

Stewart Title 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 Stewart Title 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 'Stewart Title & Mail Self-Serve Portal' interface. At the top left is the 'enterprise Advocate' logo. Below it, the text reads 'Stewart Title & Mail Self-Serve Portal' and 'PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS'. A note states 'This is an electronic form' and provides instructions: 'Once you hit submit, you will receive an email communication providing you with a Case # and details for being contacted by Postal Advocate.' A red asterisk indicates 'Mandatory fields'. On the left, there is a dropdown menu labeled 'What Kind of Support Do you Need *' with 'Please Select' as the current selection. The main form area is titled 'General Information To Get Started' and contains several input fields: 'Company Name' (text box with 'stewart' entered), 'Request Submitted By *' (sub-section with 'First Name', 'Last Name', and 'Other Field' text boxes), 'Requestor Email Address *' (text box), 'Requestor Phone Number *' (text box), 'Requestor Title *' (text box), 'Cost Center *' (text box), 'Location Address *' (text box), 'Location City *' (text box), 'Location State' (text box), 'Location ZipCode' (text box), 'Vendor' (dropdown menu with 'Please Select Vendor'), and 'Vendor Account Number' (text box). At the bottom left is an 'Equipment Serial #' field. 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.

Supplies:

Most offices should have someone already set up within their office to order supplies.

If you do not: Please complete the [Office Depot New User Form](#).

This will send a notification to Office Depot to set up your profile.

DYMO Digital Postal Scale 5Lbs. (M5)

Item #: 897131

Cost: \$27.19

Compare



DYMO® M5 Digital Postal Scale

Item #780117

★★★★★ (221)

\$27.19 each

4 Available

Add to Cart

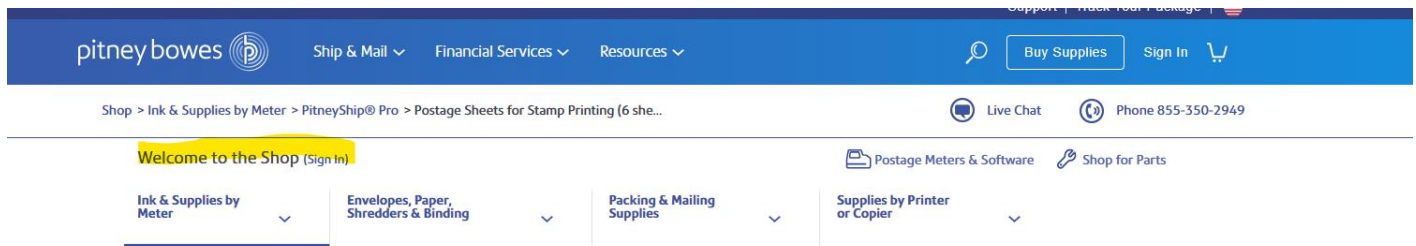
Add To List

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.



