

# PitneyShip™ Pro Training

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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 PitneyShip Pro

- **Link to the Application** – <https://shipping360.pitneybowes.com/>
- **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. Our customer service team is available M-F from 8:00 am – 5:00 pm EST.

# 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

Other Field  
Other Field

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

For those invited to the training today, have been added already to the AD Group/SSO.

For new users, 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.

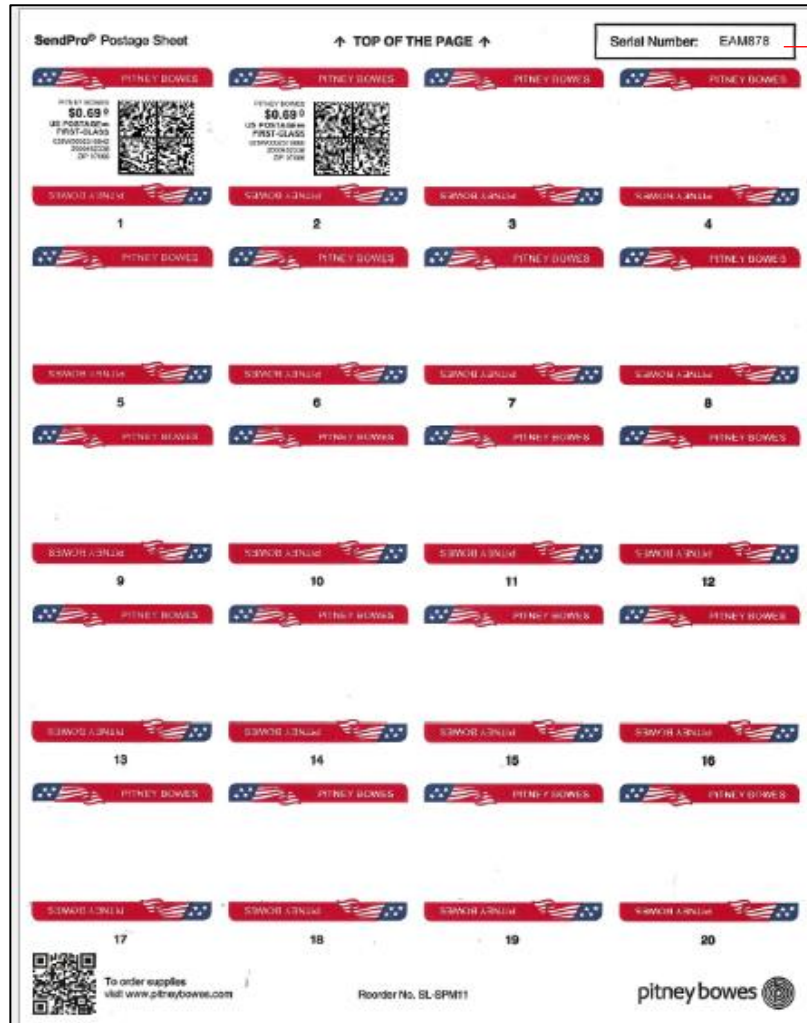
Go to Microsoft Forms - PitneyShip Pro MS AD Form

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

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

# Initial 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.



Serial Number

## Ordering Additional Supplies

- You will need your BPN number to order supplies.

Stamp Sheets - Supply Part Item #**SL-SPM11** - Cost \$4.99 for 120 Stamps - Supply orders can be placed by emailing [Supplies@pb.com](mailto:Supplies@pb.com) or calling the number of 844-256-6444, select the option for placing an order; ensure when placing the order that the supply agent is advised that the order must charge to your account number/BPN which is xxxxxxxxxx

