

# SendSuite Live Desktop Shipping Solution

To better facilitate the shipping of parcels/packages through the campus Mail Center via the USPS, the **SendSuite Live** product has been implemented. This system will not take the place of current processes for UPS or FedEx shipping. **SendSuite Live** is a web-based, desktop shipping solution helping with cost reduction and providing the customer with tracking/transaction information. Please use this guide to acquaint yourself with the web interface and the navigation of the shipping process.

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

<http://facsend/sendsuite%20live/projects/login.aspx>

or by selecting the **SendSuite Live** icon (as shown below) on the Mail Services web site located at:

<http://www.auburn.edu/administration/facilities/organization/building-services/mail-services/index.html>

Access should already be provided for campus department users that already utilize the mail system for shipping. You should be able to click the links and proceed directly to the main shipping page. If you do encounter a login prompt, use your normal campus login. If for any reason you have any access problems, please contact Mail Services.

The screenshot shows the Auburn University Facilities Management website. The header includes the Auburn University logo and the text "Facilities Management". Below the header is a navigation bar with tabs for "FACILITIES HOME", "STUDENTS", "FACILITIES EMPLOYEES", "CONTRACTORS", and "CLIENTS". The main content area is titled "Mail Services" and features a photo of a mail carrier in a blue uniform and cap, standing in a mail sorting area. Below the photo is the heading "New Package and Shipping Label System" and a paragraph explaining the new USPS-based system. A "Pitney Bowes SendSuite Live™" logo is displayed in a blue box. Below the logo is a section titled "Planning on Mailing Something?" with a link to USPS rules. At the bottom, a "Contacts" table lists Whit Allen as the Manager of Mail Services with the phone number (334) 844-9597.

Contacts		
Whit Allen	Manager of Mail Services	(334) 844-9597

# 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** can be accessed from the main shipping screen by clicking on the provided link, as shown below. The **Address Book** allows the user to add frequently used shipping addresses for easy entry when shipping.

The screenshot shows the 'Process Shipment' interface. At the top, there's a breadcrumb trail: 'Send To > Contents > Billing and Services > Process Mail > Smart Shop > Confirmation > Completed'. Below this, there are navigation tabs: '1 Send To', 'My Ship Requests', 'Address Book', 'View Shipments', and 'Support'. A green arrow points to the 'Address Book' tab. The 'Send To' section contains two vertical columns: 'Ship From' and 'Ship To'. The 'Ship To' column has fields for 'ship to search', 'attention', 'company', 'address', 'city', 'state / province / other', 'zip / postal code', 'country' (set to 'UNITED STATES'), 'phone', and 'email'. There are also checkboxes for 'residential address', 'send email notification to recipient', and 'save as new address book entry'. The 'Address Book' section has fields for 'favorite name', 'favorite description', and 'update or save as new favorite' (with a 'Clear' button). There are also buttons for 'Recent Recipients', 'recall existing requisition', and 'Reprint Requisition'. At the bottom, there are 'Validate', 'Reset', and 'Next >>' buttons.

Simply click the **Add** button, as shown below, and input the shipping address information.

The screenshot shows the 'Address Book' window. It has a search bar 'Search for a Contact' and a dropdown menu set to 'Personal'. There are buttons for 'Add', 'Edit', and 'Import'. Below this is a table with columns: 'Lists', 'Code', 'Attention To', 'Company', 'Address', 'City', 'State', 'Country', and 'Valid'. The table contains one entry: 'MIKE RALIMA', 'LAKARI HIGH SCHOOL', '1234 MAIN ST', 'HOUSTON', 'TX', 'US', and 'X'. At the bottom, there are navigation controls, 'Items per page' (set to 20), and '1 - 1 of 1 Items'. There are also 'Select' and 'Close' buttons.

Lists	Code	Attention To	Company	Address	City	State	Country	Valid
		MIKE RALIMA	LAKARI HIGH SCHOOL	1234 MAIN ST	HOUSTON	TX	US	X

# 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.

The screenshot shows the 'Process Shipment' interface in PitneyBowes SendSuite Live. The 'Send To' section is active, with 'Ship From' and 'Ship To' address fields. A green arrow labeled '1' points to the ellipsis button next to the 'Ship To' address field. An 'Advanced Search Options' popup window is open, displaying a list of addresses from an address book. A green arrow labeled '2' points to the address 'MIKE RAUMA, LAMAR HIGH SCHOOL, 1234 MAIN ST HOUSTON TX 77002'. A green arrow labeled '3' points to the 'Select' button at the bottom of the popup window. The 'Next >>' button is visible at the bottom right of the main form.

