

SendPro[®] C | SendPro+ (C200-C425)

USER GUIDE

Same Day Delivery App



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INTRODUCTION

Simplified same day deliveries using our partner, Deliv

Same Day Delivery app enables simplified on-demand deliveries directly from your SendPro device. Deliveries are handled by our last mile delivery partner, Deliv.

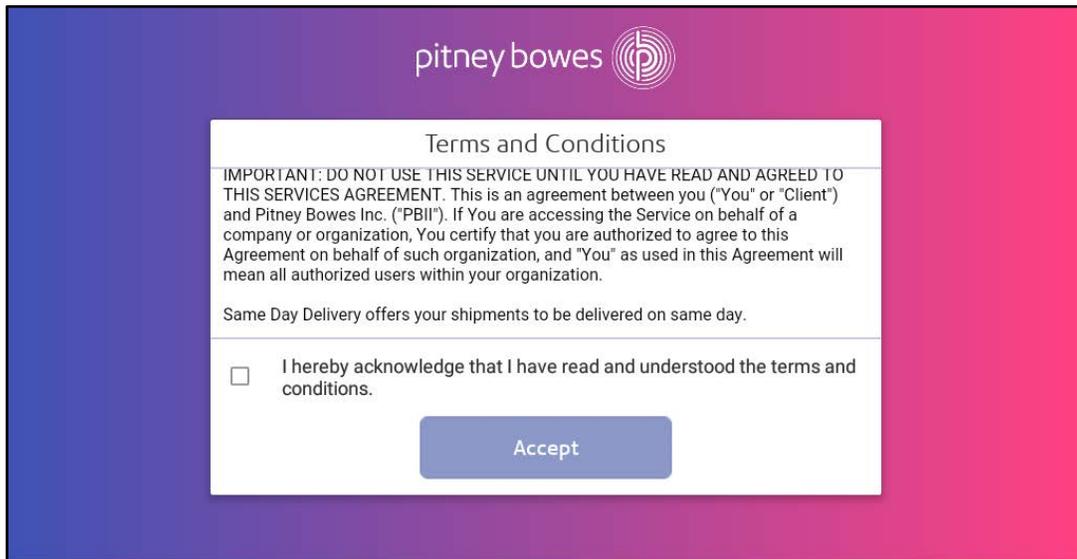
APPLICATION FLOW

1. ONBOARDING FOR FIRST-TIME USERS – Create your Deliv account and sync it with the Same Day Delivery application
2. DASHBOARD FOR REGULAR USERS – Easily access all functionalities of the application
3. CREATE PACKAGE – Create and ship your packages for same day delivery
4. PAYMENT – Pay consolidated monthly invoices by cheque or electronic transfer
5. SHIPMENT TRACKING – View Real-Time status of all shipments scheduled for Same Day Delivery
6. SHIPMENT HISTORY – View shipment history of all packages delivered using the Same Day Delivery application
7. FREQUENTLY ASKED QUESTIONS – Commonly asked questions about the application

STEP 1: ONBOARDING FOR FIRST-TIME USERS

1.1. TERMS AND CONDITIONS

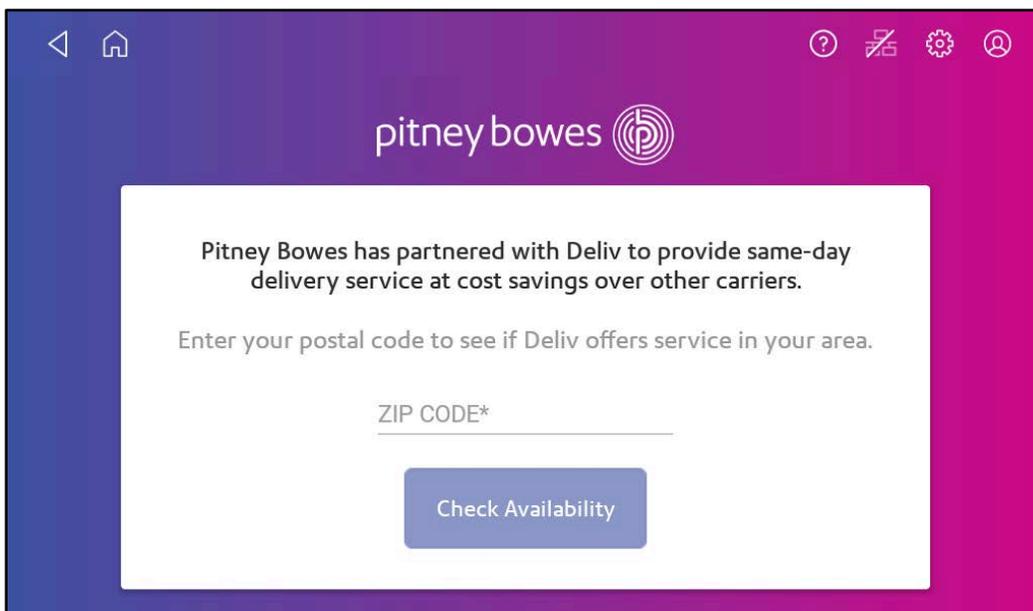
Tap the Same Day Delivery app icon to get started. The app will direct you to the Terms and Conditions page. Once you have read the Terms & Conditions, check the box provided and tap on the “Accept” button to proceed.

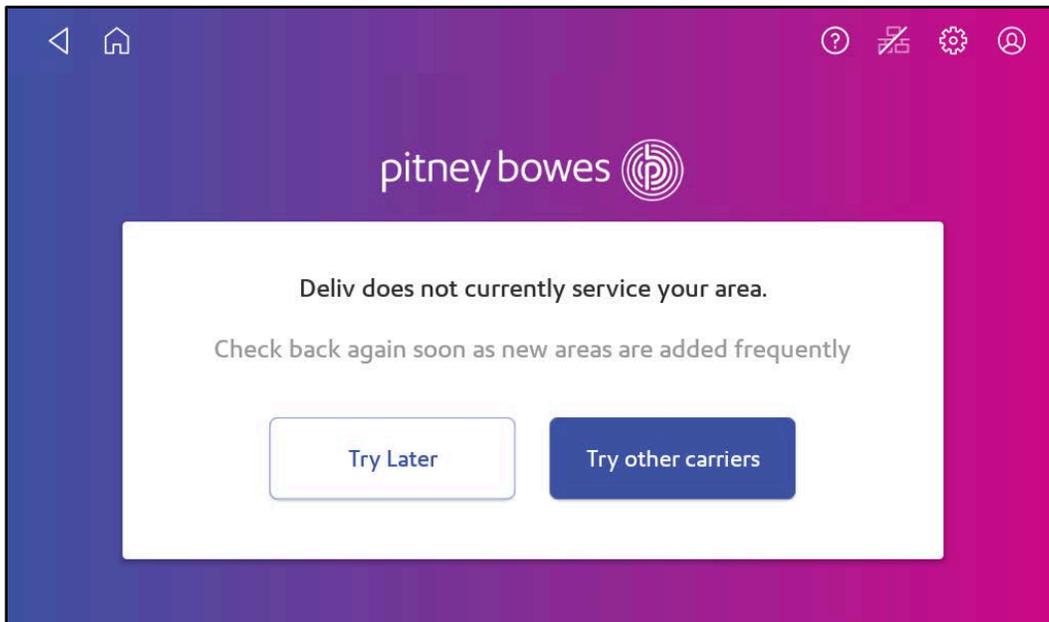


1.2. SERVICE AREA VALIDATION

Upon accepting the Terms and Conditions, the application will direct you to a zip code validation screen to confirm the availability of services in your area.

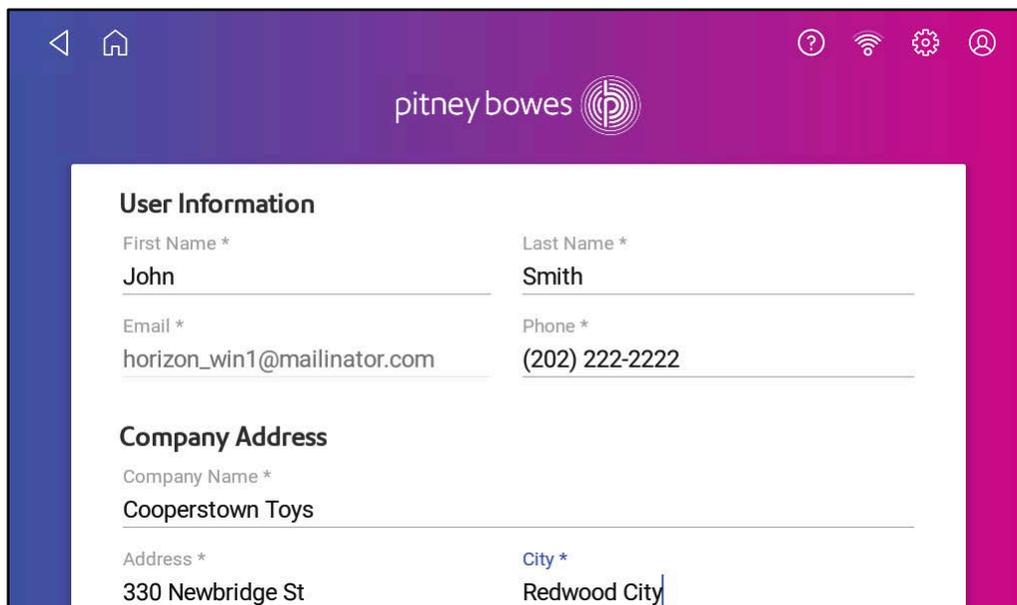
Enter your area zip code and tap the “Check Availability” button to confirm the availability of services in your area.





