



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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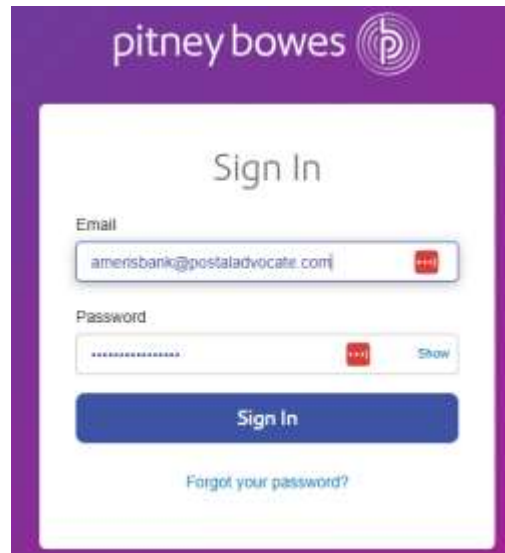


- How to Log In to PitneyShip™ Pro
- Internal Ameris Bank Support
- Ordering Supplies
- How to Ship a Package (Create a Shipping Label)
- How to See Shipping & Postage History
- How to track a shipment
- How to re-print a shipping label
- How to create a return label
- How to request a refund for shipments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

How to Log Into PitneyShip 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.

The image shows a screenshot of the Pitney Bowes Sign In page. The page has a purple header with the 'pitney bowes' logo. Below the header is a white box with the title 'Sign In'. Inside the box, there are two input fields: 'Email' and 'Password'. The 'Email' field contains the text 'amerisbank@postaladvocate.com'. The 'Password' field is masked with dots and has a 'Show' button next to it. Below the input fields is a blue 'Sign In' button. At the bottom of the white box, there is a link that says 'Forgot your password?'. The entire form is set against a purple background.

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

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

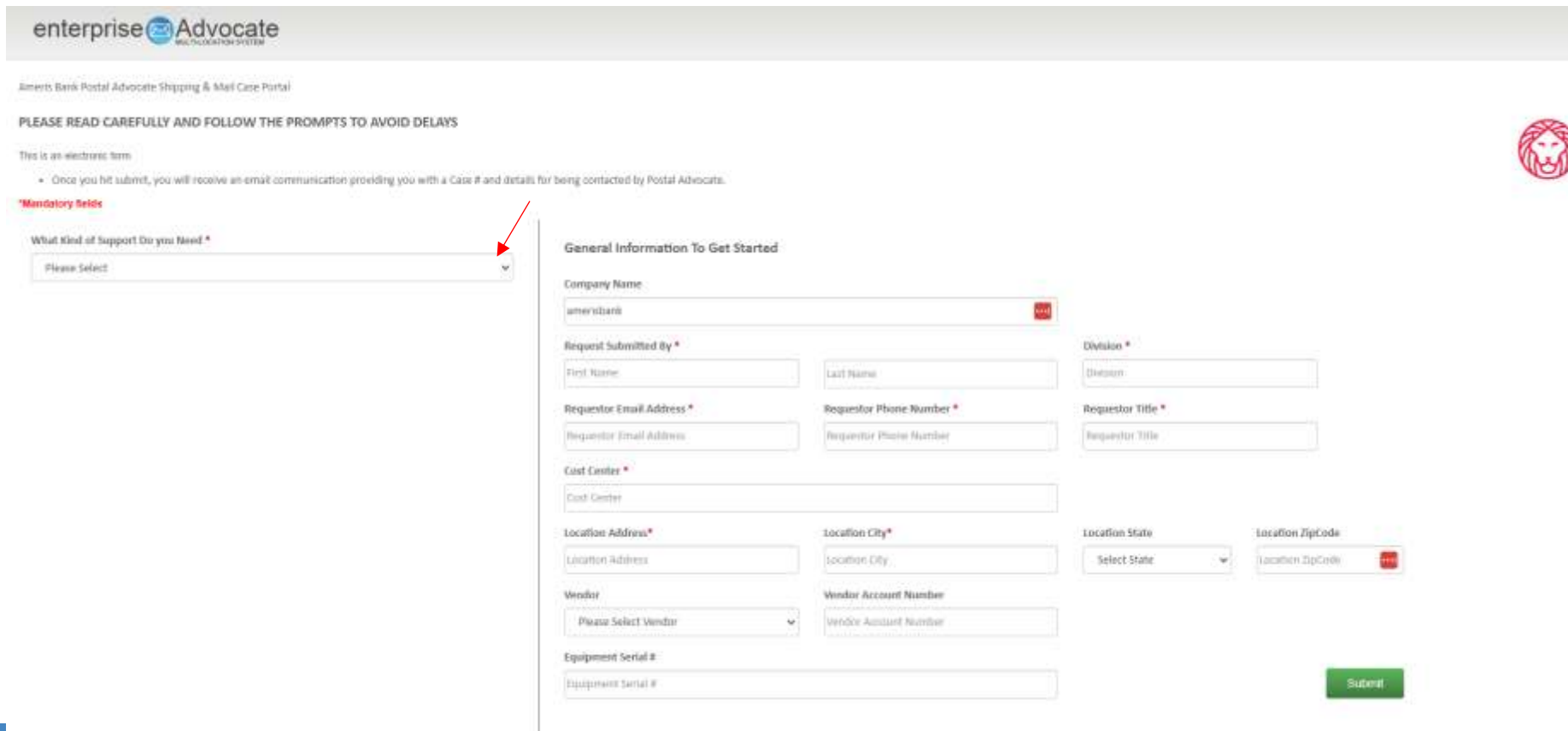
- Select the kind of support you need, enter the information on the right and then hit submit. A case will be created, you will get an email confirming the case number, and Postal Advocate will get back to you within 6 hours.

