



Notification

Parts Ordering Process for Self-Service Customers

Description

The purpose of this TSB is to notify customers that our parts ordering process has been updated to reflect recent changes to our parts support operations. These new processes simplify and streamline the parts support process.

The following processes are outlined in this document.

- Ordering Parts via *PartsWorks™ Online Parts Store, Email, Phone*
- After Hours Parts Ordering Process
- Parts Order Inquiry Process

Page 1 of 5

For Sorters, in the U.S.A., call the Sorter Help Desk at 800-522-0020 and follow the prompts.

Sorter TSBs are located on the KIP web site: <http://pb.com/myaccount>.

The use of this information by the recipient or others for purposes other than the repair, adjustment or operation of Pitney Bowes equipment may constitute an infringement of intellectual property rights of Pitney Bowes or others. Pitney Bowes assumes no responsibility for any such use of the information. Except as provided in writing, duly signed by an officer of Pitney Bowes, no license, either express or implied, under any Pitney Bowes or any third party's patent, copyright, or other intellectual property rights is granted by providing this information.

Pitney Bowes PartsWorks™ Center

There are three methods by which you can order a part.

PartsWorks™ - PB Online Parts Store

Pitney Bowes PartsWorks™ allows you to easily order replacement parts and supplies for production mail equipment. You can place an order or check delivery status 24 hours a day 7 days a week.

1. Go to <https://www.pb.com/partsworks>.

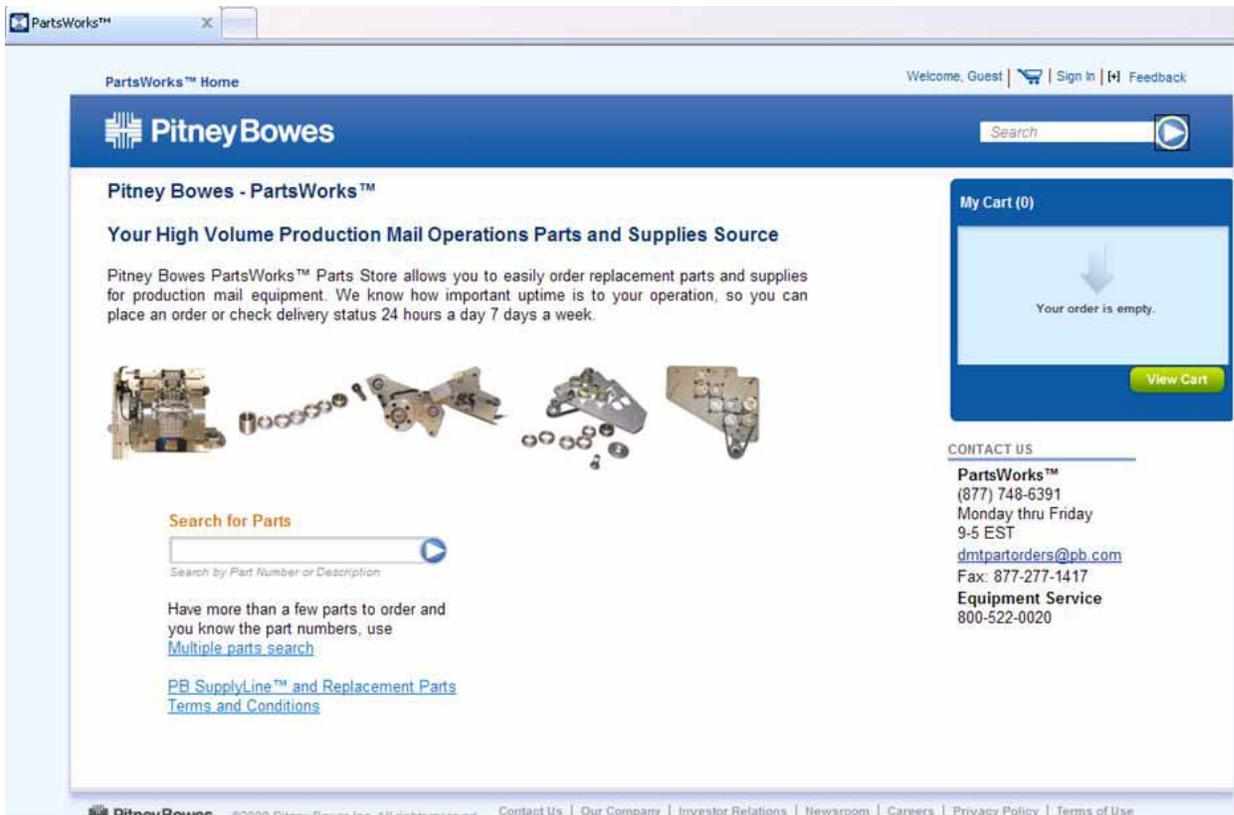


Figure 1 PartsWorks™ - Home Screen

Email

1. Email dmtpartorders@pb.com. Be sure to include the following information:
 - Account name
 - Pitney Bowes customer account number
 - Model and Serial number for the equipment needing the part(s)
 - Complete Shipping address including contact and phone number
 - Email address of the person placing the order
 - Part numbers, description and quantity
 - Purchase order if needed

PartsWorks™ Support Desk - Contact a Live Agent

In the event your order requires priority handling, you must call the PartsWorks™ Support Desk.

