



SendPro® Enterprise

# USER GUIDE



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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

# 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 accompanied by a small icon. Below the header, 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', 'Print Stamps', a solid blue bar, and 'View Shipments'. A red arrow points to the 'Ship a Package' item. To the right of this menu is a small blue circle with 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.

# 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 \*

Zip \*

Country \* 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 \*

Zip \*

Country \*

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 Manager

1 / 1

CLONE

CLEAR

DELETE

RATE

PRINT

Save Favorite

Reset All

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

1 / 9

IMPORT MANAGE BULK LISTS

CANCEL OK

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	

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 web interface for creating a shipping label. Red arrows and boxes highlight key features:

- Carrier Selection:** A dropdown menu labeled "Carrier" with "Envelope or Pack" selected.
- Cost Center:** A text field labeled "Cost Center Required" containing "3390".
- Weight Entry:** A section labeled "Enter Weight" with input fields for "lb" and "oz" (set to 5), and a "WEIGH" button.
- Address Validation:** A green bar with a checkmark and the word "VALID" is shown below the address field.
- Address Confirmation:** A modal window displays the address "7034 CORPORATE DR, INDIANAPOLIS, IN 46278-1937, US" with an "UPDATE ADDRESS" button.
- Rate Selection:** A button labeled "RATE" is highlighted in the Package Manager sidebar.

At the bottom, a summary bar shows "Packages: 1", "Weight: 0 lb, 5.00 oz", and "Cost: 7.40 USD". Below this is a table with columns: Quantity, Unit of Measure, Part Number, Description, Weight (lb), and Value (USD). The table currently has one row with "1" in the Quantity column.

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

	Priority Mail	Flat Rate Envelope		3/11/2021	End of Day	7.40
	Priority Mail	Legal Flat Rate Envelope		3/11/2021	End of Day	7.70
	Priority Mail	Padded Flat Rate Envelope		3/11/2021	End of Day	8.00
	Priority Mail	Large Envelope		3/11/2021	End of Day	9.53
	FedEx Standard Overnight®	FedEx® Envelope		3/10/2021	End of Day	15.14
	FedEx Express Saver®	FedEx® Pak		3/12/2021	End of Day	16.76
	FedEx 2Day®	FedEx® Pak		3/11/2021	End of Day	17.69
	FedEx Priority Overnight®	FedEx® Envelope		3/10/2021	12:00	18.02
	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	Priority Mail Express Flat Rate Envelope 22.75 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

PRINT

☆ Save Favorite

⚙ Reset All

Packages: 1

Weight: 5 lb, 0 oz

Cost: 18.02 USD

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

+ ADD ROW

Click to Print Label

# 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]  
[Redacted] ☐ Residential  
City • INDIANAPOLIS State • INDIANA  
Zip 46278 Country • UNITED STATES

**VALIDATE**

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 WEIGH 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					

< 1 / 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

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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 2x2 grid), 'Settings' (a gear), 'Help' (a question mark), and 'Logout' (a power button). Below the logo, a welcome message reads 'Welcome, Melisa Rodriguez'. To the right of the welcome message is a blue circle with a white question mark. Below the welcome message is 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 right towards the 'Print Stamps' menu item. To the right of the menu is a 'Support Links' section containing the text 'Technical Support: SendPro Enterprise Support Information' and 'Mailroom Hours of Operation:'. Below this text are two links: 'Link to online help' and 'Review the End User Licence Agreement'. At the bottom of the page is a 'Messages' section.

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

# How to Print Stamps

SendPro® Enterprise

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

Sheet Roll Envelope

Stamp Details History

Quantity Weight \* Service Package Extra Services Stamp Cost

5 lb 1 oz First Class Mail Letter ADD 0 0.51 USD

Quantity Weight \* Service Package Extra Services Stamp Cost

4 lb 2 oz First Class Mail Letter ADD 0 0.71 USD

+ ADD STAMPS

Accounting and References

Cost Center Required \* 3390 Company Code Account Code

Carrier Accounts Shipper Reference Additional Reference

PB Shipping API - USPS

TEST PRINT

RESET

Total Cost: 5.39 USD

RATE PRINT

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

Recommend to do a test print first on a white sheet of paper so that you align your printer correctly to the stamp sheet.

