



Shipping & Mailing  
Postage Meters

# SendPro® C Lite, SendPro® C, SendPro®+ Quick Reference Guide

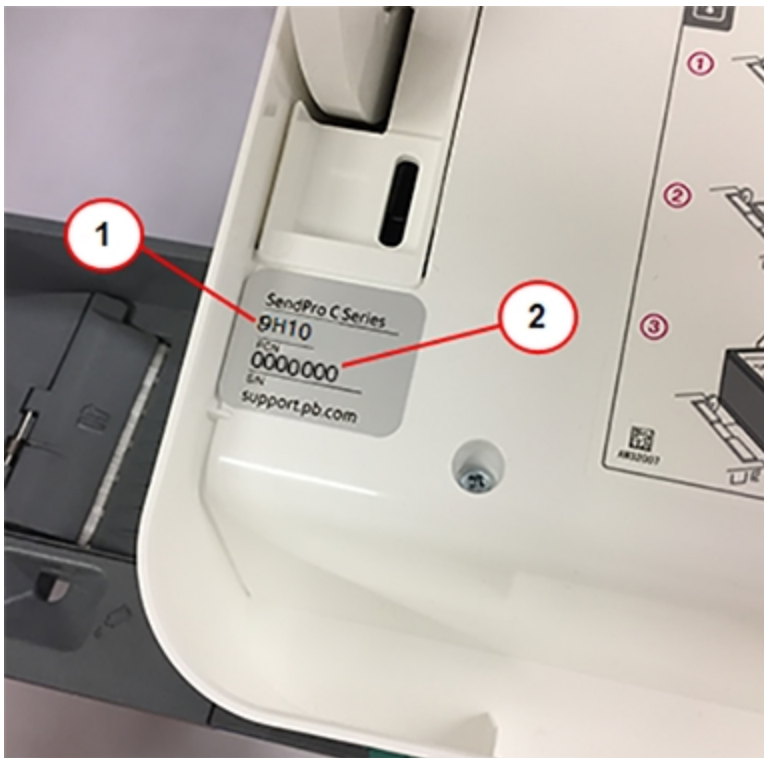
Finding the Product Code Number (PCN) and serial number .....	2
Navigating the Home screen .....	3
Printing a shipping label or printing postage on an envelope .....	5
Printing a shipping label .....	7
Tracking a shipment .....	12
Enabling Cost Accounts for shipping labels .....	12
Navigating the Print on Envelopes app .....	12
Sending a First-Class Mail envelope .....	13
Sending a large First-Class® envelope .....	14
Sending Certified Mail .....	15
Sending an international letter .....	15
Using USPS special services .....	16
Updating postal rates or software for printing on envelopes .....	16
Adding or refilling postage for printing on envelopes .....	17
Sealing envelopes when you print postage .....	18
Filling the moistener tank .....	20
Replacing the ink cartridge .....	21
Printing a test pattern .....	23
Ordering supplies .....	25



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

In order to find the correct information for your device, you need to know the model number.

To locate the **(1) Product Code Number (PCN)** and the **(2) 7-digit serial number**, check the label on the rear of the device or under the display cover. The serial number appears as zeros here for security reasons.

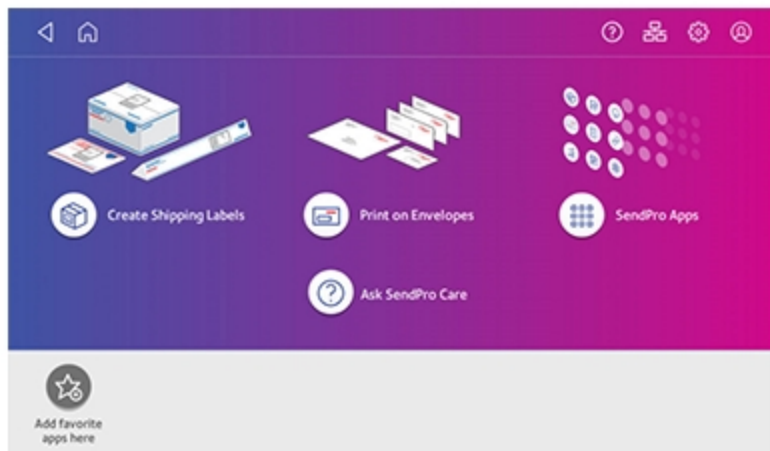


# Navigating the Home screen

You can create a shipping label or print postage from the Home screen on the SendPro C Lite, SendPro C, SendPro+.

## Creating shipping labels or printing on envelopes

Tap **Print on Envelopes** to print postage for envelopes and post cards. Tap **Create Shipping Labels** to create a shipping label for important large envelopes or packages using USPS, UPS®, or FedEx®.

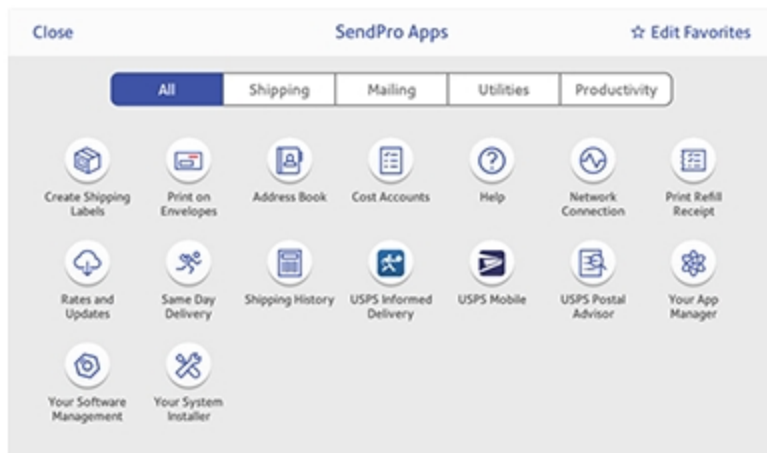


## Using SendPro Apps

Tap on **SendPro Apps** to access a variety of apps to support and enhance your device.

