

Rollins Support and Frequently Asked Questions

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. Click on the Postal Advocate Support Landing Page below to make sure your credentials are entered properly.

Internal Rollins Support – [Postal Advocate Support Landing Page](#)

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 displaying the 'Postal Advocate Support Landing Page' for Rollins. The page has a header with the Rollins logo and a navigation bar. Below the header, there is a section titled 'PLEASE READ CAREFULLY AND FOLLOW THE PROMPTS TO AVOID DELAYS'. The main content area is divided into two columns. The left column has a dropdown menu labeled 'What Kind of Support Do you Need?' with options like 'Vendor Password Reset Request', 'FedEx Account Set-Up', and 'Other'. The right column is titled 'General Information To Get Started' and contains several input fields for 'Company Name', 'Request Submitted By' (First Name, Last Name), 'Requestor Email Address', 'Requestor Phone Number', 'Requestor Title', 'Cost Center', 'Location Address', 'Location City', 'Location State', 'Location ZipCode', 'Vendor', and 'Vendor Account Number'. There is also an 'Equipment Serial #' field at the bottom.

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

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 4 x 6 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

Stamp Sheets – These are from Pitney Bowes and are part number Item #SL-SPM01 and cost \$4.99 for 125 Stamps (5 sheets of 25 stamps). We recommend ordering enough to last you at least 1 month. See the Ariba instructions below.

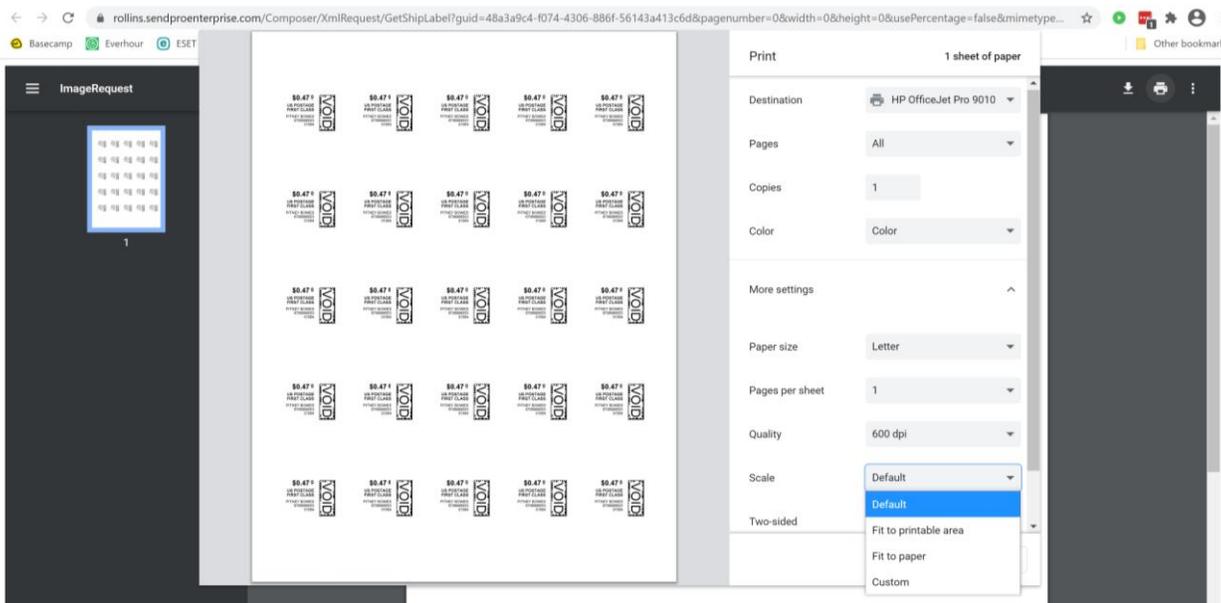
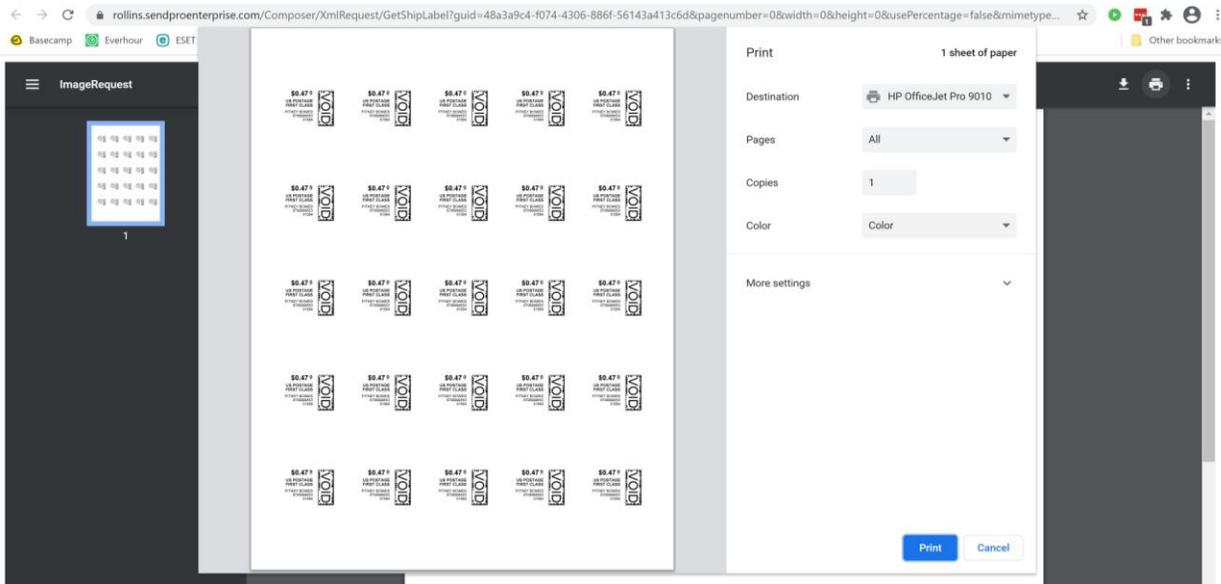
Rollins Marketplace > Catalog > Pitney Bowes > Buy from Supplier > Office Products > Select the Labels > Add to Cart and check out.

