

Hanger Support/FAQs PitneyShip Pro

Frequently Asked Questions

1. When can we get started?
Once you've attended a user training, listened to the user training recording or watched the session, you can go ahead and log in. We do recommend ordering supplies
2. Will this presentation be shared?
Yes, the PDF presentation will be provided and a link to the recording.
3. How far does the history go?
1 year.
4. Can we do Certified?
If there is a requirement for Certified, we can review volumes and this can be added for specific applications.
5. When do we return our meter?
Once you're up and running, use the FedEx return label provided by Sonya Morales and follow the provided instructions to get the meter returned to FP.
6. Do you see everyone's shipping labels?
As a user, you only see your label and usage history.
7. Is this replacing our FedEx shipping?
Currently the PitneyShip Pro is set up for the USPS only. In the future, other carriers may be added to help facilitate rate shopping on this multi-carrier application.
8. Is there a link to log in?
Yes. <https://sendpro360.pitneybowes.com/sso>
9. Do we send back any unopened supplies?
If the supplies are less than 30 days from receipt, you can request a refund through FP.
10. When the FP machines are returned, do we need to send an email to anyone?
We will be able to see the withdrawal for remaining funds and Sonya Morales has all the tracking numbers to confirm and see when the meter has been returned.
11. How do we know what the oz (weight) will be? Do we need a scale?
You can order a scale through Staples.
DYMO Digital Postal Scale 5Lbs. (M5)
Final Price \$31.66
Item #: 897131/Model #: 1772056 | CIN#:897131
12. I tried following the instructions a few weeks ago but the machine hasn't worked for a long time and I can't print the Register Receipt?

If you need an image of the register and the machine won't print; just take a picture with your phone and save it for your records.

Once the machine is received back at FP; all funds above will be put back into the Master postage account. After this has processed and you want to confirm just send me an email and I can confirm the amount that was remaining when we received the unit.

Link to the Application - <https://sendpro360.pitneybowes.com/sso>

(This should work with Single Sign On) – If it asks you for a username and password, you may not be set up properly. Click on the Postal Advocate Support Landing Page below to make sure your credentials are entered properly.

Internal Hanger Support – [Postal Advocate Support Landing Page](#)

Select the kind of support you need, enter the information on the right and then hit next. A case will be created, you will get an email confirming the case number, and Postal Advocate will reach back within 24 hours to help resolve the issue.

Pitney Bowes Online Tutorials - They have a very helpful series of screen shots and web tutorials.

Ordering Supplies – You will need your account # (BPN) which will be provided to you.

You can order supplies in 2 ways:

Email your supply order to: orders@texasofficesystems.com **OR** by Phone: 254-666-2592

Stamp Sheets – These are from Pitney Bowes and are part number Item #SL-SPM11 and cost \$4.99 + applicable taxes for 120 Stamps (6 sheets). We recommend ordering enough to last you at least 1-2 months to minimize shipping costs.

Information Needed for Your Supply Order:

BPN

Company Name

Shipping Address

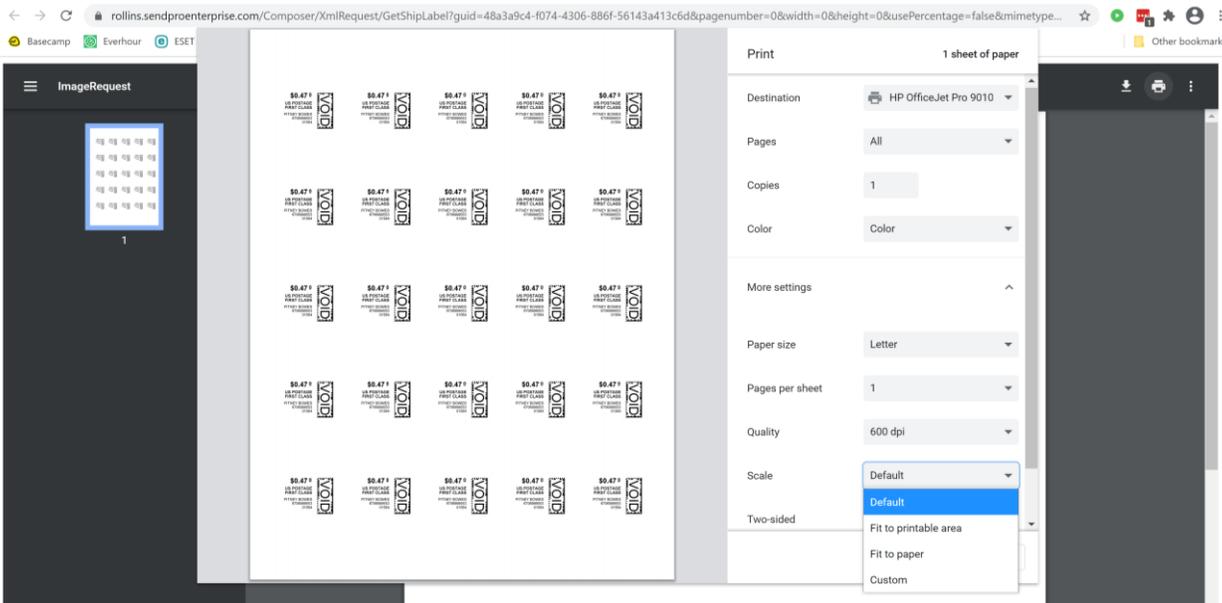
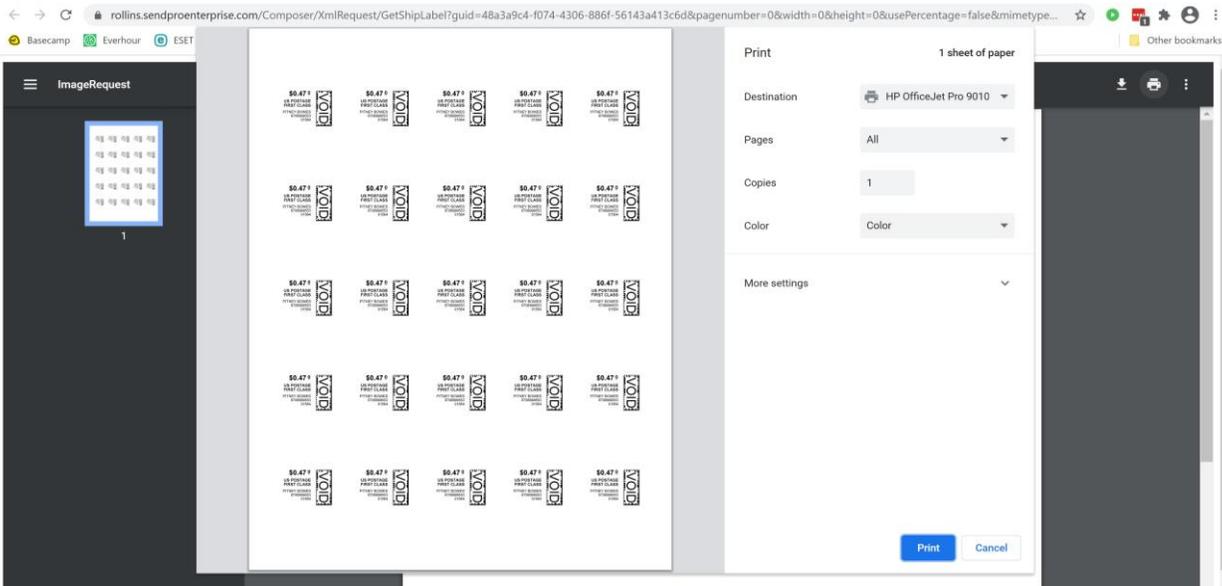
Name of Person Ordering Supplies – Full Name, Email and Phone Number

Quantity of Stamp Sheets Needed

For urgent orders: If you want to ship USPS priority which most will be delivered in 1 to 3 days, shipping will be an additional estimated \$6.00 to \$9.00. This varies by zip code.

Stamp Sheet Printer Alignment (Using Google Chrome – Recommended Browser)

When you are doing your test print, in the printer dialog box, click the **MORE SETTINGS** down arrow. In the **SCALE** section in image 2, select “**Default**”. Put the test print page in and make sure the print lines up. Then hit **PRINT**.



If you are having a difficult time controlling what print tray your printer feeds from, do the following:

Right click on START and then go to SETTINGS>PRINTERS AND SCANNERS> Select your printer> MANAGE>PRINTER PROPERTIES>DEVICE SETTINGS>OUTPUT SETTINGS> Choose the tray you put paper in.

Shipping a Package – If the “RATE” button is greyed out when you are shipping a package, please make sure all the red flagged required fields are completed. If not, it will not allow you to rate a package.