The **Ship From** address should already be populated with the user (shippers) contact information. You can access these additional fields by clicking on the long, blue tabs. You can also edit the **Ship From** address if needed.

In the event that you notice any erroneous information in the **Ship From** section, please contact Mail Services.

After the correct addresses have been added, click the **Next** button to proceed to the next screen.

PitneyBoves 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 search  
attention  
MIKE RAUMA  
company  
LAMAR HIGH SCHOOL  
address  
1234 MAIN ST  
city HOUSTON state / province / other TX  
zip / postal code 77002 country UNITED STATES  
phone 5555555  
email

**Ship To**


favorite name  
favorite description  
 update or save as new favorite Clear  
Recent Recipients  
recall existing requisition  
Reprint Requisition

**Method**

residential address  
 send email notification to recipient  
 save as new address book entry

address not validated

Validate Reset **Next >>**



The next screen is automatically populated with the needed information used by Mail Services. Edit the **content description** if needed, then select **Next**.

PitneyBoves SendSuite® Live

### Process Shipment

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


2 Contents

Weights: lb Dimensions: in COD & Declared Value: USD Customs Item Value: USD

Package #1							
#	weight (lb)	(oz)	dimensions (in)	cod amount (USD)	declared value (USD)	content description	documents only
# 1		1	X X	0.00	0.00		<input type="checkbox"/>

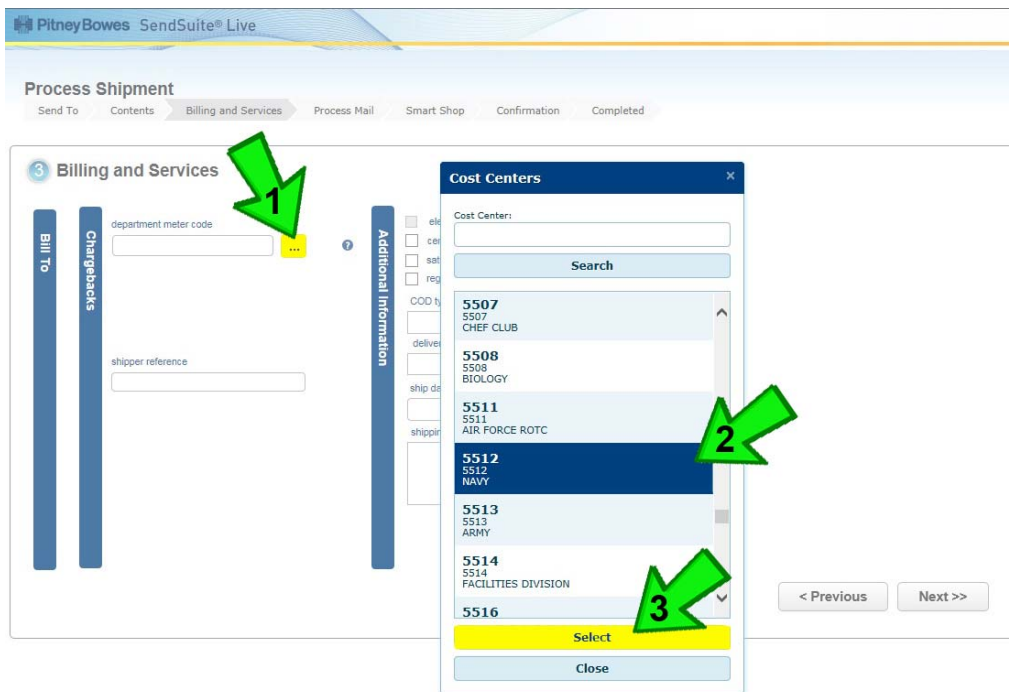
shipment totals: pkgs 1 items 0 total (USD) 0.00

