

Important Information For Your A/P Dept.

We are committed to making the transition to your new mailing system as seamless as possible. **If you need assistance at any time, Call Us First at 303-761-0681**. You'll speak with a real person (not a phone tree) whenever you call, Monday through Friday from 8:00 am – 4:30 pm.

The following is an overview of the companies who may be involved with your equipment as well as what you need to know regarding postage for your mailing system.

1. There are 3 entities who may be involved with your mailing system:

- CMS (Complete Mailing Solutions) – your local dealer
 - Your **primary contact** when you need help with any aspect of your equipment e.g., ordering supplies, making a service request, resolving a billing or postage funding issue, change of address, etc.
- Quadient (formerly Neopost) - the equipment manufacturer
 - Equipment
 - If you are renting your equipment, you will receive an invoice from Quadient for the rental, which will include the mail machine base, meter and support.
 - If you have purchased your mail machine base, you will receive an invoice from Quadient Inc. for the meter rental only (meters cannot be owned).
 - If you are a Government or National account all aspects of mail machine ownership will be handled by Quadient, including invoicing, maintenance and service.
 - Postage Funding
 - Depending on how you fund your postage meter (see Postage section below), you may receive invoices from Quadient Postage Funding (formerly NeoFunds/TotalFunds) for your postage.
- Quadient Leasing USA Inc. (formerly MailFinance) - the leasing arm of Quadient
 - They provide leasing and credit for all equipment.
 - If you are leasing your equipment, they will issue all lease invoices, which cover the mail machine base, meter, and maintenance for the life of the lease.

W-9's for Quadient, Quadient Finance (for Quadient Postage Funding), Quadient Leasing, and CMS can be found on our website at: cms-colorado.com/company/W9

2. Postage

Postage can be funded through:

- **Prepaid** – pay in advance
- **PostageNow** (ACH bank withdrawal) – pay “just in time”
- **Quadient Postage Funding** (formerly NeoFunds/TotalFunds) – (credit) pay after you use it

Please refer to the Postage Payment Options page for details.



Best Practices

1. We recommend setting up a MyQuadient account, which will allow you to:

- Set up specific notifications and alerts
- Track postage activity
- View and pay invoices

Please refer to the Setting Up Your MyQuadient Account for detailed information on setting up your account.

2. Monitor your postage use closely.

- Depending upon how you are funding your postage account, it will take a minimum of 5 days or a maximum of 15 business days for postage to be allocated to your account, once it is received.
- If you are using Quadient Postage Funding (formerly NeoFunds/TotalFunds) to fund your postage, be sure to make payments in a timely manner each month to avoid exceeding the Free Transaction Limit and incurring the 1% Flex Limit Fee and late fees. Please refer to the Quadient Postage Funding document for detailed information.