

## [Prudential Support Guide and FAQs – PitneyShip Pro](#)

Link to the Application: <https://Shipping360.PitneyBowes.com/>

### Internal Crown Equipment 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 8 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).

The screenshot shows the 'enterprise Advocate' web portal for shipping and mail cases. The page title is 'Prudential Postal Advocate Shipping & Mail Case Portal'. Below the title, there is a warning: 'PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS'. A note states 'This is an electronic form' and '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 'Mandatory Fields' section is visible. The main form is titled 'General Information To Get Started' and includes several input fields: 'Company Name' (with 'Prudential' entered), 'Request Submitted By' (with 'First Name' and 'Last Name' sub-fields), 'Requester Email Address', 'Requester Phone Number', 'Requester Title', 'Cost Center', 'Location Address', 'Location City', 'Location State', 'Location ZipCode', 'Vendor' (with a dropdown menu), and 'Equipment Serial #'. A green 'Submit' button is located at the bottom right of the form.

[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 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](https://www.pitneybowes.us/signin/logon.go?request_locale=en_US#/account/login)
2. Go to Register now (see highlighted below for reference)

# Sign In

Email or Username



Email is required.

Password



Please enter a password

Remember me

[Forgot your password?](#)

SIGN IN

Not a registered user? [Preview what you will need for registration.](#)

[Register now >](#)

- Once you click “register now” it will direct you to the below screen. Please register with account number: XXXXXXXXXXXX

# Register for Your Account


Email Address

Confirm Email Address

Account Number (10 or 16 digits, no dashes)

[How can I find this?](#)

CONTINUE

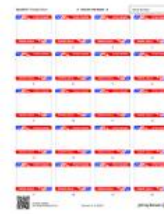
Supplies Shop: 

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



## PitneyShip Pro™

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



Item #SL-SPM11

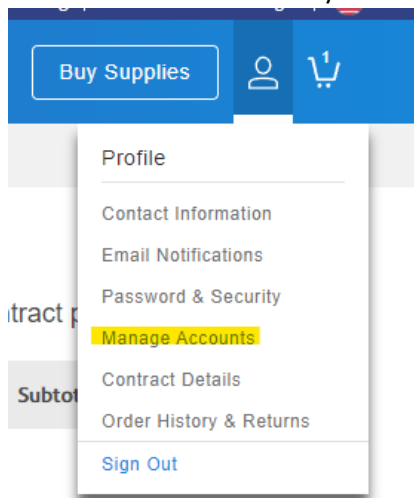
Postage Sheets for Stamp  
Printing (6 sheets; 120 labels)

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

7. Proceed to checkout. It may ask for the last 4 digits of your Purchase Power Account Number. If so, your Purchase Power Account # is: XXXXXXXXXXXXXXXX

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

If your account number has not been linked to your account, please hit the drop down for your profile, and go to



“Manage Accounts”

From there you will be able to add your account number, please click on “add an account”. Your account number is:

XXXXXXXXXX  
Accounts you have access to.

Add an account

It will then ask you to confirm your information. Please click on “Last 4 numbers of your Purchase Power Account”. The last 4 digits of your Purchase Power account are: XXXX



## Confirm Your Information

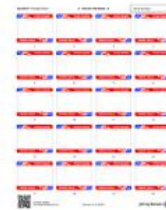
Please provide one additional piece of information so we can accurately verify your account: **Account Number:**

...

Select Information to Verify

- Select Information to Verify
- Serial Number / Meter Number
- Invoice Number
- Recent invoice amount
- Last 4 numbers of your Purchase Power account.

Submit



Item #SL-SPM11

Postage Sheets for Stamp  
Printing (6 sheets; 120 labels)

