

Fidelity National Financial Support Guide and FAQs – PitneyShip Pro

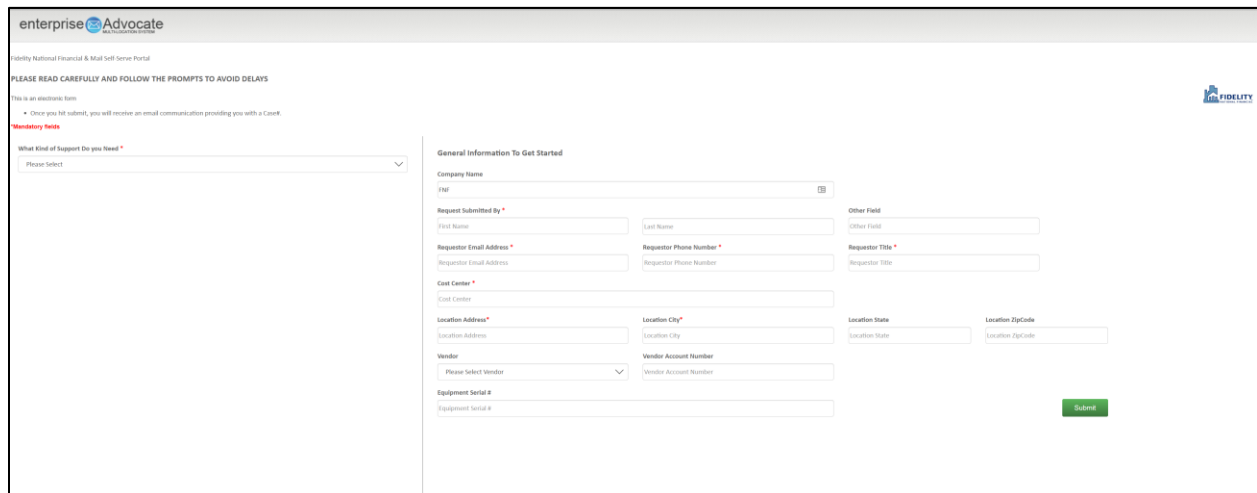
Link to the Application -

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 FNF Support – [Postal Advocate Support Link](#)

Select the kind of support you need, enter the information on the right and then hit submit. A case will be created, you will get an email confirming the case number, and Postal Advocate will get back to you within 4 hours.



The screenshot shows the 'enterprise Advocate' support form. The header includes the logo and 'Fidelity National Financial & Mail Self-Serve Portal'. Below the header, there are instructions: 'PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS' and 'This is an electronic form'. A 'Mandatory fields' section is highlighted in red. The form is divided into two main sections: a dropdown menu for 'What Kind of Support Do you Need?' and a 'General Information To Get Started' section. The 'General Information' section contains several input fields: Company Name (with FNF dropdown), Request Submitted By (First Name, Last Name, Other Field), Requestor Email Address (Requestor Email Address, Requestor Phone Number, Requestor Title), Civil Center (Civil Center), Location Address (Location Address, Location City, Location State, Location Zip/Code), Vendor (Vendor Account Number), and Equipment Serial # (Equipment Serial #). A green 'Submit' button is located at the bottom right of the form.

[Pitney Bowes Online Tutorials](#) - They have a very helpful series of screen shots and web tutorials.

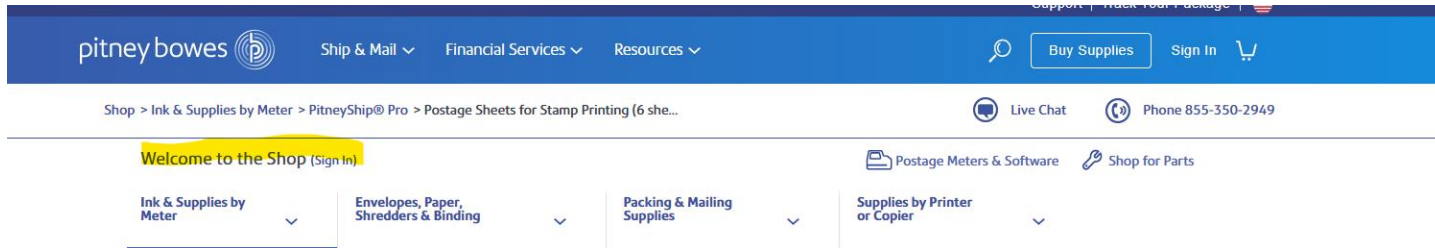
Ordering Supplies – Order your supplies. Click on this link or “Supply Orders” that will direct you to the link below:

<https://purchasing.fnf.com/TheStore/Catalog.aspx?cid=2472>

If you require a scale, please order Item # 897131 -Description – DYMO Digital Postal Scale 5LBs (M5)



For stamp sheets, order Item # SL-SPM11 – 6 sheets (120 stamps). We recommend you order enough to last at least 4 – 6 weeks.



