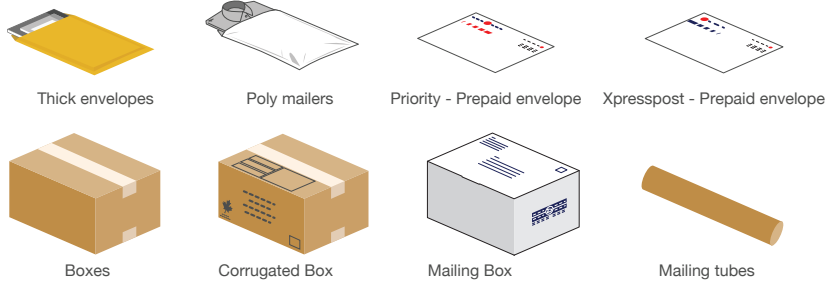# When should you print a Trackable Label?

You can use Trackable Labels for anything you'd send via Canada Post, UPS® and FedEx®. The packaging options and benefits are virtually the same, as is the process.
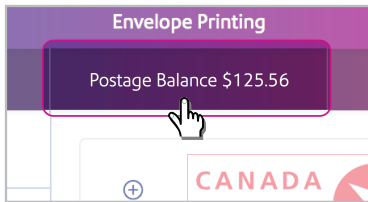
Use Trackable Labels for:

Thick envelopes

Poly mailers

Priority - Prepaid envelope

Xpresspost - Prepaid envelope

Boxes

Corrugated Box

Mailing Box

Mailing tubes

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

Use Envelope Printing for:

Standard envelopes and postcards

Large envelopes

Your Canada Post postage is stored in the Envelope Printing Application

You'll refill, manage and spend postage funds for Envelope Printing using your PitneyWorks account. For Trackable Labels the balance is billed separately per carrier.
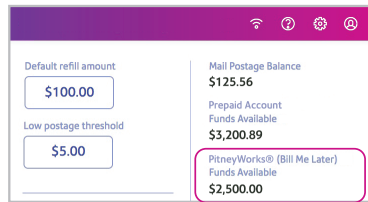
Envelope Printing postage account

Envelope Printing

Postage Balance $125.56

CANADA

Your postage balance for Envelope Printing is displayed on the Feedback bar of the Mail screen.

To refill postage, tap the postage balance and then tap refill postage. Follow the screen prompts. Enter refill amount and tap Refill Mail Postage. The postage will be downloaded and stored on your device.

Trackable Labels PitneyWorks® account

Default refill amount
$100.00

Low postage threshold
$5.00

Mail Postage Balance
$125.56

Prepaid Account
Funds Available
$3,200.89

PitneyWorks® (Bill Me Later)
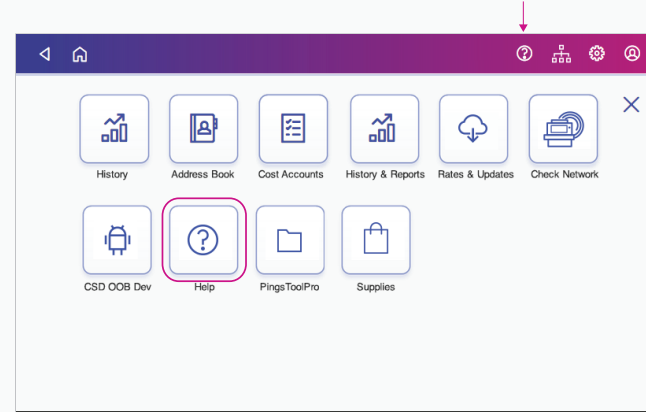Funds Available
$2,500.00

Your PitneyWorks balance for printing Canada Post Trackable Labels is displayed on the Feedback bar of the Mail screen.

To check your PitneyWorks balance, tap Envelope Printing, followed by Postage Balance, and then tap Refill Settings. The balance is displayed on the right-hand side of the screen.

SendPro C | SendPro+ FAQs

How do I get support on my device?

Access our support system from the "?" icon on the top right of the toolbar or by scrolling up on the Home screen.

History   Address Book   Cost Accounts   History & Reports   Rates & Updates   Check Network

CSD OOB Dev   Help   PingsToolPro   Supplies

How do I troubleshoot my WiFi or LAN network connection?

Check Network

Tap the Check Network app on the Home screen to make sure your device has access to required internet services. These provide updates on rate information, sync your data, and refill your device.

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

How do I manage my network settings?

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

How do I get the latest rates or software updates?

Rates & Updates

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

You can confirm that your rates are up to date by tapping the Rates & Updates app from the App Drawer.

How do I get in touch with Pitney Bowes support?