PartsWorks™ Support Desk hours are **M-F 9:00 am – 5:00 pm EST**.

1. Call Pitney Bowes PartsWorks™ at **1-877-748-6391**.
2. All available parts are shipped via UPS next day air for delivery on the next business day.
3. Orders requiring expedited processing are subject to an expediting fee. *(All shipments are also subject to parts availability and air transportation availability.)*

After Hours Parts Ordering Service

After hours are **M-F 5:00 pm – 9:00 am EST** and **weekends**.

1. Call after hours PartWorks™ customer service at **1-877-748-6391**. A recorded message directs callers to select **option 77** for after hours part orders requests.
2. Leave a message and an agent will return the request.

IMPORTANT: All orders requiring expedited handling (same day or weekend delivery) are subject to a \$500 fee for any orders processed after normal business hours. All shipments are subject to parts availability and air transportation availability.

Parts Order Inquiry Process

To check the status of a current order or order history, perform the following steps:

1. Go to www.pb.com/partsworks and click **Sign in**.

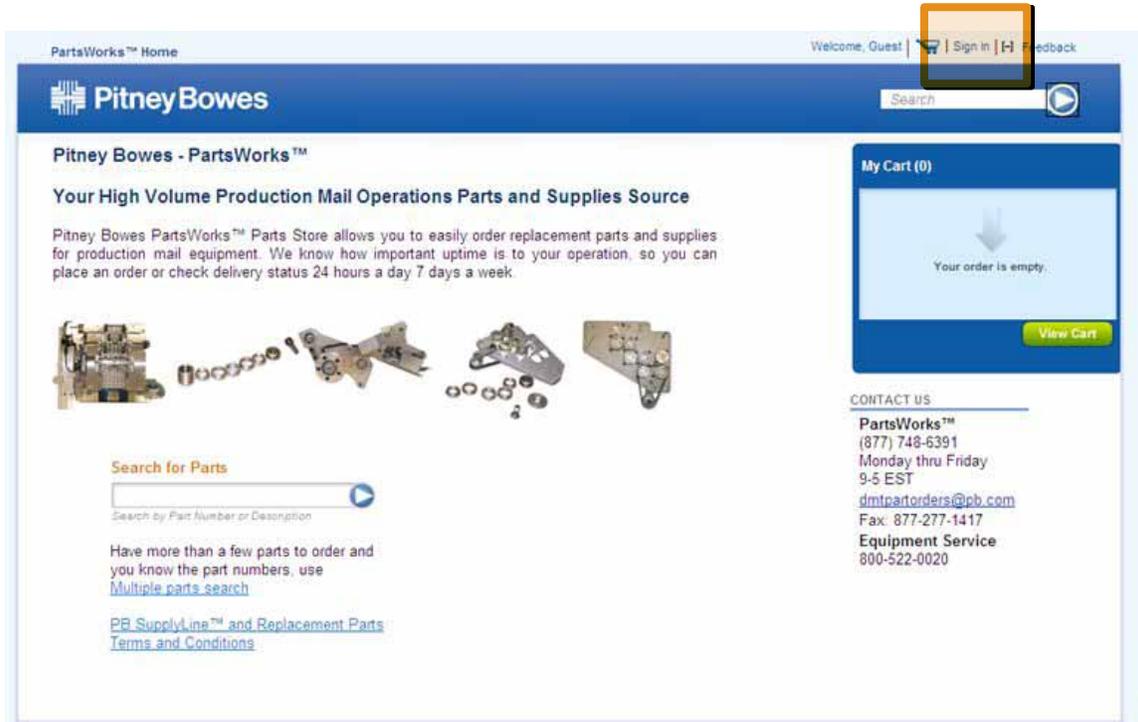


Figure 2 PartsWorks Sign-in Screen

2. Enter your **Username** and **Password**.



Figure 3 Username and Password

3. Click on the **Order Status** hyperlink.

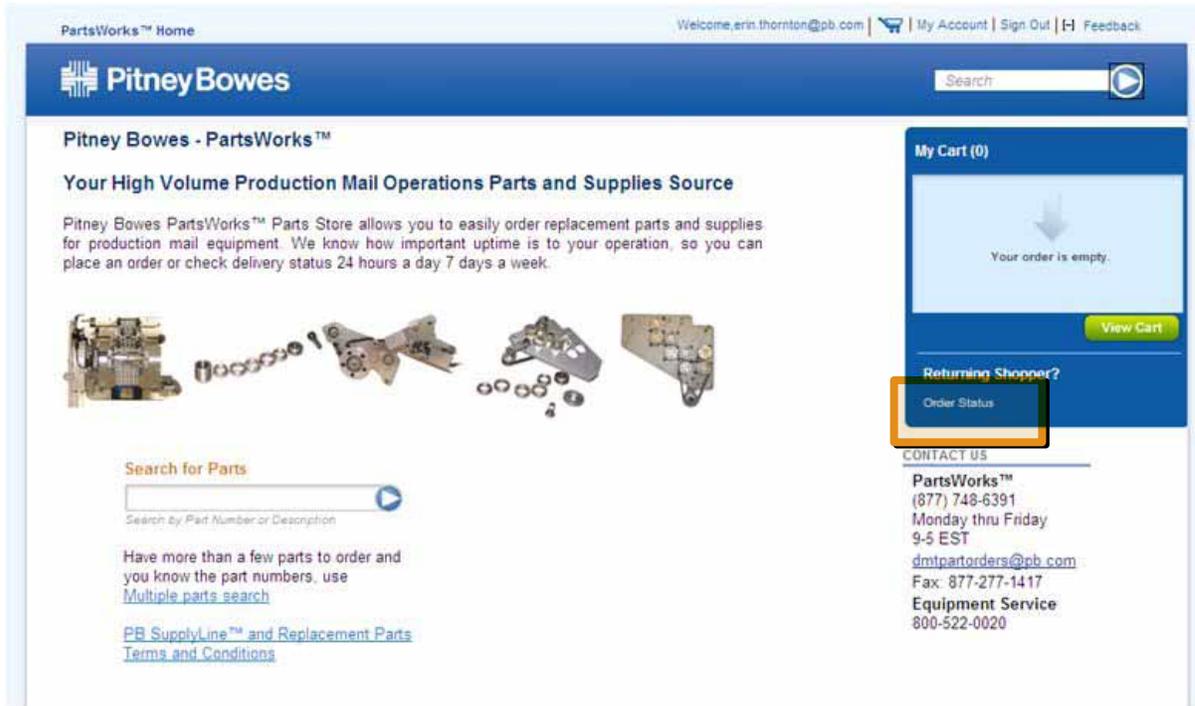


Figure 4 Order Status

Your current order and order history displays.

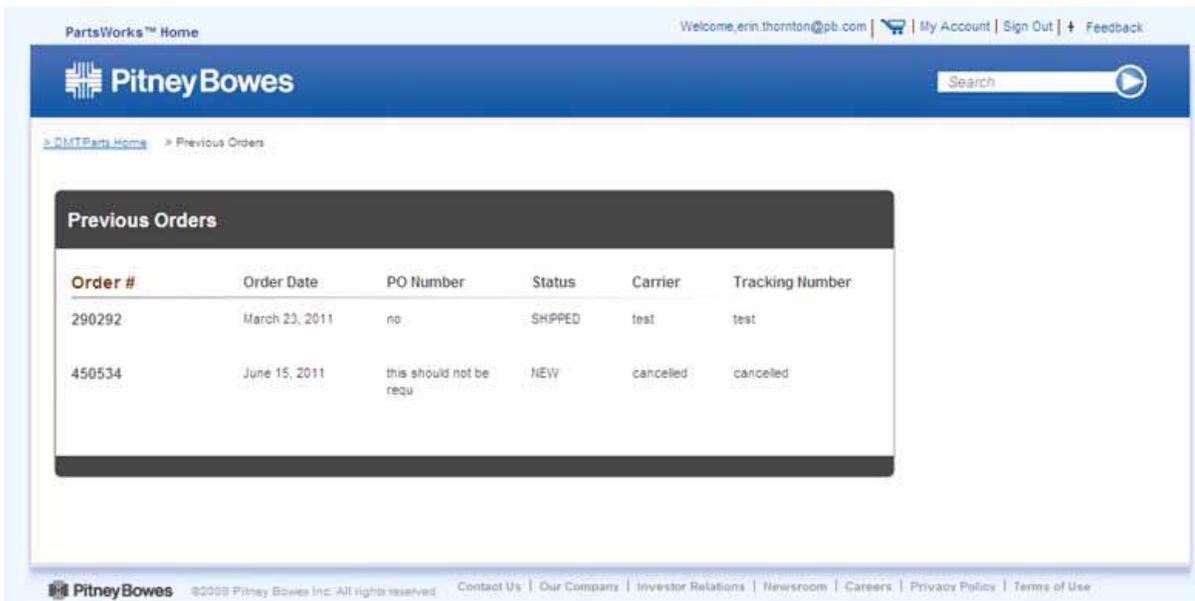


Figure 5 Order Status Information