



FAQ Secap Users

Where do I send my checks to make a deposit to my Postage by Phone account?

**Reserve Account
P.O. Box 856056
Louisville, KY 40285-6056**

Who do I call for Secap and supplies?

Call EBS at 425-883-9600

Where can I order E-confirmation & E-certified stickers (barcode)?

Call EBS at 425-883-9600

How can I check the balance in my Secap Postage by Phone Account?

Press the funds button on your meter and follow the prompts or call Postage by Phone 800-243-7800 – be sure to have your account number.

What if I forget my machine PIN #?

Write your PIN # down in a secure place. If it is lost or misplaced, we have no way of getting you that information and we'll therefore need to perform a meter exchange.

If our Mail Machine is moved to another location, is there anything we need to do?

Call EBS prior to your move for instructions at 425-883-9600.

Should we turn off our machines at night?

You can turn off the folder inserters at night, but you should leave the mail machine. The machines all have sleep & power saving modes.