



SendPro® Enterprise

USER GUIDE



Table of Contents

- How to Log In to Send Pro Enterprise
- How to Ship a Package
- How to See Shipping History, Track and Void a Shipment
- How to Print Stamps
- How to Send Certified Mail/Proof of Mailing
- How to Re-Print Stamps
- How to view stamp print history
- How to Align the Printer correctly to print stamps
- Rollins – Ordering Supplies
- Internal Rollins Support

How to Log Using the Single Sign On Feature

- **Link to the Application -**

<https://rollins.sendproenterprise.com/Composer/Runtime/Index/Desktop%20App>

(This should work with Single Sign On) – If it asks you for a username and password, you may not be set up properly. Have your RAA submit a case through our portal to make sure your credentials are entered properly

NOTE: If you do not have access to the application postal advocate will need authorization from your RAA to be added.

Information needed to add a user is:

- Full Name
- Phone Number
- Email
- Employee Number
- Branch Number

How to Ship a Package

The screenshot displays the SendPro Enterprise web application interface. At the top left, the logo 'SendPro® Enterprise' is visible. On the top right, there are four navigation links: 'My Apps', 'Settings', 'Help', and 'Logout', each with a corresponding icon. Below the header, the user is greeted with 'Welcome, Melisa Rodriguez'. On the left side, there is a vertical menu with four items: 'Ship a Package', 'Print Stamps', a blue bar, and 'View Shipments'. A red arrow points to the 'Ship a Package' item. To the right of this menu is a blue circle with a white question mark. The main content area on the right is divided into two sections. The top section, titled 'Support Links', contains the text 'Technical Support: SendPro Enterprise Support Information' and 'Mailroom Hours of Operation:'. Below this, there are two links: 'Link to online help' and 'Review the End User Licence Agreement'. The bottom section is titled 'Messages' and is currently empty.

How to Ship a Package

SendPro® Enterprise

Home My Apps Favorites Localization Settings Help Logout

Ship To Ship From Bill To Importer of Record

Single Recipient ☒ Bulk List

Attention *

Company *

Address *

City *

State *

Country *

Zip *

UNITED STATES

VALIDATE

Phone *

Email *

☐ Save as new address book entry

☐ Request email notification when delivered

Accounting and References

Cost Center Required * 3390

Company Code

Account Code

Shipper Reference

Reference 1

Reference 2

Package History

Weight (lb) * Dimensions (in) Carton Selection

lb oz WEIGH 1 w h

Delivery Confirmation

Content Type

SPECIAL SERVICES

Shipping Notes

Content Description

Package Manager

1 / 1

CLONE

CLEAR

DELETE

RATE

PRINT

Save Favorite

Reset All

Quantity Unit of Measure Part Number Description Weight (lb) Value (USD)

1 / 1

ADD ROW

To select an address that is saved in the address book.

To save a new address into the address book.

Enter emails to notify of package delivery.

SendPro® Enterprise

Home My Apps Favorites Localization Settings Help Logout

Ship To Ship From Bill To Importer of Record

Single Recipient ☒ Bulk List

Attention *

Company *

Address *

City *

State *

Country *

Zip *

UNITED STATES

VALIDATE

Phone *

Email *

☐ Save as new address book entry

☐ Request email notification when delivered

Accounting and References

Cost Center Required * 3390

Company Code

Account Code

Shipper Reference

Reference 1

Reference 2

Package History

Weight (lb) * Dimensions (in) Carton Selection

lb oz WEIGH 1 w h

Delivery Confirmation

Content Type

SPECIAL SERVICES

Shipping Notes

Content Description

Package Manager

1 / 1

CLONE

CLEAR

DELETE

RATE

PRINT

Save Favorite

Reset All

Quantity Unit of Measure Part Number Description Weight (lb) Value (USD)

1 / 1

ADD ROW

Address Book

Search for a contact

SEARCH

All Addresses

NEW CONTACT

Type	Attention	Company	Address	City	State	Country	
Att Branch Manager OR...	Rollins Inc	7034 CORPORATE DRIVE	INDIANAPOLIS	IN	US	View	
Att Branch Manager OR...	Rollins Inc	790 ENTERPRISE DRIVE	LEXINGTON	KY	US	View	
Att Branch Manager OR...	Rollins Inc	185 BLUE ANGEL LANE	BEAVER	WV	US	View	
Att Branch Manager OR...	Rollins Inc	5251 COMMERCE PAR...	PARMA	OH	US	View	
Att Branch Manager OR...	Rollins Inc	6940 W SNOWVILLE RD	BRECKSVILLE	OH	US	View	
Att Branch Manager OR...	Rollins Inc	971 BUSSE ROAD	ELK GROVE VI...	IL	US	View	
Att Branch Manager OR...	Rollins Inc	2260 CORNELL AVENUE	AURORA	IL	US	View	
Att Branch Manager OR...	Rollins Inc	5840 N LINCOLN AVE	CHICAGO	IL	US	View	
Att Branch Manager OR...	Rollins Inc	46413 CONTINENTAL D...	CHESTERFIELD	MI	US	View	
Att Branch Manager OR...	Rollins Inc	3769 COMMERCE COU...	WAYNE	MI	US	View	

1 / 9

IMPORT MANAGE BULK LISTS

CANCEL OK

Select an address and click ok.

How to Ship a Package

Allows to manually select a carrier or service. Within this list is an alternate rate group titled "Your Brown Box." This rate group includes options for rate shopping large or heavy items which are not included in the default "Envelope or Pack" option.

Cost center is predefined by user. Cost Center = Branch Number

Select if it's a residential address

The screenshot shows the SendPro Enterprise shipping form. Red boxes and arrows highlight key features: the 'Carrier' dropdown menu, the 'Cost Center Required' field with the value '3390', the 'Residential' checkbox, the 'VALID' status bar, the 'UPDATE ADDRESS' button, and the 'RATE' button in the Package Manager. A text box explains that the address is valid but suggests an alternative. The bottom of the form shows a table with one row for the package, indicating 1 package with a weight of 0 lb, 5.00 oz and a cost of 7.40 USD.

