PostalAdvocate
MAIL MADE EASY

Hill GROUP

PitneyShip™ Pro Training

Mail Equipment and Postage

Home and Small Office Mail

USPS® Permit Accounts

Outsourced Mail Services

Expedited Document and Parcel Shipping

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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

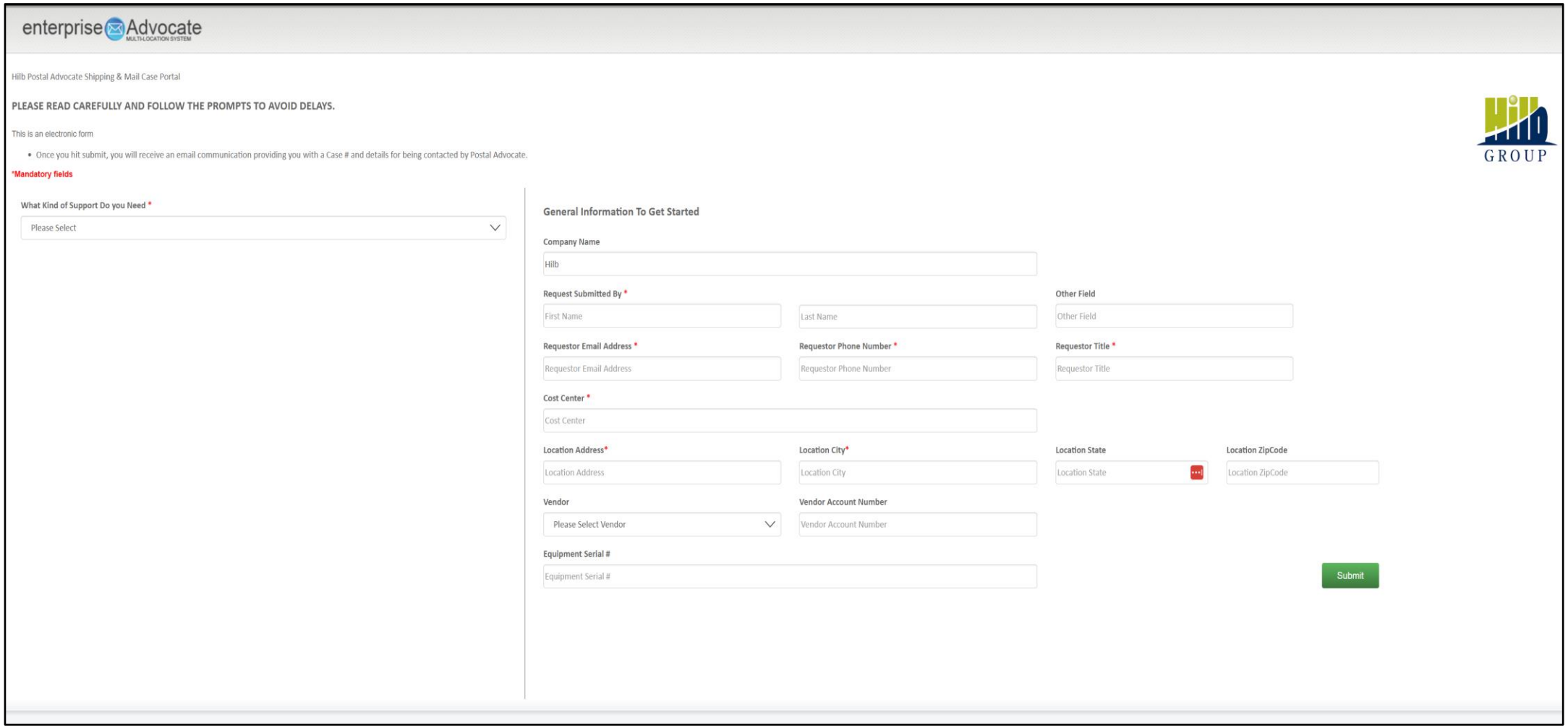
- **Link to the Application –** https://shipping360.pitneybowes.com/

- **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



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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.

