

Technical Bulletin

Please Distribute to all Sales and Service Personnel

Mettler-Toledo, Inc. Scales & Systems

Number: R-9-99
Date: 9-9-99
Model: PROGRAMMABLE SCALES
Subject:

For almost a year now, the Retail Resource Center (RRC) has been available for you to access all the latest retail business information and to download various utilities, scale software, tools, and much more. We plan to continue to develop this Internet site to provide additional resources with more frequent updates. Soon, the RRC Internet site will be allocated completely to the Retail business. This means we will have complete control of how and when the information is updated allowing for quicker postings of the latest software and information.

In addition to being an Internet site for software and information, we are developing the RRC to establish a more efficient way of doing business and providing support. Therefore, various pieces of information and software which have previously been available from other sources such as the Tech Support FTP site, MT IntraNet site, e-mail, and bulletins will be centralized to the RRC exclusively. This will allow for greater control and management of the appropriate tools we all require.

To begin this initiative, the RRC will be the exclusive resource for obtaining released scale flash software. **Effective October 1, 1999, MTWR will stop shipping floppy disks with models 8361, 8450, 0355, 2450, and 8461 scale units.** As always, the software will be pre-flashed in the units before shipping. We understand that many of you utilized the floppy disks to store Databack files and miscellaneous data files for backup purposes, but please understand that the primary use of this floppy was to provide scale flash software to you in the most efficient way possible. Making the software available on the RRC is now the most efficient way to keep everyone current with released software.

If you have not signed up for an RRC account, please obtain a user name and password to access the Retail Resource Center on the Internet (www.na.mt.com/retail_resources). You may do so by e-mailing retail_resources@mt.com or by calling the Mettler Toledo Customer Care Center at (800) 447-9206.