



Shipping & Mailing
Outbound and Inbound Package Management

SendPro® Tablet

User Guide

US English Edition
SV63353 Rev. C
April 27, 2022

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The SendPro® Tablet User Guide is designed to assist in the daily operations of the SendPro Tablet.

Version History

Document Part Number	Release Date	Comments
SV63353 Rev. A	December 11, 2019	Initial creation
SV63353 Rev. B	May 18, 2020	New topics added for <i>Printing a USPS SCAN Form 5630</i> and <i>Printing a FedEx Manifest</i>
SV63353 Rev. C	April 27, 2022	Updated with new PitneyShip product name

Other Resources

This section identifies other resources that may be helpful when working with the SendPro Tablet.

Related Documentation

[SendPro Tablet Label Printer User Guide](#)

[SendPro Tablet Supported Address Formats for OCR](#)

[SendPro Tablet Connectivity Guide](#)

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1 - Getting Started

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Setting up the SendPro Tablet

1. Turn on the tablet.
2. On the Welcome to SendPro Tablet screen, tap **Next**.
3. On the Let's get started screen, tap **Get Started**.

Connect to the internet

1. On the Connecting to the Internet screen, tap **Select a Network**, tap on the desired network, and enter the Wi-Fi password if required.
2. Once you are connected to the correct network, tap **Continue**.
3. The next screen confirms your time zone. Tap **Continue**.

Set up the printer

1. The next screen instructs you to connect the printer. Connect the power cord as shown, then press the power button on the printer to turn it on.
2. Swipe the tablet screen to the left to go to the next screen.
3. The next screen instructs you to confirm the label roll alignment. You will need to install the roll:
 - a. Unwrap the label roll and remove the tape that holds the roll closed.
 - b. Insert the roll into the printer.
 - c. Feed the end of the roll through the printer as shown on the screen.
 - d. Close the printer cover.
 - e. Press the feed button. The end of the label roll will be drawn back into the printer.
4. Swipe the tablet screen to the left to go to the next screen.
5. The next screen instructs you to pair the printer using Bluetooth. Press and hold the Bluetooth button on the printer until the light turns blue.
6. Tap the **Print Sample** button. The tablet will search for the Bluetooth devices. When it finds the printer, tap on the printer name. A sample label will print.
7. Tap the **Continue** button.

Set up the scale

1. The next screen instructs you to connect the scale to the printer. Connect it using the USB cable as shown. (Note: Only scale SL-397-D is supported with the SendPro Tablet.)

2. Swipe the tablet screen to the left to go to the next screen.
3. The next screen instructs you to test the scale. Place something small on the scale and tap the **Test Scale** button.
4. Tap the **Continue** button.

Set up the keyboard

1. The next screen instructs you to connect the keyboard. This is optional - you do not have to use the keyboard.
 - To skip this step, tap the **Skip** button.
 - To set up the keyboard, pull out the tab from the battery case on the back of the keyboard and turn the keyboard on using the power button on the side. If the power button is already in the On position but the power light is not lit, turn the power button off and back on.
2. Swipe the tablet screen to the left to go to the next screen.
3. Press and hold any one of the yellow Bluetooth buttons (1, 2, or 3) on the keyboard until the light above it starts flashing, which takes approximately 3 seconds.
4. Swipe the tablet screen to the left to go to the next screen.
5. Tap the **Pair Keyboard** button.
6. The Bluetooth pairing request screen will appear, giving you a code to enter. Using the keyboard, enter that code and press **Enter**. The keyboard will pair.
7. Tap the **Continue** button.
8. The Confirming Apps screen appears. Wait while all of the apps are confirmed.
9. When all apps have been confirmed, tap **Done**.

Add postage

1. When prompted to fill your shipping account, tap the **Continue to fill postage** button.
2. You will be prompted to sign into your SendPro account. Sign in.
3. If the screen says that no payment method has been specified, tap **Add Payment Method**.
 - To add a credit card, tap **Add Credit Card**, enter the credit card information, tap **Submit**, then tap **Done**.
 - To open a line of credit instead, call the number on the screen.
4. You are prompted to add postage to your SendPro balance. This step is optional.
 - To skip this step, tap the **Skip** button.
 - To add postage, choose the amount to add and tap **Add Postage**. Once the postage has been added, tap **Continue**.

5. On the All Set up screen, tap **Done**.

Setting up your FedEx Account

Only users with the role of Admin can perform this procedure.

In order to use the FedEx carrier on the SendPro Tablet, you need to set up your FedEx account:

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Carriers**.
4. Tap the **Add** button next to **FedEx**.
5. Fill in your FedEx account details.
6. (Optional) To automatically fill in your account information, tap the **Scan Invoice** button and use the tablet's camera to take a picture of your FedEx invoice.
7. Accept the terms & conditions/agreement.
8. Tap the **Add Carrier** button.

To add another FedEx account:

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Carriers**.
4. Tap **Add Account** under **FedEx**.

To edit an existing FedEx account:

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Carriers**.
4. Tap the **Manage** button next to **FedEx**.

Setting up your UPS Account

Only users with the role of Admin can perform this procedure.

In order to use the UPS carrier on the SendPro Tablet, you need to set up your UPS account:

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
 2. Tap the **Settings** (gear) icon in the upper right.
 3. Tap **Carriers**.
 4. Tap the **Add** button next to **UPS**.
 5. In the **UPS Account Number** field, enter your 6-digit UPS account number. The account number is case-sensitive.
 6. (Optional) Enter a nickname for this account.
 7. Select the appropriate account type from the **Account Type** menu.
 8. 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.
 9. 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.
 1. (Optional) To automatically fill in your account information, tap the **Scan Invoice** button and use the tablet's camera to take a picture of your UPS invoice.
 2. Enter **the UPS Invoice Number** from your UPS invoice. This is case-sensitive.
 3. In the **UPS Invoice Amount** field, enter the "amount due this period" shown on the UPS invoice. Omit any commas.
 4. Enter the **Control ID** from your UPS invoice. This is case-sensitive.
 5. 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.
10. 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, 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.

To add another UPS account:

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Carriers**.
4. Tap **Add Account** under **UPS**.

To edit an existing UPS account:

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Carriers**.
4. Tap the **Manage** button next to UPS.

Refilling Postage

Only users with the role of Admin can perform this procedure.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Postage Refills**.
4. Tap **Refill Postage**.
5. Enter the amount you wish to add.
6. (Optional) To assign the postage refill to a Cost Account, select the desired Cost Account from the **Cost Account** menu.
7. Tap **Refill Postage**. When complete, the updated postage balance is displayed.
8. Press **Home** to return to the Home screen.

To view your postage refill history, [sign in to SendPro Online or PitneyShip](#) using your SendPro Online or PitneyShip user ID and password and export a postage history report.

Signing out of the SendPro Tablet

1. From the SendPro Tablet Home screen, tap the user icon in the upper right.



2. Select **Sign Out**.

Use SendPro Online or PitneyShip to perform these tasks for your SendPro Tablet

The following trackable labels tasks must be performed using SendPro Online or PitneyShip instead of your SendPro Tablet. Using a web browser, [sign in to SendPro Online or PitneyShip](#) using your SendPro Online or PitneyShip user ID and password.

History

- *Exporting Shipment History*

Cost Accounting

- *Importing Cost Accounts*
- *Exporting Cost Accounts*

User Management

- *Inviting users to a Multi-Location account*

Address Book

- *Automatically Saving Addresses to Address Book*
- *Importing Multiple Addresses*
- *Exporting Addresses*

2 - Address Book

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Adding a Sender Address to the Address Book

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **Address Book** in the menu at the top.
3. Tap the **Recipients** menu and select **Senders**.
4. Tap the **+** button.
5. Enter the sender information.
6. Tap **Save**.

Editing the Sender Address

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **Address Book** in the menu at the top.
3. Tap the **Recipients** menu and select **Senders**.
4. Select the sender you wish to edit.
5. On the right side, tap the **Edit** icon.
6. Make the needed changes.
7. Tap **Update**.

Adding a Recipient Addresses to the Address Book

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **Address Book** in the menu at the top.
3. Tap the **+** button.
4. Enter the contact information.
5. Tap **Save**.

Related topics

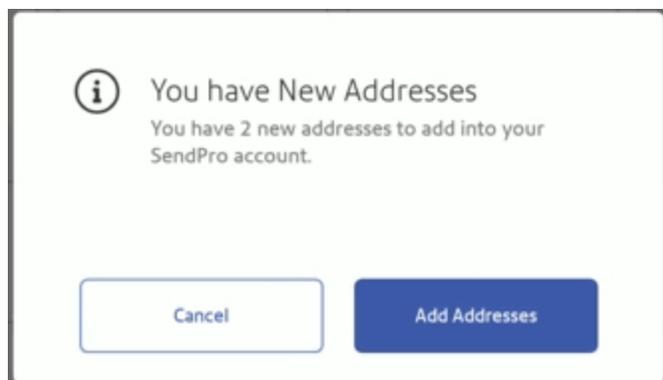
- [Importing Addresses on the facing page](#)
- [Scanning Addresses Using the Optical Character Reader \(OCR\) on page 18](#)

Importing Addresses

You can import addresses into your SendPro® Tablet address book either via email or via SendPro Online or PitneyShip.

Importing addresses via email

1. Export your addresses from FedEx, UPS, or any other source and save them as a CSV file.
2. Email the exported address file to your unique SendPro Tablet email import address. You will receive an email containing your unique email import address. To find your email import address on the SendPro Tablet, tap the user icon  in the upper right and select your profile.
3. Once your address file has been processed, you will see a popup notification on your SendPro Tablet telling you that you have new addresses.



4. On the popup notification, tap the **Add Addresses** button.
5. If the file that you emailed is not in the default FedEx/UPS format, the matching screen opens. If this occurs, review the list and make sure that all of the fields are correctly matched, then click the **Add Addresses** button.
6. On the Confirmation screen, click the **Done** button. The addresses are now available in your SendPro Tablet address book.

Importing addresses via SendPro Online or PitneyShip

1. Using a web browser, [sign in to SendPro Online or PitneyShip using your SendPro Online or PitneyShip user ID and password](#) .
2. Import the addresses into SendPro Online or PitneyShip. For instructions, see [Importing addresses into SendPro Online, SendPro Tablet, and SendPro C/SendPro+](#) .

Once imported into SendPro Online or PitneyShip, the addresses will also be available in your SendPro Tablet address book.

Editing a Recipient Address in the Address Book

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **Address Book** in the menu at the top.
3. Tap on the address you wish to edit.
4. On the right side, tap the **Edit** icon.
5. Make the needed changes.
6. Tap **Update**.

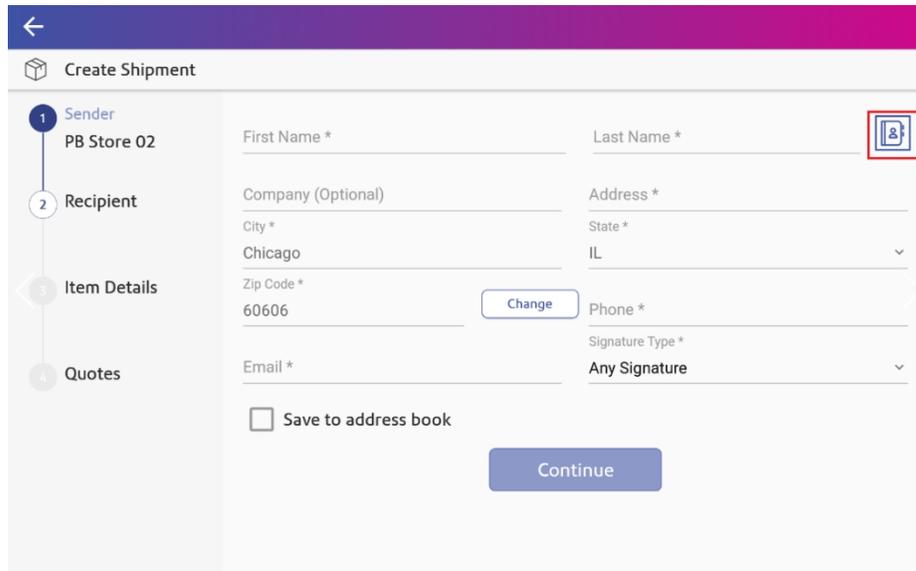
Deleting an Address from the Address Book

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **Address Book** in the menu at the top.
3. Tap on the address you wish to delete.
4. On the right side, tap the **Delete** icon.
5. Tap **Delete** to confirm that you wish to delete the address.

Scanning Addresses Using the Optical Character Reader (OCR)

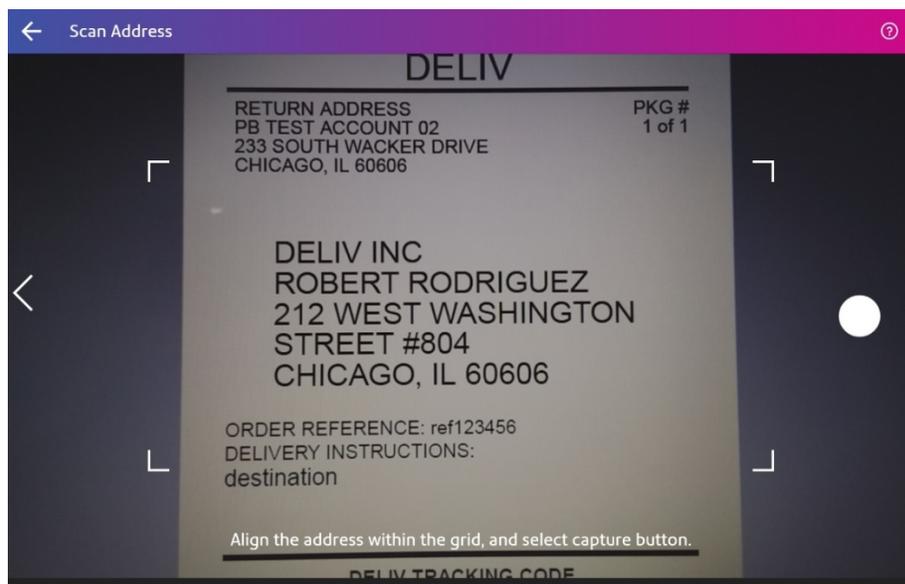
The Optical Character Reader (OCR) uses the tablet's camera to scan addresses and automatically populate address forms.

1. On any screen with an address form, tap the Address Book icon and tap **Continue**.



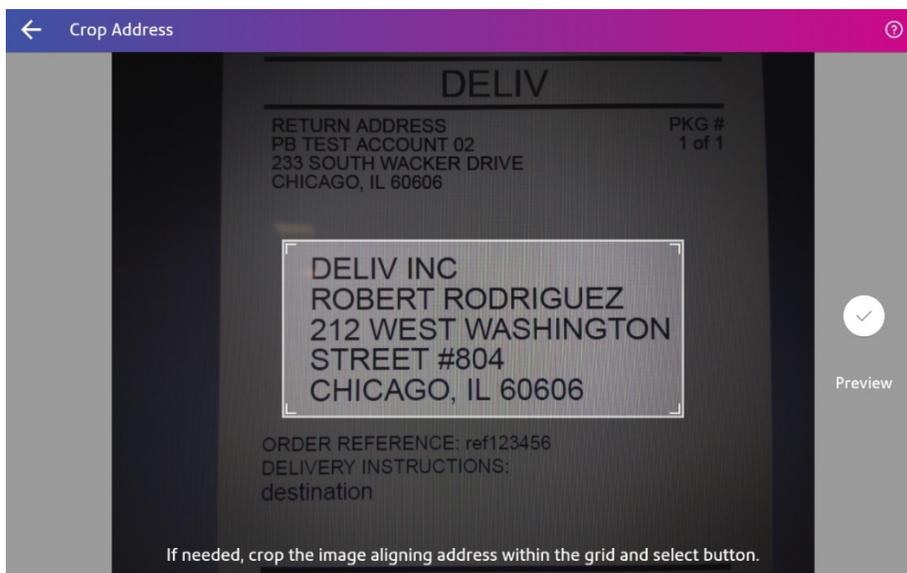
The screenshot shows the 'Create Shipment' form. On the left is a vertical navigation menu with four items: 'Sender' (selected), 'Recipient', 'Item Details', and 'Quotes'. The 'Sender' section is active, showing fields for 'First Name *', 'Last Name *', 'Company (Optional)', 'Address *', 'City *' (filled with 'Chicago'), 'State *' (filled with 'IL'), 'Zip Code *' (filled with '60606'), and 'Phone *'. There is a 'Change' button next to the Zip Code field. Below these fields are 'Email *' and 'Signature Type *' (filled with 'Any Signature'). At the bottom of the form is a checkbox labeled 'Save to address book' and a blue 'Continue' button. A red box highlights the Address Book icon in the top right corner of the form area.

