Shipping & Mailing
Postage Meters

SendPro® C-Series

Models C200, C300, and C400

Operator Guide

Third party software

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

This product contains the following software:

- Okhttp3 which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://square.github.io/okhttp/.

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

- Okio which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/square/okio/blob/master/LICENSE.txt. The source code for this software is available from https://github.com/square/okio .

- Commons-codec which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://commons.apache.org/proper/commons-codec/download_codec.cgi.

- Commons-io which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://commons.apache.org/proper/commons-io/download_io.cgi.

- Org.greenrobot:eventbus which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://greenrobot.org.

- Org.greenrobot:greendao which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://greenrobot.org/greendao.

- FasterXml.jackson.core:jackson-core which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://wiki.fasterxml.com/JacksonLicensing. The source code for this software is available from http://wiki.fasterxml.com.

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

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

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

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

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

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

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

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

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

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

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

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

This page intentionally left blank.

Table of Contents

8 - Mail Machine Maintenance

9 - Supplies

10 - Machine Information

11 - Technical Support

12 - Errors

13 - Troubleshooting

A - Browser operations

1 - Safety

In this section

Important safety and compliance information for your meter

SendPro C200, C300 and C400 (Model 2H00)

Power requirements: 100-240 VAC, 50/60 Hz, 1.0A

Operating Temperature: 55°F (13°C) to 95°F (35°C)

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

Lithium ion batteries

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

Agency compliance information

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

Important safety notes

Follow the normal safety precautions for all office equipment.

- Please read all instructions before you attempt to operate the system. Save these instructions for future use.
- Use only Pitney Bowes-approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster label.

- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet that's located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.

- The power cord wall plug is the primary means of disconnecting the machine from the AC supply. The unit is on whenever it is plugged into a live receptacle, even though the operator display may be blank.

- Place the mailing machine base close to an easily accessible wall outlet. DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.

- Do not use an adapter plug on the line cord or wall outlet.

- Do not remove the ground pin from the line cord.

- Make sure the area in front of the wall outlet into which the machine is plugged is free from obstruction.

- DO NOT route the power cord over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the power cord.

- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts. If you should drop or otherwise damage the unit, call Pitney Bowes.

- Use only Pitney Bowes approved ink, tape strips, and cleaners. To obtain Material Safety Data Sheets (MSDS) for OSHA requirements, please go to www.pb.com/msds. When prompted, enter the product name, manufacturer, the Pitney Bowes MSDS Number, or reorder number of the item you are interested in.

- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.

- Avoid touching moving parts or materials while the machine is in use. Before clearing a stall (jam), be sure ma- chine mechanisms come to a complete stop.

- To prevent overheating, do not cover the vent openings.

- When removing stalled material, avoid using too much force to protect against minor personal injury and damage to the equipment.

- Use the equipment only for its intended purpose.

- Always follow the specific occupational safety and health standards prescribed for your workplace.

> **Warning! Caution:**
>
> In case of an ink spill, leaking ink or excessive ink accumulation, immediately disconnect the power cord from the wall plug and contact Pitney Bowes. Go to our website at (copy the URL and paste it into a browser):

http://www.pitneybowes.com/us/support/products/sendpro-c200-c300-c400-meter-support.html

> **Warning! Caution:**
>
> Moving mechanism can result in personal injury. Keep hands, long hair, ties, jewelry and loose clothing away from moving parts.

Radio frequency transmitter compliance information

United States

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Only cables provided with this equipment may be used to ensure compliance with the limits.

Caution:

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment contains an FCC approved radio frequency transmitter. An FCC ID number can be found on the equipment label. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

Canada

This equipment contains an Industry Canada approved radio frequency transmitter. An IC certification number can be found on the equipment label. The separation distance between the user of this equipment and the transmitting device must be greater than 20cm to ensure compliance with radio frequency exposure requirements. This transmitting device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Japan

This equipment contains a radio frequency transmitter that has been certified for construction design based on regulations in Radio Law Article 38, Section 24 and the technical specifications in Certification Ordinance Article 2, Section 1, No. 19, 19-3, and 19-3-2. The certification mark and number is shown on the equipment's label.

Brazil

This equipment contains a radio frequency transmitter that has been certified for construction design based on the General Telecommunications Law and the Radio Law Resolution 242 – General Regulations on the Certification and Approval of Telecommunication Products. The ANATEL certification mark is shown on the equipment's label.

Note for California customers only

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

Servicing

Please refer to the warranty information if problems occur. Failed units will be returned to the Pitney Bowes U.S. Service Center. For reference purposes, the Pitney Bowes U.S. Service Center contact address is: Pitney Bowes Inc., 3001 Summer Street, Stamford, CT, 06926.

For more information, visit our website at:

http://www.pitneybowes.com/us/support/products/sendpro-c200-c300-c400-meter-support.html

2 - Getting Started Home Screen

In this section

Home screen overview

The Home screen on the SendPro® C-Series machine provides the starting point for creating either a trackable shipping label or printing postage on an envelope. The application drawer at the bottom of the screen provides access to information about trackable labels you have already sent (History), trackable label addresses (Address Book) and accounts you are using to track your postage spending (Cost Accounts). To view the information tap on the appropriate icon.

To view all of the options in the application drawer, tap the double-headed arrow on the right side of the application drawer. Other options include the ability to track a shipment (Tracking), visit the USPS postal website, and order supplies.

Start creating a shipping label by tapping **Trackable Labels.** Print postage by tapping **Envelope Printing**.

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

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

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

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

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

Support - Get information on how to perform tasks using Trackable Labels and Envelope Printing. Search online content or watch a video.

Applications - Quickly switch to any installed application without having to navigate to the Home screen and go through the icons in the application drawer.

Home - Return to the Home screen from anywhere in Trackable Labels or Envelope Printing.

Back - Return to the previous screen.

Do I use Trackable Labels or Envelope Printing?

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

Why use Trackable Labels?

- You are sending large envelopes or packages.

- USPS tracking barcode requirements - if you are using any Priority Mail Services, any Priority Mail Express Services, or any Parcel Select Services the USPS requires that a USPS tracking barcode and number appear on those packages or envelopes. Refer to the USPS site for more information.

- You can tailor your sending options by choosing USPS, UPS, or FedEx carrier. You can review the costs, services, and delivery times of all three carriers and select the ideal way to send each package.

- Maximize savings through the USPS by having access to the commercial based rates and discounts for sending letters and packages, including Priority Mail. This will save you 3 cents per letter and about one dollar per package.

- Take advantage of Pitney Bowes partnership with UPS. You are eligible for UPS office shipping discounts including 18% savings on UPS next day air and 9% off of UPS Ground Commercial and Residential.

When to use Envelope Printing?

- If you are using pre-printed envelopes or postcards.

- If you only need the postage amount (indicia) on the envelope or label (you don't need tracking information on the envelope).

Use SendPro online for these tasks

The following tasks must be performed using SendPro® online instead of your SendPro® C-Series machine. In your web browser, go to **https://login.pitneybowes.com/sendpro** and sign in with your SendPro® C-Series user ID and password.

Importing multiple Trackable Label addresses - SendPro online, SendPro® C-Series

Exporting Trackable Label addresses - SendPro online, SendPro® C-Series

Importing Cost Accounts - SendPro online, SendPro® C-Series

Exporting Cost Accounts - SendPro online, SendPro® C-Series

Exporting Trackable Label history - SendPro online, SendPro® C-Series

Setting up and managing a UPS account - SendPro online, SendPro® C-Series

Setting up and managing a FedEx account - SendPro online, SendPro® C-Series

Managing Users - SendPro online, SendPro® C-Series (requires a multi-user subscription)

Inviting Users - SendPro online, SendPro® C-Series (requires a multi-user subscription)

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

Printing a USPS scan form

Creating or disabling the security pin

Note: If you assigned a security pin when you installed your SendPro® C-Series meter, you will be prompted to enter it when you power it up or after it has entered the sleep mode.

To create a security pin:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap the **Security PIN** option in the Devise & Network section of the screen.
3. Tap the **Create PIN** button.
4. Enter a 4-digit numeric PIN using the keyboard on the display.
5. You will be prompted to verify the PIN by entering it again.

To change or disable the security PIN:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap the **Security PIN** option in the Devise & Network section of the screen.
3. Tap **Change PIN** or **Turn OFF Security PIN**, whichever is appropriate.
4. You will be prompted to enter the current security PIN for either option.

To manually lock your SendPro® C-Seriesmeter:

1. Tap the user profile icon (as shown below) in the top right corner of the global toolbar.

2. Tap **Lock this Device**.
   Note: the Devise is Locked screen displays. The screen saver will display shortly after this screen.
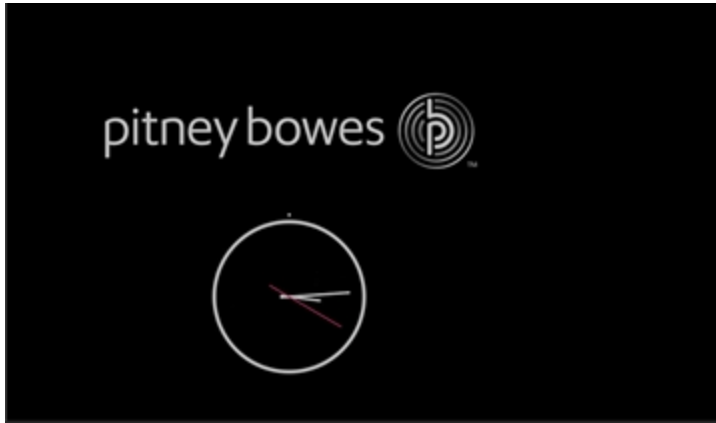
If you forget your Security PIN, tap on the **Forgot PIN?** link and you will provided a number to call for a new PIN.

Managing your Pitney Bowes USPS Postage Funds

You fund the postage used for Envelope Printing using your Postage by Phone account. You fund postage for Trackable Labels using your preferred payment method. This can be from your Purchase Power account or using a credit card (Discover, Visa, Master Card, American Express).

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

For Envelope Printing, the postage is downloaded and stored in the postage meter on your SendPro C-Series device. To check the current funds or add funds to your Envelope Printing account, refer to *Refilling Envelope Printing postage*.

For Trackable Labels, the postage is stored online in your Pitney Bowes Account. To check the current funds or add funds to Trackable Labels, refer to *Refilling Trackable Label postage*.

Using the Trackable Labels address book

The SendPro® C-Series one address book verifies addresses for all carriers thereby ensuring accurate deliveries for all of your carriers.

You can view all of the trackable label addresses in your address book by tapping the **Address Book** icon in the application drawer at the bottom of the Home screen.

To add, edit or delete addresses within the book, refer to:

- *Adding new addresses to Trackable Label address book*
- *Editing addresses in the Trackable Label address book*
- *Deleting addresses from the Trackable Label address book*

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

Using cost accounts for Trackable Labels

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

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

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

Viewing the Trackable Label history

You can view all of the trackable labels you've created on your SendPro® C-Series machine using the History screen.

To open the History screen, tap the **History** icon in the application drawer on the Home screen.

The History screen provides a line-item summary of your past trackable labels, with the Date, Recipient, Carrier, Tracking Number (USPS), Status, and Label Amount.

By default, the labels are listed by date, with the most recent at the top. To sort by something other than date, tap one of the other column headings.

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

Tracking a shipment

You can locate the tracking number for a trackable label by opening the History screen. Refer to *Viewing the trackable label history* for details. You can then use that tracking number to locate the shipment.

1. To track a shipment, tap the **Universal Tracking** icon in the application drawer at the bottom of the Home screen.

2. Enter the carrier's tracking number in the field provided.

3. Tap **Track**. The package status is displayed at the top of the screen.

To see what's coming in your mail before it arrives and preview exterior images of your letter-sized mail, consider using USPS Informed Delivery.

Adjusting your display

To control the brightness on your display:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap the **Display Brightness** option in the Devise & Network section of the screen.
3. Move the slider to adjust the brightness to your desired setting.
4. To exit the Settings screen, tap the **Back** button or Home icon at the top of the screen.

Installing a scale

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

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

1. Tap the **Settings** (gear) icon in the global toolbar.

2. Scroll to the bottom of the Setting screen and tap **Scale Installation Instructions** under Advanced Options section.

3. To view all of the available scales, swipe to the left on the screen.

4. Tap on the appropriate scale to select it, then tap **Continue**.

5. Follow the step-by-step instructions displayed on the screen. To advance from one step to the next, swipe the screen to the left.

Adjusting time zone and location code

When you install your machine you are prompted to enter the time zone and a location code.

If you need to modify either of these values (for example, you have moved the scale to a new geographical location or added a new or different scale):

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

Signing in and out of Trackable Labels

1. To sign out of Trackable Labels, tap the user profile icon (as shown below) in the top right corner of the global toolbar.

2. Select sign out.

You can now sign in using a different name and profile.

Setting up a proxy server

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

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

To setup the proxy complete the following:

1. Tap the **Settings** (gear) icon in the global toolbar.

2. Tap the **Wi-Fi** or **Wired (Ethernet)** option in the in the Device & Network section.

3. In the **Proxy Setting** drop-down select **Manual**.

4. For **Proxy Hostname** enter the IP address of your proxy server.

5. For **Proxy Port**, enter the port the SendPro® C-Series should use to send network traffic to the Proxy Server.

6. This step is optional. Use **Bypass** to enter any specific URLs or URL patterns (such as internal addresses) that you want to bypass the proxy.

7. If your Proxy Server requires authentication, select the **Need Authentication** check box and additional fields will be displayed.

    a. Enter the **Proxy Username**.
       Note: This may be case sensitive for some proxy servers.

    b. Enter the Proxy Password Note:

       Note: This is case sensitive for proxy servers.

For more information on connecting your SendPro C-Series meter to the *Pitney Bowes network refer to SV63189 SendPro C-Series Connectivity guide*.

This page intentionally left blank.

3 - Using Trackable Labels

In this section

Comparing carrier rates

You can compare rates between USPS, UPS, or FedEx carriers.

When you create a trackable label, you select what carrier, package type, the size and weight of the package, the class and any special services that may be required. The cost for all the services you add for a package total up at the bottom of the screen. For details on creating a label, refer to *Creating a trackable label*.

You can review the cost of each of the available carriers so you can decide the best way to send your package before printing your label.

Creating a trackable label

1. Tap **Trackable Labels** on the Home screen. The Carrier screen opens.

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

3. If this is the sender you want to use, tap **Continue**.
   - If you want to use a different sender, tap **Sender**. Tap on a new sender, then tap **Continue**.

4. You can manually enter a recipient, or select one from the Address book. To select one from the address book, tap the Address icon in the upper right corner of the screen.

5. Tap **Continue**.

6. If you have enabled cost accounts on your device, a Cost Account field is provided. Tap on the field to open the Cost Account screen and select an account.

7. Tap the kind of packaging you are using. For example, **My Box or Envelope**.

8. First, tap each dimension and enter a value using the keypad on the display. Tap the check mark when done.

9. If you have an attached scale, place the box or envelope on the scale and the weight appears in the weight field. If you do not have a scale, tap **Weight** and enter the value.

10. Tap **Continue**.

11. Tap the service you want to use. For example tap **UPS Ground**.

12. Tap **Print**.

13. At the Label Options screen, tap **Format** and select the printer format. For example, tap **Roll - 4 x 6**.

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

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

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

    To reprint a label, refer to *Reprinting a USPS, UPS or FedEx trackable label.*

    To cancel a UPS or FedEx label, refer to *Canceling a UPS or FedEx trackable label.*

    To get a USPS refund, refer to *Getting a USPS refund*.

Creating a new trackable label sender address

To create a new sender address on the SendPro C200, C300 or C400:

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

Creating a new trackable label sender address

To create a new sender address on the SendPro C200, C300 or C400:

1. From the Home screen, tap **Address Book**.

2. Tap **Recipients** and select **Senders**.

3. Tap +.

4. Enter the Sender information.

5. When complete tap **Save**.

Editing the Trackable Label sender address

1. From the Home screen, tap **Address Book**.

2. Tap **Recipients** and select **Senders**.

3. Select the sender you wish to edit.

4. Tap the edit (pencil) icon.

5. Make your edits and tap **Save**. You will be returned to the address book.

Creating an international trackable label

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

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

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

This includes:

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

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

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

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

- Select the necessary AES Exemption information. For further information please refer to *usps.com* Postal Explorer.

Once you have completed these steps, continue creating the label using the same process described in *Creating a trackable label*.

Printing a USPS return trackable label

1. Tap the **History** button on the home screen.

2. This opens the History screen with the tab for Shipments selected and displays all of your recent shipments.

3. Find your label in the list or by using the search box (refer to *Tracking or searching for a shipment*).

4. To reveal the shipment's details, tap the shipment.

5. Tap **Create Return Label**. Tap **Continue** through the screens to confirm the Sender and Recipient name and address.

