

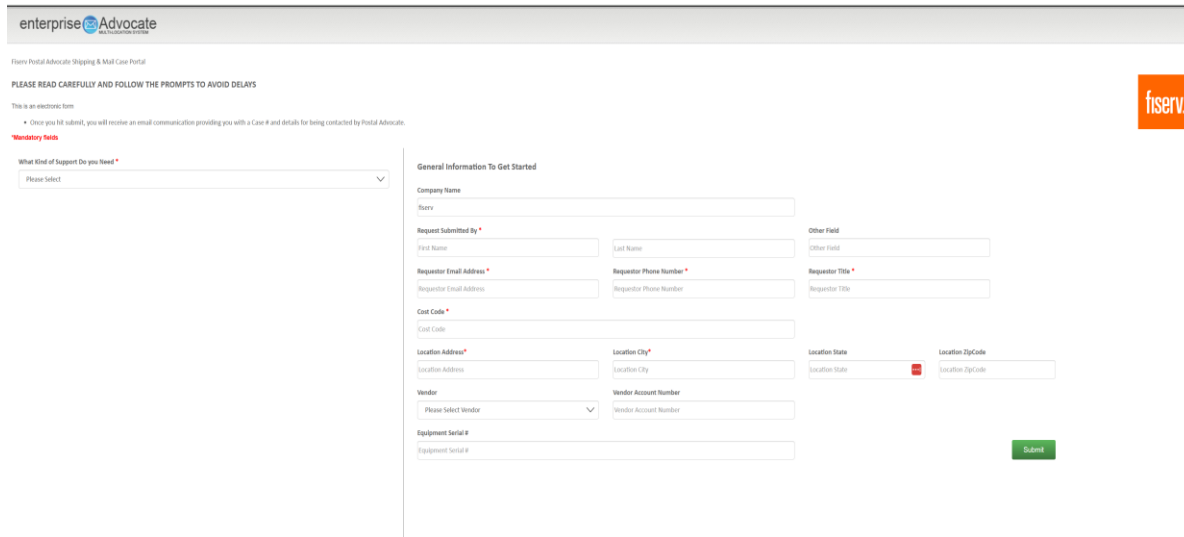
FiServ Support Guide and FAQs – PitneyShip Pro

Link to the Application -

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

If you're prompted for a password, please submit a support request through the Postal Advocate customer service case portal link below:

Internal FiServ Support – <https://www.postaladvocate.net/index.php?/landingpage/fiserv>



The screenshot shows the 'enterprise Advocate' logo at the top left. Below it, the text reads 'From Postal Advocate Shipping & Mail Case Portal' and 'PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS'. A note states 'This is an electronic form' and 'Once you hit submit, you will receive an email communication providing you with a Case # and details for being contacted by Postal Advocate.' The 'fiserv.' logo is in the top right corner. The main form is titled 'General Information To Get Started' and includes a dropdown menu for 'What Kind of Support Do you Need *' with 'Please Select' as the current selection. The form fields are organized into several sections: 'Company Name' (Company Name, Name); 'Request Submitted By *' (First Name, Last Name, Other Field, Other Field); 'Requester Email Address *' (Requester Email Address, Requester Phone Number *); 'Requester Phone Number *' (Requester Phone Number, Requester Title *); 'Cost Code *' (Cost Code); 'Location Address *' (Location Address, Location City *); 'Location City *' (Location City, Location State); 'Location State' (Location State, Location ZipCode); 'Vendor' (Please Select Vendor, Vendor Account Number); and 'Equipment Serial #' (Equipment Serial #). A green 'Submit' button is located at the bottom right of the form.

