

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).

The screenshot shows the 'enterprise Advocate' support portal. At the top, it says 'Guild Mortgage Company & Mail Self-Serve Portal'. Below that, it instructs users to 'PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS' and notes that it's an electronic form. A dropdown menu asks 'What Kind of Support Do you Need *' with a 'Please Select' prompt. The main form area is titled 'General Information To Get Started' and contains several input fields: 'Company Name' (pre-filled with 'Guild'), 'Request Submitted By *' (with 'First Name', 'Last Name', and 'Other Field' sub-fields), 'Requestor Email Address *', 'Requestor Phone Number *', 'Requestor Title *', 'Cost Center *', 'Location Address', 'Location City', 'Location State', 'Location ZipCode', 'Vendor' (with a dropdown for 'Please Select Vendor'), and 'Vendor Account Number'. There are also fields for 'Equipment Serial #' and a 'Submit' button at the bottom right. The footer contains the copyright notice: '© 2017 Postal Advocate, Inc. All rights reserved. Terms and Conditions | Privacy Statement'.

[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

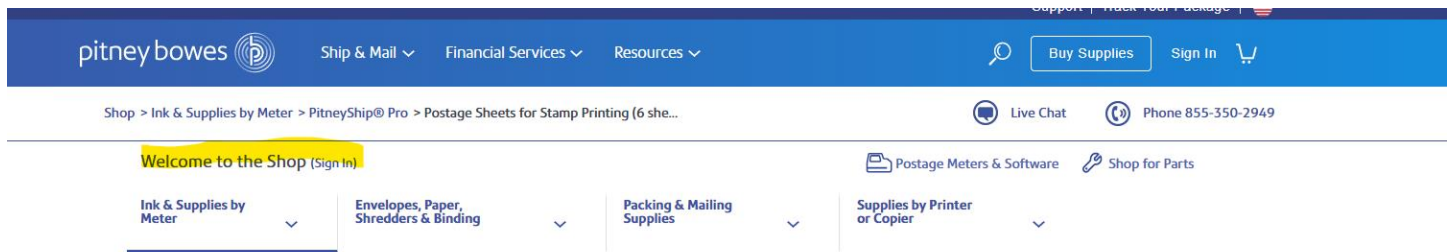
Ordering Pitney Bowes Stamp Sheets – You will need your 10 digit account # (BPN).

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>

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.

Certified Preprinted labels - Item #USPS890-PB – No Cost!



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

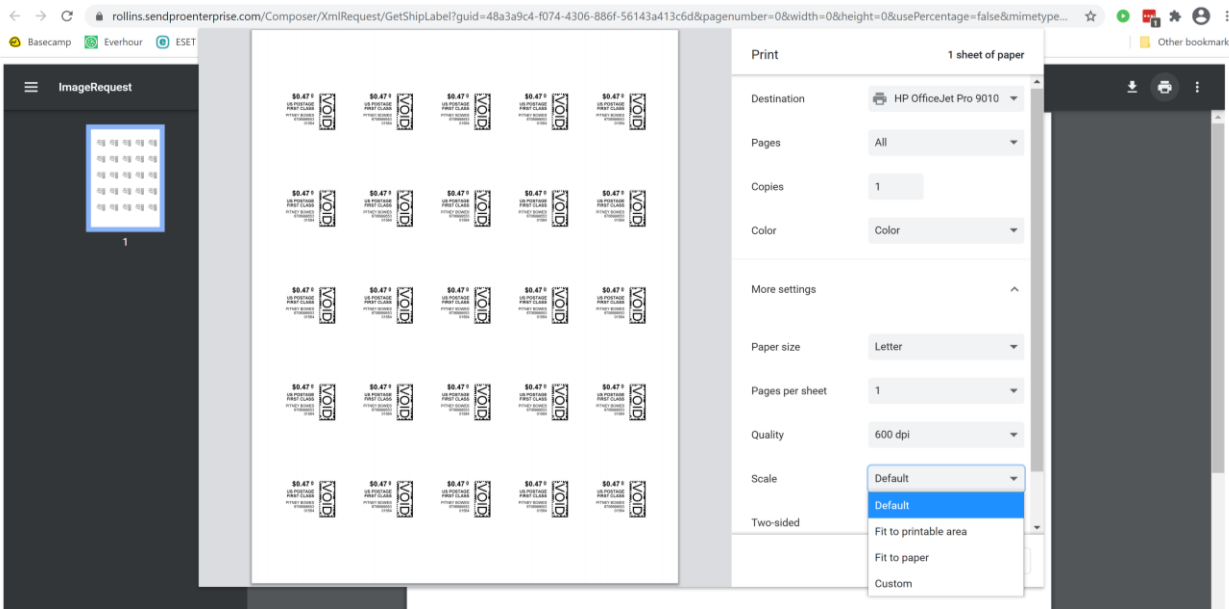
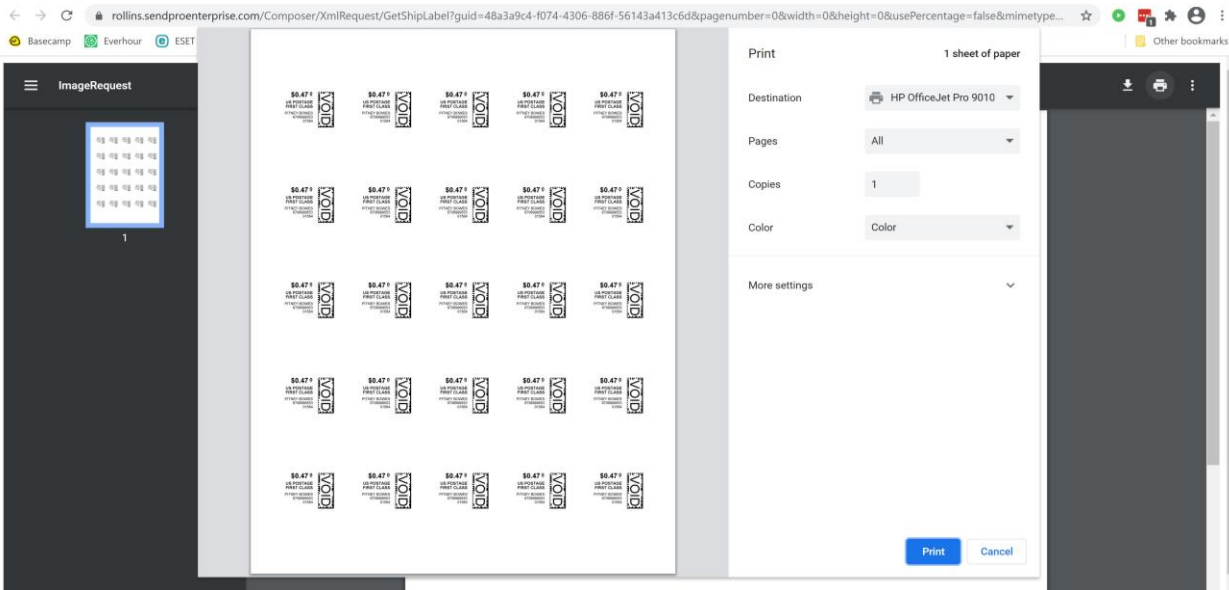
1 x \$0.00

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.