



Shipping & Mailing  
Postage Meters

# Connect+® Series, SendPro® P

Mailing & Shipping Systems  
SendPro P 1000-3000  
Connect+ Series 500W-3000

## Shipping User Guide

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Due to our continuing program of product improvement, equipment and material specifications as well as performance features are subject to change without notice. Your mailing system may not have some of the features described in this book.

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## Alerting Messages

Various messages are used throughout this guide to alert you to potentially hazardous or error causing conditions. These messages are as follows:



### Warning!

Alerts you to conditions or practices that could cause serious injury.



### Caution:

Alerts you to conditions or practices that could cause damage to the equipment or to the material being run.

**Important:**

Alerts you to conditions or practices that could adversely affect equipment operation if instructions are not followed exactly.

**Note:**

Provides a comment or explanation of the associated topic.

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# 1 - Safety

## In this section

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Safety information

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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 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.



**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. I

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/uk](http://pitneybowes.com/uk)

**Note:**

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

**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.

## European Union



It is certified that this system complies with all applicable Directives of the European Union. For a formal Declaration of Conformity please contact Compliance Engineering. Contact information is given below or on a separate document supplied with your system.

**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.

## Outside the USA

Please refer to the country contact sheet supplied with your system. Contact information can also be found at [pitneybowes.com/uk](http://pitneybowes.com/uk)

## Servicing

This product is serviceable. **Outside the USA** please refer to the country contact sheet supplied with your system. Contact information can also be found at [pitneybowes.com/uk](http://pitneybowes.com/uk)

# 2 - SendPro® Shipping

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## What is SendPro Shipping?

You can use your Connect+ Series, SendPro P machine to access the optional SendPro shipping application.

The application walks you through the process of creating a shipping label for your shipments. The easy to follow process offers you various carrier services which enables you to allow you decide the best way to send your shipment.

To speed up and simplify the process of preparing and printing a shipping label you can also make use of features such as the Address Book and History.

The Address Book allows you to store an unlimited number of addresses and these can be easily accessed as you create a shipping label. The History feature provides you with a complete list of all your shipments that you have sent. You can view the status and track your shipment as it follows the carriers mailstream.

## Getting started with SendPro® shipping

Once you have placed an order for the SendPro shipping feature, you will receive a welcome email instructing you how to obtain your login and password details.

Select any of the buttons within the Shipping tile in the Home screen to access the login screen. Your login details should be the same as your Pitney Bowes account. If you do not receive or mislay the welcome email please contact your local Pitney Bowes office for further support.

## Adding postage to your SendPro Shipping account

There is no option to add or view your postage balance in SendPro. Instead, SendPro will charge each transaction to:

- Your Purchase Power account

You can sign up for a Purchase Power account by contacting your local supplier.

## 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 **+** (**plus**) button. You can select an international country by selecting the drop down option.
4. Enter the details for the new address in the fields provided on the screen.
5. Click **Save** when done. You may be prompted to verify the address.
6. 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.

## 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.

## Changing the sender's or return 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 within the Address Book.

**Note:**

If you are using Parcelforce and have chosen Collection, the Sender Address is the address from which your parcel will be collected.

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

1. After you have selected the desired class, select the blue down arrow on the right side of the screen to continue.
2. Using the Return Address field, you are able to either select an address from the Address Book or by manually entering the revised address into the necessary fields.

## Managing your email notifications

**Important:**

When using email notifications, make sure the recipient/sender address includes a valid email address. Refer to How to add an address to the Address Book.

You can have the tracking number or shipment delivery confirmation emails sent to both recipients and senders when you create shipping labels.

The email notification feature can be enabled/disabled via the SendProOnline Shipping Solution. Please access the SendPro web application on your computer.

## Creating a shipping label

You can create a Royal Mail or Parcelforce shipping label from the Shipping tile on the Home screen or from within the Address book.

