

Meter Deactivation Process

1. Withdraw the remaining funds from your meter.

We recommend that you transfer the remaining postage in your meter into your Postage by Phone account. This insures that your funds will be available to fill your replacement meter immediately.

If you don't want to transfer your meter's postage, you can:
 1. Use up all the remaining postage before returning it; or
 2. Print your entire postage balance on a tape sheet and present it at your local Post Office for a 90% refund.

If for some reason you can't withdraw your remaining funds using any of these methods then start at Step 2 of this guide. Pitney Bowes will transfer your funds into your Postage by Phone account within 6-10 days of receiving you meter.

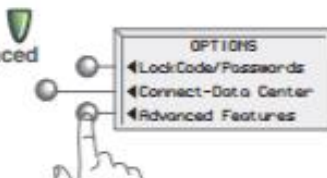
A. As you normally would for a postage refill, connect your meter to an analog phone line or Local Area Network (LAN).

B. Press **Options** on your meter keypad.

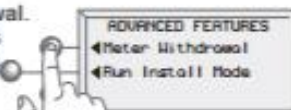
Options



C. Press **Page Down** twice. Select **Advanced Features**.



D. Select **Meter Withdrawal**. You may need to press **Page Down** to see this option.



E. Select **Transfer all funds from Meter to PBP account**.



The postage meter will connect with the Data Center, and the meter screens will let you know the status of the process.

F. When the **FUNDS TRANSFERRED** screen displays, select **OK** and eventually the meter will display **OUT OF SERVICE** No postage can be dispensed. If you see any other message, press Clear and call Pitney Bowes at 1-800-522-0020.

Must be performed by June 30, 2017

Pitney Bowes Model DM100, DM125 and DM200



Pitney Bowes Model DM300, DM400 and DM475



Follow the steps in order.

1 Remove the remaining funds from your meter

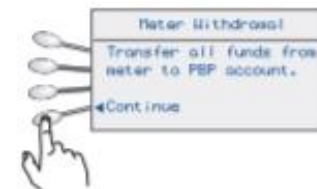
A Press **Menu** and page down to select **Advanced Features**.

B Select **Meter Withdrawal**.

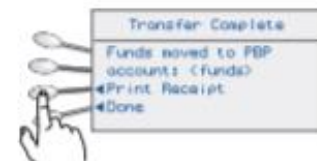


C Select **Continue**.

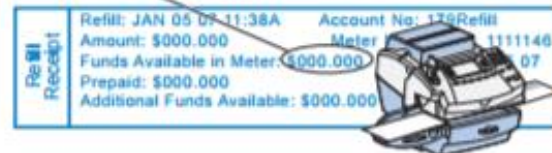
Please wait while meter connects to the Pitney Bowes Data Center. This may take a few minutes.



D If the transfer is complete select **Print Receipt** and follow the prompts.



Your funds should be \$000.00



If you receive a **Transfer Failed** message, press **Skip, Return Home** and call Pitney Bowes at 1-800-522-0020.



Client Validates Completed Request

subject: Order Confirmation - Acme - acm00011, Tukwila WA

Hi John,

We are following up to make sure that the mailing equipment changes below have been completed. Can you please click on the CONFIRM COM or email me at adam.lewenberg@postaladvocate.com if you have any questions.




Thank you for your help with this process!

(Please do not reply to this email and direct your questions to the email address indicated)

Location Information

Acme - acm00011
500 COTTONTAIL LANE
Tukwila, WA 98168
Account No.: 11872214867

CONFIRM COMPLETION

	<u>New Equipment</u>	<u>Equipment Being Returned</u>
Investment	\$100 per month Includes 5LB Scale 48 Month Lease	\$402.33 per month
Vendor	Postage Meter Inc.	Postage Meter Inc.
Models	MM100	MM1000
Summary	Hand Feed - Mid Level Postage Meter	Auto Feed - Mid Level Mailing System
Resources	  	

Next Steps

Delivery- The equipment will be shipped in 1-3 weeks from the time the order is placed.

System Connectivity-Network Connection . Here is a [link](#) with more information.

Installation and Training- This system is self-installable and should be simple to complete. Here is a [link](#) to instructions that should be helpful.

Postage Transfer- Here is a [link](#) with instructions on how to transfer the funds from your old system back to the account.

Equipment Return-The vendor will either pick up the equipment or send you a box and prepaid shipping label to return the unit.

Operator Guide- [link](#)

Mailing Vendor Customer Service:

Postage Meter Inc. - [link](#)

enterprise Advocate
MULTI-LOCATION SYSTEM

Equipment Changes Request Form - Completion Validation




Location Information

Location: acm00011
Acme - acm00011
500 COTTONTAIL LANE
Tukwila, WA 98168
Account No.: 11872214867

First Name: John
Last Name: Jones
Email: john.jones@acme.com
Phone: 555-555-5555
Title: Office Manager

Is the new equipment working and in use? Yes No

Was the old equipment send back? Yes No

	<u>New Equipment</u>	<u>Equipment Being Returned</u>
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Models	MM100	MM1000
Summary	Hand Feed - Mid Level Postage Meter	Auto Feed - Mid Level Mailing System
Resources	  	

Please Enter Comments Below

Thanks for your follow up. Everything went great!

Submit **Reset**

Postal Advocate Will Assist With

- Questions from the Counties.
- Validating all postage got returned.
- Making sure equipment got sent back.
- Assisting with postage accounts billing direct to the counties where requested.
- Mailing vendor billing issues.

Postal Advocate Contact Information

- Project Leader – Doris Tam
 - Doris.tam@postaladvocate.com
 - 888-977-MAIL (6245) x 512

- Backup Contact – Adam Lewenberg
 - Adam.lewenberg@postaladvocate.com
 - 888-977-MAIL (6245) x 501