

# Operator Training

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## Part 1: Account Set Up



**ANYTIME  
MAILBOX**

# **| Training Agenda**

- **Introduction**
- **Profile Settings**
- **Application Settings**
- **Users**
- **Personalizing 'My Settings'**
- **Mailboxes**
- **How to Contact Support**

# | Greetings

Welcome to Anytime Mailbox! We are thrilled to partner with you and provide you with comprehensive training to ensure that you and your staff have a thorough understanding of our software.

Our training program is designed for both new and long-time operators, and we are confident that it will equip you with the necessary knowledge to effectively use our software.

This is the first deck in our 5-part series, which focuses on account set up. In this series, we provide a complete walk-through on how to set up your account. Even if you have been a long-time operator with us, we recommend reviewing this deck to ensure that you have checked all your account settings.

If you have any additional questions after completing this course, please do not hesitate to contact us. We are committed to providing you with the support and training needed for a successful partnership.

Thank you for choosing Anytime Mailbox. We are excited about the prospect of working with you and achieving success together!

**ANYTIME  
MAILBOX**

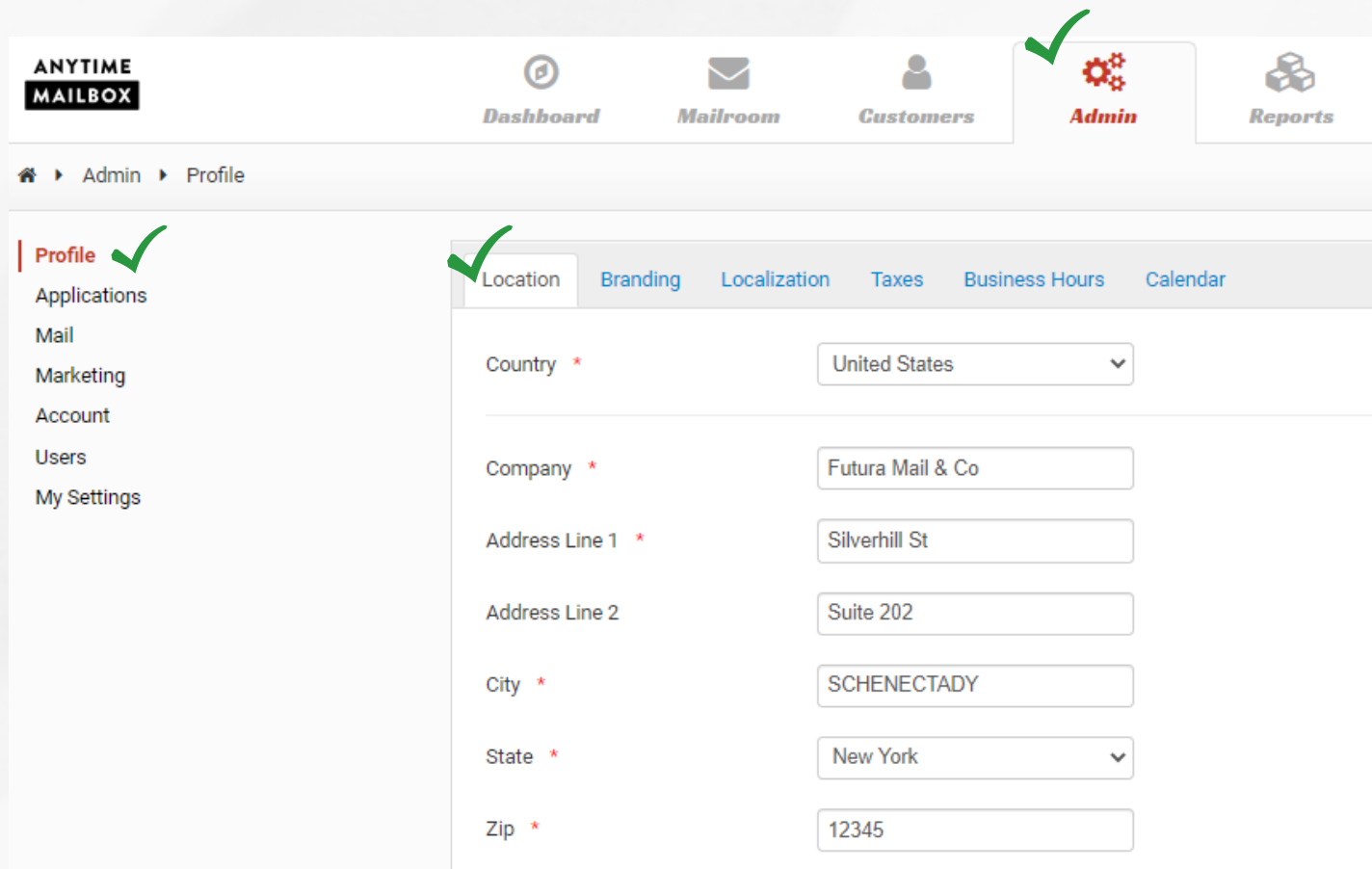
**What's next?**  
Admin Settings: Profile



