

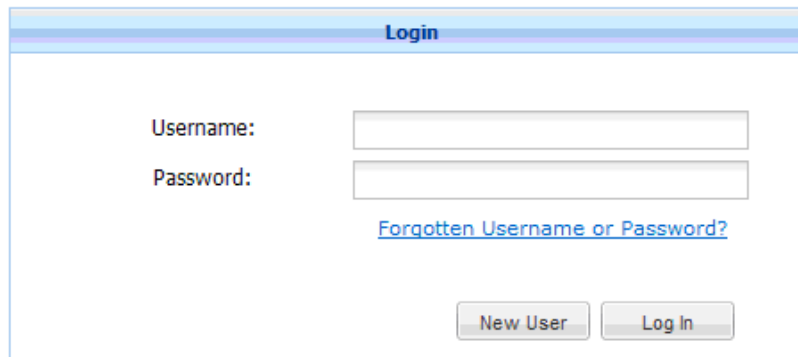
SendSuite Live Desktop User Guide

Create New Desktop User in SendSuite Live Program

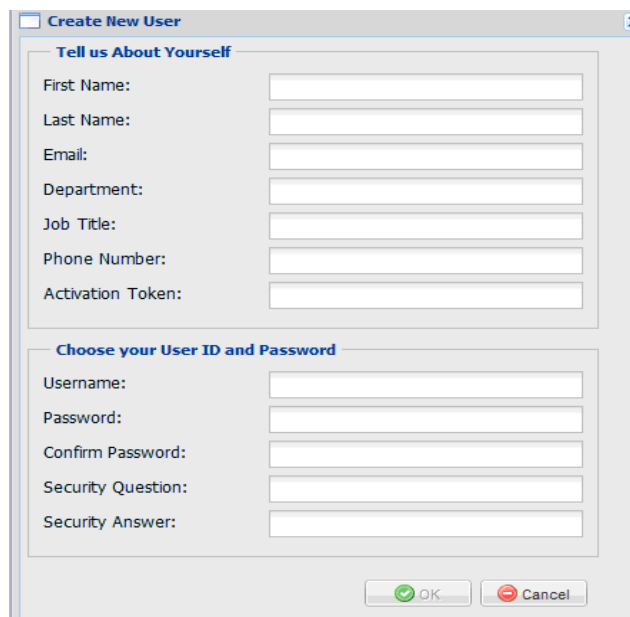
- 1) Launch an internet browser session.
- 2) In the **Address line**, enter:
<http://webapp-prod01/SendSuite Live/projects/login.aspx>

***** DO NOT ADD this Link to your Favorites. *****

- 3) Once the Login Screen Opens Select **New User**.

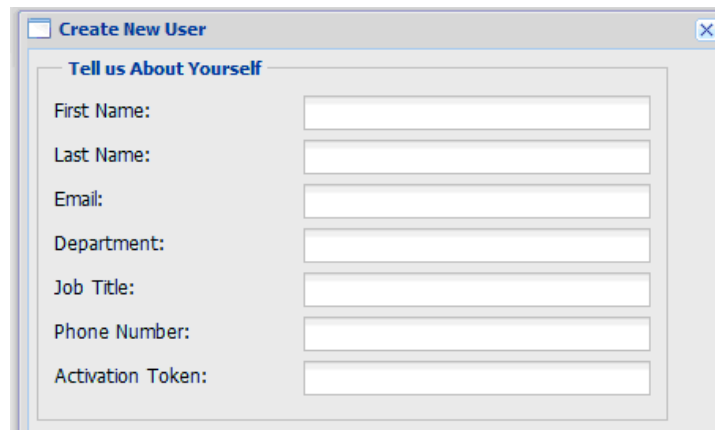


- 4) The **Create New User** screen will open.



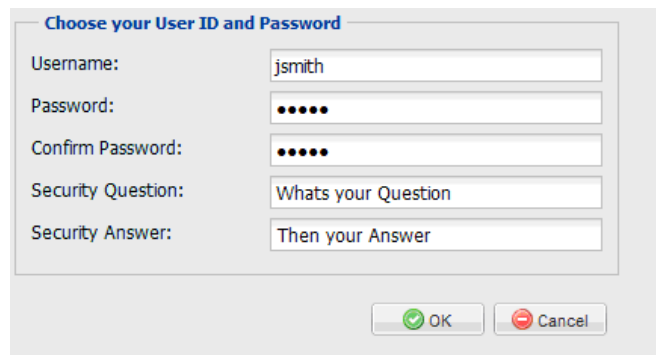
SendSuite Live Desktop User Guide

- 5) Type your information in the **Tell Us About Yourself** box following the Example below.
- 6) **Activation Token** for **Desktop Users** is **12345**. This sets up the Profile assigned to the Desktop users



