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1 - Quick start guide

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Finding the Product Code Number (PCN) and serial number

To locate the (1) **Product Code Number (PCN)** and the (2) **7-digit serial number**, check the label on the rear of the meter or under the display cover as shown here. Note that the serial number is blurred out here for security reasons.
Navigating the Home screen on the SendPro C, SendPro+

The Home screen on the SendPro C, SendPro+ machine provides the starting point for creating either a trackable shipping label or printing postage on an envelope.

For general purpose envelopes and post cards, print postage by tapping (1) Envelope Printing. For important large envelopes or packages using USPS, USP®, or FedEx® start creating a shipping label by tapping (2) Trackable Labels.

The application drawer (3) at the bottom of the screen provides access to a variety of applications to support and enhance your SendPro C-Series device. For example, you can track shipments (Universal Tracking), access address information (Address Book) and even check your network connection (Check Network).
To view all of the options in the application drawer, tap the double-headed arrow (4) on the right side of the application drawer. Other options include the ability to track a shipment (Tracking), visit the USPS postal website, and order supplies.

**Note:** The History icon in the applications drawer provides information about labels you have created using the Trackable Labels application (Date, Recipient, Carrier, Tracking Number (USPS), Status, and Label Amount). The History & Report application provides a history of the postage refill operations you have performed for the Envelope Printing application.

**Global Toolbar**

The global toolbar located at the top of the Home screen appears at the top of every screen within the Trackable Labels and Envelope Printing applications.

This toolbar allows you to view and change settings and defaults values for your machine and the Trackable Labels and Envelope Printing applications.

(1) Back - Return to the previous screen.

(2) Home - Return to the Home screen from anywhere in Trackable Labels or Envelope Printing.
(3) Support - Get information on how to perform tasks using Trackable Labels and Envelope Printing using the SendPro Care app. Search online content or watch a video.

(4) Network - View the current network type (wireless or Ethernet) and status and strength (for wireless connection). Allows you to turn wireless connection on or off. The icon here represents a wireless connection.

(5) Settings - View or change your machine and application settings. For your machine, this includes adjusting the screen brightness, setting sound notification levels, and viewing wireless or Ethernet connection information. For the Envelope Printing this includes setting up automatic postage refills, external scales and barcode scanners and performing maintenance on the mail postage printer. For the Trackable Labels this includes managing your carrier accounts and setting up your shipping label printer default values.

(6) Profile - View your profile (name and email for Trackable Label account), log out, or lock your SendPro C device.

Print a trackable label or print postage on an envelope

With SendPro® C you can create either a trackable shipping label or print postage on an envelope. For a shipping label, tap **Trackable Labels** on the Home screen. For postage, tap **Envelope Printing** on the Home screen.

Use Trackable Labels to get the best pricing, free tracking and detailed delivery history for Priority Mail® and other USPS package services. You can also send via UPS® or FedEx®. The packaging options and benefits are almost identical. The process for creating a UPS or FedEx label is the same.
Use Trackable Labels for:

- Thick envelopes
- Poly mailers
- USPS flat rate envelopes
- USPS non flat rate envelopes
- Boxes
- USPS flat rate boxes
- USPS non flat rate boxes
- Tube
Use Envelope Printing for:

- Standard envelopes and postcards
- Large envelopes
Creating and printing a trackable label

1. Tap **Trackable Labels** on the Home screen.

![Trackable Labels on the Home screen]

2. Tap the carrier you want to use. For example, tap **USPS**.

![Carrier selection screen]

Quick start guide
3. Verify that the sender address is correct. If not, tap on the **Sender** field and select a new address.

4. If you have enabled cost accounts on your SendPro® C, you must provide an account. If this field contains an account, verify the account is correct. To change or add an account, tap on the **Cost Account** field and select an account from the list.

5. Tap **Continue**.
6. Enter the recipient address. You can manually enter the recipient information or select one from the address book. To select one from the address book, tap the **Address** icon in the upper right corner of the screen as shown here.

7. Tap **Continue**.
8. Tap a package type. For example, **Box or Envelope**.
9. Enter the dimensions and the weight of the box or envelope:

- Tap each dimension and enter a value using the display keypad. Tap the green check mark when done.
- If you have an attached scale, place the box or envelope on the scale and the weight appears in the weight field. If you do not have a scale, tap on the Weight field and enter the value using the keypad and then tap Apply.

![Dimension Entry](image)

10. Tap Continue.

11. Tap the service you want to use, in this example, Priority Mail.
12. Tap **Add additional service** to add extra services. If you are not adding any special services, go to step 14.

![Image of service selection interface]

13. Select the extra service, in this example, **Signature Confirmation**.

![Image of extra services selection]

14. You can continue to add additional services if necessary. Tap **Apply** when done.

15. Tap **Print**.
16. At the Label Options screen, tap **Format** and select the printer format. For example, tap **Roll- 4x6**.

![Label Options screen with selected format](image)

**Note:** If you want to print a sample label first, tap the **Print Sample** button.

17. Tap **Print** again and the label prints.
   - If prompted, enter the Sender and Recipient's phone number (required for some services).

18. The carrier screen reappears. You can now print another label.

**Tracking a shipment**

You can locate the tracking number for a trackable label by using the **History** button on the Home screen. You can then use that tracking number to locate the shipment.

1. Tap **Universal Tracking** in the application drawer at the bottom of the Home screen.
2. Enter the carrier's tracking number in the field provided.
3. Tap **Track**.
4. The package status is displayed at the top of the screen.

**Using cost accounts to charge back Trackable Labels postage costs**

You can assign the costs for a trackable label to an account when you create the trackable label.

In order to use cost accounts to charge back your Trackable Labels postage costs you need to turn on the cost accounts feature.
1. Open Trackable Labels cost accounts by tapping the **Cost Accounts** icon in the application drawer at the bottom of the Home screen.

2. Tap the Cost Account settings icon in the upper right corner of the Cost Accounts screen.

3. Tap the slider in the upper right so that it turns blue and **ON** display.
   - If you want to make sure every trackable label is assigned an account, tap in the check box for **Require cost account for all shipments**.

4. Once you turn cost accounts on, you will need to have at least 1 cost account to print a trackable label.

### Adding a single Trackable Labels cost account

Open your Trackable Label cost accounts by tapping the **Cost Accounts** icon in the application drawer at the bottom of the Home screen. This opens the Cost Accounts screen.

**Note:** To import or export multiple cost accounts, use your SendPro® C user ID to log into SendPro Online. In your web browser, go to [https://login.pitneybowes.com/sendpro](https://login.pitneybowes.com/sendpro) and sign in with your SendPro C user ID and password.

1. Tap the plus sign + in the upper left corner of the Cost Accounts screen.

2. Enter the account name, up to 20 characters. Tap the green check mark when done. You can use lower case letters, upper case letters, numerals and special characters for the account name. Allowed special characters include:
   - - hyphen
   - _dash
   - ' single quote
   - @ at sign
   - . Period
   - and optional description.

3. (Optional) Enter a description of the account, up to 200 characters.

4. Tap Enter (green check mark) when done. You can use the same types of characters as for the account name.

5. Tap on the option button for **Active** or **Inactive**, whichever is appropriate for this account.
6. To make this the account that is automatically used for all trackable labels, tap the checkbox for **Make this my default Cost Account**.

7. Tap **Apply**.

**Printing postage on envelopes**

Tap **Envelope Printing** on the Home screen to open the Envelope Printing screen.

This screen is the starting point for printing postage on an envelope or tape. It also allows you to change what you print on the envelope.

Within the mail screen you can:

1. View the balance of funds you have remaining in your meter.
2. Select an account by tapping **Account** (this option appears if your device has the account feature enabled).
3. Tap **Class** to view the class and any extra services.
4. Tap the weight icon to view the weighing options (enter weight manually or using a scale).
5. Tap the date to view the date options.
6. View the total postage amount.
7. Preview or add graphics.
8. Tap Print Mode to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope, adding more postage, or making corrections to the date. You can also choose to only seal envelopes without printing any postage.

9. Tap on the option you want to select the mode.

- Date and Time Stamp
- Date Correction
- Graphic Only
- Postage Correction
- Postage Printing - printing postage on an envelope is the default mode.
- Seal Only - bypass all printing.

Sending a First-Class letter envelope on SendPro® CModel with PCN 2H00

If you are unsure of your SendPro C, SendPro+ model number, refer to Related topics.

1. Tap Envelope Printing on the Home screen.
2. If you have the accounting feature enabled on your machine:
   a. Tap Account on the left side of the screen.
   b. Select an account.
3. Tap Class.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **First-Class Retail Metered** for a First-Class mail envelope.
6. Tap **Letter**.
7. Select any special services required.
8. Tap **Apply**.
9. Place the envelope on the scale. The weight appears in the weight button on the screen.
10. Place the envelope on the feed deck; the machine automatically feeds the envelope and prints the postage.

**Note:** If you have previously printed any envelopes, you may get a message that transactions are being uploaded. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

**Related topics:**

- Finding the Product Code Number (PCN) and serial number
- Sending a large First-Class® envelope

**Sending a large First-Class® envelope on SendPro C Model with PCN 2H00**

If you are unsure of your SendPro C, SendPro+ model number, refer to Related topics.

Before you select a rate for a large envelope or flat, you need to determine whether the mailpiece you are sending is classified as a letter or flat (large envelope) according to the USPS.

If your mailpiece weighs more than 3.5 oz, the SendPro C, SendPro+ automatically sets the class to Large Envelope regardless of the dimensions. If the mailpiece weighs less than 3.5 oz but has the dimensions of a flat, you need to manually select Large Envelope when you choose the class.

To determine if your mailpiece meets all of the criteria for a flat (dimensions and weight), tap on the **Postal Advisor** located in the application drawer on the SendPro C, SendPro+. The Postal Advisor also provides information for multiple types and classes of mailpieces, including postcards, letters, and parcels.

**First weigh the mailpiece and measure the dimensions:**

2. If you have the accounting feature enabled on your machine:
   a. Tap **Account** on the left side of the screen.
   b. Select an account.

3. Place the mailpiece on the scale. The weight displays in the weight button on the screen. You can also weigh the mailpiece using any external postal scale.

4. Measure and record the dimensions of the mailpiece.

5. Tap the **Home** icon on the global toolbar to return to the Home screen.

6. Tap the double-headed arrow on the right side of the application drawer at the bottom of the screen.

7. Tap the **Postal Advisor** icon.

8. Tap on **Flats**.

9. Tap on **Physical Characteristics** tab and see if your mailpiece is within the weight and size limits.

If the mailpiece is less than 3.5 oz, but has the dimensions of a flat:
1. Tap on the **Home** icon in the global toolbar.
2. Scroll back up to the **Envelope Printing** icon and tap on it.
3. If you have the accounting feature enabled, tap **Account** on the left side of the screen and select an account. If you do not have the accounting feature, go to step 3.
4. Tap **Class**.
5. Tap **Start Over** to display a list of all the available classes.
6. Tap **First-Class Retail Metered** for a First-Class mail envelope.
7. Tap **Large Envelope**.
8. Select any special services required.
9. Tap **Apply**.
10. Place the large envelope on the feed deck and the machine automatically feeds the envelope and prints the postage.

   - If the envelope is too thick to go through the feeder, use a tape sheet to print the postage.
   - Apply the tape sheet label to the large envelope/flat.

**Related topics:**

- Finding the Product Code Number (PCN) and serial number
- Sending a First-Class letter envelope
- Using the weighing platform for Envelope Printing

### Sending Certified Mail on SendPro C Model with PCN 2H00

If you are unsure of your SendPro C, SendPro+ model number, refer to Related topics.

Not all extra services like Certified Mail are available for all classes and only certain services can be combined.

To find out more about Certified Mail, tap on the **Postal Advisor** icon in the application drawer at the bottom of the Home screen. Scroll down until you reach the section on Extra Services.

1. Tap **Envelope Printing** on the Home screen.
2. If you have the accounting feature enabled on your machine:
   a. Tap **Account** on the left side of the screen.
   b. Select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of the available classes.
5. Tap a class that can be combined with Certified Mail (for example, First Class or Priority Mail).
6. Tap on the mailpiece type (for example, letter or large envelope).
7. Tap on Certified as your extra service and tap Apply.
8. Depending on the type class and type of mailpiece:
   - Enter the destination ZIP Code and tap Apply
   - Enter the Mailer ID and tap Apply.
9. Enter the barcode from the label and tap Apply.
10. Run the mailpiece through the machine.
11. Place green Certified Mail label on the mailpiece. (USPS Label 3800-N)

Related topics:
- Finding the Product Code Number (PCN) and serial number
- Setting up a mailer ID

Sending an international letter on SendPro C Model with PCN 2H00

If you are unsure of your SendPro C, SendPro+ model number, refer to Related topics.

1. Tap Envelope Printing on the Home screen.
2. If you have the accounting feature enabled on your machine:
   a. Tap Account on the left side of the screen.
   b. Select an account.
3. Tap Class.
4. Tap Start Over to display a list of all the available classes.
5. Tap First-Class Mail Intl Retail for a First-Class mail envelope.
6. Tap Letter.
7. Tap in the Country field and use the keypad to enter the destination country.
8. Select any special services required.
9. Tap Apply.
10. Place the envelope on the scale. The weight appears in the weight button on the screen.
11. Place the envelope on the feed deck; the machine automatically feeds the envelope and prints the postage.
Note: If you have previously printed any envelopes, you may get a message that transactions are being uploading. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

Related topics

- Finding the Product Code Number (PCN) and serial number

Using USPS special services

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Class**.
3. Tap **Start Over** to see a list of the available classes.
4. Tap the class you want. Sub classes display when they are available for your class.
   a. For some classes, you must select the type of mail piece; for example, if you select First-Class Retail Metered, you must select either Letter, Large Envelope, or Package.
   b. Select any special services available for your class; for example: Insurance, COD, Certified, or Registered.
5. Enter a ZIP code if required.
6. For some classes, you are prompted to either scan or manually enter the Electronic Certified barcode from your label, and then to attach your label to your envelope or package.
7. Tap **Apply**.

Adding a graphic to your envelope in Envelope Printing

The SendPro® C meter comes with a set of standard graphic images that you can add to your envelopes or tapes when you print your postage. Graphic ads are also known as ads, slogans or logos. Examples include PLEASE OPEN IMMEDIATELY, RECYCLE and Season's Greetings.

Note: At this time, you cannot add your own custom graphics to your SendPro C meter.

Before you begin:

Weigh your envelope, select a class, and select any special services required.
2. Select the graphic you want from the list of available graphics.
3. Tap Apply.
4. To verify that the envelope prints correctly, feed the envelope through the machine.

How to process ERR in Envelope Printing on SendPro C, SendPro+

Tracking services are available when you use the weighing platform or Manual Weight entry method. The following steps are based on using Priority class and the Electronic Certified service with Electronic Return Receipt (ERR).

In order to use ERR, you must submit Form 5053, Bulk Proof of Delivery to the USPS. You will then be provided with a 9-digit USPS Mailer ID. You need to enter this number when using ERR. The following procedure is an example of how to use ERR.

1. Tap Envelope Printing on the Home screen.
2. Place the envelope or package on the scale.
3. Tap Class. If Priority Mail Retail is not the current class, tap Start Over and then select it from the list of classes.
4. Tap Envelope or Package.
5. Type in the ZIP Code™ and then tap Apply.
6. Tap the check box for Electronic Certified in the Extra services list.
7. Tap Apply.
8. Enter the barcode number from your USPS PS Form 3800 using the keypad, or use the optional barcode scanner. The barcode number should start with a 94.
9. Tap Continue when prompted to apply the barcode label on the envelope. The barcode appears in the Class section on the left of the screen.
10. Place the envelope on the feed deck and the machine automatically feeds the envelope and prints the postage.
Using the weighing platform for Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap the weight button.
3. Tap the **Scale** option button.
4. Place the envelope on the weighing platform.
5. Tap **Apply**.
6. Tap **Class** on the Envelope Printing screen.
7. Tap the class you want. If necessary, select **Start Over** to display all of the class options.
8. Select any special services required.
9. Tap **Apply**.
10. Feed the envelope through the machine.

