

# PitneyShip™ Pro Training - FedEx

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**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 PB Ship Pro

- **Link to the Application** – <https://sendpro360.pitneybowes.com/sso>

(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.

For any questions/concerns – please contact Karen Thomas [kathomas@hanger.com](mailto:kathomas@hanger.com)

# Case Submission

enterprise  Advocate  
MULTI-LOCATION SYSTEM
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Hanger - Expedited Document and Parcel Mgmt & 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

Please Select

Vendor Password Reset Request

Other

PitneyShip™ Pro - Add User

PitneyShip™ Pro - Technical Support

### General Information To Get Started

**Company Name**

**Request Submitted By \***

**Requestor Email Address \***      **Requestor Phone Number \***      **Requestor Title \***

**Cost Center \***

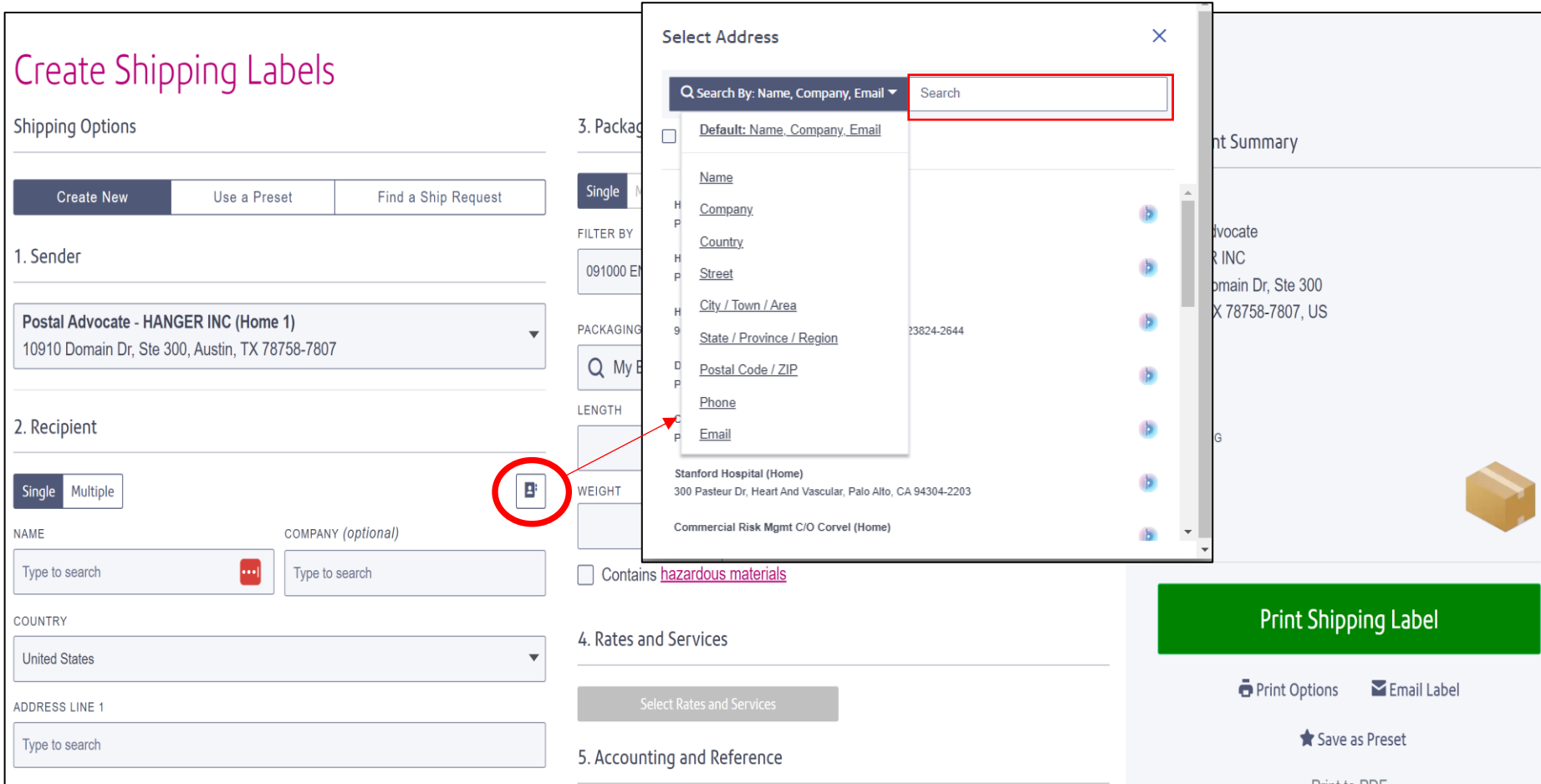
**Location Address \***      **Location City \***      **Location State**      **Location ZipCode**

