



Shipping & Mailing
Mailing Equipment & Software

SendPro® MailCenter

HVF1, HVF2, HVF3

User Guide

US English Edition
SV63406 Rev. B
February 28, 2023

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The SendPro® MailCenter User Guide is designed to assist in the daily operations of the device. Use this book as a reference, as it includes system operating procedures.

Version History

Document Part Number	Release Date	Comments
SV63406 Rev. A	January 2023	Initial release
SV63406 Rev. B	February 2023	New knowledge articles added

Other Resources

This section identifies other resources that may be helpful when working with the SendPro® MailCentersystem.

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1 - Getting Started

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The Home screen

The Home screen is the first screen displayed when you log onto the system. It contains all of the application tiles you need to start any of the system applications including Run Mail, Print Shipping Label, Ship a Package, Receive a Package, and Tools.

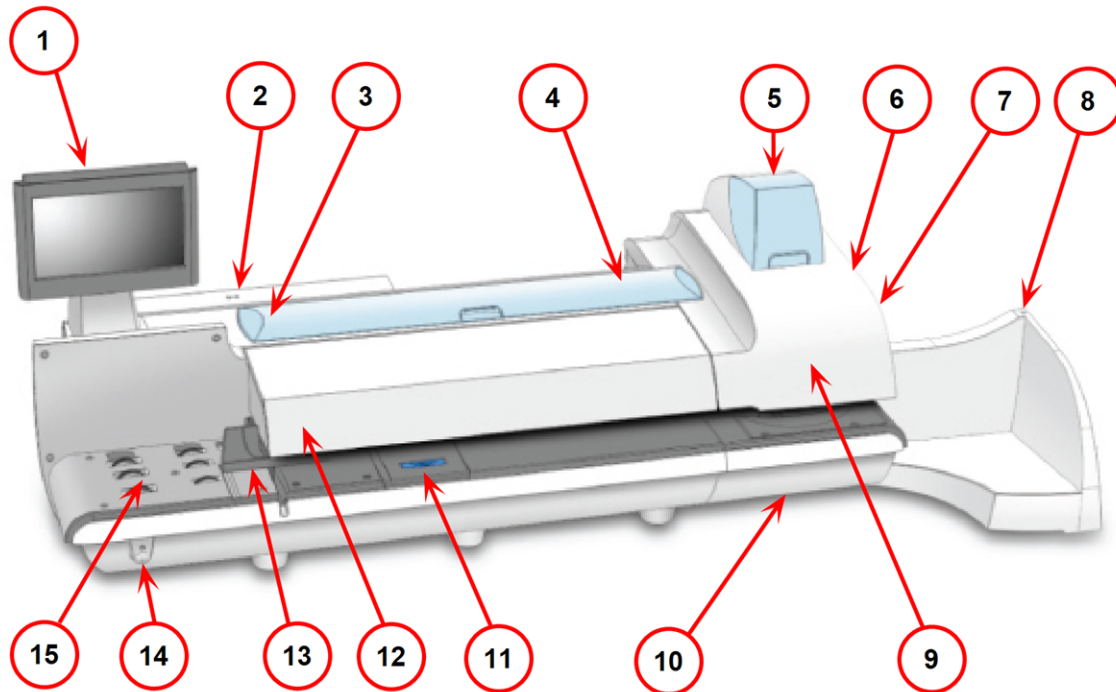
You can select the various functions within an application tile by pressing the appropriate button. For example, to start running mail, press the **Run Mail** button within the Mailing tile.

Tools

The Tools tile also provides buttons for direct links to web sites providing additional resources and support for your mailing operation:

- **Verify Address** - Enter any delivery address to verify accurate Postal data, including spelling or accurate ZIP Codes. Provide reason codes for non-matches. Print shipping labels in standard USPS 4"x 6" format on bottom half of 8.5" x 11" sheet.
- **Your Account @ pb.com**- Provides unlimited access to your account at pitneybowes.com. You can place a service call, access USPS tracking and value added services, check order status (product or service call), access service chat, and access supplies chat within the Pitney BowesStore.
- **Presort Savings and Services** - Activating Presort Savings account gets you up to 15% of postage discount on qualifying mail, free pickup of eligible mail, delivery point Validation and Move Update processing.
- **Buy Supplies**- Provides direct access to the Pitney Bowes Supply Line where you can purchase envelopes and paper, ink and toner, office products, and supplies for your SendPro MailCenter system.
- **Track a Package** - Track your USPS, UPS, FedEx or DHL/Airborne packages. Print status directly. View map and detailed information for each carrier as information is available.
- **Tools and Apps** - Learn about all the different machines on offer from Pitney Bowes, access support, the Pitney Bowes shop and sign in to your account.

Parts of the SendPro MailCenter



1. The touchscreen allows you to communicate with the device and the built-in postage meter (Postal Security Device). Your device comes equipped with a 10.2" touchscreen. An optional 15" touchscreen is also available.
2. The Postal Security Device (PSD) contains the funds and performs all of the calculations necessary to print postage that comply with the latest USPS standards. It is located beneath the PSD cover on the back of the device.
3. The envelope sealant bottle contains the E-Z Seal® used for moistening envelopes. It is located under the main cover, on the left.
4. The device uses tape to print reports and postage for packages or pieces of mail that are outside the limits specified for mailing materials. SendPro® MailCenter, SendPro MailCenter and SendPro MailCenter systems use adhesive tape only. SendPro MailCenter systems can use either adhesive or gummed tape. The tape is located under the supplies cover, on the right.
5. The ink cartridges contain the ink used to print postage, as well as any additional items (graphic ad, text message, return address, etc.) you want to appear on your mailpiece.

6. The tape sealant bottle is an optional feature for SendPro MailCenter devices. It contains the E-Z Seal® used for moistening gummed tape. The tape sealant bottle is located to the right of the printer module, behind the stacker.
7. The wet/dry tape lever is an optional feature for SendPro MailCenter devices. Use this lever to set the type of tape you are using on your system. The wet/dry tape lever is located to the right of the printer module, behind the stacker.



Push the lever to the right for dry tapes or pressure-sensitive tapes.



Push the lever to the left for wetting gummed tapes.

8. The stacker is where mail is deposited after the postage is applied to the piece of mail. It is located on the right side of the system. The drop stacker shown here is available with every device. An optional power stacker is also available.
9. The print heads produce the printed postage.
10. Ink is deposited in the waste ink tray during the print head cleaning process. The device will alert you when the waste tray is nearing full capacity.
11. The moistener pad assembly moistens the flaps on the envelope. The moistener pad assembly is located beneath the moistener deck on SendPro® MailCenter devices. To access it, lift the top release lever and then use the blue notch to pull on and open the moistener deck.

12. The thickness adjustment knob is located beneath the feeder cover. Turn this knob to adjust for the thickness of the envelopes. To set, turn the knob until the arrow on the knob lines up with the arrow to the right as shown below. The arrow on the knob snaps into position.

- SendPro MailCenter, SendPro MailCenter and SendPro MailCenter devices:
 - **Setting 1:** Use this setting for postcards mailpieces that are 0.007 inches (0.18 mm) to 0.375 inches (9.52 mm) thick
 - **Setting 2:** Use this setting for mailpieces that are greater than 0.375 inches (9.52 mm) to the maximum of 0.625 inches (15.9 mm) thick



- SendPro MailCenter devices:
 - **Setting 1:** Use this setting for postcards and mailpieces that are less than 0.25 inches (6.35 mm) thick
 - **Setting 2:** Use this setting for mailpieces that are greater than or equal 0.25 inches (6.35 mm) thick, but less than 0.50 inches (12.7 mm) thick
 - **Setting 3:** Use this setting for mailpieces that are greater than or equal to 0.50 inches (12.7 mm) thick, but less than 0.625 inches (15.9 mm) thick
 - **Setting 4:** Use this setting for mailpieces that are greater than or equal to 0.50 inches (12.7 mm) thick, but less than 0.625 inches (15.9 mm) thick



13. The moveable side guide at the front of the feed deck is used to stabilize the envelope position when feeding it. Note that the side guide is optional feature on SendPro MailCenter devices.
14. The power button turns the device on and off. This is located on the lower left side of the feed deck.
15. The feed deck is the area where you load the envelopes. If you have a SendPro MailCenter, SendPro MailCenter or SendPro MailCenter system, this feeds the envelopes to the WEIGH-ON-THE-WAY® (W-O-W®) transport deck.

System specifications

Power requirements

100-240 VAC, 50/60 Hz., 6.4-3.0 A

Operating temperature

Maximum room ambient 104°F 40°C

System dimensions

SendPro® MailCenter 1000

Length: 37.5 in 953 mm

- With drop stacker fully extended, add 17.5 in 394 mm
- With optional power stacker fully extended, add 47.5 in 1207 mm

Depth with printer cover open: 23.5 in 597 mm

Height: 24 in 610 mm

SendPro MailCenter 2000

Length: 52.5 in 1334 mm

- With drop stacker fully extended, add 17.5 in 394 mm
- With optional power stacker fully extended, add 47.5 in 1207 mm

Depth with printer cover open: 23.5 in 597 mm

Height: 24 in 610 mm

SendPro MailCenter 3000

Length: 61 in 1549 mm

- With drop stacker fully extended, add 17.5 in 394 mm
- With optional power stacker fully extended, add 47.5 in 1207 mm

Depth with printer cover open: 23.5 in 597 mm

Height: 24 in 610 mm

Weights

SendPro MailCenter 1000: 110 lb 50 kg

SendPro MailCenter 2000: 150 lb 68 kg

SendPro MailCenter 3000: 165 lb 75 kg

Capacities, Features, and Throughput

Touch screen display

- 15 inch

Feeder Type

- SendPro MailCenter 1000: Non W-O-W® (HVF1) feeder
- SendPro MailCenter 2000: W-O-W (HVF2) feeder
- SendPro MailCenter 3000: Optional W-O-W (HVF3) feeder

Feeder Deck

- SendPro® MailCenter 1000 and SendPro MailCenter 2000: Standard - letter mail and flats
- SendPro MailCenter 3000: Extra wide feed deck, letter mail and flats

Sealer Capacity

Approximately 3900 #10 single-insert mailpieces

Sealer Type

Pump-fed pad with sealing rollers

Printer

- High speed dual-printing technology, at 1200 DPI (vertical)
- Mono printer Mmodule – prints both postal red and black.

Print head life

800,000 cycles for full IBI Indicia

Ink capacity (in full size USPS IBI-C indicia)

- Small cartridge: 8,000 mailpieces
- Medium cartridge: 18,000 mailpieces
- Large cartridge: 45,000 mailpieces

Ink Cartridge Life

- Shelf life: maximum of 24 months from date of manufacture
- In use life: maximum of 30 months from date of manufacture - includes any time on shelf before first use

Tape Method

- SendPro MailCenter 1000 and SendPro MailCenter 2000: Adhesive tape
- SendPro MailCenter 3000: Adhesive or gummed tape

Tape

5 inch roll, approximately 600 indicias per roll, without graphic ads

Throughput

Range of speed options available.

