Upon Sign-in, one of the following screens will be displayed based on the number of products you have.

¹ You will see one of the two screens below. Select "Create a Support Case"

		Sign Out	t 🃜 Search	Q					
pitney bowes	PRODUCTS & SOLUTIONS II	NDUSTRIES	SUPPORT INK	& SUPPLIES					
		-							
Plaza pata: Now mater orders place	d before April 6, during our systems upgra	ada will ba pr	accessed after a	ir upgrada					
is complete. There will be a slight delay	ade, wiii be pr	ocessed alter of	il upgrade		Sign Out 🍞 Search 🔍				
Mu Assaunt					Go To Classic My Account				
My Account Welcome, John			oowes 🌔		PRODUCTS & SOLUTIONS INDUSTRIES SUPPORT INK & SUPPLIES				
BILLS & INVOICES	PROFILE MANAGEMENT								
View & pay bills	Profile & settings								
Pay Purchase Power with your Reserve Account	Add account		note: New meter e. There will be a		be processed after our upgrade is				
POSTAGE MANAGEMENT	SERVICE & SUPPORT		count Welc	ome, Paige	profile & settings add account				
View postage account balances	View & manage products	MY PRODUC	CTS viewall			MY SUPPORT CASES			
Schedule Reserve Account deposits	View my Support Cases	DM100		Ŧ		View my Support Cases			
Set Meter refill email notifications Order Reserve Account deposit slips	Create a Support Case			DM100		Create a Support Case 1			
USPS Tracking & e-Return Receipts		¥/:		Product Co	de (PCN): P700				
				Serial:	1680285	HOW DO I			
PURCHASE POWER®	ONLINE ORDERING	Su	ıpport	Installed at:	ALPHARETTA, GA US	Get a copy of my contract Update my credit card			
Request credit line increase	Buy meter ink & supplies	ink +	Supplies		30022-1504 Edit address	Request postage refunds			
Review Purchase Power activity	Check status of supplies order	Envelop	e Message			Purchase Power® rewards			
	Shop for DMT/Production Mail parts			More details	\$2				
	Check status of DMT/Production Mail parts order	ORDER HIST	TORY		POSTAGE MANAGEMENT	We have temporarily disabled online bill pay. You may still pay through other methods,			
	······ F	Order#	Date	Value	Postage Funding Account: 44945848	including mailing payment to the address on your statement or invoice. More details >			
REPORTING		2955185	08/29/2014	\$119.82	Reserve Account Prepaid \$0.00				
		2153553 1224851	07/18/2013 06/13/2012	\$111.79 \$106.44	Purchase Power® Available \$0.00				
View Total Postage Management					Total postage funds \$0.00				

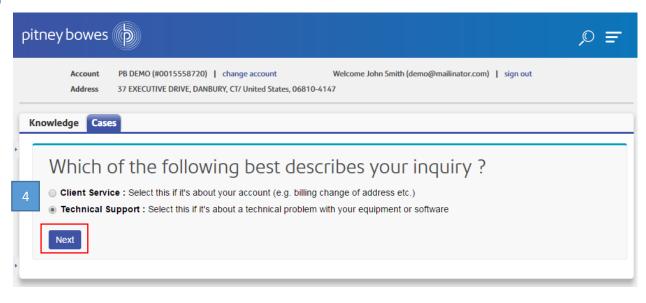
2

Make sure the correct account is selected.

If the account number is incorrect, click 'change account' and select the appropriate account from the 'Select and Account' dialog box.

pitney bowes			<i>⊳</i>	
Account PB DEMO (#0015558720) change account Address 37 EXECUTIVE DRIVE, DANBURY, CT/ United States, 06810-4147 Knowledge Cases		Welcome John Smith	h (demo@mailinator.com) sign out	
Which of the following best describes Client Service : Select this if it's about your account (e.g. billing change of a Technical Support : Select this if it's about a technical problem with your envice Next	Knowledge Sele	ccount PB DEMO (#0015558 ddress 37 EXECUTIVE DRIVE,	P Add account	F
	,	ct account Cancel	pitney bowes b Refer to any Pitney Bowes statement or invoice and enter the account number to art. Account Number Enter account number	

Select the 'Technical Support' button below:



y bowe	s (þ			,© ≡					
Account Address	······································								
nowledge Cases									
Select the product that requires support									
elect	the product that re	quires s	support	:					
elect Produc		quires s	SUPPORT	Location					
Produc									
Product 1A03:S	, pt	PCN	Serial #	Location 37 EXECUTIVE DRIVE, DANBURY, CT, United Stat					

108646448 37 EXECUTIVE DRIVE, DANBURY, CT, United States, 1FR0:USPS Domestic Rates Connect + 1FR0 06810-4147 K700:Mailstation Meter K700 4500102 37 EXECUTIVE DRIVE, DANBURY, CT, United States, ۲ 06810-4147 APFB:Color Graphics Printing APFB 109528206 37 EXECUTIVE DRIVE, DANBURY, CT, United States, 06810-4147



Back My Product Does Not Exist

In the 'Description Information' section, provide more information about your Technical Services case from the pulldown menu provided.

