



SM26
May 2009 RatePak™ Module Update

Dear Valued Neopost Customer,

Effective May 11, 2009, the United States Postal Service will be changing their mailing rates. Enclosed with this letter you will find a RatePak™ Module, which when installed, will update your SM26 scale to provide you with the latest supported USPS rates.

Please do not install the new rates until the effective date in May. Installing the 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 1-13). After the new RatePak™ Module is installed, return the old RatePak™ Module in the prepaid, self-addressed padded envelope that arrived with this letter (step 14).

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 the May 2009 Rate Change, contact Neopost as described below. Please follow the steps as outlined within this document to help us provide you with a quick solution.

- Visit our website at: <http://www.neopostinc.com/ratechange> or the Knowledgebase for complete rate change information.
- When contacting us, please have your product model number, serial number and your customer number available so that our representatives can efficiently assist you.
- To contact us by telephone, fax or email:

Rate Change Customer Service (Rate Change /Ordering / Billing Questions)

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

Phone: (800) 934-2257

Fax: (972) 620-4328

Email: NeopostRateChange@neopost.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@neopost.com.

For more information on the rate change please see the USPS website at:
www.usps.com/prices.

SM26 Scale – RatePak™ Module Installation Procedure: May 2009

Step	Action
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 will display, SUPERVISOR PIN . - Enter the Supervisor Pin, 9430 .
4	The base will display, SETUP MODE, SELECT >>>/FCN .
5	Press the left arrow keys '<<<' until the base displays, LOAD RATE PAC .
6	<div data-bbox="245 785 1023 961"> <p>Install the new RatePak™ in the connector located on the front of the base.</p> <p>If an Ad Pak™ is present, remove the Ad Pak™ prior to installing the RatePak™.</p> </div> 
7	Press the ' RST ' key. The base will display, INSERT PACK AND PRESS ENTER . - Press the ' ENT ' key.
8	The base will display the rate software version to be installed: SCALE US0905E .
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 the RatePak™ Module from base.
13	The new rates have been successfully loaded. Verify the operation of the new RatePak™ Module by processing a transaction.
14	Please return the old RatePak™ Module in the prepaid, self-addressed padded envelope.