

Account Management Introduction

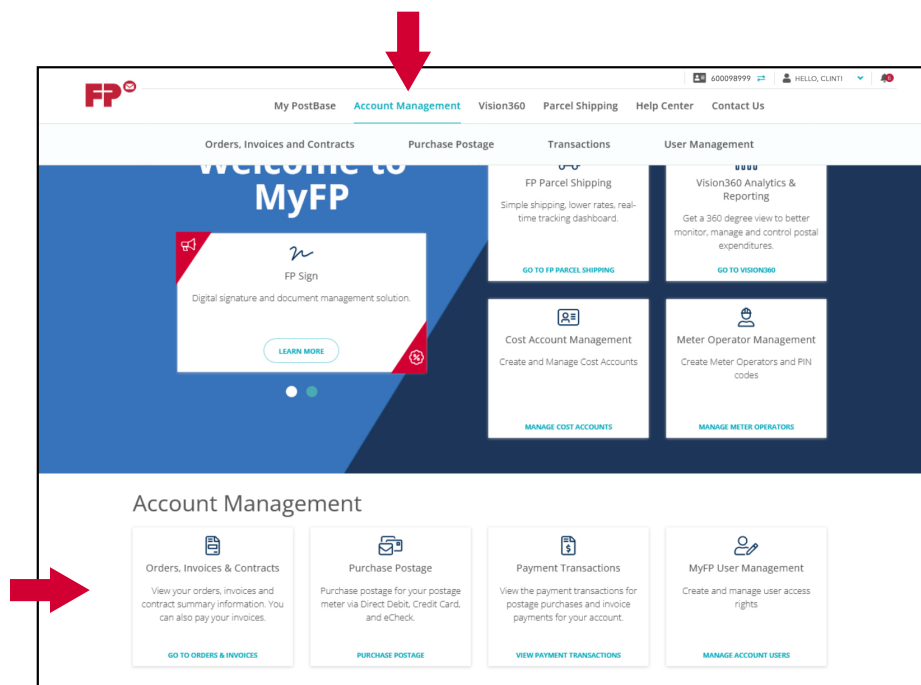
This introduction to the Account Management features in MyFP will give you an overview of the different features and what you can do in each one.

Account Management Features include:

- Purchase Postage
- Orders, Invoices and Contracts
- Transactions
- User Management

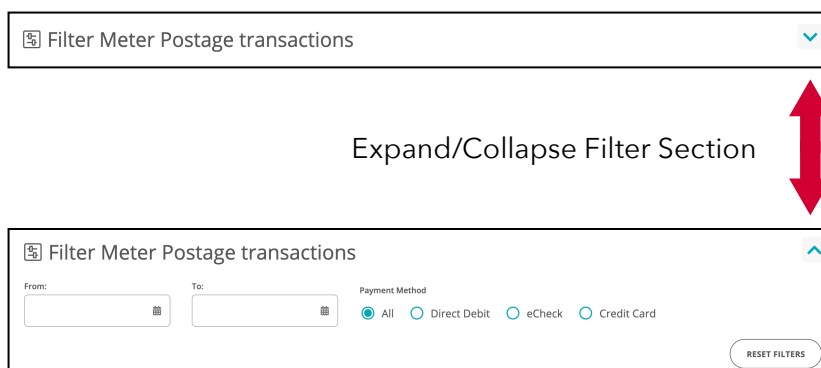
1. Where to find the new features:

You can find the links to the new Account Management features in the navigation bar as well as in the "Account Management" section of the homepage.



2. Filters

The Account Management features offer the ability to filter the items displayed in the tables. The filter sections are expanded by default, but you can use the chevron icon to expand or collapse this section.

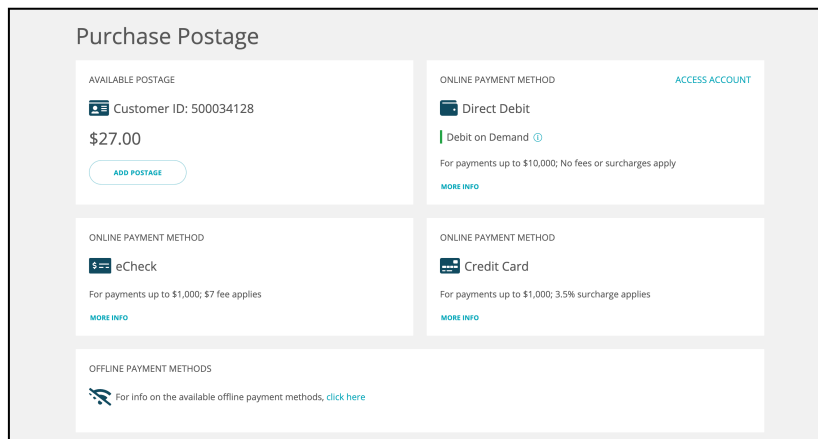


3. Purchase Postage

In the purchase postage feature, you can purchase additional funds for your postage meter and setup or edit your preferred payment method.