# Profile - Location

Once you click on the '**Admin**' tab, the system will automatically take you to the '**Profile**' subtab. The first section you'll find is related to your **location**.

It is important that you input the correct address as this is where your renters will be sending their mail items to.



ANYTIME MAILBOX

Dashboard Mailroom Customers **Admin** Reports

Admin Profile

Profile ✓

Applications

Mail

Marketing

Account

Users

My Settings

Location ✓ Branding Localization Taxes Business Hours Calendar

Country \* United States

Company \* Futura Mail & Co

Address Line 1 \* Silverhill St

Address Line 2 Suite 202

City \* SCHENECTADY

State \* New York

Zip \* 12345

# | Profile - Location

in the '**Location**' section, you have the option to include a **contact number**, **email address**, and **website for your mailbox location**.

It's always a good idea to keep this information up to date, as it is visible to your mailbox renters. Moreover, we at Anytime Mailbox also use this information to contact you if needed.

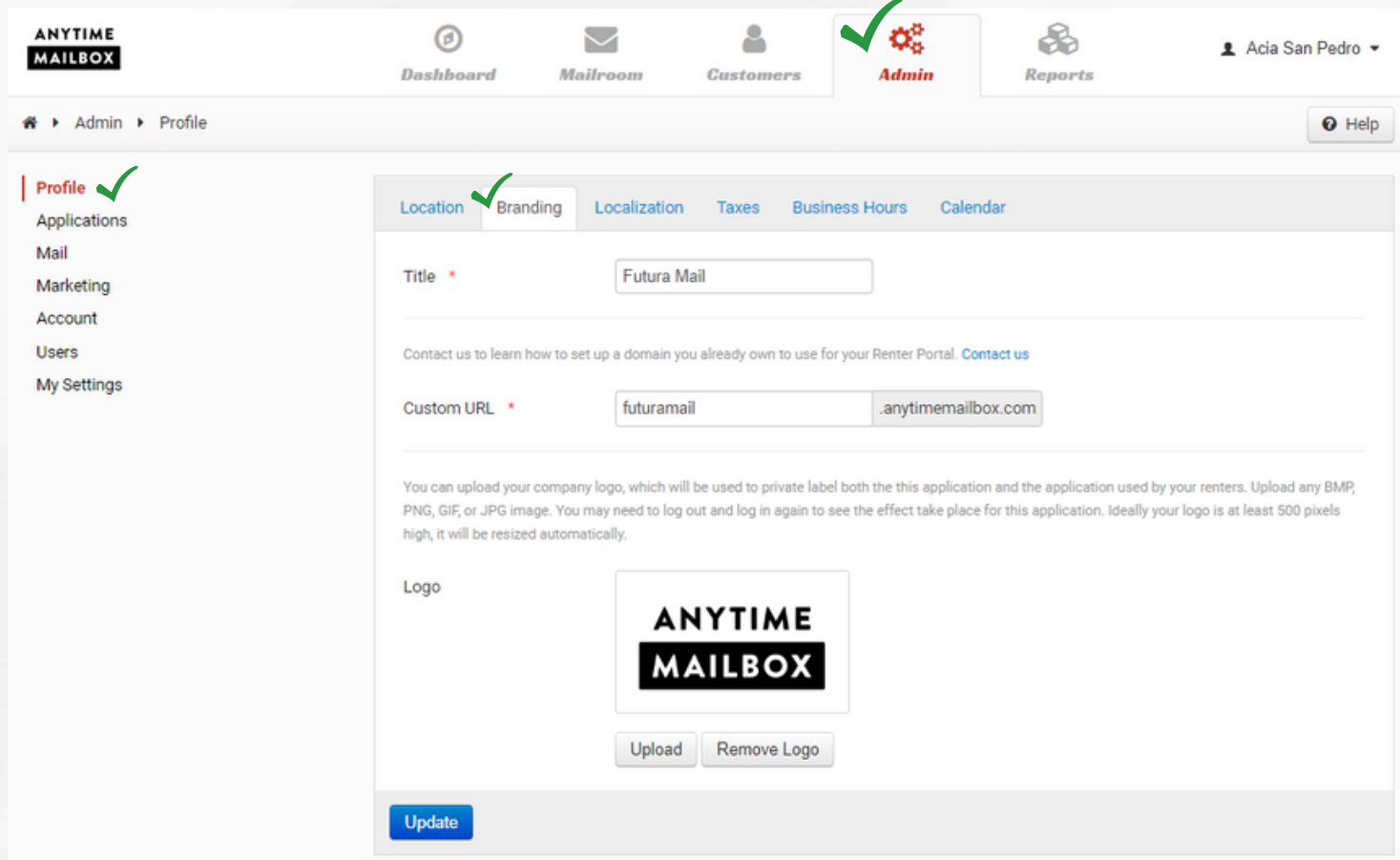
Renter Support Phone *	<input type="text" value="+1"/> <input type="text" value="310 618 1223"/>
Renter Support Email *	<input type="text" value="denisemartinez@anytimemailbox"/>
Renter Support Website	<input type="text"/>



