

neoFunds[®] FAQ

GENERAL

- 1) **What is the neoFunds[®] service?** neoFunds[®] is a service that provides a more convenient way to fund your postage meter. With the neoFunds[®] service, you add funds to your meter with a simple reset, just as you always have; however, instead of pre-funding the postage account, you will now receive a monthly invoice for actual postage downloaded.
- 2) **What are some of the features of neoFunds[®]?** The following is a list of features:
 - a) Availability – All Neopost USA customers will have access to this service, and once your account is activated, you will have access to postage simply by resetting your meter(s), just as you do today. You will no longer have to estimate how much postage you will need in a given timeframe or wait for your checks to clear in order to download postage. With this service, the funds are available with no advance planning.
 - b) Convenience – Download postage now, pay later. It's that easy.
 - c) Account Management – In addition to the convenience and availability of this service, you will have a complete view of your postage activity at your fingertips. Online access through the neoFunds[®] area in the secure MyNeopost section of the Neopost USA www.neopostinc.com as well as detailed monthly statements, gives you the detailed information about your postage account that you need. If you are an individual meter user, you will enjoy increased visibility of the status of your account, remaining credit limit, invoice due dates, etc. If you have multiple accounts or multiple meters, you will appreciate the consolidation features of the neoFunds[®] service.
 - d) Activation – New customers will be automatically enrolled at the time they purchase or lease the equipment from us. Existing customers will simply need to fill out a short enrollment form and agree to the terms and conditions.
- 3) **What are the benefits?** The following are the major benefits of our neoFunds[®] service:
 - a) Convenient Access to Postage – Download postage now, pay later. It's that easy.
 - i) No longer need to pre-pay the United States Postal Service[®] (USPS[®]).
 - ii) Receive a detailed monthly invoice for postage.
 - iii) Never run out of postage, thereby negating the requirement for "emergency advances".
 - iv) Ample grace period for payments.
 - v) Payment can be made by mailing a check or paying online via our secure website
 - b) Robust Account Management – In addition to the convenience and availability of this service, you will have a complete view of your postage account activity at your fingertips.
 - i) Downloadable account information and history.
 - ii) Clear, periodic bill for postage expense.
 - iii) Website access, directly through the neoFunds[®] area in the secure MyNeopost section of the Neopost USA www.neopostinc.com website.
- 4) **How does neoFunds[®] differ from traditional means of funding postage?** Traditionally there are three options for funding your POC account. You can estimate your postage and pre-pay by sending a check to the USPS a week in advance; you can request an advance from Neopost USA and pay an electronic delivery fee of \$30 per \$1,000 advanced to your account; or you can provide Neopost USA with your bank account information so that a direct ACH debit can be applied to your account. ***With the neoFunds[®] service, you download postage in the amount you need, when you need it, and pay only when you receive our invoice.***
- 5) **If I am currently enrolled in ACH for postage, why would I want to switch over to the neoFunds[®] service?** There are actually many advantages to switching over to the neoFunds[®] service from ACH. They are:
 - a) Payment In Arrears – If cash management is important to your business, then having the ability to use the money on the meter now and pay for it later is a very attractive benefit of this service.
 - b) Simplified A/P Procedures – It is easier to have Accounts Payable pay an invoice than to estimate the amount needed on a purchase order to cover ACH transactions.
 - c) No Direct Access – With the neoFunds[®] service, Neopost USA will not have direct access to your bank account. You control when the postage funds are paid from company bank accounts.

- d) Greater "Float" Period – With ACH, the money is debited from your account within 24 - 48 hours. With the neoFunds® service there is at least 28 days before the amount must be repaid.
- e) Online Account Management – Easy access to an online system that allows you to see all neoFunds® service activity for the previous six months in one convenient location.
- 6) **Can I be enrolled in both the neoFunds® service and ACH?** No. These programs are mutually exclusive. You will need to pick one or the other based on your needs. However, if you are enrolled in the neoFunds® service, you can pay your invoice using an ACH credit transaction by visiting our website.
- 7) **Can I be enrolled in both the neoFunds® service and USPS® pre-pay service?** Yes. If you wish to continue to fund your postage by sending pre-payments to the USPS, you can continue to do so while remaining enrolled in neoFunds®. If you ever run out of pre-paid funds, neoFunds® will be conveniently available to you so that you can add postage to your meter without delay.
- 8) **How does the neoFunds® service affect my POC account?** A POC account is simply an account that holds funds. The neoFunds® services are simply a mechanism to fund the meter(s) in your POC account without having to pre-pay, or provide access to your corporate bank account. All customers are still required to have a POC account to reset your postage meter. The neoFunds® services are simply an additional option for you to fund your postage meters.
- 9) **If I have multiple meters on one POC account, can I still enroll in the neoFunds® or neoFunds® PLUS service?** Yes. The neoFunds® services are an ideal way to fund POC accounts with multiple meters. All meters on the account will benefit from the neoFunds® services. Please note that it is not possible to exclude meters from using the neoFunds® services if they share a POC account.

