ROLLINS

SendPro® Enterprise

USER GUIDE

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How to Log Using the Single Sign On Feature

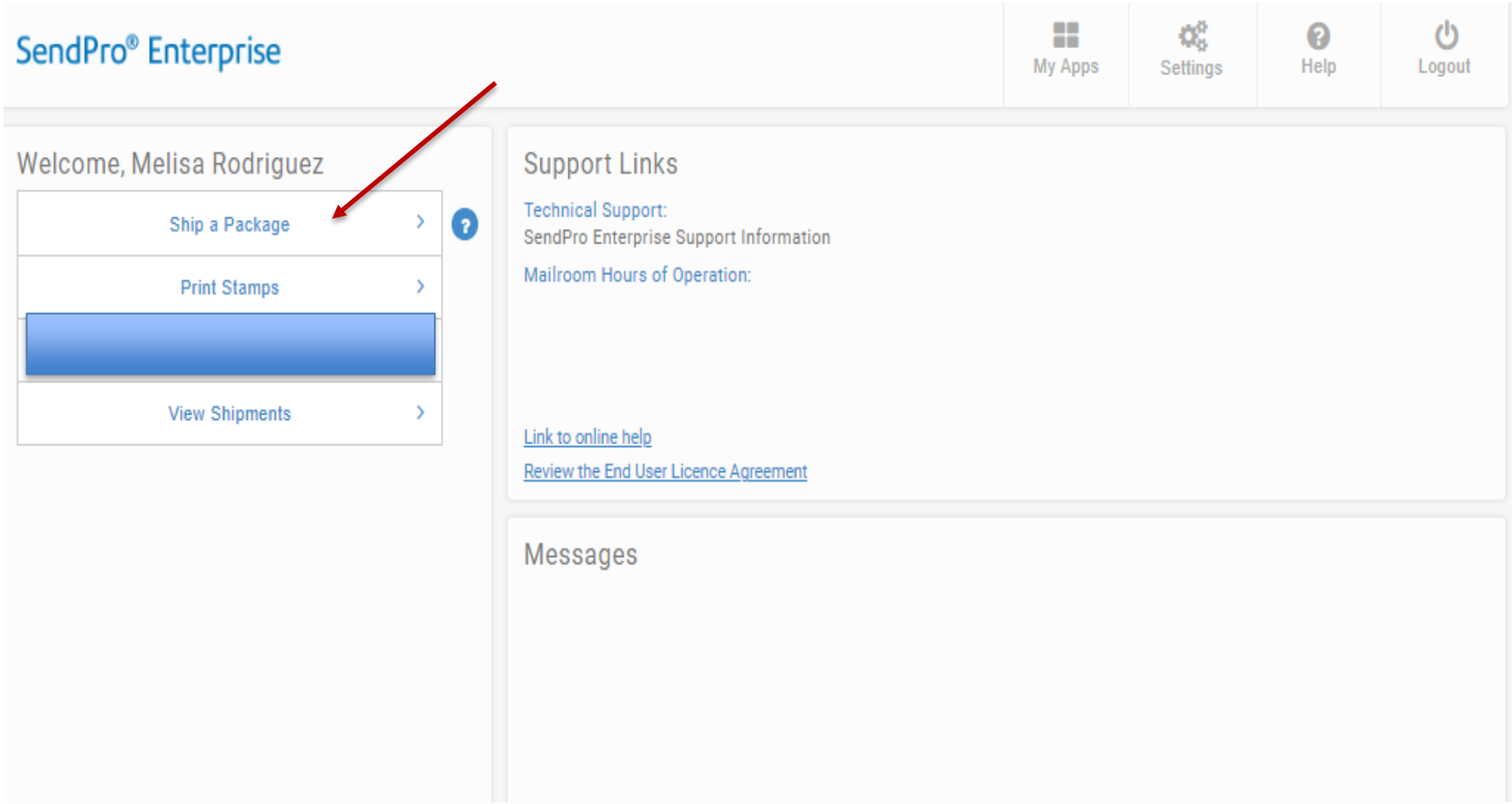
- **Link to the Application -** https://rollins.sendproenterprise.com/Composer/Runtime/Index/Desktop%20App

(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

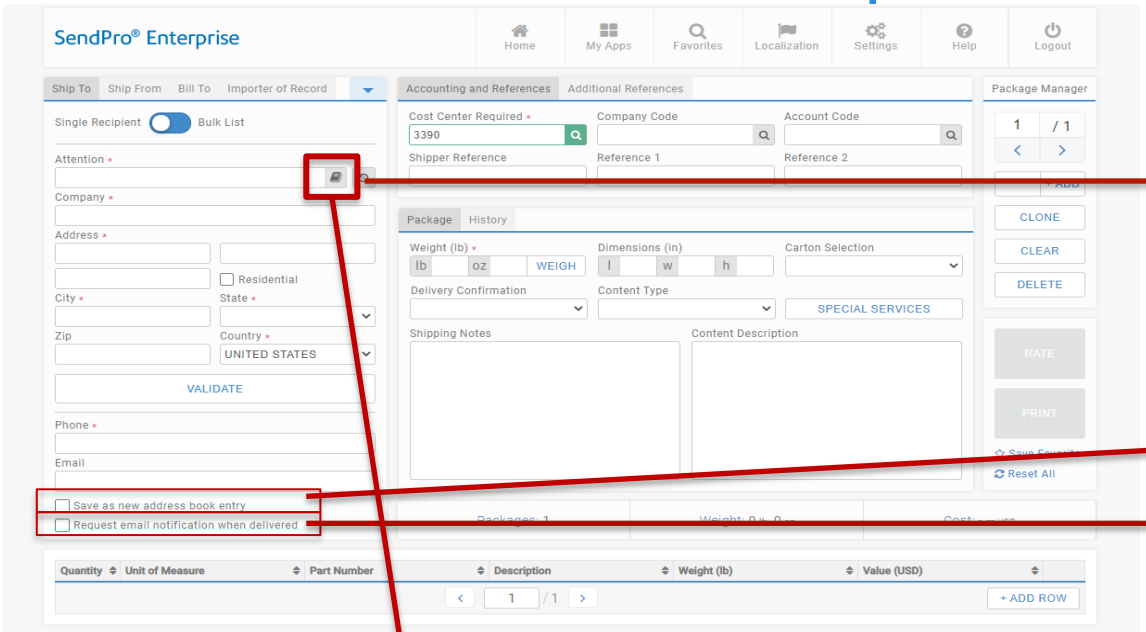
NOTE: If you do not have access to the application postal advocate will need authorization from your RAA to be added.
Information needed to add a user is:

- Full Name
- Phone Number
- Email
- Employee Number
- Branch Number

How to Ship a Package



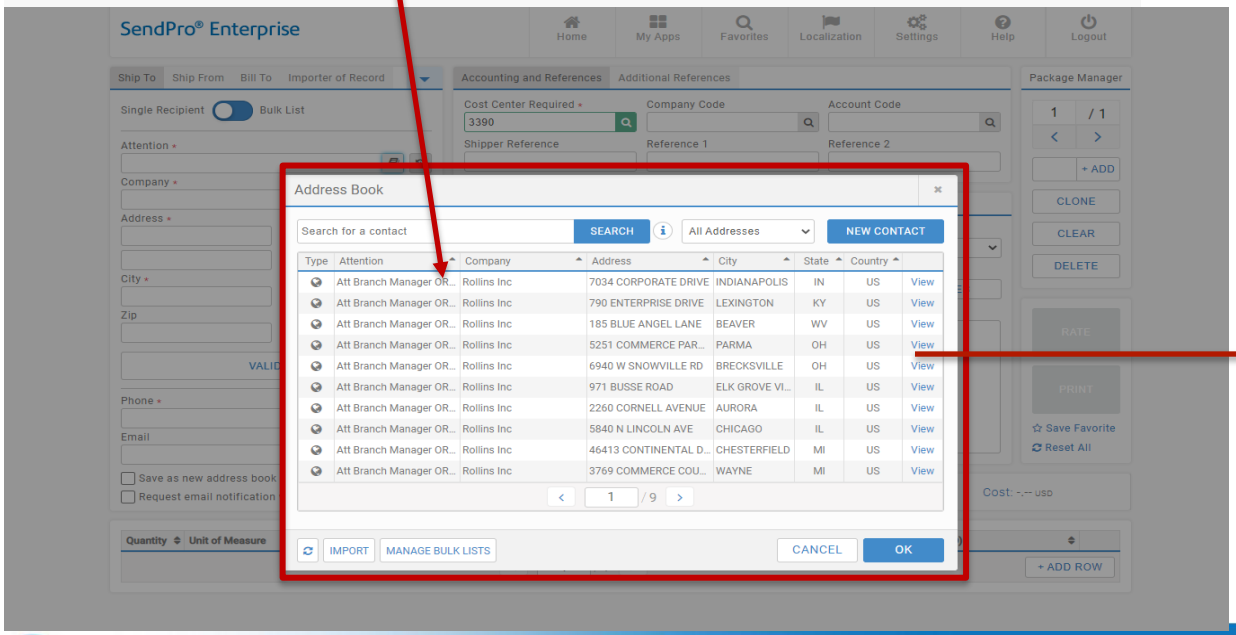
How to Ship a Package



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.