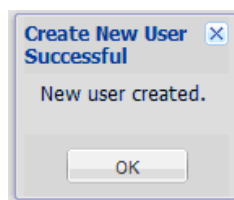
The screenshot shows a dialog box titled "Create New User" with a close button (X) in the top right corner. Inside the dialog, there is a section titled "Tell us About Yourself" with a blue header. Below the header are seven input fields, each with a label to its left: "First Name:", "Last Name:", "Email:", "Department:", "Job Title:", "Phone Number:", and "Activation Token:". All input fields are currently empty.

- 7) Type the **Username** and **Password** you want to use and enter a **Security Question** and **Answer** in the **Choose your User ID and Password** box.
- 8) When Complete Select **OK**.



The screenshot shows a dialog box titled "Choose your User ID and Password" with a close button (X) in the top right corner. Inside the dialog, there are five input fields with labels to their left: "Username:", "Password:", "Confirm Password:", "Security Question:", and "Security Answer:". The "Username" field contains the text "jsmith". The "Password" and "Confirm Password" fields contain five black dots. The "Security Question" field contains the text "Whats your Question" and the "Security Answer" field contains the text "Then your Answer". At the bottom right of the dialog, there are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

- 9) Select **OK** at Pop Up for New User Created.



SendSuite Live Desktop User Guide

Logging into the SendSuite Live Program

10) Launch an internet browser session.

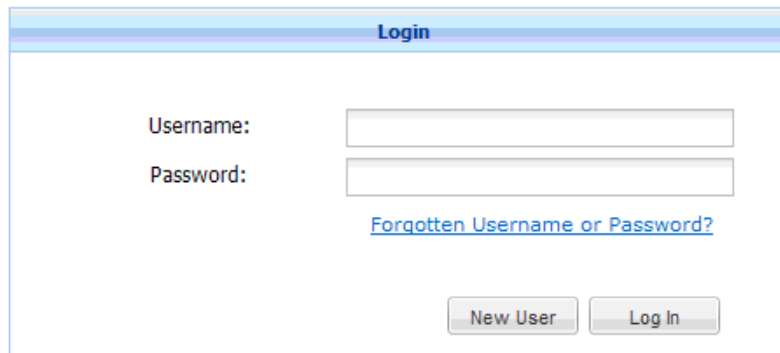
11) In the **Address line**, enter:

12) <http://webapp-prod01/SendSuite Live/projects/login.aspx>.

*** **DO NOT** ADD this Link to your Favorites. *** This will be done in Step 5, after you login.

13) Once the Login Screen Opens Type your **User Name** and **Password**.

14) Select **Log In**.

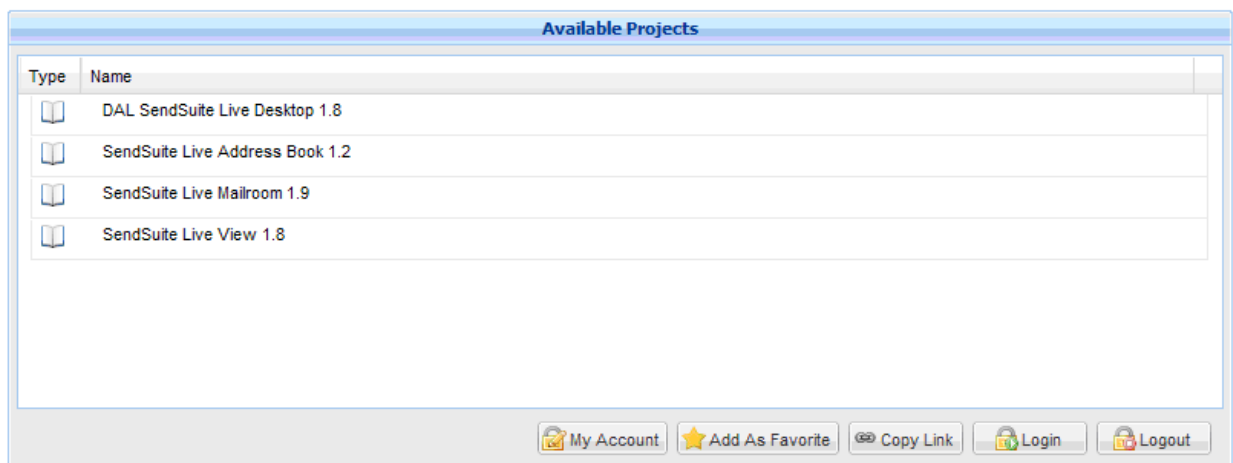


Username:

Password:

[Forgotten Username or Password?](#)

15) When **Available Projects** screen opens, Select **Favorites** on the Internet Browser then Select **Add to the Favorites Bar**. The **SendSuite Live Project Server Login** is now on the Menu Bar This will allow you to switch from on Project to another.



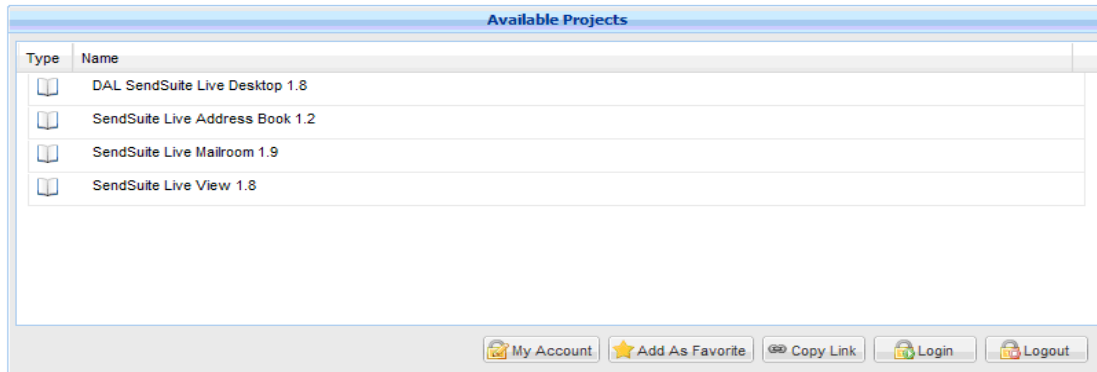
Type	Name
	DAL SendSuite Live Desktop 1.8
	SendSuite Live Address Book 1.2
	SendSuite Live Mailroom 1.9
	SendSuite Live View 1.8

My Account Add As Favorite Copy Link Login Logout

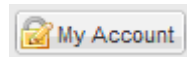
SendSuite Live Desktop User Guide

Change your Password or Security Question

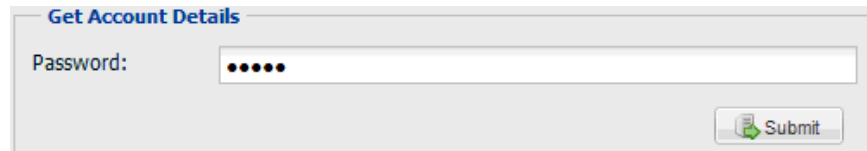
- 1) Launch the SendSuite Live Program and Log In using the Previous Instructions



- 2) Select **My Account** button.

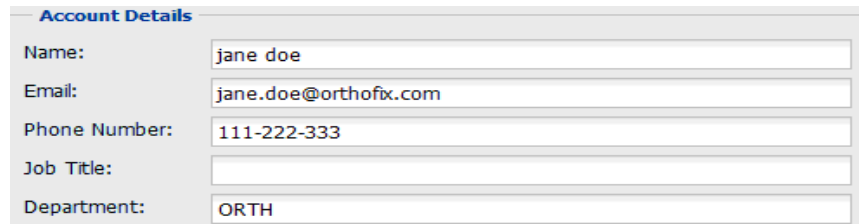


- 3) To open your Account Details type your **Password** and select **Submit**.



The screenshot shows a form titled "Get Account Details" with a "Password:" label and a text input field containing five dots. A "Submit" button is located to the right of the input field.

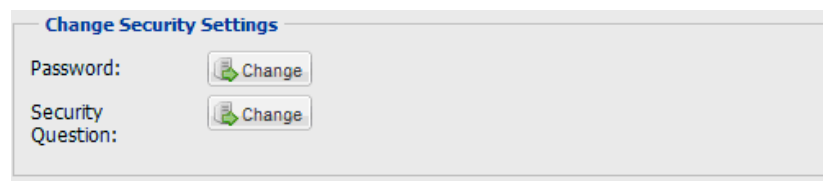
- 4) Make any changes you need under your **Account Details**.