SendPro® Enterprise

Ship To Ship From Bill To Importer of Record

Single Recipient ☒ Bulk List

Attention *
Att Branch Manager ORKIN576

Company *
Rollins Inc

Address *
7034 CORPORATE DR
INDIANAPOLIS IN 46278-1937
UNITED STATES

Phone *
4048882586

Email
branch576@rollins.com

☐ Save as new address book entry
☐ Request email notification when delivered

Carrier: Envelope or Pack

Service: [dropdown]

Package: [dropdown]

Accounting and References

Cost Center Required: 3390

Company Code: [dropdown]

Account Code: [dropdown]

Shipment Reference: [dropdown]

Reference 1: [dropdown]

Reference 2: [dropdown]

Package: [dropdown]

History: [dropdown]

Weight (lb): 0 lb 5.00 oz

Dimensions (in): [dropdown]

Carton Selection: [dropdown]

Content Type: [dropdown]

SPECIAL SERVICES

Content Description

Package Manager

1 / 1

+ ADD

CLONE

CLEAR

DELETE

RATE

PRINT

Save Favorite

Reset All

VALID

We could not validate this address but have found this alternative:
7034 CORPORATE DR
INDIANAPOLIS
IN
46278-1937
US

UPDATE ADDRESS

Packages: 1

Weight: 0 lb, 5.00 oz

Cost: 7.40 USD

Quantity	Unit of Measure	Part Number	Description	Weight (lb)	Value (USD)
1					

+ ADD ROW

When entering the ship to address, make sure to click "validate", this will allow the address to be validated by the postal office database to make sure it's the correct address. If you do not validate and the address is incorrect you will get charged a correction fee by the carrier.

How to Ship a Package

Rate Shop

Ship On: 03/09/2021 Deliver By: MM/DD/YYYY HH:MM PM

Carrier Service Package Guaranteed Est. Delivery Date Delivery Time Price

USPS	Priority Mail	Flat Rate Envelope		3/11/2021	End of Day	7.40
USPS	Priority Mail	Legal Flat Rate Envelope		3/11/2021	End of Day	7.70
USPS	Priority Mail	Padded Flat Rate Envelope		3/11/2021	End of Day	8.00
USPS	Priority Mail	Large Envelope		3/11/2021	End of Day	9.53
FedEx	FedEx Standard Overnight®	FedEx® Envelope	●	3/10/2021	End of Day	15.14
FedEx	FedEx Express Saver®	FedEx® Pak	●	3/12/2021	End of Day	16.76
FedEx	FedEx 2Day®	FedEx® Pak	●	3/11/2021	End of Day	17.69
FedEx	FedEx Priority Overnight®	FedEx® Envelope	●	3/10/2021	12:00	18.02
FedEx	FedEx 2Day® A.M.	FedEx® Pak	●	3/11/2021	12:00	19.31

1 / 2

CONFIRM RATE

There 2 views to see rates depending on the one you select.

Rate Shop

Ship On: 03/09/2021 Deliver By: MM/DD/YYYY HH:MM PM

Carrier Service Package Guaranteed Time Price (USD)

	Tue 03/09	Wed 03/10	Thu 03/11	Fri 03/12	Sat 03/13	Sun 03/14	Mon 03/15	Tue 03/16
8:30 am								
10:30 am								
Noon		FedEx Priority Overnight® FedEx® Envelope 18.02 USD	FedEx 2Day® A.M. FedEx® Pak 19.31 USD					
3:00 pm		FedEx Standard Overnight® FedEx® Envelope 15.14 USD						

CONFIRM RATE







The + sign in the calendar view means there are more than 1 service for the same carrier for the same day.

How to Ship a Package


Rate Shop

Ship On: 03/09/2021 Deliver By: MM/DD/YYYY HH:MM PM

< PREV 5 DAYS NEXT >

	Tue 03/09	Wed 03/10	Thu 03/11	Fri 03/12	Sat 03/13	Sun 03/14	Mon 03/15	Tue 03/16
8:30 am								
10:30 am								
Noon		<div> FedEx Priority Overnight® FedEx® Envelope 18.02 USD</div>	<div> FedEx 2Day® A.M. FedEx® Pak 19.31 USD</div>					
3:00 pm			<div> Priority Mail Express Flat Rate Envelope 22.75 USD</div>					
End of Day		<div> FedEx Standard Overnight® FedEx® Envelope 15.14 USD</div>	<div> Priority Mail Flat Rate Envelope 7.40 USD</div>	<div> FedEx Express Saver® FedEx® Pak 16.76 USD</div>				

Guaranteed delivery on 3/10/2021 Noon

 FedEx Priority Overnight®
FedEx® Envelope 18.02 USD

CONFIRM RATE

Rate selected

How to Ship a Package

SendPro® Enterprise

Home

My Apps

Favorites

Localization

Settings

Help

Logout

Ship To

Ship From

Bill To

Importer of Record

Single Recipient ☒ Bulk List

Attention *
Att Branch Manager ORKIN484

Company *
Rollins Inc

Address *
185 BLUE ANGEL LANE
☐ Residential
City *
BEAVER
State *
WEST VIRGINIA
Zip
25813
Country *
UNITED STATES

VALIDATE

Phone *
4048882586
Email
branch484@rollins.com
☐ Save as new address book entry
☐ Request email notification when delivered

Accounting and References

Additional References

Package Manager

Cost Center Required *
3390

Company Code

Account Code

Shipper Reference

Reference 1

Reference 2

Package

History

Weight (lb) *
lb 5 oz WEIGH

Dimensions (in)
l w h

Carton Selection

Delivery Confirmation

Content Type

SPECIAL SERVICES

Shipping Notes

Content Description

Packages: 1

Weight: 5 lb, 0 oz

Cost: 18.02 USD

1 / 1

< >

+ ADD

CLONE

CLEAR

DELETE

RATE

PRINT

☆ Save Favorite

⚙ Reset All

Click to Print Label

Quantity

Unit of Measure

Part Number

Description

Weight (lb)

Value (USD)

< 1 / 1 >

+ ADD ROW

How to Ship 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.