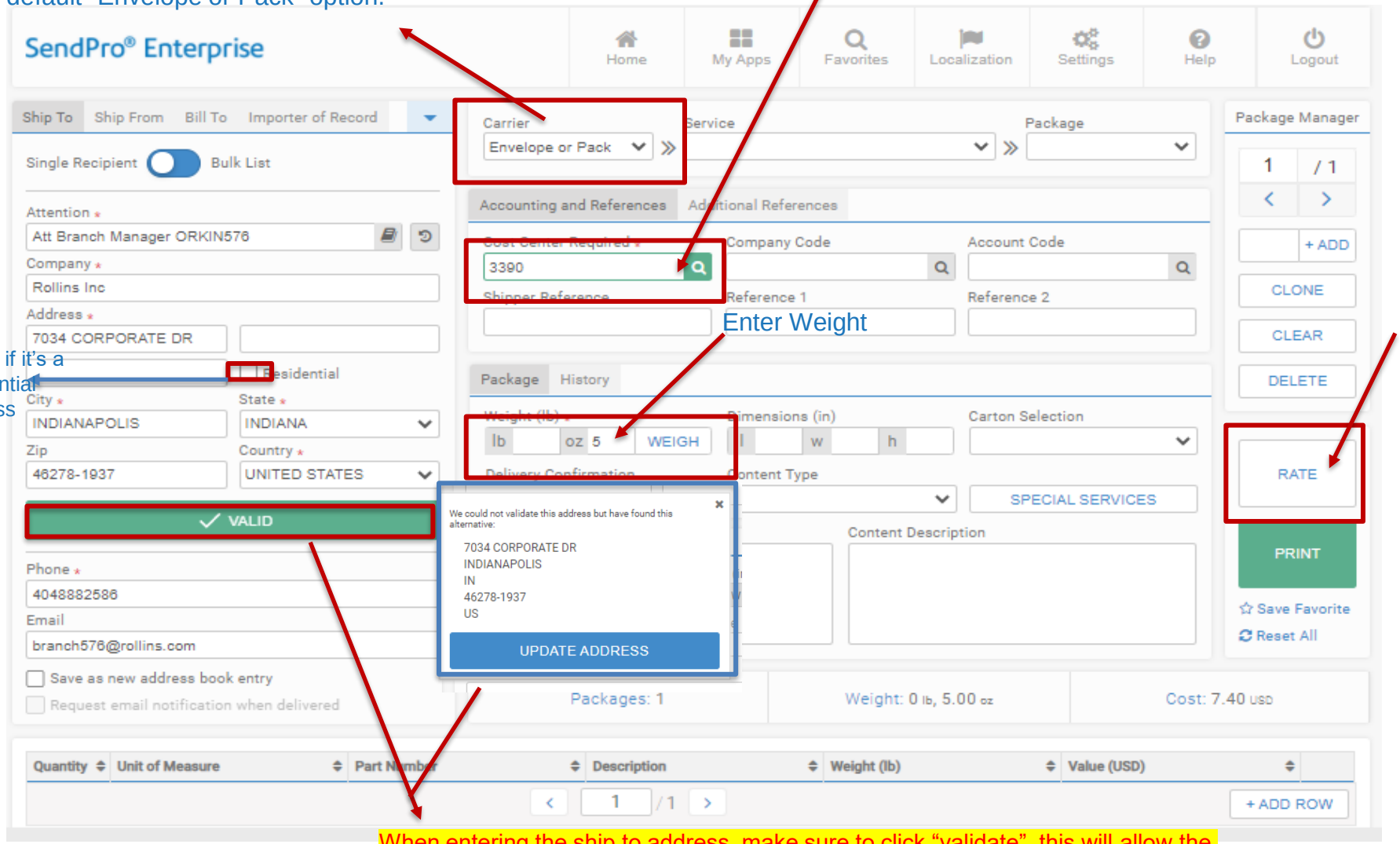


Select an address and click ok.

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.

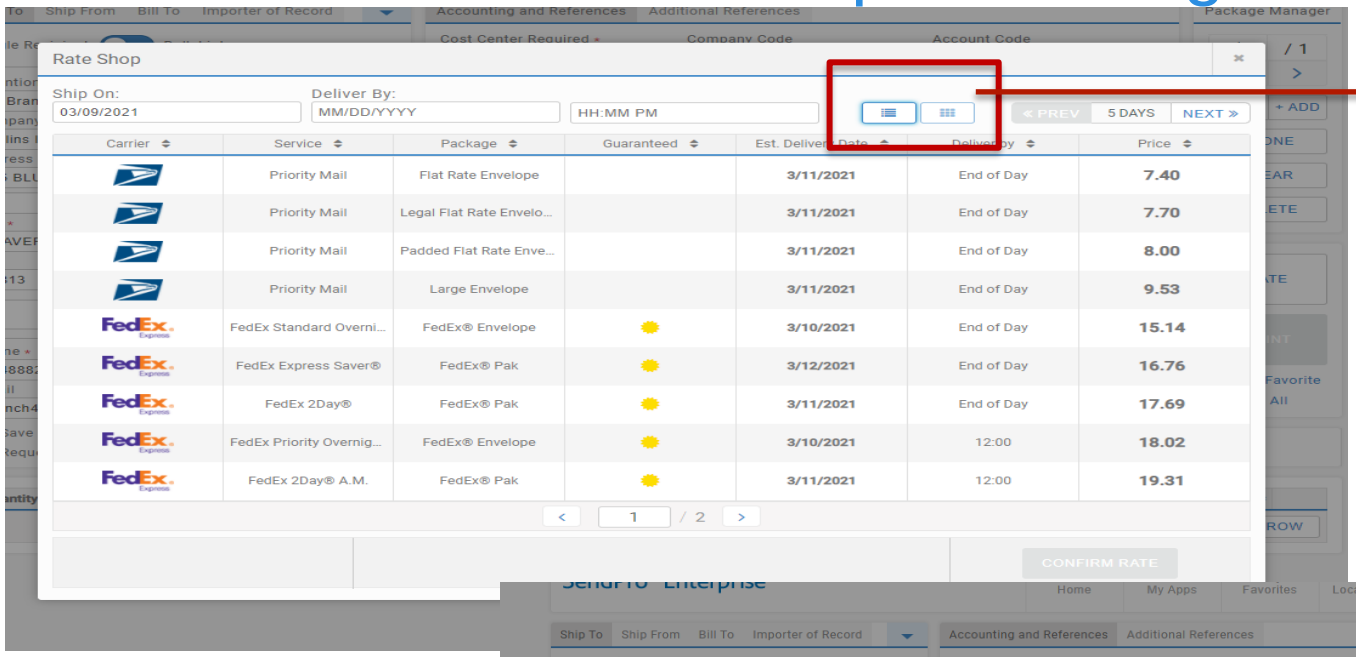
Cost center is predefined by user. Cost Center = Branch Number



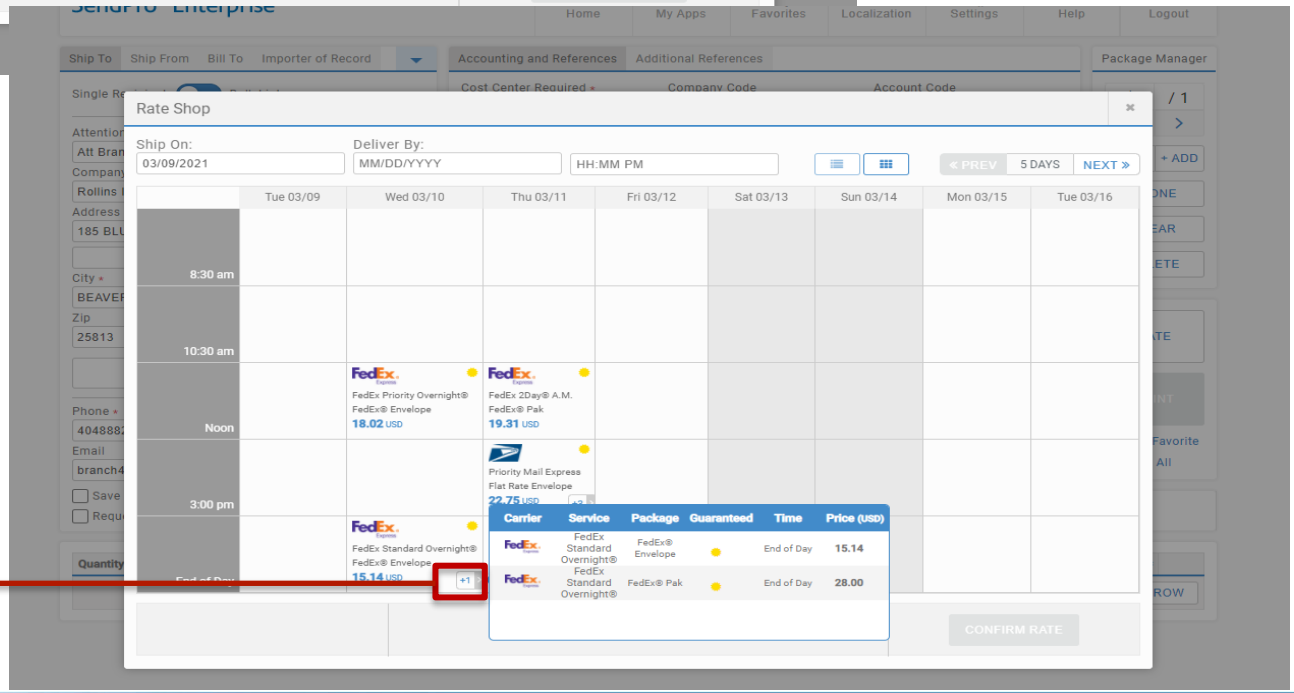
Select if it's a residential address

When entering the ship to address, make sure to click "validate", this will allow the address to be validates 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

