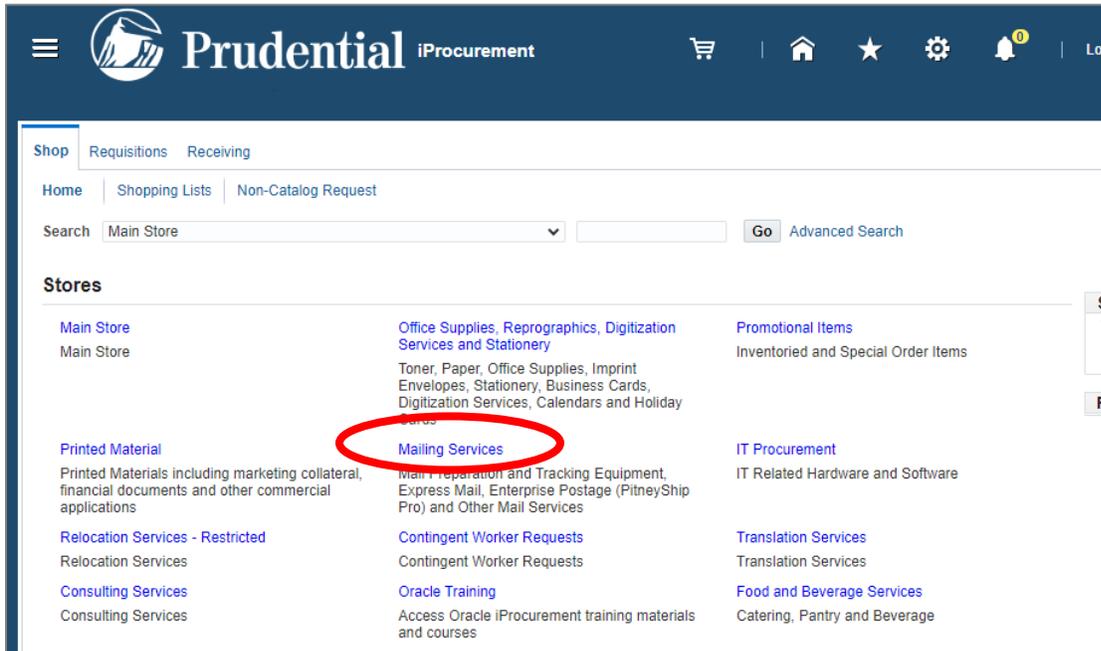


Prudential Support Guide and FAQs – PitneyShip Pro

Link to the Application – Directed through Single Sign-On using your XID

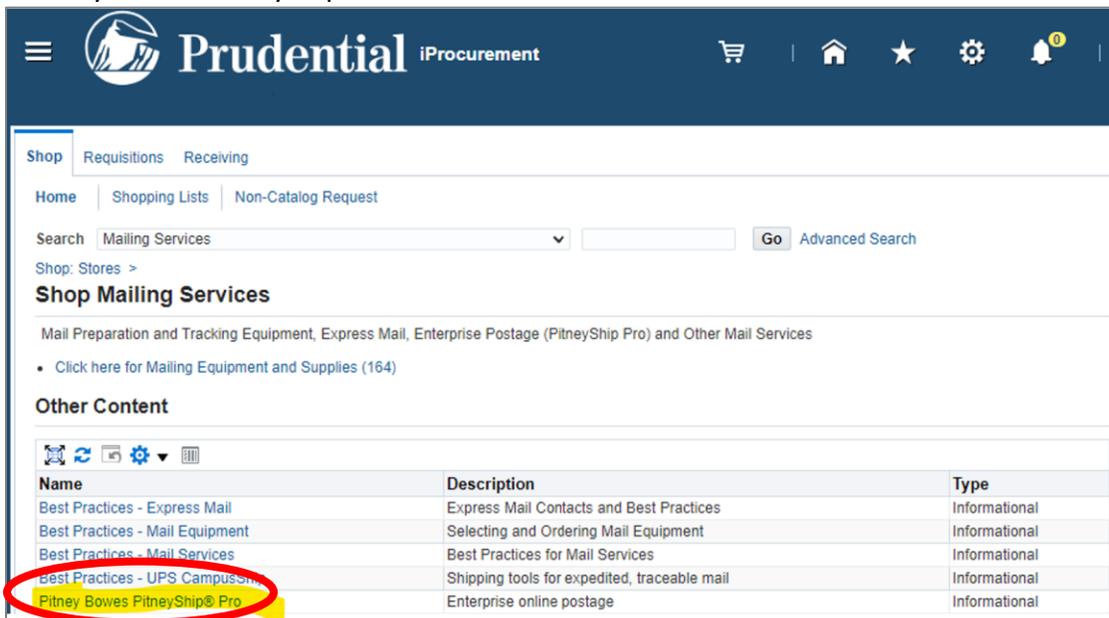
Access iProcurement/BuyIt via entering “buyit/” into your browser address bar. You will need to log in using your credentials. This should bring you to the main screen in iProcurement. Your screen may look slightly different depending on your access.