1.3. ONBOARDING FORM

After validating your zip code and confirming the availability of services in your area, you will be directed to an Onboarding form. Complete the form with your details and tap on "Next".



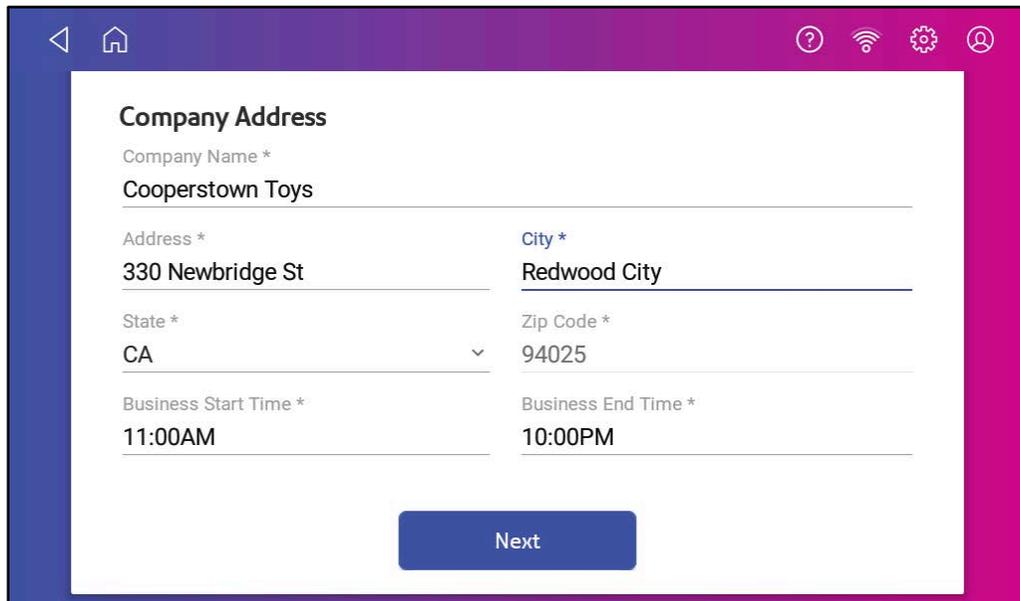
The screenshot shows a mobile application interface with a purple-to-pink gradient background. At the top, there are navigation icons: a back arrow, a home icon, a help icon, a Wi-Fi icon, a settings gear, and a profile icon. The Pitney Bowes logo is centered at the top. The form is divided into two sections: "User Information" and "Company Address".

User Information

First Name *	Last Name *
<input type="text" value="John"/>	<input type="text" value="Smith"/>
Email *	Phone *
<input type="text" value="horizon_win1@mailinator.com"/>	<input type="text" value="(202) 222-2222"/>

Company Address

Company Name *	
<input type="text" value="Cooperstown Toys"/>	
Address *	City *
<input type="text" value="330 Newbridge St"/>	<input type="text" value="Redwood City"/>



Company Address

Company Name *
Cooperstown Toys

Address *
330 Newbridge St

City *
Redwood City

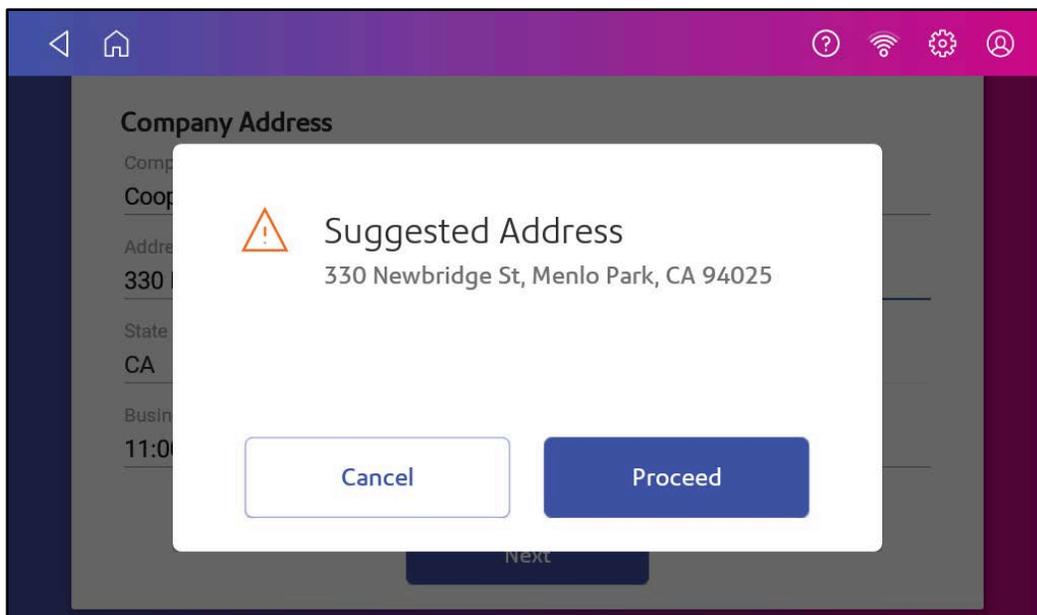
State *
CA

Zip Code *
94025

Business Start Time *
11:00AM

Business End Time *
10:00PM

Next



Company Address

Company Name *
Cooperstown Toys

Address *
330 Newbridge St

City *
Redwood City

State *
CA

Zip Code *
94025

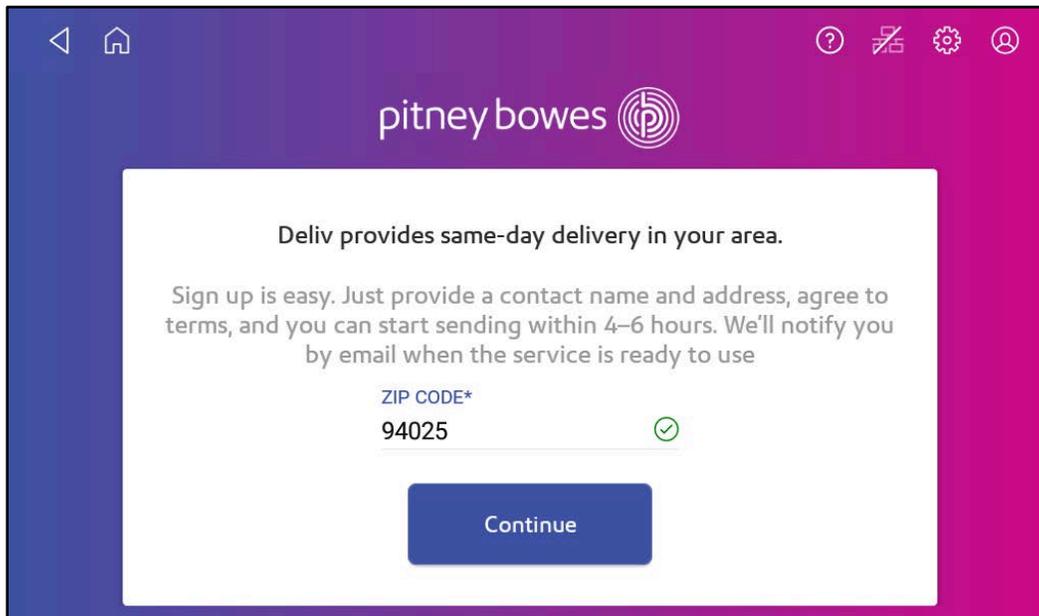
Business Start Time *
11:00AM

Business End Time *
10:00PM

Next

Suggested Address
330 Newbridge St, Menlo Park, CA 94025

Cancel Proceed



The screenshot shows a mobile app interface with a purple-to-pink gradient background. At the top, there are navigation icons (back, home, help, search, settings, profile) and the Pitney Bowes logo. The main content area is white and contains the following text:

Deliv provides same-day delivery in your area.

