

UPS Rate Change, Effective January 1, 2007



neopost 

"FriendShip™ / ASX" Software Update

Prior To Installing The UPS Rate Change, Please Review All The Enclosed Material.

Enclosed is the Rate Change Pak for the January 1, 2007 UPS rate change. Our records indicate that you have a Neopost program that may be impacted by this rate update. If you do not require this update, please return it to the address listed below and indicate the reason for return. If you have the Neopost Software Advantage contract, there will be no charge for this update. If you did not elect to purchase a contract, you will be invoiced \$525 for the Rate Change.

Before installing the new rates please review the enclosed installation instructions. Detailed Rate-Pak™ installation procedures can be viewed on our website at:

<http://www.neopostinc.com> , click on UPS/FedEx Rate Change 2007 then Installation

THIS UPDATE INCLUDES THE FOLLOWING CARRIER CHANGES

For more details regarding this carrier rate change, visit our website

UPS Changes:

- Saturday Delivery is now Available for 2nd Day Air.
- Oversize (OS1, OS2 & OS3) is being replaced by a Dimensional Weight rate. The new method takes the L x W x H of the package and if more than 5,184 Cubic inches (3 Cubic feet) applies the Dimensional Weight rate.
- Domestic and International Rates have increased
- Only Canada Expedited is supported, Canada Saver has not been added as a new service
- For specific carrier information, please contact your carrier representative

Installation Notes:

- FedEx Rates are controlled via the FedEx server and will be updated directly by FedEx.
- If there is more than one FriendShip workstation being used, the software must be installed on each one of the workstations.
- The new version of the FriendShip once the program has been updated will be 7.59
- Refer to the Software_Releases.PDF file on the CD-ROM for all software changes.

RATE CHANGE SUPPORT

If you have administrative or technical questions concerning the January 1, 2007 rate change you can contact Neopost as described below. Please follow the steps as outlined here, to help us provide you with a quick solution.

- Please! Before anything else, read this instruction sheet thoroughly!!
- If you have Internet access, also try visiting our website at <http://www.neopostinc.com> . If you want to request a service call on-line, click the "**Support**" tab, click on Customer Support, then select "**Service Request**" and follow the prompts.
- If you find that you need to call, fax, or e-mail us, please try to have any or all of the following available when our operator requests them: **product model number**, **Rate-Pak™ serial number** and your **Neopost customer number** . We can still help you even if you don't have any of them, but it may take a little longer.

Customer Support (Order / Billing / Rate Change questions):

Monday to Friday, 6:00 AM to 5:00 PM Pacific Time

Phone: (800) 827.4543

Email: customerservice@neopostinc.com

Technical Services (Installation problems):

Monday to Friday, 6:00 AM to 5:00 PM Pacific Time

Phone: (800) 259.2678

Fax: (972) 241.9355

Email: support@neopostinc.com

SOFTWARE INSTALLATION PROCEDURES

for upgrading an existing version of FriendShip™ / ASX

Perform the following steps to ensure proper installation of the Software Modules

Note:

- **Close all open Carrier manifests & any open USPS Batch**
- **Close all open Windows Applications (FriendShip, Word, Excel, etc..)**
- **Install the software at the beginning of the day or at the end of the day to ensure no live transactions**

1. Ensure that the computer and monitor are turned ON.
2. Insert the FriendShip CD into the CDROM drive on the front of the computer.
3. The program will automatically begin loading within a minute.
 - a. 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**".
4. At the Product Installer menu, select "**Next**" to continue the installation.
5. In order to install the Rate Change software you must accept the terms of the license agreement. Select "**Accept**" to continue.
6. If the software is installed before January 1, 2007, the message regarding the date is displayed. Select "**Yes**" to continue the setup.
7. The system will auto-detect the location of the current installation. Click "**Next**" to continue.
8. After the first program is installed, the program installer will install the UPS software components. Click "Next" to continue.
9. Ensure to select the "**Reinstall or Upgrade UPSLink**" software at the installation prompt.
10. If UPS Contracted rates are detected, you will be prompted to upgrade your system or discontinue the upgrade.
11. When the software is finished installing, click "**Finish**" and restart your computer.
12. Open a UPS manifest and process a UPS transaction to verify operation. Note: "NLS 4.0" will now be printed in the lower right corner of the label.
13. Store the FriendShip CD with all other disks that were shipped with the system.
Note: Do NOT discard any of the original disks.

NOTE: It is the responsibility of the customer to install and verify that the rates on the CD-ROM were properly installed. Neopost, Inc. will not be held liable for rates that were not verified or installed correctly.