Case Submission

- **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.



The screenshot shows the 'enterprise Advocate' web application interface. At the top, it says 'enterprise Advocate' and 'MAIL LOCATION SYSTEM'. Below that, it says 'Ameris Bank Postal Advocate Shipping & Mail Case Portal'. A warning message reads: 'PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS'. A note states: '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.' A red arrow points to the 'What Kind of Support Do you Need *' dropdown menu, which currently shows 'Please Select'. The form is titled 'General Information To Get Started' and contains several fields: 'Company Name' (filled with 'amerisbank'), 'Request Submitted By *' (with 'First Name' and 'Last Name' sub-fields), 'Division *' (filled with 'Division'), 'Requestor Email Address *' (with 'Requestor Email Address' sub-field), 'Requestor Phone Number *' (with 'Requestor Phone Number' sub-field), 'Requestor Title *' (with 'Requestor Title' sub-field), 'Cost Center *' (with 'Cost Center' sub-field), 'Location Address *' (with 'Location Address' sub-field), 'Location City *' (with 'Location City' sub-field), 'Location State' (a dropdown menu showing 'Select State'), 'Location ZipCode' (with 'Location ZipCode' sub-field), 'Vendor' (a dropdown menu showing 'Please Select Vendor'), 'Vendor Account Number' (with 'Vendor Account Number' sub-field), and 'Equipment Serial #' (with 'Equipment Serial #' sub-field). A green 'Submit' button is located at the bottom right of the form.

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.

