

## UBS Support Guide and FAQs – PitneyShip Pro

### Link to the Application -

With this [link](#), enter your email address (User ID)

If you're prompted for a password, please contact internal UBS Healthcare support.

**Internal UBS Healthcare Support** – [SH-COURIERS@UBS.COM](mailto:SH-COURIERS@UBS.COM)

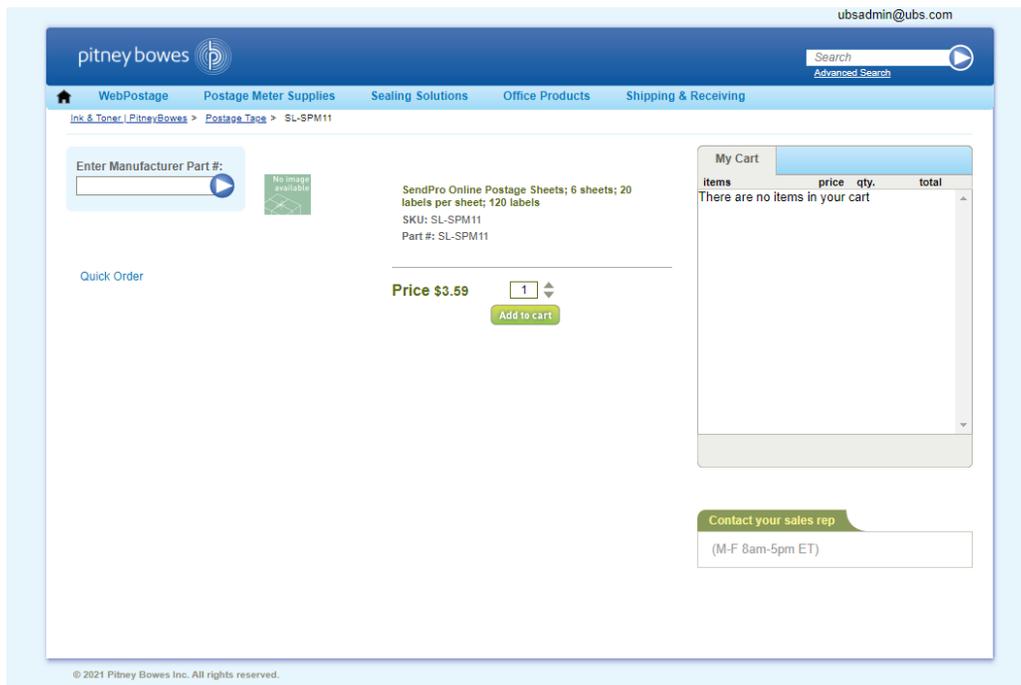
[Pitney Bowes Online Tutorials](#) - They have a very helpful series of screenshots and web tutorials.