- SendPro MailCenter 1000: Non W-O-W: 3-speeds, 145 (standard), 160, and 180 letters/min
- SendPro MailCenter 2000: Non W-O-W: 3-speeds, 145 (standard), 160, and 180 letters/min
- SendPro MailCenter 2000: W-O-W: 3-speeds, 70 (standard), 90, 110 letters/min
- SendPro MailCenter 3000: Non W-O-W: 4-Speed options, 165 (standard), 220, 270, and 310 letters/min
- SendPro MailCenter 3000: W-O-W: 4-Speed options, 105 (standard), 135, 170 and 205 letters/min

W-O-WWeight Capacity

SendPro MailCenter 1000: NA

SendPro MailCenter 2000: 16 ounce

SendPro MailCenter 3000: 32 ounce

Stacking

- Drop stacker (standard)
- Power stacker (optional)

High Speed Connectivity

- 25 in LAN cable standard
- Wireless LAN options

Peripheral options

- Compact platform weighing options, 5, 10, or 15 lb. 2.3 kg, 4.5 kg, 6.8 kg. capacity
- Large platform weighing options: 15, 30, 70, 149 lb 6.8 kg, 13.6 kg, 31.8 kg, 67.6 kg capacity
- 1E20 Laser Printer
- 1E31 Brother HL-L5100DN Report Laser Printer
- Barcode scanning for tracking services (confirmation services) and accounting
- Wireless Keyboard option
- USB Hub - 4 Open Ports
- 1E26 thermal label printer
- 1E28 thermal label printer

Manual adjustments

You may need to make the following manual adjustments before you run a job.

For all systems:

- Set the Thickness Adjustment Knob

For optional features:

- Adjust the Side Guide
- Set the Wet/Dry Sealer Lever
- Adjust the Drop Stacker

You can pivot the touchscreen display to a convenient position by moving it up, down, left or right. If the touchscreen does not respond when you touch it, you can also calibrate the touchscreen.

Weigh-On-The-Way® (W-O-W®)/Shape Based Rating

The Weigh-On-The-Way® (WOW®)/Shape Based Rating module processes mixed mail (mail of varying sizes and weights) and determines the postage amount based on the weight and dimensions of each envelope.

Viewing the onscreen keyboard

By default, the onscreen keyboard is used to enter text on your system. However, if you have a keyboard attached to your system, it becomes the default mechanism for text entry.

Once the keyboard has been unplugged, your system may remain in "attached keyboard mode". If you select a field for text entry, you will need to select the keyboard button to view the onscreen keyboard. Shutdown and restart your system to turn "attached keyboard mode" off.

Shutting down your system

Follow this process to shut your machine down correctly.

1. Select the Select **Settings** under Mailing on the Home screen.
2. Select the **Shut Down** option twice.
3. Wait until all messages clear from the screen.

2 - Accounting

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Creating an account

If users are enabled on your system, this feature is only available to users with supervisor access rights. If you are using Business Manager accounting, this feature is available to all users.

After an account has been created in Manage Accounts, the only time the name or code can be edited or the account deleted is before any transactions are posted against the Account. Once transactions are posted against any account, the name or code can no longer be edited or the account deleted, only made inactive.

Account names and codes can not be reused, even if the account is inactive.

1. You can create an account in two ways:
 - by selecting the **Manage Accounts** button in the Mailing tile on the Home screen, or
 - by selecting **Account** on the Run Mail screen, selecting **Options** and then **Create new account**
2. Select **Create new account**.
3. If there are existing accounts on your meter, you will be prompted to create a new account or add a sub account. Select **Create new account**.
4. Enter the account name and then select **OK**.
5. Select the **Code** field. Type in the code for the account and select **OK**.
6. Enter the description for the account (optional).
7. Once the above steps are completed, select **OK**.
8. Ensure the status is set to **Active**.
9. If you want to password protect this account, select the Password field. Account passwords must be enabled to password protect an account.
 - a. Type in the password and select **OK**.
 - b. Re-type the password to confirm and select **OK**.
10. Select **OK**.
11. A dialog box appears indicating the account as been created.
 - Select **Create another new account** if you want to create another account.
 - Select **Add a sub account to this account** if you want to create a sub account for this account. Sub accounts are an optional feature.
 - Select **Done** twice to return to the Home screen.
 - Select **Continue**.
 - Select the **Home** button to return to the Home screen.

Editing an account

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

If users are enabled on your system, this feature is only available to users with supervisor access rights. If you are using Business Manager accounting, this feature is available to all users.

1. You can edit an account in two ways:
 - by selecting the **Manage Accounts** button in the Mailing tile on the Home screen, or
 - by selecting **Account** on the Run Mail screen, selecting **Options** and then **Edit selected account**.
2. Select **Edit account**.
3. Select the account you want to edit and then select **OK**.
4. Select the account attribute you want to edit.
 - **Account, Sub account or Sub sub account name**: Select this option to make changes to the name of the account you have selected.
 - **Code**: Select this option to change the code you have assigned to the account.
 - **Description**: Select this option to edit the account description.
 - **Status**: Select the appropriate option to change the status (active or inactive) of the account.
When you change the status of an account, the status change applies to all sub accounts and/or sub sub accounts. If prompted to apply the change of status of multiple accounts, select **Yes, apply to all**
 - **Password**: Select this option to password protect an account, or to edit the existing password. Account passwords must be turned on to password protect an account.
5. Type in the appropriate information and select **OK**.
6. Once you have finished editing the account information, select **OK**.
7. Select **Continue** to return to the Home screen.

Adding an address to the Address Book

1. Select the **Address Book** button in the Shipping tile on the Home screen.
2. Select either the **Recipient** or **Sender** tab (whichever is appropriate).
3. Click on the **+Add New+ (plus)** button. You can select an international country by selecting the drop down option.
4. At the Add Contact screen, click the **Add one address** button.

5. Enter the details for the new address in the fields provided on the screen.
6. Click **Save** when done. You may be prompted to verify the address.
7. The new address is added to your list of addresses.

Note: If sending a Parcelforce item and you are using an address that does not contain a company name, you will need to complete the Company field. We recommend using the recipients name.

Changing the sender's address

You can make changes to the current sender's address, add a new sender address, or select a different sender address from the Address Book as you create a shipping label. You can also make these changes when adding an address to the Address Book.

To change the sender's address while creating a shipping label:

1. Click on the sender address in the Sender section on the left side at the top of the *Choose a Recipient* screen.
2. Select the appropriate option.
 - **Edit sender address** - Select this to display all the address fields. Type your changes in the appropriate field(s). If you make changes to street, city, state or ZIP code (USPS) Province, or Postal Code click on the **Confirm Address** button when done.
 - **Add new sender address** - Select this to add a new sender address. Type in the sender's address in the fields provided. For USPS, click on the **Confirm Address** button when done.
 - **View all senders** - Select to display all the available sender addresses in the address book. Click on the one you want to use. This then appears in the Sender section.

Creating a label from an address

You can start creating a shipping label within the Address Book.

1. Select the **Address Book** button in the Shipping tile on the Home screen.
2. Select an address from either the **Recipients** list or the **Senders** list.
3. Select the **Print Shipping Label** button and start creating the shipping label.

Editing or deleting an address

1. Select the **Address Book** button in the Shipping tile on the Home screen.
2. Select **Recipients** to display the list of all recipient addresses. Select **Senders** to display the list of all sender addresses.
3. Select the address from the list.
4. You can edit or delete the selected address. The **Edit** and **Delete** button are on the right side of the screen.
 - If you select **Edit**:
 - a. The address fields are displayed in the *Edit Contact* screen. Make any changes necessary.
 - b. Select the **Save** button at the bottom of the screen.
 - c. The updated displays in the list of addresses.
 - If you select **Delete**:
 - a. You are asked to confirm that you want to delete the address.
 - b. To delete the address, select the **Delete** button.

Verifying a USPS address

Whenever you enter a US address on your SendPro® MailCenter, you'll be prompted to verify it by clicking a **Confirm Address** when you click the down arrow button. You'll encounter address verification when entering recipient or sender address information, creating a shipping label, or adding an address to the Address Book.

- The USPS keeps a database of valid mailing addresses. By clicking **Confirm Address** you can confirm that the USPS recognizes and can deliver to that address.
- If USPS doesn't recognize a recipient's address then you'll need to edit it until it can be validated. Then you can print your label.

If your system finds a close match in the USPS database, you'll have the option of using that instead of the address you entered, editing your entry, or using the address you entered as is. To accept the USPS-verified address, click the **Use Verified** button when prompted. Your system will save any edits you made to the address you entered.

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3 - Connectivity

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Networking and connectivity options

The SendPro MailCenter has multiple choices for how to configure your system for connectivity to Pitney Bowes.

- **Connect via direct connection (direct LAN Ethernet).** This is the preferred connection method because of reliability and the most common configuration in office, warehouse, and mail center environments. The new SendPro MailCenter system can directly connect to an open port – called a “network drop”. Network drops exist throughout buildings, and are very often available for a SendPro MailCenter connection.
- **Connect via a WiFi Network where an access point is available.** Wireless LAN Ethernet (connect to a WiFi Network) is the second most common connection method, and is often used when a network drop is not available for the mailing and shipping system. The system connects to your WiFi network using a Pitney Bowes-provided wireless adaptor. The wireless adaptor connects via a USB port.
- **Connect via a WiFi Network where no access point is available.** Wireless LAN Ethernet plus a wireless router is required if you do not have an “access point” located within a reasonable distance to the system. (An access point is like a transmitter, where wireless signals are captured by the network.) This wireless option from Pitney Bowes includes the USB wireless device and the wireless access point for your network.
- **Connect via a Broadband Cellular Network.** The 3G Cellular option provides the hardware necessary for a 3G Internet connection directly from the mailing and shipping system to the Internet, bypassing and not relying on any local networks. The 3G cellular option requires coverage by the Pitney Bowes-designated carrier (subscription fee applies).

Networking and connectivity details

If you have extensive network security restrictions, your IT or network administrator may need these specifications to prepare for the installation.

- [URL information](#)
- [Ports and communication requirements](#)
- [Advanced network requirements](#)

URL Information

The following URLs must be accessible from the Connect+/SendPro system, without any obstructions. It is strongly recommended that the firewall reference the URL rather than IP address, which can change over time.

