

Steps for Completing a Download Transaction on the eStore and Downloading your Product Update

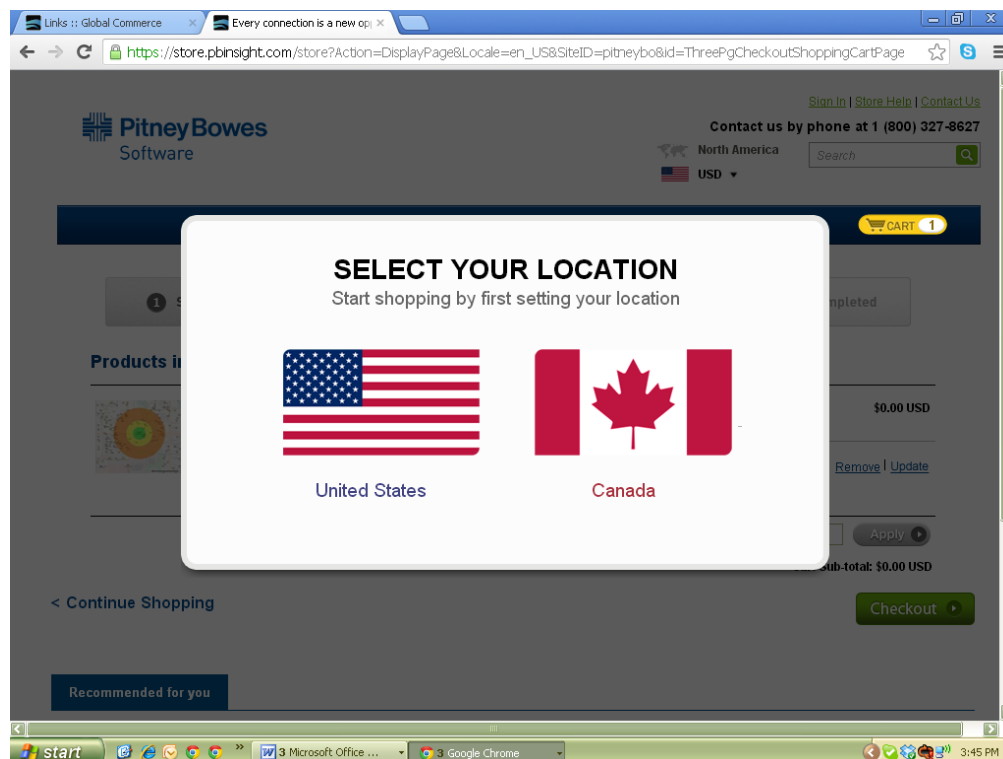
Once you have received a Technical Bulletin of Release Availability, follow these instructions carefully to receive your download.

1. Select the link or links for the products you wish to download from the Technical Bulletin.

If you are selecting more than one URL from the list in the Technical Bulletin to download, we recommend that you click on each desired link before you process the eStore order. When you click on each link, a new browser window will open for each link you click. Therefore if you are receiving more than one file, simply go to the last browser that opened and close the previous browsers. If you are only receiving a single item, simply work from the single browser that opened when you click on the single URL link.