Sealing envelopes

This procedure describes how to seal envelopes whether you are printing postage on the envelopes or only sealing the envelopes (no postage).
1. Check the level of sealant in the moistener tank and add more if required.
2. When feeding an envelope, be sure to slide the envelope flap under the edge of the feed deck, so the moistener can wet the flap.

Noté: If the moistener tank is full and your envelopes do not seal correctly, clean or replace the moistener brush and wick.

Sealing the envelope only, bypass all printing

1. Tap Envelope Printing on the Home screen.
2. Tap Print Mode on the lower left side of the Envelope Printing mail screen. You may have to swipe up on the screen to see this option.
3. Select **Seal Only**.
4. Tap **Apply**.
5. Place your envelope face up, flap down into the feeder. Be sure to slide the envelope flap under the edge of the feed deck.

**Filling the moistener tank**

1. Check the level of sealing solution in your moistener tank.
2. Add enough E-Z Seal® to bring the sealant level up to the bottom of the fill hole. Do not overfill your tank.
3. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely saturated.

**Installing the ink cartridge**

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down and tap **Mail Printer Maintenance** or **Envelope Printer Maintenance**.
3. Tap **Install Ink**.
4. Lift the cover. The ink cartridge moves to the front position.
5. Remove the ink cartridge, as shown on the label next to the cartridge holder.
6. Insert the new ink cartridge and close the cover. The cartridge repositions itself and the Mail Printer Maintenance screen re-displays.
7. Perform a print test to ensure you get a good test print pattern.
Important: Only use genuine Pitney Bowes ink cartridges. Non-Pitney Bowes cartridges can damage your meter. If you need ink, order a genuine Pitney Bowes replacement ink cartridge. When your meter shows the low ink warning an ink cartridge will be ordered for you automatically, if you are enrolled in the AutoInk program. You can enable AutoInk through My Account on the Pitney Bowes web site.

Printing a test pattern

Printing a test pattern lets you see if your printhead is functioning properly or if you have enough ink in the cartridge.

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down and tap **Mail Printer Maintenance** or **Envelope Printer Maintenance**.
3. Tap **Print Test Pattern**.
4. When the message "Print a Test Pattern?" displays, feed the envelope through the machine.
5. Examine the pattern printed on the envelope:
   - Tap **Done** if the lines are unbroken and match the "Good" test pattern shown on the display.
   - Tap **Clean Print Nozzle** if the test pattern has missing or incomplete lines
     - Once the cleaning operation completes, you must print another test pattern.
     - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.

**Note:** If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.
Supplies, ink cartridges, and options

For pricing information, please go to the following web site:


Supplies for SendPro® C

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Code Number (PCN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste Ink Pad Kit</td>
<td>51A-P</td>
</tr>
<tr>
<td>Easy Seal Solution</td>
<td>601-9</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 4 pint size bottles</td>
<td>601-0</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 4 half gallon bottles</td>
<td>608-0</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 5 gallon Cubetainer</td>
<td>605-0</td>
</tr>
<tr>
<td>Moistener Brush, Wick and Grate</td>
<td>621-8</td>
</tr>
<tr>
<td>25 double sheets</td>
<td>612-9</td>
</tr>
<tr>
<td>150 double sheets</td>
<td>620-9</td>
</tr>
<tr>
<td>United We Stand™ Ad Patriotic tape sheets</td>
<td>613-9</td>
</tr>
<tr>
<td>Deluxe Cleaning Kit with Duster (canned air)</td>
<td>CK0-3</td>
</tr>
<tr>
<td>Small Cleaning Kit with Duster (canned air)</td>
<td>CK0-2</td>
</tr>
<tr>
<td>Office Equipment Cleaner</td>
<td>CK0-4</td>
</tr>
<tr>
<td>Small Business Cleaning Kit (without canned air)</td>
<td>CK0-1</td>
</tr>
</tbody>
</table>
Supplies for Workstation w1110 Label Printer

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Code Number (PCN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Networked SendKit/w1110 Shipping Labels</td>
<td>6WB-F</td>
</tr>
<tr>
<td>Direct Thermal Labels 4&quot; x 6&quot; (6 rolls)</td>
<td>745-1</td>
</tr>
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</table>

Ink Cartridges

<table>
<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
<th>Part Code Number (PCN)</th>
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</thead>
<tbody>
<tr>
<td>SendPro C red fluorescent ink cartridge</td>
<td>17 ml</td>
<td>SL-798-0</td>
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<tr>
<td>SendPro C red fluorescent ink cartridge</td>
<td>35 ml</td>
<td>793-5</td>
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</table>

Optional Accessories

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Code Number (PCN)</th>
</tr>
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<tbody>
<tr>
<td>Integrated scale</td>
<td>MP81</td>
</tr>
<tr>
<td>External USB scale with display</td>
<td>MP82</td>
</tr>
<tr>
<td>Backlit scale mounted graphical display for MP82 scale</td>
<td>MP00098</td>
</tr>
<tr>
<td>Backlit self-standing graphical tower display for MP82 scale</td>
<td>MP00099</td>
</tr>
<tr>
<td>External USB platform scale (15/30 lb.)</td>
<td>MT30</td>
</tr>
<tr>
<td>External USB platform scale (70 lb.)</td>
<td>MP70</td>
</tr>
<tr>
<td>2.0 4-port USB Hub</td>
<td>552-3</td>
</tr>
<tr>
<td>I D barcode scanner</td>
<td>IE02</td>
</tr>
<tr>
<td>Report Printer</td>
<td>1E50</td>
</tr>
<tr>
<td>Envelope drop stacker</td>
<td>HZ80001</td>
</tr>
</tbody>
</table>
Accessing the SendPro® Care application

The SendPro Care app is a self-help application that allows you to quickly get information about your SendPro C, SendPro+.

If your SendPro C, SendPro+ has a PCN model number of 8H00, you can access the SendPro Care app by tapping on the help icon (?) in the global toolbar, or by tapping on the Help button in the application drawer.

If your SendPro C, SendPro+ has a PCN model number of 2H00, you can access the SendPro Care app by tapping on the SendPro Care button in the application drawer. Note that tapping on the help icon (?) in the global toolbar opens the on-system help.

If you are unsure of your SendPro C, SendPro+, model number, refer to Related topics.

The SendPro Care app automatically recognizes your device issues and provides recommendations for resolving those issues. The app also provides:

- Real-time predictive updates, diagnostic, error notifications, and offers.
- Proactively prompts you with a solution that you can follow to resolve the error or issue.
- Essential tools and guides.
- Voice (mobile app) and text search to resolve issues quickly.
- Product health management and tracking.
- Account balances and case status.
- Spending and saving insights to track your budget more effectively.
To learn how to use the SendPro Care app, tap on the *How to use* icon on the main page of the application.

To see how you can download the SendPro Care app to your mobile device, use a browser on your PC and go to https://www.pitneybowes.com/us/campaign/sendprocare-app.html.

**Related topics:**

- Navigating the Home screen on the SendPro C, SendPro+
- Finding the Product Code Number (PCN) and serial number
2 - Connectivity information

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Connecting to a hidden Wi-Fi network 40
Deleting a Wi-Fi network 41
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Setting up a wired network connection on SendPro C Model with PCN 2H00

If you are unsure of your SendPro C, SendPro+ model number, refer to Related topics.

For information about the connection settings required on your network, contact your IT department.

Once you have set up your connection, you can test the connection using the Check Network application. The icon for this application is located in the application drawer at the bottom of the Home screen. Refer to Related topics

**First, determine the connection type:**

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Wired**.
3. Check to see which connection type is selected.
4. If your connection type is **DHCP**, follow the steps for DHCP. If your connection type is **Static IP**, follow the steps for **Static IP**.

### DHCP

1. Select **DHCP**.
2. Tap **Connect**.
3. If it does not connect, unplug the power cable.
4. Wait 2 minutes. The screen should turn off after 10 seconds.
5. Plug the power cable back in, ensuring that it is plugged directly into a wall outlet.
6. Quickly tap and release the power button to turn the meter back on.
7. Tap the **Settings** (gear) icon in the global toolbar.
8. Tap **Wired (Ethernet)** and make sure DHCP is selected.
9. Tap **Connect**.

### Static

1. Select **Static**.
2. Contact your internal IT department to get and record the values you will need to enter for your meter. These include: **IP Address**, **Netmask**, **Gateway** and **DNS Address**.
3. Enter the values you recorded in step 2 for the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** in the corresponding fields.
4. Tap **Connect**.
5. If it fails to connect, remove the network cable from the back of the meter.
6. Tap the Connect button. Wait for the attempted connection to fail.
7. Plug the network cable back in.
8. Delete the values in the IP Address, Netmask, Gateway, and DNS Address fields.
9. Enter the IP Address, Netmask, Gateway, and DNS Address that you recorded in step 2.
10. Tap Connect.

If you use a proxy server, refer to Related topics.

Related topics:

- Finding the Product Code Number (PCN) and serial number
- Setting up a proxy server
- Checking your network connection

Setting up a wireless (WiFi) network connection

For information about the connection settings required on your network, contact your IT department. Refer to the SendPro C connectivity guide for additional information.

1. Tap the Settings (gear) icon in the global toolbar.
2. Tap Wi-Fi in the Device & Network section.
3. Choose your WiFi network from the list. If your WiFi network is hidden, tap Add Network to add it.
4. Enter your WiFi password and identity.

Tip: Use the show password option to make sure that your password is entered correctly.

5. If your network requires advanced network settings such as a proxy server or static IP address, tap Advanced Options:
   - To set up a proxy server:
     a. Select Use Proxy.
     b. Tap on the line and enter the information provided by your IT department.
   - To set up a Static IP address:
     a. Select the IP Setting menu and choose Static.
     b. Tap on the line and enter the value provided by your IT department.
     c. Tap the > in the green circle.

If you are unable to connect to the internet, if you get authentication errors, or you are unsure of the correct settings for your network, check with your IT department.
Connecting to a hidden Wi-Fi network

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Wi-Fi** in the Device & Network section to see a list of available networks.

3. Tap the **Add Network** button at the top of the Wi-Fi screen.
4. Tap the down arrow next in the Security field and select the security method.

5. Tap **Advanced Options** to enter a static IP or set up a proxy.
6. Tap **Connect** when done.
Deleting a Wi-Fi network

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Wi-Fi** in the Device & Network section to see a list of available networks.
3. Tap on the network you want to delete. Note that you can only delete a network to which you have previously connected.

The network details display.

4. Tap the **Forget** button to delete the network connection.
Checking your network connection

Tap the **Check Network** application icon in the application drawer at the bottom of the Home screen to make sure your meter has access to all the required internet services. These provide updates on rate information, sync your transaction data, and refill postage funds for the Envelope Printing and Trackable Labels applications.

If your device is behind a firewall, you may need an IT professional or someone who has access to your network configuration to provide access to these services.

For more information on checking your network refer to these documents:

- **SV63189 - SendPro C200-C425 Connectivity Guide**
- **SV63307 - SendPro C200-C425 Check Network Application User Guide**
Checking the MAC address for wired and wireless networks

There are two MAC addresses within the machine. It depends on your method of connection as to which MAC address is used.

**Wireless:**

1. Tap the Settings (gear) icon in the global toolbar.
2. Tap Wi-Fi.
3. The MAC address appears above the list of wireless networks.

**Wired:**

1. Tap the Settings (gear) icon in the global toolbar.
2. Tap Wired (Ethernet).
3. Tap **Check Network**. The "Checking Network Connections" screen displays. When the test completes, tap on the **View Details** button in the "Connected to wired network" box.

The MAC address displays:

4. Tap **X** to close this window.
5. Tap **Close**, then the back arrow to return to the Home screen.

   - If the MAC address does not display, try these steps:
     1. Tap the **Settings** (gear) icon in the global toolbar.
     2. Scroll down to the "Advanced Device Options" section and tap **About This C-Series**.
     3. Scroll down to the "Base Network Info" section and locate the Mac Address field. This contains the
MAC Address.
4. Tap Cancel in the upper left corner to return to the Home screen.

Setting up a proxy server

A proxy server is a computer that acts as a gateway between your local network (and your meter) and a larger-scale network (such as the internet). Proxy servers provide increased performance and security.

1. Tap the Settings (gear) icon in the global toolbar.
2. Tap the Wi-Fi or Wired (Ethernet) option in the in the Device & Network section.
3. For Wi-Fi:
   a. Select the network from the list.
   b. Tap on the Advanced Options checkbox to select it.
   c. Scroll down and tap on the drop-down arrow next to Proxy and select Manual.
For Wired (Ethernet):
   a. Select either DCHP or Static IP
   b. If you select DCHP, tap on the drop-down arrow next to Proxy Setting and select Manual.
4. For Proxy Hostname enter the IP address, HTTP or HTTPS proxy address of your proxy server.
5. For Proxy Port, enter the port the meter should use to send network traffic to the Proxy Server.
6. (Optional) Use Bypass to enter any specific URLs or URL patterns (such as internal addresses) that you want to bypass the proxy.
7. If your Proxy Server requires authentication, select the Need Authentication check box and additional fields will be displayed.
   a. Enter the Proxy Username.
      Note: This may be case sensitive for some proxy servers.
   b. Enter the Proxy Password
      Note: This is case sensitive for proxy servers.

A proxy server works by intercepting connections between sender and receiver. All incoming data enters through one port and is forwarded to the rest of the network via another port. By blocking direct access between two networks, proxy servers make it much more difficult for hackers to get internal addresses and details of a private network.

Refer to the SendPro C Connectivity Guide for additional information. You can view or download the guide at the Pitney Bowes support site.
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3 - Managing your machine

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- Using USPS Informed Delivery 50
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Creating or disabling the security PIN

**Note:** If you assigned a security PIN when you installed your SendPro® C meter, you must enter it when you power your meter or after your meter enters sleep mode.

**To create a security pin:**
1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap the **Security PIN** option in the Device & Network section of the screen.
3. Tap the **Create PIN** button.
4. Enter a 4-digit numeric PIN using the keyboard on the display.
5. At the prompt, verify your PIN by entering it again.

**To change or disable the security PIN:**
1. Tap the **Settings** (gear) icon in the global toolbar. (gear) icon in the global toolbar.
2. Tap the **Security PIN** option in the Device & Network section of the screen.
3. Tap **Change PIN** or **Turn OFF Security PIN**.
4. At the prompt, enter your current security PIN.

**To manually lock your machine:**
1. Tap the user profile icon in the top right corner of the global toolbar.
2. Tap **Lock this Device.**
3. Your screen saver displays shortly after Device is Locked screen displays.

If you forget your Security PIN, tap on the Forgot PIN? link to get help.

**Adjusting time zone and location code**

1. Tap the Settings (gear) icon in the global toolbar.
2. Tap Location & Time Zone.
3. Enter your new Location Code. See the list of location codes provided with your scale.
4. Enter the Time Zone.
5. Tap Apply.

When you move your scale to a new geographical location or add a new or different scale, you may need to modify the Location and Time Zone values you entered when you installed your machine.

**Adjusting display brightness**

1. Tap the Settings (gear) icon in the global toolbar.
2. Tap Display Brightness in the Device & Network section of the screen.
3. Move the slider to adjust the brightness.
4. Tap the Back button or Home icon to exit the Settings screen.
Managing your Pitney Bowes USPS Postage Funds

The Envelope Printing and Trackable Labels funds are managed in two separate accounts on the SendPro® C.

Pitney Bowes offers two ways to fund postage for USPS mailing (Envelope Printing) and USPS shipping (Trackable Labels) on your SendPro C-Series: Purchase Power® (a bill-me-later option) or Reserve Account (a prepaid option). You must choose one payment method. You cannot use credit cards.

**Note:** Your shipping costs are billed directly to your UPS or FedEx account, when you use FedEx or UPS as your shipping carrier.

Using USPS Informed Delivery

USPS Informed Delivery allows you to preview your mail and manage your packages scheduled to arrive soon. Informed Delivery allows you to view greyscale images of the exterior, address side of letter-sized mailpieces and track packages in one application.

