pitney bowes

SendPro® C Lite, SendPro® C, SendPro®+
Quick start guide

Finding the Product Code Number (PCN) and serial number

To locate the **(1) Product Code Number (PCN)** and the **(2) 7-digit serial number**, check the label on the rear of the meter or under the display cover as shown here. Note that the serial number is blurred out here for security reasons.
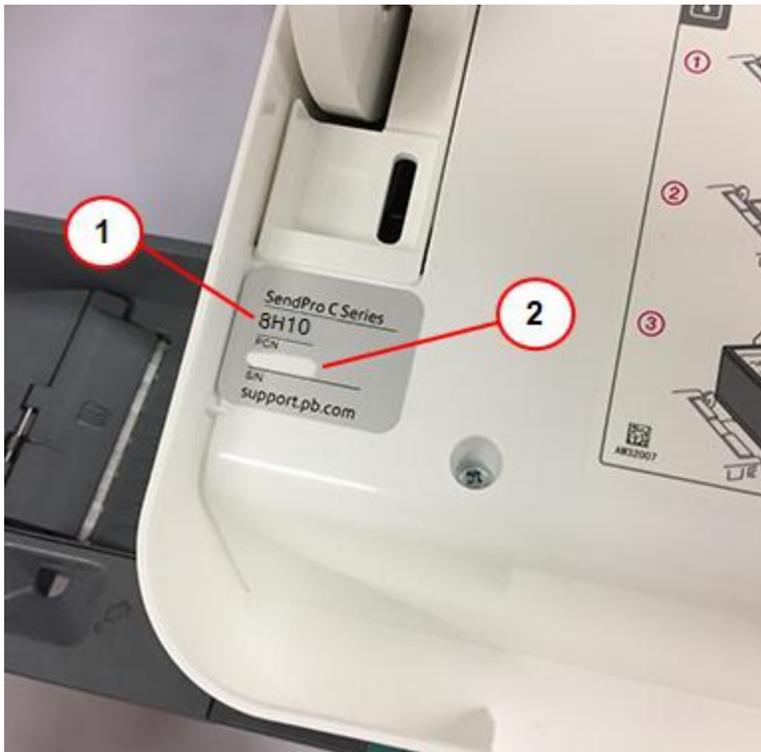
Navigating the Home screen on the SendPro C Lite, SendPro C, SendPro+

The Home screen on the SendPro C Lite, SendPro C, SendPro+ machine provides the starting point for creating either a trackable shipping label or printing postage on an envelope.

For general purpose envelopes and post cards, print postage by tapping **(1) Envelope Printing**. For important large envelopes or packages using USPS, USP®, or FedEx® start creating a shipping label by tapping **(2) Trackable Labels.**

The application drawer **(3)** at the bottom of the screen provides access to a variety of applications to support and enhance your SendPro C-Series device. For example, you can track shipments (Universal Tracking), access address information (Address Book) and even check your network connection (Check Network).

1 Envelope Printing — Print postage on envelopes

2 Trackable Labels — For urgent or important items

3 Universal Tracking, USPS Mobile, Postal Advisor, History, Cost Accounts, Address Book
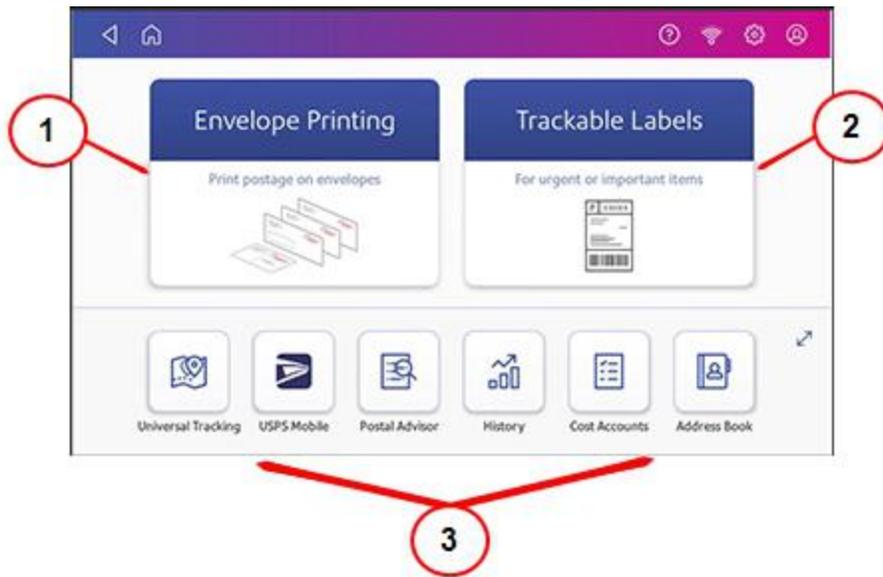
To view all of the options in the application drawer, tap the double-headed arrow **(4)** on the right side of the application drawer. Other options include the ability to track a shipment (Tracking), visit the USPS postal website, and order supplies.

Note: The **History** icon in the applications drawer provides information about labels you have created using the Trackable Labels application (Date, Recipient, Carrier, Tracking Number (USPS), Status, and Label Amount). The **History & Report** application provides a history of the postage refill operations you have performed for the Envelope Printing application.

Global Toolbar

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.

(1) Back - Return to the previous screen.

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

(3) Support - Get information on how to perform tasks using Trackable Labels and Envelope Printing using the SendPro Care app. Search online content or watch a video.

(4) 📶 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.

(5) ⚙️ 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.

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

Print a trackable label or print postage on an envelope

With SendPro® C 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.