**Vendor**      **Vendor Account Number**

**Equipment Serial #**



## How To Search Address Book When Creating A Shipping Label



**Create Shipping Labels**

Shipping Options

Create New Use a Preset Find a Ship Request

1. Sender

Postal Advocate - HANGER INC (Home 1)  
10910 Domain Dr, Ste 300, Austin, TX 78758-7807

2. Recipient

Single Multiple

NAME COMPANY (optional)

Type to search Type to search

COUNTRY

United States

ADDRESS LINE 1

Type to search

3. Package

Single

FILTER BY

091000 EN

PACKAGING

Q My B

LENGTH

WEIGHT

Contains [hazardous materials](#)

4. Rates and Services

Select Rates and Services

5. Accounting and Reference

Select Address

Q Search By: Name, Company, Email Search

Default: Name, Company, Email

Name

Company

Country

Street

City / Town / Area

State / Province / Region

Postal Code / ZIP

Phone

Email

Stanford Hospital (Home)  
300 Pasteur Dr, Heart And Vascular, Palo Alto, CA 94304-2203


Commercial Risk Mgmt C/O Corvel (Home)

Print Shipping Label

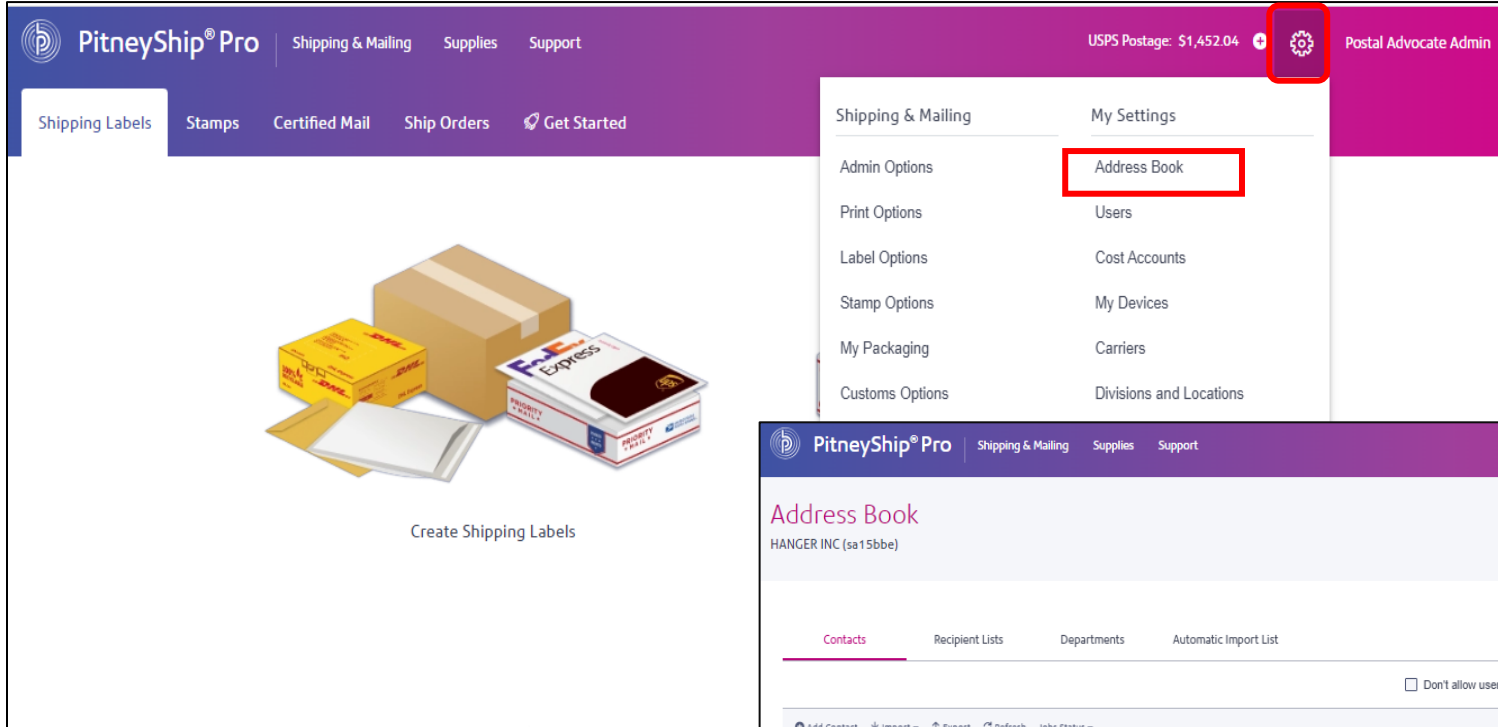
Print Options Email Label

Save as Preset


Print to PDF

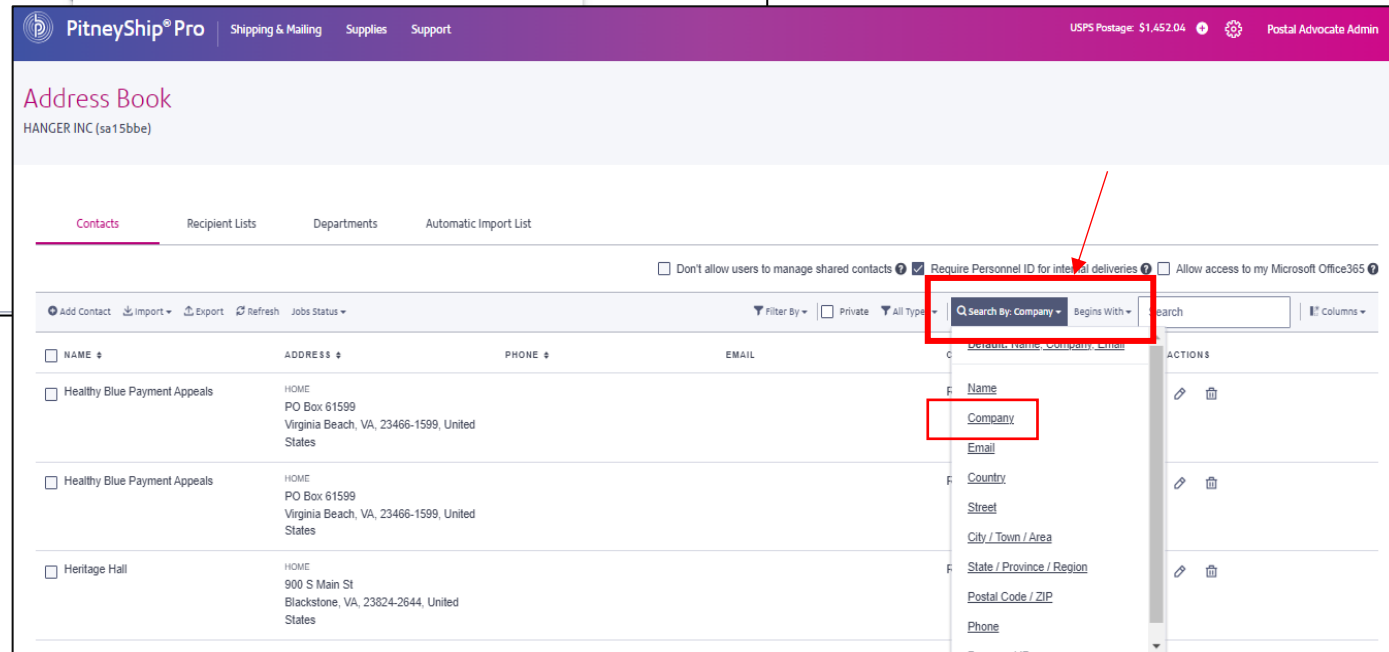
1. Click on the address book icon 
2. You can then search by name, company email etc.

# How to Search Address Book Using Company Field



The screenshot shows the PitneyShip Pro interface. The top navigation bar includes 'Shipping & Mailing', 'Supplies', and 'Support'. A settings gear icon is highlighted with a red box and an arrow. Below it, the 'My Settings' menu is open, with 'Address Book' highlighted by a red box. On the left, there is a 'Create Shipping Labels' section with images of shipping boxes and labels.

