

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 includes a dropdown menu for 'What Kind of Support Do you Need *' and a 'General Information To Get Started' section with the following fields: Company Name (Hilb), Request Submitted By * (First Name, Last Name), Other Field, Requestor Email Address * (Requestor Email Address), Requestor Phone Number * (Requestor Phone Number), Requestor Title * (Requestor Title), Cost Center * (Cost Center), Location Address * (Location Address), Location City * (Location City), Location State (Location State), Location ZipCode (Location ZipCode), Vendor (Please Select Vendor), Vendor Account Number (Vendor Account Number), and Equipment Serial # (Equipment Serial #). A green 'Submit' button is located at the bottom right.

[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).

To order stamp sheets, please follow the below instructions:

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.

Information Needed for Your Supply Order:

Account #

Company Name

Shipping Address

Name of Person Ordering Supplies – Full Name, Email and Phone Number

Quantity of Stamp Sheets Needed

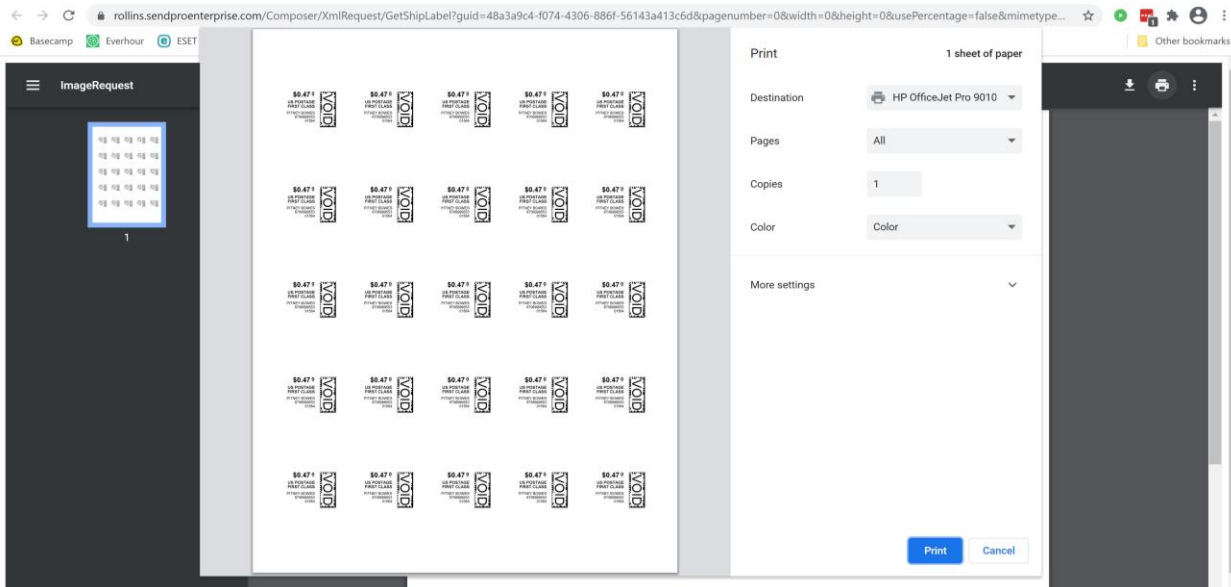
Stamp sheet part number #SL-SPM11 and cost \$4.99 + applicable taxes for 120 Stamps (6 sheets). **We recommend ordering enough to last you at least 1-2 months to minimize shipping costs.**

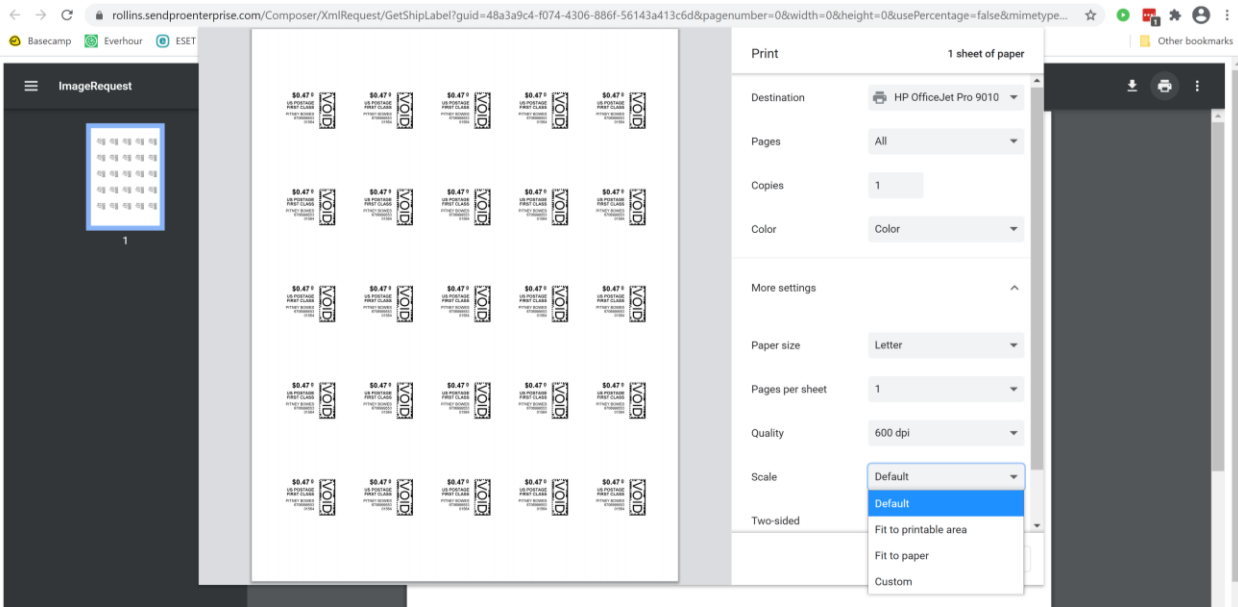
If you do not have your account/BPN number, please submit a case using the following link:

<https://www.postaladvocate.net/index.php?/landingpage/Hilb>

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.