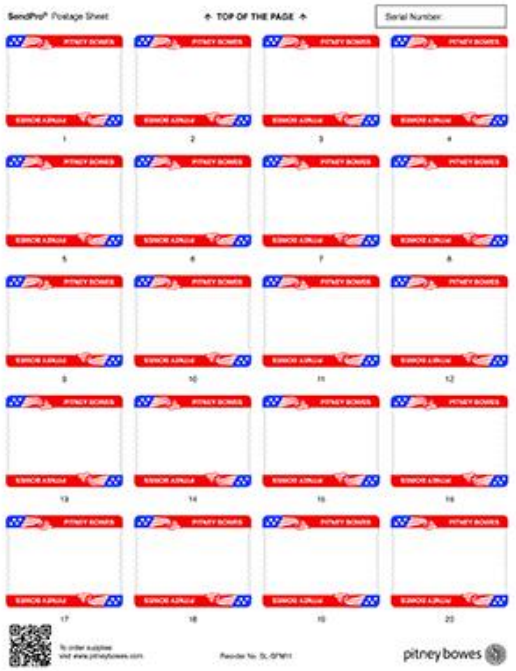
Go to Microsoft Forms - PitneyShip Pro MS AD Form

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.



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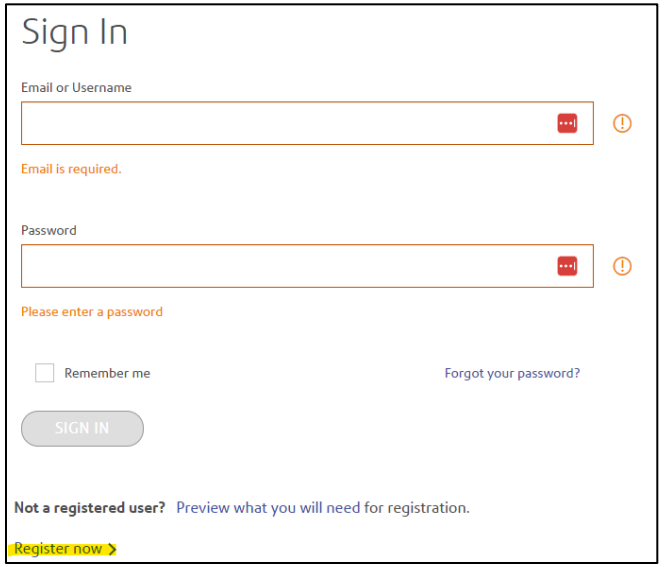
Ordering Additional Supplies

- You will need your BPN number to order supplies.
- Below is the link to order your supplies:

https://www.pitneybowes.us/shop/postage-meter-ink-supplies/shop-by-meter--software/pitneyship-pro/en-us/storeus

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



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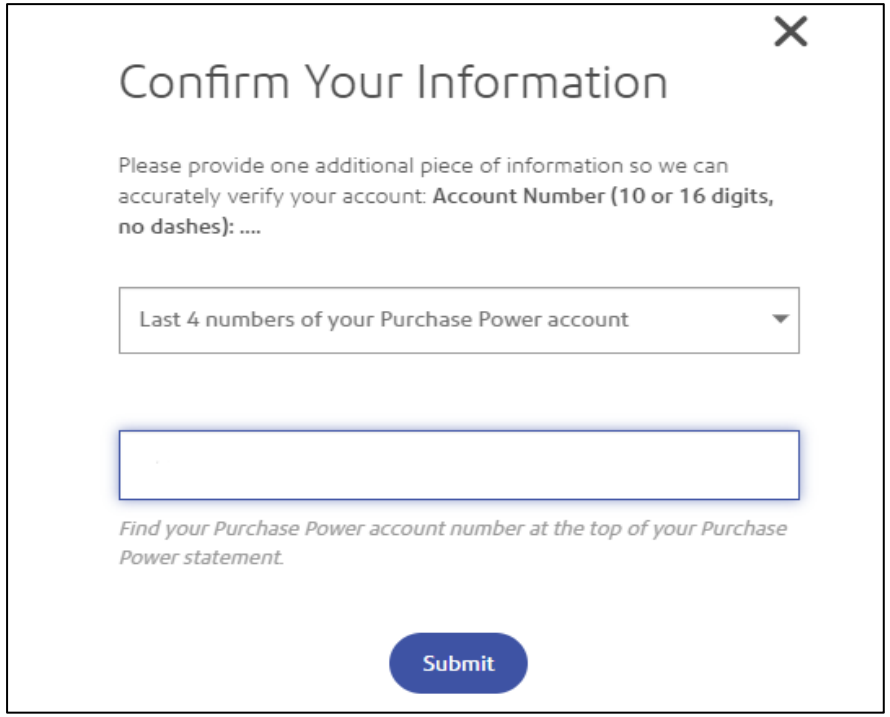
Ordering Supplies continued

3. Once you click “register now” it will direct you to the below screen. Please register with your account number/BPN.

4. It will ask you to confirm your account. Please click on the drop down and choose “**Last 4 numbers of your Purchase Power Account**”.