2. Point the tablet's camera at the address you wish to scan, aligning the address inside of the box indicated on the screen.



3. Tap on the camera (white circle) button.

4. Crop the address to remove any text that is not part of the address.



5. Tap on the camera (white circle) button. The scanned address is filled in the relevant fields.

Tips:

- Place the address on a flat surface.
- Hold the tablet steady, directly over the address.
- Ensure that all four corners of the address are within the box and that no other text is within the box.
- Make sure that the address is well-lit and has sufficient contrast to be read by the camera.

Related topics

- [Enabling the Optical Character Reader \(OCR\) on page 70](#)

Searching for Addresses

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

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **Address Book** in the menu at the top.
3. Enter your search term in the search box at the top.
4. (Optional) To search only a particular field (name, company, city, etc.), tap the **All** menu and select which field you wish to search.

5. (Optional) To sort the address book, tap the **Sort By** menu and select which field you wish to sort by.

Verifying a USPS Address

When you create a shipping label, SendPro® automatically verifies the recipient address against the USPS database of valid addresses to which it can deliver.

- If the address is a valid mailing address in the USPS database, you can proceed with creating your shipping label.
- If SendPro finds a close match in the USPS database, the original address will be displayed next to the USPS-verified address. Select **Use Suggested Address** to use the USPS's address, or select **Edit** to edit the address.

Recipient Address Verification

Address You Entered

540 MEMORIAL DRIVE,APT 504
CAMBRIDGE
MA
94025

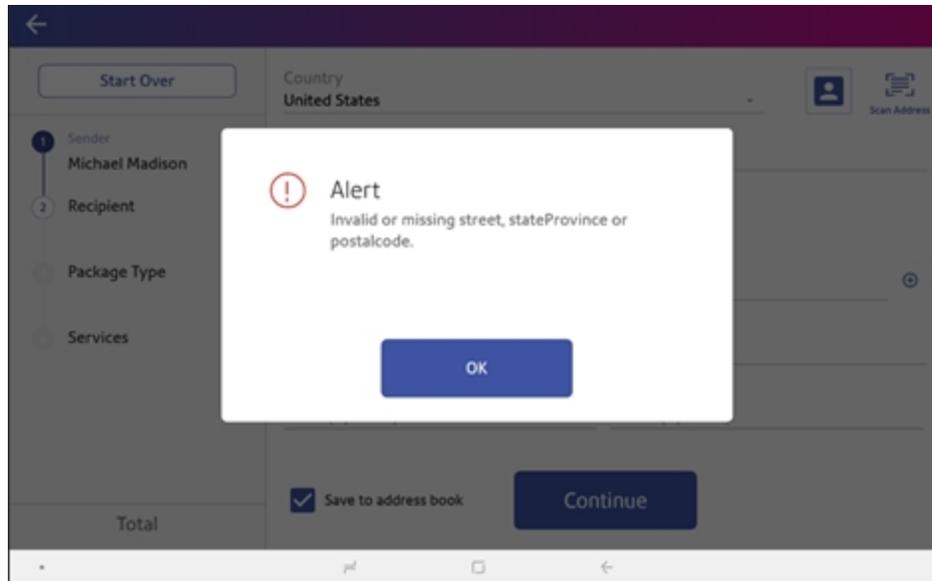
Edit

Verified Address

540 Memorial Dr, Apt 504
Cambridge
MA
02139-4907

Use Suggested

- If SendPro does not find a close match in the USPS database, you will get an alert that the address you entered is not valid.



3 - Cost Accounts

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Enabling Cost Accounts

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

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **Cost Account** in the menu at the top.
3. Tap the Preferences icon in the upper right.



4. Tap the slider next to Cost Account to turn it on.
5. (Optional) To require a cost account for all shipments, tap **Require cost account for all shipments**.
6. (Optional) To require a cost account when adding postage, tap **Require cost account for adding postage**.
7. Tap **Apply**.

Related topics

- [Adding Cost Accounts below](#)
- [Editing Cost Accounts on the facing page](#)
- [Viewing Shipments by Cost Account on page 26](#)

Adding Cost Accounts

To use cost accounts to keep track of how you are spending postage on SendPro® Shipping, assign an account to each label you print. You can also assign a cost account to each postage refill.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **Cost Account** in the menu at the top.
3. Tap the **+** button.
4. Enter the Account Name, up to 20 characters. Account names may contain lower case letters, upper case letters, numbers, and the special characters listed below.
5. (Optional) Enter a Description, up to 200 characters. The description may contain the same characters as the account name.
6. To activate the account, tap **Active**. To deactivate the account, tap **Inactive**.

7. To make this the account that is automatically used for all labels, tap the **Make this my default Cost Account** box.
8. Tap **Add Account**.

Allowed special characters account names and descriptions:

- - (hyphen/dash)
- _ (underscore)
- ' (single quote)
- @ (at sign)

To import or export multiple Cost Accounts, [sign in to SendPro Online or PitneyShip using your SendPro Online or PitneyShip user ID and password](#).

Related topics

- [Enabling Cost Accounts on the previous page](#)
- [Editing Cost Accounts below](#)
- [Viewing Shipments by Cost Account on the next page](#)

Editing Cost Accounts

You can activate or deactivate an existing account, make an account the default cost account, or change the description of the account. You cannot delete a cost account.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **Cost Account** in the menu at the top.
3. Tap the **Edit** icon to the right of the cost account you wish to edit.



4. To activate the account, tap **Active**. To deactivate the account, tap **Inactive**.
5. To make this the account that is automatically used for all labels, tap the **Make this my default Cost Account** box.
6. To change the description, tap in the **Description** field and enter your changes.
7. Tap **Update**.

Related topics

- [Enabling Cost Accounts on page 24](#)
- [Adding Cost Accounts on page 24](#)
- [Viewing Shipments by Cost Account below](#)

Viewing Shipments by Cost Account

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **History** in the menu at the top.
3. Tap **All Shipments** and select **Summary by Cost Account**.

Related topics

- [Enabling Cost Accounts on page 24](#)
- [Adding Cost Accounts on page 24](#)
- [Editing Cost Accounts on the previous page](#)

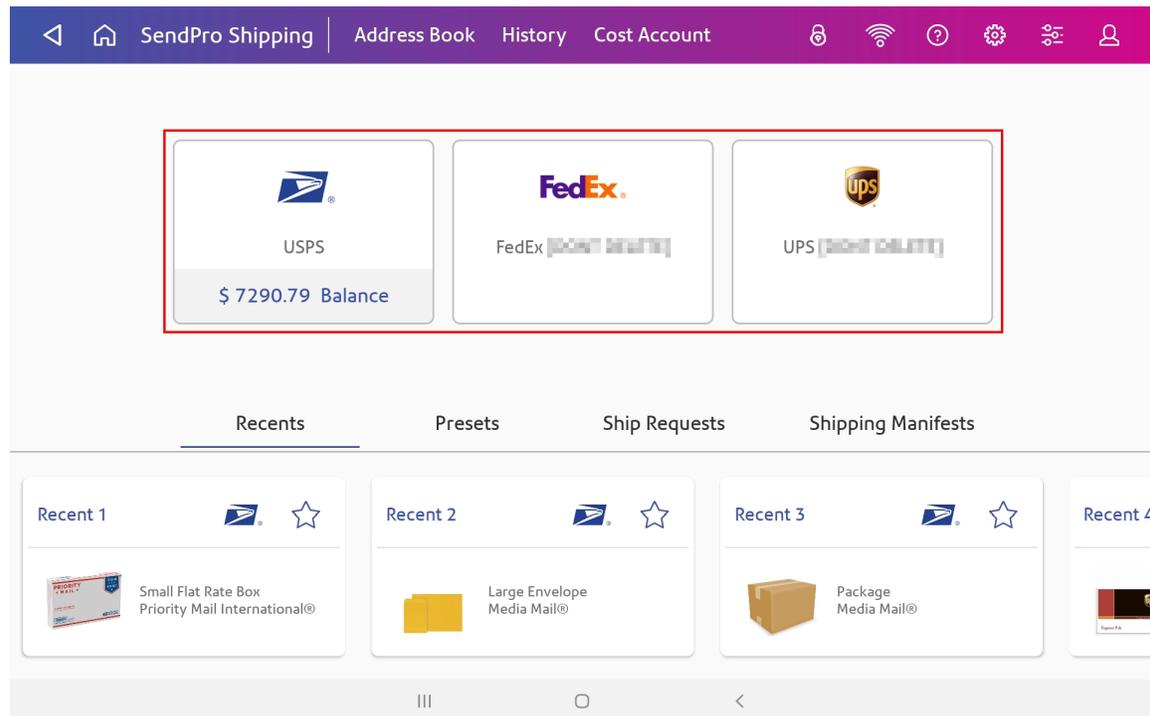
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Creating and Printing a Shipping Label

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the carrier you wish to use.



3. If you are using Cost Accounts, tap on the **Cost Account** field and select an account.

The screenshot shows a mobile application interface for creating shipping labels. At the top, there is a purple header bar with a back arrow on the left and a help icon on the right. Below the header, there is a 'Start Over' button. On the left side, there is a vertical list of steps: 'Sender' (highlighted with a white circle), 'Recipient', 'Package Type', and 'Services'. The main content area is divided into sections: 'Sender' (Pitney Bowes, 3001 Summer St., Stamford, CT 06926), 'Cost Account' (Select Cost Account, with a red box around the text and an 'Account Required' error message), and 'Carrier Type/Account' (USPS, Available Postage: \$ 7718.87). At the bottom, there is a checkbox labeled 'Always show this step' which is checked, and a blue 'Continue' button. The bottom of the screen shows standard mobile navigation icons.

4. If the sender address is correct, tap **Continue**. To select a different sender, tap on the **Sender** field and select a new sender from the address book.

The screenshot shows the 'Sender' selection screen in the Shipping Labels app. The interface is divided into a left sidebar and a main content area. The sidebar contains a 'Start Over' button and a progress indicator with four steps: 'Sender' (selected), 'Recipient', 'Package Type', and 'Services'. The main content area displays the following information:

- Sender:** Pitney Bowes, 3001 Summer St, Stamford, CT 06905-4317. This field is highlighted with a red border and includes an address book icon.
- Cost Account:** 123456789
- Carrier Type/Account:** USPS Available Postage : \$ 7290.79
- Always show this step
- Continue** button

The bottom of the screen shows standard Android navigation icons: a home button, a back button, and a forward button.

5. Enter the recipient information, or tap the **Address book** icon to select a recipient from the address book, then tap **Continue**.

The screenshot shows a mobile application interface for creating a shipping label. At the top, there is a purple header with a back arrow on the left and a help icon on the right. Below the header, there is a navigation bar with a 'Start Over' button on the left, an address book icon and a camera icon in the center, and 'Add More' and 'Continue' buttons on the right. A vertical progress indicator on the left side shows four steps: 'Sender' (selected), 'Recipient', 'Package Type', and 'Services'. The main content area is a form for entering recipient information. The form includes the following fields: 'Country' (set to 'United States'), 'Name' (with a 'Company' label above it), 'Zip Code' (set to '33013-1169'), 'Address Line 1' (set to '6301 E 10th Ave'), 'City' (set to 'Hialeah'), and 'State' (set to 'FL'). There are also optional fields for 'Email' and 'Phone'. At the bottom of the form, there is a checkbox labeled 'Update to address book.' which is checked. The bottom of the screen shows standard mobile OS navigation icons.

(Optional) To scan a recipient address, select the camera icon.

6. If prompted to verify the recipient address, tap **Use Suggested** to use the verified address.

Recipient Address Verification

Address You Entered

540 MEMORIAL DRIVE,APT 504
CAMBRIDGE
MA
94025

Edit

Verified Address

540 Memorial Dr, Apt 504
Cambridge
MA
02139-4907

Use Suggested

7. Select a package type.

The screenshot shows a mobile application interface for creating a shipping label. At the top, there is a purple header with a back arrow. Below the header is a white bar with a "Start Over" button. On the left side, there is a vertical progress indicator with four steps: "Sender" (selected), "Recipient" (1 Recipient), "Package Type" (current step), and "Services". The main area is titled "What are you Sending?" and contains three selectable options: "Priority Mail Boxes" (with an image of boxes), "Priority Mail Envelopes" (with an image of an envelope), and "My Box Or Envelope" (with an image of a cardboard box). At the bottom, there are three navigation icons: a vertical bar, a circle, and a left-pointing arrow.

8. If prompted for the dimensions, enter the **Dimensions** of the package.

The screenshot shows the same mobile application interface, but now at the "Package Type" selection screen. The "Box or Envelope" section is active, with a "Change" link. Below this, there are three buttons: "Box" (selected), "Envelope", and "Irregular". To the right of the "Box" button is a 3D illustration of a cardboard box. Further right, there are input fields for "Dimensions" (L ___ in. × W ___ in. × H ___ in.) and "Weight" (0 lb 0 oz). A "Continue" button is located at the bottom center. The bottom navigation bar is the same as in the previous screenshot.

- If prompted for the weight, place the box or envelope on the scale and the weight automatically appears in the **Weight** field. If you do not have a scale, tap the **weight** button, select **Manual**, enter the weight, and tap **Apply**.

Cancel Weighing Methods

Scale Manual

1 2 3

4 5 6

7 8 9

Del 0 .

Weight (Max 70 lb.)

0 lb 6 oz

Apply

- Tap **Continue**.

11. Tap the service you wish to use.

The screenshot shows a mobile application interface for creating shipping labels. At the top, there is a purple header with a back arrow and a 'Start Over' button. Below the header, the logos for USPS, FedEx, and UPS are displayed. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a vertical list of steps: Sender (Pitney Bowes), Recipient (1 Recipient), Package Type (Large Package), and Services (First-Class Mail®). Below the sidebar, the total cost is shown as \$3.39, along with 'Print' and 'Checkmark' buttons. The main panel features three dropdown menus: 'Sort by Delivery Date', 'Ship on Today', and 'Ship From This ZIP 06905-4317'. Below these are four shipping service options, each with a description, delivery date, and price:

Service	Description	Delivery Date	Price
Priority Mail Express™	Guaranteed overnight delivery to most addresses, delivering 7 days a week.	Thu 03/26 by 12:00 PM	\$28.25
Priority Mail®	Best value for any envelope or package, with delivery in 1-3 days.	Sat 03/28	\$7.98
First-Class Mail®	Most economical way to send envelopes and lightweight packages, with delivery in 1-3 days.	Sat 03/28	\$3.39
Parcel Select Ground™	An economical way to ship packages with delivery averaging 2-8 business days.	Tue 03/31	\$7.78

Each service option includes a 'Guaranteed' or 'Estimated' status indicator and a link for 'Extra Services'.

12. (Optional) If you selected My Box or Envelope as your package type, you can select a different carrier tab to see services from that carrier.