< Previous **Next >>**



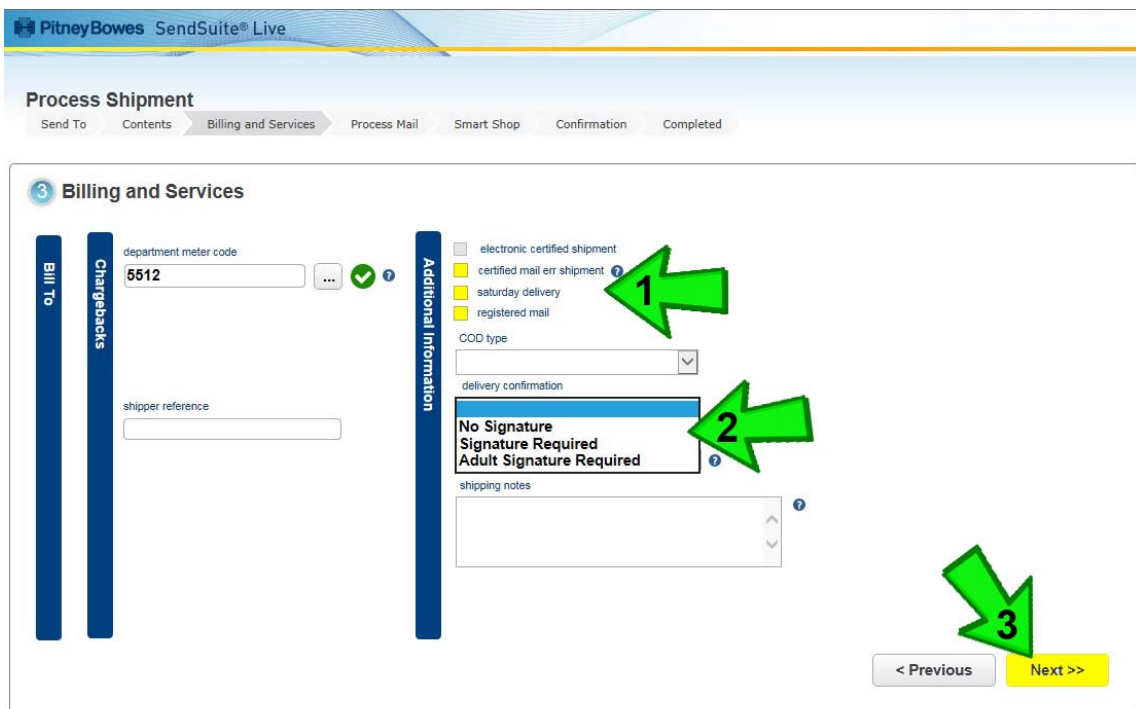
The next screen is for Billing:

- (1) Select the **ellipsis button**, where a popup window will appear containing a list of accounts.
- (2) Click the appropriate account from the list.
- (3) Choose **Select** to populate the **Chargebacks** field with the selected account.



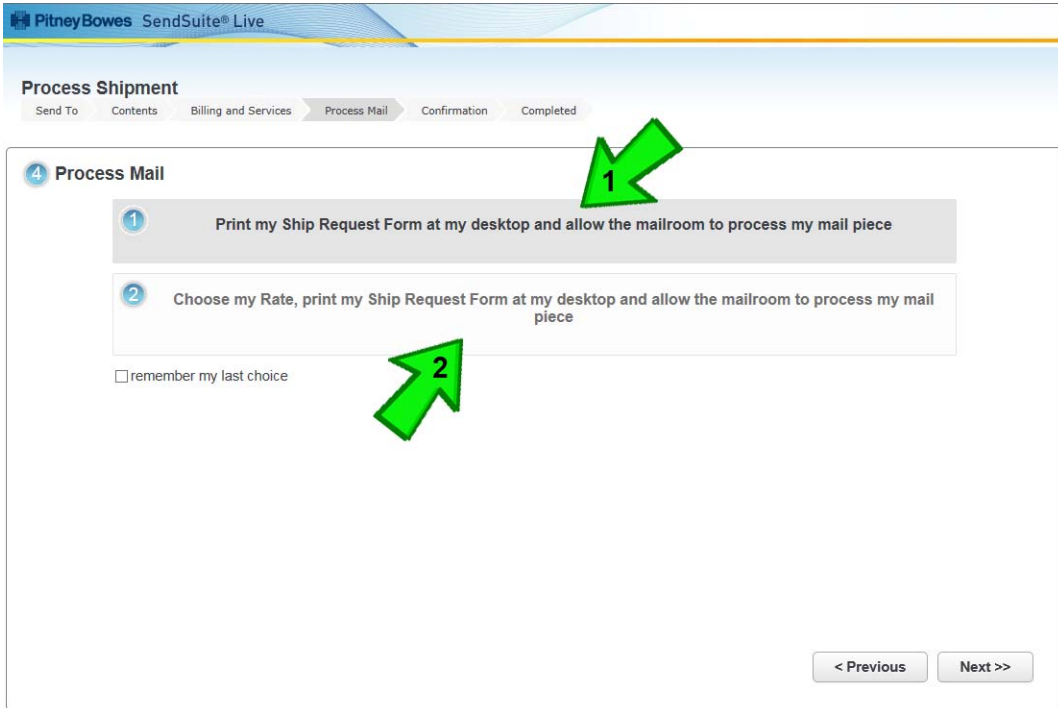
Next, select any special handling options for the article being shipped:

- (1) Select **certified**, **registered**, or **Saturday delivery** options if needed.
- (2) Select any **delivery confirmation** options if needed.
- (3) Click the **Next** button to proceed to the next screen.