Item #SL-SPM11

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

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

1 x \$4.99

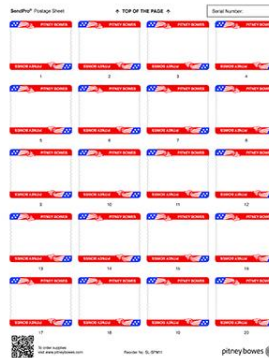
ADD TO CART

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



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

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

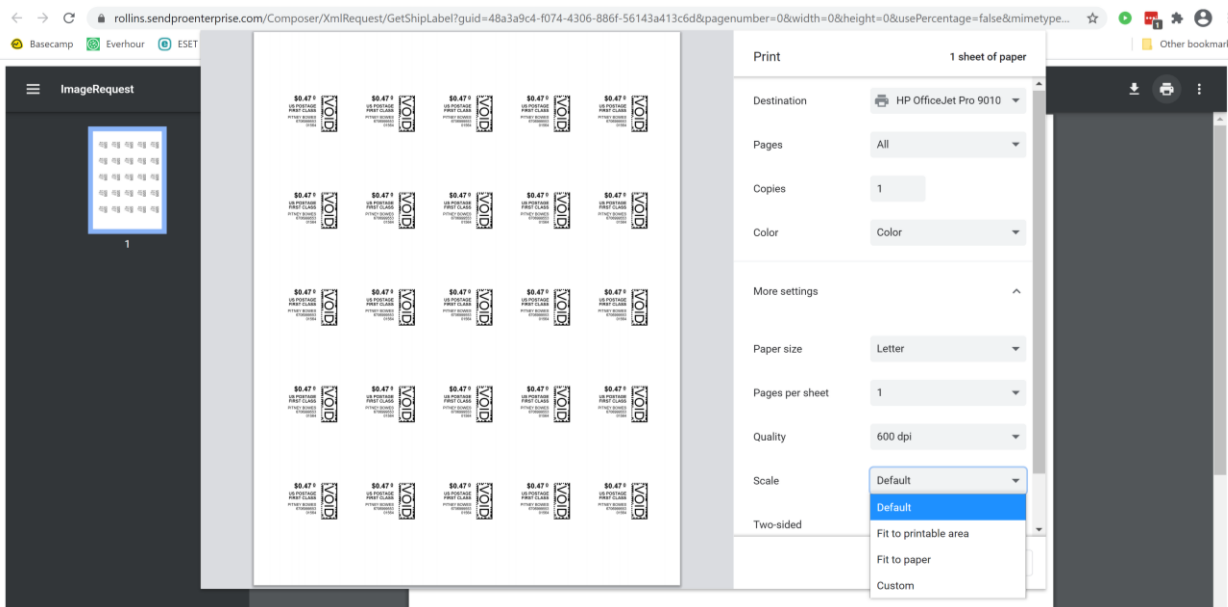
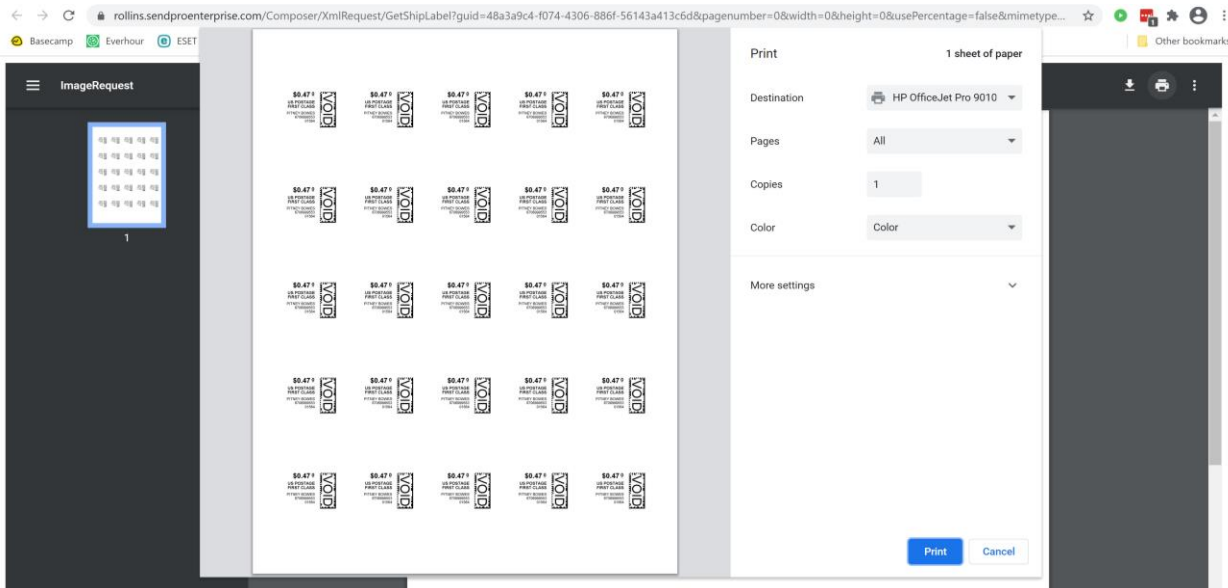
1 x \$0.00

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.