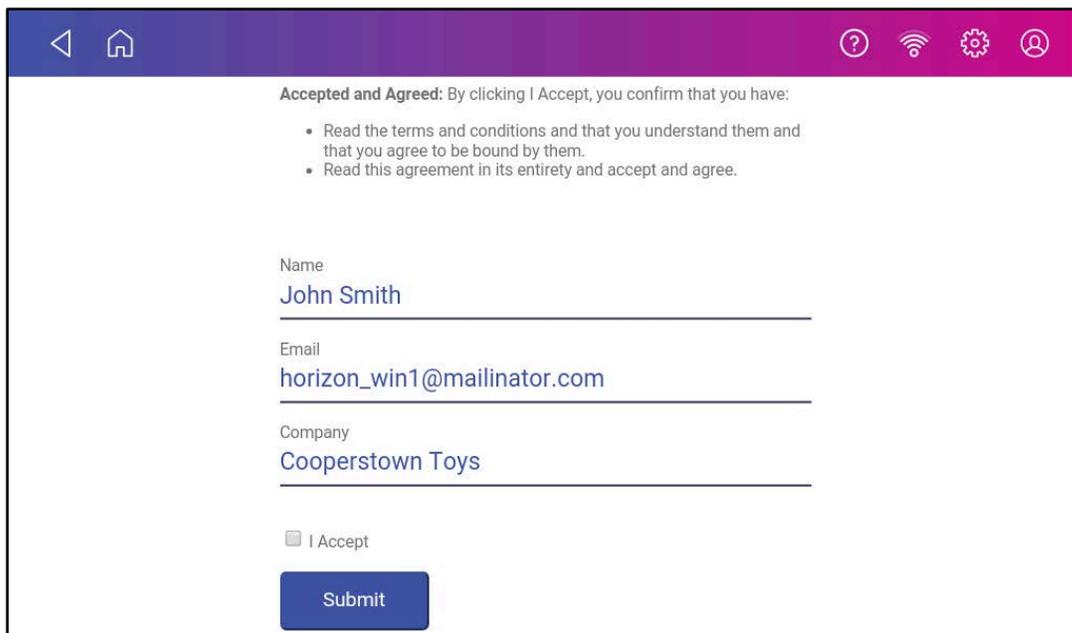
Sign up is easy. Just provide a contact name and address, agree to terms, and you can start sending within 4-6 hours. We'll notify you by email when the service is ready to use

ZIP CODE*
94025 

Continue

1.4. ENTERING INTO A MASTER LEVEL AGREEMENT

Once you receive the Service Agreement, within 4-6 hours of submitting the form, you will receive a confirmation email from Deliv (Same Day Delivery Service Provider). Your account will now be activated and you will be able to log in directly.



The screenshot shows a mobile app interface with a purple-to-pink gradient background. At the top, there are navigation icons (back, home, help, Wi-Fi, settings, profile) and the Pitney Bowes logo. The main content area is white and contains the following text:

Accepted and Agreed: By clicking I Accept, you confirm that you have:

- Read the terms and conditions and that you understand them and that you agree to be bound by them.
- Read this agreement in its entirety and accept and agree.

Name
John Smith

Email
horizon_win1@mailinator.com

Company
Cooperstown Toys

I Accept

Submit

Navigation icons: back, home, help, signal, settings, profile

- Read the terms and conditions and that you understand them and that you agree to be bound by them.
- Read this agreement in its entirety and accept and agree.

Name
John Smith

Email
horizon_win1@mailinator.com

Company
Cooperstown Toys

I Accept

Submit

Navigation icons: back, home, help, signal, settings, profile



Deliv - Master Level Agreement

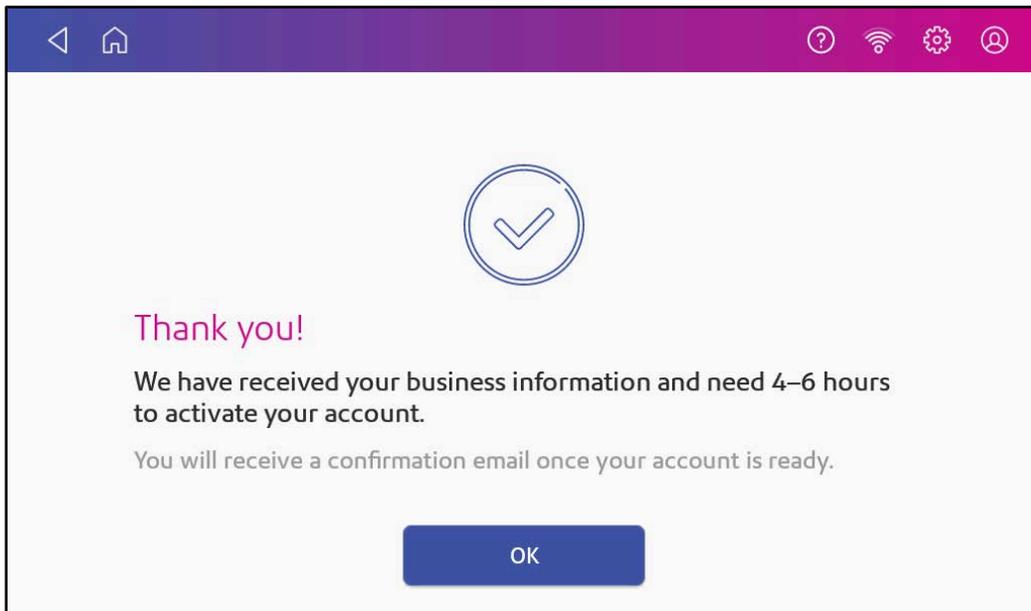
Please read and agree to terms below

We have received a message from Pitney Bowes, Inc., ("PB"), that you desire to use Deliv services. This letter confirms the agreement ("**Agreement**") between you, the customer listed on the PB message ("**You**" or "**Customer**") and Deliv, Inc., ("**Deliv**", "**We**" and "**Us**") with respect to the services described below. **Services:** We will provide local same day delivery services for your Merchandise from the Pick-up location to the Delivery Location you specify on the PB website ("**Your Message**"). We will perform our services for you during the Standard Delivery Hours.

Coverage area - TBD (Based on Origin Address and Market)

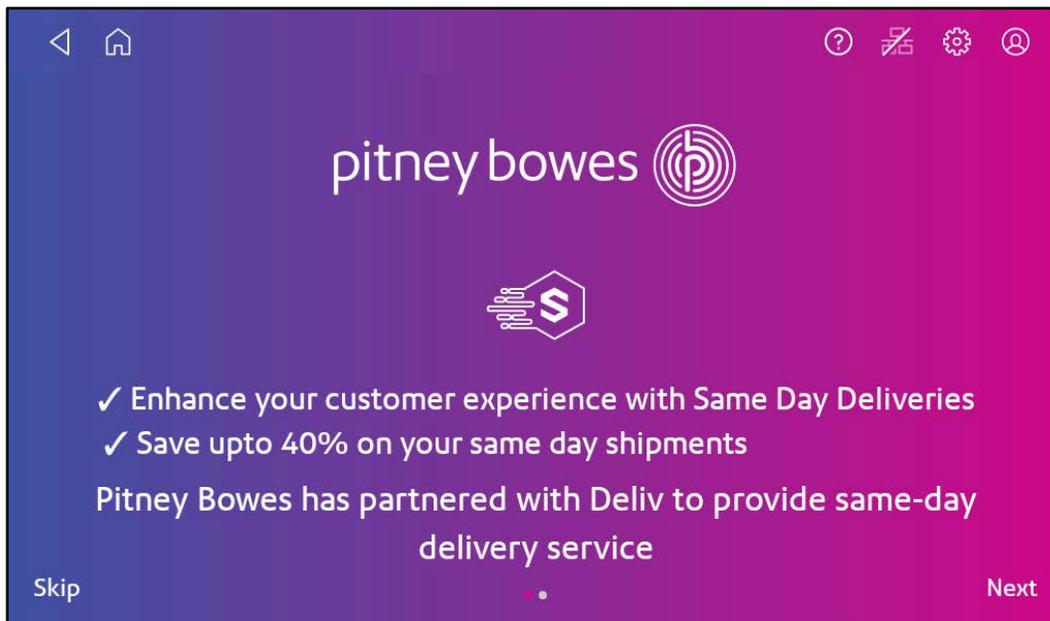
Pricing Determined by Market and Average Orders per Window (listed below)