For example, you can:

- Check for rates and updates (Rates and Updates)
- Get a history of shipping labels created (Shipping History)
- Check the status of your network connection (Network Connection).



You can also add your most frequently used apps to a list of favorites appearing along the bottom of the Home screen.

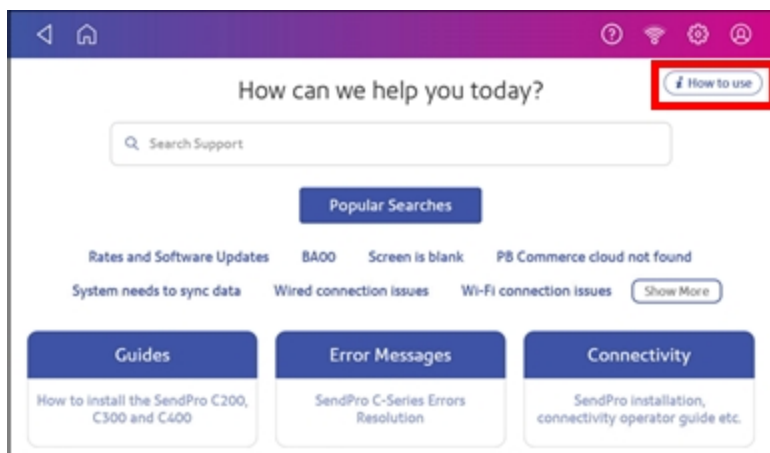
## Getting help on your device

Tap **SendPro Care** on the Home screen to get information about your device

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

- Real-time predictive updates, diagnostic, error notifications, and offers.
- Solutions to resolve the 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 **i How to use** on the main page of the app.



## The toolbar

The toolbar appears at the top of every screen. It allows you to view and change settings for your device.



1. Back - Return to the previous screen.
2. Home - Return to the Home screen from anywhere in Create Shipping Labels or Print on Envelopes.
3. Tap the question mark in the toolbar to open the SendPro Care app.
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 device and app settings. This includes adjusting the screen brightness, setting sound notification levels, and viewing wireless or Ethernet connection information. For Print on Envelopes, this includes setting the default postage refill amount, installing external scales and performing maintenance. For shipping 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 shipping label account), log out, or lock your SendPro C Lite, SendPro C, SendPro+.

## Printing a shipping label or printing postage on an envelope

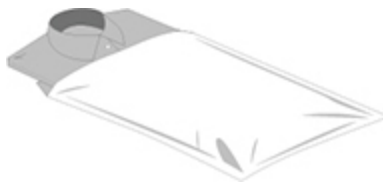
You can either create a shipping label or print postage on an envelope. For a shipping label, tap **Create Shipping Labels** on the Home screen. For postage, tap **Print on Envelopes** on the Home screen.

Use Create Shipping Labels to get the best pricing, free tracking, and detailed delivery history for USPS package services. You can also send via UPS® or FedEx®. The packaging options and benefits are almost identical.