Returning your Francotyp-Postalia meter:

- Withdrawing the funds from your meter:

The USPS has published* that there is a minimum of \$25 for issuance of postage refund checks due to the high cost of processing the request of a check. If there is less than \$25 postage left in your meter, please make sure you use it before returning your meter.

Please contact our FP Customer Experience at 800-341-6052 if you need assistance with this process. After the equipment has shipped, please allow 14 business days from receipt of the equipment to obtain status of your account.

- **Withdrawal process:**
 - For the Postbase Mini – See step by step instructions on page 4 of this document.
 - For the other machines, here is a helpful video that shows how to withdraw the meter:
<https://youtu.be/9nl1ujVvf5g>
- You will receive a FedEx return label by email by Sonya Morales. Hold onto the label until you're up and running on PitneyShip Pro.
- **NOTE:** Francotyp-Postalia does not provide boxes so please use one of the boxes available at the clinic.

If a box is not available that is largest enough to fit the meter, the alternative is to order a box.

Office supply companies will typically only ship boxes in batches of 10 or 25.

To get a single box here are your options:

- Reuse a box from an item shipped into your location.
- Go to a Staples location and buy a single box.
- Go to a UPS Store or FedEx Kinkos and buy a box.

Tip: A box with reams of paper (5000 sheets) will fit the smaller devices!

FP Model	Machine Length	Machine Width	Machine Height
Postbase Mini	12.2	8.1	9.1
Postbase 20	28 (15.2" for the base) other pieces should be able to be removed before shipping	13.6	11.8
Postbase 30	28 (15.2" for the base) other pieces should be able to be removed before shipping	13.6	11.8
Postbase 45	48 (15.2" for the base) other pieces should be able to be removed before shipping	15.4	11.8
Postbase 60	48 (15.2" for the base) other pieces should be able to be removed before shipping	15.4	11.8
Dimensions in Inches			



FP Mailing Solutions
140 N. Mitchell Ct., Suite 200
Addison, IL 60101-5629
800-341-6052
www.fp-usa.com

Return Instructions for FP Mailing Solutions Meters and Rental Equipment

- 1) **Authorization:** Please be advised that this document is to provide the return information for FP Equipment. The dissemination of this information in no way represents an authorization of cancellation of any lease or rental Agreement. Please verify any contractual obligations before proceeding with the return of any equipment.
- 2) **Owned or Leased Equipment:** Determine if there is any equipment that you own or lease from a separate leasing company. If so, call the leasing company and your authorized FP representative to verify what equipment should be returned to the leasing company to satisfy your lease or what equipment you purchased that does not get returned. The PSD (postal security device) meter from your owned or leased base will need to be returned to FP. FP Mailing Solutions only needs the return of the rented items on your FP rental contract. FP Mailing Solutions will not be responsible for any equipment returned to us in error.
- 3) **Meters and Rental Equipment:** Per the Terms of your Agreement, meters and equipment rented from FP Mailing Solutions must be returned to us in secure packaging via the USPS. You are responsible to provide proof of delivery to FP Mailing Solutions and provide adequate insurance to cover the loss of any equipment. Meters have a maximum value of \$3,000 and external scales have a maximum value of \$2,000.
- 4) **Rental Equipment & PSD Returns to FP:** Include your company name and FP account number in the secure packaging and mail to:

**FP Mailing Solutions
140 N Mitchell Ct Ste 200
Addison, IL 60101**

You will receive a final invoice for the remaining Term of the Agreement after the meter and/or equipment has been returned and the cancellation has been processed.

- 5) **Postage Refunds:** The USPS® has published* that there is a minimum of \$25 for issuance of postage refund checks due to the high cost of processing the request and a check. If there is less than \$25 postage left in your meter, please make sure you completely use the postage before returning the meter.

If you wish to request a refund for postage that exceeds \$25, first verify on our automated phone system (800.341.6052) that the funds are back in your postage reserve account. You may then email your signed postage refund request on your company letterhead to postage@fp-usa.com or fax it to 800.607.3738. Please make sure your request includes your name, the name of your company, your FP account number, the amount of your requested refund and verify the mailing address for the refund. We will then submit your request to the USPS; it usually takes 2-4 weeks for the checks to be sent from the USPS.

* Reference U. S. Postal Service DMM® 604.9.3:

<http://pe.usps.com/text/dmm300/604.htm#wp1080980>