

PitneyShip™ Enterprise Training



**Mail Equipment
and Postage**



**Home and Small
Office Mail**



**USPS®
Permit Accounts**



**Outsourced
Mail Services**



**Expedited Document
and Parcel Shipping**

What is PitneyShip™ Enterprise?

PitneyShip™ Enterprise 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.

Table of Contents

- How to Log In to PitneyShip™ Enterprise
- Internal Fresenius 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 export UPS Address Book and Import to PitneyShip Enterprise
- How to export stamps.com address book

Please Note: Not Part of this Program

- FedEx is no longer the preferred provider for Fresenius. FedEx should not be used unless labels are provided by Quest for labs and transplant.
- Mircera shippers, Quest labs and transplant and Retracrit Boxes processes do not change.
- This new enterprise online tool for your UPS and USPS business shipping and mailing needs. Please note: This system is not for personal shipments.

How to Log Into PitneyShip Enterprise

- **Link to the Application**

With this [link](#), enter your email address (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.



NOTE: With stamps.com, there are some clinics that were using the clinic email. This will NO LONGER work. Each user will log-in through SSO with their own credentials/email address.

- **Internal Fresenius Support** – link to submit a case: <https://www.postaladvocate.net/index.php?/landingpage/Fresenius>
- 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 8 hours.
- If you have any questions regarding the program, please contact National Accounts at nationalaccountsteam@freseniusmedicalcare.com

Case Submission

enterprise Advocate

MAIL/LOCATION SYSTEM

Fresenius Corporation 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

Additional Resources

CampusShip Support:

- CampusShip Support
- User Guide Videos
- Administrative Tasks: Link

Stamps.com Support:

- Stamps.com Support: <https://stamps.com/help.com/app>
- Webinars: https://stamps.com/help.com/app/answers/detail/a_id/5834
- Blog: Link

For UPS related technical issues, please direct your questions to UPS directly

General Information To Get Started

Company Name

Fresenius

Request Submitted By *

First Name

Last Name

Requestor Email Address *

Requestor Email Address

Requestor Phone Number *

Requestor Phone Number

Clinic # *

Clinic #

Location Address *

Location Address

Location City *

Location City

Vendor

Please Select Vendor

Equipment Serial #

Equipment Serial #

Carrier Account Number

Carrier Account Number

Requestor Title *

Requestor Title

Location State

Select State

Location ZipCode

Location ZipCode

Submit

Supplies for PitneyShip Enterprise

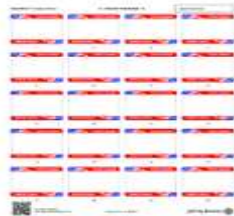
- Stamp sheets that you have for stamps.com are not interchangeable. You will not be able to use them with PitneyShip Enterprise.
- You should **ONLY** be ordering stamp sheets and certified envelopes from the Pitney Bowes (pitneybowes.us). Scale recommended is through Staples Advantage.
- Thermal printers, larger scales, regular envelopes should **NOT** be ordered on the Pitney Bowes supply line.

Ordering Stamp Sheets in PitneyShip Enterprise

Login to PitneyShip Enterprise

Click on the Supplies tab and go to “Stamp Sheet & Rolls

Find Supply Part Item #SL-SPM11 - Cost \$4.24 for 120 Stamps (6 sheets). Choose the quantity you wish to order and hit “Add to Cart”.



