Guild Mortgage Company Support Guide and FAQs – PitneyShip Pro

Link to the Application -
With this link, enter your username and password.

If you do not remember your user ID or password, click on the Postal Advocate Support Landing Page below to submit a case.

Internal Guild Mortgage Support – Postal Advocate Support Link

Select the kind of support you need, enter the information on the right and then hit next. A case will be created, you will get an email confirming the case number, and Postal Advocate will reach back within 8 hours to help resolve the issue. (Note our business hours are 8am – 5pm EST – If a case is submitted near the end of business day, you will get a response the following day).

Pitney Bowes Online Tutorials - They have a very helpful series of screen shots and web tutorials.

Supplies:

If a scale is needed, this is the recommended scale for your mailing needs through **Staples.**

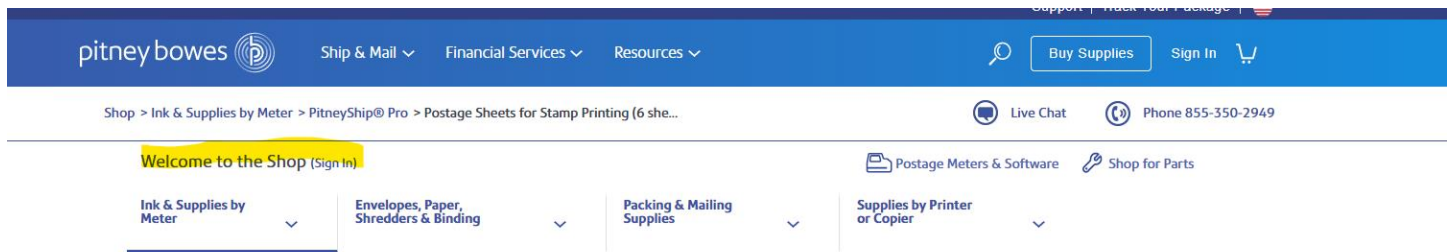DYMO Digital Postal Scale 5Lbs. (M5)
Item #: 897131
Cost: $27.19

Ordering Pitney Bowes Stamp Sheets – You will need your 10 digit account # (BPN).

Below is the link to order your stamps sheets:

https://www.pitneybowes.us/shop/postage-meter-ink-supplies/shop-by-meter--software/pitneyship-pro/en-us/storeus

<u>Stamp Sheets</u> – #SL-SPM11 and cost $4.99 for 120 Stamps (6 sheets). We recommend ordering enough to last you at least 1-2 months to save on shipping costs.