## Use Create Shipping Labels for the following



**Thick envelopes**



**Poly mailers**



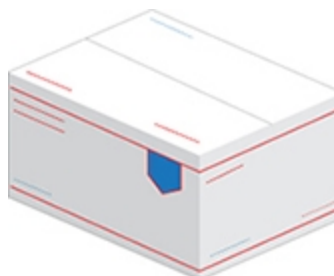
**USPS flat rate envelopes**



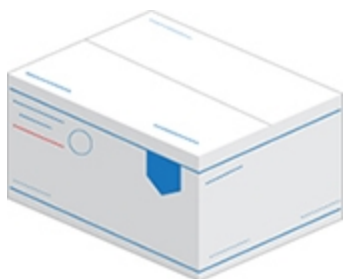
**USPS non flat rate envelopes**



**Boxes**



**USPS flat rate boxes**



**USPS non flat rate boxes**



**Tube**

## Use Print on Envelopes for the following



**Standard envelopes and postcards**

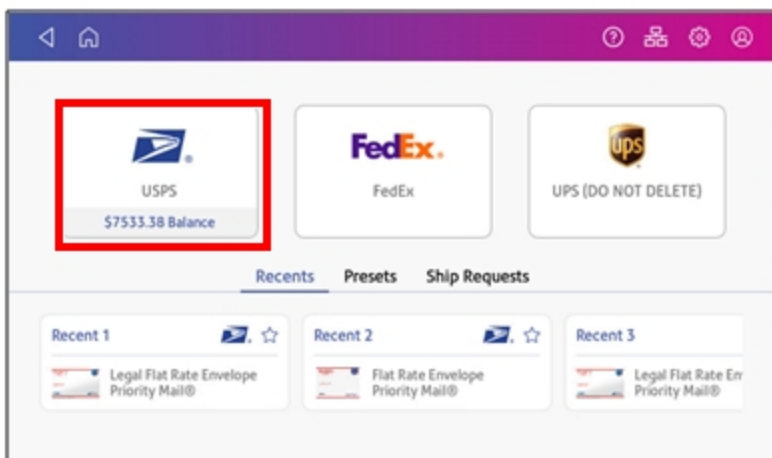


**Large envelopes**

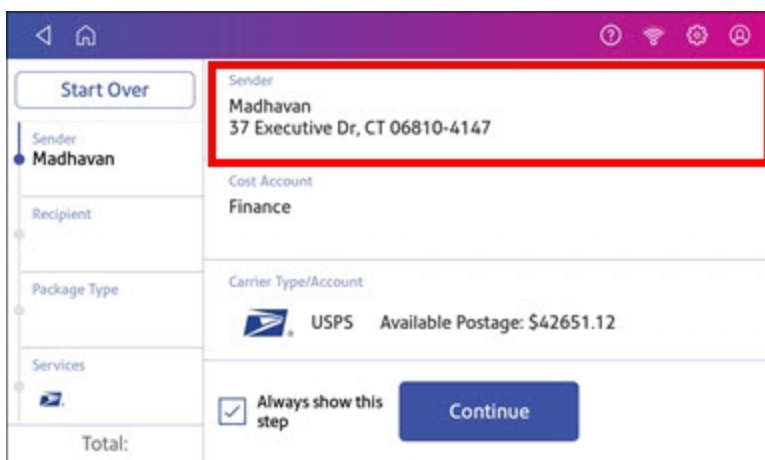
# Printing a shipping label

Use Create Shipping Labels to get the best pricing, free tracking, and detailed delivery history for USPS package services. You can also send via UPS® or FedEx®. The packaging options and benefits are almost identical.

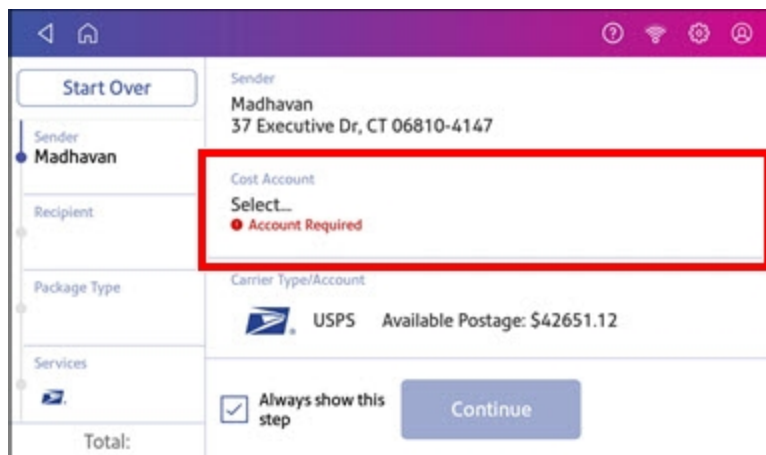
1. Tap **Create Shipping Labels** on the Home screen.
2. Tap the carrier you wish to use.



3. Verify that the sender address is correct. If not, tap on the **Sender** field and select a new address.



4. Select an account if cost accounts are enabled. Verify the selected cost account. Tap **Cost Account** and select an account to change or add the account..



5. Tap **Continue**.



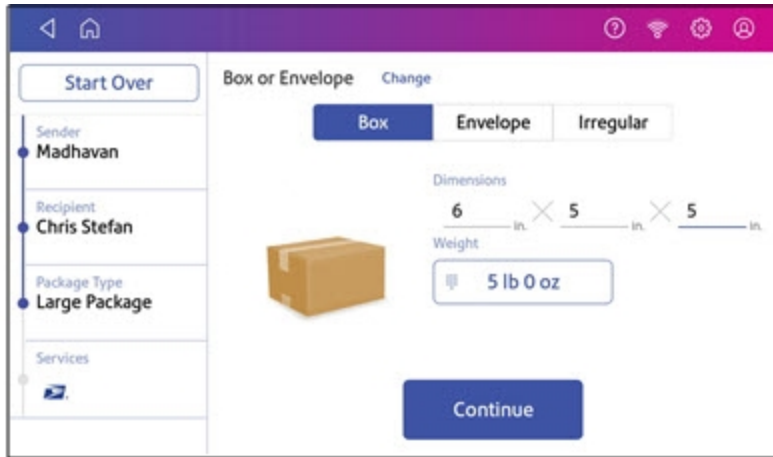
6. Enter the recipient address manually or tap **Address book** to select one from the address book.

The screenshot shows the USPS shipping app's address entry screen. On the left, a vertical sidebar contains a 'Start Over' button and a progress indicator with four steps: 'Sender' (Madhavan), 'Recipient', 'Package Type', and 'Services'. The main area is titled 'United States' and contains several input fields: 'Name' and 'Company', 'ZIP', 'Address Line 1', 'City' and 'State', 'Email (optional)', and 'Phone (optional)'. A 'Continue' button is at the bottom. A red box highlights the 'Address book' icon in the top right corner.