Use Trackable Labels to get the best pricing, free tracking and detailed delivery history for Priority Mail® and other USPS package services. You can also send via UPS® or FedEx®. The packaging options and benefits are almost identical. The process for creating a UPS or FedEx label is the same.

Use Trackable Labels for:
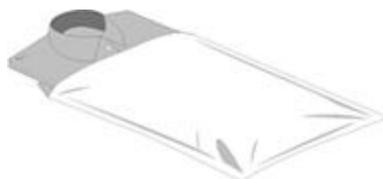
Thick envelopes   **Poly mailers**   **USPS flat rate envelopes**

USPS non flat rate envelopes

Boxes
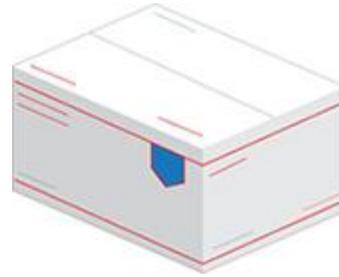
USPS flat rate boxes
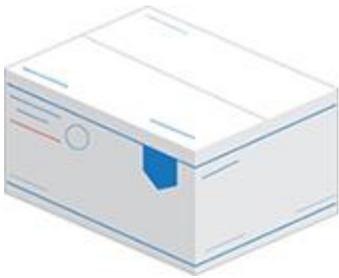
USPS non flat rate boxes
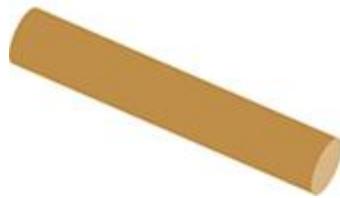
Tube

Use Envelope Printing for:
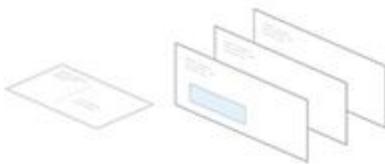
Standard envelopes and postcards

Large envelopes

Creating and printing a trackable label

1. Tap **Trackable Labels** on the Home screen.
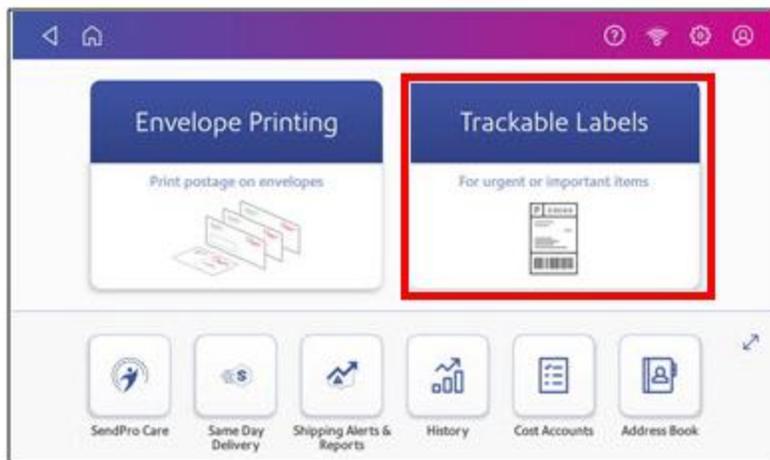
2. Tap the carrier you want to use. For example, tap **USPS**.
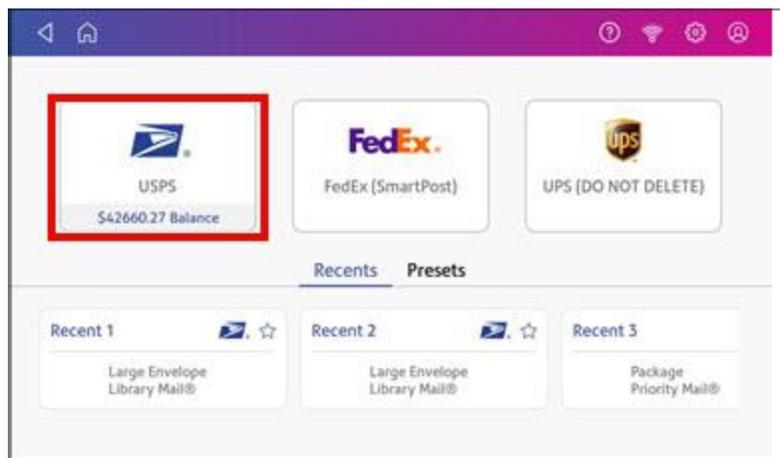
3. Verify that the sender address is correct. If not, tap on the **Sender** field and select a new address.
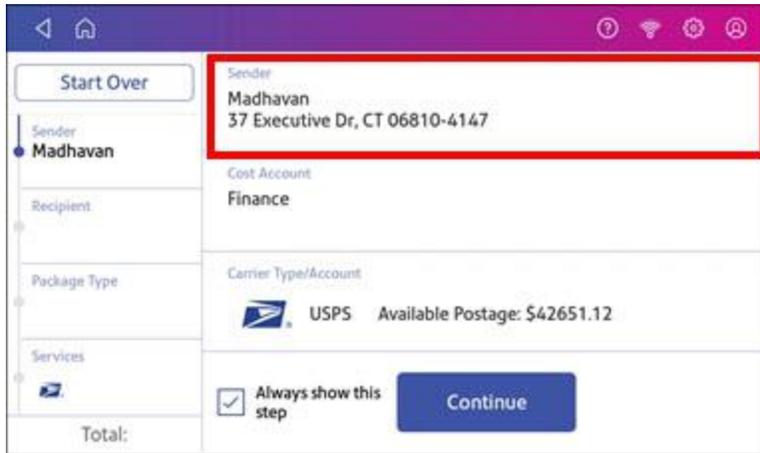
4. If you have enabled cost accounts on your SendPro® C, you must provide an account. If this field contains an account, verify the account is correct. To change or add an account, tap on the **Cost Account** field and select an account from the list.
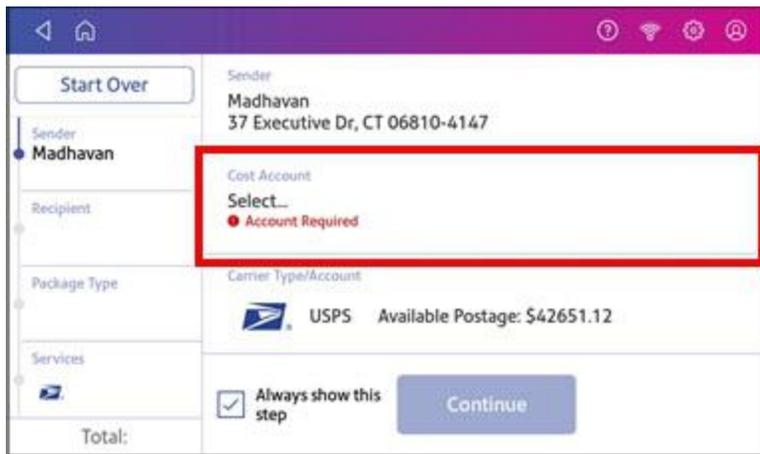
5. Tap **Continue**.

