



DM300c / 400c / 475 (G920) DP355 Series Tariff Important Instructions

New Postal Tariff & Services – rate change 2nd April 2013 Your machine needs to be updated with the latest Royal Mail products, services and rates. You will need to follow these steps to download and install the updates to your machine. The new tariffs will become available to download from 2nd April 2013.

Your download instructions:

Note: If you use a lock code, you will need to enter it during this update.

1. Check that your system is connected as for a normal postage refill. Depending upon model, this can be via Phone line, LAN connection or PC Meter Connect.
2. At the main screen select the 'Refill Postage' key
3. Select 'Check PbP Balance'.
4. Select 'Continue'
5. Select 'Get Update Now'
6. The machine will automatically dial / connect, and a series of status messages will be displayed.
7. When the update has finished downloading, follow the prompts (if any), until you return to the main screen. Do not switch off until the process is finished.
8. You may receive a request to reconnect for a further upload/download, proceed by re-connecting and follow any prompts.

The new tariffs once downloaded will be held in memory until the effective date.

After the update you may be given the option to update your custom presets with the new postal rates.

Important Information, please read carefully On the Rate Change Effective date...

CHANGES TO 1ST/2ND CLASS AUTO WOW + DOW MODE (DM475)

Due to changes in Royal Mail Services, you should not process mail larger than Large Letter using Auto WOW + DOW. Please instead choose either Small Parcel or Medium Parcel rate accordingly.

EFFECTS ON PRESETS (ALL MODELS)

For continued use of your machine, You should check / change your Job preset(s) to ensure they reflect the latest Royal Mail updates. If you do not make the necessary changes, your Preset(s) may not function as expected and could apply an incorrect tariff to mail pieces result in Royal Mail adding surcharges.

<p>This is especially the case where your Job preset(s) contain information relating to services that have changed or have become obsolete. The table below gives guidance covering the machine behaviour from 2nd April. Current Job preset content</p>	<p>Effect on Job preset from 2nd April</p>	<p>Actions required to ensure correct operation of your Job preset</p>
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1 st Class/2 nd Class Packet	1 st Class/2 nd Class Packet is no longer available.	Change to: 1 st Class/2 nd Class Small Parcel rate or 1 st Class/2 nd Class Medium Parcel rate.
1 st Class/2 nd Class Packet, with Recorded Delivery	Recorded Delivery is obsolete therefore dropped from the Job preset.	Change to: RM Signed For 1 st Class/2 nd Class Small Parcel rate or RM Signed For 1 st Class/2 nd Class Medium Parcel rate.
1 st Class/2 nd Class Letter, or Large Letter with Recorded Delivery	Recorded Delivery is obsolete therefore dropped from the Job preset	Change to: RM Signed For 1 st Class/2 nd Class Letter or Large Letter rate if proof of delivery is still required.
Business Mail, Business Mail 1 Or Business Mail 1 +	These Services are now obsolete therefore will be dropped from the Job preset.	The Business Mail Advance services are still available on your franking machine.
Parcels UK	Parcels UK is obsolete therefore dropped from the Job preset	Change to: RM Signed For 1 st Class/2 nd Class Small Parcel or Medium Parcel rate.