



## ST-77 Rate-Pak™ Update

Dear Valued Neopost Customer,

Effective May 12, 2008, the United States Postal Service will be changing the mailing rates. Enclosed with this letter you will find your rate and structure Rate-Pak™, which when installed, will update your ST-77 scale to provide you with the latest supported USPS rates.

Please do not install your 2008 rates until May 12<sup>th</sup>. 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 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](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)

For more information on the rate change please see the USPS web site at [www.usps.com](http://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: ST-77 – Rate-Pak™ Update – May 2008**

## ST-77 Scale – Rate-Pak™ Installation Procedure: Rev USPS08

Step	Action / Comments
1	Turn the scale's power switch, located on the rear 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™ cover from the scale. 
4	Install the new Rate-Pak™. The Rate-Pak™ is designed to fit in only one direction.  Rate-Pak software version: 2.91 
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.