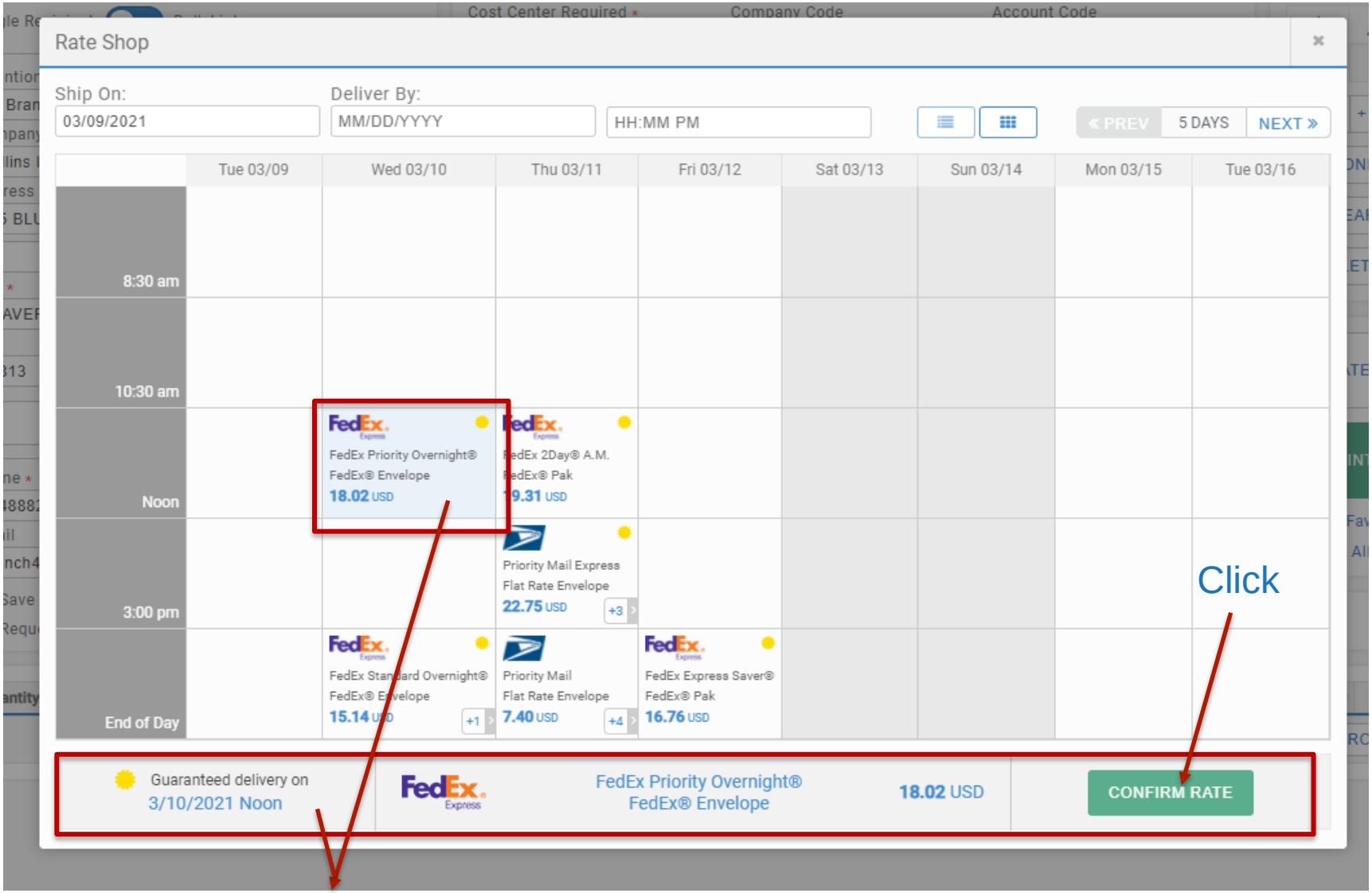


There 2 views to see rates depending on the one you select.

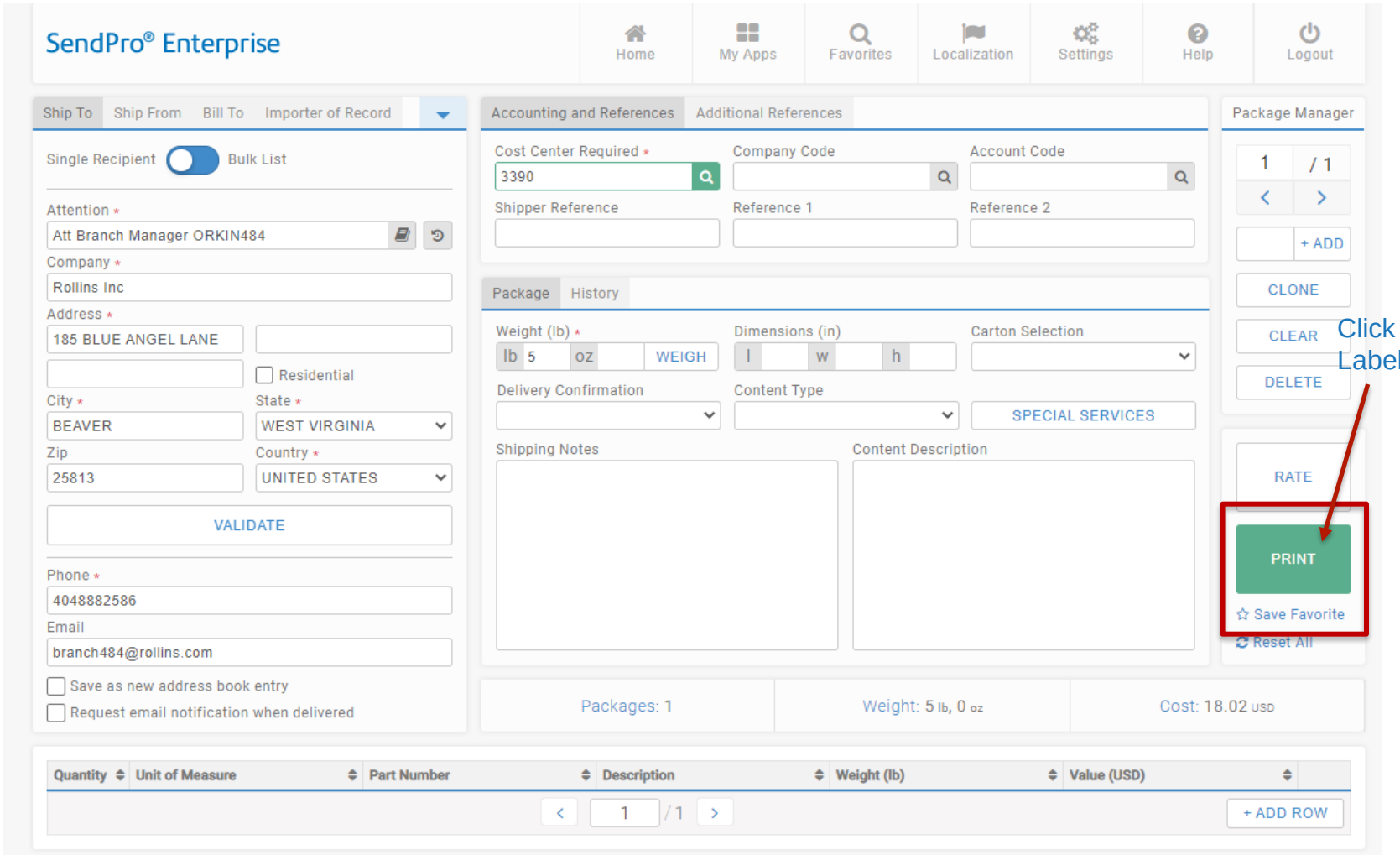


The + sign in the calendar view means there are more than 1 service for the same carrier for the same day.