Required URLs

- SendPro MailCenter Network Linux Proxy Test - Built in tool that pings select PB servers for connectivity testing. Used by PB Service (Resides on Linux Desktop).
 - Network Test:
 - Domain www.google.com
 - 72.14.253.104
 - 74.125.230.81
 - 74.125.230.82
 - 74.125.230.83
 - 74.125.230.84
 - 74.125.230.80
- SUSE Linux Proxy Test
 - Domain ftp.novell.com
 - IP = 130.57.1.88
- Distributor & Comet
 - Distributor - Main PB Server that authenticates machine for access to other PB web services.
 - Domain distservp1.pb.com
 - Domain proddistributercloud.pb.com (Port 443)
 - Domain comet2.ct.pb.com
 - Cometservd1.pb.com
 - 199.231.44.31
 - 199.231.45.46

- Rates and Updates (Download Services) - Downloads, new software, graphics, rate price data etc.
 - Domain pbgdspp1.pb.com
 - 199.231.44.222
 - 199.231.44.148
 - 199.231.45.41
 - 199.231.45.35
 - ClamAV:
 - Domain clamserver.pb.com
 - 199.231.45.165
 - 199.231.44.54
 - 199.231.33.54
 - 199.231.35.165
 - Error log uploads:
 - Domain pbdlsp1.pb.com
 - 199.231.44.30
 - 199.231.45.38
 - Configuration web page:
 - Domain MyMS1Configuration.pb.com
 - 199.231.44.166
 - OS Updates:
 - Domain SMT.pb.com
 - 199.231.44.54
 - 199.231.35.165
- Manage Accounts (Accounting Web App) - Separate PB Server that manages Accounting including Account Creation, Reports etc.
 - Domain ms1app.pb.com
 - 199.231.32.67
- On Line Help - This is the online support website.
- Buy Ink Express - Allows direct access to ink ordering page
- Health and Ink Upload - Machine Health Information upload
- Verify Address (address cleansing) - Utility website to validate addresses against USPS database
- Your Account (PB.com) - Utility website to access your account on PB.com.
- Presort Savings and Services - Utility website to manage Discounts & Presorting.
- Buy Supplies - Utility website to order supplies
- SendPro - Newest package shipping application.

- SendSuite Tracking - SendSuite Tracking application.
- Apps & Tools - Utility website for additional applications and tools.
 - Domain: www.pb.com
 - Domain: www.pitneybowes.com
 - 199.231.33.6
 - 199.231.44.12

Optional Firewall exceptions (enabled by default)

- Domain <http://www.google.com/analytics>
- 209.85.128.000
- 209.85.227.101
- 209.85.227.113
- Track a Package - Carrier independent web tracking site for packages.
 - <http://pb.boxoh.com/>
 - Domain pb.boxoh.com
 - 72.47.250.186

TeamViewer

TeamViewer is used by service and sales for remote diagnostics and training. A TeamViewer session can only be initiated by someone on the customer end and therefore the system cannot be accessed without the customers knowledge. All communication from the Connect+, SendPro P system to the back end system is in the form of XML messages.

There are two options to unblock Teamviewer:

1. General unlocking of Port 5938 TCP for outgoing connections (recommended). Port 5938 is only used by a few programs and therefore is no security risk. This traffic should then neither be filtered or cached.
2. Unlocking of URLs of the following formats (to any Server)
 - GET /din.aspx?s=...&client=DynGate...
 - GET /dout.aspx?s=...&client=DynGate...
 - POST /dout.aspx?s=...&client=DynGate...

Regardless of which method is chosen to unblock TeamViewer, also check that no content filter or similar is blocking one of the following URLs:

- *.teamviewer.com
- *.dyngate.com

Communication requirements

- All communication is initiated from the SendPro MailCenter system via ports 80 (HTTP) and 443 (HTTPS).
- All communication from the SendPro MailCenter system to the back end system is in the form of XML messages.

Port 80 (HTTP)

- OS Update, AV Updates, Web Services, TeamViewer

Port 443 (HTTPS)

- Requests to refill or audit its PSD (Postal Security Device) based on a low funds or inspection date. Audits occur if the PSD inspection date has expired.
- During initial install, the system will automatically request an Operational Block, from the infrastructure, for the PSD.
- On PSD replacement the System will automatically request the configuration data for the replacement PSD.
- Transaction Records from the SendPro MailCenter system are automatically uploaded when:
 - The system goes into sleep mode.
 - While powering down the system.
 - Activating web accounting services.
 - Uploading postal information.
- On power up the system refreshes the web service (checks for Software, Rates and Graphic Updates. It will also contact Supplies, My Account, Tracking etc.) configuration data.

Port 53

- DNS lookup

If your IT department uses a rules-based method for allowing specific ports to pass traffic on their network for port 53, you must allow both UDP and TCP traffic to this port. Port 53 listens for DNS requests and may respond on either protocol, based on the type of request it receives. Short responses should come in over UDP. Longer, more detailed responses on TCP.

Advanced Network Requirements

- The SendPro MailCenter system will require a high-speed network connection.
- The SendPro MailCenter system will initiate all communication.
- The SendPro MailCenter system will initiate all communication (via HTTP or HTTPS), so it can safely sit behind most corporate firewalls.
- The SendPro MailCenter system will communicate to external Web Services via HTTP over Port 80.
- The SendPro MailCenter system will communicate to PB secure server(s) via HTTPS over port 443.
- The SendPro MailCenter system will use Port 53 for DNS lookup.
- Pitney Bowes requires a minimum network bandwidth of 384 kbps (upstream and downstream) to operate, but we recommend 1 Mbit/sec for best performance.
- It is recommended that 3G modem devices are not shared across multiple SendPro MailCenter systems.
- Customer owned web filtering devices or software, as well as SSL packet inspection should be disabled for these ports as they can affect performance.
- The wired Ethernet port supports 10/100 MBit/sec connections. If using a GigaBit port, please enable the ability for it to auto-negotiate down to a 10/100 MBit/sec connection.

If you are unable to connect to the internet, ask your IT department or internet provider to check the internet settings before you contact Pitney Bowes. If you need further assistance, please contact us.

Networking and connectivity Frequently Asked Questions

- *What OS does this device run?*
- *What controls are in place to protect this device against network-based malware (viruses/worms) threats?*
- *Does it have a firewall?*
- *Who controls the firewall rules?*
- *How are the firewall rules configured?*
- *What is the security patch process?*
- *What anti-virus controls does SendPro MailCenter use?*
- *What is the software update process, and how often does this occur?*
- *What is the network traffic flow to and from the SendPro MailCenter system? What firewall rules need to be in place to allow the necessary communication?*

- *Can you identify suspicious activity affecting SendPro MailCenter?*
- *What are the access controls in place to secure SendPro MailCenter?*
- *How do you authenticate an individual? A service?*
- *Are there audit trails in place?*
- *Is data stored on the device?*
- *What controls protect the data?*
- *Does the SendPro MailCenter allow remote administration?*

What OS does this device run?

SUSE Linux Sled 11.

What controls are in place to protect this device against network-based malware (viruses/worms) threats?

Controls include:

- White list of URL's.
- HTTPS.
- Anti Virus Software.
- Only executes services needed to perform activities.
- OS distribution has been optimized and locked down.

Does it have a firewall?

Yes.

Who controls the firewall rules?

Pre-configured and not modifiable.

How are the firewall rules configured?

Allow only the ports HTTP, HTTPS and DNS.

What is the security patch process?

SendPro MailCenter security patches are applied by emergency updates via Pitney Bowes only, and on a regular schedule through Pitney Bowes services.

What anti-virus controls does SendPro MailCenter use?

ClamAv is installed on every system. AV signature updates regularly updated.

What is the software update process, and how often does this occur?

As required, in some cases monthly.

What is the network traffic flow to and from the SendPro MailCenter system? What firewall rules need to be in place to allow the necessary communication?

- Outgoing contact initiated (no push) utilizing HTTPS, URLs provided by Pitney Bowes services.
- Outgoing - transactional data.
- Incoming is both transactional data and files and Web Services.

Can you identify suspicious activity affecting SendPro MailCenter?

Yes. An audit process exists to validate the financial integrity of the system. Error logs are available and can be uploaded to the Pitney Bowes Data Center.

- Regularly scheduled physical visits from Pitney Bowes Service.

What are the access controls in place to secure SendPro MailCenter?

The application access is managed by the customer using User IDs and passwords. Unique, cryptographically strong passwords for each machine restricts access to the operating system.

How do you authenticate an individual? A service?

The application access is managed by the customer using User IDs and passwords. The [[[Undefined variable SPMC-Variables.SPMC-Variablesproduct Name no mark]]] does not provide services over a network so authentication not required.

Are there audit trails in place?

Yes. PSD transactional audits, extensive logs all financial transactions are audited by the Pitney Bowes infrastructure. The SendPro MailCenter logs all error conditions, and maintains ink usage logs, print usage logs, etc.

Is data stored on the device?

Yes. The SendPro MailCenter stores transactional data, graphic images, customer profiles and settings, files (rates, etc.).

What controls protect the data?

All files and data interface utilizing HTTPS. Incoming data and files are signed and verified prior to use. If consumed by the printer, it is verified on each use. If used by the application, it is verified on load.

Does the SendPro MailCenter allow remote administration?

Pitney Bowes will use TeamViewer to troubleshoot system problems remotely. The end user will initiate the session using a special code.

4 - Mailing and Shipping

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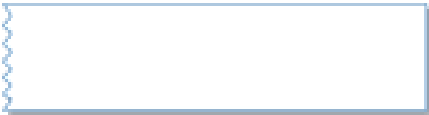

Running mail - quick start

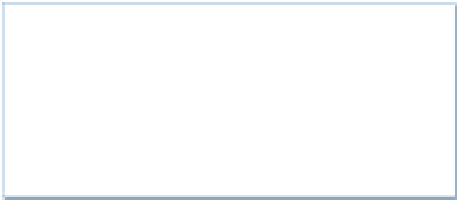
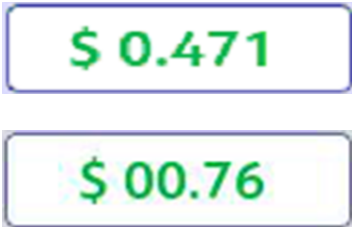


Use the Run Mail screen to select your job or review current job settings.




If you have accounts enabled on your system, you must select an account before you can run a mail job.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Ensure that the appropriate job is open and selected on the Run Mail screen.
3. Load the envelopes.
4. Check the postage amount on the screen.
5. Check the sealer setting.
6. Select **Start** or **Tape** to run the job.

Run Mail screen icons and buttons

Button, Icon, or Link	Touching or Selecting:
<p>Tape Preview icon</p> 	Displays a preview of the tape to be printed.
<p>Tape Preview image</p> 	Opens the Edit Envelope screen so you can make changes to your envelope.
<p>Envelope Preview icon</p> 	Displays a preview of the envelope to be printed.