The screenshot shows a form titled "Account Details" with the following fields:

Name:	<input type="text" value="jane doe"/>
Email:	<input type="text" value="jane.doe@orthofix.com"/>
Phone Number:	<input type="text" value="111-222-333"/>
Job Title:	<input type="text"/>
Department:	<input type="text" value="ORTH"/>

- 5) To Change **Password** or **Security Question**, Select the **Change** button next to the appropriate one.



The screenshot shows a form titled "Change Security Settings" with the following fields:

Password:	<input type="button" value="Change"/>
Security Question:	<input type="button" value="Change"/>

SendSuite Live Desktop User Guide

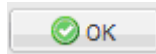
- 6) For **Password** change, Type the **New Password** twice

Change Password

New Password:

Confirm New Password:

- 7) Select **OK**.



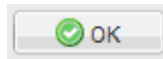
- 8) For **Security Question and Answer**, Type the new **Question** and the **Answer**.

Change Security Question

Security Question:

New Security Answer:

- 9) Select **OK**, then Select **OK** again to Save all the new settings.



SendSuite Live Desktop User Guide

Opening a Project

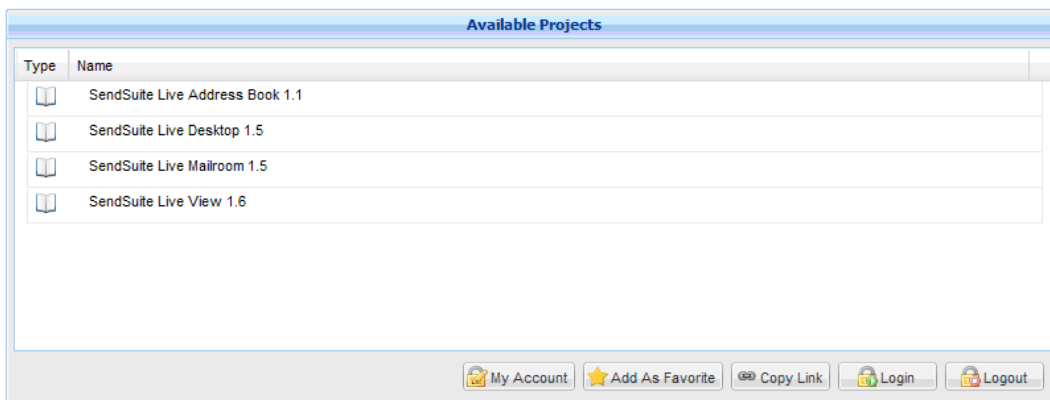
When Logged into SendSuite Live you will see the **Available Projects** for your Profile.

SendSuite Live Address Book: Is for Adding or Maintaining your Personal Addresses.

SendSuite Live Desktop: Is for Processing Pre-Printed Certified Label.

SendSuite Live View: Is for Researching Shipments.

- 1) Select the **Project** you need, Select **Login**. Or you can Double-Click on the Project name.



SendSuite Live Desktop User Guide

Processing Certified Mail with Pre-Printed Label

Follow the Open Project Document for Opening the **SendSuite Live Desktop Project**.

The Process Shipment Screen will open; follow the steps below to Process Certified Mail with Pre-Printed Label.

Process Shipment

Send To Contents Information Delivery Window Process Mail Smart Shop Completed

1 Send To

RED ARE REQUIRED FIELDS

ship from Annette Walck
location Default
from Annette Walck
company ORTH
address 3451 Plano Pkwy
city state zip Lewisville TX 75056
residential
phone 8888888888
email annette.walck@pb.com

ship to ...
attention
company
address
city state zip
residential
country UNITED STATES
phone
email

Reset Validate My Ship Requests Next >>

- 1) Type the **Ship To ID** for the Address and Press **Enter**. Or you can select the **List Button** to do a Search.

ship to ...