SendPro® Enterprise

Home My Apps Favorites Localization Settings Help Logout

Ship To Ship From Bill To Importer of Record

Single Recipient ☒ Bulk List

Attention •
Alt Branch Manager ORKINS76

Company •
[Redacted]

Address •
7034 CORPORATE DRIVE
[Redacted]
City • INDIANAPOLIS State • INDIANA
Zip 46278 Country • UNITED STATES

Phone • 4048882586
Email branch576@rollins.com

☐ Save as new address book entry
☐ Request email notification when delivered

Accounting and References

Cost Center Required • 3390 Company Code Account Code
Shipper Reference Reference 1 Reference 2

Package History

Weight (lb) • 1 lb 1 oz Dimensions (in) l w h Carton Selection
Delivery Confirmation Content Type SPECIAL SERVICES

Shipping Notes Content Description

Package Manager

1 / 1
< >
+ ADD
CLONE
CLEAR
DELETE
RATE
PRINT
☆ Save Favorite
⌛ Reset All

Packages: 1 Weight: 1 lb, 0 oz Cost: -- USD

Quantity	Unit of Measure	Part Number	Description	Weight (lb)	Value (USD)
1					

+ ADD ROW

Incomplete required field.

How to See Shipping History and Void a Shipment

SendPro® Enterprise

Welcome, Melisa Rodriguez

- Ship a Package
- Print Stamps
- View Shipments**

Support Links

Technical Support:
SendPro Enterprise Support Information
Mailroom Hours of Operation:

[Link to online help](#)
[Review the End User Licence Agreement](#)

Messages

SendPro® Enterprise

Date From: 02/10/2021 Date To: 03/10/2021 Shipment Status: All

Search for Package
Order#, tracking# or keyword **SEARCH** [Reset All](#)

Date	Order #	SO #	PO #	Tracking/PR...	Carrier	Service	Attention To	Shipper Refe...	Address	Shipment Status
2021-03-09				784559302800	FedEx Web Ser...	FedEx Standar...	RLBX 740589		5050 KINGSLE...	In Transit
2021-03-09				940550989864...	PB Shipping AP...	Priority Mail	FIFTH THIRD B...		5050 KINGSLE...	In Transit
2021-03-09				940550989864...	PB Shipping AP...	Priority Mail	FIFTH THIRD B...		5050 KINGSLE...	In Transit
2021-03-09				784536221732	FedEx Web Ser...	FedEx Standar...	RLBX 740589 1...		5050 KINGSLE...	In Transit
2021-03-09				784534707052	FedEx Web Ser...	FedEx Standar...	RLBX740589		5050 KINGSLE...	In Transit
2021-03-09				940550989864...	PB Shipping AP...	Priority Mail	SHARON SULLI...		50 HEARD LN	Voided
2021-03-08				784499520427	FedEx Web Ser...	FedEx Standar...	RLBX 740589		5050 KINGSLE...	Delivered
2021-03-08				940550989864...	PB Shipping AP...	Priority Mail	BRANCH MAN...		354 CIVIC RD	In Transit

Select shipment you want to void

How to See Shipping History, Track and Void a Shipment

SendPro® Enterprise

Home

My Apps

Settings

Help

Logout

Date From

Date To

Shipment Status

02/10/2021

03/10/2021

All

+ SHOW RESULTS

Search for Package

Order#, tracking# or keyword

SEARCH

Reset All

Shipment Details

Charges

Documents

Addresses

Ship Address:

RLBX 740589

Fifth Third Bank

5050 KINGSLEY DR

1MOC1N

CINCINNATI

OH 45227-1115 US

Ship From:

Rich Cole

Rollins Inc

4114 FIELDSTONE RD SUIT...

CHAMPAIGN

IL 61822-8801 US

Order #:

Shipping Cost: 9.87 USD

PO #:

Accessororial Cost: 0.69 USD

Shipment ID: 158

Other Cost: 0.00 USD

Carrier: FedEx Web Services

Total Cost: 10.56 USD

Carrier Service: FedEx Standard Overnight®

Shipment Weight: 0.20624999701976773 LB

Shipment Status: In Transit

VOID SHIPMENT

RE-PRINT DOCUMENTS

Packages in Shipment:

Package ID	Attention To	Receiver Phone	Tracking No.	Status
159	RLBX 740589	2196604704	784559302800	In Transit

<

1

/ 1

>

Package Details

Charges

Tracking History

Proof of Delivery

Attention To:

RLBX 740589

Fifth Third Bank

5050 KINGSLEY DR

1MOC1N

CINCINNATI

OH 45227-1115 US

Tracking/PRO #:

Shipping Cost: 9.87 USD

Package ID: 159

Accessororial Cost: 0.69 USD

Weight: 0.20625 LB

Other Cost: 0.00 USD

Reference 1:

Total Cost: 10.56 USD

Reference 2:

Package Status: In Transit

Reference 3:

VOID PACKAGE

RE-PRINT LABEL

TRACK PACKAGE

Items in Package:

Part Number	Quantity	Description	Unit Price	Total Price
There are no contents level items to view.				

