

Hilb Group Support Guide and FAQs – PitneyShip Pro

Link to the Application -

With this [link](#), enter your username and password

You should not require a password as you are on Single Sign-On. Use your UPN (hilbgroup.com email) the first time you log-in. If you are asked for a password, please reach out to customer support by clicking on the Postal Advocate Support Landing Page below to submit a case.

Internal Hilb Group Support – [Postal Advocate Customer Service Support Link](#)

Select the kind of support you need, enter the information on the right and then hit next. A case will be created, you will get an email confirming the case number, and Postal Advocate will reach back within 24 hours to help resolve the issue.

The screenshot shows the 'Hilb Postal Advocate Shipping & Mail Case Portal' form. At the top left is the 'enterprise Advocate' logo. Below it, the text reads 'Hilb Postal Advocate Shipping & Mail Case Portal' and 'PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS.' A note states 'This is an electronic form' and 'Once you hit submit, you will receive an email communication providing you with a Case # and details for being contacted by Postal Advocate.' A 'Mandatory fields' section is highlighted in red. The form is divided into two main sections: 'What Kind of Support Do you Need *' (a dropdown menu) and 'General Information To Get Started'. The 'General Information' section includes fields for 'Company Name' (filled with 'Hilb'), 'Request Submitted By *' (with sub-fields for 'First Name' and 'Last Name'), 'Requester Email Address *', 'Requester Phone Number *', 'Requester Title *', 'Other Field', 'Cost Center *', 'Location Address *', 'Location City *', 'Location State' (with a state selection icon), 'Location ZipCode', 'Vendor' (a dropdown menu), 'Vendor Account Number', and 'Equipment Serial #' (with a sub-field for 'Equipment Serial #'). A green 'Submit' button is located at the bottom right of the form.

[Pitney Bowes Online Tutorials](#) - They have a very helpful series of screen shots and web tutorials.

Ordering Future Supplies – You will need your account # (BPN).

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)

Sign In

Email or Username

Email is required.

Password

Please enter a password

Remember me

[Forgot your password?](#)

SIGN IN

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

[Register now >](#)

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

Register for Your Account

Email Address

Confirm Email Address

Account Number (10 or 16 digits, no dashes)

[How can I find this?](#)

CONTINUE

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”. The last 4 digits are XXXX



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.

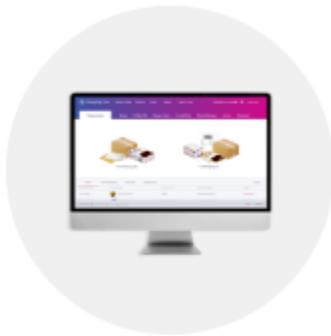
Submit

Supplies Shop:



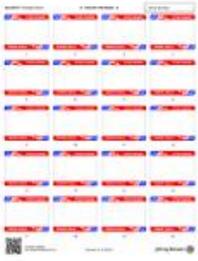
5. Once registered, click on Supplies Shop in the right corner:

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



PitneyShip Pro™

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



Item #SL-SPM11

Postage Sheets for Stamp Printing (6 sheets; 120 labels)

