

pitney bowes



USER GUIDE

Same Day Delivery



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INTRODUCTION

Simplified same day deliveries using our delivery partner, Deliv

Same Day Delivery enables simplified on-demand deliveries for SMBs. The deliveries are handled by our last mile delivery partner Deliv.

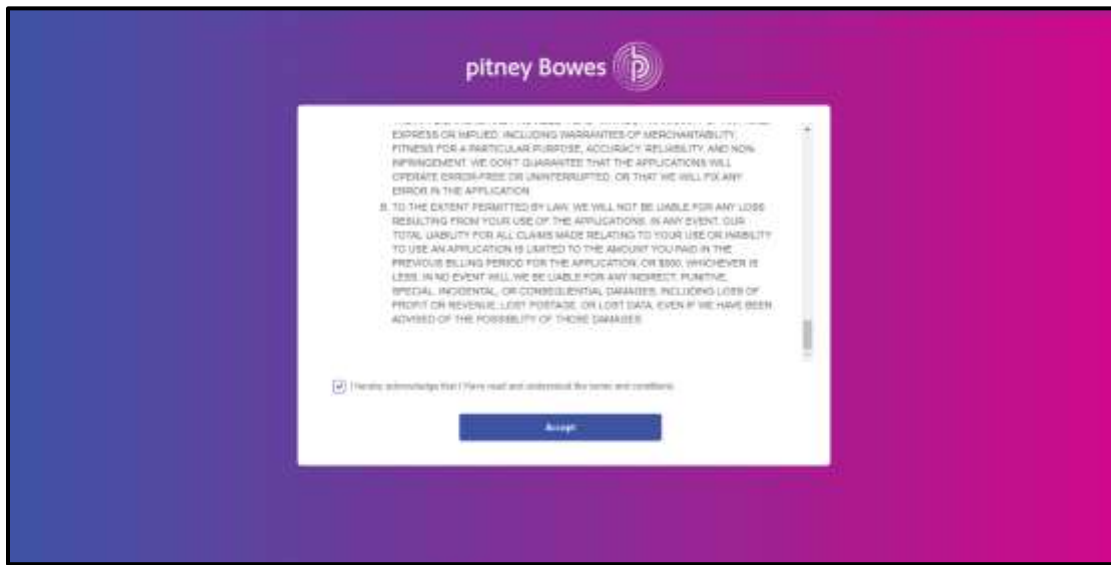
PROCESS FLOW

1. ONBOARDING FOR FIRST TIME USERS – Create your Deliv account and sync it with your Same Day Delivery plug-in
2. DASHBOARD FOR REGULAR USERS – Easily access key functionalities
3. CREATE PACKAGE – Create and ship your packages for same day delivery
4. PAYMENT – Pay consolidated monthly invoices by check or electronic transfer
5. SHIPMENT TRACKING – View real-time status of all shipments scheduled for same day delivery
6. SHIPMENT HISTORY – View shipment history of all packages delivered using the Same Day Delivery plug-in

STEP 1: ONBOARDING FOR FIRST TIME USERS

1.1. TERMS AND CONDITIONS

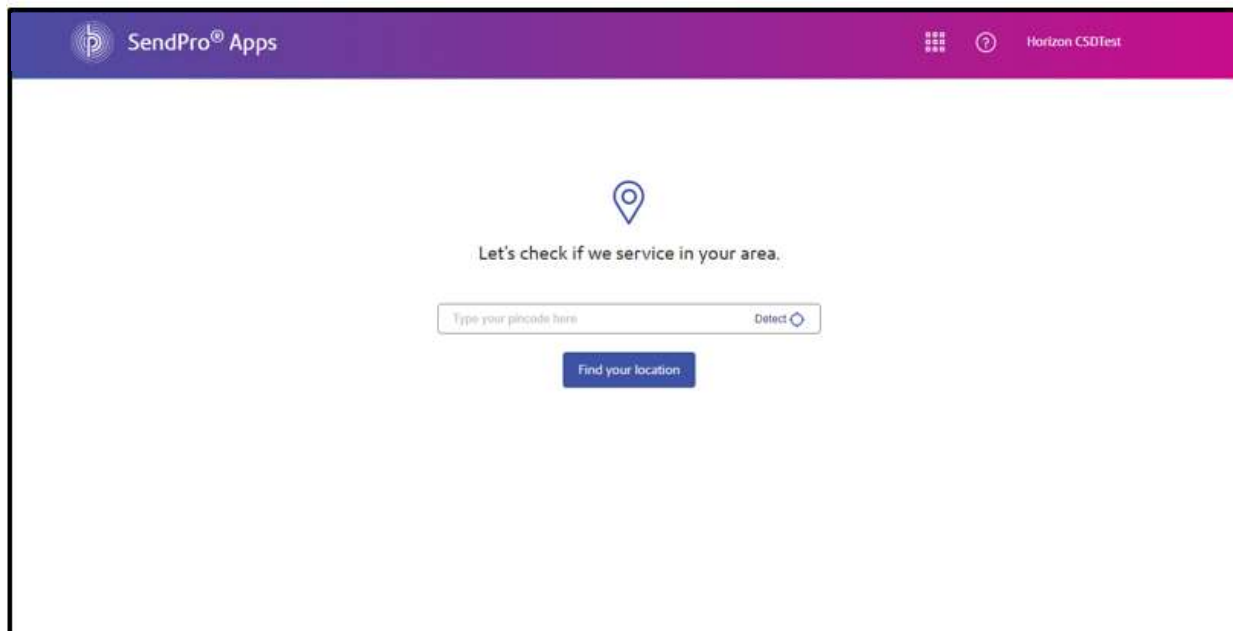
Click on the Same Day Delivery plug-in icon from your App Dashboard to get started. You will be directed to the terms and conditions page. Once you have read the terms & conditions, check the box provided and click on the 'Accept' button to proceed.