Predetermined

Provides the sum of the stamps to print.

Print stamp sheet

# What to do if you get a blank screen when trying to print stamps?

Below are the directions in the setting that need to be changed:

- Go into settings on Chrome.
- Privacy- security- site settings- scroll down to additional content settings- option for PDF documents- select open PDF in chrome instead of downloading it.
- Once you change the PDF selection, please close, and reopen browser and try again.

# How to Send Certified Mail/Proof of Mailing

The screenshot displays the SendPro Enterprise user interface. At the top, the header includes the 'SendPro® Enterprise' logo on the left and navigation links for 'My Apps', 'Settings', 'Help', and 'Logout' on the right. Below the header, the main content area is divided into three sections. The leftmost section, titled 'Welcome, Melisa Rodriguez', contains a vertical menu with five 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 menu is a blue circular icon with a white question mark. The middle section, titled 'Support Links', provides links for 'Technical Support: SendPro Enterprise Support Information' and 'Mailroom Hours of Operation', along with links to 'online help' and 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)

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

TEST PRINT

RESET

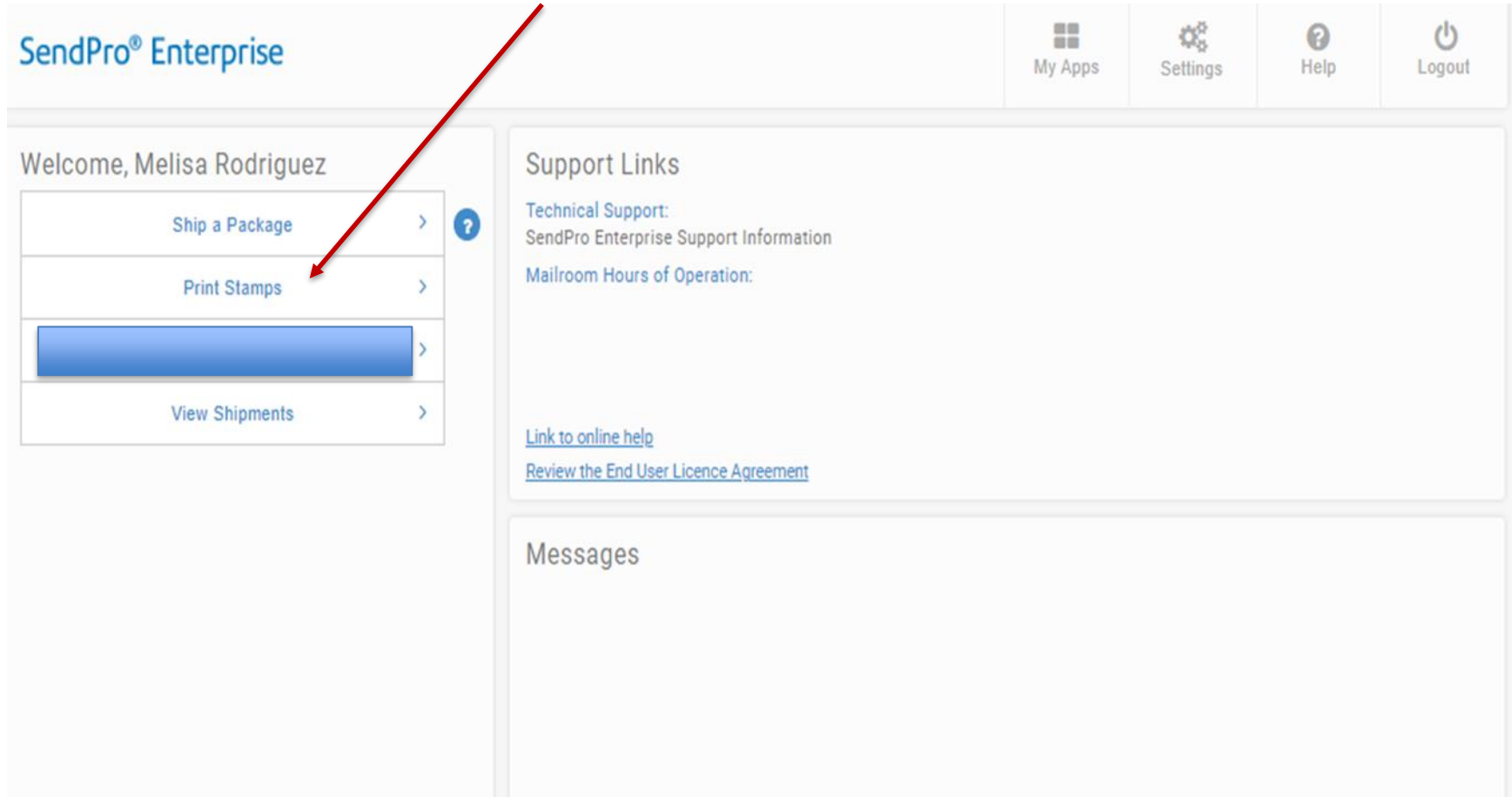
Total Cost: 36.65 USD

## 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	<a href="#">Reprint</a> <a href="#">Details</a>
<input type="checkbox"/>	03/09/2021 12:45	25	Sheet	ayu574	5480			12.75	<a href="#">Reprint</a> <a href="#">Details</a>
<input type="checkbox"/>	03/09/2021 12:01	25	Sheet	AYU791	5570			12.75	<a href="#">Reprint</a> <a href="#">Details</a>
<input type="checkbox"/>	03/09/2021 11:46	24	Sheet	AYX488	5550			12.24	<a href="#">Reprint</a> <a href="#">Details</a>
<input type="checkbox"/>	03/09/2021 11:07	1	Sheet	AYX488	5550			0.51	<a href="#">Reprint</a> <a href="#">Details</a>