The screenshot shows a mobile application interface for creating shipping labels. At the top, there is a navigation bar with a back arrow and a 'Start Over' button. Below this, three carrier tabs are visible: USPS (United States Postal Service), FedEx, and UPS. The USPS tab is currently selected and highlighted with a red border. To the left of the main content area is a vertical sidebar with four steps: 'Sender' (Pitney Bowes), 'Recipient' (1 Recipient), 'Package Type' (Large Package), and 'Services'. The main content area displays shipping options for USPS, sorted by delivery date. The options are:

Carrier	Service	Delivery Date	Price
USPS	Priority Mail Express™	Thu 03/26 by 12:00 PM	\$28.25
USPS	Priority Mail®	Sat 03/28	\$7.98
USPS	First-Class Mail®	Sat 03/28	\$3.39
USPS	Parcel Select Ground™	Tue 03/31	\$7.78

Additional details for the USPS tab include filters for 'Sort by Delivery Date', 'Ship on Today', and 'Ship From This ZIP 06905-4317'. The 'Priority Mail Express' option is marked as 'Guaranteed', while the others are 'Estimated'.

13. To sort the list of services, tap the **Sort by** menu.

The screenshot shows the shipping label creation interface. On the left, a vertical menu lists: Sender (Pitney Bowes), Recipient (1 Recipient), Package Type (Large Package), and Services. The main area displays shipping options from USPS, FedEx, and UPS. A 'Sort by' dropdown menu is open, showing 'Delivery Date' selected. Below it, a table lists shipping services with their respective delivery dates and prices.

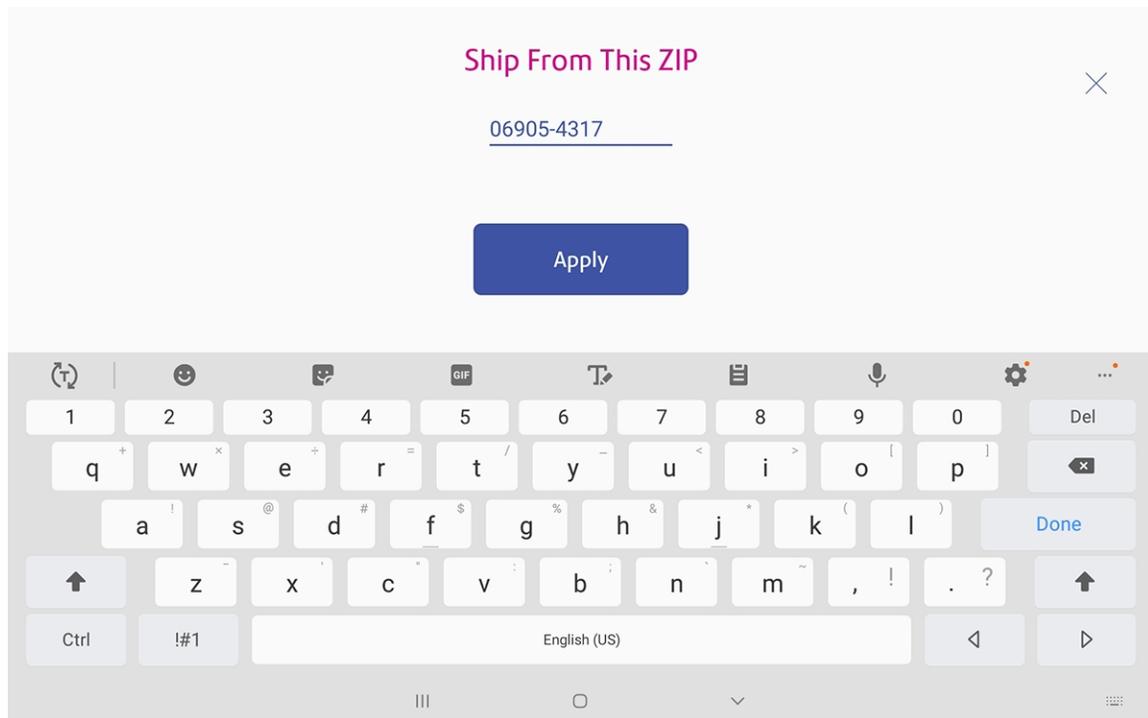
Service	Delivery Date	Price
Priority Mail Express™	Tue 03/31 by 03:00 PM	\$26.35
Priority Mail®	Thu 04/02	\$7.80
First-Class Mail®	Thu 04/02	\$3.31
Parcel Select Ground™	Sat 04/04	\$7.65

14. To change the Ship on date, tap the **Ship on** menu.

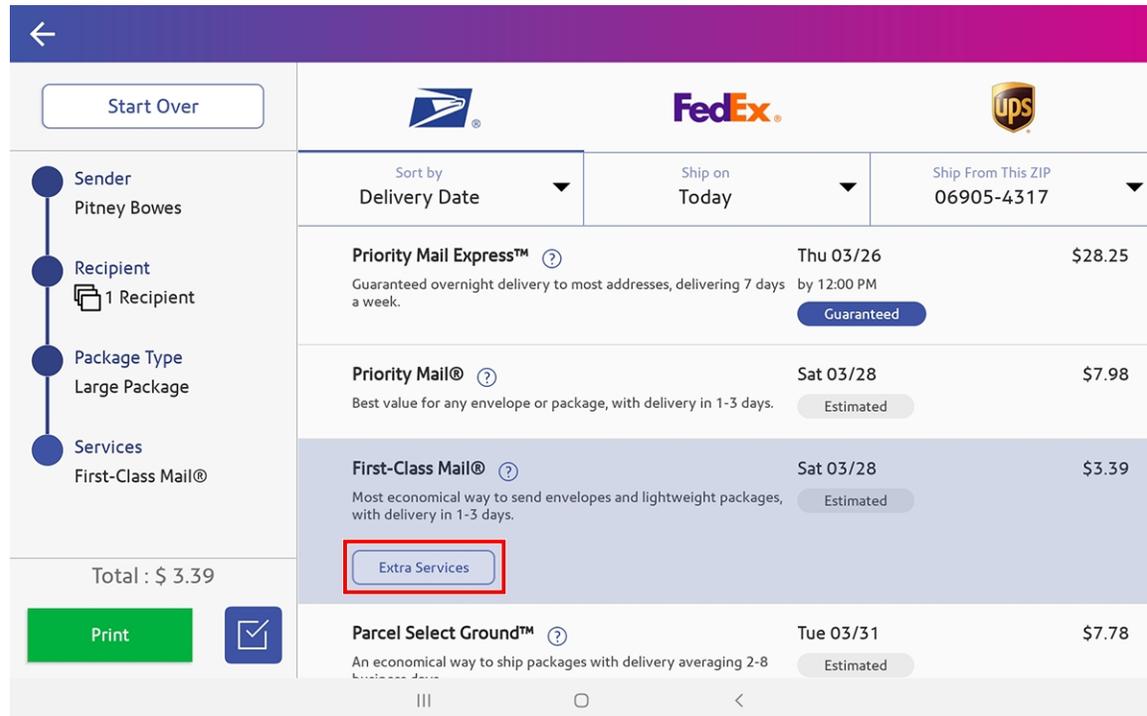
The screenshot shows the shipping label creation interface with the 'Ship on' dropdown menu open. The menu lists various dates for shipping, with 'Today Monday, 03/30' selected. The table below shows the shipping services and their prices for different ship dates.

Service	Ship on	Price
Priority Mail Express™	Today Monday, 03/30	\$26.35
Priority Mail Express™	Tomorrow Tuesday, 03/31	\$26.35
Priority Mail®	Wednesday, 04/01	\$7.80
First-Class Mail®	Thursday, 04/02	\$3.31
First-Class Mail®	Friday, 04/03	\$3.31
Parcel Select Ground™	Saturday, 04/04	\$7.65

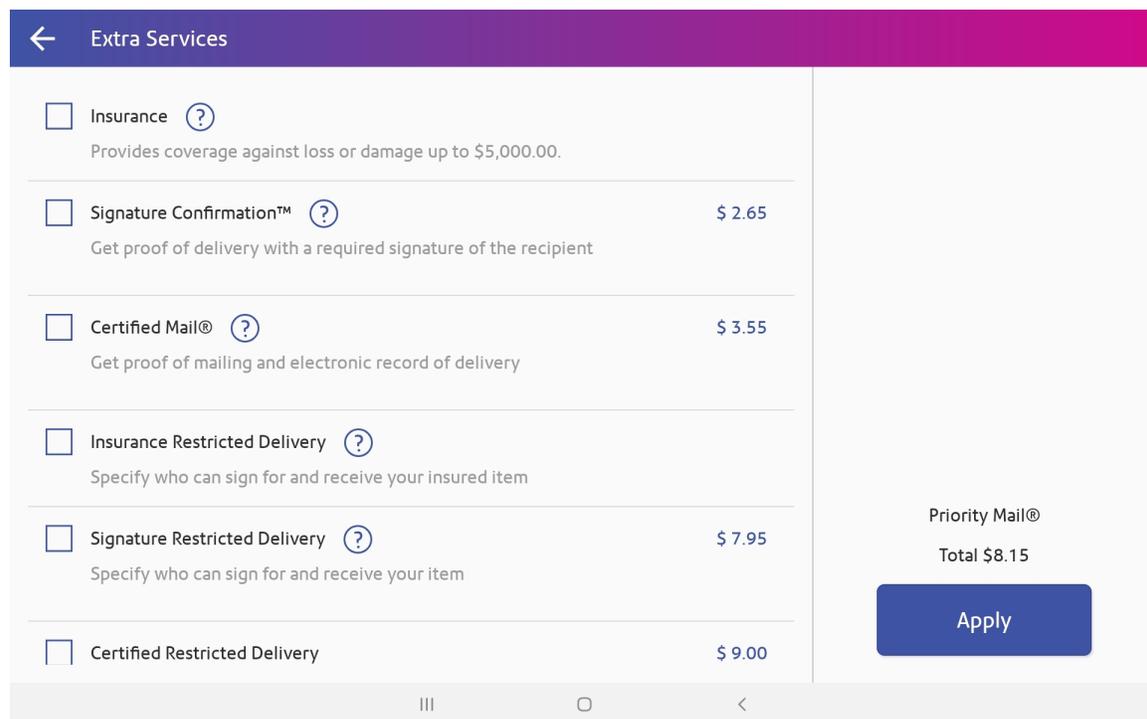
15. To change the Ship From ZIP code, tap the **Ship From This ZIP** menu, enter the new ZIP code, and tap **Apply**.



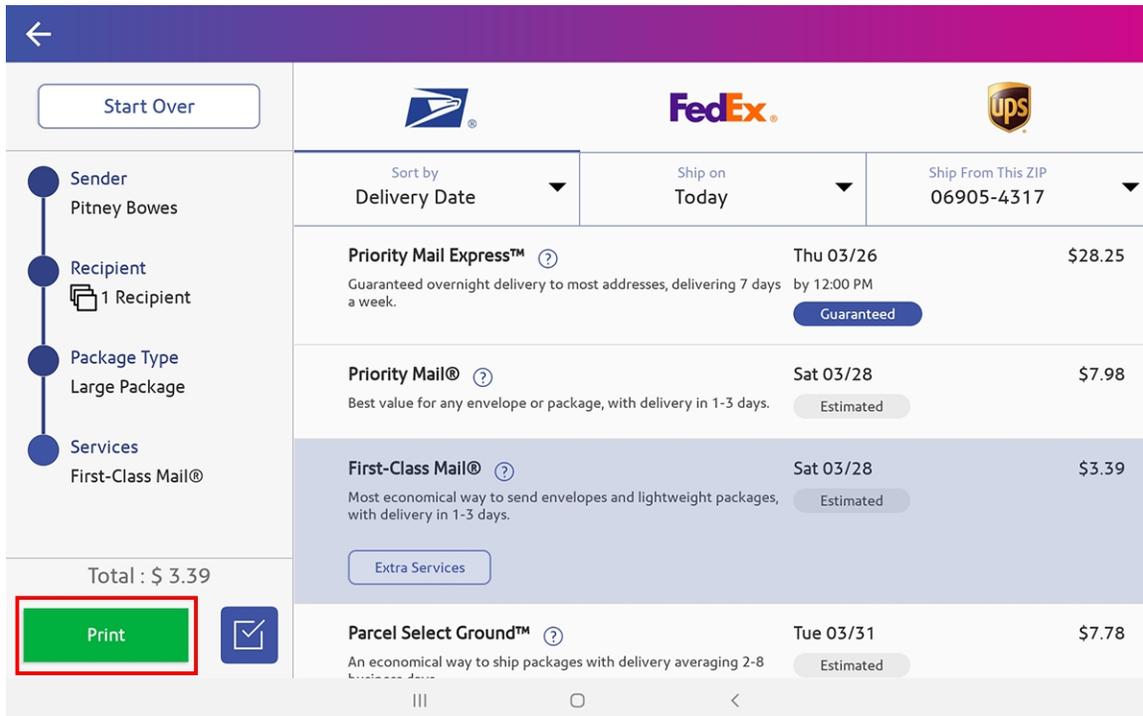
16. To add extra services, tap **Extra Services**.



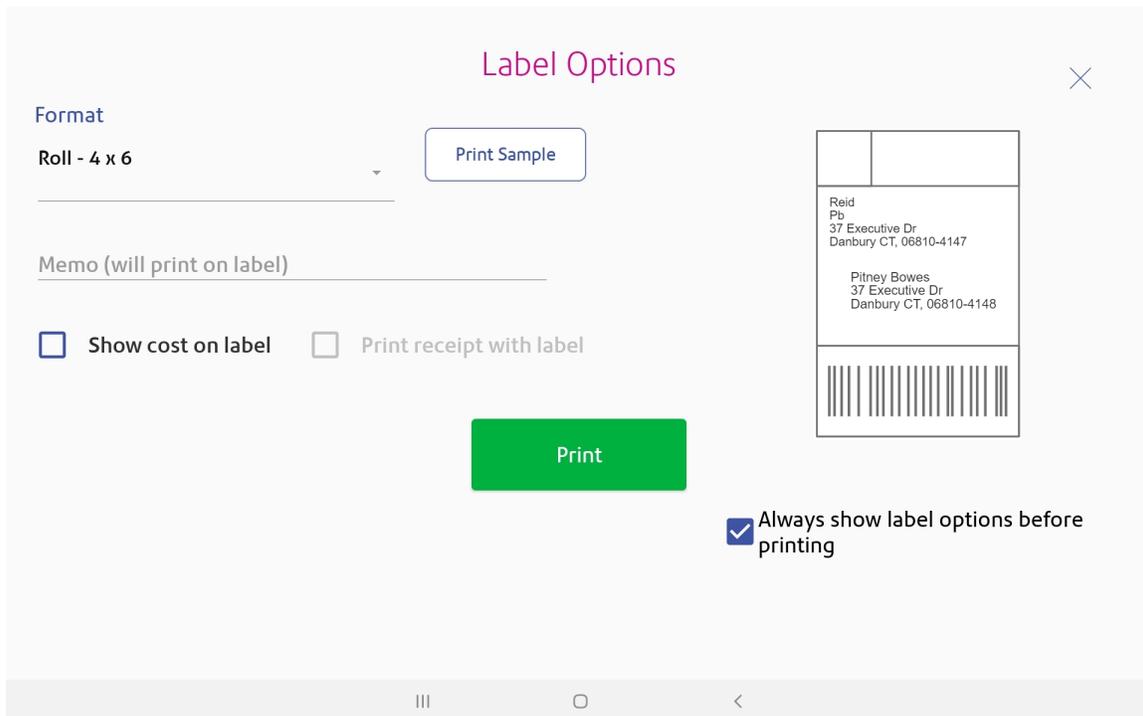
17. Select any extra services you wish to add and tap **Apply**.



18. Tap **Print** to print the label using the paired Bluetooth printer. The Label Options screen opens.



19. Select the desired options and tap **Print** to print the label.



20. The system returns to the Home screen.

Creating an International or Military Trackable Label

Important: The Brother QL-1110NWB printer only supports the 4" x 6" label size. For printing international 8 ½" x 11" labels, an email is sent to you with the label attached, which you can print on any 8 ½" x 11"-compatible printer.