1.2. SERVICE AREA VALIDATION

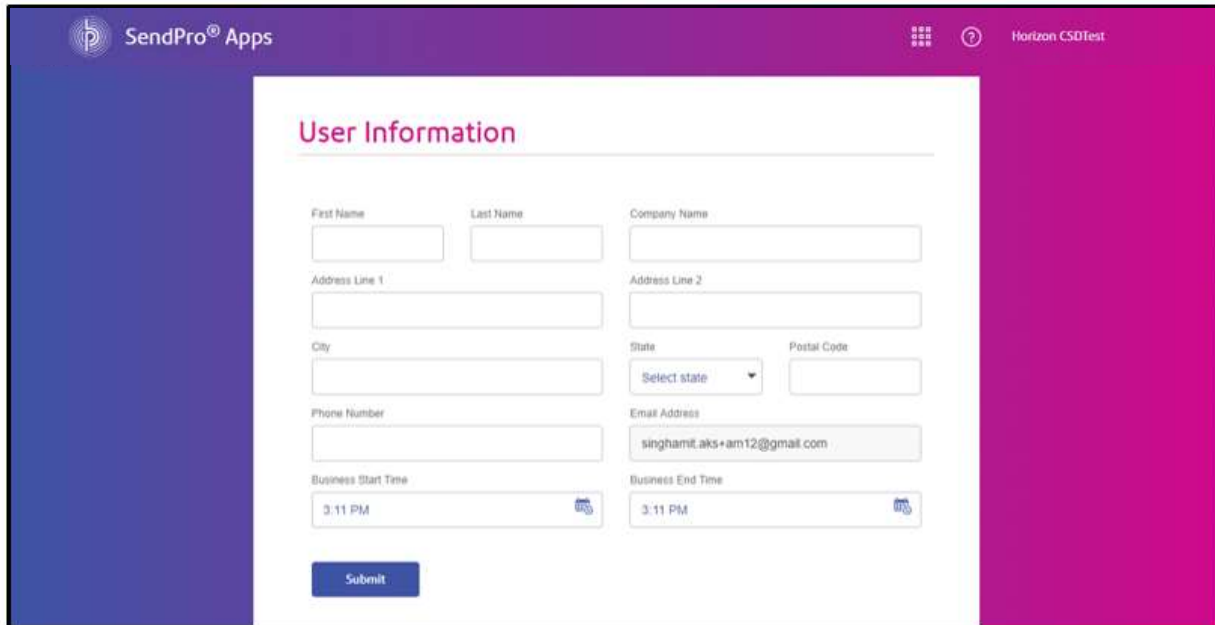
Upon accepting the terms and conditions, you will be directed to a zip code validation screen to confirm availability of services in your area.

Enter your area zip code and select the 'Find Your Location' button to confirm the availability of services in your area.



1.3. ONBOARDING FORM

After validating your zip code and confirming the availability of services in your area you will be directed to an onboarding form. Complete the form with your details and click on 'Submit'.



The screenshot shows a web application interface for 'SendPro® Apps'. The page title is 'User Information'. The form contains the following fields:

- First Name
- Last Name
- Company Name
- Address Line 1
- Address Line 2
- City
- State (dropdown menu with 'Select state' text)
- Postal Code
- Phone Number
- Email Address (pre-filled with 'singhamit.aks+am12@gmail.com')
- Business Start Time (pre-filled with '3:11 PM')
- Business End Time (pre-filled with '3:11 PM')

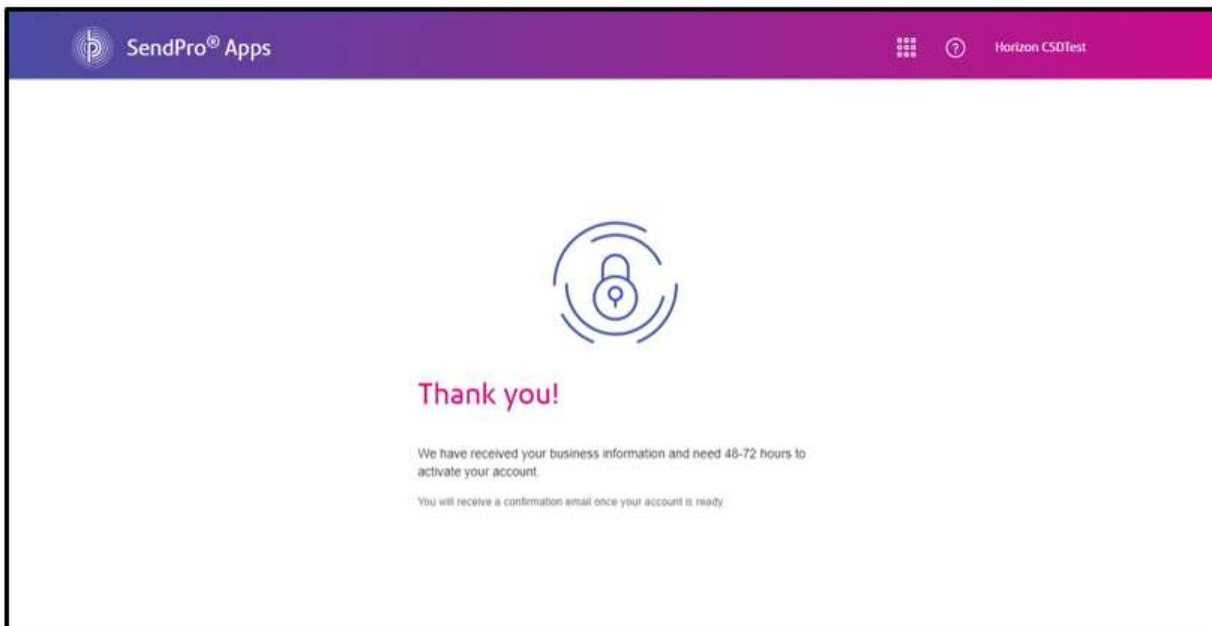
A blue 'Submit' button is located at the bottom of the form.

You will then be directed to a confirmation screen. Deliv will require up to 3 working days to configure your account. You will receive the service agreement in your registered email id. If you already have an existing Deliv account, the configuration time required will be reduced.

