



# 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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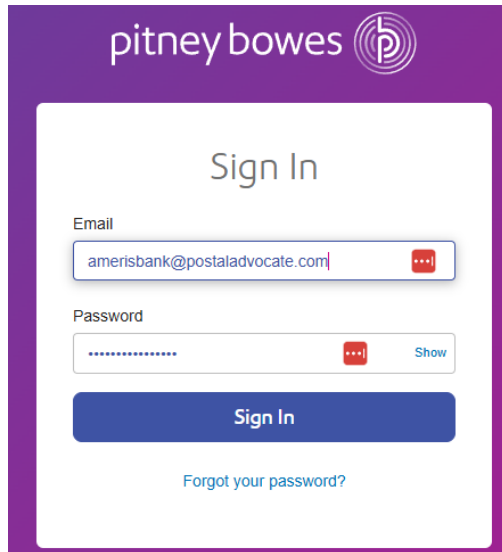


- How to Log In to PitneyShip™ Pro
- Internal Ameris Bank Support
- Ordering Supplies
- How to Ship a Package (Create a Shipping Label)
- How to See Shipping & Postage History
- How to track a shipment
- How to re-print a shipping label
- How to create a return label
- How to request a refund for shipments or stamps
- How to send certified mail
- How to Print Stamps
- How to Align the Printer correctly to print stamps

## How to Log In to PB Ship Pro

- **Link to the Application -**

With this [link](#), You are setup as Single Sign-On, so 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.



- **Internal Ameris Bank Support** – link to submit a case is:


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

- 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 6 hours.

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enterprise  **Advocate**  
MULTI-LOCATION SYSTEM

Ameris Bank 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  
amerisbank

Request Submitted By \*

First Name Last Name

Requestor Email Address \* Requestor Phone Number \* Requestor Title \*

Requestor Email Address Requestor Phone Number Requestor Title

Cost Center \*

Cost Center

Location Address \* Location City \* Location State Location ZipCode

Location Address Location City Select State Location ZipCode


Vendor Vendor Account Number

Please Select Vendor Vendor Account Number

Equipment Serial #

Equipment Serial #

Submit



## Adding Users to PitneyShip Pro

**Any Users that need to be added to PitneyShip Pro need Cherie Searcy's approval.**

This includes approval to be added to the AD Group for Single Sign-On AND to be approved to be added to the PitneyShip Pro system.

**USERS will NOT be added if this process is not followed.**

- To get approval, you must submit a Jira ticket that your manager needs to approve. Once your manager approves, Cherie Searcy will submit her approval.
- Once approved Postal Advocate will receive confirmation to add you.
- Once added, you will receive an email with next steps to log in.