Item #SL-SPM11

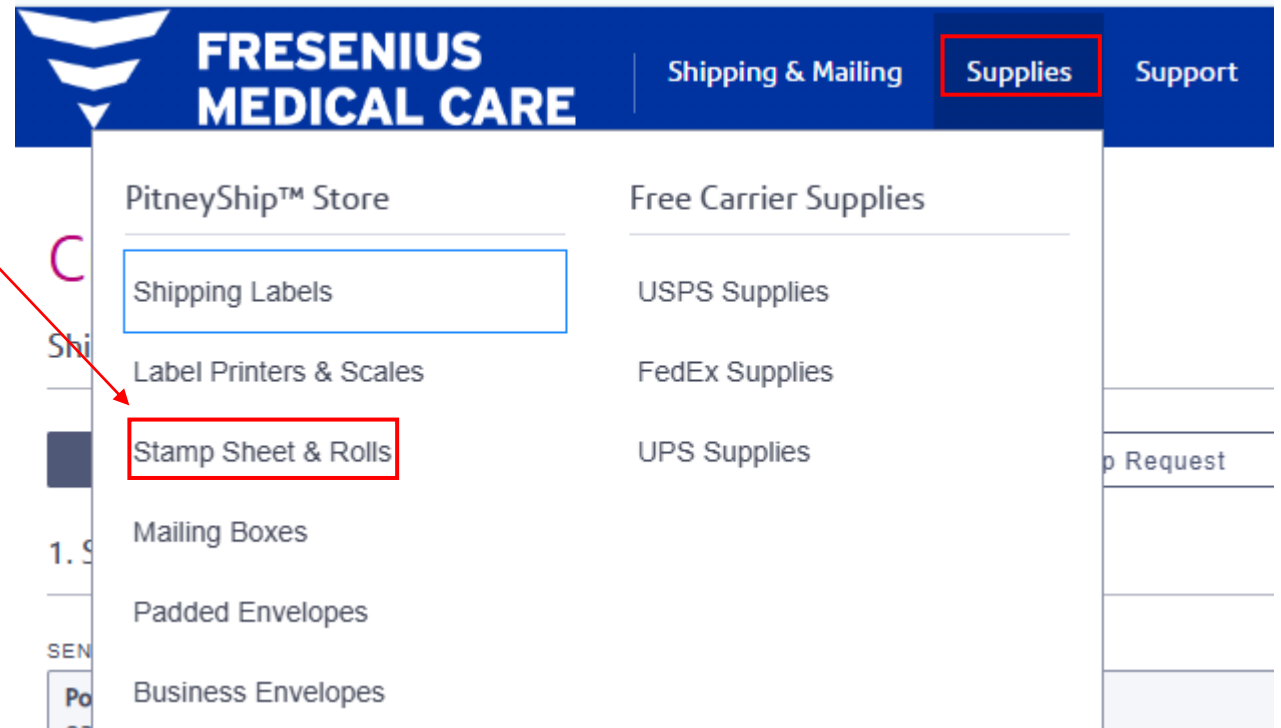
Postage Sheets for Stamp
Printing (6 sheets; 120 labels)