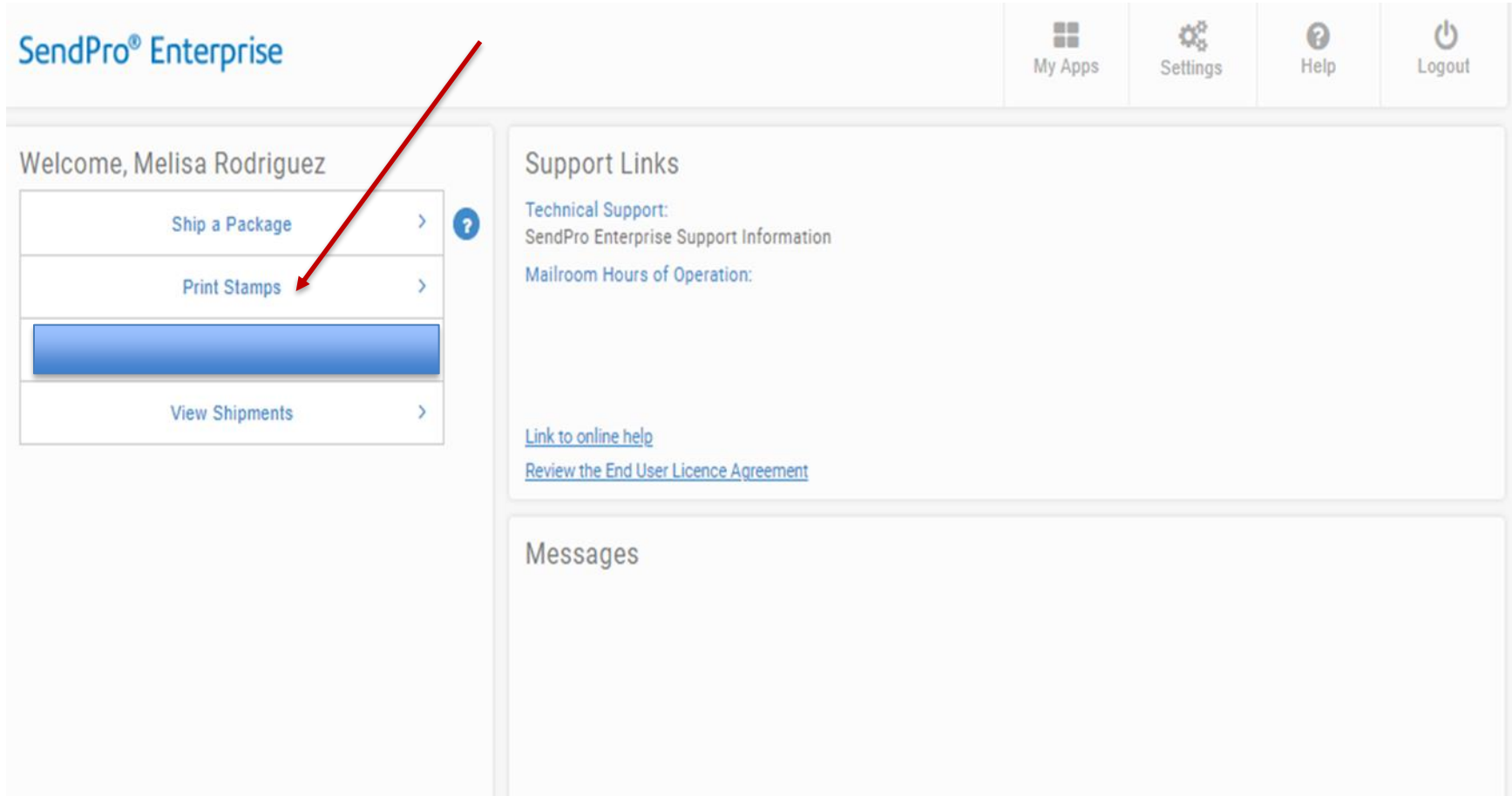
<

1

/ 1

>

How to Print Stamps



The screenshot displays the SendPro Enterprise user interface. At the top left is the 'SendPro® Enterprise' logo. To the right of the logo is a navigation bar with four icons: 'My Apps' (a grid of squares), 'Settings' (a gear), 'Help' (a question mark), and 'Logout' (a power button). Below the navigation bar, the main content area is divided into two columns. The left column, titled 'Welcome, Melisa Rodriguez', contains a vertical menu with four items: 'Ship a Package' with a right-pointing chevron, 'Print Stamps' with a right-pointing chevron, a blue rectangular button, and 'View Shipments' with a right-pointing chevron. A red arrow points from the top left towards the 'Print Stamps' menu item. To the right of the menu is a blue circle containing a white question mark. The right column contains two sections: 'Support Links' and 'Messages'. The 'Support Links' section includes the text 'Technical Support: SendPro Enterprise Support Information' and 'Mailroom Hours of Operation:', followed by two underlined links: 'Link to online help' and 'Review the End User Licence Agreement'. The 'Messages' section is currently empty.

SendPro® Enterprise

My Apps Settings Help Logout

Welcome, Melisa Rodriguez

Ship a Package > ?

Print Stamps >

View Shipments >

Support Links

Technical Support:
SendPro Enterprise Support Information

Mailroom Hours of Operation:

[Link to online help](#)

[Review the End User Licence Agreement](#)

Messages

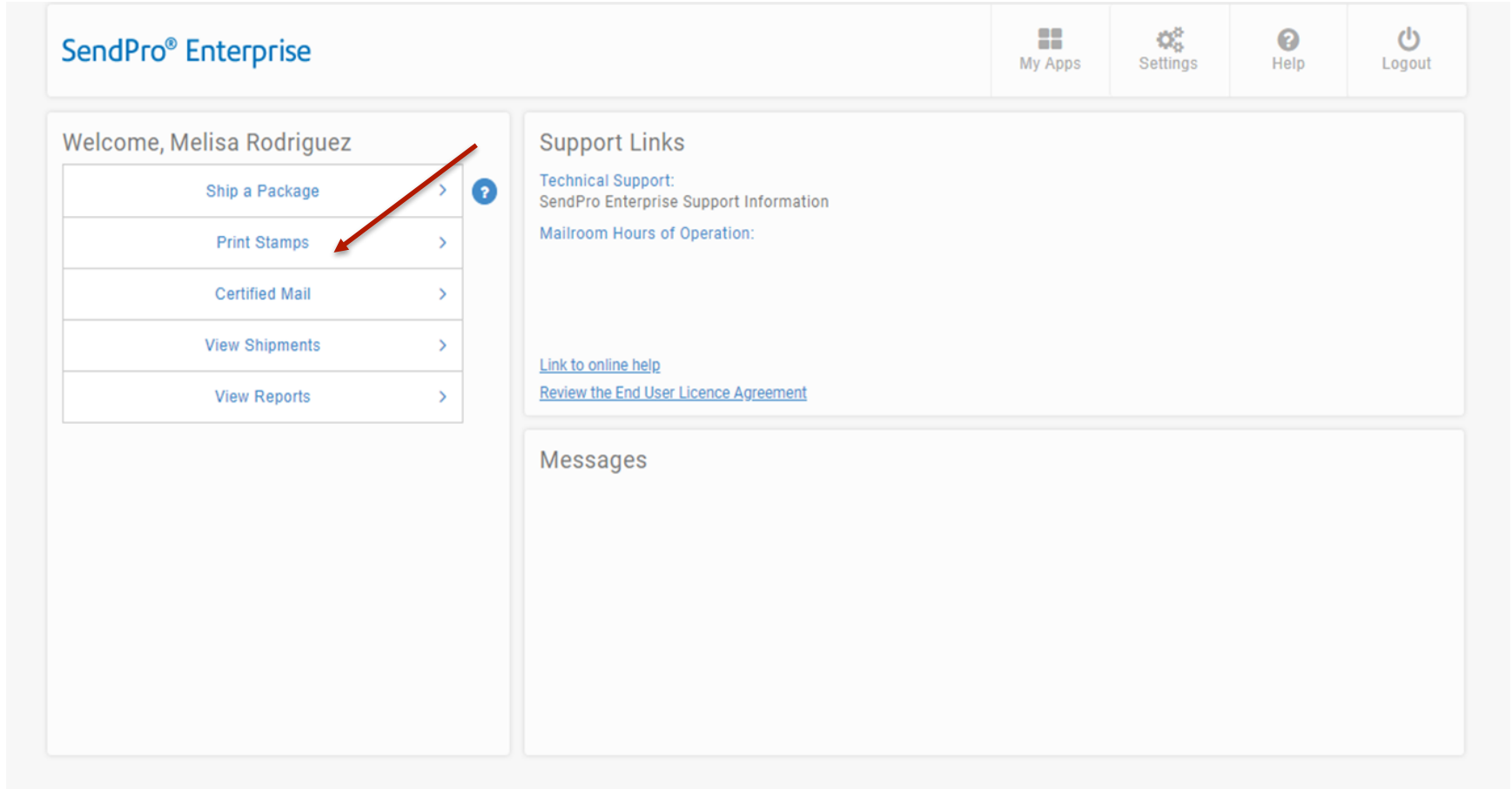
Serial # from the stamp sheet located in the upper right corner.

