

PitneyShip™ Pro Training Guide



**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/> enter username and password.
- **Internal FiServ Group Support** – Link to submit a case is: <https://postaladvocate.com/fiserv-user-resources-and-training-materials/>
- 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

Fiserv 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

fiserv

Request Submitted By *

First Name

Last Name

Requestor Email Address *

Requestor Email Address

Requestor Phone Number *

Requestor Phone Number

Requestor Title *

Requestor Title

Other Field

Other Field

Cost Code *

Cost Code

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

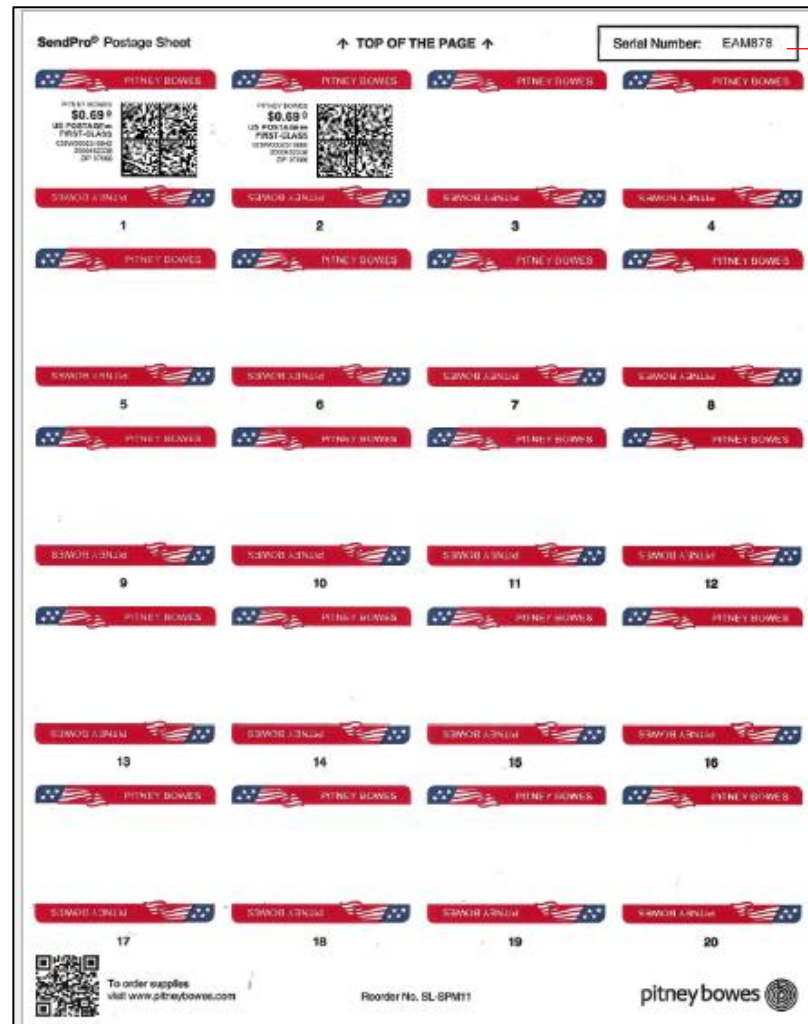
Equipment Serial #

Equipment Serial #

Submit

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.



Serial Number

Ordering Additional Supplies

- Use the group email address- Officeservicesalpharetta@fiserv.com
- Include the # of packs of stamps you need, the requestor name, email and phone number and the full shipping address location and cost center.
- **Stamp Sheets** – #SL-SPM11 - 120 Stamps (6 sheets) \$4.99 per pack. We recommend ordering enough to last you at least 1-2 months to save on shipping costs.

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**.