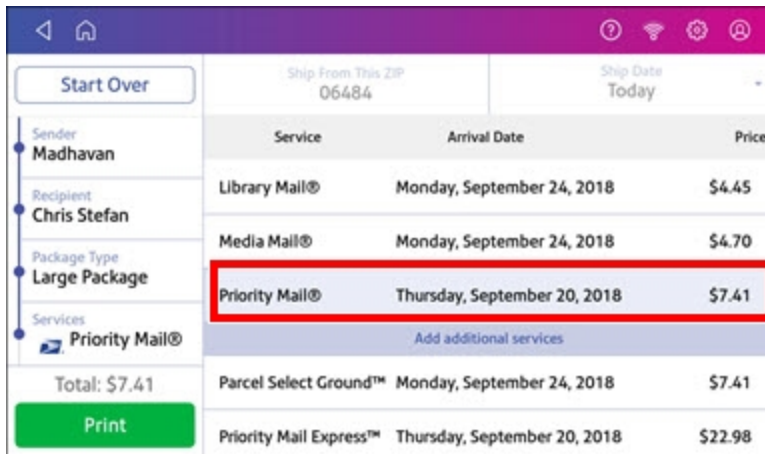
7. Tap **Continue**.
8. Tap a package type.

The screenshot shows the USPS shipping app's package type selection screen. The title is 'What are you sending?'. On the left, the sidebar is updated with 'Recipient' (Chris Stefan) and 'Package Type'. The main area displays three options, each with an icon and a label, all highlighted with red boxes: 'Priority Mail Boxes' (top right), 'Priority Mail Envelopes' (bottom left), and 'Box or Envelope' (bottom right).

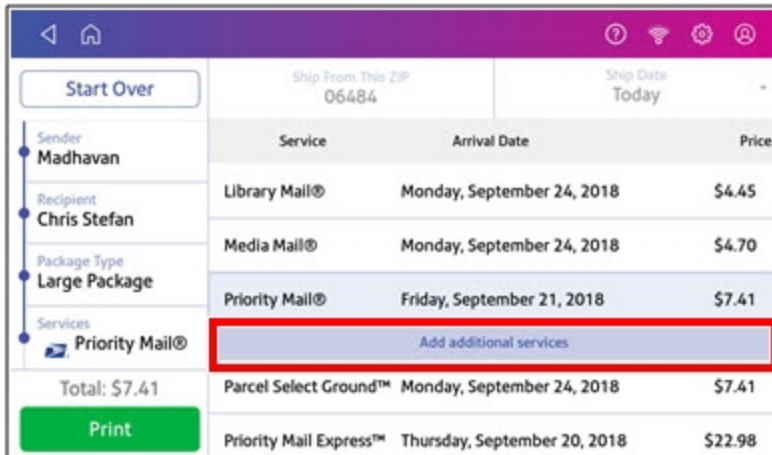
9. Enter the dimensions and weight of the package:
  - Tap each dimension and enter a value. Tap the green check mark when done.
  - If you have an attached scale, place the package on the scale and tap **Weight**. Tap **Scale** and the weight appears. Tap **Apply**.
  - If you do not have a scale, tap **Weight** and enter the weight, then tap **Apply**.



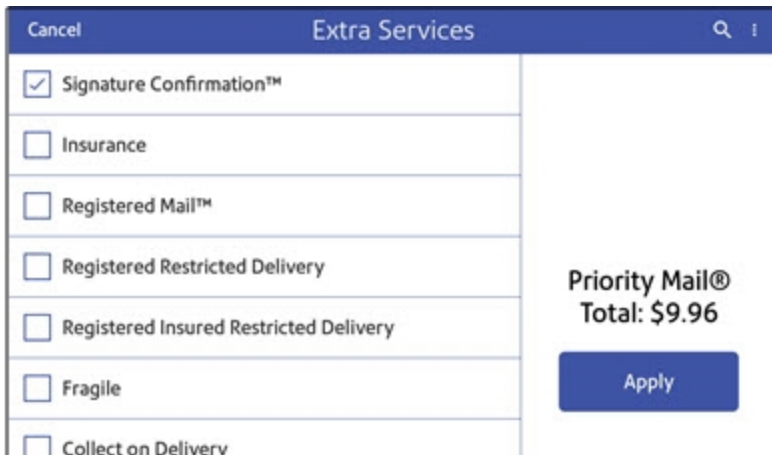
10. Tap **Continue**.
11. Tap the service you wish to use.



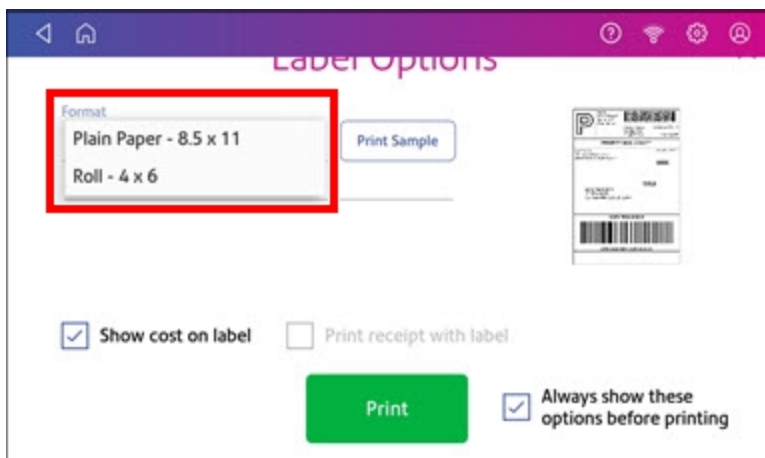
12. To add additional services, tap **Add additional services**. If you are not adding any extra services, go to step 14.