You enter the information required for creating the label in a series of screens. To continue from one screen to the next, select the blue down arrow on the right side of each screen. Your progress is displayed along the bottom of the screen.

**Note:** Only selected carriers are able to provide an international service. You may prefer to print international labels via your PC. You can access SendPro online via Your Account. Alternatively, go to <https://login.pitneybowes.com/sendpro>

1. Select the **Print Shipping Label** button in the Shipping tile on the Home screen.
2. Select the **Royal Mail and Parcelforce** icon.
3. Enter the recipient's address using one of two methods:
  - Choose from the Address Book icon. You can scroll through the list of addresses or select a search option (search by full name, street etc.) by selecting the down arrow in front of the search field.



- Select the country and then enter the Postcode. A drop down menu of potential addresses may appear, depending on the country you have selected.
4. Enter the size of the mailpiece in centimetres within the Dimensions boxes.
  5. Enter the weight of the mailpiece in kilograms within the weight box. If entering a weight under one kilogram, as an example, key in **0.5**. Alternatively, if you have a scale attached to your machine, place the mailpiece on the scale then select the scale icon for it to be weighed automatically.



6. Select the **blue down arrow** on the right side of the screen to continue.
7. Choose the service you want to use. The cost of the selected service is displayed on the right hand side of the screen. You are also able to filter by speed of delivery by choosing one of the radio buttons on the left side of the screen.
8. Select the **blue down** arrow on the right side of the screen to continue.
9. Depending on the class of the item you are sending, you may also see the button **Add Extra Services**. This button gives you options such as: Collection, Saturday Delivery and/or add additional compensation to your item.
10. Once complete, select the **blue down arrow** on the right side of the screen to continue.

11. If you are sending a Parcelforce item **internationally**, select from the drop down menu the type of item you are sending.
  - a. Select **+ Add an Item**.
  - b. Complete the required information into each of the boxes and confirm this with **Save**. You can add more items by selecting the **+ Add an Item** button.
  - c. If you need to edit or delete the item select the tick box. Use the icons at the bottom of the screen to edit or delete the item.
  - d. Select the **blue down arrow** on the right side of the screen to continue.
  - e. Select the tick box to confirm you have read and agree to the Parcelforce requirements.
  - f. Select the **blue down arrow** on the right side of the screen to continue.
12. You can edit the sender or recipients address if necessary. You can use the Address Book or enter the address manually. If you are creating a Parcelforce label the Company field must be populated. You can use an addressee's name if you are sending the item to a residential address.
13. If you are using Cost Accounts, select the **down arrow** in the **Cost Account** section under the senders address and select a Cost Account.
14. To automatically email the tracking number to recipients and/or senders before you print the shipping label, select the tick box in front of **Email the tracking number**.
  - Enter the email address in the field provided. The email address is labelled as either sender or recipient.
15. Select the **Print** button at the bottom of the screen directly under the total.
16. The Label Options screen opens which allows you to define how you want to print the label. Select either the **Plain Paper - A4** or **Roll 4 x 6** option. If you are printing internationally you are only able to print via the Plain Paper A4 printer. The Label Options screen allows you to:
  - Print a sample label to test your printed output without charging your Purchase Power Account.
  - Enter a note about this shipment via the Memo field. You can enter up to 25 characters. It will be available in your history file for all carriers and will also be printed on the shipping label.
  - Use the magnifier to zoom and see the address as it will actually print on the label.
17. Select the **Print** button. Once the shipping label prints, the message **Label Completed**, along with the total cost displays. You are returned to the Royal Mail and Parcelforce icon. A series of options appear next to the total cost.

## Creating a label from an address

You can start creating a Royal Mail or Parcelforce shipping label within the Address Book. To do this:

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.

## Weighing your shipment with a scale in SendPro

When you create a shipping label you select the type of envelope or package for your shipment using the *Enter Packaging Details* screen.

