

PitneyShip™ Pro Training



**Mail Equipment
and Postage**



**Home and Small
Office Mail**



**USPS®
Permit Accounts**



**Outsourced
Mail Services**



**Expedited Document
and Parcel Shipping**

What is PitneyShip™ Pro?

PitneyShip™ Pro is a cloud-based solution that scales easily across your organization, allowing employees to create shipping labels and print postage regardless of location. Real-time data provides better insights and visibility into your shipping activity, helping you save time and money on every package you send.

Table of Contents

- How to Log Into PitneyShip™ Pro
- Internal Guild Mortgage Support
- Ordering Supplies
- How to Ship a Package (Create a Shipping Label)
- How to See Shipping & Postage History
- How to track a shipment
- How to re-print a shipping label
- How to create a return label
- How to request a refund for shipments or stamps
- How to send Certified mail
- How to Print Stamps
- How to Align the Printer correctly to print stamps

How to Log Into 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.***


Note: Aside from the list of users specifically provided by your corporate contact, any users that need to be added, must submit a case to us, and will need to be approved by Chris Cunningham, he will review and approve or deny the user to be added.

Internal Guild Mortgage Support –

<https://www.postaladvocate.net/index.php?/landingpage/Guild>

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.

Case Submission

enterprise  Advocate
MULTI-LOCATION SYSTEM

Guild Mortgage Company & Mail Self-Serve Portal

PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS

This is an electronic form

- Once you hit submit, you will receive an email communication providing you with a Case#.

***Mandatory fields**

What Kind of Support Do you Need *

Please Select

General Information To Get Started

Company Name
Guild

Request Submitted By *

First Name Last Name Other Field

Requestor Email Address * Requestor Phone Number * Requestor Title *

Requestor Email Address Requestor Phone Number Requestor Title

Cost Center *

Cost Center

Location Address Location City Location State Location ZipCode

Location Address Location City Location State Location ZipCode


Vendor Vendor Account Number

Please Select Vendor Vendor Account Number

Equipment Serial #

Equipment Serial #

Submit



Ordering Supplies

To order the supplies, there will be **two steps** - **Supply Part Item #SL-SPM11 - Cost \$4.99 for 120 Stamps (6 sheets)**. We recommend ordering enough to last you 1-2 months. Supplies are shipped free Ground.

1. Your first supply order will need to be placed via the support line. After the first order is done, you will be able to place orders online.

Supply Line: 855 350-2949

Please place the order and ask them for the supplies to be billed through Purchase Power. They'll create a Purchase Power number for your account. Make note of this number for your next order on PB.com.

Once your first order is placed through the help line, please provide it to us with the PP number and we can have it linked to the Master Purchase Power account.

2. After you place your first order via the support line, you can place orders online.

Go to: <https://www.pitneybowes.us/shop/home/en-us/storeus>

When you check out, it will prompt you to sign into your account. If this is your first time signing in, click on "Create an account". Follow the prompts to set up your account and check out. If you've ordered supplies through pb.com before, use your current account #/BPN, if you don't know your BPN number, please reach out by submitting a case and we can assist you.

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

DYMO Digital Postal Scale 5Lbs. (M5)