ENROLLMENT

- 1) **How can I sign up?** Customers who signed a meter rental agreement prior to September 1, 2007 can download the Enrollment Form from www.neopostinc.com/products/neofunds.html to enroll. Customers who signed agreements after September 1, 2007 should already be enrolled. You can check to see if you are enrolled by calling the POC Department at 1.800.636.7678.
- 2) **Are all customers eligible for the neoFunds® service?** All business and government customers who are using a commercial meter are eligible. The neoFunds® service is not available to government customers who are using a penalty meter.

CUSTOMER SUPPORT

- 1) **If I need to speak with someone regarding the neoFunds® service, whom should they contact?** Simply call 1.800.636.7678 to speak with a customer service representative, Monday - Friday from 8:00 a.m. - 8:00 p.m. EST.

BILLING/INVOICING

- 1) **Will I receive a separate bill/invoice for the neoFunds® service?** Yes. Due to the nature of the neoFunds® service, including the variable amounts due at the end of each billing cycle, we have decided to keep this account completely separate from our other invoices and statements so as not to cause any unnecessary confusion.
- 2) **Is this a monthly bill, or can I choose to set up alternative timeframes such as quarterly, semi-annually, or annually?** It is a monthly bill. Due to the fact that most of our customers use the neoFunds® service to fund regular downloads of postage into the mailing machine, we felt that it was best to issue statements on a monthly basis.
- 3) **Can I consolidate the neoFunds® service with my lease payment? What about my meter rental payment?** No, at this time the neoFunds® service will remain separate from your other invoices from Neopost USA.
- 4) **Can I use a credit card to pay a neoFunds® service invoice?** No.
- 5) **What about government P-Cards or Impact Cards?** No.
- 6) **How can I pay my invoices?** Currently you may either send a check to P.O. Box 30193, Tampa, Florida 33630-3193, or pay electronically online from the neoFunds® area of the MyNeopost section of the Neopost USA website www.neopostinc.com.

- 7) **Can I overnight a payment?** Yes. You may send an expedited payment directly to: neoFunds, Attention TA-34, 11601 Roosevelt Blvd, St. Petersburg, FL 33716. You must include your 16 digit neoFunds® account number to ensure timely crediting of your account.

ACCOUNT MANAGEMENT

- 1) **Other than statements, where can I manage my neoFunds® account?** All customers who are enrolled in the neoFunds® service can easily access their account information anytime from the myNeopost section of the Neopost USA website www.neopostinc.com.
- 2) **What kind of information will I be able to access?** In addition to monitoring account status and activity, you will be able to see your current statement, historical information for the previous six months, reports and data regarding account activity. You may also set up automatic alerts as well as one-time electronic payments to help better manage the account.
- 3) **Can I download this information into Excel or other file format?** We do support downloading of data in either CSV (Comma Separated Value) or QFX (Quicken File Exchange) formats.

PAYMENTS & COLLECTIONS

- 1) **What happens if I do not pay my invoice?** With the neoFunds® service you are not obligated to pay off the entire balance, but instead must only show some payment progress. So, as long you make at least the minimum payment due under your account plan, you will be considered current. However, should you fail to make a timely minimum payment, you will be considered late and will be assessed late fees and begin to accrue interest on your balance. Collection activities will begin immediately.
- 2) **If I pay only the minimum payment required on a statement, does that put me into the collection cycle, or am I considered current?** No, if you pay at least the minimum required under your plan, you will be considered current. However, you will accrue interest on any unpaid balance.