13. Select the desired services and tap **Apply**.



14. To print the label, tap **Print**.
15. On the Label Options screen, tap **Format** and select the printer format.



16. (Optional) Tap **Print Sample** to print a sample label.

17. Tap **Print** again and the label prints.
  - You may need to enter the Sender and Recipient's phone number, as it is required for some services.
18. The carrier screen reappears.

## Tracking a shipment

You can track the packages you sent with shipping labels on your device. The History screen provides a summary of your past shipping labels, with the Date, Recipient, Carrier, Tracking Number, Status, and Label Amount.

1. Open the Shipping History app.
2. Tap **SendPro Apps** on the Home screen, then tap **Shipping History**.
3. To view the details of a specific shipping label, tap the shipment.
  - The details screen shows the sender and recipient address, the cost account, purchase date, and package type.

## Enabling Cost Accounts for shipping labels

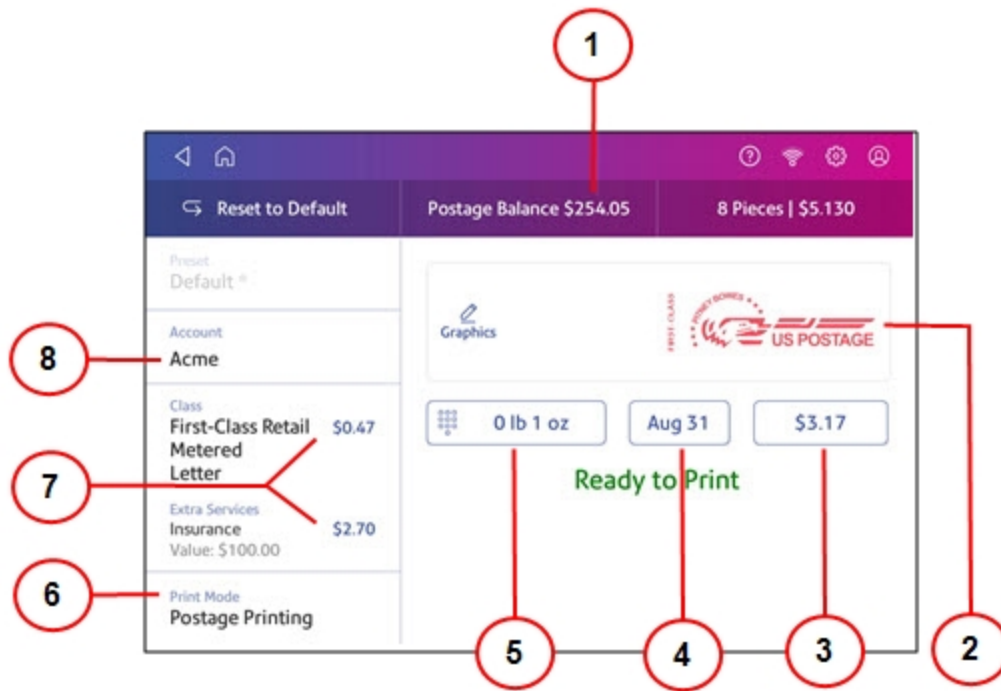
Cost Accounts help you keep track of where you're spending your money on postage by allowing you to assign shipping label costs. You can also assign a Cost Account for postage refills.

The Cost Accounts feature is enabled via the SendPro Online® or PitneyShip™ shipping solution. Please access the SendPro Online or PitneyShip web application on your computer where you can also view Cost Accounts information.

## Navigating the Print on Envelopes app

The Print on Envelopes app is the starting point for printing postage on an envelope or a tape. It also allows you to change what you print.

To open the Print on Envelopes app, tap **Print on Envelopes**.



On this screen, you can:

1. View **Postage Balance** - View the balance of funds you have left in your device.
2. Preview or add **Graphic** - Tap **Graphic** to preview or add graphics.
3. View **Total postage amount** - View the total postage amount.
4. View **Date** - Tap the date to view the date options.
5. View **Weight** to view the weighing options. You can enter the weight manually or use a scale.
6. View **Print Mode** - View the available printing modes such as printing a graphic only, printing the date and time, or seal envelopes without printing postage.
7. View **Class** - Tap **Class** to view available postal classes and any extra services.
8. View **Account** - Tap **Account** to charge back postage to departments or clients. Run reports showing how you spent your postage over specific time periods. If you did not purchase Accounting, you will not see the Accounting option.

## Sending a First-Class Mail envelope

First-Class Mail is an economical way to send mailpieces through the USPS. You can send standard postcards, letters, and large envelopes and small packages up to 15.99 ounces.