6. If necessary, confirm the size and weight of the item.

7. Follow the same steps for creating a trackable label. Refer to *Creating a trackable label*.

Printing a USPS scan form

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

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

1. Tap the **Settings** (gear) icon in the global toolbar.

2. Slide down to Shipping Settings, then tap **Label Options**.

3. Slide down to "Scan Form and Manifest Printing" and tap on the check box for **Enable scan form printing**.

4. When you are ready to print the scan form, use your SendPro® C-Series user ID to sign in to SendPro online. In your web browser, go to https://login.pitneybowes.com/sendpro and sign in with your SendPro® C-Series user ID and password.

5. In SendPro online, select **Print** > **USPS SCAN Form** from the top menu bar.

Reprinting a USPS, UPS or FedEx trackable label

1. Tap the **History** icon in the application drawer at the bottom of the Home screen.

2. All of the trackable labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.

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

4. Tap the shipment to open the details screen

5. Tap **Reprint Label**. Follow the same steps as you do for *Creating a Trackable Label*.

Using Trackable Labels

Pitney Bowes   Operator Guide   June 2018   45

Canceling a UPS or FedEx trackable label

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

1. Tap the **History** icon in the application drawer on the Home screen.

2. All of the trackable labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.

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

4. Tap the shipment to open the details screen

5. Tap **Void**. Select the checkbox when prompted to confirm you will not be using the label then tap **Continue**.

If you require additional assistance, contact technical support. Please have your model and serial number ready.

Getting a USPS refund for a trackable label

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

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

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

1. Tap the **History** icon in the application drawer on the Home screen.
2. All of the trackable labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.
3. Locate your label in the list. To sort by a different column, tap that column heading. To reverse the sort order, tap the same column heading again.
4. Tap the shipment to open the details screen.
5. Tap **Request Refund**.
6. Select the agree box to agree to the conditions and then tap **Continue**.

This page intentionally left blank.

4 - Managing trackable labels

In this section

Changing the default refill amounts for Trackable Labels

1. Tap the **Settings** (gear) icon on the Home screen.

2. Scroll to Shipping Settings.

3. Tap **Shipping Refills**.

4. Tap **Auto-refill Postage**.

5. Tap the box under **Default refill amount for trackable labels**.

6. Enter the amount.

7. Tap **Apply**.

To change the default refill amount for Envelope Printing, see *Change the default refill amounts for Envelope Printing*.

Turning on address autofill

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

To turn on address autofill:

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

Searching addresses in the Trackable Label address book

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

- **Search** the address book by tapping **All** and selecting how you want to search (by Full Name, Street, City ...)
- **Sort** the address book by tapping **Sort by** and selecting how you want to sort (by Full Name, Street, City ...)

Once you find an address, you can select it and create a trackable label by tapping the **Create Label** button. For more information, refer to *Creating a trackable label*.

Adding new addresses to Trackable Label address book

To add a single address:

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

2. Add a new address by tapping the **+** icon and entering the contact information.

3. Tap **Save** when done.

To add multiple addresses:

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

For more information, refer to: *Importing addresses into the Address Book - SendPro online, SendPro® C-Series*

Deleting addresses from the Trackable Label address book

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

Delete an address by tapping on the address and then on the **Delete** icon. Tap **OK** to confirm you want to delete the address.

Editing addresses in the Trackable Label address book

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

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

Managing your Trackable Label cost accounts

This is for trackable label cost accounts

Managing your cost accounts includes:

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

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

Turning Trackable Label cost accounts on

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

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

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

3. You will need to create at least 1 cost account to print a trackable label. Refer to *Adding a single Trackable Label cost account*.

Adding a single Trackable Label cost account

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

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

2. Enter the account name, up to 20 characters. Tap the green check mark when done. You can use lower case letters, upper case letters, numerals and special characters for the account name. Allowed special characters include:

    - - hyphen

    - _ dash

    - ' single quote

    - @ at sign

    - . period

    - and optional description.

3. You can enter an optional description, up to 200 characters. Tap the green check mark when done. You can use the same types of characters as for the account name.

4. Tap on the option button for **Active** or **Inactive**, whichever is appropriate for this account.

5. To make this the account that is automatically used for all trackable labels, tap the checkbox for **Make this my default Cost Account**.

6. Tap **Apply**.

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

For more information, refer to:

Importing Cost Accounts - SendPro online, SendPro® C-Series

Exporting Cost Accounts - SendPro online, SendPro® C-Series

Modifying a Trackable Label cost account

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

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

Note: You cannot delete an existing account.

1. Tap on the cost account you want to modify in the Cost Account screen.
2. Tap the **Edit** icon on the right side of the screen.

3. Tap the **Active** or **Inactive** option as appropriate.
4. To make this account the default, tap the check box for **Make this my default Cost Account**.
5. To change the description tap in the Description field and enter your changes.
6. Tap **Apply** when done with all your changes.

Refilling Trackable Label postage

1. Tap **Settings** (gear) icon in the global toolbar.

2. Scroll down to **Shipping Refills**.

3. Tap **Shipping Refills**.The Trackable Label Postage Balance is displayed.

4. Tap **Refill Postage**.

5. Use the numeric keypad to enter the amount you wish to refill.

6. Tap **Refill Trackable Label Postage**. When complete, the updated Trackable Label Postage Balance is displayed.

7. Press **Home** to return to the home screen.

Your SendPro® C-Series meter uses two separate postage accounts, one for Trackable Labels and one for Envelope Printing. The funds for one cannot be used for the other. If you need to refill postage for your Envelope Printing account, refer to *Refilling Envelope Printing postage*.

Setting up your FedEx account

In order to use the FedEx carrier for trackable labels, you need to set up your FedEx account using SendPro® online. You cannot set up a FedEx account on your SendPro® C-Series machine. In your web browser, go to **https://login.pitneybowes.com/sendpro** and sign in with your SendPro® C-Series user ID and password.

For more information, refer to: *Setting up and managing a FedEx account - SendPro online, SendPro® C-Series*

Once you have set up your FedEx account using SendPro online, you can view your account information on your SendPro® C-Series machine.

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

Setting up your UPS account

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

For more information, refer to: *Setting up and managing a UPS account - SendPro online, SendPro® C-Series*

Once you have set up your UPS account using SendPro online, you can view your account information on your SendPro® C-Series machine.

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

Setting up default printing options

1. Tap the **Settings** (gear) icon in the global toolbar.

2. Scroll down to **Shipping Settings**.

3. Tap **Label Options**.

4. To print the cost on the trackable label, tap the check box for **Show cost on label**.

5. To print a receipt with the label, tap the check box for **Print receipt with label**.

6. To select the print format, tap **Format** and select one of the following:

   - Plain Paper - 8.5 x 11
   - Roll - 4 x 6

7. To enable USPS scan form and manifest printing, tap the check box for **Enable scan form printing**. Enter the ZIP code for the location from where you are shipping on the line provided. Refer to **Printing a USPS scan form** for more information on scan forms.

Managing email notifications

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

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

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

Setting the default address for USPS return labels

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

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

Determining how you spend your postage

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

1. Tap the **Settings** (gear) icon in the global toolbar.

2. Scroll down to **Shipping Settings**.

3. Tap **Shipment Reports**.

4. To list by cost accounts, tap the menu button next to All Shipments column and select **Summary by Cost Account**.

5 - Using Envelope Printing

In this section

The Envelope Printing screen overview

The Envelope Printing screen is the starting point for printing postage on an envelope or tape.

Within this screen you can:

- View the postage amount (meter impression) that the machine is currently set to print.
- View the balance of funds you have remaining in your machine.
- Add a Graphic or inscription to your mail.
- Select an Account by tapping Accounts. Accounts are very useful if you want to record how much individuals or departments are spending on postage.
- Choose from a variety of postal classes and special services by tapping Class.
- Change what you print on an envelope or tape by tapping Print Mode. You can also choose to only seal envelopes without printing any postage. Other options include printing only a date and time stamp or a graphic or message.

Checking your available Envelope Printing postage

You can check your Envelope Printing postage balance on your SendPro® C-Series device at any time.

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

To view the amount available in your Reserve or Purchase Power account:

- Tap **Postage Balance**.
- Tap **Refill Settings**.

Refilling postage for your Envelope Printing balance

1. Tap Envelope Printing on the Home screen.

2. Tap **Postage Balance** on the top of the Envelope Printing screen.

3. Tap **Refill Postage**.

4. Enter the amount of postage you want to add to your machine.

5. Tap **Refill Mail Postage**. A message appears telling you your machine is refilling postage.

6. If you'd like to view a receipt of the postage, tap **View Receipt**.You can view the receipt and your updated postage balance. You can also print the receipt.

7. Tap **Done**.

8. Your updated postage balance displays on the Envelope Printing screen.

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

If you need to refill postage for your Trackable Labels account, see *Refilling postage for your Trackable Label Postage Balance*.

For more information on managing your postage funds, refer to *Managing your USPS postage funds*.

Using accounts for Envelope Printing

You can use accounts to charge postage back to departments or clients and report postage spend data over different time periods. The Envelope Printing allows you to create up to 25 accounts and uses a multi-level account structure. Refer to *Using a multi-level account structure* for details.

You assign an account to a mail piece within the Envelope Printing application when applying postage to a mail piece by tapping on Account on the left side of the screen. A list of all the available accounts is displayed. Tap on the account you want to use.

For more information refer to *Sending a First-Class Mail® envelope*.

Sending a First-Class Mail® envelope

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

2. If you have the accounting feature enabled, tap **Account** on the left side of the screen and select an account. If you don't have the accounting feature, go to step 3.

   Note: If you have printed any envelopes, you may get a message that transactions are being uploaded. As soon as the upload is complete you get the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

3. Tap **Class**.

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

5. For a First-Class mail envelope, tap **First-Class Retail Metered**.

6. Tap **Letter**.

7. Select any special services required.

8. Tap **Apply**.

   - If you have a scale, place the envelope on the scale and the weight will appear in the weight button on the screen.

   - If you do not have a scale, tap the weight button and enter the weight of the envelope, then tap **Apply**.

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

Sending Certified Mail

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

2. Tap **Account** and select an account from the list. (If you don't have accounting turned on, skip this step.)

3. Tap **Class**.

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

5. Tap the appropriate class (one that can be combined with Certified Mail).

6. Select **Electronic Certified** as the extra service you want and tap **Apply**.

7. Enter the destination zip code and tap **Apply**.

8. Enter the barcode from the label and tap **Apply**.

9. Run the mailpiece through the machine.

10. Place label on the mailpiece. (You get the green label from the Post Office.)

Note: Not all extra services are available for all classes and only certain services can be combined. For more information on extra services, tap on the **Postal Advisor** icon in the application drawer at the bottom of the Home screen.

Printing a future date

With SendPro® C-Series, you can print postage with a date in the future. For example, if you missed today's mail pickup, you can print postage with a future date.

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

1. Tap Envelope Printing on the Home screen.
2. Tap the date on the Envelope Printing screen. The calendar displays.
3. On the right-hand side of the calendar tap **Tomorrow** or **Another Date**, depending on what date you would like to use.
4. When you see the future date highlighted on the calendar, tap **Apply**.
5. The Envelope Printing screen displays with the future date. You are ready to print your postage with a future date.
6. Place your envelope on the deck and it automatically prints the postage with a future date.

Omitting the date from Envelope Printing

You can choose to leave the date off the envelope, for example if you are using it for return mailing envelope.

1. Tap Envelope Printing on the Home screen.
2. Tap the date on the Envelope Printing screen. The calendar displays.
3. On the right-hand side of the calendar tap **No Date**.
4. Tap **Apply**.
5. Place your envelope on the deck and it automatically prints the postage with no date.

Printing additional postage

If you do not have the correct postage on a piece of mail, you correct the postage by printing additional postage directly on a blank area on the envelope or on a tape.

1. Tap Envelope Printing on the Home screen.
2. Scroll down and tap **Print Mode** on the left side of the screen.
3. Tap **Postage Correction**.
4. Tap **Apply**.
5. Tap the postage amount and use the keypad to enter the amount of postage you need to add.
6. Tap the check mark when done.
7. Turn your envelope over to the blank side, and place it on the deck. It automatically feeds through the machine.

Re-dating your mail

With the SendPro® C-Series, you can re-date your mail. This is useful if you've already printed today's date and postage but you missed the mail pickup. In this case, you will need to reprint a future date on the back of your envelope before you can mail it.

1. Tap Envelope Printing on the Home screen.

2. Scroll down and tap **Print Mode** on the left side of the Envelope Printing screen.

3. Tap **Date Correction**.

4. Tap **Apply**.

5. Tap on the date and the calendar displays.

6. On the right-hand side of the calendar , tap **Tomorrow** or **Another Date**, depending on what date you need.

7. When tomorrow's date is highlighted on the calendar, tap **Apply**.

8. Now you're ready to print the new date on your envelope.

9. Turn your envelope over to the blank side, and place it on the deck. It automatically feeds through the machine.

10. When it prints, look for the word "Redate" on the postage mark on the back of your envelope. Your envelope is now ready to mail.

Previewing or changing postage classes or adding special services

With the SendPro® C-Series you can view and then select a class from a list of available postage classes.

1. Tap Envelope Printing on the Home screen.

2. Tap **Class**.

3. Tap **Start Over**. A list of all the available classes is displayed.

4. Tap the class you want. If any sub classes are available for the class they are displayed.

   a. Depending on the class you may need to select the type of mail pieces, for example, if you select First-Class Retail Metered, you need to select either Letter, Large Envelope, or Package.

   b. If any special services are available for the class, you can select those next. For example, Insurance, COD, Certified, or Registered.

5. If the class requires a ZIP Code™, you are prompted to enter it.

6. Depending on the class selected, you may also be prompted to either scan or manually enter the Electronic Certified barcode from the label then attach your label to your envelope or package.

7. Tap **Apply**.

Entering weight manually for Envelope Printing

This procedure can be used when you know the weight of a mailpiece and are not using the integrated weighing platform.

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

2. Tap the weight.

   Note: The weight button is present on the Envelope Printing screen even if you do not have an integrated weighing platform or external scale connected. It allows you to enter the weight manually.

3. Tap the **Manual** button.

4. Tap the **Pounds** option and enter the pounds.

5. Tap the **Ounces** option and enter the ounces.

6. Tap **Apply**.

7. Tap **Class** on the Envelope Printing screen. If necessary select **Start Over** to display the class options.

8. Select the desired class from the classes list.

9. Select the type of package or envelope.

10. Select any Special Services, if required. Depending on which service you select, you may be prompted to add the value of the item also.

11. Tap **Apply**.

12. Feed the envelope through the machine to apply the postage.

Using the weighing platform for Envelope Printing

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

2. Tap the weight button.

3. Tap the option button for the **Scale**.

4. Tap **Apply**.

5. Place the envelope on the weighing platform.

6. Tap **Class** on the Envelope Printing screen.

7. Select the desired class from the classes list. If necessary select **Start Over**.

8. Select any Special Services, if required. Depending on which service you select, you may be prompted to add the value of the item also.

9. Tap **Apply**.

10. Feed the envelope through the machine to apply the postage.

Sealing the envelope only - (bypass all printing)

1. Tap Envelope Printing on the Home screen.

2. Tap the **Print Mode** button.

3. Select **Seal Only**.

4. Tap **Apply**.

5. Place the first envelope face up, flap down into the feeder. Be sure to slide the envelope flap under the edge of the feed deck

Zeroing the scale

You can reset the scale to zero to lessen the chance of accidentally printing the wrong postage.

1. Tap Envelope Printing on the Home screen.
2. Tap the weight button.
3. Tap the **Zero Scale** button.
4. Tap **Apply**.

Adding insurance to your mail in Envelope Printing

To add insurance to your mail:

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

2. Tap **Class**. If this is the class you want, tap the check box for **Insurance** and then enter the amount. Tap **Apply**. If you need another class, go to step 3.

3. If you want a different class:

   a. Tap **Start Over** and select a new class and any special services you want. As soon as you are done adding any special services, tap **Apply**.

   b. Tap the check box for **Insurance** and then enter the amount, tap **Apply**.

4. To confirm, tap **Apply**.

5. Place the envelope on the feed deck and the machine automatically feeds the envelope and prints the postage including insurance.

Tracking your mail using ERR in Envelope Printing

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

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

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

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

Once you print a meter impression, the postage amount is deducted from the funds on your machine even if the printing is illegible. Therefore it is important to make sure the correct value is shown on the machine before printing the postage. Also do not let the ink level get too low. We recommend that you always keep a spare ink cartridge on hand for this reason.