Note: The next time the same serial # is used to print additional stamps the system will know to print on the 10th position.

Predetermined

Print stamp
sheet

How to Send Certified Mail/Proof of Mailing



The screenshot displays the SendPro Enterprise user interface. At the top left, the text "SendPro® Enterprise" is visible. On the top right, there are four navigation buttons: "My Apps", "Settings", "Help", and "Logout". The main content area is divided into two columns. The left column, titled "Welcome, Melisa Rodriguez", contains a vertical list of menu items: "Ship a Package", "Print Stamps", "Certified Mail", "View Shipments", and "View Reports". A red arrow points to the "Certified Mail" item. To the right of this list is a blue circular icon with a white question mark. The right column is divided into two sections. The top section, titled "Support Links", contains the text "Technical Support: SendPro Enterprise Support Information" and "Mailroom Hours of Operation:", followed by two blue hyperlinks: "Link to online help" and "Review the End User Licence Agreement". The bottom section, titled "Messages", is currently empty.

SendPro® Enterprise

My Apps Settings Help Logout

Welcome, Melisa Rodriguez

- Ship a Package >
- Print Stamps >
- Certified Mail >
- View Shipments >
- View Reports >

Support Links

Technical Support:
SendPro Enterprise Support Information

Mailroom Hours of Operation:

[Link to online help](#)

[Review the End User Licence Agreement](#)

Messages

How to Send Certified Mail/Proof of Mailing

SendPro® Enterprise

Home My Apps Settings Help Logout

Sheet Roll Envelope

Sheet Preview

Serial Number *

Stamp Details History

Quantity: 5 Weight: 1 lb 1 oz Service: First Class Mail Package: Letter

Extra Services: Stamp Cost: 7.33 USD

+ ADD STAMPS

☒ Certified Mail (Form 3800 required)
☒ Return Receipt (Form 3811 required)

Check "Certified Mail" and "Return Receipt"