Accounting and References

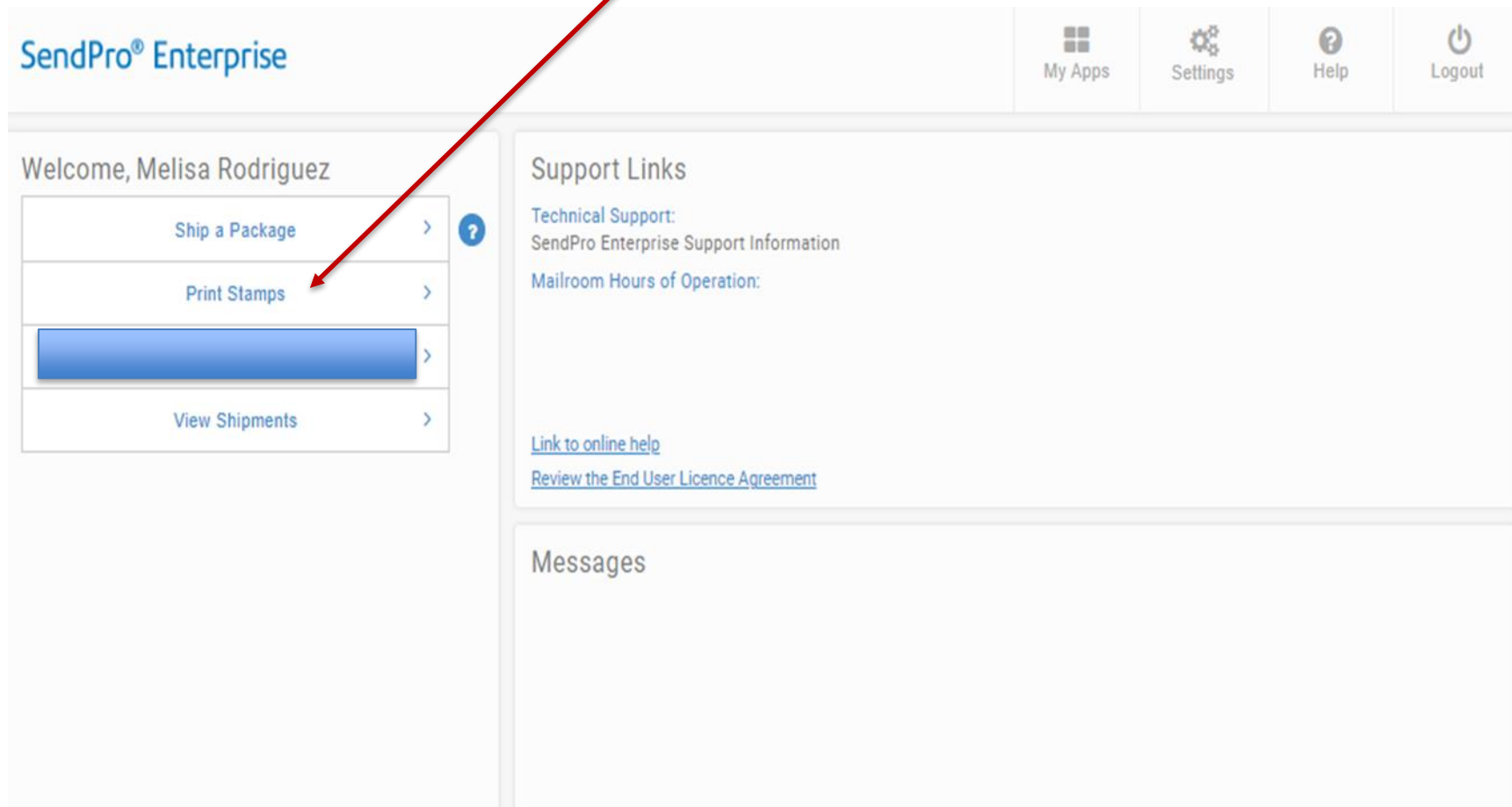
Cost Center Required \* 3390 | Company Code | Account Code

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

[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' (grid icon), 'Settings' (gear icon), 'Help' (question mark icon), and 'Logout' (power icon). 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.

