



**ST-77  
Revised Rate-Pak™ Update**

Dear Valued Neopost Customer,

Enclosed with this letter you will find your 2008 FedEx & UPS Rate Change revised rate card which when installed, will update your ST-77 scale to the newest rates as defined by FedEx and UPS. The revised rate change software provides you with:

- The new UPS small package Daily and Retail rates **effective December 31, 2007**. For complete details of the changes including UPS Ground, Air and International express rates, surcharges and UPS Hundredweight rates please check the UPS website at [www.ups.com](http://www.ups.com)
- The new FedEx rates will change **effective January 7, 2008**. For complete details on the changes to the Express package and freight rates along with the U.S. import rates please visit the FedEx website at: <http://www.FedEx.com/us/rates2008/ratechanges.html>

Installing your new rates is a simple process that should take less than five minutes. Before installing the new rates, please review the enclosed installation instructions (steps 1-6). After the new Rate-Pak is installed, please return the old Rate-Pak in the prepaid, self addressed padded envelope that arrived with this letter (step 7)

Please note: it is the sole responsibility of the customer to install and verify that the rates are properly installed. Neopost Inc will not be liable for rates that were not verified or installed properly.

Should you have any administrative or technical questions concerning this 2008 FedEx and UPS rate change you can contact Neopost as described below.

- Please try visiting our website web site at <http://www.neopostinc.com/support/ups-fedex-rate-change.html> or <http://www.neopostinc.com> for complete rate change information
- When contacting us, please have your product model number, product serial number and your customer number available so that our representatives can assist you in an efficient manner.
- If you received this Rate Change Software in error. Return the contents of this rate package to Neopost Inc, Hayward. Please include the Sales Order # on the outside of the envelope.
- Please contact by telephone, fax or email us at:

**Customer Service (Order / Billing / General Rate Change questions)**

Monday to Friday: 7:00 AM to 7:00PM (Central Time)

Phone: (800) 934.2257

Fax: (510) 429.6721

Email: [NeopostRateChange@neopostinc.com](mailto:NeopostRateChange@neopostinc.com)

**Technical Services (Rate Change Installation/ Equipment questions)**

Monday to Friday: 7:00 AM to 7:00PM (Central Time)

Phone: (800) 259.2678




Fax: (972) 241.9355

Email: [support@neopostinc.com](mailto:support@neopostinc.com)

We appreciate being your mailing system provider of choice and look forward to a long business relationship.

Sincerely,  
**The Neopost Rate Change Team**

## ST-77 Scale - Rate Pak Installation – FedEx & UPS 08

Step	Action / Comments	
1	Turn the scale's power switch, located on the right side of the scale, to the "OFF" position.  <b>Note:</b> If the Rate-Pak is removed from or installed in the scale with the power "ON", severe damage may occur to the scale.	
2	Open the Rate-Pak cover from the side of the scale.	
3	Remove the Rate-Pak from the scale.	
4	Install the new Rate-Pak. The Rate-Pak is designed to fit in only one direction.  Rate-Pak software version: 2.90	
5	Close the Rate-Pak cover.	
6	The new rates have been successfully loaded and your scale modified to support new rates and mail classes. Turn the scale's power switch to the "On" position.	
7	After the new Rate-Pak is installed, <b>please return the old Rate-Pak</b> in the prepaid, self addressed padded envelope that arrived with this letter.	