# Profile - Branding

After the '**Profile**' subtab, the next one is '**Branding**'.

This is the perfect spot to **input or update your business name, as well as upload or change your logo** which will be visible on the platform.



The screenshot displays the ANYTIME MAILBOX Admin interface. At the top, there's a navigation bar with icons for Dashboard, Mailroom, Customers, Admin (highlighted with a green checkmark), and Reports. The user 'Acia San Pedro' is logged in. Below the navigation bar, the breadcrumb trail shows 'Admin' > 'Profile'. On the left sidebar, the 'Profile' section is expanded, showing subtabs like Applications, Mail, Marketing, Account, Users, and My Settings. The 'Branding' subtab is selected and highlighted with a green checkmark. The main content area shows the 'Branding' settings. It includes a 'Title' field with the value 'Futura Mail'. Below it, there's a link to 'Contact us' to learn how to set up a domain. The 'Custom URL' field is split into two parts: 'futuramail' and '.anytimemailbox.com'. A detailed instruction explains that users can upload a company logo (BMP, PNG, GIF, or JPG) which will be used to private label the application. A preview of the logo shows the 'ANYTIME MAILBOX' text. At the bottom of the branding section, there are 'Upload' and 'Remove Logo' buttons. A large blue 'Update' button is located at the very bottom of the form.

ANYTIME MAILBOX

Dashboard Mailroom Customers Admin Reports

Acia San Pedro

Admin Profile Help

Profile Applications Mail Marketing Account Users My Settings

Location Branding Localization Taxes Business Hours Calendar

Title \* Futura Mail

Contact us to learn how to set up a domain you already own to use for your Renter Portal. [Contact us](#)

Custom URL \* futuramail .anytimemailbox.com

You can upload your company logo, which will be used to private label both the this application and the application used by your renters. Upload any BMP, PNG, GIF, or JPG image. You may need to log out and log in again to see the effect take place for this application. Ideally your logo is at least 500 pixels high, it will be resized automatically.

Logo

ANYTIME MAILBOX

Upload Remove Logo

Update



# Profile - Localization

The '**Localization**' subtab is up next, and it's a handy spot where you can **change the time zone of the platform and also adjust the language as required.**

Additionally, you can easily **update or change the measurement and weight units used in the platform** to suit your preferences.

The screenshot displays the ANYTIME MAILBOX Admin interface. The top navigation bar includes links for Dashboard, Mailroom, Customers, Admin (highlighted with a green checkmark), and Reports. The user is logged in as Acia San Pedro. The breadcrumb trail shows Admin > Profile. The left sidebar lists Profile (highlighted with a green checkmark), Applications, Mail, Marketing, Account, Users, and My Settings. The main content area shows the Localization subtab (also highlighted with a green checkmark) with the following settings:

Setting	Value
Currency	USD
Locale	English (United States) ▼
Timezone	(UTC-08:00) Pacific Standard ▼
Weight Units	Metric ▼
Distance Units	Metric ▼

An 'Update' button is located at the bottom of the settings panel.