For more information on USPS Informed Delivery, go to the USPS Informed Delivery website.

To access USPS Informed Delivery on your SendPro® C:

1. Tap on the **Informed Delivery** icon in the application drawer at the bottom of the Home screen.

2. Enter your USPS.com Username and password.
   - If this is the first time you are using Informed Delivery on your SendPro C you will be requested to verify your USPS account. Follow the prompts to complete the verification process.
Installing your SendPro C, SendPro+

1. What's in the box.
2. Caution
   a. Do not connect the SendPro C to a power source yet.
   b. Be sure to grab the entire feeder and not just the flap.

3. Unpack SendPro C
   a. Remove all the packing materials from your machine.
4. **Install the printhead and ink cartridge.**
   a. Open the cover to access the ink carriage.
   b. Remove the packing tape from the ink carriage and open the guard.
   c. Unwrap the printhead and remove the protective strip.
d. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.

e. Keep squeezing the tabs and push the printhead flush against the wall. Tabs will snap outward when placed correctly.

! Performing this step correctly is critical in preventing damage to the system.

f. Unwrap the ink cartridge and make sure you remove the silver foil strip from the ink cartridge.

g. Install the ink cartridge and close the guard.
h. Close the cover.

5. Connect the SendPro C, SendPro+ to a power source and continue the installation

a. Connect your machine to a power source and turn on the power switch.
b. Wait for the system startup.... Then tap "Get Started" on the touchscreen and continue the installation steps.

During the installation you will be prompted to enter the scale location code.

Related topics:

- Location codes for your scale
- SendPro C, SendPro+ Installation Instructions.
- SendPro C, SendPro+ Quick Tour
- Paying for Postage
Installing a scale

If you did not install a scale when you installed your SendPro C meter you can do it at any time later.

To access step-by-step installation instructions for compatible scales:

1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll to the bottom of the Settings screen, and tap Scale Installation Guides under the Advanced Options section.
3. To view all of the available scales, swipe to the left on the screen.

4. Tap to select the appropriate scale, then tap Continue.
5. Follow the instructions displayed on your screen. To advance to the next step, swipe the screen to the left.

Uploading system logs

Your meter creates a series of system logs that monitor a variety of operations on your device. Pitney Bowes Technical Support may ask you to upload one or more of these logs.
1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to the Advanced Device Options section.
3. Tap **System Log Upload** to see a list of the available logs.
4. Tap on the check box in front of any log that you wish to deselect.
5. Tap the **Upload Selected Logs** button.

6. Once the upload completes, an upload message bar appears at the bottom of the screen.
7. Tap **OK** in the message bar.
8. Select another log to upload, or swipe down from the top of the screen and then tap on the **Home** icon to exit.
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4 - Using Trackable Labels

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Signing in and out of Trackable Labels

1. To sign out of Trackable Labels, tap the user profile icon in the top right corner of the global toolbar. The user that is currently signed in displays.
2. Select **Sign out**.

To sign into Trackable Labels tap on the Trackable Labels icon on the Home screen. You will be prompted to enter a name and password.
Creating and printing a trackable label

1. Tap **Trackable Labels** on the Home screen.

2. Tap the carrier you want to use. For example, tap **USPS**.
3. Verify that the sender address is correct. If not, tap on the Sender field and select a new address.

4. If you have enabled cost accounts on your SendPro® C, you must provide an account. If this field contains an account, verify the account is correct. To change or add an account, tap on the Cost Account field and select an account from the list.

5. Tap Continue.
6. Enter the recipient address. You can manually enter the recipient information or select one from the address book. To select one from the address book, tap the **Address** icon in the upper right corner of the screen as shown here.

7. Tap **Continue**.

8. Tap a package type. For example, **Box or Envelope**.
9. Enter the dimensions and the weight of the box or envelope:

- Tap each dimension and enter a value using the display keypad. Tap the green check mark when done.
- If you have an attached scale, place the box or envelope on the scale and the weight appears in the weight field. If you do not have a scale, tap on the Weight field and enter the value using the keypad and then tap Apply.

10. Tap Continue.
11. Tap the service you want to use, in this example, Priority Mail.
12. Tap **Add additional service** to add extra services. If you are not adding any special services, go to step 14.

13. Select the extra service, in this example, **Signature Confirmation**.

14. You can continue to add additional services if necessary. Tap **Apply** when done.

15. Tap **Print**.
16. At the Label Options screen, tap **Format** and select the printer format. For example, tap **Roll- 4x6**.

- **Note:** If you want to print a sample label first, tap the **Print Sample** button.

17. Tap **Print** again and the label prints.

- If prompted, enter the Sender and Recipient’s phone number (required for some services).

18. The carrier screen reappears. You can now print another label.

**Creating a trackable label from the address book**

You can also create a trackable label from within the Address Book.

1. Open the Trackable Label address book by tapping on the **Address Book** icon in the application drawer at the bottom of the Home screen.
2. Locate the address you want to use for your trackable label.
3. Tap on the address to open it.
4. Tap on the **Print Trackable Label** button on the right side of the screen.
5. Follow the steps for creating and printing a trackable label.

**Creating a new trackable label sender address**

1. From the Home screen, tap **Address Book**.
2. Tap **Recipients** and select **Senders**.
3. Tap +.
4. Enter the Sender information.
5. When complete tap Save.

Changing the sender address for Trackable Labels

1. From the Home screen, tap Address Book.
2. Tap Recipients and select Senders.
3. Select the sender you wish to edit.
4. Tap the edit (pencil) icon.
5. Make your edits and tap Save. You will be returned to the address book.

Creating an international trackable label

**Important note:** In order to print an international label you need to connect your SendPro® C to an 8 1/2 x 11" 1E50 laser printer. You can also print an international label from your SendPro Online account using any 8 1/2 x 11" printer.

The procedure for creating an international trackable label is the almost the same as that for creating a domestic trackable label. The main difference is adding the information required for customs purposes. You must declare package contents for U.S. customs when shipping internationally and to military mail.

After you have recorded the weight of the package you are prompted to enter the customs information. This includes:

- Types of items in your shipment (documents, gifts or merchandise). Select either Abandon or Return to Sender if the item cannot be delivered.
- Description for each item, where the item was made, the quantity of the items.

**Note:** In order to enter the description information you need to tap the Add an item button.

- Enter optional HS Tariff information if appropriate.
- Enter where the item was made

To add additional items tap Save and Add. If you are finished adding items, tap Save.

- Select the necessary AES Exemption information. For further information please refer to the USPS.com Postal Explorer.
Once you have completed these steps, follow the same steps used to create and print a domestic shipping label.

**Printing a USPS return trackable label**

1. Tap the **History** button on the home screen.
2. This opens the History screen with the tab for Shipments selected and displays all of your recent shipments.
3. Find your label in the list or by using the search box (refer to *Tracking or searching for a shipment*).
4. To reveal the shipment’s details, tap the shipment.
5. Tap **Create Return Label**. Tap **Continue** through the screens to confirm the Sender and Recipient name and address.
6. If necessary, confirm the size and weight of the item.
7. Follow the same steps for creating and printing a trackable label.

**Printing a USPS scan form**

You can use the USPS Shipment Confirmation Acceptance Notice (SCAN) Form 5630 to save time. Without SCAN Form 5630, the USPS needs to scan each individual shipping label. This can be time consuming if there are a large number of international shipping labels. Instead of scanning each individual shipping label, SCAN Form 5630 can be scanned once, and every international shipping label from that day will be uploaded to the USPS systems.

You can enable USPS scan form printing on your SendPro® C.

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Slide down to Shipping Settings, then tap **Label Options**.
3. Slide down to "Scan Form and Manifest Printing" and tap on the check box for **Enable scan form printing**.
4. When you are ready to print the scan form, use your SendPro C user ID to sign in to SendPro Online. In your web browser, go to [https://login.pitneybowes.com/sendpro](https://login.pitneybowes.com/sendpro) and sign in with your SendPro C user ID and password.
5. In SendPro Online, select **Print > USPS SCAN Form** from the top menu bar.
Reprinting a USPS, UPS or FedEx trackable label

1. Tap the **History** icon in the application drawer at the bottom of the Home screen.
2. All of the trackable labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.
3. Locate your label in the list. To sort by a different column, tap that column heading. To reverse the sort order, tap the same column heading again.
4. Tap the shipment to open the details screen
5. Tap **Reprint Label**. Follow the same steps as you do for creating and printing a trackable label.

Canceling a UPS or FedEx trackable label

You can cancel a UPS or FedEx trackable label so the postage is not applied to your UPS or FedEx invoice.

1. Tap the **History** icon in the application drawer on the Home screen.
2. All of the trackable labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.
3. Locate your label in the list. To sort by a different column, tap that column heading. To reverse the sort order, tap the same column heading again.
4. Tap the shipment to open the details screen
5. Tap **Void**. Select the checkbox when prompted to confirm you will not be using the label then tap **Continue**.

Getting a USPS refund for a trackable label

You can request a refund up to 30 days from the date on which you first printed a trackable label. When you request a refund for USPS trackable labels, the postage amount is credited to your postage balance.

The refund process can take up to 20 days because USPS wants see if it can detect your shipment in its mailstream before crediting your account.

**Note:** For UPS and FedEx, when you cancel a trackable label the postage is not credited. Instead, it is just not applied to your UPS or FedEx invoice.

1. Tap the **History** icon in the application drawer on the Home screen.
2. All of the trackable labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.

3. Locate your label in the list. To sort by a different column, tap that column heading. To reverse the sort order, tap the same column heading again.

4. Tap the shipment to open the details screen.

5. Tap **Request Refund**.

6. Select the agree box to agree to the conditions and then tap **Continue**.
5 - Managing Trackable Labels

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Use SendPro Online to perform these tasks for your SendPro C machine

You need to perform the following Trackable Labels tasks using SendPro® Online instead of your SendPro C, SendPro+ device. Using a browser on your PC, go to https://login.pitneybowes.com/sendpro. You can use your SendPro C meter user ID and password to log into SendPro Online, or you can log into your PB account and go to SendPro Online from there.

Importing and exporting
- Importing multiple Trackable Label addresses in SendPro Online and on the SendPro C
- Exporting Trackable Label addresses in SendPro Online and on the SendPro C
- Exporting Trackable Label history in SendPro Online and on the SendPro C

Setting up and managing carriers
- Setting up and managing a UPS account in SendPro Online and on the SendPro C
- Setting up and managing a FedEx account in SendPro Online and on the SendPro C

Printing
- Printing international labels (this can be done on your SendPro C device if you have an 8 1/2 x 11" 1E50 laser printer connected to it)
- Printing a USPS scan form

Cost accounting
- Importing Cost Accounts in SendPro Online and on the SendPro C
- Exporting Cost Accounts in SendPro Online and on the SendPro C

Managing a multi-user subscription
- Managing Users in SendPro Online and on the SendPro C (requires a multi-user subscription)
- Inviting Users in SendPro Online and on the SendPro C (requires a multi-user subscription)
- Viewing Multi-locations in SendPro Online and on the SendPro C (requires a multi-user subscription)

Comparing shipping rates with different carriers
- You can also use the SendPro Online application, Shipping Rate Selector to compare the cost of shipping a package with different carriers.
Using the Trackable Labels address book

Adding or Editing the Address Book

The SendPro® C address book verifies addresses for all carriers thereby ensuring accurate deliveries.

1. Tap the Address Book icon in the application drawer at the bottom of the Home screen.
2. The Address book allows you to add, edit or delete addresses within the book.

Using the Address Book to create a trackable label

You use the address book within the Trackable Labels application to change the sender's address and to add a recipient's address when creating a trackable label.

About cost accounts for Trackable Labels

You can use cost accounts to keep track of how you are spending postage on trackable labels. You do this by assigning an account to each trackable label you create. You can also assign a cost account to each postage refill you perform.

You assign a cost account to a label within the Trackable Labels application while creating a trackable label.

To view all of your cost accounts, tap the Cost Accounts icon in the application drawer at the bottom of the Home screen. The Cost Accounts screen also allows you to add new accounts or edit existing ones.

Turning Trackable Label cost accounts on or off

Open your Trackable Label cost accounts by tapping the Cost Accounts icon in the application drawer at the bottom of the Home screen. This opens the Cost Accounts screen.

1. Tap the Cost Account settings icon in the upper right corner of the Cost Accounts screen.
2. Tap the slider in the upper right so that it turns blue and ON display.
   - If you want to make sure every trackable label is assigned an account, tap in the check box for Require cost account for all shipments.
3. You will need to create at least 1 cost account to print a trackable label. Refer to Adding a single Trackable Label cost account.

Changing the default refill amounts for Trackable Labels

1. Tap the **Settings** (gear) icon in the global toolbar. (gear) icon on the Home screen.
2. Scroll to Shipping Settings.
3. Tap **Shipping Refills**.
4. Tap **Auto-refill Postage**.
5. Tap the box under Default refill amount for trackable labels.
6. Enter the amount.
7. Tap **Apply**.

Turning on address autofill

Autofill automatically fills in the address fields as you start to enter an address. This makes it easier and quicker to enter addresses when creating trackable labels.

To turn on address autofill:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to **Shipping Settings**.
3. Tap **SendPro Experimental Features**.
4. Tap on the check box for **Use Geosearch**.

Searching addresses in the Trackable Label address book

Open the Trackable Label address book by tapping on the **Address Book** icon in the application drawer at the bottom of the Home screen.

- To search for an address, type a portion of the contact (name, company, street, etc.) in the text field next to All. The address book displays matching addresses.
- **Sort** the address book by tapping **Sort by** and selecting how you want to sort (by Full Name, Street, City ...)
Note: The maximum number of addresses that can be displayed in the Trackable Label address book is 1000.

Once you find an address, you can select it and create a trackable label by tapping the Create Label button.

Adding new addresses to Trackable Labels address book

To add a single address:
1. Open the Trackable Labels address book by tapping on the Address Book icon in the application drawer at the bottom of the Home screen.
2. Add a new address by tapping the + icon and entering the contact information.
3. Tap Save when done.

Note: The maximum number of addresses that can be displayed in the Trackable Label address book is 1000.

To add multiple addresses:

To import multiple addresses to the address book on your SendPro® C, copy this link into your web browser: https://login.pitneybowes.com/sendpro and sign in using your SendPro® C user ID. You cannot import addresses from the SendPro® C meter.

Deleting addresses from the Trackable Label address book

Open the Trackable Label address book by tapping on the Address Book icon in the application drawer at the bottom of the Home screen.

Delete an address by tapping on the address and then on the Delete icon shown here. Tap OK to confirm you want to delete the address.
Editing addresses in the Trackable Label address book

Open the Trackable Label address book by tapping on the Address Book icon in the application drawer at the bottom of the Home screen.

Edit an address by tapping on the address and then on the Edit icon. Make your changes to the contact information and then tap Save.

Managing your Trackable Labels cost accounts

This is for trackable label cost accounts

Managing your cost accounts includes:

- Turn on the cost accounts feature
- Adding a single cost account
- Modifying existing cost accounts

Open your Trackable Label cost accounts by tapping the Cost Accounts icon in the application drawer at the bottom of the Home screen. This opens the Cost Accounts screen.

Using cost accounts to charge back Trackable Labels postage costs

You can assign the costs for a trackable label to an account when you create the trackable label.
In order to use cost accounts to charge back your Trackable Labels postage costs you need to turn on the cost accounts feature.

1. Open Trackable Labels cost accounts by tapping the Cost Accounts icon in the application drawer at the bottom of the Home screen.

2. Tap the Cost Account settings icon in the upper right corner of the Cost Accounts screen.

3. Tap the slider in the upper right so that it turns blue and ON display.
   - If you want to make sure every trackable label is assigned an account, tap in the check box for Require cost account for all shipments.
4. Once you turn cost accounts on, you will need to have at least 1 cost account to print a trackable label.

Adding a single Trackable Labels cost account

Open your Trackable Label cost accounts by tapping the Cost Accounts icon in the application drawer at the bottom of the Home screen. This opens the Cost Accounts screen.