Depending on the carrier you may be prompted to enter the weight of your shipment. If entering a weight under one kilogram, as an example, key in **0.5**.

If you have an attached USB scale, place the package on your scale and click the scale button.



The weight will appear in the *Weight* field.

To zero your scale you can also use the blue drop down arrow if a weight greater than zero is shown when there is nothing on the scale. Ensure there is nothing on the scale before you begin.

## What are the maximum weight and dimensions for Parcelforce services

For UK deliveries, a parcel must not exceed either of the following specifications: 1.5m length and 3m length and girth combined, or 28 KG.

For Express48Large service, a parcel must not exceed: 2.5m length and 5m length and girth combined.

The girth is calculated by multiplying the width and height by 2.

**Note:** If the parcel is an irregular shape, the dimensions are based on the smallest cubic shape that the parcel will fit into.

For International deliveries, every parcel must comply with the size and weight limits in the country of destination as specified on the Parcelforce website.

Go to <https://www.parcelforce.com/countries>.

Items returned to sender will be subject to additional surcharges.

If you send a parcel beyond the specified measures or weights, your parcel may still be processed but may be delayed or potentially cause damage to your and other parcels in the network or be returned to you. In either case your shipment will incur additional surcharges.

## Parcel Content Restrictions

### Parcelforce

Please consult the list of Parcelforce prohibited and restricted goods to ensure that your parcel content complies to Parcelforce regulations.

Go to <https://www.parcelforce.com/help-and-advice/sending/prohibitions-and-restrictions>

### Royal Mail

Please consult the list of Royal Mail prohibited and restricted goods to ensure that your parcel content complies to Royal Mail regulations-

[https://personal.help.royalmail.com/app/answers/detail/a\\_id/96](https://personal.help.royalmail.com/app/answers/detail/a_id/96)

## Adding Additional Compensation

### Royal Mail

Compensation is available for selected Special Delivery services. Tick the additional compensation box when selecting your service to add additional compensation if required. Depending on the value of the item, the charges for adding additional compensation range from £1 to £3.

### Parcelforce

Standard compensation on domestic services is £20.00 by default. Additional compensation can be added up to £50.00. Tick the additional compensation box when selecting your service to add additional compensation if required.

International services have a default compensation of £50.00. No additional compensation can be added.

## Choosing Collection with Parcelforce

After selecting the Parcelforce service when creating your label you will be able to select Collection. This will incur an additional charge and the system will show your updated cost.

**Note:** If you have requested collection, you will need to ensure that someone is available to hand over the parcel when it is collected.

Collection of your Parcelforce parcel will take place between 8:30am and 5pm on weekdays. Collection is guaranteed to happen the day after booking if you have booked the service by 11pm. Collection is likely (but not guaranteed) same day if you have booked the service by 10am.

**Note:** The collection window cannot be changed and special collection instructions cannot be taken over the phone after the service has been booked.

## Adding a shipment memo in SendPro

Once you enter all the information required to create your Royal Mail or Parcelforce shipping label (recipient address, packaging information, carrier services - refer to How to create a shipping label in SendPro) you can enter up to a 25 character note in the *Memo* field within the *Label Options* screen. This note will print on the shipping label and also will appear in the History file for the shipping label.

## Reprinting a Royal Mail or Parcelforce shipping label

**Note:**

You can reprint a shipping label three times within 24 hours after printing it the first time, or from the shipping label's record on the *History* screen.

To reprint a shipping label you've just printed:

1. On the *Carrier* screen you will see the message "Label Completed" .
2. Click the **Reprint This Label** link next to the "Label Completed" message.

To reprint from the *History* screen:

1. Select the **History** button in the Shipping tile on the Home screen.
2. This opens the *History* screen displaying all of your recent shipments.
3. Find your label in the list or by using the search box (refer to How to search for a shipment in SendPro).
4. To reveal the shipment's details click the **View** link or the > arrow in the left of the column list, next to the shipment's date. Click **Reprint Label**.