2. CUSTOMERS OUTSIDE OF THE US AND CANADA MAY SKIP TO STEP 4.

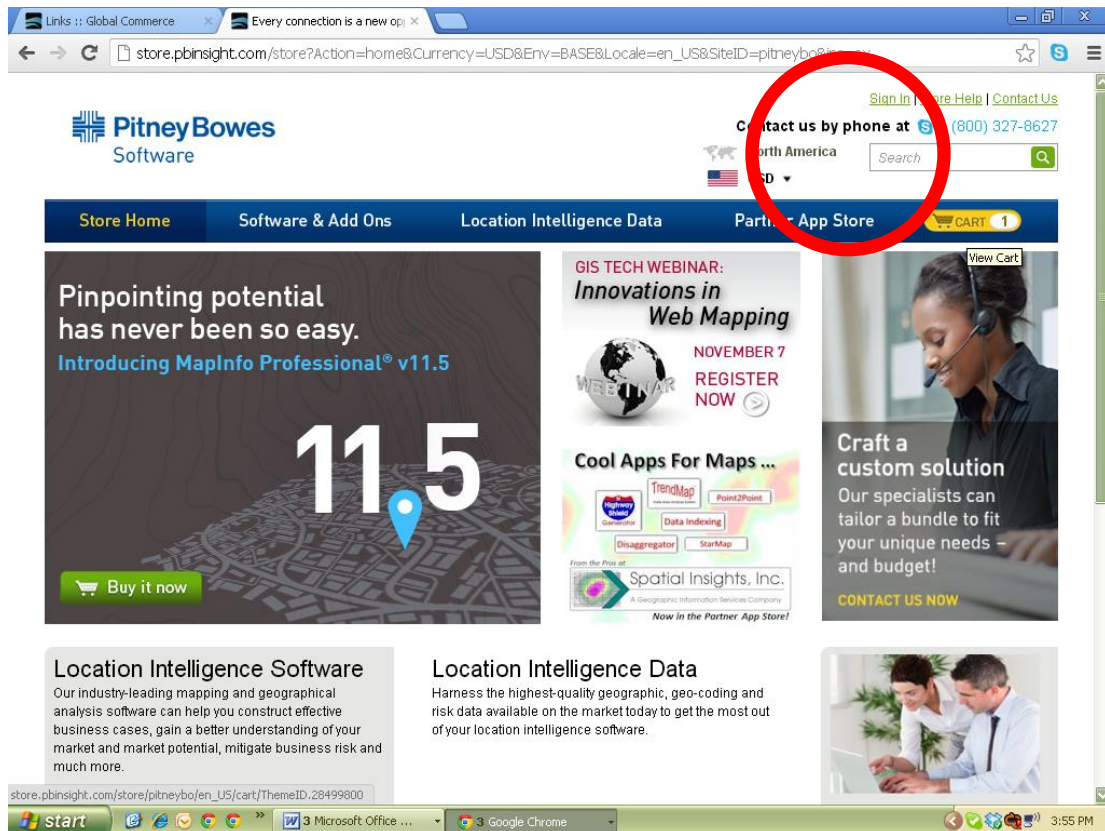
Initially the browser may prompt you to select your country of origin, US or Canada. Please see the screen shot below for an example of what you might see when you click on the link in the Technical Bulletin:



Selecting your country will redirect you to the main store landing page.

