

Frequently Asked Questions

Rate Change - January 18, 2009

The USPS® has announced a minor change effective January 18, 2009 that does not affect First-Class Mail®. Therefore, the majority of our customers are not affected by this change. The only changes for FP equipment are Priority Mail® and Express Mail®. The USPS® has also introduced Commercial-Based Pricing, which may or may not affect the way you use your mailing system. There is an anticipated major rate change in May 2009 that will include all updates. FP will automatically send updated rates to all **rateguard™** customers at that time. Please visit our website at: www.fp-usa.com/jan09ratechange.cfm for full details.

USPS®

Q: Do I need a rate chip (card) for this rate change?

A: Only if you frequently use Priority Mail® or Express Mail®.

Q: Do I *have* to have a rate chip (card) for this rate change?

A: No. As always, you can manually enter the new rates into your meter, especially if you do not frequently use Priority Mail® or Express Mail®. Instructions for manually entering new rates can be found at www.fp-usa.com/jan09ratechange.cfm.

Q: Where can I get a copy of the new rates?

A: You can get a copy of the new rates from the USPS® Price list (Notice 123). We have posted a link to this price list on the FP website at www.fp-usa.com/jan09ratechange.cfm.

Q: Does this rate change affect Shape-Based Pricing?

A: No, Shape-Based Pricing is not affected.

Q: What is the definition of Priority Mail®?

A: Priority Mail® is a fast, two-day service to most locations for both documents and packages. Visit www.usps.com for full details.

Q: What is the difference between Priority Mail® and First-Class Mail®?

A: First-Class Mail® must weigh less than 13 ounces and has flat rates to any location, while Priority Mail® can weigh up to 70 lbs. and has variable rates based on shipping zones.

Q: What is the difference between Priority Mail® and Express Mail®?

A: Express Mail® is guaranteed, overnight shipping service, while Priority Mail® is typically a 2-day shipping service with more economical prices.

Q: How does this rate change alter the way I process mail?

A: There are no changes to the way you process mail. However, if you have an IBI meter (opti**mail™** 30, ultim**ail™** 65/95, centorm**ail™**) you now have the option to process Commercial-Based Pricing (CBP) rates if you choose to request a CBP rate card.

Q: What is Commercial-Based Pricing?

A: Commercial-Based Pricing (CBP) is a new discounted USPS® pricing structure for shipping rates, requiring additional mail preparation such as an IBI-compliant meter, CBP endorsement, and a USPS®-approved, computer-generated, bar-coded shipping label.

Q: What is the difference between CBP and Retail?

A: CBP offers a new discounted USPS® pricing structure for shipping rates requiring additional mail preparation such as an IBI-compliant meter, CBP endorsement, and a USPS®-approved, computer-generated, bar-coded shipping label. Retail rates do not have these additional requirements, therefore pay a higher rate.

Q: What is the difference between CBP and Commercial?

A: Commercial rates refer to presort and automation discounts that require minimum volumes. CBP does not require minimum volumes to take advantage of its discounted rates.

Q: Why can't I use Commercial-Based Pricing?

A: You must have an IBI-compliant meter, CBP endorsement, and a USPS®-approved, computer-generated, bar-coded shipping label.

Q: Why is the Post Office rejecting my mail for insufficient postage?

A: You must meet the minimum USPS® requirements. Please see the FP website for full details on postage requirements.

Q: What is an Endorsement Card?

A: The endorsement card loads the updated mail endorsements that are printed on the indicia and is only required for IBI meters processing CBP.

Q: Why do I need an Endorsement Card?

A: The USPS® requires a specific endorsement be printed on the indicia in order to get discounted rates for CBP on Priority Mail® and Express Mail® only.

Q: Where can I get shipping labels for CBP?

A: You can either use a 4x6 peel and stick shipping label or simply print the bar-coded label on your desktop printer and tape it to your mail piece.

Q: What happened to Bound Printed Matter?

A: The USPS® made a ruling in 2008 that BPM can only be posted by using permit indicia. A postage meter indicia is no longer an acceptable form of payment.

