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:
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 you normal campus login. If for any reason you have any access problems, please contact Mail Services.
**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.

![Address Book Screen](image)

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

![Address Book Add Screen](image)
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 **Ship From** address should already be populated with the user (shippers) contact information. You can access these addition 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.

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

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