## Voiding a shipping label

You can void the Royal Mail or Parcelforce shipping label so that the postage will be re-credited to your Purchase Power account. You can void a shipping label up to fourteen days after it has been printed. Your Purchase Power invoice will list both your postage charges and voided shipping labels (credits).

You can cancel a label immediately after printing it or from the shipping label *History* screen.

To cancel after printing:

1. On the *Carrier* screen you will see the message "Label Completed"
2. Click the **Void Label** link next to the "Label Completed" message.
3. The *Void Shipping Label* dialog box displays. Read the information and certify that you will not be using the shipping label by selecting the check box provided.
4. Click **Yes** to cancel the label.

To cancel the label from the *History* screen:

1. Select the **History** button in the Shipping tile on the Home screen.
2. This opens the *History* screen.
3. Locate the Royal Mail or Parcelforce label in the list of shipments or using the search box (refer to [How to search for a shipment in SendPro](#)).
4. Click the > arrow in the left of the column list, next to the shipment's date to reveal the shipment's details. You can also open the shipment's details by clicking on the **View** link in the *Status* column.
5. Click on the **Void Label** button. Read the information and certify that you will not be using the shipping label by selecting the check box provided.
6. Click **Yes** to cancel the label.

## Dropping off Parcelforce Items

Drop-off services allow same day shipping. To ensure same day shipping you must drop off your parcel by the Post Office or depot's specified collection time.

To find your nearest depot or post office use the links below-

Parcelforce Depot Finder - <https://www.parcelforce.com/depot-finder>

Post Office Branch Finder - <https://www.parcelforce.com/branch-finder>

## Arranging Re-Delivery - Parcelforce

Re-delivery will be attempted once if your parcel has not been left at the local post office or with a neighbour.

If this re-delivery is unsuccessful, you may ask for a 3rd attempt or for the parcel to be collected.

To do this, please contact us.

Tel - 0333 999 4122

Email - [PB\\_parcelforcesupport@pb.com](mailto:PB_parcelforcesupport@pb.com)

**Note:** Re-delivery possibilities for international parcels will depend on the destination country and partners therein.

## Changing Delivery Address - Parcelforce

One delivery attempt must have been made before any change can be made to the delivery address.

If you wish to change the delivery address after a first delivery attempt, please contact us.

Tel - 0333 999 4122

Email - [PB\\_parcelforcesupport@pb.com](mailto:PB_parcelforcesupport@pb.com)

**Note:** for international shipments, legal regulations in the destination country may affect the possibility of changing an address.

## Returning Item to Sender - Parcelforce

One delivery attempt must be completed before any change can be made.

If you wish to request a return to the sender, please contact us.

Tel - 0333 999 4122

Email - PB\_parcelforcesupport@pb.com

**Note:** For international shipments, legal regulations in destination country may affect the carrier's ability to return to sender.

## Tracking a shipment

You track a shipment using its tracking number, a unique number assigned to each shipping label you create. The tracking number is used to electronically track the package as it moves through its carrier's mailstream.

1. View all tracking numbers:
  - a. Select the **History** button in the Shipping tile on the Home screen.
  - b. Locate the tracking number in the list of shipments.

**Note:**

Each line in the list represents a single shipment and includes the Status field. This tells you if the shipment's label has been printed, if the shipment is in transit, has been delivered or has been voided.

- 
- 
- c. To view the tracking event details for that shipment, click on the **View** link or > arrow in the left of the column list, next to the shipment's date, to reveal the shipment's details.

2. Search for a tracking number:
  - a. Look for the search box on the History screen.
  - b. Enter the tracking number in the field.
  - c. The system automatically narrows down the list of shipments based on the information you provide.