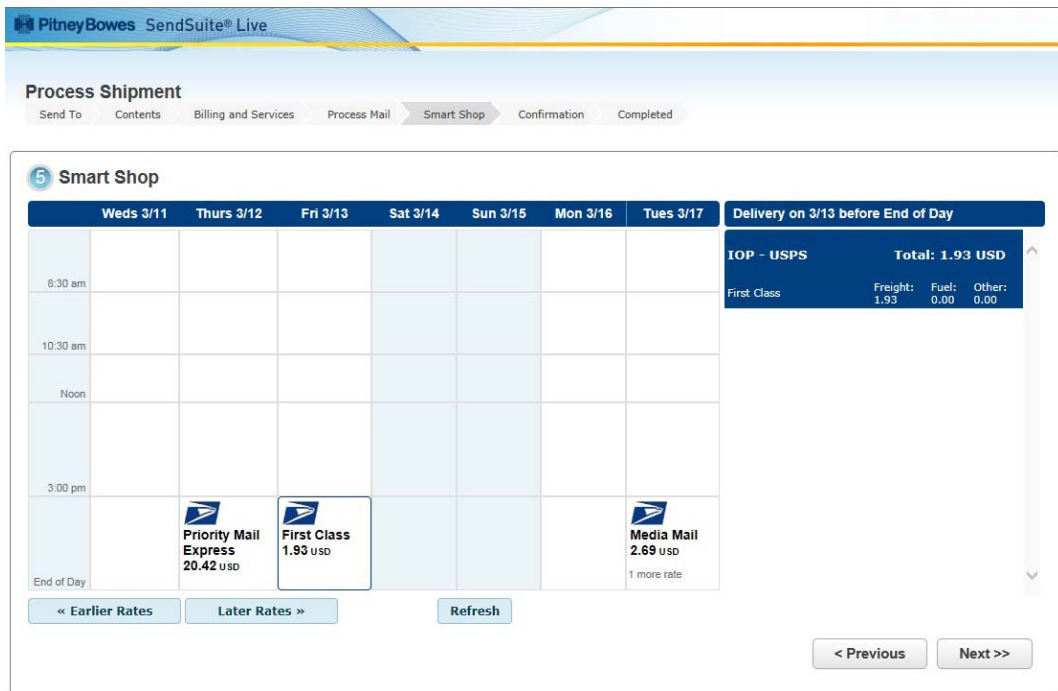


From this point, you will finalize the shipment request by selecting:

- (1) The default (once selected you will automatically be taken to the Confirmation screen)  
OR
- (2) If there are any upgrades to Priority Mail, etc. for specific dates of delivery. This option will direct you to the **Smart Shop** screen (as shown at the bottom of the page) where you will make your selection and select **Next**.



Once you select **Next** from the **Smart Shop** screen (as shown below) you will be automatically taken to the Confirmation screen



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 backup to the required section for editing.

**5 Confirmation**  
shipment summary

Shipping from this location:  
CMAIL  
AUBURN UNIVERSITY  
735 EXTENSION LOOP  
Auburn, AL 36849  
US  
555-555-5555  
cmail@auburn.edu

Shipping to this location:  
MIKE RAUMA  
LAMAR HIGH SCHOOL  
1234 MAIN ST  
HOUSTON, TX 77002  
US  
5555555

Carrier and Service:  
IOP - USPS


< Previous    **Next >>**

Selecting **Next** will take you to the print screen to complete the printing of your shipping request form.

