



June 26, 2011

TO

All NetFirm CS™ users.

This user bulletin explains enhancements and changes that are available with this release of NetFirm CS.

ENHANCEMENT

With this release, we increased security for password reset requests. When requesting to reset passwords via email, a user of NetClient CS,[®] NetStaff CS,[®] or CS Payment must now enter both his login and the email address that is assigned to his portal in NetFirm CS. (In prior releases, these users were not required to enter email addresses when requesting password resets via email.)

CHANGE

In a recent review of our product categories, we discovered that we need to change the sales tax categories for some of our Web Services products to comply with the laws of your state. This adjustment may affect the amount of sales tax you pay each month for your Web Services products. Sales tax changes are effective as of June 1, 2011, and will be reflected on your billing statements beginning in July.

To view your billing statement, log in to your next-generation NetStaff CS administration portal and click the Administration NG button. Then, click the Utilities button in the navigation pane, click the Reports action icon, and click Billing Report in the Reports pane.

SUPPORT

NetFirm CS help

For step-by-step procedures, click the **Help** button at the top of any NetFirm CS window.

Website

If you have questions or need assistance, you can visit our website at CS.ThomsonReuters.com 24 hours a day for access to our support knowledgebase and for the latest information on current issues and processing tips.

Email subscriptions

We issue software update notices via email. If you want to receive these notices, you must have an email account and sign up for the Email Subscription service. To sign up for the Email Subscription service, visit the My Account section of our website at CS.ThomsonReuters.com. (Note that you must create a web account to sign up for email subscriptions.)

Product Support

To speak with a Product Support Representative, please call CS Support at (800) 968-0600, press **2** for Product Support, and then listen to the available options. Normal weekday support is available from 9:00

a.m. to 8:00 p.m. eastern time. For details on our Support hours for other CS Professional Suite[®] applications, please visit our website.