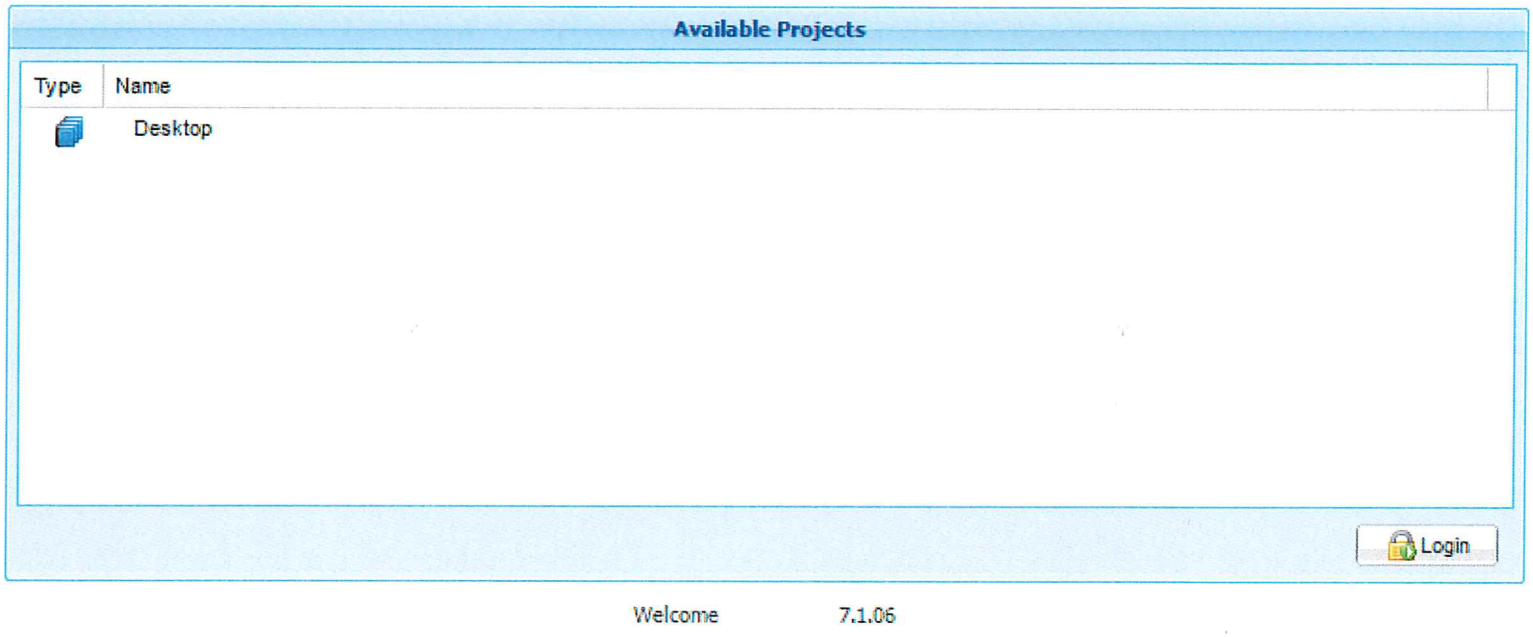
Send Suite Live

In an effort to provide the campus with a cost effective shipping solution, Central Mail has implemented a new shipping software called Send Suite Live. Send Suite Live will allow to the user to ship packages and track their shipments from their own computer. This software will not replace the current process in place for letters and flats mailed using the USPS or International packages.

Packages are defined as anything at least 3 inches high by 6 inches long and a ¼ inch thick. If the item is ridged and thicker than an ink pen or pencil, then it will be classified as a package.

Send Suite Live can be accessed on campus using the following instructions:
Search for Central Mail on bsu.edu. Click on Central Mail. Click on Send Suite Live link and this will take you directly to the Send Suite Live Log-In.

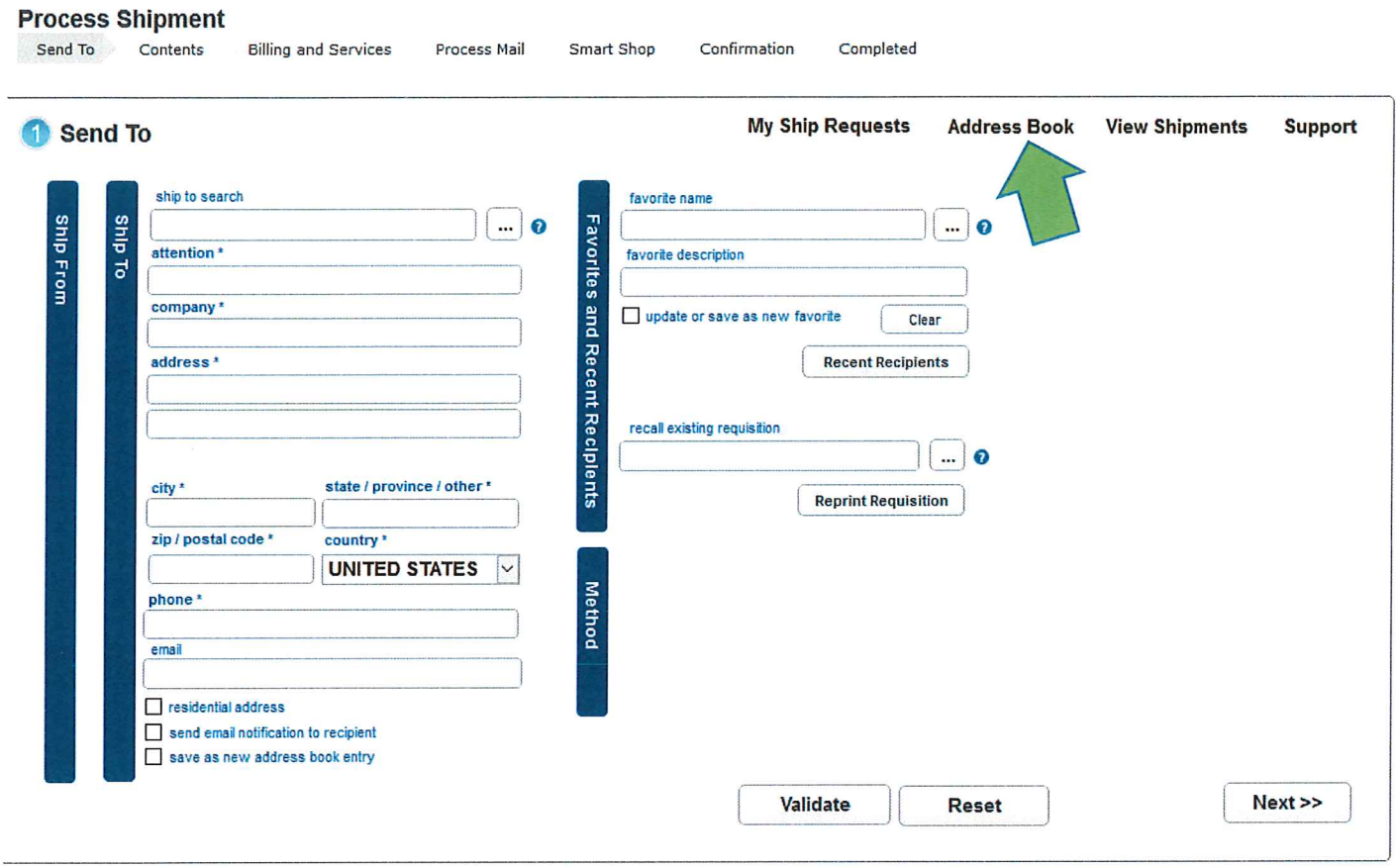
Users that ship on a regular basis should already have access. You should be able to click the links and proceed directly to the main shipping page. You may be prompted to enter your Ball State credentials the first time you access the software. If you are unable to access the software please contact Central Mail for assistance.



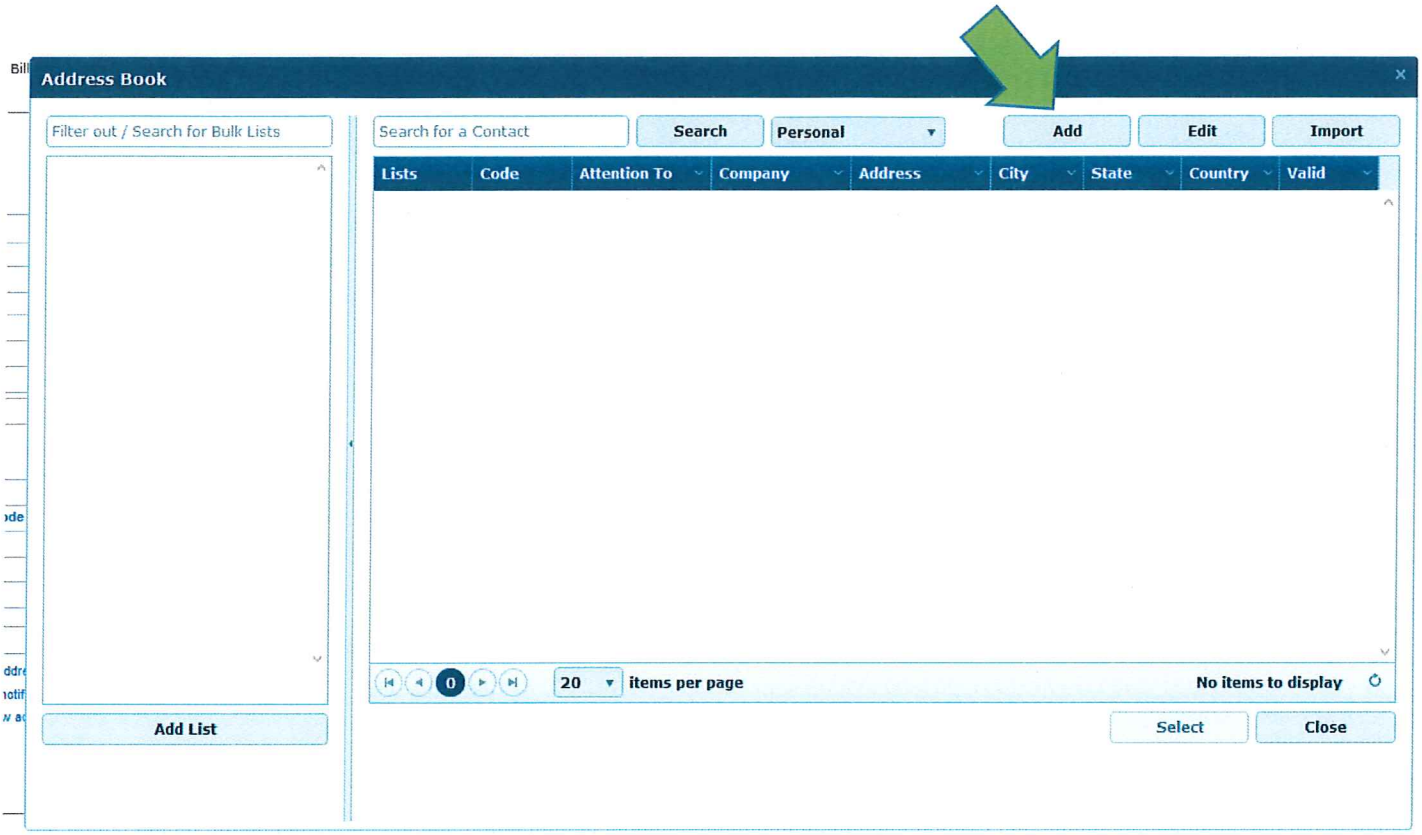
Main Screen and Address Book

When accessing the **Send Suite 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** does not have to be used. The user can simply fill in the template with the correct address and then select **Next**.

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.