1.4. ENTERING INTO A MASTER LEVEL AGREEMENT

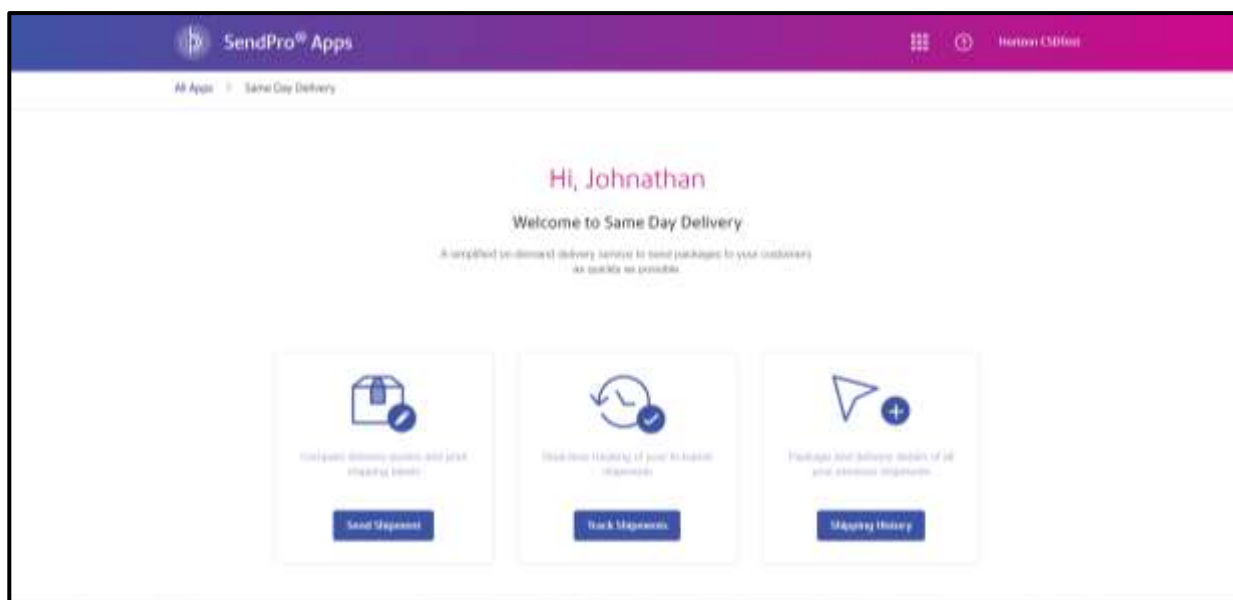
Once you receive the service agreement, you will be required to provide an e-signature on the form and send it back to Deliv. Please ensure that you send back the signed form at the earliest to ensure quick activation of your account.

Within 48-72 hours of submitting the form, you will receive a confirmation email from Deliv (Same Day Delivery Service Provider) with your user id and password. Your account will now have been activated and you will be able to login and use the Same Day Delivery plugin.



STEP 2: DASHBOARD FOR REGULAR USERS

The screen provides quick access buttons to the key capabilities of the plug-in.



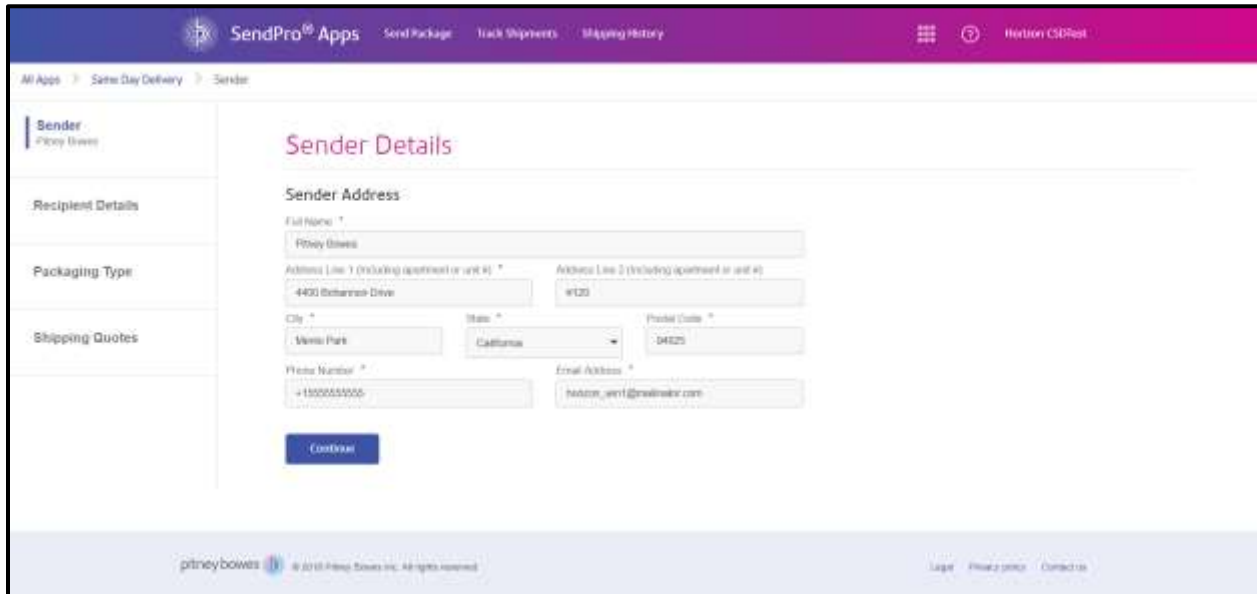
STEP 3: CREATING SHIPMENTS AND PRINTING SHIPPING LABEL

To start shipping packages for same day delivery, select the 'Send Package' button on the dashboard.

3.1. CONFIRM SENDER'S INFORMATION

Once you have clicked on the 'Send Package' button, you will first be directed to the sender details screen.

The screen will pick up the information directly from the onboarding form. Your address and contact details will be displayed. Verify your information and click on 'Continue' to move to the next step.



The screenshot shows the 'Sender Details' form in the SendPro App. The form is titled 'Sender Details' and is located under the 'Sender' section. The form includes the following fields:

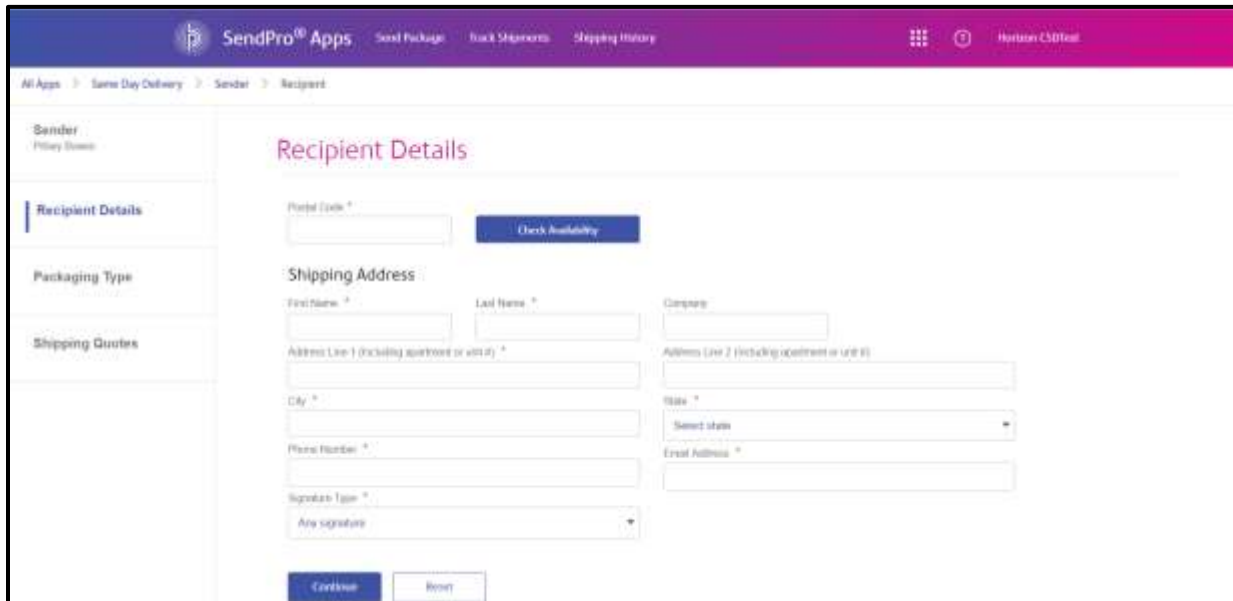
- Full Name: Pitney Bowes
- Address Line 1 (including apartment or unit #): 4400 Bethmann Drive
- Address Line 2 (including apartment or unit #): #120
- City: West Park
- State: California
- Postal Code: 94025
- Phone Number: +1505555555
- Email Address: bobson_sen1@mailmaker.com