Button, Icon, or Link	Touching or Selecting:
<p data-bbox="170 352 435 382">Envelope Preview image</p> 	<p data-bbox="690 352 1383 422">Opens the Edit Envelope screen so you can make changes to your envelope.</p>
<p data-bbox="170 684 418 714">Postage Amount image</p> 	<p data-bbox="690 684 1036 714">Shows the current postage value.</p>
<p data-bbox="170 1041 295 1071">Date image</p> 	<p data-bbox="690 1041 1432 1110">Opens the Print Date dialog box within the Edit Envelope screen so you can modify the date printed on tape or envelope.</p>
<p data-bbox="170 1398 295 1428">Start button</p> 	<p data-bbox="690 1398 1416 1428">If the job is selected and envelopes loaded, this starts the job running.</p>

Button, Icon, or Link	Touching or Selecting:
<p data-bbox="170 352 300 380">Tape button</p> 	<p data-bbox="688 352 1321 380">If the job is selected and ready, this results in running the job.</p>
<p data-bbox="170 722 321 749">Weighing icon</p> 	<p data-bbox="688 722 1442 785">The weighing icon opens the weighing method dialog screen. The shape of this icon varies depending on the weighing method for the current job.</p>
<p data-bbox="170 961 289 989">Sealer icon</p> 	<p data-bbox="688 961 1386 1024">The sealer icon opens the sealing method dialog screen. The icons shown here indicates sealing is on.</p>

Run Mail options

Select **Options** button at the bottom of the Run Mail screen and select the appropriate option.

- **Print a sample piece** - prints an envelope or tape so you can see exactly how the Ad/Graphic elements will print on the mailpiece for the current job.
- **Zero attached scale** - this ensures that the attached scale is reading zero when there are no mailpieces on it.
- **Create a new job** - select this to create a new job.
- **High value warning** - set a value at which the mailing system warns you that you have entered a postage value that is more than the amount you are setting here. This feature prevents you from accidentally printing a postage amount that is more than you need.

- **Show Envelope Quantity** - set a value if you need the machine to run a set amount of envelopes. This feature is useful for running set batches of mail.

Running mail - step-by-step

Use the Run Mail screen to select your job or review current job settings. This screen also keeps a running count of the processed mail. Refer to Run Mail Screen Icons and Buttons for a summary of the screen icons.

If you have accounts enabled on your system, you must select an account before you can run a mail job.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select an available job tab (or jobs) or open another job using the Open a Job tab along the top of the screen.
3. Verify the current job settings displayed in the Mail Information list box on the left side of the Run Mail screen. To change any of the settings, select the item, for example, select **Class** to change the class.

More information:

- To change the weighing or sealing method, select its icon on the Run Mail screen.
 - To enter a new postage amount, select the Key in Postage tab at the bottom of the screen, or select the postage amount in the Run Mail screen.
 - To change the number of envelopes or tapes to print for this job, select the Envelope or Tape link tab on the Run Mail screen.
4. To make changes to the envelope, or to the items that print on the envelope, select the **Edit envelope** link on the Run Mail tab. This opens the Edit envelope screen.
 5. To change the speed at which you process mail, select **Machine Speed** from the Mail Information list box.
 6. To preview the envelope, select the **View full preview** button at the bottom of the Edit envelope screen.
 7. To view other possible options (for example, to print a sample mailpiece) select the **Options** button at the bottom of the screen.

8. Load envelopes and press the **Start** button, or if printing to tape, press the **Tape** button.

More information:

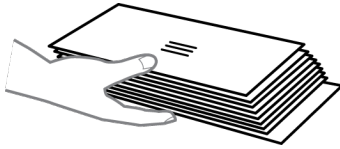
- If you have not loaded the envelopes onto the feeder, or if you need to add more mail to the feeder, the Run Mail screen shows the message "Waiting for Envelope".
 - If after a certain time you have not loaded envelopes, the feeder will stop and the message "Stopping..." is displayed.
9. As the system processes the mailpieces, it keeps track of the number of pieces and the total postage amount. To check or clear the piece count, select the **Counter** button at the bottom of the Run Mail screen.
 10. If an envelope or tape jams during printing, the system stops and displays the location of the jam. Once you clear the jam you have to option of printing another envelope or tape.
 11. To save any changes you have made to this job, select **Save** or **Save as** on the top of the Run Mail screen.

Preparing and feeding the mailpieces

If your system has WEIGH-ON-THE-WAY® (W-O-W®) (SendPro MailCenter 2000 or SendPro MailCenter 3000), you do not need to sort your mail. Place the larger pieces on the bottom of the stack on the feeder. If your mailpieces are sealed, fan them to make sure they are not stuck together as a result of previous processing.

If your system does not have WEIGH-ON-THE-WAY® (W-O-W®):

1. Sort the mail by envelope size.
2. Shingle envelopes (slant the stack as shown) so the bottom envelope feeds first. All envelopes in a single stack should be the same size.



3. Place the stack of mail on the feed deck. Place the envelopes with the flaps down and against the rear wall.
4. Make sure the envelopes are pushed far enough so that they cover the feed sensor located on the feed deck near the rear wall.
5. Adjust the side guide so it is close to, but not touching, the bottom edge of the envelope stack. Be sure and leave a slight clearance between the side guide and envelopes (about 1.6 mm 1/16 inch clearance).
6. Use the thickness adjustment knob to adjust for envelope thickness.
 - For large stacks of thin mail, such as single inserts or post cards, the thin mail setting may be needed for better performance.
 - To pick a setting, turn the knob so the setting aligns with the pointer nearby.

Mailing a package

Follow these steps to print postage for a package.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select an appropriate job from the Job tab (or you can select the Default job).
3. Select the **Weighing** icon.

4. As an example, choose the **Attached Scale** option. Select **OK**.
5. Place the package on the scale. The Weighing icon label changes to "Attached Scale" and shows the weight of the package next to it.
6. Select **Class** in the Mail Information list box on the left side of the Run Mail screen.
7. Select the appropriate postal class to mail the package.
8. Select the option button for **Package**.
9. Select any additional services you need from the Extra services list box on the right side of the screen.
10. Select **OK**.
11. Select **Tape** to print a tape with the postage amount.

Printing a date correction

You can print a date correction if you need to modify the date printed on your envelope. If you have already created a date correction job, open the job and begin running mail.

1. Select the **Options** button at the bottom of the Run Mail screen.
2. Select **Create new job...** and then select **Date correction**.
3. Select **OK**. A new job tab appears. The Mail Information list is populated with the required date correction job settings.

Note: The weighing method is not displayed in the postage correction job. Sealing mode is set to off.

4. If necessary, change the format of the date.
5. If you are printing a tape, select the **Tape** button.
6. If you are printing on an envelope and if the envelope is sealed, change the sealing method to sealer off.
 - a. Turn the piece of mail around 180 degrees so that the postal indicia is in the lower left corner. Place the envelope on the feed deck with the flap facing down.
 - b. Select the **Start** button.
7. To save the job, select the **Save As** link at the top of the screen.
8. Enter the new job name and select **OK**.

Printing a postage correction

If you do not have the correct postage on a piece of mail, you can add more postage by printing a postage correction directly on the envelope or on a tape. If you have already created a postage correction job for the amount required, open the job and begin running mail.

1. Select the **Options** button at the bottom of the Run Mail screen.
2. Select **Create new job...** and then select **Postage correction**.
3. Select **OK**. A new job tab appears. The Mail Information list is populated with the required postage correction job settings.

Note: The weighing method is not displayed in the postage correction job. Sealing mode is set to off.

4. The Postage correction amount screen opens. This screen displays the acceptable range of values you can enter, and the field where you enter the specific amount.
5. Select **Additional** located to the right of the envelope or tape image.
6. Type in the additional postage required and select **OK**.
7. If you are printing a tape, press the **Tape** button.
8. If you are printing on an envelope, turn the piece of mail around 180 degrees so that the postal indicia is in the lower left corner.
 - a. Place the envelope on the feed deck with the flap facing down.
 - b. Press the **Start** button.
9. To save the job, select the **Save As** link at the top of the screen.
10. Enter the new job name and select **OK**.

Creating a new job

You can create a job:

- by editing an existing job and then selecting the Save as option on the Run Mail screen
- by selecting the Create new job button on the Jobs screen
- by selecting Create new job on the Options menu of the Run Mail screen.

Follow the steps below to create a new job on the Run Mail screen.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select the **Options** button and then select **Create new job....**
3. Select the appropriate job type from the list.
4. Select **OK**. The job you selected appears in a new job tab.
5. Select the appropriate job settings.
6. Select **Save As**.
7. Type in the new job name and select **OK**. You will be returned to the Run Mail screen with the new job active.

Changing the sealing method

You can change the sealing method for a job while running mail. You can turn the sealer on and off or seal envelopes without printing postage.

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select the Sealer icon.
3. Select the appropriate sealing option.
 - Select **Sealer on** to print postal and/or non-postal elements and seal the envelope.
 - Select **Sealer off** to print postal and/or non-postal elements without sealing the envelope.
 - Select **Sealing only, no Printing** to seal the envelope without printing.
4. If you selected "Sealer on" or "Sealing only, No printing" you can adjust the wetness of the sealer for this job. Select and drag the control button to adjust the wetness. 1 is the driest setting; 9 is the wettest. (missing or bad snippet)

Note: This adjustment only changes the wetness setting for the selected job. If you do not adjust the wetness, the job will use the default sealer wetness setting.

5. If you are using a SendPro MailCenter 3000, and you selected "Sealer on" or "Sealing only, No printing", select the appropriate flap position:
 - **All envelopes are open flap and nested**, or
 - **Some envelopes are closed flap (No previously sealed envelopes)**.
6. Select **OK**.
7. Select **Start** to run the job, or **Reload job** to return to the previously saved version of the job.

Changing or selecting the weighing method

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select the **Weighing** icon.
3. Select the appropriate weighing method:
 - WOW
 - WOW, first piece only
 - Attached scale
 - Differential weighing
 - Manual weight entry

If your system does not have the optional WEIGH-ON-THE-WAY® (W-O-W®) or Manual weight entry method, select the **Attached scale** method.
4. Select **OK**.

Changing the machine speed

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select **Machine speed** from the Mail Information list box on the left side of the Run Mail screen.
3. Select the appropriate setting (Normal, Reduced, Slow, Very Slow)(Normal or Reduced)Normal, Reduced or Slow.
4. Select **OK** when done.

CertifiedMail

Certified Mail® is a service that may be added to First Class and Priority mail. Certified Mail provides proof of mailing at time of mailing and the date and time of delivery or attempted delivery. Return Receipt can be added to confirm delivery. To send Certified Mail:

1. From the home screen, select **Run Mail** under mailing.
2. Place the mailpiece on the scale, enter the weight manually or select WOW mode.
3. Select **Class**.
4. Select the back arrow until First Class is displayed.
5. Select **First Class**.
6. Select your mailpiece size.
7. Select **Certified Mail**.
8. If you would like to use the optional Return Receipt service, select **Return Receipt**.

9. Select **OK**.
10. Run the mailpiece through the meter.
11. Affix the top portion of the certified mail label (Form 3800) at the top of the envelope to the left of the postage, inscription, and meter ad.

**U.S. Postal Service™
CERTIFIED MAIL® RECEIPT**
Domestic Mail Only

For delivery information, visit our website at www.usps.com.