~~\$4.99~~ **\$4.24**

QTY

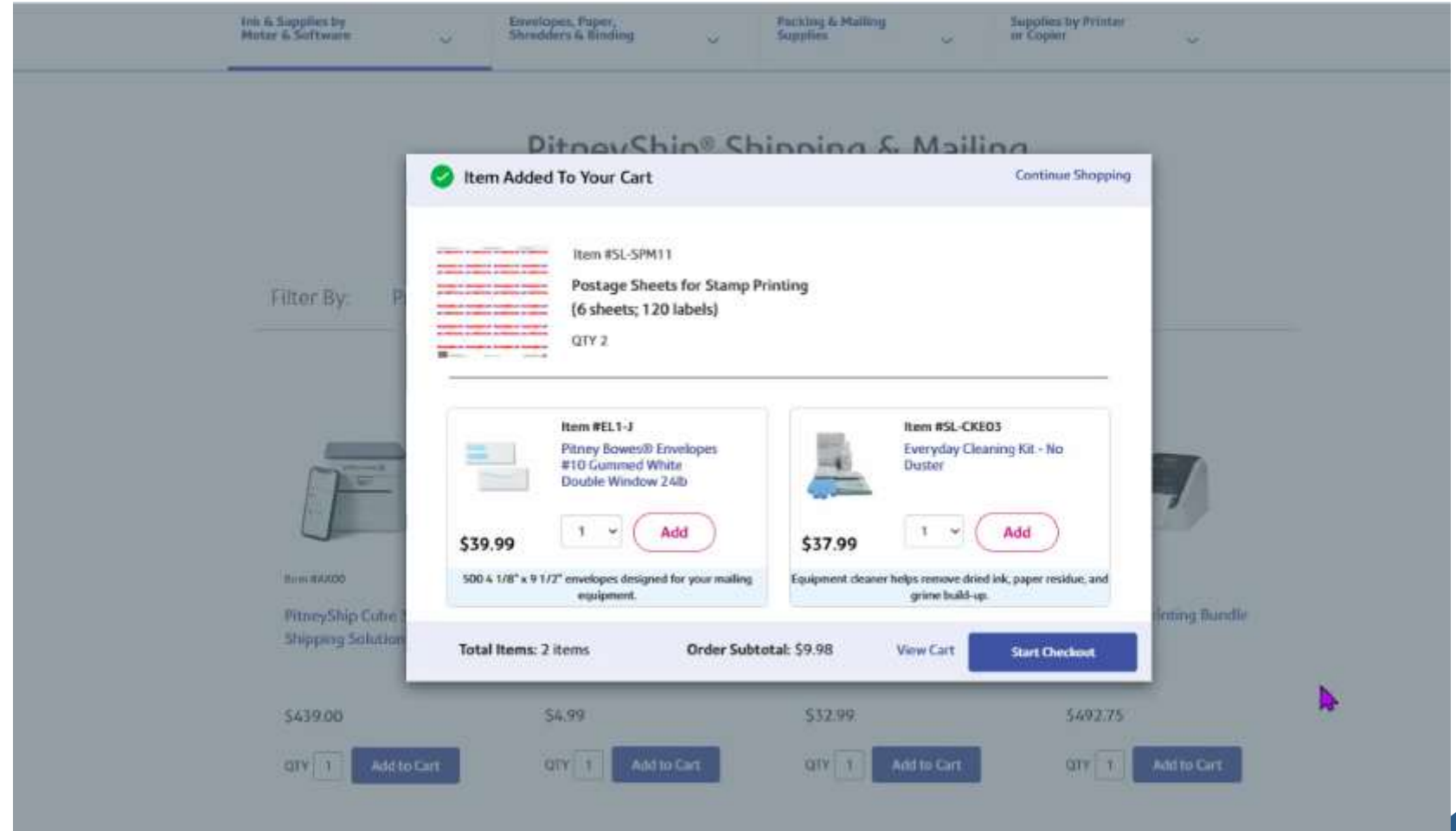
1

Add to Cart



How To Order Stamp Sheets

- Review the cart and hit “Start Checkout”
- Stamp sheets and Certified envelopes are the **ONLY** supplies that should be ordered through the Pitney Bowes. All other supplies are not approved.

