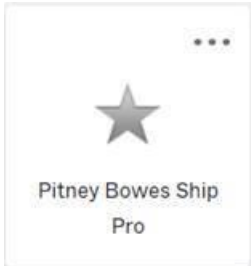


CNA Insurance Support Guide and FAQs – PitneyShip Pro

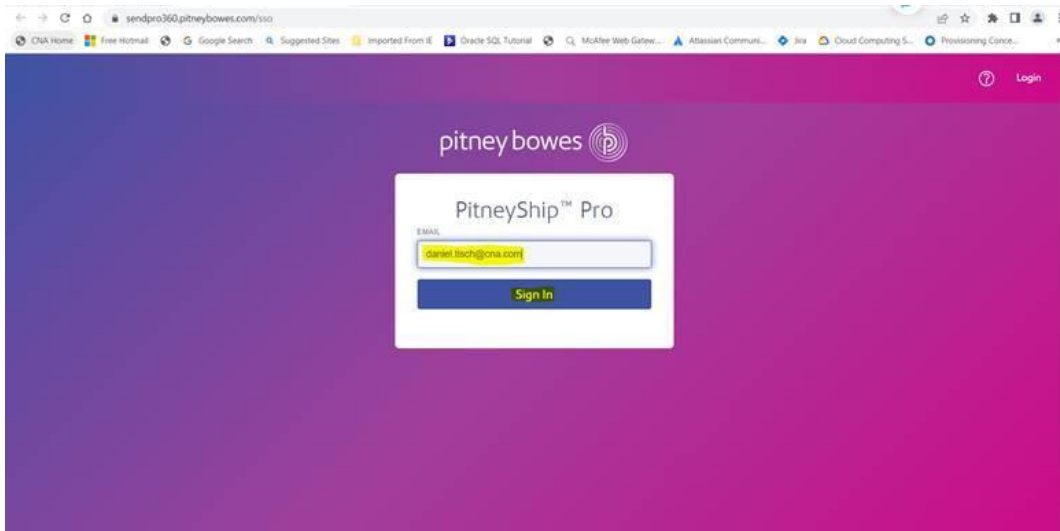
PitneyShip Pro – Logging into the Application

Once a user has requested and gained access to the application, they can now access Ship Pro through its OKTA tile:

<https://cna.okta.com/app/UserHome?fromLogin=true>



Once clicked the user is directed to the following ShipPro login in screen. They should enter their **CNA email address** and click **Sign In**:



Once you're logged in, can you click on the create shipping labels:



Create Shipping Labels



Create Ship Request

Internal CNA Insurance Support – [Postal Advocate Support Link](#)

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.

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

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](#)

Additional Resources

Questions related to ordering supplies through COUPA - CoupaComms@cna.com

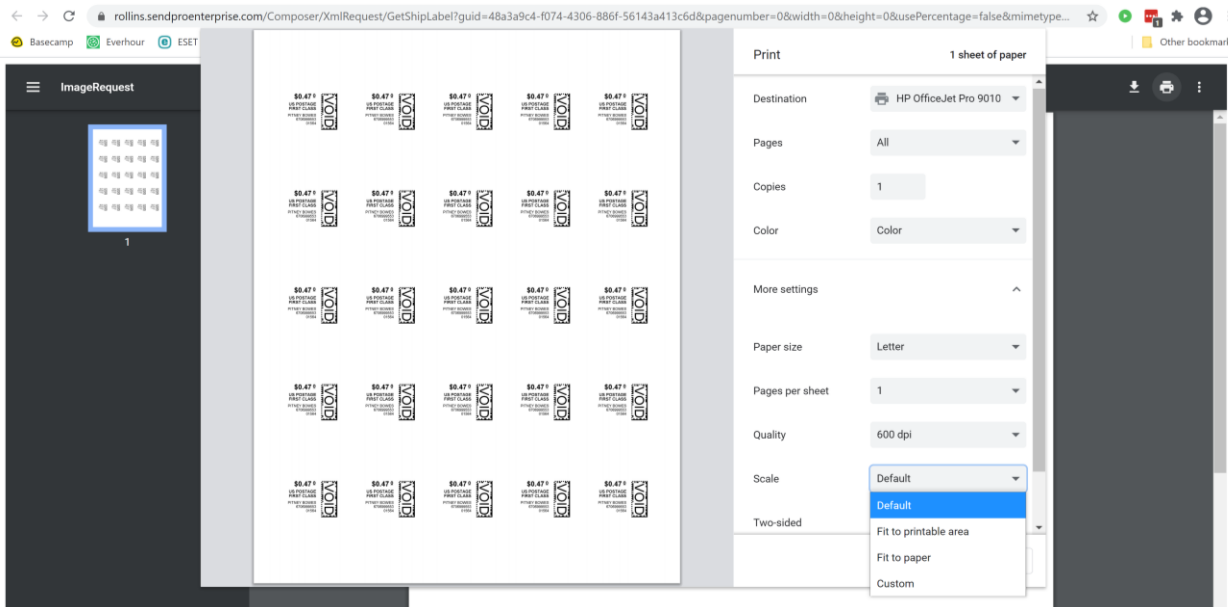
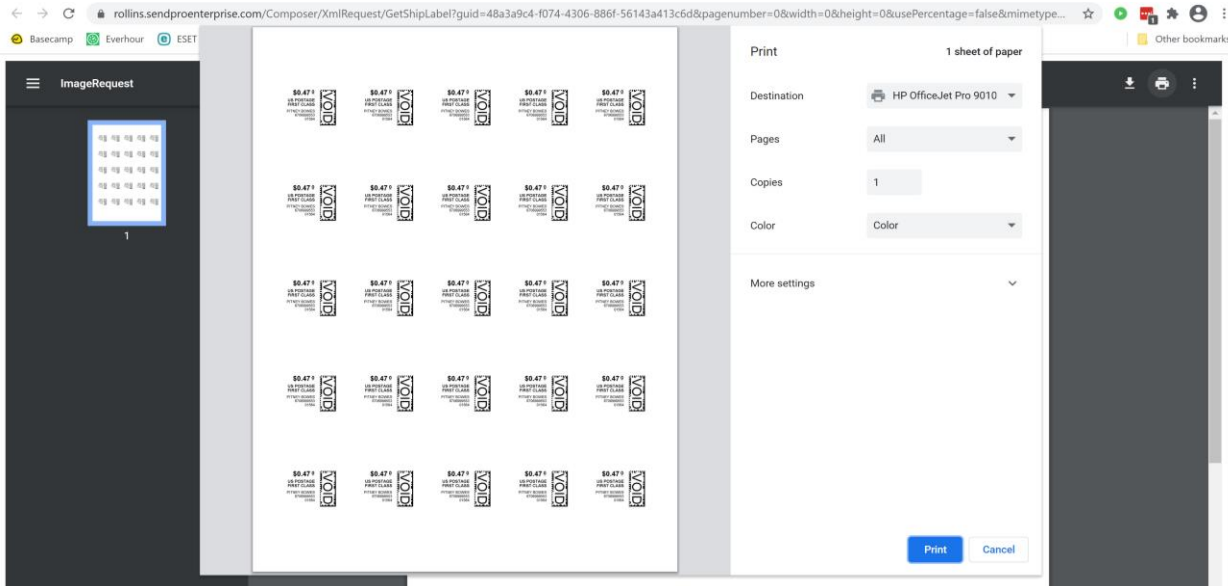
Ordering Supplies –

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.

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)

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.