Q: How many rate changes are we going to have?

A: At this time we anticipate another rate change in 2009 (including First-Class Mail®); however this is subject to change by the USPS®.

Q: Do I have to go through this again in May?

A: There is an anticipated rate change from the USPS® in May 2009.

FP Equipment

Q: Do I need a rate chip (card) for this rate change?

A: Only if you frequently use Priority Mail® or Express Mail®.

Q: Do I have to have a rate chip (card) for this rate change?

A: No. As always, you can manually enter the new rates into your meter, especially if you do not frequently use Priority Mail® or Express Mail®. Instructions for manually entering new rates can be found at www.fp-usa.com/jan09ratechange.cfm.

Q: How do I manually enter postage values into my meter?

A: Since instructions vary by machine, you may consult your operator manual for individual details. An additional copy of your operator manual can be downloaded at www.fp-usa.com/jan09ratechange.cfm.

Q: Can I manually input the new rates into my scale?

A: You must manually input the rates directly into your meter, not the scale.

Q: How does this rate change alter the way I process mail?

A: There are no changes to the way you process mail. However, if you have an IBI meter (optimail™ 30, ultimail™ 65/95, centormail™) you now have the option to process CBP rates if you choose to request a CBP rate card.

Q: Does my meter use CBP?

A: No. However, if you have an IBI Meter (optimail™ 30, ultimail™ 65/95, centormail™) you may request a CPB rate card and endorsement card to receive these rates.

Q: Can my IBI meter (mymail™, optimail™ 30, ultimail™ 65/95, centormail™) calculate Retail rates?

A: Yes.

Q: Can I use both Retail and CBP rates on my IBI meter (optimail™ 30, ultimail™ 65/95, centormail™)?

A: Yes. You can either: request a CBP rate card and endorsement card and manually enter Retail rates; or you can add an external scale to satisfy this need.

Q: Can I get CBP rates in my IBI meter (optimail™ 30, ultimail™ 65/95, centormail™) instead of Retail?

A: Yes. You must request a CBP rate card and endorsement card to satisfy this need.

Q: Why did I receive multiple (2 or 3) rate chips (cards)?

A: If you have an IBI meter and want to process CBP, both a rate card (chip) and endorsement card are required to effectively update your system. For example, if you have an IBI meter with an integrated scale, you will need both the rate card and endorsement card. If you have an IBI meter without an integrated scale, and you only use an external scale, you will need the endorsement card and the rate chip. If you have an IBI meter with both integrated and external scales, you will need all three items: rate card, rate chip, and endorsement card.

Q: How do I know if I have an integrated scale?

A: If the scale platform is “built in” to your meter, you have an integrated scale.

Q: What is an Endorsement Card?

A: The endorsement card loads the updated mail endorsements that get printed on the indicia and is only required for IBI meters processing CBP.

Q: Why do I need an Endorsement Card?

A: The addition of CBP by USPS® requires that a specific endorsement be printed on the indicia in order to get discounted rates for CBP Priority Mail® and Express Mail® only.

Q: How long will it take me to update my rates?

A: It should take you less than 5 minutes to install the new rates.

Q: Can my meter generate the shipping label for CBP?

A: No, you must have shipping software, like USPS Shipping Assistant®, in order to print shipping labels.

Q: What software can I use to generate a shipping label for CBP?

A: You can download USPS Shipping Assistant® for free. We have posted a link to this software on the FP website at www.fp-usa.com/jan09ratechange.cfm.

Q: Where can I get shipping labels for CBP?

A: You can either use a 4x6 peel and stick shipping label, or simply print the bar-coded label on your desktop printer and tape it to your mail piece..

Q: Why is the post office rejecting my mail for insufficient postage?

A: You must meet minimum USPS® requirements. Please see FP website for full details on postage requirements.

Q: How do I know what to order for rate change?

A: If you are not sure what to order, please contact your local FP Dealer or FP Customer Care Rep.

Q: How do I find the serial number on my scale?

