



SendPro® Enterprise

TRAINING



What is Send Pro Enterprise?

Send Pro enterprise is a multi carrier shipping software application that helps organizations streamline their shipping operations by refining cost management and it helps users discover savings opportunities when shipping by allowing them to rate shop for the best shipping option at the best negotiated discounted rate.

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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

Ongoing Rollins Support – Submit a Case

<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.

The screenshot shows a web browser window with the URL [postaladvocate.net/index.php?/landingpage/Rollins](https://www.postaladvocate.net/index.php?/landingpage/Rollins). The page title is "Rollins - Carrier Management & Mail Self-Serve Portal". A red diamond logo with the word "ROLLINS" is in the top right. The main heading is "PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS". Below this, it says "This is an electronic form" and "Once you hit submit, you will receive an email communication providing you with a Case#". A red asterisk indicates "Mandatory fields".

What Kind of Support Do you Need *

- Other (selected)
- 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.

General Information To Get Started

Company Name: Rollins

Request Submitted By *

First Name: [] Last Name: []

Requestor Email Address * Requestor Phone Number * Requestor Title *

Requestor Email Address: [] Requestor Phone Number: [] Requestor Title: []

Cost Center: []

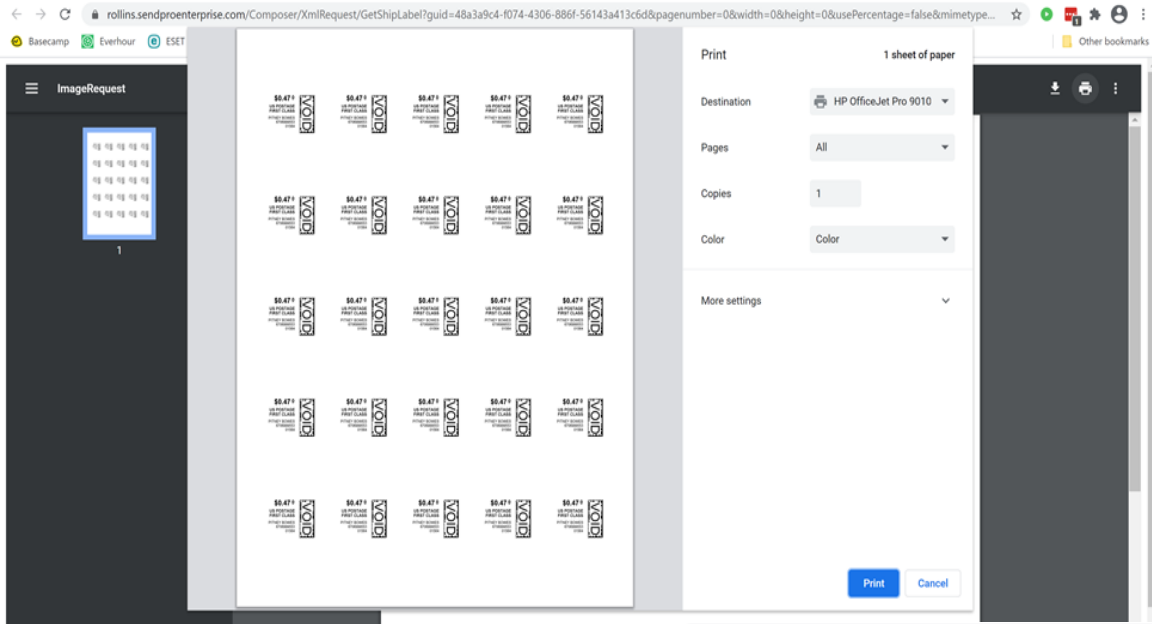
Location Address: [] Location City: [] Location State: [] Location ZipCode: []

Vendor: [] Vendor Account Number: []

Vendor Account Number: []

Equipment Serial #: []

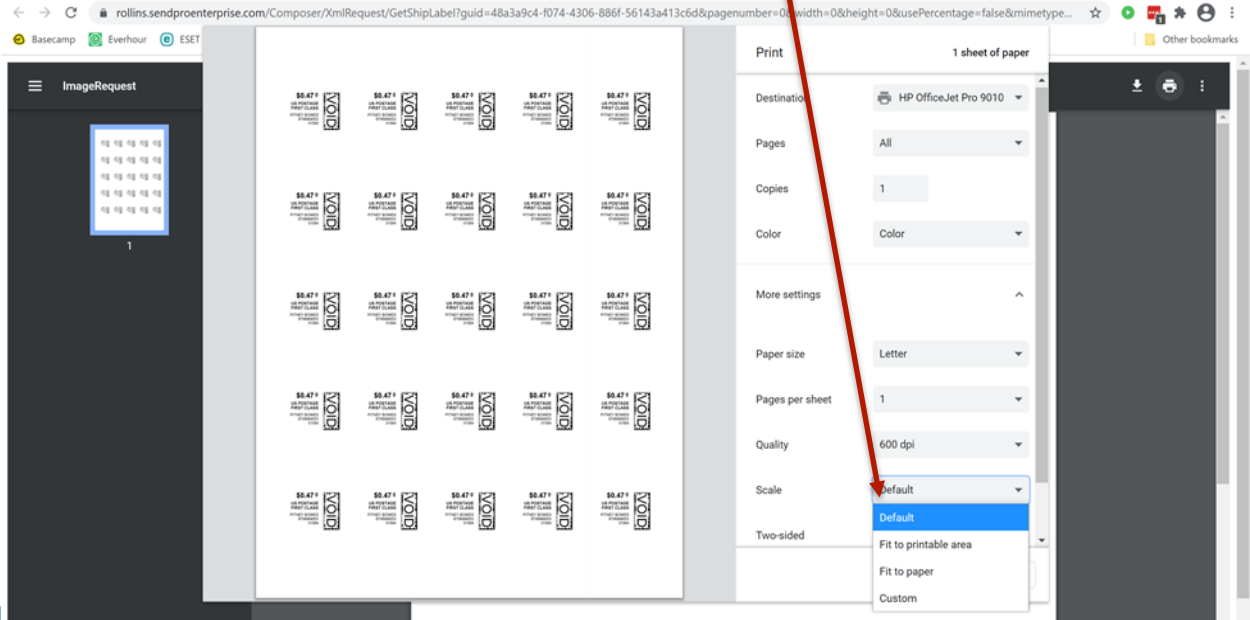
How to Align the Printer correctly to print stamps



- **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 UPS 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 page with a 'Labels & Label Makers' section highlighted. The right screenshot shows the product page for 'SendPro Postage Sheets; 5 sheets; 25 labels per sheet; 125 labels' with a red box around the 'Add to cart' button and a red arrow pointing to the text above.

Labels & Label Makers

items	price	qty.	total
 SendPro Postage Sheets; 5 sheets; 25 labels per sheet; 125 labels	\$3.99	1	

My Cart

items	price	qty.	total
There are no items in your cart			

Additional Tips

- 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>



ANY
QUESTIONS?