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



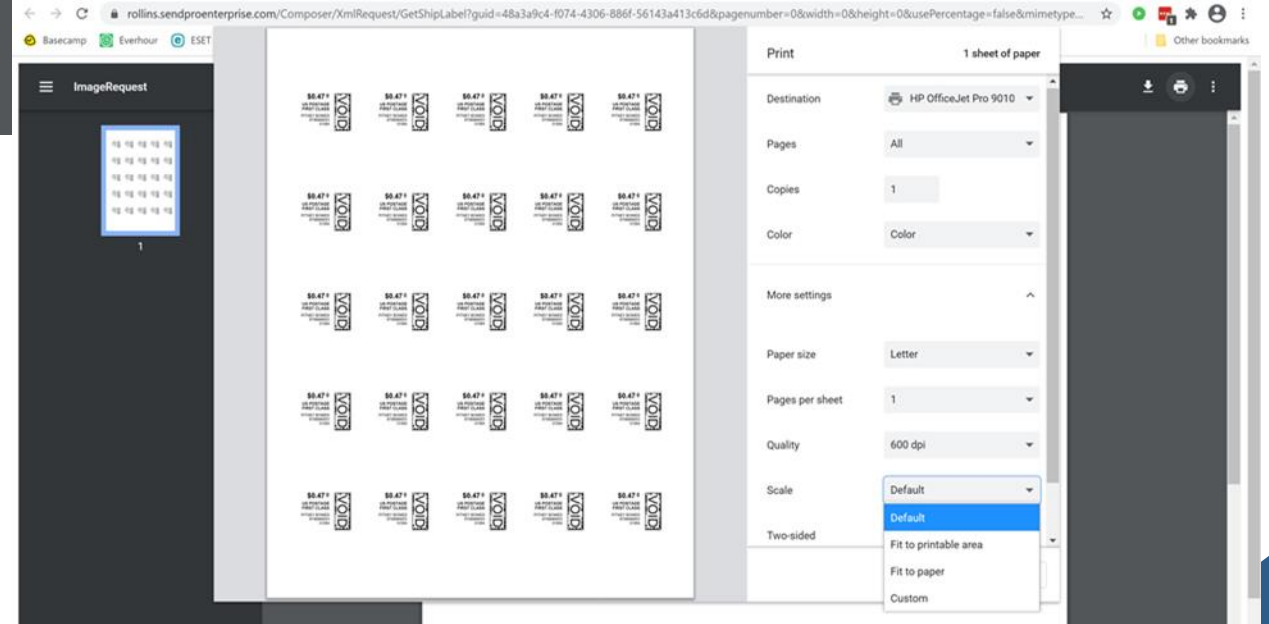
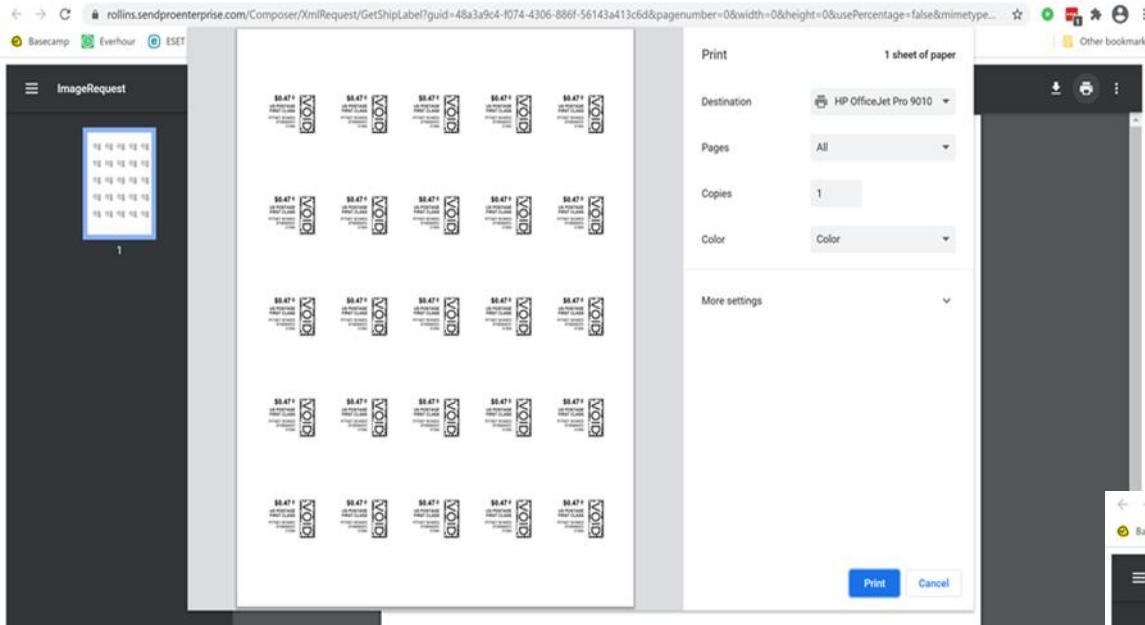
## Returning Your Postage Meter

- 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?

