

PitneyShip™ Pro Training



**Mail Equipment
and Postage**



**Home and Small
Office Mail**



**USPS®
Permit Accounts**



**Outsourced
Mail Services**



**Expedited Document
and Parcel Shipping**

What is PitneyShip™ Pro?

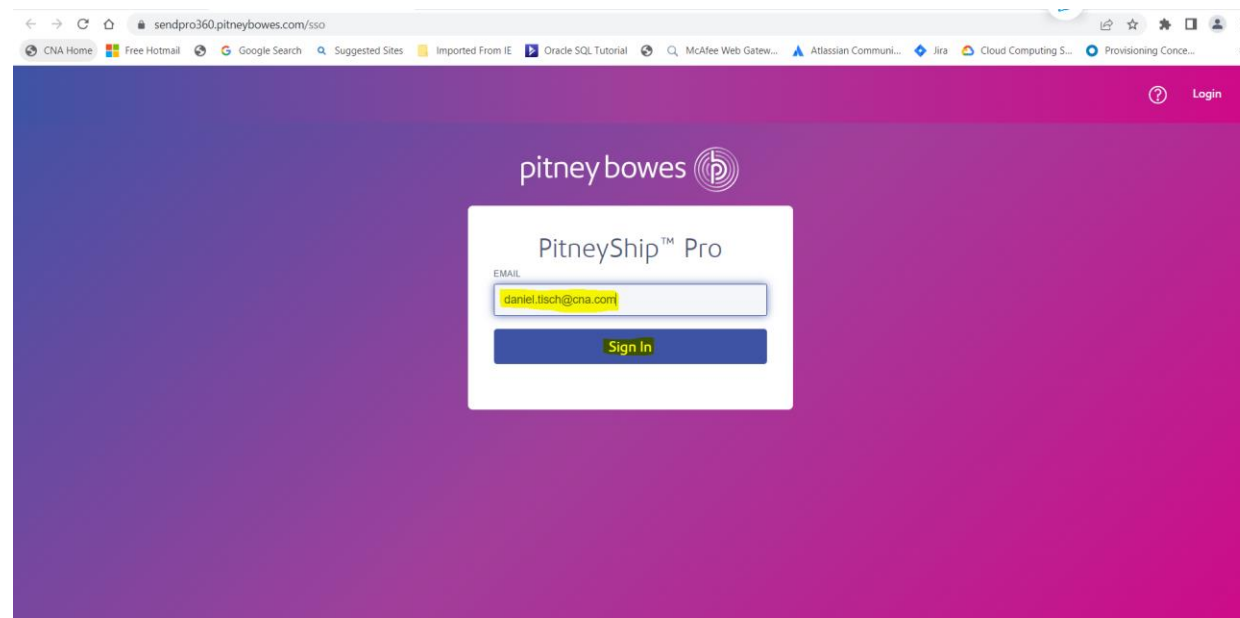
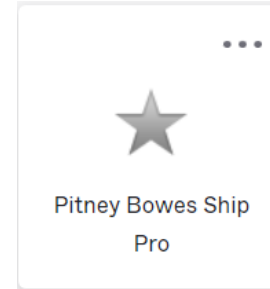
PitneyShip™ Pro is a cloud-based solution that scales easily across your organization, allowing employees to create UPS shipping labels and print postage regardless of location. Real-time data provides better insights and visibility into your shipping activity, helping you save time and money on every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

