

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?

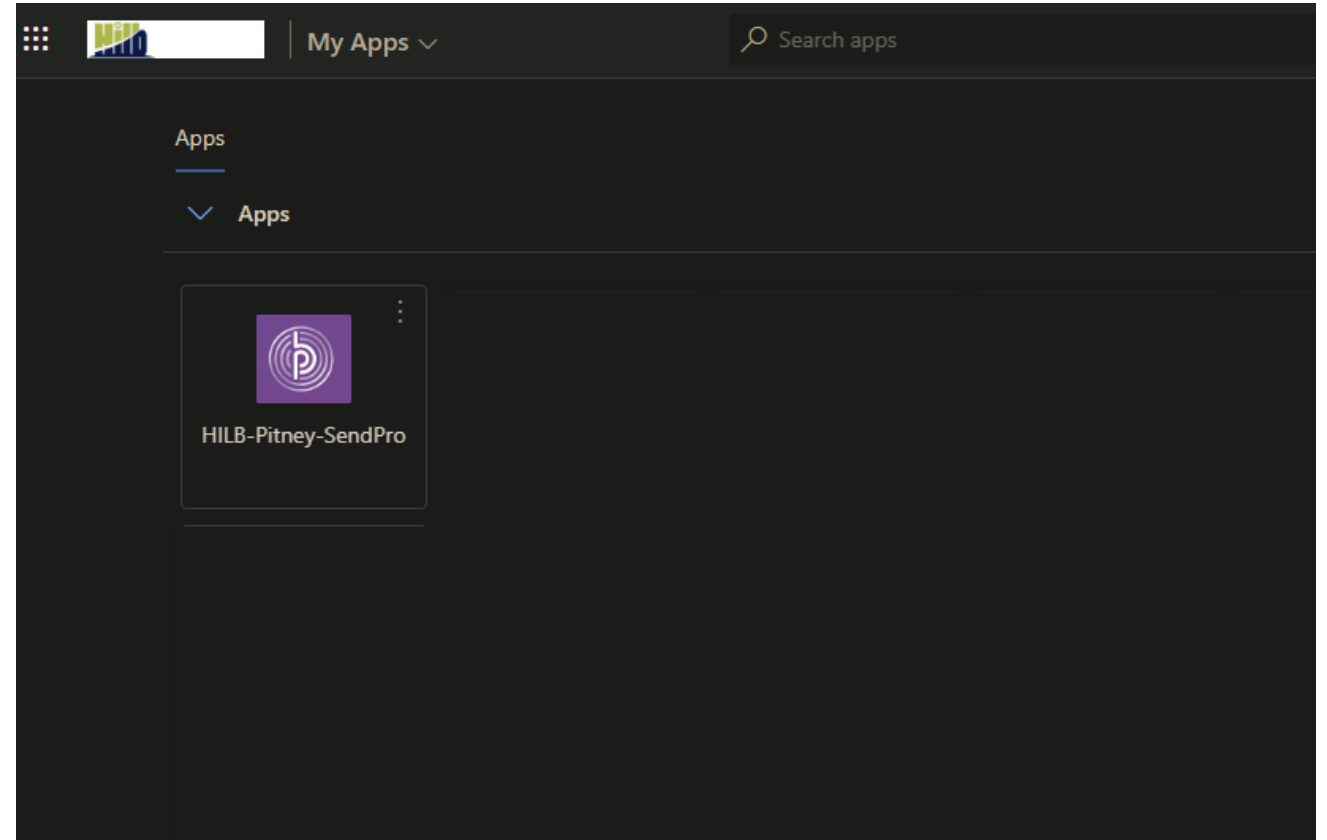
PitneyShip™ Pro is a cloud-based solution that scales easily across your organization, allowing employees to create carrier shipping labels and print postage regardless of location. Real-time data provides better insights and visibility into your shipping activity, helping you save time and money on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

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How to Log In to PitneyShip Pro

- **Link to the Application** – Go to myApps



- **Internal Hilb Group Support** – link to submit a case is:

<https://www.postaladvocate.net/index.php?/landingpage/Hilb>

- 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

Hilb 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

General Information To Get Started

Company Name
Hilb

Request Submitted By *

First Name Last Name

Requestor Email Address * Requestor Phone Number *

Requestor Email Address Requestor Phone Number

Requestor Title *

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



How to be added to the PitneyShip Pro AD group for Single Sign On

To be added to the PitneyShip Pro system, you need to be added to the PitneyShip Pro AD Group for Single Sign-On first. You will find this on the intranet CONNECT.

Go to Microsoft Forms - PitneyShip Pro MS AD Form

[Hilb Pitney Ship Pro Request \(office.com\)](#)

*Note: This process can take up to 48 hours.

Ordering Supplies

- Initial supplies includes a 5LB Scale and 2 packs of stamp sheets are on their way to you. A pack of stamps includes 6 sheets which has 20 stamps per sheet.