How to Ship a Package



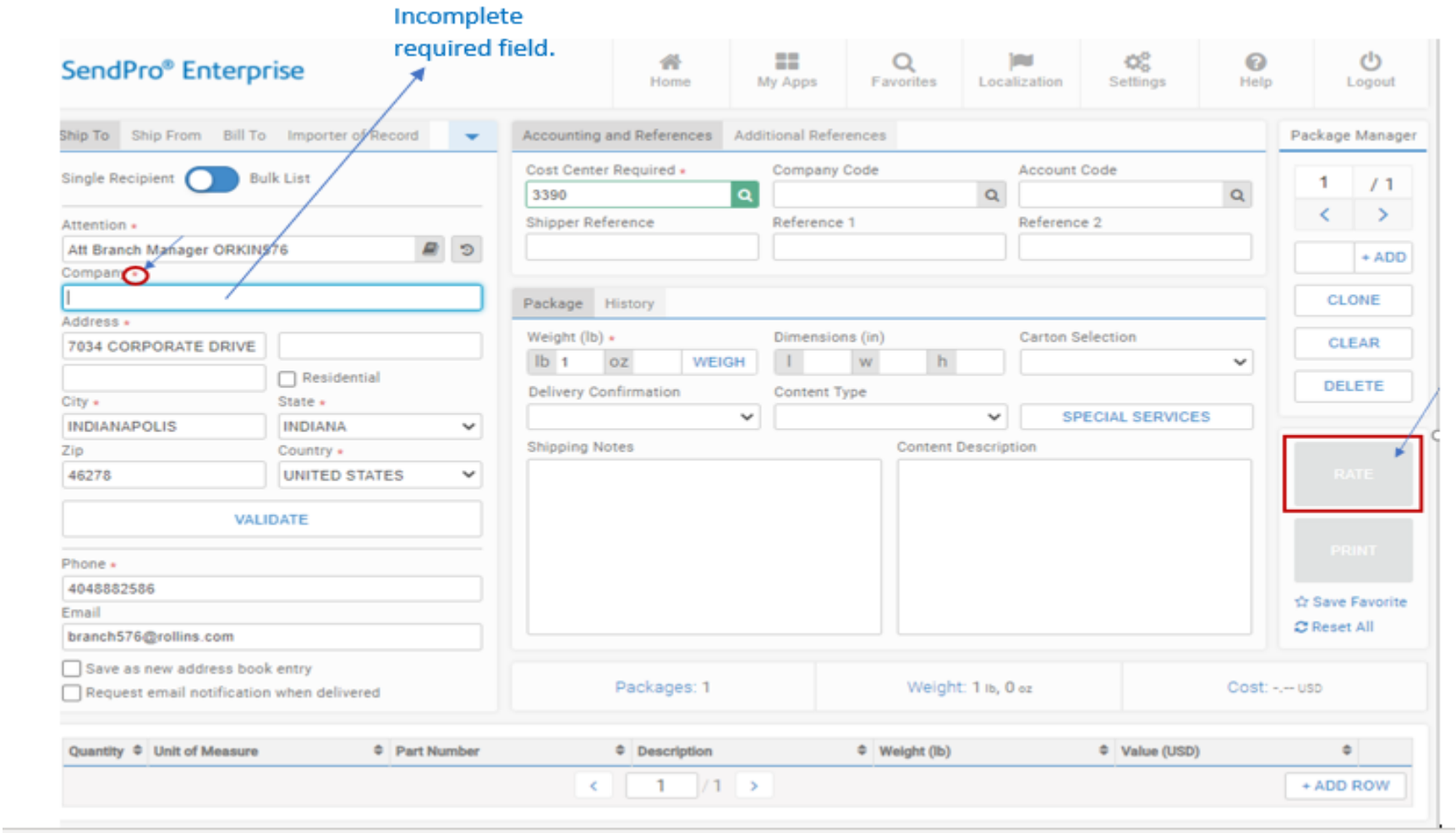
How to Ship a Package



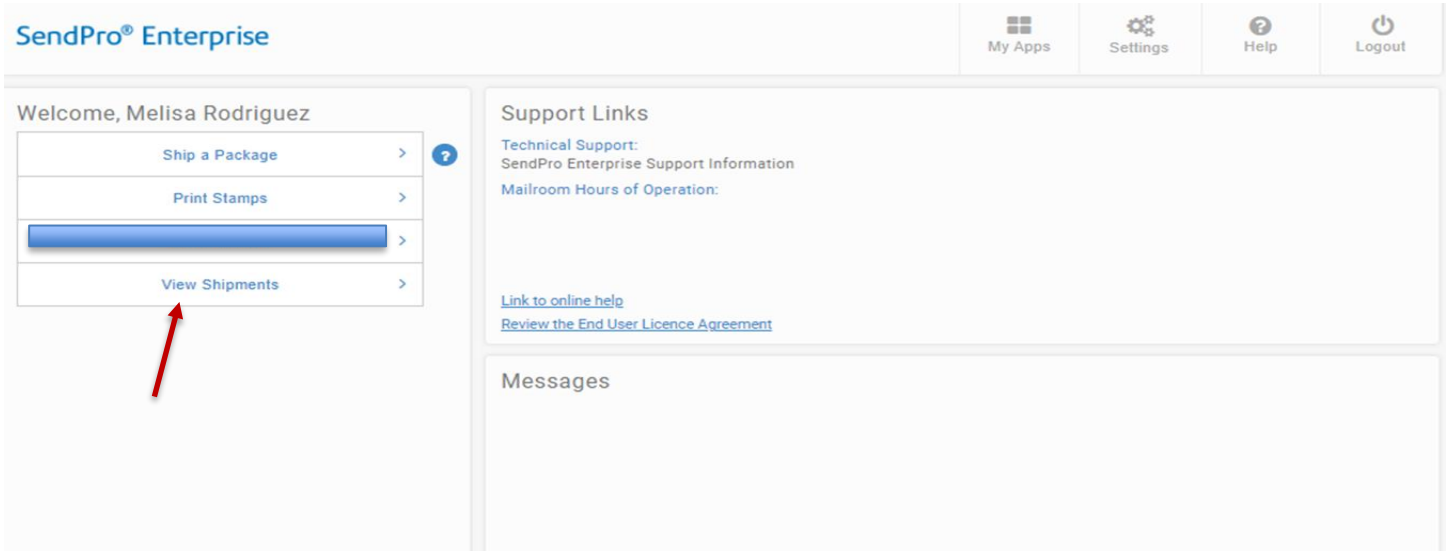
Click to Print Label

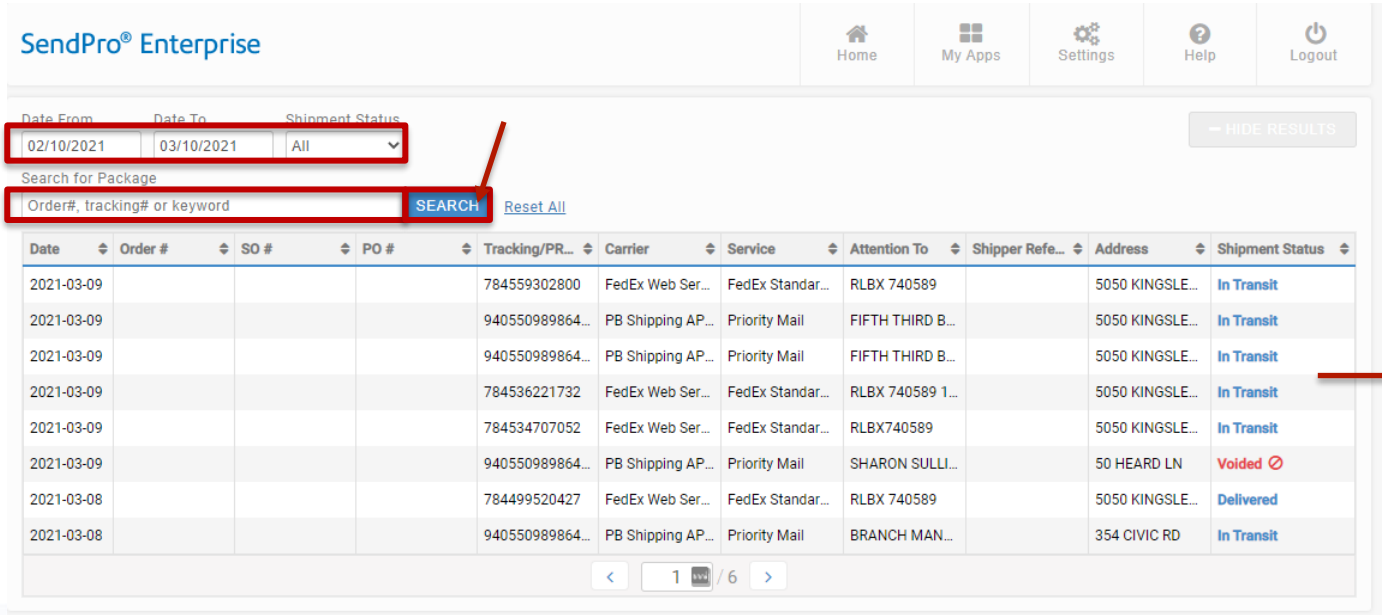
How to Ship a Package

- 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.



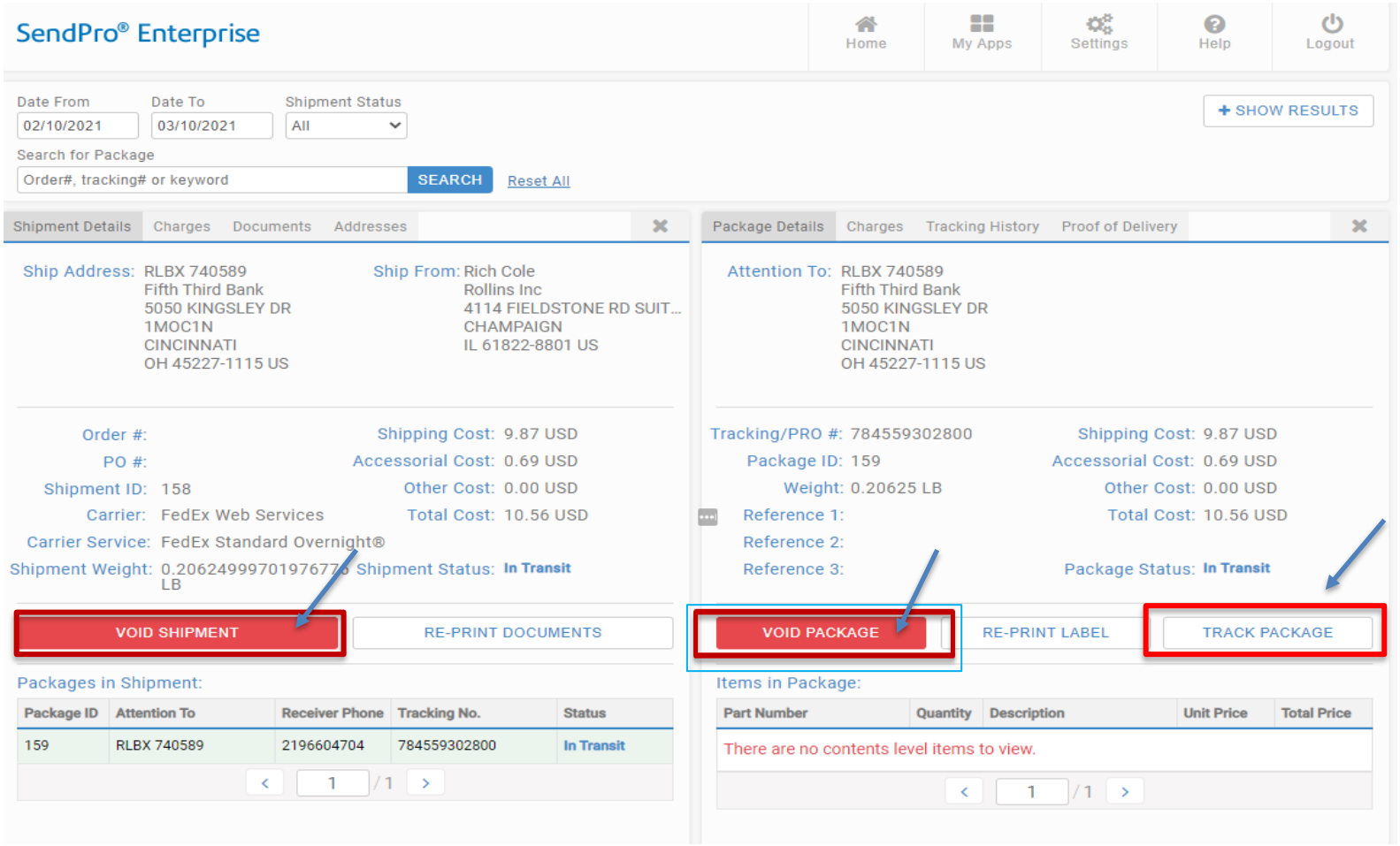
How to See Shipping History and Void a Shipment