Accounting and References

Cost Center Required * Company Code Account Code

Carrier Accounts: PB Shipping API - USPS Shipper Reference Additional Reference

Click Rate

Print Stamps for Certified Mail

Total Cost: 36.65 USD

TEST PRINT

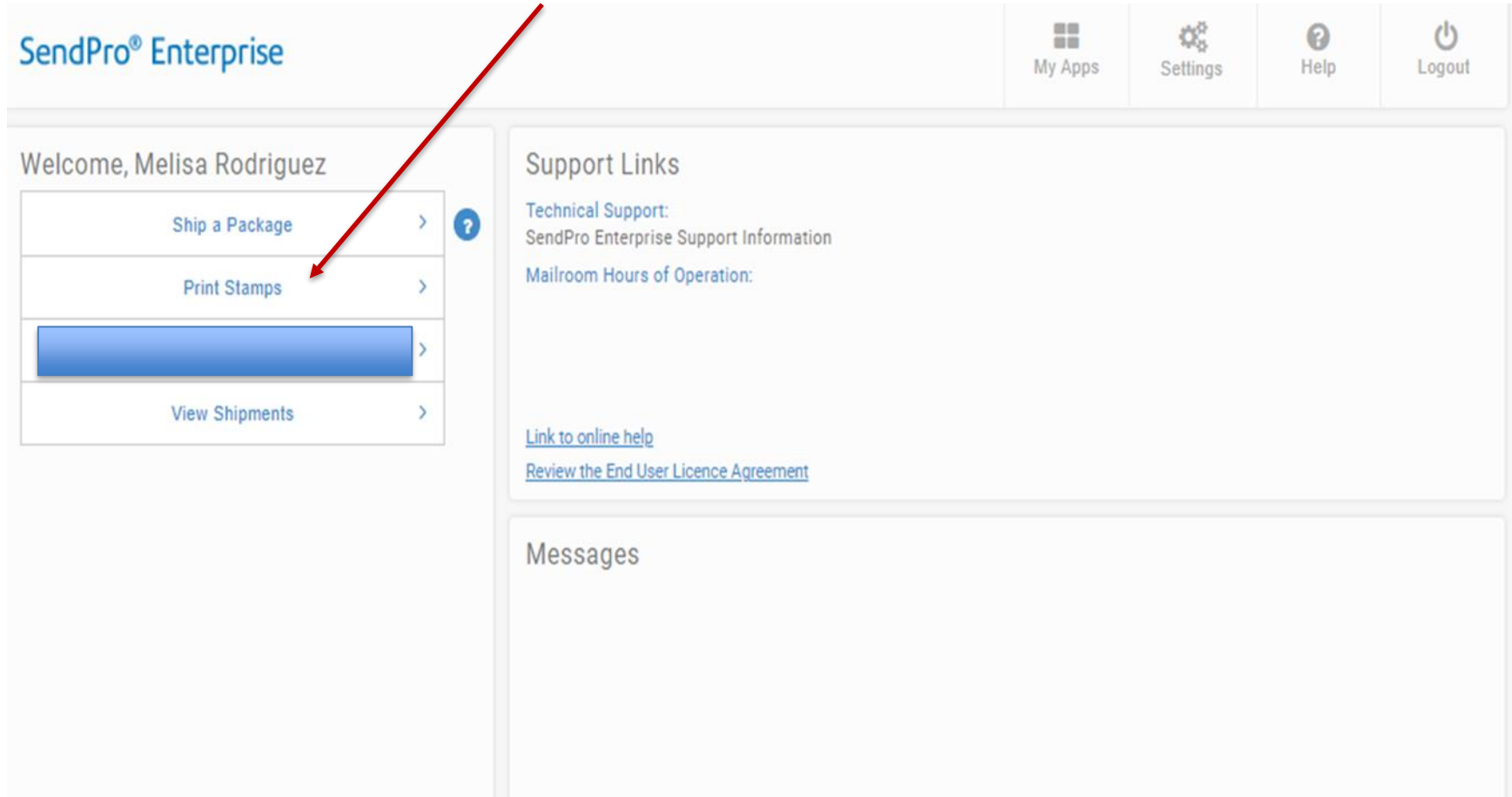
RESET

Notes:

- You still need complete the same forms as you do today.
- This function pays for the postage for the Certified Mail/Proof of Mail

How to re-print stamps

Open the Stamps app. If using the Desktop App, click Print Stamps from the landing page.



How to re-print stamps

Enter the stamp sheet page serial number into the Serial Number field. If the serial number is correct, the stamp sheet image will display the used stamps with a USED watermark.

NOTE: Only one reprint of a stamp sheet is permitted by USPS regulations and must be done within 24 hours of the original print. The original sheet must be destroyed. Read and acknowledge the reprint disclaimer by clicking **Confirm**.

REPRINT SHEET.

SendPro® Enterprise

Sheet | Roll | Envelope

Sheet Preview

Serial Number *

Stamp Details | History

Search Term | Search Serial Number | Show All Stamps | [Search] | [X]

	Date	Qty	Type	Sheet #	Cost Center	Acc Code	Co. Code	Total Cost		
<input type="checkbox"/>	03/09/2021 12:53	1	Sheet	AYE604	5900			0.91	Reprint	Details
<input type="checkbox"/>	03/09/2021 12:45	25	Sheet	ayu574	5480			12.75	Reprint	Details
<input type="checkbox"/>	03/09/2021 12:01	25	Sheet	AYU791	5570			12.75	Reprint	Details
<input type="checkbox"/>	03/09/2021 11:46	24	Sheet	AYX488	5550			12.24	Reprint	Details
<input type="checkbox"/>	03/09/2021 11:07	1	Sheet	AYX488	5550			0.51	Reprint	Details

Accounting and References

Cost Center Required * | Company Code | Account Code

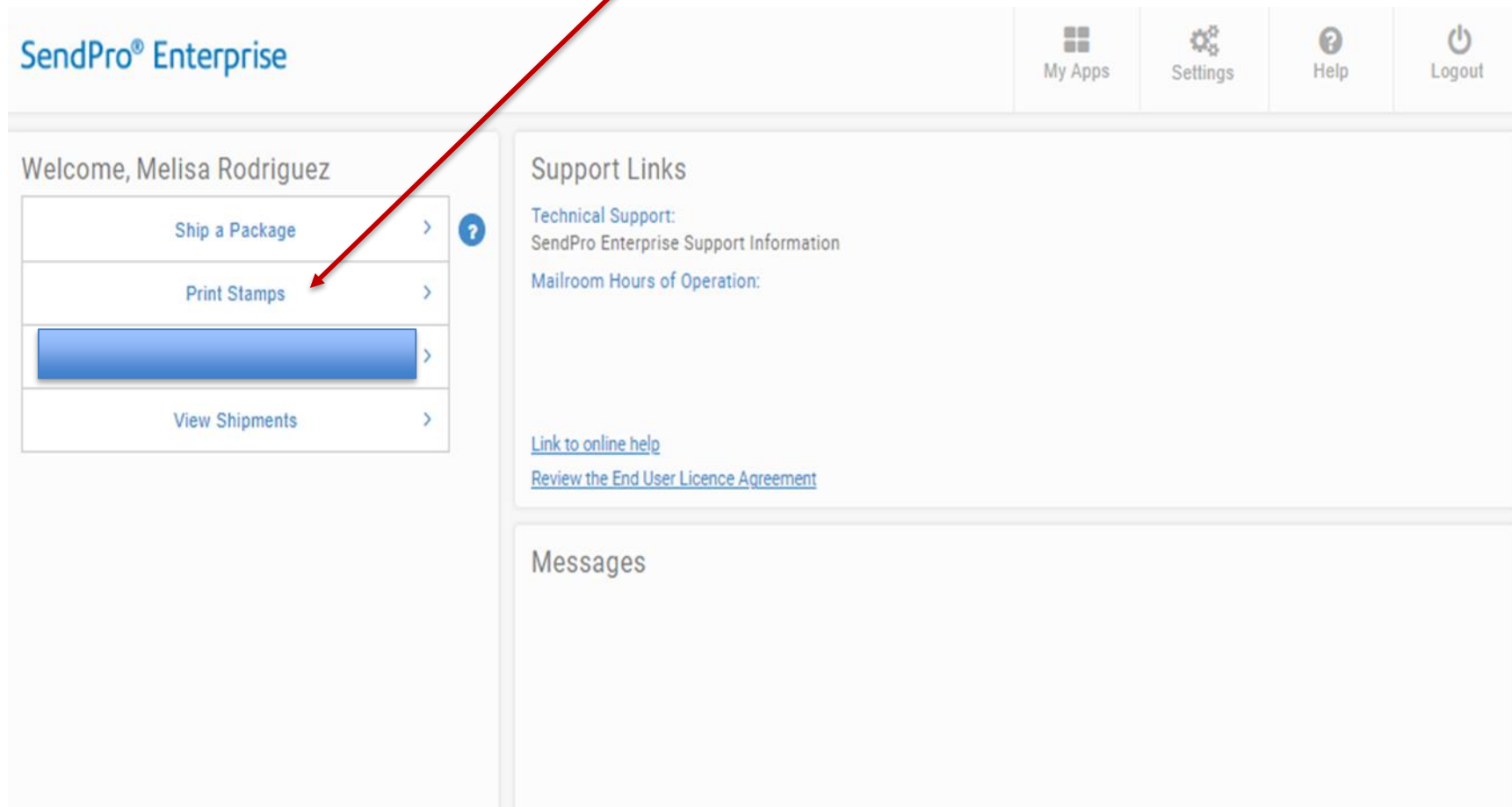
Carrier Accounts | Shipper Reference | Additional Reference

PB Shipping API - USPS

TEST PRINT

How to view stamp print history

Open the Stamps app. If using the Desktop App, click Print Stamps from the landing page.