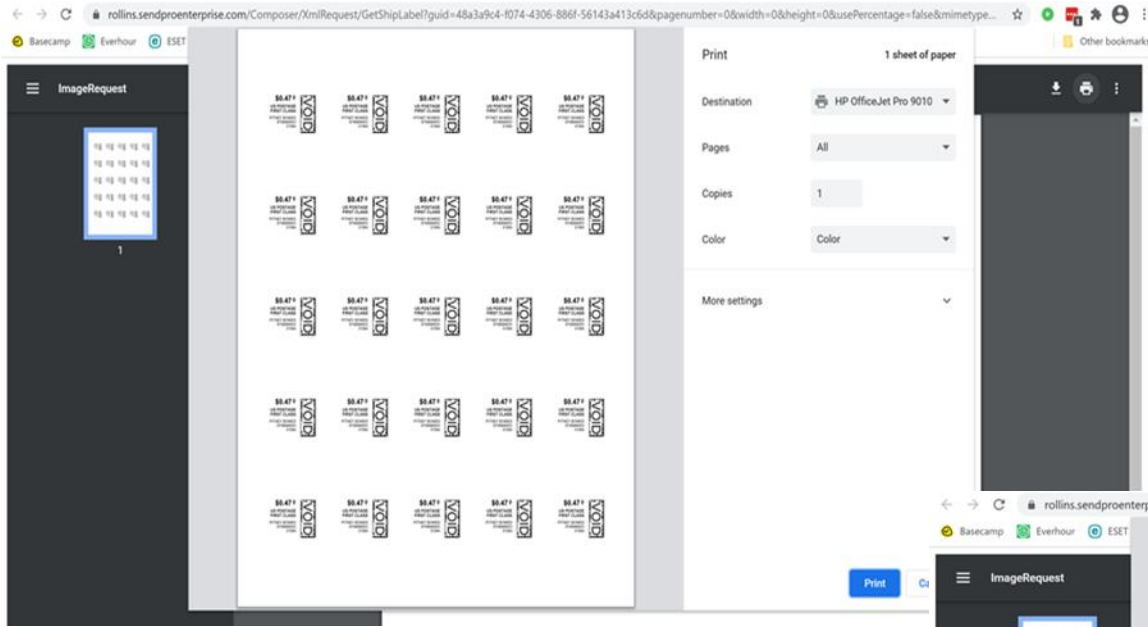
Item #: 897131

Cost: \$27.19

Additional Information

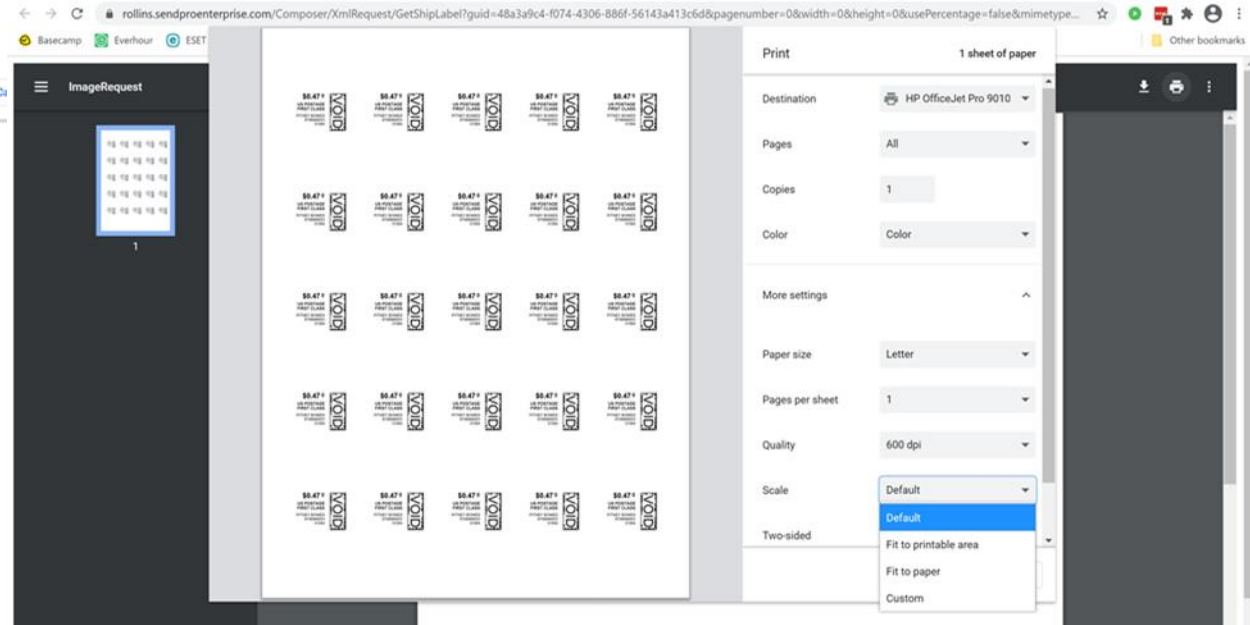
- August 31st will be the final cut-off for stamps.com
 - Please use up all supplies prior to this date
 - Do not purchase additional/new stamps.com supplies
 - Any remaining funds will be returned via notification to Karla Bowen for internal redistribution

How to Align the Printer Correctly to Print Stamps



- **Stamp Sheet Printer Alignment (Using Google Chrome – Recommended Browser)**

- When a user is doing a 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**.



- **Link to the Application - [link](#)**



ANY
QUESTIONS?

