

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 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.

Table of Contents

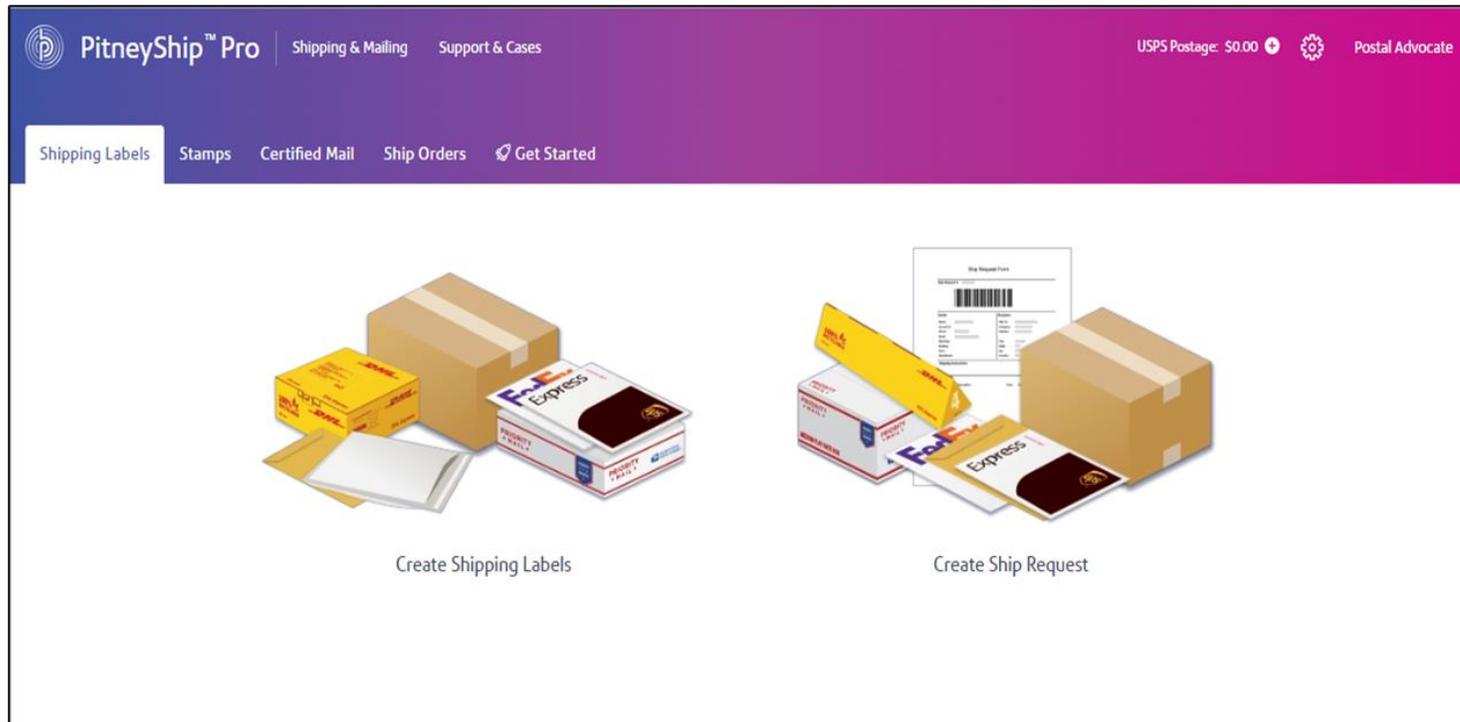
- How to Log Into PitneyShip™ Pro
- Prudential Support
- Ordering Supplies
- How to Ship a Package (Create a Shipping Label)
- How to See Shipping & Postage History
- How to track a shipment
- How to re-print a shipping label
- How to create a return label
- How to request a refund for shipments or stamps
- 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

Link to the Application – <https://sendpro360.pitneybowes.com> (This should work with Single Sign-On) – If it asks you for a username and password, you may not be set up properly. Please submit a case through our portal below to make sure your credentials are entered properly.

