SendPro® C Return Instructions

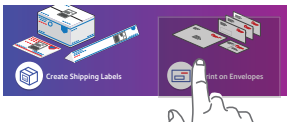
IMPORTANT NOTICE: Postage Meter Return is Mandatory. Please follow the prepaid shipping instructions to return postage meter. Following these steps will avoid the $1000 fee for failure to return your meter.

1. Print record of postage amount.

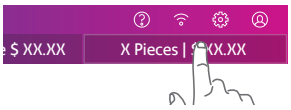
Before returning your device to Pitney Bowes it is necessary to sync any transactions in the device's memory. It is also necessary to restore any remaining funds in your Envelope Printing application to your PB Postage account.

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

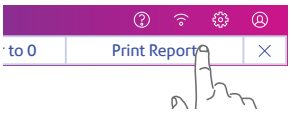
1a. At the Home screen tap the Print on Envelopes selection.



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

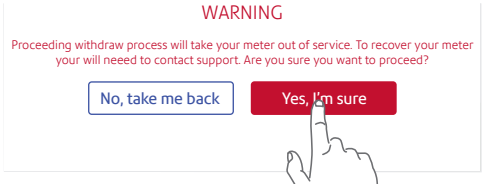
2. Withdraw the remaining funds from your device.

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.

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

2b. Scroll down to Advanced Device Options and tap Withdraw Device.

2c. Type in the four digit password '**6184**' and tap the green check mark. If you are not prompted for a password, you may proceed step 2d.



2d. Select **Yes I'm sure** to 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.

2e. When the **Postage Transfered**, select **Done** or **Print Refund Report**.

If you are unable to withdraw your remaining funds, then proceed to Step 3. Pitney Bowes will transfer your funds into your PB Postage account within 6-10 days of receiving your device.

3. Disassemble the old device.

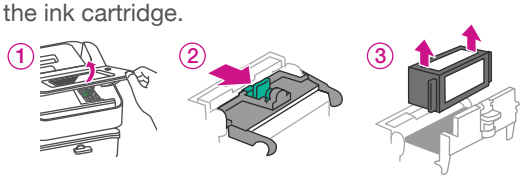
Keep the device plugged in during this step.

3a. Tap the Settings icon.

3b. Tap Envelope Printer Settings. Envelope Printer Settings

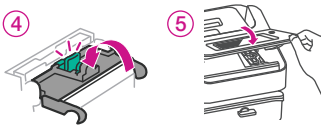
3c. Tap Install Ink. Install Ink

3d. Open the top cover of your device. When the printing mechanism moves forward, follow steps 1 and 2, then remove the ink cartridge.



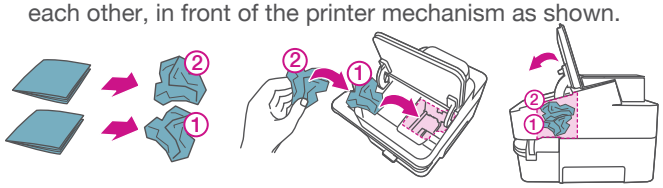
Ink may stain skin or permanently damage clothing. We've included gloves for your convenience.

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



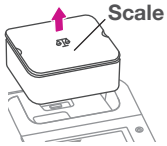
3e. Wait five seconds and then disconnect the power, LAN and USB cables from the back of your device.

3f. 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.



3g. 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.



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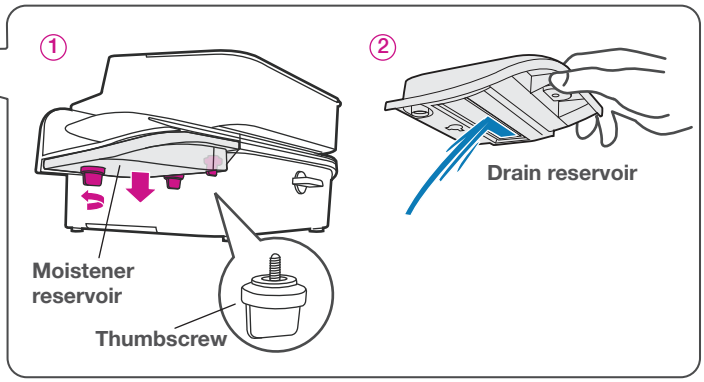
Continue on reverse side. ▶

