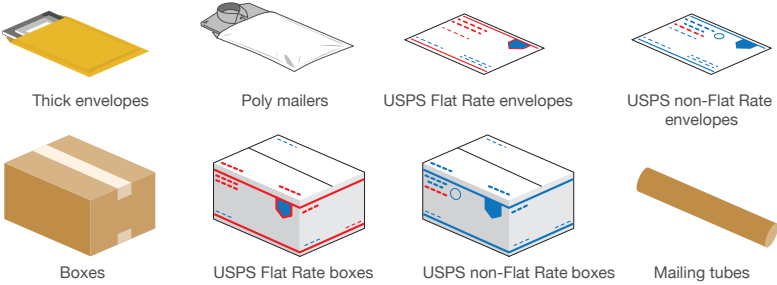


When should you print a Trackable Label?

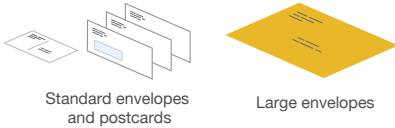
You can use Trackable Labels for anything you'd send via UPS® and FedEx®. The packaging options and benefits are virtually the same, as is the process.

Use Trackable Labels for:



DID YOU KNOW?
You can also print Trackable Labels from your computer at sendpro.pitneybowes.com

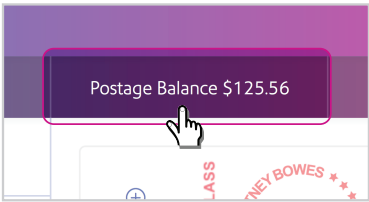
Use Envelope Printing for:



Your USPS postage is stored in two places

You'll refill, manage and spend postage funds using two separate accounts on the device: one for for Envelope Printing and another for Trackable Labels .

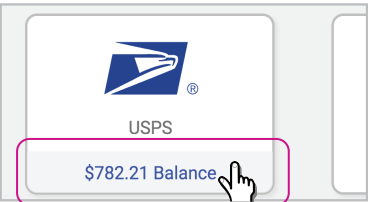
Envelope Printing postage account



Your postage balance for Envelope Printing is displayed on the Feedback bar of your main Mail screen.

To refill postage, tap the balance and follow the prompts. The postage will be downloaded and stored on your SendPro C-Series device.

Trackable Labels postage account



Your postage balance for printing Trackable Labels is displayed on the USPS button.

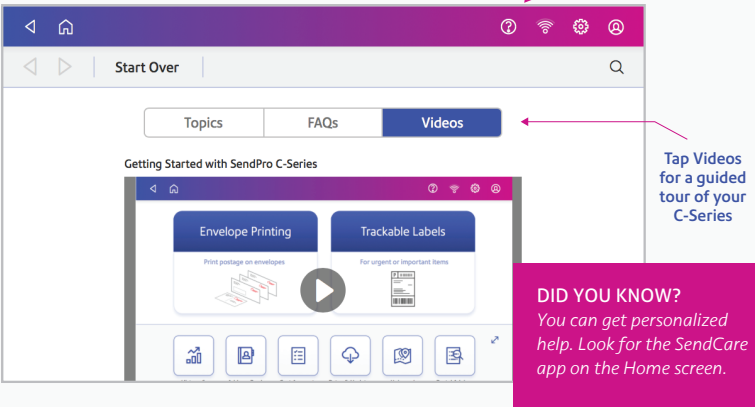
To refill postage, tap the Balance and follow the prompts. The postage will be stored in your account online at sendpro.pitneybowes.com

Pitney Bowes offers two simple ways to fund postage for mailing and USPS shipping on your SendPro C-Series: **Purchase Power®** (a bill-me-later option) or **Reserve Account** (a prepaid option). You'll need to choose one. You cannot use credit cards.

C-Series FAQs

How do I get support on my device?

Access our support system from the “?” icon on the top right of the toolbar.



How do I troubleshoot my WiFi or LAN network connection?



Check Network

Tap the Check Network app on the Home screen to make sure your device has access to required internet services. These provide updates on rate information, sync your data, and refill your device. 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.

How do I manage my network settings?

You can manage your Wi-Fi or wired network settings from the gear icon on the top right of the toolbar.



How do I get the latest rates or software updates?



Rates & Updates

As long as you don't disconnect your device from the internet, it will automatically update whenever your device is idle. You can confirm that your rates are up to date by tapping the Rates & Updates app from the App Drawer.

Where can I access Key-in Postage (KIP)?

“Key-In Postage” is no longer supported by the USPS. Instead, place an item on the scale or tap the Class button to view current services and rates. This method ensures that each mail piece has the right amount of postage.

How do I get in touch with Pitney Bowes support?

Visit our online support center at pitneybowes.com/support

Chat online, create a case or find a number to call our support center. Be sure to have the model and serial number available when you contact us. They can be found under the ink access cover or on the rear of the device.

Customer service representatives are available Monday through Friday, 8am–8pm ET.



SendPro® C-Series Quick Tour



pitneybowes.com

SendPro® C-Series Home screen

BackHomeSupportNetworkSettingsProfile

Envelope Printing

Trackable Labels

History & Reports

Address Book

Cost Accounts

Rates & Updates

Universal Tracking

Postal Advisor

Envelope Printing app

App Drawer

Trackable Labels app

Get to know your device

Optional 4x6 thermal label printer for printing trackable labels without using ink

Integrated scale

Ink access cover tab (find the model and serial numbers inside)

Envelope moistener

Envelope printer can process letters up to 3/8 inches thick

Paper jam lever

Envelope stacker

Envelope Printing screen

Tap to start fresh with reset

Postage balance and refill access

Piece count and spend

Reset to Default

Postage Balance \$125.56

28 Pieces | \$23.94

Class

First Class Large Envelope

Extra Services Insurance Value: \$100.00

Print Mode Postage Printing

Graphics

0lb 7oz

Feb 24

\$5.64

Class and Extra Services rates display

Weight options

Date options

Total postage cost

Graphics preview

Class and extra services selection

Tap to change class

Tap to change package type

Class & Extra Services

Start Over

First Class

Large Envelope

Extra Services: 1

Insurance

Certified

Registered with Insurance

COD

Electronic Certified

Electronic Return Receipt

Value entry

Rates for extra services

Weight and date

Total postage calculation

How to print a USPS Trackable Label

Use a Trackable Label to get the best pricing, free tracking, and detailed delivery history for Priority Mail® and other USPS package services. **On average, you can save up to \$1 per label.**

1. Tap Trackable Labels

These printable 4x6 labels include a barcode for secure, free tracking of your envelope or package.

2. Add postage if needed

Tap on the postage balance and follow the prompts to refill postage from your Purchase Power or Reserve account.

3. Confirm your recipient's address

Every address you enter will be saved to your device's Address Book. You can import addresses by going to sending.us.pitneybowes.com

4. Select a package type

Follow the prompts to calculate weight and rate.

5. Select a service

You can compare delivery speeds available and how much they cost.

6. Print the USPS Trackable Label

Print to an attached label printer or a compatible report printer.

Envelope Printing

Trackable Labels

USPS

FedEx

Recents

Recipient Address

Package Type

Services

USPS TRACKABLE LABEL