

PitneyShip™ Pro Training



**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.

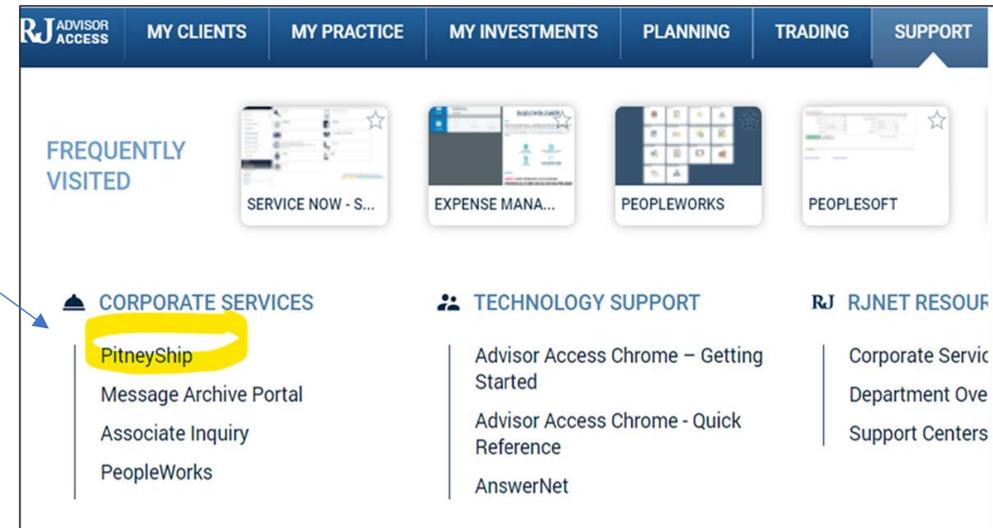
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How to Log In to PB Ship Pro

You can log in to PB Ship Pro by either:

1. **Link to the Application** - <https://sendpro360.pitneybowes.com> (This should work with Single Sign-On) – If it asks you for a username and password, you may not be set up properly. Please submit a case through our portal below to make sure your credentials are entered properly.
2. **Go to RJ Advisor Access**
Under Corporate Services and click **PitneyShip**



- **Internal Raymond James Support** – link to submit a case is:
<https://www.postaladvocate.net/index.php?/landingpage/raymondjames>
- 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.

Case Submission

RAYMOND James Financial Inc. 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 *