A 'Continue' button is located at the bottom of the form. The footer of the page includes the Pitney Bowes logo, copyright information, and links for 'Legal', 'Privacy Policy', and 'Contact Us'.

3.2. FILL RECIPIENT'S DETAILS

You can then enter recipient details including name, address and contact details. You can also specify the type of signature confirmation required at the time of delivery in the 'Signature Type' field. After entering the details, click on 'Save' to proceed to the next screen.

The recipient zip code will be automatically validated before proceeding to the next screen. In case of any errors in the address, you will be prompted to make the required corrections.

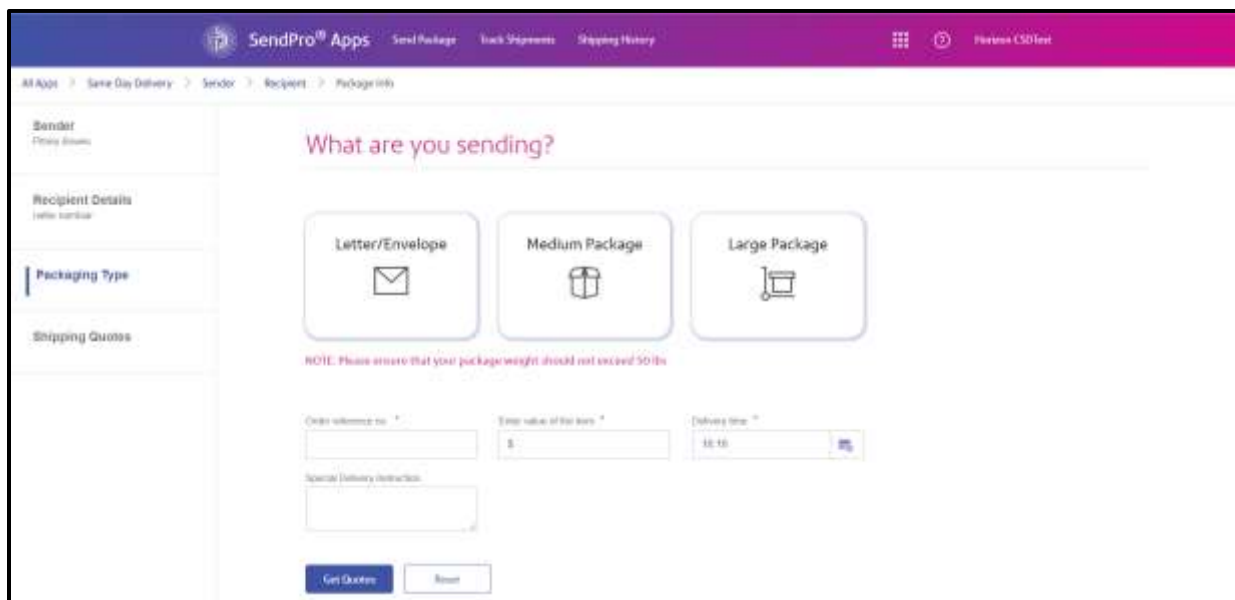


The screenshot shows the 'Recipient Details' form in the SendPro Apps interface. The form is titled 'Recipient Details' and includes a 'Postal Code' field with a 'Check Availability' button. Below this is the 'Shipping Address' section, which contains fields for 'First Name', 'Last Name', 'Company', 'Address Line 1', 'Address Line 2', 'City', 'State', 'Phone Number', 'Separate Type', and 'Email Address'. There are 'Continue' and 'Reset' buttons at the bottom of the form.

3.3. PROVIDE PACKAGE DETAILS

Once you have entered the recipient details, you will be required to provide the specifications of the package in the 'Package Details' section. Fill in the details for the type of shipment, order reference number, pickup time and shipment value. If required, you can also provide special delivery instructions.

Once you have provided the details, click on the 'Get Quotes' button to proceed.