## Searching for a shipment in SendPro

1. Select **History** in the Shipping tile on the home screen. The History screen displays all shipments.
  - The Shipments screen provides a line-item summary of all the shipments. Each line represents a single shipment and includes the date, recipient, carrier, shipping info (mail class), tracking number, status, amount (postage paid) and user (who created the label).
  - By default, all of your shipments are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you created the label.
  - To change between ascending and descending sorting for a label in the shipping list, click on the appropriate column title. For example, to change the sorting for the carrier, click on the **Carrier** column title.
2. You can also limit or refine your search:
  - Click **All Shipments** button and select one of the available filters (for example, search for all insured shipments).
  - If you have the tracking number for a shipment, enter it in the search field.
  - You can also search by a range of dates by selecting the **Calendar** button and choosing the appropriate option.
  - You can also search using the recipient's name, or company, or parts of the address.
3. Click the **View** button or > arrow in the left of the column list to reveal complete details for a shipping label (recipient's and sender's address, mail class and special services, Cost Account, total cost, etc).

## Enabling Cost Accounts

Cost Accounts help you keep track of where you're spending your money on postage by allowing you to assign shipping label costs.

The Cost Accounts feature is enabled via the SendPro Online Shipping Solution. Please access the SendPro web application on your computer where you can also view Cost Accounts information.

## Applying a Cost Account to a Shipping Label

To apply a Cost Account when creating a shipping label:

1. Select the **Cost Account** from the Addressing screen.
2. Choose the desired account from the list, or start typing the Cost Account name or number to search for the desired account.

**Note:** Your 5 most recent Cost Accounts are displayed in the Cost Account drop-down menu. Scroll down to view the 10 most recent under All. If you have more than 10 Cost Accounts and the desired account is not shown on the list, you must type part of the name or number to search for it.

## Where is my Parcel?

You can see the tracking status of your parcel by using the History button.

Tracking and transit times are longer for international shipments and Parcelforce works with various partners to service you throughout the world.

Your tracking status may take a short amount of time to update, so if no information is available please revisit later.

## Missing Parcels

If you think that your parcel has been mislaid please visit **Making a Claim** in Troubleshooting for more information.

If your recipient states that your parcel has not arrived and this is contrary to the Tracking status, please contact us.

For Parcelforce enquiries Tel: 0333 999 4122

Email: [PB\\_parcelforcesupport@pb.com](mailto:PB_parcelforcesupport@pb.com)

For all other carriers Tel - 08444 992992

**Note:** For international deliveries, we rely on information from partners in the destination country to provide the tracking status.

## Shipment delivery issues

To report problems with your shipment delivery (such as lost or damaged shipments), contact as below:

- Royal Mail Tel - 08444 992992
- Parcelforce Tel - 0333 999 4122 / Email - PB\_parcelforcesupport@pb.com

## Incurring surcharges

If you sent an item above the maximum weight and/or dimensions allowed by Parcelforce (please see Maximum Weight and Dimensions for details) or if you have requested an additional service such as a return to the Sender or Redelivery, your shipment will incur an additional charge.

If you wish to dispute a surcharge on your invoice, please submit a dispute form, within 30 days of the date you received your invoice.

To do this, please contact us-

For Parcelforce enquiries Tel - 0333 999 4122

email - PB\_parcelforcesupport@pb.com

For all other carriers Tel - 08444 992992

## Making a Claim

If you wish to place a claim for a damaged, lost or delayed parcel, or to dispute a delivery, please contact us.

For Parcelforce enquiries Tel - 0333 999 4122

Email - PB\_parcelforcesupport@pb.com

For all other carriers Tel - 08444 992992

Claims must be submitted within 10 days of postage date. We recommend you submit as much information as possible, to speed up its processing.

**Important:** Please ensure that you receive and keep a copy of the manifest or proof of dispatch when handing the parcel to the driver at collection point or dropping your parcel off at a post office or depot. POD may be requested to make a claim.