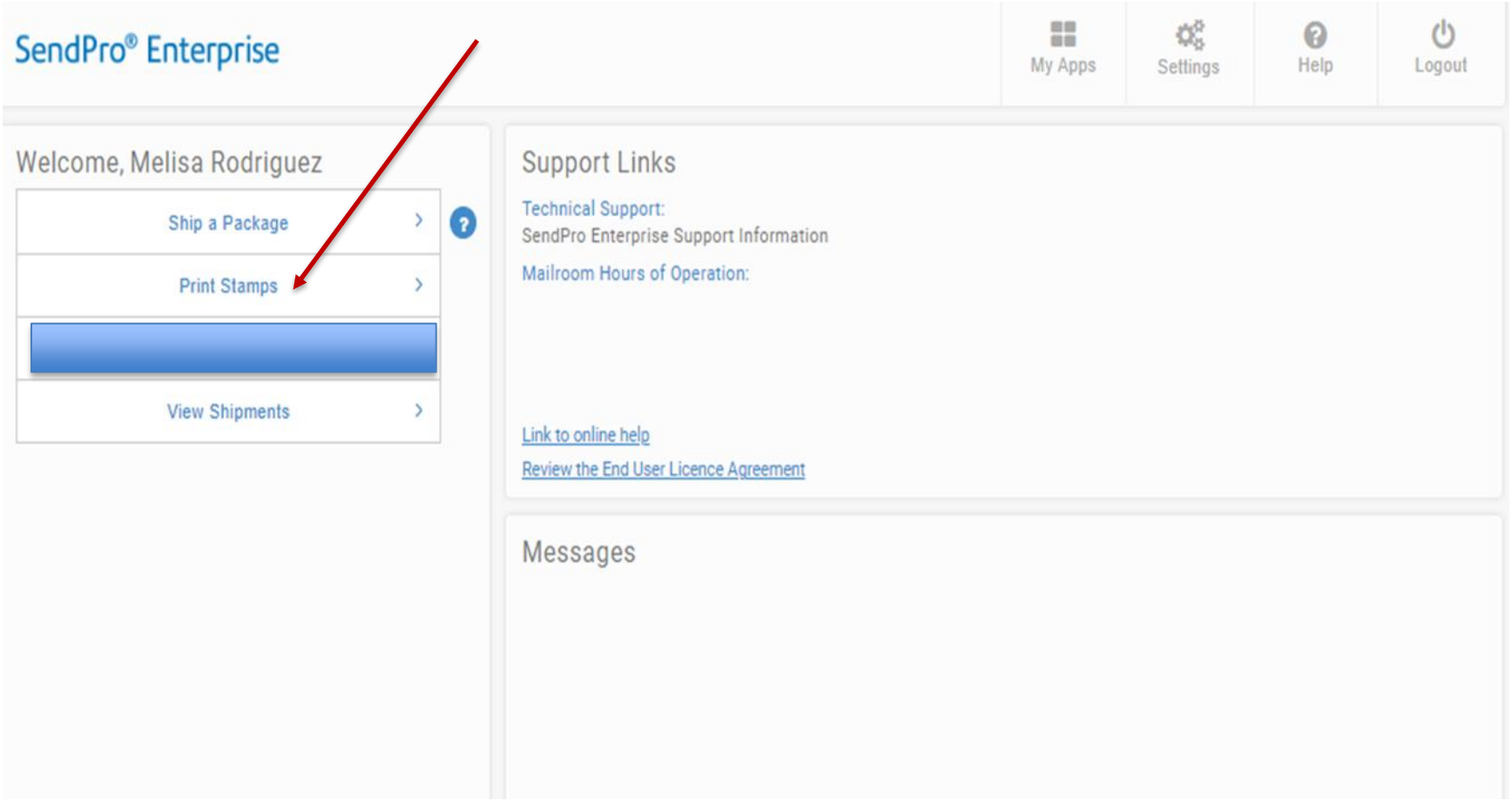


Select shipment you want to void

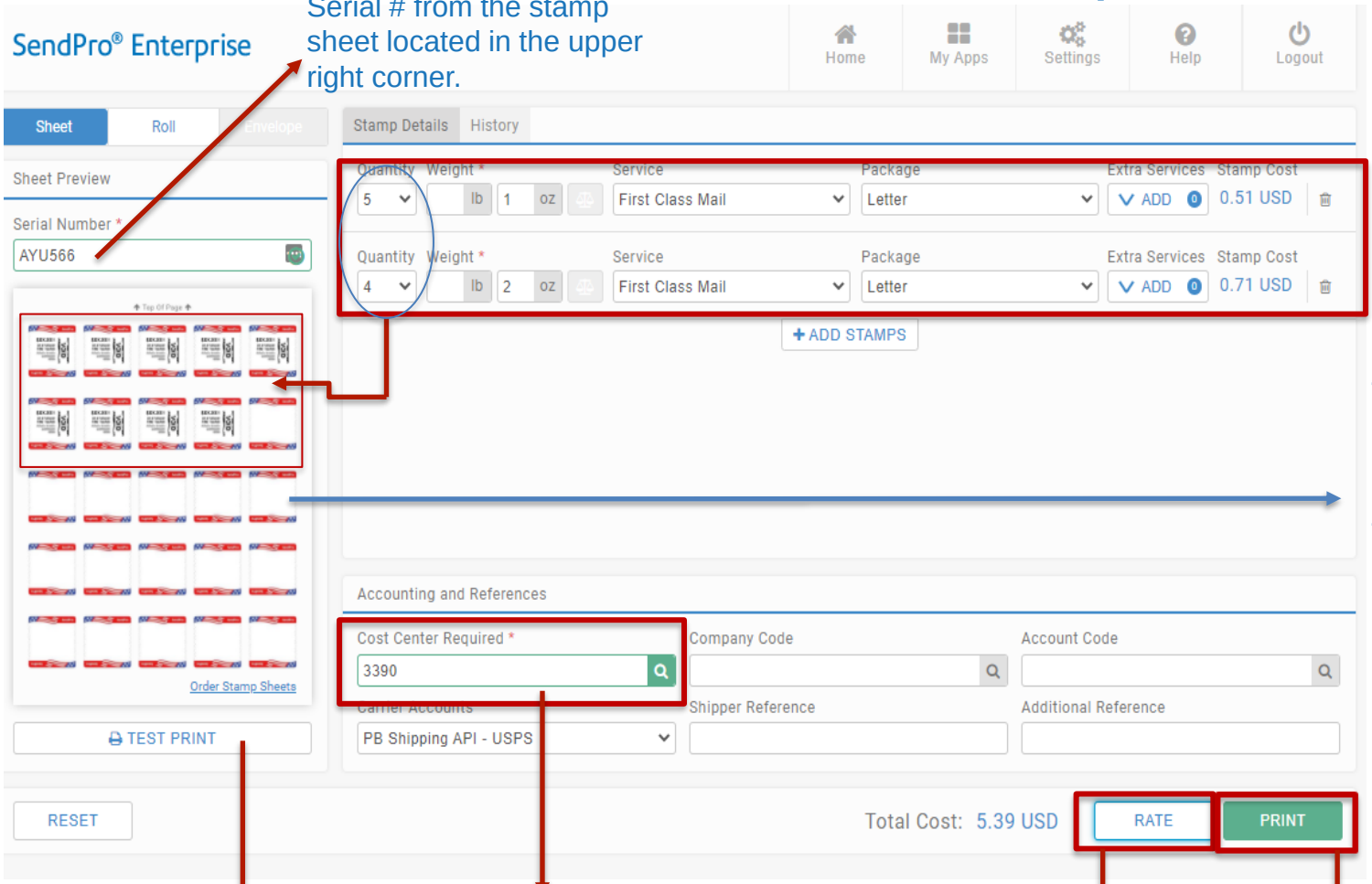
How to See Shipping History, Track and Void a Shipment



How to Print Stamps



How to Print Stamps



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

Note: The next time the same serial # is used to print additional stamps the system will know to print on the 10th 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

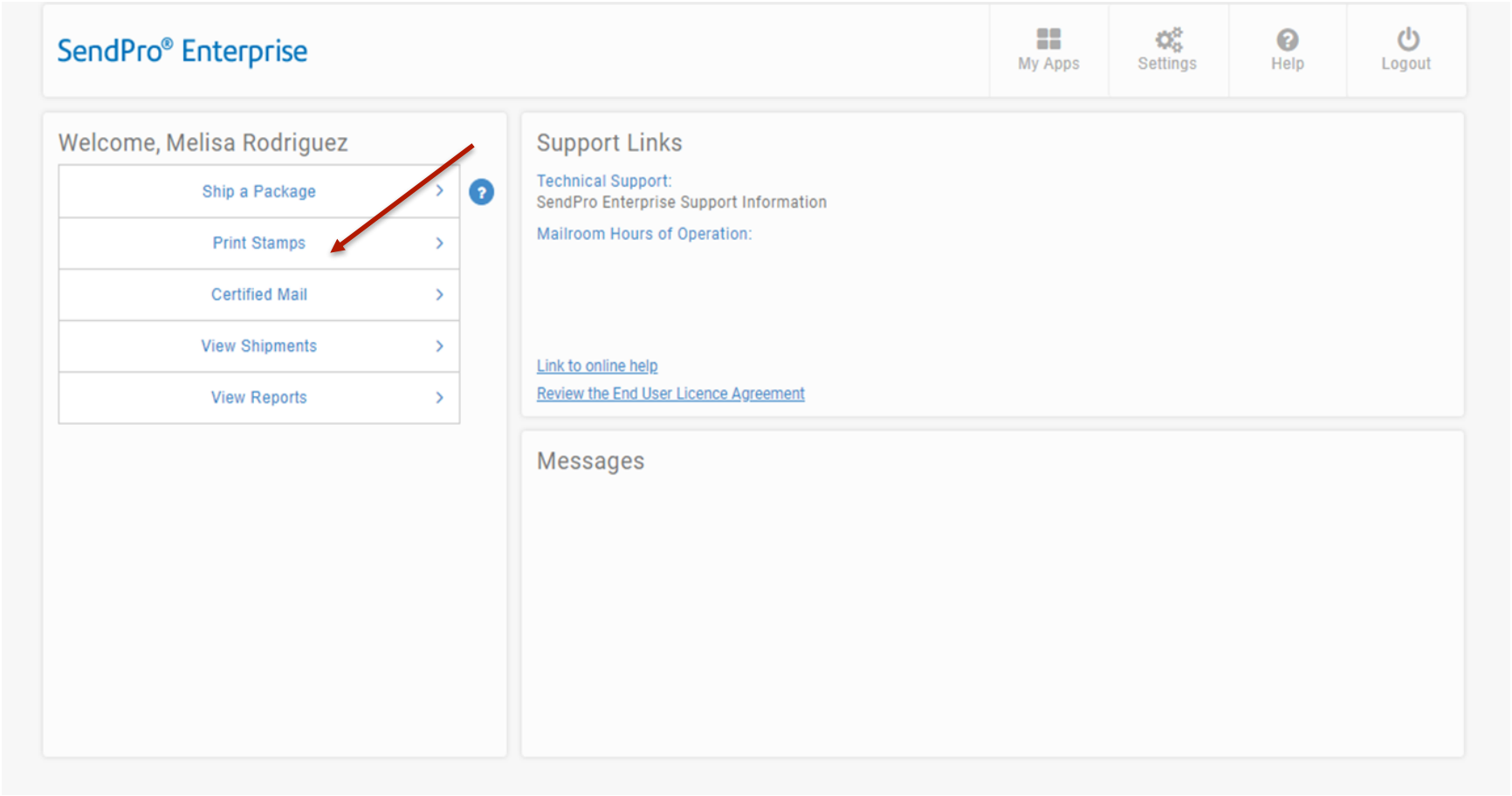
What to do if you get a blank screen when trying to print stamps?

