



Shipping & Mailing
Outbound and Inbound Package Management

SendPro® Online

Quick Reference Guide



Users



Addresses



Carriers



Postage



Printing Labels



Printing Stamps



Tracking & History

Users

The Admin manages the SendPro account. By adding users, the Admin can grant others permissions to ship and mail from the account. In SendPro Online, users are added by "inviting" them.

Adding Users

You can add users in SendPro Online by "inviting" them. These users can be used to sign in to the SendPro Tablet and the Trackable Label application on SendPro C, SendPro+ meters.

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

1. Select **Settings > User Management**.
2. Select **Invite**.
Note: If your SendPro Online subscription does not allow for multiple users, the Invite option is disabled. To upgrade your subscription to one that allows for more users, select the **Click to see upgrade options** link next to the **Want to invite more users?** notice in the upper right.
3. Enter the new user's email address into the email address field. To add more than one email address, press **Enter** after each address.
4. Select a role (Admin or User) from the **Role** menu. The selected role applies to all users you are inviting. You can change their role later if needed.
5. If you have a multi-location subscription, select a **Location** for the invited user.
6. Select **Invite**. Each invited user receives an email and appears in the list of users with a Status of Invited.


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

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

Resending expired invitations

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


To resend an invitation:

1. Select **Settings > User Management**.
2. Select the user settings icon to the right of the status field for the desired user. 
3. Select **Resend invitation**.

Managing Users

You can use SendPro Online to view users' status and change user roles.

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

1. Select **Settings > User Management**.
2. On the **Users** tab, locate the user you wish to view:
 - To filter the list by status, select the down arrow next to **All Users**.
 - To search, enter part of the user's name or email address in the **Search** field.
3. Select the user settings icon to the right of the status field for the desired user. 
 - If the user status is **Active**, you can edit the user's status or role, or delete the user.
 - If the user status is **Inactive**, you can edit the user's status or delete the user.
 - If the user status is **Invited**, you can resend the invitation or delete the user.

- [Adding users in SendPro Online](#)

Note: The user settings icon is disabled for the Admin user who originally signed up for SendPro Online.

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

To view the permissions for each role:

1. Select **Settings > User Management**.
2. Select the **Roles & Permissions** tab.
3. On the left side, select the role you wish to view.
4. On the right side, select the permissions category to view the individual tasks in that category.

The permissions for the roles cannot be changed.

Related topics

Addresses

You can easily add recipients to the SendPro address book, or import your entire address book from another source.

Adding an Address to the Address Book

Addresses added in SendPro Online are also visible on other SendPro products.

The SendPro Online address book can hold an unlimited number of addresses. However, on SendPro C, SendPro+, and SendPro P-Series meters, only 1000 addresses are visible.

1. From the menu at the top, select **Address Book**.
2. Select the + (plus) icon.



3. Enter the contact details. When entering a street address, suggested addresses are displayed. If you paste in a complete address, the system automatically separates it into the separate fields. However, apartment, suite, and unit numbers must be entered manually.
4. Select **Save**.

Related topics

- [Importing addresses into SendPro Online](#)

Importing Addresses

You can import addresses from other sources into your SendPro Online address book.

Addresses added in SendPro Online are also visible on other SendPro products.

The SendPro Online address book can hold an unlimited number of addresses. However, on SendPro C, SendPro+, and SendPro P-Series meters, only 1000 addresses are visible.

1. If you are importing addresses from another program, export/save those addresses as a CSV file. Make sure that your file meets the [guidelines below](#).
2. From the menu at the top, select **Address Book**.
3. Select the + (plus) icon.



4. Select **Import multiple addresses**.

The screenshot shows the 'Add Contact' dialog box. At the top right is a close button (X). Below the title are two buttons: 'Add one address' and 'Import multiple addresses'. The 'Import multiple addresses' button is highlighted with a red rectangular box. Below the buttons is a text instruction: 'To import contacts, your file must be in .csv format. If you do not have one, use the link below to download a .csv template and build a contact list.' Below this is a link: 'Download a .csv template'. Then, there is a section 'Choose a file for importing:' with a text input field 'Select a File:' and a 'Browse' button. At the bottom, there are two checkboxes: 'Replace my current Address Book data with my imported data' and 'Addresses are from my UPS/FedEx address book'. A 'Continue' button is located at the bottom left of the dialog.

5. (Optional) To use SendPro Online's template to create your import file, select **Download a .csv template**. The file **template.en-us.csv** will be downloaded. You can insert your addresses into this template, or copy the headers (first row) from this template into your own address file. However, this is not necessary because SendPro will walk you through mapping your address data later. Make sure that your file meets the [guidelines below](#).
6. Once you have created your CSV file of addresses to import, select **Browse** and choose your file.
7. If you wish to remove all existing addresses in your address book and replace them with the addresses in the import file, select **Replace my current Address Book data with my imported data**. If this is not checked, the addresses in the import file will be added to the addresses already in your address book. **Note:** If you use a shared address book, the replace option is not available.
8. If you are importing a file that was exported from your UPS or FedEx account, select **Addresses are from my UPS/FedEx address book**.
9. Select **Continue**. If you are importing a UPS or FedEx file, you are finished. If importing any other file, proceed with steps 10-11.
10. The mapping screen appears. Match your CSV file fields on the left with the SendPro Online address book fields on the right. Review the list and make sure that all of the fields are mapped correctly. For any that say **Ignore Field**, choose the correct field. If you

choose **Ignore Field**, that field will not be imported.

Add one address
Import multiple addresses

Contacts imported. Please check to make sure that your fields are mapped correctly.

Your .csv fields	Address Book fields
Country	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Country ▼</div>
First Name	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">First Name ▼</div>
Last Name	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Last Name ▼</div>
Company	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Company ▼</div>
Street	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Street ▼</div>
Apt/Suite/Other (optional)	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Ignore Field ▼</div>
City	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">City ▼</div>
State/Province	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">State ▼</div>
ZIP Code	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Ignore Field ▼</div>
Email	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Email ▼</div>
Phone	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Phone ▼</div>
Fax	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Ignore Field ▼</div>
Address 4	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Ignore Field ▼</div>
Another Email	<div style="border: 1px solid #ccc; padding: 2px; width: 100%;">Ignore Field ▼</div>

Continue

11. Select **Continue**.

SendPro address import guidelines

- The order of the columns in the import file does not matter.
- SendPro requires the first and last names to be in a single field called **Name**. If the first and last names are in separate columns in your data file, you can use Excel's concatenate function to put them into a single column. You may also include title, middle name, or middle initial in the Name field if you choose.
- You can use only fields that correspond to those available in SendPro Online. The number of imported fields cannot exceed the maximum number of fields available in SendPro Online. For example, CSV files exported from Google accounts usually contain many more fields than those available in the SendPro Online address book.
- Because addresses must pass USPS validation when used in SendPro, the following fields are required. You can import addresses that do not contain these fields, but in order to use the address, these fields must be filled in.
 - Full Name and/or Company Name
 - Street Address 1
 - City
 - State/Province¹
 - ZIP Code
 - Country²

¹The State/Province field only accepts two-letter abbreviations for US states.