If the external packaging is in good condition, there should be no reason to sign for the package as damaged. A parcel that has sustained damages with no external signs of damage is due to poor internal packaging – hence no claims of this nature will be accepted. If the parcel's packaging is damaged please mark 'damaged' on the delivery note. Please be aware that packages marked 'unchecked' will not be accepted for a damage claim.

Once a parcel is signed for 'in good condition', its contents can not be claimed for.

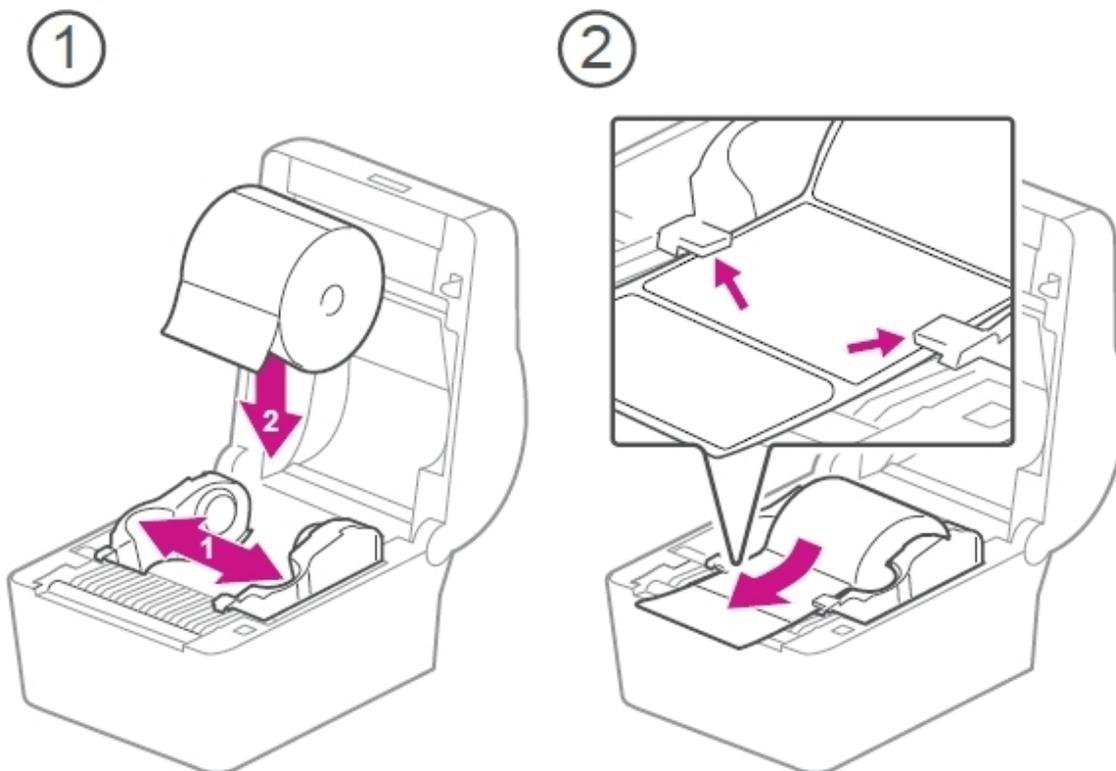
Please retain packaging and contents if your parcel has been damaged, as the items may be required for inspection.

Claims can be filed if a shipment is lost or damaged.

## What compensation will I receive?

For damaged, lost or missing contents claims, the lowest of the cost/sale price of the contents will be used to settle a claim subject to the maximum compensation available on the service used, allowing for wear and tear and depreciation (where appropriate).

## Changing the label roll in the shipping label printer



## Ordering label rolls and printer ink

To order label rolls or printer ink for SendPro shipping:

- Visit the Pitney Bowes Online Shop - <https://www.pitneybowes.co.uk/shop/home/en-uk/storeuk>



3001 Summer Street  
Stamford, Connecticut 06926  
[www.pitneybowes.com](http://www.pitneybowes.com)

PB Form SDC2137C  
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