# 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'. The table below shows the list of printed stamps.

	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

TEST PRINT

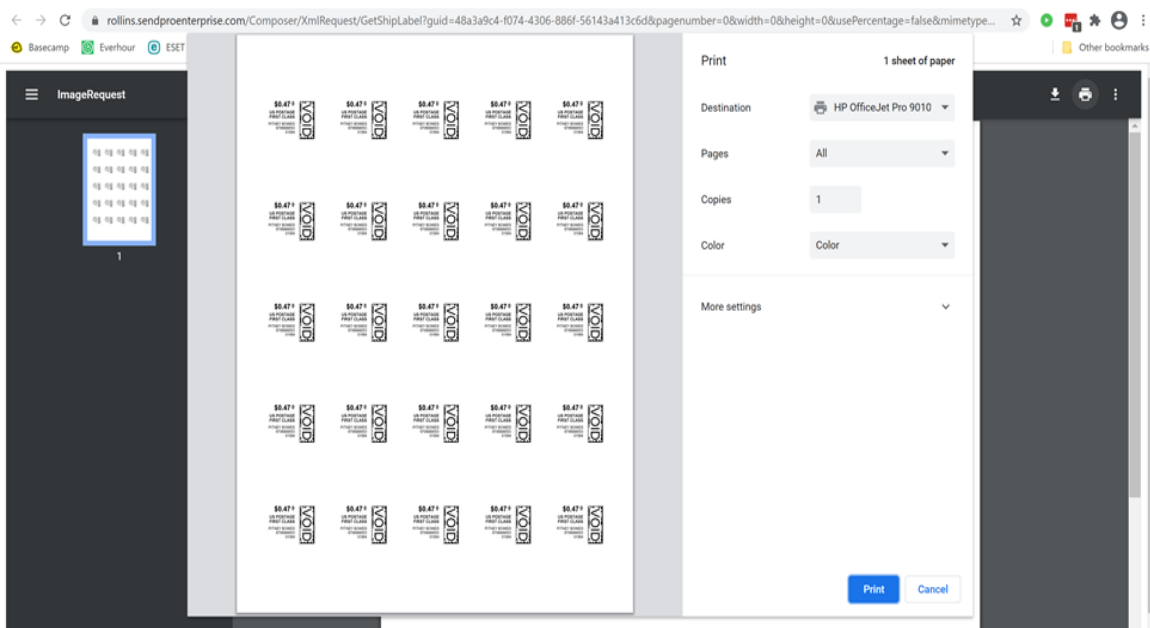
RESET

Total Cost: --:-- USD

RATE

PRINT

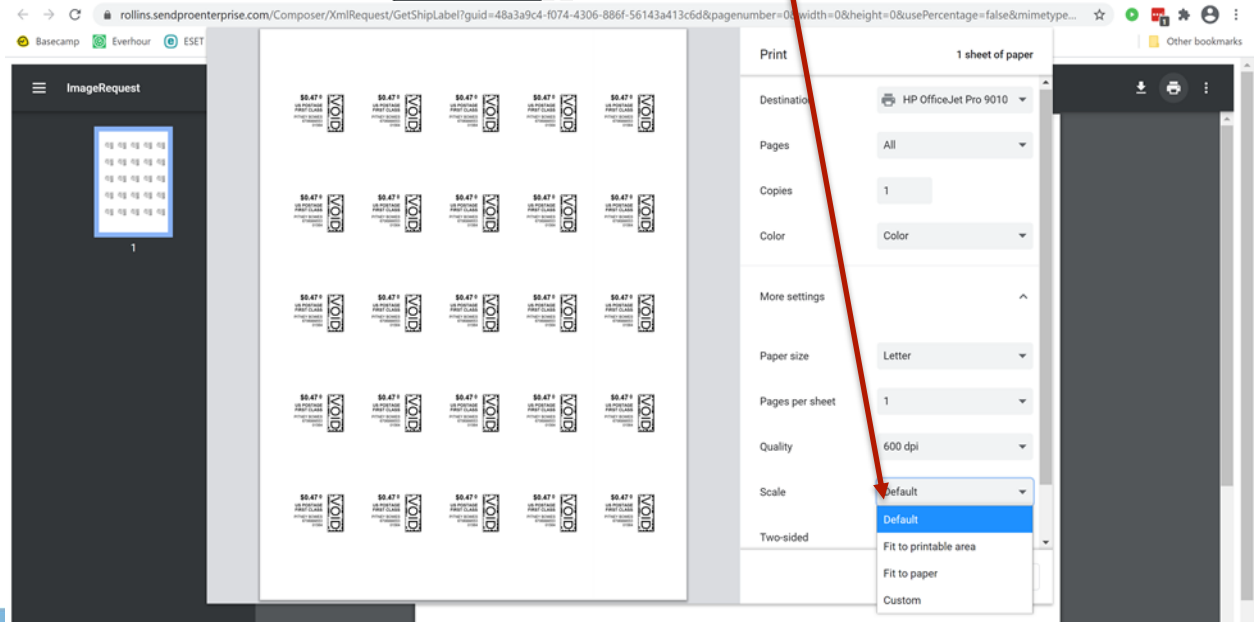
## How to Align the Printer correctly to print stamps



- **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:

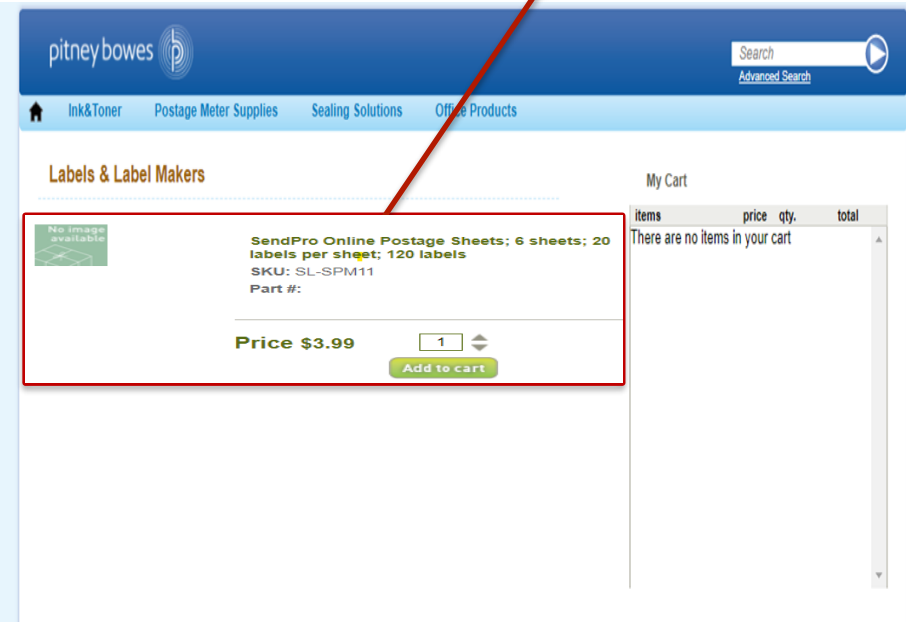
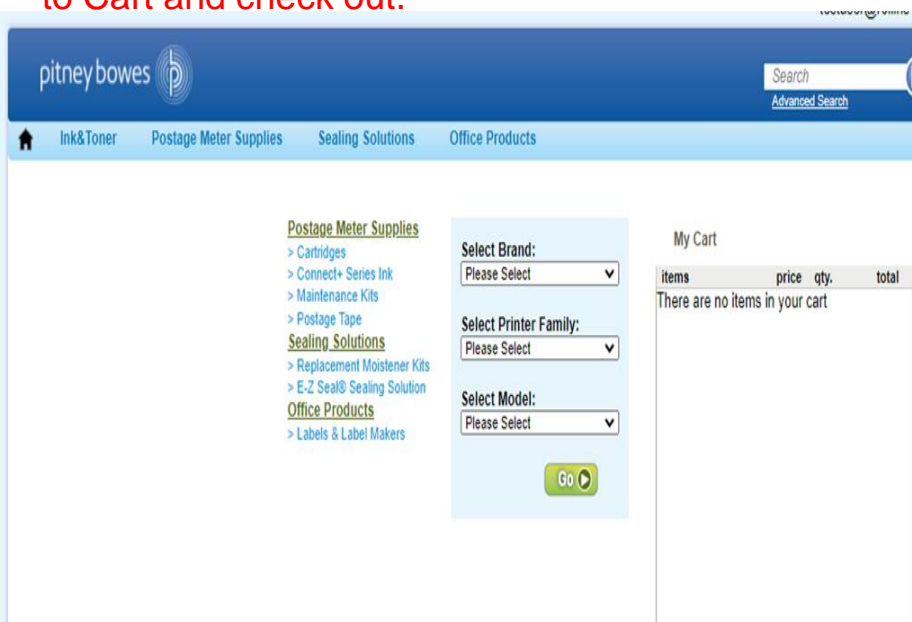
- DYMO® M5 Digital Postal Scale Item # 780117 – 5 LB

- 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-SPM11 and cost \$4.99 for 120 Stamps (6 sheets of 20 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.



# 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