

# 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.

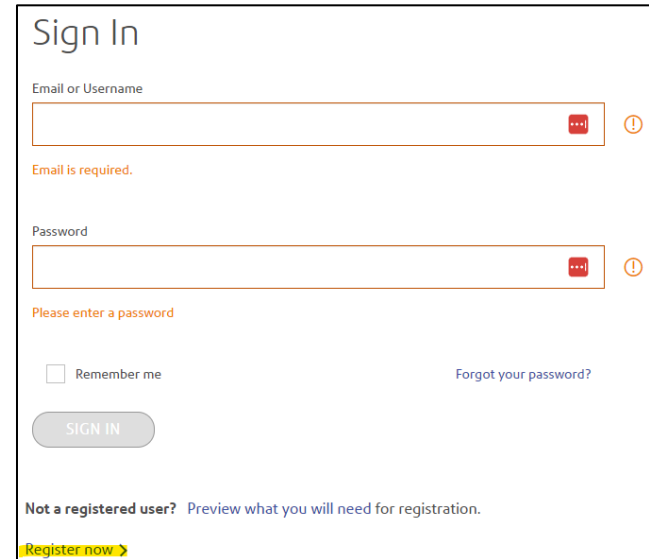


## Ordering Additional Supplies

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



Sign In

Email or Username

Email is required.

Password

Please enter a password

Remember me [Forgot your password?](#)

Not a registered user? [Preview what you will need for registration.](#)

[Register now >](#)



## 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**”.

✕

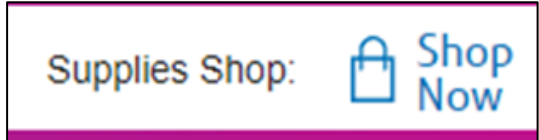
### Confirm Your Information

Please provide one additional piece of information so we can accurately verify your account: **Account Number (10 or 16 digits, no dashes): ....**

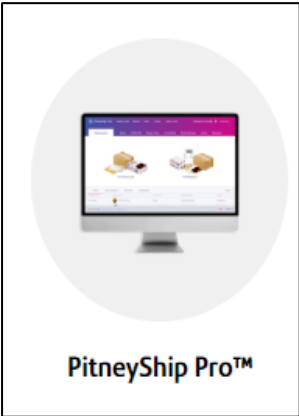
*Find your Purchase Power account number at the top of your Purchase Power statement.*

## 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.



## Order Future Supplies Cont'd

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

### Choose Billing Address\*

The Hilb Group, 6802 Paragon Pl, Ste 200, Richmond, VA, 23230-1655 , (804) 205-1209

### Choose Payment Method\*

**PB Invoice** Cancel

The Hilb Group  
Ste 200  
Richmond, VA 23230-1655

Purchase Order

[Add Credit Card](#)

[BACK TO SHIPPING](#) [REVIEW ORDER](#)