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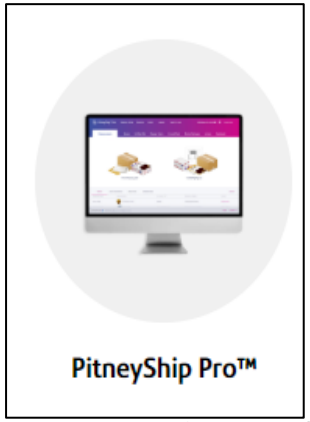
Supplies Continued

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

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



7. Find Supply Part Item #SL-SPM11 - Cost $4.99 for 120 Stamps (6 sheets). We recommend purchasing enough to last 1-2 month.

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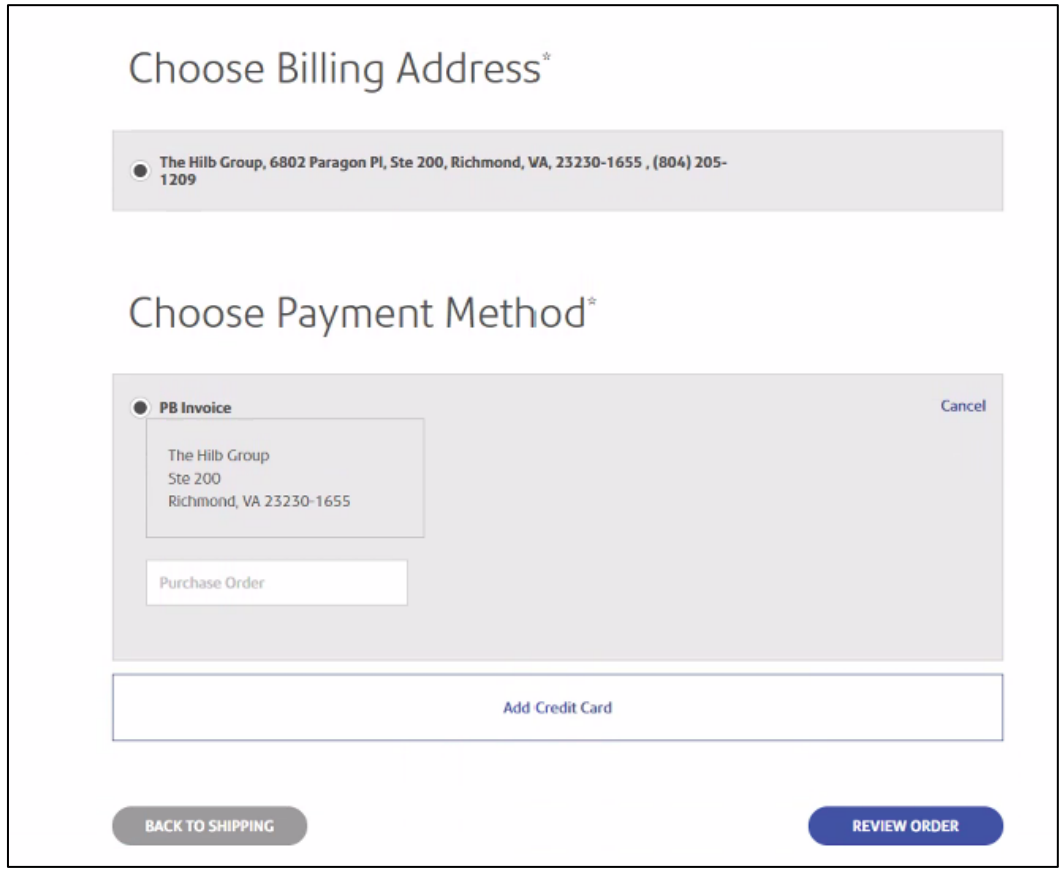
Order Future Supplies Cont'd