For complete and up-to-date guidelines you can go to *www.usps.com* and search **HELP** > **FAQs** for: *Is Postage Meter Postage Eligible for a Refund?*

Postage Meter indicia is eligible for a refund if it is complete, legible, valid, unused and printed on un-mailed envelopes, wrappers, or labels made in accordance with DMM 604.9.3.4. This includes:

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

You must submit the indicia within 60 days from the date shown on the indicia to the licensing Post Office™, the United States Postal Service® processes the refund request. When the unused metered postage is affixed to a mail piece, the refund must be submitted with the entire envelope or wrapper.

For all indicia except those produced by PC Postage systems, you will need to submit the indicia to the licensing Post Office. The Postal Service™ charges 10% of face value on the indicia if the total is $350 or less. If the total face value is more than $350, the charge is $35 per hour for the actual hours to process the refund; the minimum charge is $35.

Adding a graphic to your envelope in Envelope Printing

You can add customized graphic ads to envelopes or tapes. Graphics are sometimes known as ads, slogans or logos.

Before adding a graphic to your envelope, weigh the envelope and select the class and add any special services required.

1. Tap the **Graphics** icon on the Envelope Printing screen
2. Select the graphic you want from the list of available graphics.
3. Tap **Apply**.
4. To verify that the envelope prints correctly, feed the envelope through the machine.

Printing a graphic on your envelope with no postage

If you need to print a graphic on your envelope without printing any postage:

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

2. Tap te **Print Mode** (you may have to scroll down to see this).

3. Select **Graphic Only**.

4. Tap **Apply**.

5. Tap the **Graphics** button.

6. Select the **Graphics** button and then select the required graphic.

7. Confirm with **Apply**.

8. Print the graphic on the envelope or tape sheet.

For further information, refer to the *Adding a graphic to your envelope in Envelope Printing* topic.

Adding an inscription to your envelope in Envelope Printing

Inscriptions are automatically added after you have selected certain classes of mail. This feature saves you time and prevents the incorrect inscription being selected by mistake.

For example, if you have selected First Class then the First Class inscription will appear automatically on the Envelope Printing screen and will be printed when you feed the envelope through the machine.

Printing only the date and time in Envelope Printing

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

2. Tap **Print Mode** (you may have to scroll down to see this).

3. Select **Date and Time Stamp**.

4. Tap **Apply**.

5. Feed the envelope through the machine.

This page intentionally left blank.

6 - Managing envelope printing

In this section

Changing the default refill amounts in Envelope Printing

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

From the Home Screen:

1. Tap the **Settings** (gear icon) on the Home screen.
2. Scroll to Mail Settings.
3. Tap **Postage Refills**.
4. Tap the box under **Default refill amount**.
5. Enter the amount.
6. Tap **Apply**.

Within the Envelope Printing application:

1. Tap **Postage Balance**.
2. Tap **Refill Settings**.
3. Tap the box under **Default refill amount**.
4. Enter the amount.
5. Tap **Apply**.

To change the default refill amount for Trackable Labels, see *Change the default refill amounts for Trackable Labels*.

Uploading Envelope Printing transactions

Your SendPro® C-Series meter automatically uploads your Envelope Printing transactions at least once during the day and once after hours. Also, if you have locked your meter or if it has been turned off the any extended period of time, it automatically uploads your transactions when you power it up again.

To manually upload your Envelope Printing transactions:

1. Tap the **Settings** (gear) icon in the global toolbar.

2. Tap **Sync USPS Transaction Data** in the Mail Settings section.

   - You see a series of messages appear on the display, starting with "Preparing Transaction Data" followed by "Sending Transaction Data".

   ## Preparing Transaction Data

   Your device is preparing your recent mailing transactions to sync with USPS via PB Commerce Cloud. This may take a few moments.

   ## Sending Transaction Data

   This will take a few moments. Do not unplug or restart your device.

   ## Transaction Data Sent
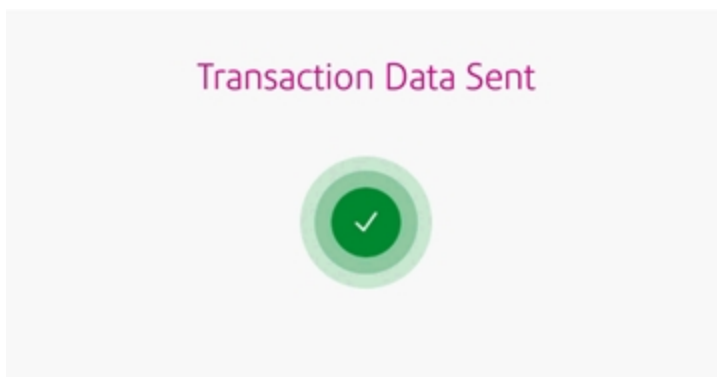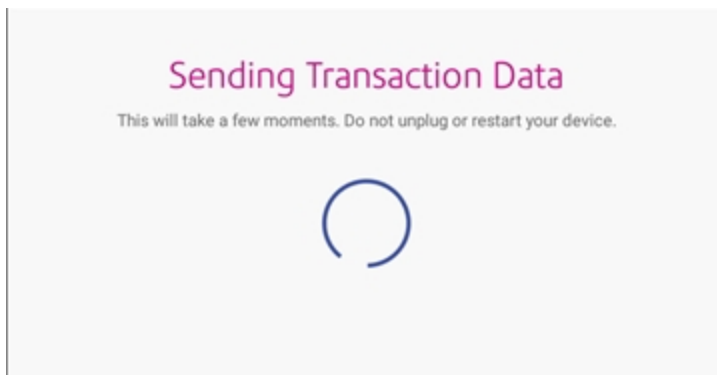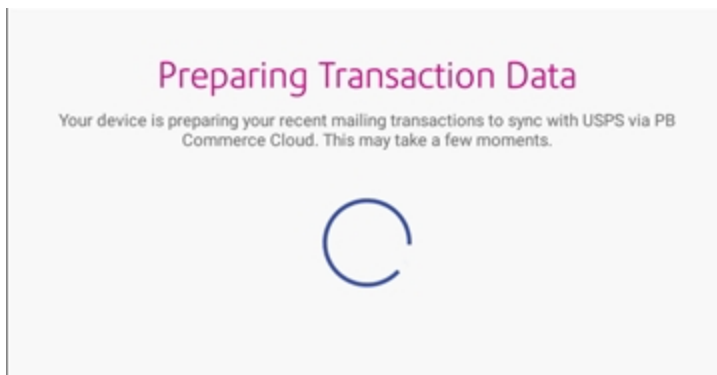
   - If there are no new transactions to upload, the message "No Sync Required" appears on the display.

Clearing or resetting the number of mailpieces you've sent in Envelope Printing

Note: Make certain that you want to delete the piece count information. Once you do, you cannot restore the data.

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

Performing USPS postal inspections for Envelope Printing

You are automatically notified when a postal inspection is required.

A message similar to the one shown here appears:
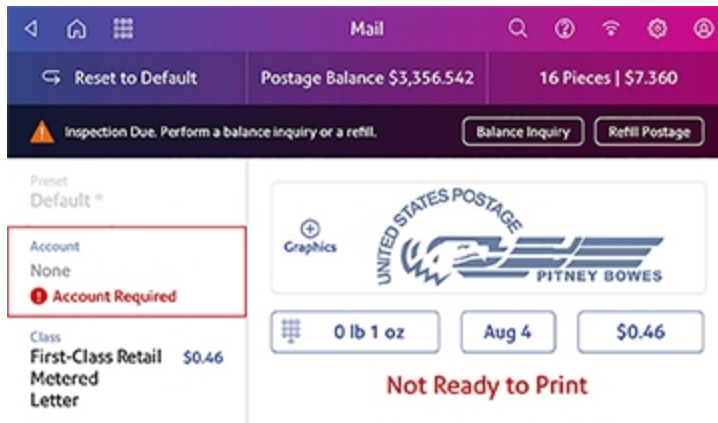
To fulfill the inspection requirements, tap **Balance Inquiry** or **Refill Postage**.

If accounting is enabled you must first tap **Account** and select an account.

Performing postal rate updates or software updates for Envelope Printing

Automatic updates:

The SendPro® C-Series meters update automatically. Please ensure you keep your meter turned on and connected to your network to get the automatic updates as they are downloaded during the evening hours.

Manual updates:

To manually download postal rates:

- Tap **Rates and Updates** on the bottom of the Home screen. You may need to swipe the screen up to access the second row of buttons. If new rates are available your SendPro® C-Series meter will begin the download and then install them when the download is complete.

  Message when new rates are updated prior to the effective date is shown here.
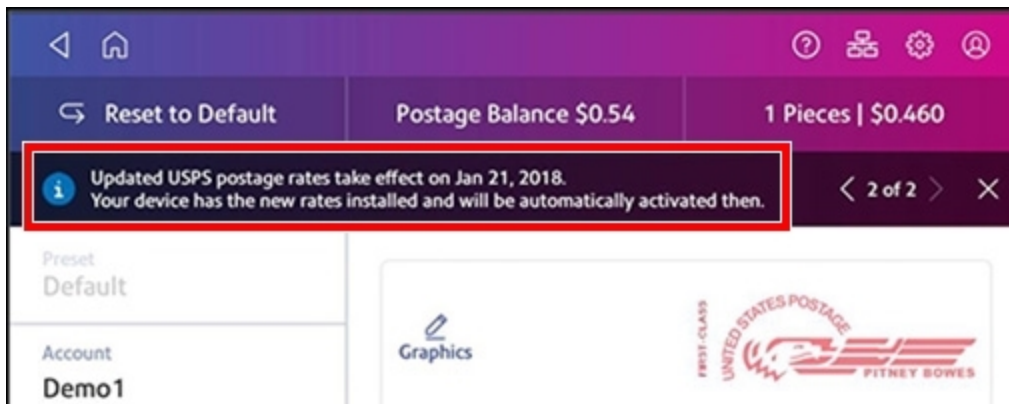
Message when new rates have taken effect (on or after the effective date) is shown here.
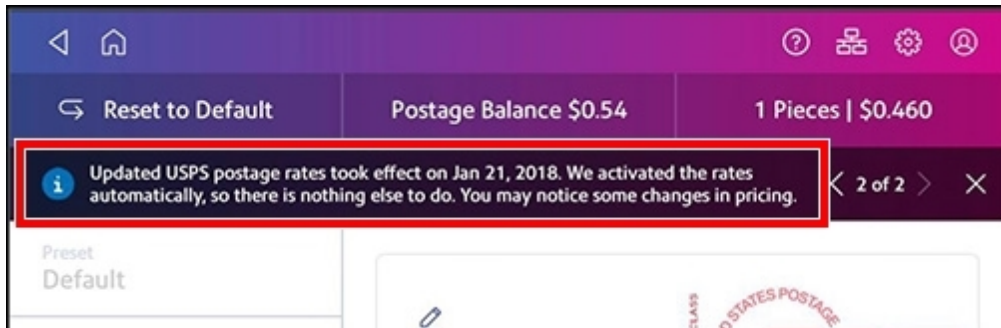
Note: Prices and dates are used for reference only. These prices and dates may change with each postal change.

To manually download software updates:

- Tap **Rates and Updates** on the bottom of the Home screen. You may need to swipe the screen up to access the second row of buttons. If an update is available the SendPro® C-Series will display a progress bar showing the status of the download and installation. Once this process is complete, you will see a message "Finalizing Update".
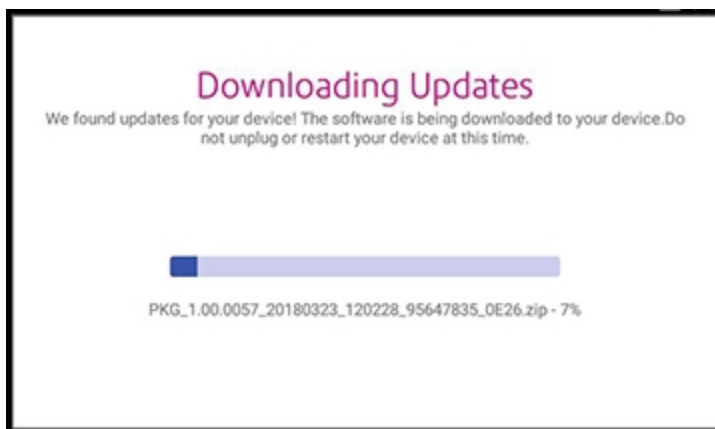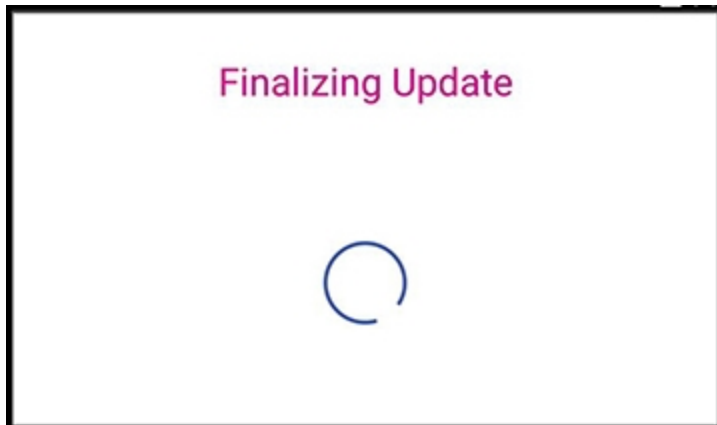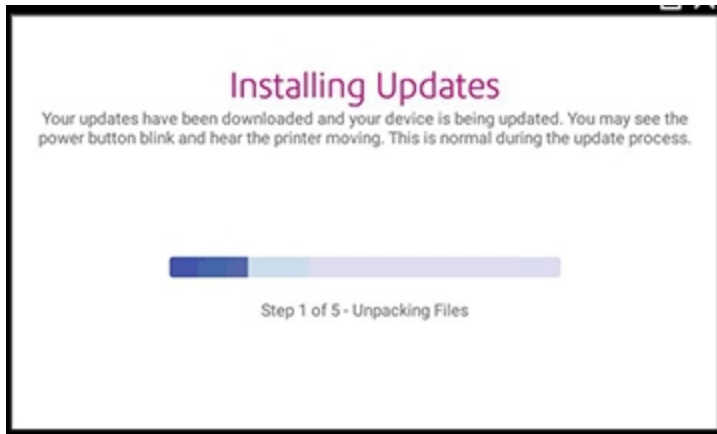
Viewing the Envelope Printing postage refill history

1. Tap the double-headed arrow on the right side of the application drawer at the bottom of the Home screen. This displays all of the icons in the drawer.

2. Tap the **History & Reports** icon.

3. Tap the Refill History report in the Envelope Printing Reports section. A list showing all of the postage refills and their dates displays.

4. Tap a refill to open a Refill Receipt.

Setting the Envelope Printing low funds warning

You can have the machine warn you when the postage (funds) available in your machine reaches a certain amount. This warning acts as a reminder for you to add more postage to your machine.

For information on adding postage refer to: *Refilling Postage on your device*.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**.
4. Tap the **Low postage threshold** button.
5. Enter the amount you'd like to set the threshold for.
6. Tap **Apply**.
7. Tap the back arrow button to return to the Envelope Printing screen.

Setting up a mailer ID

This 9-digit number is required when using Electronic Return Receipt. To get this number, you need to submit Form 5053, Bulk Proof of Delivery to the USPS.

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

Updating the zip code

This procedure must be performed by a Pitney Bowes representative. Contact software support for assistance.

Managing accounts for Envelope Printing

Envelope Printinguses a multi-level account structure. Refer to Using multi-level accounts for Envelope Printingfor more information.

Managing you account includes:

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

Refer to each of the above topics for detailed information.

Multi-level Envelope Printing accounts

The Envelope Printing accounting structure is based on three levels: account, sub account and sub sub account. Your account names can contain up to 75 characters for each level plus separators (227 characters total).

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

- **Account -** When you create a top level account, you can charge funds and pieces to that account. This is the account charged for postage because it does not have any subordinate (sub or sub sub) accounts.

  Example:

  Account - **Engineering**

- **Sub account -** If you create sub accounts for a top level account, they become the lowest level in the account hierarchy and identify the departments that are charged for postage.

  Example:

  Account - Engineering, Sub account - **Software**

  Account - Engineering, Sub account - **Industrial Design**

- **Sub sub account -** If you create sub sub accounts for sub accounts, the sub sub accounts become the lowest level in the account hierarchy and identify the departments that are charged for postage.