RAYMOND JAMES

General Information To Get Started

Company Name

Request Submitted By *

Other Field

Requestor Email Address *

Requestor Phone Number *

Requestor Title *

Branch Code *

Location Address *

Location City *

Location State

Location ZipCode

Vendor

Vendor Account Number

Equipment Serial #

Submit

How To Be Added to AD Group (Single Sign-On) for PitneyShip Pro

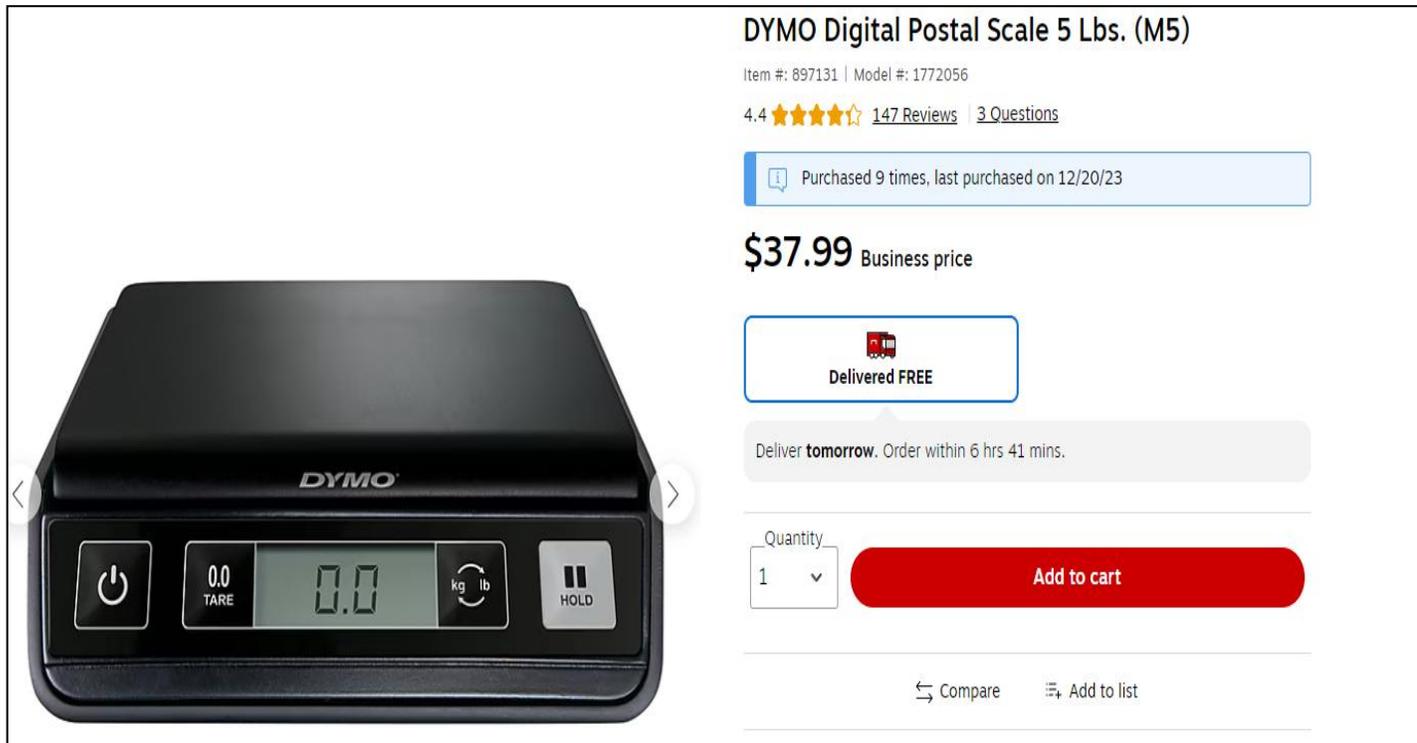
- Everyone on the call should already be added to the AD Group. If there are additional users in your branch that need to be added, please have them follow the instructions below:
- Go to Service Now. Search for 'Pitney Ship' or use this link Pitney Ship AD Request. [Pitney Ship AD Request](#)
- Fill out the fields on the form and click 'Submit'.
- Once this is approved, the Postal Advocate support team will be notified so they can add you to the system

*Note: This process can take up to 48 hours.

How to Order Your Scale for PitneyShip Pro:

If you need a scale, it can be ordered through Guy Brown, the scale to order will be the Dymo Digital Postal Scale 5 lbs. (M5)

NOTE: IF YOU ARE FROM HOME OFFICE, YOU DO NOT NEED ORDER THESE SUPPLIES.



DYMO Digital Postal Scale 5 Lbs. (M5)
Item #: 897131 | Model #: 1772056
4.4 ★★★★★ 147 Reviews 3 Questions

Purchased 9 times, last purchased on 12/20/23

\$37.99 Business price

 **Delivered FREE**

Deliver **tomorrow**. Order within 6 hrs 41 mins.

Quantity: 1

[Compare](#) [Add to list](#)

Ordering Supplies

Stamp Sheet Supplies

- If you need to order stamp sheets, order through PeopleSoft Pitney Bowes Catalog.

Postage Sheets for Stamp Printing, 6 sheets; 20 labels per sheet; 120 labels

Item #SL-SPM11

Postage Sheets for Stamp Printing - 6 sheets, 20 labels per sheet for a total of 120 labels - For...

✔ Contract

Item ID	SL-SPM11	Supplier	PITNEY BOWES INC
Supplier Item ID		Supplier ID	0000001052
Lead Time		Manufacturer	
Mfg Item ID		Manufacturer ID	
Price	3.49		USD
UOM	Each		

Quantity  Add  Add to Favorites  Add to Template(s)

NOTE: IF YOU ARE FROM HOME OFFICE, YOU DO NOT NEED ORDER THESE SUPPLIES.

