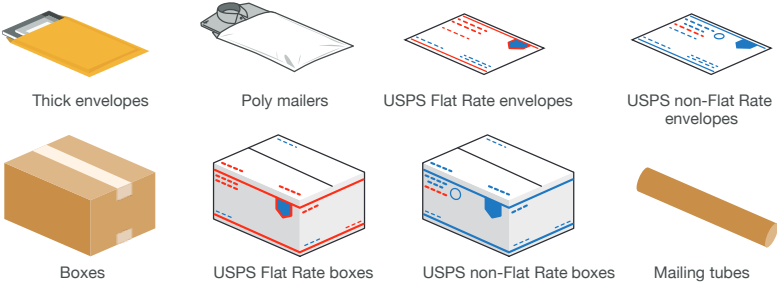# When should you print a shipping label?

You can use shipping labels for anything you'd send via USPS®, UPS® and FedEx®. The packaging options and benefits are virtually the same, as is the process.

Create shipping 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	Mailing tubes

DID YOU KNOW?
You can also print shipping labels from your computer at sendpro.pitneybowes.com

Print on envelopes for:
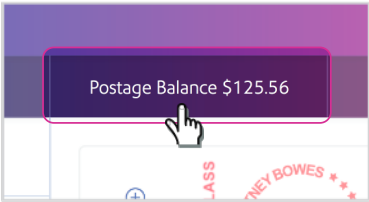
Standard envelopes and postcards	Large envelopes

Your USPS postage is stored in two places

You'll refill, manage and spend postage funds using two separate accounts on the device: one for printing on envelopes and another for shipping labels.
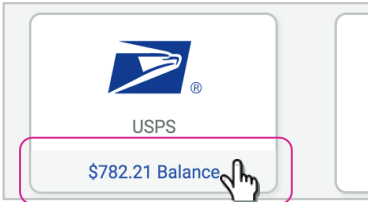
Print on Envelopes postage account

Postage Balance $125.56

Your postage balance is displayed on the Feedback bar of your main Mail screen.

To refill postage, tap the balance and follow the prompts. The postage will be downloaded and stored on your device.

Create Shipping Labels postage account

USPS
$782.21 Balance

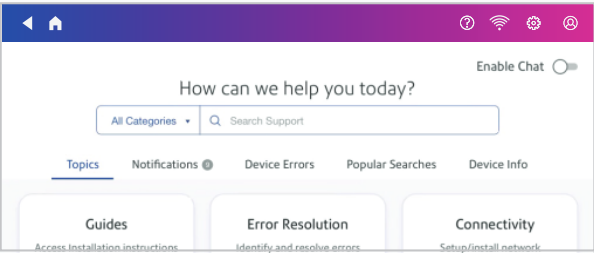Your postage balance for printing shipping labels is displayed on the USPS button.

To refill postage, tap the Balance and follow the prompts. The postage will be stored in your account online at **sendpro.pitneybowes.com**

*Pitney Bowes offers two simple ways to fund postage for mailing and USPS shipping on your SendPro® C Auto: **Purchase Power**® (a bill-me-later option) or **Reserve Account** (a prepaid option). You'll need to choose one. You cannot use credit cards.*

SendPro® C Auto FAQ

How do I get support on my device?

Access our support system from the "?" icon from either top right of the toolbar or from Ask SendPro Care on the home screen.

How do I keep envelopes flowing smoothly?

Make sure to sort all mail by the same size, thickness, sealed or not sealed.
Adjust the side guide before running different mail pieces.
Check the Seal/No Seal level is on or off depending if your mail is sealed or not.

How do I keep my device running at maximum efficiency?

Keep the Energy Saver in off mode, this will allow the device to get updates and go into sleep mode meeting Energy Star standards.

How do I troubleshoot my WiFi or wired network connection?

Tap Network Connection in SendPro Apps to make sure your device has access to required internet services. These provide updates on rate information, sync your data, and refill your device.

If your device is behind a firewall, you may need an IT professional or someone who has access to your network configuration to provide access to these services.

How do I manage my network settings?

You can manage your Wi-Fi or wired network settings from the gear icon on the top right of the toolbar.

How do I get the latest rates or software updates?

As long as you don't disconnect your device from the internet, it will automatically update whenever your device is idle.

You can confirm that your rates are up to date by tapping Rates and Updates from SendPro Apps.

Where can I access Key-in Postage (KIP)?

"Key-In Postage" is no longer supported by the USPS. Instead, place an item on the scale or tap the Class button to view current services and rates. This method ensures that each mail piece has the right amount of postage.

How do I get in touch with Pitney Bowes support?