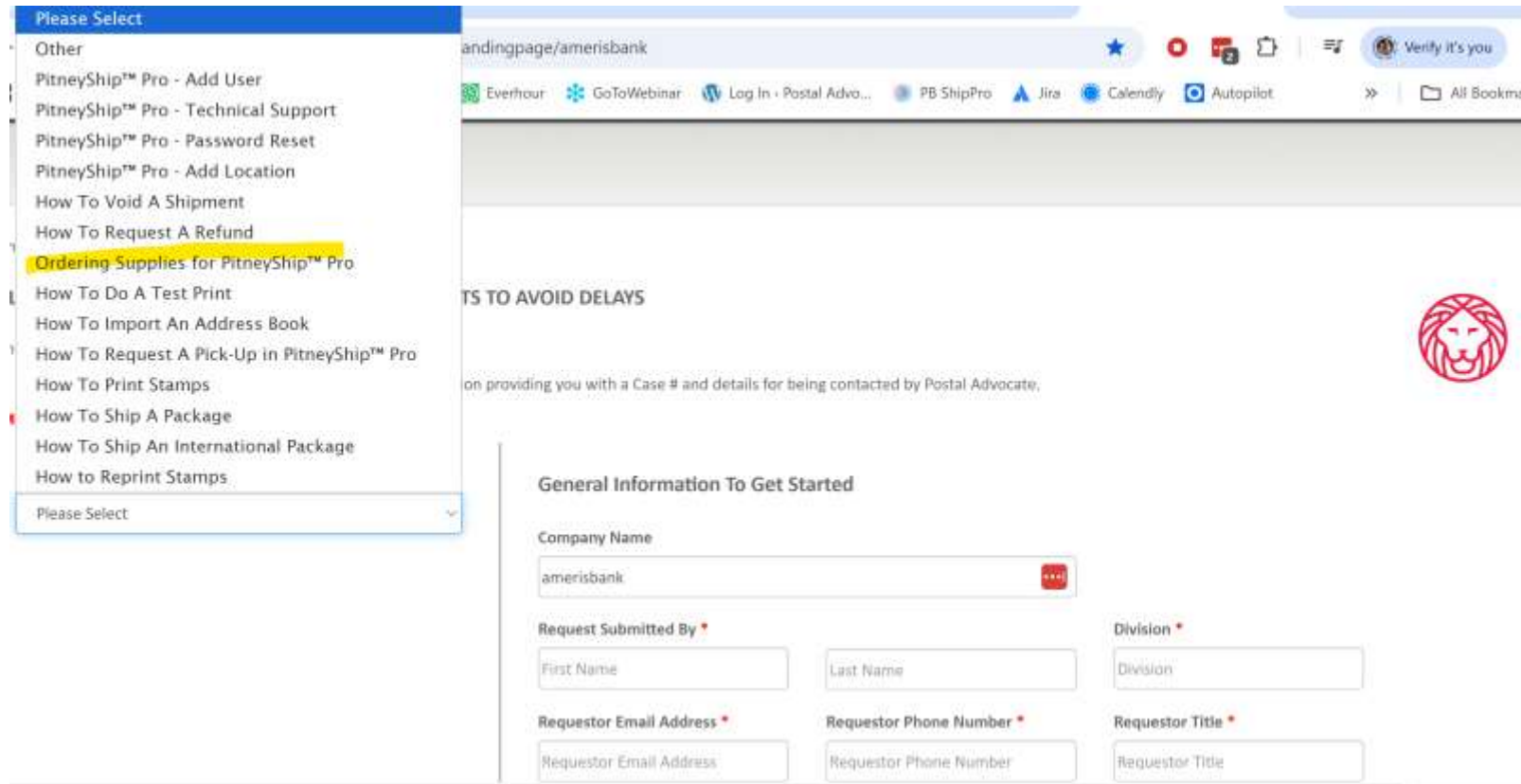
Ordering Supplies

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 the Postal Advocate website interface. On the left, a dropdown menu titled "Please Select" is open, displaying a list of options. The option "Ordering Supplies for PitneyShip™ Pro" is highlighted in yellow. The main content area on the right shows the "landingpage/amerisbank" URL in the browser address bar. Below the address bar, there are several tabs: Everhour, GoToWebinar, Log In - Postal Advo..., PB ShipPro, Jira, Calendly, and Autopilot. The main heading is "HOW TO AVOID DELAYS". Below this, there is a section titled "General Information To Get Started" with several input fields: "Company Name" (filled with "amerisbank"), "Request Submitted By" (with "First Name" and "Last Name" sub-fields), "Division", "Requestor Email Address", "Requestor Phone Number", and "Requestor Title". A red lion logo is visible in the bottom right corner of the page.