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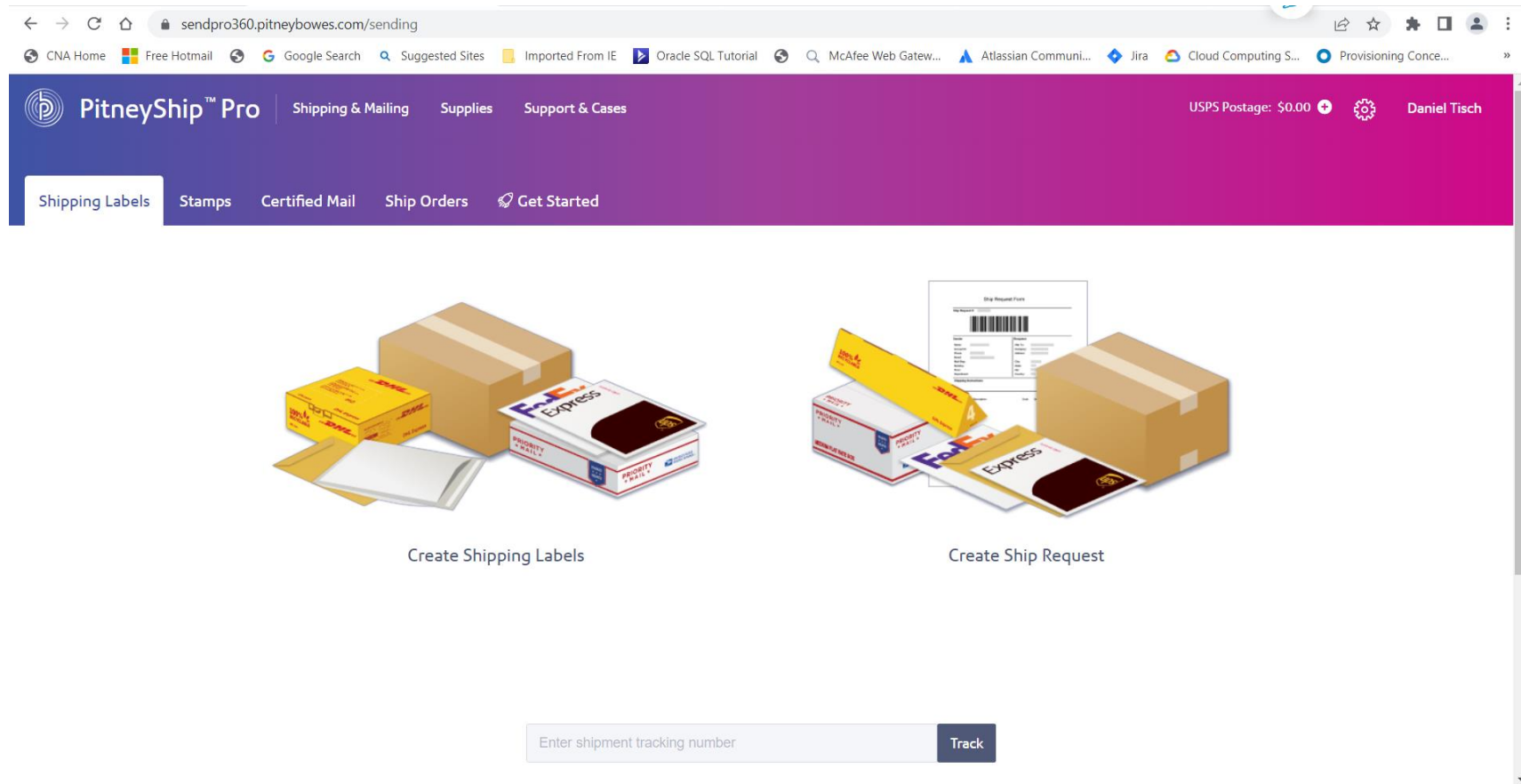
- How to Log Into PitneyShip™ Pro
- Internal CNA Support
- Ordering Supplies
- How to Ship a Package (Create a Shipping Label)
- How to See Shipping & Postage History
- How to track a shipment
- How to re-print a shipping label
- How to create a return label
- How to request a refund for shipments or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

How to Log Into PB Ship Pro

- **Access to PitneyShip Pro Application – Through OKTA tile**
- Once clicked the user is directed to the following ShipPro login in screen. Enter your **CNA email address** and click **Sign In**:



- You will then be directed to the ShipPro application:




Personalized CNA Support

- **Internal CNA 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.

Case Submission

enterprise  Advocate
MULTI-LOCATION SYSTEM

CNA & Mail Self-Serve Portal

PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS

This is an electronic form

- Once you hit submit, you will receive an email communication providing you with a Case#.

***Mandatory fields**

What Kind of Support Do you Need *

Please Select

Please Select

NEW UPS® Account Set-Up – Please note these requests can take between 7-14 business days