²The Country field only accepts either two-letter country codes or the country spelled out in full. For example, it will accept "US" or "United States", but not "USA". For a complete list of country codes, go to <https://pe.usps.com/text/imm/immctry.htm>. Click on the number for the desired country, then find the **Country Code** on that page.

Carriers

Your SendPro Online account is automatically set up to work with USPS from the moment you sign in.

For UPS and FedEx, your accounts must be added to SendPro before you can use them.

Setting up a FedEx Account

In order to use your FedEx account in SendPro Online, you first need to set it up in SendPro Online. After you set up your FedEx account, you can use it for other SendPro products.

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

1. Select **Settings > Shipping Carriers**.
2. In the FedEx section, open the Add FedEx Account screen:
 - If you have not yet set up a FedEx account in SendPro, select **Account Setup**.
 - If you have already set up a FedEx account in SendPro and wish to add another one, select **Add Account**.
3. (Optional) If you have a FedEx invoice in PDF format, you can import it:
 - a. Select **Import a FedEx invoice**.
 - b. Click the **Browse** button and select your FedEx invoice PDF file.
 - c. Click **Next**.

- d. Review the form to make sure that everything is correct.
 - e. Skip to step 10.
4. Enter your FedEx account:
 - If you already have a FedEx account, select the **Enter My FedEx Account** button.
 - If you do not have a FedEx account, select the **Create New FedEx Account** button. This provides you with a link to the FedEx website where you can sign up and get a FedEx account number.
 5. Enter your 9-digit FedEx account number.
 6. (Optional) Enter a nickname for this account.
 7. Fill in your name and address exactly as they appear on your FedEx billing statement. Use your most recent FedEx invoice.
 - P.O. Box addresses cannot be used.
 - If your address contains a suite, unit, apartment number, etc., put it in the Address Line 2 field. If it is included on the Address Line 1 field, you may not be able to add the account.
 - To use a contact name and address that is different from your FedEx billing address, select **My contact name or address....**
 8. If your FedEx account includes SmartPost, select **My Account includes SmartPost** and select the Hub ID that was assigned to you by FedEx.
 9. If you have a multi-location subscription, select the Location(s) that will have access to this FedEx account in the **Locations with access to this FedEx account** field. If all locations do not share the same FedEx account, you can go to **Settings > Shipping Carriers** to add additional FedEx accounts.
 10. Select **I accept the FedEx End-User License Agreement**.
 11. Select the **Add Carrier** button. When your FedEx account has been added, the message **Settings have been saved successfully** appears.

12. (Optional) To add another FedEx account, select the **Add Account** link in the FedEx section.
13. If any SendPro-compatible devices are associated with the SendPro account, sign out and back in to SendPro on those devices in order to access FedEx shipping functions.

Setting up a UPS Account

In order to use your UPS account in SendPro Online, you first need to set it up in SendPro Online. After you set up your UPS account, you can use it for other SendPro products.

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

To create a SendPro UPS Rate account and receive pre-negotiated rate discounts:

1. Select **Settings > Shipping Carriers**.
2. In the UPS section, open the Add UPS Account screen:
 - If you have not yet set up a UPS account in SendPro, select **Account Setup**.
 - If you have already set up a UPS account in SendPro and wish to add another one, select **Add Account**.
3. On the **Create SendPro UPS Rate Account** tab, the **UPS Account Nickname** will already be filled in. You can change this if you wish, but make sure that the name allows you to differentiate this account from any other UPS accounts you may have.
4. Your SendPro Online name and address will already be filled in. Confirm your contact information, ensuring that your email address and phone number are filled in.

5. Select the **I accept the UPS Technology Agreement and the exclusive SendPro UPS Rate Agreement** box.
6. Select **Add Carrier**.

If for any reason you need to add an account that is *not* a SendPro UPS Rate Account and does not receive SendPro's pre-negotiated rate discounts, select the **Enter My UPS Account** tab and follow these steps:

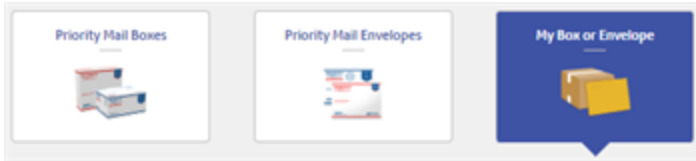
1. Select **Settings > Shipping Carriers**.
2. In the UPS section, open the Add UPS Account screen:
 - If you have not yet set up a UPS account in SendPro, select **Account Setup**.
 - If you have already set up a UPS account in SendPro, and wish to add another one, select **Add Account**.
3. (Optional) If you have a UPS invoice in PDF format, you can import it:
 - a. Select **Import a UPS invoice**.
 - b. Click the **Browse** button and select your UPS invoice PDF file.
 - c. Click **Next**.
 - d. Review the form to make sure everything is correct.
 - e. Skip to step 11.
4. If you already have a UPS account, skip to step 5. If you do not have a UPS account:
 - a. Select **Create New UPS Account** at the top.
 - b. Click the provided link to go to the UPS website and create an account.
 - c. Once your UPS account has been created, return to SendPro and select **Enter My UPS Account** at the top.
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. If your UPS account is less than 90 days old, select the **UPS account is newer than 90 days** box and enter your name, address, and other account information exactly as they appear on your UPS account. Sign in to your UPS account to view it if necessary.
 8. If you have shipped with UPS in the past 90 days, get your most recent UPS invoice. If you do not have a copy, sign in to your UPS account to view it.
 - a. In the **UPS Invoice Amount** field, enter the "amount due this period" shown on the UPS invoice. Omit any commas.
 - b. Enter the **Control ID** from your UPS invoice. This is case-sensitive. If the Control ID is ****, contact UPS to get this information.
 - c. Enter the **Shipped From** address, if there is one on your UPS invoice. Omit the +4 portion of the ZIP code. This information is case-sensitive. If your UPS invoice contains a P.O. Box mailing address, do not enter it. If the invoice mailing address doesn't work and there is a different address in the upper left corner of your invoice, try that address instead.
- 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 30 hours.
9. If you have a multi-location subscription, select the Location(s) that will have access to this UPS account in the **Locations with access to this UPS account** field. If all locations do not share the same UPS account, you can go to **Settings > Shipping Carriers** to add additional UPS accounts.
 10. To continue, select the **I accept the UPS Technology Agreement** box.
 11. Select the **Add Carrier** button at the bottom. When your UPS account has been added, the message, **Settings have been saved successfully** appears.
 12. (Optional) To add another UPS account, select the **Add Account** link in the UPS section.