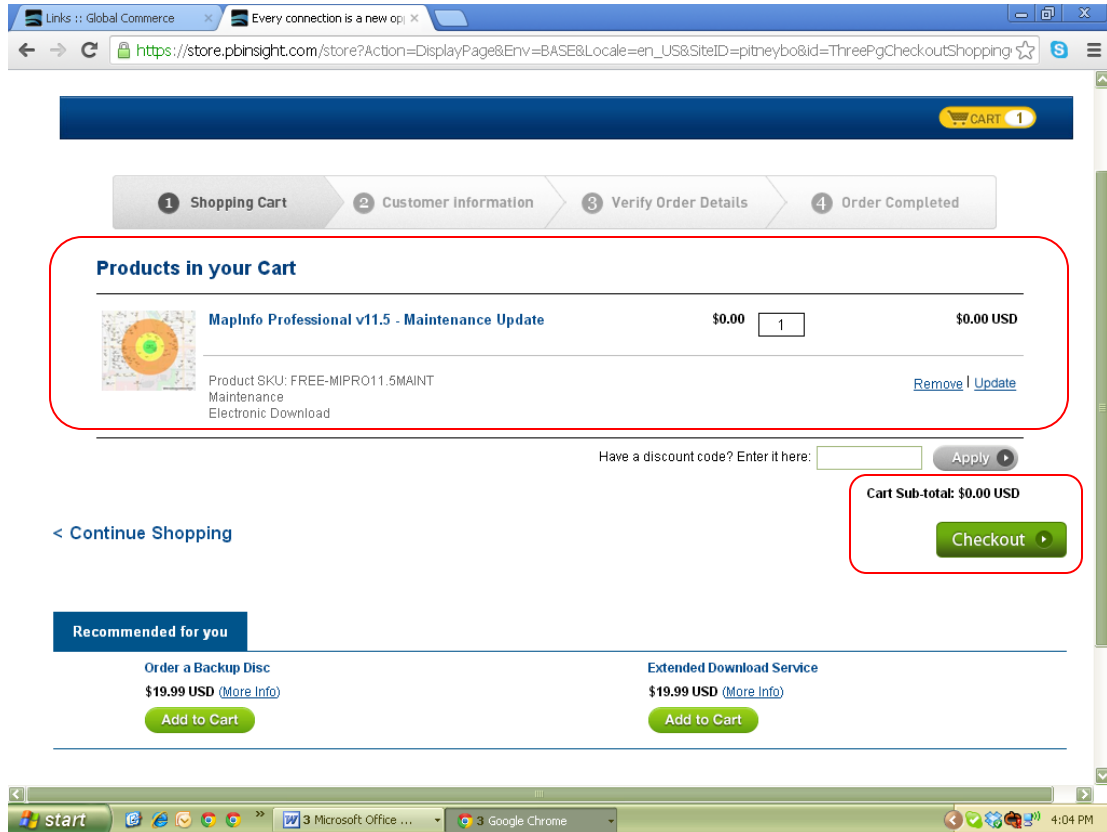
3. Look in the upper right hand corner of the eStore main landing page for a Shopping Cart logo highlighted in yellow.

Once you select your country, the main eStore landing page will appear. The Shopping Cart logo in the upper right corner of the browser will be highlighted in yellow with a number of items in your Shopping Cart, depending on the number of links you selected. Click on the Shopping Cart logo. Here is an example below.



4. Review your Shopping Cart to make sure it contains the item/items you want for download.

If you are downloading only, there is no charge for the transaction and no payment details will be required. However, if you elect to order Backup Media (lower left option) or Extended Download Support (lower right option), there is a fee for each service (\$19.99 USD) and you will be asked for payment information to complete your checkout. If you want to just receive the Digital Download, click on Checkout without adding those options to the Shopping Cart. See the screen shot below as an example:



5. You will be directed to a Customer Information Page to authenticate your transaction. If you have never used the eStore before, regardless of if you are an existing PBS customer or have a Pitney Bowes My Account, you will need to establish an eStore user account on your first transaction (email address, password and billing/shipping information). Click on the Submit button. (On subsequent visits you can simply authenticate your ID to the eStore by filling out the left hand side with your email and eStore password as a Returning Customer.)

Links :: Global Commerce | Every connection is a new opportunity

https://store.pbinsight.com/store?Action=DisplayPage&Env=BASE&Locale=en_US&SiteID=pitneybo&id=ThreePgCheckoutAddressP:

Sign In | Store Help | Contact Us
Contact us by phone at 1 (800) 327-8627
North America Search

Pitney Bowes Software

1 Shopping Cart 2 Customer Information 3 Verify Order Details 4 Order Completed

Returning Customer

If you have a store existing account, please fill in your e-mail and password. If you have lost your password [click here](#). eStore accounts are unique and not the same as your Pitney Bowes Software Support login credentials.

Email Address:

Password:

Login

New Customer

If you do not have a store existing account, please fill out the following form to place your order.

Fields marked with an asterisk (*) are required.