6. Enter the recipient address. You can manually enter the recipient information 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 as shown here.
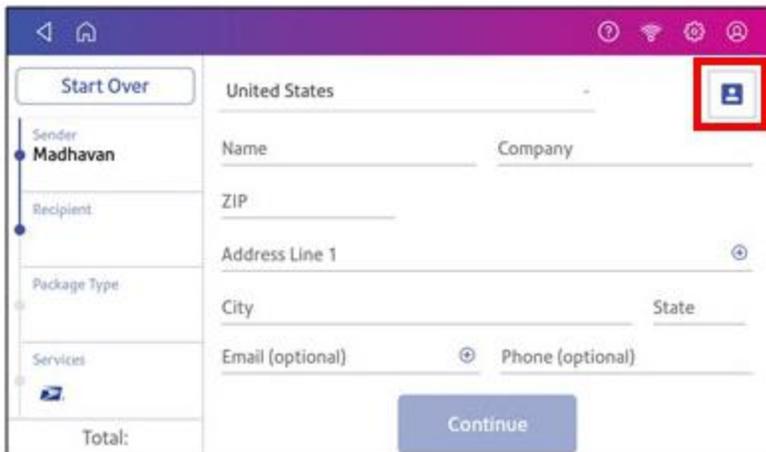
7. Tap **Continue**.
8. Tap a package type. For example, **Box or Envelope**.
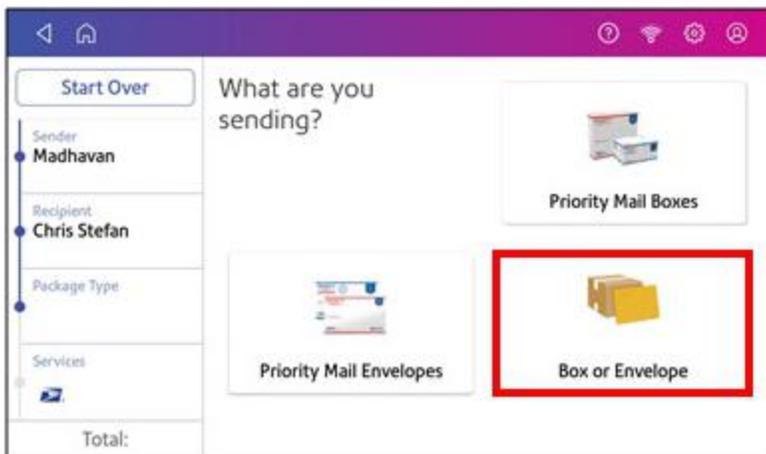
9. Enter the dimensions and the weight of the box or envelope:

- Tap each dimension and enter a value using the display keypad. Tap the green check mark when done.
- 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 on the **Weight** field and enter the value using the keypad and then tap **Apply**.
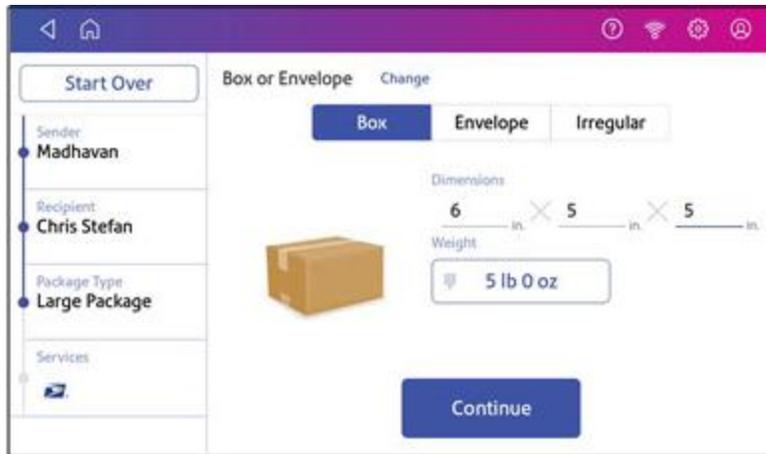
10. Tap **Continue**.
11. Tap the service you want to use, in this example, **Priority Mail**.
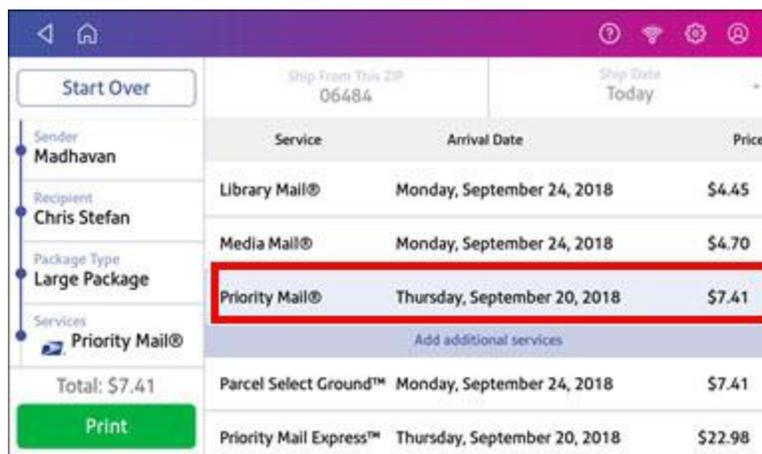
12. Tap **Add additional service** to add extra services. If you are not adding any special services, go to step 14.
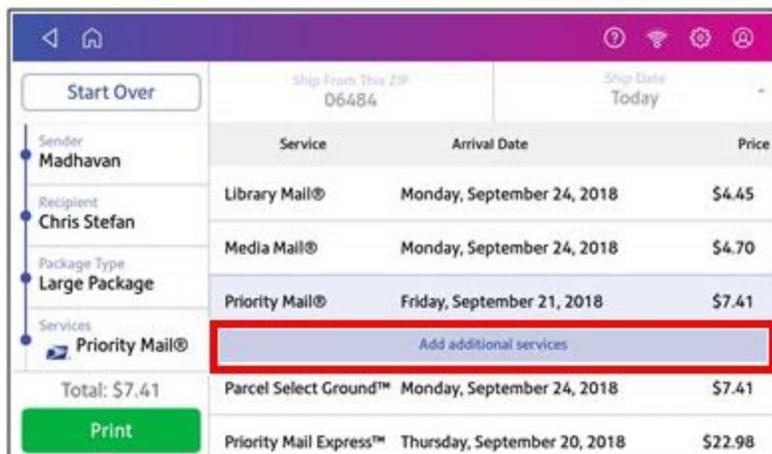
13. Select the extra service, in this example, **Signature Confirmation**.
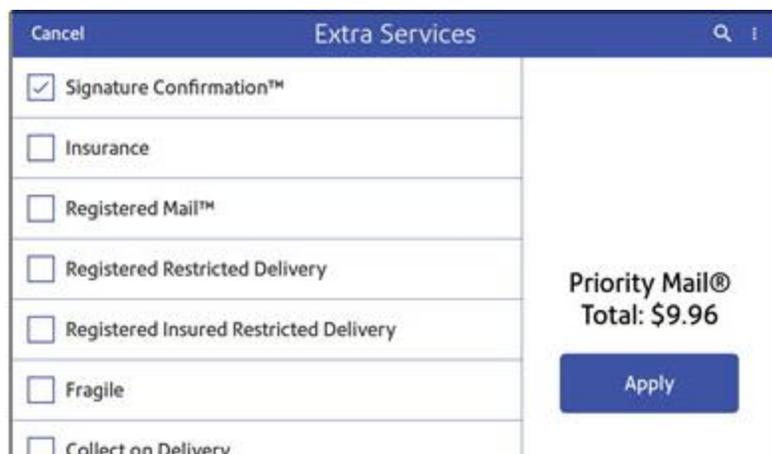
14. You can continue to add additional services if necessary. Tap **Apply** when done.
15. Tap **Print**.

16. At the Label Options screen, tap **Format** and select the printer format. For example, tap **Roll- 4x6**.
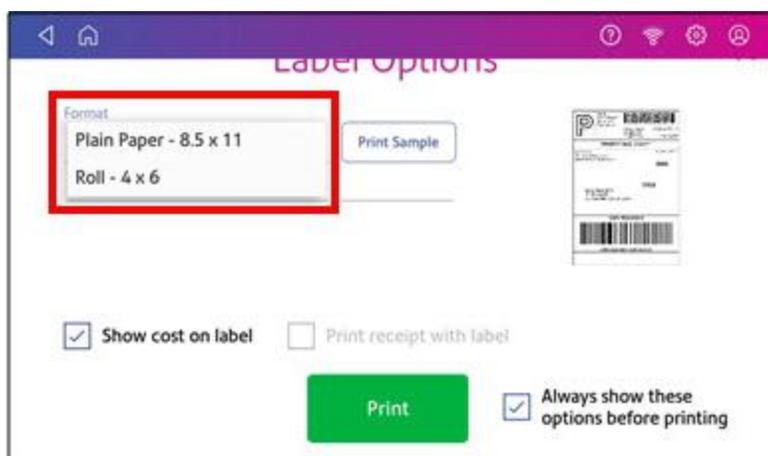
   Note: If you want to print a sample label first, tap the **Print Sample** button.

17. Tap **Print** again and the label prints.

   - If prompted, enter the Sender and Recipient's phone number (required for some services).

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

Tracking a shipment

You can locate the tracking number for a trackable label by using the **History** button on the Home screen. You can then use that tracking number to locate the shipment.