Comparing Carrier Rates

When creating a shipping label, you can compare rates from each carrier you use.

1. Create a label as you normally would, selecting **My Box or Envelope** as your package type.



2. When you get to the Choose Your Service screen, use the **Carrier Accounts** menu to choose which carriers you wish to view services from.

Choose Your Service

Carrier Account(s) Ships on Sort by Ship from this Postal Code

2 accounts selected Today, 3/8 Lowest Rate 06810-4147

3. Select the desired service and print the label as usual.

Related topics

- [Creating and printing a domestic shipping label in SendPro Online](#)
- [Creating an international, military, or U.S. territory shipping label in SendPro Online](#)

Postage

You can add postage to your USPS account through SendPro Online, and automatically add postage to your USPS account when your balance falls below a certain threshold.

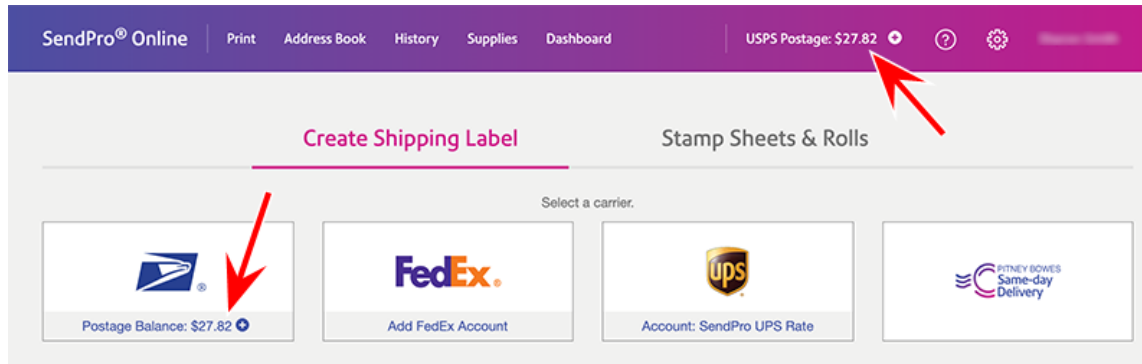
For UPS and FedEx, your shipping costs are billed directly to your UPS or FedEx account.

Refilling Postage

In order to print USPS labels and postage in SendPro Online, you must have enough funds in your USPS postage account. You are prompted to add more postage to your account when needed, but you can add postage at any time using these steps.

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

1. Select your USPS postage balance in the upper right from any screen, or in the USPS tile on the Home screen.



Note: If you do not see the + sign next to your postage balance, then you do not have an Admin role. Contact your SendPro Admin.

2. Select the amount you wish to add, or select **Custom** to enter a different amount. The minimum you can add is \$10.00. Your postage balance cannot exceed \$500.00.

×

Refill USPS Postage Account

USPS Postage Account Balance: \$474.39

Funds for USPS mailing and shipping transactions will be drawn from this account. All unused postage is [100% refundable](#).

Choose Fill Amount

\$10.00 \$50.00 \$100.00 Custom

Assign to a Cost Account (optional)

Postage Payment Method

Pitney Bowes Payment Change

Add Postage

3. (Optional) To assign this postage purchase to a cost account, select the desired account from the menu.
4. Select **Add Postage**.

Notes

- This is for USPS only. UPS and FedEx charge your shipping costs directly to your UPS or FedEx account.
- If you have a SendPro Mailstation device, a 3.5% administrative fee is added when you use a credit card to pay for postage. If you use a Reserve Account or Purchase Power to pay for postage, there is no administrative fee.
- You can view your postage refills on the Postage tab in your History.

Related topics

- [Paying for SendPro Online Postage and Shipping](#)
- [Automating postage refills in SendPro Online](#)
- [Viewing your history in SendPro Online](#)

Automating Postage Refills

You can have SendPro automatically add postage to your USPS account when the balance falls below a certain threshold.

1. Select **Settings > Postage Refills**.
2. Select **I want to automatically add postage**.
3. In the **Set the minimum postage threshold amount** field, enter the threshold amount. When your postage balance goes below this amount, funds will be automatically added to your USPS account.
4. In the **Add this postage amount** field, enter the amount of funds you wish to have added to your postage balance when the threshold is reached. The minimum you can add is \$10.00. Your postage balance cannot exceed \$500.00.
5. If you wish to receive an email notification when an automatic postage refill is set to occur, enter the address in the **Postage Refill Email** field.
6. If you use cost accounts, you can associate a cost account with postage refills. Select the **Search for Cost Accounts** field and select the desired account.
7. Select **Save**.

Related topics

- [Adding postage in SendPro Online](#)

Printing Stamps

SendPro allows you to print postage stamps or print postage directly on envelopes.

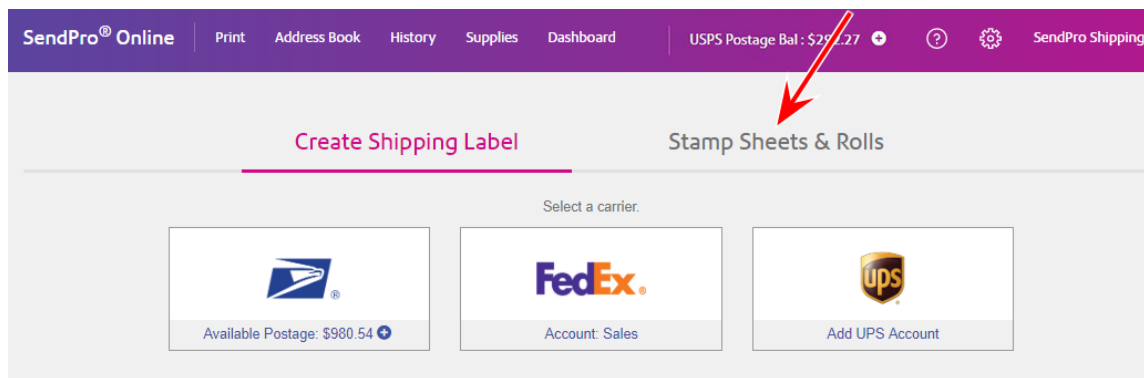
Printing Stamp Sheets

Stamps can be printed either from the [SendPro Online software](#) or from the [web version of SendPro Online](#). Stamps without a date can only be printed from the SendPro Online software. Stamps must be printed on compatible SendPro postage sheets, which are available in our [online shop](#) (item #SL-SPM01).