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

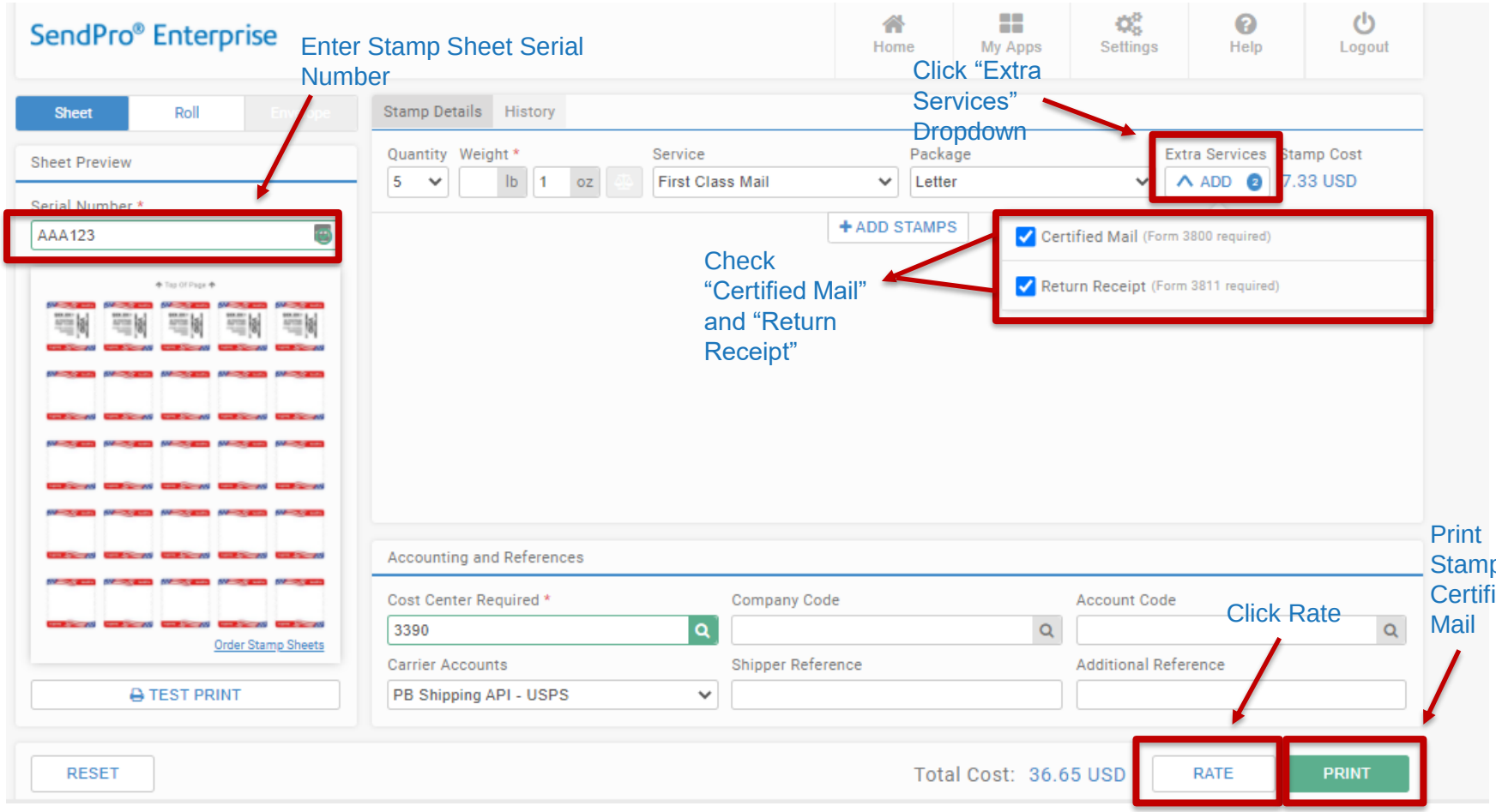
- Go into settings on Chrome.
- Privacy- security- site settings- scroll down to additional content settings- option for PDF documents- select open PDF in chrome instead of downloading it.

- Once you change the PDF selection, please close, and reopen browser and try again.

How to Send Certified Mail/Proof of Mailing



How to Send Certified Mail/Proof of Mailing



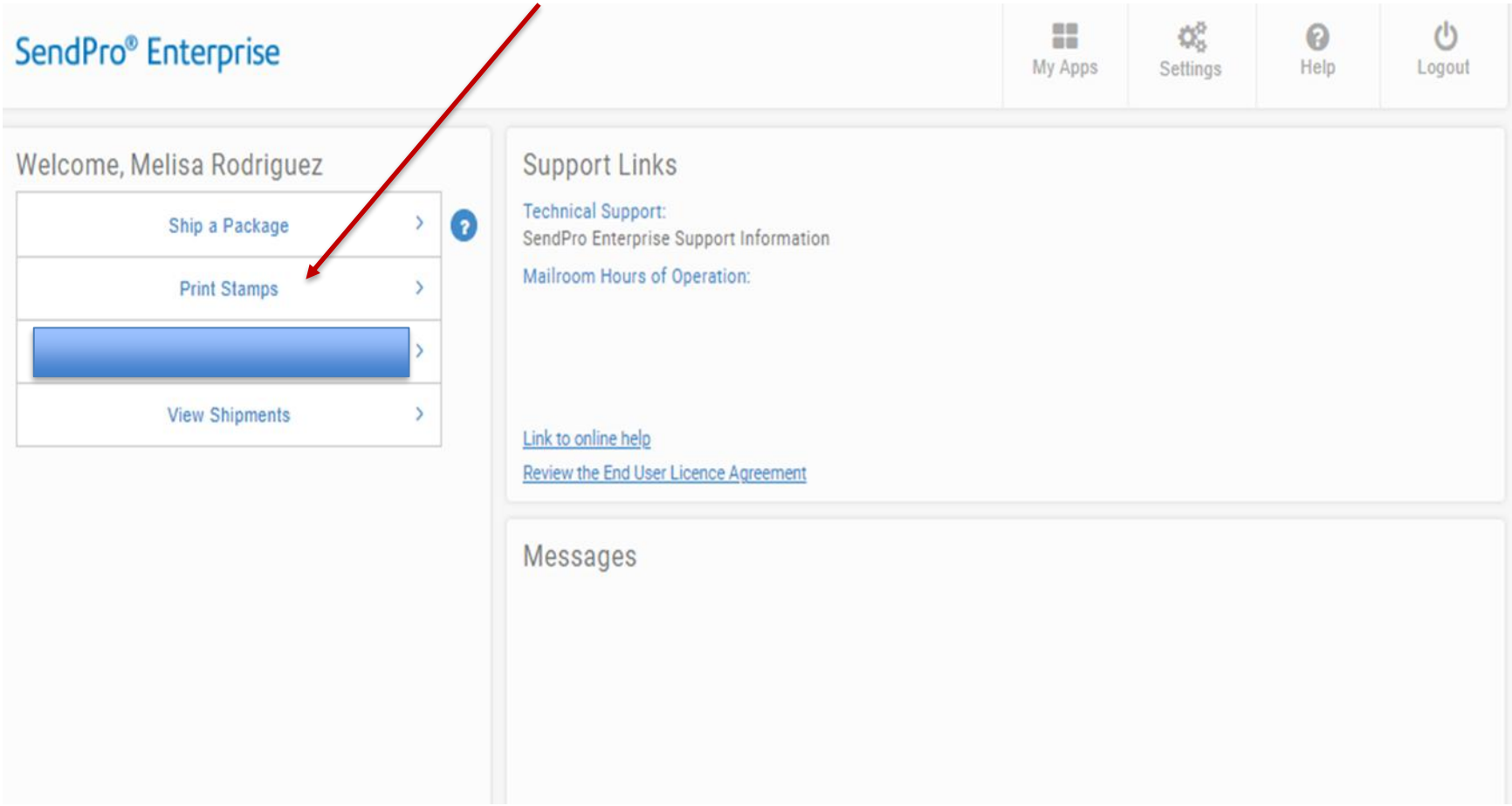
Notes:

- 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.

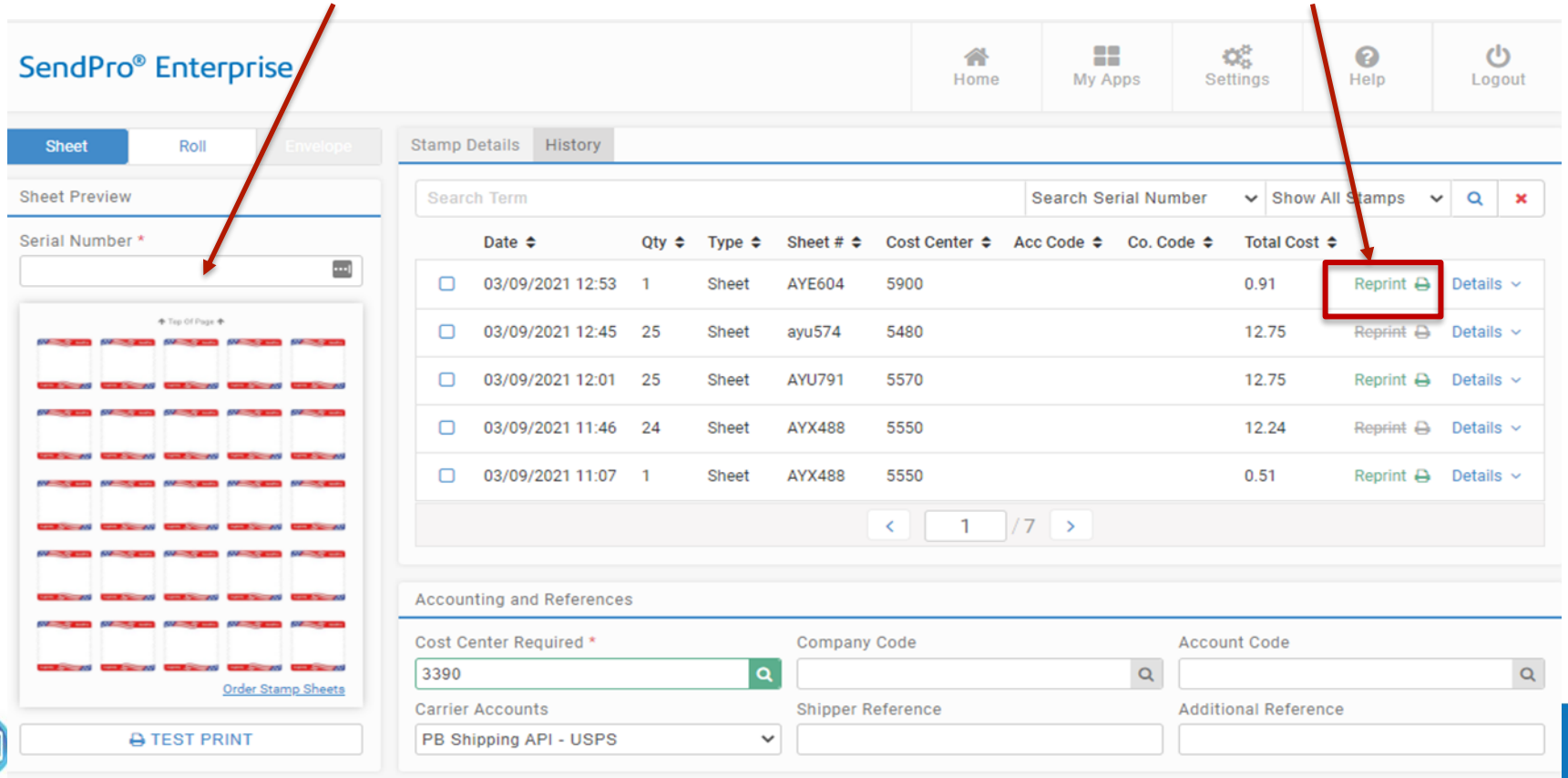


How to re-print stamps

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.

