



# **PitneyShip™ Pro Training**





Home and Small Office Mail



USPS® Permit Accounts



Outsourced Mail Services



Expedited Document and Parcel Shipping



## What is PitneyShip<sup>™</sup> Pro?

PitneyShip<sup>™</sup> 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.



# **Table of Contents**

- How to Log In to PitneyShip<sup>™</sup> Pro
- Internal Hilb Group Support
- How to be added to the Pitney Ship Pro AD group for Single Sign On
- Ordering Supplies
- How to Ship a Package (Create a Shipping Label)
- How to See Shipping & Postage History
- How to track a shipment
- How to re-print a shipping label
- How to create a return label
- How to request a refund for shipments or stamps
- How to send certified mail
- How to Print Stamps
- How to Align the Printer correctly to print stamps



### How to Log In to PitneyShip Pro

- Link to the Application <a href="https://shipping360.pitneybowes.com/">https://shipping360.pitneybowes.com/</a>
- 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**

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					GROUP
*Mandatory fields					
What Kind of Support Do you Need *	General Information To Get Started				
Please Select V					
	Company Name Hilb				
	Request Submitted By *		Other Field		
	First Name	Last Name	Other Field		
	Requestor Email Address *	Requestor Phone Number *	Requestor Title *		
	Requestor Email Address	Requestor Phone Number	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.

SendPro <sup>®</sup> Postage Sheet	↑ TOP OF T	HE PAGE 个	Serial Number: EAM878	Serial Numb			
THEY BOWER	MINE Y NOWES	HTNEY NOWES	PINCY BOWER				
BE CONTRACTOR	PHST-CARS PHST-CARS PHST-CARS DOS DOS DOS DO						
STANDER STATES	замов канын 🐨 🎫	REMORIZANCE E	Namon Anna T	-			
1	2 THEY BOWER	3					
RANDA DADA	Sameri Lancia 😤	Lawou Lanua	Sawou kaning Toom				
5	6	7	8				
Contraction of the second seco	NESS PRINTING	The source	HINEY BOWES				
Bawon Aanaa	NEWORAERAN	SUW00 ADADA	SIMORANDA SECOND				
	Hitter Howas		12				
	ERMORATING REAL	Sawor Januar State	Samon Abata				
13	14	15	16				
THEY DOWES	ATTREY BOWES	PIDE / SOME	THEY DIMES				
5394000 A 3941 M	18	танка ханын 🤊 🚟 .	20				
回路期	1000	63 (856)					
To order supplies viid www.ptreybowee.	com Roorder No.	SL-SPM11	pitney bowes 🔞				



## **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 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 xxxxxxxx

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.

### PostalAdvocate How to Align the Printer Correctly to Print Stamps

isecamp 🧕 Evenhour 📵 ESET						Print	,	sheet of paper	14	Other b	iokmar
ImageRequest	ALL STREET	NOID	A BILLING	A NOID	a li	Destination	🖶 HP OfficeJe	t Pro 9010 🔻	Ŧ	•	:
4 1 4 1 1 1 4 1 4 4 1 4	- 22	1921	122	2		Pages	All				
4 4 4 4 4 4 4 4 4 4 4 4 4	at in the two of two of the two of two	A STATE	NOID	A STATE	A STATE	Copies	1				
	Q	Q	<u> </u>	D and	QI	Color	Color				
	Statistics of the second secon		S IIII	A STATE	ad Noit	More settings		×			
	a tooo							- 1			
			Sucon	A DOIO	A COO						÷
							Print	Cancel			100

### 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.** 

mp 📓 Everhour 💿 ESET						Print	1 shee	t of paper		Cthe	r bookma
ImageRequest	MAT: NOID	A NOID	NOID	A NOID	NOIO	Destination	🖶 HP OfficeJet Pro S	1010 -	4	1 O	1
*****	- 62	- 52	- 52	- 22	- 01	Pages	All				
4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	SALE NOO	Silling Silver			AND NOID	Copies	1	- 11			
1						Color	Color	•			
	SAT: NOID			a la	A THE MOID	More settings					
						Paper size	Letter				
	ANT: NOID	A NOIO	A THINK WOID		STATISTICS STATISTICS	Pages per sheet	1				
	- 0	- 0	Q	- 0		Quality	600 dpi	•			
	10.47°	14.0°	A STATE		10.47°	Scale	Default	•			Ľ
	A AT	Advised for the second	Radia Scale Scale	Two-sided	Default Fit to printable area						
							Fit to paper Custom				



• Link to the Application - link





# ANY QUESTIONS?