A: The serial number is generally located on the back or bottom of the scale.

FP Policy

Q: I just added rateguard™ to my contract. Why didn't I receive my rate chip (card)?

A: rateguard™ must be in effect for 60 days prior to a rate change.

Q: Can I add rateguard™ now to get a free January rate change?

A: No, rateguard™ must be in effect for 60 days prior to a rate change.

Q: Can my IBI meter (mymail™, optimail™ 30, ultimail™ 65/95, centormail™) calculate Retail rates?

A: Yes.

Q: Can I use both Retail and CBP rates on my IBI meter (optimail™ 30, ultimail™ 65/95, centormail™)?

A: Yes. You can either: request a CBP rate card and endorsement card and manually enter Retail rates; or you can add an external scale to satisfy this need.

Q: Can I get CBP rates in my IBI meter (optimail™ 30, ultimail™ 65/95, centormail™) instead of Retail?

A: Yes. You must request a CBP rate card and endorsement card to satisfy this need.

Q: Why wasn't I informed of this rate change (rateguard™/House Account customers)?

A: FP made every effort to provide details of this rate change through letters, our website, and USPS®.

Q: Why wasn't I informed of this rate change (Dealer customers)?

A: Our Dealers typically do a good job of communicating with their customers. If you did not receive information from your Dealer, you can visit the FP website for more information.

Q: When will I receive my rate chip (card)?

A: You should receive your chip (card) within 2 weeks of placing the order.

Q: Why did I receive multiple (2 or 3) rate chips (cards)?

A: If you have an IBI meter and want to process CBP, both a rate card (chip) and endorsement card are required to effectively update your system. For example, if you have an IBI meter with an integrated scale, you will need both the rate card and endorsement card. If you have an IBI meter without an integrated scale, and you only use an external scale, you will need the endorsement card and the rate chip. If you have an IBI meter with both integrated and external scales, you will need all three items: rate card, rate chip, and endorsement card.

Q: How much does the rate chip (card) cost?

A: FP publishes MSRP for all rate chips (cards). Please contact your local FP Dealer or FP Customer Care Rep for pricing.

Q: Why is my Dealer charging more for a rate chip (card) than FP?

A: FP publishes MSRP for all rate chips (cards). Dealers should not charge more than MSRP for rate chips (cards).

Q: Why is this rate chip (card) so expensive?

A: FP strives to offer its products at the lowest, competitive price possible.

Q: Do I get my rate chip (card) from FP or my Dealer?

A: If you are a Dealer customer, please contact your local Dealer. If you are an FP direct customer, contact FP Customer Care.

Q: Am I a rateguard™ Gold or Platinum customer?

A: All customers who enrolled in rateguard™ prior to January 1, 2009 were automatically upgraded to Platinum status. Customers who enrolled after January 1, 2009 should consult your rental contract.

Q: What is the difference between rateguard™ Gold and Platinum?

A: rateguard™ Gold offers one free rate chip (card) per year. rateguard™ Platinum offers unlimited rate chips (cards) per year. Consult rateguard™ terms and conditions for full details.

Q: Can I upgrade from rateguard™ Gold to Platinum?

A: Yes. Contact your local Dealer or FP Customer Care Rep for details.

Q: Can I get my rate chip (card) overnight?

A: Yes, but you must pay for the overnight shipping fees.

Q: How do I know what to order for rate change?

A: If you are not sure what to order, please contact your local FP Dealer or FP Customer Care Rep.

Q: What do I do if I get the wrong rate chip (card)?

A: Contact your local Dealer or FP Customer Care Rep.

Q: Where is my rate chip (card) order?

A: You should receive your chip (card) within 2 weeks of placing the order. Tracking information is available upon request.

Q: Where can I get a copy of the new rates?

A: You can get a copy of the new rates from the USPS® Price list (Notice 123). We have posted a link to this price list on the FP website at www.fp-usa.com/jan09ratechange.cfm.

Q: Is this information on the FP website?

A: Yes. You may visit www.fp-usa.com/jan09ratechange.cfm for full details.

