

# SendPro® C-Series Return Instructions

**IMPORTANT NOTICE:** Postage Meter Return is Mandatory. Please follow the prepaid shipping instructions to return postage meter. Following these steps will avoid the \$1000 fee for failure to return your meter.

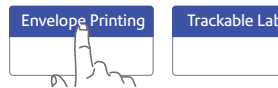
## 1. Print record of postage amount.

Before returning your device to Pitney Bowes it is necessary to upload any transactions in the device's memory. It is also necessary to restore any remaining funds in your Envelope Printing application to your Postage by Phone account.

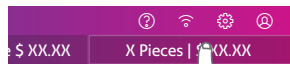
Please call Pitney Bowes at 1-877-213-7284, select option 1 for technical support and, then option 1 for SendPro C to have a Pitney Bowes Agent step you through this process. The steps below are provided for your reference but you must call Pitney Bowes before completing them.

We recommend printing a Funds Report so you have a record of the Funds in your device prior to beginning this process.

- 1a. At the Home screen tap the Envelope Printing tile.



- 1b. On the far top right, tap the Pieces heading.



- 1c. Tap Print Report.



- 1d. Tap SendPro C Envelope Printer.



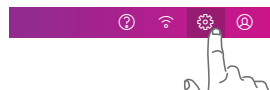
- 1e. Insert an envelope or tape sheet through the device to obtain a record of the transaction.

- 1f. Tap the back button (top left) to return to the Envelope Printing screen

## 2. Upload Transactions

Keep your device connected as you normally would for a postage refill.

- 2a. Tap the Settings icon (gear icon).



- 2b. Scroll down to the Mail Settings section and Tap Upload Transactions



Once complete a green checkmark will be displayed.

## 3. Withdraw the remaining funds from your device.

Once you transfer all postage funds from your device back to your original funding source, the device will be deactivated. Your funds will then be available to download to a new device or for a refund.

- 3a. Tap the Settings icon (gear icon).



- 3b. Scroll down to the Mail Settings section and tap Perform Withdraw.

⌘ Perform Withdraw

**STOP HERE** If You are not on the phone with a PB agent and call 1-877-213-7284



- 3c. The Pitney Bowes support agent will provide a password for you to enter. Type in the four digit password and tap the green check mark.

- 3d. Select Transfer all funds from device.

The device will connect with the Data Center, and the device screen will let you know the status of the process.

- 3e. When the **FUNDS TRANSFERRED** screen displays, select **OK** and eventually the device will display **OUT OF SERVICE**. No postage can be dispensed.

If you are unable to withdraw your remaining funds, then proceed to Step 4. Pitney Bowes will transfer your funds into your Postage by Phone account within 6-10 days of receiving your device.

## 4. Disassemble the old device.

Keep the device plugged in during this step.

- 4a. Tap the Settings icon.



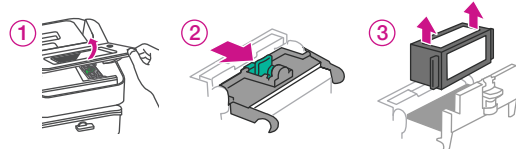
- 4b. Tap Mail Printer Maintenance.



- 4c. Tap Install Ink.

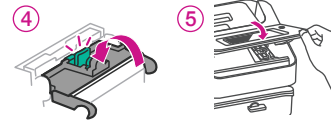
Install Ink

- 4d. Open the top cover of your device. When the printing mechanism moves forward, remove the ink cartridge.



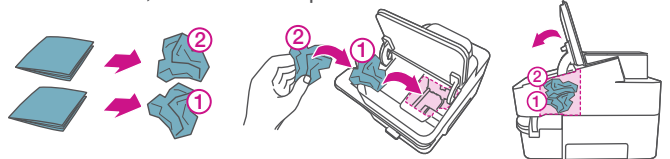
**i** Ink may stain skin or permanently damage clothing. We've included gloves for your convenience.

Close the ink cartridge guard and close the device's top cover.



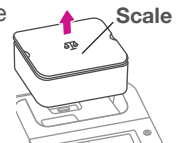
- 4e. Wait five seconds and then disconnect the power, LAN and USB cables from the back of your device.

- 4f. Re-open the device's top cover. Separately crumple the two folded cloths provided in the kit and insert them, on top of each other, in front of the printer mechanism as shown.



- 4g. If your device has a scale or scale cover, remove it now by lifting it straight up and off as shown.