  Example:

  Account - Engineering, Sub account - Software, Sub sub account - **Software Testing**

  Account - Engineering, Sub account - Software, Sub sub account - **Software Design**

  Account - Engineering, Sub account - Industrial Design, Sub sub account - **Graphics and Layout**

  Account - Engineering, Sub account - Industrial Design, Sub sub account - **User Friendly Testing**

When multiple account levels are created, the accounts are linked (account-sub account, or account-sub account-sub sub account). They become a set and are treated as one separate account, with one account number and one password. The top level account number and password are rolled down to the first sub account that is created. When you add a second sub account to this top level account, you create a new linked set of accounts with a different account number and password.

Note: Only the lowest level of the account hierarchy is chargeable. This means that transactions can only be posted to that account.

If you have any questions, contact tech support

Turning Envelope Printing account passwords on and off

You can protect each account from unauthorized access by turning account passwords on.

To turn account passwords on or off:

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

2. Tap **Account** on the left side of the Mail screen. A list of all the accounts currently available is displayed.

3. Tap the menu icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.This opens the Account screen.

5. If account passwords are disabled and you want to turn them on, tap **Turn account passwords on**.

   If account passwords are currently enabled and you want to turn them off, tap **Turn account passwords off**.

6. Tap **Done**. To return to the list of accounts, swipe down from the top of the Accounts screen and tap the back arrow.

7. Tap **Cancel** to return to the Mail screen.

Creating an Envelope Printing account

1. Tap Envelope Printing on the Home screen.

2. Tap **Account** on the left side of the screen. A list of all the accounts currently available is displayed.

3. Tap the menu icon in the upper right corner of the screen:

4. Tap **Manage Accounts**.This opens the Accounts screen.

5. Tap **Create new account**. You are prompted to create a new account or add a sub account to an existing account.

6. For a new top level account, tap **Create a new account** and fill in the required account fields (Account name and Code) and any optional fields you want.

   - The Code is a unique code that you must assign to identify each top level account (and each sub account or sub sub account). This helps you locate any account later more easily.

   - You can enter an optional 150 character Description for each account (and each sub account, and sub sub account).

   - Tap in the Password field to create a password for this account. Passwords are case sensitive, can be alphanumeric and must be four characters in length. You will need to enter this password to edit or process mail against the account.

7. Be sure and tap Active for the **Status**.

8. When finished, tap anywhere on the screen but outside of the fields. The **Cancel** and the **Ok** buttons appear at the bottom of the screen.

9. Tap **Ok** to save and the name of the new account you just created is displayed.

10. At this point, you can create a new account, a sub account for this account, or a sub sub account.

    a. To create a sub account or sub sub account tap on the corresponding button.

    b. Fill in the required fields which are the same as those for the top level account.

    c. Once you are done, tap anywhere on the screen but outside of the fields to get the **Cancel** and the **Ok** to appear at the bottom of the screen.

    d. Tap Ok to save the account.

11. If you are finished creating accounts, sub accounts and sub sub accounts, tap **Done**. This takes you back to the Accounts screen.

12. Swipe down from the top of the Accounts screen and tap the back arrow to return to the list of accounts.

13. You can select an account from the list by tapping on it. That account will then appear on the Mail screen. To return to the Mail screen without changing your account selection, tap **Cancel**.

Editing an Envelope Printing account

You can view or edit the account name, code, description, status or password for all of the accounts sub accounts and sub sub accounts on your system.

Note: Once you charge postage to an account, you cannot change the account name or code. Also, you cannot delete the account.

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

4. Tap **Manage Accounts**.This opens the Accounts screen.
5. Tap **Edit account**. A list of all the accounts currently available is displayed.
6. Select the account you want to edit by tapping on it.
7. Select **OK**.
8. Make the changes you want.
    - If you want to prevent anyone from charging transactions against this account, you can set the account status to inactive..
9. When finished, tap anywhere on the screen but outside of the fields. The **Cancel** and the **OK** buttons appear at the bottom of the screen.
10. Tap **OK** to return to the Accounts screen.
11. Tap the back arrow to return to the list of accounts.
12. You can select an account from the list by tapping on it. That account will then appear on the Mail screen. To return to the Mail screen without changing your account selection, tap **Cancel**.

Deleting an Envelope Printing account

When you delete an account, sub account or sub sub account, you remove its data completely. That data is then unrecoverable. Make sure you do not need the accounts data before you delete the account. **Once you delete an account, the data cannot be retrieved**.

If you have already charged transactions to an existing account you **cannot delete the account**. If you want to prevent users from charging transactions against this account, you can set the account status to inactive. Refer to *Editing an Envelope Printing account* for more information.

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

2. Tap **Account** on the left side of the screen.

3. Tap the menu icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.This opens the Accounts screen.

5. Tap **Delete account**. A list of all the accounts currently available is displayed.

6. Select the account you want to delete by tapping on it.

7. Tap **OK**.

8. A warning appears showing the name of the account you are about to delete.

    - To confirm that you want to remove the account, tap **Yes, delete account.**

9. Tap **OK**.

10. Tap the back arrow at the top of the screen to return to the list of accounts.

11. You can select an account from the list by tapping on it. That account will then appear on the Mail screen. To return to the Mail screen without changing your account selection, tap **Cancel**.

Setting the Envelope Printing account report period

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

2. Tap **Account** on the left side of the screen.

3. Tap the menu icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.

5. Tap on the **Reports** link under the Accounts section. This opens the Reports screen.

6. Tap **Report period**.

7. Select the calendar icon next to the Start date of fiscal year field.

   a. Select a date on the calendar that appears.

   b. Select **OK**.

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

8. Select the **Default reporting period** field.

   a. Select a report period type.

   b. Select **OK**.

9. The list box on the screen is updated and provides a view the of the reporting periods based on the selections you've made.

   - Use the Previous year and Next year buttons to view the reporting periods for the previous and next year.

   - Use the up and down arrow buttons to scroll through the list of reporting periods for the current year.

10. Select **OK** to return to the Reports screen.

Setting the Envelope Printing account report preferences

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

2. Tap **Account** on the left side of the screen.

3. Tap the menu icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.

5. Tap on the **Reports** link under the Accounts section. This opens the Reports screen.

6. Tap **Preferences**.

7. Tap to select how you want accounts identified: by **Name** or by **Code**.

8. Tap to select the account level you want to report at: **Account**, **Sub account** or **Sub sub account**.

9. Tap **OK** to return to the Reports screen.

Printing Envelope Printing funds report

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

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

To print the funds report:

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

7 - View Print Reports

In this section

Printing a receipt when refilling postage for Envelope Printing

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

Refer to *Refilling Envelope Printing postage* for details.

You can also view past receipts for postage refills. Refer to *Viewing the Envelope Printing postage refill history*.

Viewing the total Envelope Printing postage spent

To view the total amount of postage spent using your SendPro® C-Series device:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to the Mail Settings section.
3. Tap **Postage Refills**.
4. Tap **Advanced**. The total postage amount and number of pieces printed is displayed.

Viewing the Envelope Printing postage refill history

1. Tap the double-headed arrow on the right side of the application drawer at the bottom of the Home screen. This displays all of the icons in the drawer.

2. Tap the **History & Reports** icon.

3. Tap the Refill History report in the Envelope Printing Reports section. A list showing all of the postage refills and their dates displays.

4. Tap a refill to open a Refill Receipt.

Printing a report for the number of mailpieces sent in Envelope Printing

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

2. Tap the **Pieces** button in the Mail screen.

3. Tap **Print Report**.

4. Feed the envelope through the machine.

5. A funds report prints showing the total number of pieces sent.

Printing Envelope Printing funds report

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

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

To print the funds report:

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

Running Envelope Printing account reports

To run an Envelope Printing account report:

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

2. Tap **Account** on the left side of the screen.

3. Tap the menu icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.This opens the Accounts screen.

5. Tap on the **Reports** link under the Accounts section.

6. If this is the first time you are running a report:

   a. Tap **Report Period** and set the time range for your reports. Refer to *Setting the Envelope Printing report period*.

   b. Tap **Preferences** and set how to you want to identify the accounts. Refer to *Setting the Envelope Printing report preferences*.

7. Tap **View & print reports**. A list of all the available reports displays.

8. Tap on and select a report.

9. Tap **Next**.

10. Tap the option you want:

    - To view the current report on the screen, tap **View Report**.

    - Tap **Actions** if you want to save the report under a new name, delete the report or print the report. *In order to print a report, you need an optional 1E50 Report printer.*

Note: If you want to view your accounting reports on your computer, you need a subscription to INVIEW™.

Setting the Envelope Printing account report period

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

2. Tap **Account** on the left side of the screen.

3. Tap the menu icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.

5. Tap on the **Reports** link under the Accounts section. This opens the Reports screen.

6. Tap **Report period**.

7. Select the calendar icon next to the Start date of fiscal year field.

   a. Select a date on the calendar that appears.

   b. Select **OK**.

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

8. Select the **Default reporting period** field.

   a. Select a report period type.

   b. Select **OK**.

9. The list box on the screen is updated and provides a view the of the reporting periods based on the selections you've made.

   - Use the Previous year and Next year buttons to view the reporting periods for the previous and next year.

   - Use the up and down arrow buttons to scroll through the list of reporting periods for the current year.

10. Select **OK** to return to the Reports screen.

Setting the Envelope Printing account report preferences

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

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

Viewing the Trackable Label history

You can view all of the trackable labels you've created on your SendPro® C-Series machine using the History screen.

To open the History screen, tap the **History** icon in the application drawer on the Home screen.

The History screen provides a line-item summary of your past trackable labels, with the Date, Recipient, Carrier, Tracking Number (USPS), Status, and Label Amount.

By default, the labels are listed by date, with the most recent at the top. To sort by something other than date, tap one of the other column headings.

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

8 - Mail Machine Maintenance

In this section

Printing a test pattern

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

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap the **Mail Printer Maintenance** button within the Mail Settings section.
3. Tap the Print Test Pattern button.
4. A sample pattern displays along with the message: "Print a Test Pattern?"
5. Feed the envelope through the machine.

6. Examine the pattern printed on the envelope.

   - If the lines are unbroken and match the "Good" test pattern shown on the display, tap **Done**.
   - If the test pattern has missing or incomplete lines, tap **Clean Print Nozzle** Once the cleaning operation completes, you will be prompted to print another test pattern. If the pattern still has broken or missing lines, you may need to replace the ink cartridge or print head.

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

Cleaning the print nozzle

If you get a bad test print pattern, clean the print nozzles to see if this corrects the problem. To clean the print nozzles:

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

Changing the ink cartridge

1. Tap the Settings (gear) icon in the global toolbar.

2. Tap the **Mail Printer Maintenance** button in the Mail Settings section.

3. Tap **Install Ink**.

4. Lift the cover. The ink cartridge moves to the front position.

5. Remove the ink cartridge as shown on the label next to the cartridge holder.

6. Insert the new ink cartridge and close the cover. The cartridge repositions itself and the Mail Printer Maintenance screen redisplays.

7. Perform a print test to be sure you are getting a good test print pattern. Refer to *Printing a test pattern*.

Important: Only use genuine Pitney Bowes ink cartridges. Non-Pitney Bowes cartridges can damage your meter. If you need ink, order a genuine Pitney Bowes replacement ink cartridge.

Replacing the printhead

If you have already cleaned the print nozzle and you are still getting a bad test print pattern, replace the printhead.

1. Tap the **Settings** (gear) icon in the global toolbar.

2. Tap the **Mail Printer Maintenance** button in the Mail Settings section.

3. Tap **Install Printhead**.

4. Lift the cover; the ink cartridge moves to the front position.

5. Flip the ink cartridge guard open.

6. Remove the ink cartridge as shown on the label to the right of the cartridge holder.

7. Squeeze the tabs on either side of the printhead.
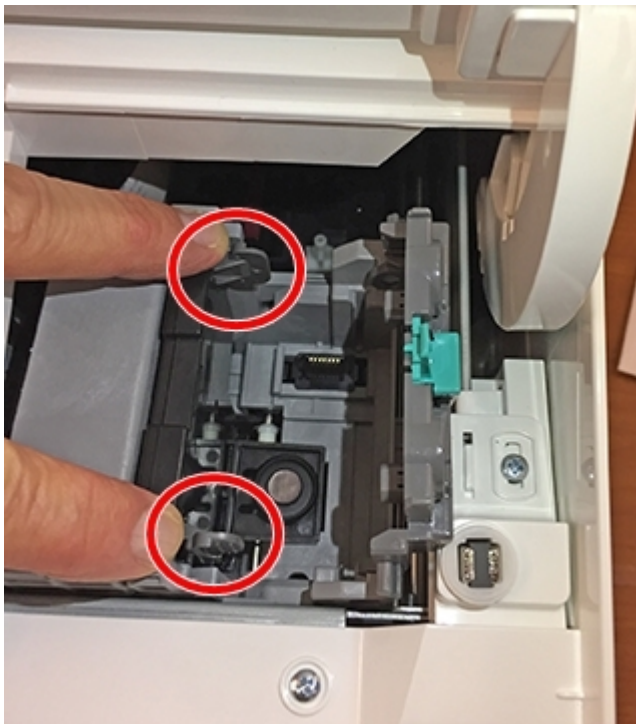
8. Lift and tilt the printhead gently to the right.
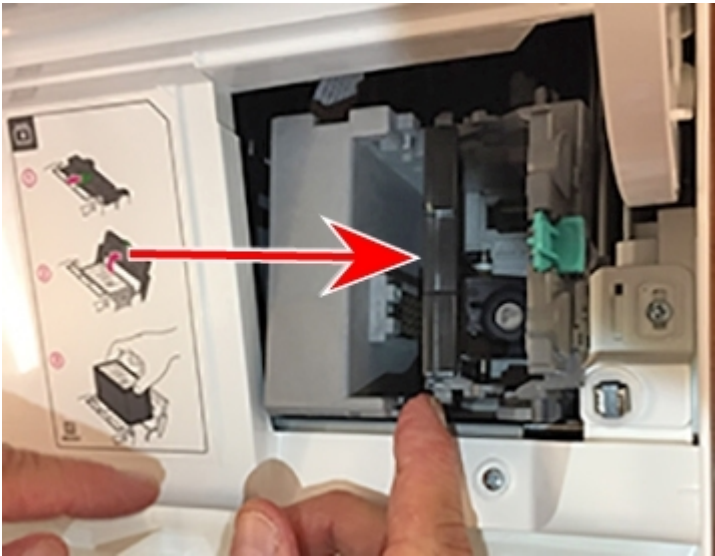
9. Pull the printhead up and out of the holder.

