



**ST-77
May 2009 Rate Module Update**

Dear Valued Neopost Customer,

Effective May 11, 2009, the United States Postal Service® will be changing their rates. Enclosed with this letter you will find your rate module, which when installed, will update your ST-77 scale to provide you with the latest supported USPS rates.

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 – 6). After the new rate module is installed, please return the old rate module 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 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)

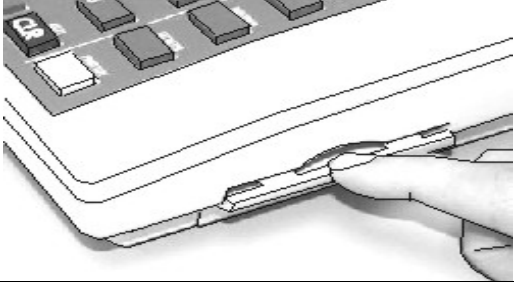

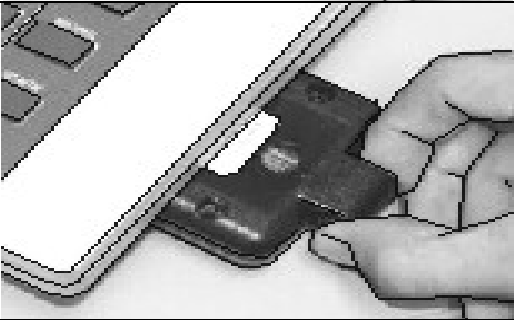
Phone: (800) 259-2678

Fax: (972) 241-9355

Email: support@neopost.com

For more information on the rate change, please see the USPS web site at:
<http://www.usps.com/prices>.

ST-77 Scale - Rate Pak Installation Procedure: USPS May 2009

Step	Action	Figure
1	<p>Turn the scale's power switch, located at the back of the scale, to the OFF position.</p> <p>Note: If the rate module is removed from or installed in the scale with the power on, severe damage may occur to the scale.</p>	
2	<p>Open the rate module cover from the side of the scale.</p>	
3	<p>Remove the rate module from the scale.</p>	
4	<p>Install the new rate module. The rate module is designed to fit in only one direction.</p> <p>Rate module software version: 2.93</p>	
5	<p>Close the rate module cover.</p>	
6	<p>The new rates have been successfully loaded. Turn the scale's power switch to the ON position.</p>	
7	<p>After the new rate module is installed, please return the old rate module in the prepaid, self addressed padded envelope.</p>	