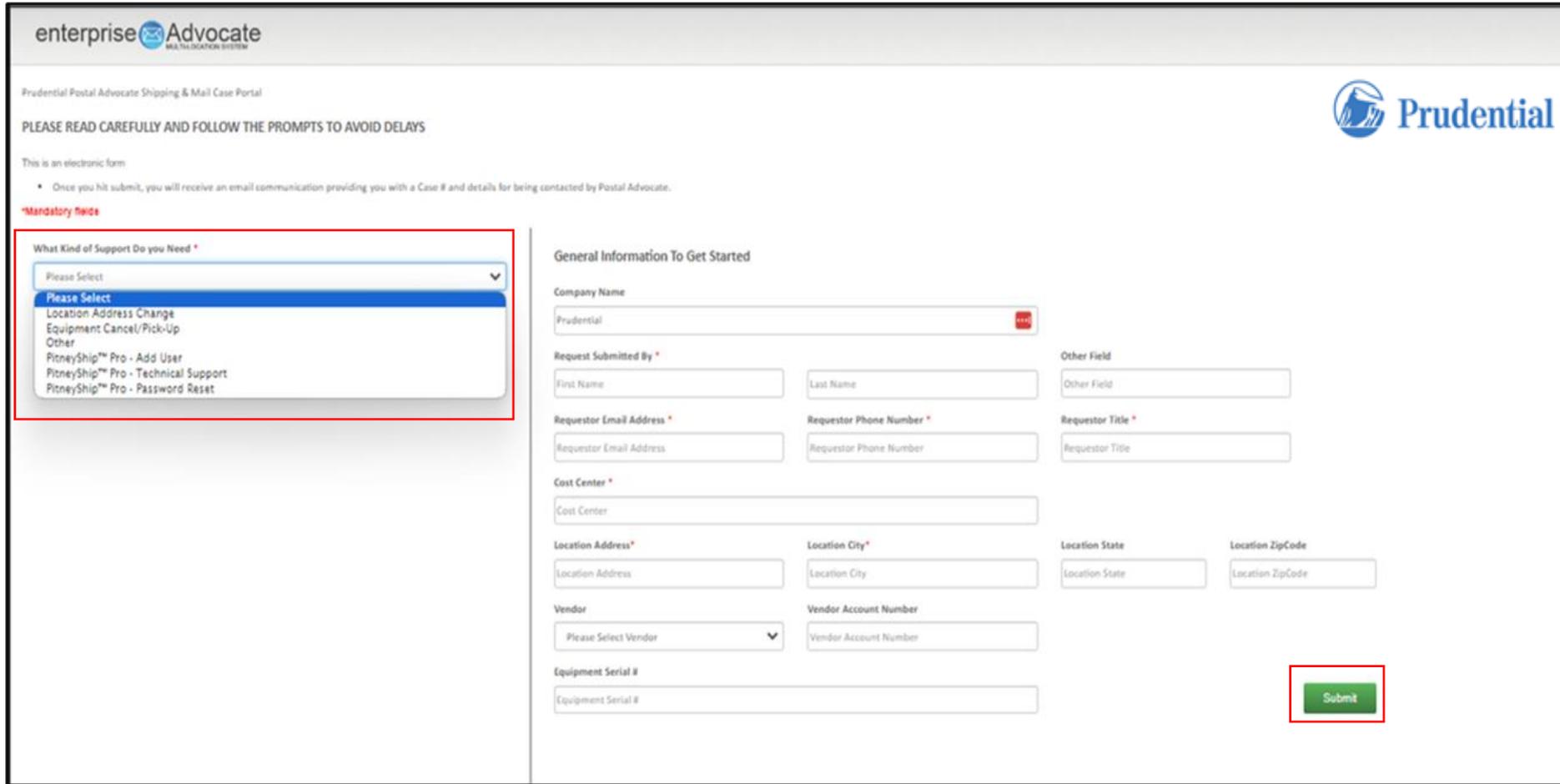
Case Submission - <https://www.postaladvocate.net/index.php?/landingpage/Prudential>

Once you have logged in, you will then be directed to the PitneyShip Pro application the looks like this:



Case Submission Portal

Prudential Support –Select the kind of support you need, enter the required 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 8 business hours to help resolve the issue. (Hours of operation 8am – 5pm EST).