Email Address:*

Verify Email Address:*

Password:*

Verify Password:*

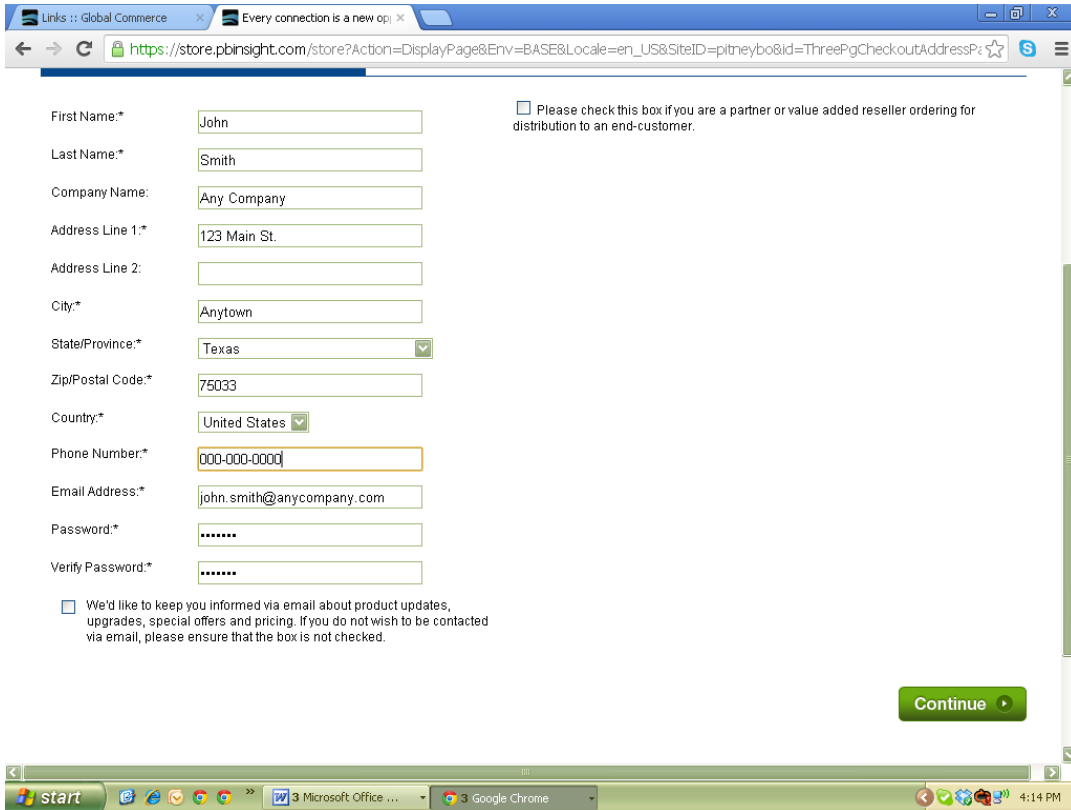
Submit

Billing Information

https://store.pbinsight.com/store?Action=DisplayPage&Env=BASE&Locale=en_US&SiteID=pitneybo&id=ThreePgCheckoutAddressPaymentInfoPage#

start | Microsoft Office ... | Google Chrome | 4:07 PM

Once you establish email and eStore password, click on the Submit button. Fill in the next page of the Customer Information Section. The following screenshot shows the information required for a no-charge maintenance download. If you select an optional purchase such as backup media or extended download service, you will be required to provide payment information. When you have completed the information, click on the Continue button.



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https://store.pbinsight.com/store?Action=DisplayPage&Env=BASE&Locale=en_US&SiteID=pitneybo&id=ThreePgCheckoutAddressP

First Name:* Please check this box if you are a partner or value added reseller ordering for distribution to an end-customer.