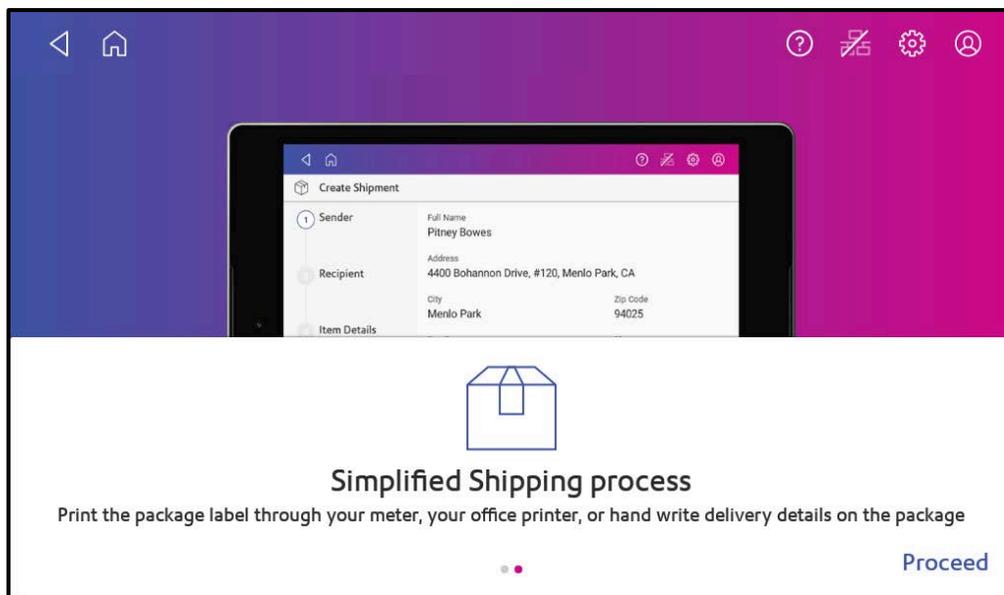
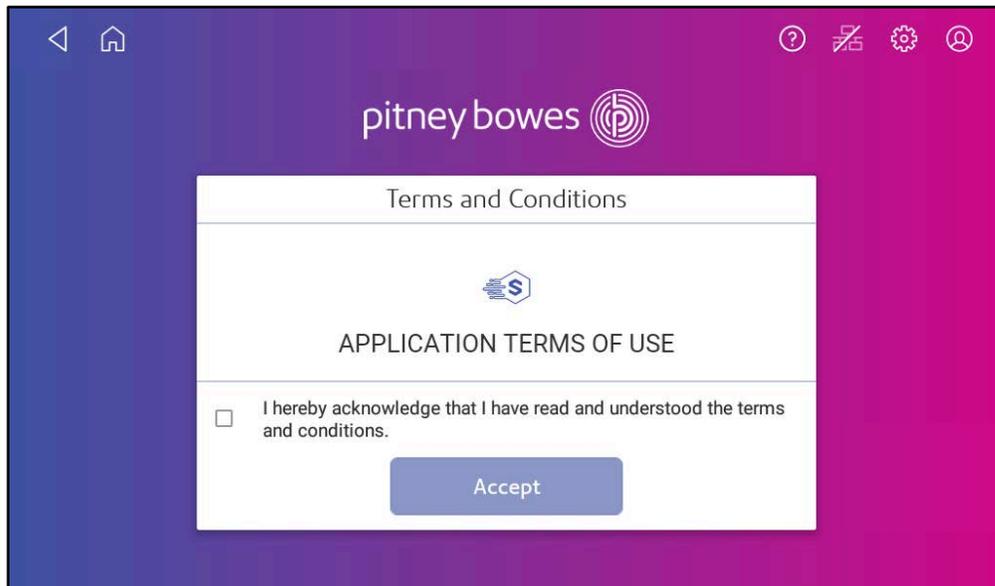
Appendix A: Surcharges



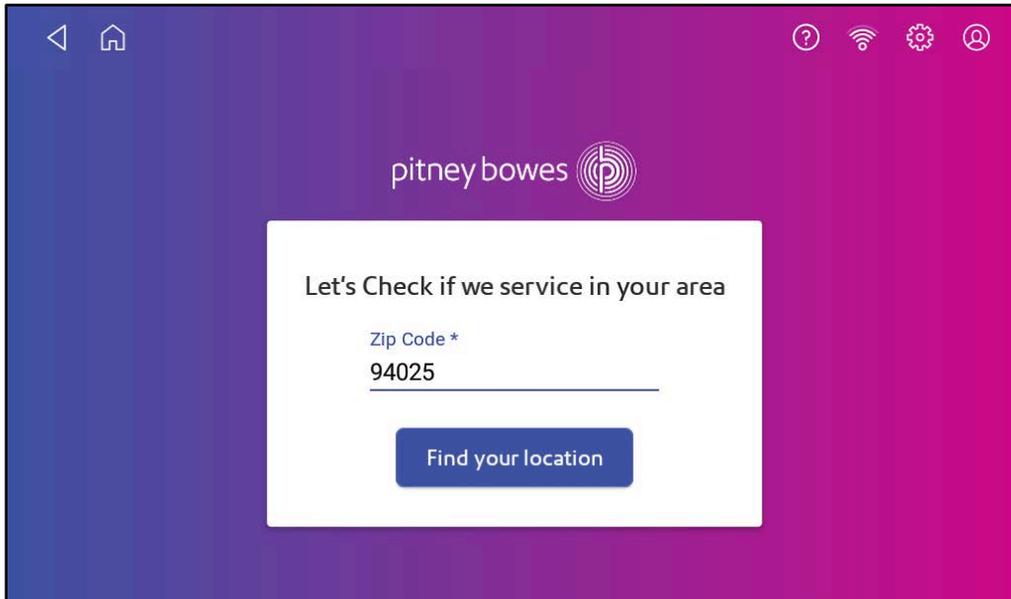
1.5. GETTING STARTED WITH THE SAME DAY DELIVERY APP

After activation of your account, you will be directed to a set of introductory screens, describing the application’s capabilities. Tap on “Next” to proceed. You can skip the introduction by tapping “Skip” at the bottom left corner of the screen.



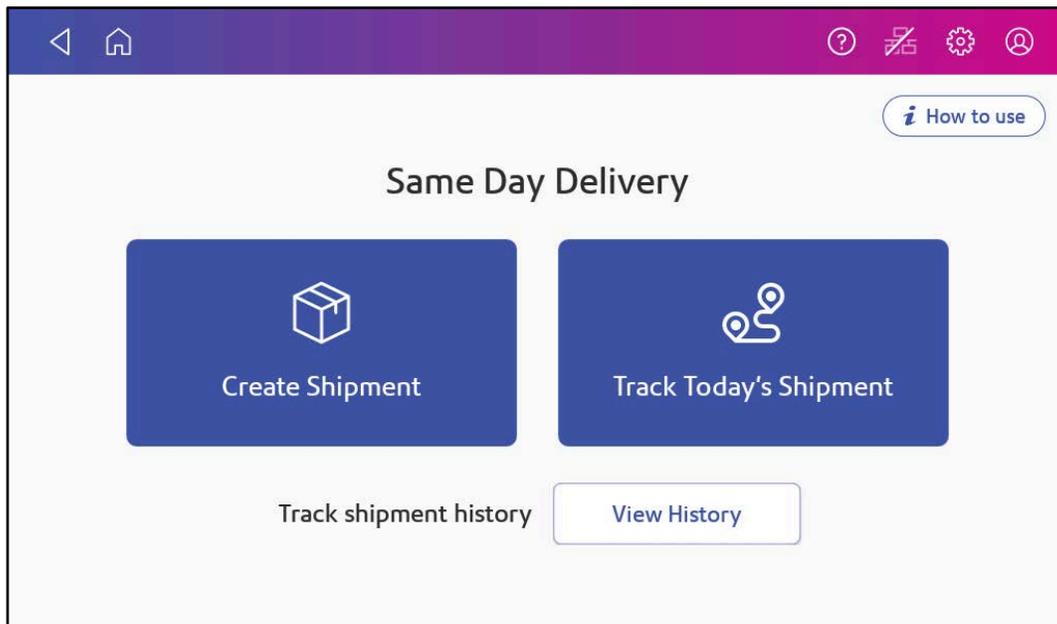


Tap "Proceed" to be directed to the dashboard.



STEP 2: DASHBOARD FOR REGULAR USERS

The screen provides quick access buttons to the key capabilities of the application.