The procedure for creating an international or military trackable label is the same as for creating a domestic trackable label, except that you must add required customs information for U.S. customs.

1. Perform the trackable label creation process up to entering the weight.
2. After entering the weight of the package, you are prompted to enter the customs information, including:
 - The types of items in your shipment (documents, gifts, or merchandise)
 - What to do if the item cannot be delivered, **Abandon** or **Return to Sender**
 - A description of each item, where the item was made, and the quantity of the items
3. To enter the description, tap the **Add an item** button.
4. Enter optional HS Tariff information if appropriate.
5. Enter where the item was made.
6. Select the necessary AES Exemption information. For information, refer to the USPS.com Postal Explorer.
7. To add additional items, tap **Save and Add**.
8. When you are finished adding items, tap **Save**.
9. Complete the remaining steps for creating and printing a trackable label.
10. An email is sent to you with the label attached. Print the attached label on any 8 ½" x 11"-compatible printer.

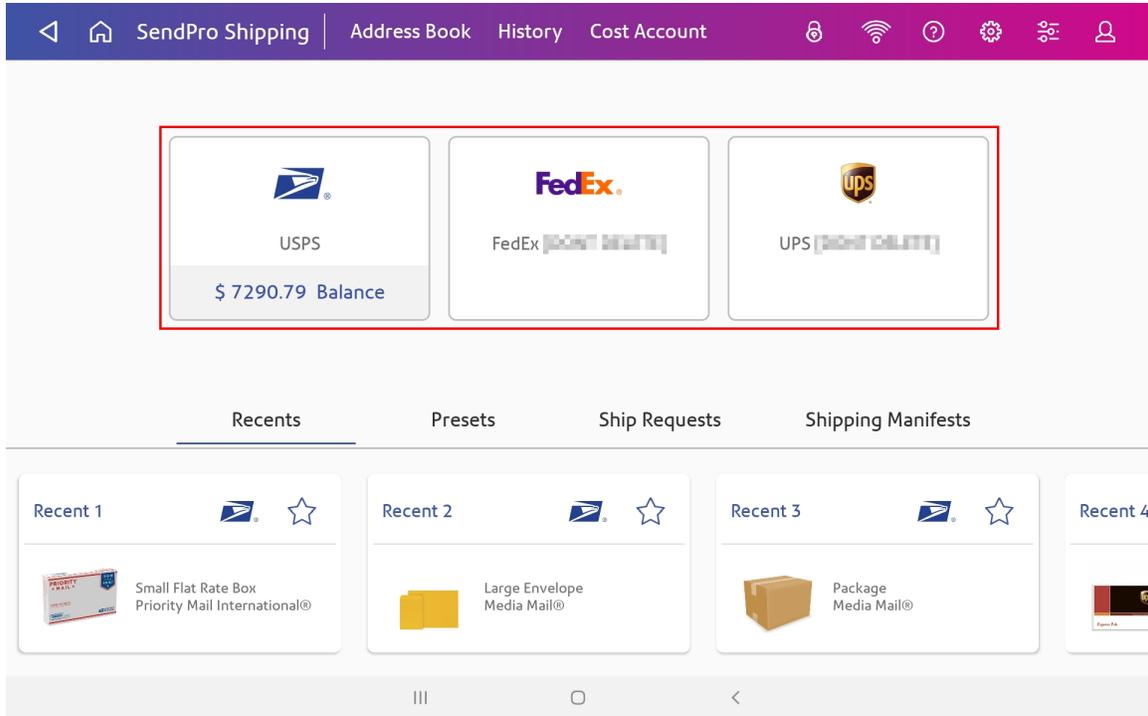
Related topics

- [Creating and Printing a Shipping Label on page 28](#)

Creating and Printing Multiple Shipping Labels at once

Only domestic addresses can be used when creating multiple labels at once.

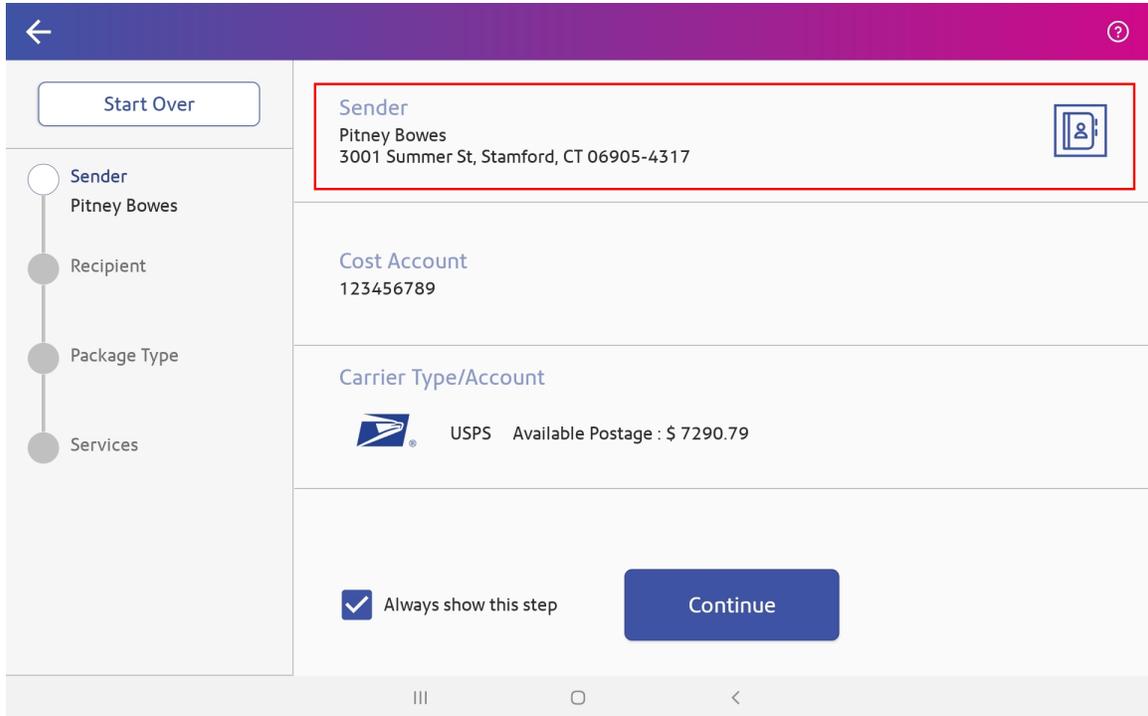
1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the carrier you wish to use.



3. If you are using Cost Accounts, tap on the **Cost Account** field and select an account.

The screenshot shows a mobile application interface for creating a shipping label. At the top, there is a purple header bar with a back arrow on the left and a help icon on the right. Below the header, there is a 'Start Over' button. The main content area is divided into sections: 'Sender' (Pitney Bowes, 3001 Summer St., Stamford, CT 06926), 'Cost Account' (highlighted with a red box, showing 'Select Cost Account' and a red 'Account Required' error message), and 'Carrier Type/Account' (USPS, Available Postage: \$ 7718.87). At the bottom, there is a checkbox labeled 'Always show this step' which is checked, and a blue 'Continue' button. The bottom of the screen shows standard Android navigation icons.

4. If the sender address is correct, tap **Continue**. To select a different sender, tap on the **Sender** field and select a new sender from the address book.



5. Enter the recipient information, or tap the **Address book** icon to select a recipient from the address book, then tap **Continue**.

The screenshot shows a mobile application interface for creating a shipping label. At the top, there is a purple header with a back arrow on the left and a help icon on the right. Below the header, there is a navigation bar with a 'Start Over' button on the left, an 'Address book' icon and a camera icon in the center, and 'Add More' and 'Continue' buttons on the right. The main content area is divided into two columns. The left column contains a vertical progress indicator with four steps: 'Sender' (selected), 'Recipient', 'Package Type', and 'Services'. The right column contains the recipient information form. The form fields are: Country (United States), Name (Company: PB), Zip Code (33013-1169), Address Line 1 (6301 E 10th Ave), City (Hialeah) and State (FL), Email (Optional), and Phone (Optional). There is a checkbox labeled 'Update to address book.' which is checked. At the bottom of the screen, there is a mobile OS navigation bar with three icons.

(Optional) To scan a recipient address, select the camera icon.

6. To add the next recipient, tap **Add More**.
7. In the pop-up window, tap **Add More**.
8. If you are prompted to verify the address for the previous recipient, tap **Use Suggested** to use the verified address.

Recipient Address Verification

Address You Entered

540 MEMORIAL DRIVE,APT 504
CAMBRIDGE
MA
94025

Edit

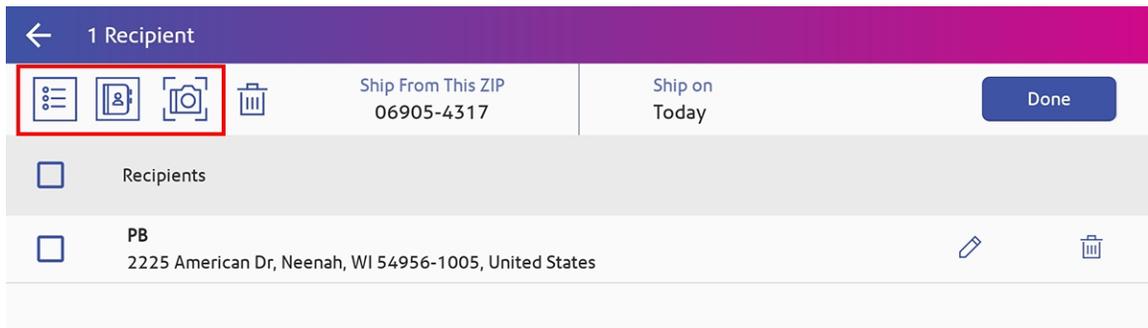
Verified Address

540 Memorial Dr, Apt 504
Cambridge
MA
02139-4907

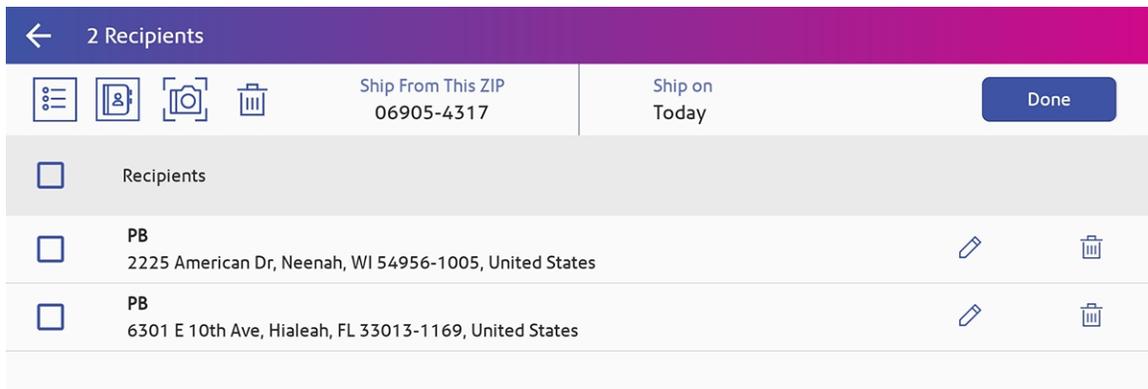
Use Suggested

9. Use one of the following methods to add the next recipient:

- Tap the address book icon and tap the next recipient you wish to add. 
- Tap the camera icon and use the camera to take a picture of an address. 
- Tap the enter recipients manually icon and enter the recipient address manually. 



10. Repeat until all of the desired addresses have been added.
11. Once all of the recipients have been selected, tap **Done**.



12. The number of selected recipients is shown on the left side. Tap **Continue**.

The screenshot shows a mobile application interface for creating a shipping label. At the top, there is a purple header with a back arrow on the left and a help icon on the right. Below the header, there is a navigation bar with a 'Start Over' button on the left, a camera icon, a QR code icon, an 'Add More' button, and a 'Continue' button on the right. The main content area is divided into two columns. The left column is a vertical progress indicator with four steps: 'Sender' (selected with a blue dot), 'Recipient' (highlighted with a red box and showing '2 Recipients'), 'Package Type', and 'Services'. The right column contains a form for recipient information: 'Country' (United States), 'Name' and 'Company' (input fields), 'Zip Code', 'Address Line 1' (input field with a plus icon), 'City' and 'State' (input fields), 'Email (Optional)' and 'Phone (Optional)' (input fields with a plus icon), and a checkbox for 'Update to address book.' At the bottom, there is a standard Android navigation bar with three icons.

13. Select a package type.

The screenshot shows the same mobile application interface, but now at the 'Package Type' step. The progress indicator on the left shows 'Sender' and 'Recipient' (1 Recipient) as completed steps, and 'Package Type' as the current step. The main content area displays the question 'What are you Sending?' and three selectable options: 'Priority Mail Boxes' (with an image of boxes), 'Priority Mail Envelopes' (with an image of envelopes), and 'My Box Or Envelope' (with an image of a box and envelope). The 'Continue' button from the previous screen is still visible at the top right. The bottom navigation bar is also present.

14. If prompted for the dimensions, enter the **Dimensions** of the package.

The screenshot shows a mobile application interface for creating a shipping label. At the top left is a back arrow. Below it is a 'Start Over' button. A vertical progress indicator on the left shows four steps: 'Sender Pitney Bowes' (completed), 'Recipient 1 Recipient' (completed), 'Package Type' (current step), and 'Services'. The main area is titled 'Box or Envelope' with a 'Change' link. Below this are three buttons: 'Box' (selected), 'Envelope', and 'Irregular'. A 3D illustration of a cardboard box is shown. To the right of the box, there are input fields for 'Dimensions' (L ___ in. × W ___ in. × H ___ in.) and 'Weight' (0 lb 0 oz). A 'Continue' button is at the bottom center. The bottom of the screen shows standard Android navigation icons.

15. If prompted for the weight, place the box or envelope on the scale and the weight automatically appears in the **Weight** field. If you do not have a scale, tap the **weight** button, select **Manual**, enter the weight, and tap **Apply**.

Cancel Weighing Methods

Scale Manual

1 2 3

4 5 6

7 8 9

Del 0 .

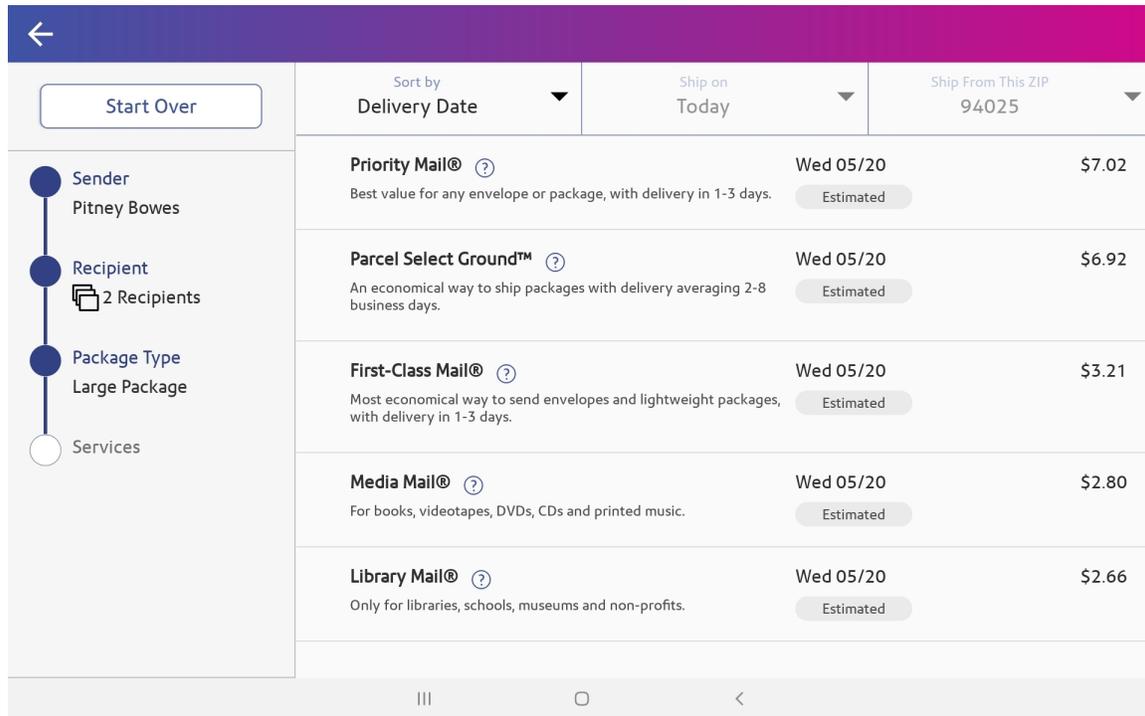
Weight (Max 70 lb.)

