

# PitneyShip Pro – UBS Support Guide

## Link to the Application

[Goto/ShipPro](#) or <https://Shipping360.PitneyBowes.com/>

You will be prompted for your e-mail, please enter your UBS e-mail address.

If you're prompted for a password, or you have no selections when you log in, please contact the UBS Workplace Services team for support: [SH-COURIERS@UBS.COM](mailto:SH-COURIERS@UBS.COM)

Please disregard any pop-ups.

## Add user or update location or cost center information

Contact [SH-COURIERS@UBS.COM](mailto:SH-COURIERS@UBS.COM), Kim Ronzo ([kim.ronzo@ubs.com](mailto:kim.ronzo@ubs.com)), or Elder Castano ([elder.castano@ubs.com](mailto:elder.castano@ubs.com))

## Online Tutorials

[Pitney Bowes](#) - <https://sendpro360.pitneybowes.com/support>

Helpful series of screenshots and web tutorials.

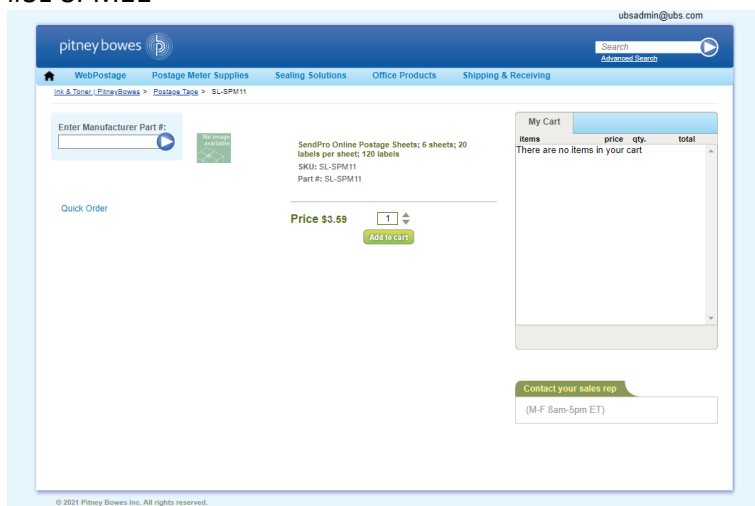
[Postal Advocate](#) <https://postaladvocate.com/ubs-user-resources-and-training-materials/>

FAQs, learning articles and training presentations

## Ordering Supplies

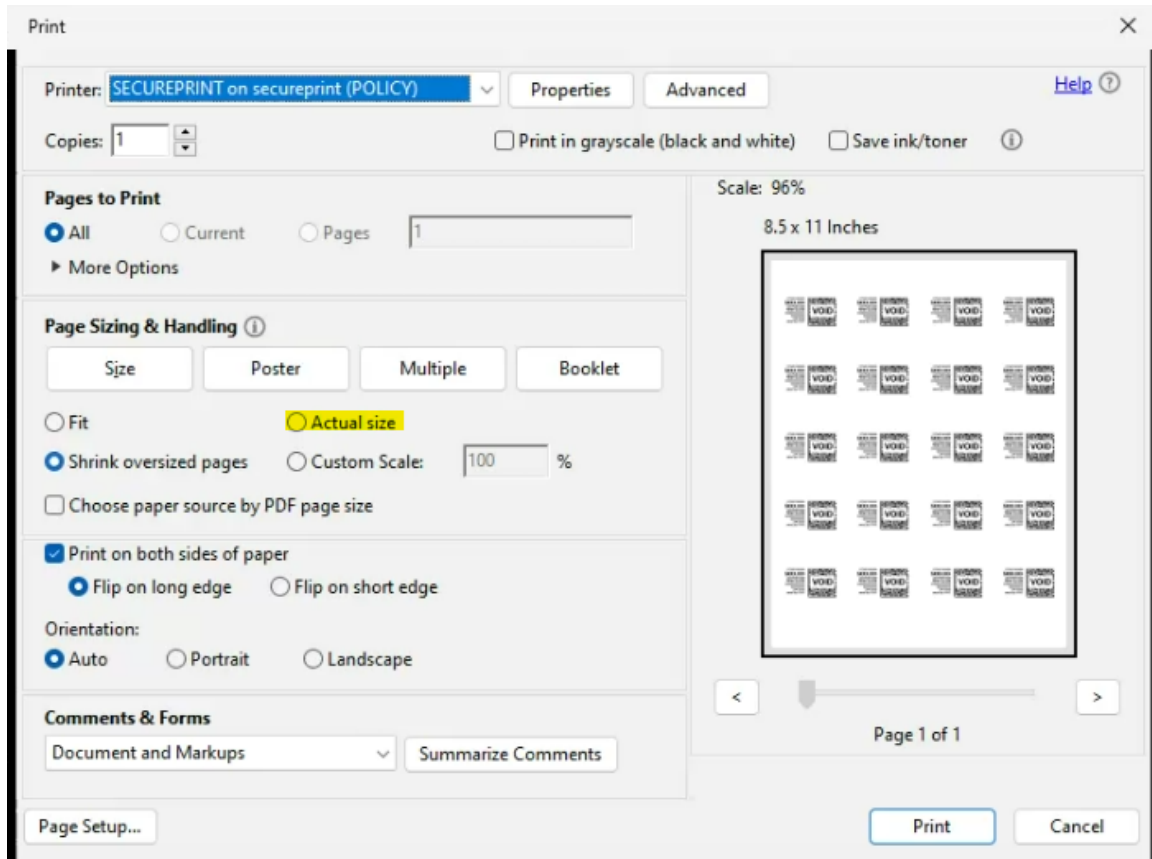
Postage Scale [SH-COURIERS@UBS.COM](mailto:SH-COURIERS@UBS.COM) Stamp Sheets - [Goto/myshop](#)

Select Real Estate & Logistics and then the Pitney Bowes Catalog, click buy from supplier. Search Item number #SL-SPM11



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

When a user is doing a test print, in the printer dialog box, go to **Page Sizing & Handling**. In that section, click on **“Actual Size”**. Put the test print page into the printer and click **PRINT**. Once you get your test sheet from the printer you will be able to tell if it is aligned correctly.



## 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.