



21st March 2022

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Viamed Ltd.  
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KEIGHLEY  
BD20 7DT

#### IMPORTANT INFORMATION AFFECTING YOUR FRANKING MACHINE

Royal Mail has written to all their customers to advise that they will be changing their postal tariffs from the 4th April 2022. They will not be announcing the new price structures until the end of March 2022. However, they have advised that all franking services will be affected including Inland, International and Parcel services.

As a Mailmark user you benefit from having access to the best prices for all franking products and services, currently up to 33% cheaper than the equivalent stamps.

The terms and conditions of the Royal Mail franking scheme states it is always mandatory to keep your postal tariffs up to date on your machine. Failure to do so will result in your franking machine locking out on the 4th April 2022.

#### WHAT HAPPENS NEXT?

You will receive your download free of charge and it will be made available to you from the 25th of March onwards.

To ensure your franking machine automatically updates the new tariffs, please ensure your machine is always connected to your internet connection (also referred to LAN connection) during the month of March 2022. If you prefer to manually download your tariff change. Instructions can be found at [www.quadiant.com/en-GB/help-and-support/tariff-change](http://www.quadiant.com/en-GB/help-and-support/tariff-change) Manual downloads will be ready from the 25th of March onwards.

The Royal mail will be issuing new wall charts and price guides for all franking & Mailmark customers - middle of March 2022.

#### HOW TO:

You can check the new tariff has been downloaded via MyQuadiant. To do this please visit [MyQuadiant.co.uk](http://MyQuadiant.co.uk) to log in, or create an account if you don't already have one. Select the 'View my Equipment' then click the 'Check rate status' button."

**If your machine shows you a PSD locked error message, please follow the below instructions. Press OK to clear the psd locked message, press the coins button, select option 3 for Audit then Press OK**

If you require further assistance please call our Tariff Change Team on 0845 880 0000 option 0.

YOUR  
MACHINE NUMBER  
**NE8511713**

DATE OF  
TARIFF CHANGE  
**04/04/22**

DOWNLOAD AND  
INSTALLATION  
INSTRUCTIONS  
AVAILABLE AT

[www.quadiant.com/en-GB/help-and-support/tariff-change](http://www.quadiant.com/en-GB/help-and-support/tariff-change)

STILL HAVE  
QUESTIONS



FURTHER INFORMATION  
CAN BE FOUND AT

[www.quadiant.com/en-GB/help-and-support/tariff-change](http://www.quadiant.com/en-GB/help-and-support/tariff-change)



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