0 lb 6 oz

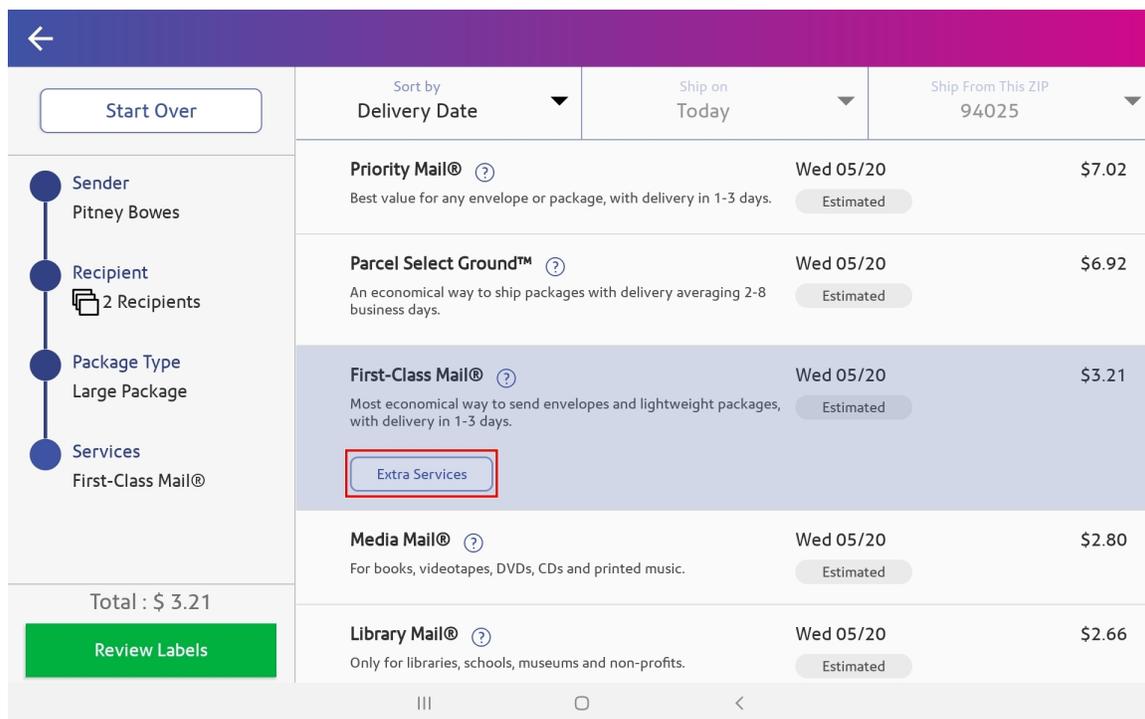
Apply

16. Tap **Continue**.

17. Tap the service you wish to use.



18. To add extra services, tap **Extra Services**.



19. Select any extra services you wish to add and tap **Apply**.

The screenshot shows the 'Extra Services' screen. It features a list of services with checkboxes and prices. The services listed are:

- Insurance (with a help icon) - Provides coverage against loss or damage up to \$5,000.00.
- Signature Confirmation™ (with a help icon) - \$ 2.65 - Get proof of delivery with a required signature of the recipient
- Certified Mail® (with a help icon) - \$ 3.55 - Get proof of mailing and electronic record of delivery
- Insurance Restricted Delivery (with a help icon)
- Signature Restricted Delivery (with a help icon) - \$ 7.95 - Specify who can sign for and receive your item
- Certified Restricted Delivery - \$ 9.00

On the right side, there is a summary: 'Priority Mail® Total \$8.15' and a blue 'Apply' button.

20. Tap **Apply**.

21. Tap **Review Labels**.

The screenshot shows the 'Review Labels' screen. On the left, there is a summary of the shipping label details:

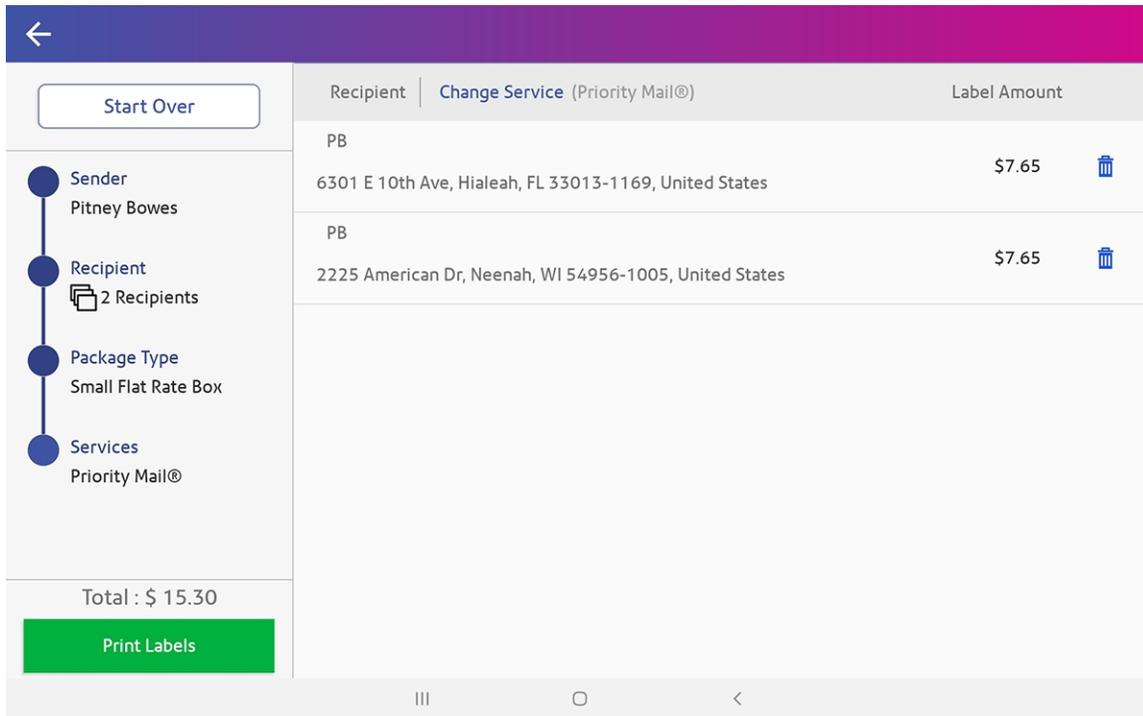
- 1 Sender: Waqqas Chawre
- 2 Recipient: 3 Recipients
- 3 Package Type: Flat Rate Envelope
- 4 Services: Priority Mail®

At the bottom left, it shows 'Total : \$ 6.95' and a green 'Review Labels' button.

On the right, there is a table showing the services and their prices:

Services	Arrive Date	Price
Priority Mail®	Thu Sep 12 by end of day	\$6.95

22. Tap **Print Labels** to print the labels.



23. After all labels have been printed, tap **Done** to return to the Home screen.



Printing a Label from the Address Book

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **Address Book** in the menu at the top.
3. Tap on the address you wish to use.
4. Tap **Print shipping label**.
5. Follow the steps for creating and printing a trackable label.

Related topics

- [Creating and Printing a Shipping Label on page 28](#)

Printing a USPS Return Label

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **History** in the menu at the top.
3. Find your label in the list.
4. Tap on the shipment.
5. Tap **Create Return Label**.
6. Tap **Continue** to go through the screens to confirm the Sender and Recipient name and address.
7. If necessary, confirm the size and weight of the item.
8. Follow the remaining steps for creating and printing a trackable label.

Related topics

- [Creating and Printing a Shipping Label on page 28](#)
- [Searching for a Shipment on page 60](#)

Reprinting a Label

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **History** in the menu at the top.
3. Your trackable labels are listed by date, with the most recent date first. The Date column corresponds to the date you created the label.
4. 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.

5. Tap the shipment you wish to reprint.
6. Tap **Reprint Label**. Follow the steps for creating and printing a trackable label.

Related topics

- [Creating and Printing a Shipping Label on page 28](#)

Canceling a UPS or FedEx Label

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

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **History** in the menu at the top.
3. Your trackable labels are listed by date, with the most recent date first. The Date column corresponds to the date you created the label.
4. Locate your label in the list. Use the All Shipments and Date menus at the top to filter the list if needed.
5. Tap the shipment you wish to cancel.
6. Tap the **Void Label** button.
7. When prompted to confirm you will not be using the label, check the box, then tap **Continue**.

Getting a USPS Label Refund

You can request a refund up to 30 days from the date on which you first printed a label. When you request a refund for a USPS 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.

If your international package was returned by USPS due to COVID-19 restriction, you can request a refund through SendPro Online or PitneyShip within 45-days of the label creation date.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **History** in the menu at the top.
3. Tap the label for which you wish to request a refund.

4. Tap **Request Refund**.
5. Select the box to agree to the conditions, then tap **Continue**.

Checking Label Refund Status

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **History** in the menu at the top.
3. Tap **All Shipments** and choose **USPS Label Refund History**. A list of shipments for which you requested a refund is displayed.
4. Select the desired refund request to view the details. The refund status is shown in the **Status** column.
 - For USPS labels, the status is **Refund Requested** until the request is approved.
 - When approved, the status changes to **Refund Approved** and an email is sent to the email address stored in **Settings > Email Notifications**.
 - If the refund is denied, the status changes to **Refund Denied**. This means that the USPS has determined that the label was used and therefore will not provide a refund. USPS does not send email notification for denied refunds.

Printing a USPS SCAN Form 5630

The purpose of USPS Shipment Confirmation Acceptance Notice (SCAN) Form 5630 is 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 shipping labels. Instead of scanning each individual shipping label, SCAN Form 5630 can be scanned once by USPS, and every shipping label from that day will be uploaded to the USPS systems.

In order to print USPS SCAN forms, the USPS SCAN Form Printing option must first be enabled:

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Select **Settings > Label Options**.
3. In the SCAN Form and Manifest Printing section, select **Enable SCAN form printing**.
4. (Optional) In the **Ship from ZIP for all SCAN form labels** field, change the ZIP Code from which you are sending the SCAN form labels. By default this will be your sender ZIP Code.

To print a USPS SCAN form:

1. After you have prepared all USPS shipments you plan to send that day, select the **Shipping Manifests** tab on the Home screen.

2. Select **USPS SCAN Form**.
3. Select **Print**. The form will be emailed to the default address. If needed, change the email address in the pop-up window.
4. Once the email is received, print the form from your computer or other device from which you can print.

Printing a FedEx Manifest

The purpose of a FedEx manifest is to save time. Without a manifest, FedEx needs to scan each individual shipping label. This can be time consuming if there are a large number of shipping labels. Instead of scanning each individual shipping label, the manifest can be scanned once and every shipping label from that day will be included.

To print a FedEx manifest:

1. After you have prepared all of the FedEx shipments you plan to send that day, select the **Shipping Manifests** tab on the Home screen.
2. Select **FedEx Manifest**.
3. Select the FedEx account, then select **Print**. The form will be emailed to the default address. If needed, change the email address in the pop-up window.
4. Once the email is received, print the form from your computer or other device from which you can print.

5 - Presets

In this section

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Creating Presets

Presets allow you to save package type, services, and special services as a template that you can use to create additional labels for similar packages in the future. Presets are created from your recent shipments.

You can have up to 20 presets on the SendPro Tablet.

1. On the Home screen, select the **Recents** tab.
2. Tap the **star icon** next to the recent shipment you wish to save as a preset.
3. Give the preset a name that will identify it for future use.
4. Tap **Save**.

Note: Presets cannot be edited.

Related topics

- [Using Presets on the facing page](#)
- [Deleting Presets below](#)

Deleting Presets

You can delete presets that you no longer need.

1. On the Home screen, select the **Presets** tab.
2. Tap the **star icon** next to the preset you wish to delete.
3. Tap **OK** to confirm.

Note: Presets cannot be edited.

Related topics

- [Creating Presets above](#)
- [Using Presets on the facing page](#)

Using Presets

Presets allow you to save package type, services, and special services as a template that you can use to create additional labels for similar packages in the future.

1. On the Home screen, select the **Presets** tab.
2. Tap on the preset you wish to use.
3. Add the recipient address.
4. Tap **Continue**. All of the package and service details from the preset are selected automatically.
5. Tap the **Print** button to print the label.

Related topics

- [Creating Presets on the previous page](#)
- [Deleting Presets on the previous page](#)

6 - Shipment History

In this section

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Viewing your Shipment History

The Shipments History screen provides a line-item summary of your past shipments, with the Date, Recipient, Shipping Info (mail class), Carrier, Tracking Number, Status, and Amount.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **History** in the menu at the top.
3. By default, shipments are listed by date, with the most recent at the top. Use one or more of the following options to locate the desired shipment:
 - **Search:** Tap the search icon and enter a recipient name, company, or tracking number in the search field.
 - **Filter by date:** By default, shipments for the current month to date are shown. To change the dates displayed, tap on the date range and select a different date range.
 - **Filter by shipment type:** Tap **All Shipments** and select one of the available categories:
 - Insured Shipments
 - Eligible for Refund
 - Summary by Cost Account
 - Summary by User
 - USPS Label Refund History
 - Summary by Carrier
4. To view the details of a particular shipment, tap on it.
5. Tap the back arrow to go back to the history list.

Searching for a Shipment

The Shipments History screen provides a line-item summary of your past shipments, with the Date, Recipient, Shipping Info (mail class), Carrier, Tracking Number, Status, and Amount.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **History** in the menu at the top.

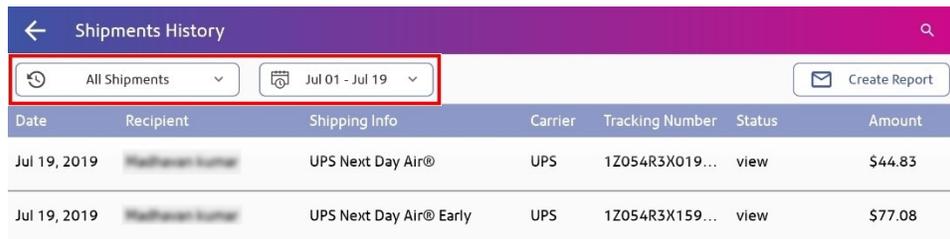
3. By default, shipments are listed by date, with the most recent at the top. Use one or more of the following options to locate the desired shipment:
 - **Search:** Tap the search icon and enter a recipient name, company, or tracking number in the search field.
 - **Filter by date:** By default, shipments for the current month to date are shown. To change the dates displayed, tap on the date range and select a different date range.
 - **Filter by shipment type:** Tap **All Shipments** and select one of the available categories:
 - Insured Shipments
 - Eligible for Refund
 - Summary by Cost Account
 - Summary by User
 - USPS Label Refund History
 - Summary by Carrier
4. To view the details of a particular shipment, tap on it.
5. Tap the back arrow to go back to the history list.

Creating and emailing a transaction history report

You can create a customized transaction history report and send it via email in CSV format.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap **History** in the menu at the top.
3. By default, all shipments for the current month to date are shown.