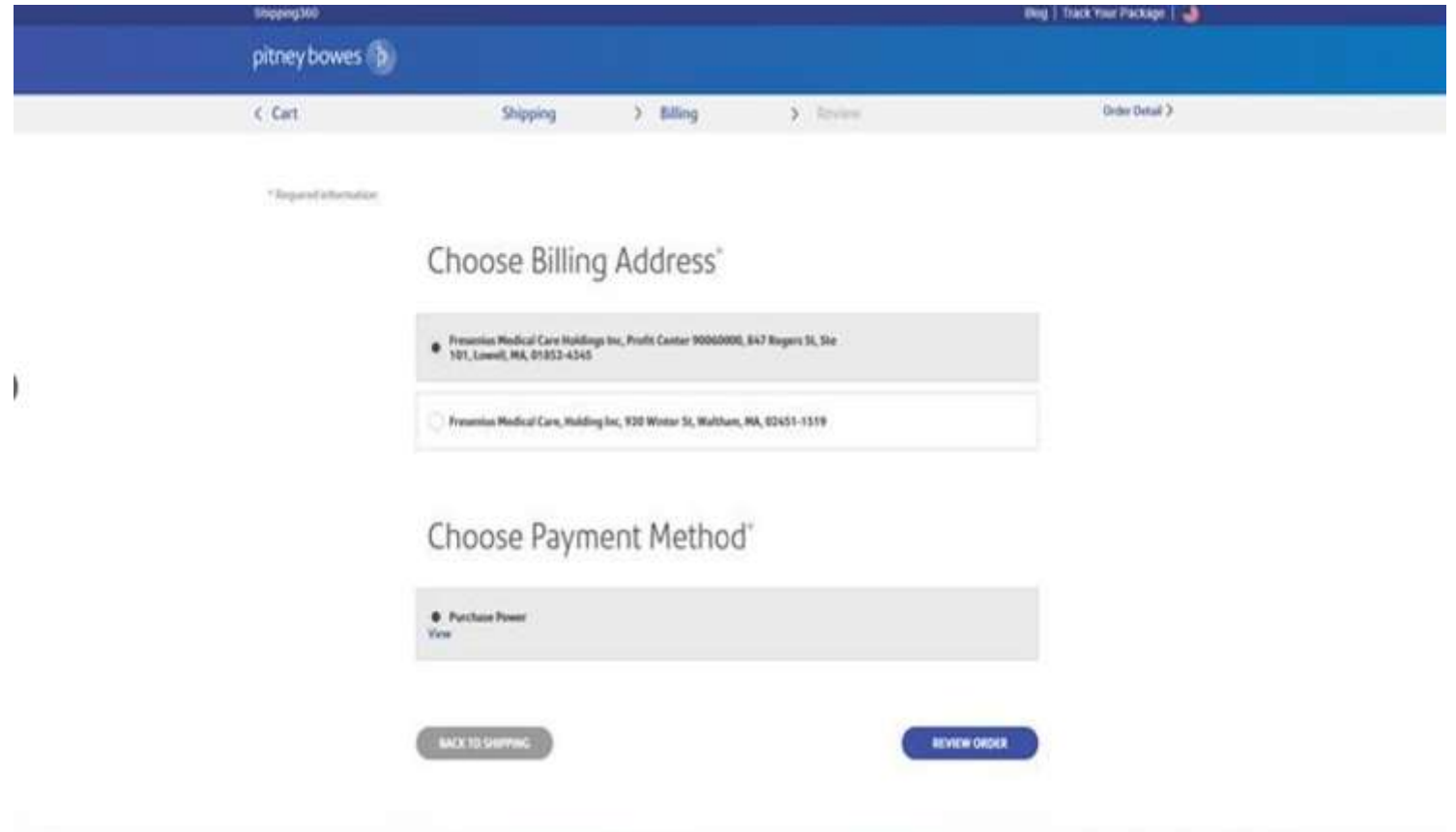


How To Order Stamp Sheets

Confirm your Shipping Information/Address

Select **Waltham, MA** as the **Billing Address**

Method of Payment Method: **Purchase Power**



The screenshot shows the 'Shipping Manager' checkout page for Pitney Bowes. The top navigation bar includes links for 'Shipping Manager', 'Track Your Package', and a user profile icon. Below this is a breadcrumb trail: '< Cart', 'Shipping', '> Billing', '> Review', and 'Order Detail >'. The main content area is titled '* Required information' and contains two sections: 'Choose Billing Address*' and 'Choose Payment Method*'. The 'Choose Billing Address*' section has two radio button options: the first is selected and points to 'Fresenius Medical Care Holdings Inc, Profit Center 90000000, 847 Rogers St, Ste 101, Lowell, MA, 01852-4345'; the second points to 'Fresenius Medical Care Holdings Inc, 930 Winter St, Waltham, MA, 02451-1319'. The 'Choose Payment Method*' section has one selected radio button for 'Purchase Power' with a 'View' link below it. At the bottom of the form are two buttons: 'BACK TO SHIPPING' and 'REVIEW ORDER'.

