

## 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.

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 Phone Number \* Requestor Title \*

Requestor Email Address Requestor Phone Number Requestor Title

Cost Center

Cost Center

Location Address Location City Location State Location ZipCode

Location Address Location City Location State Location ZipCode

Vendor

Please Select Vendor Vendor Account Number

Vendor Account Number

Equipment Serial #

[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-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.

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 is a sidebar with the following categories and sub-items:

- Postage Meter Supplies**
  - > Cartridges
  - > Connect+ Series Ink
  - > Maintenance Kits
  - > Postage Tape
- Sealing Solutions**
  - > Replacement Moistener Kits
  - > E-Z Seal® Sealing Solution
- Office Products**
  - > Labels & Label Makers

In the center, there is a filter panel with three dropdown menus:

- Select Brand:** Please Select
- Select Printer Family:** Please Select
- Select Model:** Please Select

Below the filter panel 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 is "There are no items in your cart".

The screenshot shows the Pitney Bowes website interface, specifically the "Labels & Label Makers" section. The navigation menu is the same as in the previous screenshot, with "Office Products" highlighted. The sidebar is also the same. The main content area displays a product listing for "SendPro Postage Sheets".

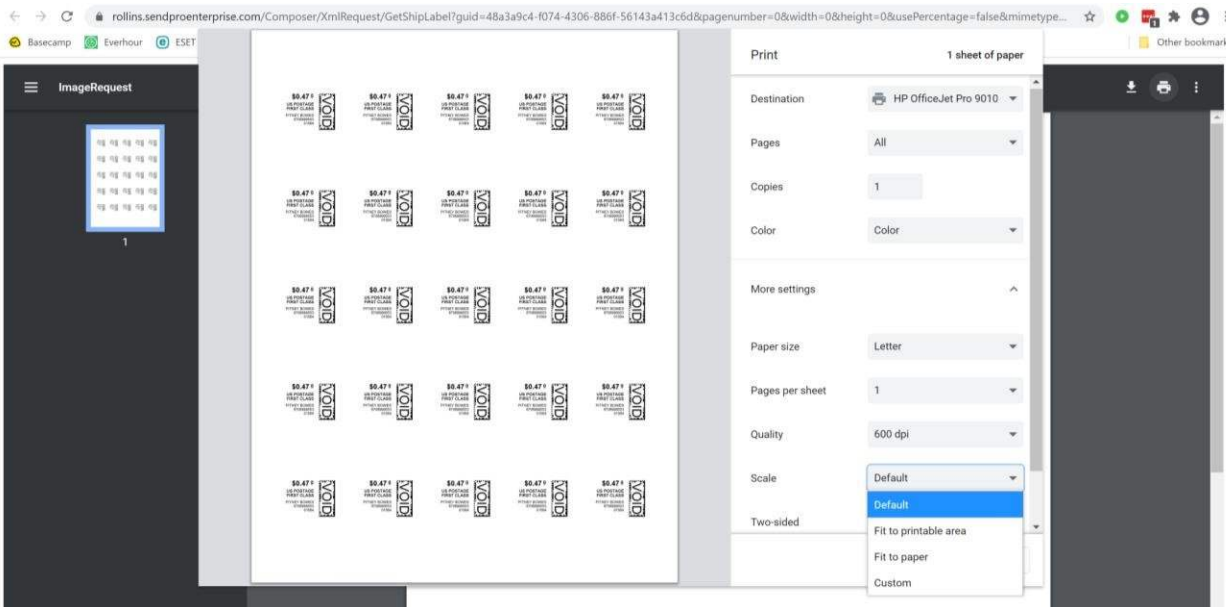
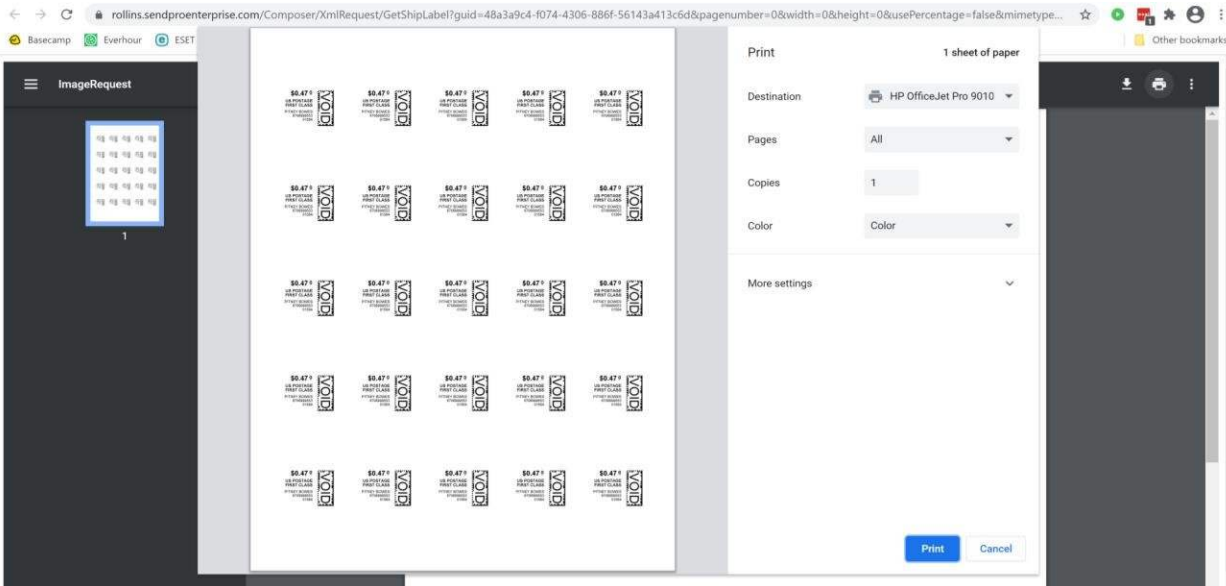
The product listing includes:

- A placeholder image with the text "No image available".
- The product name: "SendPro Postage Sheets; 5 sheets; 25 labels per sheet; 125 labels".
- The price: "\$3.99".
- A quantity selector: "qty." with a dropdown menu showing "1".
- An "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 is "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 interface. A blue arrow points from the text 'Incomplete required field.' to the 'Company' field, which is empty and has a red circle around it. Another blue arrow points from the same text to the 'RATE' button in the Package Manager, which is greyed out. The interface includes a navigation bar with icons for Home, My Apps, Favorites, Localization, Settings, Help, and Logout. The main area is divided into sections: 'Accounting and References' (with fields for Cost Center Required, Company Code, and Account Code), 'Additional References' (with fields for Shipper Reference, Reference 1, and Reference 2), 'Package' (with fields for Weight, Dimensions, and Carton Selection), and 'History'. The Package Manager on the right has buttons for '+ ADD', 'CLONE', 'CLEAR', 'DELETE', 'RATE', and 'PRINT'. At the bottom, there is a table with columns for Quantity, Unit of Measure, Part Number, Description, Weight (lb), and Value (USD). The table shows 1 package with a weight of 1 lb, 0 oz and a cost of --- USD.

Quantity	Unit of Measure	Part Number	Description	Weight (lb)	Value (USD)
1				1 lb, 0 oz	---