

# UPS and FedEx Rate Change, Effective January 1, 2007



neopost 

## "ST-77" TERMINAL UPDATE

**Prior To Installing The UPS/FedEx Rate Change, Please Review All The Enclosed Material.**

Enclosed is the Rate Change Pak for the January 1, 2007 UPS and FedEx rate changes. Our records indicate that you have a Neopost scale that may be impacted by this rate update. If you do not require this update, please return it to the address listed below and indicate the reason for return. If you have a Neopost Rate Change Protection contract, there will be no charge for this update. If you did not elect to purchase a contract, you will be invoiced \$225 for the Rate Change.

Before installing the new rates please review the enclosed installation instructions. Detailed Rate-Pak™ installation procedures can be viewed on our website at:

<http://www.neopostinc.com> , click on **UPS/FedEx Rate Change 2007** then **Installation**

### THIS UPDATE INCLUDES THE FOLLOWING CARRIER CHANGES

For more details regarding this carrier rate change, visit our website

#### **Carrier and Software Changes:**

- UPS Domestic & International Rates for UPS services have increased if this carrier option is enabled.
- FedEx Domestic & International Rates for FedEx services have increased if this carrier option is enabled.
- The version of the software has been updated to "**NE.26**", "**A.97**" or "**B.97**" depending on model.

#### **Rate-Pak™ Return:**

**Return the old Rate-Pak™ module** in the prepaid padded envelope. If you do not have the envelope, please substitute an ordinary padded envelope and address it to:

**Neopost Inc.  
4650 Hickory Hill Rd  
Memphis TN 38141-6815**

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.

NOTE: It is the responsibility of the customer to install and verify that the rates on the Rate-Pak™ were properly installed. Neopost, Inc. will not be held liable for rates that were not verified or installed correctly.

### RATE CHANGE SUPPORT

If you have administrative or technical questions concerning the January 1, 2007 rate change you can contact Neopost as described below. Please follow the steps as outlined here, to help us provide you with a quick solution.

- Please! Before anything else, read this instruction sheet thoroughly!!
- If you have Internet access, also try visiting our website at <http://www.neopostinc.com> . If you want to request a service call on-line, click the "**Support**" tab, click on Customer Support, then select "**Service Request**" and follow the prompts.
- If you find that you need to call, fax, or e-mail us, please try to have any or all of the following available when our operator requests them: **product model number**, **Rate-Pak™ serial number** and your **Neopost customer number**. We can still help you even if you don't have any of them, but it may take a little longer.

#### **Customer Support (Order / Billing / Rate Change questions):**

Monday to Friday, **6:00 AM to 5:00 PM Pacific Time**

Phone: (800) 827.4543

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

#### **Technical Services (Installation problems):**

Monday to Friday, **5:00 AM to 5:00 PM Pacific Time**

Phone: (800) 259.2678

Fax: (972) 241.9355

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



## Rate Installation Instructions

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Step	Action / Comments	
1	Turn the scale's power switch, located on the 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.	
5	Close the Rate-Pak™ cover.	
6	Turn the scales power switch to the "On" position.	
7	Process a transaction to verify operation of the new Rate-Pak™.	

The new rates have been successfully loaded.