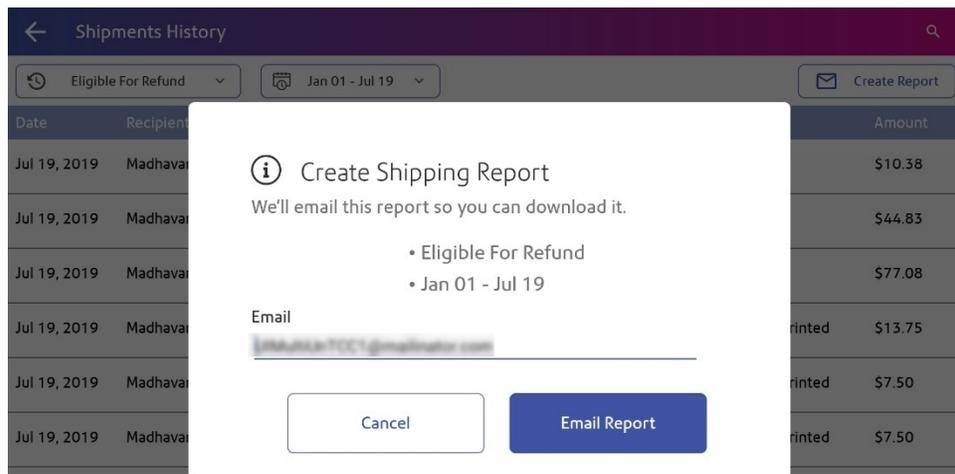
4. (Optional) Use one or more of the following options to filter the list and include only a subset of the records in the report. The report will include only the records that are displayed when it is sent.
- **Filter by date:** Tap the date menu and select a different time period.
 - **Filter by shipment type:** Tap the **All Shipments** drop-down menu and select one of the available categories:
 - Insured Shipments
 - Eligible for Refund
 - Summary by Cost Account
 - Summary by User
 - USPS Label Refund History
 - Summary by Carrier



The screenshot shows the 'Shipments History' screen with a purple header. Below the header, there are two filter menus: 'All Shipments' (highlighted with a red box) and 'Jul 01 - Jul 19' (also highlighted with a red box). A 'Create Report' button is visible in the top right. Below the filters is a table with the following data:

Date	Recipient	Shipping Info	Carrier	Tracking Number	Status	Amount
Jul 19, 2019	Madhavan Kumar	UPS Next Day Air®	UPS	1Z054R3X019...	view	\$44.83
Jul 19, 2019	Madhavan Kumar	UPS Next Day Air® Early	UPS	1Z054R3X159...	view	\$77.08

5. Once the list is filtered as desired, tap the **Create Report** button in the upper right. The Create Shipping Report screen opens showing the filter criteria you have selected.



The screenshot shows the 'Create Shipping Report' dialog box. The filter criteria are 'Eligible For Refund' and 'Jan 01 - Jul 19'. The email address is 'm.kumar@madhavan.com'. The dialog box has a 'Cancel' button and an 'Email Report' button.

Create Shipping Report
 We'll email this report so you can download it.

- Eligible For Refund
- Jan 01 - Jul 19

Email
 m.kumar@madhavan.com

Cancel Email Report

6. Enter the email address to which you wish to send the report.
7. Tap **Email Report**.

7 - Settings

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Automating Postage Refills

Only users with the role of Admin can perform this procedure.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Postage Refills**.
4. Tap **Auto-refill Postage**.
5. In the **Set minimum postage threshold amount** field, enter the amount of postage remaining that should trigger the refill. When your balance falls below this amount, a refill will occur automatically.
6. In the **Add this postage amount** field, enter the amount you wish to have added each time an automatic refill occurs.
7. To be prompted before a refill occurs, select the **Prompt me before auto postage refill is set to occur** box.
8. (Optional) To assign the refill to a Cost Account, select the desired Cost Account from the **Assign this amount to a Cost Account** menu.
9. Tap **Save**.

Changing the Default Refill Amount

Only users with the role of Admin can perform this procedure.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Postage Refills**.
4. Tap **Auto-refill Postage**.
5. Tap in the box under **Add this postage amount**.
6. Enter the amount and tap **Apply**.
7. (Optional) If you wish to be prompted before an automatic postage refill occurs, check the **Prompt me before auto postage refill is set to occur** box.
8. (Optional) If you have cost accounts enabled and wish to assign automatic refills to a cost account, select the account from the **Assign this amount to a Cost Account** menu.
9. Tap **Save**.

Setting Up Default Printing Options

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Label Options**.
4. To show the label options before printing each label, select the **Always show label options before printing** box.
5. To print the cost on all USPS labels, tap the **Show cost on label** box.

Adding Users

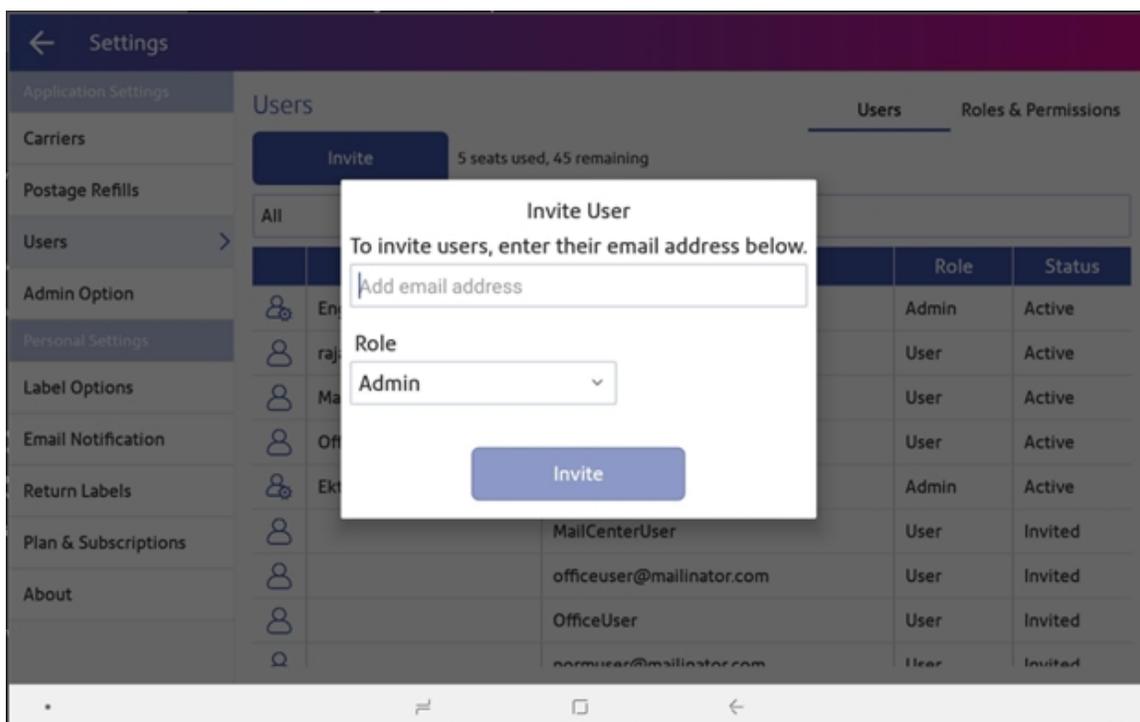
Only users with the role of Admin can perform this procedure.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Users**.

The screenshot shows the 'Users' management interface in the SendPro Shipping app. The interface includes a sidebar menu on the left with categories like Application Settings, Personal Settings, and Label Options. The main content area shows a list of users with the following data:

User	Email	Role	Status
English US test	horizon_win1@mailinator.com	Admin	Active
rajan mishra	rajan.mishra@pb.com	User	Active
Mail Center	mailcenter@mailinator.com	User	Active
Office User	offuser@mailinator.com	User	Active
Ekta Test	newekta@mailinator.com	Admin	Active
	MailCenterUser	User	Invited
	officeuser@mailinator.com	User	Invited
	OfficeUser	User	Invited
	normuser@mailinator.com	User	Invited

4. Tap the **Invite** button.
Note: If your SendPro subscription does not allow for multiple users, the Invite option will be 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.
5. In the Invite User window, tap in the **Add email address** field and enter the user's email address. To add more than one user at the same time, enter them with a space or comma between each address.
6. Select a role for the new user from the **Role** menu.



7. Tap **Invite**. Each invited user will receive an email and will appear in the list of users with a Status of Invited.

Once the invited user receives the welcome email, they follow these steps to sign in:

1. Select the **Sign In** link in the welcome email.
2. Enter their name and create a password to complete their registration.
3. Tap **Complete My Registration**.

If you have a multi-location account, use SendPro Online or PitneyShip to invite users so that you can select their location.

Editing a User

Only users with the role of Admin can perform this procedure.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Users**.
4. To filter the list by status, select the **All** menu.
5. To search, enter part of the user's name or email address in the **Search** field.
6. Tap on the user you wish to edit and select **Edit**.
7. To change the user's role, select the desired role from the **Role** menu and tap **Save**.
8. To change the user's status, tap on the current status and tap **Save**.

Note: You cannot edit or delete your own account.

Deleting a User

Only users with the role of Admin can perform this procedure.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Users**.
4. To filter the list by status, select the **All** menu.
5. To search, enter part of the user's name or email address in the **Search** field.
6. Tap on the user you wish to delete and select **Delete**.
7. Tap **Delete** to confirm.

Note: You cannot edit or delete your own account.

Setting the Default Address for USPS Return Labels

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

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
3. Tap **Return Labels**.

4. Tap the **I want to use the same recipient address for all of my return labels** box.
5. Enter the address in the fields provided.
6. Tap **Save**.

Setting up Email Notifications

You can use 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
- **Email Confirmation for Postage Refund:** Emails a confirmation each time a label refund is credited to your postage balance

To set up notifications:

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
2. Tap **Email Notifications**.
3. To enable tracking number emails to recipients, select **Send tracking emails to recipients**.
4. To enable tracking number emails to the sender, select **Send tracking emails to myself (or the sender)**.
5. (Optional) To customize the subject for tracking number emails, tap on the **Customize the email subject line** field and edit as needed
6. To enable shipment delivery confirmation emails to recipients, select **Send confirmation emails to recipients**.
7. To enable shipment delivery confirmation emails to the sender, select **Send confirmation emails to myself (or the sender)**.
8. (Optional) To customize the subject for shipment delivery confirmation emails, tap on the **Customize the email subject line** field and edit as needed.
9. 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.

Setting a Maximum Transaction Limit

Only users with the role of Admin can perform this procedure.

1. From the SendPro Tablet Home screen, tap **SendPro Shipping**.
2. Tap the **Settings** (gear) icon in the upper right.
2. Tap **Admin Option**.
3. Select the **Set a maximum transaction limit for all users** box.
4. Enter the limit and tap **Apply**.

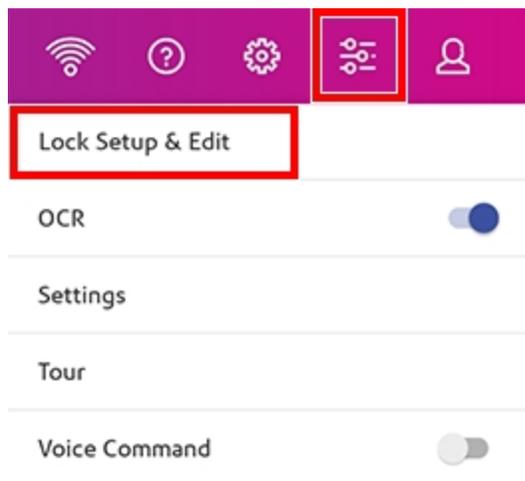
Setting up a Security PIN to Lock the SendPro Tablet

To create a PIN or security code that can be used to lock and unlock the SendPro Tablet:

1. Tap the lock icon in the upper right.
2. Choose **PIN**.
3. Enter the PIN and tap **Continue**.
4. (Optional) If you do not want to have to tap OK each time you enter the PIN, select **Confirm PIN without tapping OK**.
5. Enter the PIN again to confirm.

To disable the PIN:

1. On the SendPro Tablet Home screen, tap the **Preferences** icon, then select **Lock Setup & Edit**.

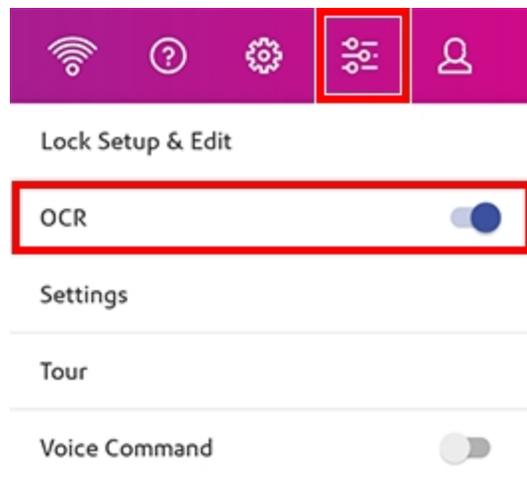


2. Enter the PIN and tap **Done**.
3. Tap **None**.

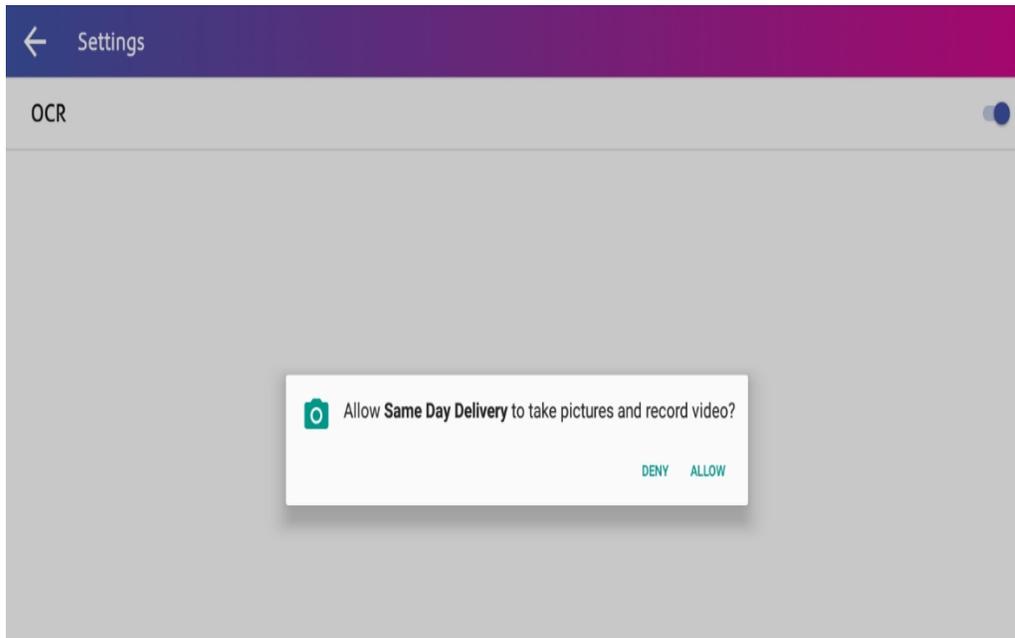
Enabling the Optical Character Reader (OCR)

The Optical Character Reader (OCR) uses the tablet's camera to scan addresses and automatically populate address forms.

1. From the SendPro Tablet Home screen, tap the **Preferences** icon and tap **OCR** so that the slider is in the On position.



