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FriendShip™/ASX & FriendShip™ Navigator Software Module Update

Dear Valued Neopost Customer,

Effective May 11, 2009, 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™/ASX or FriendShip™ Navigator application to provide you with the latest supported USPS rates.

Please do not install your 2009 rates until May 11th. 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 USA, Inc will not be liable for rates that were not verified or installed properly.

Should you have any administrative or technical questions concerning this 2009 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 USA Inc, Milford, CT. 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

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 on.
3	Insert the CD into the CD- or DVD-ROM 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 type "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. Note: The Navigator Product Installer is used for both the FriendShip & Navigator installations
6	Please ensure all manifests are closed before continuing, and 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	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 " OK " to complete the process and restart the computer.
10	The new rates have been successfully loaded to support the new rates and mail classes. Restart the computer to finalize the installation.
11	Store the 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/ASX & 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.