# Profile - Taxes

The next tab is '**Taxes**'. This is a handy spot where you can **add any type of taxes** that need to be included on a renter's invoice or monthly bill.

The amount of tax you add here will be **deducted from the renter's invoice as a whole and charged when collecting their monthly balance**.

**It's important to note that charging renters any type of tax is your location's responsibility, so make sure to add it here if needed.**

ANYTIME MAILBOX

Dashboard

Mailroom

Customers

Admin

Reports

Acia San Pedro

Admin

Profile

Help

Profile

Applications

Mail

Marketing

Account

Users

My Settings

Location

Branding

Localization

Taxes

Business Hours

Calendar

Taxes will be applied to renter's invoices sub-total.

Name	Rate (%)
Florida Sales Tax	8.0000
VAT	23.0000

Add

# Profile - Business Hours

The next tab is '**Business Hours**', and it's a great spot to **edit and update your location's specific hours of business** at any time.

***This information is important for your renters as it's provided to them when they are making a request to pick up mail items from your location.***

ANYTIME MAILBOX

Dashboard

Mailroom

Customers

Admin

Reports

Acia San Pedro

Admin

Profile

Help

Profile

Applications

Mail

Marketing

Account

Users

My Settings

Location

Branding

Localization

Taxes

Business Hours

Calendar

Update the fields below for custom business hours. To signify a closed day, leave the Opening and Closing text fields blank.

Weekday	Opening Time	Closing Time
Sunday		
Monday	10:00 AM	4:00 PM
Tuesday	10:00 AM	4:00 PM
Wednesday	10:00 AM	4:00 PM
Thursday	10:00 AM	4:00 PM
Friday	10:00 AM	4:00 PM
Saturday		