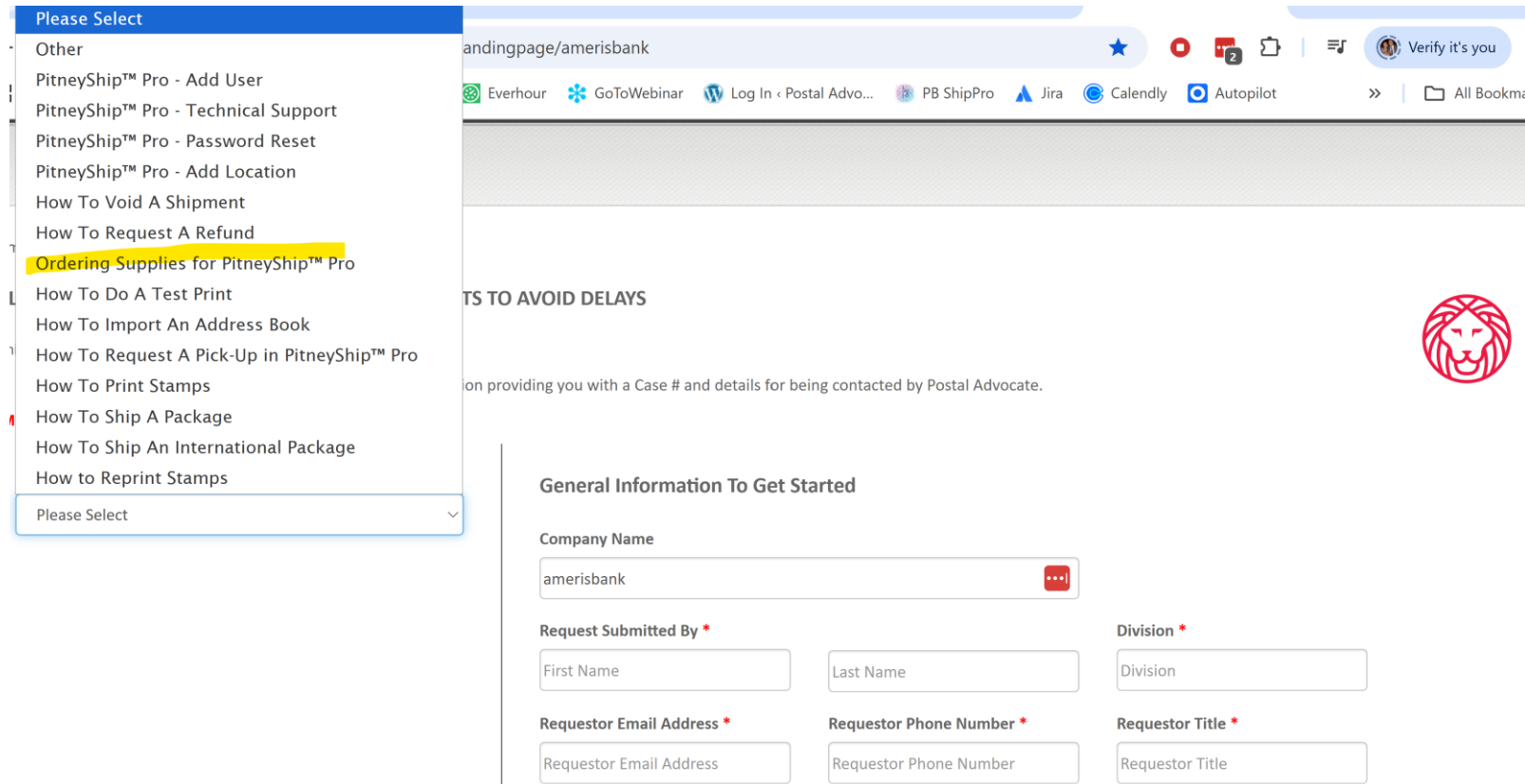
# Ordering Supplies

How to order your stamp sheets for PitneyShip Pro

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

Each location will be receiving a welcome kit that includes 2 packs of stamp sheets

This includes 6 sheets (20 stamps per sheet)



The screenshot shows a web browser window with the URL `landingpage/amerisbank`. A dropdown menu is open, listing various options. The option "Ordering Supplies for PitneyShip™ Pro" is highlighted in yellow. Below the dropdown, a form titled "General Information To Get Started" is visible. The form includes fields for "Company Name" (filled with "amerisbank"), "Request Submitted By" (with sub-fields for "First Name" and "Last Name"), "Division", "Requestor Email Address", "Requestor Phone Number", and "Requestor Title". A red lion logo is visible in the top right corner of the page content.

**Please Select**

- Other
- PitneyShip™ Pro - Add User
- PitneyShip™ Pro - Technical Support
- PitneyShip™ Pro - Password Reset
- PitneyShip™ Pro - Add Location
- How To Void A Shipment
- How To Request A Refund
- Ordering Supplies for PitneyShip™ Pro**
- How To Do A Test Print
- How To Import An Address Book
- How To Request A Pick-Up in PitneyShip™ Pro
- How To Print Stamps
- How To Ship A Package
- How To Ship An International Package
- How to Reprint Stamps

**General Information To Get Started**

Company Name  
amerisbank

Request Submitted By \*  
First Name Last Name

Division \*  
Division

Requestor Email Address \*  
Requestor Email Address

Requestor Phone Number \*  
Requestor Phone Number

Requestor Title \*  
Requestor Title

# How to Order Additional Stamp Sheets

- Once Selected, follow the instructions

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 \*

Ordering Supplies for PitneyShip™ Pro

## Customer Details

First Name \*

First Name

Last Name \*

Last Name

Email \*

Email

Phone \*

Phone

Cost Center \*

Cost Center

Division \*

Division

Address \*

Address

City \*

City

State \*

Select State

Zip \*

Zip

Address is Residential

Next

Each location will be receiving a welcome kit that includes 2 packs of stamp sheets to get you started!