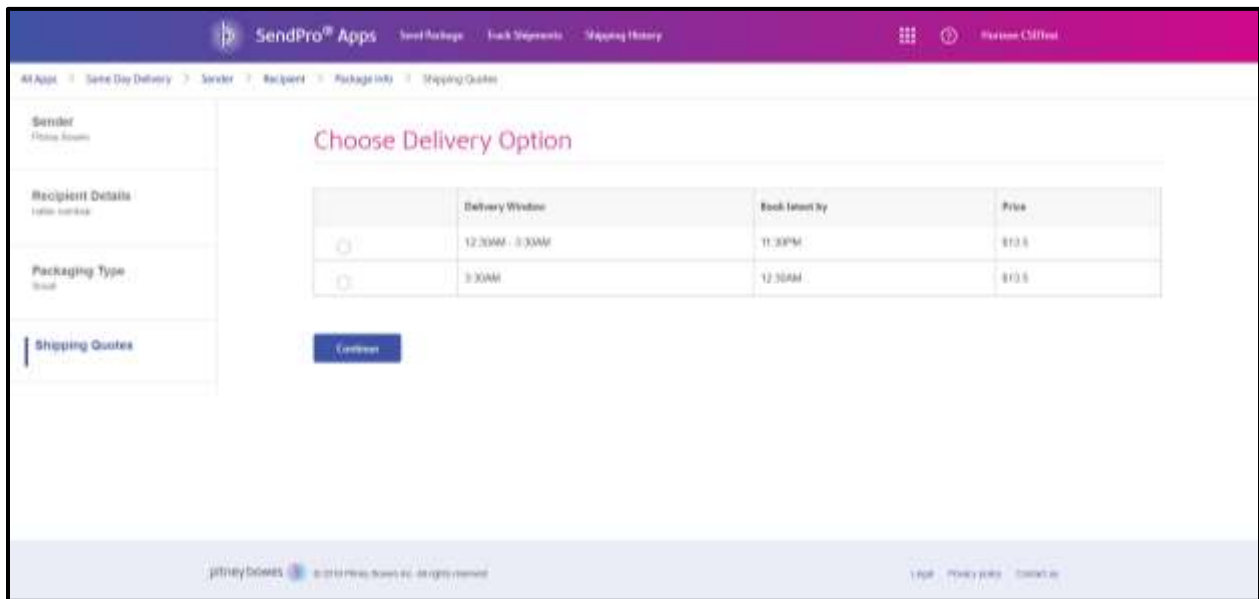


The screenshot shows the 'What are you sending?' form in the SendPro Apps interface. The form is titled 'What are you sending?' and includes three buttons for 'Letter/Envelope', 'Medium Package', and 'Large Package'. Below these buttons is a note: 'NOTE: Please ensure that your package weight should not exceed 50 lbs'. The form also includes fields for 'Order reference no.', 'Enter value of the item', 'Delivery time', and 'Special Delivery Instructions'. There are 'Get Quotes' and 'Reset' buttons at the bottom of the form.

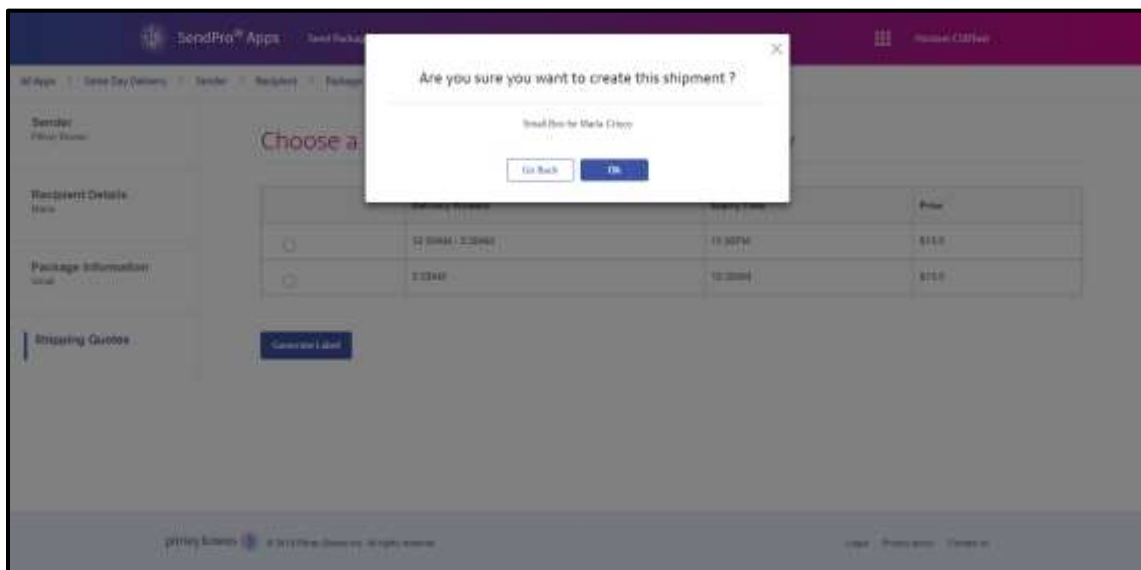
3.4. CHOOSE THE DESIRED QUOTE

You are then directed to the 'Quotes' page that lists out possible prices based on the delivery timelines. Select the desired quote from the screen by clicking on the left side of the preferred quote to generate the package label for printing.

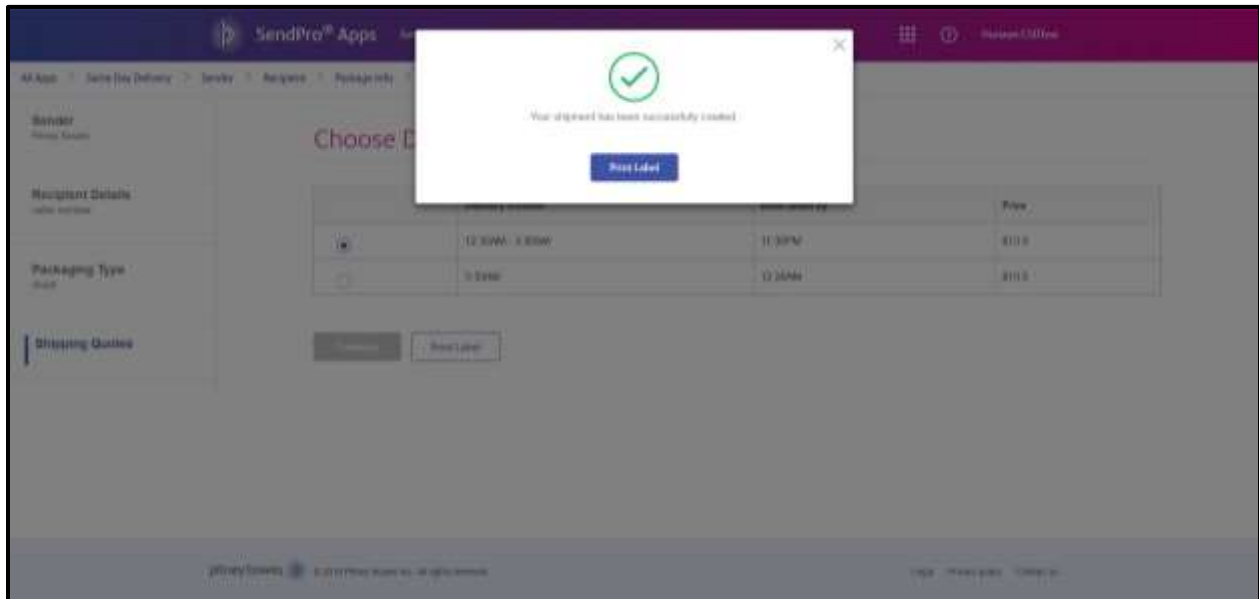
Same Day Delivery



Once you have selected the preferred option, you will receive a pop-up notification to confirm your shipment. Click on 'Ok' to print your shipping label.