The screenshot shows the 'Prudential Postal Advocate Shipping & Mail Case Portal'. At the top left is the 'enterprise Advocate MAIL MEDIATION SYSTEM' logo. The page title is 'Prudential Postal Advocate Shipping & Mail Case Portal'. A warning message reads: 'PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS'. Below this, it states 'This is an electronic form' and provides a bullet point: 'Once you hit submit, you will receive an email communication providing you with a Case # and details for being contacted by Postal Advocate.' A red box highlights the 'Mandatory fields' section, which includes a dropdown menu titled 'What Kind of Support Do you Need *'. The dropdown is open, showing options: 'Please Select', 'Location Address Change', 'Equipment Cancel/Pick-Up', 'Other', 'PitneyShip™ Pro - Add User', 'PitneyShip™ Pro - Technical Support', and 'PitneyShip™ Pro - Password Reset'. The 'General Information To Get Started' section contains several input fields: 'Company Name' (with 'Prudential' entered), 'Request Submitted By *' (with 'First Name' and 'Last Name' sub-fields), 'Other Field', 'Requestor Email Address *', 'Requestor Phone Number *', and 'Requestor Title *'. There are also fields for 'Cost Center *', 'Location Address *', 'Location City *', 'Location State', and 'Location ZipCode'. At the bottom, there are fields for 'Vendor' (a dropdown), 'Vendor Account Number', and 'Equipment Serial #'. A green 'Submit' button is located at the bottom right, enclosed in a red box.

Ordering Supplies

Digital Scale: The recommended digital scale to order is: **DYMO Digital Postal Scale 5Lbs. (M5) – Item #780117**
In BuyIt/iProcurement - Through Guy Brown [Link](#)

