



WINDOWS-BASED FRIENDSHIP/ASX UPDATE

UPS / FedEx RATE CHANGE

EFFECTIVE January 3, 2005

Enclosed is the Rate Change Update CD-ROM Disc for the January 3, 2005 UPS / FedEx Rate change. Before installing it please review the enclosed installation instructions. Information about the January 3, 2005 Rate Change can also be viewed at our web site at <http://www.neopostinc.com/sup/rch000.html>. In case of trouble, see the back of this sheet for Administrative Assistance and Technical Support phone numbers.

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

NOTE: It is the sole 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.

SOFTWARE INSTALLATION INSTRUCTIONS

The effective date of this rate change is January 3, 2005. Perform the following procedures on or after the effective date to install the rates into your shipping system. This update only affects customers using the UPS / FedEx rates.

**** Refer to the Attached Sheet for Software Installation Instructions ****

Note: ALL customers must be running UPS PLD0200 in order to install the latest UPS software changes. Note: Customers running UPS PLD5.5 will only be upgraded with the basic UPS rates and not the full changes. To verify which version of the UPS PLD you are using, check the following:

If PLD0200 is Installed: In the UPS Special Service menu (right-side of screen) item 0 indicates "Options" and UPS Quantum View is an available service. With PLD5.5, UPS Quantum View is NOT an available service in the special service menu.

If PLD5.5 is Installed: In the UPS Special Service menu (right-side of screen) item 3 indicates "DCS", and menu item 4 indicates "Oversize. If these two services are displayed then you are using the old UPS PLD5.5 software. This must be upgraded. Contact your local Neopost service department. Customers using a custom keyboard can select the Oversize special service from the oversize key.

THIS UPDATE INCLUDES THE FOLLOWING CARRIER CHANGES

For more details regarding this carrier rate change, visit our website at <http://www.neopostinc.com/sup/rch000.htm> or contact the carrier for additional information

UPS Changes:

- Rates for UPS Next Day Air®, UPS Next Day Air Saver®, UPS 2nd Day Air A.M.®, UPS 2nd Day Air®, UPS 3 Day Select and UPS Ground will increase.
- Protection against potential loss or damage shall undergo the following updates:
 - Declared Value shall replace the text Insured Value and Excess Value.
 - It is automatically provided up to US\$100 in value for each package.
 - A minimum charge of US\$1.20 for packages valued between US\$100.01 and US\$300.
 - Additional optional protection will be US\$0.40 per US\$100, up to US\$50,000 per package.
- There are new zones and rates between US48, Alaska, Hawaii and Puerto Rico
- Fuel surcharge for UPS Ground, UPS Ground Hundredweight will increase

FedEx Changes:

- No changes have been incorporated for FedEx Ground
- Any Ground changes must be done via the Standard Rate Editor key

Other Changes:

- Software version has been updated. Refer to CD for version number
- UPS PLD0200 standards fully implemented
- Refer to the installation CD for Service Bulletin release notes of all changes incorporated with FriendShip software over the past year

RATE CHANGE SUPPORT

If you have administrative or technical questions concerning the January 3, 2005 rate change you can contact Neopost as described below. If you will follow the steps as outlined here, you can help us to help you as quickly and conveniently as it can be done!

- Please! Before anything else, read this instruction sheet thoroughly!!
- If you have Internet access, also try visiting our website at <http://www.neopostinc.com/sup/rch000.htm> *If you want to request a service call on-line, click the "SUPPORT" tab, 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, serial number** and your **Neopost customer number**. *We can still help you even if you don't have any of them, but it will take a little longer.*

Administrative Questions : For general questions, and for all questions about shipping, billing, serial numbers, etc:

- CALL **800-934-2257**, Monday through Friday from **6:00 AM to 5:00 PM Pacific Time**, **or**
- FAX a detailed statement of your question to **510-429-6721** - send at any time*

Technical Support : For strictly **technical** questions (those that relate to the way the equipment functions), you may:

- CALL **800-259-2678 (option 4)** Monday through Friday, **7:00 AM to 7:00 PM Central Time**, **or**
- FAX a detailed description of your problem to **972-241-9355** - send at any time*- **or**
- E-MAIL to **support@neopostinc.com** - send at any time*

If you aren't sure if your question is "Technical" or not, please call Administrative Support first – they can re-route you to Technical Support later if necessary.

* NOTE: Faxes and e-mail can be sent to us 24/7. They will be read and acted on during business hours – usually that will coincide with the Phone hours listed above for each department.



SOFTWARE INSTALLATION PROCEDURES

for upgrading an existing version of FriendShip for Windows

Perform the following steps to ensure proper installation of the FriendShip Windows Software & Carrier Server Modules

Note:

- Close all open Windows Applications (FriendShip, WIX, Word, Excel, etc..)
 - Close any open USPS Batch / Close all open Carrier manifests
 - 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. You will be prompted a few times to confirm installation.
 - a. If the program does not start automatically, go to the Windows 98/W2K screen select "**Start**", then "**Run**", then enter "**D:\SETUP**" where "D" is the drive letter of the CDROM. Select "**OK**".
 4. The default installation directory for the program is C:\FSWN. Do Not change this installation location.
 5. When the installation is complete, the installation program will prompt, "**WOULD YOU LIKE THE PROGRAM TO START AUTOMATICALLY WHEN THE COMPUTER IS STARTED?**" The default is YES. Yes will automatically start FriendShip when the computer is turned ON. No will cause the software **NOT** to start FriendShip automatically.
 6. The FriendShip PS & MailManager MM Shipping and Mailing Management Systems has now been upgraded to the most recent version.
 7. Store the FriendShip CD with all other disks that were shipped with the FriendShip system. **Note: Do NOT discard any of the original disks.**

UPS Server Software Installation (required when FriendShip is upgraded if UPS is used):

REQUIRED for UPS PLD0200 systems only.

1. Start the Windows Explorer and select the CD ROM. Browse to the "**Neopost UPS Carrier Service**" folder and select the "**SETUP.EXE**" icon.
2. Double-Click on the icon to start the installation of the service. You will be prompted a few times to confirm installation.
3. The UPS Carrier Center software will automatically load. When the installation is complete, close the window and restart the computer to ensure all services are properly restarted.

DHL Server Software Installation (required when FriendShip is upgraded if DHL is used):

1. Start the Windows Explorer and select the CD ROM. Browse to the "**Neopost DHL Carrier Service**" folder and select the "**SETUP.EXE**" icon to install the software.

System Documentation:

1. Start the Windows Explorer and select the CD ROM. Browse to the "**Programs, Reference Documents, install_ref_docs**" folder and select the "**SETUP.EXE**" icon to install the updated documents.