Last Name:*

Company Name:

Address Line 1:*

Address Line 2:

City:*

State/Province:*

Zip/Postal Code:*

Country:*

Phone Number:*

Email Address:*

Password:*

Verify Password:*

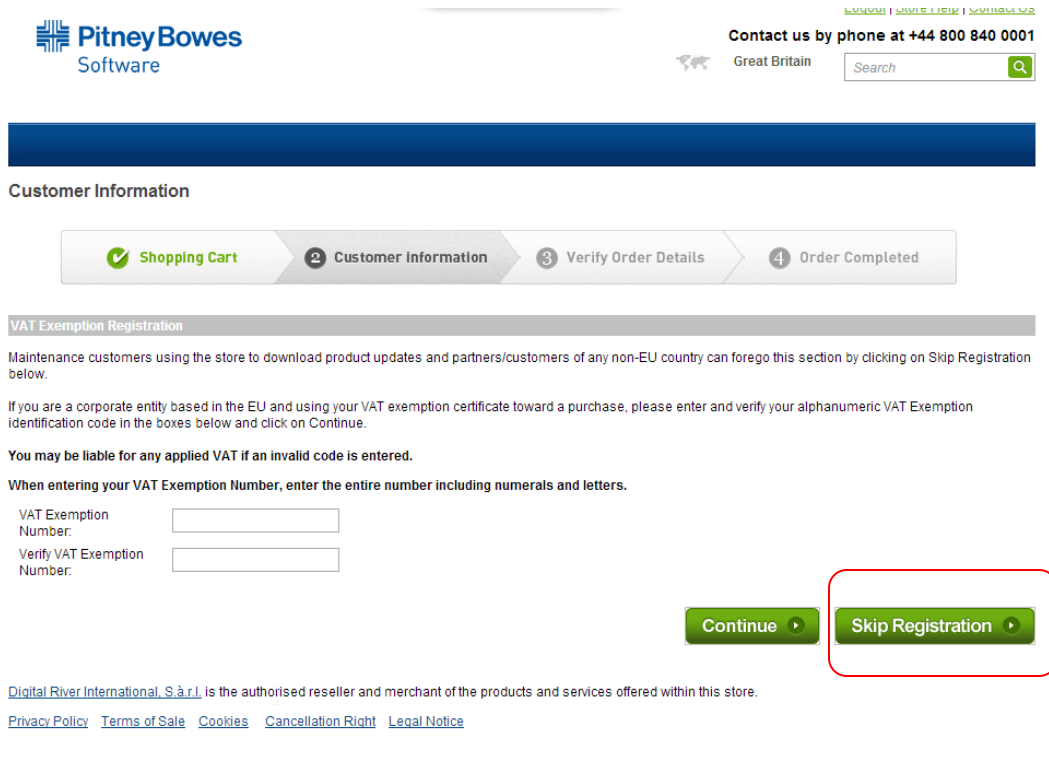
We'd like to keep you informed via email about product updates, upgrades, special offers and pricing. If you do not wish to be contacted via email, please ensure that the box is not checked.


[Continue](#)

start | Microsoft Office ... | Google Chrome | 4:14 PM

6. THIS ADDITIONAL STEP IS FOR CUSTOMERS LOCATED OUTSIDE OF THE UNITED STATES AND CANADA (All Others Skip to Step 7)

At the VAT Registration/Exemption page, click on the Skip Registration page button



 [Home](#) | [Sign In](#) | [My Account](#) | [My Orders](#)

Contact us by phone at +44 800 840 0001
Great Britain

Customer Information

1 Shopping Cart 2 Customer Information 3 Verify Order Details 4 Order Completed

VAT Exemption Registration

Maintenance customers using the store to download product updates and partners/customers of any non-EU country can forego this section by clicking on Skip Registration below.

If you are a corporate entity based in the EU and using your VAT exemption certificate toward a purchase, please enter and verify your alphanumeric VAT Exemption identification code in the boxes below and click on Continue.

You may be liable for any applied VAT if an invalid code is entered.

When entering your VAT Exemption Number, enter the entire number including numerals and letters.