OFFICIAL USE

Certified Mail Fee
\$

Extra Services & Fees (check box, add fee as appropriate)

<input type="checkbox"/> Return Receipt (hardcopy)	\$
<input type="checkbox"/> Return Receipt (electronic)	\$
<input type="checkbox"/> Certified Mail Restricted Delivery	\$
<input type="checkbox"/> Adult Signature Required	\$
<input type="checkbox"/> Adult Signature Restricted Delivery	\$

Postage
\$

Total Postage and Fees
\$

Sent To
Street and Apt. No., or PO Box No.
City, State, ZIP+4®

PS Form 3800, April 2015 only PSN 7530-02-000-9047 See Reverse for Instructions

12. If using the optional Return Receipt (Form 3811), affix the Return Receipt to the back of the envelope.

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY																
<ul style="list-style-type: none"> ■ Complete items 1, 2, and 3. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits. <p>1. Article Addressed to:</p> <p style="text-align: center;">SAMPLE</p> <p>9590 9401 0000 5191 0000 12</p> <p>2. Article Number (Transfer from service label)</p>	<p>A. Signature X <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p> <p>3. Service Type</p> <table border="0"> <tr> <td><input type="checkbox"/> Adult Signature</td> <td><input type="checkbox"/> Priority Mail Express®</td> </tr> <tr> <td><input type="checkbox"/> Adult Signature Restricted Delivery</td> <td><input type="checkbox"/> Registered Mail™</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail®</td> <td><input type="checkbox"/> Registered Mail Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail Restricted Delivery</td> <td><input type="checkbox"/> Return Receipt for Merchandise</td> </tr> <tr> <td><input type="checkbox"/> Collect on Delivery</td> <td><input type="checkbox"/> Signature Confirmation™</td> </tr> <tr> <td><input type="checkbox"/> Collect on Delivery Restricted Delivery</td> <td><input type="checkbox"/> Signature Confirmation Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Insured Mail</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)</td> <td></td> </tr> </table>	<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®	<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™	<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery	<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise	<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™	<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery	<input type="checkbox"/> Insured Mail		<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)	
<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®																
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™																
<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery																
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise																
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™																
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery																
<input type="checkbox"/> Insured Mail																	
<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)																	
PS Form 3811, July 2015 PSN 7530-02-000-9053	Domestic Return Receipt																

Sending E-Certified Mail

Electronic Certified (E-Certified) Mail® is a service that may be added to First Class and Priority mail. E-Certified Mail provides proof of the date and time of delivery or attempted delivery. Return Receipt can be added to receive a physical confirmation of delivery. Electronic Return Receipt can be added to receive an electronic confirmation of delivery.

Note:

Electronic Certified and E-Return Receipts are optional features. Contact your Pitney Bowes Sales Representative for options and pricing.

1. From the home screen under Mailing, select **Run Mail**.
2. Place the mailpiece on the scale or enter the weight manually.
3. Select **Class**.
4. Select the back arrow until First Class displays.
5. Select **First Class**.
6. Select the mailpiece size.
7. Select **Electronic Certified**.
8. Enter the destination ZIP code.
9. Select **OK**.
10. Enter the tracking number from the electronic certified label.
11. Select **OK**.
12. To use the optional Return Receipt service, select **Return Receipt**.
13. To use the optional Electronic Return Receipt service, select **Electronic Return Receipt**.
14. Select **OK**.
15. Run the mailpiece through the meter.
16. Affix the top portion of the E-Certified mail label to the top of the envelope to the left of the postage, inscription, and meter ad.

Once you are finished running Electronic Certified mail, upload your transactions:

1. Select **Home** to go to the home screen.
2. Select **Funds**.
3. Select **Meter Information**.
4. Select **Upload Postal information now**.

Sending mail using Electronic Return Receipt (ERR)

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

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 which you will need when using ERR.

1. Place the mailpiece on the scale.
2. Select **Class** from the Mail Information list on the left side of the screen.
3. Select the class from the Class services list box, in this example, Priority Mail Retail.
4. Select the mailpiece type, in this example, Envelope or package.
5. You are prompted to type in the Destination ZIP or Zone code. Type in the ZIP code and then select **This is a ZIP**.
6. Select the Electronic Certified special service from the Extra services list on the right. As soon as you select the service, a check mark appears in front of it and you are prompted to type in the tracking number.
 - a. If this is the first time you are entering a confirmation service, the field for the tracking number is blank and you need to type in the entire number. If you have a barcode scanner, you can scan the number.
 - b. If you have used all of the labels in a series of tracking number labels, make sure you start with the top label with the lowest last 4-digits and not the bottom label with the highest last 4-digits.
 - c. If you have used the confirmation service before, the next tracking number (in the series of tracking number labels) appears, minus the last digit. You will be prompted to type in the last digit of the tracking number that is to be used on the mailpiece.
7. If you have enabled tracking services prompts, the envelope that displays on the Run Mail screen refreshes once you type in the tracking number showing where you should place the tracking number label. Apply the tracking label and select **Next**.
8. Select **Electronic Return Receipt** from the Extra services list.
Note: The device will prompt for you to enter your 9-digit USPS® mailer ID and Customer Reference number if they were not entered previously.
9. Select **OK** to confirm the class and service.
10. Select the **Tape** key to print a tape or to print postage on an envelope, select the **Start** button. If you have Accounting on your system, ensure you have selected an account for this job or you will not be able to print a tape or envelope.
11. The system will ask you if you want to track another mailpiece. It also provides you with the option of automatically printing a receipt after every mailpiece.
12. Once the job is complete, you are prompted to upload your records. It is recommended that you upload all your records after every job.

If you need further assistance, please contact us.

Related topics

- Viewing your e-Return Receipt signatures on pitneybowes.com
- [Obtaining a Mailer ID from the USPS](#)

Changing the envelope or tape quantity

Specify the number of envelopes to print to count down and stop the machine after a certain number of pieces have been processed. For example, you might want to remove a certain number from the stacker and place in a separate tray or bag.

To change the number of envelopes or tapes to print, toggle between the Envelope quantity or Tape quantity tab on the Run Mail screen.

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select the **Envelope quantity** or **Tape quantity** tab on the Run Mail screen.
3. Select the envelope or tape **Quantity** box.
4. Select one of the preset quantities or enter a different number of envelopes or tapes. Select **OK**.

Note: The maximum envelope quantity is 10,000. The maximum tape quantity is 100.

5. Select the **Start** button for envelopes, or **Tape** button for tapes. The system will stop once it has processed the number of envelopes / tapes you specified.

Follow these steps to change the type of envelope.

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select anywhere within the envelope on the Run Mail screen.
3. Select the **Envelope size** option from the list box on the left of the Edit envelope screen.
4. Select the appropriate size (#10, Flat, Post Card, Custom).
5. Select **OK**.

Adding or changing a text message or return address

Add a customized text message to print a return address or your own personalized message. You can store up to 20 text messages.

Your message must comply with the postal rules for your country.

1. Select **Edit Envelope** from the **Run Mail** screen.
2. Select **Text messages and Return addresses**.
3. Select **New** to create a new text message.
4. Enter your text message.
5. Select **Save**.
6. Name the text message.
7. Select **OK**.
8. Select one of the available messages. A check mark box appears next to the selected message.
9. To change the position of the message, use the **Green Position Arrows** on the right side of the screen.
10. To remove the message or return address, deselect it.
11. Select **OK**.

Changing the class, carrier, or special services

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. To display and select the classes and services available on your system, open a postal job and select **Class** in the Mail Information list box on the Run Mail screen.
3. Select the **All classes and services** tab on the classes and services screen. When you select this tab, the last class selected is displayed. To clear the selected class and any associated services, select **Start over** within this tab.

4. Select the class from the class list box.

More information about selecting a class:

- If the class has other subclasses associated with it, it will have a plus sign (+) in front of it. Selecting the class will display the additional subclasses within the Class list box.
 - If an option button appears in front of the class, the postage amount is typically displayed after the class name.
 - Selecting the back arrow button at the top of the Class list box returns you to the previous class level. For example, if you have selected First Class > Letter, selecting Back returns you to the Class list box.
 - If the class requires additional information, it will display ellipses "... " after the name. When you select this class, you are prompted to type in the additional information.
 - When you select a class, the rating factors for that class appear in the list box on the left of the Run Mail screen. For example, for USPS rates, this may include the Weighing method. To change any of these factors, select the item in the list box.
 - If special services are available for a class, they are displayed in the Extra services list box. To select a service, touch the checkbox for the service. For example, in the US for First Class letter, you can add insurance or COD. You can also add confirmation tracking services like Delivery confirmation, E-Certified, or Certified.
 - If you select a class or service that is incompatible with a.) the weighing method, b.) the weight of a mailpiece currently on the scale, c.) a weight or amount of postage entered manually, d.) or a destination, a dialog box appears and prompts you to modify the item. For example, if the weighing method is incompatible you are prompted to select a new method.
5. If the class or weight requires a ZIP or ZoneZone orPostal Code, the system prompts you to enter it.
 6. If you select an International rate, the system prompts you to select the country.
 7. Select any extra service or services available for the class from the Extra services list box.
 8. Select **OK**.

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5 - Maintenance

In this section

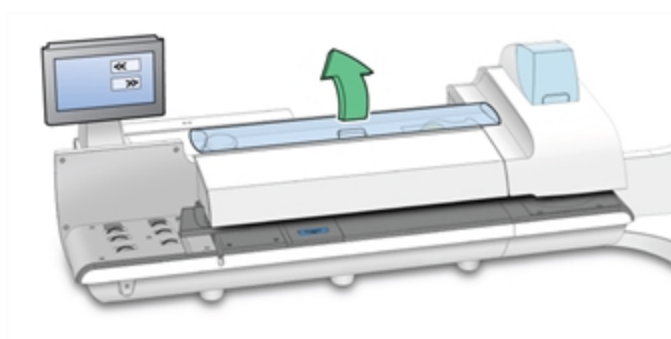
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Installing a new tape roll

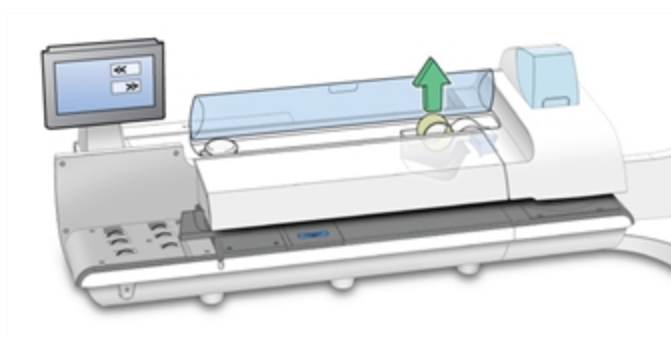
The mailing system uses gummed or adhesive tape. A red stripe appears along its edge approximately 36 inches (900 mm) from the end to indicate a low tape condition. Replace the tape when the stripe appears. You can install a new roll before the system actually runs out of tape.

Note: If you do not use Pitney Bowes supplied tape, you will not be able to determine when the tape is running out and this may cause a jam. The red stripe on the tape notifies you that you are running low on tape. There is also a black stripe that tells the machine when it is out of tape. When the system detects the black stripe on the tape it stops the machine. At this point there is still a small amount of tape on the roll.

