

CUSTOMER WITHDRAW (PVR) PROCEDURE FOR POSTBASE MINI

FP Mailing Solutions
140 N. Mitchell Ct., Suite 200
Addison, IL 60101-5627
Tel: 800-341-6052
Fax: 800-341-5141



Warning: Completing this procedure prohibits the meter from printing postage.

postBase mini

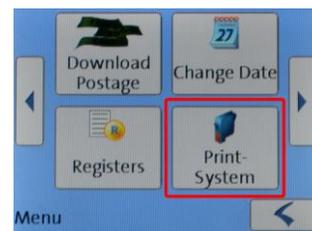
Print a Register Receipt

1. Insert a label, envelope, or sheet of paper in the postage printing slot.
2. Press the **Menu** button, then press **Registers** as shown. The TeleSet Receipt summary will appear.
3. Press the **Printer Icon** to print the results. Retain this receipt for your records.



Remove Ink Cartridge

1. Press the **Menu** button, then **Print System** as shown, then **Change Cartridge**.
2. After the PostBase moves the ink cartridge to the exchange position, open the flap fully.
3. Press the green release key and pull the cartridge out.



Retrieve Your R-Pin

You must have your R-PIN to withdraw your meter.

If you do not have the R-PIN please use this link to retrieve your R-PIN:

[Look Up Your R-PIN](#)

You will need your FP Account Number and PostBase Serial Number to retrieve your R-PIN.

Withdraw Your Machine

You only have 3 attempts to enter the correct R-PIN

1. From the **Menu Screen**, press the right arrow three times to get to the menu shown.
2. Press the **Withdraw Machine** button as shown to the right. You will be prompted "Do you really want to run this service?" (Press *Continue only* if FP has asked you to perform this procedure.) Press **Continue**. You will be prompted to enter in your R-PIN, press **Continue**.
3. At this point the **Postage Value Refund (PVR)** has been completed. This prohibits the postage meter from printing postage). Any remaining postage funds are refunded back to the customer's TDC (or USPS® postage reserve) account.



If you have been instructed to return the meter, please follow the return instructions provided separately.

Failed Withdraw

If the withdraw process is not possible or fails, please contact FP Customer Care at 800-341-6052.

The meter may still be returned to FP but please note the **Postage Value Refund (PVR)** will need to be completed by FP.