

SendSuite Live

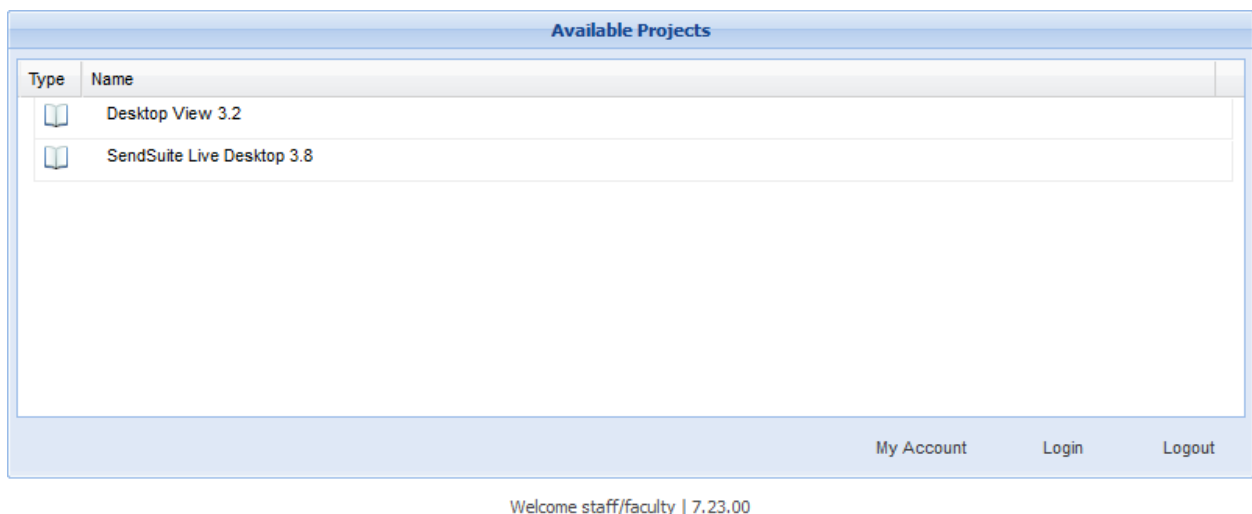
In an effort to provide the campus with a cost-effective shipping solution, Mail Services has implemented a new shipping software called SendSuite Live. SendSuite Live will allow the user to create ship requests and track their shipments from their own computer. This software will not replace the current 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.

SendSuite® Live

Process Shipment

Send To > Contents > Billing and Services > Process Mail > Smart Shop > Confirmation > Completed

1 Send To

My Ship Requests

Address Book

View Shipments

Support

Ship From

Ship To

ship to search

attention

company

address

city

state / province / other

zip / postal code

country
UNITED STATES

phone

email

☐ residential address

☐ save as new address book entry

Favorites and Recent Recipients

Method

favorite name

favorite description

☐ update or save as new favorite

Clear

Recent Recipients

recall existing requisition

Reprint Requisition

Validate

Reset

Next >>

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.

SendSuite® Live

Process Shipment

Send To Contents Billing and Services Process Mail Smart Shop Confirmation Completed

1 Send To My Ship Requests Address Book View Shipments Support

Ship From **Ship To**

ship to search ... ?

attention

company

address

city state / province / other

zip / postal code country UNITED STATES

phone

email

☐ residential address

☐ save as new address book entry

Favorite and Recent Recipients

favorite name ... ?

favorite description

☐ update or save as new favorite

Clear

Recent Recipients

recall existing requisition ... ?

Reprint Requisition

Validate Reset Next >>

Advanced Search Options

Search Options »

Open Address Book

Reset

Test edit

Pitney Bowes

999 18th St Denver CO 80202

Select

Close

3

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.

The screenshot shows the 'Send To' form with the following details:

- Ship From:** (empty)
- Ship To:**
 - ship to search: (empty)
 - attention: **Test**
 - company: **Pitney Bowes**
 - address: **999 18th St**
 - city: **Denver**, state / province / other: **CO**
 - zip / postal code: **80202**, country: **UNITED STATES**
 - phone: **3037083000**
 - email: **cindy.manly@pb.com**
 - ☐ residential address
 - ☐ save as new address book entry
 - ☐ mark address as valid
- Validation Status:** address not validated
- My Ship Requests:**
 - favorite name: (empty)
 - favorite description: (empty)
 - ☐ update or save as new favorite
 - Recent Recipients** button
 - recall existing requisition: (empty)
 - Reprint Requisition** button
- Buttons:** **Validate**, **Reset**, **Next >>**