- 2) If the **Ship To ID** is in the System the Address fields will populate. If not then you will have to Type the Address information in the appropriate boxes. Required Fields are listed in RED.

ship to 10248 ...

attention Joe Brown
company Test Company
address 10 Wall Street
city state zip New York NY 10005
residential
country UNITED STATES
phone 333-333-3333
email

My Ship Requests Next >>

- 3) Select the **Next** Button to continue

Next >>

SendSuite Live Desktop User Guide

- 4) Select **Next** button on the Contents Page. The weight is already defaulted.

	weight (lb)	weight (oz)	dimensions (\"		cod amount (\$)	sum insured (\$)
#1:	0	1	x	x		
#*:			x	x		

allow content items to be entered for each parcel (required for international shipments)

< Previous Next >>

- 5) Type **Reference**, and any **Special Comments**.
6) Select **Next** button.

enter any references you may have enter any comments for delivery driver

reference #

documents only certified mail with ERR

email notification

saturday delivery

< Previous Next >>

- 7) Select the Process **Use Pre-printed Certified Mail Label**.
8) Select the **Next** button.

4 Select Process

1 Use a Pre-printed Certified Mail Label

2 Produce a Certified Mail Label at my Desktop

3 Use a Pre-defined Certified Coversheet

4 Use a Ship Request Form

remember my last choice

< Previous Next >>

- 9) Enter or Scan the **Certified Mail Label Tracking Number**. If Typing in the Tracking number **DO NOT USE SPACES.**

5 Enter or Scan Certified Mail Label Tracking Number

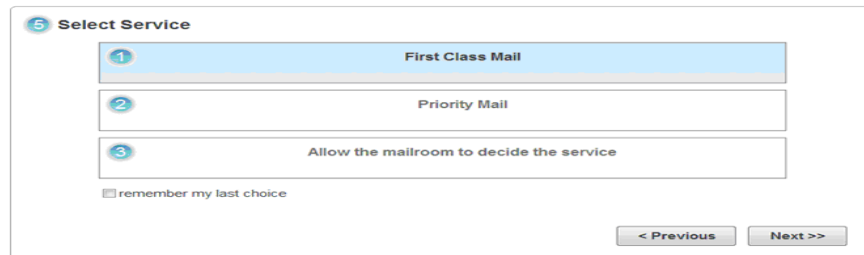
CERTIFIED MAIL

< Previous Next >>

SendSuite Live Desktop User Guide

10) Select Service **First Class Mail**.

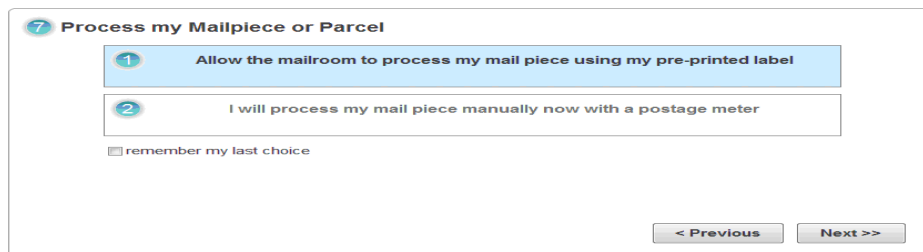
11) Select the **Next** button.



The screenshot shows a window titled "5 Select Service". It contains three radio button options: "1 First Class Mail" (which is selected), "2 Priority Mail", and "3 Allow the mailroom to decide the service". Below these options is a checkbox labeled "remember my last choice" which is currently unchecked. At the bottom right of the window are two buttons: "< Previous" and "Next >>".

12) Select **Option 2 I will Process my Mail piece manually now with a postage meter.**

**** (DO NOT EVER SELECT****, remember my last choice on this page, it will cause it to lock up and not print your request.)



The screenshot shows a window titled "7 Process my Mailpiece or Parcel". It contains two radio button options: "1 Allow the mailroom to process my mail piece using my pre-printed label" and "2 I will process my mail piece manually now with a postage meter" (which is selected). Below these options is a checkbox labeled "remember my last choice" which is currently unchecked. At the bottom right of the window are two buttons: "< Previous" and "Next >>".

13) Select **Done** at the Complete your Shipment.



The screenshot shows a window titled "7 Complete Your Shipment". On the left is a large blue circular icon with a white checkmark. To the right of the icon, the text reads "Success Your ship request has been successful." At the bottom right of the window is a button labeled "Done".

SendSuite Live Desktop User Guide

Address Not Found when Creating Ship Request

- 1) Type the **Ship To ID** and Press **Enter**.

ship to

- 2) If the **Ship To ID** is not found then the **Address Book** will open.

Address Book

Select from the list or search the Address Book **Global**

Code:

Showing 1 - 1 of 1419 results.