1. Tap **Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to show 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 you wish to use.
8. Tap **Apply**.
9. Place the envelope on the scale. The weight appears.
10. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

**Important:** Your device will upload transactions if you have previously printed any mail. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

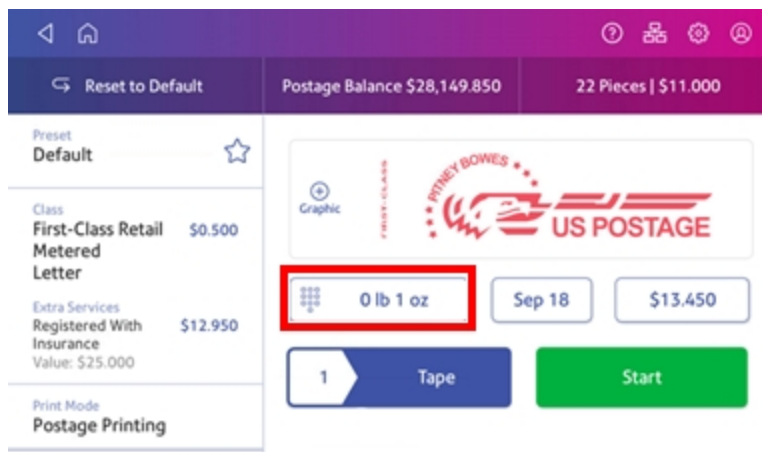
## Sending a large First-Class® envelope

Before you select a rate for a large envelope, you need to determine whether the mailpiece you are sending is a letter or large envelope according to the USPS.

If your mailpiece weighs more than 3.5 oz, the device automatically sets the class to Large Envelope regardless of the dimensions. If the mailpiece weighs less than 3.5 oz but has the dimensions of a large envelope, you need to manually select Large Envelope when you choose the class.

## Weigh the mailpiece and measure the dimensions

1. Tap **Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Place the mailpiece on the scale. The weight appears. You can also weigh the mailpiece using any other postal scale.



4. Measure and record the dimensions of the mailpiece.
5. Tap **Home** to return to the Home screen.

## If the mailpiece is less than 3.5 oz, but has the dimensions of a large envelope:

1. Tap **Home**.
2. Tap **Print on Envelopes**.
3. If you have the accounting feature enabled, tap **Account** and select an account.
4. Tap **Class**.
5. Tap **Start Over** to show a list of all the available classes.
6. Tap **First-Class Retail Metered** for a First-Class mail envelope.
7. Tap **Large Envelope**.
8. Select special services, if required.
9. Tap **Apply**.
10. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.  
If the envelope is too thick to go through the feeder, print the postage on a tape and apply the tape to the large envelope or flat.

## Sending Certified Mail

Certified Mail is a USPS service that provides you with proof of mailing by sending you a receipt once your mailpiece arrives at its destination.

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

1. Tap **Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to show a list of the available classes.
5. Tap a class that you can combine with Certified Mail (for example, First Class or Priority Mail).
6. Tap the mailpiece type (for example, letter or large envelope).
7. Select **Certified** and tap **Apply**.
8. Depending on the type class and type of mailpiece, enter the destination ZIP Code and tap **Apply**.
9. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.
10. Place the green Certified Mail label (USPS Label 3800) on the mailpiece.

## Sending an international letter

Use this process if you need to send mail from the United States to a different country.

1. Tap **Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **First-Class Mail Intl Retail** for a First-Class Mail envelope.
6. Tap **Letter**.
7. Tap in the **Country** field and use the keypad to enter the destination country.
8. Select special services, if required.
9. Tap **Apply**.
10. Place the envelope on the scale. The weight appears.
11. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

**Important:** Your device will upload transactions if you have previously printed any mail. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

## Using USPS special services

You can select additional services for your mail. These include Certified Mail, Insured Mail, Delivery Confirmation, Registered Mail and more. The number and types of services available depend on the class of mail.

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Class**.
3. Tap **Start Over** to see a list of the available classes.
4. Tap the class you wish to use. Sub-classes appear when available for the selected class.
  - For some classes, you must select the type of mailpiece. For example, if you select First-Class Retail Metered, you must select either Letter, Large Envelope, or Package.
5. Select any special services you wish to use.
6. Enter a ZIP code if required.
7. For some classes, you need to either scan or manually enter the Electronic Certified barcode from your label. Then, attach your label to your envelope or package.
8. Tap **Apply**.

## Updating postal rates or software for printing on envelopes

### Automatic updates



Your device updates postal rates and software automatically.

Keep your device turned on and connected to your network to get your automatic updates, as the device downloads updates during the evening hours.

### Manual postal rate updates

1. Select Rates and Updates:
  - Tap **SendPro Apps**, then **Rates and Updates**.
2. If new rates are available, your device downloads and installs updates.
  - a. If the rates are available today, this message appears:  
"New postage rates took effect today. Your device has been updated and new rates are already in effect. To learn more, visit [pitneybowes.com/ratesandupdates](https://pitneybowes.com/ratesandupdates)."
  - b. If the rates took effect already, this message appears:  
"New postage rates took effect on [effective date]. Your device has been updated and new rates are already in effect. To learn more, visit [pitneybowes.com/ratesandupdates](https://pitneybowes.com/ratesandupdates)."
  - c. If the new rates are pending, this message appears:  
"New postage rates take effect on [future effective date]. Your device has been updated and you'll see the new rates then. To learn more, visit [pitneybowes.com/ratesandupdates](https://pitneybowes.com/ratesandupdates)."
3. To continue tap **Got it**.

### Manual software updates

1. Select Rates and Updates:
  - Tap **SendPro Apps**, then **Rates and Updates**.
2. If new rates are available, your device downloads and installs updates.
  - a. If the rates are available today, this message appears:  
"New postage rates took effect today. Your device has been updated and new rates are already in effect. To learn more, visit [pitneybowes.com/ratesandupdates](https://pitneybowes.com/ratesandupdates)."
  - b. If the rates took effect already, this message appears:  
"New postage rates took effect on [effective date]. Your device has been updated and new rates are already in effect. To learn more, visit [pitneybowes.com/ratesandupdates](https://pitneybowes.com/ratesandupdates)."
  - c. If the new rates are pending, this message appears:  
"New postage rates take effect on [future effective date]. Your device has been updated and you'll see the new rates then. To learn more, visit [pitneybowes.com/ratesandupdates](https://pitneybowes.com/ratesandupdates)."
3. To continue tap **Got it**.

