



# RPOST'S REGISTERED E-MAIL® SERVICE: USER GUIDE

## SERVICE OVERVIEW

RPost's Registered E-mail® service was created as the platform for companies to move from paper to electronic communications and gain instant cost savings and e-mail protection. The Registered E-mail service is an important safeguard against legal liability associated with e-discovery and e-mail message disputes. Unlike the common 'read receipt', it protects you and your organization with Legal Proof® records. The proof is in the form of a Registered Receipt™ e-mail which contains a digital snapshot of the entire e-mail transaction and can be self-authenticated at any time should an aspect of your original message be called into question.

RPost service provides a Registered Receipt™ e-mail giving the sender verifiable proof of:	The Registered E-mail® service:
Sending and receiving	Works with <i>all</i> e-mail platform (including webmail & PDAs)
Content of e-mails and attachments	Does <i>not</i> require any recipient action or special software
Uniform time sent and received (atomic clock)	Does <i>not</i> store the sender's e-mail content or information

## RPost® Advantages:

- Saves time & money by reducing the need to send important documents by FedEx/fax/postal.
- Permits the sender to e-sign agreements, with an e-signature as strong as a "wet-ink" signature.
- Enables sender to obtain recipient signatures on contracts for legal e-contract execution with two clicks giving the sender the upper hand in any dispute involving the content or delivery status of e-mail.
- Mitigates risk by ensuring your e-mail records are admissible into evidence if ever challenged.
- Simplifies record-keeping as receipts are auto-filed and can reconstruct a verified electronic original.
- Protects against the common recipient excuse of "I never got it"; or "that's not what the e-mails said".

## HOW TO SEND

**Step 1:** Compose an e-mail and press the "Send Registered" button

**Step 2:** Add ".rpost.org" to the end of the recipient address (e.g. [ann@firm.com](mailto:ann@firm.com) to [ann@firm.com.rpost.org](mailto:ann@firm.com.rpost.org))

**Step 3:** Press "Send"



## E-MAIL PATH

- Step 1:** E-mail leaves the sender's computer and company network like any other e-mail
- Step 2:** E-mail travels through RPost and is delivered without delay (without .rpost.org in the address)
- Step 3:** RPost gathers the delivery information without the receiver required to participate in any way
- Step 4:** RPost generates a Registered Receipt e-mail containing the information of the delivery, content and time
- Step 5:** The receipt is returned to the sender and all non-billing information of the e-mail is wiped from the system

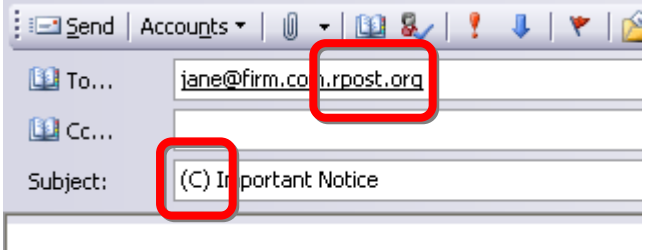
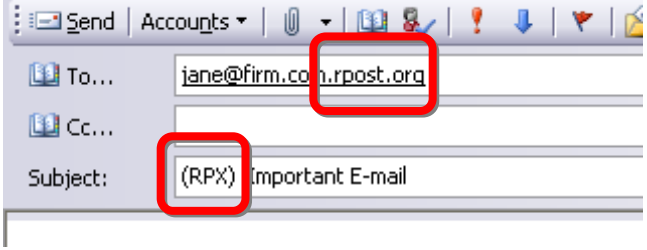
## FEATURES

Enabled users that would like to send a Registered E-mail message from a PDA, webmail or an application simply add the suffix **“.rpost.org”** at the end of the recipient address. The suffix **“.rpost.org”** routes the message through the RPost networks for registration. This method may also be employed when the sender would only like to register one recipient address out of many in an e-mail or if Registered E-mail messages are sent from a server or automated mailing system.

The sender may add a subject line tag **inside parenthesis** for different basic features available on-demand. The receiver will see neither these subject line tags nor the **“.rpost.org”** suffix.