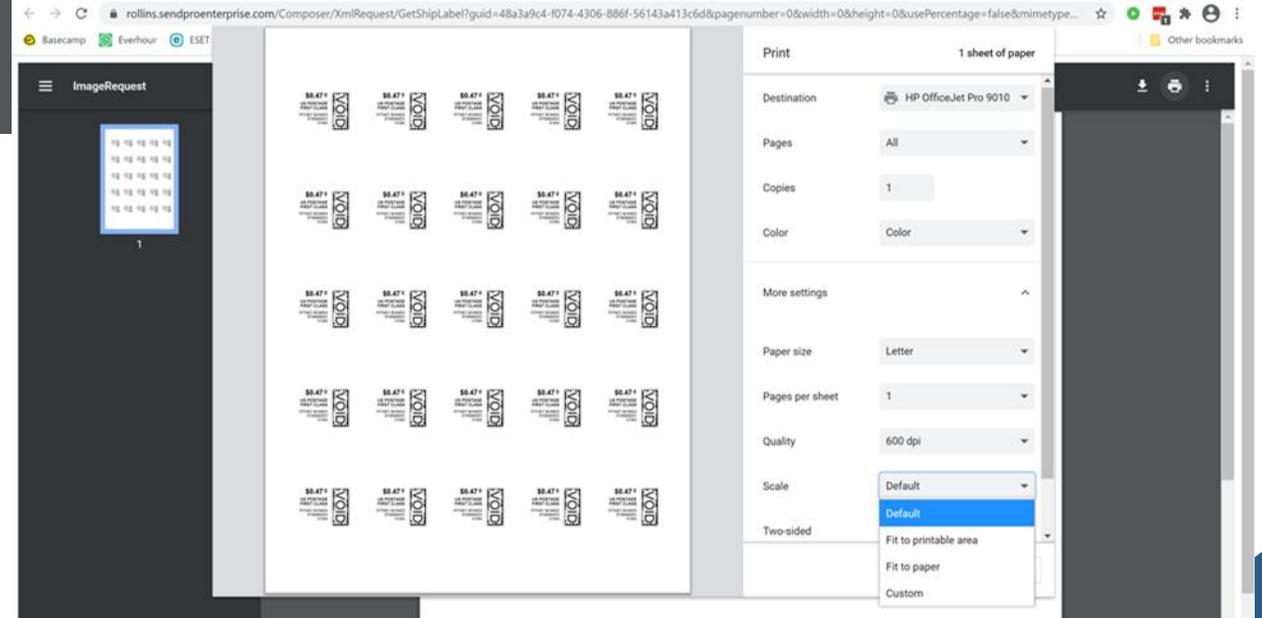
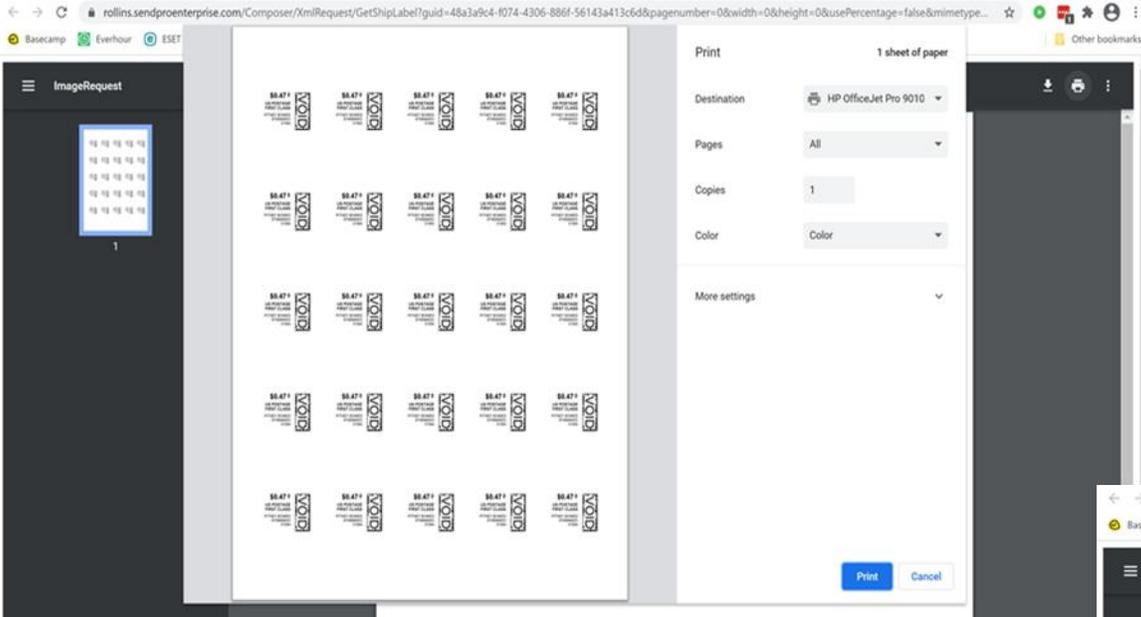
Returning Your Postage Meter

- Postal Advocate will submit the request to cancel your current postage 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.
- Remaining funds will be returned to the master postage account, and you will see a credit on your blotter shortly after.

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?