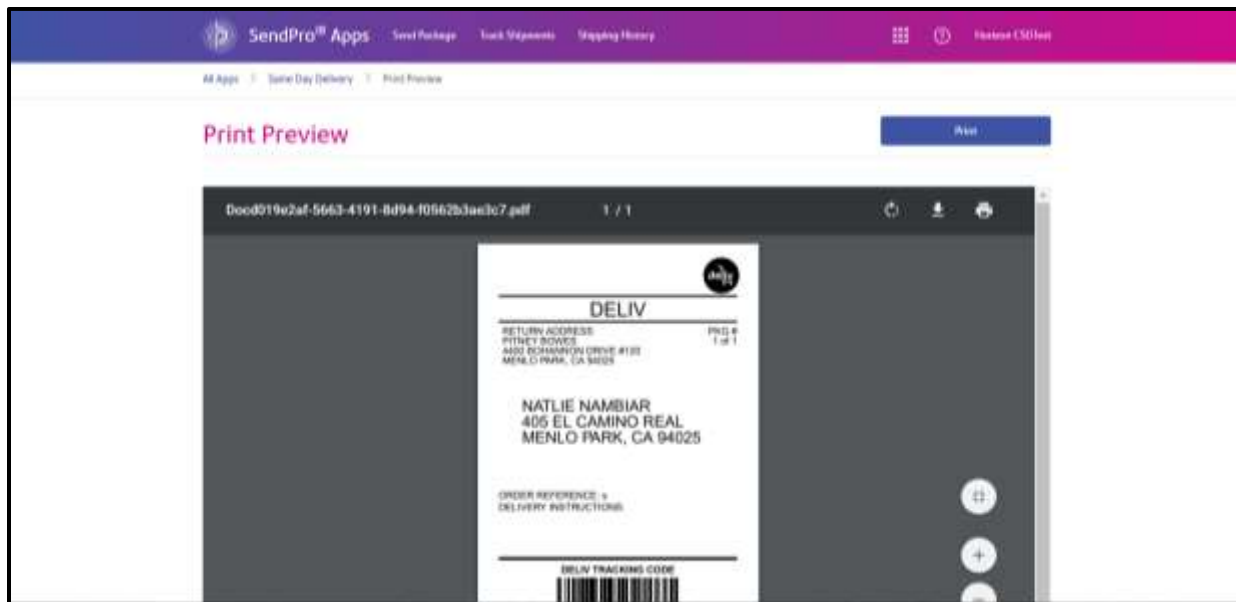


Once you have selected 'Ok', the shipment is confirmed. You can print the label immediately or save it for later by converting it into a pdf file. Click on the preferred option from the subsequent pop-up box.



3.5. PRINT SHIPPING LABEL

After selection of your preferred delivery window and quote, you will be directed to the below screen. The screen provides a print preview of the shipment label in the pdf format. Click on the 'Print' button on the right-hand side of the screen and the label will be printed through the connected printer.



The label can also be saved in pdf format.

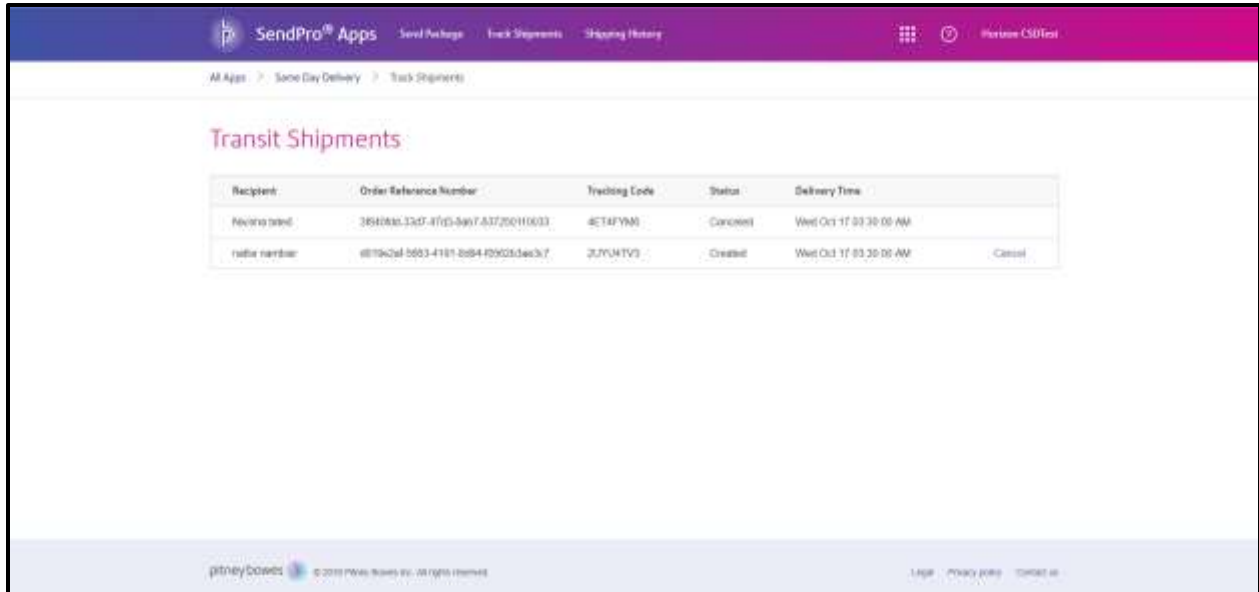
STEP 4: PAYMENT

Deliv provides monthly invoices emailed to your registered email id. These invoices, created on the basis of previous month's activity, are to be paid monthly through a registered payment mode.

