

## Pitney Bowes Billing FAQs

### How often do I get billed for my Lease?

Lease payments are typically billed on a quarterly basis.

### How often do I get billed for my line of credit (Purchase Power®)?

Your line of credit (Purchase Power) is typically billed monthly. You'll receive an email notification when your statement is available online. If you have no payment due, you will not receive a statement.

### How do I pay my bill?

The fastest and easiest way to pay your bill is [online](#) in Your Account. Here you can view and pay all your open invoices, add or change a payment method and enroll in AutoPay.

See other payment options [here](#).

### Can I pay all my bills in one place?

Yes. Simply [sign in](#) to Your Account and select "All Bills" from the dropdown menu on the main navigation bar, or click [here](#). Any open lease, rental or credit line bills can be viewed and paid from the same place.

### Where should I send my payment?

You can send an ACH from your bank or mail a check. See bank and payment details [here](#). However, the fastest and easiest way to pay your bill is [online](#) in Your Account.

### How do I get a copy of my bill?

You can [view, pay and download copies](#) of all your bills online 24/7 in Your Account.

### How do I set up AutoPay?

To [sign up for AutoPay](#), sign in to Your Account and select the account you wish to enroll.

### **When I set up AutoPay, are all my Pitney Bowes accounts automatically enrolled?**

No. Only the account you have selected will be enrolled. However, if you have more than one account, you will be prompted to set up the others at the same time.

### **When I sign up for AutoPay will all my open invoices automatically be paid?**

No. Only the open invoice for the account you have selected will be paid. However, if you have other open invoices, you will be prompted to pay them at the same time.

### **How do I set up Paperless billing?**

To [sign up for Paperless billing](#), sign in to Your Account and select the account(s) you wish to enroll.

### **What are the payment options for my lease?**

The fastest and easiest way to pay your lease is [online](#) in Your Account.

You can also send an ACH payment from your bank or mail a check. See bank and payment details [here](#).

### **How do I change my lease payment method?**

You can change how you pay for your lease at any time. Simply [sign in](#) to Your Account and select "Payment Methods" from the Billing dropdown menu on the main navigation bar or click [here](#).

### **What are my payment method options for meter postage?**

Pitney Bowes offers several postage payment options:

- Prepaid (Reserve) deposit account
- Line of credit (Purchase Power)
- Credit card (SendPro® Mailstation and mailstation2™ only)

Read more details [here](#).

### **What's the fastest way to get my payment processed?**

Payments made online in Your Account typically process the same day.

### **How long does it take other kinds of payments to process?**

An ACH payment from your bank to ours can take 3-5 business days to process, and a check payment can take 7-10 business days.

### **I paid my bill. Why isn't it showing up online?**

If you paid by an ACH from your bank or by check, make sure you included your account number with your payment and that it was sent to the correct bank and/or mailing address. See bank and payment details [here](#).

Also, make sure you've allowed enough time for the payment to be processed. An ACH payment from your bank to ours can take 3-5 business days to process, and a check payment can take 7-10 business days.

### **Where can I find my payment history?**

You can easily view your payment history online at any time. Simply [sign in](#) to Your Account and select "Payment History" from the Billing dropdown menu on the main navigation bar, or click [here](#).

### **How do I update my credit card?**

To update your credit card, [sign in](#) to Your Account and select "Payment Methods" from the Billing dropdown menu on the main navigation bar, or click [here](#).

### **How do I make a Prepaid (Reserve) account deposit?**

You can send an ACH payment from your bank or mail a check. See bank and payment details [here](#). (Be sure to include your account number.)

### **How do I schedule recurring Prepaid (Reserve) deposits?**

Simply [sign in](#) to Your Account and select "Prepaid Balance" from the Postage dropdown menu on the main navigation bar, or click [here](#).

### **How do I order Prepaid (Reserve) deposit slips?**

You can order pre-printed deposit slips at no charge [online](#) in Your Account. If you need a deposit slip right away, you can download a blank deposit slip [here](#) (be sure to write in your account number).

### **How do I request a credit limit increase to my line of credit (Purchase Power) account?**

To request a credit limit increase, [sign in](#) to Your Account and select “Credit Line Balance” from the Postage dropdown menu on the main navigation bar, or click [here](#).

### **What is ValueMAX®?**

Our ValueMAX® program will replace or repair your equipment if it is lost, stolen, damaged or destroyed for any reason including fire, flood, or theft, for a nominal fee. To opt out of ValueMAX, provide proof of your own equipment coverage for full replacement value, as required by the Lease, [here](#).