How To Order Stamp Sheets

Select your Shipping Method

- Ground 5-7 business days is FREE

****If you cannot place the order online and you have to call Pitney Bowes, ordering on the phone WILL have a S/H charge of minimum \$11.99 (depending on your location).**

United States

Not seeing any payment options? [Click here](#) to look up your account. Fill in shipping address informations to help us to lookup your account.

Choose Shipping Method*

☒ Ground: 3-7 business days (est.) FREE

☐ 2nd Day \$22.99

☐ Overnight \$27.99

CART

ENTER BILLING

Ordering Your Scale

- If a scale is needed, this is the recommended scale for your mailing needs. Please order through Staples Advantage



Dymo Digital Postal Scale, 5 lb. Capacity (1772056)

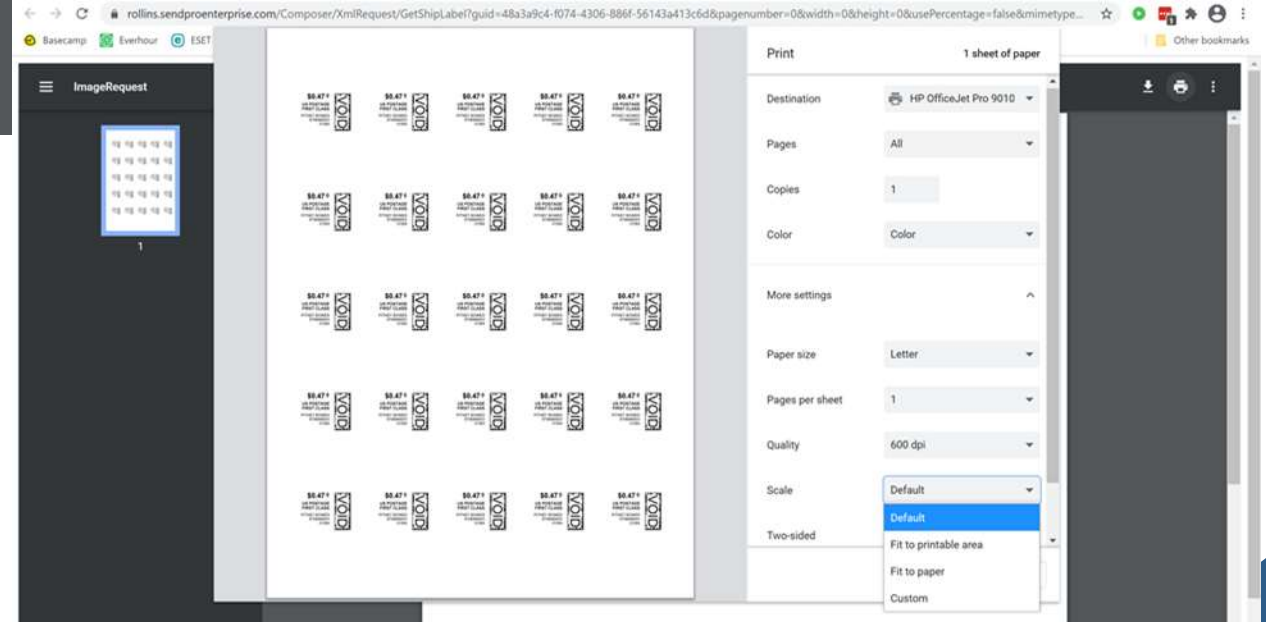
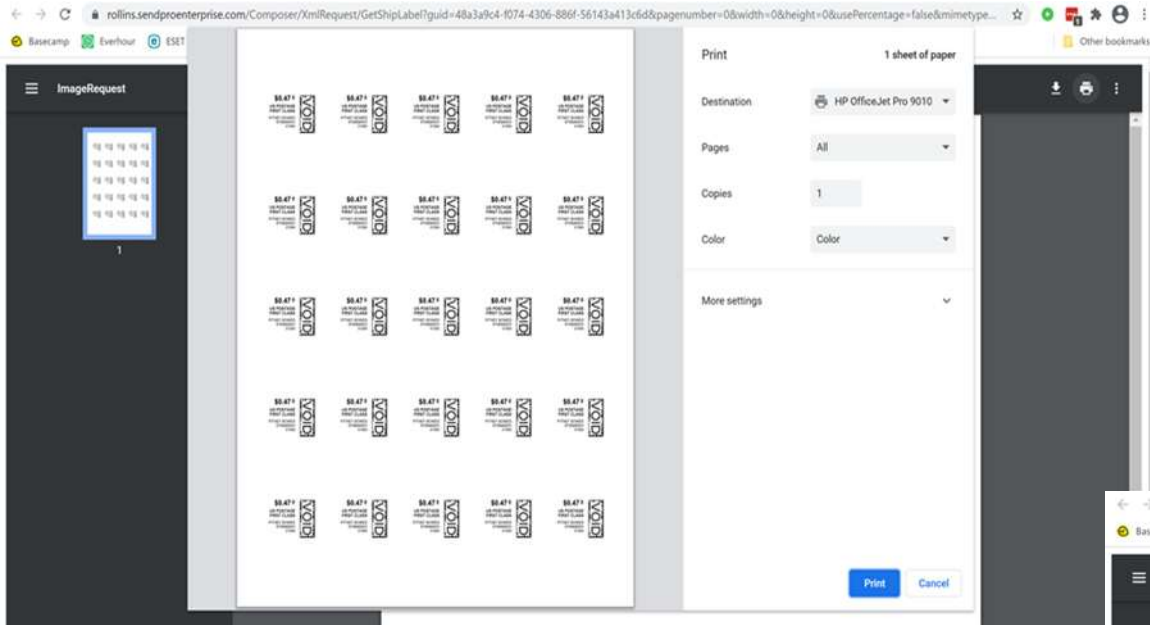
Item #: 897131 | Model #: 1772056

