

## 1. Withdraw the remaining funds from your meter.

Transfer the remaining postage in your meter into your Postage by Phone account to insure that your funds will be available to fill your replacement meter immediately.

If this is not possible, you can use up all the remaining postage before returning the meter.

If you can not withdraw your remaining funds, then proceed to Step 2. Pitney Bowes will transfer your funds into your Postage by Phone account within 6-10 days of receiving your meter.

If you are using the accounting feature, please print your accounts data before starting the replacement install process.

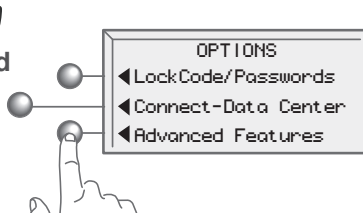
1a. To have a record of the amount of postage in the meter, print the Funds Report by pressing the **Funds** key, then pressing the **Page Down** twice, and then by selecting **Print Funds** Report. Insert an envelope to obtain a record of the transaction.

1b. Keep your meter connected as you normally would for a postage refill.

1c. Press **Options** on your meter keypad.



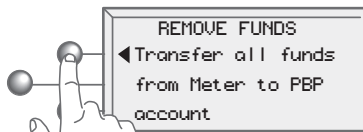
1d. Press **Page Down** twice. Select **Advanced Features**.



1e. Select **Meter Withdrawal**.



1f. Select **Transfer all funds from Meter to PBP account**.



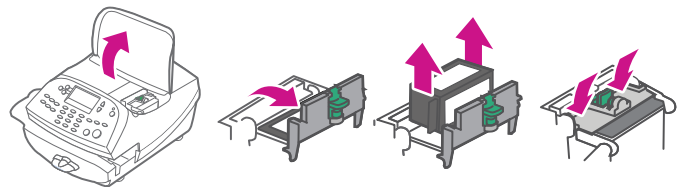
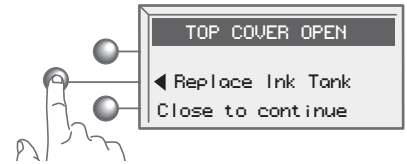
*The postage meter will connect with the Data Centre, and the meter screens will let you know the status of the process.*

1g. When **FUNDS TRANSFERRED** displays, select **OK**. When the process is complete, the message **OUT OF SERVICE No postage can be dispensed** displays.

## 2. Disassemble the old meter.

*Keep the meter plugged in during this step.*

2a. Open the top cover of your meter and select **Replace Ink Tank**. When the printing mechanism moves forward, remove the ink cartridge.

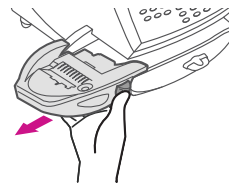


**⚠ Ink may stain skin or permanently damage clothing.**

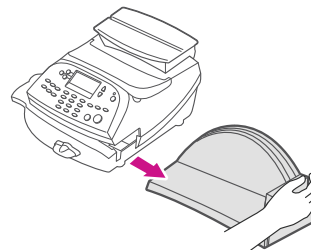
Close the ink cartridge guard and meter cover.

2b. Wait five seconds and then disconnect all the cords from the back of the meter.

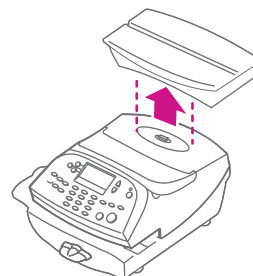
2c. If your unit has the moistener, remove that by pushing down on the blue lever and pulling it straight out to the left.



2d. If you are using the stacker tray, slide that away from the meter.



2e. If your meter has a scale, remove it now by lifting straight up and off as shown.

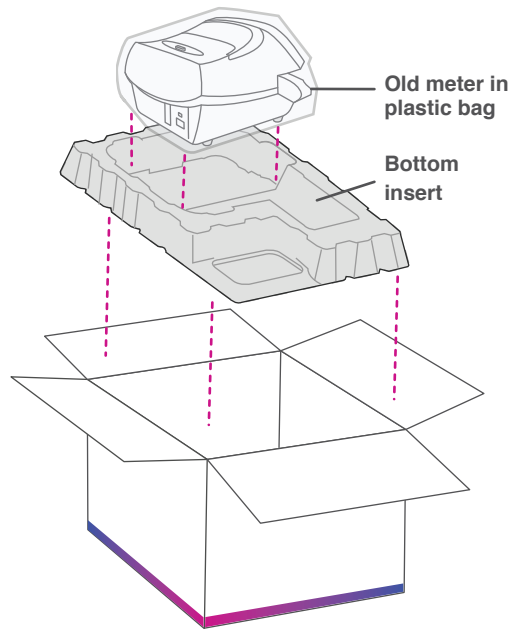


### 3. Pack the meter for shipment back to Pitney Bowes.

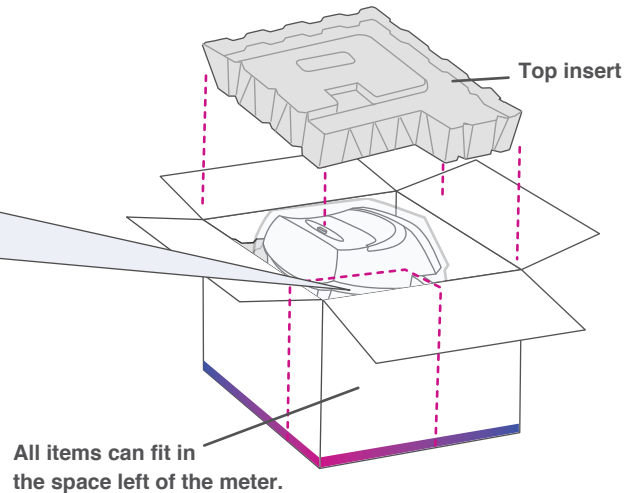
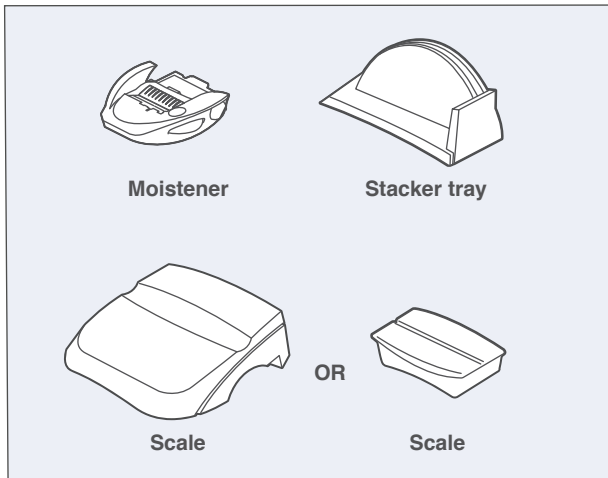
Everything you need to return your system is included in the white box that your replacement meter arrived in.

3a. Place the meter in the plastic bag your new meter arrived in.

3b. Place the meter in the **white** box as shown in the illustration.



3c. The below list of items can be returned along with any cords in the **white** box. (Items to return might vary)



3d. Locate the prepaid **Purolator** shipping label included in the shipment of your new meter. Complete required fields. In the sender/from sections, fill in your phone number, company name and address. Apply the label over previous shipping label.

if you require more details instructions, please refer to: [pitneybowes.com/ca/en/returns](http://pitneybowes.com/ca/en/returns)

3e. Retain the customer portion of the prepaid shipping label for tracking purposes.

3f. Call Purolator at **1-888-744-7123** to retrieve your packages.

