

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 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.

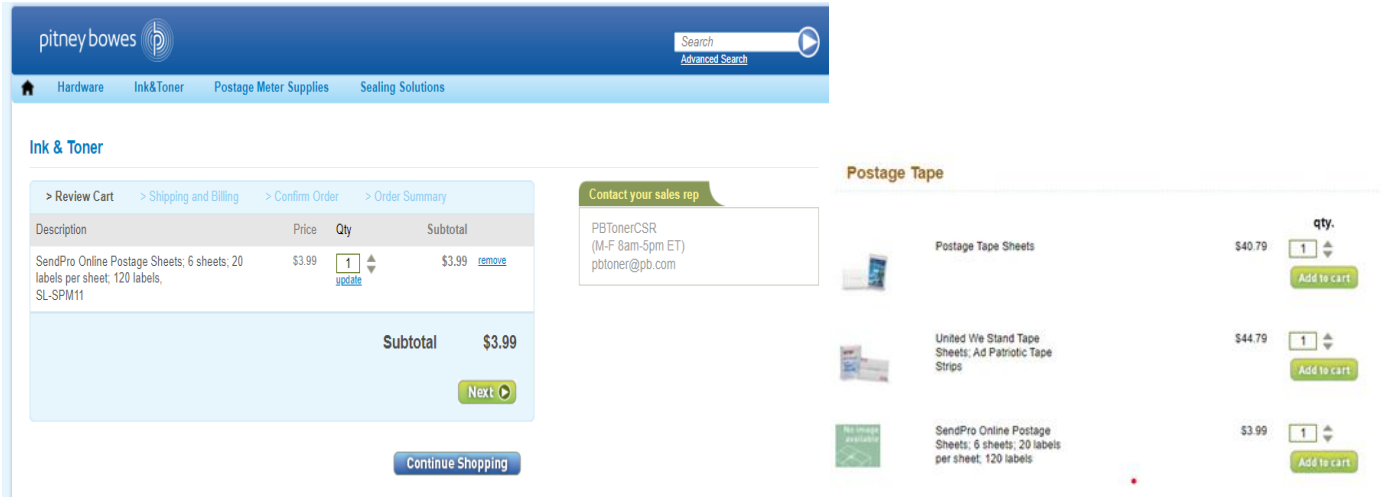
- Avery® TrueBlock® White Laser Shipping Labels, Internet, 5126, 5 1/2" x 8 1/2", Pack Of 200

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:

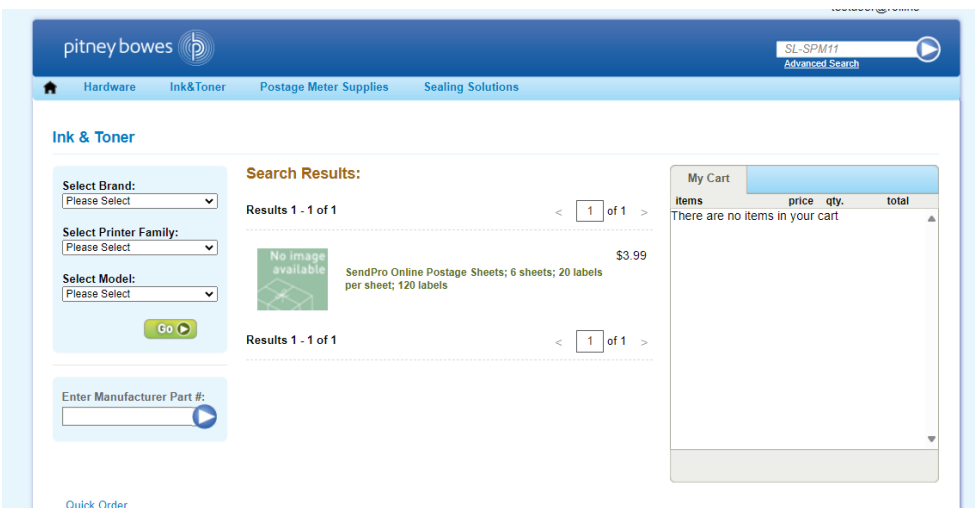
- DYMO® M5 Digital Postal Scale Item # 780117 – 5 LB
- DYMO® M25 Digital Postal Scale Item # 780153 – 25 LB

Stamp Sheets – ONLY ORDER STAMP SHEETS THROUGH PITNEY BOWES MARKETPLACE. Part number Item #SL-SPM11 and cost \$3.99 for 120 Stamps (6 sheets of 20 stamps). We recommend ordering enough to last you at least 1 month.