Visit our online support center at pitneybowes.com/support

Chat online, create a case or find a number to call our support center. Be sure to have the model and serial number available when you contact us. They can be found under the ink access cover or on the rear of the device.

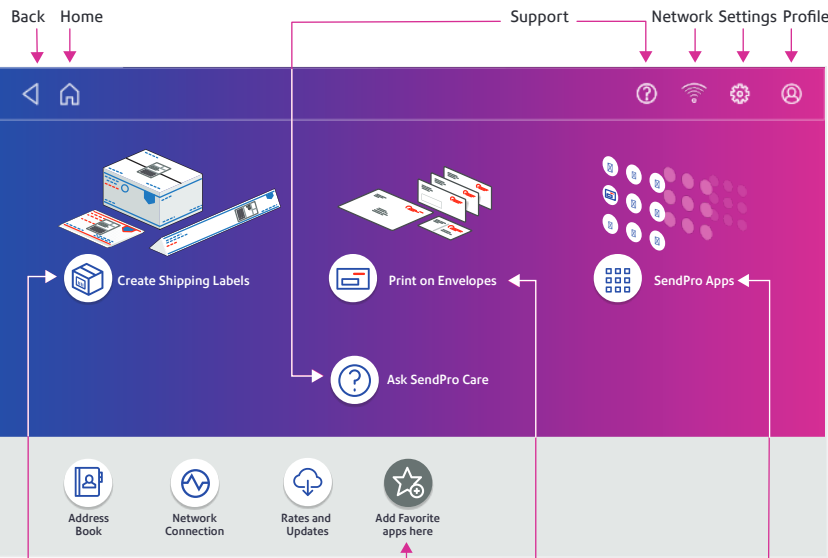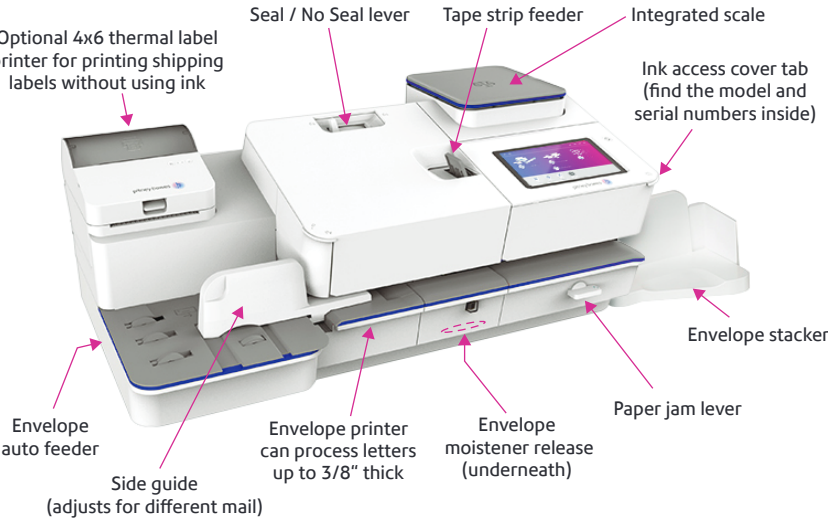Customer service representatives are available Monday through Friday, 8am–8pm ET.

pitney bowes

Shipping & Mailing

SendPro® C Auto
Quick Tour

ICSAlabs CERTIFIED
www.icsalabs.com

pitneybowes.com

Home screen
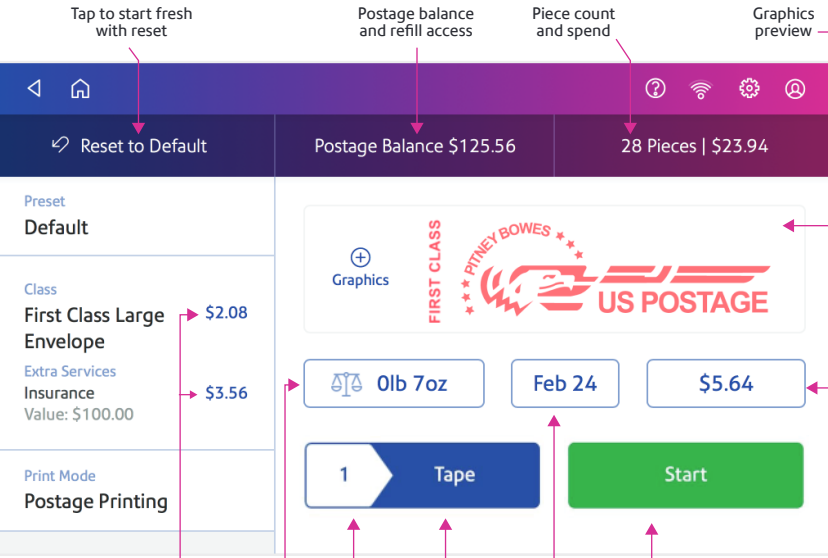

Back | Home | Support | Network | Settings | Profile

Create Shipping Labels
Tap for sending important large envelopes or packages using USPS, UPS® or FedEx®.

