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 link:

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** 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.

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**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.
After the correct addresses have been entered, click the **Validate** button to confirm the correct address. Doing so will assist in finding the best rate if the package is shipped via UPS or FedEx.
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 the package when it arrives in the office. The **Content Description** field is required and must contain a description of the items in the package. 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. Click the appropriate account from the list.
3. 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 **Saturday delivery** option if needed.
(2) Select any delivery confirmation options if needed.
(3) Click the **Next** button to proceed to the next screen.
(4) 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.
Process Mail
From this point, you will finalize the shipment by either clicking **Print my Ship Request Form** or by selecting **Next**.
Confirmation
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. 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.

Please write the shipping address directly on the parcel/package if it is not already visible, then tape the shipping request form to your parcel/package and write the shipping request number on the address label. 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 new 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.