- Select the appropriate option under 'How can we help?'
- Additional information will be required in the 'This relates to' field.

pit	ney bowes 🍈						,⊳ =		
		IO (#0015558720) CUTIVE DRIVE, DANE	Change account	Welcome John Smith (demo@ D-4147	mailinator.com)	sign out			
Kr	owledge Cases								
	New Case								
	Case Edit		Submit Save & Close	Submit & Add Attachment	Save & New	Check Spelling	Cancel		
	Case Information					I = Requir	red Information	How can we help ?	I need help with my software 🔹
	Account Name	PB DEMO	S	Priority	Medium			This relates to	None
	Contact Name	John Smith		Status	Open	Ŧ		Subject	None
	Installed Product	4500102	<u></u>					Initial Details	Reporting a crash or error message Missing or incorrect data in my product
1.6	Description Information						6		Performance issues
	How can we help ?		T						My hosted/OnDemand service Administrative help with my hosted/OnDemand service
	This relates to	None 7 i							An Install issue
	Subject)				· · ·		
	Initial Details]		
								This relates to	Name
								Subject	None
						1		-	Requesting Training
1.1	Additional Information							Initial Details	Scheduling preventative maintenance
	Operating System	Nono		Purchase Order #					Requesting an equipment repair Connectivity issues
	Database	None		r archase order #					Waste tank full error
	Current Version 6								An error message
									Printing issues
		7	Submit Save & Close	Submit & Add Attachment	Save & New	Check Spelling	Cancel	itional Information	Feeding/Jams
			,					Operating System 🥝	Envelope Messaging Product functionality
								Database	Post Office price change (rate change)
							L		

Select "**Submit**". Your Case has been now been created and an email will be sent to confirm your case details.

You can check on the status of your case – once it is resolved, the status will change from 'open' to 'closed'.

oitney bowes 🌘			,e =
	MO (#0015558720) change account ECUTIVE DRIVE, DANBURY, CT/ United States, 0681	Welcome John Smith (demo@n 10-4147	hailinator.com) sign out
Knowledge Cases			
© 04553061			Printable View
✓ Case has been subm	itted.		
« Back to List			
	Case Comments [0]	Articles [0] Attachments [0]	
Case Detail	Edit Close Case		
Case Information			
Account Name	PB DEMO	8 Priority	Medium
Contact Name	John Smith	Status	Open
Installed Product	4500102	Case Number	04553061
Description Information			
How can we help ?	I need help with my equipment		
This relates to	Requesting an equipment repair		
Subject	Test - PLEASE DELETE		
Initial Details	Test - PLEASE		
Additional Information			
Operating System	9	Purchase Order #	From Community please replace
Database			
Current Version	9		
System Information			

Your Case has been created and an email will be sent to confirm your case details. See sample below:



Hello John

You've successfully created a case with our Technical Support team. Rest assured, we're looking into it and will continue to keep you updated. To help you track the progress of your case, we've created the following reference information:

Case Number: 0123456789 Subject: Non Serialized Bill

Once you're confident we've resolved the issue, we'll send a final confirmation email.

Questions? You can reach us by replying to this email (make sure you keep this code in the response [ref:_11D80KkyB._59989pc4H8:ref] or by updating your case using the PB My Account.

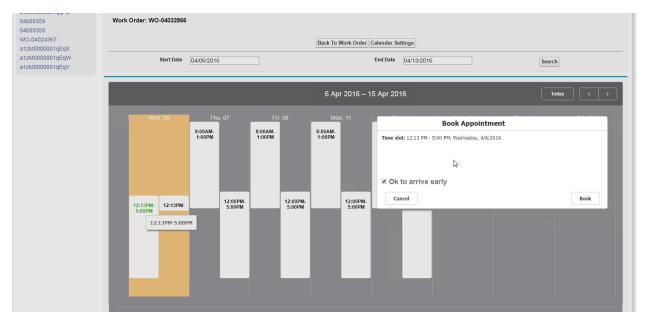
Through My Account you could also access the knowledge base, view your PB Account or see all the other ways to contact us.

We appreciate your patience and will be in touch soon.

Your PB Technical Support Team

SupportEmail@pb.com

NOTE: If a Service Technician is needed to support your case, the following calendar will be displayed for you to schedule your Service Technician visit at a convenient time for you.



If you select "Ok to arrive early" and an appointment becomes available earlier than the scheduled date and time, a Service Technician will call you to see if an earlier appointment is convenient.

pitney	y bowes		SHOP MY ACCOUNT SUPPORT 🔎 MENU 🚍						
Account CAPELLA UNIVERSITY (#0011649326) change account Address 225 5 6TH ST STE 900, MINNEAPOLLS, MN/ United States, 55402-4316				Welcome Ken Platt (kenneth platt@pb.com) sign out					
Knowledge Cases									
Create New Recent Items WO-04032866	Work Order WO-04032866 « Back to List								Printable View
a1zM00000010QDY a1zM00000010QDT 04689929	Work Order Detail	ly							
a1zM0000001qqFb	Case	04689929		Schedu	uled Date				
a1zM0000001qqFa	Location	CAPELLA UNIVERSITY		Scheduled E	Date Time				
04689359	Send Thank You Email								
04689358	Manual SBR								
WO-04024367	Found Queue	Unassigned Default							
a1zM0000001qEqX	Routing Engine Executed	1							
	Legacy Record Number								
	zip.stripped	55402							
	First 30 Chars of Account Name	CAPELLA UNIVERSITY							
	ServiceFlow Wizard								

An email will be sent to confirm your appointment.