The screenshot shows the SendPro Enterprise landing page. At the top left is the 'SendPro® Enterprise' logo. On the top right are four navigation buttons: 'My Apps', 'Settings', 'Help', and 'Logout'. Below the logo, a welcome message reads 'Welcome, Melisa Rodriguez'. To the left of the main content area is a vertical menu with four items: 'Ship a Package', 'Print Stamps', a blue highlighted button, and 'View Shipments'. A red arrow points from the text above to the 'Print Stamps' button. To the right of the menu is a 'Support Links' section containing links for 'Technical Support', 'SendPro Enterprise Support Information', 'Mailroom Hours of Operation', 'Link to online help', and 'Review the End User Licence Agreement'. Below this is a 'Messages' section.

SendPro® Enterprise

Welcome, Melisa Rodriguez

Ship a Package >

Print Stamps >

View Shipments >

Support Links

Technical Support:
SendPro Enterprise Support Information

Mailroom Hours of Operation:

[Link to online help](#)

[Review the End User Licence Agreement](#)

Messages

How to view stamp print history

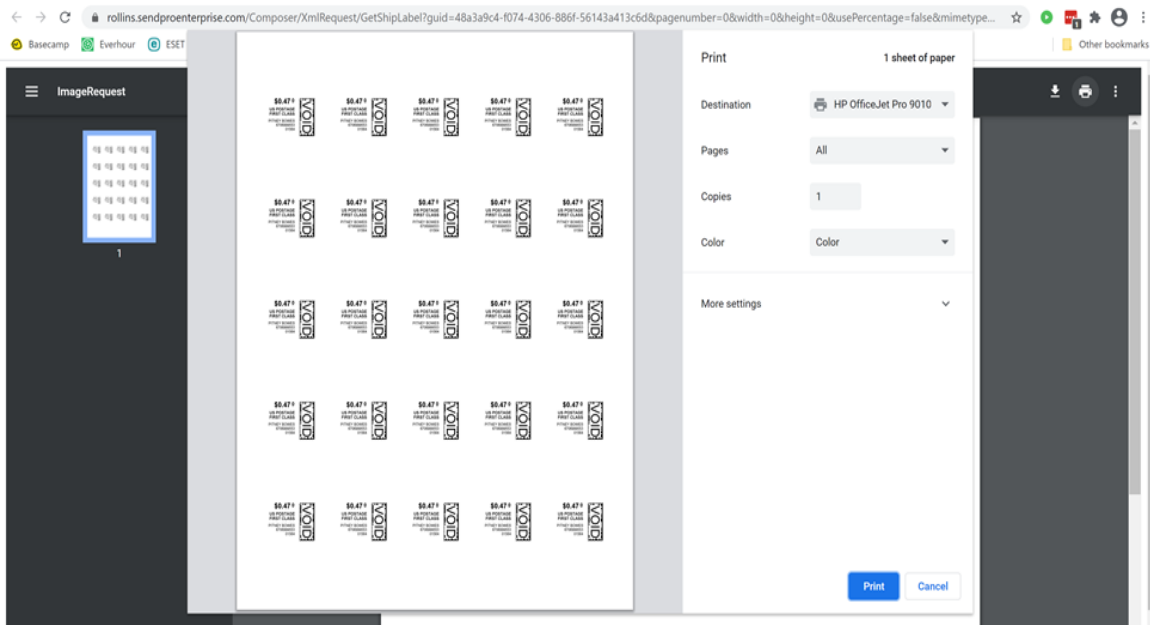
Click on History and you will see the list of printed stamps.

The screenshot shows the SendPro Enterprise interface. The 'History' tab is selected under 'Stamp Details'. A table lists the following stamp print history:

Date	Qty	Type	Sheet #	Cost Center	Acc Code	Co. Code	Total Cost	Reprint	Details
03/09/2021 12:53	1	Sheet	AYE604	5900			0.91	Reprint	Details
03/09/2021 12:45	25	Sheet	ayu574	5480			12.75	Reprint	Details
03/09/2021 12:01	25	Sheet	AYU791	5570			12.75	Reprint	Details
03/09/2021 11:46	24	Sheet	AYX488	5550			12.24	Reprint	Details
03/09/2021 11:07	1	Sheet	AYX488	5550			0.51	Reprint	Details

Below the table, there are sections for 'Accounting and References' and 'Carrier Accounts'. The 'Carrier Accounts' section shows 'PB Shipping API - USPS' selected. At the bottom, there is a 'Total Cost: --:-- USD' and buttons for 'RATE' and 'PRINT'.