10. Examine the new printhead and note the location of the plastic alignment tabs.
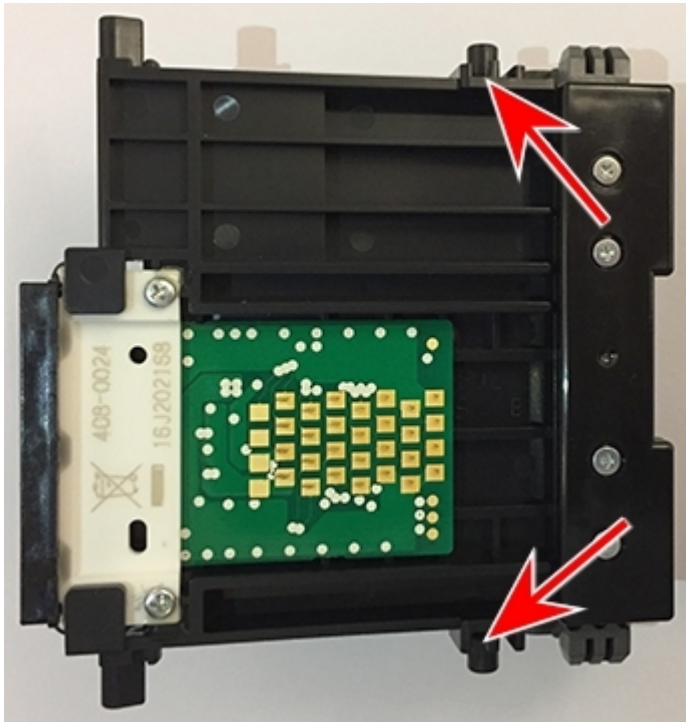
11. Examine the printhead holder and note the location of the lower printhead alignment slots.
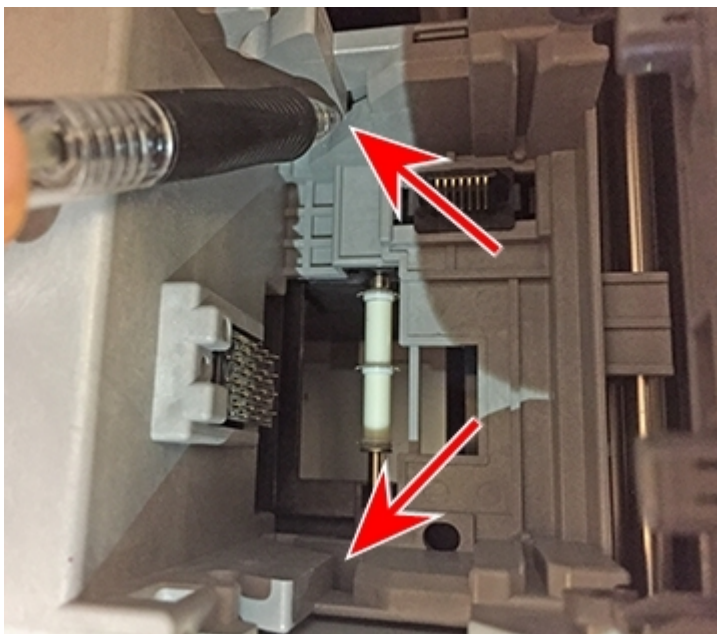
12. Insert the new printhead by squeezing the tabs on either side of the printhead and sliding the plastic alignment pins into the lower slot of the printhead holder.
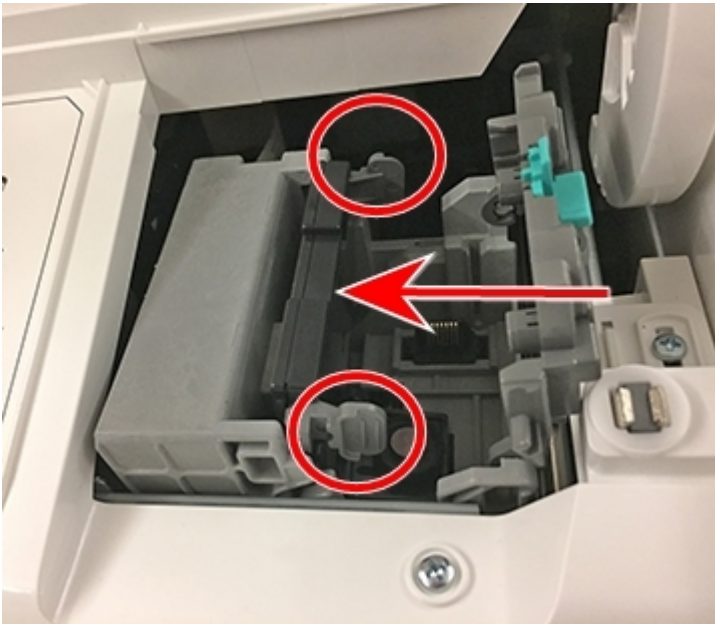
13. Gently push the printhead into place until it snaps into position.

14. Install the ink cartridge (see the label to the right of the cartridge holder).

15. Rotate the guard back to the closed position.

16. Close the cover; the ink cartridge moves back to the original position.

17. Tap **Done**.

18. Perform a print test again to be sure you are getting a good test print pattern.

Cleaning the moistener brush and wick assembly

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

1. Unscrew the plastic thumbscrew under the moistener base.

2. Lift the moistener brush assembly off the top of the moistener base.

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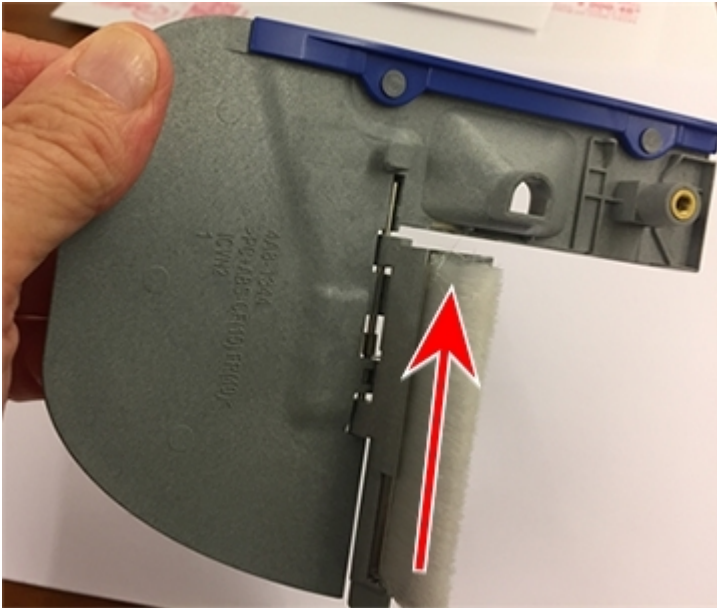
4. Locate the wick (with metal grate) on moistener base.
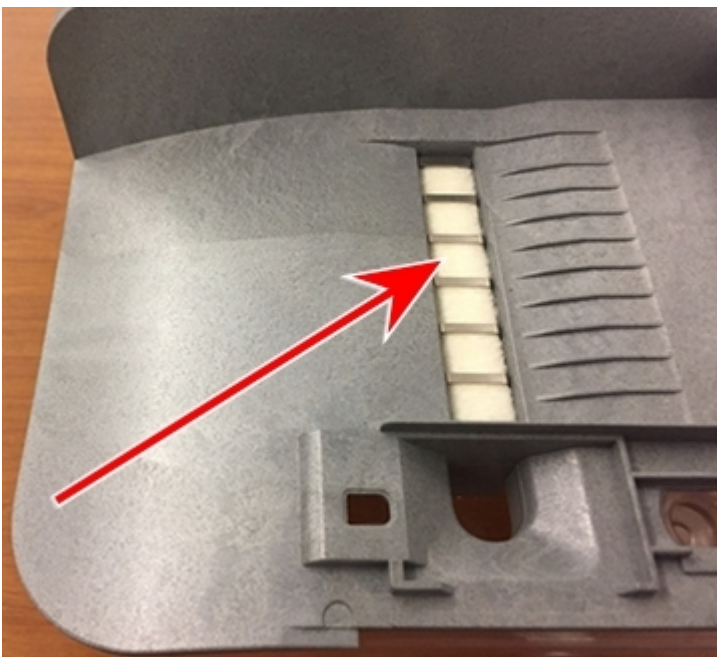
5. Remove the metal grate and wick from the moistener base.

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

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

8. Replace the moistener brush in the holder (see step 3).

9. Replace the moistener brush assembly on top of the moistener base and secure with the plastic thumbscrew.

10. If your envelopes still are not sealing properly, you can order a Moistener Replacement Kit (part number 621-8) from the Supply Line by calling 1-800-243-7824.

Filling the moistener tank

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

2. Add enough E-Z Seal Sealing Solution to bring the sealant level up to the bottom of the fill hole. Do not overfill the tank.

3. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely saturated.

Avoiding envelope sealing issues

Sealing issues can be caused by inadequate sealant in the moistener tank, not placing the envelope correctly on the feed deck, or problems with the wick or brush in the moistener.

1. Check the level of sealant in the moistener tank and add more if required. Refer to *Filling the moistener tank*.

2. When feeding an envelope be sure to slide the envelope flap under the edge of the feed deck. Otherwise, the moistener cannot wet the flap.

3. If the moistener tank is full and your envelopes are still not sealing correctly, clean or replace the moistener brush and wick. Refer to *Cleaning the moistener brush and wick assembly*.

Moving your SendPro C-Series meter

If you have to move your SendPro® C-Series meter follow these steps and precautions to move it safely. These apply whether you are moving the meter across the room or to a new facility.

1. If you have a scale, remove it from the top of the meter.

2. Remove the moistener assembly. Follow the steps in *Cleaning the moistener brush and wick assembly*. Once you have removed and cleaned the assembly place it in a zip-top bag for transport to prevent any remaining fluid from leaking.

3. Remove the ink cartridge. Follow the steps in *Installing the ink cartridge* Once you get the ink cartridge out, place it in a zip-top bag.

4. Close the top cover.

5. Remove any USB cables and optional peripherals such as a printer or scanner and pack them with the meter.

6. Unplug the power cable and pack it with the meter.

7. Once in the new location, re-install any USB cables and peripherals.

8. Plug the power cord into the meter and power outlet.

9. Re-install the ink cartridge. Follow the steps in *Installing the ink cartridge*.

10. Re-install the moistener assembly. Follow the steps in *Cleaning the moistener brush and wick assembly*.

9 - Supplies

In this section

Supplies, ink cartridges, and options

Supplies for SendPro® C-Series

Description	Part Code Number (PCN)
Waste Ink Pad Kit	51A-P
Easy Seal Solution	601-9
E-Z Seal ® Sealing Solution - 4 pint size bottles	601-0
E-Z Seal ® Sealing Solution - 4 half gallon bottles	608-0
E-Z Seal ® Sealing Solution - 5 gallon Cubetainer	605-0
Moistener Brush, Wick and Grate	621-8
25 double sheets	612-9
150 double sheets	620-9
United We Stand™ Ad Patriotic tape sheets	613-9
Deluxe Cleaning Kit with Duster (canned air)	CK0-3
Small Cleaning Kit with Duster (canned air)	CK0-2
Office Equipment Cleaner	CK0-4
Small Business Cleaning Kit (without canned air)	CK0-1
Supply Pack for SendPro C200, C300, C400	516-1 (check PCN and description)

Supplies for Workstation w1110 Label Printer

Description	Part Code Number (PCN)
Networked SendKit/w1110 Shipping Labels	6WB-F
Direct Thermal Labels 4" x 6" (6 rolls)	745-1

Ink Cartridges

Description	Capacity	Part Code Number (PCN)
SendPro C200, C300, C400 red fluorescent ink cartridge	17 ml	SL-798-0
SendPro C200, C300, C400 red fluorescent ink cartridge	35 ml	793-5

Optional Accessories

Description	Part Code Number (PCN)
Integrated scale	MP81
External USB scale with display	MP82
Backlit scale mounted graphical display for MP82 scale	MP00098
Backlit self-standing graphical tower display for MP82 scale	MP00099
External USB platform scale (15/30 lb.)	MT30
External USB platform scale (70 lb.)	MP70
2.0 4-port USB Hub	552-3
I D barcode scanner	IE02
Report Printer	1E50

This page intentionally left blank.

10 - Machine Information

In this section

USPS requirements

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

- Mail must have the correct date and postage amount in the postage .

- Metered mail must bear the ZIP Code™ location of the post office where the postage meter (Postal Security Device) is registered.

- If you move to another ZIP Code™ location, you must update the ZIP Code. You can do this by calling Postage by Phone® at 1-800-243-7800.

- The USPS requires a postal inspection of your machine every 120 days. Each time you refill your postage meter (Postal Security Device) through the LAN, the Postage By Phone Meter Payment System computer automatically performs a postal inspection.

- The postage tape you use must meet USPS specifications.

Sections of the meter impression
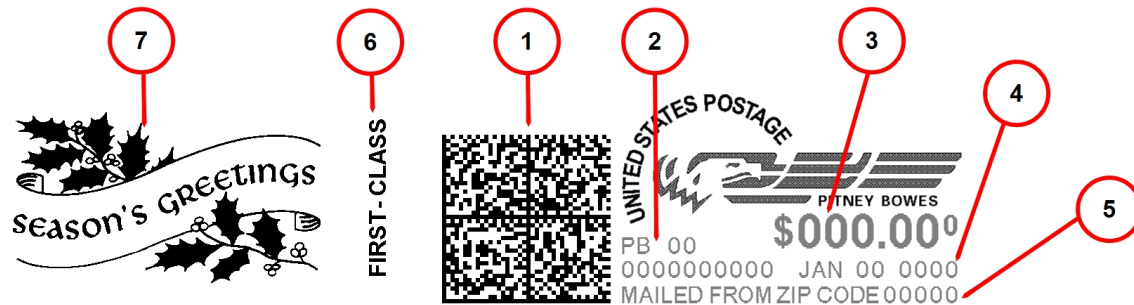
1. Datamatrix barcode - contains tracking information

2. Meter serial number

3. Postage amount

4. Date

5. ZIP Code™ of the machine

6. Optional postal inscription and class

7. Optional advertisement or Postal Endorsement (Postal Endorsements are official USPS instructions that print in the advertisement space)

Postal Security Device

The postage meter on your mailing system is a Postal Security Device (PSD) that incorporates the latest technology approved by the United States Postal Service to secure funds. This technology eliminates the need to perform physical inspections, thereby making the system easier and more convenient to use.

Parts of the machine

SendPro® C-Series C200, C300, C400

1. **Weighing Platform** - Allows you to weigh mail, flats and packages using an integrated scale.
2. **Label Printer** - Prints USPS, UPS and FedEx shipping labels.
3. **Color Touchscreen Display** - Process letters and flats or ship with USPS, UPS, or FedEx (tablet style).
4. **Top Cover** - Open to get access to the ink cartridges for the mail postage printer
5. **Semi-automatic Feeder** - Feeds and seals envelopes. Also feeds postcards and tape strips.
6. **Transport Release Lever** - Normally engaged. If a stall occurs on the transport deck, turn this to disengage the rollers and clear the envelope, post card or tape strip.
7. **Transport Deck** - Envelope or post card passes along the transport deck where postage is applied

Connections on the back of the machine

This applies to all SendPro® C-Series models.
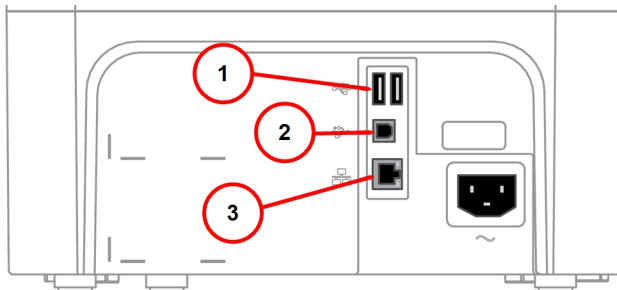
1. USB port type A host - connect to:

    - External printer

    - Barcode scanner

    - External scale

    - USB flash drive for storing accounting information

2. USB port, type B host - can be used for:

    - Service operations

3. 1 RJ45 - for LAN connection

Setting up a wired network (LAN) connection

Instructions

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

1. Tap **Settings** (gear icon).
2. Tap **Wired (Ethernet)**.
3. Select the **Connection Type**.
   - If you want the meter to get an IP address automatically and do not need a static IP address:
     a. Select the Connection Type **DHCP**.
     b. Tap **Connect**.
   - If you need to set the meter to a static IP address:
     a. Select the Connection Type **Static IP**.
     b. To enter the IP address, Netmask, and DNS Address:
        i. Tap on the line.
        ii. Enter the item. Contact your IT department to obtain the correct settings for your network.
        iii. Tap the green circled **>**.
        iv. Once the keyboard has closed, tap **Connect**.

Setting up a WiFi (wireless) network connection

Instructions

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

1. Tap **Settings** (gear) icon.
2. Tap **Wi-Fi**.
3. Enter the correct WiFi password and identity.

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

4. (Optional) Tap **Advanced Options** to set:
   - EAP Method
   - Proxy
   - DHCP or Static IP address
5. To enter a value:
   a. Tap on the line.
   b. Enter the item.
   c. Tap the green circled **>**.

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

Specifications

SendPro C200, C300 and C400 (Model 2H00)

Power requirements: 100-240 VAC, 50/60 Hz, 1.0A

Operating Temperature: 55°F (13°C) to 95°F (35°C)

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

Dimensions:

- 16 ½" L x 15 ½" W x 11 ¼" H

Weight:

- 17.6 lbs.

Throughput (Letters Per Minute):

- SendPro® C200 – up to 40 letters per minute
- SendPro® C300 – up to 50 letters per minute
- SendPro® C400 – up to 65 letters per minute

Actual throughput will vary, depending on the material used, machine condition, use of moistener, etc.

Ink Cartridge Life:

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

Ports:

- 2 USB port type A host connectors for external peripherals (scale, barcode scanner, report or label printer, HUB, mouse, keyboard)

- 1 USB peripheral port type B committed port
- 1 RJ45 (LAN connector)

Display:

- 7" tablet (169 pixels/inch)

Print Resolution:

- 300h x 600v DPI

Print Image Area:

- 1" x 7"

Tapes and Strips:

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

Envelope Ads:

- Create up to 20 text ads stored on the machine

Postal Inscriptions:

- Up to 60 inscriptions preloaded on the machine

Graphics:

- Up to 60 graphic ads on the machine

11 - Technical Support

In this section

Contacting Pitney Bowes

Your system information

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

- **Product Name:**SendPro® C-Series Digital Postage Meter
- **PCN and serial number:** check the label on the rear of the meter
- **Problem Description:**
  - What is happening and when
  - Are there any error messages displaying?
- **Attempts to fix:**
  - What steps have you already tried to fix the problem?
  - If you tried, what happened?