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

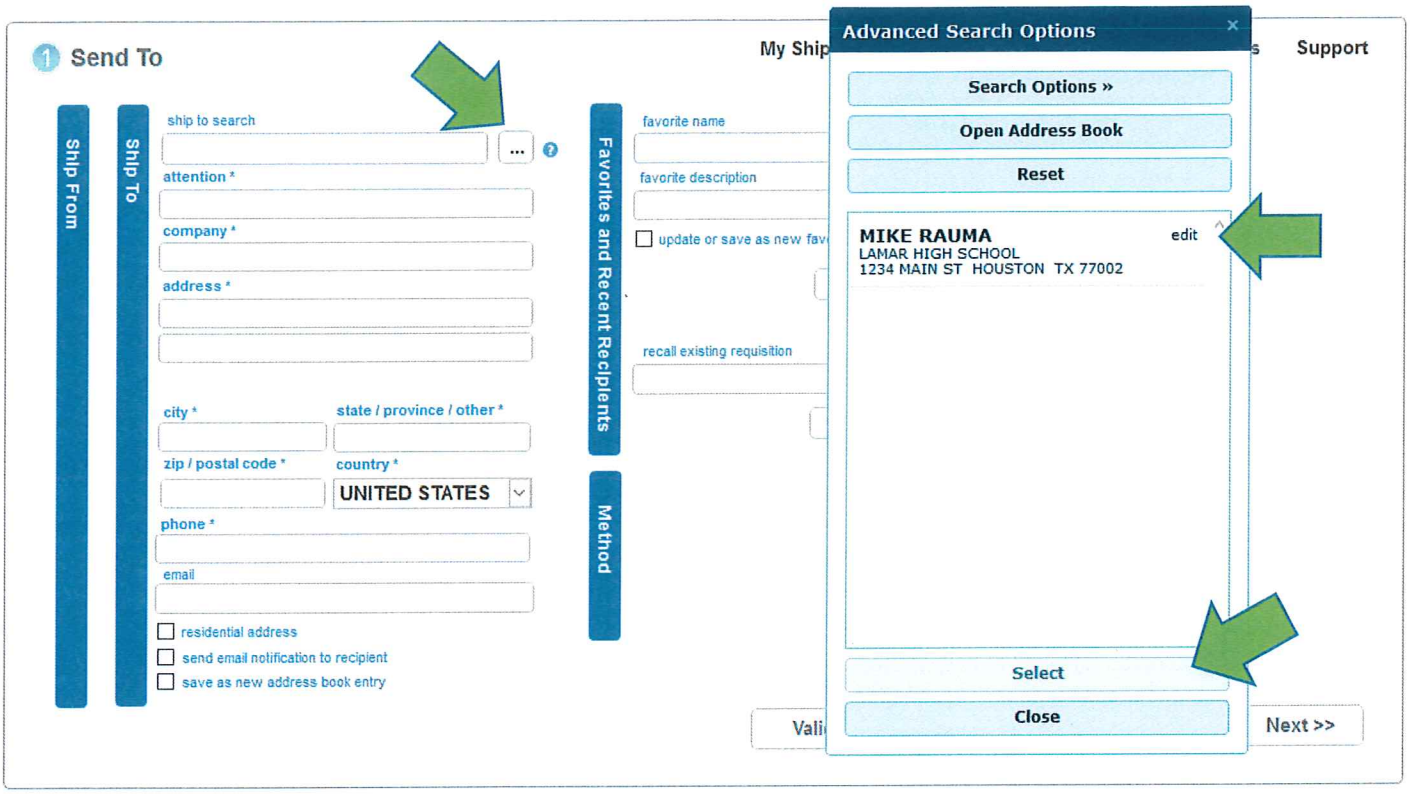


Shipping Process

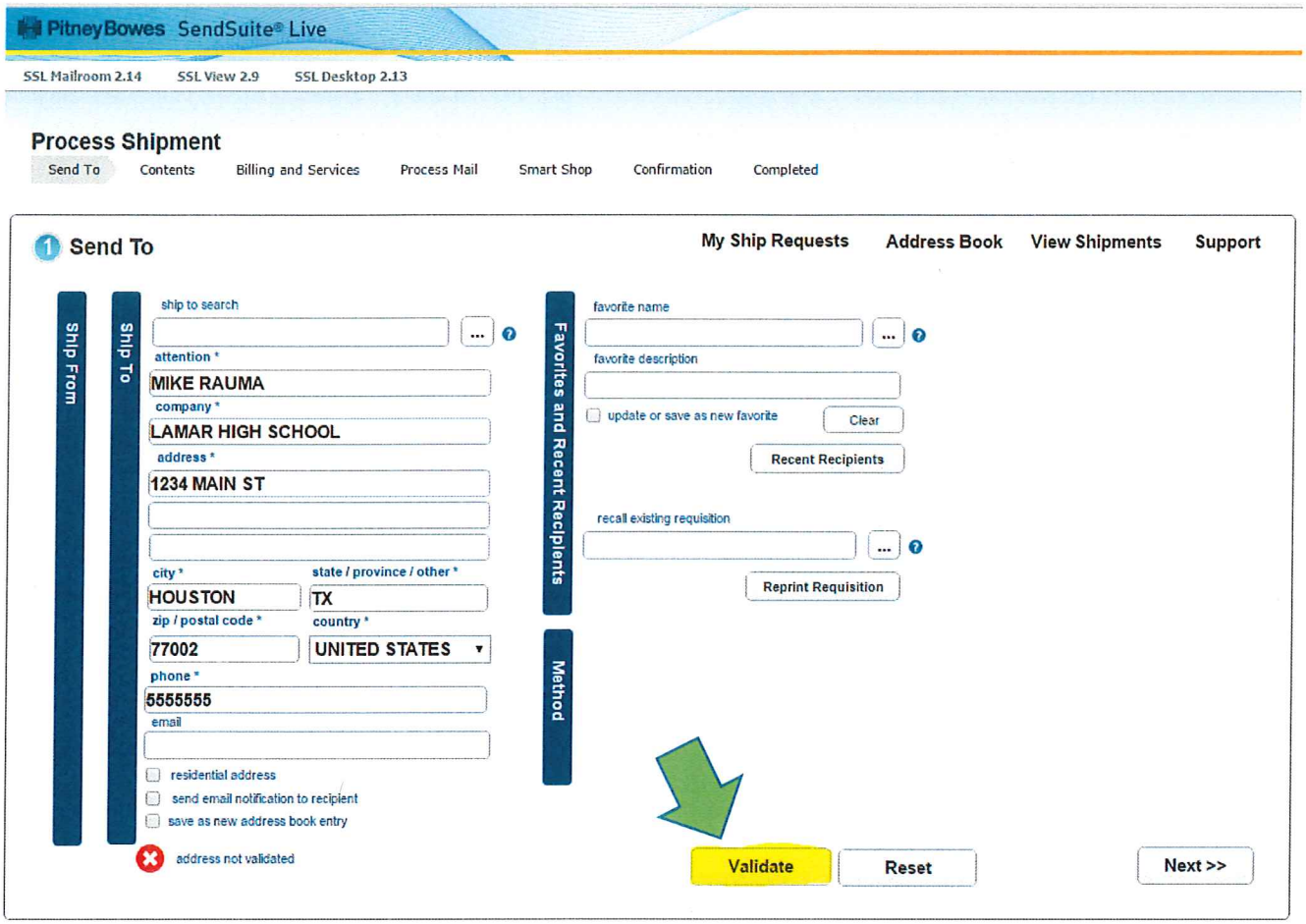
To begin, you can either type the shipping address into the **Ship To** fields or, if an address is already available in the **Address Book** proceed below:

(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 and you will not need to make any changes to this.

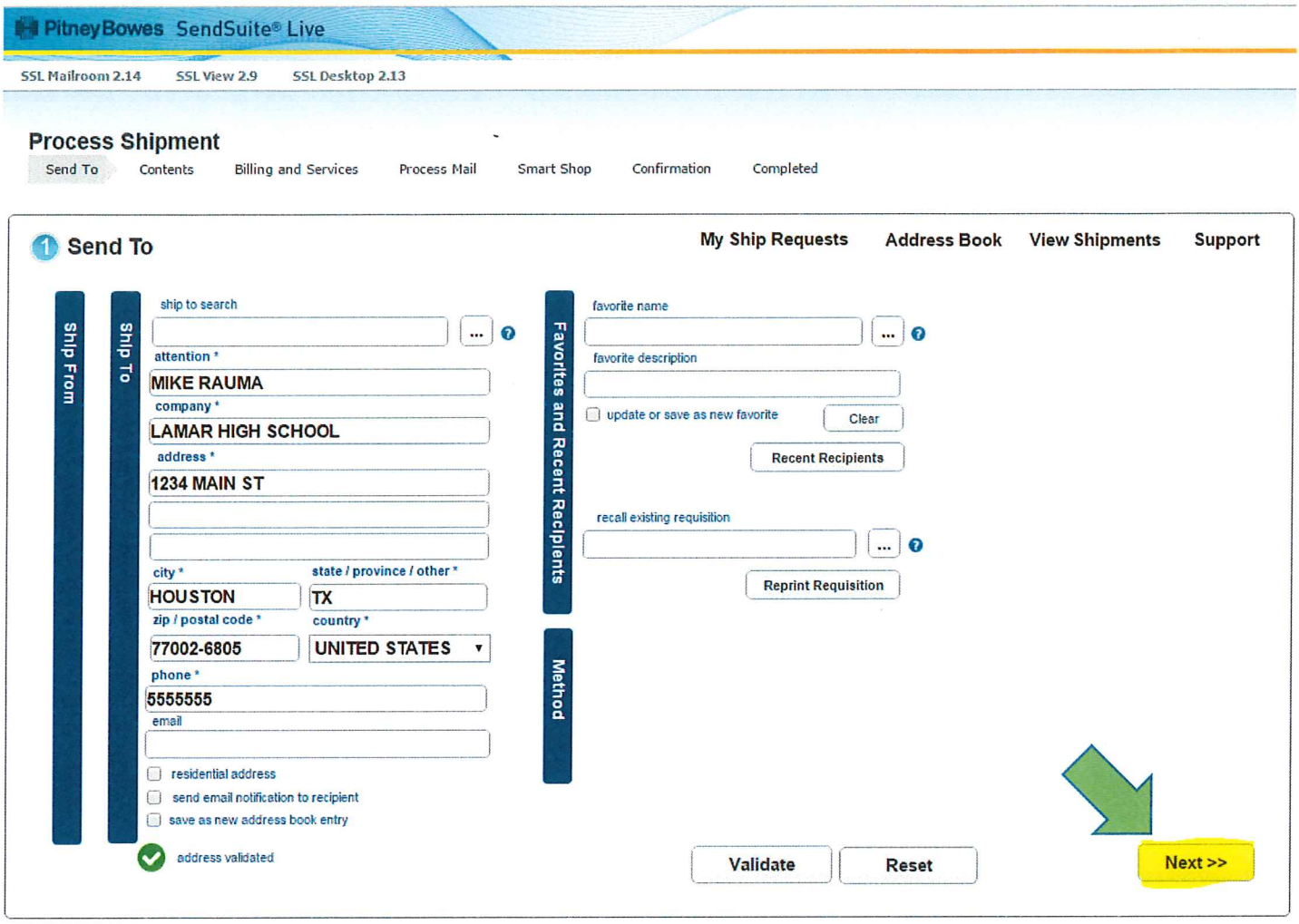

Send To
My Ship
Support
Ship From
Ship To
ship to search
attention *
company *
address *
city *
state / province / other *
zip / postal code *
country *
UNITED STATES
phone *
email
residential address
send email notification to recipient
save as new address book entry
Favorites and Recent Recipients
favorite name
favorite description
update or save as new fav
recall existing requisition
Method
Vali
Next >>
Advanced Search Options
Search Options »
Open Address Book
Reset
MIKE RAUMA
edit
LAMAR HIGH SCHOOL
1234 MAIN ST HOUSTON TX 77002
Select
Close

After the correct addresses have been entered, click the **Validate** button to confirm the correct address.

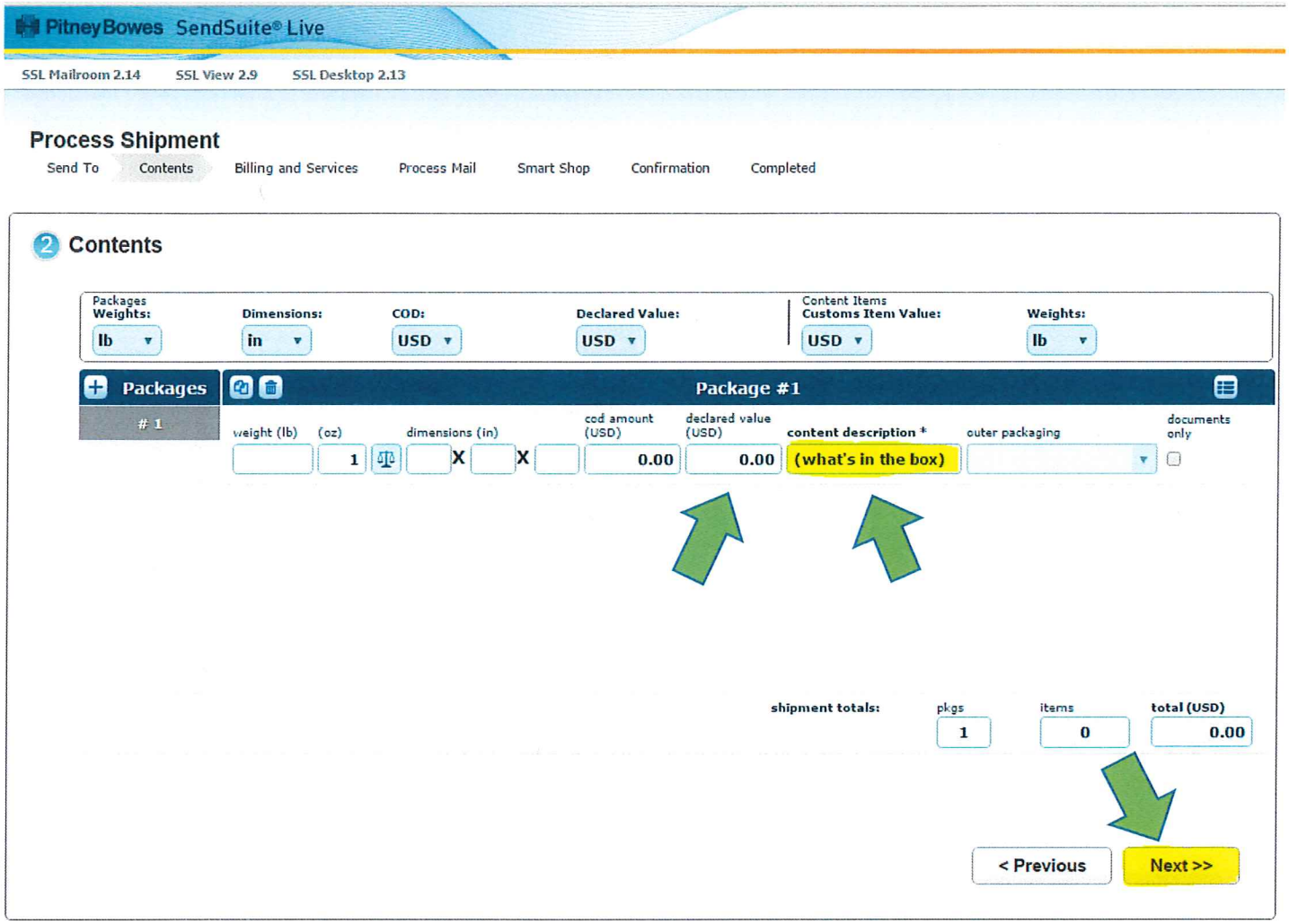


After the correct addresses have been **Validated**, click the **Next** button to proceed to the next screen. (Note the green check mark under the address).