4.43 ★★★★★ [201 Reviews](#)

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**.



How To Export Your UPS® Address Book

- Log Into UPS CampusShip
- To export Address Book information for either your Corporate Address Book or from your Personal Address Book, select **My Settings**.
- Select **Export Address Book** under either the Corporate Address Book section or the Personal Address Book section in the Address Books module. Selecting either link will create an export request.
- Additionally, you may select Export Corporate Address Book under Import/Export Files in the side menu of the Administer CampusShip section. Selecting the link will create your export request.
- For additional information, go to the UPS support page [link](#)

Address Books

Access and modify your address books here. Some functions may display only if the administrator has allowed that privilege.

Corporate Address Book

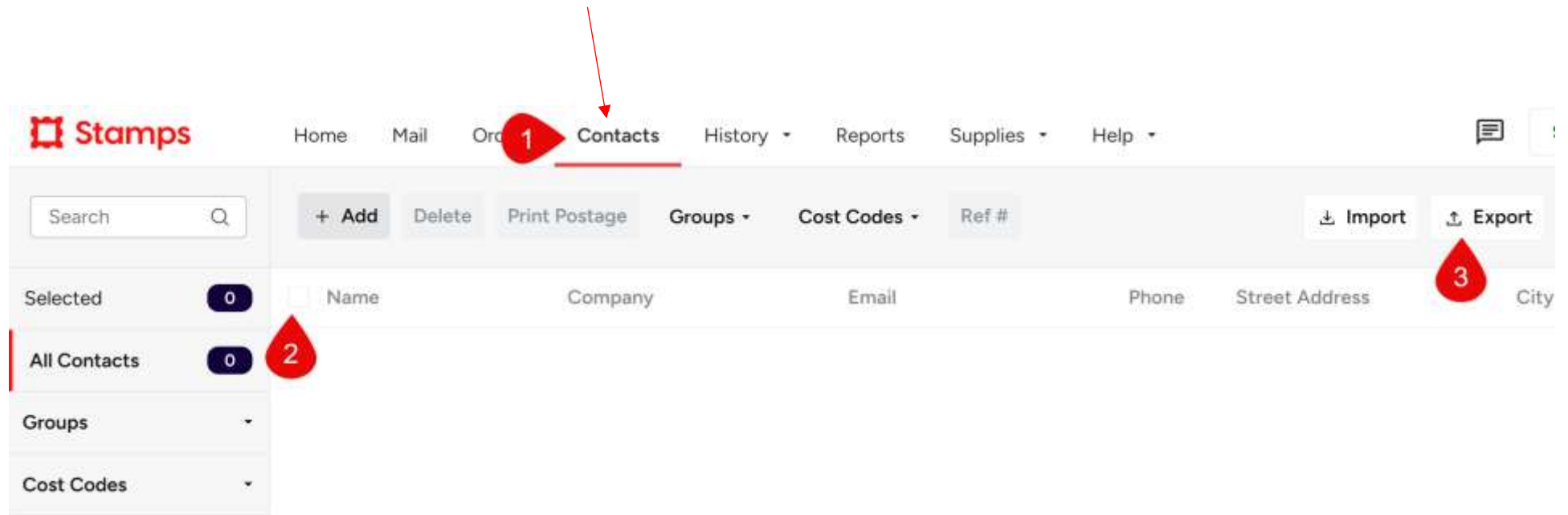
- [Search Corporate Address Book](#)
- [Create New Address](#)
- [Distribution Lists](#)
- [Import Addresses](#)
- [Export Addresses](#)
- [Manage Address Groups](#)

My UPS Address Book

- [Search My UPS Address Book](#)
- [Create New Address](#)
- [Distribution Lists](#)
- [Import Addresses](#)
- [Export Addresses](#)
- [Import / Export Status](#)

Export Stamps.com Address Book

1. Click on contacts at the top
2. Click on the box next to Name
3. Click on Export



Importing addresses to PitneyShip Enterprise

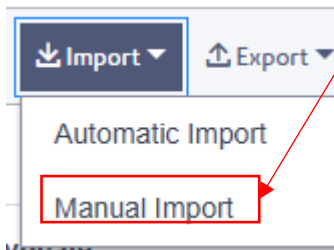
Click on the “gear” icon and select Address Book:



My Settings

Address Book

Under Address Book, click the ‘Import’ button and choose Manual Import:



Complete the template by adding the information from your UPS address book export.

Import Contacts

Import Multiple Contacts **Import UPS Contacts** Import FedEx Contacts

To import contacts, your file must be in .csv format. If you do not have one, use the link below to download a .csv template and build a contact list

[Download a ups .csv template](#)

CHOOSE A FILE FOR UPLOADING (≤ 5MB)

Choose File No File Chosen

☒ Merge contacts with my address book
☐ Replace contacts (import will overwrite contacts)
☐ Import contacts as private

Continue Cancel

.7

Importing addresses to PitneyShip Enterprise

Map the Address Book fields, click Select **Import**

Import Contacts ✕

Please map your fields with Address Book fields correctly

ADDRESS BOOK FIELDS	YOUR CSV FIELDS
Type	Ignore Field
SubscriptionID	Ignore Field
UserID	Company Name
ContactType	Nick Name
Company	Contact Name
Name	Street Address Line 1
Title	Street Address Line 2
AddressLine1	Street Address Line 3
AddressLine2	CityTownArea
	StateProvinceRegion
	Postal Cd
	Country
	Contact Phone
	Contact Tel Ext
	Contact Email
	Contact Fax
	Res Ind
	Loc ID
	Cons Ind
	Account Number
	Acc Postal Cd
	Street Address Line 2

Import **Cancel**

- Link to the Application - [link](#)



ANY
QUESTIONS?

