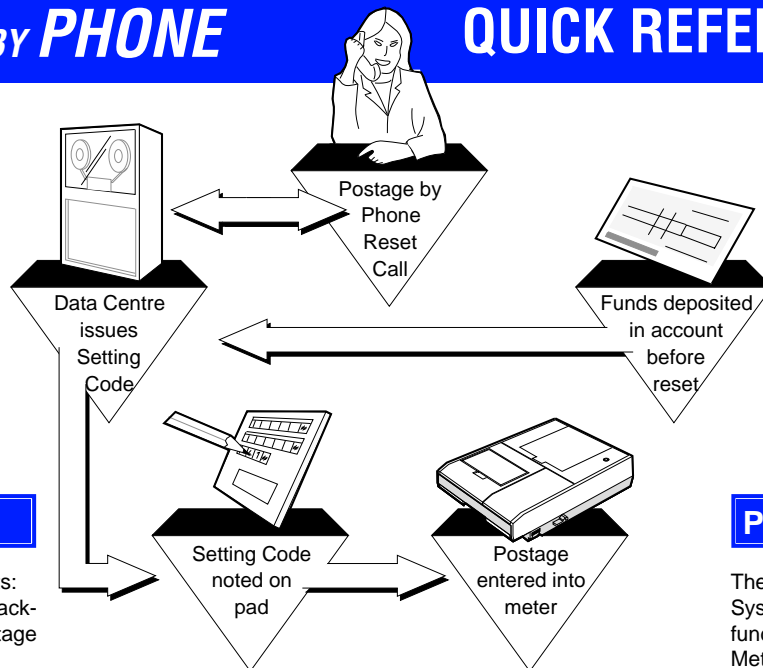


POSTAGE BY PHONE

QUICK REFERENCE CARD



INTRODUCTION

- This Guide is divided into two parts:
- This side of the card gives background information on the Postage by Phone system.
 - The reverse of this card gives simple instructions which allow you to reset postage into your Postage Meter.

POSTAGE BY PHONE

The Pitney Bowes Postage by Phone System allows you to obtain postage funds for your Pitney Bowes Postage Meter without leaving your office.

All you need is a phone and a few minutes of your time.

▶ How does the system operate?

The system consists of a central computer situated in our Data Centre at Harlow. The computer is able to speak to you and request information which you enter via your phone or tone pad. The computer will then issue a setting combination which allows you to put more postage into your meter.

Postage by Phone is a pre-paid system, you should have sufficient money in your postage account before attempting to reset your meter. After the transaction an invoice/statement will be sent to your company automatically so that you can pay money into your postage account for the next reset.

▶ What telephone do I need?

If your phone has * (star) and # (hash) keys you may use it directly to enter the information requested.

If your phone does not have the * (star) or # (hash) keys, you should use the tone pad supplied to send the information through the mouthpiece of the telephone handset.

▶ When is the Data Centre open?

The Data Centre is open 8.45am to 6.00pm Monday to Saturday, including Bank Holidays.

▶ What's the Data Centre phone number?

The number for all normal operations such as resetting your Postage Meter or for balance enquiries is:

Harlow (01279) 641000

▶ How do I find my Account Balance?

To obtain your Account Balance carry out a call in exactly the same way as the reset call overleaf using Request Code 999# at the beginning of the call instead of 555#.

▶ What if I have difficulties?

If you have any problems regarding the Postage by Phone service you can call our **Customer Assistance** operators direct on Harlow (01279) 641144. Please do not use this line for normal reset requests or balance enquiries. Customer Assistance is available Monday to Friday except Bank Holidays.

At all times you are in full control of the procedure. The following codes may be entered at any time during a call to the Data Centre:

- 0 * To obtain Customer Assistance
- 7 * To repeat the computer's last message
- 4 * To end the call

Should you experience difficulties or accidentally enter incorrect information, the computer will request the information again. After three unsuccessful attempts the computer will automatically transfer you to Customer Assistance.

If you lose the setting combination before entering postage into your Postage Meter, simply make the reset call again using the current meter readings and the computer will re-issue the setting combination.

If your Postage Meter or Mailing Base fails to operate correctly, please call the Pitney Bowes branch office that serves your area. The phone number and address of your local service branch is shown on the 'sticker' fixed to your machine.

How to Reset your E100 series Postage Meter

▶ Before the Call...

At any time during the Reset Call you may enter:

- 7 * to repeat the computer's last message
- 0 * to obtain Customer Assistance

Have the following information available.

This will be requested by the Data Centre computer:

- Your Account Number – enter in box below
- Your Meter Number – enter in box below
- Postage Unused (Postage Left) – enter onto meter setting pad
- Postage Used – enter onto meter setting pad
- Postage Reset Amount required

▶ Making the Call...

1. Dial the Data Centre:
"Hello, Pitney Bowes Data Centre – please enter Request Code."
2. When computer responds, enter Request Code:
"Reset request – please enter Account Number"
3. Enter your Account Number followed by a #.
"Enter Meter Number"
4. Enter your Meter Number followed by a #.
"Enter Postage Unused"
5. Enter Postage Unused (Postage Left) reading followed by a #.
"Enter Postage Used"
6. Enter Postage Used reading followed by a #.
"Enter Postage Reset Amount required"
7. Enter the amount of Postage required followed by a # (must be in multiples of £50).
"Reset amount is £ If OK enter 1, If not OK enter 0"
8. If OK, enter 1 followed by a # to confirm the amount. If the amount is wrong, enter 0 followed by # (this will take you back to step 7 above).
"Setting number is Please enter Request Code"
Write down the resetting combination when issued by the computer.
9. After obtaining the reset combination, enter one of the request codes below:
 - 4 * to end phone call.
 - 0 * to transfer to Customer Assistance.
 - 555# to reset a **different** meter.
 - 999# to obtain an account balance.

Harlow (01279) 641000

Request Code 555 #

Account No. #

Meter No. #

LOCATE YOUR
METER SETTING PAD
FORM No. SDC.209 HERE

▶ After the Call...

If the meter is installed in the system...

1. With the system ON and Mail Run screen 1 displayed, select the **Meter Info/Meter Reset** SoftKey.
2. Press the **Meter Reset** SoftKey to display the Reset Meter screen.
3. Check the reset amount shown is correct. If the amount shown is wrong, press the **Change Reset Amount** SoftKey, correct the amount shown and press Enter.
4. Press the **Enter Setting Number** SoftKey.
5. Key in the setting combination obtained from the Data Centre then press Enter.
6. The meter will be reset automatically. When complete, check the "Post. Left" display to confirm postage has been entered correctly.

If your meter is not installed in the system...

1. Open the Meter Access Panel.
2. Press the white **On** button.
3. When zero is displayed, press the green **Enter** button.
4. Using the meter keyboard, enter the reset amount followed by a decimal point.
5. Press the green **Enter** button.
6. Using the meter keyboard, enter the setting combination obtained from the Data Centre.
7. Press the green **Enter** button.
8. Press the **Post. Unused** button and confirm the postage has been entered correctly.