VAT Exemption Number:

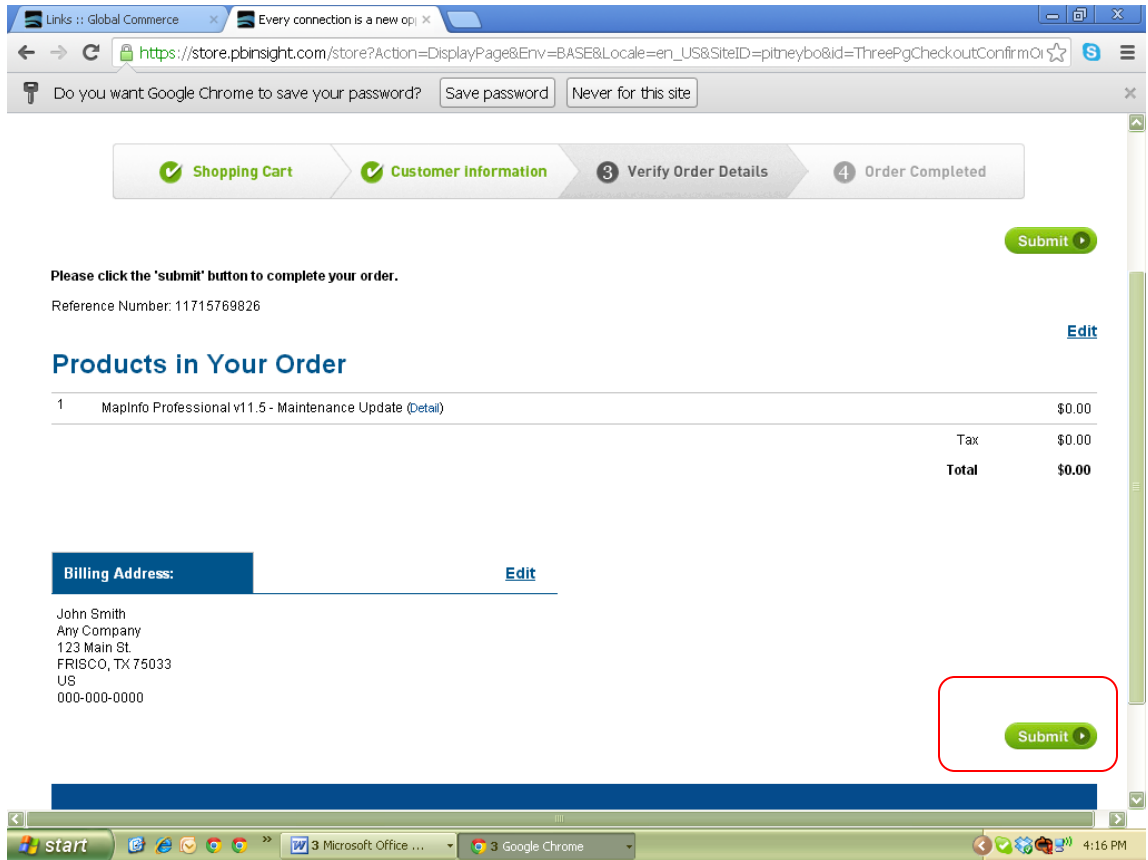
Verify VAT Exemption Number:

[Digital River International, S.à.r.l.](#) is the authorised reseller and merchant of the products and services offered within this store.

[Privacy Policy](#) [Terms of Sale](#) [Cookies](#) [Cancellation Right](#) [Legal Notice](#)

7. Verify your order details.

Review the items in your Shopping Cart and make sure you have all of the items you need for download. When you are ready to proceed, click on Submit button.



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https://store.pbinsight.com/store?Action=DisplayPage&Env=BASE&Locale=en_US&SiteID=pitneybo&id=ThreePgCheckoutConfirmO

Do you want Google Chrome to save your password? Save password Never for this site

Shopping Cart Customer Information **3 Verify Order Details** Order Completed

Submit

Please click the 'submit' button to complete your order.