Item #SL-SPM11

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

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

1 x \$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



Item #USPS890-PB

USPS IMpb Compliant E-Certified Barcode Labels (50 labels/pack)

For: SendPro® customers who signed up for Confirmation Services after Jan 1, 2016

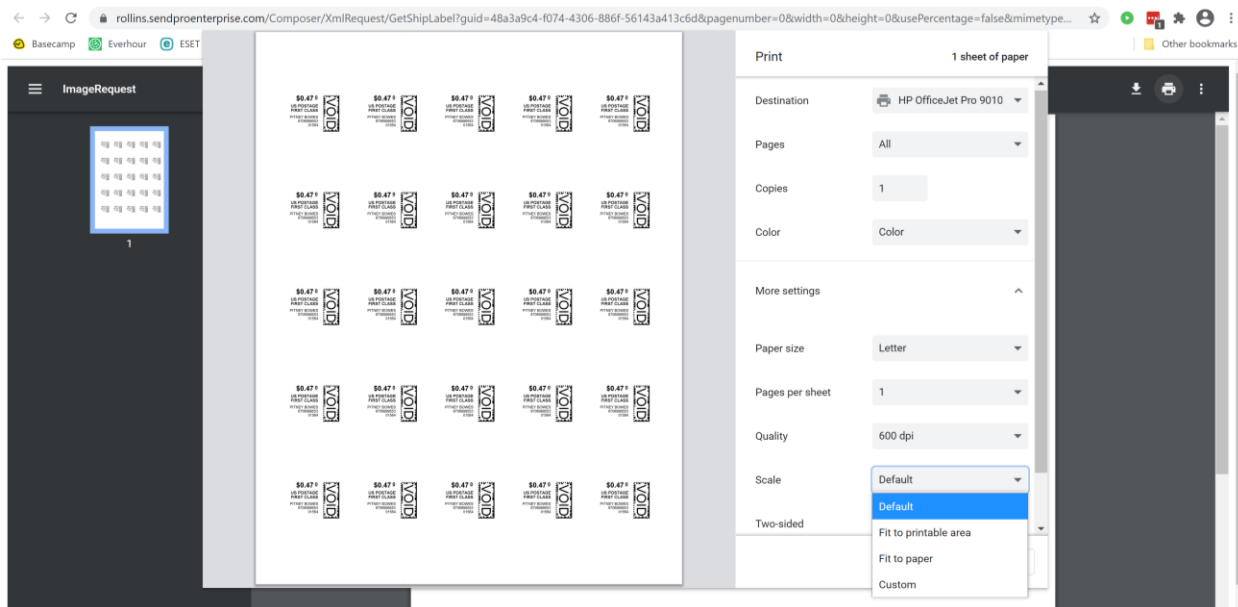
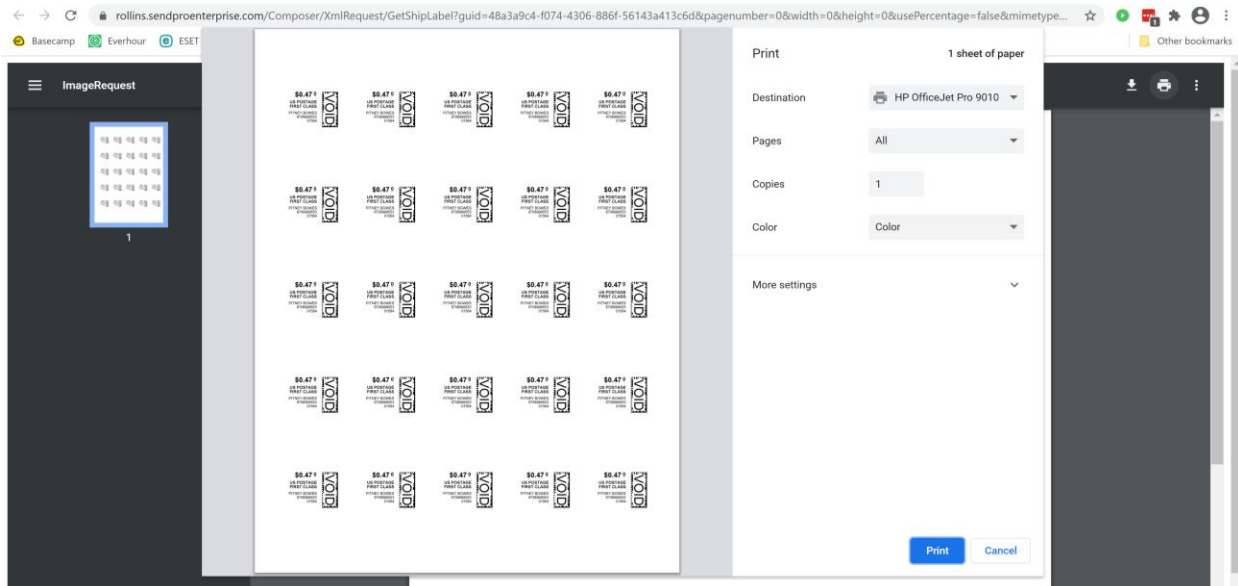
1 x \$0.00

ADD TO CART



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.