PostalAdvocate
MAIL MADE EASY

CROWN

PitneyShip™ Pro Training

Mail Equipment and Postage

Home and Small Office Mail

USPS® Permit Accounts

Outsourced Mail Services

Expedited Document and Parcel Shipping

PostalAdvocate
MAIL MADE EASY

What is PitneyShip™ Pro?

PitneyShip™ Pro is a cloud-based solution that scales easily across your organization, allowing employees to create carrier shipping labels and print postage regardless of location. Real-time data provides better insights and visibility into your shipping activity, helping you save time and money on every package you send.

PostalAdvocate
MAIL MADE EASY

Table of Contents

- How to Log In to PitneyShip™ Pro
- Internal Crown Equipment Support
- Ordering Supplies
- How to Ship a Package (Create a Shipping Label)
- How to See Shipping & Postage History
- How to track a shipment
- How to re-print a shipping label
- How to create a return label
- How to request a refund for shipments or stamps
- How to send certified mail
- How to Print Stamps
- How to Align the Printer correctly to print stamps

How to Log In to PB Ship Pro

- **Link to the Application -**

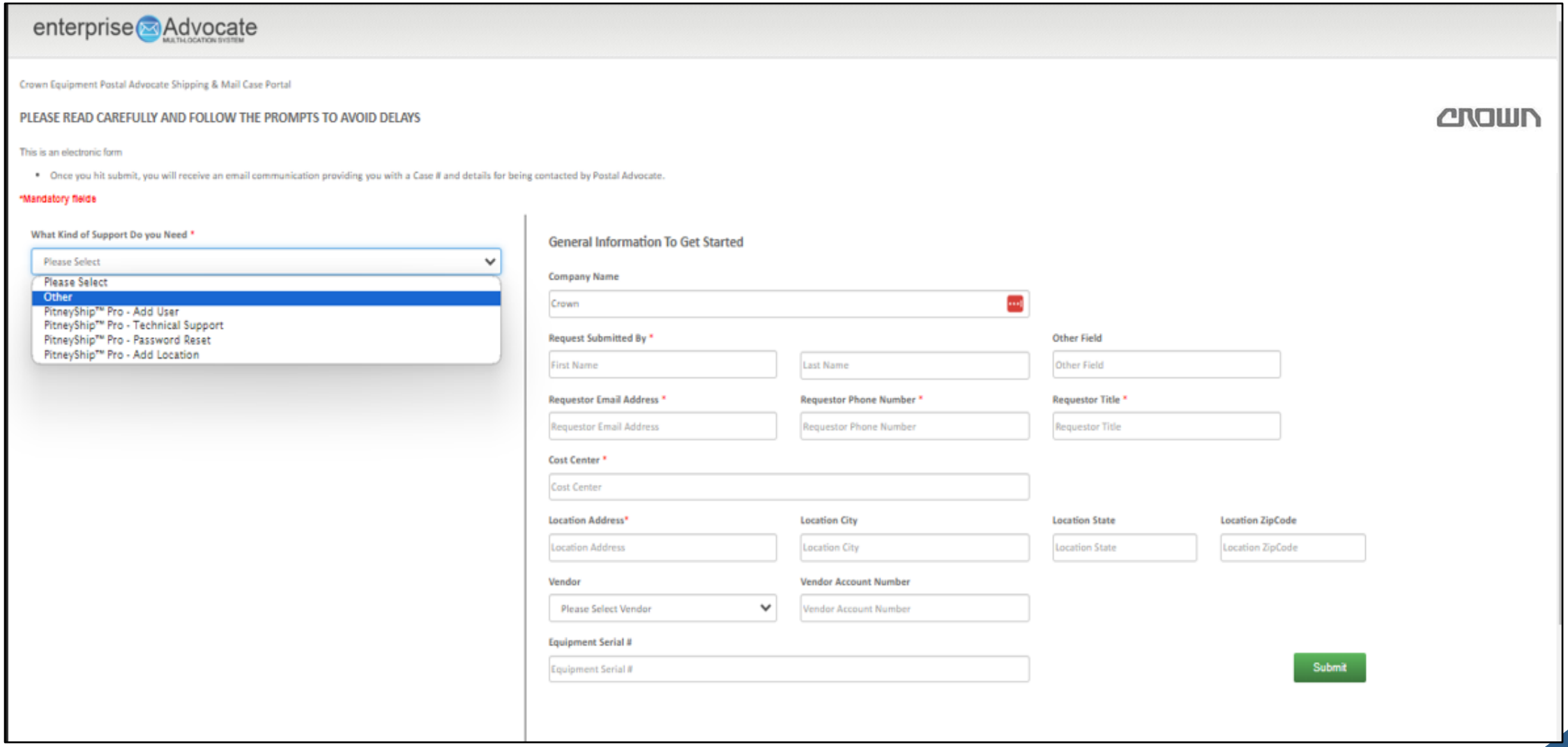
With this link, enter your username and password