### Ordering Supplies –

Below is the link to order your supplies through Goto/ShipPro

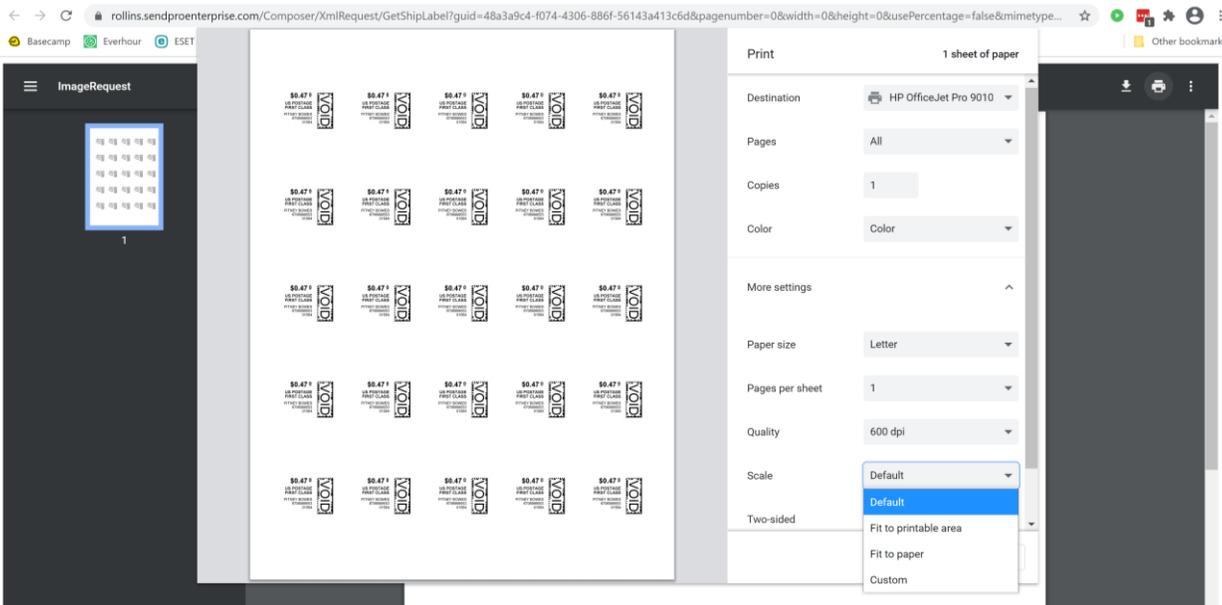
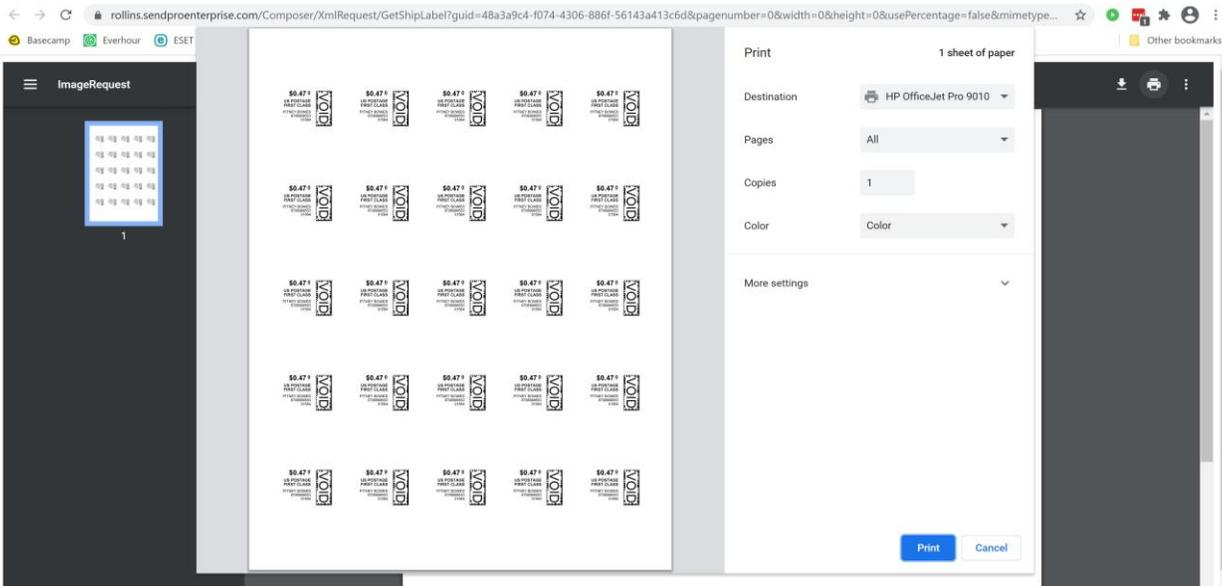
Select Real Estate & Logistics and then Pitney Bowes Catalog

**Stamp Sheets** – #SL-SPM11 and cost \$3.59 for 120 Stamps (6 sheets). We recommend ordering enough to last you at least 1-2 months to save on shipping costs.



### 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.