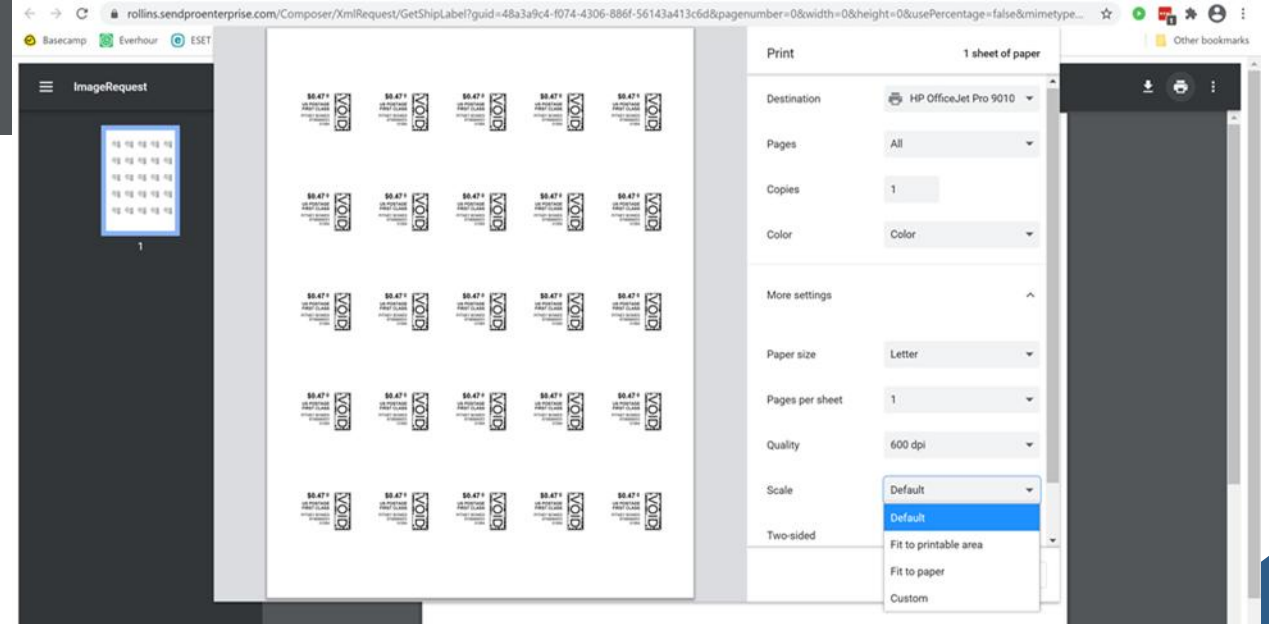
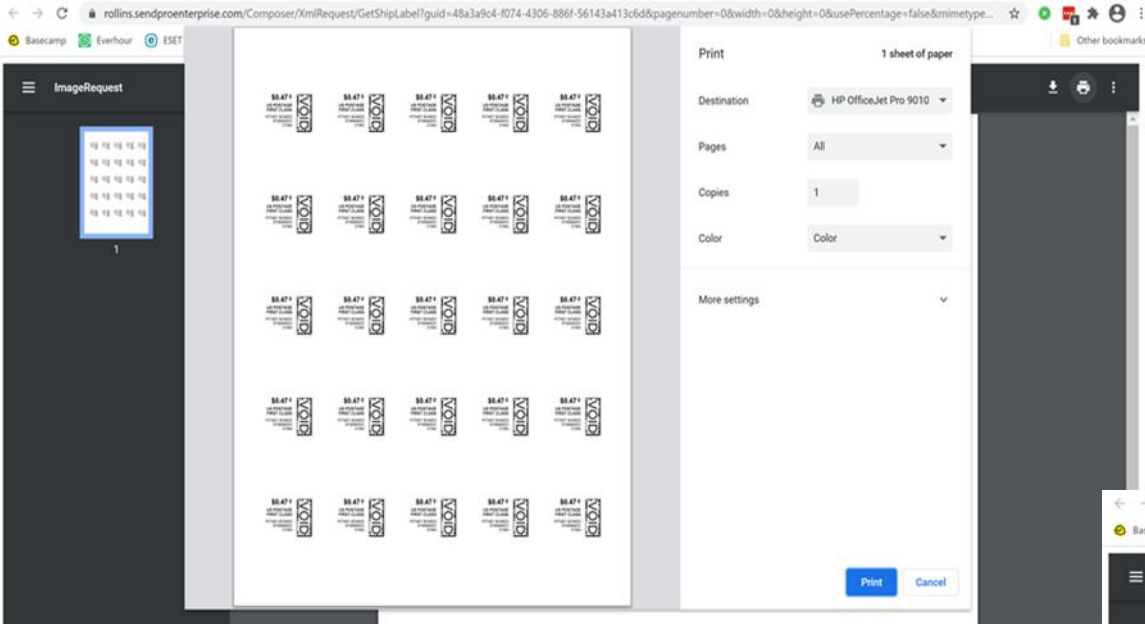
This includes 6 sheets (20 stamps per sheet) per pack.



# 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?