1. Click on settings. 
2. Click on 'address book'.
3. You can then search by company by clicking on 'Search by:'

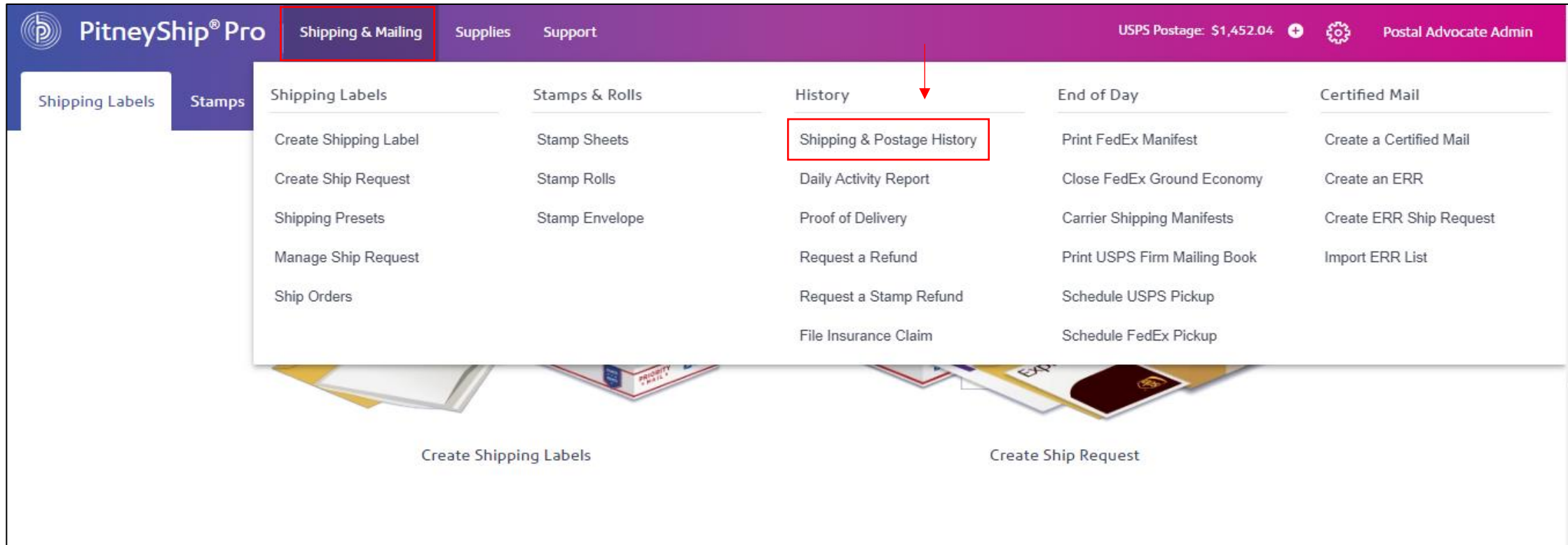


The screenshot shows the 'Address Book' interface for 'HANGER INC (sa15bbe)'. The 'Contacts' tab is active. A search bar is present with a dropdown menu set to 'Search by: Company'. The dropdown menu is open, showing various search criteria, with 'Company' highlighted by a red box. A red arrow points to the search bar area. Below the search bar is a table of contacts with columns for Name, Address, Phone, and Email.

NAME	ADDRESS	PHONE	EMAIL
<input type="checkbox"/> Healthy Blue Payment Appeals	HOME PO Box 61599 Virginia Beach, VA, 23466-1599, United States		
<input type="checkbox"/> Healthy Blue Payment Appeals	HOME PO Box 61599 Virginia Beach, VA, 23466-1599, United States		
<input type="checkbox"/> Heritage Hall	HOME 900 S Main St Blackstone, VA, 23024-2644, United States		

# How to See Shipping & Postage History

- To see shipping history in PSP, go to 'Shipping & Mailing', 'History' and then 'Shipping & Postage History.'
- If you need to get the FedEx history prior to using Pitney Ship Pro, you will need to contact Karen Thomas.