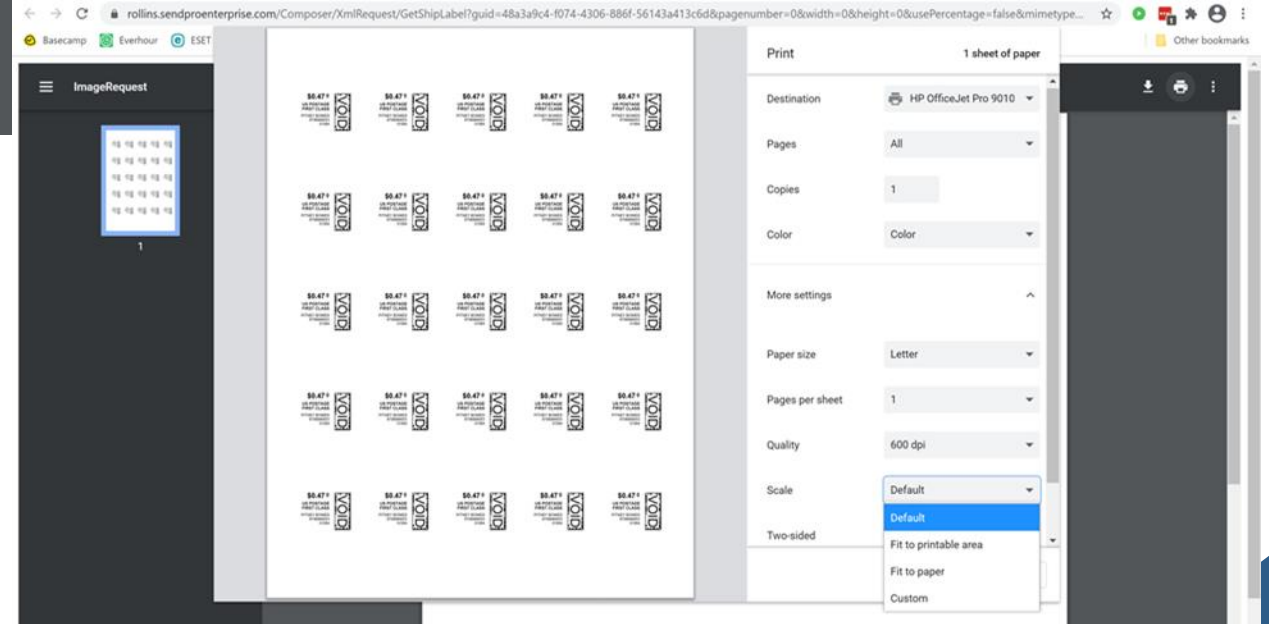
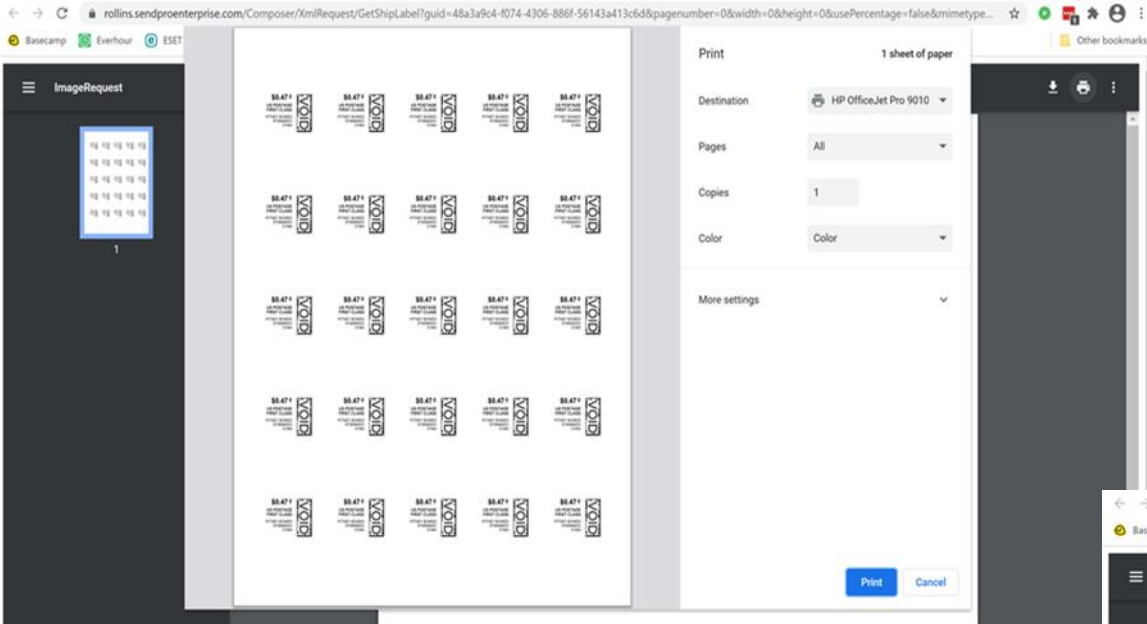
Returning Your Postage Meter

- Postal Advocate will submit the request to cancel your current postage meter.
- If you have a Pitney Bowes meter, a return kit will be delivered to your location that includes withdrawal instructions (for any remaining funds on the meter), package and a return label.
- If you have a Quadient meter, an ERA email will be sent do you that includes withdrawal instructions and a link to a FedEx label. Quadient does not provide return boxes or packaging.
- Remaining funds will be returned to the postage account, and you will see a credit internally.

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?