The screenshot shows the Pitney Bowes website interface. At the top, there is a search bar with the text "Search" and a play button icon, and a link for "Advanced Search". Below the search bar is a navigation menu with the following items: "Ink&Toner", "Postage Meter Supplies", "Sealing Solutions", and "Office Products". The "Office Products" menu item is highlighted. On the left side, there are several product categories listed: "Postage Meter Supplies" (with sub-items: Cartridges, Connect+ Series Ink, Maintenance Kits, Postage Tape), "Sealing Solutions" (with sub-items: Replacement Moistener Kits, E-Z Seal® Sealing Solution), and "Office Products" (with sub-item: Labels & Label Makers). In the center, there is a selection form with three dropdown menus: "Select Brand:" (Please Select), "Select Printer Family:" (Please Select), and "Select Model:" (Please Select). Below these menus is a green "Go" button with a play icon. On the right side, there is a "My Cart" section with a table header: "items", "price", "qty.", and "total". The table content shows "There are no items in your cart".

The screenshot shows the Pitney Bowes website interface, specifically the "Labels & Label Makers" product page. The navigation menu is the same as in the previous screenshot, with "Office Products" highlighted. The "Labels & Label Makers" section is active, showing a product listing. The product name is "SendPro Postage Sheets; 5 sheets; 25 labels per sheet; 125 labels". The price is "\$3.99" and the quantity is "1". There is a green "Add to cart" button. On the right side, there is a "My Cart" section with a table header: "items", "price", "qty.", and "total". The table content shows "There are no items in your cart".

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 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.

Incomplete
required field.

The screenshot shows the SendPro Enterprise shipping form. A blue arrow points from the text 'Incomplete required field.' to the 'Company' field, which is empty and has a red asterisk. Another blue arrow points from the same text to the 'RATE' button in the Package Manager section, which is greyed out. The form includes sections for recipient information, accounting and references, package details, and a table at the bottom.

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 *
[Empty field]

Address *
7034 CORPORATE DRIVE
[Empty field] 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 [Empty] Account Code [Empty]
Shipper Reference [Empty] Reference 1 [Empty] Reference 2 [Empty]

Package History
Weight (lb) * 1 lb 0 oz WEIGH Dimensions (in) l w h Carton Selection [Empty]
Delivery Confirmation [Empty] Content Type [Empty] SPECIAL SERVICES
Shipping Notes [Empty] Content Description [Empty]

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