2. When prompted **Allow Same Day Delivery to take pictures and record video?**, tap **Allow**.



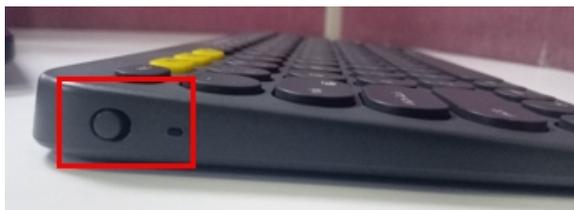
Related topics

- [Scanning Addresses Using the Optical Character Reader \(OCR\) on page 18](#)

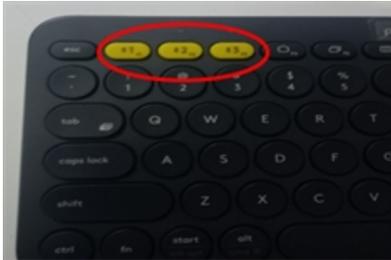
Connecting the Bluetooth Keyboard to the SendPro Tablet

If you need to reconnect the keyboard to the tablet after the initial setup:

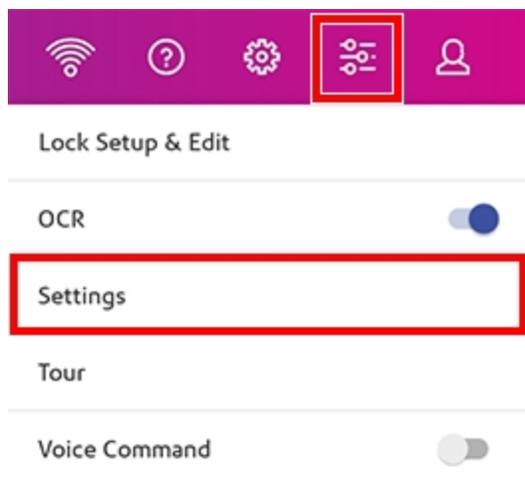
1. Make sure that the button on the side of the keyboard is in the on position.



2. Press and hold any one of the yellow Bluetooth buttons (1, 2, or 3) on the keyboard until the light above it starts flashing, which takes approximately 3 seconds.

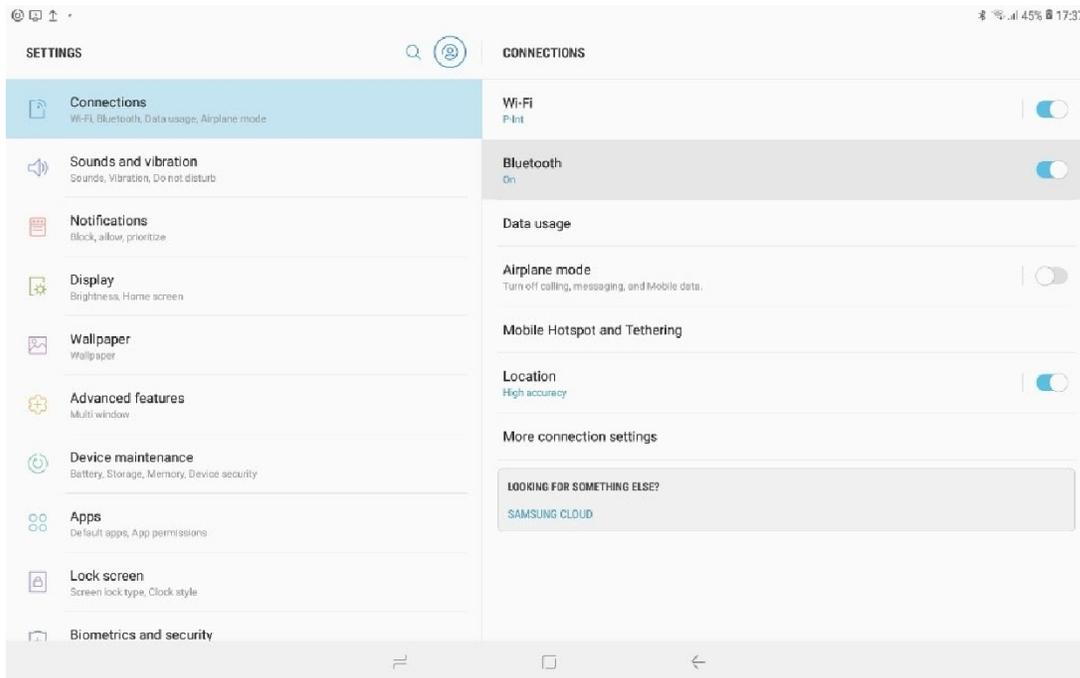


3. On the SendPro Tablet Home screen, tap the **Preferences** icon, then select **Settings**.

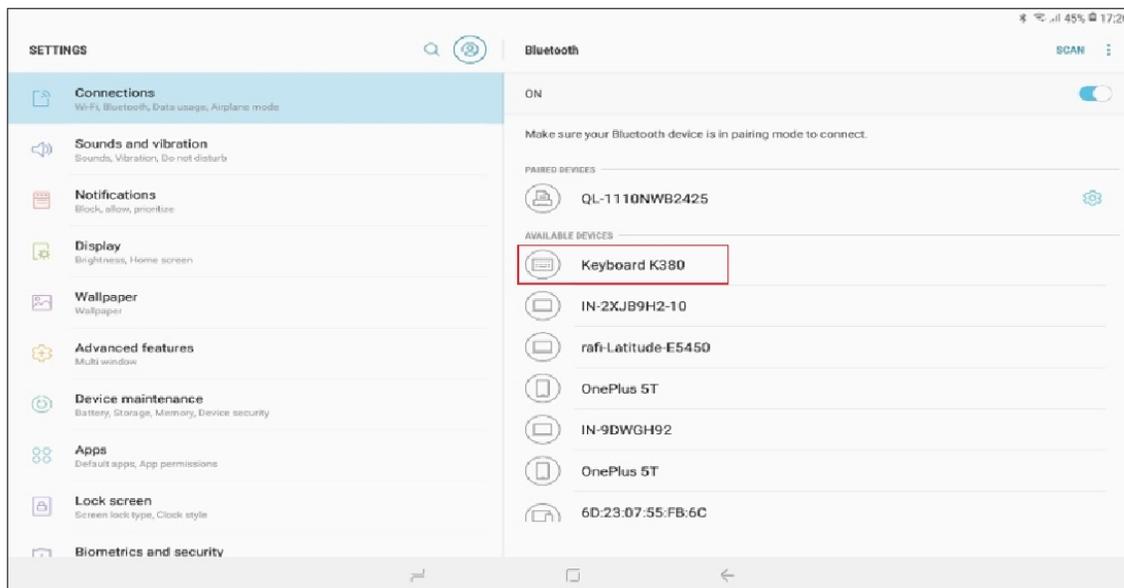


4. On the left side, tap **Connections**.

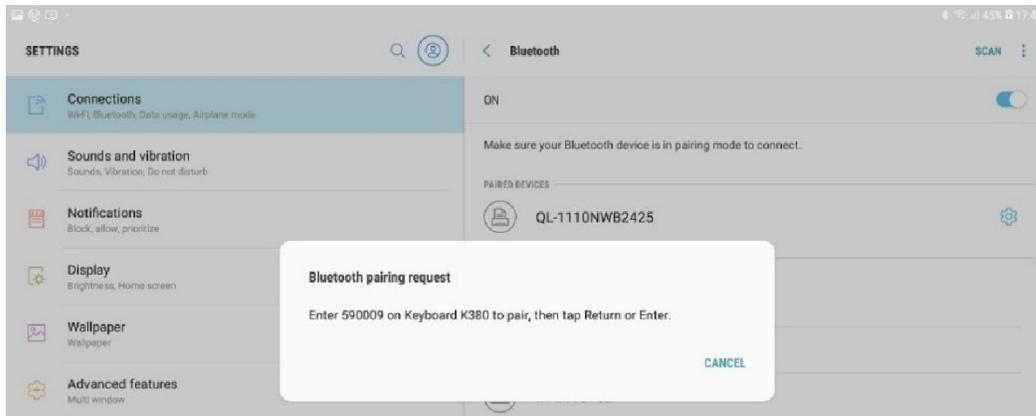
5. Move the **Bluetooth** slider to the On position (right).



6. Tap **Scan** at the top. Tap on **Keyboard K380** in the list of devices.



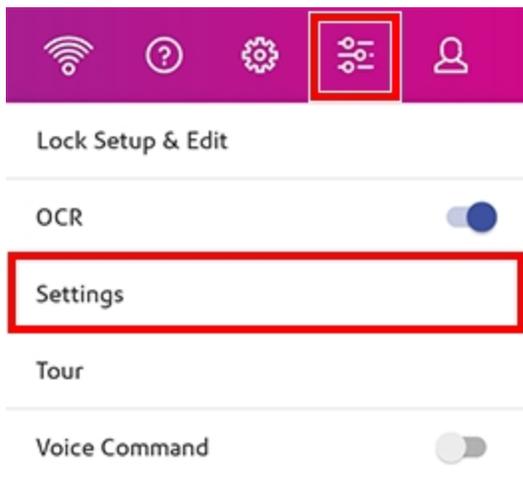
7. A passcode will appear.



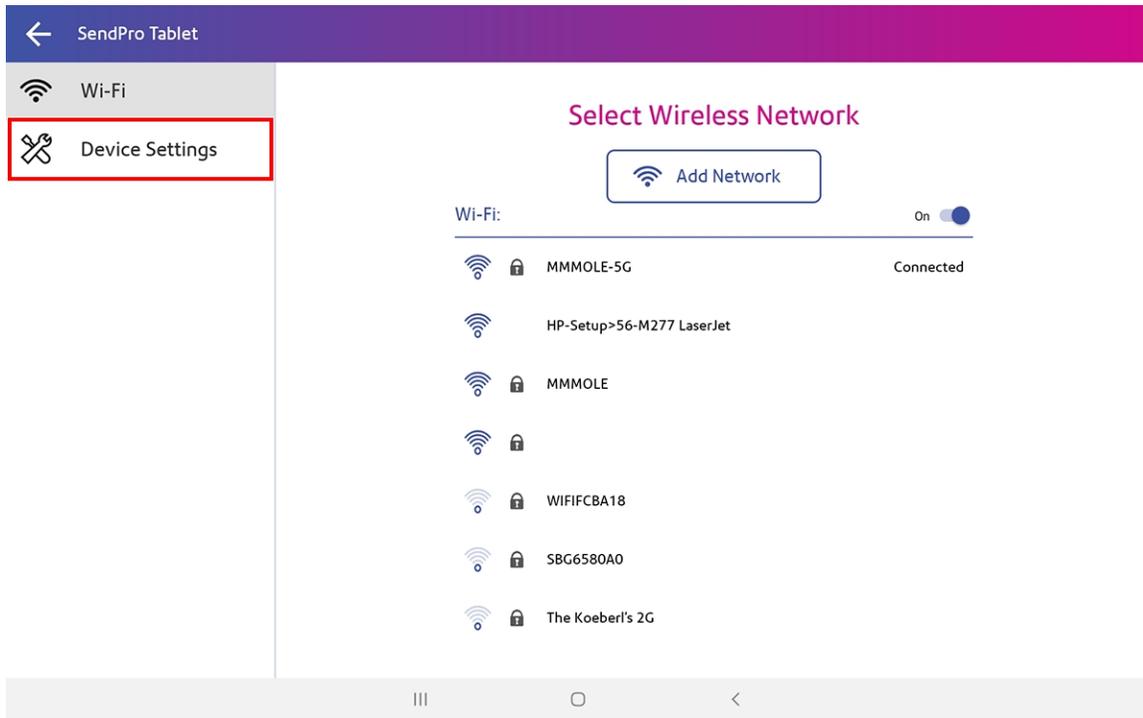
8. On the Bluetooth keyboard, enter the passcode and press **Enter**.

Finding the MAC address

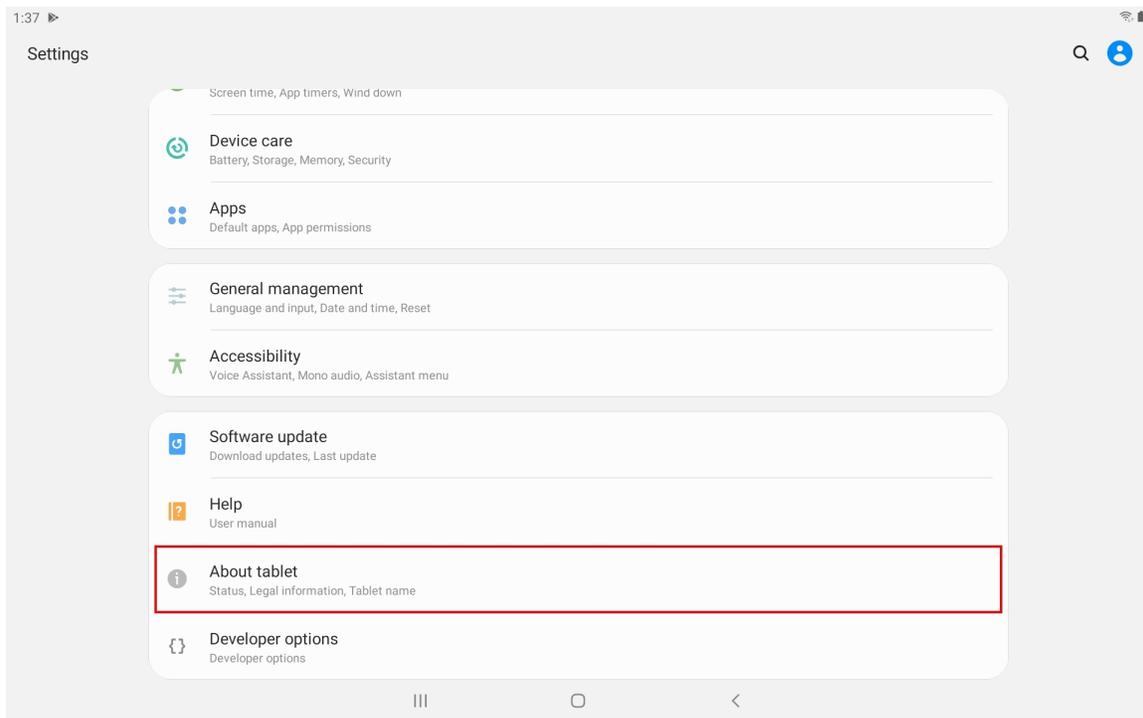
1. On the SendPro Tablet Home screen, tap the **Preferences** icon, then select **Settings**.



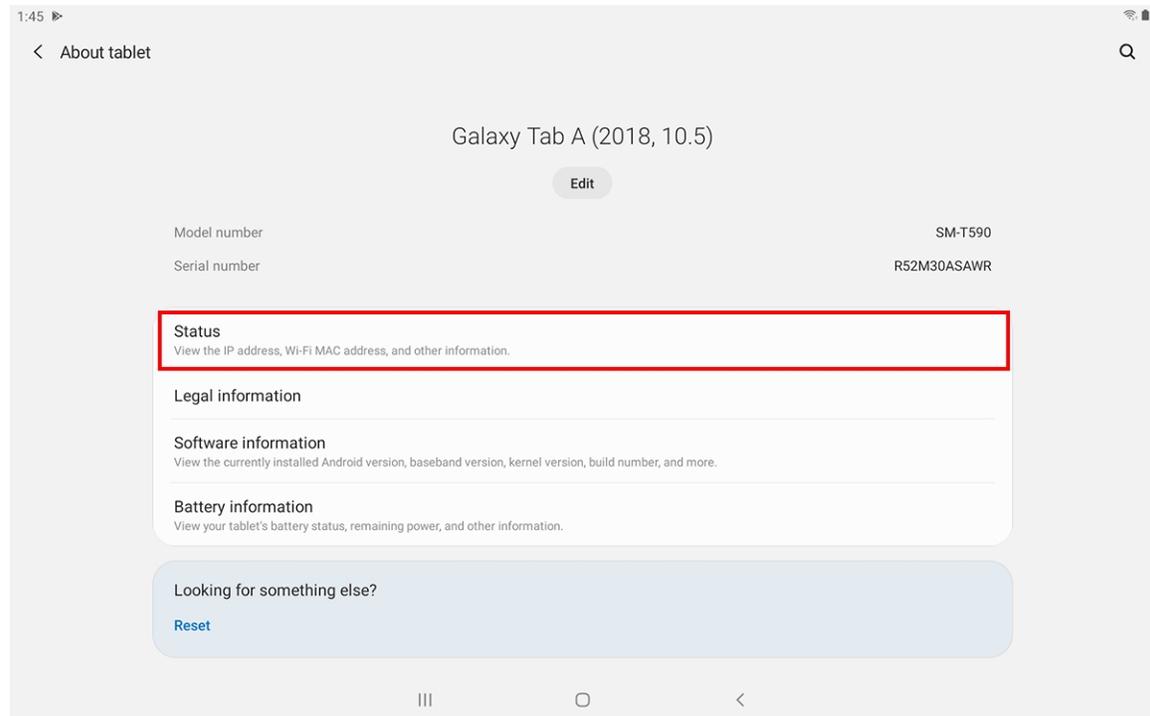
2. Tap **Device Settings**.



