



FriendShip Navigator Software Module Update

Dear Valued Neopost Customer,

Effective May 12, 2008, the United States Postal Service will be changing their mailing rates. Enclosed with this letter you will find your software update CD, which when installed, will update your FriendShip Navigator application to provide you with the latest supported USPS rates.

Please do not install your 2008 rates until May 12th. 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 2007 Rate Change you can contact Neopost as described below.

- Please try visiting our website web site at <http://www.neopostinc.com> for complete rate change information, including access to new USPS mail classes.
- 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

For more information on the rate and structure change please see the USPS web site at <http://www.usps.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: May 2008

Step	Action / Comments
1	<ul style="list-style-type: none"> • Close all open Carrier manifests & any open USPS Batch • Close all open Windows Applications (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 Navigator CD into the CDROM drive on the front of the computer.
4	<p>The program will automatically begin loading within a minute.</p> <p>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".</p>
5	At the Product Installer menu, select "Next" to continue the installation.
6	In order to install the Rate Change software you must accept the terms of the license agreement. Select "Accept" to continue.
7	If the software is installed before May 12, 2007, a message regarding the date is displayed. Select "Yes" to continue the setup.
8	The system will auto-detect all the components that are currently installed. Click " Express Upgrade " to continue. The program will install the various program updates.
9	When the software is finished installing, click " Finish " to complete the process.
10	The new rates have been successfully loaded to support the new rates and mail classes. Restart the computer to finalize the installation.
11	Process a USPS 1 st Class mail piece to verify operation of the software.
12	<p>Store the Navigator CD with all other disks that were shipped with the system.</p> <p>Note: Do NOT discard any of the original disks.</p>

Installation Notes:

- If there is more than one Navigator workstations being used, the software must be installed on each one of the workstations.
- Refer to the Software_Releases_FN.PDF file on the CD-ROM for all software changes.