Visit our online support center at pitneybowes.com/ca/en/sendproc-support

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

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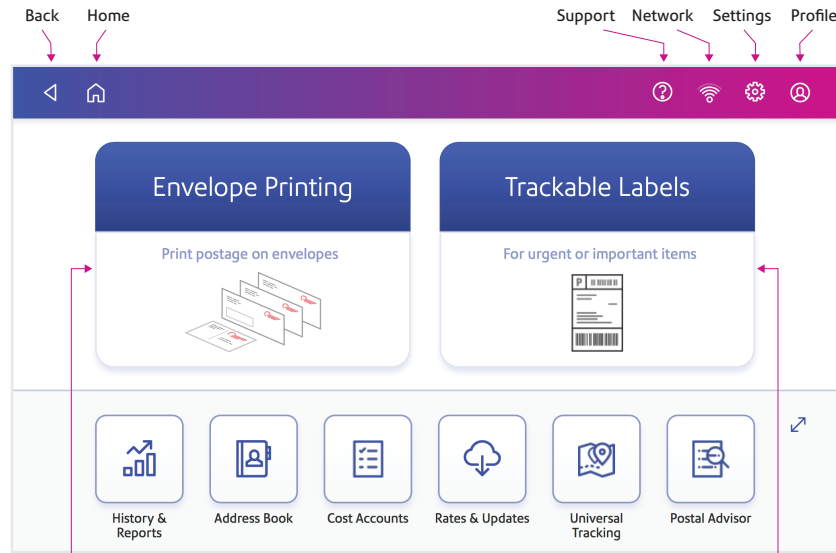

Shipping & Mailing

SendPro® C | SendPro®+
Quick Tour

pitneybowes.com/ca

Home screen

Support Network Settings Profile

Envelope Printing
Print postage on envelopes

Trackable Labels
For urgent or important items

History & Reports | Address Book | Cost Accounts | Rates & Updates | Universal Tracking | Postal Advisor

Envelope Printing app
Tap for printing general purpose envelopes and postcards.
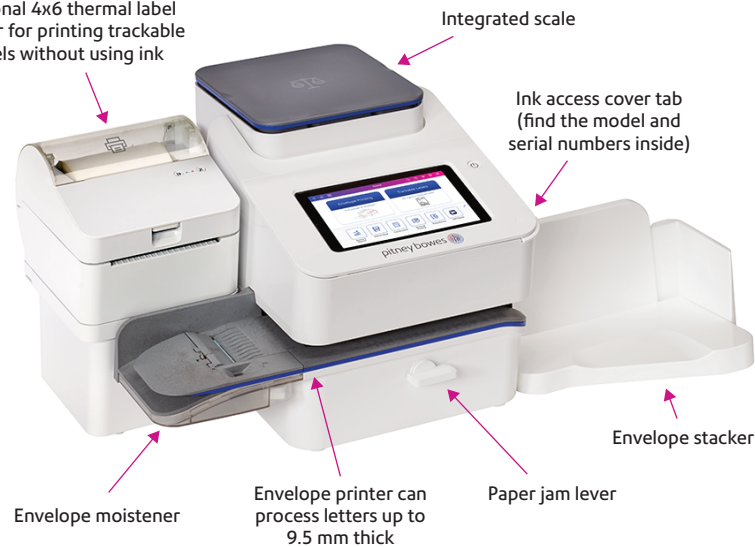
App Drawer
Access a variety of apps for enhanced features for your device.
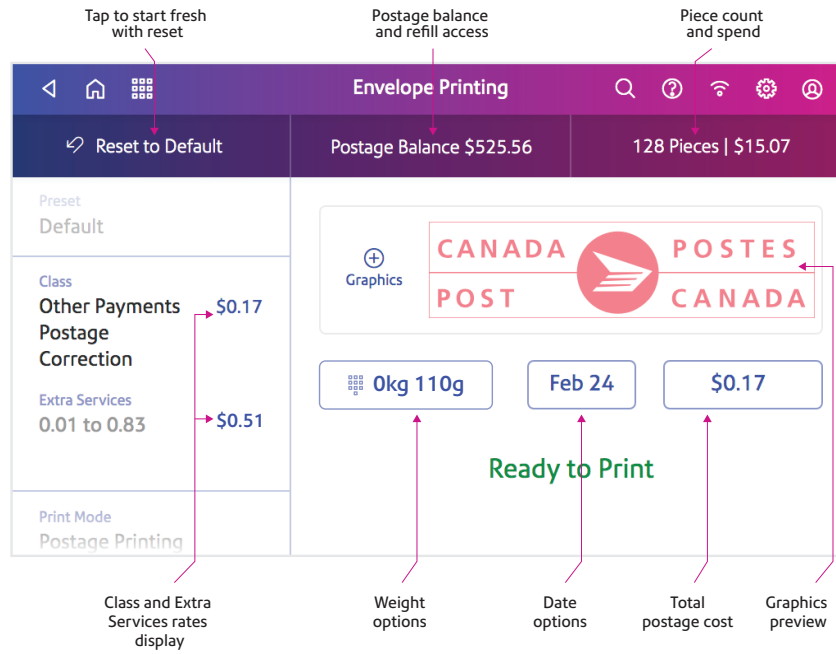
Trackable Labels app
Tap for sending important large envelopes or packages using Canada Post, UPS® or FedEx®.
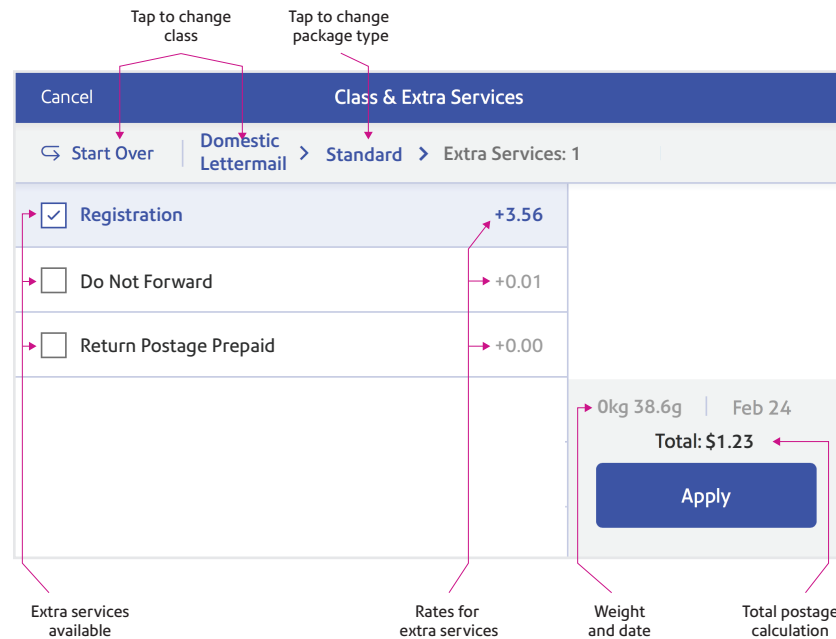
Get to know your device