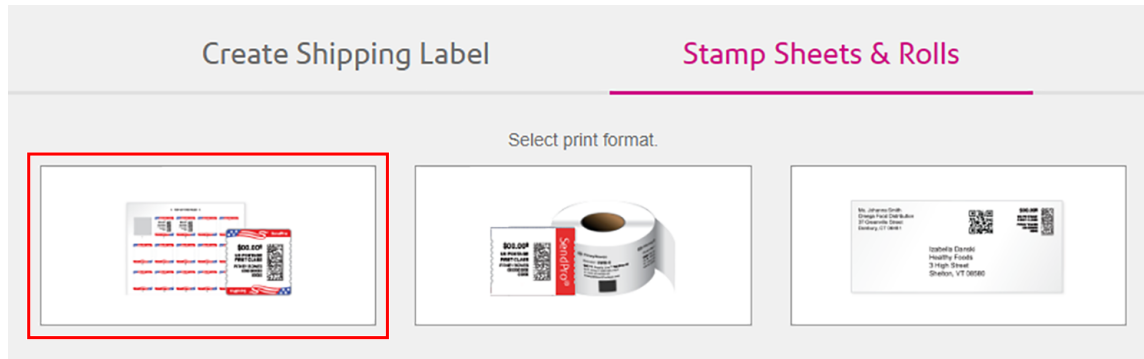
Each stamp sheet has a unique serial number and contains 25 blank stamp stickers. SendPro keeps track of how many stamps you print with each serial number, so you do not have to use the entire sheet at once.

The postage value printed is as-is and is not a USPS Forever Stamp. If USPS postal rates change, you can [print a postage correction stamp](#) which can be used with an already printed stamp to add additional postage.

1. From the SendPro Home screen, select **Stamp Sheets & Rolls**.



2. Select **Stamp Sheet**.



3. Enter the serial number of the SendPro Online stamp sheet you will print and select **Accept**. If you have printed stamps before, the most recently used sheet is already selected.
4. From the **Quantity** menu, choose the number of stamps you wish to print. The stamp sheet image shows a preview of the stamps that will print.
5. Perform any of the optional tasks below to set up the stamps as needed.
6. Select **Print**.
 - If printing from a web browser, a PDF of the stamp sheet opens in a new browser window or tab. Use your browser's print function to print this file.

Optional tasks

The screenshot shows the 'Print Stamps' interface with the following elements and callouts:

- 1:** 'MAILING DATE ON STAMP' dropdown menu set to 'Print without a date'.
- 2:** 'Mailing Services' dropdown menu set to 'First-Class Mail® Letter'.
- 3:** 'Add Another Stamp Value' button.
- 4:** 'Switch sheet' button.
- 5:** 'Cost account' dropdown menu.
- 6:** 'Add extra services' button.
- 7:** 'Add memo / reference' text input field.
- 8:** 'Mail From This ZIP Code' text input field containing '06810-4148'.
- 9:** 'Mark cells as damaged' checkbox.
- 10:** 'Remove all stamps' button.
- 11:** 'Test Print' button.

Other visible elements include: 'Postage Balance: \$971.16', 'Quantity' dropdown set to '1', 'Stamp Value' dropdown set to '1oz \$0.50', a grid of 25 stamp slots (1-25), and a total cost of '\$0.50' with a green 'Print' button.

1. *Changing the mailing date or Printing stamps with no date*
2. *Changing the postage class or amount*
3. *Printing additional stamps with a different value on the same sheet*
4. *Changing the stamp sheet*
5. *Assigning the stamp cost to a cost account*
6. *Adding extra services*
7. *Entering notes for your transaction history*
8. *Changing the ZIP code the mail is being sent from*
9. *Marking cells as damaged*
10. *Starting over*
11. *Printing a test stamp sheet*

Changing the mailing date

Select the desired date from the **Mailing Date on Stamp** menu [1].

Printing stamps with no date

To print stamps with no date on them, choose **Print without a date** from the **Mailing Date on Stamp** menu [1]. Stamps without a date can only be printed from the [SendPro Online software](#).

Changing the postage class or amount

From the **Mailing Services / Stamp Value** menu [2], choose the value of the stamps you wish to print.

- To choose a mail class that is not listed, select **Choose another mail class**, choose the desired Type and Weight, and select **Accept**.
- International letter is found under **Choose another mail class**.
- The maximum weight for a stamp is 13 ounces. To send something that weighs more than that, [create a shipping label](#).
- If you have the attached USB scale, you can select the scale icon to weigh the item on the scale.

Printing additional stamps with a different value on the same sheet

Select **Add Another Stamp Value** [3] and choose the number and stamp class.

Changing the stamp sheet

To use a different stamp sheet, select **Switch sheet > Add a new stamp sheet** [4].

Assigning the stamp cost to a cost account

Select **Cost account** at the bottom [5], then choose the desired account from the menu that appears.

Adding extra services

To add extra services such as certified mail:

1. Select **Add extra services** [6].
2. Select the desired services.
3. Select **Accept**.

Entering notes for your transaction history

Select **Add memo / reference** [7], enter the memo (up to 50 characters), and select **Accept**.

Changing the ZIP code the mail is being sent from

Enter the ZIP code in the **Mail From This ZIP Code** field [8].

Marking cells as damaged

To mark cells as damaged so that they will not be printed on (for example, if a stamp was accidentally pulled off):

1. Select **Mark cells as damaged** [9].
2. Click on the cells you wish to mark as damaged. To unmark cells that were incorrectly marked as damaged, click on them.
3. Select **Remove**.

Starting over

To clear the stamp selections and start over, select **Remove all stamps** [10].

Printing a test stamp sheet

Select **Test Print** [11]. Test prints are for testing alignment only and do not use postage. If your test sheet is not aligned properly, see [Stamp sheets not aligned properly when printed in SendPro Online](#).