Service	Address Suffix	Subject Line Tag	Example Subject
Registered (default)	.rpost.org	None	Important E-mail
Unmarked (no banner)	.rpost.org	(C), (c) or ©	(C) Important E-mail
Register Receiver's Reply	.rpost.org	(R+) or (r+)	(R+) Important E-mail
Client/Reference Code	.rpost.org	(Rclientcode)	(R123-1234) Important E-mail
PDF Conversion	.rpost.org	2PDF	2PDF Important E-mail
eSignOff:	.rpost.org	(RPX)	(RPX) Important E-mail
Encrypted (secure)	.rpost.org	RPSX(password)	RPSX(blackfin) Important E-mail

### Example subject line tag:

Registered E-mail: Unmarked (without the banner)	
Registered E-mail: eSignOff feature	

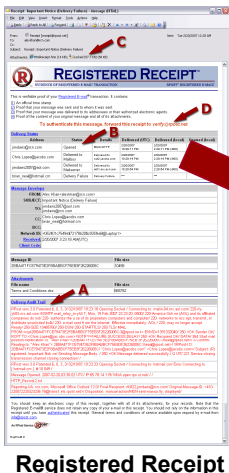
Full feature list: [http://www.rpost.com/site/features/features\\_core.htm](http://www.rpost.com/site/features/features_core.htm)

## THE REGISTERED RECEIPT:

The Registered Receipt e-mail is returned to the sender within an hour and auto-files into a subfolder of the inbox called (R)ceipts. The receipt is a verifiable, admissible record of that is an integral part of a company's e-mail retention policy. The return time depends on many factors including the number of recipients, the recipient mail system and if there were any failures. The four principal components of the Registered Receipt e-mail are (A) transaction meta-data; (B) interpretation of transaction data – delivery status; (C) self contained and self authenticating information (Note: RPost stores no data); and (D) authentication process.

RPost algorithms translate the server dialogues so the sender knows the delivery status without having to contact the Help Desk or IT department.

## Delivery Status Section:



	Registered E-mail®	Traditional Mail Carrier
Legally Delivered	<input checked="" type="checkbox"/> Opened	= Recipient signature
	<input checked="" type="checkbox"/> Mailbox	= Assistant signature, put on desk
	<input checked="" type="checkbox"/> Mail Server	= Mail Room attendant signature
	<input checked="" type="checkbox"/> Failure	= No one signs for it

Delivery Status					
Address	Status	Details	Delivered (UTC)	Delivered (local)	Opened (local)
jimdavis@rcn.com	Opened	MUA+HTTP	2/20/2007 10:29:11 PM	2/20/2007 2:29:11 PM (-800)	2/20/2007 2:34:00 PM (-800)
Chris.Lopes@jacobs.com	Delivered to Mailbox	Delivered to out2.jacobs.com	2/20/2007 10:29:14 PM	2/20/2007 2:29:14 PM (-900)	
jimdavis2007@aol.com	Delivered to Mailserver	Delivered to m01.mx.aol.com	2/20/2007 10:28:54 PM	2/20/2007 2:28:54 PM (-800)	
brian_neal@hotmail.cm	Delivery Failure	Delivery Failure	***	***	

## AUTHENTICATION

RPost proves delivery, content and time without any third party storing the content or transmission information. This is accomplished by attaching to the receipt the data required to reconstruct and validate the original e-mail, attachments, and transaction information. The data also allows the Registered Receipt e-mail to be self-authenticated on demand, in order to protect the sender in a dispute. The attached data is in an encrypted "Locked" file. To ensure the sender's company or e-mail hosting service's spam/virus filter does not quarantining or tamper with the Registered Receipt e-mail or "Locked" file attached, it is important to test the receipt verification process as noted below.