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

Ordering Supplies –

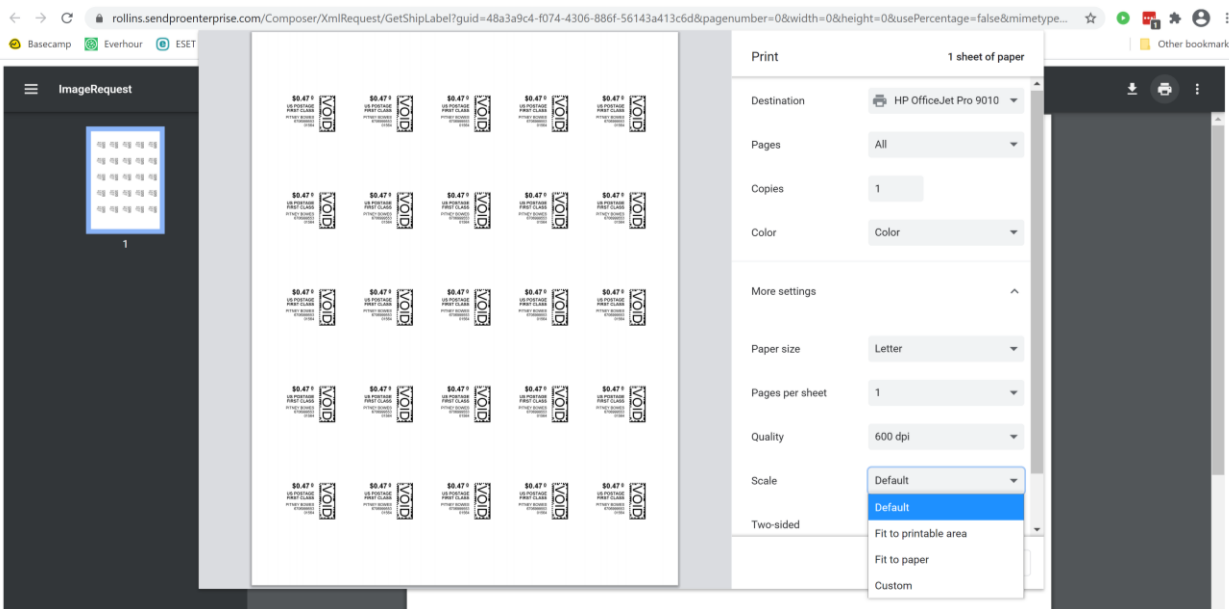
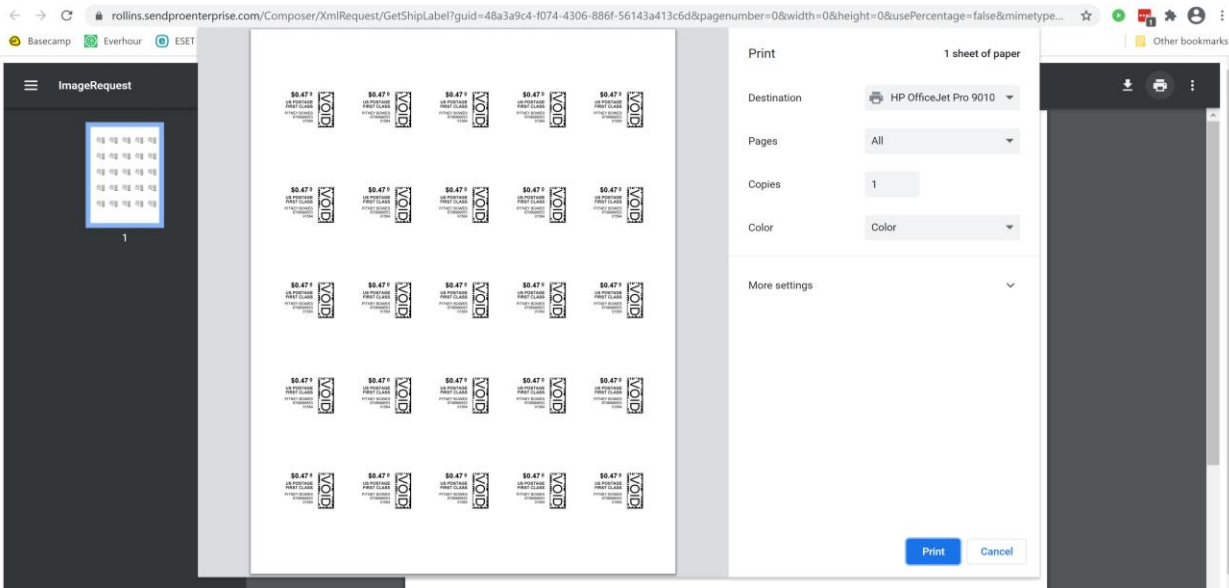
Use the group email address- Officeservicesalpharetta@fiserv.com

Include the # of packs of stamps you need, the requestor name, email and phone number and the full shipping address location and cost center.

Stamp Sheets – #SL-SPM11 - 120 Stamps (6 sheets) \$4.99 per pack. 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.