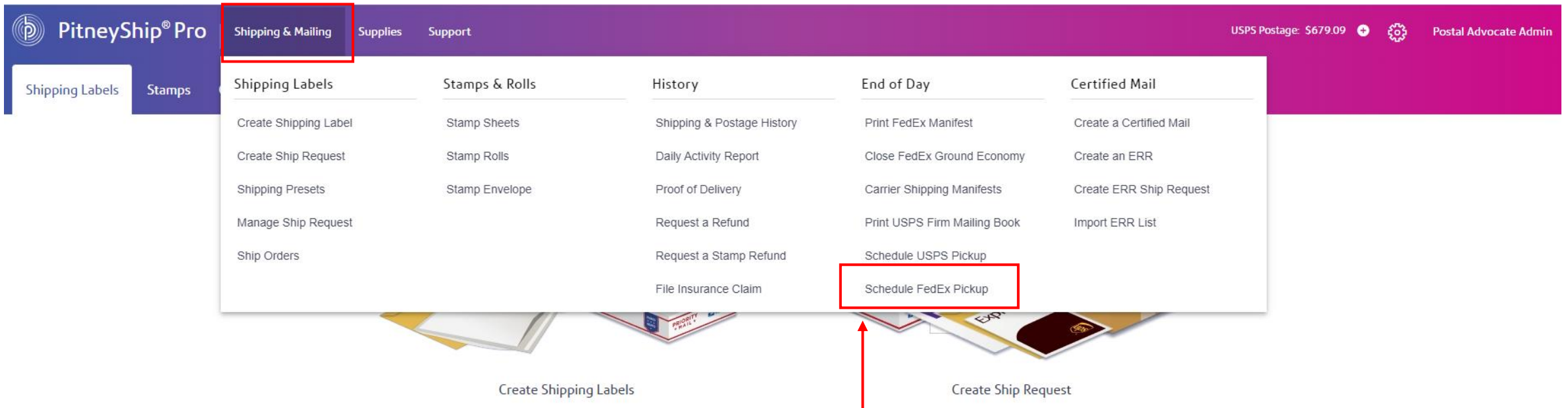


The screenshot displays the PitneyShip Pro web interface. At the top, a purple navigation bar contains the logo, 'PitneyShip Pro', and menu items: 'Shipping & Mailing', 'Supplies', and 'Support'. On the right side of this bar, it shows 'USPS Postage: \$1,452.04', a settings gear icon, and the user name 'Postal Advocate Admin'. Below the navigation bar, a white sidebar on the left has 'Shipping Labels' and 'Stamps' tabs. The main content area is a grid of menu items. Under the 'Shipping & Mailing' header, there are columns for 'Shipping Labels', 'Stamps & Rolls', 'History', 'End of Day', and 'Certified Mail'. The 'History' column contains a red-bordered box around the 'Shipping & Postage History' link. Below the grid, there are two buttons: 'Create Shipping Labels' and 'Create Ship Request'. Red arrows point from the text above to the 'Shipping & Mailing' menu item and the 'Shipping & Postage History' link.



# How to Schedule a Pickup

- To schedule a pickup in PSP, go to 'Shipping & Mailing', 'End of Day' and then 'Schedule a FedEx Pickup'



The screenshot shows the PitneyShip Pro interface. The top navigation bar is purple and contains 'Shipping & Mailing', 'Supplies', and 'Support'. The 'Shipping & Mailing' menu is highlighted with a red box and has a red arrow pointing to it from above. Below this, a dropdown menu is open, showing several categories: 'Shipping Labels', 'Stamps & Rolls', 'History', 'End of Day', and 'Certified Mail'. The 'End of Day' category is expanded, and the 'Schedule FedEx Pickup' option is highlighted with a red box and has a red arrow pointing to it from below. The background of the interface is light blue and white, with some shipping-related icons and text like 'Create Shipping Labels' and 'Create Ship Request' visible.

Shipping Labels	Stamps & Rolls	History	End of Day	Certified Mail
Create Shipping Label	Stamp Sheets	Shipping & Postage History	Print FedEx Manifest	Create a Certified Mail
Create Ship Request	Stamp Rolls	Daily Activity Report	Close FedEx Ground Economy	Create an ERR
Shipping Presets	Stamp Envelope	Proof of Delivery	Carrier Shipping Manifests	Create ERR Ship Request
Manage Ship Request		Request a Refund	Print USPS Firm Mailing Book	Import ERR List
Ship Orders		Request a Stamp Refund	Schedule USPS Pickup	
		File Insurance Claim	Schedule FedEx Pickup	



ANY  
QUESTIONS?