Code	Company	Address	City	State	ZIP
037 pb	Pitney Bowes Pitney Bowes	8150 Springwood Dr 8150 Springwood Dr	Irving Irving	TX TX	75063 75063

- 3) Select the **Address Book** you want to search from, **Global** or **Personal**. The Default is Global. When you switch to Personal if the ID is there it will populate the address.

Select from the list or search the Address Book

Global
Global
Personal

- 4) If it doesn't find the Address ID you can Search for the **Address** using the **Name** or **Address** information.

Address Book

Select from the list or search the Address Book **Personal**

Code:

Showing 1 - 2 of 2 results.

Code	Company	Address	City	State	ZIP
037 pb	Pitney Bowes Pitney Bowes	8150 Springwood Dr 8150 Springwood Dr	Irving Irving	TX TX	75063 75063

- 5) Select the Correct address to populate the Ship To fields.

ship to

attention

company

address

city state zip

residential

country

phone

email

SendSuite Live Desktop User Guide

If the Address is not the one you want or it doesn't find the address you can Type it in the available fields in the Desktop Project. The Required Fields are either highlighted in RED or Marked with an * at the beginning.

Typing an address in the Desktop Project does not save it to the Address Book.

The form contains the following fields and controls:

- ship to**: A text input field with a blue label and a small button with three dots to its right.
- attention**: A text input field with a red label.
- company**: A text input field with a red label.
- address**: A larger text input field with a red label.
- city state zip**: Three text input fields with a red label.
- residential**: A checkbox with a blue label.
- country**: A dropdown menu with a red label and the text "UNITED STATES" selected.
- phone**: A text input field with a red label.
- email**: A text input field with a blue label.

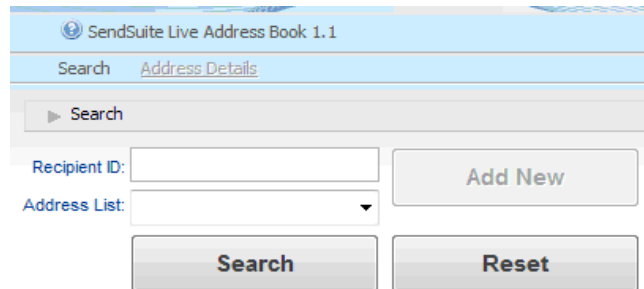
At the bottom of the form are two buttons: "My Ship Requests" and "Next >>"

SendSuite Live Desktop User Guide

Working in SendSuite Live Address Book Project

Follow the Open Project Document for Opening the **SendSuite Live Address Book Project**

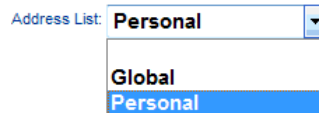
The Address Book Project allows you to Search for existing addresses and look at the Detail. There are 2 types of Address Books, Global and Personal. You can Add, Edit or Delete the addresses in the Personal Book but can only view the information in the Global Book.



The screenshot shows the 'SendSuite Live Address Book 1.1' window. It has a search bar and an 'Address Details' link. Below the search bar, there is a 'Recipient ID' field, an 'Address List' dropdown menu, and an 'Add New' button. At the bottom, there are 'Search' and 'Reset' buttons.


Adding a New Address

- 1) Select **Personal** from the **Address List** drop down.



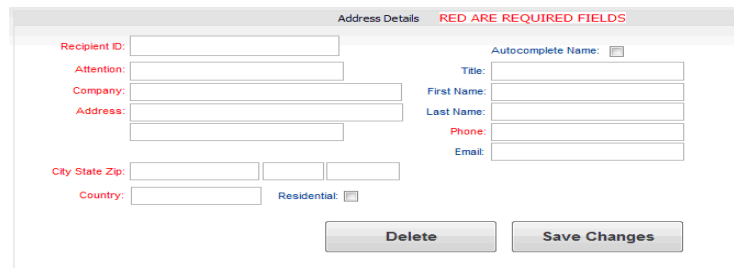
The screenshot shows the 'Address List' dropdown menu. The current selection is 'Personal'. The dropdown menu is open, showing 'Global' and 'Personal' as options. 'Personal' is highlighted in blue.

- 2) Select the **Add New** Button



The screenshot shows the 'Add New' button, which is a rectangular button with the text 'Add New' in the center.

- 3) Type the **Recipient ID** and **Address Information** in the appropriate fields. Fields in Red are Required fields. Select **Save Changes** button when complete.



