



## **SE-37, SE-57, & SE-67 Rate-Pak™ Update**

Dear Valued Neopost Customer,

Effective May 14, 2007, the United States Postal Service will be changing their mailing rates. Enclosed with this letter you will find your rate and structure Rate-Pak, which when installed, will update your SE-37, SE-57, & SE-67 scale to provide you with the latest supported USPS rates.

Please do not install your 2007 rates until May 14<sup>th</sup>. Installing your 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 1-9). After the new Rate-Pak is installed, please return the old Rate-Pak in the prepaid, self addressed padded envelope that arrived with this letter (step 10)

Your **SE-37, SE-57, & SE-67** Rate-Pak™ software includes enhanced software to support the new shape based First Class Letter, Flat and Package rates. The new "First Class" rates can be accessed under a new "1st FLT PRCL" key. We enclosed a label to place on your scale keyboard overlay to identify the new mail class keys. For more information on Shape Based Pricing, a First Class Rate chart and the impact of this rate change on your scale, please check out our shape based web site.

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 this 2007 Rate Change you can contact Neopost as described below.

- Please try visiting our website web site at <http://www.neopostinc.com> for complete rate change information, including access to new USPS mail classes.
- When contacting us, please have your product model number, product serial number and your customer number available so that our representatives can assist you in an efficient manner.
- If you received this Rate Change Software in error. Return the contents of this rate package to Neopost Inc, Hayward. Please include the Sales Order # on the outside of the envelope.
- Please contact by telephone, fax or email us at:

### **Customer Service (Order / Billing / General Rate Change questions)**

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

Phone: (800) 934.2257

Fax: (510) 429.6721

Email: [NeopostRateChange@neopostinc.com](mailto:NeopostRateChange@neopostinc.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

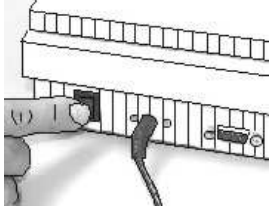
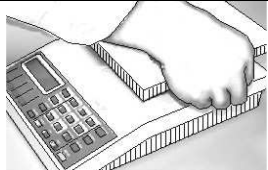

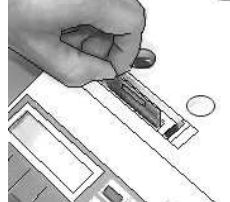
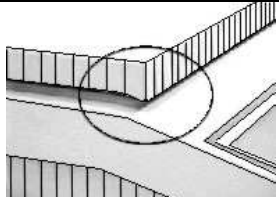
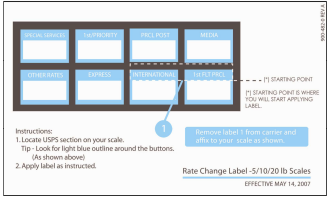
Email: [support@neopostinc.com](mailto:support@neopostinc.com)

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

We appreciate being your mailing system provider of choice and look forward to a long business relationship.

Sincerely, The Neopost Rate Change Team

## SE-37, SE-57 & SE-67 Scale - Rate-Pak™ Installation Procedure: Rev USPS07

Step	Action / Comments	
1	Turn the scale's power switch, located on the rear 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	Remove the scale platter.	
3	Remove the Rate-Pak cover from the top of the scale.	
4	Remove the Rate-Pak from the scale.	
5	Install the new Rate-Pak. The Rate-Pak is designed to fit in only one direction. Rate module software version: SE37/57/67 - AB.98 or SE37/57/67 EC - NE.27	
6	Reattach the Rate-Pak cover.	
7	Reattach the platter.  <b>Note:</b> Make sure the platter has the curved edge facing forward – as shown.	
8	Attach the keyboard label over the new rate keys.  <b>Note:</b> Make sure the label is placed above the correct key. The label card is designed as a template to show you the location within the keyboard for the label.	
9	The new rates have been successfully loaded and your scale modified to support new rates and mail classes. Turn the scale's power switch to the "On" position.	
10	After the new Rate-Pak is installed, <b>please return the old Rate-Pak™</b> in the prepaid, self addressed padded envelope that arrived with this letter.	