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

☐ Address is Residential

State *

Select State

Zip *

Zip

Next

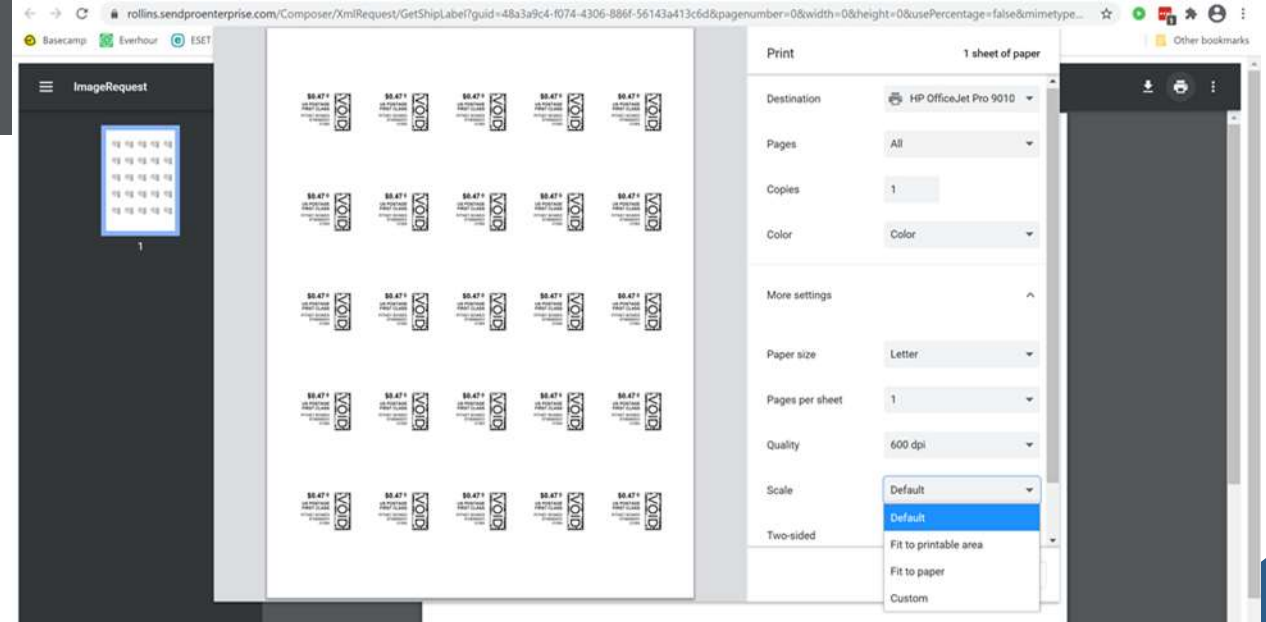
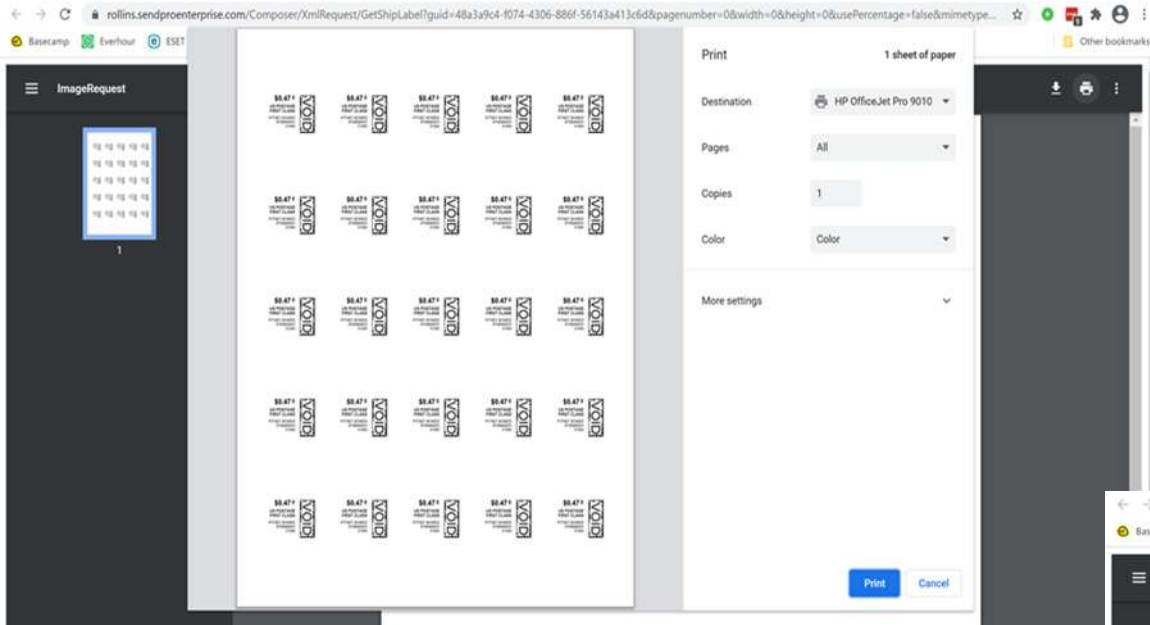
Each location will be receiving a welcome kit that includes 2 packs of stamps sheets to get you started!

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?