1. Select **Settings** under Mailing on the Home screen.
2. Select **Hardware**.
3. Select **Tape**.
4. Select **<< Rewind** to bring the tape back for removal.
5. Open the supplies cover.

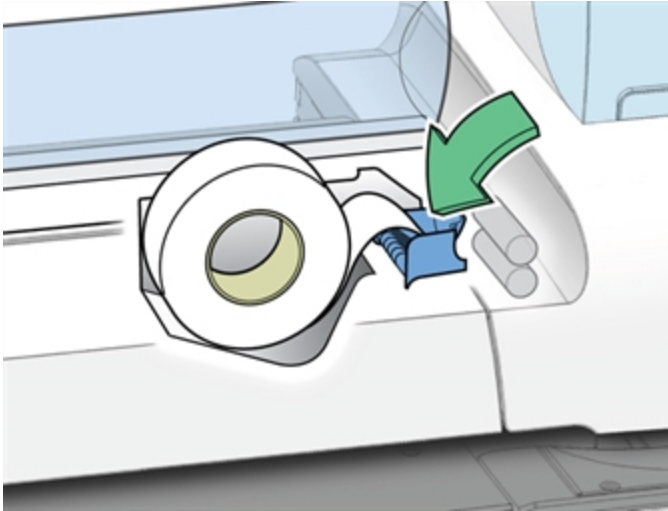


6. Remove the old tape core from the feeding area.



7. Tear or cut (preferred method) off the end of the new roll tape to leave a straight edge.
8. Drop the new roll tape into the well. Make sure the leading tape edge comes up from under the roll and to the right.

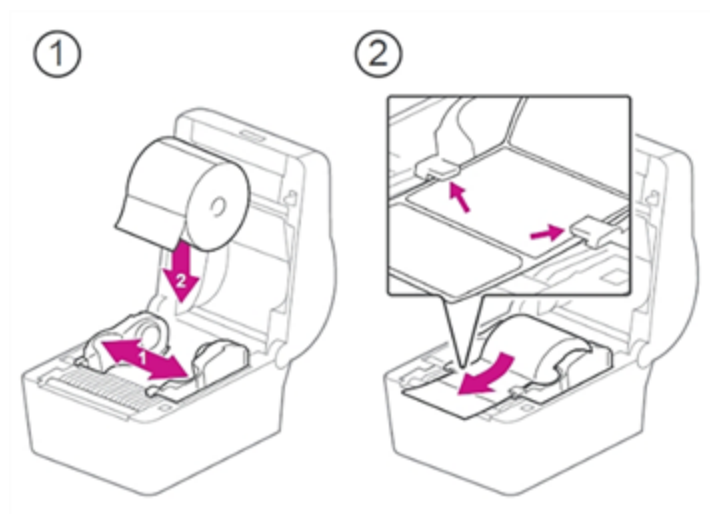
9. Select **Feed forward >>**. The system will advance the tape feed drive.
10. Insert the lead edge of the tape into the entrance guide. The system will advance the tape to the proper position.



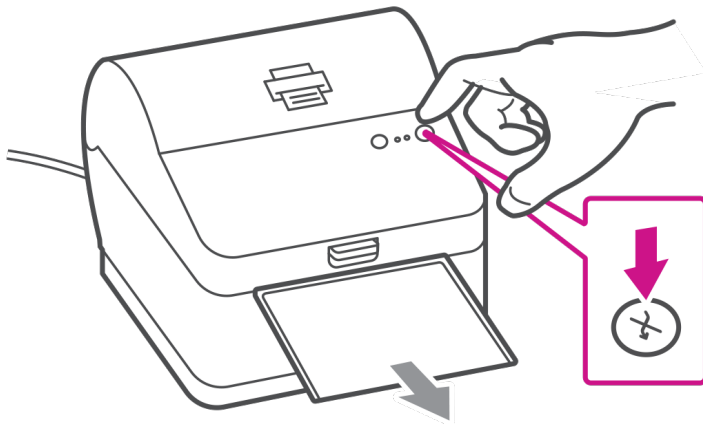
11. Close the cover.
12. Select **Done** to return to the Home screen.

Changing the label roll in the shipping label printer

Position the label roll as shown below.



Once the label roll has been positioned, close the cover and press the button to feed the label.



Printing a test label

You can print a test label for any printer connected to your device.

1. Click **Settings**.
2. Click **Hardware**.
3. Click **Test Print** for the printer you want to test.

Out of ink warning

The Out of Ink warning displays when there is not enough ink left in the cartridge for your mailing system to print, and the system stops printing. In order to resume printing you must replace the ink cartridge.

Warning!

Your system uses ink from the ink cartridge during normal maintenance cycles. You must maintain adequate ink supply in the cartridge to keep the system in optimal working condition. Replace your ink cartridge promptly when warned. Running the system with an empty ink cartridge may result in damage to printer components that are not covered under your service agreement.

If you run out of ink, links will appear at the top of the Run Mail screen that allow you to either order ink immediately or obtain more information.

Spot black (#2) out of ink warning

If the spot black (#2) ink cartridge is out of ink, a special Out of Ink warning will appear indicating that printing mail has been disabled to avoid damage to the system.

In order to resume printing you can:

- Replace the ink cartridge
- Turn off spot black (#2) printing

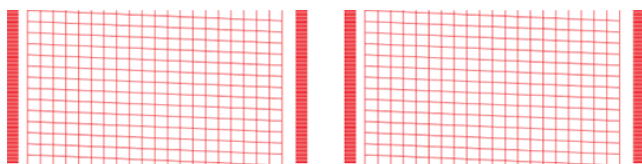
If spot black (#2) printing is turned off, you can continue to print mail for 14 days. When the period expires you will need to reactivate spot black (#2) printing by installing a new ink cartridge. If you do not install a new ink cartridge spot black (#2) printing will be disabled permanently.

Printing a test pattern

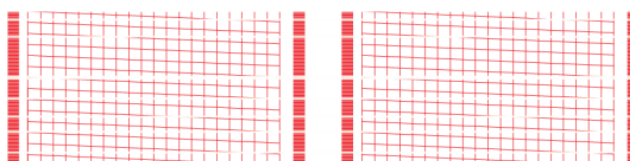
You can print a test pattern to check the print quality of the postage indicia without spending any of your postage funds. If the sample has broken or missing lines, you may need to replace the ink cartridge or print head.

1. Select **Settings** under Mailing on the Home screen.
2. The Settings screen displays. Select **Hardware**.
3. Select **Printer**.
4. Select either the **Ink Cartridges** or **Print Head** tab.
5. Select **Print test pattern**.
 - To print the test pattern on an envelope, place an envelope of the feed deck and select **Start**.
 - To print the test sample on tape, select **Tape**.

6. Check the test pattern.
 - If the solid lines of the test pattern are unbroken, select **Image is OK - DoneOK - Continue**. Skip to step 7.



- If the test pattern has missing or incomplete lines, select **Not OK - Clean print headNo - Clean print head**. 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.

7. Select the **Home** button to return to the Home screen.

Cleaning the printheads

You can clean the printheads at any time to ensure optimal print quality.

1. Select **Settings** under Mailing on the Home screen.
2. Select **Hardware**.
3. Select **Printer**.
4. Select the **Print head** tab.
5. Select the **Clean** button. Print head cleaning takes approximately one minute. A progress bar indicates the cleaning status.
6. Once the cleaning process is complete, you will be prompted to print a test pattern.

Replacing a printhead

Try replacing your printhead to improve print quality.

1. Select **Settings** under Mailing on the Home screen.
2. Select **Hardware**.
3. Select **Printer**.

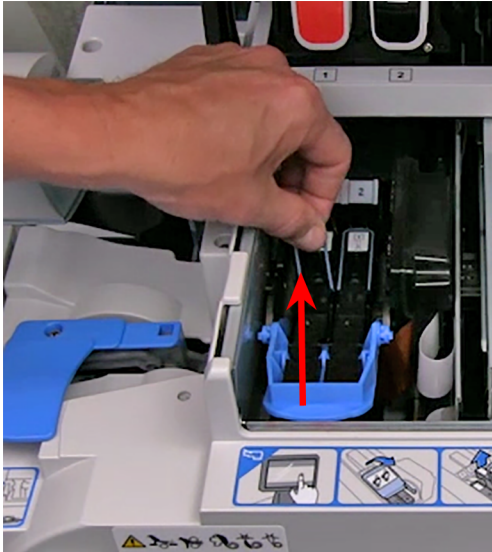
4. Select the **printhead** tab.
5. Select the **Install new...** button.
6. Wait for the print carriage to be prepared and moved forward. This process may take a minute.
7. Once the print carriage has moved forward, open the printer cover.



8. Open the blue printhead cover.



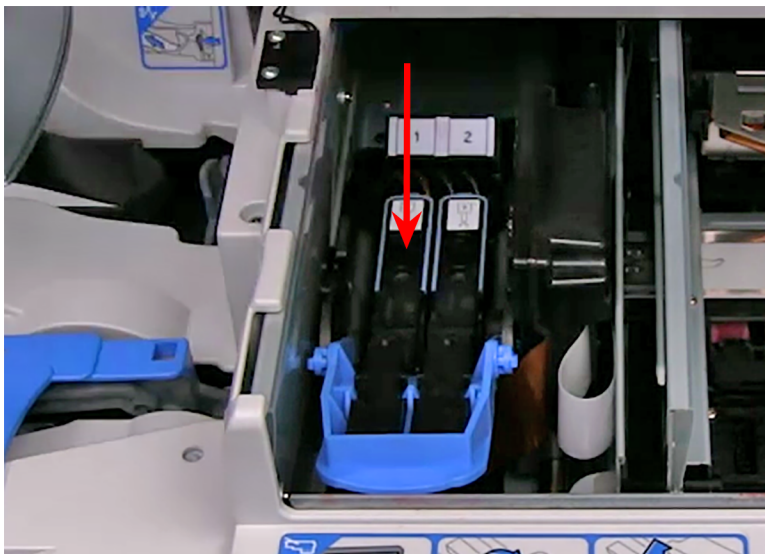
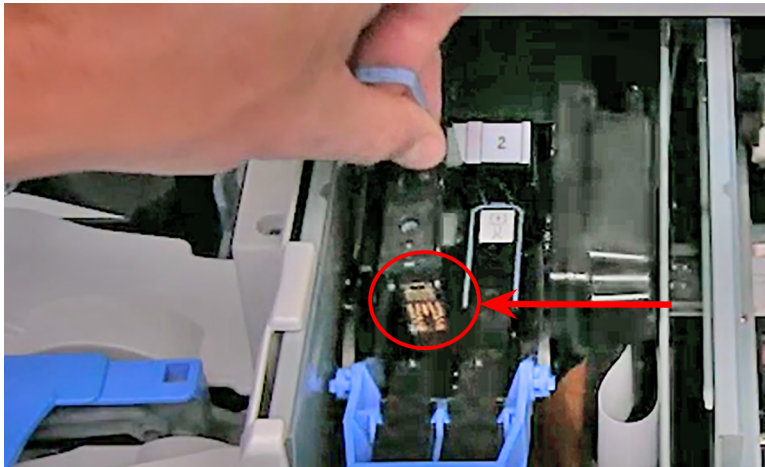
9. Lift the blue printhead handle up to a vertical position and then lift the printhead straight up and out.