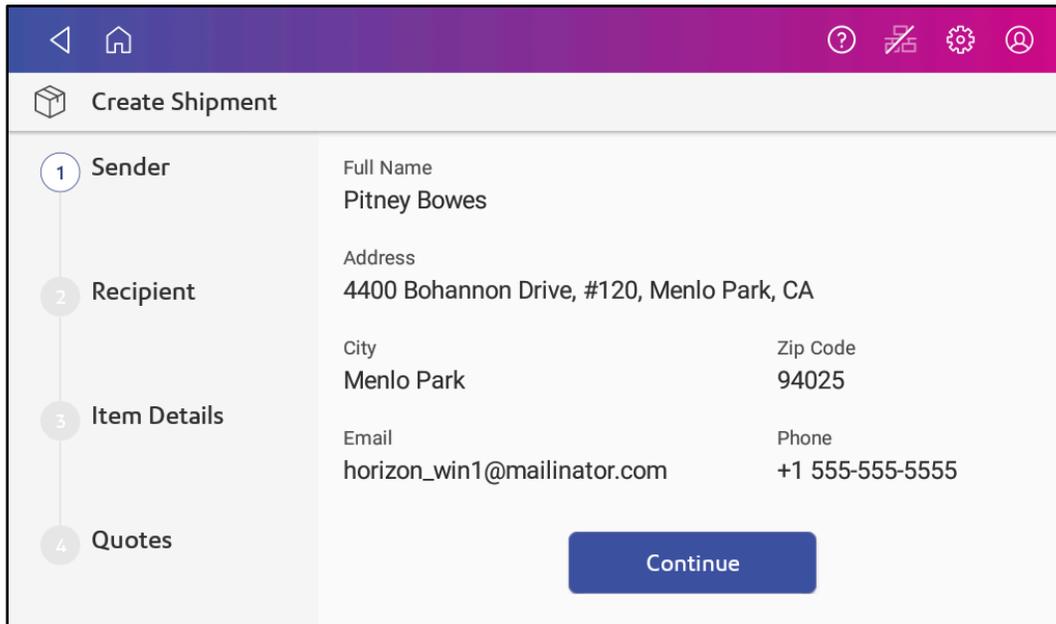


STEP 3: CREATING SHIPMENTS AND PRINTING SHIPPING LABEL

To start shipping packages for same day delivery, tap "Create Shipment" on the dashboard.

3.1. CONFIRM SENDER'S INFORMATION

You will be directed to the sender information screen. The screen will pick up the information directly from the onboarding form. Your address and contact details will be displayed. Verify your information and tap "Continue" to move to the next step.



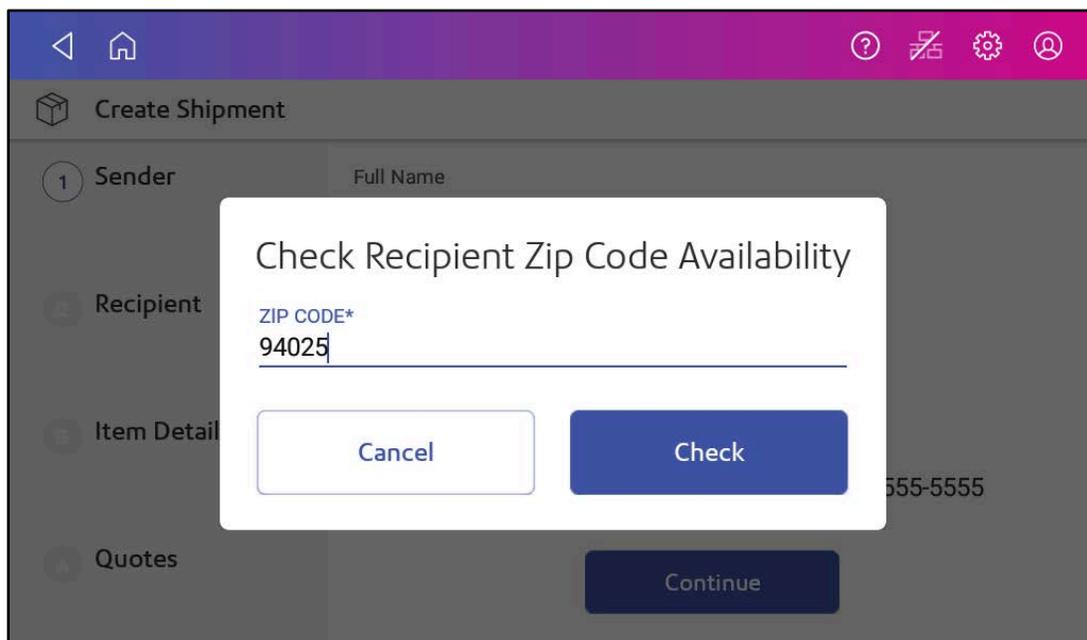
The screenshot shows the 'Create Shipment' screen with a purple header bar containing navigation icons. A vertical progress indicator on the left shows four steps: 1. Sender (active), 2. Recipient, 3. Item Details, and 4. Quotes. The main content area displays the following information:

Full Name	Pitney Bowes		
Address	4400 Bohannon Drive, #120, Menlo Park, CA		
City	Menlo Park	Zip Code	94025
Email	horizon_win1@mailinator.com	Phone	+1 555-555-5555

A blue 'Continue' button is located at the bottom right of the form.

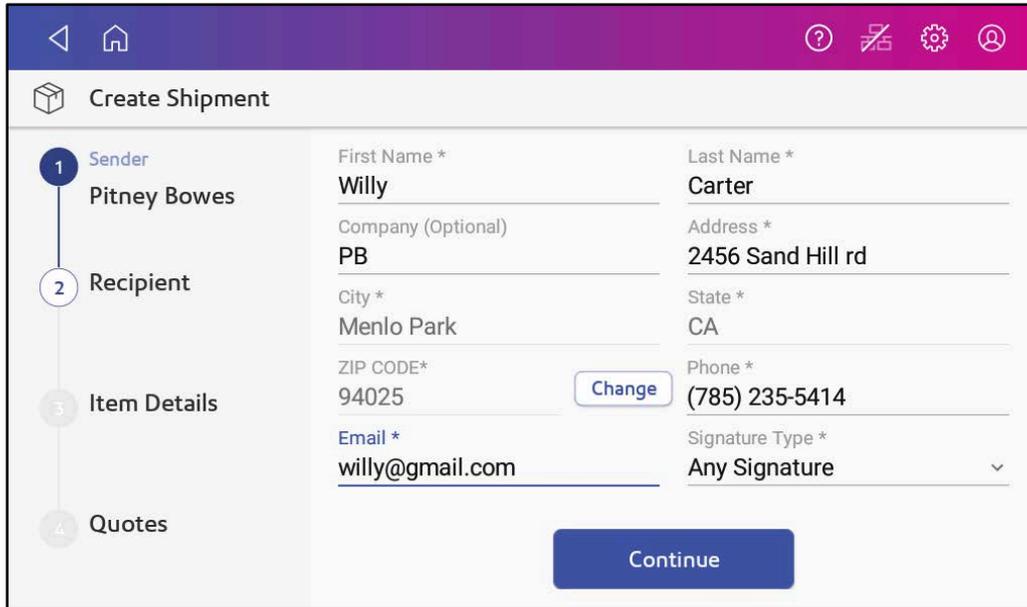
3.2. FILL RECIPIENT'S INFORMATION

In the next step, you will be required to check the availability of Deliv services based on recipient zip code. Enter the recipient zip code and tap "Check" to confirm availability.



The screenshot shows the 'Create Shipment' screen with a modal dialog box overlaid. The dialog is titled 'Check Recipient Zip Code Availability' and contains a text input field labeled 'ZIP CODE*' with the value '94025'. Below the input field are two buttons: 'Cancel' and 'Check'. The background of the screen is dimmed, showing the same progress indicator and form fields as in the previous screenshot.

You can then enter recipient details including name, address and contact details. You can also specify the type of signature confirmation required at the time of delivery in the “Signature Type” field. After entering the details, tap “Continue” to proceed to the next screen.



The screenshot shows the 'Create Shipment' app interface. On the left, a vertical progress bar has four steps: 1. Sender (highlighted), 2. Recipient, 3. Item Details, and 4. Quotes. The main form area contains the following fields:

First Name *	Willy	Last Name *	Carter
Company (Optional)	PB	Address *	2456 Sand Hill rd
City *	Menlo Park	State *	CA
ZIP CODE*	94025	Phone *	(785) 235-5414
Email *	willy@gmail.com	Signature Type *	Any Signature

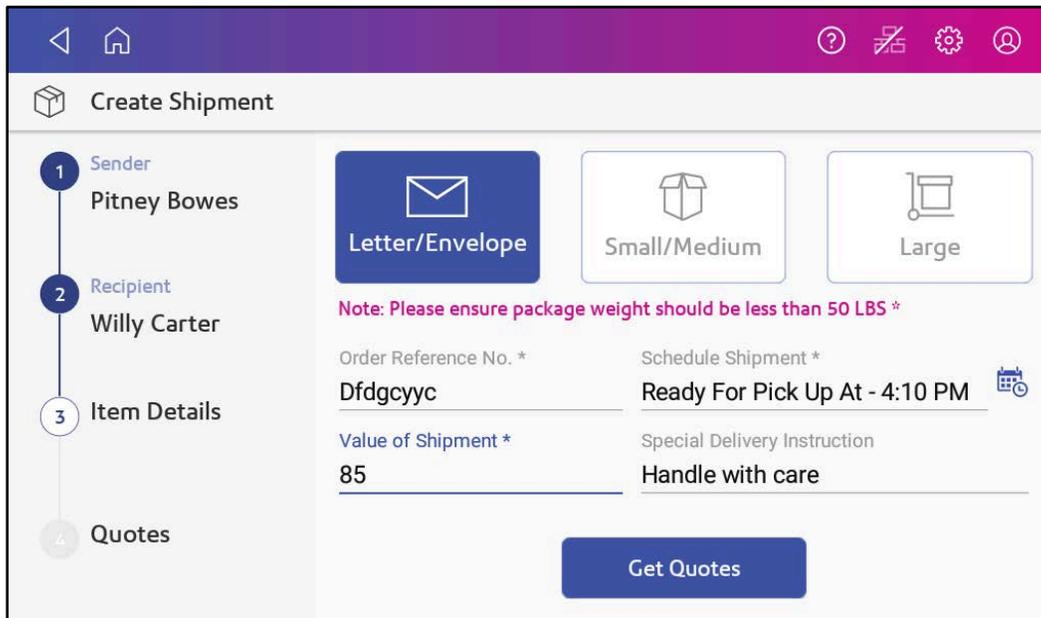
A 'Change' button is located next to the ZIP CODE field. A 'Continue' button is at the bottom right of the form.