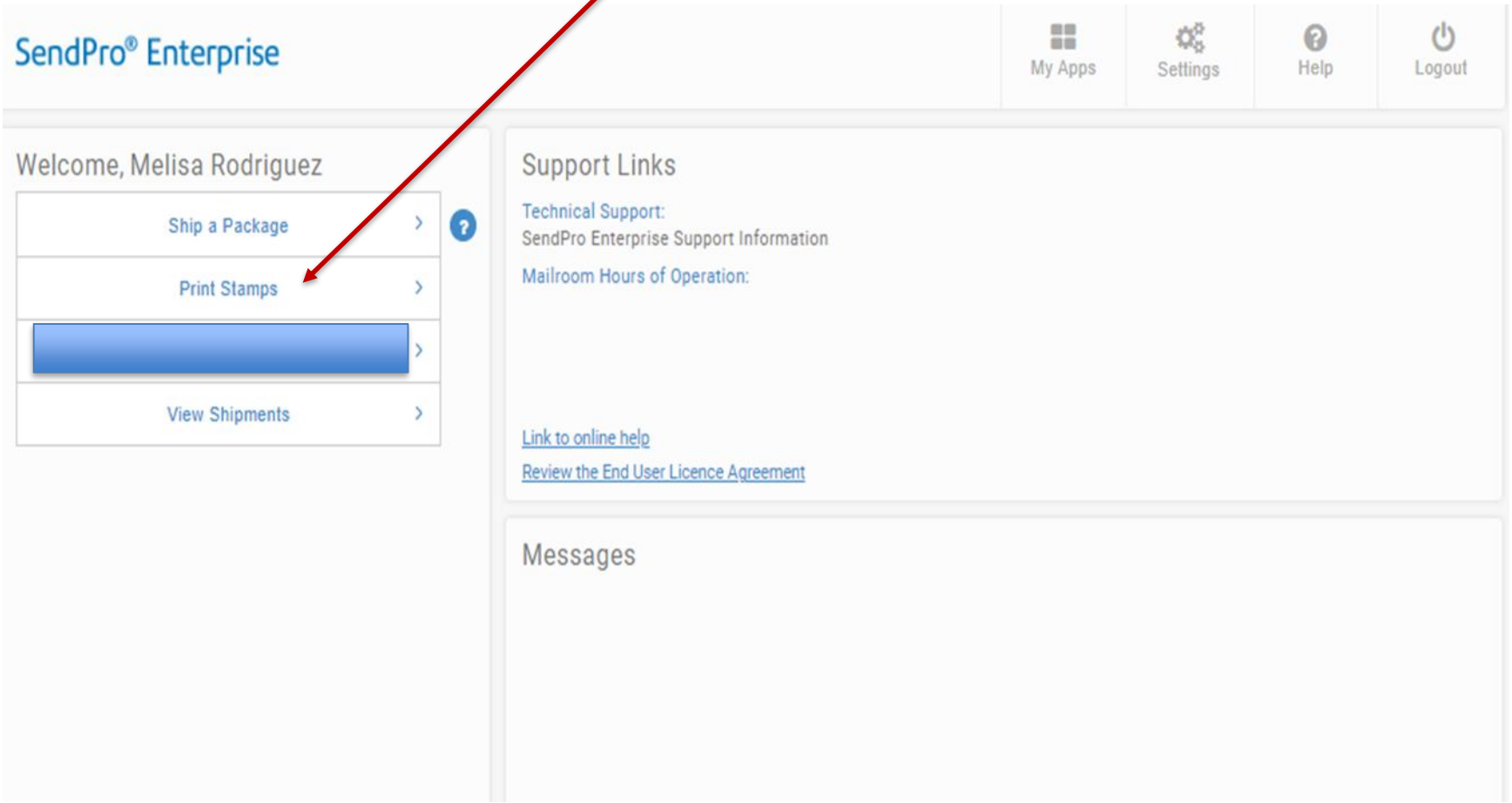
NOTE: Only one reprint of a stamp sheet is permitted by USPS regulations and must be done within 24 hours of the original print. The original sheet must be destroyed.
Read and acknowledge the reprint disclaimer by clicking Confirm.

REPRINT SHEET.



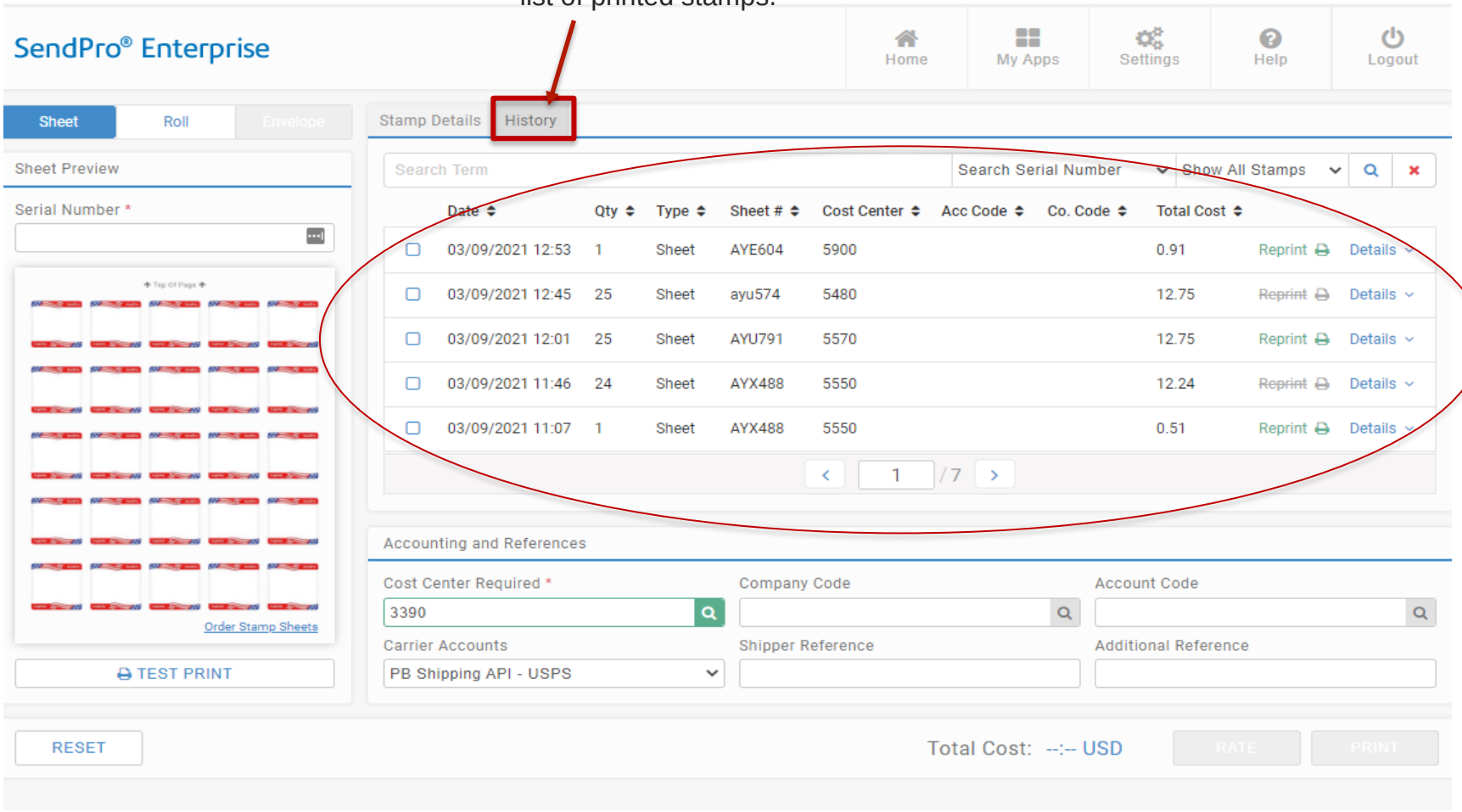
How to view stamp print history

Open the Stamps app. If using the Desktop App, click Print Stamps from the landing page.