Technical and Account Support:

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

http://www.pitneybowes.com/us/support/products/sendpro-c200-c300-c400-meter-support.html

Pitney Bowes Supply Line

Web support: *www.pitneybowes.com/us*, then click on Shop at the top of the page.

Note:

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

12 - Errors

In this section

"CSD Senior Device has stopped" message

Issue

If the SendPro® C-Series displays the message "CSD Senior Device has stopped" and will not run mail.

Cause

The internal meter software has encountered an error.

Solution

1. Reboot the meter:
   a. Unplug the power cable.
   b. Wait for the display to turn off.
   c. Wait one minute.
   d. Plug the power cable back in, ensuring that it is plugged directly into a wall outlet.
2. Tap the **Settings** (gear) icon in the global toolbar.
3. Tap **Mail Printer Maintenance**.
4. Tap **Print Test Pattern**.
5. Run a test print.
   - If the test print is *good*, tap on the **Home** icon
   - If the test print is *not good*, contact Technical Support; have your model and serial number ready.

"Shared Services has stopped working" message

Issue

The meter displays the message "Shared Services has stopped working" and will not print.

Cause

The meter software has encountered an error.

Resolution

You may be able to clear the error by restarting the meter:

1. Unplug the power cord.
2. Wait for the display to turn off.
3. Wait one minute.
4. Turn the power back on.

Flashing power light

Issue

The power light is flashing and the meter is not working.

Cause

The power button was held down too long when turning the meter on or off.

Resolution

You may be able to clear the error by restarting the meter:

1. Unplug the power cord.
2. Wait for the display to turn off.
3. Wait one minute.
4. Turn the power back on.

Tips:

- When turning the meter on, just tap the power button. Do not hold it down.
- When turning the meter off, hold the power button for only 5 seconds.

"Oops! Something went wrong" message in Trackable Labels Address Book

Issue

When attempting to view the Address Book in Trackable Labels, the message "Oops! Something went wrong" is displayed.

Cause

If you receive this error when accessing the Address Book in Trackable Labels, there is a connection issue with your Trackable Labels user name.

Resolution

Log out of Trackable Labels:

1. Tap **Profile** (person icon).
2. Tap **Sign Out**.
3. Unplug the power cord.
4. Wait for the display to turn off.
5. Wait one minute.
6. Turn the power back on.
7. Sign into Trackable Labels.

If the issue is still not resolved, contact Technical Support.

Error: Print services has stopped

Issue

When trying to print, the error message "Print services has stopped." is displayed.

Cause

The meter software may be out of date.

Resolution

This issue must be resolved by a Pitney Bowes representative. Contact technical support for assistance.

Error: US Mailing has stopped

Issue

The error message "US Mailing has stopped." is displayed.

Cause

Not specified

Resolution

This issue must be resolved by a Pitney Bowes representative. Contact technical support for assistance.

Error 1814, 1815 or 1825

Issue

When running mail, error 1814, 1815 or 1825 is displayed.

Cause

The meter has timed out while attempting to connect to the Pitney Bowes Data Center.

Resolution

1. Tap the back arrow to the Home screen.
2. Unplug the power cord.
3. Wait 20 seconds.
4. Plug the cable back in.
5. Tap the Power button.

Error 0802

Issue

Error 0802 is displayed.

Cause

The printhead is inserted incorrectly.

Resolution

Remove the printhead and re-seat it correctly.

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap the **Mail Printer Maintenance** button in the Mail Settings section.
3. Tap **Install Printhead**.
4. Lift the cover; the ink cartridge moves to the front position.
5. Flip the ink cartridge guard open.
6. Remove the ink cartridge as shown on the label to the right of the cartridge holder.

7. Squeeze the tabs on either side of the printhead.
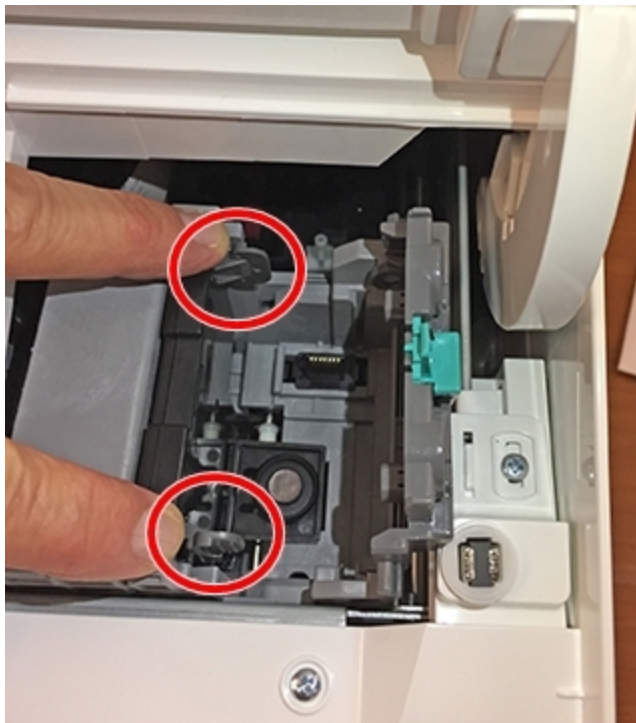
8. Push the printhead gently to the right.
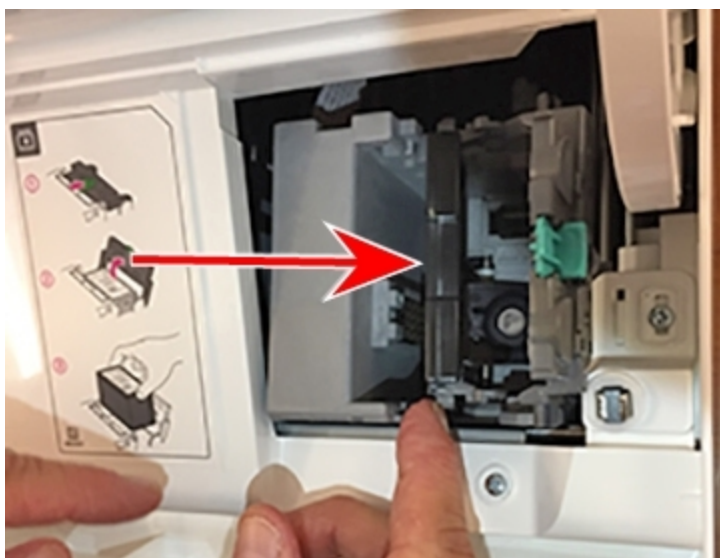
9. Pull the printhead up and out of the holder.

10. Examine the printhead and note the location of the plastic alignment tabs.
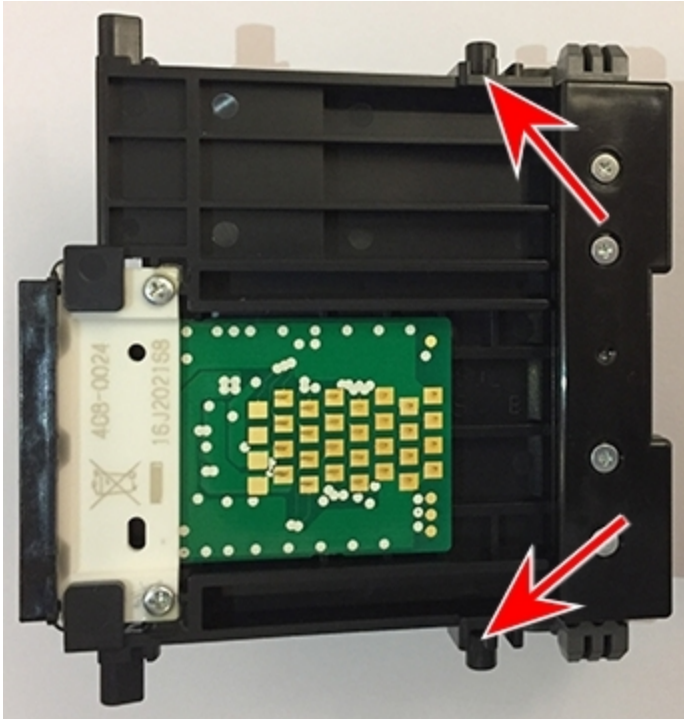
11. Examine the printhead holder and note the location of the lower printhead alignment slots.
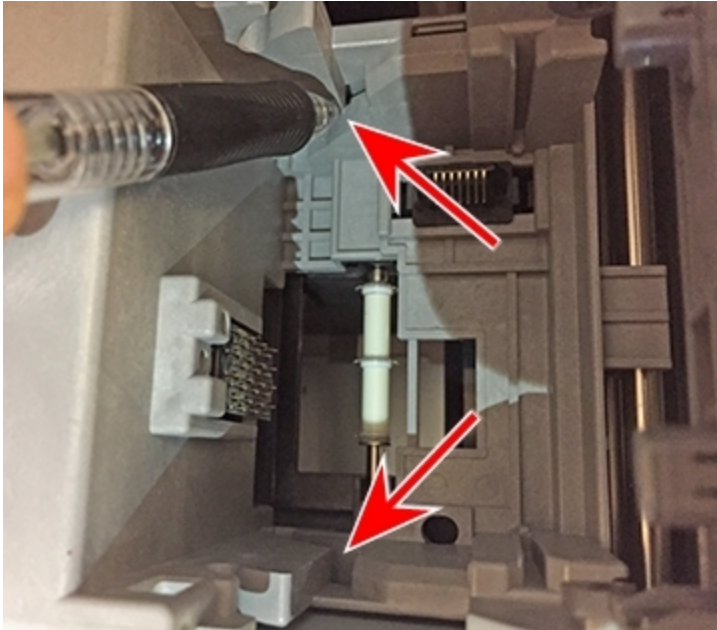
12. Insert the printhead by squeezing the tabs on either side of the printhead and sliding the plastic alignment pins into the lower slot of the printhead holder.
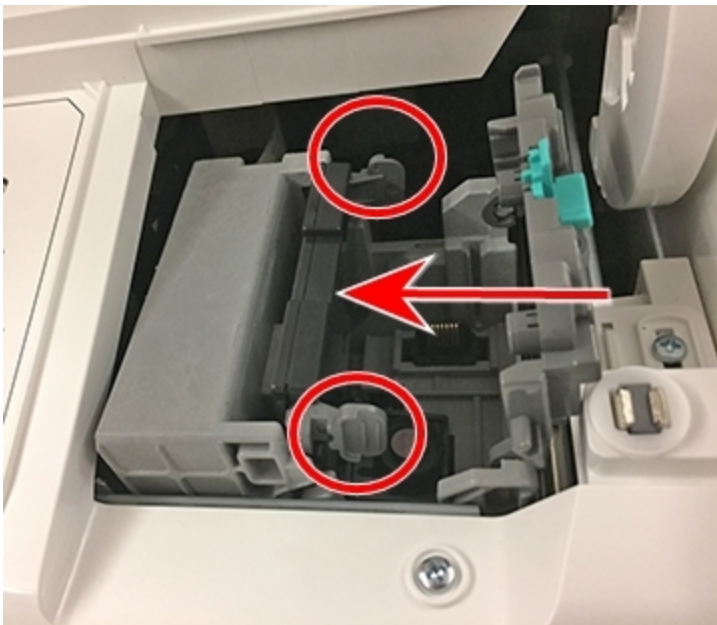
13. Gently push the printhead into place until it snaps into position.

14. Replace the ink cartridge (see the label to the right of the cartridge holder).

15. Rotate the guard back to the closed position.

16. Close the cover; the ink cartridge moves back to the original position.

17. Tap **Done**.

"Clear Paper Jam" message

Issue

A mailpiece has stopped inside of the meter and the error "Clear Paper Jam" displays.

Cause

A mailpiece has stopped inside the meter.

Resolution

1. Turn the transport release lever clockwise to the released position.
2. Carefully pull the envelope out toward the right.
3. Using a can of non-flammable compressed air and working from the left side of the machine toward the exit, blow onto the feed deck that the envelopes and tape sheets travel on. Ensure that all dust and debris are removed.
4. Reboot the meter:
   a. Turn the transport release lever counterclockwise to the home position.
   b. Turn the power off by holding the power button for 5 seconds, the power button will darken.
   c. Wait for the display to turn off.
   d. Wait one minute then turn the power back on.

"Not Ready to Print" message

Issue

The Envelope Printing screen says "Not Ready to Print" and will not print.

Cause

Several things can cause "Not Ready to Print":

- A jam may not have cleared.
- The jam release may be open.
- The ink tank may be missing or empty.
- The print head may be missing.
- An account is not selected.
- Transactions may be need to be updated.

Resolution

Look for a red exclamation point (!) with a notification that the print head or ink tank is missing or empty, the meter is jammed, or the jam release is open.

Note: If you have accounting, an account must be selected.

Recheck the printer status:
1. Tap **Reset to default**.
2. Put something on the scale.
3. If you do not have a scale:
   a. Tap the weight button.
   b. Choose **Manual**.
   c. Tap the **1** key.
   d. Tap **Apply**.

4. Open and close the jam release lever.

Upload any pending transactions:

1. Tap **Settings** (gear icon).

2. Tap **Upload Transactions**.

3. Any pending transactions will now be uploaded.

4. Tap **Reset to Default**.

Change the print mode:

1. Tap **Print Mode**.

2. Tap **Date Correction**.

3. Tap **Apply**.

4. Tap **Reset to default**.

Reboot the meter:

1. Turn the power off by holding the power button for 5 seconds. The power button will darken.

2. Wait for the display to turn off.

3. Wait one minute.

4. Turn the power back on.

5. Tap **Envelope Printing**.

6. Verify that the machine says ready to print.

"Transaction log upload required" or "Transaction Upload Due" messages

Issue

The meter displays "Transaction log upload required" and will not run mail until transactions are uploaded OR the meter displays "Transaction Upload Due."

You will be able to run mail, but you will be required to upload transactions in the near future.

Cause

Transactions need to be uploaded.

Resolution

1. Tap **Settings** (gear icon).
2. Tap **Upload Transactions**.

Error: No PSD on the SendPro C200, C300 and C400

Issue

The meter displays the message "No PSD" and will not function.

Cause

An internal component has malfunctioned.

Resolution

1. Turn off the network connection:
   - For wired networks, unplug the network cable.
   - For WiFi networks:
   a. Tap **Settings** (gear icon).
   b. Tap **Wi-Fi**.
   c. Tap the slider so that it moves to the off position.
2. Reboot the meter:
   a. Unplug the power cable.
   b. Wait for the display to turn off.
   c. Wait one minute.
   d. Plug the power cable back in, ensuring that it is plugged directly into a wall outlet.
3. Reconnect the network cable.

Resolve error message "General Authorization Failure"

Issue

When attempting to refill postage for Trackable Label postage balance you receive the error message, "General Authorization Error".

Cause

There are not enough funds available in the Pitney Bowes Reserve Account or Pitney Bowes Purchase Power Account.

Resolution

- If the balance in your Reserve Account is less than the amount you are attempting to add to the SendPro C-Series Trackable Labels account, add funds to your Reserve Account.

- If the available credit in your Purchase Power account is less than the amount you are attempting to add to the SendPro C-Series Trackable Labels account, make a payment on your Purchase Power account, or request a Purchase Power credit limit increase using www.pitneybowes.com.

13 - Troubleshooting

In this section

Poor print quality or not printing

Issue

The indicia is not printing well (print may be streaky, fuzzy, spotty, partial, or missing completely).

Cause

There is a problem with the print head or the ink cartridge.

Resolution

1. From the Home screen, tap **Settings** (gear icon).
2. Select **Mail Printer Maintenance**.
3. Select **Print Test Pattern**.
4. When the display says **Print Test Pattern?**, feed an envelope or tape sheet into the machine.
5. Compare the printed test pattern to the ones on the screen.
6. If it looks like the good example:
   a. Tap **Done**.
   b. Tap **Home** to return to the Home screen.
7. If it looks like the bad example:
   a. Tap **Clean Print Nozzle**.
   b. After cleaning, you will be prompted to print another test pattern.

If you are not seeing an improvement after cleaning the print nozzle, clean the print head:

1. From the Home screen, tap **Settings** (gear icon).
2. Tap **Mail Printer Maintenance**.
3. Tap **Install Print Head**.
4. Follow the screen prompt and open the cover.

5. Open the green latch over the ink cartridge.

6. Lift up and remove the ink cartridge.

7. While squeezing the two gray tabs on either side of the print head, lift and tilt the print head to the right as you remove it from the machine.

