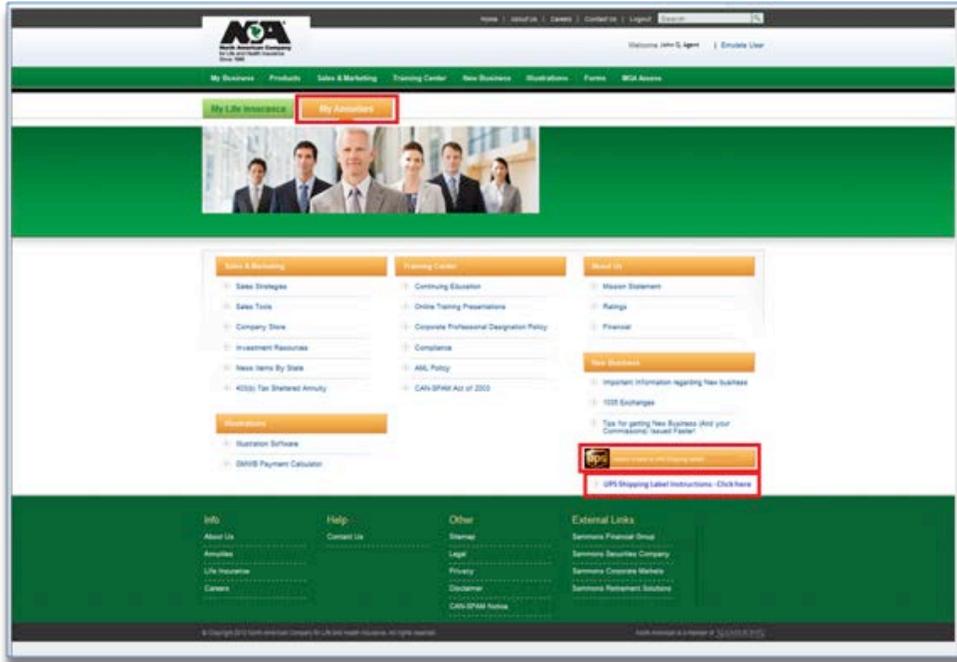


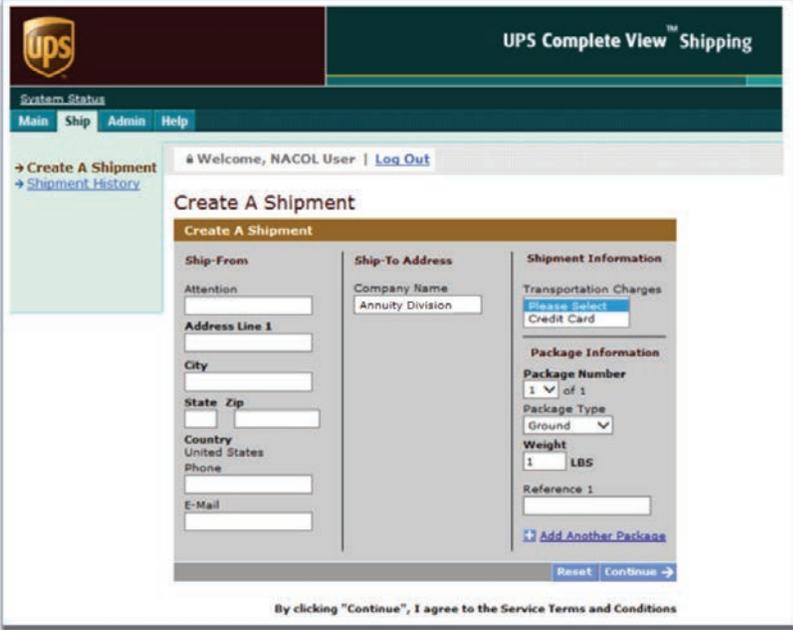
How It Works

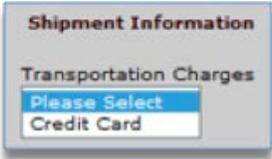
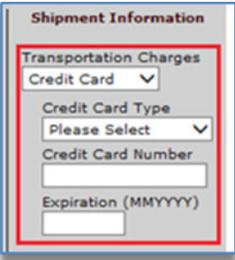
Access the UPS shipping labels from the North American website from the My Annuities page at www.NorthAmericanCompany.com



Follow the steps below to create and print a shipping label:

Step	
1	<p>Log into the North American website using your credentials. Once logged in, you can access the UPS website by clicking on the 'Instant Access to UPS Shipping Labels' button on the front page.</p>  <p><i>NOTE: Instructions for using the UPS system are also available, directly below the Instant Access:</i></p> 

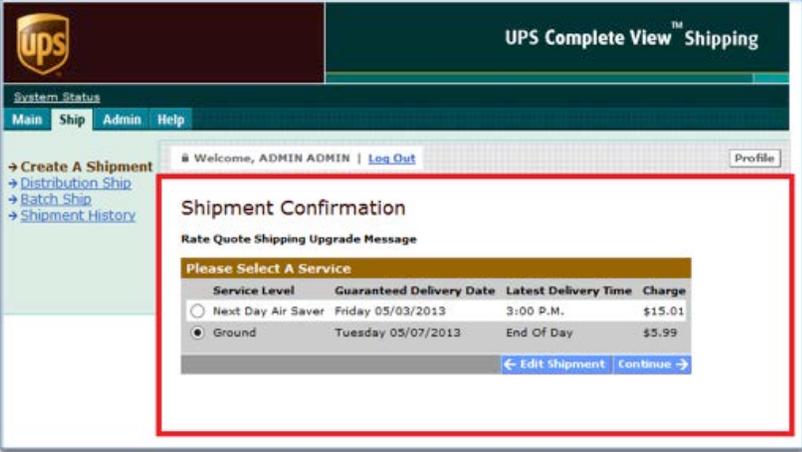
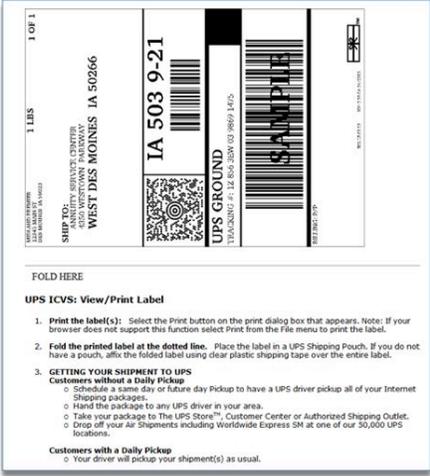
Step	
2	<p>A new internet browser window opens to the UPS Complete View Shipping website.</p> <p>Your authentication information is posted over to the UPS Complete View. The following screen will display:</p>  <p>NOTE: This is the main page for the UPS Complete View Shipping website. This screen may contain important announcements, so it's important to take a look.</p>
3	<p>Complete the 'Ship-From' section with your return address. The fields with bold heading are required to be completed:</p> 

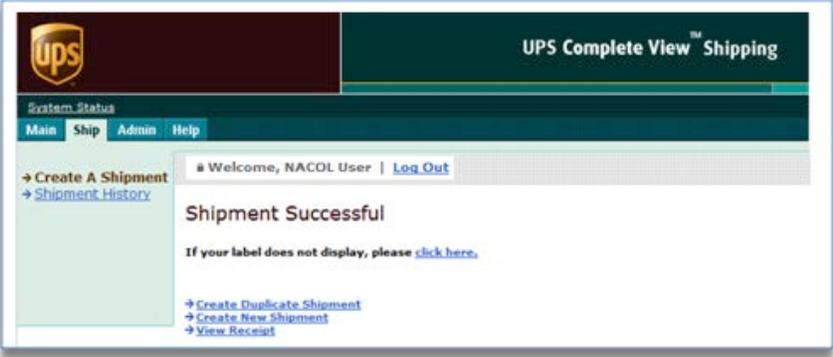
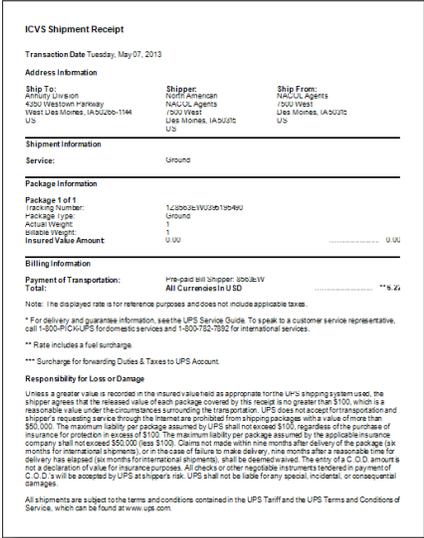
Step	
4	<p>The 'Ship-To Address' information is already pre-populated with the Annuity Service Center address information.</p> 
5	<p>Under the 'Shipment Information' Section, you will select 'Credit Card' from the drop-down box under 'Transportation Charges':</p> 
6	<p>This screen will change to allow credit card information to be entered:</p> 
7	<p>You must enter their credit card information for payment. From the drop-down box, select:</p> <ul style="list-style-type: none"> • American Express • MasterCard • Visa <p>NOTE: <i>Discover is not accepted on UPS.com</i></p>
8	<p>In the 'Credit Card Number' field, the card number is entered with no spaces or dashes.</p>
9	<p>The expiration date of the credit card is entered in the 'Expiration (MMYYYY)' field with no spaces or special characters.</p> <p>NOTE: <i>If the credit card is declined, first check with your credit card issuer. If no problem exists with the card itself, call Sales Support at 1-866-322-7066.</i></p>