If you encounter issues validating the address, please contact Central Mail.



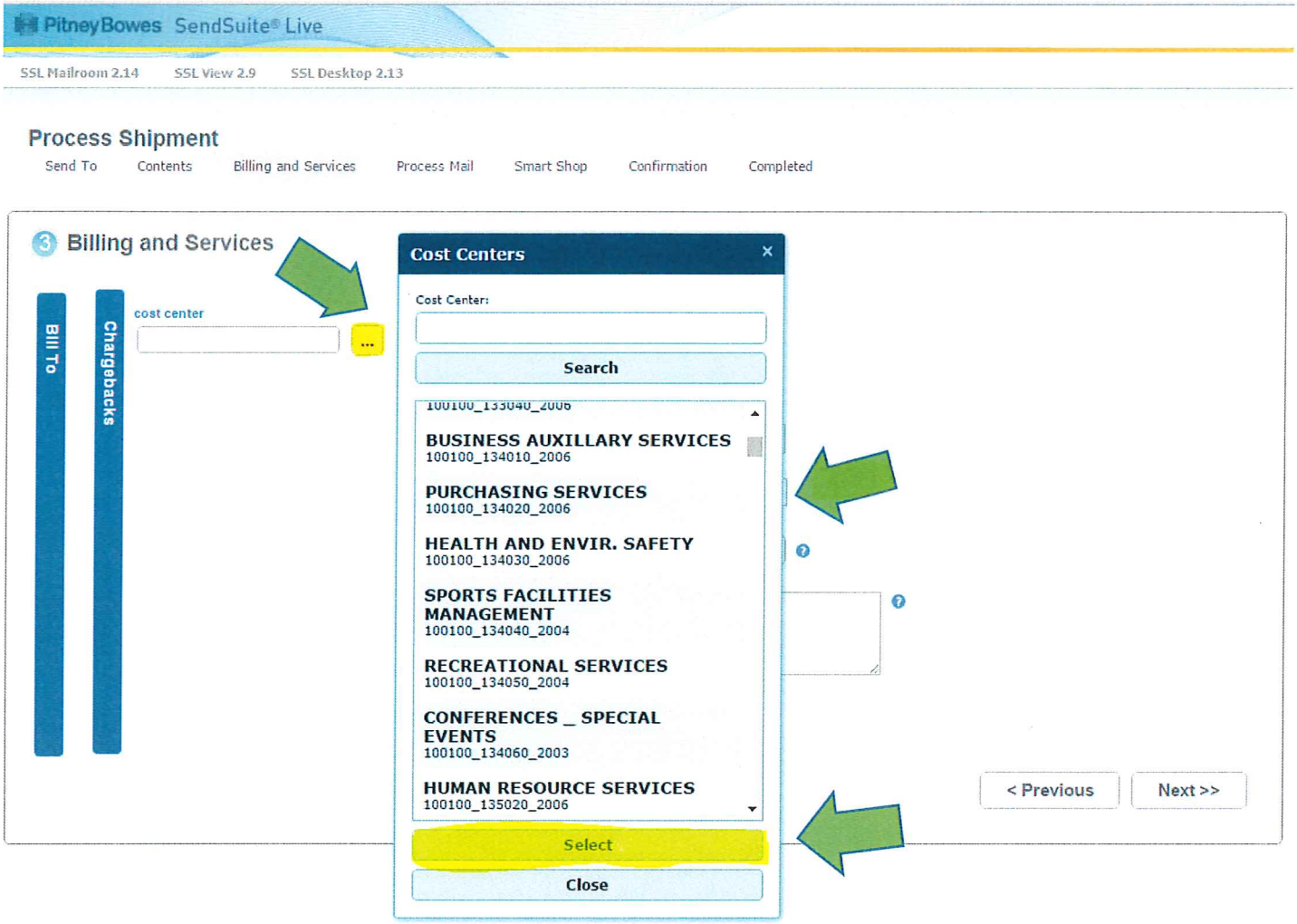
The next screen is automatically populated with the weight. Central Mail will weigh and measure the package when it arrives in the office and you do not need to enter that information. The **Content Description** field is required and must contain a description of the items in the package. Enter an amount in the **Declared Value** field if you want your package insured. Edit the **Content Description** field, then select **Next**.



Billing and Services

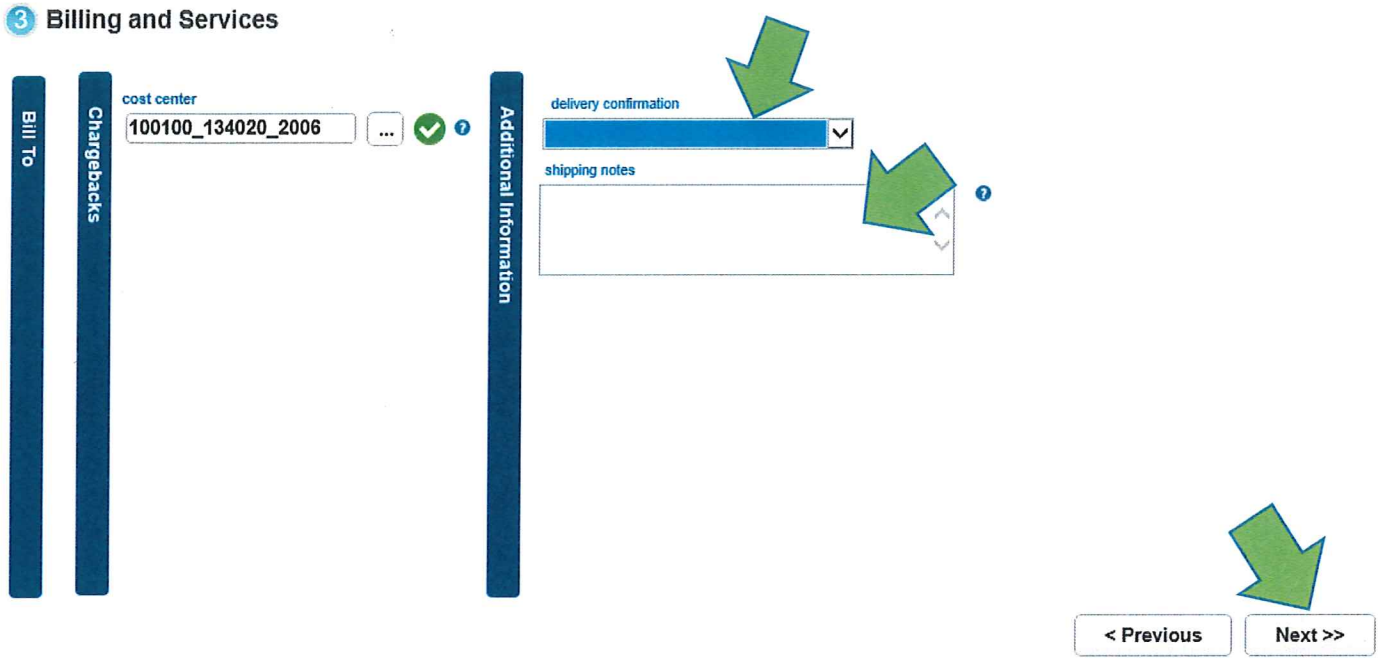
The next screen is for **Billing**:

(1) Select the **ellipsis button**, where a popup window will appear containing a list of accounts.
(2) Type in part of the department name and click **Search.**
(3) Click the appropriate account from the list.
(4) Choose **Select** to populate the **Cost Center** field with the selected account.



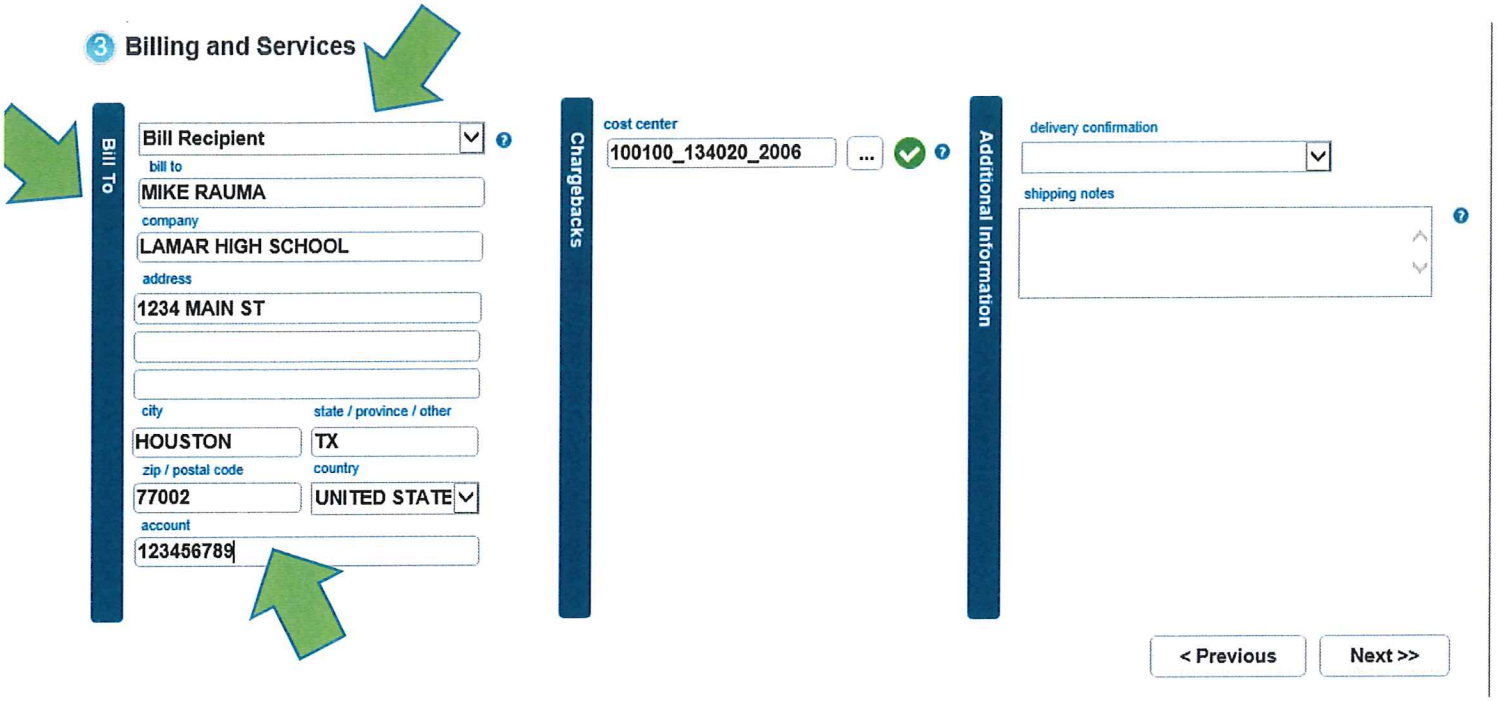
Next, select any special handling options for the article being shipped:

(1) Select any delivery confirmation options if needed.
(2) If you prefer that your package be shipped using a certain carrier, UPS or FedEx, please include that in the shipping notes area. Without that populated, the package will ship USPS. Specific instructions (a.m. delivery, overnight standard or priority, etc.) need to be entered in this area, but do be advised these instructions do not print out on your label.
(3) Click **Next** button to proceed to next page. If you need to Bill Another Company's account number, see next page.