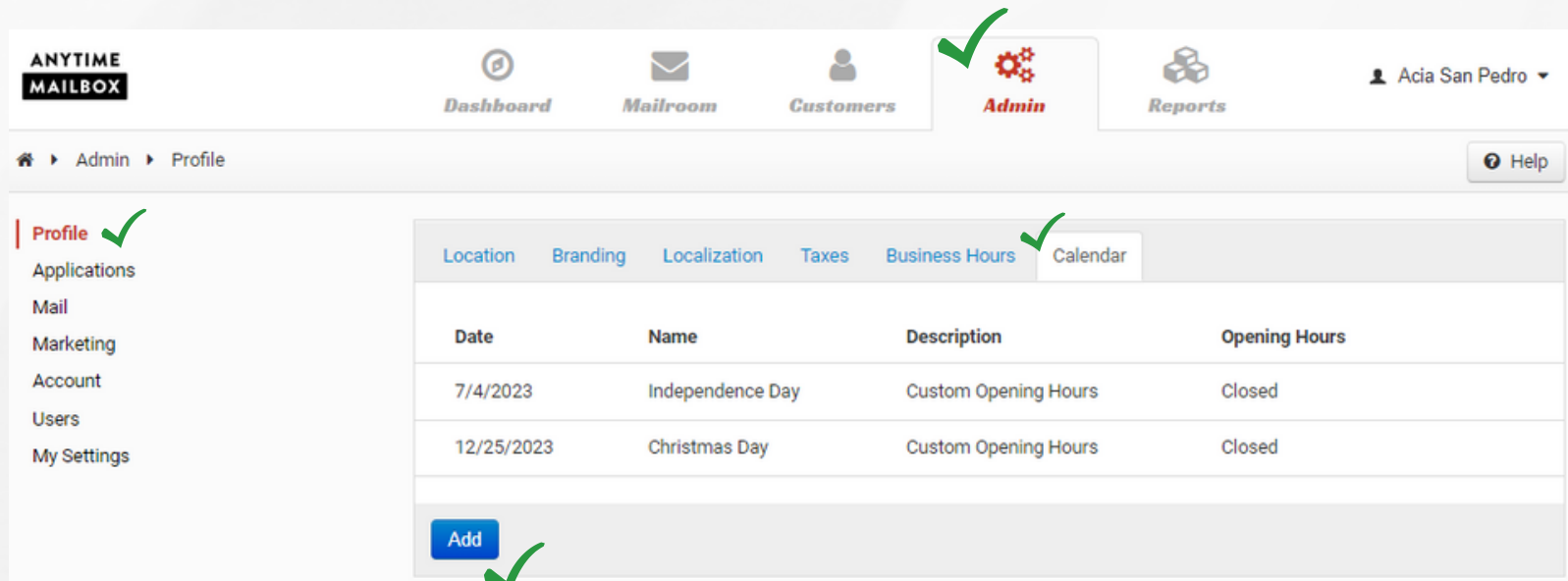
Update

# Profile - Calender

'The next tab is '**Calendar**'. This is where you can add dates when ***your location won't be in operation.***

***This information is important for your renters as it's provided to them when they are making a request to pick up mail items from your location.***

Simply click on '**Add**' to add the dates as needed.



ANYTIME MAILBOX

Dashboard Mailroom Customers **Admin** Reports

Acia San Pedro

Home Admin Profile Help

**Profile** ✓

Applications

Mail

Marketing

Account

Users

My Settings

Date	Name	Description	Opening Hours
7/4/2023	Independence Day	Custom Opening Hours	Closed
12/25/2023	Christmas Day	Custom Opening Hours	Closed

Add ✓

**ANYTIME  
MAILBOX**

**What's next?**  
Admin Settings: Applications



# | Application Settings - Signup

'The next subtab under '**Admin**' is called '**Applications**', and the first section you'll see is '**Signup**'.

Here, you can find the *signup URL for your location that you can use to source renters*.

It's a super easy way to connect with potential renters, ***so don't forget to put it on your location's website to promote that you offer virtual mailbox services. Any potential renters can sign up for your location right from that URL***

ANYTIME MAILBOX

Dashboard Mailroom Customers **Admin** Reports

Acia San Pedro

Admin > Applications

Profile Applications **Mail** Marketing Account Users My Settings

**Signup** Terms & Conditions Geographic Restrictions

Public Signup ☒ ON  
If enabled, allows prospective customers to sign up for a virtual mailbox application online on your own unique website address.

Renter Login Page <https://futuramail.anytimemailbox.com>

Signup Page ☒ <https://futuramail.anytimemailbox.com/signup>

Online Notary ☒ ON

Mail-in Documents ☒ ON  
If enabled, will show the option for applicants to mail in their supporting documents (USPS Form 1583 and copy of IDs). Your address on file will be shown.

