



SendPro® Enterprise

TRAINING



What is SendPro Enterprise?

Send Pro enterprise is a multi carrier shipping software application that helps organizations streamline their shipping operations by refining cost management and it helps users discover savings opportunities when shipping by allowing them to rate shop for the best shipping option at the best negotiated discounted rate.

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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/Branch Manager 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

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.

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 Phone Number * Requestor Title *

Requestor Email Address Requestor Phone Number Requestor Title

Cost Center
Cost Center

Location Address Location City Location State Location ZipCode

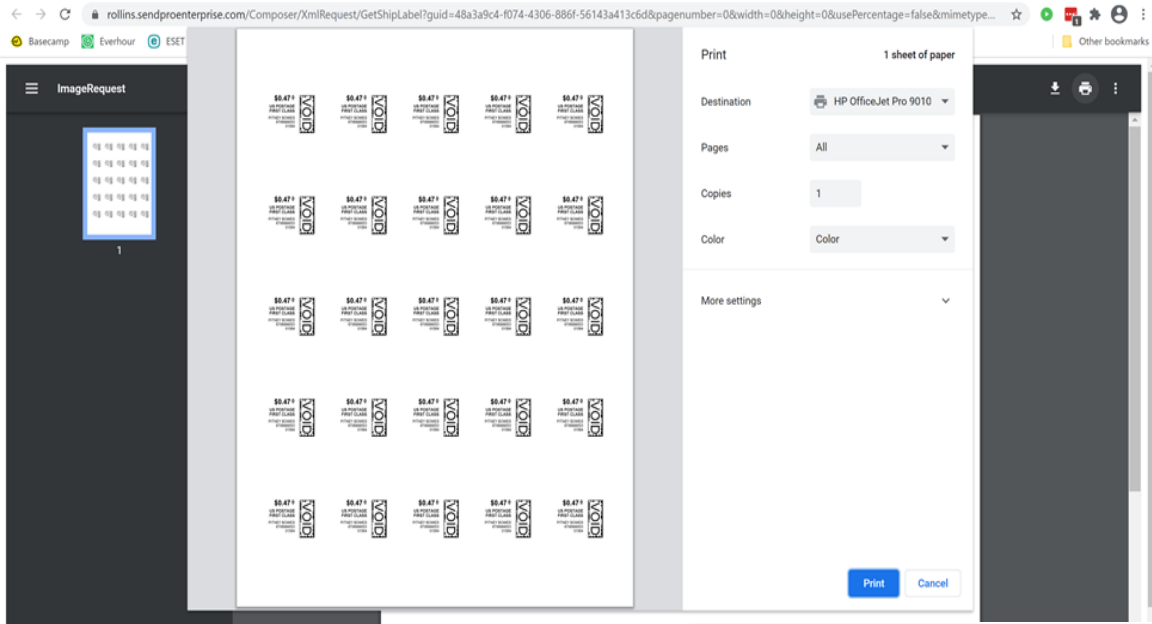
Location Address Location City Location State Location ZipCode

Vendor Vendor Account Number

Please Select Vendor Vendor Account Number

Equipment Serial #

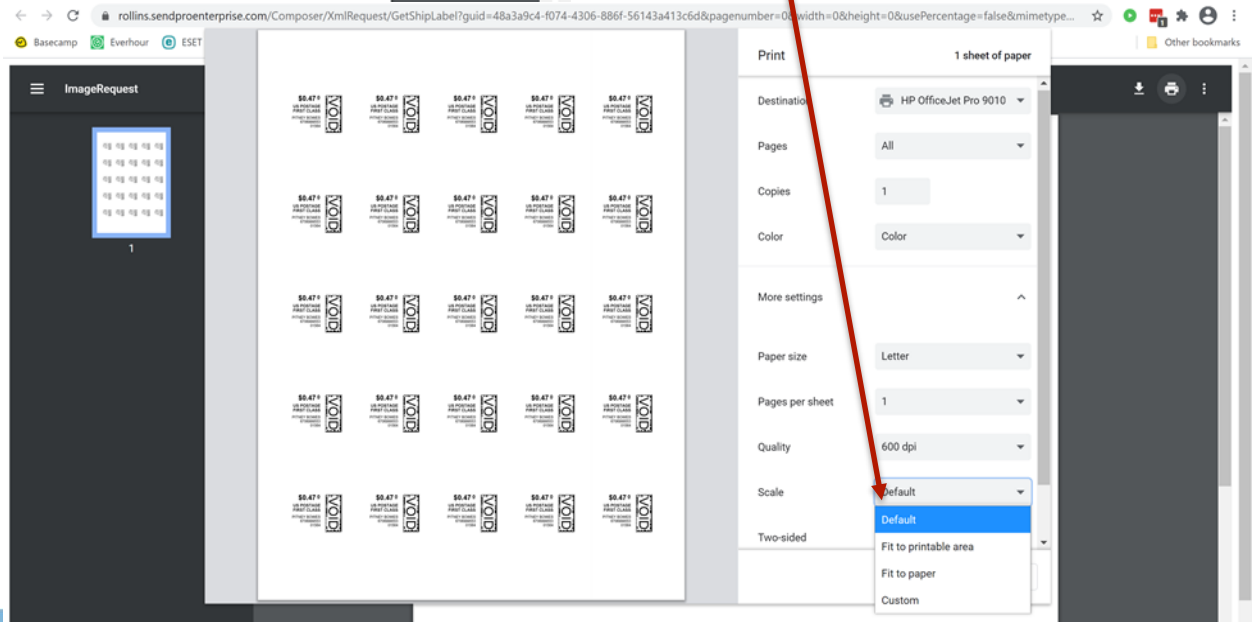
How to Align the Printer correctly to print stamps



- **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

pitney bowes

Search Advanced Search

Hardware Ink&Toner Postage Meter Supplies Sealing Solutions

Ink & Toner

> Review Cart > Shipping and Billing > Confirm Order > Order Summary

Description	Price	Qty	Subtotal
SendPro Online Postage Sheets; 6 sheets; 20 labels per sheet; 120 labels, SL-SPM11	\$3.99	1	\$3.99
Subtotal			\$3.99

Contact your sales rep

PBTonerCSR
(M-F 8am-5pm ET)
pbtoner@pb.com

Next

Continue Shopping

Postage Tape

Postage Tape Sheets	\$40.79	1	Add to cart
United We Stand Tape Sheets; Ad Patrotic Tape Strips	\$44.79	1	Add to cart
SendPro Online Postage Sheets; 6 sheets; 20 labels per sheet; 120 labels	\$3.99	1	Add to cart

pitney bowes

SL-SPM11 Advanced Search

Hardware Ink&Toner Postage Meter Supplies Sealing Solutions

Ink & Toner

Select Brand: [Please Select]

Select Printer Family: [Please Select]

Select Model: [Please Select]

Go

Enter Manufacturer Part #: []

Search Results:

Results 1 - 1 of 1

No image available	SendPro Online Postage Sheets; 6 sheets; 20 labels per sheet; 120 labels	\$3.99
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Results 1 - 1 of 1

My Cart

items	price	qty.	total
There are no items in your cart			

Quick Order

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



ANY
QUESTIONS?