The screenshot shows the 'Address Details' form. It has a title bar that says 'Address Details' and 'RED ARE REQUIRED FIELDS'. The form contains several fields: 'Recipient ID', 'Attention', 'Company', 'Address', 'City State Zip', 'Country', 'Residential', 'Title', 'First Name', 'Last Name', 'Phone', and 'Email'. The 'Recipient ID', 'Attention', 'Company', 'Address', 'City State Zip', and 'Country' fields are highlighted in red. There are 'Delete' and 'Save Changes' buttons at the bottom.

SendSuite Live Desktop User Guide

Searching for an Existing Address

- 1) Type the **Recipient ID** from the Main Search screen.



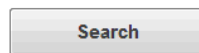
Recipient ID:

- 4) Select **Personal** or **Global** from the **Address List** drop down.



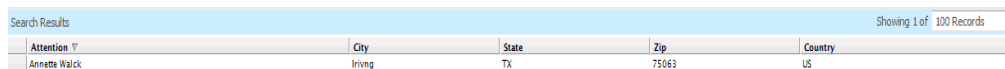
Address List: **Personal** ▼
Global
Personal

- 2) Select **Search** button.



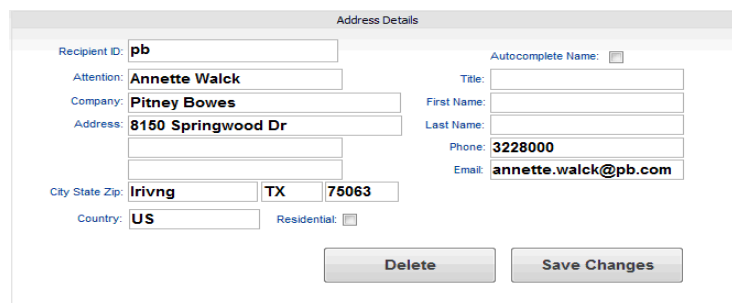
Search

- 3) Check the **Search Results** at bottom of Screen. Select the **Address** you want.



Attention	City	State	Zip	Country
Annette Walck	Irving	TX	75063	US

- 4) You can only **Delete** and **Edit** addresses from your **Personal Address Book**. Not the Global book.
- 5) To **Delete** the Address Select the **Delete** button.
- 6) To **Modify** the Address, make changes, Select the **Save Changes** button.



Address Details

Recipient ID: Autocomplete Name:

Attention: Title:

Company: First Name:

Address: Last Name:

City State Zip: Phone:

Country: Residential: Email:

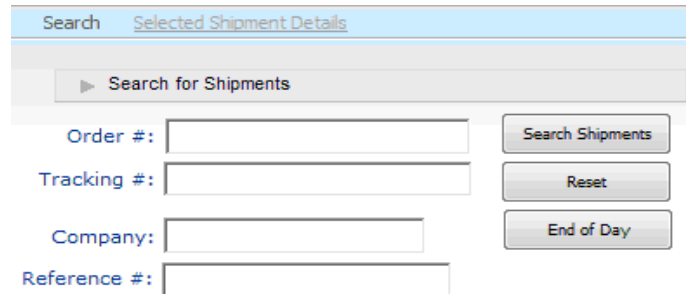
*Remember, you can only Modify or Delete Addresses in your Personal Address Book not in the Global address book.

SendSuite Live Desktop User Guide

Working in SendSuite Live View Project

Follow the Open Project Document for Opening the **SendSuite Live View Project**.

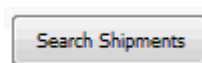
The View Project allows you to Research shipments and Process the End of Day.



- 1) Type the criteria you want to Search by. You can Search for Shipments by the **Tracking Number, Company Name or Reference**.



- 2) Select the Search Shipments Button.



- 3) The **Search Results** will show up at the bottom of the screen. Select the **Shipment** you want.

Search Results											Showing 7 of All Records	
Shipment ID	PO#	Shipment Date	Sent Via	Service	Organization	State / Region	Country	Zip / Postal Code	Status	Partial	OrderNumber	
50		02/20/2012	USPS Server	First-Class Mail®	Pitney Bowes	IRVING	US	75063	Processed			
46		02/16/2012	USPS Server	First-Class Mail®	Pitney Bowes	IRVING	US	75063	Processed			
33		02/07/2012	USPS Server	First-Class Mail®	Pitney Bowes	IRVING	US	75063	Processed			
15		02/06/2012	USPS Server	First-Class Mail®	Pitney Bowes	IRVING	US	75063	Processed			
12		02/06/2012	USPS Server	First-Class Mail®	Pitney Bowes	CISCO	US	76437	Processed			
6		02/06/2012	USPS Server	First-Class Mail®	Pitney Bowes	IRVING	US	75063	Processed			
5		02/03/2012	USPS Server	First-Class Mail®	pitney bowes	IRVING	US	75063	Processed			

SendSuite Live Desktop User Guide

- 4) The **Shipment Details** screen will open.