Reference Number: 11715769826

[Edit](#)

Products in Your Order

1	MapInfo Professional v11.5 - Maintenance Update (Detail)	\$0.00
	Tax	\$0.00
	Total	\$0.00

Billing Address: [Edit](#)

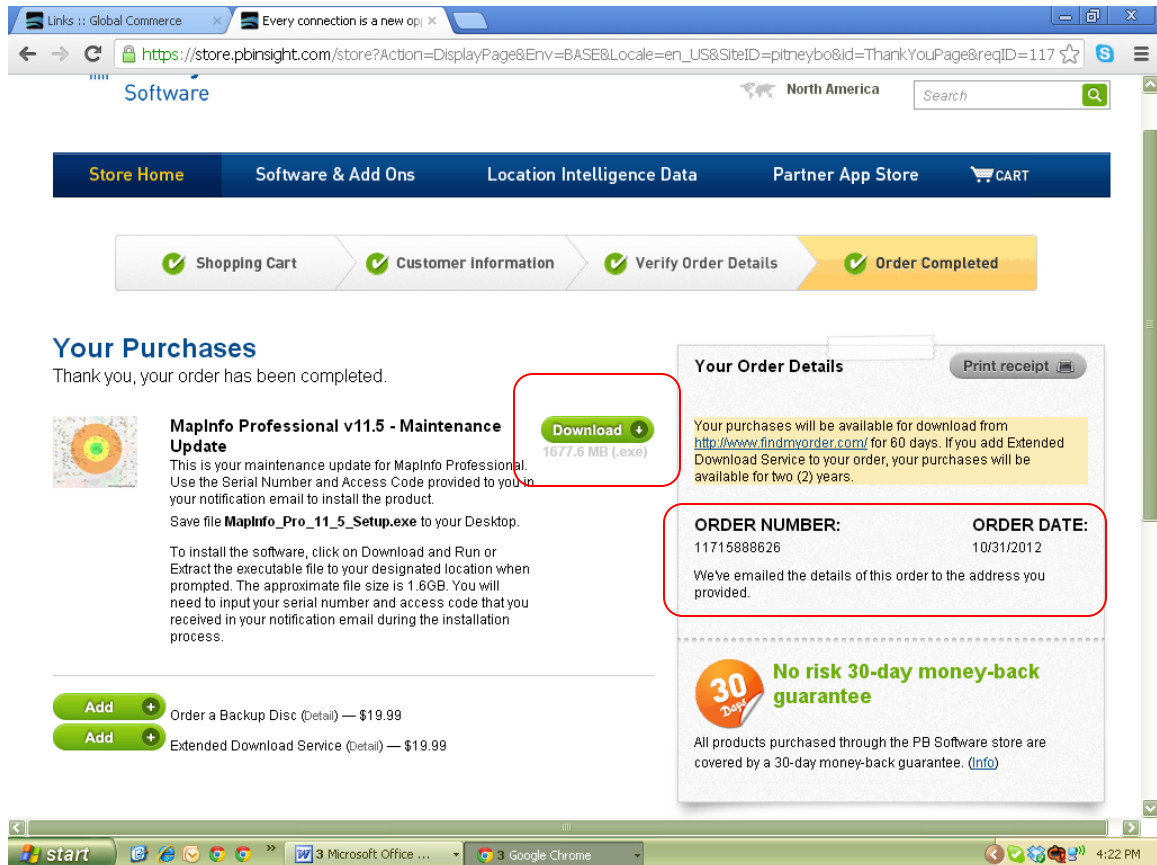
John Smith
Any Company
123 Main St.
FRISCO, TX 75033
US
000-000-0000

Submit

start Microsoft Office ... Google Chrome 4:16 PM

8. Click to download the product from your Thank You/Order Confirmation page.

Once you Submit the order, you will be assigned an order number and be taken to a Thank You/Order Confirmation page below which contains the Download link(s). You can choose to download it now or download it later. If you choose to download later, simply take note of the Order number and go to www.findmyorder.com. Input the Order Number and your eStore password and you will be returned to this Confirmation page. Download pages are available for approximately 60 days.



Your Purchases
Thank you, your order has been completed.

