



Working with Xerox and Betasphere for the FlowPort Program



Congratulations and Welcome to the FlowPort Beta Program from Xerox Corporation! You have been selected from among many qualified candidates to participate in what promises to be a very fun and exciting beta test. We thank you in advance for your participation, and look forward to working with you.

As a beta test partner we view you as an extension of the product team during this critical phase of the development process. Our objective for this partnership is to establish an ongoing, two-way communication between yourself and our FlowPort development team, with the goal of producing a product that clearly meets or exceeds your needs. To meet this objective, Xerox has partnered with BetaSphere, Inc. to manage the FlowPort beta test program. BetaSphere has some great tools that will help make your testing experience easier and more efficient, and will be your primary contact during the beta program. Please let the representatives at BetaSphere know if they can assist you in your testing of the software in any way.

Package Contents

This package contains almost everything you need to get started beta testing the Xerox FlowPort V2, including:

- ◆ FlowPort Version 2.0
- ◆ Release Notes
- ◆ Flash Bulletin
- ◆ Installation and Setup Guide
- ◆ Administrator Guide

Personal Feedback Center

Throughout the beta test your primary means of communication will be your own, secure, personal feedback web site that was created and is supported by BetaSphere. An email was sent with information on where to find and how to gain access to your personal feedback center. If you run into any difficulties accessing your site, please let the representatives at BetaSphere know immediately.

Through your feedback center you will be able to do the following:

- ◆ **View the latest Info & Updates**
Information about the beta test, including important update information, will be posted to the 'Info & Updates' page of your personal feedback center.
- ◆ **Technical Support Requests**
Submitting technical support requests through the feedback center allows the appropriate FlowPort Support and QA team members to view and resolve your issue as efficiently as possible.
- ◆ **Bug Reports**
The primary goal of the beta test is to identify and resolve bugs. Bug Reports submitted through your feedback center can be viewed by the FlowPort development team in real time. The ability to see your bugs immediately gives the development team the best possible opportunity to resolve these issues in the final production version of the software.
- ◆ **Suggestion Forms**
We need your suggestions on how to improve FlowPort! Please provide us any and all ideas on how to improve the product by submitting a Suggestion Form through your web site. Your suggestions will help the marketing team know where FlowPort could be improved, and what is really important to users such as yourself.

◆ **Evaluations**

Periodically the team may post an Evaluation (or survey) to get targeted feedback on your experiences with FlowPort. We will contact you when one of these Evaluations has been posted.

Contact Information

We encourage you to utilize your personal feedback center as your primary means of communication. But, if you have a pressing issue that needs immediate attention, please feel free to directly contact the representatives at BetaSphere. The BetaSphere Xerox representatives can be reached in the following ways...

- ◆ Phone: Call BetaSphere at 1-888-BETA-AID (1-888-238-2243)
Outside the U.S. call – 1-650-930-0200 extension 119
- ◆ **Xerox FlowPort Technical Support – 1-800-295-3205**
(Please call Technical Support when you are not able to continue testing FlowPort)
- ◆ Email: The BetaSphere email address for this project is: flowport@betasphere.com
- ◆ Fax: Faxes can be received at 1-888-BETA-FAX (1-888-238-2329)
- ◆ Mail: The old stand-by method. Please send mail to:

BetaSphere, Inc.
Attn: FlowPort Beta Program Lead
3977 East Bayshore Road
Palo Alto, CA. 94303

Confidentiality

We remind you that Xerox operates in a highly competitive environment and hence requires that all beta sites keep information regarding the FlowPort product and Xerox confidential. Please adhere to the terms in this agreement or we ask that you do not load the software, and that you return this beta test package immediately. Thank you in advance for your discretion and consideration.

Thank You!

Thank you in advance for your time and participation in the Xerox FlowPort program! We look forward to working with you and receiving your feedback.

Sincerely,

The FlowPort Development team

Enclosures