How to Align the Printer correctly to print stamps

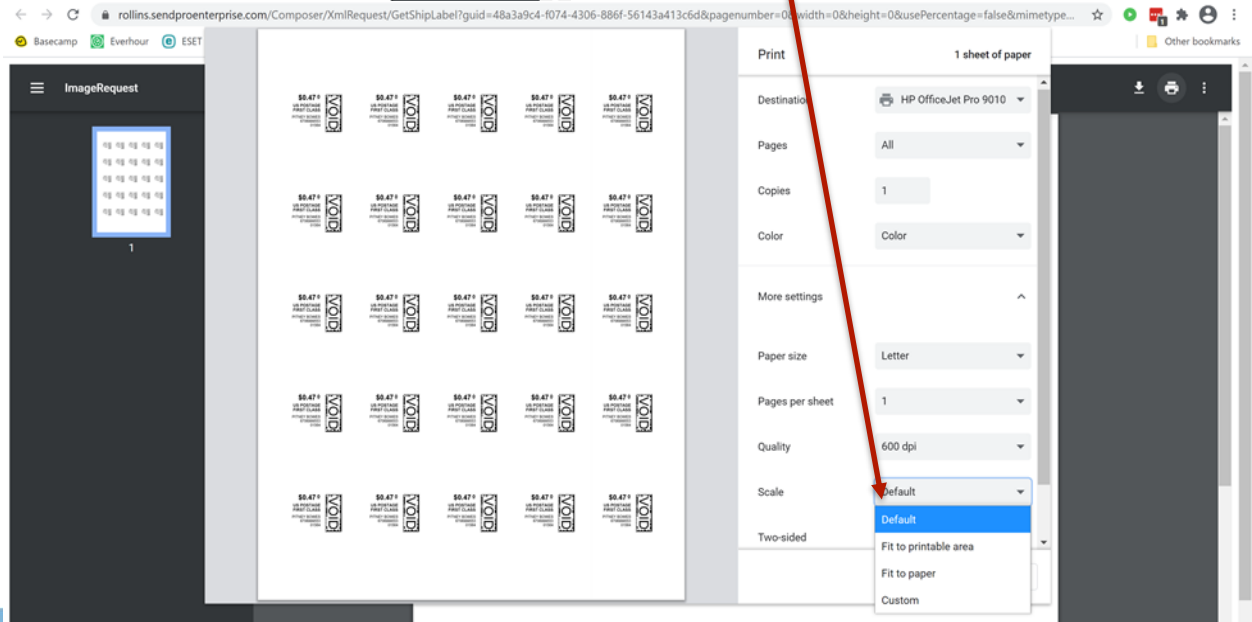


- **Stamp Sheet Printer Alignment (Using Google Chrome – Recommended Browser)**

- When a user is doing a 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 the user is having a difficult time controlling what print tray their printer feeds from, they need to 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.



Rollins – Ordering Supplies

Ordering Supplies – This can be done through Ariba. These are the most common supply items:

Shipping Labels – These are from Office Depot - You can print 4X6 shipping labels for FedEx and Priority Mail on regular white paper and either slide it into a clear pouch or tape it to the item. If you want self-adhesive shipping labels these are your best bet.

- Avery® TrueBlock® White Laser Shipping Labels, Internet, 5126, 5 1/2" x 8 1/2", Pack Of 200

Scales – These are from Office Depot - These are being sent as a batch when new divisions are being set up but if you need an additional scale or are a new user, they can be ordered direct from Office Depot. These are the scales that we recommend:

- DYMO® M5 Digital Postal Scale Item # 780117 – 5 LB

- DYMO® M25 Digital Postal Scale Item # 780153 – 25 LB

Boxes - order supplies for FedEx and USPS through PB.com - <https://www.pitneybowes.us/shop/home/en-us/storeus>

Stamp Sheets – ONLY ORDER STAMP SHEETS THROUGH PITNEY BOWES MARKETPLACE. Part number Item #SL-SPM01 and cost \$3.99 for 125 Stamps (5 sheets of 25 stamps). We recommend ordering enough to last you at least 1 month. See the Ariba instructions below.

Rollins Marketplace > Catalog > Pitney Bowes > Buy from Supplier > Office Products > Select the Labels > Add to Cart and check out.

The image displays two screenshots of the Pitney Bowes website. The left screenshot shows the 'Office Products' category with a sidebar for 'Postage Meter Supplies' and 'Labels & Label Makers'. The right screenshot shows the 'Labels & Label Makers' page with a red box highlighting the 'SendPro Postage Sheets' product, which is priced at \$3.99 and has a quantity of 1. An arrow points from the text 'Add to Cart' in the previous block to the 'Add to cart' button on the product page.

Left Screenshot: The website header shows the Pitney Bowes logo and a search bar. The navigation bar includes 'Ink&Toner', 'Postage Meter Supplies', 'Sealing Solutions', and 'Office Products'. The 'Office Products' category is selected. The sidebar on the left lists 'Postage Meter Supplies' and 'Labels & Label Makers'. The main content area shows 'Select Brand:', 'Select Printer Family:', and 'Select Model:' dropdown menus, followed by a 'Go' button.

Right Screenshot: The website header shows the Pitney Bowes logo and a search bar. The navigation bar includes 'Ink&Toner', 'Postage Meter Supplies', 'Sealing Solutions', and 'Office Products'. The 'Office Products' category is selected. The main content area shows 'Labels & Label Makers'. A red box highlights the 'SendPro Postage Sheets' product, which is priced at \$3.99 and has a quantity of 1. An arrow points from the text 'Add to Cart' in the previous block to the 'Add to cart' button on the product page.

Internal Rollins Support

<https://www.postaladvocate.net/index.php?/landingpage/Rollins>

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 24 hours to help resolve the issue.

postaladvocate.net/index.php?/landingpage/Rollins

Rollins - Carrier Management & Mail Self-Serve Portal

PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS

This is an electronic form

- Once you hit submit, you will receive an email communication providing you with a Case#.

***Mandatory fields**

What Kind of Support Do you Need *

Other

Please Select

Vendor Password Reset Request

FedEx Account Set-Up

SendPro Enterprise Set-Up

Location Address Change

Equipment Cancel/Pick-Up

SendPro Enterprise Support

Assistance ordering Supplies - Labels, Envelopes, Boxes Etc.

Other

General Information To Get Started

Company Name

Rollins

Request Submitted By *

First Name

Last Name

Requestor Email Address *

Requestor Email Address

Requestor Phone Number *

Requestor Phone Number

Requestor Title *

Requestor Title

Cost Center

Cost Center

Location Address

Location Address

Location City

Location City

Location State

Location State

Location ZipCode

Location ZipCode

Vendor

Please Select Vendor

Vendor Account Number

Vendor Account Number

Equipment Serial #

Help

- Pitney Bowes/Send-Pro Enterprise Support, They have a very helpful series of screen shots and web tutorials. :

<https://www.pitneybowes.com/us/support/products/sendpro-enterprise-support.html>

- Pitney Bowes/Send Pro Enterprise Support Phone Number: 1-800-888-0286 Option 8