Payment Methods:

- Direct Debit (by Reset Debit)
- Direct Debit (by Debit-on-Demand)
- Credit Card
- eCheck
- Other methods: Mail-In Check & One time ACH/Wire Transfer

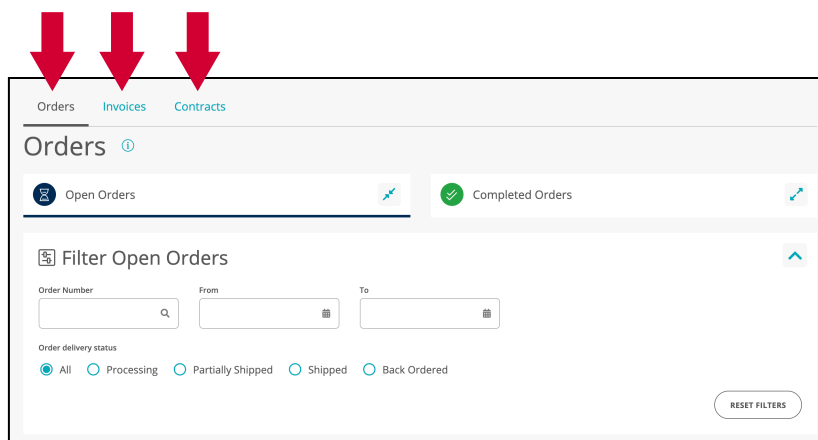


The screenshot shows the 'Purchase Postage' page. It features a section for 'AVAILABLE POSTAGE' with a customer ID of 500034128 and a balance of \$27.00, including an 'ADD POSTAGE' button. Below this are three 'ONLINE PAYMENT METHOD' options: Direct Debit (with a 'Debit on Demand' link), eCheck, and Credit Card, each with a 'MORE INFO' link. At the bottom, there is an 'OFFLINE PAYMENT METHODS' section with a link to 'click here' for more information.

4. Orders, Invoices, and Contracts

These three sections are located on the same page and you can navigate between them using the tabs up at the top of the page.

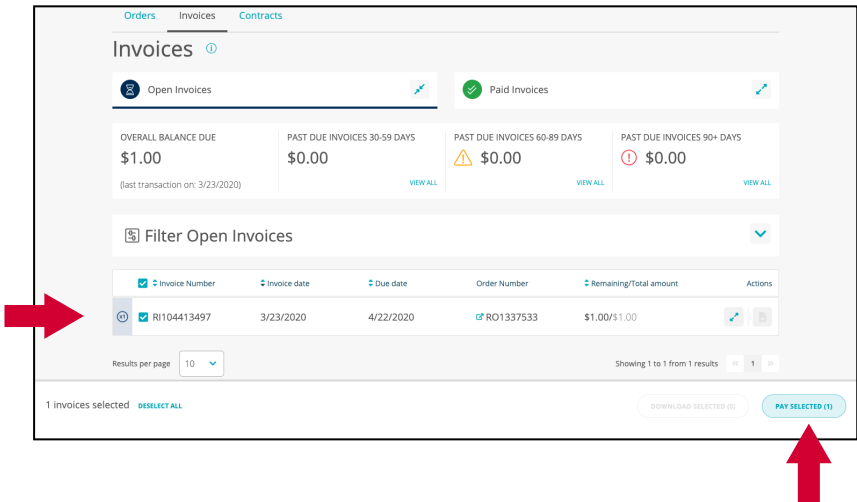
- Open / Completed Orders
- Open / Paid Invoices
- Open / Closed Contracts



The screenshot shows the 'Orders, Invoices, and Contracts' page. At the top, there are three tabs: 'Orders', 'Invoices', and 'Contracts', with three red arrows pointing to them. The 'Orders' tab is selected, showing a sub-header 'Orders' with a help icon. Below this are two buttons: 'Open Orders' and 'Completed Orders'. A 'Filter Open Orders' section follows, containing input fields for 'Order Number', 'From', and 'To', and a 'Filter' button. Below the filters are radio buttons for 'Order delivery status': 'All' (selected), 'Processing', 'Partially Shipped', 'Shipped', and 'Back Ordered'. A 'RESET FILTERS' button is located at the bottom right.

