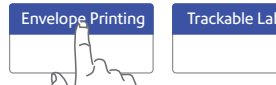


## 1. Print record of postage amount.

Before returning your device to Pitney Bowes it is necessary to upload any transactions in the device's memory. It is also necessary to restore any remaining funds in your Envelope Printing application to your Postage by Phone account. Please call Pitney Bowes at 1-800-672-6937 to have a Pitney Bowes Agent step you through this process. The steps below are provided for your reference but you must call Pitney Bowes before completing them.

We recommend printing a Funds Report so you have a record of the Funds in your device prior to beginning this process.

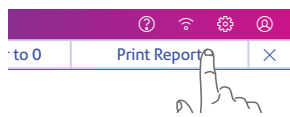
1a. At the Home screen tap the Envelope Printing tile.



1b. On the far top right, tap the Pieces heading.



1c. Tap Print Report.



1d. Tap SendPro C Envelope Printer.



1e. Insert an envelope or tape sheet through the device to obtain a record of the transaction.

1f. Tap the back button (top left) to return to the Envelope Printing screen

## 2. Upload Transactions

Keep your device connected as you normally would for a postage refill.

2a. Tap the Settings icon (gear icon).



2b. Scroll down to the Envelope Settings section and tap Sync Transaction Data



Once complete a green checkmark will be displayed.

## 3. Withdraw the remaining funds from your device.

Once you transfer all postage funds from your device back to your original funding source, the device will be deactivated. Your funds will then be available to download to a new device or for a refund.

3a. Tap the Settings icon (gear icon).



3b. Scroll down to the Advanced Device Options section and tap Withdraw device.



3c. The Pitney Bowes support agent will provide a password for you to enter. Type in the four digit password and tap the green check mark.

3d. Select Transfer all funds from device.

*The device will connect with the Data Center, and the device screen will let you know the status of the process.*

3e. When the **FUNDS TRANSFERRED** screen displays, select **OK** and eventually the device will display **OUT OF SERVICE**. No postage can be dispensed.

*If you are unable to withdraw your remaining funds, then proceed to Step 4. Pitney Bowes will transfer your funds into your Postage by Phone account within 6-10 days of receiving your device.*

## 4. Disassemble the old device.

*Keep the device plugged in during this step.*

4a. Tap the Settings icon.



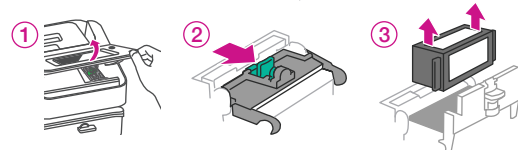
4b. Tap Envelope Printer Maintenance.



4c. Tap Install Ink.

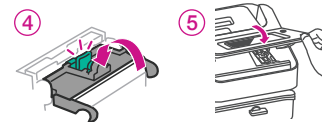


4d. Open the top cover of your device. When the printing mechanism moves forward, remove the ink cartridge.



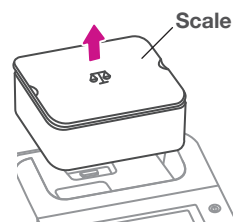
**⚠ Ink may stain skin or permanently damage clothing.**

Close the ink cartridge guard and close the device's top cover.



4e. Wait five seconds and then disconnect the power, LAN and USB cables from the back of your device.

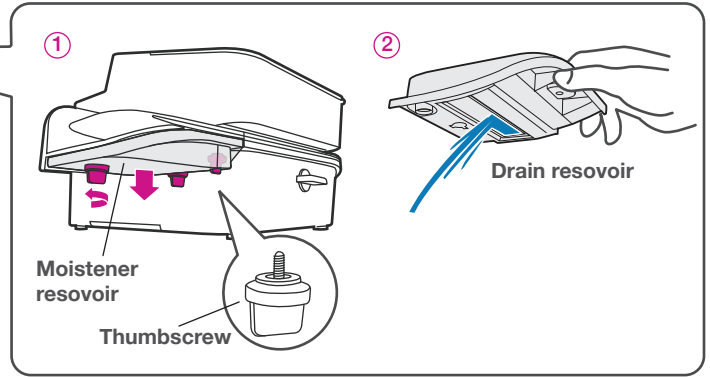
4f. If your device has a scale or scale cover, remove it now by lifting it straight up and off as shown.



4g. Remove the moistener reservoir by removing three thumbscrews from the bottom of the reservoir. (hold and remove the reservoir straight in order not to spill sealing solution.)

Drain the reservoir completely.  
Attach the empty reservoir back with the thumbscrews.

4h. If you are using the stacker tray, slide that away from the device.



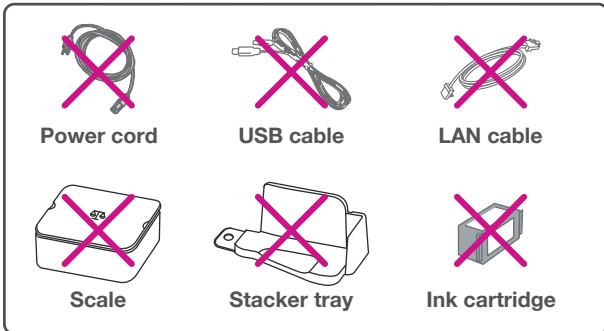
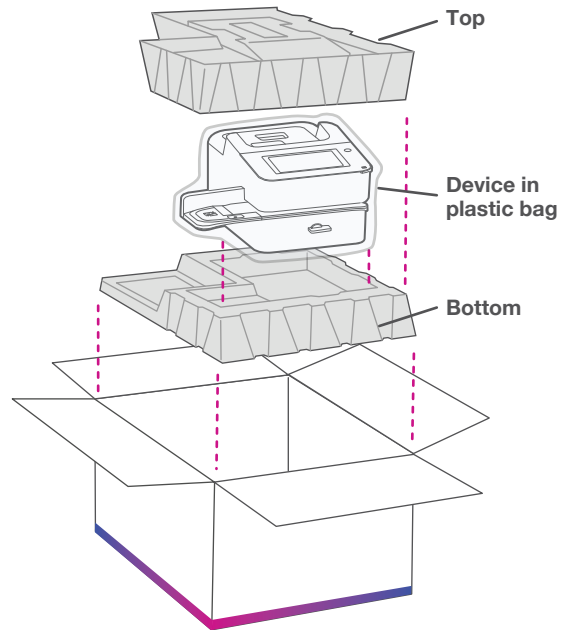
## 5. Pack the device for shipment back to Pitney Bowes.

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

5a. Place the meter in the plastic bag your new meter arrived in.

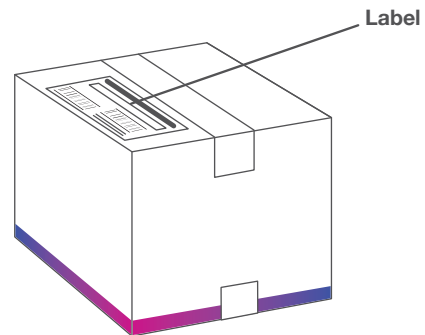
5b. Place the device in the **white** box as shown in the illustration.

The below list of items should not be returned. Use these items with a replacement meter or properly discard these electronic items according to your Municipal/Provincial/Federal codes/regulations.



5c. 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)



5d. Retain the customer portion of the prepaid shipping label for tracking purposes.

5e. Call Purolator at **1-888-744-7123** to retrieve your packages.