Location Address Change

Other

PitneyShip™ Pro - Add User

PitneyShip™ Pro - Technical Support

General Information To Get Started

Company Name
CNA

Request Submitted By *

First Name Last Name Other Field

Requestor Email Address * Requestor Phone Number * Requestor Title *

Requestor Email Address Requestor Phone Number Requestor Title

Cost Center
Cost Center

Location Address Location City Location State Location ZipCode


Location Address Location City Location State Location ZipCode

Vendor Vendor Account Number

Please Select Vendor Vendor Account Number

Equipment Serial #
Equipment Serial #

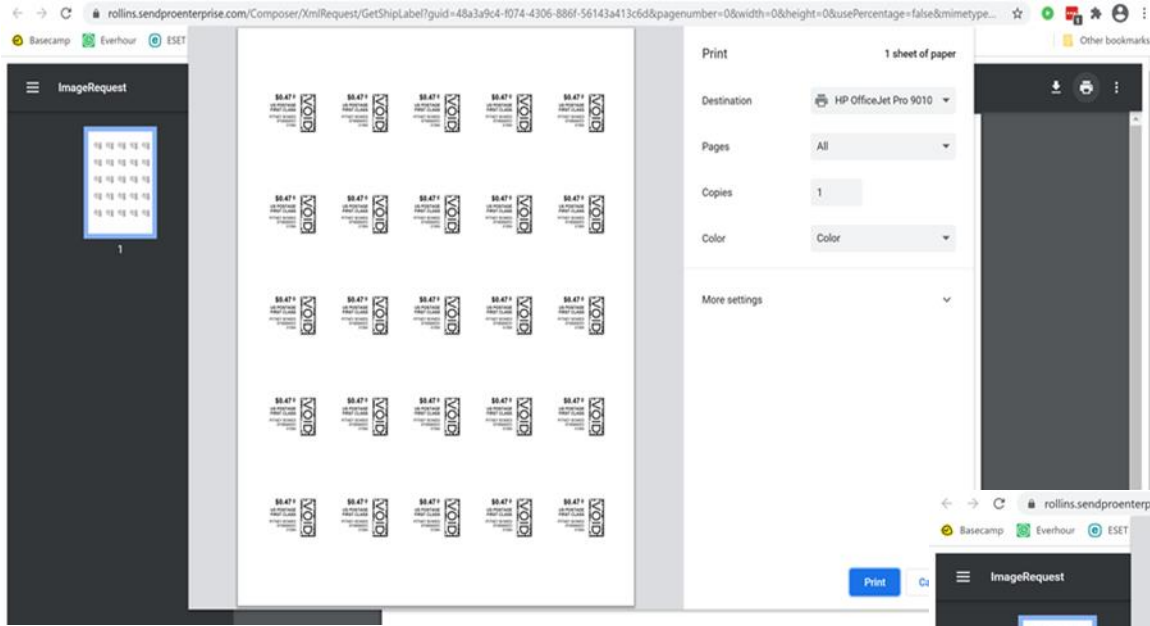
Submit



Ordering Supplies

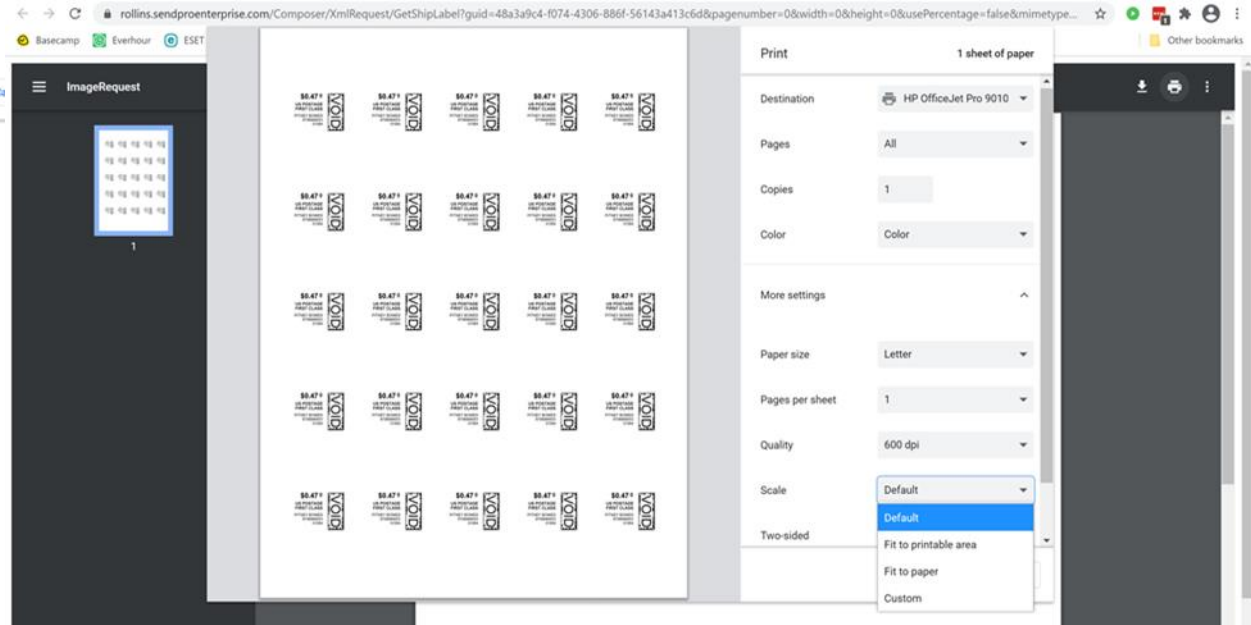
- 1. Stamp Sheets:** From your Coupa homepage, select “Pitney Bowes Inc” under the “Catalogs” drop down. The item you need to purchase is: **Supply Part Item #SL-SPM11 - Cost \$4.99 for 120 Stamps (6 sheets)**. Please note we recommend ordering enough to last you 1-2 months to save on shipping costs.
- 2. Digital Scale:** From your Coupa homepage, select “ODP” under the “Additional Stores” section. The recommended digital scale to order is: **DYMO Digital Postal Scale 5Lbs. (M5)**

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**.



- **Link to the Application - [link](#)**



ANY
QUESTIONS?