<u>Certified Preprinted labels</u> - Item #USPS890-PB – No Cost!
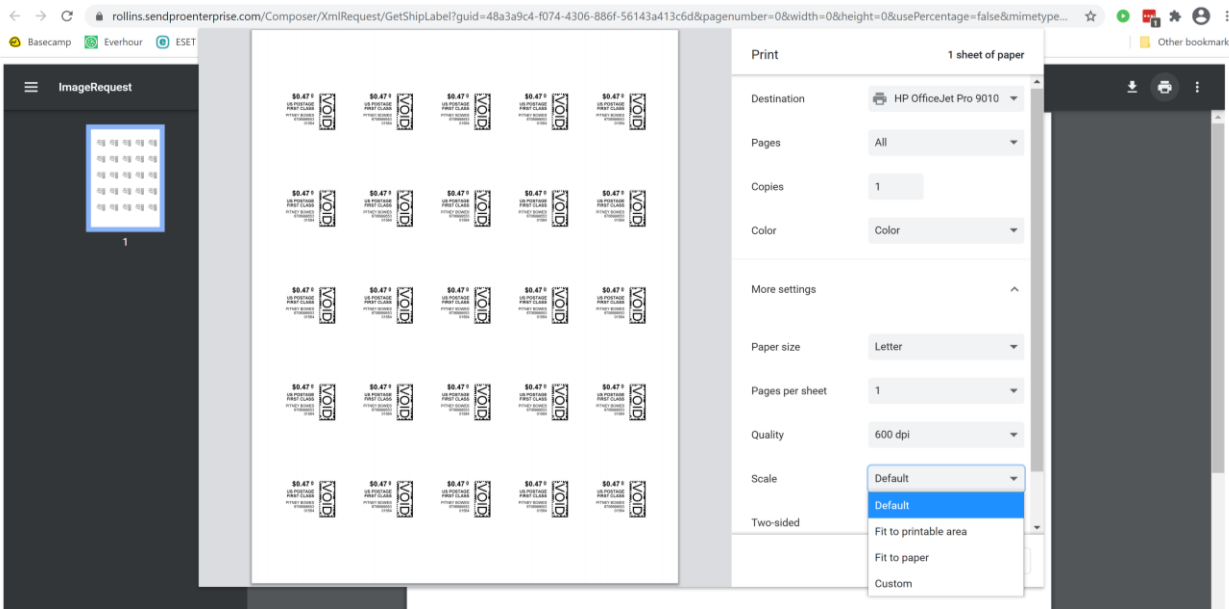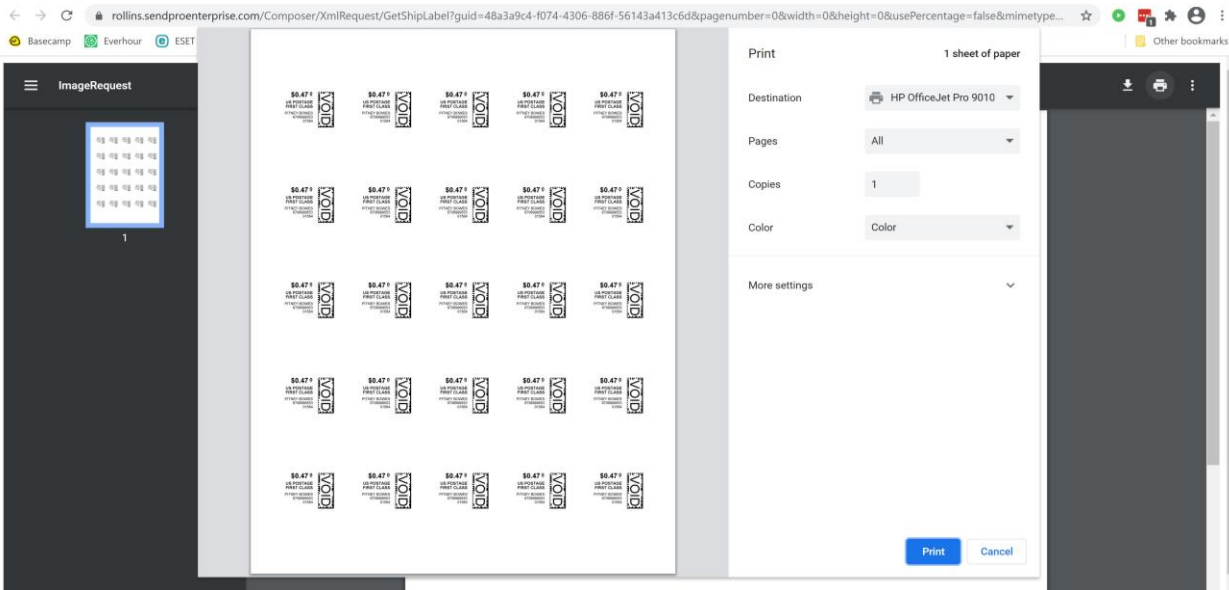

Stamp Sheet Printer Alignment (Using Google Chrome – Recommended Browser)
When you are doing your test print, in the printer dialog box, click the **MORE SETTINGS** down arrow. In the **SCALE** section in image 2, select "**Default**". Put the test print page in and make sure the print lines up. Then hit **PRINT**.

If you are having a difficult time controlling what print tray your printer feeds from, do the following:
Right click on START and then go to SETTINGS>PRINTERS AND SCANNERS> Select your printer> MANAGE>PRINTER PROPERTIES>DEVICE SETTINGS>OUTPUT SETTINGS> Choose the tray you put paper in.

Shipping a Package – If the "**RATE**" button is greyed out when you are shipping a package, please make sure all the red flagged required fields are completed. If not, it will not allow you to rate a package.