## Adding or refilling postage for printing on envelopes

Add or refill postage for your Print on Envelopes balance as soon as you receive a message that your funds are getting low.

## Before you begin

Check that your device is connecting to the internet.

- For wired network connections, the following connection image appears in the toolbar:



- If you have a wireless connection, the following connection image appears in the toolbar:



## Add postage for Printing on Envelopes

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Postage**.
4. Enter the amount of postage you wish to add.
5. Tap **Refill Mail Postage**.
6. Tap **View Receipt** to view or print a receipt.
7. Tap **Done**.
8. Your updated postage balance appears on the Print on Envelopes app.

## Sealing envelopes when you print postage

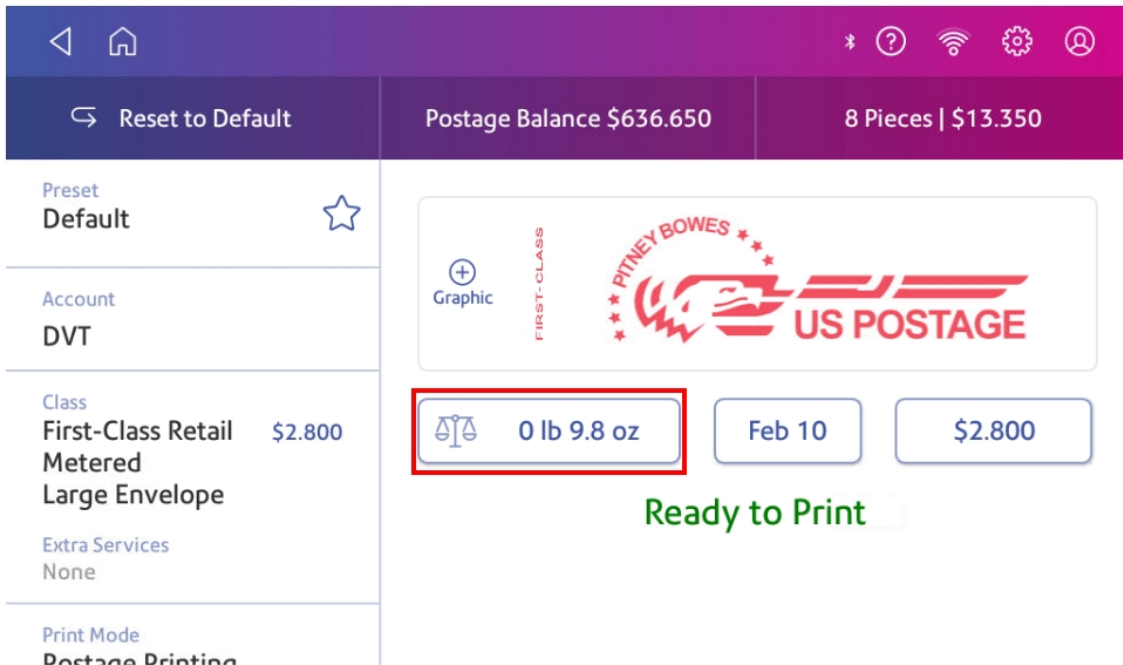
You can seal envelopes and print postage at the same time with your SendPro C Lite, SendPro C, SendPro+.

1. Check the level of sealing solution in the moistener tank. Add more if required.
2. Slide the envelope flap under the edge of the feed deck so the moistener can wet the flap.



3. Tap **Print on Envelopes** on the Home screen.
4. Tap **Account** and select an account if accounting is enabled on your device.

5. Tap **Weight**.



6. Tap **Scale**.

7. Place the envelope on the scale. You must do this before the next step or else **Apply** remains inactive.

8. Tap **Class** then select the class of mail you want.

9. Tap **Graphic** then select a graphic, if necessary.

10. Tap **Apply** to continue.

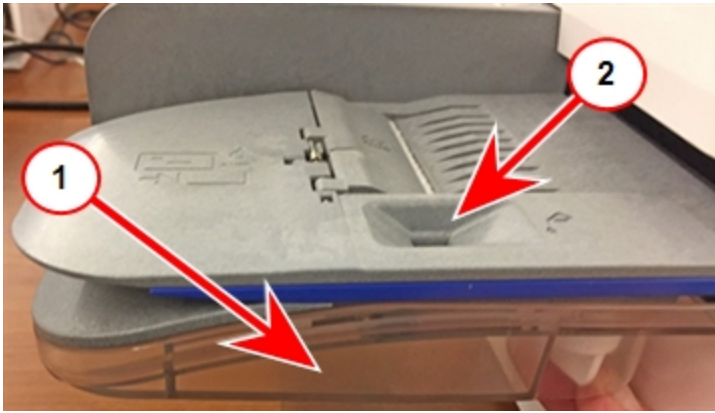
11. Insert the envelope into the device. The device prints the postage .

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

## Filling the moistener tank

Your device will need refills of E-Z Seal® in order to seal envelopes. Follow these steps to fill the moistener tank.