The recipient address will be automatically validated before proceeding to the next screen. In case of any errors in the address, you will be prompted to make the required corrections.

3.3. PROVIDE ITEM DETAILS

Once you have entered the recipient details, you will be required to provide the specifications of the package in the “Item Details” section. Fill in the details for the type of shipment, order reference number, pickup time and shipment value. If required, you can also provide special delivery instructions.

Once you have provided the details, tap “Get Quotes” to proceed.



Create Shipment

1 Sender
Pitney Bowes

2 Recipient
Willy Carter

3 Item Details

4 Quotes

Letter/Envelope

Small/Medium

Large

Note: Please ensure package weight should be less than 50 LBS *

Order Reference No. *
Dfdgcyc

Schedule Shipment *
Ready For Pick Up At - 4:10 PM

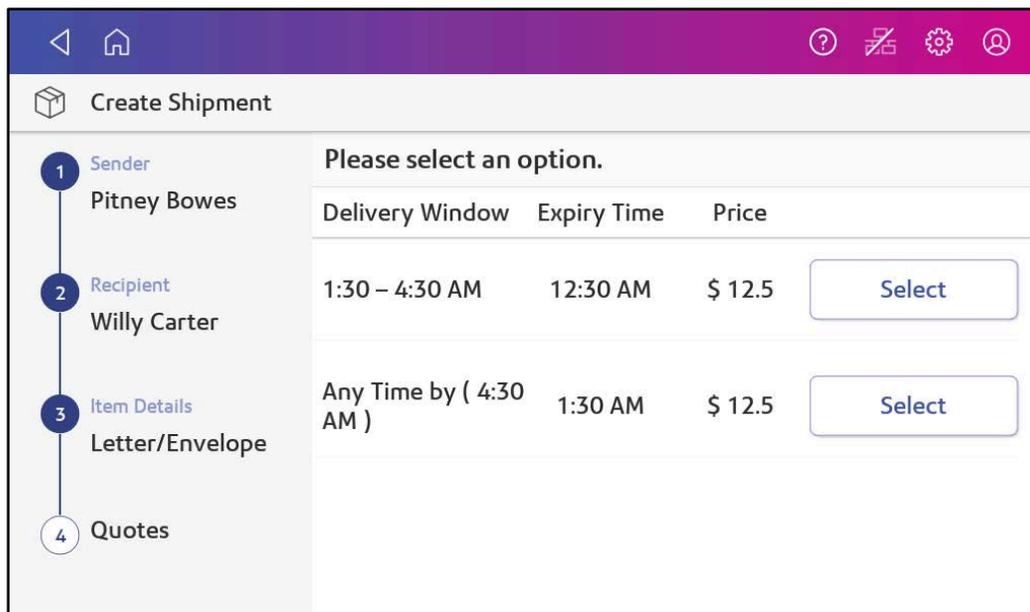
Value of Shipment *
85

Special Delivery Instruction
Handle with care

Get Quotes

3.4. CHOOSE THE DESIRED QUOTE

The Quotes page lists out possible prices based on the delivery timelines. Select the desired quote from the screen by tapping “Select” to the right of the preferred quote to generate the package label for printing.



Create Shipment

1 Sender
Pitney Bowes

2 Recipient
Willy Carter

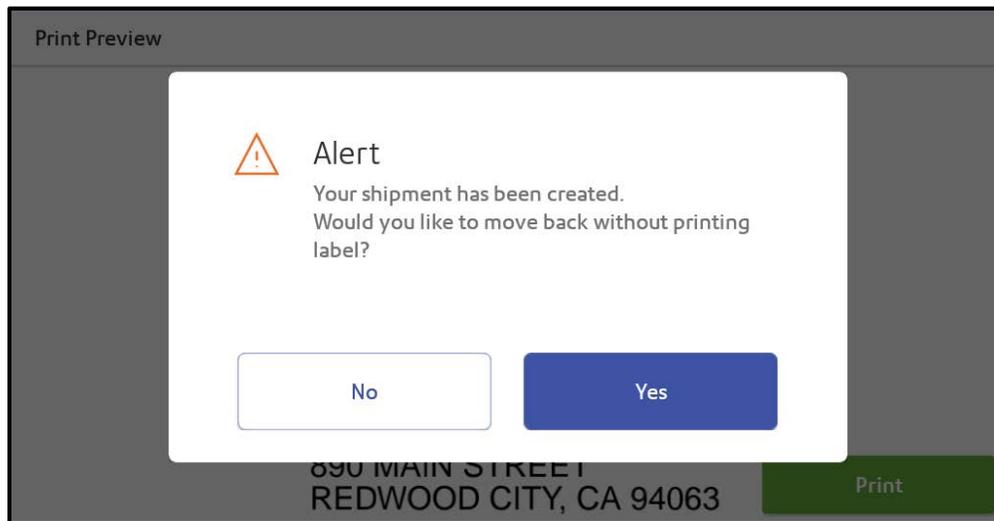
3 Item Details
Letter/Envelope

4 Quotes

Please select an option.

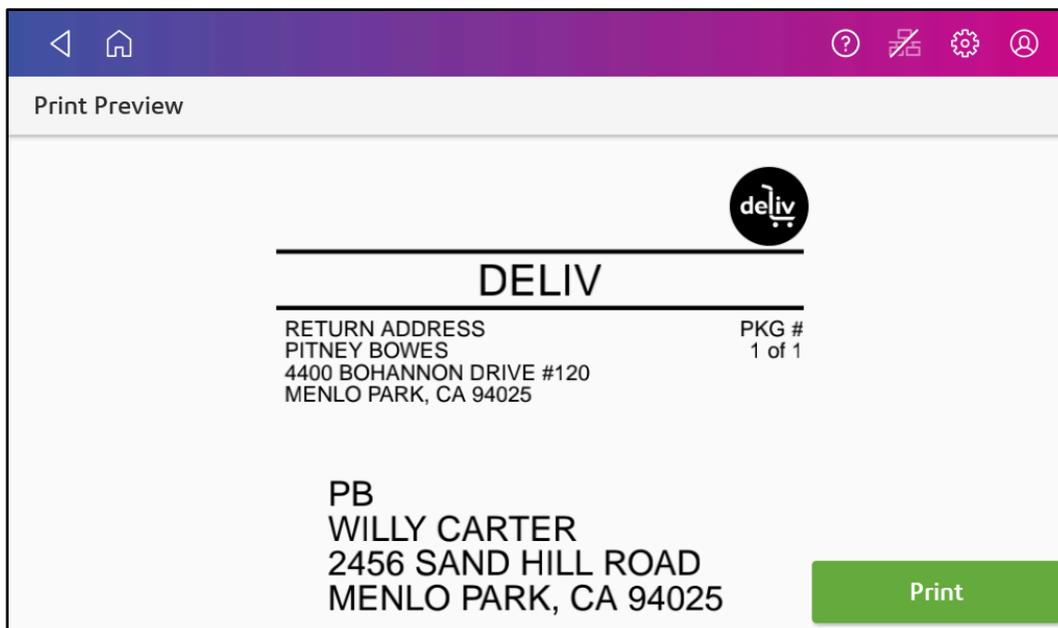
Delivery Window	Expiry Time	Price	
1:30 - 4:30 AM	12:30 AM	\$ 12.5	Select
Any Time by (4:30 AM)	1:30 AM	\$ 12.5	Select

Once you have selected the preferred option, you will receive a pop-up notification to confirm your shipment. Tap “No” to print your shipping label.



3.5. PRINT SHIPPING LABEL

After selecting your preferred delivery window and quote, you will be directed to the below screen. The screen provides a print preview of the shipment label. Tap “Print” and the label will be printed through the connected printer.