Related topics

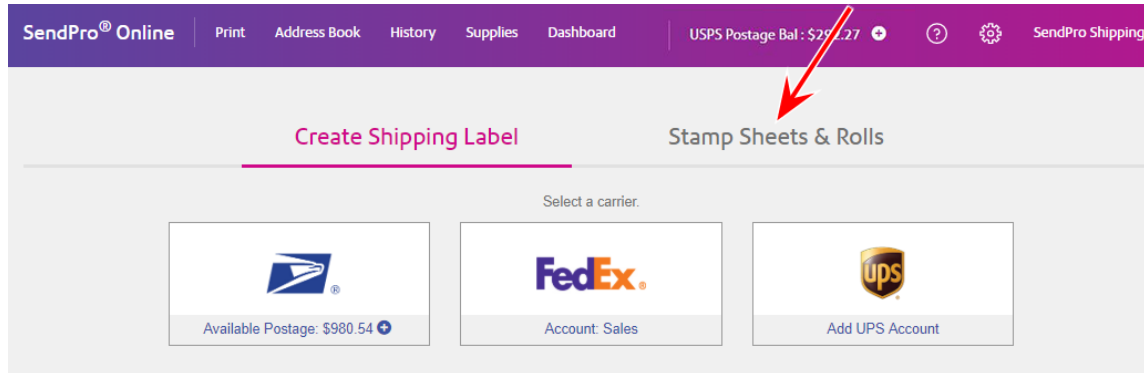
- [Printing stamp rolls in SendPro Online](#)
- [Printing envelopes in SendPro Online](#)
- [Setting up default stamp and envelope printing options in SendPro Online](#)
- [Ordering supplies for SendPro Online](#)

Printing Stamp Rolls

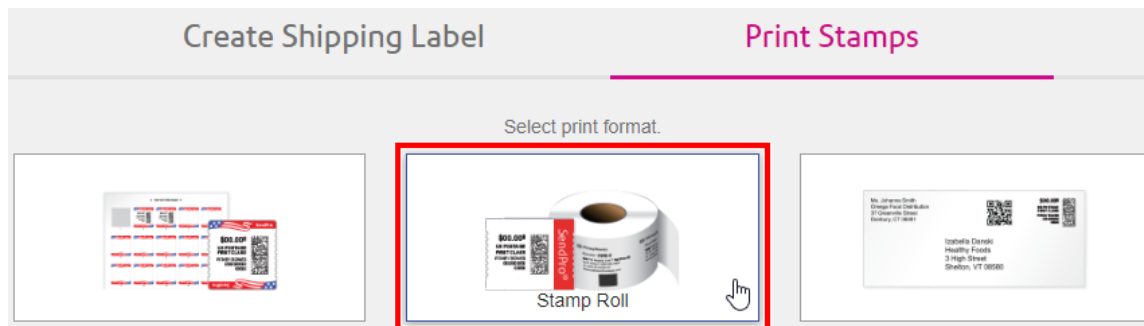
Stamps can be printed either from the [SendPro Online software](#) or from the [web version of SendPro Online](#). Compatible postage stamp rolls for SendPro are available in our [online shop](#).

The postage value printed is as-is and is not a USPS Forever Stamp. If USPS postal rates change, you can [print a postage correction stamp](#) which can be used with an already printed stamp to add additional postage.

1. From the SendPro Home screen, select **Stamp Sheets & Rolls**.



2. Select **Stamp Roll**.



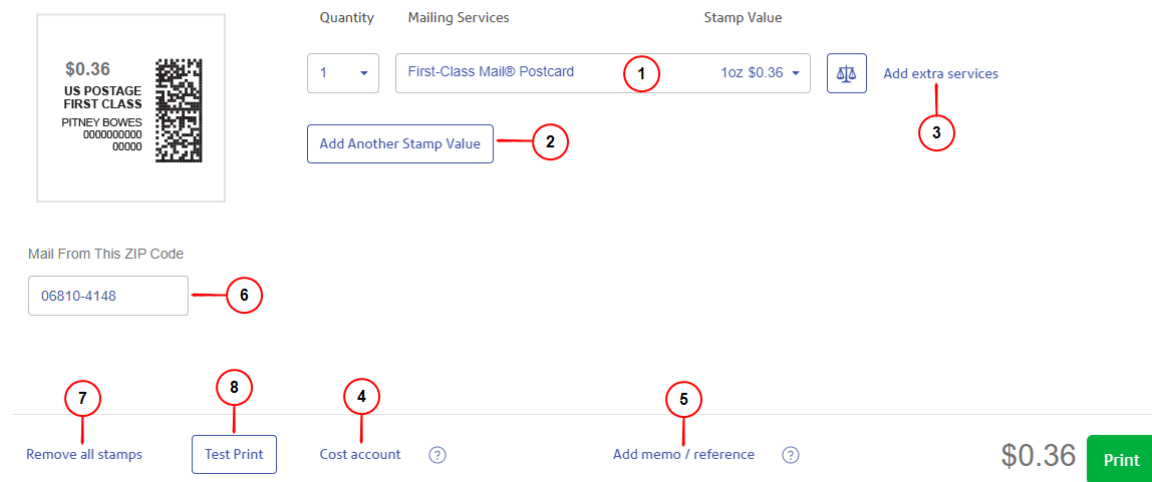
3. From the **Quantity** menu, choose the number of stamps you wish to print.

- Perform any of the optional tasks below to set up the stamps as needed.
- Select **Print**.

Optional tasks

Print Stamps

Postage Balance: \$971.16 



The screenshot shows the USPS online postage interface. At the top right, the postage balance is \$971.16. The main area is divided into sections for stamp selection and additional services. A preview of a \$0.36 stamp is shown on the left. The stamp details include: Quantity: 1, Mailing Services: First-Class Mail® Postcard, Stamp Value: 1oz \$0.36. Below this, there are buttons for 'Add Another Stamp Value', 'Add extra services', and 'Mail From This ZIP Code' (06810-4148). At the bottom, there are buttons for 'Remove all stamps', 'Test Print', 'Cost account', 'Add memo / reference', and a large green 'Print' button next to the total cost of \$0.36. Red circles with numbers 1 through 8 are placed over various elements to indicate optional tasks.

- Changing the postage class or amount*
- Printing additional stamps with a different value*
- Adding extra services*
- Assigning the stamp cost to a cost account*
- Entering notes for your transaction history*
- Changing the ZIP code the mail is being sent from*
- Starting over*
- Printing a test stamp sheet*

Changing the postage class or amount

From the **Mailing Services / Stamp Value** menu [1], choose the value of the stamps you wish to print.

- To choose a mail class that is not listed, select **Choose another mail class**, choose the desired Type and Weight, and select **Accept**.
- International letter is found under **Choose another mail class**.