1. Check the level of E-Z Seal® in your moistener tank (1).



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

## Replacing the ink cartridge

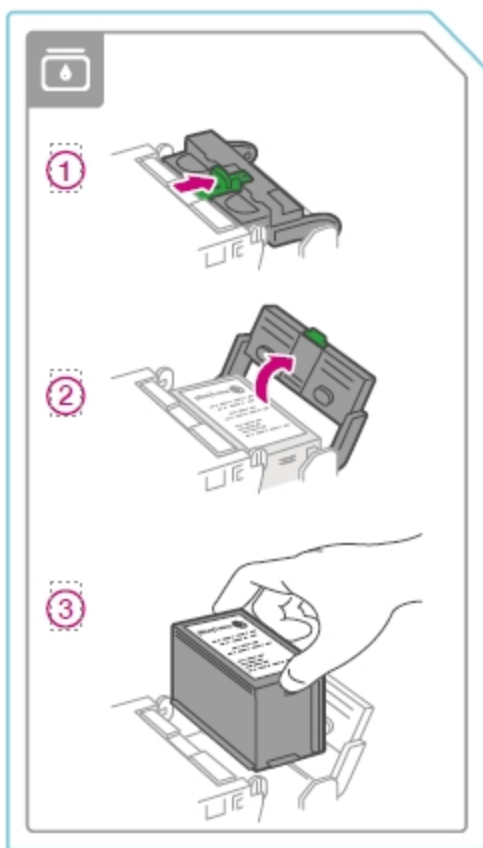
Replace the ink cartridge when the low ink warning appears. This ensures your device is in optimal working condition.

1. Tap **Settings**.

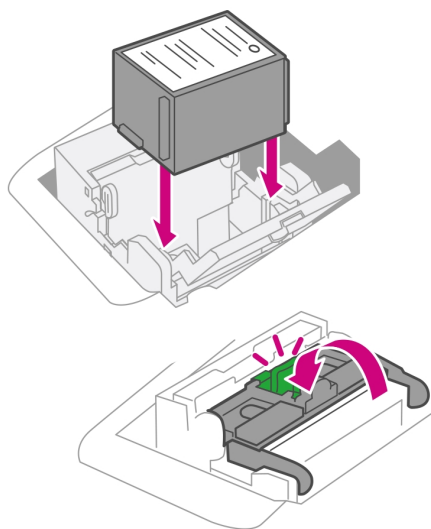


2. Scroll down and tap **Mail Printer Maintenance**.
3. Tap **Install Ink**.
4. Lift the top cover. The ink cartridge moves to the front position.

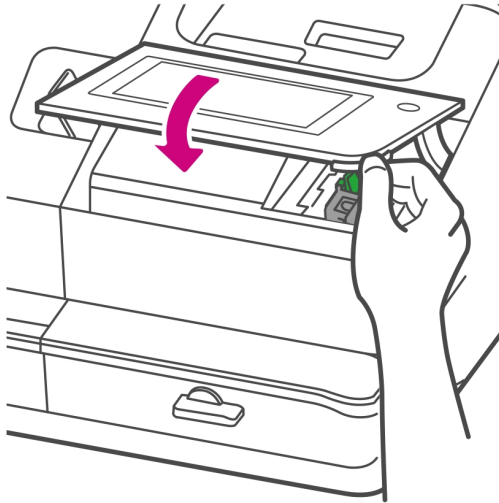
5. Remove the ink cartridge, as shown on the label next to the cartridge holder.



6. Insert the new ink cartridge, then close the ink cartridge guard.



7. Close the top cover.



8. The cartridge repositions itself and the Mail Printer Maintenance screen appears.
9. Print a test pattern to ensure that your ink cartridge installs properly.

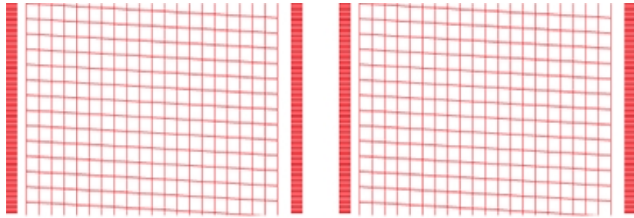
## Printing a test pattern

Print a test pattern to see if the printhead is working properly or if you have enough ink in the cartridge.

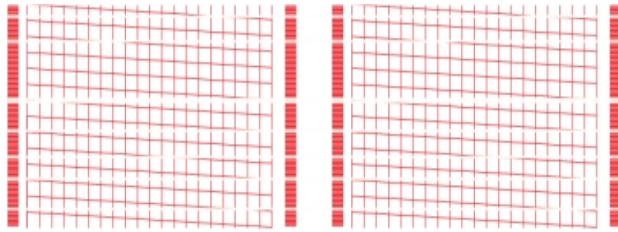
1. Tap **Settings**.



2. Scroll down and tap **Mail Printer Maintenance**.
3. Tap **Print Test Pattern**.
4. Insert the envelope into the device when the message "Print a Test Pattern?" appears.
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.
    - If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.



**Good Test Pattern**



**Bad Test Pattern**



# Ordering supplies

Visit our [supplies website](#) to order supplies for your device.



3001 Summer Street  
Stamford, Connecticut 06926  
[www.pitneybowes.com](http://www.pitneybowes.com)

SV63348 Rev.E  
©2023 Pitney Bowes Inc.  
All Rights Reserved