- **Internal Crown Equipment Support –** Postal Advocate Support Link

Select the kind of support you need, enter the information on the right and then hit submit. A case will be created, you will get an email confirming the case number, and Postal Advocate will get back to you within 4 hours.

PostalAdvocate
MAIL MADE EASY

Case Submission



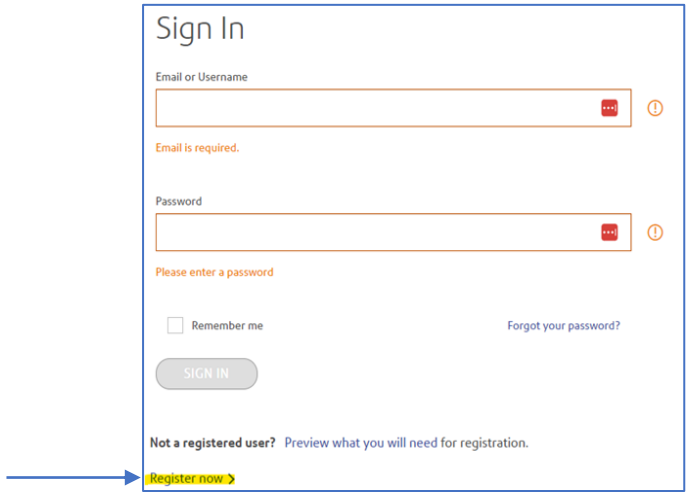
Ordering Supplies

Digital Scale: The recommended digital scale to order is: DYMO Digital Postal Scale 5Lbs. (M5) – Item #780117 through Office Depot. Your Corporate contact Kortinae Wenning will be ordering the scale and having it shipped to your location.

Ordering Pitney Bowes Stamp Sheets – Please find instructions below on how to order the necessary supplies.

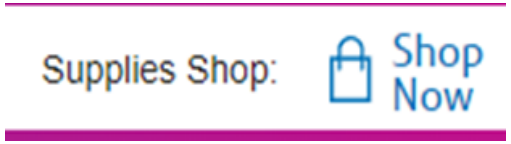
1. If you do **not** have a pb.com login, please go to the following: https://www.pitneybowes.us/signin/logon.go?request_locale=en_US#/account/login

2. Go to Register now (see highlighted below for reference), and register with account number (BPN)

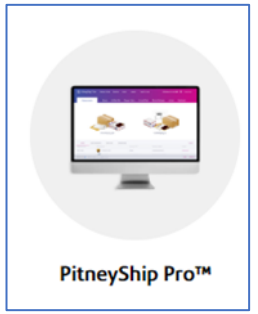


Ordering Supplies

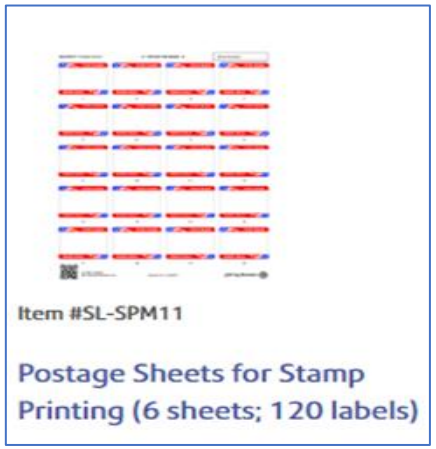
3. Once registered, click on Supplies Shop in the right corner:



4. Under “Shop for Supplies by Meter & Software” Go to the PitneyShip Pro icon:



5. Find Supply Part Item #SL-SPM11 - Cost $4.99 for 120 Stamps (6 sheets):

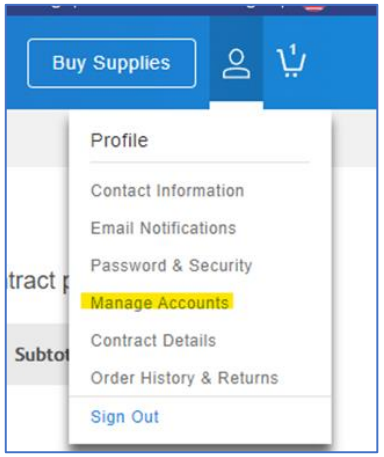


Ordering Supplies

6. Once added to cart, hit check out and it ask you for the last 4 digits of your Purchase Power account.

If you already have a pb.com login, please go to the following link: https://www.pitneybowes.us/shop/home/en-us/storeus

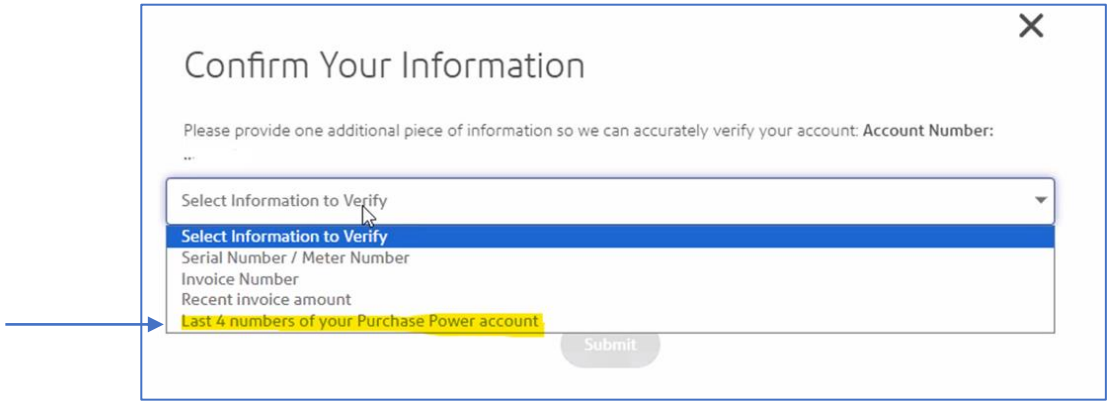
1. If your account number has not been linked to your account, please hit the drop down for your profile, and go to "**Manage Accounts**"



2. From there you will be able to add your account number, please click on 'add an account', you will need to enter your account number:

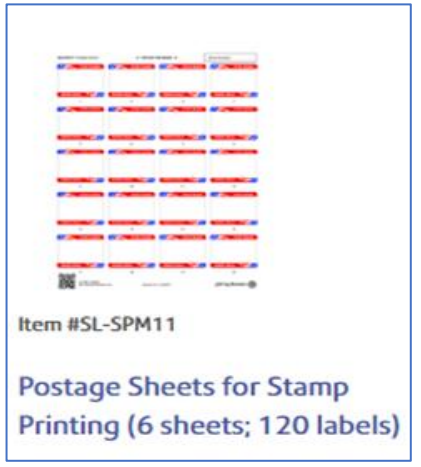
Ordering Supplies

3. It will then ask you to confirm your information. Please click on **‘Last 4 numbers of your Purchase Power Account’.**