8. Wipe the copper-colored section of the print head with a dry, lint-free cloth or foam swab.

9. Reinstall the print head in the meter, making sure that it clicks into place.

10. Reinsert the ink cartridge and close the print head cover.

11. Close the ink tank access cover. The ink tank mechanism reinitializes.

Wireless connection issues on the SendPro C200, C300 and C400

Issue

- The meter is not connecting to the data server via a wireless WiFi connection.
- The meter may display the message "Error Unable to resolve host" or "Unable to resolve api.pitneybowes.com".
- The meter displays the message "Failed to Update Please Contact Pitney Bowes"

Note: If you are experiencing issues with a wired network connection, see the topic *Wired network connection issues on the SendPro C200, C300 and C400*.

Cause

Network connection issues may be caused by problems with the settings, wireless connection, or a firewall.

Resolution

To troubleshoot issues with a wireless WiFi connection, check these things (follow the steps in each section).

- Reboot the meter
- Check the wireless signal strength
- Check the network settings
- Check for firewall issues

Reboot the meter

1. Unplug the power cord.
2. Wait for the display to turn off.
3. Wait one minute and turn the power back on.

Check the wireless signal strength

Check the signal strength with the WiFi gauge. If you are getting fewer than two bars, performance may be reduced or intermittent. Wireless signals may be degraded by physical barriers such as walls and doors, or interference from other devices such as microwaves, cordless phones and other WiFi networks.

Some tips to increase wireless signal strength:

- Relocate the meter or your wireless access point so that they are closer together.
- Turn off or move other devices that may be interfering with the signal.

Check the network settings

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

If you want the meter to get an IP address automatically and do not need a static IP address:

1. Tap **Settings** (gear) icon.
2. Tap **Wi-Fi**.

- Make sure that you are connecting to the correct WiFi network.
- Make sure that you have the correct WiFi password and identity if required.
- If you need to set an EAP Method, proxy or change between DHCP and static IP addresses, tap Advanced Options.

If you are unsure of your wireless settings, contact your local IT department.

Firewall issues

If available, try a wired connection. Please refer to *Setting up a wired network (LAN) connection on the SendPro C200, C300 and C400*.

Your network firewall may be blocking ports or addresses that are required for proper functioning of the meter. See the SendPro C-Series Connectivity guide for connection details.

Contact your IT department for assistance if needed.

.

Wired network connection issues on the SendPro C200, C300 and C400

Issue

- The meter is not connecting to the data server via a wired network (Ethernet) connection.
- The meter displays the message "Unable to resolve host" or "Unable to resolve api.pitneybowes.com".
- The meter displays the message "Failed to Update Please Contact Pitney Bowes"

Note: If you are experiencing issues with a wireless network connection, see the topic *Wireless WiFi connection issues on the SendPro C200, C300 and C400*.

Cause

Connection issues may be caused by problems with the settings, the wireless connection, or a firewall.

Resolution

To troubleshoot issues with a wired network connection (LAN), follow the steps in each section below.

- Restart the meter
- Check the physical connection
- Check the network settings
- Firewall issues
- Proxy settings

Restart the meter

1. Unplug the power cord.
2. Wait for the display to turn off.
3. Wait one minute and turn the power back on.

Check the physical connection

1. Check the LED lights located on the back of the meter where the internet cable plugs in. These lights should become lit within one minute of turning on the meter.

   Note: Make sure that the meter is not connected to a phone line or to a computer with PC Meter Connect, as this meter does not support those connection types.

2. Make sure that the internet cable is securely plugged into the meter. You should hear a soft click when it is fully inserted.

3. If the LEDs are not lit, verify that the other end of the internet cable is plugged into an active router or wall port.

4. If the cable is plugged in but the LEDs are not lit, try a different cable. After a new cable is installed, if there are still no lights, contact technical support. Please have your model and serial number ready.

Check the network settings

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

If you want the meter to get an IP address automatically and do not need a static IP address:

1. Tap **Settings** (gear icon).
2. Tap **Wired** (Ethernet).
3. Select the Connection Type DHCP.
4. Tap **Connect**.

If you need to set the meter to a static IP address:

1. Select the Connection Type Static IP.
2. Enter the IP address, Netmask, and DNS Address. Contact your IT department for this information.

Proxy settings

If credentials are required to sign in to your network, then your network most likely uses a proxy server. If you are unsure about what your proxy settings are, contact your IT department.

Firewall issues

If available, try a WiFi (wireless) connection. Please refer to *Setting up a WiFi wireless network (LAN) connection on the SendPro C200, C300 and C400*.

Your network firewall may be blocking ports or addresses that are required for proper functioning of the meter. Contact your IT department for assistance if needed.

- The meter requires ports 80 (HTTP), 443 (HTTPS), 53 (DNS), 5938 (Team Viewer), 2300, and 8080 (OS updates) to be unblocked.
- See the SendPro C-Series Connectivity guide for a complete list of the addresses that need to be unblocked.

If the issue is not resolved, contact technical support. Please have your model and serial number ready.

Sealing issues

Issue

The meter is not sealing or only partially sealing envelopes.

Cause

There may be inadequate sealant in the moistener tank, or an issue with the wick or brush in the moistener.

Resolution

1. Be sure to slide the envelope flap under the edge of the feed deck. Otherwise, the moistener cannot wet the flap.

2. Check the sealant level by looking at the sight glass on the left side of the moistener tank.
   - If the sealant level is low, add E-Z Seal® solution until it reaches the bottom of the fill hole. Do not overfill the moistener tank.
   - If the tank was empty, allow 30 minutes for the moistener brush and wick to get completely wet before trying to use the moistener.

3. Check if the moistener brush is dry. If it is:
   - Make sure that the white thumbscrews on the bottom of the sealer are tight.
   - Try wetting the moistener brush manually.
   - Make sure that the brush is making contact with the wick. You may need to lift the wick up slightly to make sure that it is making contact with the brush.

   Note: If the brush dries out quickly, replace the moistener wick*.

4. Check if the moistener brush is dirty. If it is, remove the moistener brush, clean it in plain water, and rinse thoroughly. If the brush will not rinse clean, replace the moistener brush.

5. Check if the moistener brush is worn. If it is, replace the moistener brush*.

   Note: You can order a Moistener Replacement Kit (#621-8) from the supply line, which includes a wick, shield, and brush assembly.

All classes missing

Issue

When tapping **Class** on the Envelope Printing screen, no classes are displayed.

Cause

There is a problem with the internal meter software.

Resolution

You may be able to clear the error by restarting the meter:

1. Unplug the power cable.
2. Wait for the display to turn off.
3. Wait one minute.
4. Plug the power cable back in, ensuring that it is plugged directly into a wall outlet.

If the issue is not resolved, contact Technical Support; have your model number and serial number ready.

Postage Balance showing "reading" on the Envelope Printing screen

Issue

Postage Balance is showing "reading" instead of the amount available on the meter.

Cause

There is an internal component fault.

Resolution

You may be able to clear the error by restarting the meter:

1. Unplug the power cable.
2. Wait for the display to turn off.
3. Wait one minute.
4. Plug the power cable back in, ensuring that it is plugged directly into a wall outlet.

Cannot refill Envelope Printing during initial installation

Issue

Unable to refill Envelope Printing during the initial installation of the machine.

Cause

There was an internal meter fault.

Resolution

You may be able to clear the error by restarting the meter:

1. Unplug the power cable.
2. Wait for the display to turn off.
3. Wait one minute.
4. Plug the power cable back in, ensuring that it is plugged directly into a wall outlet.

The screen is on but the power light is off

Issue

If the screen is on but the power light is off, or the screen is on but the power light turns off while the meter is starting up.

Cause

Indicates that the screen has not shut down properly.

Solution

The screen must shut down before normal operation can be restored:

1. Unplug the meter.
2. Leave the display on until the internal battery dies (5 - 6 hours).
3. Plug the meter back in.
4. Wait one hour for the battery to charge.
5. Press the power button to turn the meter on.

Note: When shutting down the meter, wait for the 10-second timer to complete before you tap anywhere on the screen.

Scale weight changes to one ounce after removing mailpiece

Issue

After removing a mailpiece from the scale, the weight changes to one ounce.

Cause

There is a problem with the meter software.

Resolution

1. Remove the scale.
2. Reboot the meter:
   a. Turn the power off by holding the power button for 5 seconds, the power button will darken.
   b. Wait for the display to turn off.
   c. Place the scale back on top.
   d. Wait one minute then turn the power back on.

If your issue is not resolved, contact Technical Support. Please have your model and serial number ready.

Solid red light on the 1E35 label printer

Issue

The red light on the 1E35 label printer is on and it will not print.

Cause

The printer has malfunctioned.

Resolution

Reboot the printer.

1. Unplug the power cable.
2. Wait one minute.
3. Plug the power cable back in.

This error can be caused by the printer not being configured to the correct paper size. To set the paper size:

1. Open the printer's top cover and wind the media back onto the roll so that it is clear of the feed rollers and sensors.
2. Close the cover.

3. Press and hold the **Reset**, **Stop/Resume** and the **Feed/Cancel** buttons simultaneously until the left LED on the front panel turns solid green.
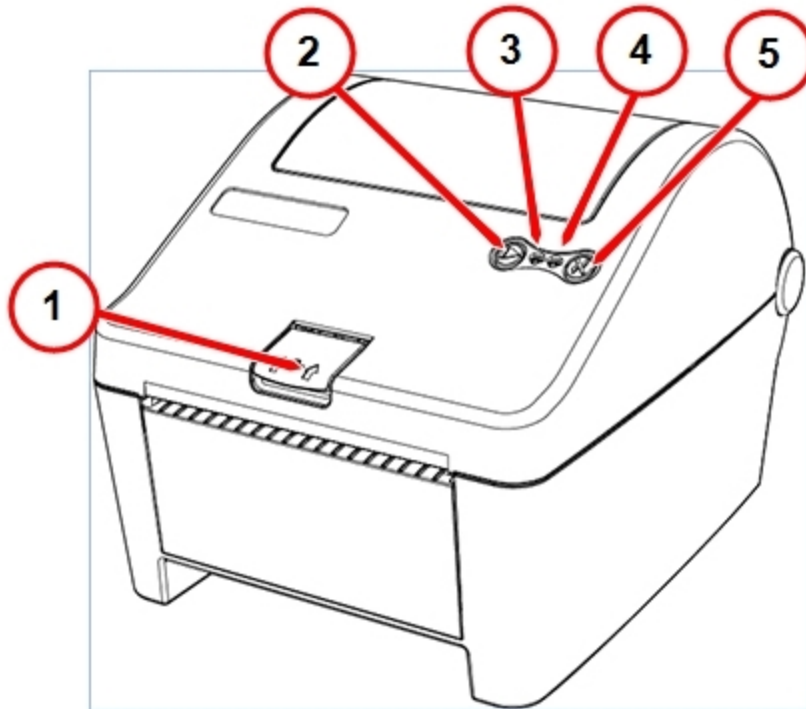
Item	Description
1	Cover latch release
2	Stop/Resume
3	Power LED (green)
4	Error LED (red)
5	Feed/Cancel

4. Open the printer's top cover and feed the label so that it is ¼ inch out of the printer.

5. Press and hold the **Stop/Resume** and the **Feed/Cancel** buttons simultaneously until the rollers begin to move the media. Immediately release both buttons when the media begins to move. The media should advance one label and the left LED should be solid green.

   If your issue is not resolved, contact technical support. Please have your model and serial number ready.

Stuck on Pitney Bowes blue loading screen when going to envelope printing

Issue

When going to Envelope Printing, the system gets stuck on the blue Pitney Bowes loading screen.

Cause

Not specified

Resolution

1. Reboot the machine by unplugging the power cord.
2. Wait one minute.
3. Plug the power cord back in and tap the **Power** button.
4. Tap the **Rates and Updates** icon in the lower application drawer.

If your issue is not resolved, contact technical support. Please have your model and serial number ready.

Cartridge does not move on boot up

Issue

When you start the SendPro® C-Series machine, the cartridge does not move.

Cause

Not specified.

Resolution

1. Unplug the power cord to the SendPro® C-Series meter.
2. Wait one minute.
3. Plug the power cable back in.
4. Quickly tap and release the power button

Power light flashes red and blue

Issue

The power light is flashing red and blue.

Cause

Possible file corruption.

Resolution

1. Unplug the power cord to the SendPro® C-Series meter.
2. Wait one minute.
3. Plug the power cable back in.
4. Quickly tap and release the power button

Power light is blue instead of white

Issue

The power light is blue instead of white.

Cause

The power button is held in too long.

Resolution

1. Unplug the power cord to the SendPro® C-Series meter.
2. Wait one minute.
3. Plug the power cable back in.
4. Quickly tap and release the power button

Power light turns on and off before the machine boots

Issue

When you turn the meter on the white power light turns on then goes out before the meter boots up.

Cause

Not specified.

Resolution

1. Unplug the power cord to the SendPro® C-Series meter.
2. Wait one minute.
3. Plug the power cable back in.
4. Quickly tap and release the power button

Opening Manage Accounts in Envelope Printing displays a white screen

Issue

When opening Manage Accounts in the Envelope Printing application, you get a white screen.

Cause

Not specified.

Resolution

1. From the Manage Accounts white screen, tap the back arrow until you get to the Home screen.

2. Unplug the power cord to the SendPro® C-Series meter.

3. Wait one minute.

4. Plug the power cord back in and tap the Power button.

5. Verify the internet connection by tapping the **USPS Mobile** icon.

   - If the website takes a long time to load, it means that your internet is slow.

   - If the website does not load at all, use "Resolve WiFi connection issues on the SendPro C200, C300 and C400" or "Resolve wired network connection issues on the SendPro C200, C300 and C400" to troubleshoot your connection issues.

6. Go back to Manage Accounts.

If the issue is still not resolved, contact technical support.

Unable to print Trackable Labels

Issue

The SendPro® C-Series will not print a Trackable Label and no error message is presented.

Cause

- There may be a problem with the printer
- The wrong label size may be selected
- The top cover may be open

Resolution

Change the default label size

1. Tap **Settings** (gear icon).
2. Swipe down and select **Label Options**.
3. Change the format to **Roll - 4 x 6**.

If the printer has a solid green light

1. Make sure that the USB cable is plugged in to both the printer and SendPro C-Series.
2. Restart the meter:
   a. Unplug the power cord.
   b. Wait for the display to turn off.
   c. Wait one minute and turn the power back on.

The printer has a flashing red light

- Make sure that the labels are correctly loaded and aligned.
- Make sure paper sensors are clear from any dust or debris.
- Make sure that the top cover is fully closed.

The printer has a solid red light

For details refer to *Solid red light on the 1E35 label printer and the SendPro C200, C300 and C400*.

The printer has a flashing green light

For details, refer to the *Label not printing and printer green light is flashing on the SendPro C200, C300, and C400*.

1E35 label printer feeds incorrect label size when printing a trackable label

Issue

1E35 label printer feeds incorrect label size when printing a trackable label..

The error LED is red.

Cause

The 1E35 may be incorrectly configured to the correct paper size.

Resolution - Reboot the printer

1. Unplug the power cable.
2. Wait 1 minute.
3. Plug the power cable back in.

If the red light is still on reconfigure the printer.

Resolution - Reconfigure the printer

This error can be caused by the printer not being configured to the correct paper size. To set the paper size:

1. Open the printer's top cover and wind the media back onto the roll so it's clear of the feed rollers and sensors, and then close the cover.

2. Press and hold the reset, **Stop/Resume** and the **Feed/Cancel** buttons simultaneously until the left LED on the front panel turns solid green.
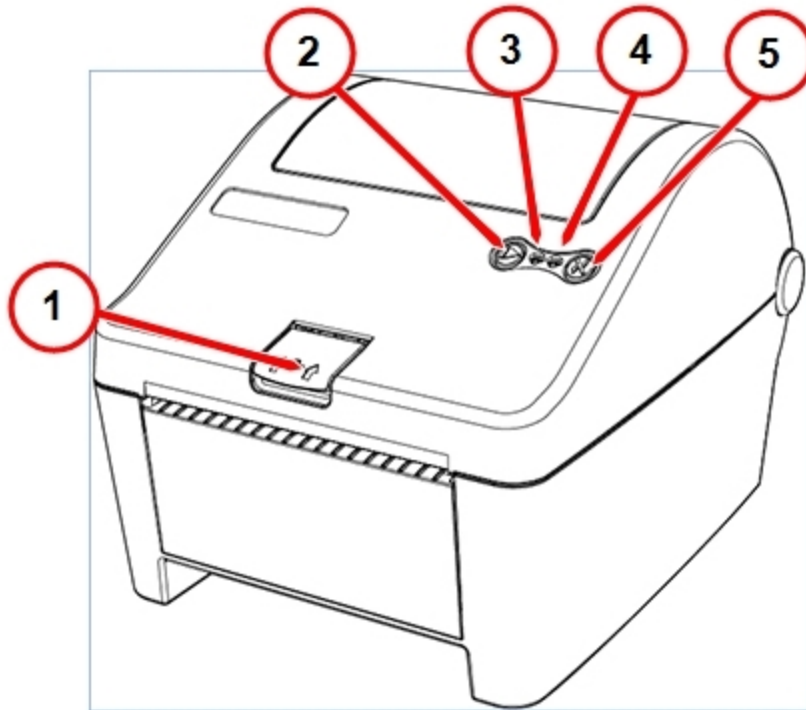
Item	Description
1	Cover latch release
2	Stop/Resume
3	Power LED (green)
4	Error LED (red)
5	Feed/Cancel

3. Open the printer's top cover and feed the label so that it is ¼ inch out of the printer.

4. Press and hold the **Stop/Resume** and the **Feed/Cancel** buttons simultaneously until the transport rollers begin to move the media. Immediately release both buttons when the media begins to move. The media should advance one label and the left LED should be solid green.