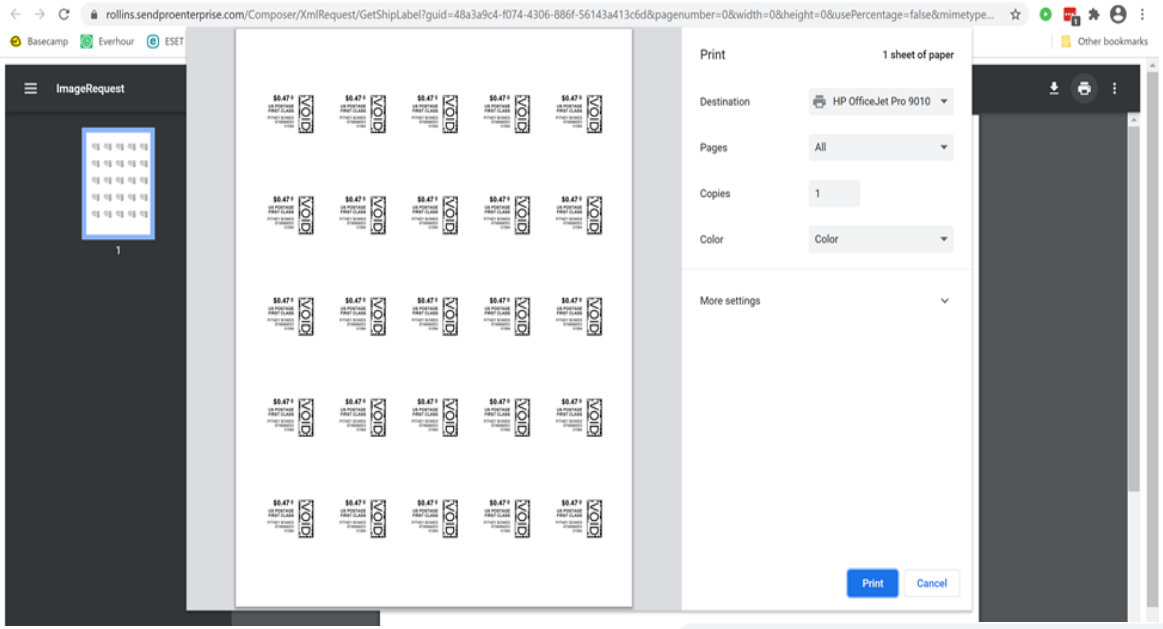


How to view stamp print history

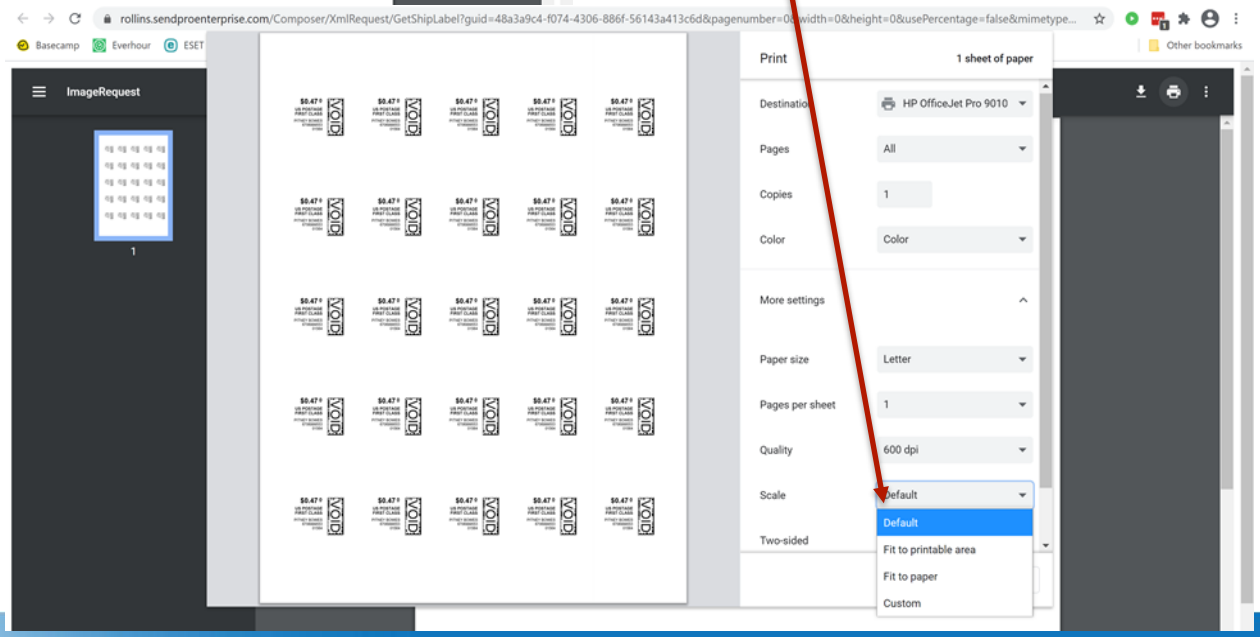
Click on History and you will see the list of printed stamps.



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**.

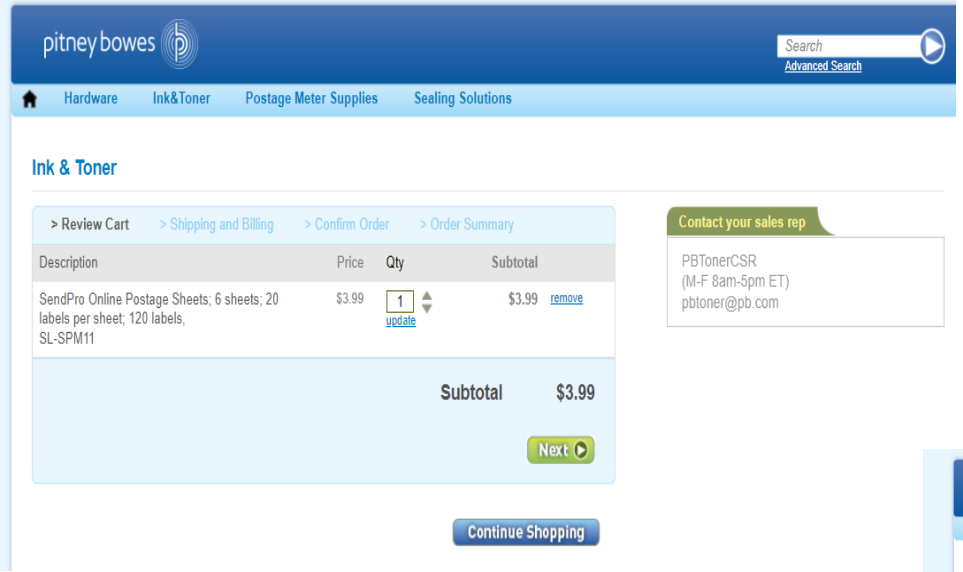


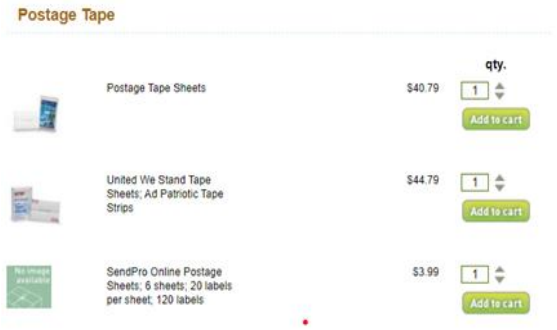
If the user is having a difficult time controlling what print tray their printer feeds from, they need to do the following:

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.

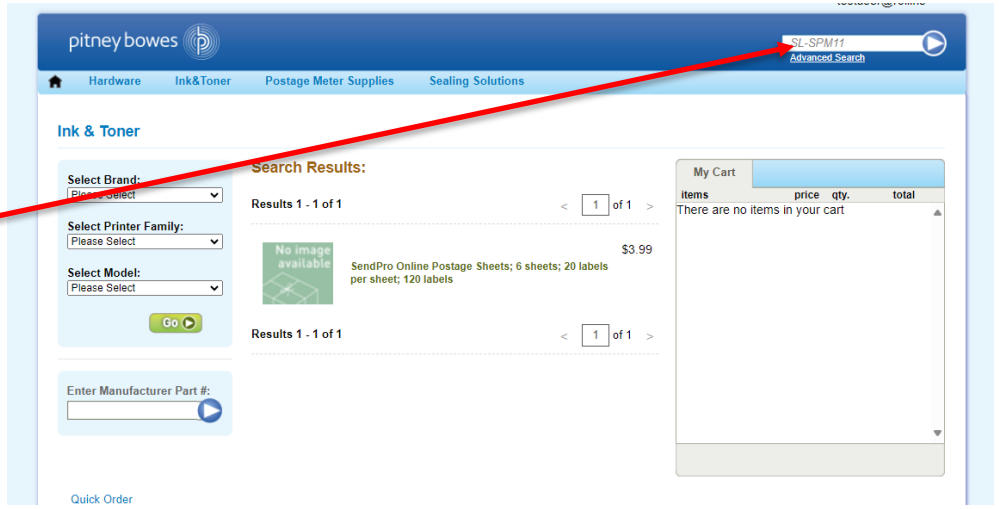
Rollins- Ordering Stamp Sheets

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



Rollins – Ordering Supplies- Labels, Boxes, & Scales

Ordering Supplies – This can be done through Rollins Marketplace. 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:

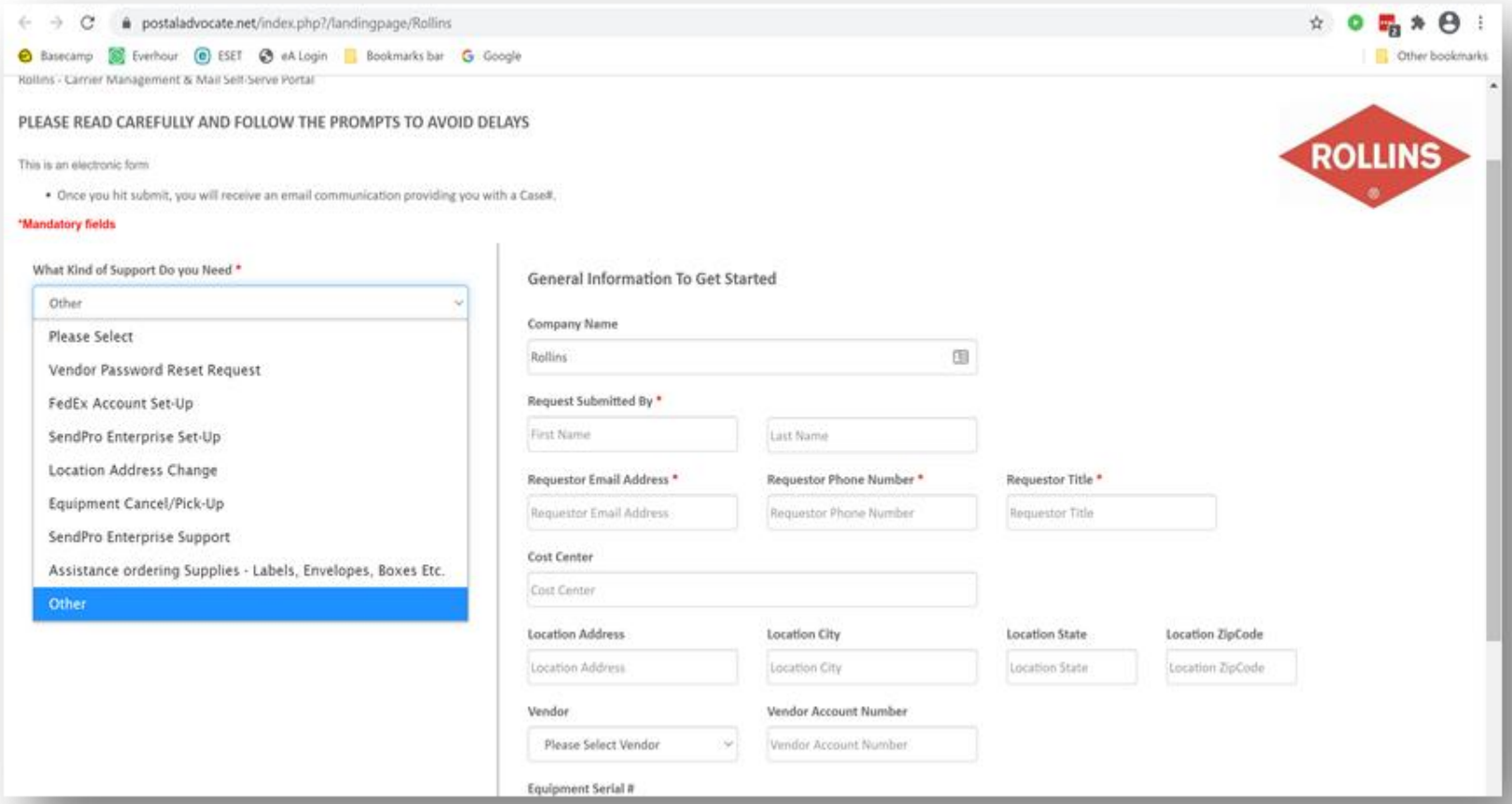
- DYMO® M5 Digital Postal Scale Item # 780117 – 5 LB
- DYMO® M25 Digital Postal Scale Item # 780153 – 25 LB

Boxes - order supplies for FedEx and USPS through PB.com

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.



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