Your Favorite Apps
Access or add up to 7 favorite apps.
Sam.Michaels@test.com

Print on Envelopes
Tap for printing general purpose envelopes and postcards.

SendPro Apps
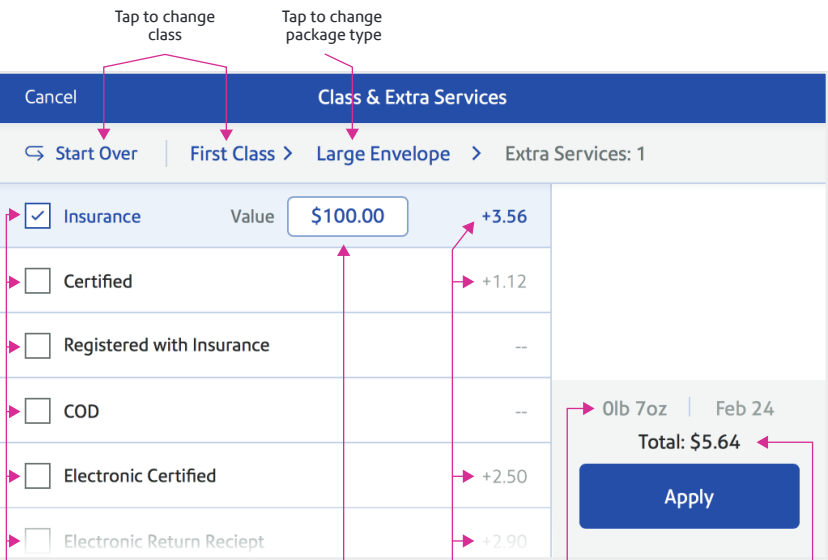Access a variety of apps for enhanced features for your device.

Address Book | Network Connection | Rates and Updates | Add Favorite apps here

Get to know your device

Optional 4x6 thermal label printer for printing shipping labels without using ink

Seal / No Seal lever

Tape strip feeder

Integrated scale

Ink access cover tab (find the model and serial numbers inside)

Envelope auto feeder

Side guide (adjusts for different mail)

Envelope printer can process letters up to 3/8" thick

Envelope moistener release (underneath)

Paper jam lever

Envelope stacker

Print on envelopes

Tap to start fresh with reset | Postage balance and refill access | Piece count and spend | Graphics preview

Reset to Default | Postage Balance $125.56 | 28 Pieces | $23.94

Preset
Default

Class
First Class Large Envelope → $2.08

Extra Services
Insurance
Value: $100.00 → $3.56

Print Mode
Postage Printing

FIRST CLASS — PITNEY BOWES US POSTAGE

Graphics

⚖️ 0lb 7oz | Feb 24 | $5.64

1 Tape | Start

Class and Extra Services rates display | Weight options | Change quantity | Print tape strip | Date options | Auto feeder start | Total postage cost

Class and extra services selection

Tap to change class | Tap to change package type

Cancel	Class & Extra Services	
↺ Start Over	First Class >	Large Envelope >	Extra Services: 1

✓ Insurance	Value	$100.00	+3.56
Certified			+1.12
Registered with Insurance			--
COD			--
Electronic Certified			+2.50
Electronic Return Receipt			+2.90

0lb 7oz | Feb 24
Total: $5.64
Apply

Extra services available | Value entry | Rates for extra services | Weight and date | Total postage calculation

How to print a USPS shipping label

Use a shipping label to get the best pricing, free tracking, and detailed delivery history for Priority Mail® and other USPS package services. **Save up to 89%* using shipping labels from PitneyShip.**

*Savings based on Priority Mail Cubic pricing for up to .1 cubic ft package weighing 20lb sent to Zone 9. vs Priority Mail Retail

1. **Tap Create Shipping Label**
   These printable 4x6 labels include a barcode for secure, free tracking of your envelope or package.

2. **Add postage if needed**
   Tap on the postage balance and follow the prompts to refill postage from your Purchase Power or Reserve account.

   $0.00 Balance

3. **Confirm your recipient's address**
   Every address you enter will be saved to your device's Address Book.

   You can import addresses by going to sending.us.pitneybowes.com

4. **Select a package type**
   Follow the prompts to calculate weight and rate.

5. **Select a service**
   You can compare delivery speeds available and how much they cost.

6. **Print the USPS shipping label**
   Print to an attached label printer or a compatible report printer.