Screen is blank or black

Issue

The screen is blank or black.

Cause

The meter is turned off or does not have power.

Resolution

1. Tap the power button. The meter display should light up shortly.

2. Ensure that the power cord is plugged into the back of the machine and directly into a wall outlet.

Note: If the meter was unplugged for an extended period of time, allow one hour for the internal tablet to charge.

Mail not weighing correctly or not at all

Issue

Mail not weighing correctly or at all.

Cause

Scale is not zeroed, scale is not level, USB cable not functioning.

Resolution

Determine the type of scale you have by lifting the gray top off the scale. Check the Model / Code and follow the steps for your model below.

MP81 scale:

1. Remove the scale from the top of the meter.
2. Unplug the power from the scale and wait for the screen to turn black.
3. Plug the scale back in and tap the Power Button.
4. Re-zero the scale, refer to *Zeroing the scale* on the SendPro C200, C300 and C400.

If the scale still is not giving the correct weight, contact technical support.

MP82 / MP39 / MP49 scale:

1. Look at the bottom of the scale where the USB cable plugs in you should see a flashing yellow light.
2. If there is no light, go to check the USB cables.
3. If there is a red light, refer to refer to *Zeroing the scale* on the SendPro C200, C300 and C400.

Level the scale (model numbers MP30/MP49 only)

1. Find the model number of your scale. It is printed on a tag under the top cover.
2. Take the top cover off of the scale.

3. Inside the black circle, locate the small round glass bubble level.

4. Turn the scale feet clockwise to adjust the them in the opposite direction to which the bubble is leaning.
   Note: Always adjust the two feet on a side together to prevent the scale from rocking.

5. When the bubble is level, push down on all four corners of the scale to make sure each foot is touching the table.

6. Replace the top cover.

7. Check the scale with a known item. (Note: US Quarters weigh .2 oz. each and are a good test.)

Re-zero the scale:

Refer to refer to *Zeroing the scale.*

Check the USB cables:

1. Tap the Home icon.

2. Disconnect the USB cable from the back of the scale.

3. Wait five seconds, then re-connect the USB cable.

4. Unplug the USB cable from the back of the meter.

5. Wait five seconds, then re-connect it both ends.

6. Check the scale with a known item. (Note: U.S. Quarters weigh .2 oz. each and are a good test.)

Low battery icon appearing on the display

Issue

A low battery icon (battery with a red circle with a slash through it) appears on the display

Cause

Low battery.

Resolution

1. Plug the power cable into known good outlet and leave the meter plugged in for 1 hour.
2. Turn on the meter now by tapping the power button.

If the low battery icon has not gone away after 1 hour or the meter still will not boot up, contact technical support.

Date printed on mail is wrong

Issue

The date printed on the mail is wrong.

Cause

The auto date advance setting may be incorrect.

Resolution

If the date displayed on the meter is between 1-30 days in advance of today's date, check the auto date advance:

1. From the Home screen, tap **Envelope Printing**.
2. Tap the **Date**.
3. Tap **Today**.
4. If the correct date is displayed, tap **Apply**.

If the correct date is not displayed, contact technical support. Please have your model and serial number ready.

Meter making a continuous bell or chiming sound

Issue

The meter is making a continuous bell or chiming sound.

Cause

The meter makes a chiming sound when it connects to WiFi. If the WiFi signal strength is weak, the meter makes a constant chiming noise because it keeps trying to reconnect to the wireless network.

Resolution

If the meter keeps chiming:

- Move the meter to get a stronger WiFi signal
- Take the meter off WiFi and plug it in with an Ethernet cable (wired network connection)

PB Commerce cloud error

Issue

Getting a PB Commerce cloud error when connecting to the PB Commerce cloud, or when synching data.

Cause

May 2018 software update

Resolution

For wired connection

1. Tap the Settings (gear) icon in the global toolbar.
2. Tap wired.
3. Make a note of the IP Address, Netmask, Gateway and DNS Address.
4. Scroll down to DNS Address.
5. Tap in the DNS Address box.
6. Hit back space to delete the DNS address.
7. Re-enter the DNS Address.
8. Tap connect.
9. Remove the network cable from the back of the meter.
10. Tap the connect button. Wait for it to fail.
11. Re-plug in the network cable.
12. Delete the values in the IP Address, Netmask, Gateway, and DNS Address boxes.
13. Re-enter the Ip Address, Netmask, Gateway, and DNS Address back into the boxes.
14. Tap connect.
15. Tap in the DNS Address box.
16. Hit back space to delete the DNS address.

17. Re-enter the DNS Address.

18. Tap connect.

For wireless connection

1. Tap the Settings (gear) icon in the global toolbar.

2. Tap Wireless.

   a. If DHCP follow these steps:

      i. Only do these steps if you know the password to the WI-Fi network.

      ii. Turn off the WI-FI by slliding the toggle to the left.

      iii. Unplug the meter from the power.

      iv. Wait 10 (ten) seconds.

      v. Plug the power cable back in.

      vi. Tap the power button.

      vii. Tap the Settings (gear) icon

      viii. Tap Wireless

      ix. Turn on the Wi-Fi by sliding the toggle to the right.

      x. Tap the name of the correct Wi-Fi.

      xi. Re-enter the password.

3. Tap connect.

Label not printing and printer green light is flashing

Issue

The label printer is not printing but the green light on the printer is flashing green, indicating the printer is receiving communication.

Cause

The label printer roll is not seated properly.

Resolution

1. Open the printer cover.
2. Re-seat the label roll.
3. Close the printer cover firmly.
4. Try to print again.

This page intentionally left blank.

A - Browser operations

In this section

Importing Addresses - SendPro online, SendPro C200, C300, C400

Use SendPro® online to import addresses from other sources into your address book. After you import the addresses, you can use them on other SendPro products such as the SendPro C-Series.

1. (Optional) If you are importing addresses from another application, export/save those addresses as a .csv file.

2. In SendPro online, select **Address Book** from the top menu.

3. Select the **+ (plus)** icon.

4. Select **Import multiple addresses**.

5. (Optional) To use SendPro online's template to create your import file, select **Download a .csv template**. The file template.en-gb.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. Note however that this is not necessary because SendPro will walk you through mapping your address data later (see step 7). Make sure that your file meets the *guidelines below*.

6. Once you have created your .csv file of addresses to import, select **Browse** and navigate to your file.

Important

When using SendPro online on a web browser, you will need to select **Replace my current Address Book data with my imported data** if you would like to replace and remove all existing addresses in your address book.

To add your imported addresses and maintain the existing Address Book, ensure that the box is unchecked.

7. Select **Continue**.

8. Fields contained in your imported address list ("Your .csv fields") and the fields in the SendPro online Address Book ("Address Book fields") are displayed side by side. Verify that the fields in the .csv file are correctly mapped to the SendPro online Address Book fields. Use the drop-down menus to adjust the field mappings if necessary. If SendPro online cannot determine which field to map, the right side will say **Ignore Field**, as shown in the last 3 fields in this example. For any that say Ignore Field, choose the correct field. If you choose **Ignore Field**, that field will not be imported.

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

SendPro address import guidelines

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

Exporting Addresses - SendPro online, SendPro C200, C300, C400

Use SendPro® online to export the addresses from your address book to a .csv file. If you use a SendPro C-Series machine, the addresses from its address book will be included as part of this export file.

1. Select **Address Book** from the top menu.

2. Select the **Export** icon.

The application saves the file as addressbook.csv to your Downloads folder. Depending on your web browser settings, you may be prompted to save the file under a different name or to a different location.

Importing Cost Accounts - SendPro online, SendPro C200, C300, C400

Use SendPro® online to import a .csv file of Cost Accounts. Cost Accounts imported in SendPro online can be used on other SendPro products such as the SendPro C-Series.

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

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

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

Exporting Cost Accounts - SendPro online, SendPro C200, C300, C400

Use SendPro® online to export a .csv file of your Cost Accounts. Cost Accounts created on a SendPro C-Series can be exported in SendPro online.

1. Select **Settings > Cost Accounts**.

2. Select the **Export** button.

3. Follow your web browser's prompts to export the file.

Exporting a History Report - SendPro online, SendPro C200, C300, C400

Use SendPro® online to export history reports to .csv files. These reports may include your history data from other SendPro products such as the SendPro C-Series.

The following types of history reports can be exported:

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

To export a history report to a .csv file:

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

Note: If the tracking numbers in the exported file are displayed in scientific format in Microsoft Excel (e.g., 9.40011E+21), follow these steps to convert them to text:

1. Open a new Excel file.
2. Select the **Data** tab.
3. Select **From Text**.
4. Select the **transactions.csv** file you exported from Excel and select **Import**.
5. In step 1 of the Text Import Wizard, select **Delimited** and **My data has headers**, and select **Next**.
6. In step 2, deselect **Tab**, select **Comma**, and select **Next**.
7. In step 3, select **Text** and select **Finish**.
8. In the Import Data pop-up box, select **OK**.

Setting up and Managing a UPS Account - SendPro online, SendPro C200, C300, C400

Use SendPro online to set up your UPS account. After you set up your UPS account, you can use it for other SendPro products such as the SendPro C-Series.

Setting up a UPS account

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

1. Select **Settings > Shipping Carriers**.

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

3. Enter your UPS account:

   - If you do not have a UPS account, select the **Create New UPS Account** button. Sign in to the UPS website. Select **Shipping > Open a UPS Account**, and complete the form.

   - Once you have a UPS account, select the **Enter My UPS Account** button in SendPro online.

4. In the **UPS Account Number** field, enter your 6-digit UPS account number. The account number is case-sensitive.

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

6. Select the appropriate account type from the **Account Type** menu.

7. The UPS Invoice Amount field should be filled in from the "amount due this period" shown on the UPS invoice.

8. Enter the **Control ID** as seen on your UPS invoice. This is case-sensitive.

9. Enter the **Shipped From** address, if there is one from 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 you have shipped with UPS in the past 90 days, UPS will have issued you an invoice. You or your organization's account holder should be able to download a copy of your invoice from the UPS website.

10. If you do not have a recent invoice, select the **I don't have a recent invoice** box and enter your name, address, and other account information exactly as they appear on your UPS account. All information is case-sensitive.

    Note: For security reasons, the information you enter here must match your UPS account information. All information is case-sensitive. You get three attempts to enter this information correctly before you are locked out of your UPS account for 24 hours. To see your UPS account information, refer to your most recent invoice or sign in to your UPS account and refer to your account name and address there.

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

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

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

Managing a UPS account

Changing the nickname of an account:

1. Select **Settings > Shipping Carriers**.

2. Select the **Manage** link next to the account you wish to update.

3. Update the **Account Nickname** field.

4. Select **Save**.

Selecting the system default UPS account:

1. Select **Settings > Shipping Carriers**.

2. Select the **Manage** link next to the account you wish to update.

3. Select the **Make this my default UPS account** box.

4. Select **Save**. The system default account will be indicated by a star on the Shipping Carriers page.

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

Selecting your personal default UPS account:

1. Select **Settings > Preferences**.

2. Under **Default UPS Account**, select the desired account.

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

Setting up and Managing a FedEx Account - SendPro online, SendPro C200, C300, C400

Use SendPro online to set up your FedEx account. After you set up your FedEx account, you can use it for other SendPro products such as the SendPro C-Series.

Setting up a FedEx account

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

1. Select **Settings > Shipping Carriers**.

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

3. Enter your FedEx account:

   - If you already have a FedEx account, select the **Enter My FedEx Account** button.

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

4. Enter your 9-digit FedEx account number.

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

6. Fill in your name and address exactly as they appear on your FedEx billing statement.

   - P.O. Box addresses cannot be used.

   - If your address contains a suite, unit, apartment number, etc., put it in the Address Line 2 field. If it is included on the Address Line 1 field, you may not be able to add the account.

   - To use a contact name and address different from your FedEx billing address, select **My contact name or address...**.

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

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

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

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

Managing a FedEx account

Changing the nickname of an account:

1. Select **Settings > Shipping Carriers**.

2. Select the **Manage** link next to the account you wish to update.

3. Update the **Account Nickname** field.

4. Select **Save**.

Selecting the system default FedEx account:

1. Select **Settings > Shipping Carriers**.

2. Select the **Manage** link next to the account you wish to update.

3. Select the **Make this my default FedEx account** box.

4. Select **Save**. The system default account will be indicated by a star on the Shipping Carriers page.

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

Selecting your personal default FedEx account:

1. Select **Settings > Preferences**.

2. Under **Default FedEx Account**, select the desired account.

Note: This setting can be set by each user individually. Individual user preferences will

override the default account set by the system Admin.

Managing Users - SendPro online, SendPro C200, C300, C400

Use SendPro® online to view users' status and change user roles. Users created in SendPro online can be used to sign in to the Trackable Label application on a SendPro C-Series.

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

To edit existing users:

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

2. On the **Users** tab, select the user you wish to edit:

   - To filter the list by status, select the down arrow next to **All Users**.

   - To search, enter part of the user's name or email address in the **Search** field.

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

   - If the user status is **Active**, you can reset the user's password, edit the user's details, or delete the user.

   - If the user status is **Inactive**, you can edit the user's details or delete the user.

   - If the user status is **Invited**, you can resend the invitation or delete the user.

 Note: The **User Details** icon is disabled for the user who originally signed up for SendPro online.

To define the permissions for the Admin and User roles:

1. Select the **Roles & Permissions** tab. This tab displays each role, **Admin** and **User**, on the left, and the allowed permissions for each of those roles.

2. In the column on the left, select the role you wish to edit, Admin or User.

3. Select **Shipping Permissions**, **Postage Management Permissions** or **Account Management Permissions** to view the individual tasks in that category.

    - To permit the selected role to perform a task, check the box next to it.

    - To prohibit the selected role from performing a task, uncheck the box next to it.

Inviting Users - SendPro online, SendPro C200, C300, C400

Use SendPro® online to invite/add users. Users created in SendPro online can be used to sign in to the Trackable Label application on a SendPro C-Series.

Note: The user who signs up for SendPro® online will have the role of Admin. As Admin, you can add new users and edit existing users and define the user roles.

If you have a single user subscription you will be unable to invite users. The Invite Users option will be grey and not available to select. A link will appear on the top right of your screen inviting you to follow the link to upgrade to a multiple user subscription. If you would like to have additionalSendPro onlineusers enabled please click the link or contact your system supplier to upgrade your subscription.

To invite new users:

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

2. On the **Users** tab, select **Invite**.

   Note: If your SendPro online subscription does not allow for multiple users, the **Invite** option 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. .

   ---

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 will apply to all users you are inviting. You can change their role later if needed. For more information, see *Managing Users*.

5. Select **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 email, they should follow these steps to sign in:

1. Select the **Sign In** link in the email.

2. Enter a name and a password.

3. Sign in to SendPro online.

Creating an international trackable label

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

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

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

This includes:

- Types of items in your shipment (documents, gifts or merchandise). Select either **Abandon** or **Return to Sender** if the item cannot be delivered.

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

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

- Enter optional HS Tariff information if appropriate.

- Enter where the item was made

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

- Select the necessary AES Exemption information. For further information please refer to *usps.com* Postal Explorer.

Once you have completed these steps, continue creating the label using the same process described in *Creating a trackable label*.

Printing a USPS scan form

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

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

1. Tap the **Settings** (gear) icon in the global toolbar.

2. Slide down to Shipping Settings, then tap **Label Options**.

3. Slide down to "Scan Form and Manifest Printing" and tap on the check box for **Enable scan form printing**.

4. When you are ready to print the scan form, use your SendPro® C-Series user ID to sign in to SendPro online. In your web browser, go to https://login.pitneybowes.com/sendpro and sign in with your SendPro® C-Series user ID and password.

5. In SendPro online, select **Print** > **USPS SCAN Form** from the top menu bar.