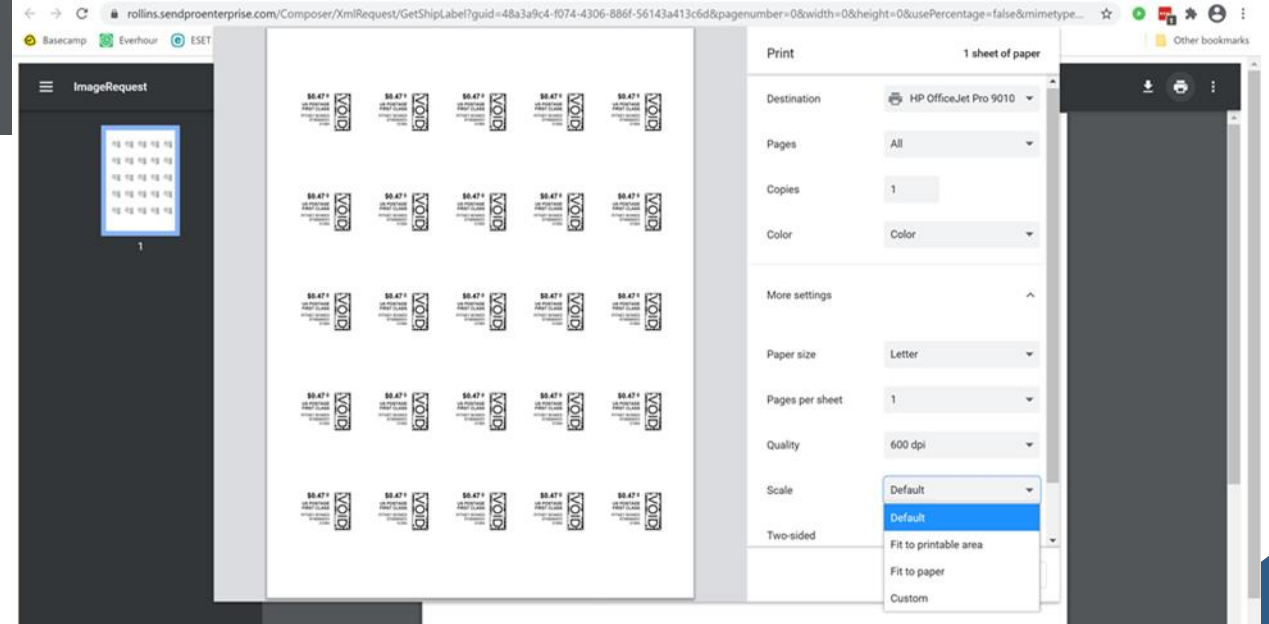
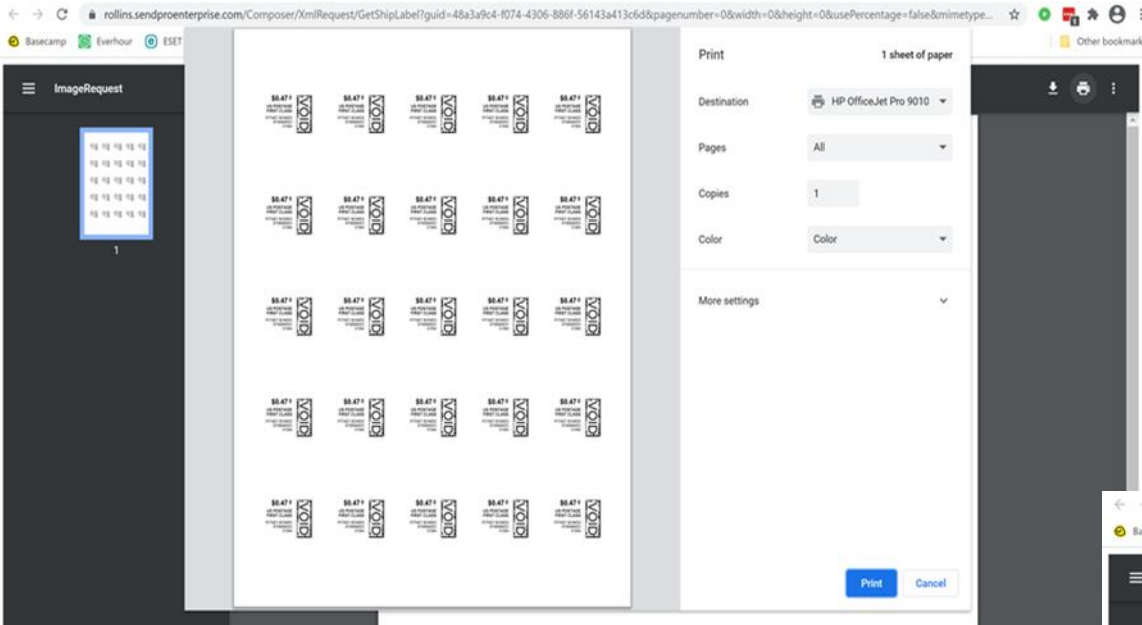
## Returning Your Postage Meter

- 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?