1. Tap **Universal Tracking** 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**.
4. The package status is displayed at the top of the screen.

Using cost accounts to charge back Trackable Labels postage costs

You can assign the costs for a trackable label to an account when you create the trackable label.

In order to use cost accounts to charge back your Trackable Labels postage costs you need to turn on the cost accounts feature.

1. Open Trackable Labels cost accounts by tapping the **Cost Accounts** icon in the application drawer at the bottom of the Home screen.

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

3. 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**.
4. Once you turn cost accounts on, you will need to have at least 1 cost account to print a trackable label.

Adding a single Trackable Labels 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.

Note: To import or export multiple cost accounts, use your SendPro® C 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 user ID and password.

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. (Optional) Enter a description of the account, up to 200 characters.
4. Tap Enter (green check mark) when done. You can use the same types of characters as for the account name.
5. Tap on the option button for **Active** or **Inactive**, whichever is appropriate for this account.
6. To make this the account that is automatically used for all trackable labels, tap the checkbox for **Make this my default Cost Account**.
7. Tap **Apply**.

Printing postage on envelopes

Tap **Envelope Printing** on the Home screen to open the Envelope Printing screen.

This screen is the starting point for printing postage on an envelope or tape. It also allows you to change what you print on the envelope.
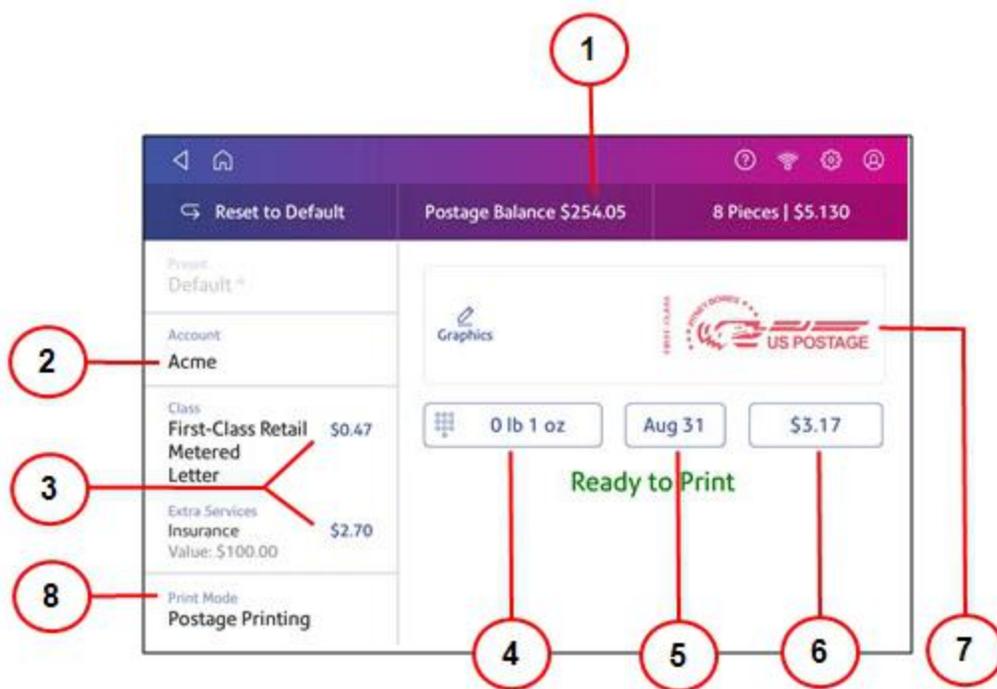
Within the mail screen you can:

1. View the balance of funds you have remaining in your meter.
2. Select an account by tapping **Account** (this option appears if your device has the account feature enabled).
3. Tap **Class** to view the class and any extra services.
4. Tap the weight icon to view the weighing options (enter weight manually or using a scale).
5. Tap the date to view the date options.
6. View the total postage amount.
7. Preview or add graphics.

8. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope, adding more postage, or making corrections to the date. You can also choose to only seal envelopes without printing any postage.
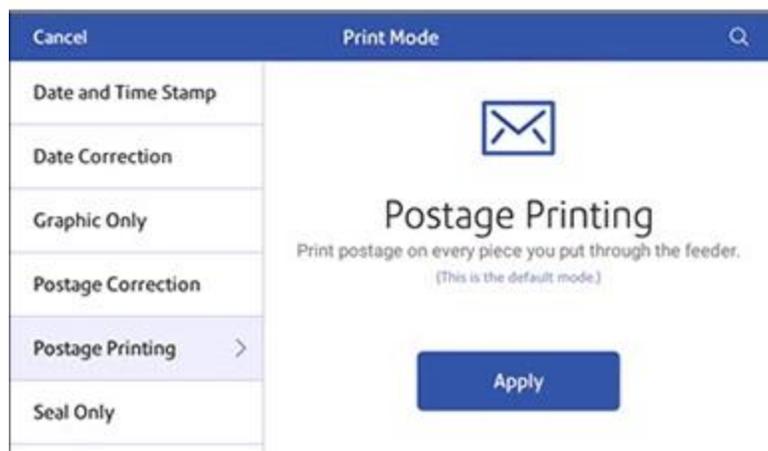
9. Tap on the option you want to select the mode.

- **Date and Time Stamp**
- **Date Correction**
- **Graphic Only**
- **Postage Correction**
- **Postage Printing** - printing postage on an envelope is the default mode.
- **Seal Only**- bypass all printing.

Sending a First-Class letter envelope

If you are unsure of your SendPro C, SendPro+ model number, refer to Related topics.