Note: To import or export multiple cost accounts, use your SendPro® C user ID to log into SendPro Online. In your web browser, go to https://login.pitneybowes.com/sendpro and sign in with your SendPro C user ID and password.

1. Tap the plus sign + in the upper left corner of the Cost Accounts screen.
2. Enter the account name, up to 20 characters. Tap the green check mark when done. You can use lower case letters, upper case letters, numerals and special characters for the account name. Allowed special characters include:
   - - hyphen
   - _ dash
   - ' single quote
   - @ at sign
   - . Period
   - and optional description.
3. (Optional) Enter a description of the account, up to 200 characters.
4. Tap Enter (green check mark) when done. You can use the same types of characters as for the account name.
5. Tap on the option button for Active or Inactive, whichever is appropriate for this account.
6. To make this the account that is automatically used for all trackable labels, tap the checkbox for Make this my default Cost Account.
7. Tap Apply.

Modifying a Trackable Label cost account

Open your Trackable Label cost accounts by tapping the Cost Accounts icon in the application drawer at the bottom of the Home screen. This opens the Cost Accounts screen.

You can activate or deactivate an existing account, make an account the default cost account, or modify the description for the account.

Note: You cannot delete an existing account.

1. Tap on the cost account you want to modify in the Cost Account screen.
2. Tap the Edit icon on the right side of the screen.
3. Tap the Active or Inactive option as appropriate.
4. To make this account the default, tap the check box for Make this my default Cost Account.
5. To change the description tap in the Description field and enter your changes.
6. Tap Apply when done with all your changes.

Refilling Trackable Labels postage

Your SendPro® C, SendPro®+ meter uses two separate postage accounts, one for Trackable Labels and one for Envelope Printing. The funds for one cannot be used for the other.

To refill your Trackable Labels postage account:

1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down to Shipping Refills.
3. Tap **Shipping Refills**. Your meter displays Trackable Labels Postage Balance.
4. Tap the **Refill Postage** button on the upper right corner of the screen.
5. Use the numeric keypad to enter the amount you wish to refill.
6. Tap **Refill Trackable Label Postage**. When complete your meter displays the updated Trackable Labels Postage Balance.
7. Tap the **Home** icon in the upper right corner of the global toolbar to return to the Home screen.

To view your Trackable Label postage refill history, sign into your SendPro Online account and export a postage history report.

**Related topics:**

*Exporting a History Report on SendPro Online*

### Setting up your FedEx account

In order to use the FedEx carrier for trackable labels, you need to set up your FedEx account using SendPro® Online. You cannot set up a FedEx account on your SendPro® C meter. In your web browser, go to [https://login.pitneybowes.com/sendpro](https://login.pitneybowes.com/sendpro) and sign in with your SendPro C user ID and password.

Once you have set up your FedEx account using SendPro Online, you can view your account information on your SendPro C meter:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to **Shipping Settings**.
3. Tap **Carrier Settings**.
4. Tap the **Manage** button next to FedEx.

### Setting up your UPS account

In order to use the UPS carrier for trackable labels, you need to set up your UPS account using SendPro® Online. You cannot set up a FedEx account on your SendPro® C meter. In your web browser, go to [https://login.pitneybowes.com/sendpro](https://login.pitneybowes.com/sendpro) and sign in with your SendPro C user ID and password.

Once you have set up your UPS account using SendPro Online, you can view your account information on your SendPro C meter:
1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down to Shipping Settings.
3. Tap Carrier Settings.
4. Tap the Manage button next to UPS.

Setting up default printing options

1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down to Shipping Settings.
3. Tap Label Options.
4. To print the cost on the trackable label, tap the check box for Show cost on label.
5. To print a receipt with the label, tap the check box for Print receipt with label.
6. To select the print format, tap Format and select one of the following:
   - Plain Paper - 8.5 x 11
   - Roll - 4 x 6
7. To enable USPS scan form and manifest printing, tap the check box for Enable scan form printing. Enter the ZIP code for the location from where you are shipping on the line provided. Refer to Printing a USPS scan form for more information on scan forms.

Managing Trackable Labels email notifications

You can use automated Trackable Labels email notifications to track shipments and know when they’ve been delivered. You can also get notified when a label refund has been issued. There are three types of notifications:

- **Tracking Number Email**: Emails a tracking number for each new shipping label automatically.
- **Shipment Delivery Email**: Emails a delivery confirmation for each new shipping label automatically.
- **Refund notifications**: Emails a confirmation each time a label refund is credited to your postage balance.

1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down to Shipping Settings.
3. Tap Automated Emails.
4. To enable tracking number and delivery confirmation emails to the sender or recipients, tap the appropriate check boxes in the Tracking Number Email and Shipment Delivery Email sections.
5. To receive an email when a label refund is credited to your postage balance, enter the email address on the Email Confirmation for Postage Refund line.

6. *(Optional)* To customize the subject for each email type, enter the subject in the Customize the email subject line field.

**Setting the default address for USPS return labels**

You can set the recipient's address you want to use every time you create a USPS return label.

1. Tap the *Settings* (gear) icon in the global toolbar.
2. Scroll down to *Shipping Settings*.
3. Tap *Return Labels*.
4. Tap the check box for I want to use the same recipient address for all of my return labels.
5. Enter the address in the fields provided using the keypad on the screen. Tap the green check mark when done.

**Determining how you spend your postage**

You can see where you are spending your postage by viewing the Tracking Label Report. This report includes a list of all of the shipping labels you have created along with their carriers and the amounts of postage.

1. Tap the *Settings* (gear) icon in the global toolbar.
2. Scroll down to *Shipping Settings*.
3. Tap *Shipment Reports*.
4. To list by cost accounts, tap the menu button next to All Shipments column and select *Summary by Cost Account*.

**Withdrawing money from your Trackable Labels account**

If you need to withdraw your funds from your Trackable Labels account, please call 1-877-213-7284 and select option 3.
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6 - Using Envelope Printing

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Printing only the date and time in Envelope Printing

Printing postage on envelopes

Tap **Envelope Printing** on the Home screen to open the Envelope Printing screen.

This screen is the starting point for printing postage on an envelope or tape. It also allows you to change what you print on the envelope.

Within the mail screen you can:

1. View the balance of funds you have remaining in your meter.
2. Select an account by tapping **Account** (this option appears if your device has the account feature enabled).
3. Tap **Class** to view the class and any extra services.
4. Tap the weight icon to view the weighing options (enter weight manually or using a scale).
5. Tap the date to view the date options.
6. View the total postage amount.
7. Preview or add graphics.
8. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope, adding more postage, or making corrections to the date. You can also choose to only seal envelopes without printing any postage.

9. Tap on the option you want to select the mode.
   - Date and Time Stamp
   - Date Correction
   - Graphic Only
   - Postage Correction
   - Postage Printing - printing postage on an envelope is the default mode.
   - Seal Only - bypass all printing.

Comparing rates for classes and services for Envelope Printing

You can compare postage rates for various classes and services when printing postage on tapes or envelopes using the Envelope Printing application.

Tap **Class** on the Envelope Printing screen. You can then select and compare the costs of different classes and services. The total cost for each class and services combination is displayed at the bottom right of the screen as shown here.
1. Tap to change class.
2. Tap to change package type.
3. Extra services available for class you selected.
4. Value.
5. Rates for extra services.
6. Total postage amount.

Checking your available Envelope Printing postage

You can check your Envelope Printing postage balance on your meter at any time.

Your available postage is displayed on the Postage Balance button on the top of the Envelope Printing screen.

View the amount available for postage in your Reserve or Purchase Power account:

- Tap Envelope Printing on the Home screen.
- Tap Postage Balance.
- Tap Refill Settings.
Refilling postage for your Envelope Printing balance

Before you begin:
Make sure your device is connected to the internet.

- For LAN connection, you will see the following connection icon in the global toolbar:

- If you have a wireless connection, you will see the following connection icon in the global toolbar:

If you see a line through the connection icon, it means you are not connected and will not be able to refill your postage until you establish a network connection. Refer to Related topics below for information on troubleshooting connection issues.

To refill your postage:

1. Tap Envelope Printing on the Home screen.
2. Tap Postage Balance.
3. Tap Refill Postage.
4. Enter your postage refill amount.

5. Tap Refill Mail Postage.
6. Tap **View Receipt** if you want to view or print a receipt.
7. Tap **Done**.

The SendPro C uses two separate postage accounts, one for Trackable Labels and one for Envelope Printing. The funds for one cannot be used for the other.

**Related topics:**
- *Refilling your Trackable Labels postage.*

**Using accounts to charge back Envelope Printing postage costs**

Envelope Printing uses a multi-level account structure and is separate from the Trackable cost accounts.

You can use accounts to charge back postage to departments or clients and run reports showing how you spent your postage over specific time periods.

If accounts are enabled on your machine you must select an account when applying postage to an envelope.

1. Tap on **Account** on the left side of the screen to see a list of available accounts.
2. Tap on the account you want to use for your mail.

**Sending a First-Class letter envelope**

1. Tap **Envelope Printing** on the Home screen.
2. If you have the accounting feature enabled on your machine:
   a. Tap **Account** on the left side of the screen.
   b. Select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **First-Class Retail Metered** for a First-Class mail envelope.
6. Tap **Letter**.
7. Select any special services required.
8. Tap **Apply**.
9. Place the envelope on the scale. The weight appears in the weight button on the screen.
10. Place the envelope on the feed deck; the machine automatically feeds the envelope and prints the postage.

**Note:** If you have previously printed any envelopes, you may get a message that transactions are being uploaded. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

**Related topics:**
- Sending a large First-Class® envelope

**Sending a large First-Class® envelope**

Before you select a rate for a large envelope or flat, you need to determine whether the mailpiece you are sending is classified as a letter or flat (large envelope) according to the USPS.

If your mailpiece weighs more than 3.5 oz, the SendPro C, SendPro+ automatically sets the class to Large Envelope regardless of the dimensions. If the mailpiece weighs less than 3.5 oz but has the dimensions of a flat, you need to manually select Large Envelope when you choose the class.

To determine if your mailpiece meets all of the criteria for a flat (dimensions and weight), tap on the **Postal Advisor** located in the application drawer on the SendPro C, SendPro+. The Postal Advisor also provides information for multiple types and classes of mailpieces, including postcards, letters, and parcels.

**First weigh the mailpiece and measure the dimensions:**

2. If you have the accounting feature enabled on your machine:
   a. Tap **Account** on the left side of the screen.
   b. Select an account.
3. Place the mailpiece on the scale. The weight displays in the weight button on the screen. You can also weigh the mailpiece using any external postal scale.

![Image of scale displaying weight]

4. Measure and record the dimensions of the mailpiece.
5. Tap the **Home** icon on the global toolbar to return to the Home screen.
6. Tap the double-headed arrow on the right side of the application drawer at the bottom of the screen.
7. Tap the **Postal Advisor** icon.
8. Tap on **Flats**.
9. Tap on **Physical Characteristics** tab and see if your mailpiece is within the weight and size limits.

![Image of flat size mail]

If the mailpiece if less than 3.5 oz, but has the dimensions of a flat:

1. Tap on the **Home** icon in the global toolbar.
2. Scroll back up to the **Envelope Printing** icon and tap on it.
3. If you have the accounting feature enabled, tap **Account** on the left side of the screen and select an account. If you do not have the accounting feature, go to step 3.

4. Tap **Class**.

5. Tap **Start Over** to display a list of all the available classes.

6. Tap **First-Class Retail Metered** for a First-Class mail envelope.

7. Tap **Large Envelope**.

8. Select any special services required.

9. Tap **Apply**.

10. Place the large envelope on the feed deck and the machine automatically feeds the envelope and prints the postage.

   - If the envelope is too thick to go through the feeder, use a tape sheet to print the postage.
   - Apply the tape sheet label to the large envelope/flat.

**Related topics:**

- Sending a First-Class letter envelope
- Using the weighing platform for Envelope Printing

**Sending Certified Mail**

Not all extra services like Certified Mail are available for all classes and only certain services can be combined.

To find out more about Certified Mail, tap on the **Postal Advisor** icon in the application drawer at the bottom of the Home screen. Scroll down until you reach the section on Extra Services.

1. Tap **Envelope Printing** on the Home screen.

2. If you have the accounting feature enabled on your machine:
   a. Tap **Account** on the left side of the screen.
   b. Select an account.

3. Tap **Class**.

4. Tap **Start Over** to display a list of the available classes.

5. Tap a class that can be combined with Certified Mail (for example, First Class or Priority Mail).

6. Tap on **Certified** as your extra service and tap **Apply**.

7. Depending on the type class and type of mailpiece:
   - Enter the destination ZIP Code and tap **Apply**
   - Enter the Mailer ID and tap **Apply**
9. Enter the barcode from the label and tap **Apply**.
10. Run the mailpiece through the machine.
11. Place green Certified Mail label on the mailpiece. (USPS Label 3800-N)

**Related topics:**
- Setting up a mailer ID

**Sending an international letter on SendPro C Model with PCN 2H00**

If you are unsure of your SendPro C, SendPro+ model number, refer to Related topics.

1. Tap **Envelope Printing** on the Home screen.
2. If you have the accounting feature enabled on your machine:
   a. Tap **Account** on the left side of the screen.
   b. Select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **First-Class Mail Intl Retail** for a First-Class mail envelope.
6. Tap **Letter**.
7. Tap in the **Country** field and use the keypad to enter the destination country.
8. Select any special services required.
9. Tap **Apply**.
10. Place the envelope on the scale. The weight appears in the weight button on the screen.
11. Place the envelope on the feed deck; the machine automatically feeds the envelope and prints the postage.

**Note:** If you have previously printed any envelopes, you may get a message that transactions are being uploaded. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

**Related topics**
- Finding the Product Code Number (PCN) and serial number
Printing a future date

With SendPro® C, you can print postage with a date in the future. If you miss today’s mail pickup, you can print your postage with a future date.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the date on the Envelope Printing screen. The calendar displays.
3. Tap **Tomorrow** or **Another Date** on the right-hand side of the calendar, depending on the date you wish to print.
4. Tap **Apply** when you see the future date highlighted on the calendar.
5. The Envelope Printing screen displays the future date.
6. Place your envelope on the deck to automatically print your postage with a future date.

**Note:** The date on the postage should match the date when your mail goes to the post office. Your machine automatically advances the printed date on the meter stamp (as well as its internally held date) when the system time reaches 5:00 PM. This time cannot be changed.

Omitting the date from Envelope Printing for SendPro C model with PCN 2H00

If you are unsure of your SendPro C model number, refer to Related topics.

You can choose to leave the date off your envelope. For example, if you are using your envelope as a return mailing envelope, print your postage without a date.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the date on the Envelope Printing screen to display the calendar.
3. Tap **No Date** on the right-hand side of the calendar.
4. Tap **Apply**.
5. Place your envelope on the deck to automatically print the postage with no date.

**Related topics:**

Finding the Product Code Number (PCN) and serial number
Printing additional postage

If you do not have enough postage on a piece of mail you can add more postage directly on a blank area on your envelope or on a tape.

1. Tap **Envelope Printing** on the Home screen.
2. Scroll down and tap **Print Mode** on the left side of the screen.
3. Tap **Postage Correction**.
4. Tap **Apply**.
5. Tap the postage amount.

6. Use the keypad to enter the additional postage amount.
7. Tap the check mark when done.
8. Turn your envelope over to the blank side, and place it on the deck to automatically feed it through the machine.

Look for the word "Correction" on the postage mark. This is what it looks like.
Re-dating your mail

If you’ve already printed today’s date and postage on an envelope, but you missed your mail pickup, you can re-date your mail. You must reprint a future date on the back of your envelope before you can mail it.

1. Tap **Envelope Printing** on the Home screen.
2. Scroll down and tap **Print Mode** on the left side of the Envelope Printing screen.
3. Tap **Date Correction**.
4. Tap **Apply**.
5. Tap on the date and the calendar displays.
6. Tap **Tomorrow** or **Another Date** on the right-hand side of the calendar, depending on the date you need.
7. Tap **Apply** when the new date is highlighted on your calendar.
8. Turn your envelope over to the blank side, and place it on the deck to automatically feed your envelope through the machine.
9. Check to ensure that the word “Redate” appears on the newly printed postage mark on the back of your envelope. Your envelope is ready to mail.