Selected Shipment Details

Recipient Details

Shipped To Address: Test Company
10 Wall Street
NEW YORK
NY
10005
US

Billed To Address:

Shipment Details

Order #: PO#: Shipped Via: USPS Server First-Class Mail®

Shipment ID: 43 Shipped Date: 02/09/2012 Status: Processed

Shipping Cost: 0.45
Accessorial: 4.10
Other: 0.00
Total Cost: 4.55

Customer: 0.45
4.10
0.00
4.55

Partial Status:
Host Updated:
ASN Sent:

Shipment Options

Void Complete Shipment Reprint Documents

Packages within Shipment

Package ID ▲	Waybill #	Status	Attention To	Receiver Phone
43	71922816001000000584	Processed	Joe Brown	333-333-3333

- 5) To **View** more information on the Shipment, Select the **Tracking Number** under the Packages with Shipment.

Package ID ▲	Waybill #	Status	Attention To	Receiver Phone
43	71922816001000000584	Processed	Joe Brown	333-333-3333

- 6) The **Package Details** screen will open. This will allow you to **Track** and **View** the Electronic Return Receipt.

Recipient Details

Attention To: Temp
Phone #: 555-555-5555
Email:

Package Details

Waybill #: 9171999991703201036068
Weight: 1
Reference One: 2 casa 12001758 Package ID: 30
Two: Status: Delivered
Three:

Shipping Cost: 0.45 Customer: 0.45
Accessorial: 4.10 4.10
Other: 0.00 0.00
Total Cost: 4.55 4.55

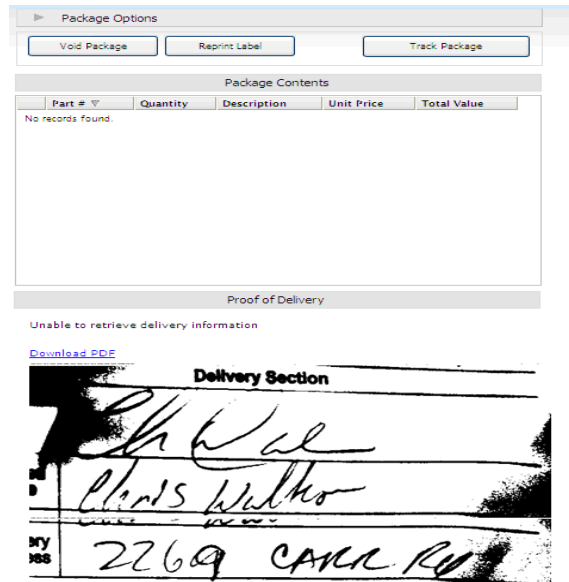
Date Description
2012-07-14 11:11 BEEVILLE, TX DELIVERED
2012-07-14 11:11 BEEVILLE, TX, 78102 Our records indicate that this item wa
2012-07-12 15:45 TYLER, TX ELECTRONIC SHIPPING INFO RECEIVED

Package Options

Void Package Reprint Label Track Package

SendSuite Live Desktop User Guide

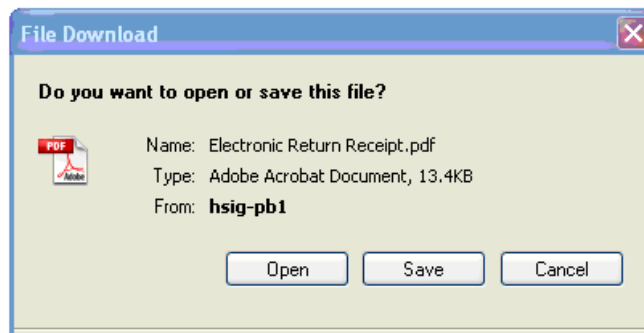
Scroll down to the **Proof of Delivery Page**. If the Signature has been downloaded you will see it on the Screen.



To View the Signature file and Print or Save, Click on the **Download PDF** Link.

[Download PDF](#)

You can now **Open** and Print the PDF or Select **Save** to save in a File.



SendSuite Live Desktop User Guide