Click the Mailing Services Link:



The screenshot shows the Prudential iProcurement interface. The top navigation bar includes the Prudential logo, 'iProcurement', and various utility icons. Below the navigation bar, there are tabs for 'Shop', 'Requisitions', and 'Receiving'. The 'Shop' tab is active, showing a search bar with 'Main Store' selected and a 'Go' button. Below the search bar, there is a 'Stores' section with a grid of links. The 'Mailing Services' link is circled in red. Other links include 'Main Store', 'Office Supplies, Reprographics, Digitization Services and Stationery', 'Promotional Items', 'Printed Material', 'Relocation Services - Restricted', 'Consulting Services', 'IT Procurement', 'Translation Services', and 'Food and Beverage Services'.

Click the Pitney Bowes PitneyShip Pro Link:



The screenshot shows the Prudential iProcurement interface with the search results for 'Mailing Services'. The search bar contains 'Mailing Services' and the 'Go' button is visible. Below the search bar, there is a 'Shop: Stores >' section with the heading 'Shop Mailing Services'. The main content area displays 'Mail Preparation and Tracking Equipment, Express Mail, Enterprise Postage (PitneyShip Pro) and Other Mail Services' and a link to 'Click here for Mailing Equipment and Supplies (164)'. Below this, there is an 'Other Content' section with a table of links.

Name	Description	Type
Best Practices - Express Mail	Express Mail Contacts and Best Practices	Informational
Best Practices - Mail Equipment	Selecting and Ordering Mail Equipment	Informational
Best Practices - Mail Services	Best Practices for Mail Services	Informational
Best Practices - UPS Campu...	Shipping tools for expedited, traceable mail	Informational
Pitney Bowes PitneyShip® Pro	Enterprise online postage	Informational

You can also access via the direct link, accessing via iProcurement is the recommended process.:

<https://Shipping360.PitneyBowes.com/>

Internal Prudential 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 4 hours to help resolve the issue. (Note our business hours are 8am – 5pm EST – If a case is submitted near the end of business day, you will get a response the following day).

enterprise Advocate
Prudential Postal Advocate Shipping & Mail Case 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 # and details for being contacted by Postal Advocate.
Mandatory Fields
What Kind of Support Do you Need?
Please Select
Location Address Change
Equipment Cancel/Pick-Up
Other
PitneyShip™ Pro - Add User
PitneyShip™ Pro - Technical Support
PitneyShip™ Pro - Password Reset
General Information To Get Started
Company Name
Prudential
Request Submitted By *
First Name
Last Name
Other Field
Requestor Email Address *
Requestor Email Address
Requestor Phone Number *
Requestor Phone Number
Requestor Title *
Requestor Title
Cost Center *
Cost Center
Location Address *
Location Address
Location City *
Location City
Location State
Location State
Location ZipCode
Location ZipCode
Vendor
Please Select Vendor
Vendor Account Number
Vendor Account Number
Equipment Serial #
Equipment Serial #
Submit

[Pitney Bowes Online Tutorials](#) - They have a very helpful series of screen shots and web tutorials.