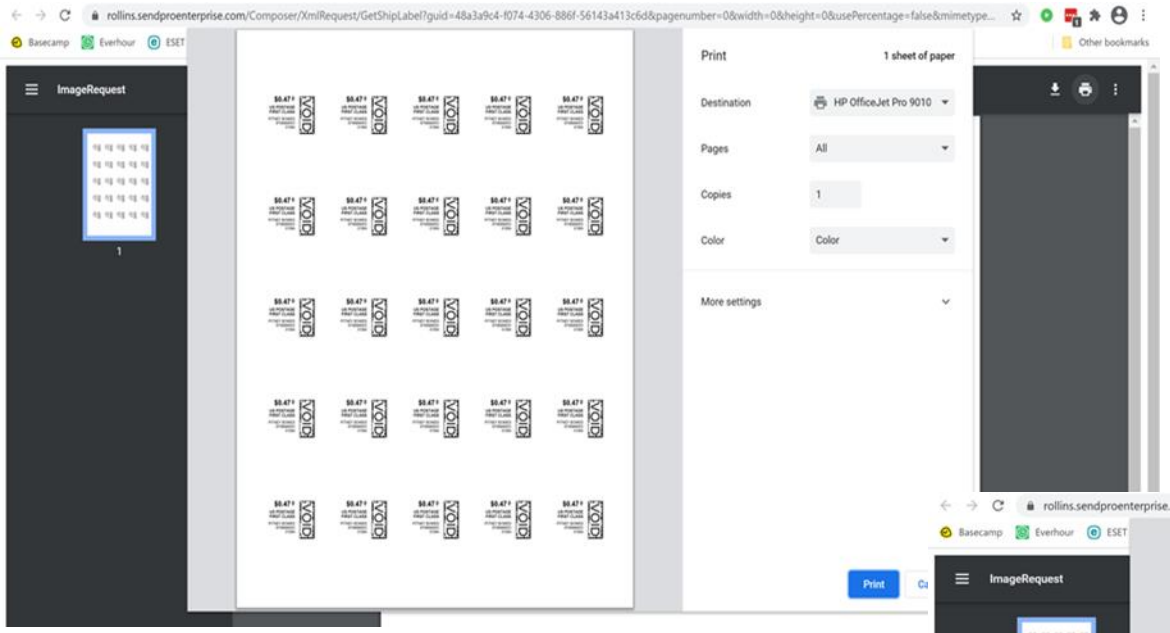
4. Go to “Buy Supplies” Part Item #SL-SPM11 - Cost $4.99 for 120 Stamps (6 sheets):

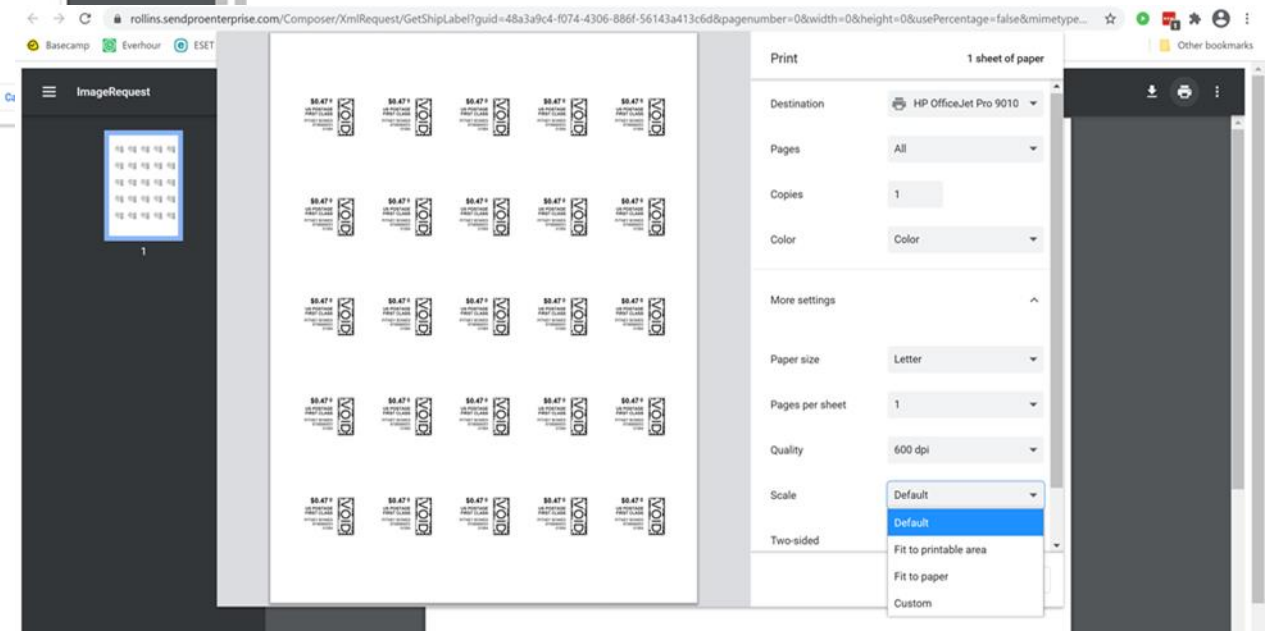
We recommend ordering enough to last you 1-2 months.



5. When checking out you will choose to pay with your Purchase Power Account.

How to Align the Printer Correctly to Print Stamps





- **Stamp Sheet Printer Alignment (Using Google Chrome – Recommended Browser)**
- When a user is doing a 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**.

PostalAdvocate
MAIL MADE EASY

- **Link to the Application -** link

PostalAdvocate
MAIL MADE EASY