From the marketplace, search Pitney Bowes (in search field) > Buy From Supplier > Postage Meter Supplies > Scroll down to Postage Tape > SendPro Online Postage Sheets > Update Quantity and Add to Cart and Check out

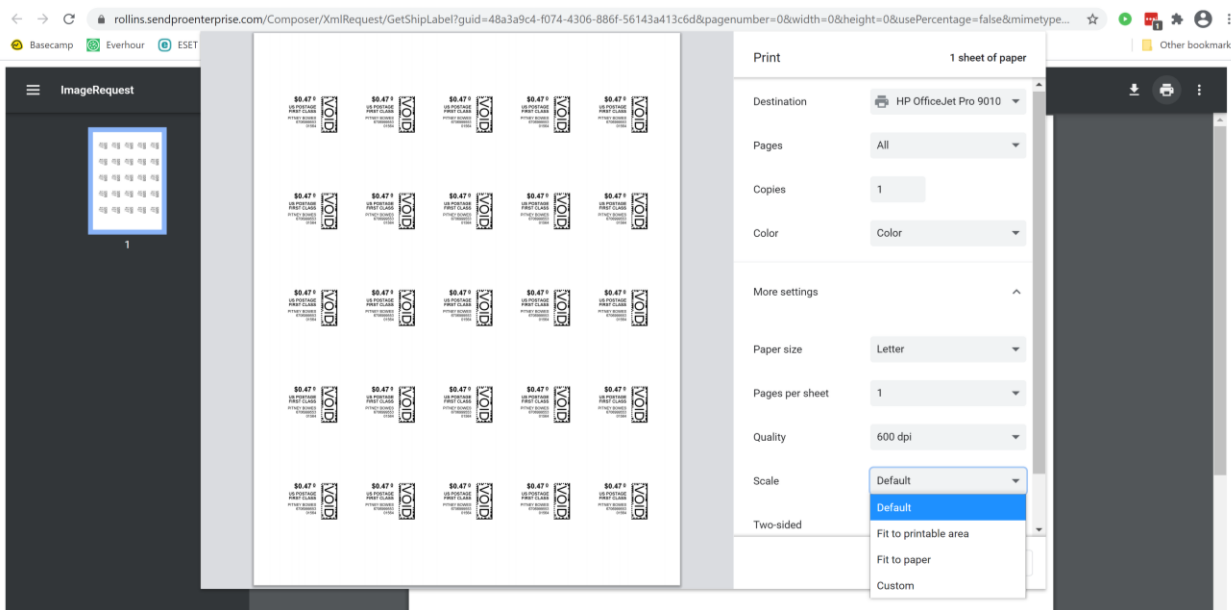
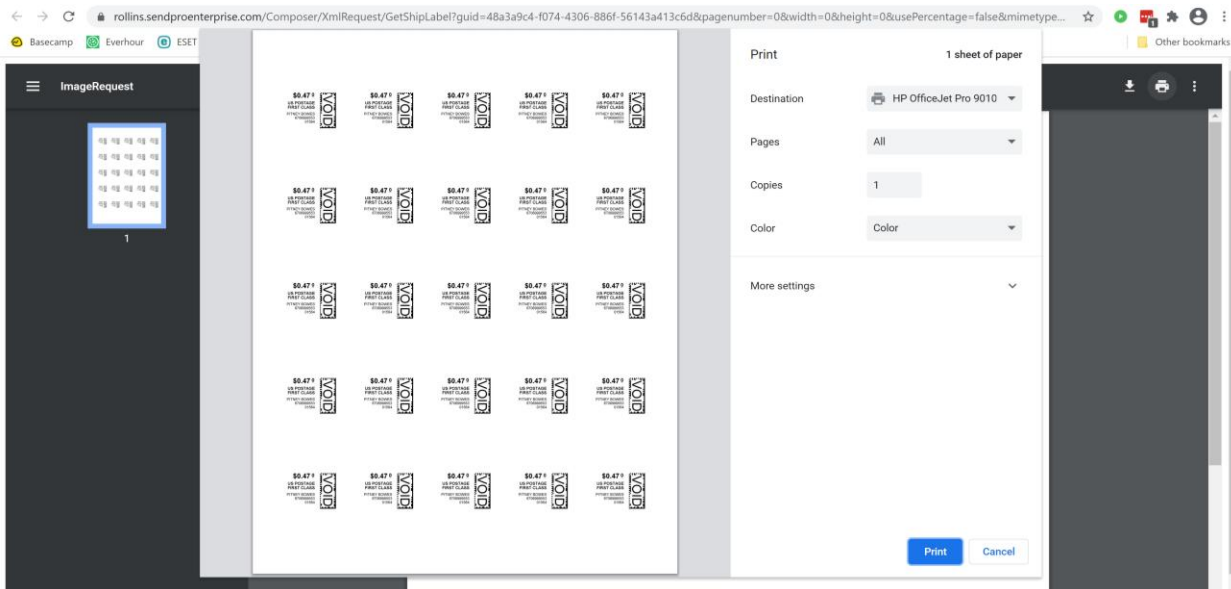


Or by going to Rollins MarketPlace > Pitney Bowes (in search field) > Buy From Supplier > In Search field type SL-SPM11 > Search > Select the label > Update Quantity and Add to Cart and Check Out



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. 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 interface. A blue arrow points from the text 'Incomplete required field.' to a red circle around the 'Company' field, which is currently empty. 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 for items.

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 ORKIN576

Company *

Address *

7034 CORPORATE DRIVE

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) * Dimensions (in) Carton Selection

lb 1 oz WEIGH l w h

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					

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