1. Tap **Envelope Printing** on the Home screen.
2. If you have the accounting feature enabled on your machine:
   a. Tap **Account** on the left side of the screen.
   b. Select an account.
   If you have only a single account, once you select that account the device will remember that account the next time you start Envelope Printing.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **First-Class Retail Metered** for a First-Class mail envelope.
6. Tap **Letter**.
7. Select any special services required.
8. Tap **Apply**.
9. Place the envelope on the scale. The weight appears in the weight button on the screen.

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

> **Note:** If you have previously printed any envelopes, you may get a message that transactions are being uploaded. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

Sending Certified mail

If you are unsure of your SendPro C, SendPro+ model number, refer to Related topics.

Not all extra services like Certified Mail are available for all classes and only certain services can be combined.

To find out more about Certified Mail, tap on the **Postal Advisor** icon in the application drawer at the bottom of the Home screen. Scroll down until you reach the section on Extra Services.

1. Tap **Envelope Printing** on the Home screen.
2. If you have the accounting feature enabled on your machine:
   a. Tap **Account** on the left side of the screen.
   b. Select an account.
   If you have only a single account, once you select that account the device will remember that account the next time you start Envelope Printing..
3. Tap **Class**.
4. Tap **Start Over** to display a list of the available classes.
5. Tap a class that can be combined with Certified Mail (for example, First Class or Priority Mail).
6. Tap on the mailpiece type (for example, letter or large envelope).
7. Tap on **Certified** as your extra service and tap **Apply**.
8. Depending on the type class and type of mailpiece:
   - Enter the destination ZIP Code and tap **Apply**
   - Enter the Mailer ID and tap **Apply**.
9. Enter the barcode from the label and tap **Apply**.
10. Run the mailpiece through the machine.
11. Place green Certified Mail label on the mailpiece. (USPS Label 3800-N)

Using USPS special services

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Class**.
3. Tap **Start Over** to see a list of the available classes.

4. Tap the class you want. Sub classes display when they are available for your class.
    a. For some classes, you must select the type of mail piece; for example, if you select First-Class Retail Metered, you must select either Letter, Large Envelope, or Package.
    b. Select any special services available for your class; for example: Insurance, COD, Certified, or Registered.
5. Enter a ZIP code if required.
6. For some classes, you are prompted to either scan or manually enter the Electronic Certified barcode from your label, and then to attach your label to your envelope or package.
7. Tap **Apply**.

Adding a graphic to your envelope in Envelope Printing

The SendPro® C meter comes with a set of standard graphic images that you can add to your envelopes or tapes when you print your postage. Graphic ads are also known as ads, slogans or logos. Examples include PLEASE OPEN IMMEDIATELY, RECYCLE and Season's Greetings.

> Note: At this time, you cannot add your own custom graphics to your SendPro C meter.

Before you begin:

Weigh your envelope, select a class, and select 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.

How to process 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 from your USPS PS Form 3800 using the keypad, or use the optional barcode scanner. The barcode number should start with a 94.
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.

Using the weighing platform for Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap the weight button.
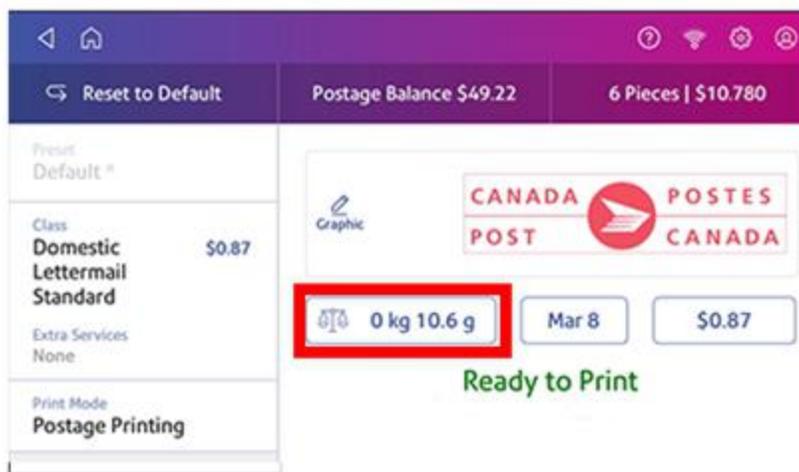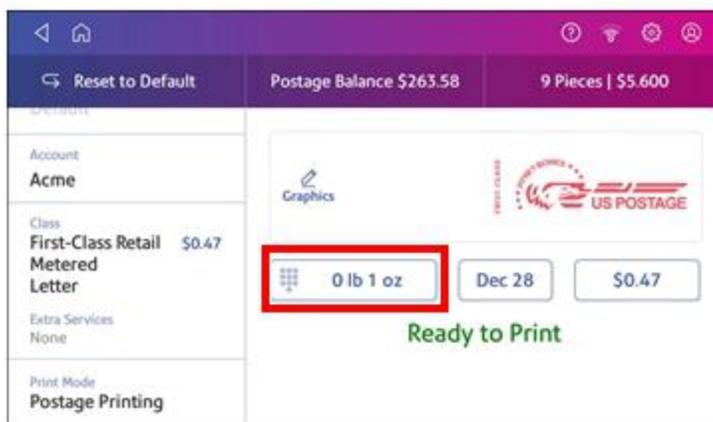
3. Tap the **Scale** option button.

4. Place the envelope on the weighing platform.
5. Tap **Apply**.
6. Tap **Class** on the Envelope Printing screen.
7. Tap the class you want. If necessary, select **Start Over** to display all of the class options.
8. Select any special services required.
9. Tap **Apply**.
10. Feed the envelope through the machine.