MapInfo Professional v11.5 - Maintenance Update
This is your maintenance update for MapInfo Professional. Use the Serial Number and Access Code provided to you in your notification email to install the product.
Save file **MapInfo_Pro_11_5_Setup.exe** to your Desktop.
To install the software, click on Download and Run or Extract the executable file to your designated location when prompted. The approximate file size is 1.6GB. You will need to input your serial number and access code that you received in your notification email during the installation process.

Download +
1677.5 MB (.exe)

Your Order Details Print receipt

Your purchases will be available for download from <http://www.findmyorder.com> for 60 days. If you add Extended Download Service to your order, your purchases will be available for two (2) years.

ORDER NUMBER:	ORDER DATE:
11715888626	10/31/2012

We've emailed the details of this order to the address you provided.

30 Day No risk 30-day money-back guarantee

All products purchased through the PB Software store are covered by a 30-day money-back guarantee. [\(Info\)](#)

Add + Order a Backup Disc (Detail) — \$19.99
Add + Extended Download Service (Detail) — \$19.99

Payment for Optional Services, Request for Payment (Credit Card) Information

As stated earlier, there is NO CHARGE and NO PAYMENT INFORMATION requested for maintenance orders that are DOWNLOAD ONLY.

However, the eStore provides customers with two additional options with their product updates, the ability to purchase Backup Media and the ability to purchase Extended Download Service. If you do add either of these optional services to your Shopping Cart, or purchase an additional item from the eStore that carries a fee, you will be required to enter payment information before you can process the order. The following is a brief description of each optional service and some recommendations:

Backup Media

The cost for this service is \$19.99 USD PER ORDER. Backup media will be produced for all products that are in the order and shipped via standard mail. There are no express mail options for this service. Please allow 7-14 business days for shipping from the time the order is placed. The order will be shipped to the billing/shipping information that is input by the customer in their eStore profile.

It is highly recommended that if you are ordering backup media for more than one product, that you click on all of the desired download links first for each product that you need in your Technical Bulletin and then process the transaction as a single order. In this scenario, the \$19.99 will be applied to that single order for all products in the Shopping Cart. If you choose to process each download link/product as a separate order and select backup media, you would be charged \$19.99 for each order, which is not cost effective.

Extended Download Service

The Extended Download Service is a third party product that extends the download availability of any order from 60 days to two years. The cost for this service is \$19.99 USD PER ORDER. This is an additional protection service in the event of system crashes, changes in licensed users, etc. **It is highly recommended that you forego this service as your Maintenance and Technical Support contract allows for re-issuing of software for these circumstances. For example, if you processed an eStore order, had a system failure and needed to reload the software again, or if you allowed the 60-day download window to expire without completing the download, you could simply click on the link again in your Technical Bulletin and process a new no-charge order to download.**

Backup Media and/or Extended Download Service may be purchased even after you complete the order. Those options will be available under the Download button on your Thank You/Order confirmation page should you change your mind.

Payment Options

The eStore supports the following payment options:

- Credit Card: We accept most major credit cards including MasterCard, Visa and American Express; this is the easiest format of payment for Optional Services or additional purchases
- Wire Transfer: Wire transfers are subject to bank transferal fees and may not be an optimal option for payment
- PayPal: If you have a PayPal account you can pay with this method
- Purchase Order: If you click on this option, you will need to submit an application for credit and may be asked to provide corporate financial information. Processing of applications may take up to 30 days.

Who to Contact for Assistance

Issues with not receiving Technical Bulletins or Media Discontinuation Notifications from Pitney Bowes

Contact Pitney Bowes at CustomerService-PBS@pb.com.

Issues with the eStore transaction itself

If you are receiving an error message from the eStore, or encountered a problem with the eStore such as password resets or the completion of the download when accessing a URL, access the Store Help link on the eStore and complete the support request form.

Issues with the product itself, such as installation assistance, product usage or other product-specific issues

Technical support email: software.support@pb.com