Update

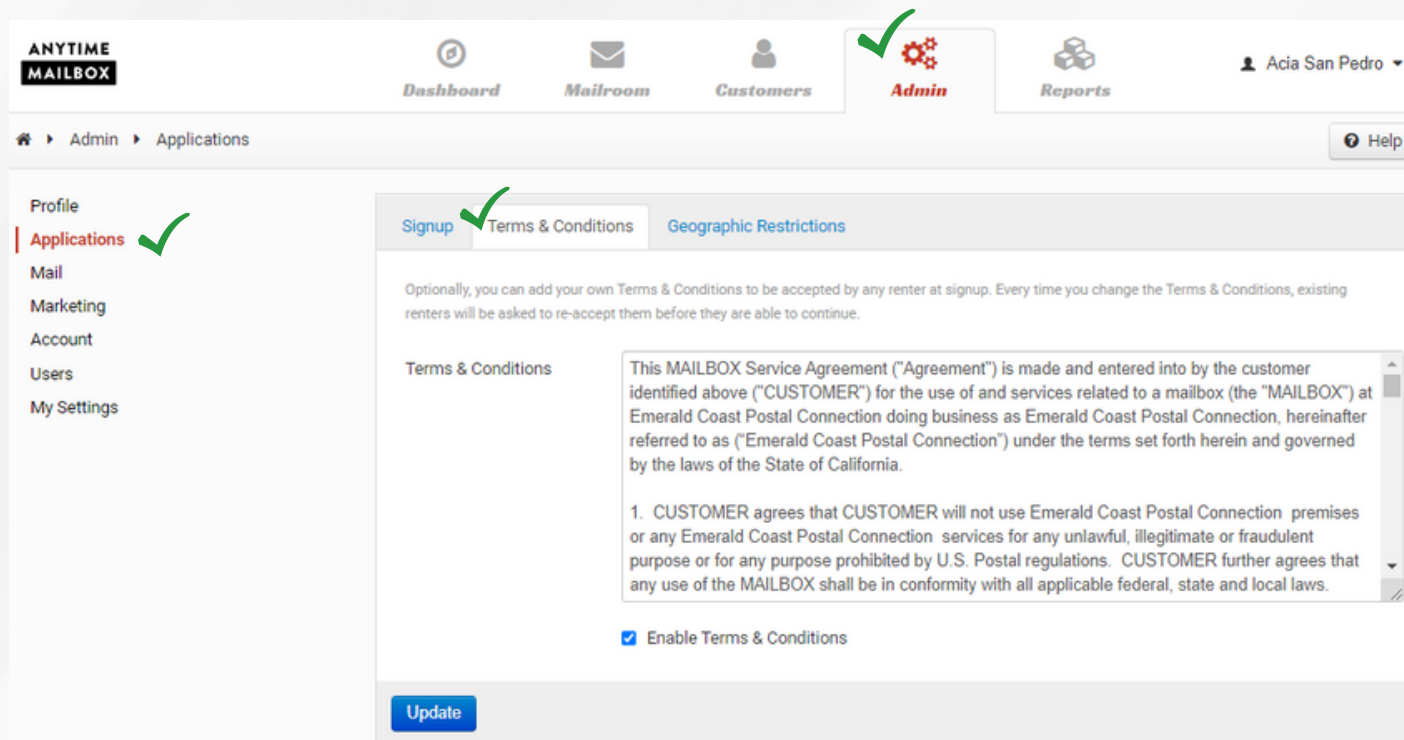
# Application Settings - Terms & Conditions

'The next tab is **'Terms & Conditions'**'.

These are really important because ***all of your renters need to read and agree to them the first time they access their mailbox account after signing up.***

***It's crucial to keep them up-to-date with the latest policies and procedures at your location.***

One thing to keep in mind is that ***every time you update the terms and conditions, your renters will need to re-read and agree to them again*** when they next log in.



ANYTIME MAILBOX

Dashboard Mailroom Customers **Admin** Reports

Acia San Pedro

Admin Applications Help

Profile Applications **Mail** Marketing Account Users My Settings

Signup **Terms & Conditions** Geographic Restrictions

Optionally, you can add your own Terms & Conditions to be accepted by any renter at signup. Every time you change the Terms & Conditions, existing renters will be asked to re-accept them before they are able to continue.

Terms & Conditions

This MAILBOX Service Agreement ("Agreement") is made and entered into by the customer identified above ("CUSTOMER") for the use of and services related to a mailbox (the "MAILBOX") at Emerald Coast Postal Connection doing business as Emerald Coast Postal Connection, hereinafter referred to as ("Emerald Coast Postal Connection") under the terms set forth herein and governed by the laws of the State of California.

1. CUSTOMER agrees that CUSTOMER will not use Emerald Coast Postal Connection premises or any Emerald Coast Postal Connection services for any unlawful, illegitimate or fraudulent purpose or for any purpose prohibited by U.S. Postal regulations. CUSTOMER further agrees that any use of the MAILBOX shall be in conformity with all applicable federal, state and local laws.

