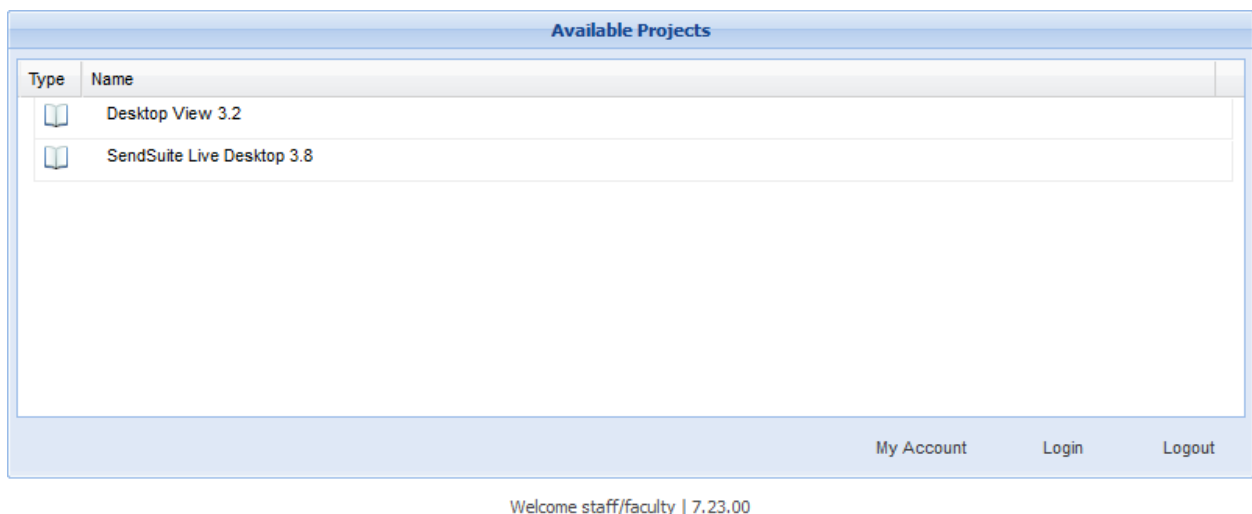# SendSuite Live

In an effort to provide the campus with a cost-effective shipping solution, Mail Services has implemented a new shipping software called SendSuite Live. SendSuite Live will allow the user to create ship requests and track their shipments from their own computer. This software will not replace the current process in place for letters mailed using USPS. It will be used for all certified, return receipt USPS items, UPS, USPS and FedEx flats and packages.

Packages are defined as anything at least 3 inches high by 6 inches long and a ¼-inch thick. If the item is ridged and thicker than an ink pen or pencil, then it is classified as a package.

SendSuite Live can be accessed on campus using the following link:

https://gcmailservices.sendsuite.pitneybowes.com/SendSuite%20Live/login.aspx?ReturnUrl=%2fsendsuite+live%2fprojects%2flogin.aspx

Users should already have access by clicking the link and proceeding directly to the user authentication page. You will be prompted to enter your Grinnell College credentials to access the software. Some features may not function properly if you are using a browser other than Chrome or Internet Explorer.

When Logged into SendSuite Live you will see the **Available Projects** for your Profile.

SendSuite Live Desktop: Is for Creating Ship Requests for FedEx, UPS, and USPS. Within the Desktop Project, you will also have access to the Address Book

SendSuite Live View: Is for Researching Previous Shipments.

Main Screen and Address Book

When accessing the **SendSuite Live** system, the first screen that appears is the main shipping screen. From this point, the user will initiate the shipping process. An **Address Book** link is also available to input frequent shipping addresses for easy selection later.

The **Address Book** allows the user to add frequently used shipping addresses for easy entry when shipping. Simply click the checkbox next to save as new address book entry after entering it on this main shipping screen. Once an address has been saved, the **Address Book** can be accessed from the main shipping screen by clicking on the ellipsis.

You can also enter addresses directly in the **Address Book** by clicking it to open and then clicking the **Add** button. Then enter the address and hit save and add new.

*__*Note__ address lines 3 and 4 can only be used to complete a physical address. These should be used for additional identifying information like a box number, Suite number or Floor. These fields **cannot** be used for business identifiers, like a title or department name.*

Shipping Process

To begin, you can either type the shipping address into the **Ship To** fields or, if an address is already available in the **Address Book** proceed below:

(1) Select the **ellipsis button**, where a popup window will appear containing a list of addresses.
(2) Click the appropriate address from the list.
(3) Choose **Select** to populate the **Ship To** address with the selected address.

After the correct address has been entered, click the **Validate** button to confirm the correct address. Doing so will assist in finding the best rate if the package is shipped via USPS, UPS or FedEx. Sometimes room numbers, suite numbers etc. can be removed in validation process. Reenter the remaining address information and proceed without validating a second time.

After the correct address has been **Validated**, click the **Next** button to proceed to the next screen. (Note the green check mark under the address).

The next screen is automatically populated with a weight. Mail Services will weigh the package when it arrives in the office. The **Content Description** field is required for international items only, and must contain a description of the items in the package. Edit the **Content Description** field, if necessary, then select **Next**.

This will create your customs declaration for international items. If you are only sending documents, you may click the documents only check box.

Billing and Services

The next screen is for **Billing**:
(1) Select the **ellipsis button**, where a popup window will appear containing a list of accounts.
(2) Click the appropriate account from the list. Personal packages are sent with the defaulted paid account (7).

       You must accompany your personal package with the payment in the form of cash or check.

(3) Choose **Select** to populate the **Cost Center** field with the selected account.

       If you do not see your account contact Mail Services for assistance

Enter your name and location of your department on the line below the cost center.

Next, select any special handling options for the article being shipped:
(1) Select electronic certified shipment for certified only items,
(2) Select certified mail err shipment for items that are certified with electronic return receipt.
(3) Select **Saturday delivery** option if needed.
(4) Select the required delivery date from the calendar if necessary.
(5) Click the **Next** button to proceed to the next screen.
(6) If you prefer that your package be shipped using a certain carrier, UPS or FedEx, please include that in the shipping notes area before hitting **Next**. Without that populated, the package will ship using the most economical option.

Process Mail

From this point, you will finalize the shipment by either clicking **Print my Ship Request Form** or by selecting **Next.**

Confirmation
Confirm your shipping information on this screen and if correct, click **Next**. If there are any changes to be made, select the **Previous** button(s) to return to the required section for editing.

Completion and Ship Request Form

Selecting **Next** will take you to the print screen to complete the printing of your Shipping Request Form. Print the Shipping Request Form and attach it to the package. Also, **write the Ship Request # on the addressed package**. This will prevent unidentifiable packages due to misplaced Shipping Request Forms.

You should be able to check on tracking/transaction information for your shipment from the main screen at any time by choosing Desktop View. Choose from the appropriate search fields to help you find your transaction faster. Hit **Search Shipments** to search for that shipment. **View All** will show all items processed by Mail Services. Signatures from certified err shipments will display on the Shipment Details page.

We hope the new features available in SendSuite Live will provide you with a better solution for tracking shipments, as well as cost savings, through Mail Services.

If you have any questions or need assistance please contact Mail Services at ext. 3421.