



SM26 Rate-Pak™ Module Update

Dear Valued Neopost Customer,

Effective May 12, 2008, the United States Postal Service will be changing their mailing rates. Enclosed with this letter you will find your rate and structure Rate-Pak™, which when installed, will update your SM26 scale to provide you with the latest supported USPS rates.

Please do not install your 2008 rates until May 12th. 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 1-14). After the new Rate-Pak™ Module is installed, please return the old Rate-Pak™ Module in the prepaid, self addressed padded envelope that arrived with this letter.

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 Rate Change you can contact Neopost as described below.

- Please try visiting our website web site at <http://www.neopostinc.com> for complete rate change information, including access to new USPS mail classes and impact on your scale.
- 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

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

For more information on the rate change please see the USPS web site at www.usps.com.


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

Sincerely,

The Neopost Rate Change Team

Model: SM26 – Rate-Pak™ Module Update – May 2008

SM26 Scale – Rate-Pak™ Module Installation Procedure: Rev USPS 2008

Step	Action / Comments	
1	Ensure the power to the machine is turned ON.	
2	Ensure that the machine is in the " READY " mode.	
3	Press the " SET " key. The base displays " SUPERVISOR PIN ".	
4	Enter the Supervisor Pin " 9430 ". The base displays " SET-UP MODE, SELECT >>>/FCN. "	
5	Press the left arrow keys " <<< " until the base displays " LOAD RATE PAC ".	
6	Install the new Rate-Pak™ in the connector located on the front of the base (refer to the illustration). If an Ad Pak™ is present, remove the Ad Pak™ prior to installing the Rate-Pak™ .	
7	Press the " RST " key, the base displays " INSERT PACK AND PRESS ENTER ".	
8	Press the " ENT " key, the base displays the software version to be installed " SCALE US0805 ".	
9	Press the " ENT " key to load the new rates. The base momentarily displays " PLEASE WAIT ", then the display flashes until the rate update is complete.	
10	At the completion of the rate update, the base displays " SM26, PRESS CLR TO USE ".	
11	Press the " CLR " key to return to the USER MODE	
12	Remove Rate-Pak™ memory card from base.	
13	The new rates have been successfully loaded and your scale modified to support new rates and mail classes. Verify operation of the new Rate-Pak™ module by processing a transaction.	
14	<p>Please return the old Rate-Pak™ in the prepaid, self addressed padded envelope that arrived with this letter.</p> <p><i>NOTE: To avoid a \$175.00 charge (in addition to the purchase price of the new rate change), the old Rate-Pak™ module must be returned to the Neopost Distribution Center address within 30 days after the effective date of the rate change.</i></p>	