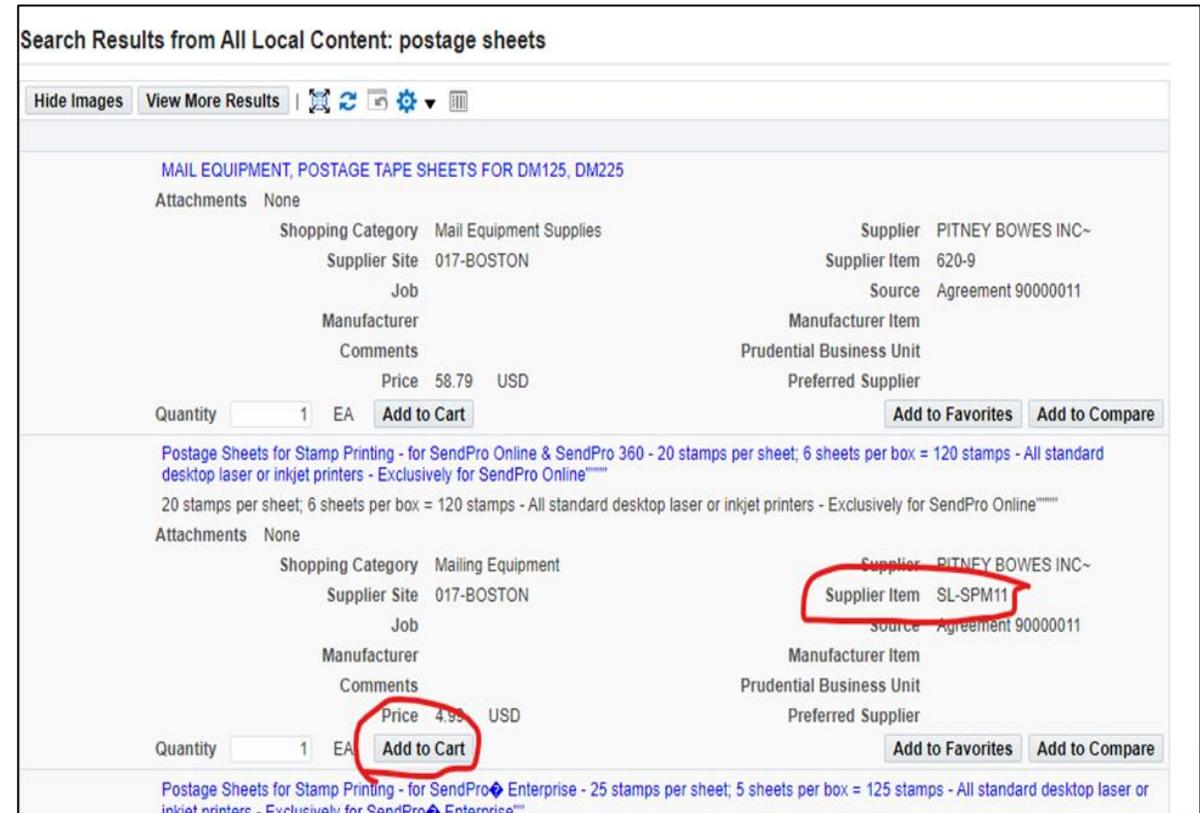
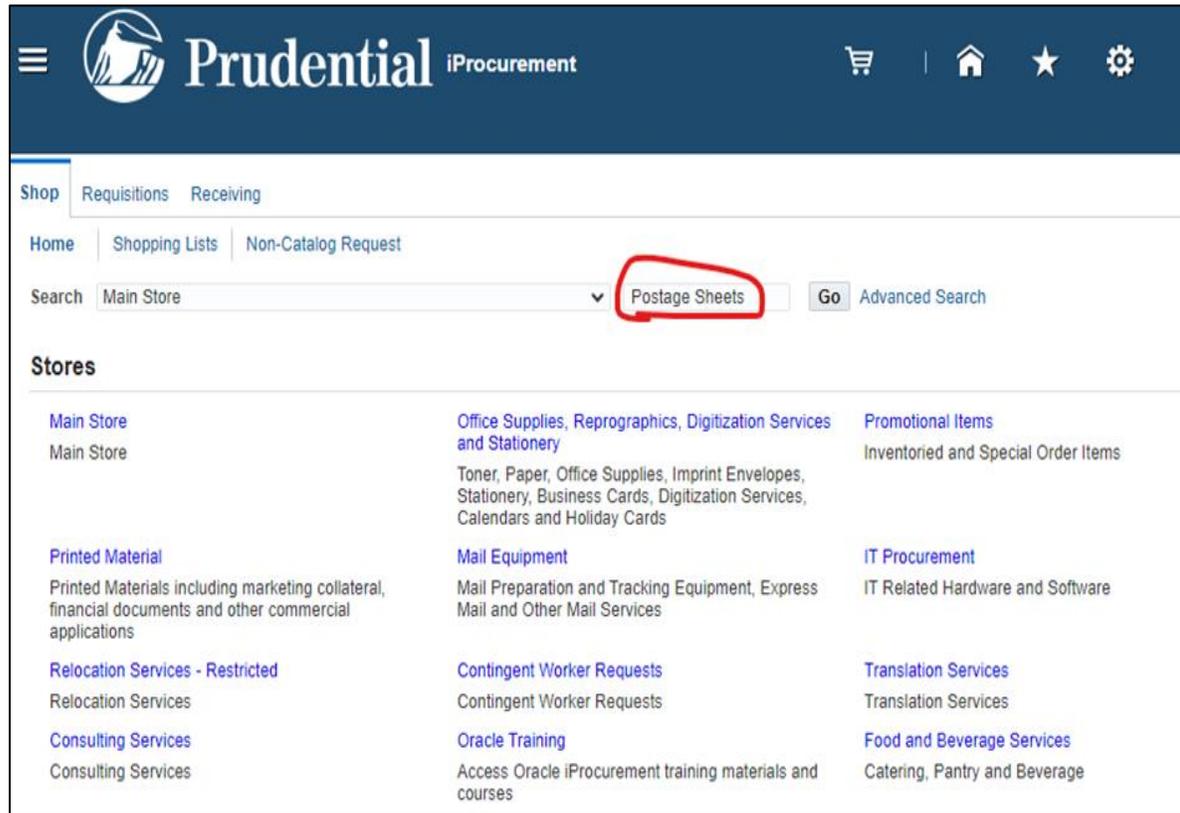


To order stamp sheets : Ordered through the Pitney Bowes catalog in Oracle (via BuyIt/iProcurement):
Supply Part Item #SL-SPM11 - Cost \$4.99 for 120 Stamps (6 sheets). We recommend ordering enough to last you 1-2 months.