Using USPS special services

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Class**.
3. Tap **Start Over** to see a list of the available classes.
4. Tap the class you want. Sub classes display when they are available for your class.
   a. For some classes, you must select the type of mail piece; for example, if you select First-Class Retail Metered, you must select either Letter, Large Envelope, or Package.
   b. Select any special services available for your class; for example: Insurance, COD, Certified, or Registered.
5. Enter a ZIP code if required.
6. For some classes, you are prompted to either scan or manually enter the Electronic Certified barcode from your label, and then to attach your label to your envelope or package.
7. Tap **Apply**.
Entering weight manually for Envelope Printing

Use this procedure when you know the weight of a mailpiece and you are not using the integrated weighing platform.

1. Tap Envelope Printing on the Home screen.
2. Tap the weight button.
3. Tap the Manual option button.
4. Tap the pounds option and enter the pounds.
5. Tap the ounces option and enter the ounces.
6. Tap Apply.
7. Tap Class on the Envelope Printing screen. If necessary, select Start Over to display all of the class options.
8. Select the class.
9. Select the type of package or envelope.
10. Select any special services required.
11. Tap Apply.
12. Feed the envelope through the machine.
Using the weighing platform for Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap the weight button.
3. Tap the **Scale** option button.
4. Place the envelope on the weighing platform.
5. Tap **Apply**.
6. Tap **Class** on the Envelope Printing screen.
7. Tap the class you want. If necessary, select **Start Over** to display all of the class options.
8. Select any special services required.
9. Tap **Apply**.
10. Feed the envelope through the machine.

Sealing the envelope only, bypass all printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode** on the lower left side of the Envelope Printing mail screen. You may have to swipe up on the screen to see this option.
3. Select **Seal Only**.
4. Tap **Apply**.
5. Place your envelope face up, flap down into the feeder. Be sure to slide the envelope flap under the edge of the feed deck.
Sealing envelopes

This procedure describes how to seal envelopes whether you are printing postage on the envelopes or only sealing the envelopes (no postage).

1. Check the level of sealant in the moistener tank and add more if required.
2. When feeding an envelope, be sure to slide the envelope flap under the edge of the feed deck, so the moistener can wet the flap.

**Note:** If the moistener tank is full and your envelopes do not seal correctly, clean or replace the moistener brush and wick.
Zeroing the scale

Zeroing the scale sets the weight with nothing on the scale to zero. To zero the scale:

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Weight** button.
3. Ensure that nothing is on the scale.
4. In the Weighing Method screen, tap the option button for the **Scale**.
5. Tap the **Zero Scale** button.
6. Tap the **Cancel** button to return to the Envelope Printing screen.

Adding insurance to your mail in Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Class**. If this is the class you want, tap the check box for **Insurance** and then enter the amount. Tap **Apply**. If you need another class, go to step 3.
3. If you want a different class:
   a. Tap **Start Over** and select a new class and any special services you want. As soon as you are done adding any special services, tap **Apply**.
   b. Tap the check box for **Insurance** and then enter the amount, tap **Apply**.
4. To confirm, tap **Apply**.
5. Place the envelope on the feed deck and the machine automatically feeds the envelope and prints the postage including insurance.
How to process ERR in Envelope Printing on SendPro C, SendPro+

Tracking services are available when you use the weighing platform or Manual Weight entry method. The following steps are based on using Priority class and the Electronic Certified service with Electronic Return Receipt (ERR).

In order to use ERR, you must submit Form 5053, Bulk Proof of Delivery to the USPS. You will then be provided with a 9-digit USPS Mailer ID. You need to enter this number when using ERR. The following procedure is an example of how to use ERR.

1. Tap Envelope Printing on the Home screen.
2. Place the envelope or package on the scale.
3. Tap Class. If Priority Mail Retail is not the current class, tap Start Over and then select it from the list of classes.
4. Tap Envelope or Package.
5. Type in the ZIP Code™ and then tap Apply.
6. Tap the check box for Electronic Certified in the Extra services list.
7. Tap Apply.
8. Enter the barcode number from your USPS PS Form 3800 using the keypad, or use the optional barcode scanner. The barcode number should start with a 94.
9. Tap Continue when prompted to apply the barcode label on the envelope. The barcode appears in the Class section on the left of the screen.
10. Place the envelope on the feed deck and the machine automatically feeds the envelope and prints the postage.

Getting a USPS refund for damaged or incorrectly printed mail in Envelope Printing

Once you print a meter impression (or indicia), the postage amount is deducted from the funds on your machine, even if the printing is illegible. Therefore it is important to:

- Ensure the correct value displays on your machine before printing postage.
- Ensure that the ink level does not get too low. **Recommended:** always keep a spare ink cartridge on hand.

For up-to-date refund guidelines, refer to the USPS postal website.
Postage Meter indicia is eligible for a refund if it is complete, legible, valid, unused and printed on unmailed envelopes, wrappers, or labels made in accordance with USPS DMM 604.9.3.4. This includes:

- Postage printed on the back (versus the front) of a letter
- Only a portion of the postage printed, or postage isn’t legible
- Too much postage was printed on the item
- Not enough postage was printed on the item
- Incorrect date on the meter
- Incorrect information (street name, street number, city, etc.)

Your refund request must include:

- a completed USPS Form 3533
- proof that the person requesting a refund is an authorized user of the meter
- unused meter indicia

You must submit your refund request within 60 days from the date shown on the indicia to your local Post Office™.

For all indicia except those produced by PC Postage systems, you must submit the indicia to the licensing Post Office.

- The Postal Service™ refunds 90% of the face value on the indicia if the total is $500 or less.
- If the total face value is more than $500, the charge is $50 per hour for the actual hours to process the refund, with a minimum charge of $50.

Adding a graphic to your envelope in Envelope Printing

The SendPro® C meter comes with a set of standard graphic images that you can add to your envelopes or tapes when you print your postage. Graphic ads are also known as ads, slogans or logos. Examples include PLEASE OPEN IMMEDIATELY, RECYCLE and Season’s Greetings.

Note: At this time, you cannot add your own custom graphics to your SendPro C meter.

Before you begin:

Weigh your envelope, select a class, and select any special services required.
1. Tap the **Graphics** icon on the Envelope Printing screen.
2. Select the graphic you want from the list of available graphics.
3. Tap **Apply**.
4. To verify that the envelope prints correctly, feed the envelope through the machine.

**Printing a graphic on your envelope without printing postage**

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode**.
3. Select **Graphic Only**.
4. Tap **Apply**.
5. Tap the **Graphics** button.
6. Select the **Graphics** button and then select your graphic.
7. Confirm with **Apply**.
8. Print the graphic on the envelope or tape sheet.

**Adding an inscription to your envelope in Envelope Printing**

Inscriptions get added automatically when you select certain classes of mail. This feature saves you time and helps you always use the correct inscription.

For example, if you select First Class, then the First Class inscription appears automatically on the Envelope Printing screen, and it prints when you feed your envelope through the machine.

**Printing only the date and time in Envelope Printing**

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode**.
3. Select **Date and Time Stamp**.
4. Tap **Apply**.
5. Feed the envelope through the machine.
7 - Managing Envelope Printing

In this section

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- Changing the default refill amounts in Envelope Printing 104
- Uploading Envelope Printing transactions 105
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Confirming your meter update for Envelope Printing

To check and see if you have the latest rates for Envelope Printing:

2. Type “confirm rate update” in the search field.
3. Click on Confirm Your Rate Update | Pitney Bowes.
4. Scroll down to and click on SendPro C-Series (C200, C300, C400).
5. Locate your Product Code Number (PCN) and 7-digit serial number. Refer to Finding the Product Code Number (PCN) and serial number.
6. Enter the PCN and serial number in the fields provided.
7. Click on the Confirm Meter Update button.

Changing the default refill amounts in Envelope Printing

There are two ways to change the default refill amount for Envelope Printing on your machine.

From the Home Screen:
1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap Postage Refills.
4. Tap the box under Default refill amount.
5. Tap the back key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
6. Enter the new amount.
7. Tap Apply.

From Envelope Printing:
1. Tap Envelope Printing from the Home screen.
2. Tap Postage Balance.
3. Tap Refill Settings.
4. Tap the box under Default refill amount
5. Tap the back key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
6. Enter the new amount.
7. Tap Apply.
Uploading Envelope Printing transactions

Automatic upload of your Envelope printing transactions:
- Your SendPro® C meter automatically uploads your Envelope Printing transactions at least once during the day and once after hours.
- If you lock your meter or turn it off for any extended period of time, your meter automatically uploads your transactions when you power it up again.
- If you see the message "Sync your data", it means that your transactions need to be uploaded.

Note: If your meter has not uploaded transactions recently due to connection issues, it may require multiple uploads. If the meter prompts you to upload more than three times, please contact technical support.

Manual upload of your Envelope Printing transactions:
1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap the **SyncUSPS Transaction Data** button.
   - A series of messages appears on your display, starting with "Preparing Transaction Data" followed by "Sending Transaction Data".

   - The message "No Sync Required" appears if there are no new transactions to upload.
Clearing or resetting the number of mailpieces you've sent in Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Pieces** button.
3. Tap **Reset Counter to 0**.

**Note:** Be certain that you want to delete the piece count information, as you cannot restore the deleted data.

Performing USPS postal inspections for Envelope Printing

You are automatically notified

1. When a postal inspection is required, you are notified automatically by a message on your Home screen.
2. If accounting is enabled, you must first tap **Account** and select an account.
3. Tap **Balance Inquiry** or **Refill Postage** to fulfill the inspection requirements.

Updating postal rates or software for Envelope Printing

**Automatic updates:**

SendPro® C meters update postal rates and software automatically.

Keep your meter turned on and connected to your network to get your automatic updates, as updates are downloaded during the evening hours.

**Manual postal rate updates:**

1. Tap **Rates and Updates** on the bottom of the Home screen. Swipe the screen up to access the second row of buttons.
2. If new rates are available your meter downloads and installs updates.

When you update your new rates prior to the effective date, you see this message:

![Image of updated rates message]

When your new rates take effect (on or after the effective date), you see this message.

![Image of updated rates message]

**Note:** Prices and dates are used for reference only. These prices and dates may change with each postal change.

**Manual software updates:**

1. Tap **Rates and Updates** on the bottom of the Home screen. Swipe the screen up to access the second row of buttons.
2. If an update is available, the meter displays a progress bar showing the status of the download and installation.

![Downloading Updates](image1)

3. Once the download and install process completes, you see the message "Finalizing Update".

![Finalizing Update](image2)
Verify your meter update

To check and see if your meter has the latest rates, refer to Confirming your meter update.

Viewing the total Envelope Printing postage spent

1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap Postage Refills.
4. Tap Advanced to view:
   - the total amount of postage spent
   - the number of pieces printed

Viewing the Envelope Printing postage refill history

1. If necessary, tap the double-headed arrow on the right side of the application drawer at the bottom of the Home screen to display all of the icons.
2. Tap the History & Reports icon.
3. Tap the Refill History report in the Envelope Printing Reports section.
4. Tap on a postage refill to open a Refill Receipt.

Note: At this time, you can only view the report.

Setting the Envelope Printing low funds warning

Set up your machine to warn you when your available postage (funds) in your machine reach a certain amount. Use this warning as a reminder to add more postage to your machine.

1. Tap Envelope Printing on the Home screen.
2. Tap Postage Balance.
3. Tap Refill Settings.
4. Tap the Low postage threshold button.
5. Tap the back key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
6. Enter your threshold amount.
7. Tap Apply.
8. Tap the back arrow button to return to the Envelope Printing screen.

Setting up a mailer ID

Your mailer ID is a 9-digit number that is required when using Electronic Return Receipt (ERR). To get your mailer ID, submit Form 5053, Bulk Proof of Delivery to the USPS.

1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap Postage Refill.
4. Tap Mailer ID.
5. Enter the 9-digit number using the keypad.
   Note: if you do not have a Mailer ID, tap on the link How to obtain a Mailer ID from the USPS for instructions.
6. Tap Apply.

Updating the ZIP code

The ZIP code printed by your postage meter should be either your ZIP code or the ZIP code of the post office picking up your mail. If your machine prints an incorrect ZIP code, a new one must be downloaded.

This procedure is performed by a Pitney Bowes representative. Contact technical support for assistance.

Managing accounts for Envelope Printing

Managing your Envelope Printing accounts includes:

- Creating new accounts
- Editing existing accounts
- Deleting an account
- Turning account passwords on or off

Envelope Printing uses a multi-level account structure, allowing you to create up to 25 accounts.
Multi-level Envelope Printing accounts

The Envelope Printing accounting structure is based on three levels:

- account,
- sub account
- sub sub account

Your account names can contain up to 75 characters for each level plus separators (227 characters total).

When multiple account levels are created:

- Only the lowest level of the account hierarchy is chargeable. This means that transactions can only be posted to the lowest level account.
- The accounts are linked (account-sub account, or account-sub account-sub sub account). The linked accounts become a set and are treated as a single separate account, with one account number and one password.
  - The top level account number and password are rolled down to the first sub account that you create.
  - When you add a second sub account to this top level account, you create a new linked set of accounts with a separate account number and password.

Depending on your requirements, you can structure your accounts in single or multiple levels. For example, you can divide a top level department (account) into two additional sub sections.

- **Account** - When you create a top level account with no sub accounts, you charge postage funds and pieces to the top level account. This account gets charged for postage because it does not have subordinate (sub or sub sub) accounts.

  *Example:*

  Account - **Engineering**

- **Sub account** - If you create sub accounts for a top level account, the sub accounts become the lowest level in your account hierarchy. Postage gets charged to the sub accounts.

  *Example:*

  Account - Engineering; Sub account - **Software**

  Account - Engineering; Sub account - **Industrial Design**
• **Sub sub account** - If you create sub sub accounts for sub accounts, the sub sub accounts become the lowest level in your account hierarchy. Postage gets charged to the sub sub accounts.

Example:

Account - Engineering; Sub account - Software; Sub sub account - **Software Testing**
Account - Engineering; Sub account - Software; Sub sub account - **Software Design**
Account - Engineering; Sub account - Industrial Design; Sub sub account - **Graphics and Layout**
Account - Engineering, Sub account - Industrial Design, Sub sub account - **User Friendly Testing**

**Turning Envelope Printing account passwords on and off**

Use this procedure to protect your accounts from unauthorized access on SendPro® C devices that have the accounting feature enabled.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the Mail screen.
3. To access the manage Accounts screen, tap the menu icon in the upper right corner of the screen.
4. Tap **Manage Accounts** in the drop-down menu.
5. The Manage Accounts screen opens.

![Manage Accounts Screen]

- Tap **Turn account passwords on** if account passwords are disabled and you want to turn them on. Tap **Ok**.
- Tap **Turn account passwords off** if account passwords are currently enabled and you want to turn them off. Tap **Ok**.

6. Tap the back arrow on the top left side of the screen to return to the list of accounts.
7. Tap **Cancel** to return to the Mail screen.

## Creating an Envelope Printing account

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen. A list of all available accounts is displayed.
3. Tap the menu icon in the upper right corner of the screen:

![Menu Icon]

4. Tap **Manage Accounts**.
5. Tap **Create new account**
6. For a new top level account, tap Create a new account and fill in the required account fields (Account name and Code) and any optional fields you want.
   - The Code is a unique code that you must assign to identify each account, sub account, and sub sub account. This helps you locate accounts more easily later.
   - (Optional) Enter a Description of the account up to 150 characters.
   - (Optional) To create a password for this account, tap in the Password field. Passwords are case sensitive, can be alphanumeric, and must be four characters in length. You will need to enter this password to edit or process mail against the account.
7. Tap Active for the **Status**.
8. When finished, tap anywhere on the screen, but outside of the fields. The **Cancel** and the **OK** buttons appear at the bottom of the screen.
9. Tap **OK** to save. The name of the new account is displayed.
   - (Optional) To create another account, tap **Create New Account**.
   - (Optional) To add a sub account to the account you just created, tap **Add a Sub Account to this account**.
   - If you do not need to create any more accounts, tap **Done**.
10. Press the Back Arrow at the top of the screen to return to the account list.