STEP 5: SHIPMENT TRACKING AND CANCELLATION

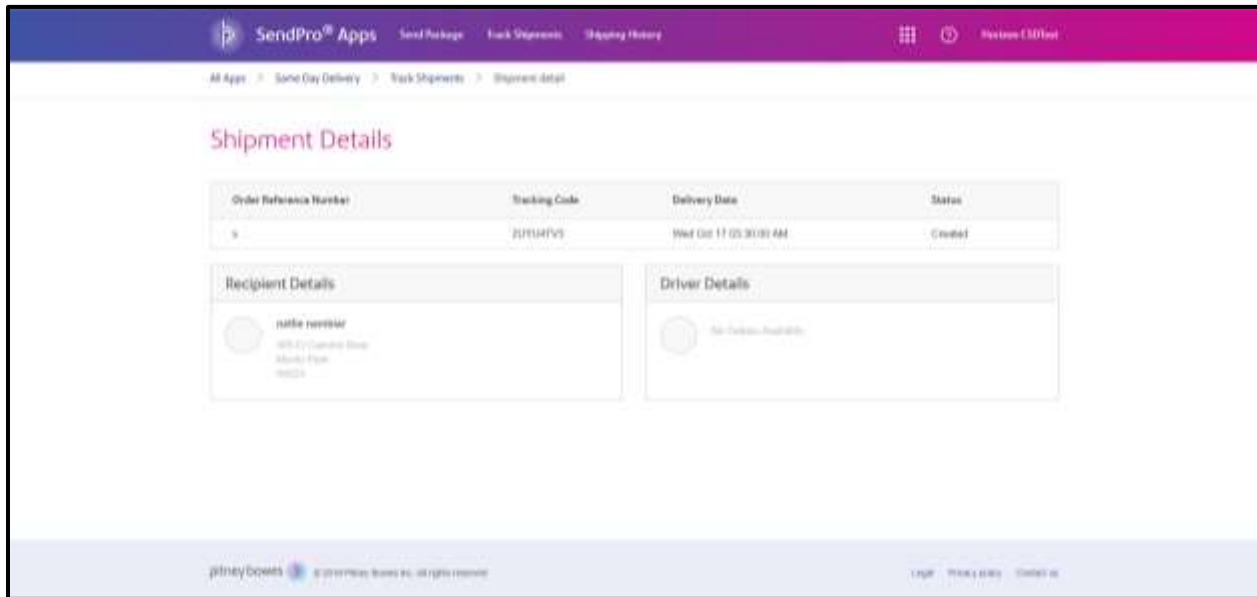
5.1 TRACKING SHIPMENTS

To track shipments being delivered, select the 'Track Shipment' option from the dashboard. The screen displays all information of in-progress deliveries such as Recipient Details, Order ID, Status and Delivery Time of your shipment.



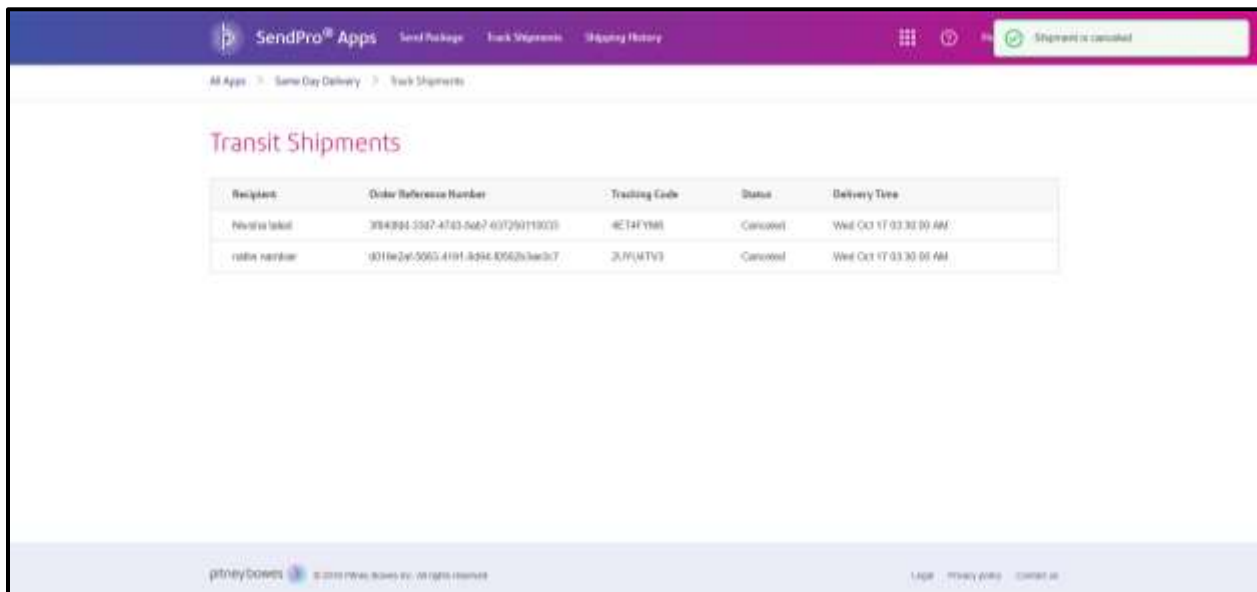
5.2 SHIPMENTS DETAILS

Click on the shipment you want to view the details of and you will be directed to the page below. The shipment details consist of the Shipment Status, Order Ref No., Delivery Time, Order ID, Recipient details and the Driver Details.



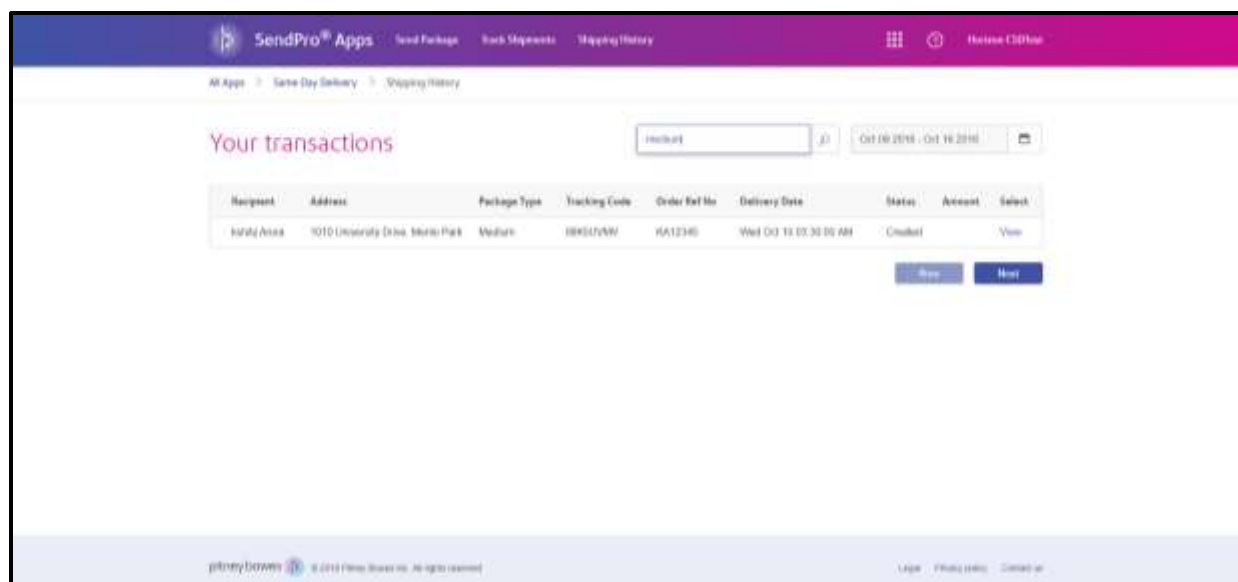
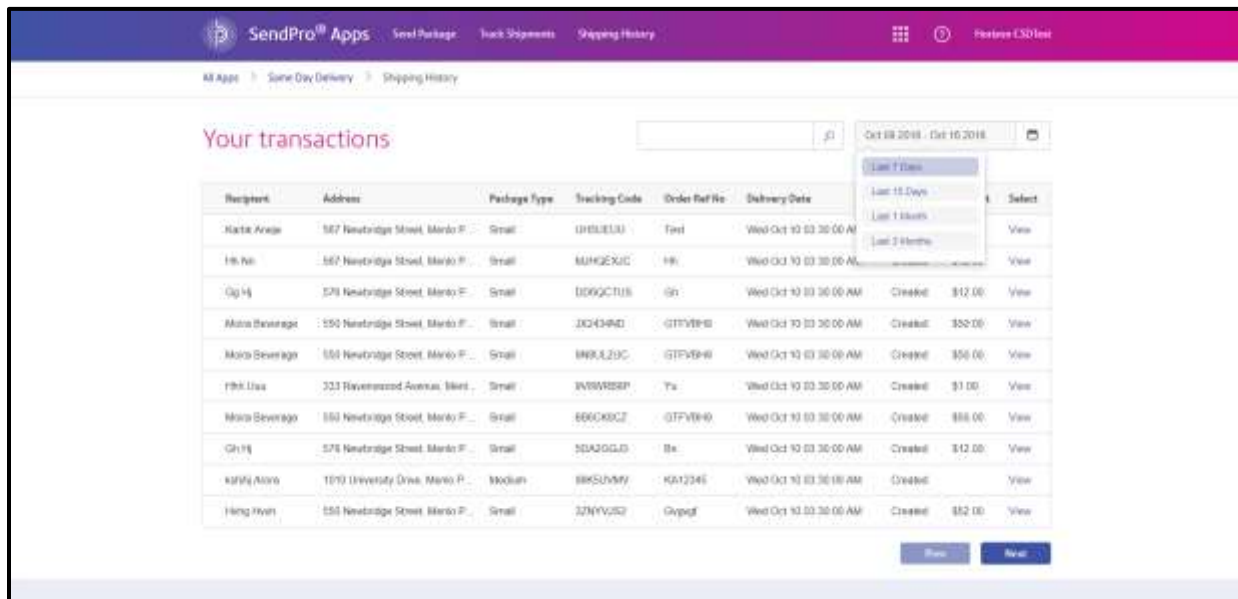
5.3 CANCELLING SHIPMENTS

