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 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.
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.
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.