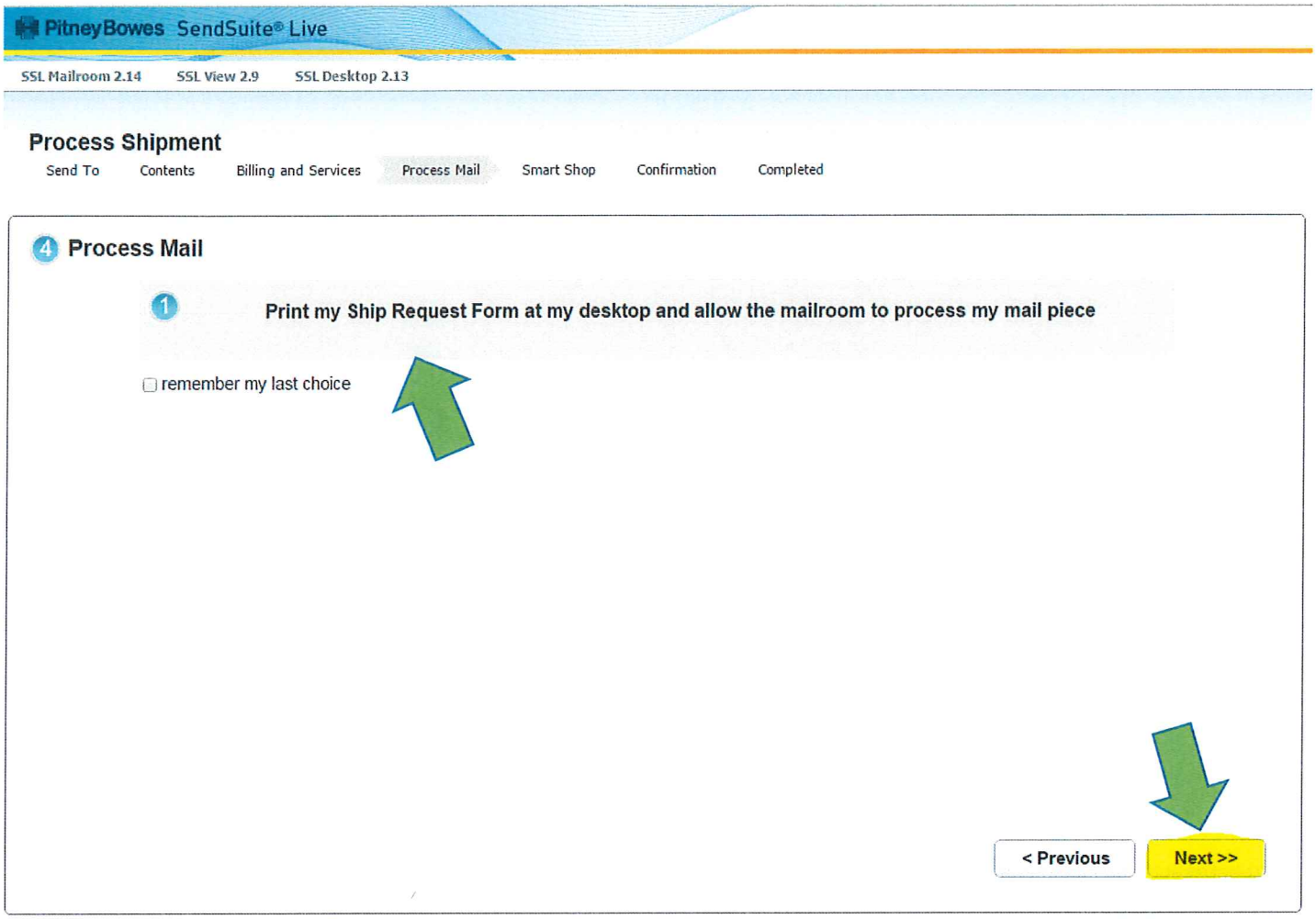
Billing and Services- Billing Another Company

1) If you need to bill another person/company's account number, click on the BLUE **Bill To** bar.
2) In the first box, select **Bill Recipient** from the drop-down options.
3) Enter the recipient's information in the remaining boxes.
4) **Account Number** field is for the Recipient's FEDEX or UPS account number. FEDEX numbers are 9 digits and UPS are 6 digits.



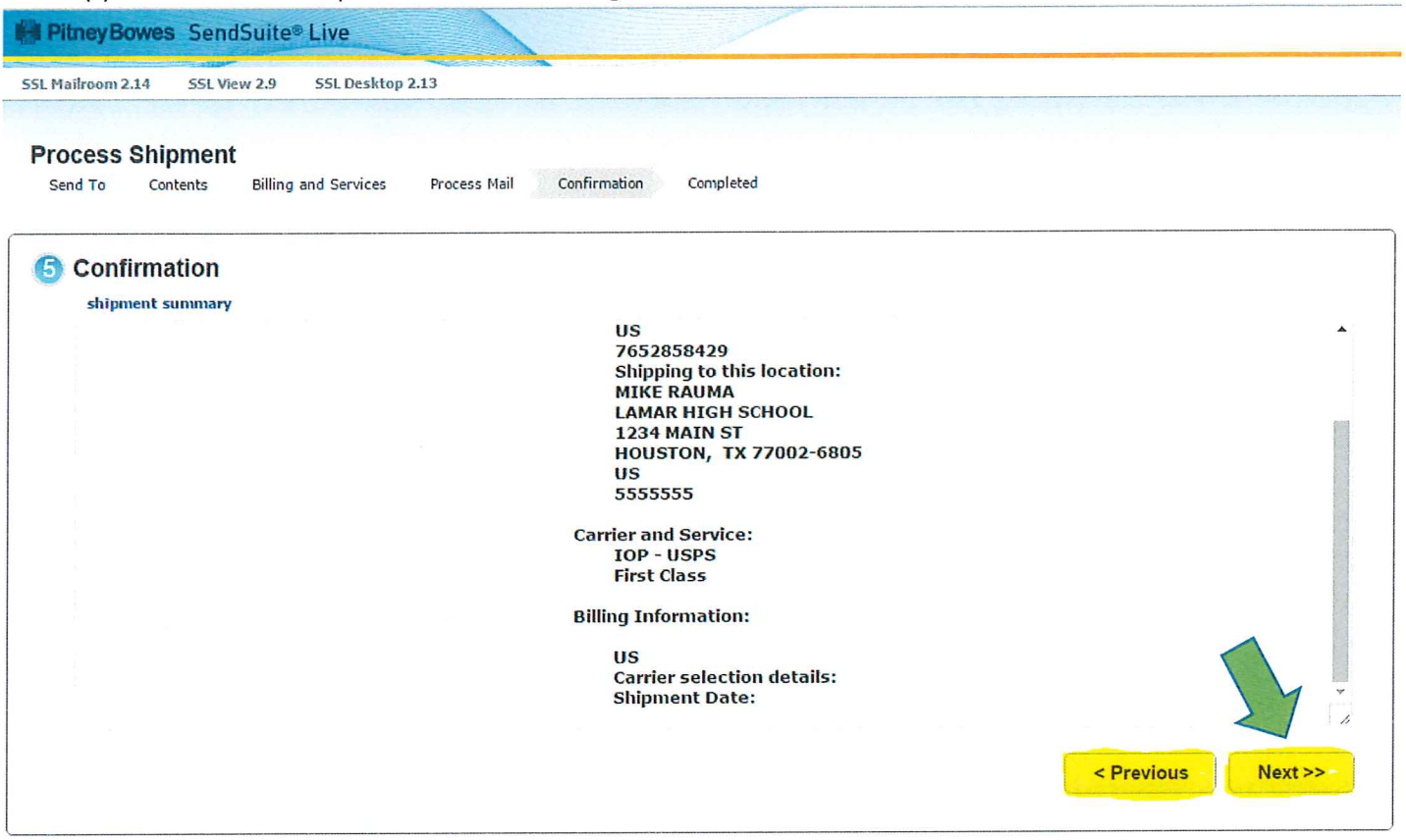
Process Mail

Do not Print from this page. Just select **Next.**



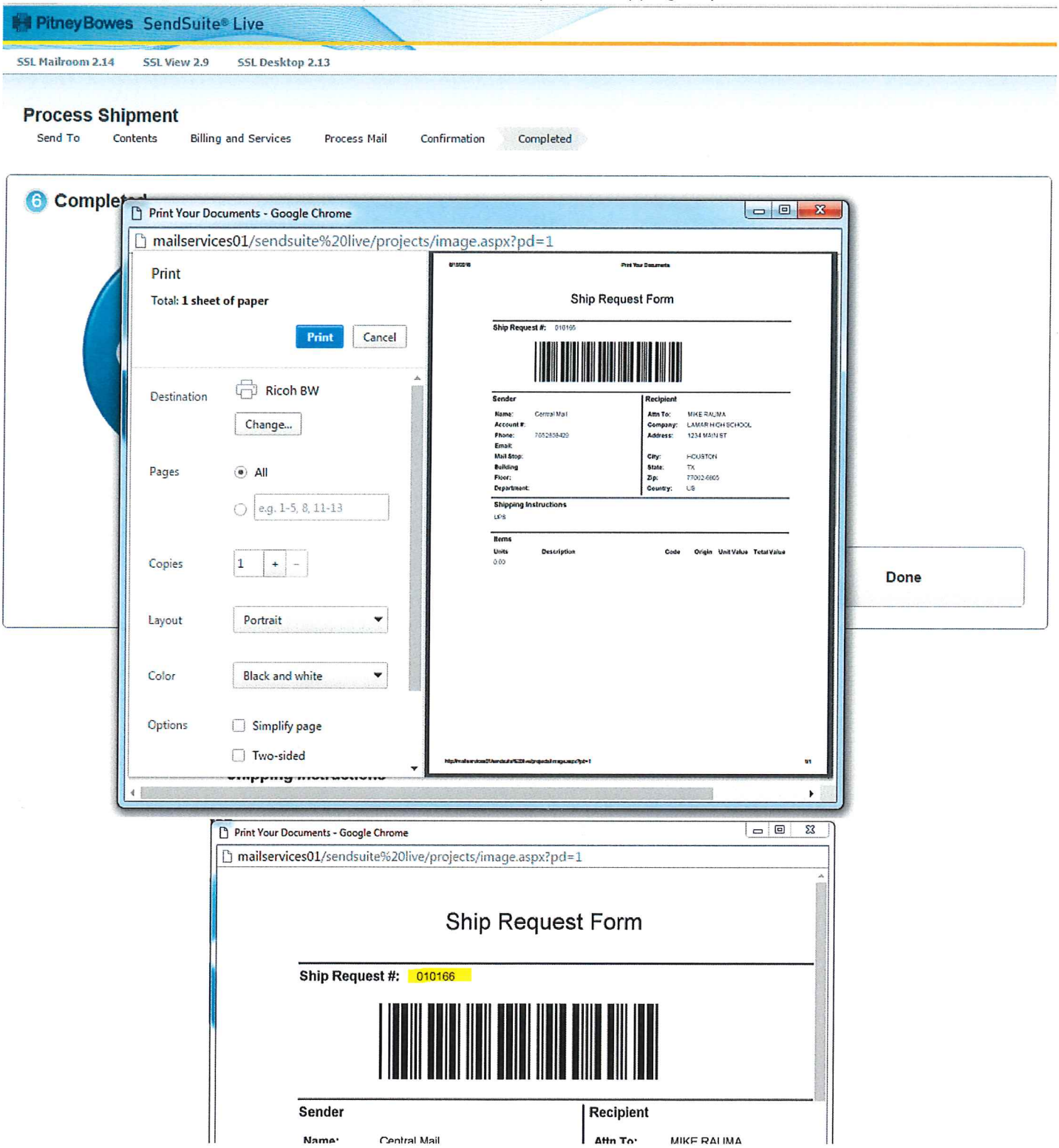
Confirmation

At this point, make sure that your **pop-up blockers** are allowed in order to print your ship request. 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 return to the required section for editing.