Supplies:

- **Digital Scale:** The recommended digital scale to order is: DYMO Digital Postal Scale 5Lbs. (M5) – Item #780117

This digital scale can be purchased through Prudential's Office Supplies provider, Guy Brown. Access office through the iProcurement link for Office Supplies. Then search for the item as described below.

Through Guy Brown [Link](#) Note: This link is direct to the Staples backend catalog. You must access via iProcurement to order.



- **Ordering Pitney Bowes Stamp Sheets** – You will need your 10 digit account # (BPN).

Ordered through the Pitney Bowes catalog in Oracle (via BuyIt aka iProcurement). See the screen shot below. You can search from the main page. Enter Postage Sheets in the search field and click Go.

- Supply Part Item #SL-SPM11 - Cost \$4.99 for 120 Stamps (6 sheets). We recommend ordering enough to last you 1-2 months.

Prudential iProcurement

Shop | Requisitions | Receiving

Home | Shopping Lists | Non-Catalog Request

Search: Main Store | **Postage Sheets** | Go | Advanced Search

Stores

- Main Store**
Main Store
- Office Supplies, Reprographics, Digitization Services and Stationery**
Toner, Paper, Office Supplies, Imprint Envelopes, Stationery, Business Cards, Digitization Services, Calendars and Holiday Cards
- Promotional Items**
Inventoried and Special Order Items
- Printed Material**
Printed Materials including marketing collateral, financial documents and other commercial applications
- Mail Equipment**
Mail Preparation and Tracking Equipment, Express Mail and Other Mail Services
- IT Procurement**
IT Related Hardware and Software
- Relocation Services - Restricted**
Relocation Services
- Contingent Worker Requests**
Contingent Worker Requests
- Translation Services**
Translation Services
- Consulting Services**
Consulting Services
- Oracle Training**
Access Oracle iProcurement training materials and courses
- Food and Beverage Services**
Catering, Pantry and Beverage

Search Results from All Local Content: postage sheets

Hide Images | View More Results | [Icons]

MAIL EQUIPMENT, POSTAGE TAPE SHEETS FOR DM125, DM225

Attachments: None

Shopping Category	Mail Equipment Supplies	Supplier	PITNEY BOWES INC~
Supplier Site	017-BOSTON	Supplier Item	620-9
Job		Source	Agreement 90000011
Manufacturer		Manufacturer Item	
Comments		Prudential Business Unit	
Price	58.79 USD	Preferred Supplier	

Quantity: EA **Add to Cart** **Add to Favorites** **Add to Compare**

Postage Sheets for Stamp Printing - for SendPro Online & SendPro 360 - 20 stamps per sheet; 6 sheets per box = 120 stamps - All standard desktop laser or inkjet printers - Exclusively for SendPro Online*****

20 stamps per sheet; 6 sheets per box = 120 stamps - All standard desktop laser or inkjet printers - Exclusively for SendPro Online*****