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

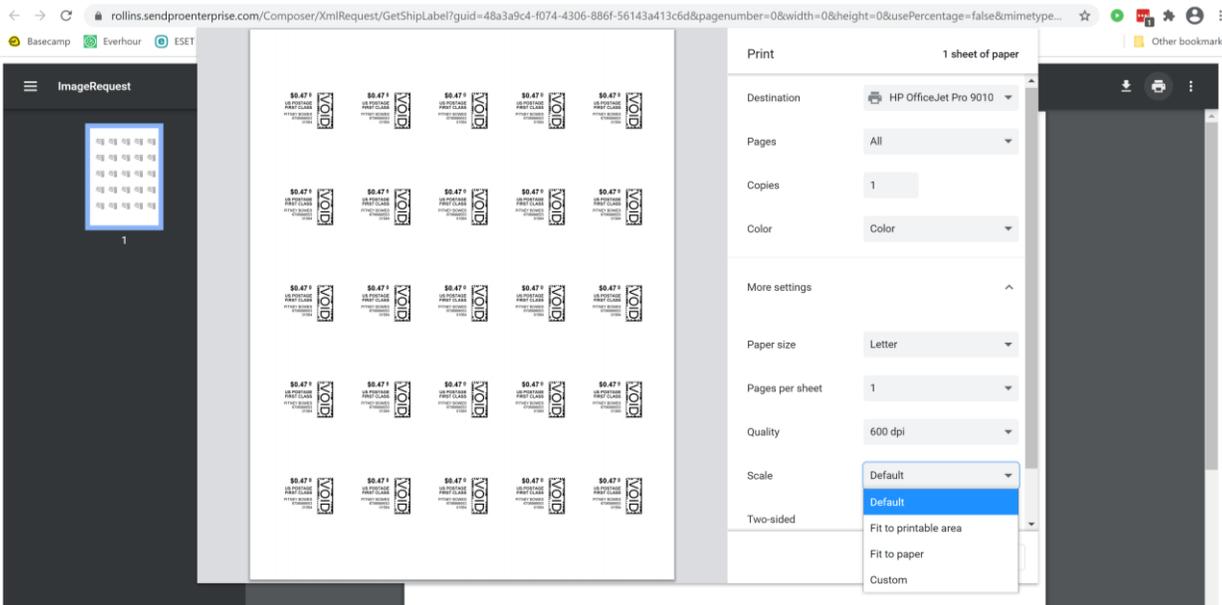
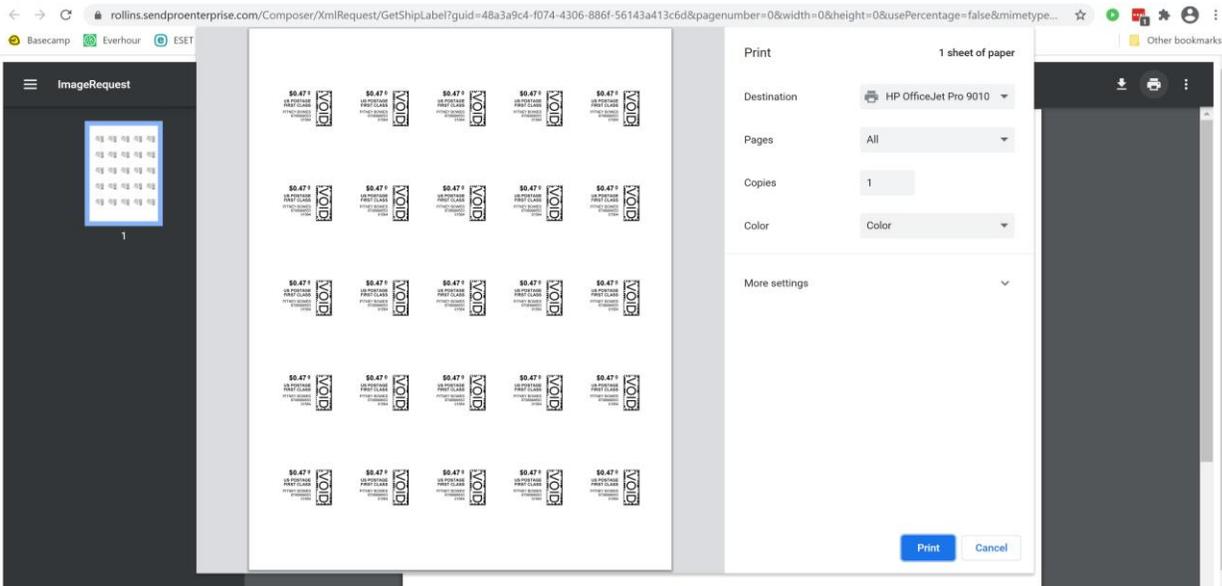
[Add Credit Card](#)

[BACK TO SHIPPING](#)

[REVIEW ORDER](#)

Stamp Sheet Printer Alignment (Using Google Chrome – Recommended Browser)

When you are doing your 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**.



If you are having a difficult time controlling what print tray your printer feeds from, do the following:

Right click on START and then go to SETTINGS>PRINTERS AND SCANNERS> Select your printer> MANAGE>PRINTER PROPERTIES>DEVICE SETTINGS>OUTPUT SETTINGS> Choose the tray you put paper in.

Shipping a Package – If the “RATE” button is greyed out when you are shipping a package, please make sure all the red flagged required fields are completed. If not, it will not allow you to rate a package.