

## **FOR IMMEDIATE RELEASE**

Contact: Joan Buckley-Dion  
Gray & Rice Public Relations  
617.367.0100, ext. 106  
jbdion@gr2000.com

### **Neopost Eases Mailroom Frustrations As Postage Rates Increase**

Neopost Inc. ([www.neopostinc.com](http://www.neopostinc.com)), a US subsidiary of the Neopost Group, a worldwide leading provider of mailing, addressing, document handling and logistics systems, announced today that it is providing its customers with the best possible support to help them through the latest postal rate increase, which goes into effect June 30, 2002. Neopost is providing complete information on the rate change, new rate paks and support for installation – easing mailroom frustrations.

Every business across the country will be required to update its postal scale or risk having its company mail returned. To prepare for the rate change, Neopost and other mail vendors must ship rate paks to their customers. Under Neopost's Rate Change Protection program, customers receive the rate paks, automatically and at no charge. These paks will be inserted into customers' postal scales and will automatically update with the new rates. Installations of these paks are simple and user-friendly. However, the installation and the rate change itself often lead to confusion for customers, who flood the vendors' call centers asking for help.

“It is our job to minimize the impact postal rate changes can have on organizations. It is critical to our customers that mailroom operations are not interrupted in any way,” said Neopost CEO Anthony Adkins. “Anyone can click onto our rate change support link on our website or call our toll-free number (1.800.NEOPOST) to get details about the rate increase or personalized assistance with inserting the new rate pak. This is an example of the quality customer service Neopost has given its customers for more than 70 years.”

In keeping with its commitment to providing quality customer service, for the three peak weeks of customer calls beginning June 10, every Neopost employee, including CEO Anthony Adkins, will take part in fielding the anticipated flurry of calls. They will offer assistance with replacing the rate pak or provide information about the rate change.

In anticipation of customer questions or concerns about rate-change related issues that may arise, during non-work hours, Neopost has created a special link on its website ([www.neopostinc.com/ratechange](http://www.neopostinc.com/ratechange)). The ‘frequently asked questions’ section provides details about the rate change, and a downloadable zone chart that details the zones from a selected zip code through a direct link to the United States Postal Service Web site.

## **About Neopost**

Neopost Inc. is a subsidiary of the Neopost Group, the second largest provider of mailing, addressing, document handling and logistics systems worldwide. Neopost's products are sold in 70 countries, with primary operations in the world's top mailing markets including the United States, Canada, France, and the United Kingdom.

Neopost Inc. is headquartered in Hayward, CA, where the North American corporate offices, customer service, and product development departments are located. Local sales and support are available throughout North America.

Neopost's innovations include the first electronic postage meter, the first postage meter and scale system providing automatic meter setting from the scale, and the first compact desktop folder inserter. Other innovations include Neopost's No Deposit Postage-On-Call®, the first remote meter resetting system not requiring prepayments; and the Neopost Price Protection Program®, which guarantees a fixed cost for the life of the contract and provides one monthly or quarterly payment. Neopost's unique Load 'N Go mode, featured in its SI68 and SI72 folder inserters, automatically detects which feeders have paper, then adjusts settings such as fold type, fold length, envelope size, paper length and paper thickness. Load 'N Go virtually eliminates operator adjustments and the need to program every job. Most recently, Neopost introduced the IJ25, the first stand-alone digital postage meter to comply with the United States Postal Service's Information-Based Indicia Program (IBIP) for simultaneous metering and barcode generation.

Neopost's history dates back to the 1920s when the organization's founders introduced the first postage meters in Europe. Over the years, the company has continued to serve as a leader in the design and manufacture of modular mailing systems, addressing systems, postage meters, electronic postage scales, and e-postage products.

Neopost is located online at [www.neopostinc.com](http://www.neopostinc.com).

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