8. Confirm billing address and payment method and click review order and then you supply order should we placed.



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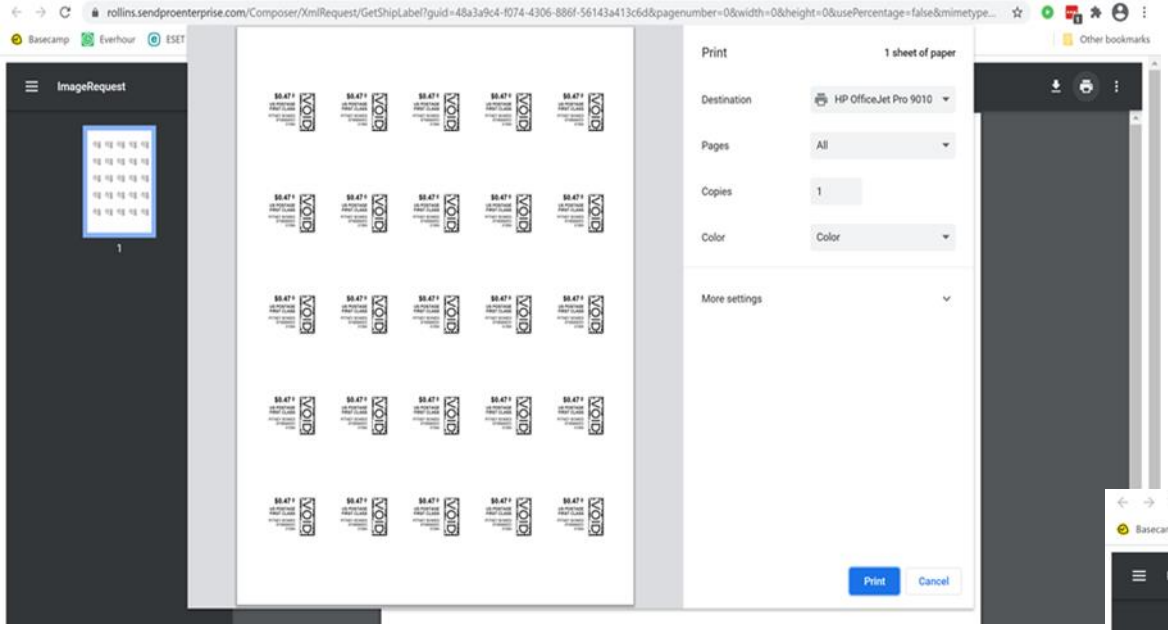
Returning Your Postage Meter

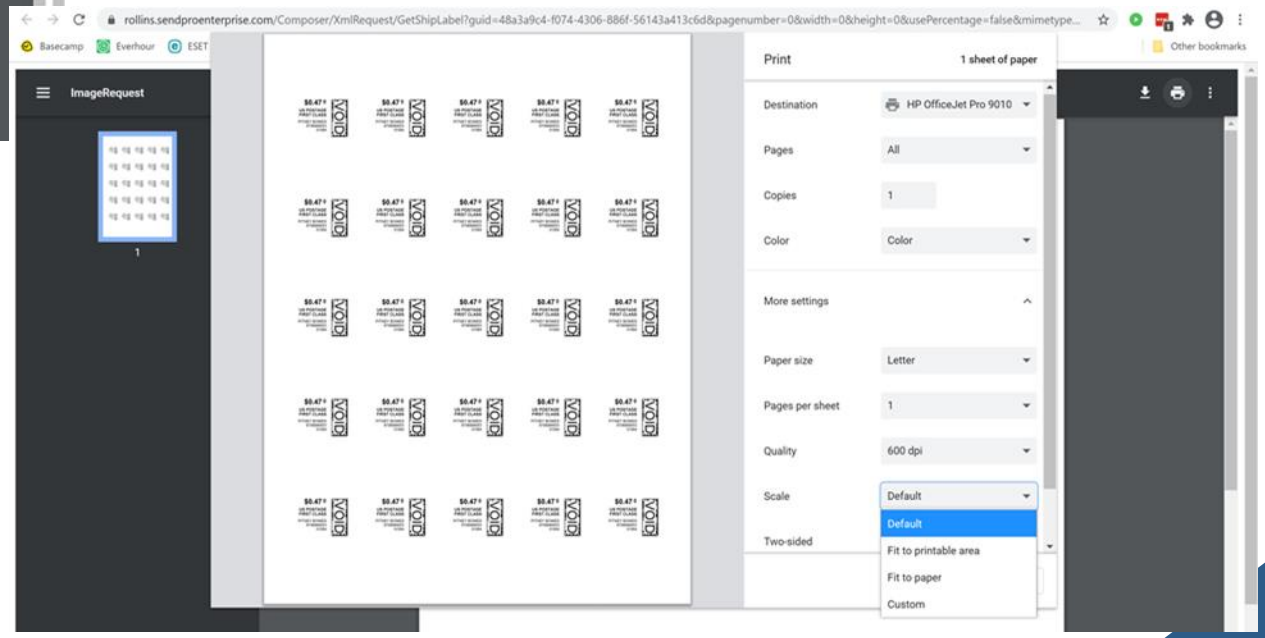
- Postal Advocate will submit the request to cancel your current postage meter.
- If you have a Pitney Bowes meter, a return kit will be delivered to your location that includes withdrawal instructions (for any remaining funds on the meter), package and a return label.
- If you have a Quadient meter, 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.**



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- **Link to the Application -** link

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