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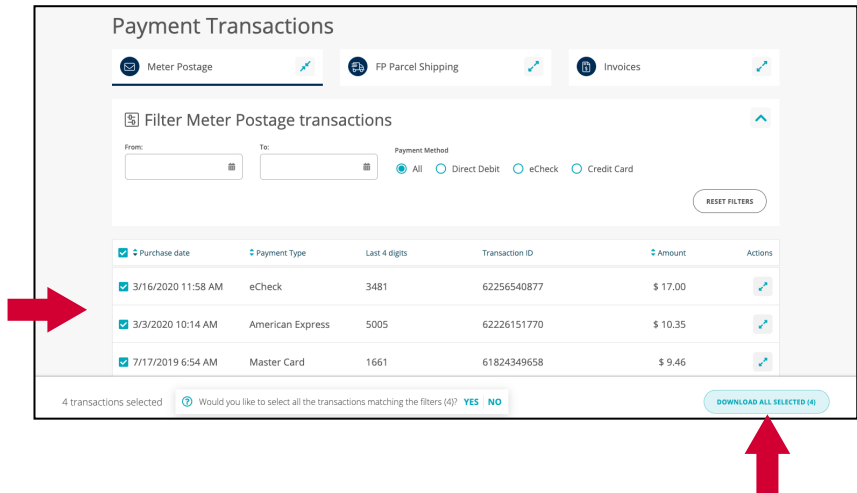
To pay invoices, you can select a single or multiple invoices in the table to select them for payment. Clicking the “Pay Selected” button in the sticky bar at the bottom of the screen will open the invoice payment wizard that will guide you through the payment process.



5. Transactions

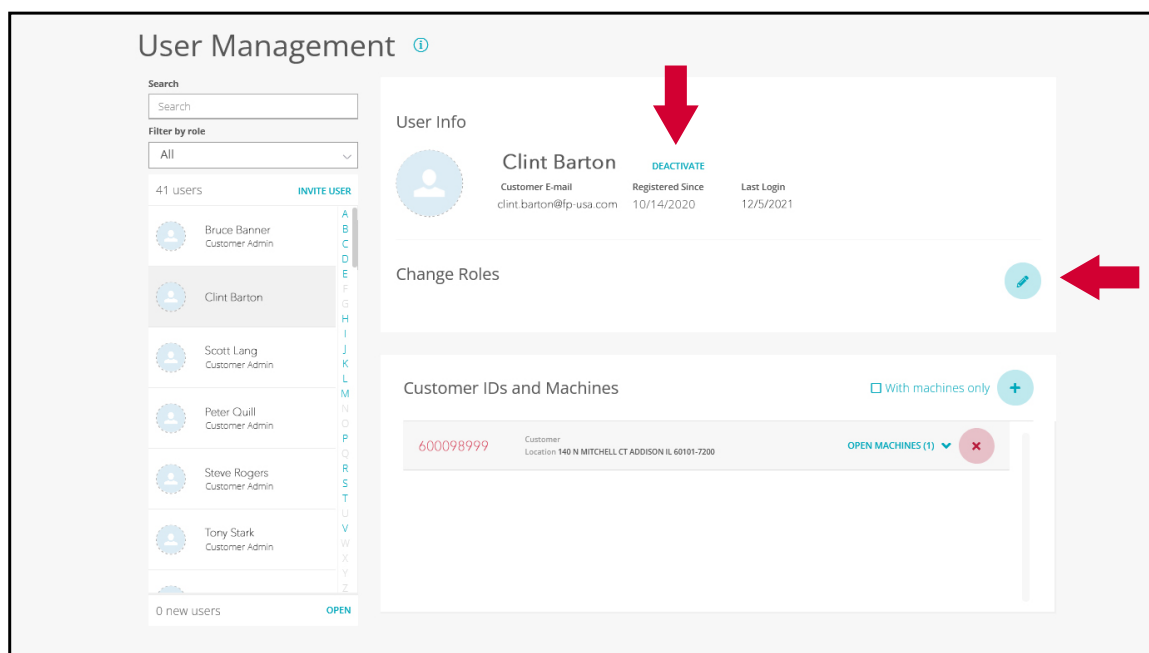
In the transactions feature, you can view online payment transactions for postage purchases, invoice payments, and FP Parcel Shipping transactions.

You can also select a single or multiple entries to download the records in a CSV format via the sticky bar at the bottom of the screen.



6. MyFP User Management

The MyFP User Management feature allows customer admin users to view and edit users registered on the same customer account. They can edit and remove roles to limit or add permissions to select features. Customer Admin users can also deactivate a user account and reactivate them later.



Additional Resources:

You can find additional information and FAQs in the Help Center of MyFP.

Customer Support:

You can contact our Customer Experience Team for additional help:

(800) 341-6052

myfp-portal@fp-usa.com