**Editing an Envelope Printing account**

You can view or edit your accounts, sub accounts, and sub sub accounts. However, once you charge postage to an account:

- You cannot change the account name or code.
- You cannot delete the account.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen.
3. Tap the menu icon in the upper right corner of the screen.
4. Tap **Manage Accounts**.
5. Tap **Edit account**.
6. Tap to select an account.
7. Select **OK**.
8. Make your changes:
   - Edit the account name, code, description, status or password
   - Set your account status to ‘inactive’ to prevent anyone from charging transactions against this account.
9. When finished, tap anywhere on the screen, but outside of the fields. The **Cancel** and the **OK** buttons appear at the bottom of the screen.
10. Tap **OK** to return to your Accounts screen.
11. Tap the back arrow to return to your list of accounts.
12. Tap to select an account. To return to the Mail screen without changing your account selection, tap **Cancel**.
Deleting an Envelope Printing account

When you delete an account, sub account or sub sub account, you remove its data completely. Make sure you do not need the accounts data before you delete an account. Once you delete an account, the data cannot be recovered.

If you have charged transactions to an existing account, you cannot delete the account.

Set an account status to 'inactive' to prevent users from charging transactions against this account.

1. Tap Envelope Printing on the Home screen.
2. Tap Account on the left side of the screen.
3. Tap the menu icon in the upper right corner of the screen.
4. Tap Manage Accounts.
5. Tap Delete account to display a list of available accounts.
6. Tap to select the account you want to delete.
7. Tap OK.
8. Tap Yes, delete account to confirm that you want to remove an account.
9. Tap OK.
10. Tap the back arrow at the top of the screen to return to the list of accounts.
11. You can select an account from the list by tapping on it. To return to your Mail screen without changing your account selection, tap Cancel.
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8 - View Print Reports

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Printing a receipt when refilling postage for Envelope Printing

When you add funds to your Envelope Printing account you have the option of printing a receipt.

You can also view past receipts for postage refills by tapping on the History & Reports icon in the application drawer and opening the Refill History report.

Viewing the total Envelope Printing postage spent

1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap Postage Refills.
4. Tap Advanced to view:
   - the total amount of postage spent
   - the number of pieces printed

Viewing the Envelope Printing postage refill history

1. If necessary, tap the double-headed arrow on the right side of the application drawer at the bottom of the Home screen to display all of the icons.
2. Tap the History & Reports icon.
3. Tap the Refill History report in the Envelope Printing Reports section.
4. Tap on a postage refill to open a Refill Receipt.

Note: At this time, you can only view the report.
Printing a report for the number of mailpieces sent in Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Pieces** button in the Mail screen.
3. Tap **Print Report**.
4. Tap **SendPro C Envelope Printer**.
5. Feed the envelope through the machine.
6. A funds report prints showing the total number of pieces sent.

Printing Envelope Printing funds report

The funds report can provide the following information about Envelope Printing meter:

- **Used**: The total amount used over the lifetime of the meter.
- **Available**: The amount currently available to print.
- **Total Pieces**: The total number of mailpieces run over the lifetime of the meter.
- **Control Sum**: The control sum is the total of the amount used and available.
- **Batch Count**: The current Batch Count.
- **Batch Value**: The current Batch Total.
- **PBI Serial No.**: The serial number of the meter.
- The date and time the report was printed.

To print the funds report:

1. Tap **Envelope Printing** on the Home screen
2. Tap the piece count in the upper right.
3. Tap **Print Report**.
4. Tap **SendPro C Envelope Printer**.
5. Feed an envelope through the machine.

Running Envelope Printing account reports

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen.
3. Tap the menu icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.
5. Tap on the **Reports** link under the Accounts section.
6. If this is the first time you are running a report:
   a. Tap **Report Period** and set the time range for your reports.
   b. Tap **Preferences** and set how you want to identify the accounts.
7. Set the report period. Refer to Setting the Envelope Printing Report Period in Related articles.
8. Tap **View & print reports**.
9. Tap to select a report.
10. Tap **Next**.
11. Tap the option you want:
    - Tap **View Report**.
    - Tap **Actions** if you want to save the report under a new name, delete, print or email the report. In order to print a report, you need an optional 1E50 Report printer.

Related articles:

- If you want to view your accounting reports on your computer, you need a subscription to INVIEW™. See How to access Inview postage reporting online.
- If you want to email your accounting reports, see Emailing an Envelope Printing account report.
- For report period information, see Setting the Envelope Printing report period.
- For report preferences, see Setting the Envelope Printing report preferences.

Emailing an Envelope Printing account report

To email an Envelope Printing account report:
1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen.
3. Tap the menu icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.
5. Tap on the **Reports** link under the Accounts section.
6. Tap **View & print reports**.
7. Tap on the option button in front of the report to select it, for example, Account Summary.
8. Tap **Next**.
9. Tap **Actions** or **View Reports** at the bottom of the screen.
10. Tap **Email Report**.
11. Tap in the box directly below **Please enter the recipient mail address** and enter the recipient's email address.

![Image](image-url)

**Note:** The email address you enter will remain until you power down and restart the machine.

12. Tap on the option button for the file type you want: **xlsx** (Excel), **csv** (comma-separated values), **pdf** (Portable Data Format).

13. Tap **Send**. The report will be sent by (received from) no-reply@pb.com.

### Setting the Envelope Printing account report period

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen.
3. Tap the menu icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.
5. Tap on the **Reports** link under the Accounts section. This opens the Reports screen.
6. Tap **Report period**.
7. Select the calendar icon next to the Start date of fiscal year field.
   a. Select a date on the calendar that appears.
   b. Select SET.

   The End date of fiscal year is determined based on the start date you enter. It cannot be entered manually.

8. Select the Default reporting period field.
   a. Select a report period type.
   b. Select OK.

9. The list box on the screen is updated and provides a view of the reporting periods based on the selections you’ve made.
   - Use the Previous year and Next year buttons to view the reporting periods for the previous and next year.
   - Use the up and down arrow buttons to scroll through the list of reporting periods for the current year.

10. Select OK to return to the Reports screen.

**Setting the Envelope Printing account report preferences**

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen.
3. Tap the menu icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.
5. Tap on the **Reports** link under the Accounts section. This opens the Reports screen.
6. Tap **Preferences**.
7. Tap to select how you want accounts identified: by **Name** or by **Code**.
8. Tap to select the account level you want to report at: **Account**, **Sub account** or **Sub sub account**.
9. Tap **OK** to return to the Reports screen.
Viewing the Trackable Labels history

You can view all of the trackable labels you’ve created on your SendPro® C machine using the History screen. The maximum number of trackable labels you can view for any date range is 200.

1. To open the History screen, tap the **History** icon in the application drawer on the Home screen.
   - The History screen provides a line-item summary of your past trackable labels, with the Date, Recipient, Carrier, Tracking Number (USPS), Status, and Label Amount.
   - By default, the labels are listed by date, with the most recent at the top. To sort by something other than date, tap one of the other column headings.

2. To view the details of a specific trackable label shipment, tap on the shipment.
   - The details screen shows the sender and recipient address, the cost account, purchase date and the package type.
   - You can also use this screen to reprint the label, request a refund (USPS), void the label (UPS and FedEx), or create a return label (USPS).
# 9 - Mail Machine Maintenance

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Printing a test pattern

Printing a test pattern lets you see if your printhead is functioning properly or if you have enough ink in the cartridge.

1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down and tap Mail Printer Maintenance or Envelope Printer Maintenance.
3. Tap Print Test Pattern.
4. When the message "Print a Test Pattern?" displays, feed the envelope through the machine.
5. Examine the pattern printed on the envelope:
   - Tap Done if the lines are unbroken and match the "Good" test pattern shown on the display.
   - Tap Clean Print Nozzle if the test pattern has missing or incomplete lines
     - Once the cleaning operation completes, you must print another test pattern.
     - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.

Note: If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.

Cleaning the print nozzles

If you get a bad test print pattern, clean your print nozzles to try to correct the problem.

1. Tap the Settings (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap the Mail Printer Maintenance button.
4. Tap Clean Print Nozzle.
5. Once the cleaning operation completes, you are prompted to print another test pattern. If the new pattern still has broken or missing lines, you may need to replace the ink cartridge or print head.
Installing the ink cartridge

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down and tap **Mail Printer Maintenance** or **Envelope Printer Maintenance**.
3. Tap **Install Ink**.
4. Lift the cover. The ink cartridge moves to the front position.
5. Remove the ink cartridge, as shown on the label next to the cartridge holder.
6. Insert the new ink cartridge and close the cover. The cartridge repositions itself and the Mail Printer Maintenance screen re-displays.
7. Perform a print test to ensure you get a good test print pattern.

**Important**: Only use genuine Pitney Bowes ink cartridges. Non-Pitney Bowes cartridges can damage your meter. If you need ink, order a genuine Pitney Bowes replacement ink cartridge. When your meter shows the low ink warning an ink cartridge will be ordered for you automatically, if you are enrolled in the AutoInk program. You can enable AutoInk through My Account on the Pitney Bowes web site.

Cleaning the printhead

If you clean the print nozzle and you still get a bad test print pattern, try cleaning the printhead. Please have your Product Code Number (PCN) and serial number ready. Refer to Related topics below for information on finding your product code.

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down and tap **Mail Printer Maintenance** or **Envelope Printer Maintenance**.
3. Tap **Install Printhead**.
4. Lift the cover; the ink cartridge moves to the front position.
5. Flip the ink cartridge guard open.
6. Remove the ink cartridge as shown on the label to the right of the cartridge holder.
7. Squeeze the tabs on either side of the printhead.

8. Lift and tilt the printhead gently to the right.
9. Pull the printhead up and out of the holder.
10. Note the location of the plastic alignment tabs and the orientation of the printhead so that you can reinstall it properly after cleaning.

11. Clean off the printhead by wiping surface of the print head shown here with a dry, lint-free cloth or foam swab.
12. Examine the printhead holder and find the location of the lower printhead alignment slots.

![Image of printhead holder and alignment slots]

13. Reinsert the printhead by squeezing the tabs on either side of the printhead and sliding the plastic alignment pins into the lower slot of the printhead holder.

![Image of printhead reinsertion process]

14. Gently push the printhead into place until it snaps into position.
15. Install the ink cartridge (see the label to the right of the cartridge holder).
16. Rotate the guard back to the closed position.
17. Close the cover; the ink cartridge moves back to the original position.
18. Tap Done.
19. Print a print test pattern to be sure that your printhead is functioning properly.

Related topics:

- Printing a test pattern
- Finding the Product Code Number (PCN) and serial number

Cleaning the moistener brush and wick assembly

If the moistener tank is full and your envelopes are not sealing properly, clean the moistener brush and wick.

1. Unscrew the plastic thumbscrew under the moistener base.
2. Lift the moistener brush assembly off the top of the moistener base.

3. Turn the assembly over and slide the moistener brush out of the holder.
4. Locate the wick (with metal grate) on moistener base.

5. Remove the metal grate and wick from the moistener base.

6. Clean the brush and wick with water and rinse thoroughly.

7. Place the wick back in the metal grate, and replace the grate in the moistener base.

8. Slide the moistener brush back into the holder.
9. Replace the moistener brush assembly on top of the moistener base and secure with the plastic thumbscrew.
10. If your envelopes still are not sealing properly, you can order a Moistener Replacement Kit (part number 621-8) by calling 1-800-243-7824.

Filling the moistener tank

1. Check the level of sealing solution in your moistener tank.

2. Add enough E-Z Seal® to bring the sealant level up to the bottom of the fill hole. Do not overfill your tank.
3. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely saturated.

Avoiding envelope sealing issues

Sealing issues can be caused by:

- not enough sealant in the moistener tank
- not placing the envelope correctly on the feed deck
- problems with the moistener brush or wick

Use this checklist to avoid envelope sealing issues:
- Check the level of sealant in the moistener tank and add more if required.
- When feeding an envelope be sure to slide the envelope flap under the edge of the feed deck. Otherwise, the moistener cannot wet the flap.

![Image of a mail machine with envelopes being fed]

- If the moistener tank is full, and your envelopes are still not sealing correctly, clean or replace your moistener brush and wick.

How to properly feed envelopes

When feeding mail:
1. For your first envelope, hold the far edge of the envelope against the back wall of the feeder.
2. Slide the envelope into the feeder until you feel it touch the rollers. You will hear the feeder motor begin. Do not release the envelope until the feeder grabs it to pull it through the machine.
3. You will hear the feeder motor continue to run for about 5 seconds once it prints postage on the envelope on the first envelope.
4. Continue to feed envelopes, one at a time, simultaneously pressing the edge of each envelope against the back wall of the feeder and into the feeder until it touches the rollers.
   - Make sure the envelopes fully exit the feeder and do not pile up on the edge of the feeder. If you are using a stacker, you may need to extend the stacker tray so that the envelopes exit the feeder completely.

What to avoid when feeding mail:

- If you don't hold the envelope against the back wall it can feed in crooked or skewed. A skewed envelope can either exit the machine with no postage applied or cause a jam. The message Clear Paper Jam appears in the display.

Even a minor skew that may be difficult to see can cause a jam.

1. To clear the jam turn the paper jam lever clockwise and remove the envelope.
2. Turn the jam lever back to the locked position.
3. Continue printing, sliding the first envelope in until it touches the rollers and you hear the motor start.
   - Make sure that once the feeder grabs the envelope, you do not try to remove it and then re-feed it as this will result in a Clear Paper Jam message.

Preventive action:

To prevent envelopes from getting stuck in the transport deck:

- Use a can of non-flammable compressed air and blow on the feed deck on the left side and work toward the transport deck on the right side. Make sure and remove all the dust and debris.

Managing product email notifications

Instructions

Your meter can send you email notifications when:

- Its ink level is low
- Its funds are low
• It experiences an error

To receive or stop receiving these emails:

1. Sign in to your account on pitneybowes.com. If you do not have a Pitney Bowes Your Account login, see Signing up for a pitneybowes.com account.
2. Find the meter in the Your Products section. If it is not listed, select (+) View more or (+) Add them now.
3. Select Expand on the meter for which you wish to manage notifications.
4. Select Manage notifications.
5. Check or uncheck the boxes to select the notifications you wish to receive:
   • To be notified when your meter is low on ink, select Low Ink Level.
   • To be notified if the funds on the meter drop below the set amount, select Meter Funds Low.
   • To be notified about meter errors, select Meter Error.
6. Select Done.

Moving your SendPro C, SendPro+ meter

Follow these steps and precautions to move your SendPro® C meter safely. These apply whether you are moving your meter across the room or to a new facility.