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 screenshot shows the 'Send To' form with the following details:

- Ship From:** (empty)
- Ship To:**
 - ship to search: (empty)
 - attention: **Test**
 - company: **Pitney Bowes**
 - address: **999 18th St**
 - city: **Denver**, state / province / other: **CO**
 - zip / postal code: **80202-2499**, country: **UNITED STATES**
 - phone: **3037083000**
 - email: **cindy.manly@pb.com**
 - ☐ residential address
 - ☐ save as new address book entry
 - ☐ mark address as valid
- Validation Status:** address validated
- My Ship Requests:**
 - favorite name: (empty)
 - favorite description: (empty)
 - ☐ update or save as new favorite
 - Recent Recipients** button
 - recall existing requisition: (empty)
 - Reprint Requisition** button
- Buttons:** **Validate**, **Reset**, **Next >>**

A large green arrow points to the **Next >>** button.

2 Contents

Packages		Package #1						
# 1	weight (lb)	(oz)	dimensions (in)		declared value (USD)	content description	outer packaging	documents only
	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="12"/> <input type="text" value="X"/>	<input type="text" value="9"/> <input type="text" value="X"/>	<input type="text" value="3"/>	<input type="text" value="50.00"/>	<input type="text" value="books"/>	<input type="text"/>
<div>shipment totals:</div> <div> <div>pkgs</div> <div>1</div> </div> <div> <div>items</div> <div>0</div> </div> <div> <div>total (USD)</div> <div>0.000</div> </div>								

[< Previous](#)

[Next >>](#)

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

3 Billing and Services

Bill To

Chargebacks

cost center

7

...

✓ ?

Name/box number or location

Larry Smith/JRC 101

...

Additional Information

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.

Additional Information

☐ electronic certified shipment

☐ certified mail err shipment

☐ saturday delivery

delivery confirmation

required date

shipping notes

Send media mail

< Previous

Next >>



Process Mail

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

4 Process Mail

1 Print my Ship Request Form at my desktop and allow the Campus Post Office to process my mail piece

☐ remember my last choice



< Previous

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.

5 Confirmation
shipment summary

Shipping from this location:
staff/faculty
Grinnell College
1115 8th Ave
Grinnell, IA 50112
US
641-269-3421
staff@grinnell.edu

Shipping to this location:
Test
Pitney Bowes
999 18th St

Denver, CO 80202-2499
US
3037083000

< Previous

Next >>

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.

PitneyBowes SendSuite® Live

SSL Mailroom 2.14 SSL View 2.9 SSL Desktop 2.13

Process Shipment

Send To Contents Billing and Services Process Mail Confirmation **Completed**

6 Completed

Print Your Documents - Google Chrome

mailservices01/sendsuite%20live/projects/image.aspx?pd=1

Print
Total: 1 sheet of paper

Print Cancel

Destination: Ricoh BW
Change...

Pages: ☒ All
☐ e.g. 1-5, 8, 11-13

Copies: 1 + -

Layout: Portrait

Color: Black and white

Options: ☐ Simplify page
☐ Two-sided

Ship Request Form

Ship Request #: 010166

Barcode

Sender		Recipient	
Name:	Central Mail	Attn To:	MIKE RAJIMA
Account #:		Company:	LAMAR HIGH SCHOOL
Phone:	7852855429	Address:	1234 MAIN ST
Email:		City:	HOUSTON
Mail Stop:		State:	TX
Building:		Zip:	77003-6805
Floor:		Country:	US
Department:			

Shipping Instructions
LPS

Items	Units	Description	Code	Origin	Unit Value	Total Value
	0.00					

Done

Print Your Documents - Google Chrome

mailservices01/sendsuite%20live/projects/image.aspx?pd=1

Ship Request Form

Ship Request #: 010166

Barcode

Sender		Recipient	
Name:	Central Mail	Attn To:	MIKE RAJIMA

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.

► Search for Shipments

Tracking #	<input type="text"/>	<input type="button" value="Search Shipments"/>	
To	<input type="text"/>		<input type="button" value="View All"/>
Company	<input type="text"/>		<input type="button" value="Reset"/>
Ship Date	<input type="text"/>		
Shipper Reference	<input type="text"/>		
Package Reference	<input type="text"/>		
Shipped By	<input type="text"/>	<input data-bbox="776 663 818 705" type="button" value="..."/>	
Shipped For	<input type="text"/>	<input data-bbox="776 716 818 758" type="button" value="..."/>	
Cost Center	<input type="text"/>	<input data-bbox="776 768 818 810" type="button" value="..."/>	

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.