

Frequently Asked Questions

How do I verify the status of a payment?

Click on the words “Invoice Inquiry” located on the lower right of this page. Enter your invoice number and date from the invoice when prompted. Click “Execute” button to view invoice status.

When will I be paid?

Click on the words “Invoice Inquiry” located on the lower right of this page. Enter your invoice number and date from the invoice when prompted. Click “Execute” button to view invoice status.

Did you receive my invoices?

Click on the words “Invoice Inquiry” located on the lower right of this page. Enter your invoice number and date from the invoice when prompted. Click “Execute” button to view invoice status.

What is the Invoice Inquiry Link?

The invoice inquiry allows for invoice and payment status can be accessed through the pb.com web site. Follow the steps in the “How-to Guide for Invoice Inquiry” in the Policies & Procedures area on the right of this page. Note that invoices are accessed on an individual basis, and that invoice status is updated nightly.

How do I insure my invoices have the required information to be processed for payment?

Go to pb.com, select “Our Company”, “Supplier Connect”, select the “Invoice and Payment Policy” located on the right side of the page.

This Policy, when complied to, insures proper processing of your invoices through Pitney Bowes’ payable system.

Why doesn’t my invoice display?

The Invoice Inquiry works only for invoices sent to Pitney Bowes’ Tampa USA and Mississauga, Canada Accounts Payable departments. Invoices sent to other Pitney Bowes facilities are not accessible via this link.

My invoice displays with a “Parked” status, what does this mean?

A status of “Parked” indicates that the Accounts Payable clerk was unable to post the invoice because of a discrepancy. The discrepancy could be one or more of the following; no Purchase Order number on the invoice, goods receipt required, wrong PO number, locked or closed PO, invoice under dispute, remit to address in question.

What is Supplier Connect?

Supplier Connect is a tool for communicating purchase orders and schedules from Pitney Bowes to Suppliers.

How do I get a Supplier Connect account?

Supplier Connect accounts are established at the request of the assigned PB Buyer. Contact your assigned Pitney Bowes Buyer to request an account.

I have a Supplier Connect account but my password is not working, whom do I contact?

Notify the Supplier Connect Administrator of logon problems by writing supplier.connect@pb.com. Be sure you include your username, name, and contact information. Your message will be responded to quickly. Note that this e-mail is only for existing Supplier Connect users.

Who do I call when I have a question?

For Purchase Order questions, Suppliers should contact the Buyer identified on the Purchase Order. For questions regarding Procurement policies, or contract questions, Suppliers should contact their assigned Enterprise Procurement representative.

What is Pitney Bowes' policy regarding Supplier Diversity?

To view Pitney Bowes' policy regarding Supplier Diversity do the following. Go to the "Supplier Diversity" link located on the left side of the page.

I am a minority supplier, how do I make my company know to Pitney Bowes?

You can register your company with Pitney Bowes by do the following. Go to pb.com, select "Our Company", "Supplier Connect", select the "Supplier Diversity" link located on the left side of the page. Once on the Supplier Diversity page select "New Registration" located on the left side of the page, then click on the "Begin Registration" button. Sourcing Managers for Pitney Bowes will access this database for sourcing opportunities.

I am a local supplier. Do I have an opportunity to supply to Pitney Bowes?

Yes, Pitney Bowes bases its relationships with suppliers on how well the supplier meets existing needs and how well they can fulfill future strategic goals. Pitney Bowes will conduct business with suppliers who are globally competitive and who will provide the lowest total cost.

Does Pitney Bowes only operate with global suppliers?

No. Pitney Bowes develops purchasing strategies, which unitize suppliers at the global, area, and site levels.

How can I contact someone about sourcing opportunities in Pitney Bowes?

You can register your company with Pitney Bowes by do the following. Go to the "Supplier Registration" link located on the left side of the page. Click on the "Begin Registration" button. This online registration process should not take more than 10 minutes. During Registration, you will be prompted to provide the following types of information on your company:

Basic Identification Data

Organizational/Ownership Data

Products & Services Data

References (Major Customers) & Certifications

Any Awards Received.

Sourcing Managers for Pitney Bowes will access this database for sourcing opportunities. Registering does not guarantee that we will contact your company or that your company has or will meet any current or future business needs.

What locations does Pitney Bowes operate from?

Pitney Bowes is a global operation with manufacturing, sales, and distribution locations throughout the world. Main facilities are located in Essex, England, Paris France, Ohio, USA and Connecticut, USA.

Are there sourcing operations in each geographic region?

Pitney Bowes' Enterprise Procurement Department sources all products and services for PB at a global level.

What environmental regulations apply?

Go to "Environmental and Safety" link located on the left side of the page.

What is Pitney Bowes' expectation of suppliers?

Pitney Bowes looks for companies that provide high quality products and services and demonstrate the following "value-added" qualities:

Proven Quality

Cost Savings

Financial Viability

Competitive Pricing

Customer Focus

Innovative Business Solutions/Strategic Thinking

Continuous Improvements

Proven Ability to Deliver

How do I receive a purchase order?

Suppliers can receive Purchase Orders from Pitney Bowes via Supplier Connect, fax, mail, or XML .