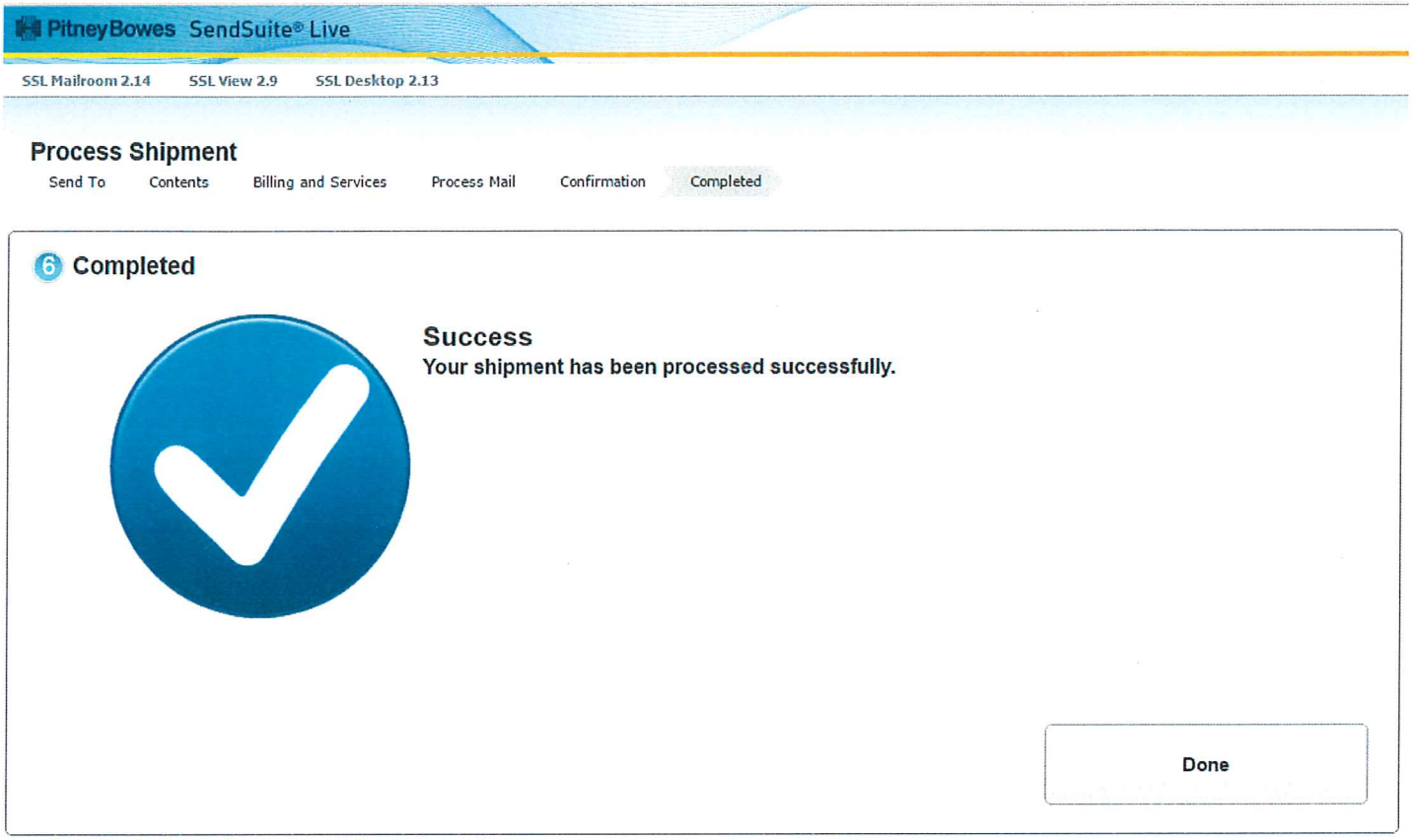
Completion and Ship Request Form

Selecting **Next** will take you to the print screen to complete the printing of your Shipping Request Form.
Print the Shipping Request Form and securely attach it to the package. There is no need to tape around every side so that we can easily remove the Ship Request Form when it arrives in the mailroom. Also, **write the Ship Request # on the package**. This will prevent unidentifiable packages due to misplaced Shipping Request Forms.



Completed

After successfully printing your shipping request form you will see the screen below, at which point the process is complete. Click **Done**. If your shipping request form did not print, see next page.



Have your completed package available for Central Mail at your pickup areas.

Central Mail 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 any time.

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

If you have any questions or need assistance please contact Central Mail @ 285-8429.

Reprinting Ship Request Form

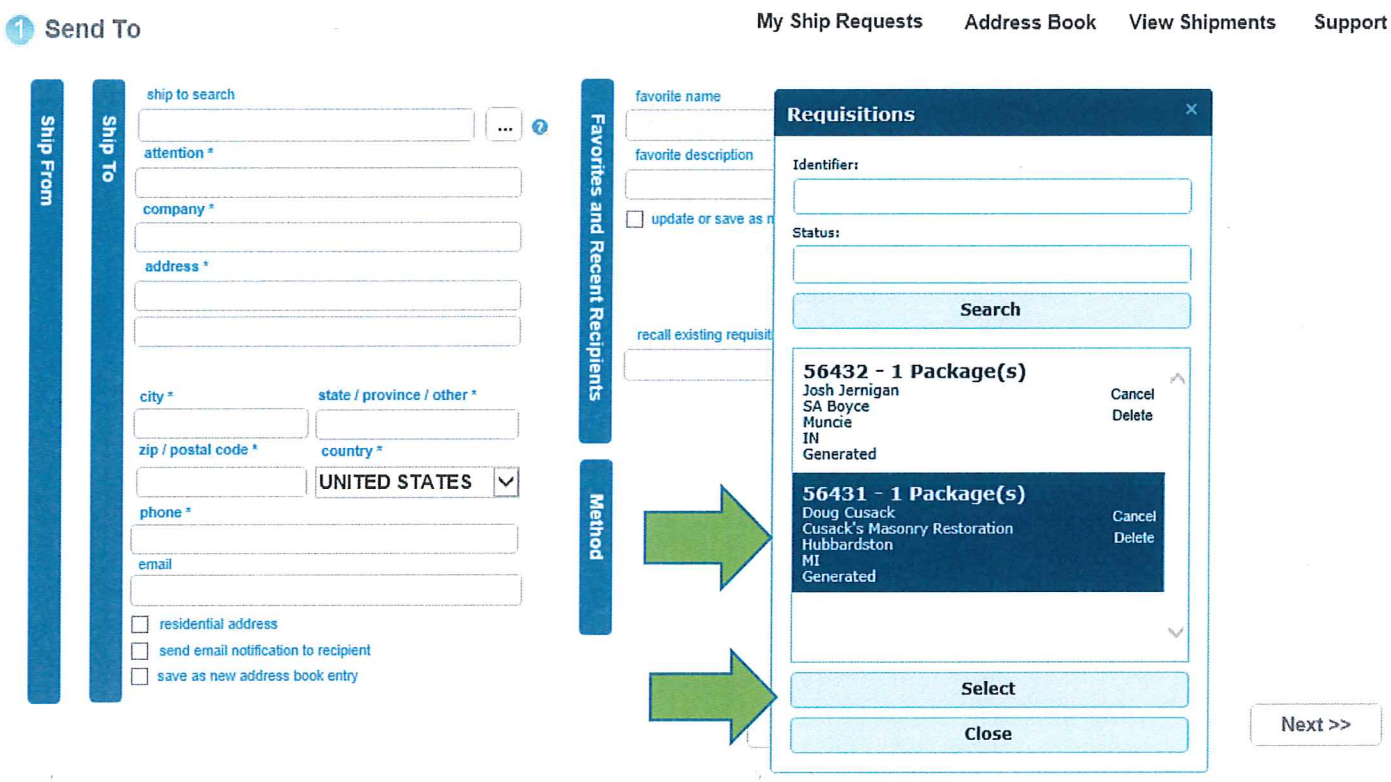
1) Make sure your Pop-up Blockers are allowed.

2) From the SendSuite Live Send To page, click on the Ellipsis next to **Recall Existing Requisition**.

3) Click on your last shipment and highlight.

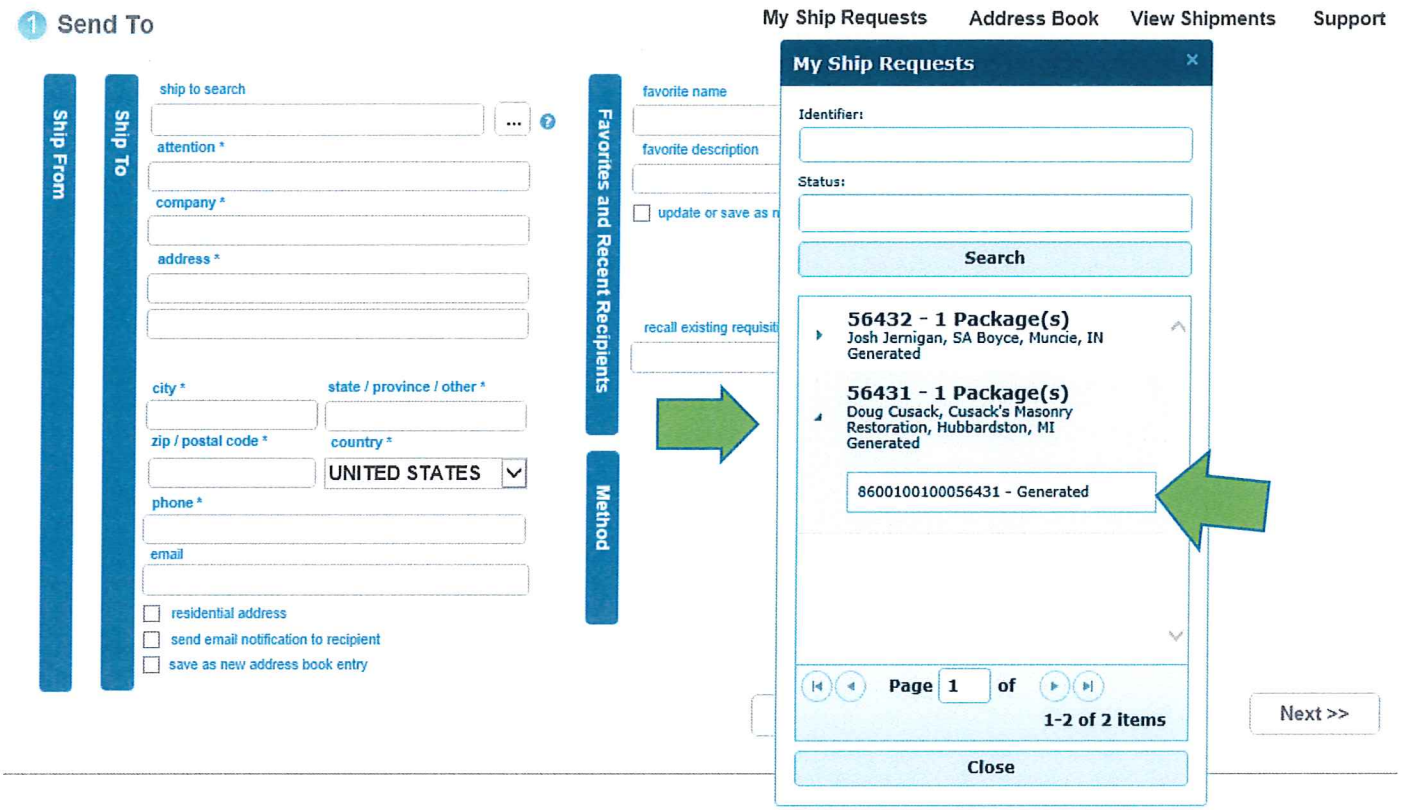
4) Click on **Select** and your fields will populate.

5) Click on **Reprint Requisition** and your Ship Request Form should print.



Tracking your Package

1) Click on **My Ship Requests**- located at the top right of screen.
2) Click on small arrow next to the shipment you want to track.
3) The arrow will turn toward a long tracking number that will read processed.
4) Click on the long tracking number and it will bring up your tracking information.



Send Suite Live Batch Upload Process

Sendsuite Live has the ability to process multiple addresses using a template if you don't want to enter each individual address. This process is recommended only if you have address information available from another source that you can export. Central mail only recommends using this template if you have more than 100 address to process. International addresses can't be utilized for this process. In the event an address could not be verified, that item would be returned to you.