STEP 4: PAYMENT

Deliv provides monthly invoices emailed to your registered email id. These invoices, created on the basis of the previous month’s activity, are to be paid monthly through a registered payment mode.

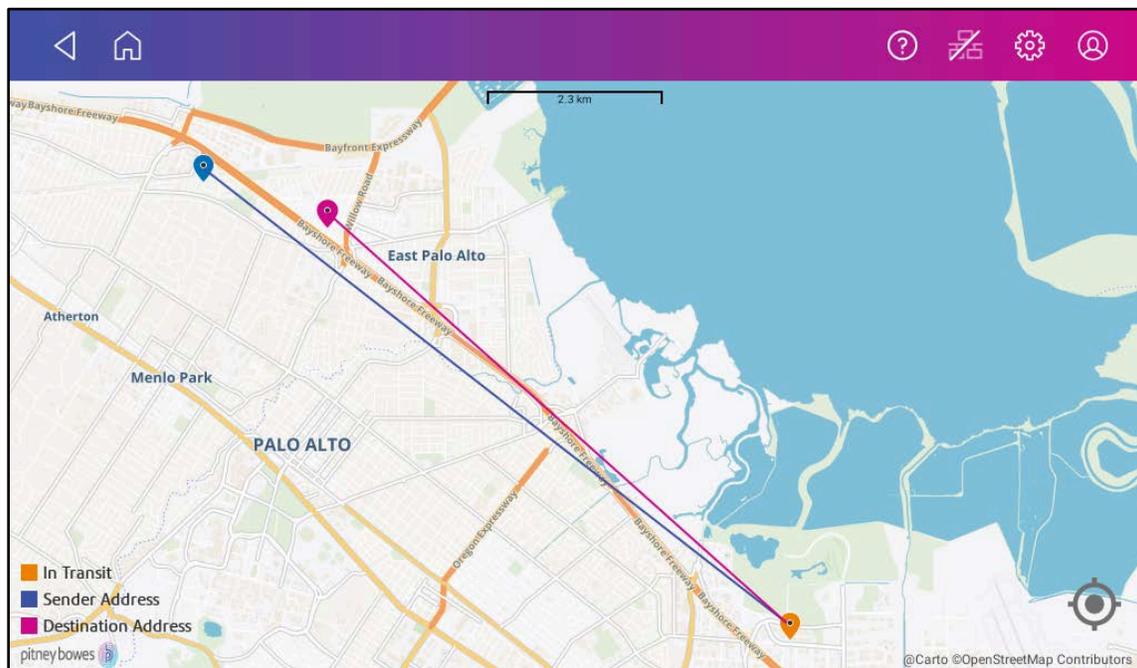
STEP 5: SHIPMENT TRACKING AND CANCELLATION

5.1 TRACKING SHIPMENTS

To track shipments being delivered, tap “Track Today’s Shipment” from the dashboard. The screen displays all information of in-progress deliveries such as Recipient Details, Order ID, Status and Delivery Time of your shipment.

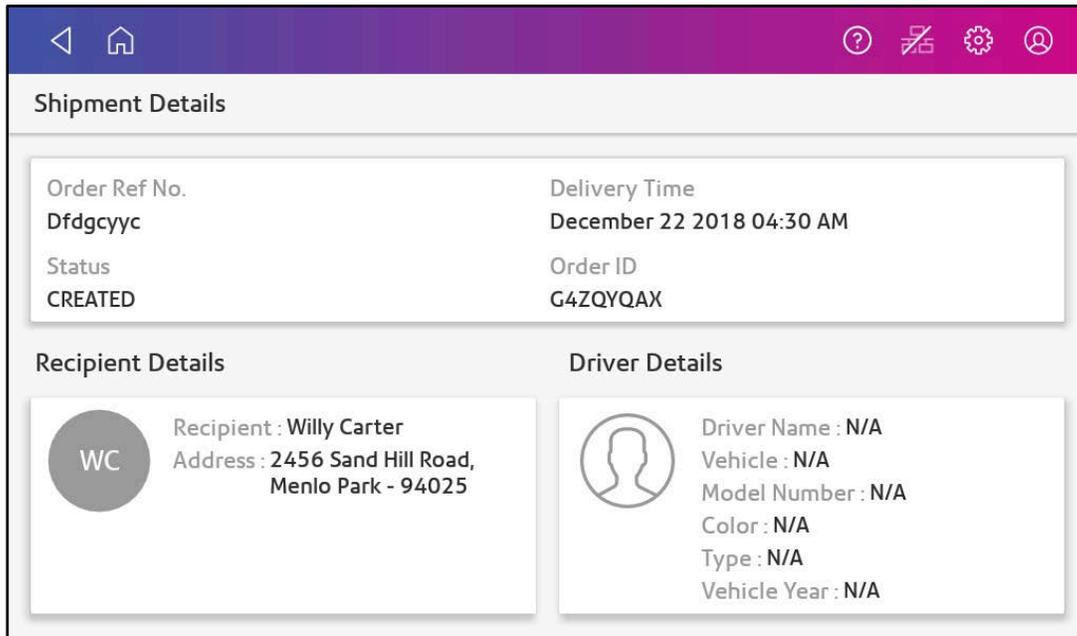
Recipient	Order ID	Status	Delivery Time	
Willy Carter 2456 Sand Hill Road, Menlo Park - 94025	G4ZQYQAX	CREATED	04:30 AM	Cancel
Moirra Beverage 550 Newbridge Street, Menlo Park - 94025	STAMBUM8	CREATED	04:30 AM	Cancel

Tapping the “InTransit” status will display a map from where you can track your shipment.



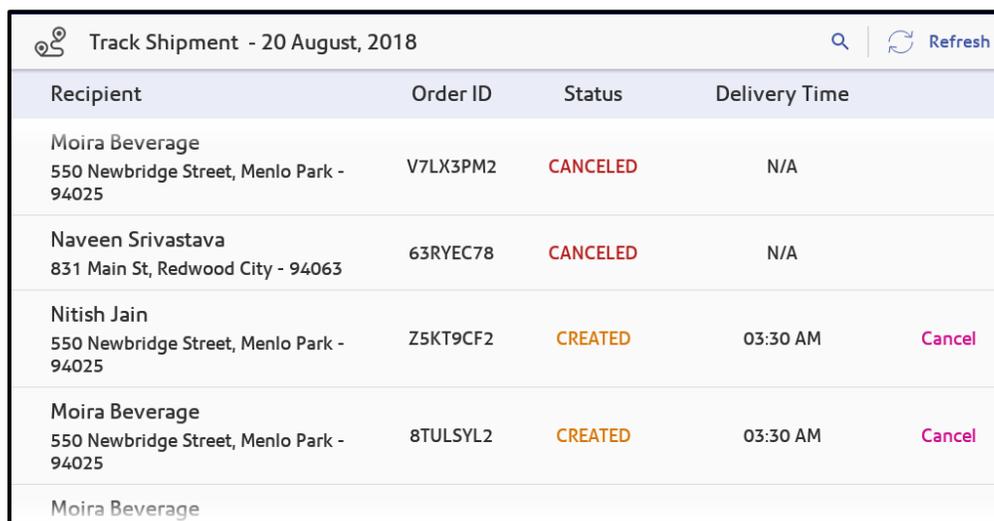
5.2 SHIPMENTS DETAILS

Tap the shipment you want to view the details of and you will be directed to the page below. The shipment details consist of the Shipment Status, Order Ref No., Delivery Time, Order ID, Recipient details and the Driver Details.



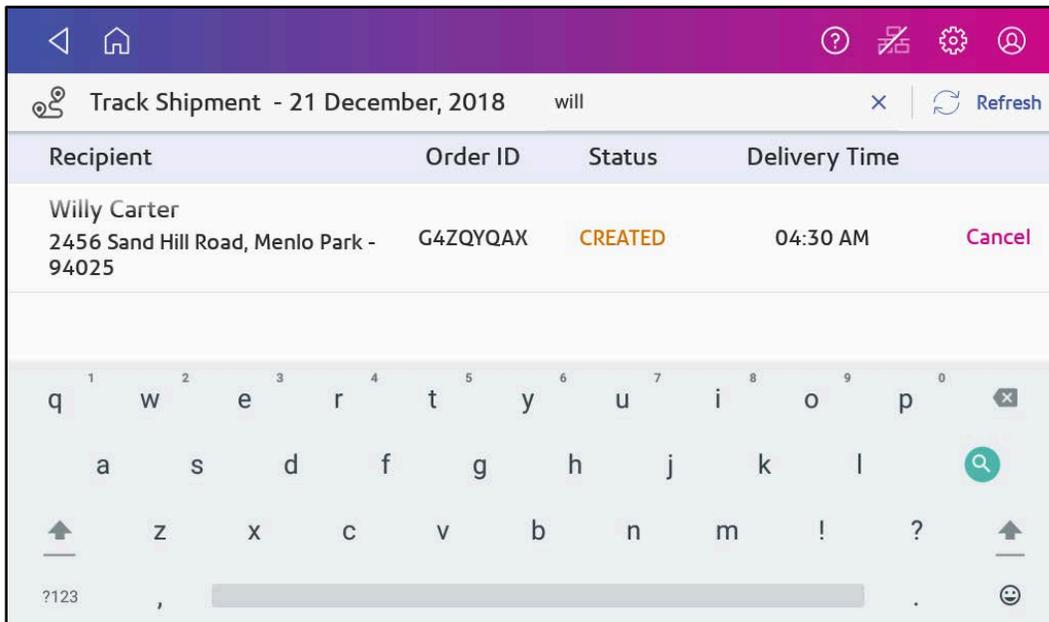
5.3 CANCELLING SHIPMENTS

In case you want to cancel your shipment, tap the “Track Today’s Shipment” option from the dashboard. Tap “Cancel” located to the right of the shipment you want to cancel.



