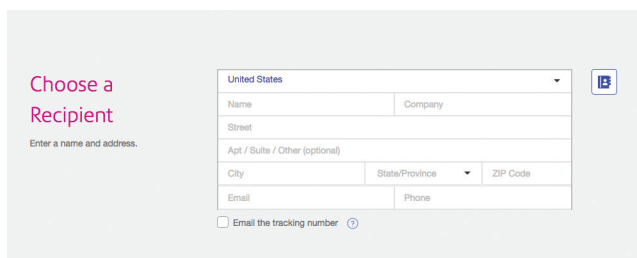
2. Select the Shipments tab.
3. Tracking numbers will be listed in the Tracking Number column

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.

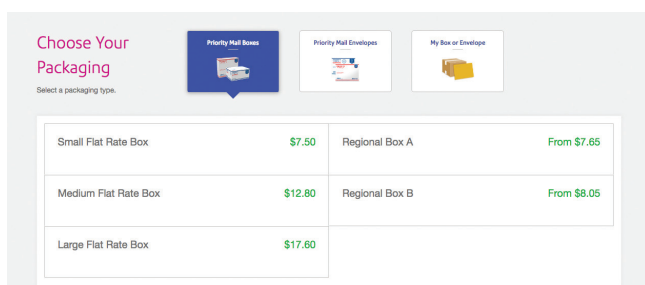
## Q: How do I print Certified Mail® with Electronic Return Receipt?

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.



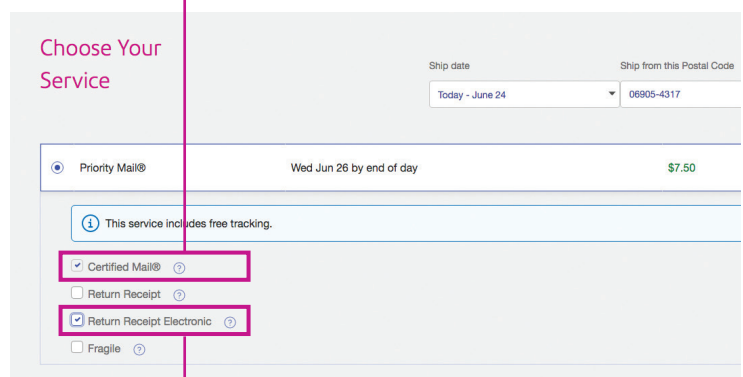
3. Choose your **Packaging and mail class**.



Electronic Return Receipt Tracking via [tools.usps.com](https://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.



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