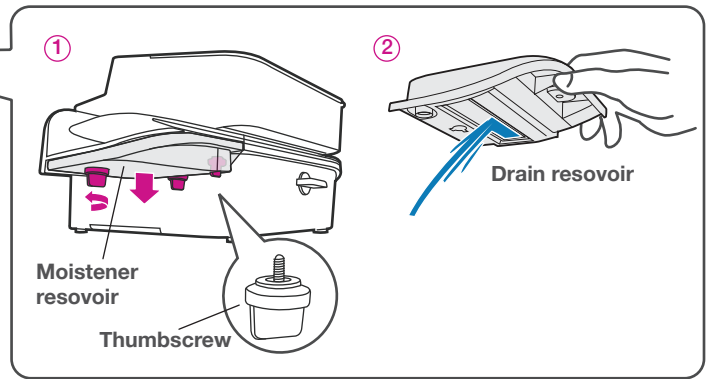
For return instructions for the scale, see the illustration on the reverse side.



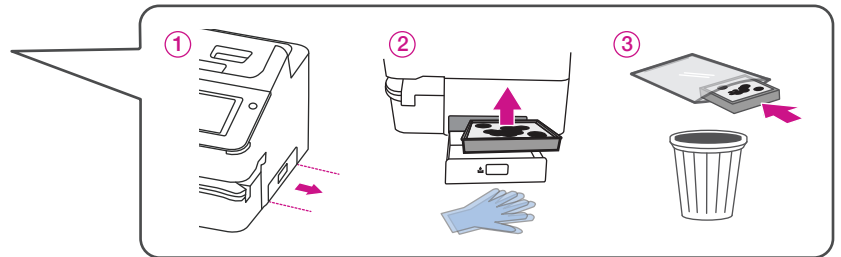
4h. Remove the moistener reservoir by removing three thumbscrews from the bottom of the reservoir. (hold and remove the reservoir straight in order not to spill sealing solution.)

Drain the reservoir completely.  
Attach the empty reservoir back with the thumbscrews.

4i. If you are using the stacker tray, slide that away from the device.



4j. Dispose of your ink tray (see right). Pull the ink drawer out from the side of the device. Remove the ink tray and dispose in the bag provided. Place the empty drawer back into the device.



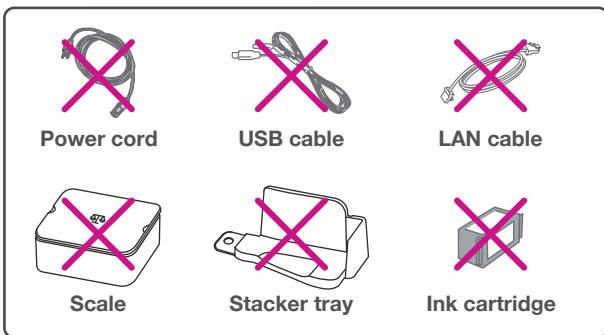
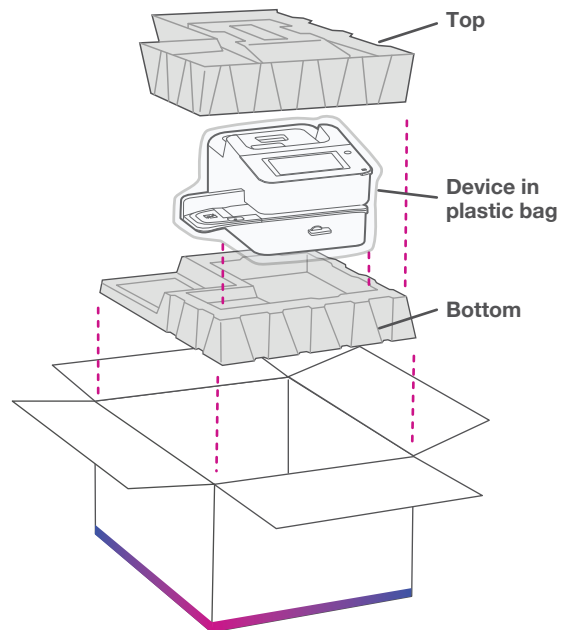
## 5. Pack the device for shipment back to Pitney Bowes.

Everything you need to return your system is included in the white box that your replacement device arrived in.

5a. Place the device inside the plastic bag provided.

5b. Place the device in the **white** box as shown in the illustration.

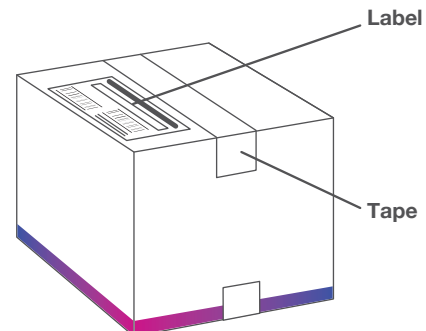
The below list of items should not be returned. Use these items with a replacement meter or properly discard these electronic items according to your local/state/federal codes/regulations.



5c. Seal the top of the carton with tape provided.

5d. Apply a prepaid UPS shipping label to the box over old shipping labels and return via your local UPS agent or drop off location.

5e. Keep the customer portion of the prepaid shipping label so you can track your shipment.



If additional packaging is needed or if you have questions, contact client support at [www.pitneybowes.com/us/returns](http://www.pitneybowes.com/us/returns)