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

Integrated scale

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

Envelope stacker

Envelope moistener

Envelope printer can process letters up to 9.5 mm thick

Paper jam lever

Envelope Printing screen

Tap to start fresh with reset

Postage balance and refill access

Piece count and spend

Envelope Printing

Reset to Default | Postage Balance $525.56 | 128 Pieces | $15.07

Preset
Default

Class
Other Payments → $0.17
Postage Correction

Extra Services
0.01 to 0.83 → $0.51

Print Mode
Postage Printing

CANADA POST   POSTES CANADA

Graphics

0kg 110g | Feb 24 | $0.17

Ready to Print

Class and Extra Services rates display

Weight options

Date options

Total postage cost

Graphics preview

Class and extra services selection

Tap to change class

Tap to change package type

Cancel	Class & Extra Services	
Start Over	Domestic Lettermail > Standard > Extra Services: 1	
☑ Registration		+3.56
☐ Do Not Forward		+0.01
☐ Return Postage Prepaid		+0.00

0kg 38.6g | Feb 24

Total: $1.23

Apply

Extra services available

Rates for extra services

Weight and date
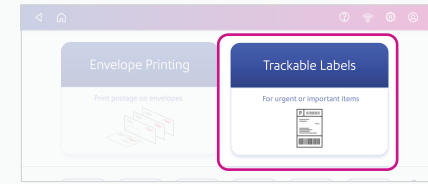
Total postage calculation

How to print a Canada Post Trackable Label

Use a Trackable Label to get the best pricing, free tracking, and detailed delivery history for Canada Post package services. **On average, you can save up to $1 per label.**
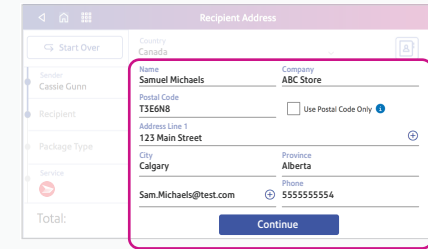
1. **Tap Trackable Labels**
   These printable 4x6 labels include a barcode for secure, free tracking of your envelope or package.
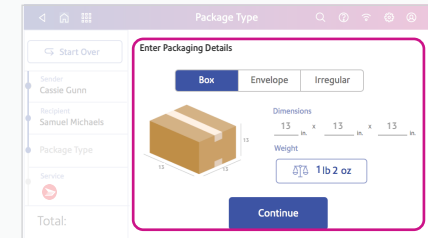

2. **Confirm your recipient's address**
   Every address you enter will be saved to your device's Address Book. You can import addresses by going to **sending.ca.pitneybowes.com.**

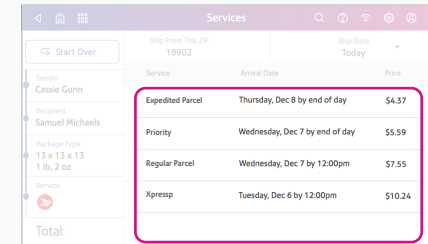   Also, by checking "Use Postal Code Only" you can ship with just a postal code.

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

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

5. **Print the Canada Post Trackable Label**
   Print to an attached label printer or a compatible report printer.