1. Complete Sendsuite Live.csv template
2. Import address template into Sendsuite Live Address Book
3. Process Ship Request for Imported Addresses

Step 1 Complete Sendsuite Live.csv template

1. Download Sendsuite Live template
2. Copy address information into the template using excel, into the appropriate column.
3. Here is information that should be in each column for every address

"Organization" - Company Name

"Attention" - Recipients Name (John W. Lavine)

"Address1" - Street Address

"Address2" - Second address if needed

"Address3" -MUST BE BLANK

"City" -City

"Region" -State

"PostalCode" -Postal Zip Code
(Make sure format is correct (Example 47340 or 47304-2312)

"Country" -US

"Phone" -Phone number if necessary

"Email" -Email number if necessary

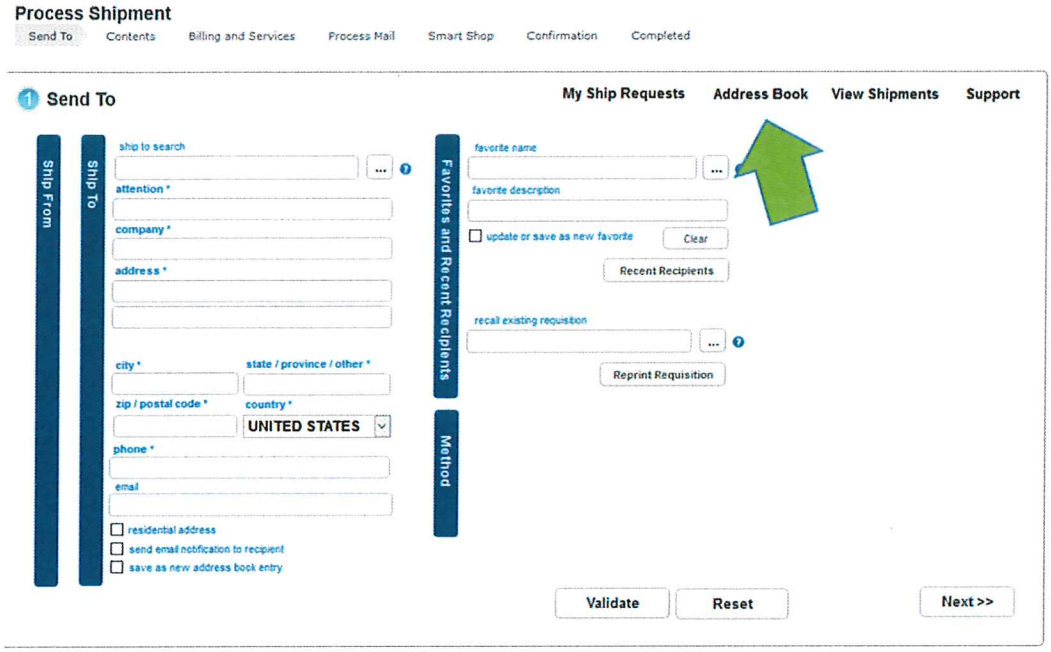
"Residential" -Should be Zero

Organization	Attention To	Address1	Address2	Address3	City	Region	PostalCode	Country	Phone	Email	Residential
BSU Grad	John W. Lavine IV	2305 N Hollywood Ave			Muncie	IN	47304-2312	US			0
BSU Grad	Haley T Timble	130 E Berry Ave			Monrovia	CA	91016-4122	US			0

4. Save the .CSV file in an accessible location with a meaningful name for this group

Step 2 Import address Template into Sendsuite Live Address Book

1. Open Sendsuite Live and select Address Book

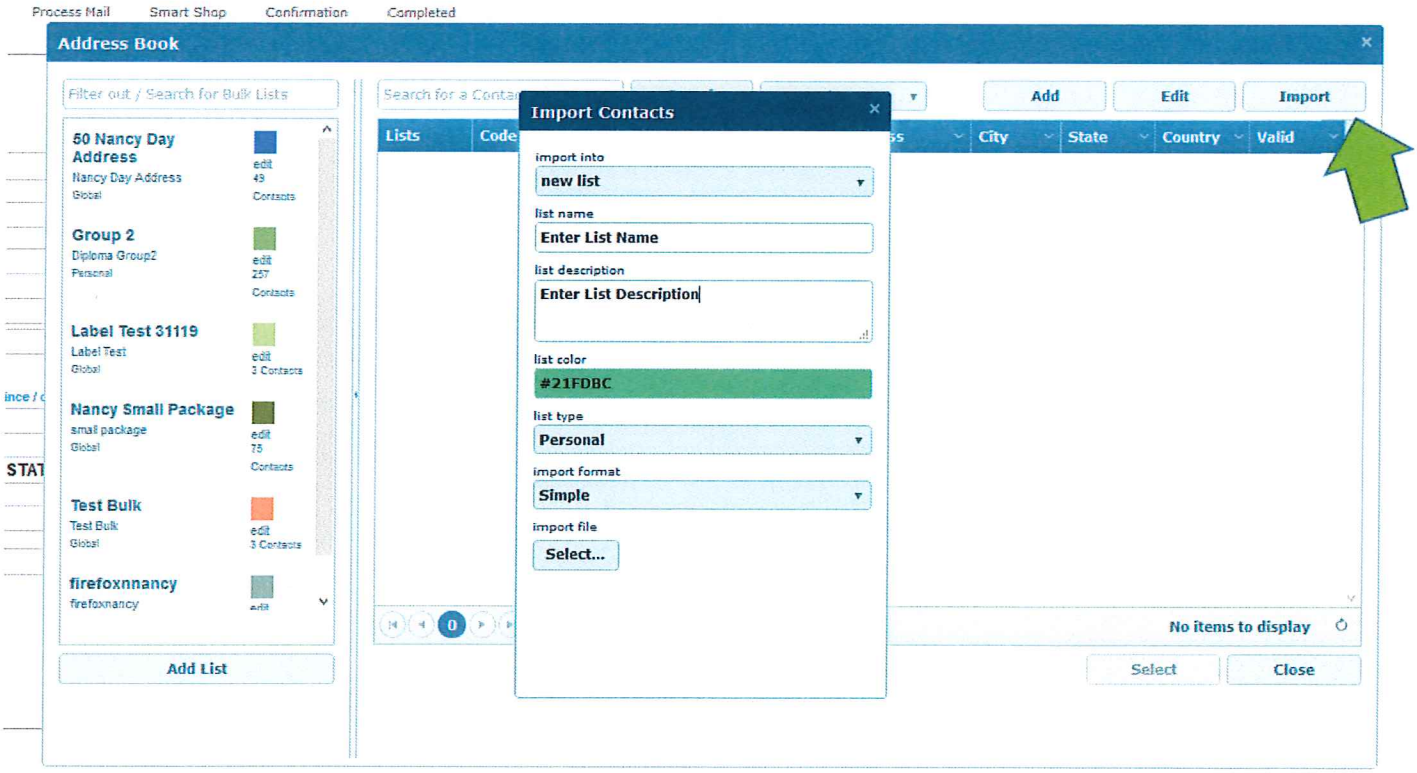


2. In the right hand side of the address book popup, select "Import"
   In the Import Contacts popup:
   a. In the "import into" drop down select "new list"
   b. Name the list (required)
   c. Add a list description (required)
   d. Change the list color (If desired)
   e. Select list type as "Personal"
   f. In the "import format" drop down select "simple"
   g. Click "select"

      Select your file and click open

      Click "Import Contacts"

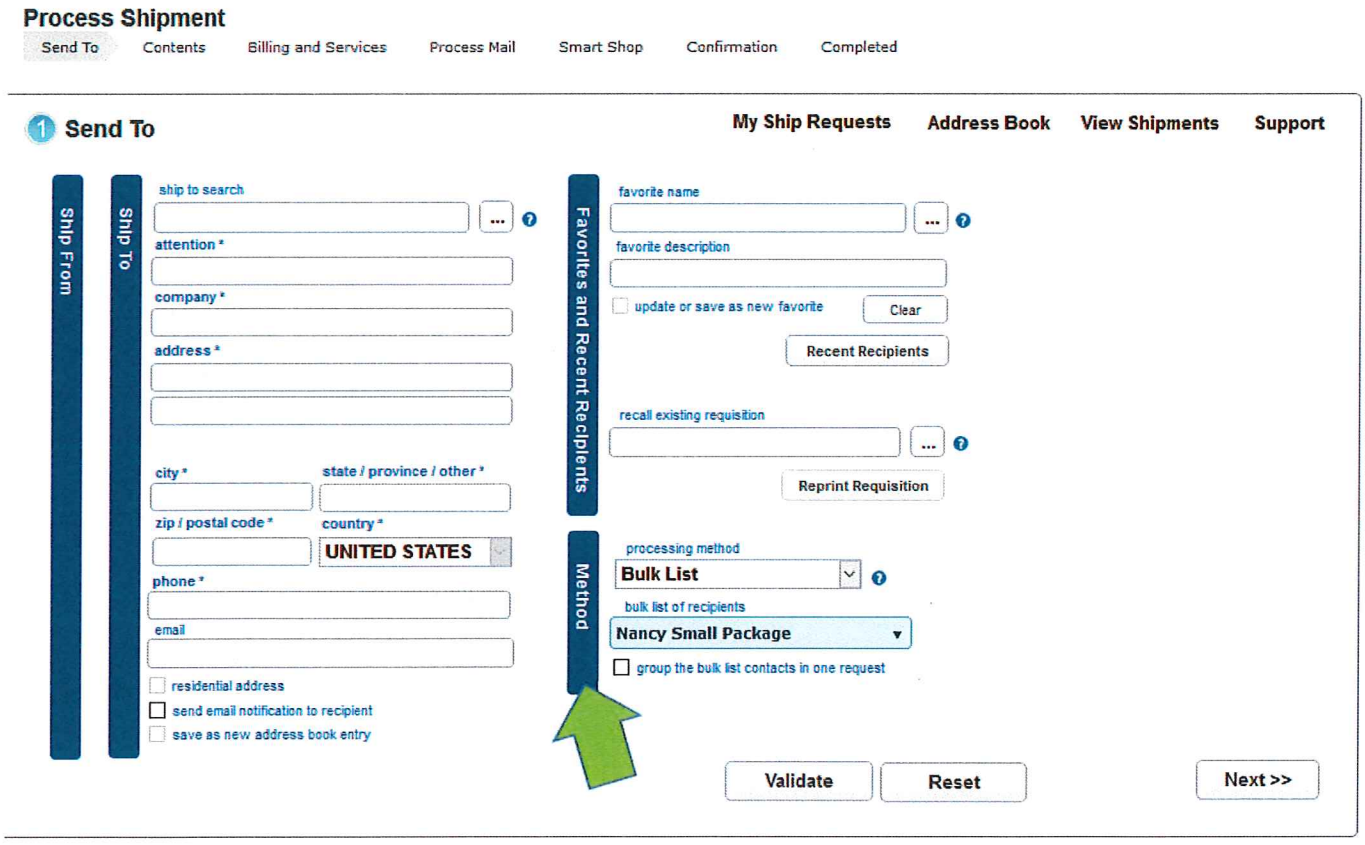
      Close the Address Book



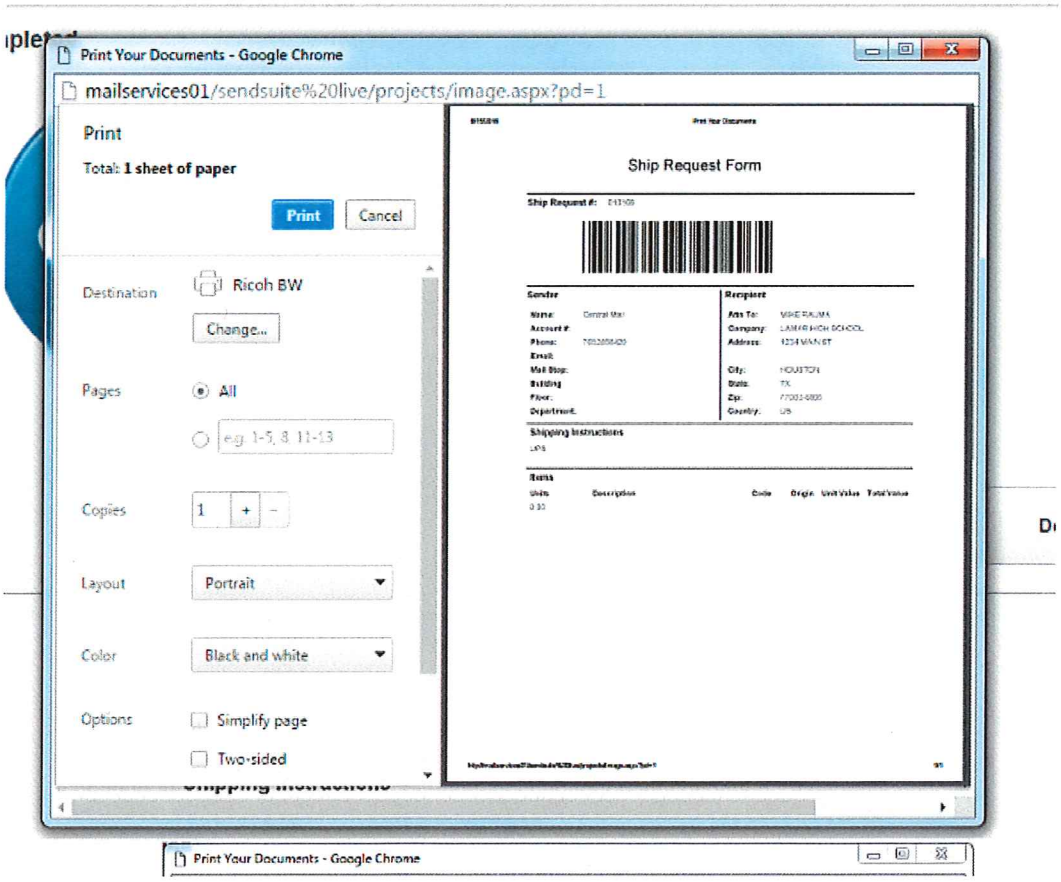
Step 3 Process Ship Request for Imported Addresses

1. In the process shipment screen select the Method tab
2. In the processing method drop down select Bulk list
    a. In the bulk list of recipients, select the named address list desired
    b. DO NOT check "group the bulk list contact in one request"
    c. Select your "address list" from dropdown

3. Process Ship Request for Imported Addresses, click "Next".



NOTE: When processing complete, several ship requests will print at once. If your list is substantial, be prepared for numerous forms. You will have to click through each form even if you don't plan on using the form. Print until all completed, if using Pharos printer you can select print but then don't actually print and then print labels.