- The maximum weight for a stamp is 13 ounces. To send something that weighs more than that, [create a shipping label](#).
- If you have the attached USB scale, you can select the scale icon to weigh the item on the scale.

Printing additional stamps with a different value

Select **Add Another Stamp Value** [2] and choose the number and stamp class.

Adding extra services

To add extra services such as certified mail:

1. Select **Add extra services** [3].
2. Select the desired services.
3. Select **Accept**.

Assigning the stamp cost to a cost account

Select **Cost account** at the bottom [4], then choose the desired account from the menu that appears.

Entering notes for your transaction history

Select **Add memo / reference** [5], enter the memo (up to 50 characters), and select **Accept**.

Changing the ZIP code the mail is being sent from

Enter the ZIP code in the **Mail From This ZIP Code** [6] field.

Starting over

To clear the stamp selections and start over, select **Remove all stamps** [7].

Printing a test stamp sheet

Select **Test Print** [8]. Test Prints are for testing alignment only and do not use postage.

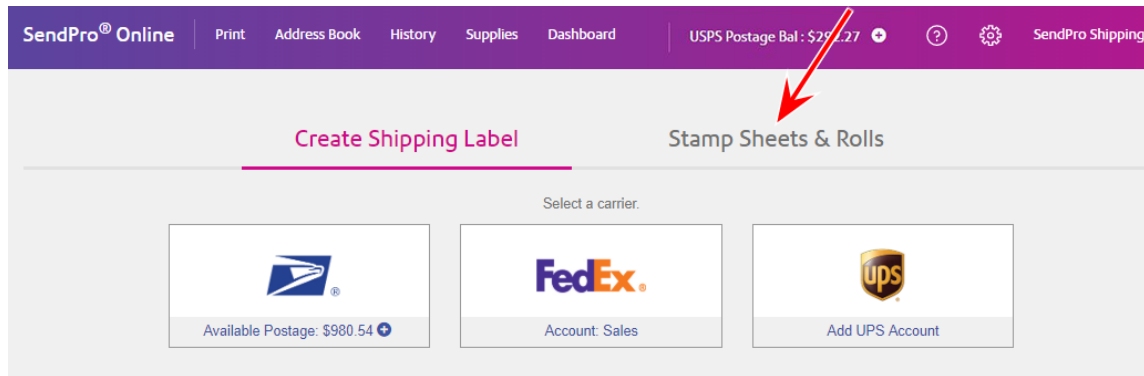
Related topics

- [Printing stamp sheets in SendPro Online](#)
- [Printing envelopes in SendPro Online](#)
- [Setting up default stamp and envelope printing options in SendPro Online](#)
- [Ordering supplies for SendPro Online](#)

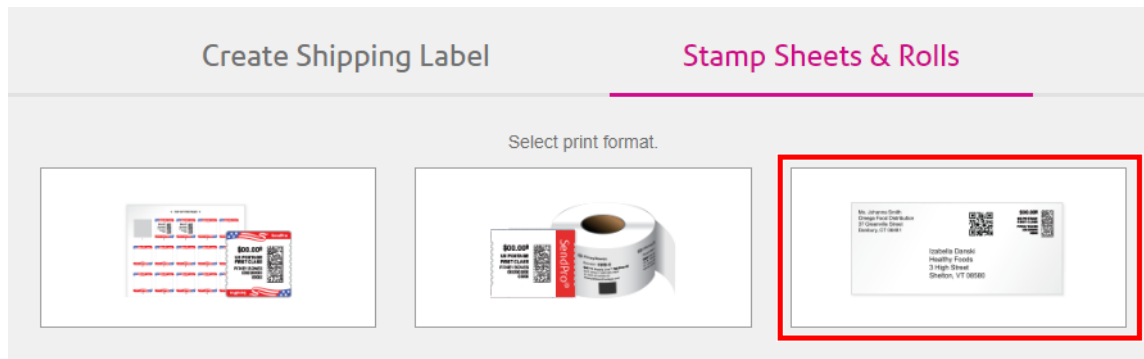
Printing Envelopes

Envelopes can be printed on most inkjet or laser printers, but must be printed using the SendPro Online software. Envelopes cannot be printed from the web version of SendPro Online. [Need the SendPro Online software?](#)

1. Double-click on the **SendPro** desktop shortcut icon, or select Windows **Start > All Programs > SendPro** to launch the SendPro Online software.
2. From the SendPro Home screen, select **Stamp Sheets & Rolls**.



3. Select **Envelopes**.



4. Perform any of the optional tasks below to set up the envelope as needed.
5. Select **Print**.

Optional tasks

Print Envelopes

Postage Balance: \$971.16 +

Envelope #10 (4 1/8 X 9 1/2 inch) Change size **6**

MAILING DATE ON STAMP **7**
Today, January 26

4 1 First-Class Mail® Letter **1** 1oz \$0.51 **2** Add extra services

3 Add sender address **14** Add QR code **3** Add recipient address **14** Add QR code

11 Design View Print Preview **5** Print multiple envelopes with multiple addresses

Mail From This ZIP Code **10**
06810-4148

13 Clear envelope **12** Test Print **8** Cost account **9** Add memo / reference **\$0.51** **Print**

1. *Changing the postage class or amount*
2. *Adding extra services*
3. *Printing addresses on the envelope*
4. *Printing more than one envelope with the same settings*
5. *Printing multiple envelopes with different addresses and the same postage amount*
6. *Changing the envelope size*
7. *Changing the mailing date*
8. *Assigning the envelope to a cost account*
9. *Entering notes for your transaction history*
10. *Changing the ZIP code the mail is being sent from*
11. *Seeing how the envelope will look when printed (print preview)*
12. *Printing a test envelope*
13. *Clearing the selections and starting over*
14. *Adding a QR code*

Changing the postage class or amount

To print a postage amount other than First-Class Letter:

1. Select the **First-Class Mail Letter** menu [1] and select **Choose another mail class**.
2. Enter the **Weight**.
 - If you have the attached USB scale, place the item on the scale and select the scale icon to weigh it.
3. Select the **Mail Class** you wish to use.
4. Select **Accept**.

Adding extra services

To add extra services such as certified mail:

1. Select **Add extra services** [2].
2. Select the desired services.
3. Select **Accept**.

Printing addresses on the envelope

1. Select the **Add sender address** or the **Add recipient address** box [3] on the envelope.
2. Enter the address, or select the **Choose from Address Book** icon to choose an address from the address book.
3. Select **Accept & Verify**. In order for the address to be verified, the city, state, and ZIP Code must match.

