

How to return B700 postage meter



In order to install your new meter, you must withdraw remaining postage from you B700 meter

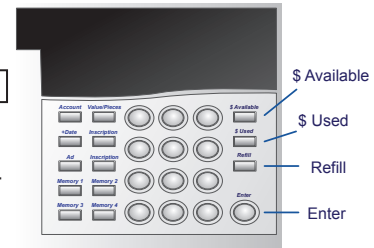
A. Withdraw/Transfer remaining postage

This process will immediately transfer your postage to your original postage payment method. If you do not complete this process, and you return your meter with remaining postage, it may take up to 10 days to process your refund.

1 Gather all needed information

You must be near the meter for this process. Gather and record the information needed to transfer your remaining postage. This includes:

- 8-digit Postage by Phone® account number** from invoice
- 7-digit meter serial number** from statement or backside of meter
- Your **access code**, which is found by pressing the **"Refill"** button on the keypad once, and then pressing **"Enter"** button twice. Record this number here _____
- Press **"\$ Available"** button on keypad. Available amount: \$ _____
- Press **"\$ Used"** button on keypad. Used amount: \$ _____



2 Obtain clearing code

- Please contact our Postage By Phone® Data Center at 1-800-243-7800
 - When prompted please provide your 11 digit account number listed on your statement or your 8 digit postage by phone account number
 - When prompted say "yes" you are calling in reference to your postage by phone account
 - When prompted for different menu options press 0 (zero) or say "representative" to be connected to a live agent
- While still on the phone with the postage by phone agent;
- Proceed with the self-withdrawal process by entering the information the postage by phone agent provides. (When prompted be sure to press **"#"** after each entry.)
- When entering "used and unused" postage amounts it must be entered without decimal points (Example: \$10.34 entered as 1034# and \$10.325 entered as 10325#)
- The agent will provide you with a 4-digit clearing code. Record this number.

3 Clear meter and obtain new access code

- While still on the phone with the postage by phone agent, press **"Refill"** button and then the decimal point (**.**) followed by two zeros (**00**), then press **"Enter"** three times.
- Enter your 4-digit clearing code and then press **"Enter"** on keypad. The meter will display **"Refill OK"**
- Press **"Refill"** on the keypad, then press **"Enter"** two times to obtain the new meter access code. Record the new access code.

4 Complete Postage transfer

- Press **"1"** to continue
- When prompted, enter the unused postage amount to be transferred (From step 1 d) followed by **"#"**. When entering postage amount enter without decimal points (example: \$10.34 enter as 1034#)
- Enter your new access code (from Step 3c) followed by **"#"**.

B. Pack and ship your meter

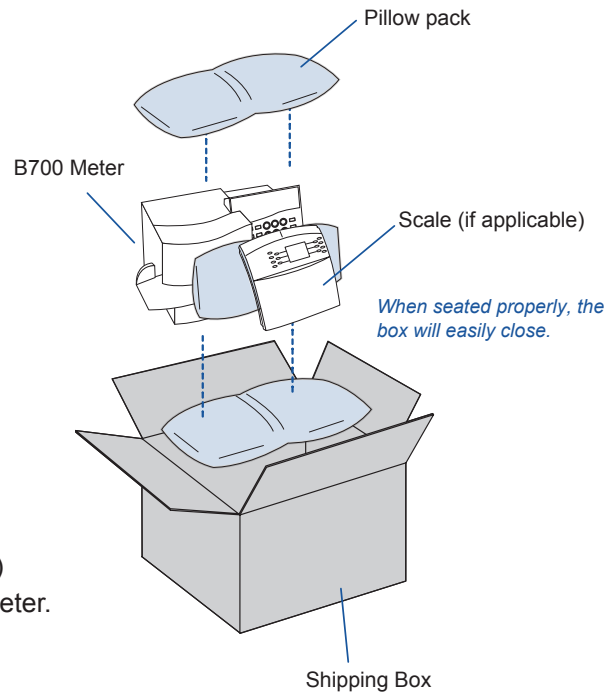
Everything you need to ship the meter back is included in this package.

You should have:

- Pillow pack packing material (for meter)
- Shipping box
- Packing tape to close box
- Pre-paid shipping label

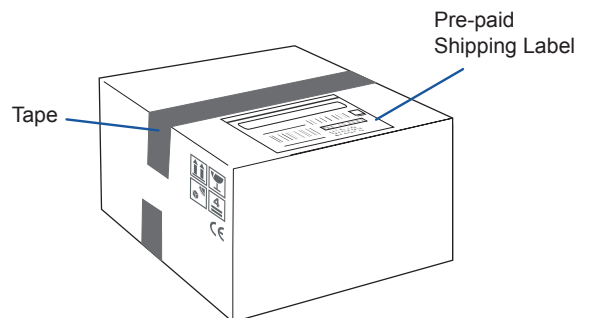
5 Pack your old meter

- Unplug the meter from the power.
- Disconnect scale (if applicable)
- Place pillow packs on bottom and sides of the shipping box
- Place meter in the shipping box, bottom side down, back against the wall of the box.
- If you have a scale place it in front of the meter. Separate by pillow packs if possible. (Size of the scale may vary depending on the model)
- Place the remaining pillow packs on the top of the meter.



6 Prepare the box for shipping

- Tape box closed across the top and down both sides, using packing tape provided.
- Remove old shipping label from the box (if applicable)
- Apply new pre-paid UPS shipping label.
- Contact your local UPS Carrier or bring your return package to any UPS Drop-Off location.
- Please retain the customer portion of your shipping label for tracking purposes.



If you have any problems with these steps call customer support at 1-800-522-0020 or visit our website at www.PBDirectReturn.com