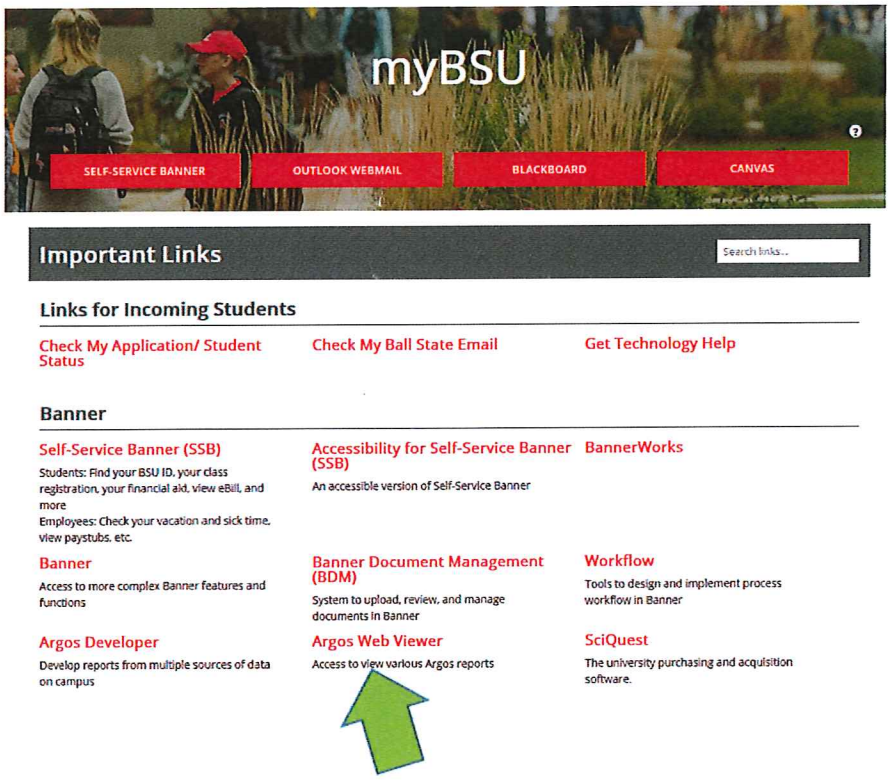
Step 3 Ship Request Labels

If you have more than 100 ship request, you can utilize these labels to attach to item your items instead of using ship request paper with bar-code. **Note You must click through each form even if you don't plan on using the form.**

To utilize labels you must know Date Ship Request were entered and who entered and have access to Argos.

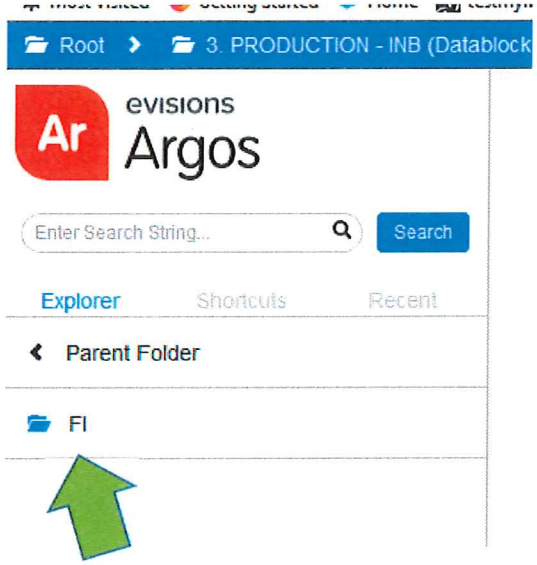
***Note* to use this label, department will need to purchase Avery 5163 labels. Its recommended labels be printed on a printer**

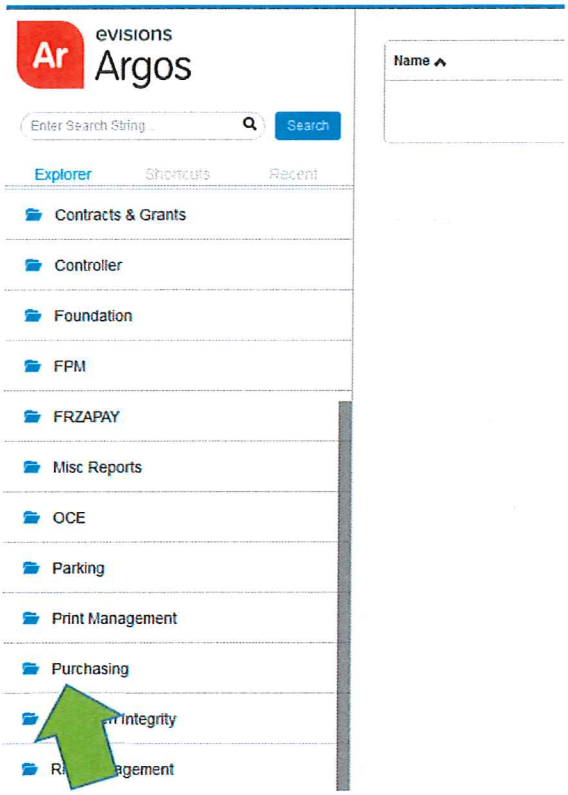
1. Step 1 Go to Argos Web Viewer

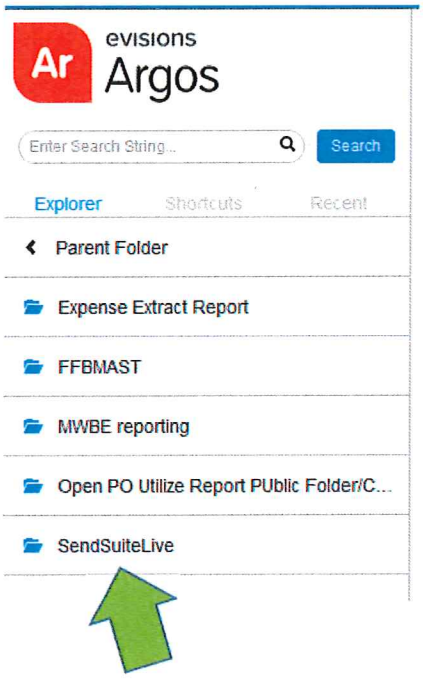


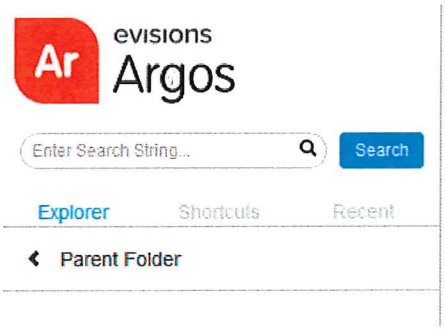
2. Find Report

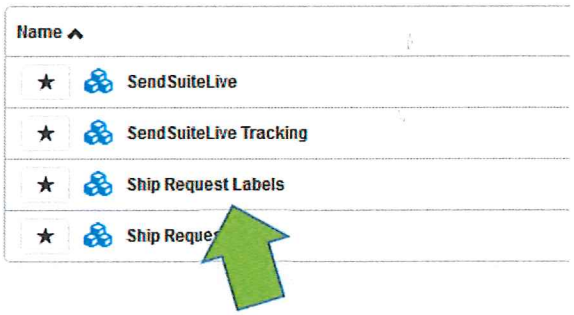
Click on FI then click on "Purchasing"











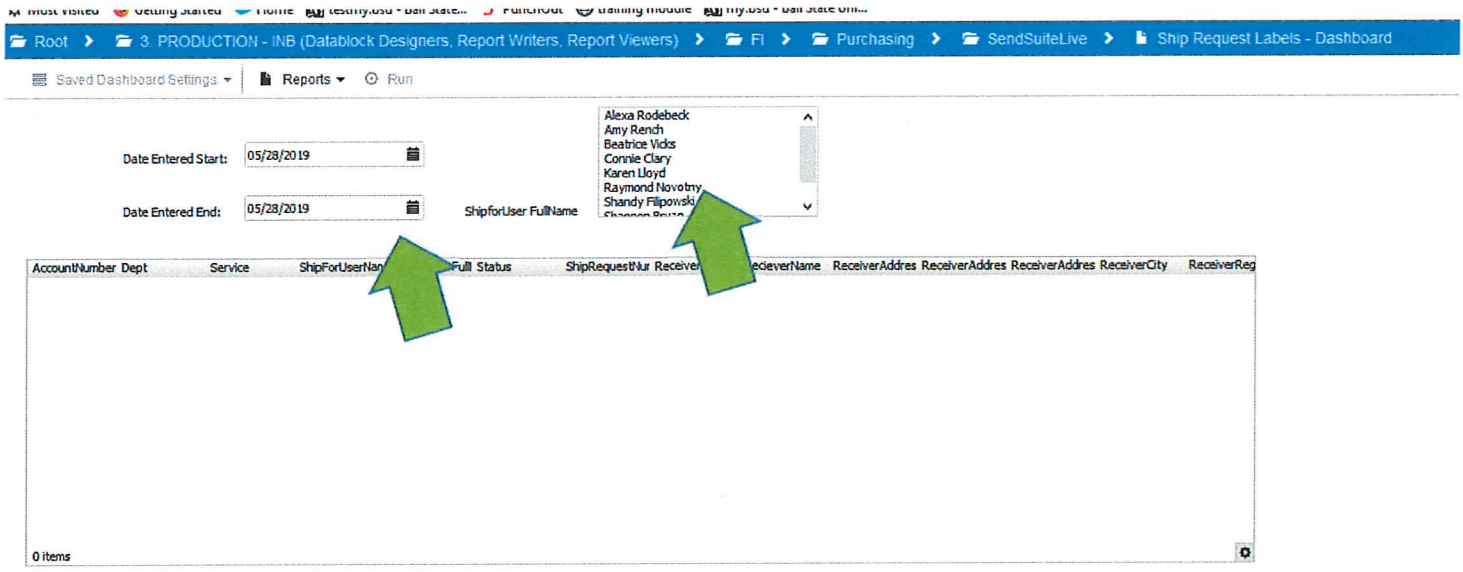
3. Find Report

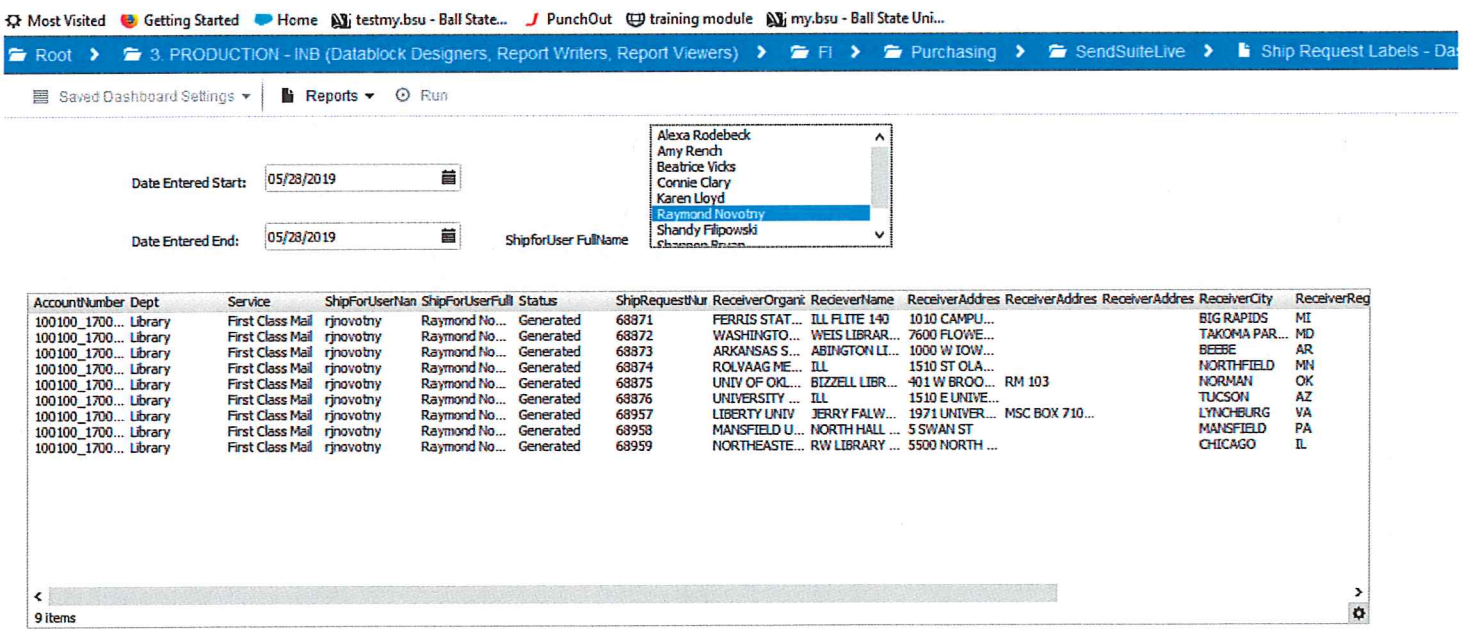
A. Click on FI then click on "Purchasing"

B. Select Start Date and End Date
(If selecting one day Start Date and End Date will be the same)

C. Select Name of person who created Ship Request

(when you select name your will data appear)