1. If you have a scale, remove it from the top of the meter.
2. Remove the moistener assembly. Once you have removed and cleaned the assembly, place it in a zip-top bag for transport to prevent any remaining fluid from leaking.
3. Remove the ink cartridge. Once you get the ink cartridge out, place it in a zip-top bag.
4. Close the top cover.
5. Remove any USB cables and optional peripherals, such as a printer or scanner, and pack them with the meter.
6. Unplug the power cable and pack it with the meter.
7. Once in the new location, re-install any USB cables and peripherals.
8. Plug the power cord into the meter and power outlet.
9. Re-install the ink cartridge.
10. Re-install the moistener assembly.
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Supplies, ink cartridges, and options

For pricing information, please go to the following web site:


Supplies for SendPro® C

<table>
<thead>
<tr>
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<th>Part Code Number (PCN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste Ink Pad Kit</td>
<td>51A-P</td>
</tr>
<tr>
<td>Easy Seal Solution</td>
<td>601-9</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 4 pint size bottles</td>
<td>601-0</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 4 half gallon bottles</td>
<td>608-0</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 5 gallon Cubetainer</td>
<td>605-0</td>
</tr>
<tr>
<td>Moistener Brush, Wick and Grate</td>
<td>621-8</td>
</tr>
<tr>
<td>25 double sheets</td>
<td>612-9</td>
</tr>
<tr>
<td>150 double sheets</td>
<td>620-9</td>
</tr>
<tr>
<td>United We Stand™ Ad Patriotic tape sheets</td>
<td>613-9</td>
</tr>
<tr>
<td>Deluxe Cleaning Kit with Duster (canned air)</td>
<td>CK0-3</td>
</tr>
<tr>
<td>Small Cleaning Kit with Duster (canned air)</td>
<td>CK0-2</td>
</tr>
<tr>
<td>Office Equipment Cleaner</td>
<td>CK0-4</td>
</tr>
<tr>
<td>Small Business Cleaning Kit (without canned air)</td>
<td>CK0-1</td>
</tr>
</tbody>
</table>
# Supplies

## Supplies for Workstation w1110 Label Printer

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Code Number (PCN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Networked SendKit/w1110 Shipping Labels</td>
<td>6WB-F</td>
</tr>
<tr>
<td>Direct Thermal Labels 4” x 6” (6 rolls)</td>
<td>745-1</td>
</tr>
</tbody>
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## Ink Cartridges

<table>
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<tr>
<th>Description</th>
<th>Capacity</th>
<th>Part Code Number (PCN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SendPro C red fluorescent ink cartridge</td>
<td>17 ml</td>
<td>SL-798-0</td>
</tr>
<tr>
<td>SendPro C red fluorescent ink cartridge</td>
<td>35 ml</td>
<td>793-5</td>
</tr>
</tbody>
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## Optional Accessories

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<tr>
<th>Description</th>
<th>Part Code Number (PCN)</th>
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<tbody>
<tr>
<td>Integrated scale</td>
<td>MP81</td>
</tr>
<tr>
<td>External USB scale with display</td>
<td>MP82</td>
</tr>
<tr>
<td>Backlit scale mounted graphical display for MP82 scale</td>
<td>MP00098</td>
</tr>
<tr>
<td>Backlit self-standing graphical tower display for MP82 scale</td>
<td>MP00099</td>
</tr>
<tr>
<td>External USB platform scale (15/30 lb.)</td>
<td>MT30</td>
</tr>
<tr>
<td>External USB platform scale (70 lb.)</td>
<td>MP70</td>
</tr>
<tr>
<td>2.0 4-port USB Hub</td>
<td>552-3</td>
</tr>
<tr>
<td>ID barcode scanner</td>
<td>IE02</td>
</tr>
<tr>
<td>Report Printer</td>
<td>1E50</td>
</tr>
<tr>
<td>Envelope drop stacker</td>
<td>HZ80001</td>
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USPS requirements

Since your postage meter (Postal Security Device) is licensed by the USPS, you must follow a few basic requirements.

- Mail must have the correct date and postage amount in the postage.
- Metered mail must bear the ZIP Code™ location of the post office where the postage meter (Postal Security Device) is registered.
- If you move to another ZIP Code™ location, you must update the ZIP Code. You can do this by calling Postage by Phone® at 1-800-243-7800.
- The USPS requires a postal inspection of your machine every 120 days. Each time you refill your postage meter (Postal Security Device) through the LAN, the Postage By Phone Meter Payment System computer automatically performs a postal inspection.
- The postage tape you use must meet USPS specifications.

Key in Postage

Due to USPS regulations, there is no Key in Postage available on the SendPro® C meters.
Sections of the meter impression

1. Datamatrix barcode - contains tracking information
2. Meter serial number
3. Postage amount
4. Date
5. ZIP Code™ of the machine
6. Optional postal inscription and class
7. Optional advertisement or Postal Endorsement (Postal Endorsements are official USPS instructions that print in the advertisement space)

Postal Security Device

The postage meter on your mailing system is a Postal Security Device (PSD) that secures your postage funds, incorporating the latest technology approved by USPS. This technology eliminates the need for USPS to perform physical inspections, thereby making your mailing system easier and more convenient for you to use.
Parts of the machine

SendPro® C

1. **Integrated scale** - Allows you to weigh envelopes and packages.
2. **Optional 4 x 6 thermal label printer** - Prints shipping labels without using ink.
3. **Color touchscreen display** - Process envelopes and packages or ship (tablet style).
4. **Ink access cover** - Opens to allow access to the ink cartridges for the mail postage printer (find the model and serial numbers inside).
5. **Semi-automatic feeder** - Feeds and seals envelopes. Also feeds postcards and tape strips.
6. **Envelope moistener** - moistens the flap on the envelope.
7. **Paper jam lever** - Normally engaged. If a stall occurs on the transport deck, turn this to disengage the rollers and clear the envelope, post card or tape strip.
8. **Envelope stacker** - This is where mail is deposited after the postage is applied to the piece of mail.
Connections on the back of the machine

All SendPro C models have these connection options:

1. **USB port type A host** - use for:
   - External printer
   - Barcode scanner
   - External scale

2. **USB port, type B host** - use for:
   - Service operations

3. **RJ45** - use for:
   - LAN connection

Specifications

Power requirements:

Operating Temperature:

- 55°F to 95°F / 13°C to 35°C

Sound Level:

- Less than or equal to dBA re 20 micro Pascal in accordance with ISO 7779, ISO 3744, or ISO 3741.

Dimensions:
- 16 ½” L x 15 ½” W x 11 ¼” H / 419 mm L x 394 mm W x 286 mm H

Weight:
- 17.6 lbs / 8 kgs

Throughput (Letters Per Minute):
- SendPro® C200 – up to 40 letters per minute
- SendPro® C300 – up to 50 letters per minute
- SendPro® C400 - up to 65 letters per minute
- SendPro® C - up to 65 letters per minute
  Actual throughput varies, depending on the material used, machine condition, use of moistener, etc.

Ink Cartridge Life:
- 17 ml cartridge - yields up to 1,500 impressions (actual ink yields vary with usage and environmental conditions).
- 35 ml cartridge - yields up to 3,000 impressions (actual ink yields vary with usage and environmental conditions).

Ports:
- 2 USB port type A host connectors for external peripherals (scale, barcode scanner, report or label printer, HUB, mouse, keyboard)
- 1 USB peripheral port type B committed port
- 1 RJ45 (LAN connector)

Display:
- 7” tablet (169 pixels/inch)

Print Resolution:
- 300h x 600v DPI

Print Image Area:
- 1” x 7” / 25.4 mm x 180 mm

Tapes and Strips:
- Self-adhesive, dual tape strip for use on mailpieces that are too thick/large to run in the machine.
  Ideal for adding postage to oversized envelopes, priority mail and packages.

Postal Inscriptions:
- Up to 60 inscriptions preloaded on the machine

Graphics:
- Up to 60 graphic ads on the machine
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Contacting Pitney Bowes

Before contacting Pitney Bowes Technical Support:

Locate your Product Code Number (PCN) and serial number

To locate the (1) **Product Code Number (PCN)** and the (2) **7-digit serial number**, check the label on the rear of the meter or under the display cover as shown here. Note that the serial number is blurred out here for security reasons.

![Label Image]

Be sure to have the following information available before contacting Pitney Bowes Technical Support:

Provide a description of the problem

- What is happening and when
- Are there any error messages displaying?
Describe your attempts to fix the problem

- What steps have you already tried to fix the problem?
- If you tried, what happened?

Contact Technical and Account Support:

Visit our website at (copy the URL and paste it into a browser):


For the Pitney Bowes Supply Line

**Web support:** Visit our website at (copy the URL and paste it into a browser):


Click on **Shop** at the top of the page.

**Note:** Customer service representatives are available Monday through Friday, 8:00 AM - 8:00 PM EST.
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Importing Addresses

Use SendPro® Online to import addresses from other sources into your address book. After you import the addresses, you can use them on other SendPro products such as the SendPro Tablet and SendPro C/SendPro+ meters.

1. (Optional) If you are importing addresses from another application, export/save those addresses as a .csv file.
2. In SendPro Online, select Address Book from the top menu.
3. Select the + (plus) icon.
4. Select Import multiple addresses.
5. (Optional) To use SendPro Online’s template to create your import file, select Download a .csv template. The file template.en-us.csv will be downloaded. You can insert your addresses into this template, or copy the headers (first row) from this template into your own address file. However, this is not necessary because SendPro will walk you through mapping your address data later (see step 8). Make sure that your file meets the guidelines below.
6. Once you have created your .csv file of addresses to import, select Browse and navigate to your file.

   Important

   When using SendPro Online on a web browser, if you select Replace my current Address Book data with my imported data, the import process will remove all existing addresses in your address book and replace them with the addresses in the import file. To add to the addresses in the import file to the addresses already in your Address Book, uncheck Replace my current Address Book data with my imported data. If you use a shared address book, the replace option is not available.

7. Select Continue.
8. The mapping screen appears. Match your address book fields on the left with the SendPro Online address book fields on the right. If SendPro Online could not determine which field to map, the right side will say **Ignore Field**, as shown for the last 3 fields in this example. Review the list and make sure that all of the fields are mapped correctly. For any that say **Ignore Field**, choose the correct field. If you choose **Ignore Field**, that field will not be imported.

9. Select **Continue** to import your address data. The addresses are now in your Address Book.

**SendPro address import guidelines**

- SendPro requires the first and last names to be in a single field called **Name**. If the first and last names are in separate columns in your data file, you can use Excel's concatenate function to put them into a single column. For assistance with this function, see the **Joining name columns** section.
below. You may also include the title and middle name or middle initial in the Name field if you choose.

- The order of the columns in the import file does not matter.
- Because addresses must pass USPS validation when used in SendPro, the following fields are required. You can import addresses that do not contain these fields, but before you can use them, they must be filled in.
  - Full Name
  - Company Name
  - Street Address 1
  - City
  - State/Province
  - Postal/ZIP code
  - Country
- The number of address fields mapped from the imported .csv to the SendPro Online address book cannot exceed the maximum number of fields available in SendPro Online. You can use only fields that correspond to those available in SendPro Online. For example, .csv files exported from Google accounts usually contain many more fields than those available in the SendPro Online address book.

Joining name columns (concatenating)

If the first and last names are in separate columns in your data file, you can use Excel's concatenate function to put them into a single column called Name:

1. Create two new columns in Excel, both labeled Name in row 1 (columns C and D in this example).
2. In row 2 of the first Name column (cell C2 in this example), enter the formula =CONCATENATE (A2," ",B2), where A is your First Name column and B is your Last Name column.
3. Press Enter. The column should be filled in with the first and last name separated by a space.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>First Name</td>
<td>Last Name</td>
<td>Name</td>
<td>Name</td>
<td>Address</td>
</tr>
<tr>
<td>2</td>
<td>John</td>
<td>Smith</td>
<td>John Smith</td>
<td>100 Main St.</td>
<td>Shelton</td>
</tr>
<tr>
<td>3</td>
<td>Ann</td>
<td>Smith</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Tammy</td>
<td>Smith</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Jane</td>
<td>Smith</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Joe</td>
<td>Smith</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. Click and hold the small square in the bottom right corner of the cell and drag it down to the last row of data in your sheet to copy the formula to all rows. All cells in this column should now be filled in with the first and last names.

5. Highlight this filled in Name column (column C in this example) by clicking on the column letter at the top.

6. Copy the column (press Ctrl+c, right-click and choose Copy, or click the Copy button on the Home tab).

7. Right-click in the first cell in the second new Name column (cell D1 in this example) and choose the Values (V) button under Paste Options.
8. Delete the following columns:
   • First Name
   • Last Name
   • The first of the two "Name" columns, the one that contains the formula (column C in this example)

9. Save the file with a new name in .csv format.

**Exporting Addresses**

Use SendPro® Online to export the addresses from your address book to a .csv file. If you use a SendPro Tablet or SendPro C/SendPro+, the addresses from its address book will be included as part of this export file.

1. Select **Address Book** from the top menu.
2. Select the **Export** icon.

The application saves the file as **addressbook.csv**. If using a web browser, the file will be saved wherever your browser saves downloaded files.

**Importing Cost Accounts**

Use SendPro® Online to import a .csv file of Cost Accounts. Cost Accounts imported in SendPro Online can be used on other SendPro products such as the SendPro Tablet and SendPro C/SendPro+ meters.

In the .csv file that will be imported, the first row must use the following headers:

- A1 = Name
- B1 = Description
- C1 = Status

1. Select **Settings > Cost Accounts**.
2. Select + (Add New).
3. Select **Import Multiple Cost Accounts**.
4. Select **Browse** and select the .csv file that contains the Cost Accounts you wish to import and select **Open**.
5. Select **Continue**.
Exporting Cost Accounts

You can export a .csv file of your Cost Accounts from SendPro® Online. Cost Accounts that were created on a SendPro Tablet will be exported using SendPro Online. Cost Accounts that were created in Trackable Labels on a SendPro C/SendPro+ meter will be exported using SendPro Online. Accounts that were created in Envelope Printing on a SendPro C/SendPro+ meter will not appear in SendPro Online and cannot be exported.

1. Select Settings > Cost Accounts.
2. Select the Export button.
3. Follow your web browser’s prompts to export the file. If using a web browser, the file will be saved wherever your browser saves downloaded files.

Exporting a History Report

Use SendPro® Online to export history reports to .csv files. These reports may include history data from other SendPro products such as the SendPro Tablet and SendPro C/SendPro+ meters.

The following types of history reports can be exported:

- **Shipments**: shipping labels created
- **Postage**: instances when postage was purchased
- **USPS Refunds**: requests for postage refunds

To export a history report to a .csv file:

1. Select History > Shipping & Postage History.
2. Select the tab that corresponds to the report type you want to export: Shipments, USPS Stamps, USPS Stamps Refunds, Postage, or USPS Refunds.
3. Select the Export icon. The report will be exported to a file named transactions.csv in your Downloads folder.

**Note:** There is a maximum of 3,000 transactions which can be exported at a time. Attempting to export more will result in a 504 error. If you receive this error, reduce the date range of your report.
Setting up and Managing a UPS Account

Use SendPro Online to set up your UPS account. After you set up your UPS account, you can use it for other SendPro products such as the SendPro C/SendPro+.

Setting up a UPS account

Only users with the role of Admin can perform this procedure. For multi-location subscriptions, only users with the role of Admin or Location admin can perform this procedure.

1. Select Settings > Shipping Carriers.
2. In the UPS section, select one of these options to open the Add UPS Account screen:
   - If you have not yet set up a UPS account in SendPro, select Account Setup.
   - If you have already set up a UPS account in SendPro, and wish to add another one, select Add Account.
3. If you already have a UPS account, skip to step 4. If you do not have a UPS account:
   a. Select Create New UPS Account at the top.
   b. Click the provided link to go to the UPS website and create an account.
   c. Once your UPS account has been created, return to SendPro and select Enter My UPS Account at the top.
4. In the UPS Account Number field, enter your 6-digit UPS account number. The account number is case-sensitive.
5. (Optional) Enter a nickname for this account.
6. Select the appropriate account type from the Account Type menu.
7. If your UPS account is less than 90 days old, select the UPS account is newer than 90 days box and enter your name, address, and other account information exactly as they appear on your UPS account. Sign in to your UPS account to view it if necessary.
8. If you have shipped with UPS in the past 90 days, get your most recent UPS invoice. If you do not have a copy, sign in to your UPS account to view it.
   a. In the **UPS Invoice Amount** field, enter the "amount due this period" shown on the UPS invoice. Omit any commas.
   b. Enter the **Control ID** from your UPS invoice. This is case-sensitive.
   c. Enter the **Shipped From** address, if there is one on your UPS invoice. Omit the +4 portion of the ZIP code. This information is case-sensitive. If your UPS invoice contains a P.O. Box mailing address, do not enter it.

   **Important:** All information is case-sensitive and must match your UPS account information exactly. You get three attempts to enter the information correctly before you are locked out of your UPS account for 24 hours.

9. If you have a multi-location subscription, select the Location(s) that will have access to this UPS account in the **Locations with access to this UPS account** field. If all locations do not share the same UPS account, go to **Settings > Shipping Carriers** to add additional UPS accounts.