Printing more than one envelope with the same settings

Select the number of envelopes from the "1" drop-down menu [4].

Printing multiple envelopes with different addresses and the same postage amount

1. Select **Print multiple envelopes with multiple addresses** [5], then select **Add Addresses**.
2. In the Add Recipient Address window, either:
 - Enter the address manually and select **Accept & Verify**, or
 - Select the **Choose from Address Book** icon to choose addresses from your address book, check the boxes next to the desired addresses, and select **OK**.

Changing the envelope size

Select **Change size** [6] and choose the desired size. Only #9 and #10 envelopes are supported.

Changing the mailing date

Select the desired date from the **Mailing Date on Stamp** menu [7].

Assigning the envelope cost to a cost account

Select **Cost account** at the bottom [8], then choose the desired account from the menu that appears.

Entering notes for your transaction history

Select **Add memo / reference** [9], enter the memo (up to 50 characters), and select **Accept**.

Changing the ZIP code the mail is being sent from

Enter the ZIP code in the **Mail From This ZIP Code** [10] field.

Seeing how the envelope will look when printed (print preview)

To turn off the dotted lines so that you can see how the envelope will look when printed:

1. Select **Print Preview** [11].
2. If multiple addresses are selected, use the arrows to scroll through the envelope previews.
3. When finished, select **Design View** to return to editing the envelope.

Printing a test envelope

Select **Test Print** [12]. Test Prints are for testing alignment only and do not use postage.

Starting over

Select **Clear envelope** [13]. In the Confirm Clear Envelope window, select **Clear**.

Adding a QR code

Select the desired **Add QR code** [14] location on the envelope. Use the form to select the type of information you want the QR code to contain and fill in the information. A QR code can be made to contain any one of the following items:

- Plain text
- Telephone number
- Website address
- Email address

Related topics

- [*Installing the SendPro Online Mobile App*](#)
- [*Printing stamp sheets in SendPro Online*](#)
- [*Printing stamp rolls in SendPro Online*](#)
- [*Setting up default stamp and envelope printing options in SendPro Online*](#)

Printing Labels

You can access rates and services from major carriers, and easily compare rates from different carriers to save money and time when shipping.

Creating and Printing a Domestic Shipping Label

1. From the SendPro Online Home screen or the **Print** menu, select a carrier.
2. If you use Cost Accounts, select the desired account from the **Cost Account** menu.
3. Enter the recipient address, or select the **Choose from Address Book** icon to select an address from the address book.
4. If prompted to verify the address, select **Use Verified**.
5. To email the tracking number when you print the label, select the **Email the tracking number** box and enter the email address.
6. Select **Continue**.
7. On the Choose Your Packaging screen, select the type of package and enter the package information. If you have an attached USB scale, select the scale button and place the package on the scale. For more information about carrier services and packaging, see the [Carrier Services and Packaging](#) section below.
8. Select **Continue**.
9. On the Choose Your Service screen, select the shipping date, then select the service you wish to use. Use the menus at the top to change the carrier*, ship date, carrier account, or Ship from ZIP Code as needed.

10. Once the service has been selected, choose any extra services you wish to add. The total cost for the label is shown at the bottom of the screen. The total cost may differ from the amount next to the services due to taxes and surcharges.
11. When you are ready to print the label, select **Print**.
12. In the **Select a print size** field, select either **Roll - 4 x 6** or **Plain Paper - 8.5 x 11**.
13. To add a note about the shipment, enter it in the **Memo** field. You can enter up to 40 characters for USPS and up to 35 characters for FedEx and UPS. This memo appears on the label and in your history file.
14. To print a receipt along with the label, select the **Print receipt with label** box (USPS only). You can select this option only when printing on 8.5 x 11 printers.
15. Select **Print**. The label opens in PDF format in a new window or tab, from which you can print.

Carrier Services and Packaging

- *If you select a carrier-specific package type, you will only see rates from that carrier. To see rates from all carriers, select **My Box or Envelope**.
- For USPS Priority Mail Express, the delivery date shown is the "guaranteed" delivery date from USPS, the latest time the package will be delivered. Priority Mail Express normally has a one day turnaround time, but actual delivery times depend on multiple factors including creation time, pickup time, and routing.
- To charge the costs of the shipment to the recipient's or another third party's FedEx or UPS account, select **Other billing options** from the **Carrier Account** menu at the top.
- Rates shown in SendPro Online may differ from rates shown on the carrier's website for the same item. For more information, see:
 - [SendPro Online rate and FedEx or UPS rate differences](#)

- FedEx Home Delivery vs. FedEx Ground: In order to ship something via FedEx Home Delivery or FedEx Ground in SendPro Online, you must select **My Box or Envelope**. If you choose FedEx One Rate or FedEx Standard, the FedEx Home Delivery and FedEx Ground services are not available.
 - When using your own packaging and shipping to a residential address, the Ground option shown is FedEx Home Delivery.
 - When using your own packaging and shipping to a commercial address, the Ground option shown is FedEx Ground.

For more information about carrier services, visit the carrier's website:

- [USPS](#)
- [UPS](#)
- [FedEx](#)

Related topics

- [Creating an international, military, or U.S. territory shipping label in SendPro Online](#)
- [Applying a cost account to shipping labels and stamps in SendPro Online](#)

Creating a Return Label

You can create a return label for a shipment so that the recipient can send it back to you. Return label procedures vary by carrier.

- [USPS](#)
- [UPS](#)
- [FedEx](#)
- [Default return address](#)

USPS

USPS return labels may be created up to 7 days from the date of the original shipping label. USPS return labels are dated, so they are not intended to be put into an outgoing package just in case the recipient may want to return the shipment. If the recipient requests a return label, you should create it at that time and email them a PDF of it on the day of creation.

You can create a USPS return label from a shipping label you just printed, or from the shipping **History** screen.

To create a return label for a shipping label that you just printed:

1. At the top of the Home screen, under the confirmation of the label you just printed, select **Create Return Label**.
2. Create and print the label as usual.

To create a return label from the History screen:

1. From the **History** menu, select **Shipping & Postage History**.
2. Select the desired shipment.
3. Select the **Create Return Label** button.
4. Create and print the label as usual.

UPS

UPS labels do not expire.

1. Add your customer's address to your address book as a sender.
2. Add your address to your address book as a recipient.

3. Create and print the label as usual, choosing **My Box** as your packaging.
4. Select the desired class.
5. Select **UPS Print Return Label**. This option is only available when choosing **My Box** as your packaging. UPS Print Return Label is not available for UPS Next Day Air Saver.
6. Enter the **description of merchandise**.