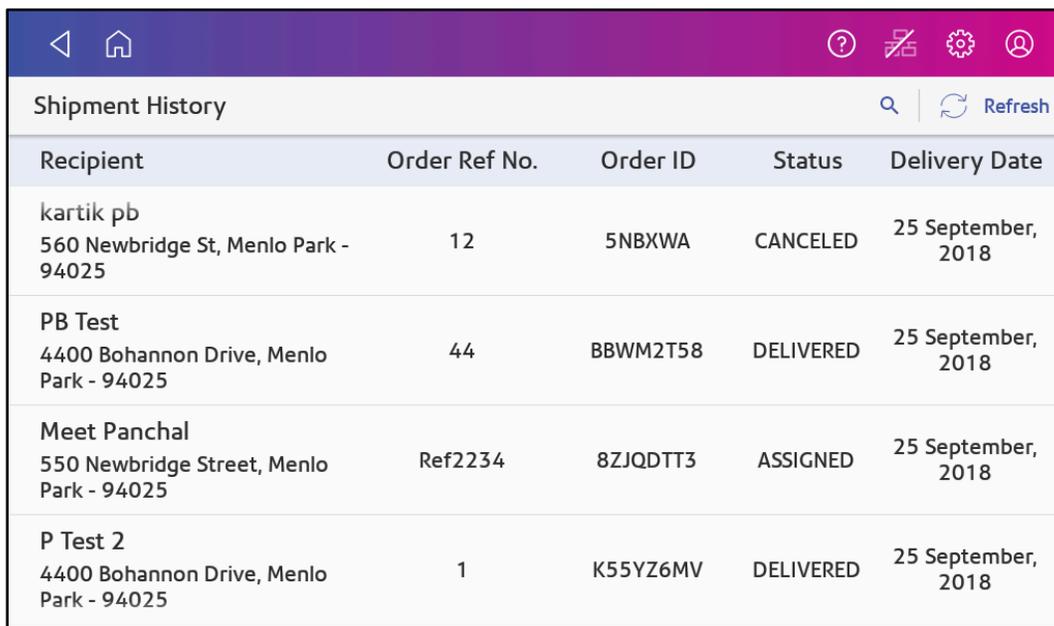
Recipient	Order ID	Status	Delivery Time
Maira Beverage 550 Newbridge Street, Menlo Park - 94025	V7LX3PM2	CANCELED	N/A
Naveen Srivastava 831 Main St, Redwood City - 94063	63RYEC78	CANCELED	N/A
Nitish Jain 550 Newbridge Street, Menlo Park - 94025	Z5KT9CF2	CREATED	03:30 AM
Maira Beverage 550 Newbridge Street, Menlo Park - 94025	8TULSYL2	CREATED	03:30 AM
Maira Beverage			

You can also search for specific shipments by tapping the search icon at the upper left of the screen. In case you are unable to view a recently completed shipment, you can refresh the list by tapping the refresh icon.



STEP 6: SHIPMENT HISTORY

To view the details of previous shipments, tap “View History” from the Dashboard. The Recipient’s address, order reference number, order ID, status and delivery time of previous orders is displayed.



Recipient	Order Ref No.	Order ID	Status	Delivery Date
kartik pb 560 Newbridge St, Menlo Park - 94025	12	5NBXWA	CANCELED	25 September, 2018
PB Test 4400 Bohannon Drive, Menlo Park - 94025	44	BBWM2T58	DELIVERED	25 September, 2018
Meet Panchal 550 Newbridge Street, Menlo Park - 94025	Ref2234	8ZJQDTT3	ASSIGNED	25 September, 2018
P Test 2 4400 Bohannon Drive, Menlo Park - 94025	1	K55YZ6MV	DELIVERED	25 September, 2018

FREQUENTLY ASKED QUESTIONS

1. General Questions

1.1. Is my data secure in Same Day Delivery app?

Yes, security and privacy of your data is our top priority. No data related to your same day delivery orders are kept on the SendPro device.

1.2. Which Shipping providers are available through Same Day Delivery?

The Same Day Delivery app provides same-day delivery services through our last mile delivery partner, Deliv.

2. Onboarding

2.1. How long is the onboarding process?

The process requires up to 3 days. After providing your information, you will receive the service agreement via email. Provide an e-signature on the form and send it back to Deliv. Deliv requires 48-72 hours after submitting the agreement to verify your details and activate the account. You will receive a confirmation email with login credentials. You can then start using the app.

If you already have an existing Deliv account, you can start using the app immediately and do not need to wait for account activation.

3. DELIV – The same day delivery solution

3.1. What is Deliv?

Deliv is a last mile delivery solution that provides same-day delivery services in 35 markets across the United States. Through the SendPro device and the Same Day Delivery app, Deliv allows you to print compliant shipping labels and schedule same day deliveries to your customers.

3.2. Do I need to create an account on Deliv to avail its service through the Same Day Delivery app?

Yes, you will need to create a Deliv account on the device itself to use its same-day delivery service. You will be prompted to create the account during the onboarding process for the app.

3.3. What information is required for creating an account on Deliv?

To create an account on Deliv, you need to provide the following information: User Name, Business Address, E-mail ID, Phone No., and credit card details. The payment details will be recorded and used for any shipments through Deliv.

3.4. Does Deliv provide service in my area?

You can verify if Deliv provides services in your area at the time of onboarding. You can enter your area zip code and confirm the availability of service.

3.5. Is there any fixed term for using the Deliv account? Can it be renewed?

Yes, your Deliv account expires in one year. It will then automatically get renewed for an additional consecutive 1-year period unless either party provides advance written notice of non-renewal at least 90 days prior to the end of the Initial Term.

4. Same Day Delivery Services

4.1. How do I notify my customers of their incoming shipments and provide them with tracking information?

A tracking number is provided by Deliv when you book a shipment from the Same Day Delivery app. Deliv notifies your customers by sending the tracking number via email which can be used to view the live status of your delivery.

4.2. How do I check the status of my Same Day Delivery order?

To track your shipments that are out for delivery, select the “Track Today’s Shipment” option from the dashboard. Same Day Delivery app updates real-time GPS information of the package from the Deliv Platform.

4.3. What will happen if the recipient refuses to receive the package?

If the package is refused on any reason other than Deliv negligence, it will be returned to the originating location during the same day and a 50% surcharge will be levied.

4.4. Can I cancel my order after it is dispatched?

Yes, you can cancel an order after dispatch, however, a 50% surcharge is levied on cancellation of orders after a driver is assigned. You may cancel an order at no charge before a driver has been assigned.

4.5. Can I view the shipping label before it is printed?

Yes, the app lets you view the print preview before printing the shipping label. This screen confirms that the shipping label has already been generated and the payment for the same has been made from your account so you cannot go back and edit the information.

4.6. Can I insist on a signature upon delivery? Can the package be left at the doorstep?

Yes, you can select if you would prefer a signature upon delivery of the package or leave the package at the doorstep. While booking the shipment of the package, you can select one of the above options as per preference before printing the label.

5. PAYMENTS

5.1. What are the charges of using Deliv services for Same Day Delivery of shipments?

Prices start at \$12.50 for 3-hour same day delivery service. The base price is calculated using a zone-based system, where zones are based on distance from the origin. If the payment is not received within 30 days of the invoice date, Deliv may accrue additional interest on pending payments

5.2. When will the invoices be issued?

Invoices will be issued on a monthly basis from Deliv for all transactions pertaining to Same Day Delivery.

5.3. How to make the payment for using Deliv services?

Invoices will be submitted by Deliv for payment on a monthly basis for services performed the prior month.

Pitney Bowes is not liable for any issues pertaining to Payments and refunds. If you have any questions regarding deliveries, please email press@deliv.co or call +1-800-673-9712.

For more information regarding the app, contact us at +1-800-522-0020