Sealing envelopes

This procedure describes how to seal envelopes whether you are printing postage on the envelopes or only sealing the envelopes (no postage).

1. Check the level of sealant in the moistener tank and add more if required.
2. When feeding an envelope, be sure to slide the envelope flap under the edge of the feed deck, so the moistener can wet the flap.

> **Note**: If the moistener tank is full and your envelopes do not seal correctly, clean or replace the moistener brush and wick.

Sealing the envelope only, bypass all printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode** on the lower left side of the Envelope Printing mail screen. You may have to swipe up on the screen to see this option.
3. Select **Seal Only**.
4. Tap **Apply**.
5. Place your envelope face up, flap down into the feeder. Be sure to slide the envelope flap under the edge of the feed deck

Filling the moistener tank

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

2. Add enough E-Z Seal® to bring the sealant level up to the bottom of the fill hole. Do not overfill your tank.
3. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely saturated.

Installing the ink cartridge

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down and tap **Mail Printer Maintenance** or **Envelope Printer Maintenance**.
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 re-displays.

7. Perform a print test to ensure you get a good test print 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.When your meter shows the low ink warning an ink cartridge will be ordered for you automatically. When your meter shows the low ink warning an ink cartridge will be ordered for you automatically, if you are enrolled in the AutoInk program. You can enable AutoInk through My Account on the Pitney Bowes web site.

🛒 Order Ink

Printing a test pattern

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

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down and tap **Mail Printer Maintenance** or **Envelope Printer Maintenance** .
3. Tap **Print Test Pattern**.
4. When the message "Print a Test Pattern?" displays, feed the envelope through the machine.

5. Examine the pattern printed on the envelope:

   - Tap **Done** if the lines are unbroken and match the "Good" test pattern shown on the display.
   - Tap **Clean Print Nozzle** if the test pattern has missing or incomplete lines
     - Once the cleaning operation completes, you must print another test pattern.
     - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.

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

Ordering supplies from your device

If you are unsure of your SendPro C, SendPro+ model number, refer to Related topics.

You can order supplies directly from your SendPro C Lite, SendPro C, SendPro+ device using the Supplies app.

1. Open the Supplies app by tapping on the **Supplies** app button in the application drawer at the bottom of the Home screen.
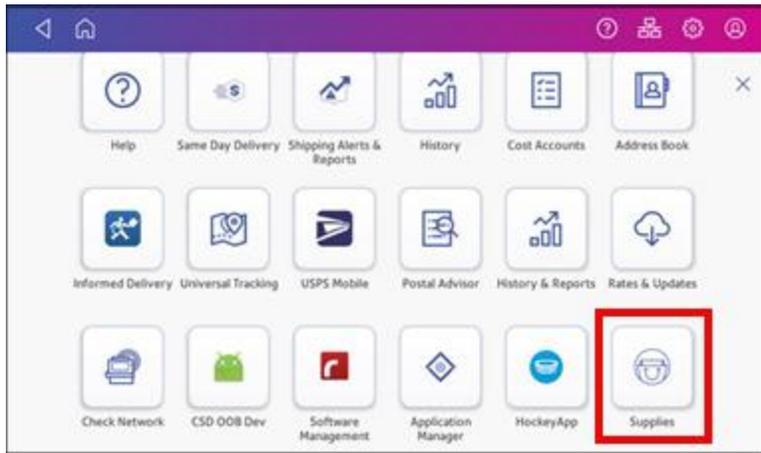
2. If this is the first time you are using the Supplies app, read the Terms & Conditions and scroll to the bottom and tap in the checkbox if you agree to the terms.

3. Enter the email and password you use for your device.

4. Once you provide email and password, the Supplies app home screen opens.
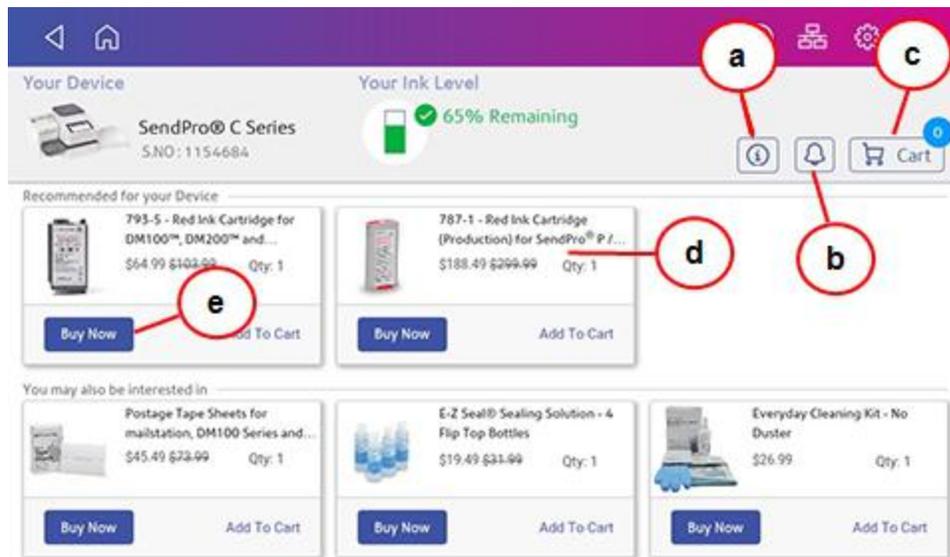
The home screen displays your device's serial number, the current ink level and how many items are in your cart. Refer to *Ordering ink* for more informaton on that process. Using this screen you can:

a. **Obtain detailed help**
Tap on "**i**" to to open the online operator guide. This contains detailed information on using the Supplies app.

b. **View alerts and notifications**
Tap on the **Bell** icon to view your order status or any notifications.

c. **View the items in your cart**
Tap on the **Cart** icon to display all of the items in your shopping cart. You can increase or decrease the quantity of each item, remove it completely, or tap **Start Checkout** to go to checkout.

d. **View product details for any item**
Tap anywhere on the product card for an item to view detailed information. This information is also displayed when you tap the Buy Now button.

e. **Select and buy an item or add it to your cart**
When you tap **Buy Now**, you are prompted to enter your account password.
    - You are taken to a Checkout screen where you confirm or change the delivery address and the shipping method.
    - Confirm your method of payment.
    - Review and complete your order on the Review Order screen.