Step	
10	<p>Under the 'Package Information' section, select 'Ground' in the 'Package Type' drop-down box. This will ship the package using standard UPS shipping:</p> <div data-bbox="365 365 607 663" style="border: 1px solid gray; padding: 5px; width: fit-content;"> <p>Package Information</p> <p>Package Number 1 ▼ of 1</p> <p>Package Type Ground ▼</p> <p>Weight 1 LBS</p> <p>Reference 1 <input type="text"/></p> </div> <p><i>NOTE: There is also an option on the 'Package Type' drop-down box called 'UPS Letter'. This is for shipping a package using Next Day Air Saver.</i></p>
Step	
11	Enter the package weight in the 'Weight' field.
Step	
12	The reference 1 field is not utilized.
Step	To ship another package, select the 'Add Another Package' link. The 'Package Number' will change to the next sequential number.
13	<div data-bbox="365 1020 623 1087" style="border: 1px solid gray; padding: 2px; width: fit-content; margin-bottom: 10px;"> <p>+ Add Another Package</p> </div> <p>Select the 'Package Type' for the additional package and enter the package weight in the 'Weight' field.</p>
Step	
14	To add or remove packages, use the Add Another Package or Remove This Package option.
Step	
15	When all information is completed, select the 'Continue' button.

Shipment Confirmation

When all shipment information has been entered and the 'Continue' button selected, the following steps will be available:

Step	
1	<p>The Shipment Confirmation screen will appear:</p>  <p>NOTE: To change shipment information, select the 'Edit Shipment' button to return to the 'Create A Shipment' screen.</p>
2	<p>Click 'Continue'.</p>
3	<p>The shipping labels will pop up in a separate window:</p>
3	 <p>NOTE: Make sure the pop-up block on the internet browser is turned off.</p>

Step	
4	Select 'File' and then 'Print' from the toolbar to print the label.
Step	The 'Shipment Successful' screen will appear.
5	 <p>NOTE: There are additional options available on this screen:</p> <ol style="list-style-type: none"> 1. To send an additional shipment using the same information, select 'Create Duplicate Shipment' link to save all previous shipment information. This will return you to the 'Create A Shipment' screen. 2. To create a new shipment, select the 'Create New Shipment' link. This will return you to the 'Create A Shipment' screen.
Step	To view and print a receipt showing the details of the shipment(s), select the 'View Receipt' link. The following will pop up in a different screen:
6	

Shipment History

To view shipment history for the last 90 days, select the 'Shipment History' link from the left-hand menu:



The complete 90-day history will display:

Shipment History						
Shipment History Display						
Displaying 1 to 3 of 3			Click on a column caption to re-order			
Cost Ctr	Consignee	Attention	Shipment Date	Service	Charge	
<input type="radio"/>	Annuity Division		05/08/13 06:47	Ground	\$7.12	
<input type="radio"/>	Annuity Division		05/08/13 06:30	Ground	\$7.12	
<input type="radio"/>	Annuity Division		05/08/13 06:25	Ground	\$7.12	
			Details	Track	Void	Invoice
			Receipt	Export		

To see the details of a particular shipment, select a radio button next to that shipment. Then, select one of the blue buttons at the bottom:

Button	Description
Details	This will provide a detail of the shipment, including a tracking link which can be used to track the package via the UPS website.
Track	This will take you to the UPS website to track the package.
Void	This button will void the shipment.
Invoice	This button is available only for international packages.
Receipt	This will show a complete receipt for the package.
Export	This option allows you to export the shipping history to an Excel spreadsheet.

For additional assistance, call our Sales Support team at 866-322-7066.