FedEx

FedEx labels do not expire.

1. Add your customer's address to your address book as a sender.
2. Add your address to your address book as a recipient.
3. Create and print the label as usual, choosing **My Box** as your packaging.
4. Select the desired class.
5. Select **FedEx print return label**. This option is only available when choosing **My Box** as your packaging. FedEx print return label is not available for FedEx Express Saver.

Default return address

To set a default return address:

1. Select **Settings**.
2. Select **Return Labels**.
3. Select **I want to use the same recipient address for all of my return shipping labels**.
4. Enter the default return address you wish to use.
5. Select **Save**.

Related topics

- [Creating and printing a domestic shipping label in SendPro Online](#)

Creating a Same-day Delivery Label

Pitney Bowes Same-day Delivery is a service that will pick up packages and deliver them across town. Availability varies based on various factors, including location and delivery window.

1. From the Home screen, select **Same-day Delivery**.
2. Enter the recipient address, or select the **Choose from Address Book** icon to select an address from the address book.
3. The pickup location defaults to your default sender address. To change the pickup location, select the **Change** link next to the Pickup Location. The pickup location must already be in your address book as a sender address.
4. To add pickup instructions for the carrier, click in the **Add Pickup Instructions** field and enter the instructions.
5. To send text notifications, select **Send mobile text notifications** and enter the phone number.
6. To email the tracking number when you print the label, select the **Email the tracking number** box and enter the email address.
7. Select **Continue**.
8. Select the package type and size.
9. Enter the value of the package in the **Package Value** field.
10. Select **Continue**.
11. In the **Pickup Time Window** section, select the start and end times between which you want the package to be picked up.
12. In the **Delivery Time Window** section, select the start and end times between which you want the package to be dropped off.
13. In the **Delivery Instructions** field, enter any delivery instructions for the carrier.
14. Select **Continue**.
15. On the Choose Your Service screen, select the desired service.
16. In the **Extra Services** section, select any desired services.
17. Select **Print**.

You can track your same-day delivery live from the History screen.

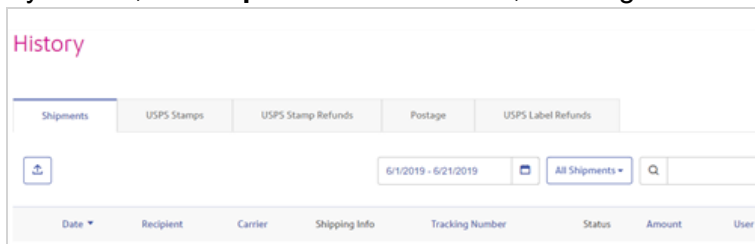
Tracking & History

You can track packages right from the Home screen, and the History screen allows you to see all the details of the shipments you've sent.

Viewing Your History

You can view the history of your parcels, shipping labels, stamp printing, postage purchases (refills), and refunds. SendPro history data is kept online for 25 months.

1. From the menu at the top, select **History > Shipping & Postage History**.
2. By default, the **Shipments** tab is shown, showing the history of your past shipments.



3. Select the tab for the type of history you wish to view:
 - **USPS Stamps:** Your USPS stamp printing history
 - **USPS Stamp Refunds:** Your USPS stamp refund history
 - **Postage:** Your postage purchase (refill) history
 - **USPS Label Refunds:** Your USPS label refund history

4. To view the details of a particular item in the list, select the arrow to open it.

The screenshot shows the 'History' page with tabs for Shipments, USPS Stamps, USPS Stamp Refunds, Postage, and USPS Label Refunds. A date filter is set to 6/1/2018 - 6/5/2018, and a dropdown menu is set to 'All Shipments'. A table lists shipments with columns for Date, Recipient, Carrier, Shipping Info, Tracking Number, Status, Amount, and User. One shipment is expanded to show details:

Date	Recipient	Carrier	Shipping Info	Tracking Number	Status	Amount	User
6/5/2018	Test - Test@pitney.com	FedEx	FedEx Express Saver®	794602968481	View	\$9.90	SendPro Shipping

Expanded details for the shipment:

- Recipient address:** Test - Test@pitney.com, 37 Executive Dr, Danbury, CT 06810-4148, US
- Sender address:** SendPro Shipping, Pitney Bowes, 37 Executive Dr, Street, Danbury, CT 06810-4148, US
- Purchased on:** 6/5/2018 11:22 AM
- User:** SendPro Shipping
- Shipment information:** FedEx® Envelope, 3.0 oz
- Tracking Number:** 794602968481
- Carrier Account:** [REDACTED] - Sales
- Cost Account:** Test
- Memo:** Test for History report
- Cost breakdown:** Total \$9.90, FedEx Express Saver® \$9.90, Residential Delivery Surcharge \$0.00

Buttons at the bottom: Reprint Label, Void Label, and a help icon.

5. (Optional) To filter the list further, use the date or other filters at the top of the list.

6. (Optional) To export the current list as a report, select the **Export** icon at the top of the list.



Related topics

- [Exporting a history report from SendPro Online](#)
- [Searching for a shipment in SendPro Online](#)

Tracking a Shipment

You can view tracking information for packages sent through SendPro in your history, or look up tracking information for any package from the SendPro Online Home screen.

To track a package from the Home screen:

1. In the **Recent Packages** section on the SendPro Online Home screen, enter a tracking number into the **Enter tracking number** box.

Recent Packages		View all		
Carrier Tracking	FedEx	View	Track	Ship Another
Carrier Tracking	UPS	View	Track	Ship Another
Carrier Tracking	UPS	View	Track	Ship Another

USPS ▼ Enter USPS tracking number Track

By selecting the tracking number, I agree to the UPS Terms and Conditions

2. (Optional) Select the carrier from the menu.
3. Select **Track**.

To view tracking information on the History screen:

1. From the menu at the top, select **History > Shipping & Postage History**.
2. Select a shipment to view more details, including the tracking number.
Note: If there is no tracking number, then the item did not include tracking. Tracking availability is determined by the carrier and service used for the shipment.

3. (Optional) To copy a tracking number to your clipboard so that you can paste it elsewhere, select the **Copy tracking number** icon.

794631470050 

For Same-day deliveries, select **Track live**.

Tracking Number
del_Me_kJkkyc16mZV **Track live**

4. (Optional) To view a map showing the package's movement, select **Map**. On the map, select any of the points for more information. Select **Details** to exit map view and return to details view.



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For Service or Supplies

SV63371 Rev. C
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