



FriendShip, ASX & FriendShip Navigator Software Module Update

Dear Valued Neopost Customer,

Enclosed with this letter you will find your 2008 UPS Rate Change installation CD which when installed, will update your FriendShip Navigator or FriendShip/ASX Software to the newest rates as defined by UPS. The revised rate change software provides you with:

- The new UPS small package Daily and Retail rates **effective December 31, 2007**. For complete details of the changes including UPS Ground, Air and International express rates, surcharges and UPS Hundredweight rates please check the UPS website at www.ups.com
- No Changes are incorporated in this update for FedEx. All FedEx changes to the rates are handled via FedEx and will change **effective January 7, 2008**. For complete details please visit the FedEx website at: <http://www.FedEx.com/us/rates2008/ratechanges.html>

Installing your new rates is a simple process that should take less than ten minutes. Before installing the new rates, please review the enclosed installation instructions (steps 1-12).

Please note: it is the sole responsibility of the customer to install and verify that the rates are properly installed. Neopost Inc will not be liable for rates that were not verified or installed properly.

Should you have any administrative or technical questions concerning this 2008 FedEx and UPS rate change you can contact Neopost as described below.

- Please try visiting our website web site at <http://www.neopostinc.com/support/ups-fedex-rate-change.html> or <http://www.neopostinc.com> for complete rate change information
- When contacting us, please have your product model number, product serial number and your customer number available so that our representatives can assist you in an efficient manner.
- If you received this Rate Change Software in error. Return the contents of this rate package to Neopost Inc, Hayward. Please include the Sales Order # on the outside of the envelope.
- Please contact by telephone, fax or email us at:

Customer Service (Order / Billing / General Rate Change questions)

Monday to Friday: 7:00 AM to 7:00PM (Central Time)

Phone: (800) 934.2257

Fax: (510) 429.6721

Email: NeopostRateChange@neopostinc.com

Technical Services (Rate Change Installation/ Equipment questions)

Monday to Friday: 7:00 AM to 7:00PM (Central Time)

Phone: (800) 259.2678

Fax: (972) 241.9355

Email: support@neopostinc.com

We appreciate being your mailing system provider of choice and look forward to a long business relationship.

Sincerely, The Neopost Rate Change Team

FriendShip Navigator – Software Installation Procedure

| Step | Action / Comments |
|------|---|
| 1 | <ul style="list-style-type: none"> Close all open Carrier manifests & any open USPS Batch Close all open Windows Applications (FriendShip, Navigator, Word, Excel, etc..) Install the software at the beginning of the day or at the end of the day to ensure no live transactions |
| 2 | Ensure that the computer and monitor are turned <u>ON</u> . |
| 3 | Insert the Rate Change CD into the CDROM drive on the front of the computer. |
| 4 | The program will automatically begin loading within a minute. If the program does not start automatically, go to the Windows Desktop select "Start", then "Run", then enter "D:\SETUP" where "D" is the drive letter of the CDROM. Select "OK". |
| 5 | At the Product Installer menu, select "Next" to continue the installation. Note: The Navigator Product Installer is used for both the FriendShip & Navigator installations |
| 6 | Please Ensure all manifests are closed before continuing, then click Yes. |
| 7 | In order to install the Rate Change software you must accept the terms of the license agreement. Select "Accept" to continue. |
| 8 | If the software is installed before December 31, 2007, a message regarding the date is displayed. Select "Yes" to continue the setup. |
| 9 | The system will auto-detect all the components that are currently installed. Click Next to continue. The program will install the various program updates. |
| 10 | When the software is finished installing, click "OK" to complete the process and restart the computer. |
| 11 | The new UPS rates have been successfully loaded to support the new rates. Restart the computer to finalize the installation. |
| 12 | Open a UPS manifest and Process a UPS Ground parcel to verify operation of the software. |
| 13 | Store the UPS Rate Change CD with all other disks that were shipped with the system. Note: Do NOT discard any of the original disks. |

FriendShip Installation Notes:

- The Navigator Product Installer is used for both the FriendShip & Navigator installations

Navigator Installation Notes:

- If there is more than one Navigator workstations being used, the software must be installed on each one of the workstations.
- For Navigator installations only, refer to the Software Release document on the installation CD for a listing of all changes.