Attachments: None

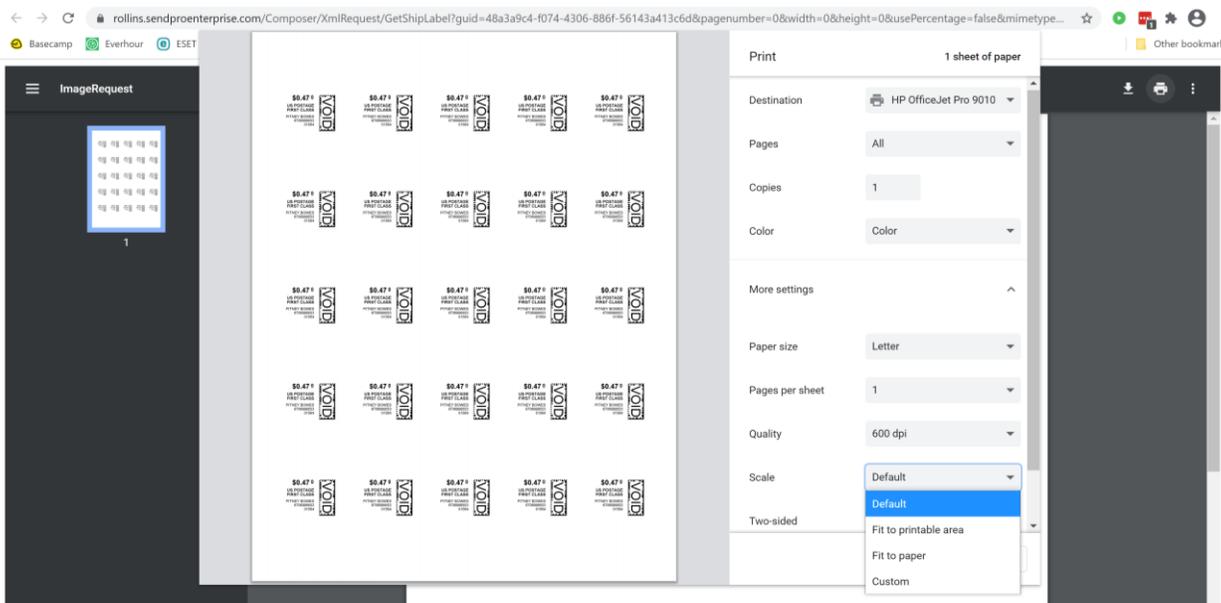
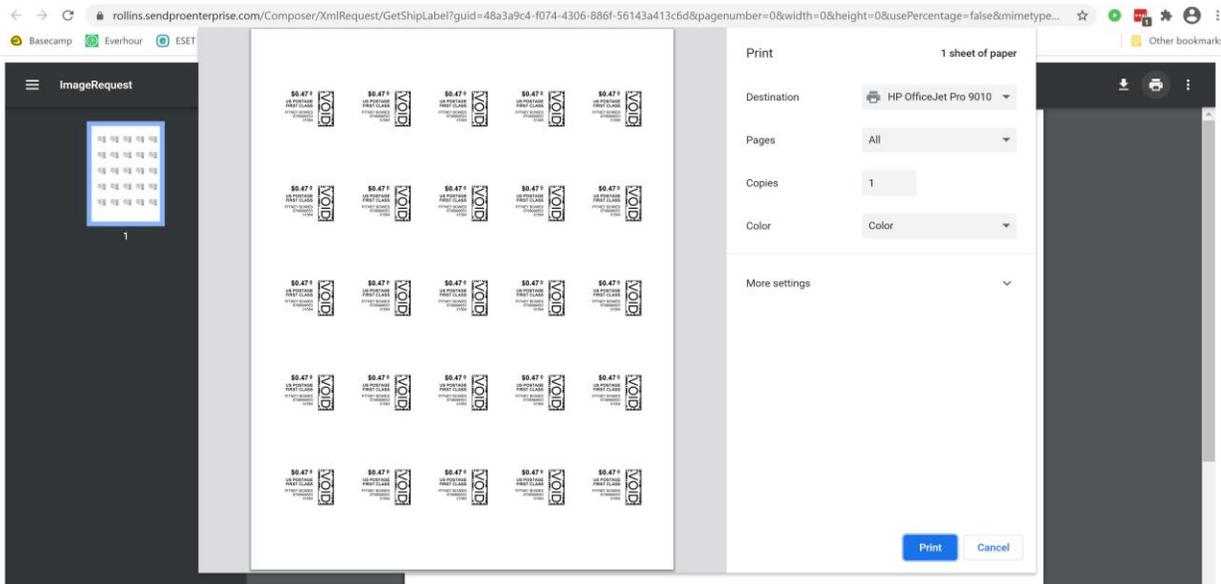
Shopping Category	Mailing Equipment	Supplier	PITNEY BOWES INC~
Supplier Site	017-BOSTON	Supplier Item	SL-SPM11
Job		Source	Agreement 90000011
Manufacturer		Manufacturer Item	
Comments		Prudential Business Unit	
Price	4.99 USD	Preferred Supplier	

Quantity: EA **Add to Cart** **Add to Favorites** **Add to Compare**

Postage Sheets for Stamp Printing - for SendPro Enterprise - 25 stamps per sheet; 5 sheets per box = 125 stamps - All standard desktop laser or inkjet printers - Exclusively for SendPro Enterprise*****

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 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.