    Tapping **Add to Cart** adds the item to your shipping cart.

Ordering ink

If you are not enrolled in the AutoInk program, as soon as ink level for your device drops below 20%, an **Order Now** button appears next to Your Ink Level at the top of the Supplies home screen.

Tap on **Order Now** and you are taken directly to the Review Order screen.

If you enrolled in AutoInk, the service automatically orders ink for you.

Related topics

- Finding the Product Code Number (PCN) and serial number

Supplies, ink cartridges, and options

For pricing information, please go to the following web site:

https://www.pitneybowes.us/shop/ink-and-supplies/postage-meter-ink-supplies/sendpro-c-series/en-us/storeus

https://en.pitneybowes.ca/shop/ink-and-supplies/postage-meter-ink-supplies/shop-by-meter--software/en-ca/storeca

Supplies for SendPro® C

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 C	516-1 (check PCN and description)
Supply Pack for SendPro® C500	506-C (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 C red fluorescent ink cartridge	17 ml	SL-798-0
SendPro C red fluorescent ink cartridge	35 ml	793-5
SendPro® C500 red fluorescent ink cartridge	45 ml	765-9
SendPro C super blue ink cartridge	17 ml	SL-798-0SB
SendPro C super blue ink cartridge	35 ml	793-5SB (Not in USA)
SendPro® C500 super blue ink cartridge	45 ml	765-9SB

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
Envelope drop stacker	HZ80001

For more information on using your SendPro C

Refer to the SendPro® C operator guide for additional information. You can view or download the operator guide at the following PB support site:

https://www.pitneybowes.com/content/dam/support/product-documentation/sendpro-c-series/en/sendpro-c-series-op-guide.pdf

Accessing the SendPro® Care application

The SendPro Care app is a self-help application that allows you to quickly get information about your SendPro C Lite, SendPro C, SendPro+.

If your SendPro C Lite, SendPro C, SendPro+ has a PCN model number of 8H00, you can access the SendPro Care app by tapping on the help icon (**?**) in the global toolbar, or by tapping on the **Help** button in the application drawer.
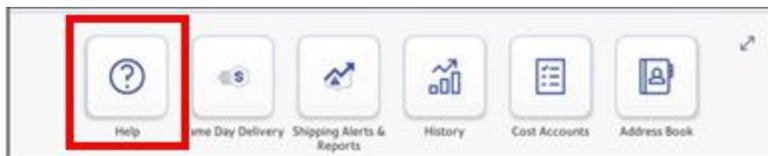
If your SendPro C Lite, SendPro C, SendPro+ has a PCN model number of 2H00, you can access the SendPro Care app by tapping on the **SendPro Care** button in the application drawer. Note that tapping on the help icon (**?**) in the global toolbar opens the on-system help.

If you are unsure of your SendPro C Lite, SendPro C, SendPro+, model number, refer to Related topics.

The SendPro Care app automatically recognizes your device issues and provides recommendations for resolving those issues. The app also provides:

- Real-time predictive updates, diagnostic, error notifications, and offers.
- Proactively prompts you with a solution that you can follow to resolve the error or issue.
- Essential tools and guides.
- Voice (mobile app) and text search to resolve issues quickly.
- Product health management and tracking.

- Account balances and case status.
- Spending and saving insights to track your budget more effectively.

To learn how to use the SendPro Care app, tap on the *i* **How to use icon** on the main page of the application.
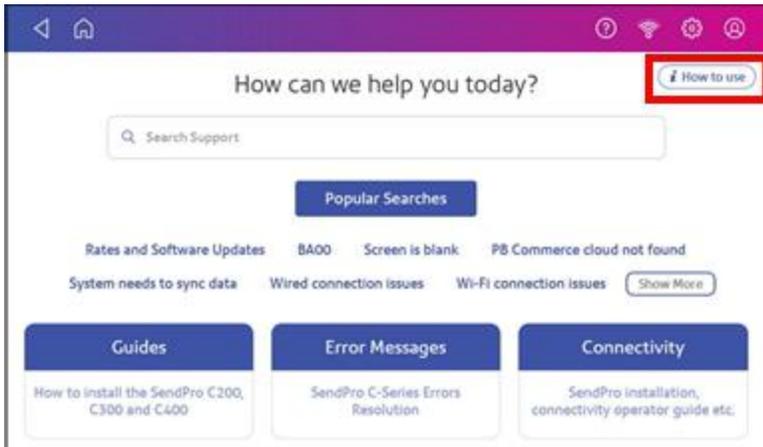
To see how you can download the SendPro Care app to your mobile device, use a browser on your PC and go to https://www.pitneybowes.com/us/campaign/sendprocare-app.html.

Related topics:

- Navigating the Home screen on the SendPro C Lite, SendPro C, SendPro+
- Finding the Product Code Number (PCN) and serial number