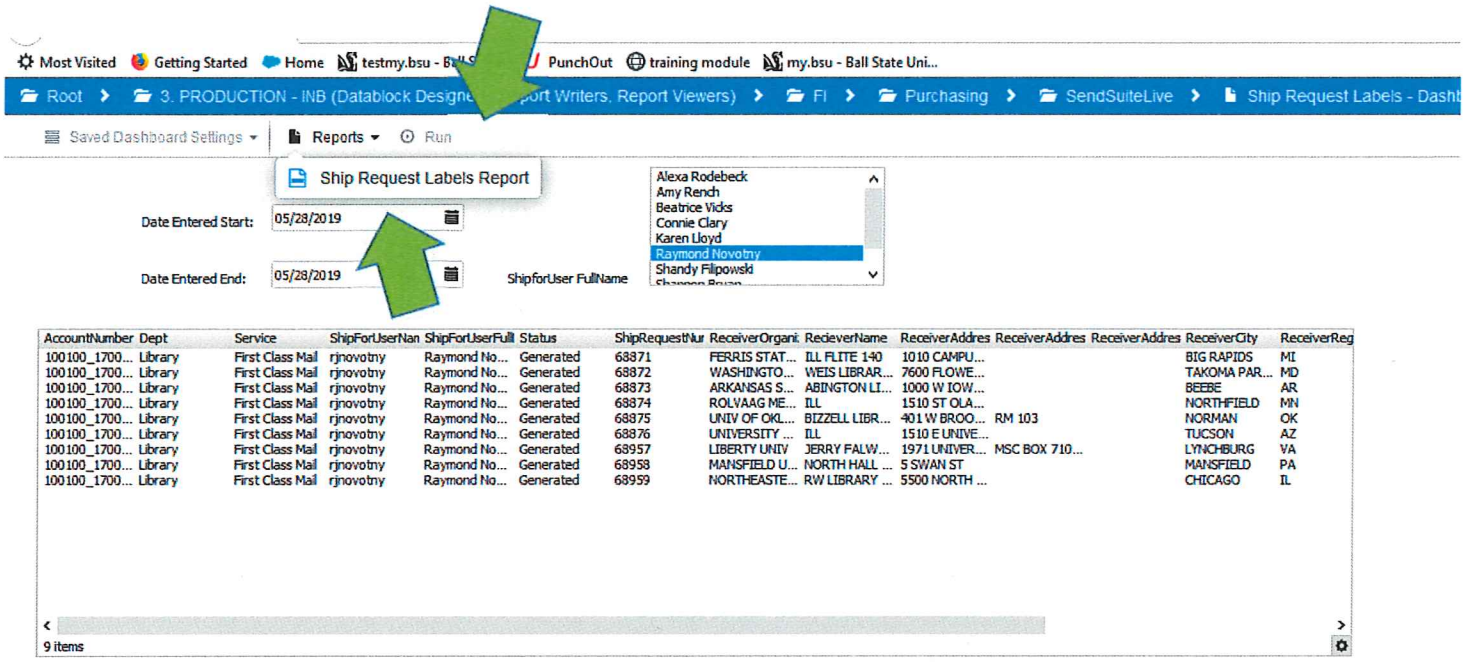


4. Print Report

First make sure Avery Labels are in printer

Click on Reports, select "Ship Request labels Report"

Click on Run



Send Suite Live Tracking

Once ship request has been processed in the Central mail room, end-users can lookup shipping information for multiple packages.

To complete this look up you only need to know the date range of when the ship request was completed and who completed. Items you can view include Tracking Number, Estimated Delivery Date, and cost per package.

You can view in just 4 steps.

1. **Open Argos Web Viewer**
2. **Select correct report**
3. **Select Criteria**
4. **View or Print Report**

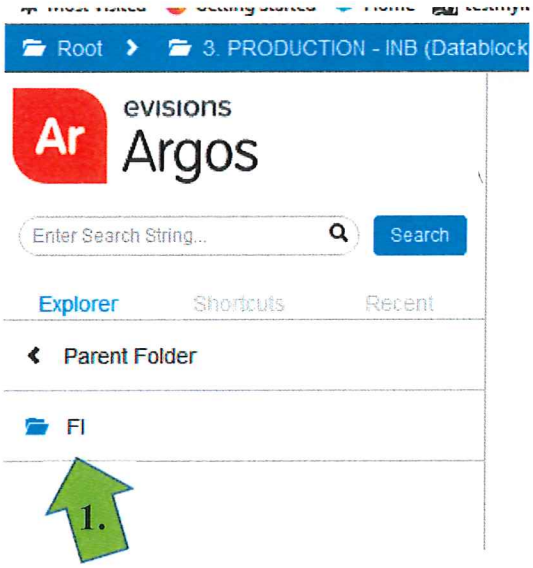
Step 1 Open Argos Web Viewer

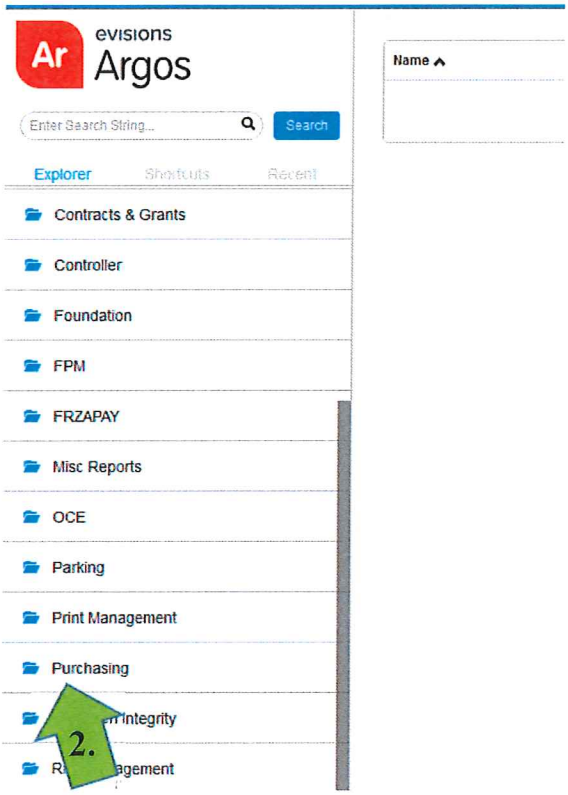
Go to https://my.bsu.edu (login if needed)

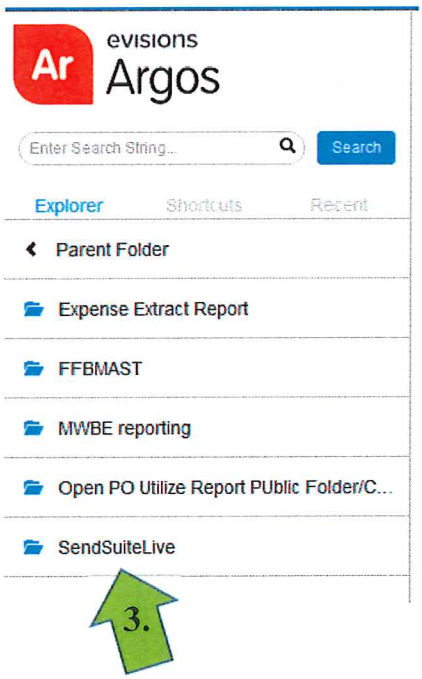
Click on Argos Web Viewer (login when prompted)

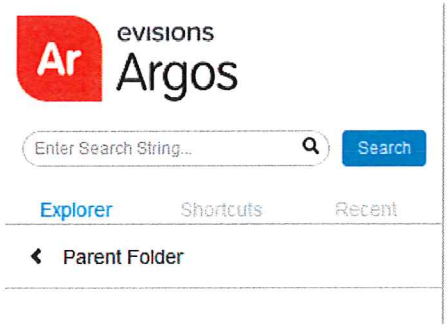
Click on Production-INB

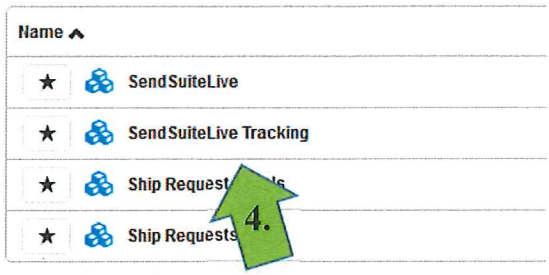
2. Select correct report







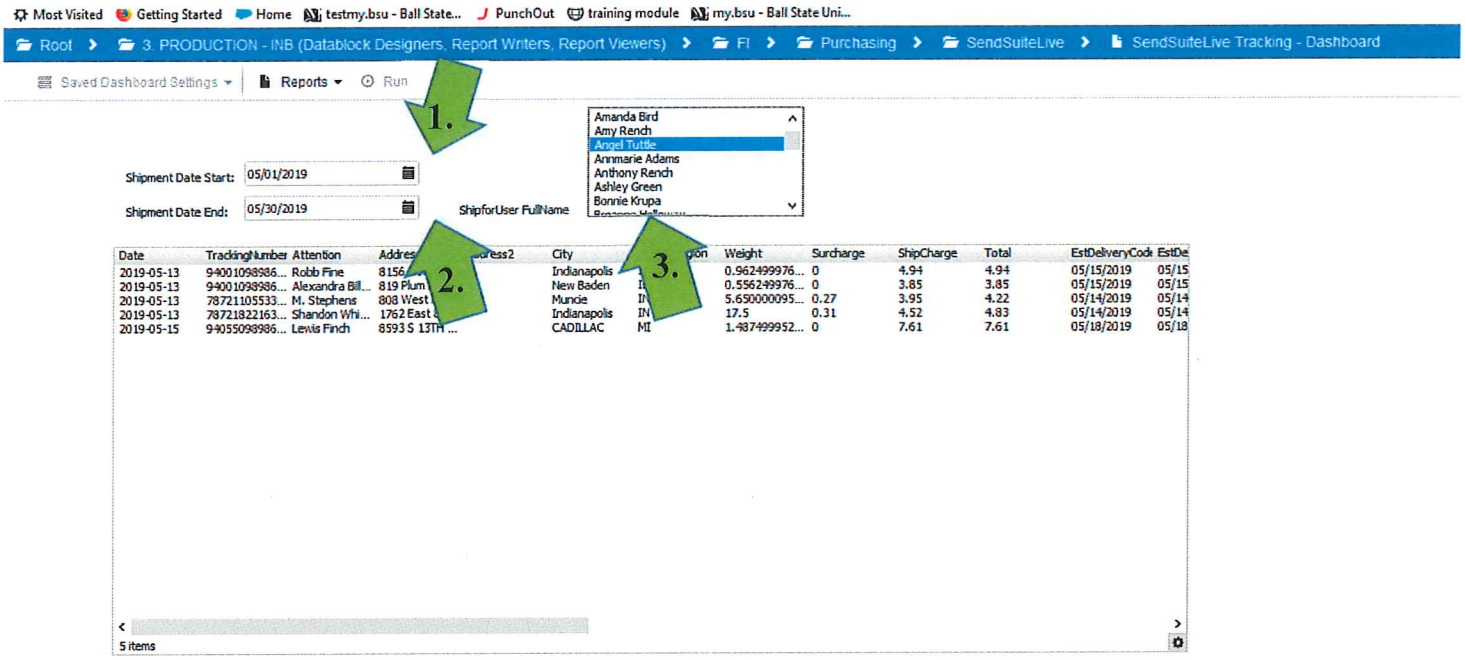


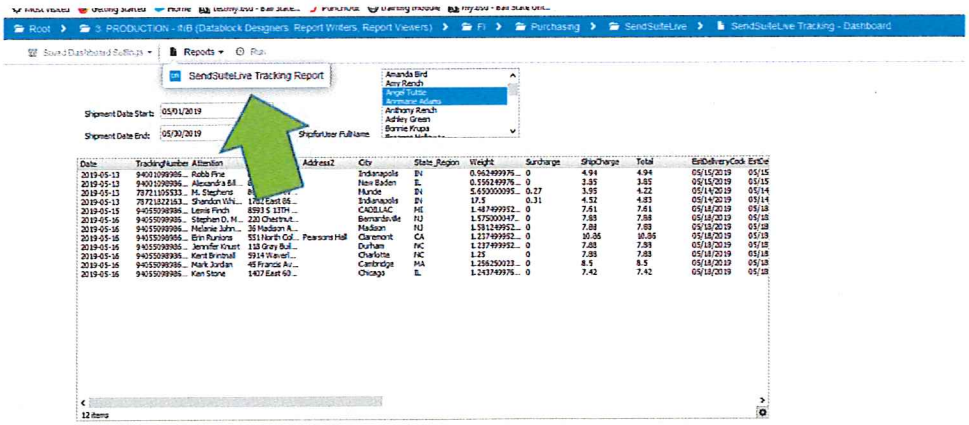


3. Select Criteria

1. **Select Date Start (Date your ship request completed)**
2. **Select Date End (Date your ship request completed)**
3. **Click on Name**

   (click on single or multiple names by holding down Cntrl Key)



4. View or Export

1. **Select report by clicking on arrow**
2. **Click on Run**
3. **Open or Save File**