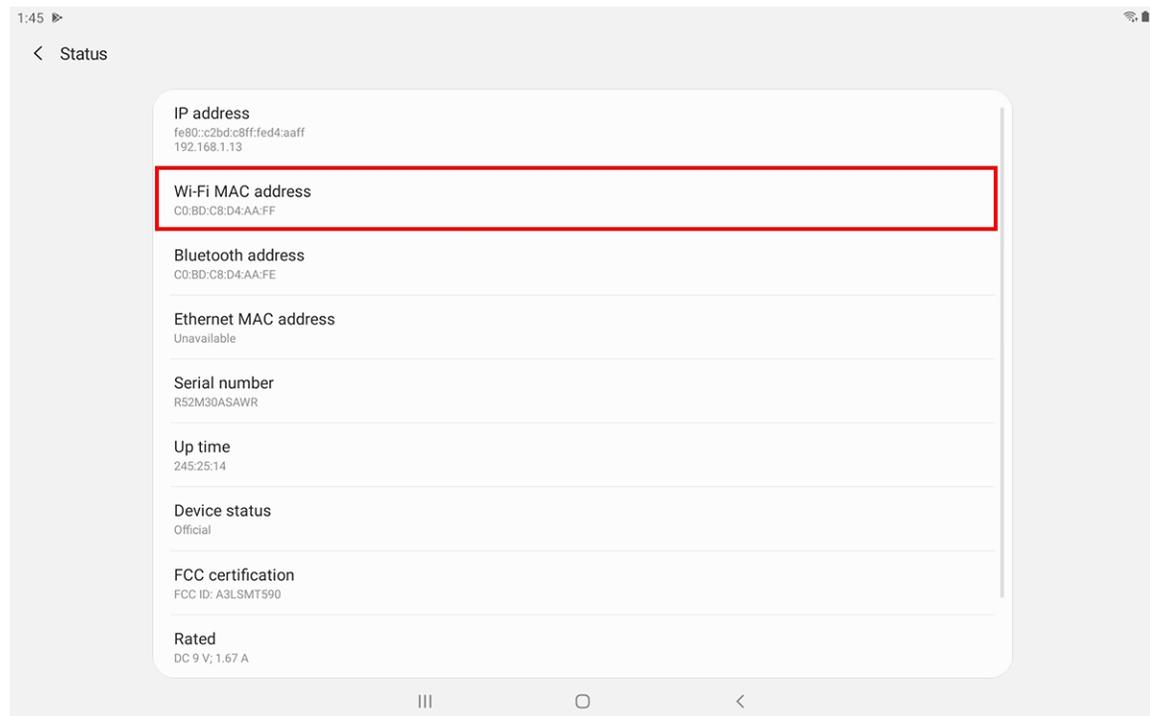
3. Scroll down and tap **About tablet**.



4. Tap **Status**.

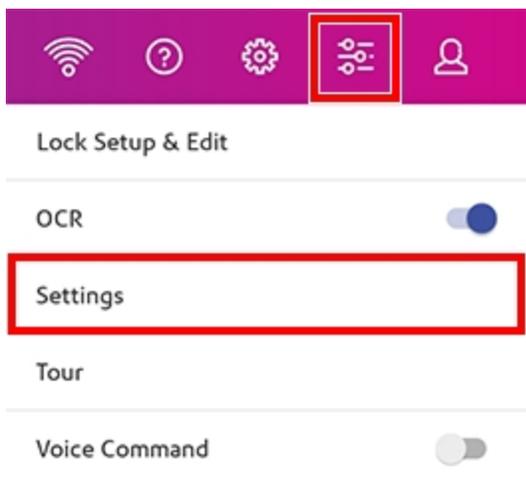


5. The address is listed under **Wi-Fi MAC address**.

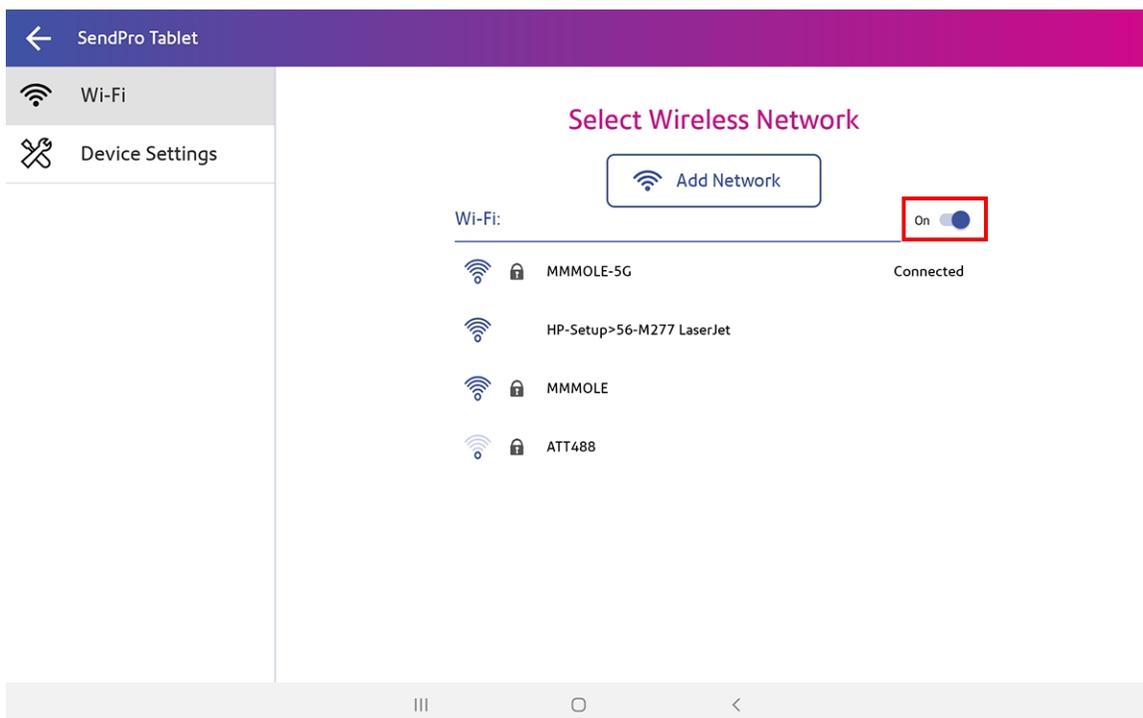


Setting Up a Wireless (Wi-Fi) Connection

1. On the SendPro Tablet Home screen, tap the **Preferences** icon, then select **Settings**.

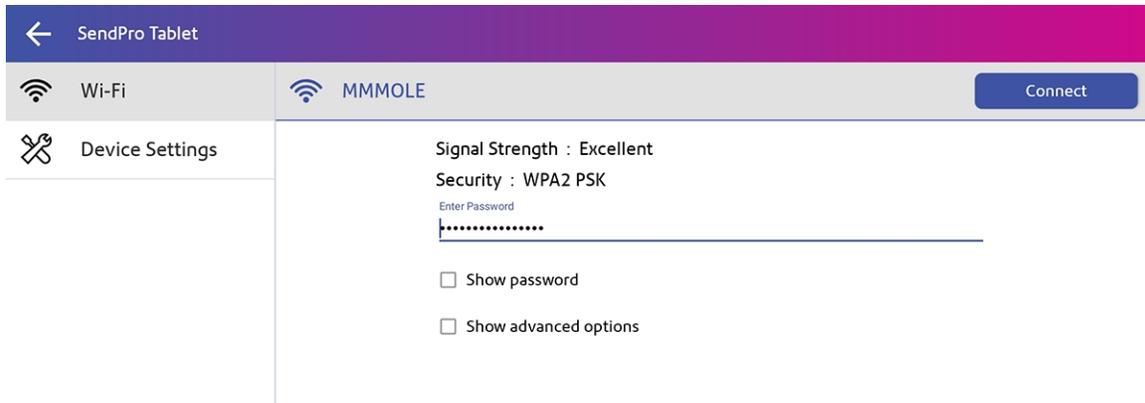


2. If the Wi-Fi is not already on, tap the Wi-Fi **Off/On** slider to turn it on.

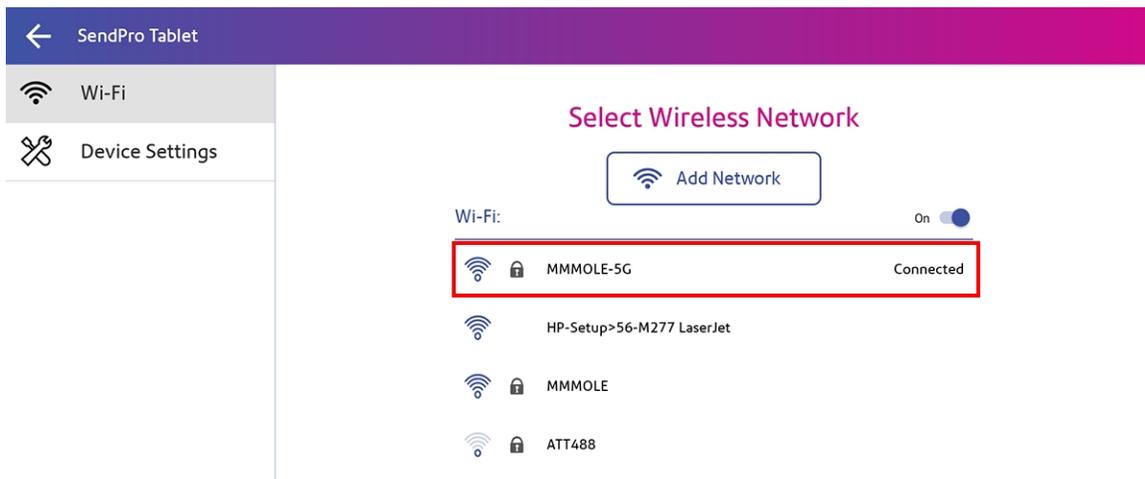


3. Tap the Wi-Fi Network name that you wish to connect to.

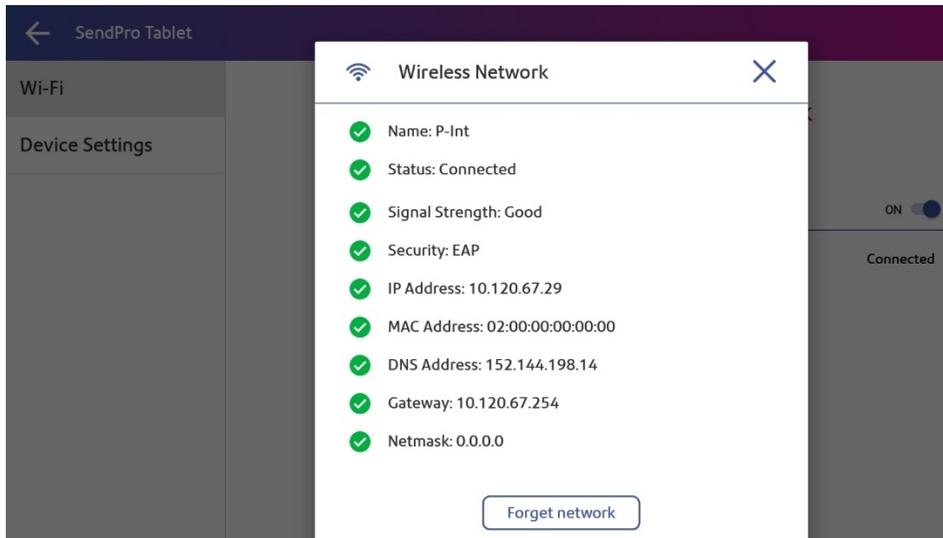
- Tap on the **Enter Password** line and enter the network password.
Tip: Tap **Show password** to make sure that the password is entered correctly.



- If your network requires advanced settings such as a proxy server or static IP address, tap **Show advanced options**, then proceed with the steps below under [Advanced network settings](#). Contact your IT department to obtain the correct settings for your network.
- Enter any other required information for your network, then tap **Connect**.
- Once the tablet is connected to the Wi-Fi network, it will show **Connected** next to that network.



8. (Optional) To view the details of the connected Wi-Fi network, tap on that network.



Advanced network settings

Setting up a proxy server

1. Tap the **None** menu under **Proxy** and select **Manual**.
2. Tap on the lines and enter the information provided by your IT department.

Setting up a static IP address

1. Tap the **DHCP** menu under **IP Settings** and choose **Static**.
2. Tap on the lines and enter the information provided by your IT department.

If you are unable to connect to the internet or if you are unsure of the correct settings for your network, check with your IT department.

For SendPro Tablet network requirements, see the [SendPro Tablet Connectivity Guide](#).

Withdrawing money from your SendPro Shipping account

If you need to withdraw your funds from your SendPro® Shipping account, contact Pitney Bowes client support.

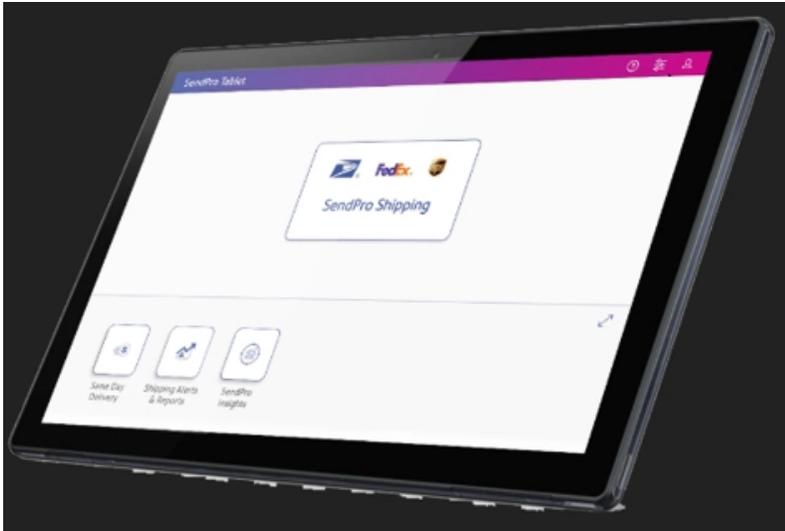
8 - Specifications

In this section

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Tablet Specifications

- Model: Samsung Galaxy Tab SM-T590
- Screen: 26.72 cm (1920 x 1200) with color touchscreen display
- RAM: 3GB + 32 GB Memory



Printer Specifications

- Brother Model: QL-1110NWB Direct Thermal Printer
- Connectivity: Bluetooth 2.1 + Wireless (b/g/n) + USB + Ethernet
- Print: Cutter, 300 dpi with 69 prints per minute
- Dimensions (W" x D" x H") 6.7" x 8.7" x 5.9"
- Weight (lbs) 3.9
- Connects to the Scale through the USB port



Wireless Keyboard Specifications

- Model: Logitech K380 Wireless
- Connectivity: Bluetooth 3.0
- Range: 10m



Digital Scale Specifications

- Model: XJ-3K807
- Maximum Weight Supported: 70lbs
- Connectivity: USB





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For Service or Supplies

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