



## Download Your New Rates

### 1 Prepare to Get New Rates

- a. Connect an analog phone line to your meter as you normally would for a postage refill.

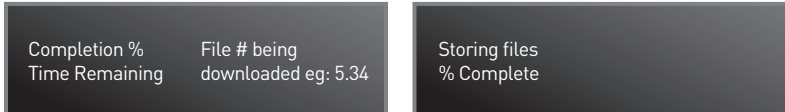
### 2 Connect to Pitney Bowes For a Balance Inquiry

- a. At the Home screen, press the Funds key.
- b. Press the Review (Down) arrow until **“Check amt available to download?”** appears on the screen and press **Enter / yes** to proceed.
- c. Review your account balances and press **Enter / yes**.
- d. When prompted to refill postage press **No** – (Do Not Refill Postage at This Time).

### 3 Request New Rates

- a. When prompted with **“New Software Available – Update?”** press **Enter / yes**

A series of messages will appear on the display:



- b. Follow the on-screen prompts to download your new rates:
  - **“New Rates Effective”** – Press **Enter / yes** to proceed.
  - **“During the Call: Rate Data Installed”** – Press **Enter / yes** to proceed.

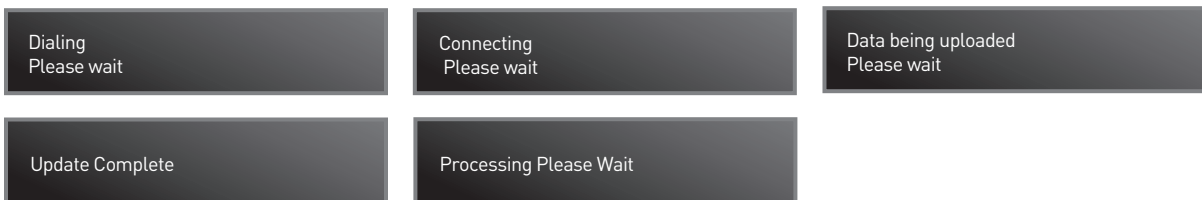
**Very Important!** If you have downloaded your new rates prior to the effective date your system will continue to process mail with current rates. New rates will automatically take effect on the effective date.

### 4 Data Capture Upload

Your system may prompt you to complete Step 4 on the effective date.

- a. If display reads **“Connection Required”** connect meter to analog phone line and press **Enter / yes**.

A series of messages will appear on the display:



### 5 Congratulations!

When your system returns to the Home Screen you have completed your Canada Post Rate Change.



### Have Questions?

Visit the Technical Support resource on our website at [www.pitneybowes.ca/ratechange](http://www.pitneybowes.ca/ratechange) or see below for Quick Tips!



# CPC Rate Change Quick Tips

## How To Confirm New Rates Are Active?

- From the Home screen press **Menu**
- Press the **Review** (Down) key to scroll to **"Select a Report?"** Press **Enter / Yes**.
- Press the **Review** (Down) key to scroll to **"Print Software Version Report?"** Press **Enter / Yes**.
- Insert an envelope or tape sheet to print the report.
- Confirm Rate Change Effective date on the report is the effective date provided by Canada Post.

## Issues Connecting to the Pitney Bowes Data Centre

1

Make sure you are connecting to the Pitney Bowes Data Centre using an analog phone line. Most fax machines use analog phone lines.

2

If you are having problems connecting to the Pitney Bowes Data Centre, review your system's dialing prefixes. If you need to dial 9 to reach an outside line you may need to modify your dialing prefixes as follows:

- a. Press **Menu**, then scroll down using the Review key to **"Change Setup?"** and press **Enter / yes**.
- b. Scroll down using the Review key to **"Change Communications Settings?"** and press **Enter / yes**.
- c. At the **"Change outside line number (prefix)?"** press **Enter / yes**, enter the desired prefix and press **Enter / yes**. To return to the Ready screen press **Enter / no**.
- d. Reconnect to the Pitney Bowes Data Centre to attempt download.