## REQUIRED RECEIPT VERIFICATION

To guarantee the Registered E-mail service works correctly in the sender's environment, RPost strongly recommends the sender perform a test verification of a Registered Receipt e-mail by forwarding it to [verify@rpost.net](mailto:verify@rpost.net). Within a few minutes, the sender should receive a Receipt Authentication e-mail back without any failure notice. If there is a failure notice or the Registered Receipt e-mail is never returned to the sender, please review the information below carefully.

If the sender does not receive a Registered Receipt e-mail, please check the sender's quarantine or junk mail folder and/or contact the sender's e-mail manager or service provider. This is important if:

1. After two hours the sender still does not see the "(R)ceipt" folder created or a Registered Receipt in the inbox
2. A Registered Receipt e-mail returns an "Authentication Failure" after it is authenticated at [verify@rpost.net](mailto:verify@rpost.net)

Please inquire about the secure, web accessible RPost seven-day receipt cache and the RPost Proof Archive™ services for receipt management and storage by contacting either your sales representative or [support@rpost.com](mailto:support@rpost.com).

## TOP 5 MYTHS ABOUT E-MAIL

Below are the top five myths regarding standard e-mail. RPost solves the risks identified by these common myths relating to e-mail.

1. **Myth Regarding Bounce Notice:** *“I did not get a bounce notice, so I know the e-mail got there.”*

**The truth:** Most recipient servers turn off bounce notices due to abuse by spammers; therefore, no bounce notice certainly DOES NOT mean successful delivery.

2. **Myth Regarding Internal vs. Internet E-mail:** *“I copied myself, I got the copy – so I know it was delivered.”*

**The truth:** Internal e-mail within the organization does not prove the e-mail got to the Internet – and certainly does not prove delivery.

3. **Myth Regarding Read Receipts:** *“I requested a read receipt so I will know when they get the e-mail.”*

**The truth:** Read receipts have little value. They are simple text files that can be easily forged. They tell nothing about content received. The recipient can opt not to return the receipt.

4. **Myth Regarding Admissibility of Printed E-mail into Evidence:** *“I copy my assistant who prints a copy for the file.”*

**The truth:** A printed e-mail (sent folder, inbox) can easily be denied admission into evidence by simply challenging content authenticity, time of sending, whether delivered...

5. **Myth Regarding Archive Protection:** *“I save everything in my archive. I can prove what they got.”*



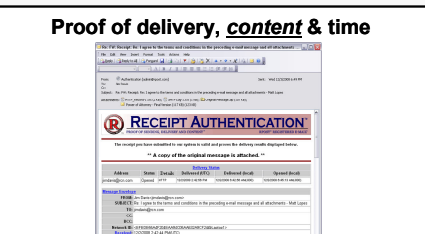


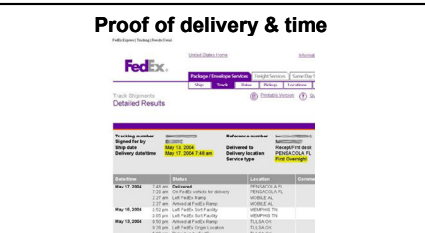
**The truth:** Your archive gives you a record of what content you CLAIM to have sent, but not what was actually received, whether, or when it was received.

## PROTECTION FOR THE SENDER

Now you are *really* prepared when a Registered E-mail recipient says:

- “I didn’t get the e-mail”
- “That is not what the e-mail/attachments said”
- “Sure that is in your archive, but that is not what you sent me”
- “Here is a printout of what I received”
- “Please verify the authenticity of that e-mail/attachment that you claim to have sent”

NOTE: By bringing into question the completeness or validity of your records, admission into evidence can easily be denied. Landmark case: Lorraine v. Markel American Ins. Co. PWG-06-1893 (D. Md. 2007)

Service	Sending	Receipt	Verify
<b>RPost®</b> < \$0.59	Casual <b>Business</b> 	Send to <a href="mailto:verify@rpost.net">verify@rpost.net</a> to authenticate 	Proof of delivery, <u>content</u> & time 
<b>FedEx®</b> ≈ \$15		Online tracking number to authenticate 	Proof of delivery & time 

For questions or more information contact [support@rpost.com](mailto:support@rpost.com)