Click on the cancel shipment option you want to cancel. The option is in front of every shipment in that is in transit. Click on cancel and you will receive an update on top of the page.



STEP 6: SHIPMENT HISTORY

To view the details of previous shipments, select the 'View History' option from the Dashboard. The Recipient's address, order reference number, order ID, status and delivery time of previous orders is displayed.



FREQUENTLY ASKED QUESTIONS

1. GENERAL QUESTIONS

1.1. Is my data secure in Same Day Delivery plug-in?

Yes, security and privacy of your data is our top priority. No data related to your same day delivery orders is kept on the Pitney Bowes SendPro solution.

1.2. Which Shipping providers are available through Same Day Delivery?

The Same Day Delivery plug-in provides same day delivery services through our last mile delivery partner, Deliv

2. ON-BOARDING

2.1. How long is the onboarding process?

The process requires up to 3 days. After providing your information, you will receive the service agreement via email. Provide an e-signature on the form and send it back to Deliv. Deliv will require 48-72 hours after submitting the agreement to verify your details and activate the account. You will receive a confirmation email with login credentials. You can then start using the plug-in.

If you already have an existing Deliv account, you can start using the plug-in immediately and do not need to wait for account activation.

3. DELIV – The same day delivery solution

3.1. What is Deliv?

Deliv is a last mile delivery solution that provides same-day delivery services in 35 markets across the United States. Through Same Day Delivery plug-in, Deliv allows you to print compliant shipping labels and schedule same day deliveries to your customers.

3.2. Do I need to create an account on Deliv to avail its service through the Same Day Delivery plug-in?

Yes, you will need to create an account on Deliv to use its same day delivery service. The account can be created during the onboarding process for the plug-in.

3.3. What information is required for creating an account on Deliv?

To create an account on Deliv, you need to provide the following information: User Name, Business Address, E-mail ID, Phone No. and credit card details. The payment details will be recorded and used for any shipments through Deliv.

3.4. Does Deliv provide service in my area?

You can verify if Deliv provides services in your area at the time of onboarding. You can enter your area zip code and confirm the availability of service.

3.5. Is there any fixed term for using the Deliv account? Can it be renewed?

Deliv account expires in one year. Post which it will automatically get renewed for an additional consecutive 1-year period unless either party provides advance written notice of non-renewal at least 90 days prior to the end of the Initial Term.

4. Same Day Delivery Services

4.1. How do I notify my customers of their incoming shipments and provide them with tracking information?

A tracking number is provided by Deliv when you book a shipment from the Same Day Delivery plug-in. Deliv notifies your customers by sending the tracking number via email which can be used to view the live status of your delivery.

4.2. How do I check the status of my Same Day Delivery order?

To track your shipments that are out for delivery, select the 'Track Today's Shipment' option from the dashboard. Same Day Delivery plug-in updates real time GPS information of the package from the Deliv Platform.

4.3. What will happen if the recipient refuses to receive the package?

If the package is refused on any reason other than Deliv negligence, it will be returned to the originating location during the same day and a 50% surcharge will be levied.

4.4. Can I cancel my order after it is dispatched?

Yes, you can cancel an order after dispatch, however, a 50% surcharge is levied on cancellation of orders after a driver is assigned. You may cancel an order at no charge before a driver has been assigned.

4.5. Can I view the shipping label before it is printed?

Yes. The plug-in lets you view the print preview before printing the shipping label. This screen confirms that the shipping label has already been generated and the payment for the same has been made from your account so you cannot go back and edit the information.

4.6. Can I save my shipping label?

Yes. Before the printing the shipping label, a preview is provided in pdf format. The label can be saved in pdf format directly.

4.7. Can I insist on a signature upon delivery? Can the package be left at the doorstep?

You can select if you would prefer a signature upon delivery of the package or leave the package at doorstep. While booking the shipment of the package, you can select one of the above options as per preference before printing the label.

5. PAYMENTS

5.1. What are the charges of using Deliv services for Same Day Delivery of shipments?

Prices start at \$12.50 for 3-hour same day delivery service. The base price is calculated using a zone-based system, where zones are based on distance from origin. If the payment is not received within 30 days of the invoice date, Deliv may accrue additional interest on pending payments

5.2. When will the invoices be issued?

Invoices will be issued on a monthly basis from Deliv for all transactions pertaining to Same Day Delivery.

5.3. How to make the payment for using Deliv services?

Invoices will be submitted by Deliv for payment on a monthly basis for services performed the prior month.

Pitney Bowes is not liable for any issues pertaining to Payments and refunds. If you have any questions regarding deliveries, drop an email at press@deliv.co or call at 1-800-673-9712

For more information regarding the app, contact us at +1-800-522-0020