10. To continue, select the **I accept the UPS Technology Agreement** box.

11. Select the **Add Carrier** button at the bottom. When your UPS account has been added to SendPro Online, the message, "Settings have been saved successfully" appears.

12. (Optional) To add another UPS account, select the **Add Account** link in the UPS section and repeat from step 4.

### Setting up and Managing a FedEx Account

Use SendPro Online to set up your FedEx account. After you set up your FedEx account, you can use it for other SendPro products such as the SendPro C/SendPro+.

#### Setting up a FedEx account

**Note:** Only users with the role of Admin can perform this procedure. For multi-location subscriptions, only users with the role of Admin or Location admin can perform this procedure.
1. Select **Settings > Shipping Carriers**.

2. If you have not yet set up a FedEx account in SendPro, select the **Account Setup** link in the FedEx section. If you have already set up a FedEx account in SendPro, and wish to add another one, select the **Add Account** link in the FedEx section. This opens the Add FedEx Account screen.

3. Enter your FedEx account:
   - If you already have a FedEx account, select the **Enter My FedEx Account** button.
   - If you do not have a FedEx account, select the **Create New FedEx Account** button. This provides you with a link to the FedEx website where you can sign up and get a FedEx account number.

4. Enter your 9-digit FedEx account number.

5. (Optional) Enter a nickname for this account.

6. Fill in your name and address exactly as they appear on your FedEx billing statement.
   - P.O. Box addresses cannot be used.
   - If your address contains a suite, unit, apartment number, etc., put it in the Address Line 2 field. If it is included on the Address Line 1 field, you may not be able to add the account.
   - To use a contact name and address different from your FedEx billing address, select **My contact name or address**.

7. If your FedEx account includes SmartPost, select **My Account includes SmartPost** and select the Hub ID that was assigned to you by FedEx.

8. If you have a multi-location subscription, select the Location(s) that will have access to this FedEx account in the **Locations with access to this FedEx account** field. If all locations do not share the same FedEx account, go to **Settings > Shipping Carriers** to add additional FedEx accounts.

9. Select **I accept the FedEx End-User License Agreement**.

10. Select the **Add Carrier** button. When your FedEx account has been added to SendPro, the message "Settings have been saved successfully" will appear.

11. (Optional) To add another FedEx account, select the **Add Account** link in the FedEx section and repeat from step 3.

12. If any SendPro-compatible meters are associated with the SendPro account, sign out and back in to SendPro on the meter in order to access FedEx shipping functions.

### Managing a FedEx account

**Changing the nickname of an account:**

1. Select **Settings > Shipping Carriers**.
2. Select the **Manage** link next to the account you wish to update.
3. Update the **Account Nickname** field.
4. Select **Save**.

**Selecting the system default FedEx account:**
1. Select **Settings > Shipping Carriers**.
2. Select the **Manage** link next to the account you wish to update.
3. Select the **Make this my default FedEx account** box.
4. Select **Save**. The system default account will be indicated by a star on the Shipping Carriers page.

**Note:** Only users with the role of Admin can perform this procedure. This will be the default account for all users who do not have a different default account set in their personal preferences (see below for details).

**Selecting your personal default FedEx account:**
1. Select **Settings > Preferences**.
2. Under **Default FedEx Account**, select the desired account.

**Note:** This setting can be set by each user individually. Individual user preferences will override the default account set by the system Admin.

**Managing Users**

Use **SendPro® Online** to view users' status and change user roles. Users created in SendPro Online can be used to sign in to the Trackable Label application on a SendPro C/SendPro+

Only users with the role of Admin can perform this procedure. For multi-location subscriptions, only users with the role of Admin and Location Admin can perform this procedure.

To edit existing users:

1. Select **Settings > Users**. A list of all users appears, including their name, email address, role (Admin, Location Admin, or User), and status (Active, Inactive, or Invited).
2. On the **Users** tab, select the user you wish to edit:
   - To filter the list by status, select the down arrow next to **All Users**.
   - To search, enter part of the user’s name or email address in the **Search** field.

3. Select the **User Details** (gear) icon to the right of the status field for the user you wish to edit.

   - If the user status is **Active**, you can edit the user’s status, role, or delete the user.
   - If the user status is **Inactive**, you can edit the user’s status or delete the user.
   - If the user status is **Invited**, you can resend the invitation or delete the user.

**Note:** The **User Details** icon is disabled for the user who originally signed up for SendPro Online (Admin).

If you have a multi-location subscription, you can change the Location for users with the role of User. The Location Admin’s location cannot be changed. To request a location change for and Account Admin or Location Admin, contact your Pitney Bowes sales representative.

To view the permissions definitions for each role:

1. Select the **Roles & Permissions** tab. This tab displays each role on the left, and the allowed permissions for each of those roles.
2. In the column on the left, select the role you wish to view.
3. Select **Shipping Permissions**, **Postage Management Permissions** or **Account Management Permissions** to view the individual tasks in that category.

**Note:** The permissions for the Admin and User roles cannot be changed. This screen is only for viewing the permissions that are defined for each role.

**Related topics:**

- Inviting Users
Inviting Users

Use SendPro® Online to invite/add users. Users created in SendPro Online can be used to sign in to the SendPro Tablet and the Trackable Label application on SendPro C/SendPro+ meters.

Only users with the role of Admin can perform this procedure. The user who signs up for SendPro Online will have the role of Admin.

To invite new users:

1. Select Settings > Users. A list of all current users appears, including their name, email address, role (Admin, Location Admin, or User) and status (Active, Inactive, or Invited).

2. On the Users tab, select Invite.

   **Note:** If your SendPro Online subscription does not allow for multiple users, the Invite option is disabled. To upgrade your subscription to one that allows for more users, select the **Click to see upgrade options** link next to the **Want to invite more users?** notice in the upper right.

3. Enter the new user’s email address into the email address field. To add more than one email address, press Enter after each address.

4. Select a role (Admin or User) from the **Role** menu. The selected role applies to all users you are inviting. You can change their role later if needed.

5. If you have a multi-location subscription, select a Location for the invited individual.

6. Select Invite. Each invited user receives an email and appears in the list of users with a Status of Invited.

Once the invited user receives the email, they should follow these steps to sign in within 7 days:

1. Select the **Sign In** link in the email.
2. Enter a name and a password if prompted.
3. Sign in to SendPro Online.
Resending expired invitations

User invitations expire after 7 days. If an invitation has expired, the Admin can resend the invitation. For multi-location invitations, the Admin can resend invitations for all locations, while Location Admins can resend invitations for users at their location only.

To resend an invitation:

1. Select Settings > Users.
2. Select the User Details (gear) icon to the right of the user you wish to re-invite.
3. Select Resend invitation.

Related topics:

- Managing Users

Viewing Locations in SendPro Online and on the SendPro C/SendPro+

If you have a multi-location subscription, you can view the Locations that have been set up.

1. Select Settings > Locations. The Location Name, Address and Location Admin will be displayed. The Default Location is the SendPro account owner’s (Admin) location.

Note: The Locations cannot be changed on this screen. To add, change or remove Locations, contact your Pitney Bowes sales representative.

Creating an international trackable label

Important note: In order to print an international label you need to connect your SendPro® C to an 8 1/2 x 11" 1E50 laser printer. You can also print an international label from your SendPro Online account using any 8 1/2 x 11" printer.

The procedure for creating an international trackable label is the almost the same as that for creating a domestic trackable label. The main difference is adding the information required for customs purposes. You must declare package contents for U.S. customs when shipping internationally and to military mail.

After you have recorded the weight of the package you are prompted to enter the customs information. This includes:
Types of items in your shipment (documents, gifts or merchandise). Select either Abandon or Return to Sender if the item cannot be delivered.

Description for each item, where the item was made, the quantity of the items.

Note: In order to enter the description information you need to tap the Add an item button.

Enter optional HS Tariff information if appropriate.

Enter where the item was made

To add additional items tap Save and Add. If you are finished adding items, tap Save.

Select the necessary AES Exemption information. For further information please refer to the USPS.com Postal Explorer.

Once you have completed these steps, follow the same steps used to create and print a domestic shipping label.

Printing a USPS scan form

You can use the USPS Shipment Confirmation Acceptance Notice (SCAN) Form 5630 to save time. Without SCAN Form 5630, the USPS needs to scan each individual shipping label. This can be time consuming if there are a large number of international shipping labels. Instead of scanning each individual shipping label, SCAN Form 5630 can be scanned once, and every international shipping label from that day will be uploaded to the USPS systems.

You can enable USPS scan form printing on your SendPro® C.

1. Tap the Settings (gear) icon in the global toolbar.
2. Slide down to Shipping Settings, then tap Label Options.
3. Slide down to "Scan Form and Manifest Printing" and tap on the check box for Enable scan form printing.
4. When you are ready to print the scan form, use your SendPro C user ID to sign in to SendPro Online. In your web browser, go to https://login.pitneybowes.com/sendpro and sign in with your SendPro C user ID and password.
5. In SendPro Online, select Print > USPS SCAN Form from the top menu bar.

Shipping Label Printing Defaults

To select the default print settings for all new labels:
1. Select **Settings > Label Options**.

2. From the **Choose Format** menu, select the default label type:
   - Plain Paper - A4
   - Roll - 4 x 6

3. (Optional) To print the shipping cost on the printed label, select **Show shipping cost on the label**.

4. (Optional) To print a receipt with the label, select **Print a receipt with the label** (available for A4 only).

5. The settings are saved automatically as soon as you select them. To proceed, click on any other SendPro option or menu.

**Note:** There is no printer selection menu on this screen because shipping labels open in PDF format and can be printed using any printer to which your computer can print. If using SendPro in a web browser, the browser’s print settings will be used. If using the SendPro app, the print settings of the computer’s default PDF viewer will be used.

### Comparing Carrier Rates

To compare the cost to ship a package with different carriers using the Shipping Rate Selector:

1. On the home screen, select the **Shipping Rate Selector** tile.
2. In the From section on the left, the **ZIP code** field is the ZIP code of the default sender address. If the package is being shipped from a different ZIP code, enter it, or use the address book icon to select the sender address from the address book.

3. In the To section on the right, enter the ZIP code the package is being shipped to, or use the address book icon to select the recipient from the address book. If the package is being shipped to a country other than the United States, select the destination country from the drop-down menu.

4. Enter the package dimensions and weight and click **Continue**.

5. To compare rates, select each carrier on the left side to view the available shipping options from that carrier.
6. Select the desired service from the desired carrier. The available optional services appear.
7. Select the desired optional services and click **Continue**.

![Optional Services Selection](image)

8. If you did not select an address from your address book in step 3, enter the Recipient Address now, or use the address book icon to select the recipient from the address book.

![Addressing](image)

9. (Optional) Select the **Email the tracking number** box to email the tracking number to the recipient.
10. Select a cost account from the **Cost Account** menu. If Cost Accounts are required for all shipments, this field is required. If Cost Accounts are not required, this is optional.

11. Select **Print** to print the label. Print the label as you normally would.
B - Safety

In this section

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Note for California Customers Only on all Models 176
SendPro C Series (All models)

- Operating Temperature: 55°F (13°C) to 95°F (35°C)
- Sound Level: Less than or equal to dBA re 20 micro Pascal in accordance with ISO 7779, ISO 3744, or ISO 3741.

Lithium Ion Battery

This product contains a lithium ion battery. The battery must be recycled or disposed of properly. If you are leasing this product, you must return it to Pitney Bowes. Alternatively, contact your local waste disposal or recycle facility for instructions on how to dispose of it properly.

Agency Compliance Information

Agency Compliance Information can be found in the product’s user guide. The user guide is available for download at: http://www.pitneybowes.com/us/support.

Important Safety Notes

Follow the normal safety precautions for all office equipment.

- Please read all instructions before you attempt to operate the system. Save these instructions for future use.
- Use only Pitney Bowes-approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster label.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet that’s located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply. The unit is on whenever it is plugged into a live receptacle, even though the operator display may be blank.
- Place the mailing machine base close to an easily accessible wall outlet. DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.
- Do not use an adapter plug on the line cord or wall outlet.
Do not remove the ground pin from the line cord.
Make sure the area in front of the wall outlet into which the machine is plugged is free from obstruction.
DO NOT route the power cord over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the power cord.
To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts. If you should drop or otherwise damage the unit, call Pitney Bowes.
Use only Pitney Bowes approved ink, tape strips, and cleaners. To obtain Material Safety Data Sheets (MSDS) for OSHA requirements, please go to www.pb.com/msds. When prompted, enter the product name, manufacturer, the Pitney Bowes MSDS Number, or reorder number of the item you are interested in.
Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.
Avoid touching moving parts or materials while the machine is in use. Before clearing a stall (jam), be sure machine mechanisms come to a complete stop.
To prevent overheating, do not cover the vent openings.
When removing stalled material, avoid using too much force to protect against minor personal injury and damage to the equipment.
Use the equipment only for its intended purpose.
Always follow the specific occupational safety and health standards prescribed for your workplace.

Note for California Customers Only on all Models

Batteries in this product contain perchlorate material. California requires perchlorate-containing products to be accompanied by the following notice: Perchlorate Material - special handling may apply. See: http://www.dtsc.ca.gov/hazardouswaste/perchlorate/
Servicing

Please refer to the warranty information if problems occur. For reference purposes, the Pitney Bowes U.S. Service Center contact address is: Pitney Bowes Inc., 3001 Summer Street, Stamford, CT, 06926. All inquiries can be done by calling 1-800-522-0020 and following the telephone prompts. Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM ET.
C - Third party software

In this section

Third party software

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Third party software

Third party software may have been incorporated into this product by Pitney Bowes Inc. ("PBI") under permission from PBI’s licensors. Any special terms and conditions that apply to such software are provided below:

This product contains the following software:

- Okhttp3 which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://square.github.io/okhttp/.
- Retrofit which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://square.github.io/retrofit/.
- Okio which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/square/okio/blob/master/LICENSE.txt. The source code for this software is available from https://github.com/square/okio.
- Commons-codec which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://commons.apache.org/proper/commons-codec/download_codec.cgi.
- Commons-io which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://commons.apache.org/proper/commons-io/download_io.cgi.
- Org.greenrobot:eventbus which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://greenrobot.org.
- Org.greenrobot:greendao which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://greenrobot.org/greendao.
- FasterXml.jackson.core:jackson-core which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://wiki.fastervxml.com/JacksonLicensing. The source code for this software is available from http://wiki.fastervxml.com.
- Aws-android-sdk-core which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.
Third party software

- **Aws-android-sdk-iot** which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.

- **Aws-android-sdk-s3** which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.

- **Nv-websocket-client** which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/TakahikoKawasaki/nv-websocket-client.

- **bumptech.glide** which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/bumptech/glide.

- **Jakewharton:butterknife** which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/JakeWharton/butterknife.

- **Caverock:androidsvg** which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://mvnrepository.com/artifact/com.caverock/androidsvg/1.2.1.

- **Glassfish:javax.annotation** which is dual licensed under the CDDL, Version 1.0, and the GNU General Public License, Version 2, June 1991, with the Classpath Exception. The licenses can be downloaded from: https://javaee.github.io/glassfish/LICENSE. The source code for this software is available from https://javaee.github.io/glassfish.

- **CalligraphyXamarin** which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/mikescandy/Calligraphy-xamarin.

- **Newtonsoft JSON.NET** which is licensed under the MIT License. The license can be downloaded from: https://github.com/JamesNK/Newtonsoft.Json. The source code for this software is available from https://github.com/JamesNK/Newtonsoft.Json.

- **MaterialChips** which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/DoodleScheduling/android-material-chips.
Android Open Source Project ("AOSP"), which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. AOSP also contains the Linux kernel which is licensed under GNU General Public License, Version 2, June 1991 ("GPL"). The license can be downloaded from: http://www.gnu.org/licenses/gpl-2.0.html Copyright © 1989, 1991 Free Software Foundation. For up to three years from PBI's distribution of this product, you may obtain a complete machine-readable copy of the source code for the Linux kernel under the terms of the GPL, without charge except for the cost of the media, shipping, and handling, upon written request to PBI. Such requests should be sent by e-mail to iptl@pb.com.