Print Your Documents - Internet Explorer

**Ship Request Form**

Ship Request #: 010009



Sender		Recipient	
Name:	CMAIL	Attn To:	MIKE RAUMA
Account #:		Company:	LAMAR HIGH SCHOOL
Phone:	555-555-5555	Address:	1234 MAIN ST
Email:	cmail@auburn.edu	City:	HOUSTON
Mail Stop:		State:	TX
Building:		Zip:	77002
Floor:		Country:	US
Department:			

Shipping Instructions

Units	Description	Code	Origin	Unit Value	Total Value
0.00					

**Print** dialog box:

Select Printer:  
Microsoft XPS Document Writer  
Pitney Bowes 1E20  
Pitney Bowes 1E26

Status: Ready    Location: Mailroom     Print to file    Preferences  
Comment:    Find Printer...

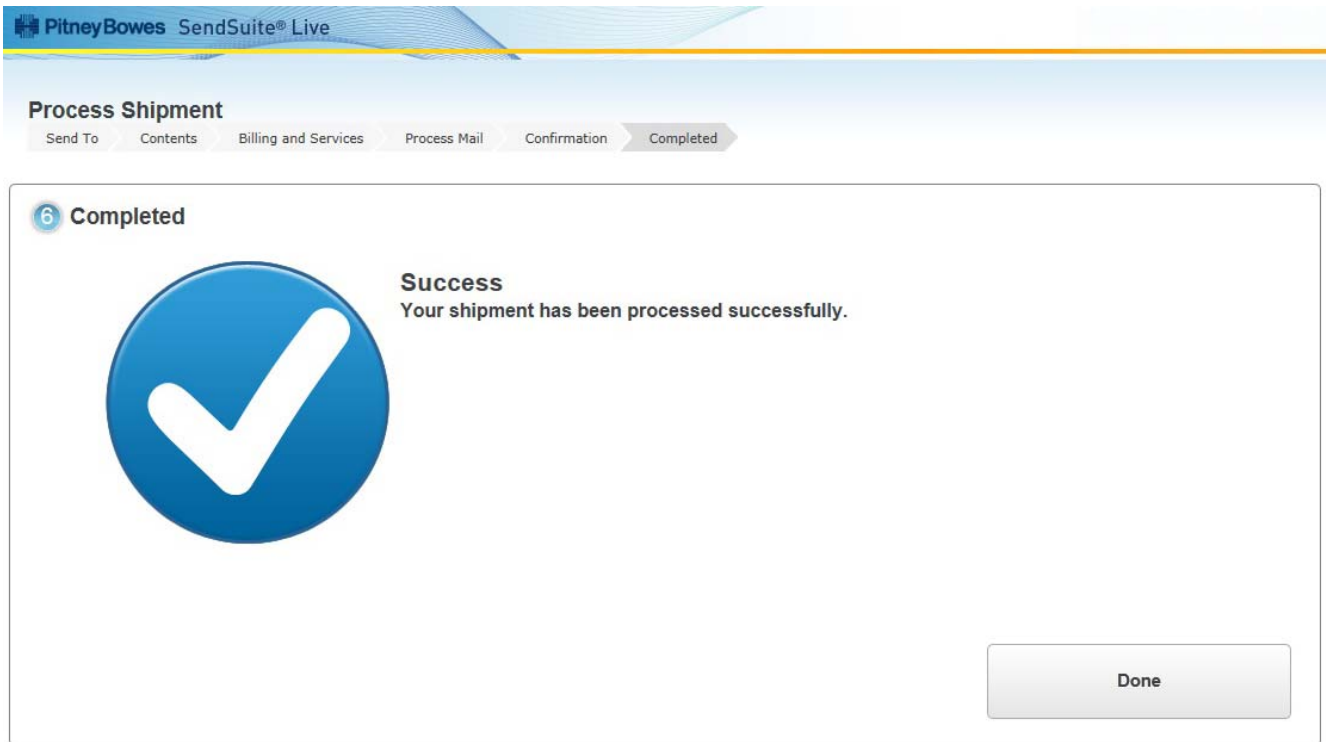
Page Range:  
 All     Selection     Current Page  
 Pages: 1

Number of copies: 1     Collate    1 2 3

Enter either a single page number or a single page range. For example, 5-12

Print    Cancel    Apply

After successfully printing your shipping request form you will see the screen below, at which point the process is complete.



Please tape the shipping request form to your parcel/package and have it available for Mail Services at your pickup areas. You may also want to write the shipping address directly on the parcel/package if it is not already visible.

Mail Services will pick up the parcel/package during regular mail pickup times and complete the weighing, processing and labeling for delivery at the campus Mail Center. You should be able to check on tracking/transaction information for your shipment from the main screen at anytime.

We hope the new features available in Send Suite Live will provide you with a better solution for tracking shipments, as well as costs, through campus Mail Services.