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

Print a Register Receipt

1. Select Menu from the Home Screen:

2. Next select Registers:

3. The Register screen will display. To print a receipt of this information press Print:
a. **PostBase 30/45/65/85** will require a label be inserted into the label dispenser on the left hand side of the PostBase

b. **PostBase 20** will require feeding a pinwheel label (item number 829) through just like an envelope.

**Remove Ink Cartridges**

After the register receipt is printed it’s important to remove the ink cartridges from the PostBase-especially in the case of an exchange.

1. Select **Menu** from the Home Screen:

   ![Menu Screen](image1)

2. Press **Print System**:

   ![Print System Screen](image2)

3. The select **Change Cartridges**:

   ![Change Cartridges Screen](image3)

4. The PostBase will move the cartridges into the exchange position and open the cover. Follow the instructions on the screen to remove the ink cartridges:
Withdraw the PostBase

To complete the withdraw process you must have the Repository Personal Identification Number (R-PIN). The R-PIN was emailed to the email address on file and mailed to the installation location of the PostBase.

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.

Once you have the R-PIN you may complete the PostBase withdraw.

Please note you have 3 attempts to enter the correct R-PIN. After the 3rd failed attempt please contact FP at 800-341-6052 and the Customer Care team will assist you.

1. Select **Menu** from the Home Screen:

2. Press **Withdraw Machine** (you will need to press the right arrow 2 times to see this option):
3. After confirming you want to remove the machine from service enter the R-PIN and press Continue:

![R-PIN Keypad](image1.png)

4. The machine will display a synchronization message as the withdraw is processing:

![Synchronization Message](image2.png)

5. Once the process is done a confirmation screen will appear:

![Confirmation Screen](image3.png)

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.