Genesis 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 Genesis Healthcare 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 24 hours to help resolve the issue.

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

Ordering Supplies – You will need your account # (BPN).

Below is the link to order your supplies:

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

Stamp Sheets – #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.

pitney bowes

Ship & Mail ∨   Financial Services ∨   Resources ∨

Buy Supplies   Sign In

Shop > Ink & Supplies by Meter > PitneyShip® Pro > Postage Sheets for Stamp Printing (6 she...

Live Chat   Phone 855-350-2949

Welcome to the Shop (Sign In)   Postage Meters & Software   Shop for Parts

Ink & Supplies by Meter   Envelopes, Paper, Shredders & Binding   Packing & Mailing Supplies   Supplies by Printer or Copier

Item #SL-SPM11

Postage Sheets for Stamp Printing (6 sheets; 120 labels)

For: PitneyShip™, PitneyShip™ Pro, SendPro® Online & SendPro® Enterprise

1 ∨ × $4.99   **ADD TO CART**

Free ground shipping on postage stamp sheets

Use your own laser or inkjet printer to print the exact postage you need right from your desktop.

- For use with all mail classes
- No date restrictions - just print postage and use it when you want

Includes 6 stamp sheets (8.5" x 11") of 20 labels each for a total of 120 stamps

If you require a scale, log into to your respective DSSI account. Under Suppliers you will see the Staples Icon. Click on Staples and enter part number 897131 in the search bar. The item will pop up and it is in fact $28.42.

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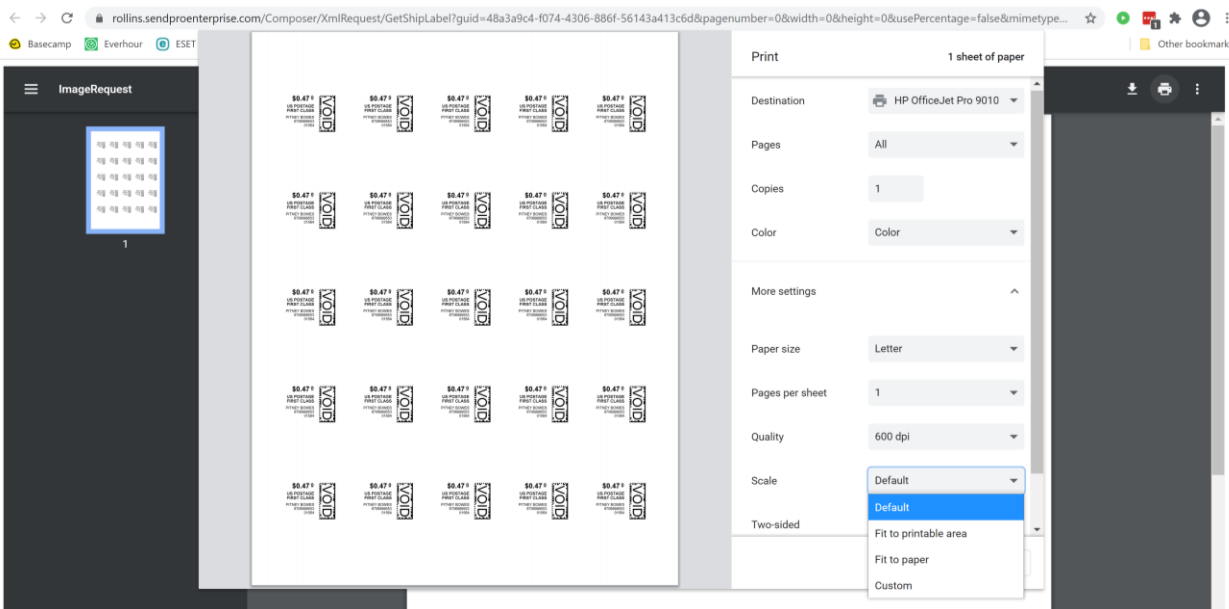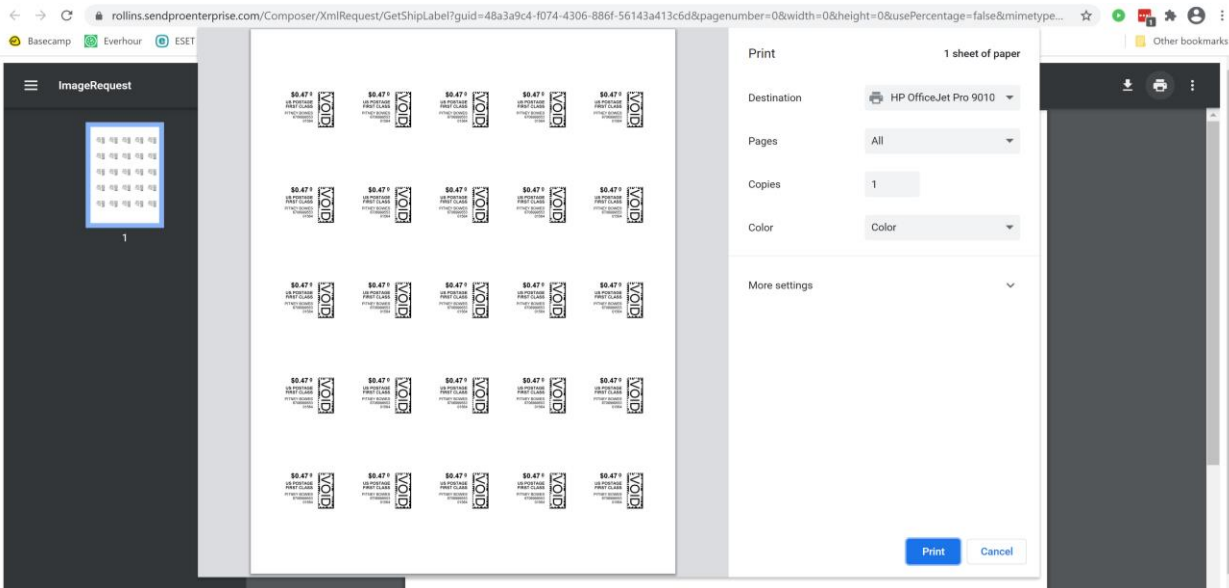
If you are having a difficult time controlling what print tray your printer feeds from, do the following:
Right click on START and then go to SETTINGS>PRINTERS AND SCANNERS> Select your printer>
MANAGE>PRINTER PROPERTIES>DEVICE SETTINGS>OUTPUT SETTINGS> Choose the tray you put paper in.

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.