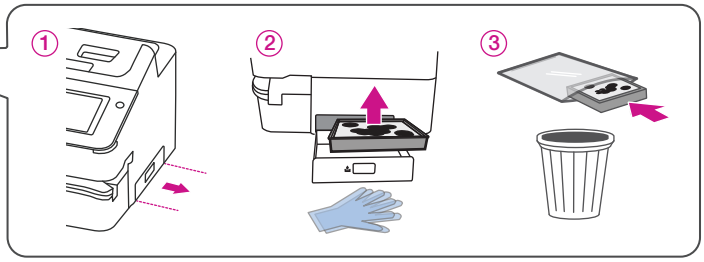
3h. Remove the moistener reservoir by removing three thumbscrews from the bottom of the reservoir. (hold and remove the reservoir straight in order not to spill sealing solution.)

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



3i. If you are using the stacker tray, slide that away from the device.

3j. 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.



4. Pack the device for shipment back to Pitney Bowes.

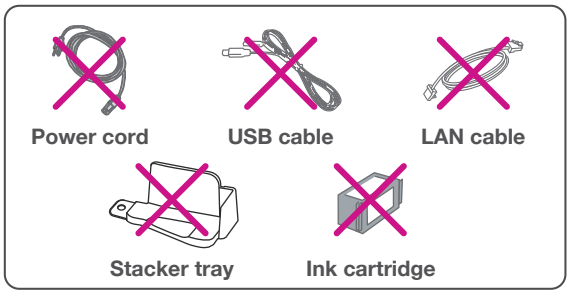
Everything you need to return your system is included in the box that your replacement device arrived in.

4a. Place the device inside the plastic bag provided.

4b. Place the device in the box as shown in the illustration.

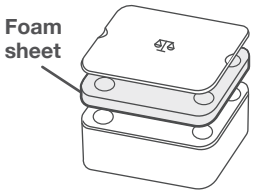
4c. If your replacement device came with a new scale, please use the new scale and return **the original scale** as shown at right. Otherwise, keep using the original scale with the replacement device.

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

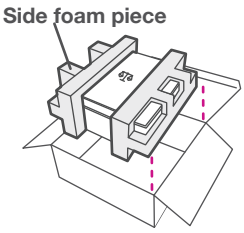


How to pack up your original scale

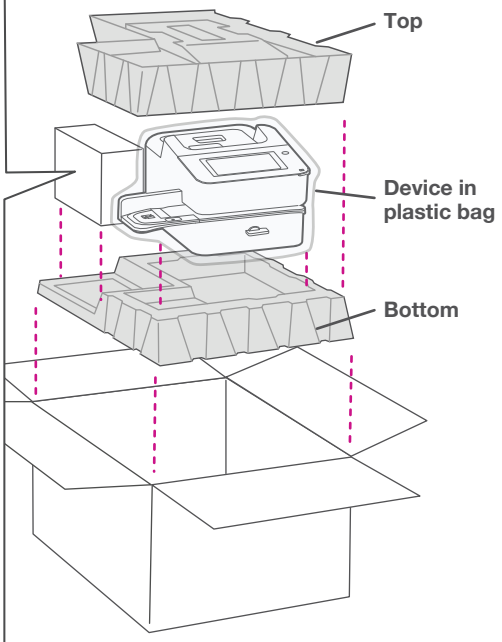
ONLY IF YOU WERE SUPPLIED A NEW SCALE



1. Insert foam sheet between the scale platter and base.

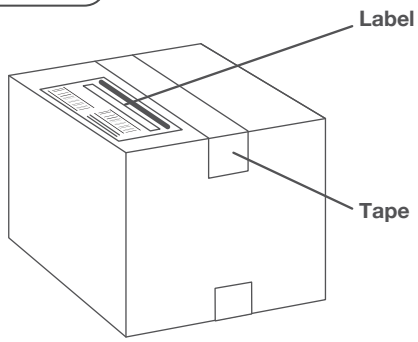


2. Place protective foam pieces onto the sides of the scale and insert into the scale box that contained the new scale.



4c. Seal the top of the carton with tape provided.

4d. Apply a prepaid UPS shipping label to the box over old shipping labels and return via your local UPS agent or drop off location.



4e. Keep the customer portion of the prepaid shipping label so you can track your shipment.

For further Pitney Bowes support, contact PB chat at **www.pitneybowes.com/us/returns**