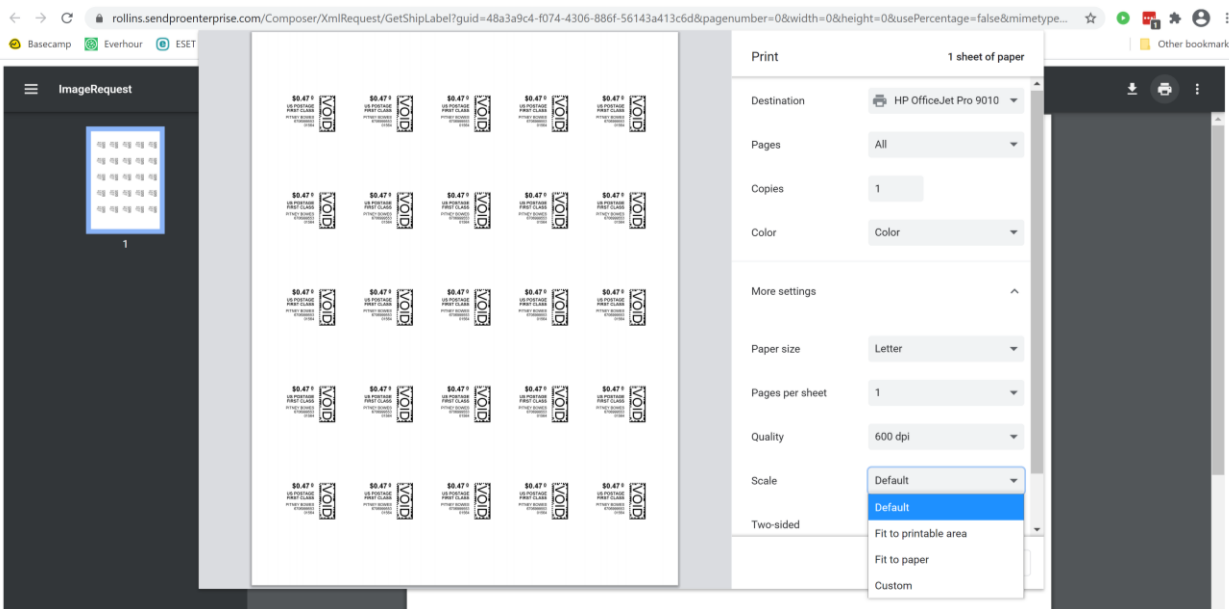
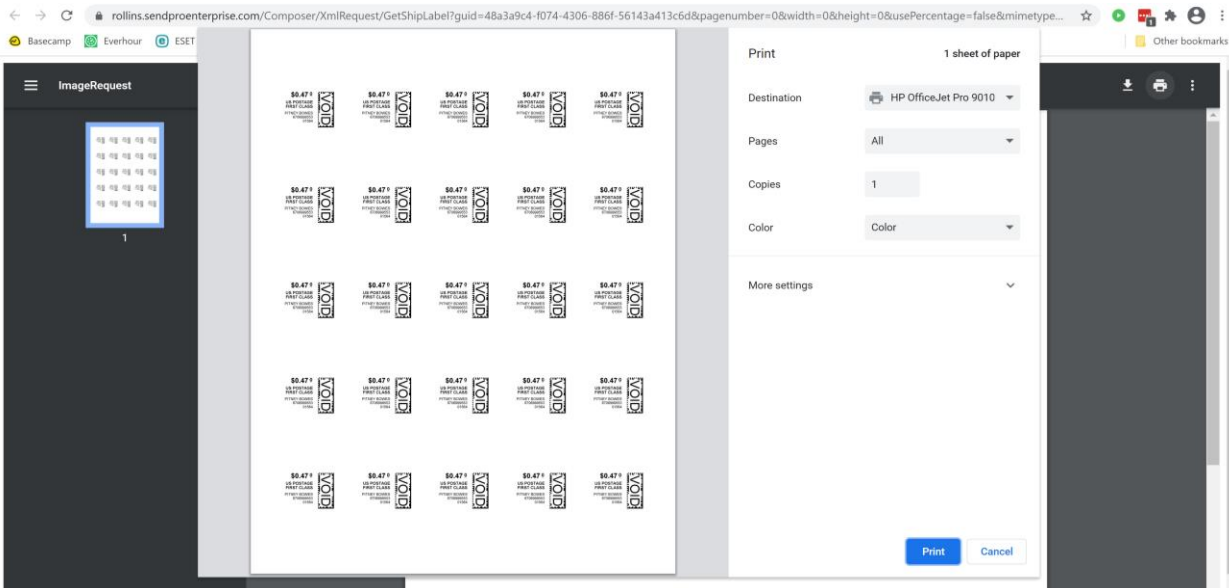
Go to “Buy Supplies” Part **Item #SL-SPM11 - Cost \$4.99 for 120 Stamps (6 sheets).**

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

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

### **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.