



MODEL ST77 TERMINAL UPDATE

UPS / FedEx RATE CHANGE

EFFECTIVE January 3, 2005

Enclosed is the Rate Change Rate-Pak™ for the January 3, 2005 UPS / FedEx Rate change. Before installing it please review the enclosed installation instructions. Information about the January 3, 2005 Rate Change can also be viewed at our web site at <http://www.neopostinc.com/sup/rch000.html>. In case of trouble, see the back of this sheet for Administrative Assistance and Technical Support phone numbers.

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

NOTE: It is the sole 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-Pak™ INSTALLATION INSTRUCTIONS

The effective date of this rate change is January 3, 2005. Perform the following procedures on or after the effective date to install the rates into your shipping system. This update only affects customers using the UPS / FedEx rates.

1. **Turn off the power to the terminal.** The switch is on the right side of the ST77 Terminal. NOTE: **Severe damage** to the terminal and/or the Rate-Pak™ module can result from removing or inserting the module with the power ON.
2. **Remove the rate module cover** from the right side of the terminal.
3. **Remove the Rate-Pak™ module.** It pulls straight out and disconnects, much like unplugging a cord from a wall outlet. If it sticks, rock it gently left-to-right to help free the connector.
4. **Insert the new Rate-Pak™ module** in place of the old one. It will only go in right side up, with the barcode label up and the Neopost logo label down. If you have trouble inserting it, check that it isn't upside down. When it's right the connector mates up snugly and the module is held in place firmly.
5. **Replace the Rate-Pak™ module cover.**
6. **Turn the power back on.**
7. **Verify operation of the new Rate-Pak™ module** by processing a transaction. Refer to the next page and the carrier rate charts to verify new Rates / Services or Fees.
8. **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:

**Mailroom Services, 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.

THIS UPDATE INCLUDES THE FOLLOWING CARRIER CHANGES

For more details regarding this carrier rate change, visit our website at <http://www.neopostinc.com/sup/rch000.html> or contact the carrier for additional information

UPS Changes:

- Next Day Air® Commercial/Residential (Letter and Package) rates have increased
- 2nd Day Air® Commercial/Residential (Letter and Package) rates have increased
- 3 Day Select® Commercial/Residential rates have increased
- Ground Commercial/Residential rates have increased
- International changes
- Residential surcharge changes
- Declared Value Changes

FedEx Changes:

- Priority Overnight Commercial/Residential (Letter and Package) rates have increased
- Standard Overnight Commercial/Residential (Letter and Package) rates have increased
- Economy 2 Day package (Commercial and Residential) rates have increased
- Declared Value Changes

Other Changes:

- Support for Neopost Model 9943 inkjet printer (Lexmark 2400 series printer)

RATE CHANGE SUPPORT

If you have administrative or technical questions concerning the January 3, 2005 rate change you can contact Neopost as described below. If you will follow the steps as outlined here, you can help us to help you as quickly and conveniently as it can be done!

- Please! Before anything else, read this instruction sheet thoroughly!!
- If you have Internet access, also try visiting our website at <http://www.neopostinc.com/sup/rch000.html>. *If you want to request a service call on-line, click the "SUPPORT" tab, 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 will take a little longer.*

Administrative Questions : For general questions, and for all questions about shipping, billing, serial numbers, etc:

- CALL **800-934-2257**, Monday through Friday from **6:00 AM to 5:00 PM Pacific Time**, **or**
- FAX a detailed statement of your question to **510-429-6721** - send at any time*

Technical Support : For strictly **technical** questions (those that relate to the way the equipment functions), you may:

- CALL **800-259-2678 (option 4)** Monday through Friday, **7:00 AM to 7:00 PM Central Time**, **or**
- FAX a detailed description of your problem to **972-241-9355** - send at any time* - **or**
- E-MAIL to **support@neopostinc.com** - send at any time*

If you aren't sure if your question is "Technical" or not, please call Administrative Support first – they can re-route you to Technical Support later if necessary.

* NOTE: Faxes and e-mail can be sent to us 24/7. They will be read and acted on during business hours – usually that will coincide with the Phone hours listed above for each department.