10. Remove the new printhead from its packaging.
11. Shake the printhead three times.

12. Insert the new printhead.

- The printhead contact must be facing toward the front of the mailing system.
- During installation, only apply pressure to the center of the printhead.



13. Make sure the blue handle is down.



14. Close the printer cover. The system will begin to prepare the printhead. This process may take several minutes.
15. Once the printhead preparation is complete, you will be prompted to print a test sample on an envelope or tape.
16. Select **Start** or **Tape** to print the test pattern.
17. Check the test sample. If the lines are solid and unbroken, the sample is acceptable.
18. Select **Image is OK - Done**.
19. Press **Home** to return to the Home screen

6 - Postage Funding

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Adding or refilling postage

In order to print postage onto your mailpiece, you must transfer postage funds from your Pitney Bowes account to your meter. The meter deducts the amount of your postage from the available funds on your meter. When your meter funds are low, you must add or refill more postage from your Pitney Bowes account.

Before you begin

Make sure your meter is connected to the internet.

Follow these steps to refill postage on your meter:

1. Select a method to access your **Funds** screen:
 - Select **Funds** on the **Home** screen.
 - Select **Postage in meter** at the bottom of the **Run Mail** screen.
 - Select **Add Postage to Meter** or **Refill My Meter** when you receive a low funds warning or an insufficient funds error.

Important: If you see a lock symbol next to **Add Postage to Meter**, then you do not have rights to refill the meter.

2. Select the **Meter Funds** tab.
3. Select **Add Postage to Meter** or **Refill my Meter**.
4. Select a refill option.
 - a. Select **Last refill amount** to add the same postage amount selected for your last refill.
 - b. Select **Default refill amount** to add the default postage amount.
 - c. Select **Other amount** to specify the amount of money you wish to transfer from your Pitney Bowes account to your meter. Enter the refill amount and select **OK**.
5. Select **Confirm** when prompted. Your meter connects to the Pitney Bowes Data Center, adds your postage to your meter and notifies you when it is finished.
6. Select **Print receipt** if you want to print a receipt.
 - a. To print the receipt on an envelope, place an envelope of the feed deck, and select **Start**.
 - b. To print the receipt on a piece of tape, select **Tape**.
 - c. If you have an optional attached printer, select **Print on document**.
7. Select **Done** to return to the **Home** screen.

Related topics

- To add funds to your account, see [Paying for Postage](#)
- [Check your postage account balance](#)
- If your meter cannot connect, see [Resolve connection issues](#)

Checking your balance at Pitney Bowes

Before refilling your meter, you should check the funds available through your postage account.

1. Select the **Funds** button in the Mailing tile on the Home screen.
2. If necessary, select the **Meter Funds** tab.
3. Select **Get Balance** to obtain your current postage account balance. The system notifies you when the account balance updates.
4. Select **OK**.
5. Select **Done** to return to the Home screen.

Finding your PB Postage account number

Often called your PB Postage account number, your postage account number can be viewed on the Settings screen.

1. Select **Settings** under Mailing on the Home screen.
2. Select the **Internet & Network** tab on the left side of the screen.
3. Select the **Intellilink®** button.
4. Your PB Postage account number appears in the Postage by Phone Account Number box.
5. Select the **Home** button to return to the Home screen.

Viewing the refill history

The Last 5 refills list provides a history of the last five refills that were performed on your system. This information includes the refill date, time, amount and the name of the user that performed the refill. The user name displays if users are enabled on your system.

The refills are displayed in reverse chronological order (last refill first).

1. Select the **Funds** button in the Mailing tile on the Home screen.
2. Select the **Last 5 refills** tab. The list of the last 5 refills displays.
3. Select **Done** to return to the Home screen.

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7 - Jobs

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Jobs overview

A job is a collection of settings you select and a name that are stored within the system's memory for easy recall. A job can contain set values for such items as the account name, postage amount, class, carrier, a special service, a mode such as Attached Scale or Differential weighing, etc. If you run different kinds of mail, such as Sealed and Unsealed, you may find it more convenient to create a job for each kind. These settings make the system easy to learn – especially for the casual operator who does not consistently use a mailing system.

The default job is the job you use to store your most commonly used system settings. These are the settings your system will use whenever you restart your machine. After a certain period of inactivity, or when you power up, the system restores the default job settings.

- You can manage your jobs (create, edit, delete, rename, etc.) or select a job to process mail against by selecting the **Run Mail** button in the Mailing tile on the Home screen.
- You can view a master list of the jobs on your system, and the settings associated with each job, by selecting the **Jobs** button in the Mailing tile on the Home screen.

Saved jobs are stored, and can be easily opened, edited, or deleted as necessary.

Creating a new job from the Jobs screen

A job is a collection of settings you select and a name that are stored within the system's memory for easy recall. Follow the steps below to create a new job from the Jobs screen.

1. Select **Jobs** in the Mailing tile on the Home screen.
2. Select the **Create new job** button.
3. Select the appropriate job type from the list.
4. Select **OK**. The Run Mail screen appears with the job you selected in a new job tab.
5. Select the appropriate job settings.
6. Select **Save As**.
7. Enter the new job name and select **OK**.

Creating a new job from the Run Mail screen

You can create a job:

- by editing an existing job and then selecting the **Save** as option on the Run Mail screen,
- by selecting the **Create new job** button on the Jobs screen, or
- by selecting **Create new job...** on the **Options** menu of the Run Mail screen.

Follow the steps below to create a new job on the Run Mail screen.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select the **Options** button and then select **Create new job....**
3. Select the appropriate job type from the list.
4. Select **OK**. The job you selected appears in a new job tab.
5. Select the appropriate job settings.
6. Select **Save As**.
7. Type in the new job name and select **OK**.

Opening a job

Open a job to access the saved settings within that job.

1. Select the **Open a job** tab on the Run Mail screen, or select the **Jobs** button on the Home screen. The Jobs screen opens with a list of available jobs.
2. Select the job you wish to open. Up to five jobs can be open at the same time.
3. Select **OK**. A tab for the job opens on the Run Mail screen.

Previewing a job

Preview a job to see the settings and an envelope preview.

1. Select the **Open a job** tab from within the Run Mail screen, or select the **Jobs** button in the Mailing tile on the Home screen.
2. The Jobs screen appears with a list of jobs available on your system.
 - If necessary, you can sort the jobs by name, type or creator. Select the appropriate column heading to change the sort order.
 - Use the up and down arrow buttons to scroll through the list.

3. Select the you want to preview. You can change the view of the job using the icons in the upper right corner of the screen.

- a. **Job settings view** - Select this icon to view all of the settings for the selected job (for example, class, weighing type...), as well as an envelope preview.



- b. **List view** - Select this icon to view the complete list of jobs on your system. List view is the default view setting on your system.



4. Select the **back arrow** button to return to the Home screen, or select **OK** to open the currently selected job in the Run Mail screen.

Setting the default job

The default job is the most commonly used job on your mailing system. It is automatically selected whenever you restart your mailing system. You can change the default job by editing it and then saving the changes, or you can open a different job and save that job as the default job.

Postage Correction and Date Correction jobs cannot be set as the default job.

Setting the default Job on the Run Mail screen

1. Ensure the job you want to make the default is open and active on the Run Mail screen.
2. Select the **Options** button.
3. Select **Save as default job** **Save this job as default job**. The selected job appears on the default jobs tab. The previous default job appears on a new tab.

Setting the default job on the Jobs screen

1. Select **Jobs** in the Mailing tile on the Home screen.
2. Select the job you want to make the default.
3. Select **Options** then select **Make this job the default job**. The system gives the selected job the default icon. The job also appears on the default jobs tab in the Run Mail application.
4. Select **OK** when done.

Closing all jobs

Select **Start over** on the Run Mail screen to close all open jobs, discard all unsaved edits made to saved jobs, discard all unsaved jobs and reload the default job.

Important: The **Start over** option does not allow you to save changes made to the default job.

Sealing envelopes without printing postage

You can create a job to seal envelopes without printing anything on the envelope. If your system uses accounting, a piece count will be included in accounting reports.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select **Options**.
3. Select **Create new job....**
4. Select **Seal only, no Printing**.
5. Select **OK**. The job appears in a new job tab.
6. Select **Start** to begin feeding and sealing envelopes.
7. If you want to save this job, select **Save as**.
8. Enter the new job name and select **OK**.

To exit Seal Only mode:

1. Select **Sealer**.
2. Select **Exit seal only** mode.
3. Select **OK**.

Counting mail without printing postage

If your system uses accounting, you can create a job to count mail without printing postage. The piece count will be included in accounting reports.

If you have already created a count only job, open the job and begin running mail.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select the **Options** button.
3. Select **Create new job....**

4. Select **Count Only**.
5. Select **OK**. The job appears in a new job tab.
6. Select the appropriate counter and then select **OK**.
 - **Total - Count only**: total number of pieces for the current job.
 - **Resettable - Count only**: the total number of pieces run since you reset the counter.
7. Select an account.
8. If necessary, select a surcharge.
9. Select **Start** to begin feeding and counting envelopes.
10. If you want to save this job, select **Save as**.
11. Enter the job name and select **OK**.

Weighing, rating and counting mail without printing postage

If your system uses accounting, you can create a job to weigh, rate and count mail without printing postage. In addition, you can add a graphic ad to the mailpiece. The weighing and rating information, as well as the piece count, will be included in accounting reports.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select the **Options** button.
3. Select **Create new job....**
4. Select **Weigh-Rate-Count**.
5. Select **OK**. The job appears in a new job tab.
6. Select the appropriate counter and then select **OK**.
 - **Total - Weigh-Rate-Count**: total number of pieces for the current job.
 - **Resettable - Weigh-Rate-Count**: the total number of pieces run since you reset the counter.
7. If necessary, add a graphic to the job.
8. Select an account.
9. If necessary, select a surcharge.
10. Select the appropriate class, carrier, or special services.
11. Select **Start** to begin feeding and counting envelopes.
12. If you want to save this job, select **Save as**.
13. Enter the new job name and select **OK**.

Printing the received date and time

The **Received date and time** option allows you to print the current time and date, along with the word “Received” on incoming mail. If you have already created a received date and time job, open the job and begin running mail. If your system uses accounting, a piece count will be retained for accounting reports.

The sealer is set to off when you run this job.

1. Select the **Options** button at the bottom of the Run Mail screen.
2. Select **Create new job...** and then select **Received date and time**.
3. Select **OK**.
4. Select **Start** or **Tape**.
5. To save the job, select the **Save As** link at the top of the screen.
6. Enter the new job name and select **OK**.