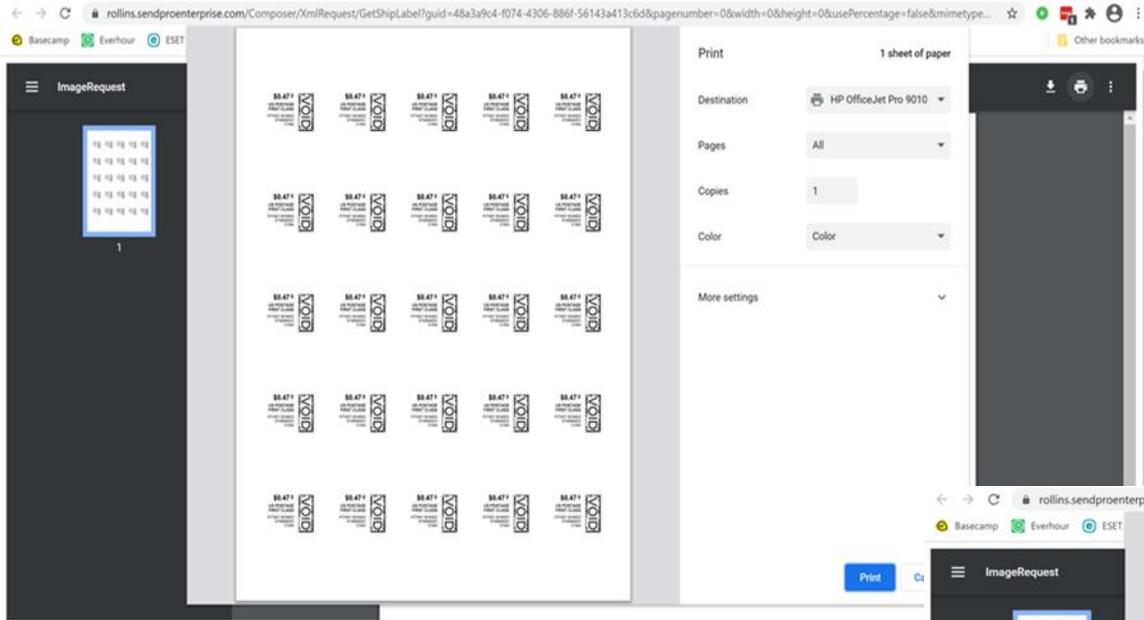
Ordering Supplies

Once you get into iProcurement (buyit) you should search for “Postage Sheets” or “stamp sheets” and the item will display.

This second screen shot shows what the search for “Postage Sheets” displays.

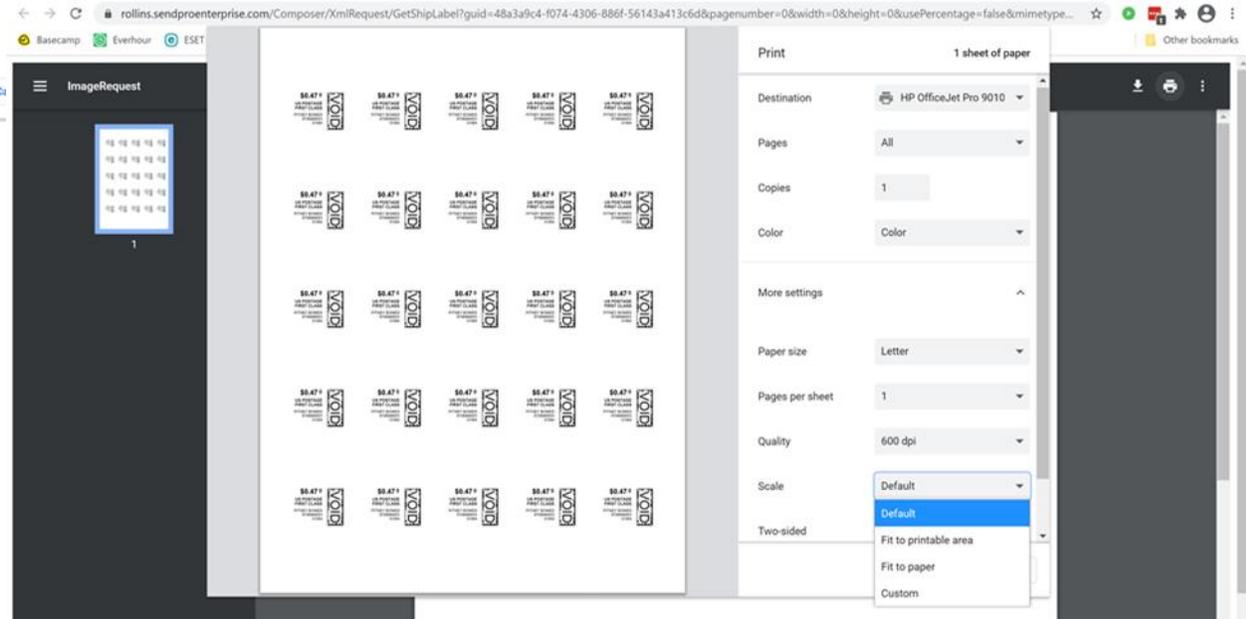


How to Align the Printer Correctly to Print Stamps



- **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**.





ANY
QUESTIONS?