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8 - Product Information

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Postal Security Device

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

USPS requirements

Since your postage device (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 device is registered.
- If you move to another ZIP Code™ location, you must update the ZIP Code. You can do this by calling PB Postage at 1-800-243-7800.
- The USPS requires a postal inspection of your device every 120 days. Each time you refill your device through the network, the PB Postage device Payment System computer automatically performs a postal inspection.
- The postage tape you use must meet USPS specifications.

Ordering label rolls and printer ink

To order label rolls or printer ink for SendPro® MailCenter shipping:

- Visit the Pitney Bowes Online Shop - <https://www.pitneybowes.co.uk/shop/home/en-uk/storeuk>
- Visit the Pitney Bowes online shop - <https://www.pitneybowes.us/shop/postage-meter-ink-supplies/shop-by-meter--software/sendpro-mailcenter/en-us/storeus>
- Visit the Pitney Bowes Online Shop - <https://en.pitneybowes.ca/shop/home/en-ca/storeca>

9 - Rates and Updates

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Checking for rates and software updates

When you select the **Rates and Updates** button in the Mailing tile on the Home screen, the system checks for available updates and downloads them. The rates and updates button shows an exclamation mark as a reminder that there are files waiting to be installed.

1. Select the **Rates and Updates** button in the Mailing tile on the Home screen. The system checks for updates and additional features. If updates are available, the system begins the download and displays the amount of time required to complete it.
2. Once the download is complete the Install updates dialog screen displays. You are prompted to install updates.
3. A countdown message appears on the Install updates dialog screen beginning at 5:00 minutes. The system will automatically install the update when the countdown reaches 0:00 minutes unless you select *Install now* or *Install later*.
 - Select **Install now** if you want to install the updates at this time. Follow the prompts to complete the update installation.
 - Select **Install later** if you want to install the updates at another time. The system opens the Rates and Updates Scheduler. You can use the scheduler to postpone the installation up to 4 times.

Setting the time to check for updates

Schedule the meter to check for software updates at a specific time every day.

1. Select **Rates and Updates** from the Home screen.
2. Select **Updates Scheduler**.
3. Set the time for your meter to check for updates. Select an update time that occurs when your meter is inactive to prevent mail disruptions.
4. Select **Done** to return to the Home screen.

Performing the rate updates

The SendPro MailCenter meters update postal rates and software automatically.

Your machine checks for updates every day at a specific time.

If you need further assistance, please contact us.

Related topics

- [Setting the time to check for updates on the previous page](#)
- [Viewing the update history below](#)
- [*Checking for rates and updates*](#)

Viewing the update history

1. Select the **Rates and Updates** button from the Home screen. The system will check for updates.
2. Select **Updates History** to view a list of the updates that have installed on your system.
 - You will see the title, size, effective date and installation date of each installed update.
 - Updates can be sorted by column in ascending or descending order.
3. Select **Done** to return to the Home screen.

Related topics

Checking for Rates and Software Updates

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10 - History and Reports

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Printing a funds report

The funds report provides a summary of the funds used and available in the meter, total pieces run, and piece count.

To print a copy of the funds report:

1. Select **Reports** from the Home screen.
2. Select **Funds Report**.
3. Select **Start** to print the receipt on an envelope, or select **Tape** to print the receipt on a tape.

The funds report shows the amount of funds available to print and includes the following:

- **Available:** The total amount of funds available to print
- **Used:** The total amount of funds printed over the lifetime of the meter
- **Total Pieces:** The total number of envelopes or tapes printed over the lifetime of the meter
- **Control Sum:** The sum of the Available and Used totals, used to check for correct operation of the meter
- **Resettable Piece Count:** The total number of envelopes or tapes printed since the counter was reset
- **Piece Count Value:** The total amount of funds printed since the counter was reset
- **PbP Account Number:** your PB Postage account number
- **Indicia Number:** The die number that is printed on envelopes or tapes.
- **Meter number:** the serial number of the internal meter
- **Meter name:** This field is blank
- **Printed:** date and time the report gets printed.

Reprinting a refill receipt report

The refill receipt report provides detailed information on the last postage refill performed on your system.

To print a copy of the refill receipt report:

1. Select **Reports** from the Home screen.
2. Select **Refill Receipt**.
3. Select **Start** to print the receipt on an envelope, or select **Tape** to print the receipt on a tape.

If you misplaced your receipt or did not print it, you can reprint the receipt for your last postage refill. This receipt duplicates the receipt printed at the time of the refill and includes the following:

- **Refill date:** date and time of the refill
- **Postage in meter before refill:** postage funds available for processing before the refill was performed
- **Refill amount:** amount of the refill
- **Postage in meter after refill:** postage funds available for processing after the refill was performed
- **Prepaid balance:** amount of funds remaining in your PB Postage account
- **Purchase Power available:** the amount of funds in your Purchase Power account
- **PbP Account Number:** your PB Postage account number
- **Meter number:** the serial number of the internal meter
- **Meter name:** This field is blank
- **Printed:** date and time the report gets printed.

Printing a refill summary report

The refill summary report provides a history of the last five refills performed on your system.

Follow these steps to print a copy of the refill summary report:

1. Select **Reports** from the Home screen.
2. Select **Refill Summary**.
3. Select **Start** to print the receipt on an envelope, or select **Tape** to print the receipt on a tape.
4. Select **Done** to return to the Home screen.

The refill summary report includes the following:

- The Date, Time, and amount of the last 5 refills
- The PB Postage account number
- The date the report gets printed

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11 - Scales and Weighing

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Zeroing the scale while running mail

Zero the scale if you have an attached scale and it displays a weight greater than zero when there is nothing on the scale.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select the **Weighing** icon.
3. Select the **Attached scale** option.
4. Select the **Zero scale** button under the current weight.

12 - Sealing

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Setting or changing Seal Only mode

Use Seal Only mode to seal envelopes without printing anything on the envelope.

Set Seal Only mode

Use Seal Only mode to seal envelopes without printing anything on the envelope.

1. Select **Run Mail** from the Home screen.
2. Select **Sealer**.
3. Select **Seal only, no Printing**.
4. Select **OK**.

Exit Seal Only mode

1. Select **Sealer**.
2. Select **Exit seal only** mode.
3. Select **OK**.

Application settings

The Application settings allow you to enable tracking services prompts while running mail and to enter or edit the USPS® Mailer ID.

To access these options, select the **Settings** button in the Mailing tile on the Home screen and then select **Applications**.

Enabling tracking services prompts

Use this option to enable tracking service prompts while running mail. You can enable the following prompts: Apply label, Enter customer reference, Print receipt, and Upload records.

1. Select **Settings** under Mailing on the Home screen.
2. Select **Applications** from the list on the left side of the screen.
3. Select **Tracking Services**.

4. Select the tracking services prompts you want to appear while running mail. A check mark indicates that a prompt is selected.
5. Select the **Home** button to return to the Home screen.

Entering the USPS® Mailer ID

Your mailer ID is a 9-digit number that you need when using Electronic Return Receipt (ERR). To get your mailer ID, you need to submit Form 5053, Bulk Proof of Delivery to the USPS.

Setting the Mailer ID number:

1. Select **Settings** under Mailing.
2. Select **Applications**.
3. Select **Tracking Services**.
4. Enter the **Mailer ID** number in the Mailer ID field.

If the Mailer ID has been added or changed and you already had pre-existing jobs created using ERR, you will need to manually edit the Mailer ID in those jobs. The global Mailer ID set in the above steps will not override pre-existing jobs.

Editing the Mailer ID on a pre-existing job:

1. Select **Jobs**.
2. Select the job containing ERR that you want to edit. The Run Mail screen will open with your selected job.
3. Edit the Mailer ID field on the left side of the screen.
4. Select **Save**.

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13 - Safety

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Safety information



Warning:

Follow normal safety precautions for all office equipment.

Read all instructions before you attempt to operate the machine. Use the equipment only for its intended purpose.

- 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 a personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster container label.
- To obtain Pitney Bowes supplies, please contact our Supply Line™ to place orders. Material Safety Data Sheets can be obtained on the web or from our Supply Line™.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- The wall outlet supplying power to the machine must be a single dedicated wall outlet. Contact a licensed electrician to ensure there are no other wall outlets on the branch circuit.
- The electrical circuit (mains) supplying power to the outlet must be switched ON.
- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewelry and long hair away from all moving parts.
- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to Pitney Bowes Service any damaged or non-functioning components that renders the unit unsafe.
- Place the unit in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Avoid using wall outlets that are controlled by wall switches, or shared with other equipment.
- Do not route the power cord over sharp edges or trapped between furniture.

- Ensure there is no strain on the power cord where it becomes jammed between the equipment, walls or furniture.
- Do not plug headphones into the Line Out jack (Lime Green).
- Be certain the area in front of the wall receptacle into which the machine is plugged is free from obstruction.
- Before clearing a stoppage, be sure machine mechanisms come to a stop.
- When clearing a stoppage, avoid using too much force to protect against minor personal injury and damaging equipment.
- To prevent overheating, do not cover the vent openings.
- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your Pitney Bowes Customer Service Representative for required service schedule.
- Read all instructions before attempting to operate the equipment.
- Use this equipment only for its intended purpose.
- The system contains a module (PSD) that contains a coin cell battery, which is not replaceable. Do not dispose of module in a fire or hot oven. Do not crush or cut module. Do not store module in extreme hi or low temperatures, or extreme low pressure environments.



Caution:

Moving mechanism can result in personal injury. Keep hands, long hair, ties, jewelry and loose clothing away from moving parts.

**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. In the USA please call 1-800 522-0020. In Canada please call 1-800 672-6937. In the USA, Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM EST.

In Canada, English speaking Customer Service Representatives are available 8:00 AM - 8:00 PM EST. French speaking representatives are available 8:00 AM - 5:00 PM EST.

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. Please refer to the country contact sheet supplied with your system.

Contact information can also be found at pitneybowes.com

Note:

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

United States

Note:

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against interference when the equipment is operated in a commercial environment. 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. Operation of this equipment in a residential area is likely to cause interference in which case the user will be required to correct the interference at his own expense.



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.

Except for Ethernet/LAN connection cables, shielded I/O and USB cables must be used with this equipment to ensure compliance with the limits. Use of unshielded cables is prohibited.

Note for California Customers Only

The battery in this product contains 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/>

Canada

This Class A digital apparatus complies with Canadian ICES-003.

European Union

(missing or bad snippet)



Warning:

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Responsible Party within the USA

Pitney Bowes
1Elmcroft Road
Stamford, CT 06926-0700

(800) 522-0700

Responsible Party within Canada:

Pitney Bowes
5500 Explorer Drive
Mississauga, ON L4W 5C7

1-800-672-6937

Contact information can also be found at www.pitneybowes.com/ca

Outside the USA

Please refer to the country contact sheet supplied with your system. Contact information can also be found at pitneybowes.com

Servicing

This product is serviceable. For service inquiries in the **USA** please call 1-800 522-0020. For **Canada**, please call 1-800-672-6937. Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM ET. **Outside the USA** please refer to the country contact sheet supplied with your system. Contact information can also be found at pitneybowes.com



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