☒ Enable Terms & Conditions

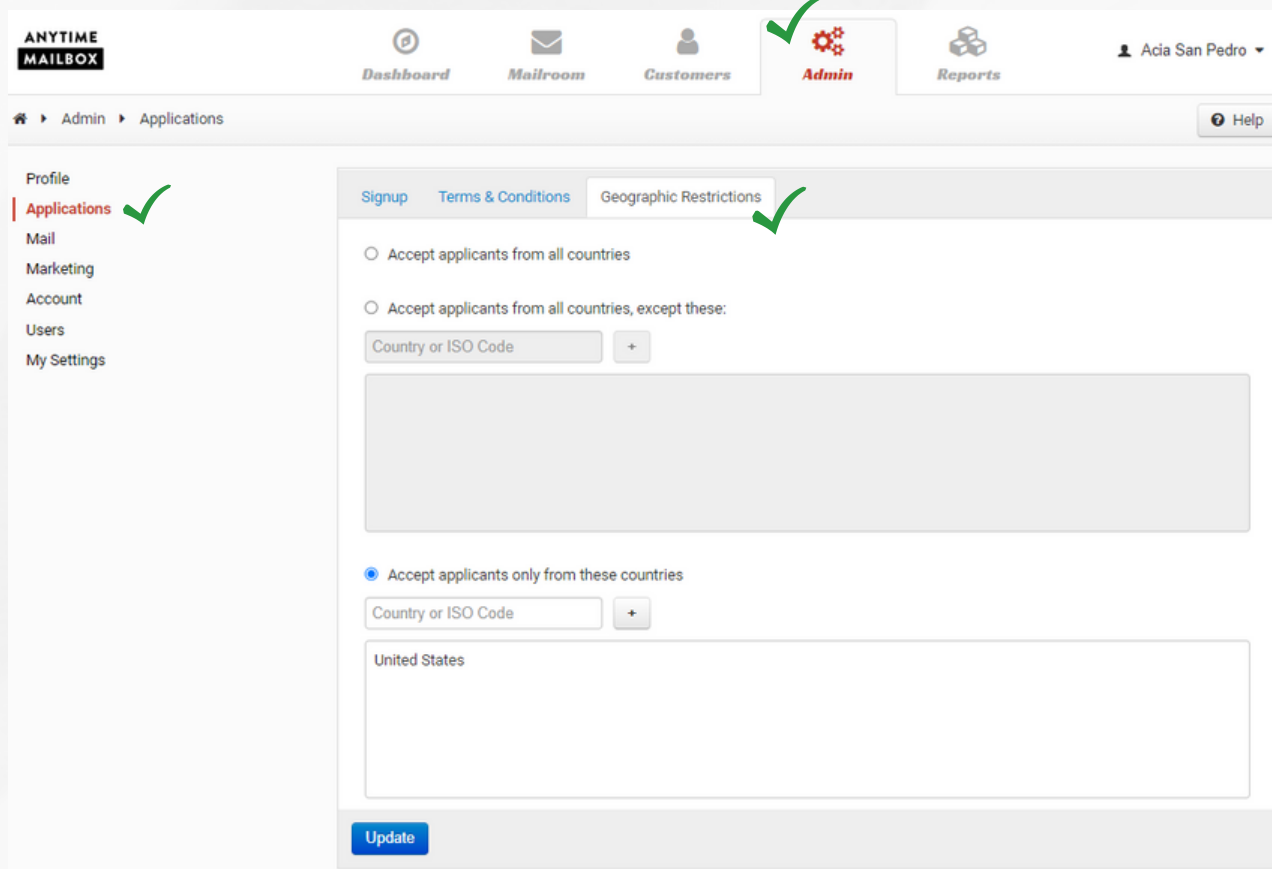
Update

# Application Settings - Geographic Restrictions

'The next tab is ***'Geographic Restrictions'***'.

This is an awesome feature that lets you ***customize access to your services based on location.***

For example: If you state that you would ***only accept applicants from the USA, anyone based in another country will NOT be able to sign up for your location.***



The screenshot shows the ANYTIME MAILBOX Admin interface. The top navigation bar includes links for Dashboard, Mailroom, Customers, Admin (highlighted with a green checkmark), and Reports. The user is logged in as Acia San Pedro. The left sidebar shows the Applications menu (highlighted with a green checkmark) and other settings like Profile, Mail, Marketing, Account, Users, and My Settings. The main content area displays the Geographic Restrictions settings (highlighted with a green checkmark). The settings are organized into three tabs: Signup, Terms & Conditions, and Geographic Restrictions. Under the Geographic Restrictions tab, there are two radio button options: 'Accept applicants from all countries' and 'Accept applicants from all countries, except these:'. The second option is selected, and a list of countries is shown, with 'United States' entered in the input field. An 'Update' button is located at the bottom of the form.

ANYTIME MAILBOX

Dashboard Mailroom Customers Admin Reports

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Admin Applications Help

Profile Applications Mail Marketing Account Users My Settings

Signup Terms & Conditions Geographic Restrictions

☐ Accept applicants from all countries

☒ Accept applicants from all countries, except these:

Country or ISO Code +

United States

Update



**ANYTIME  
MAILBOX**

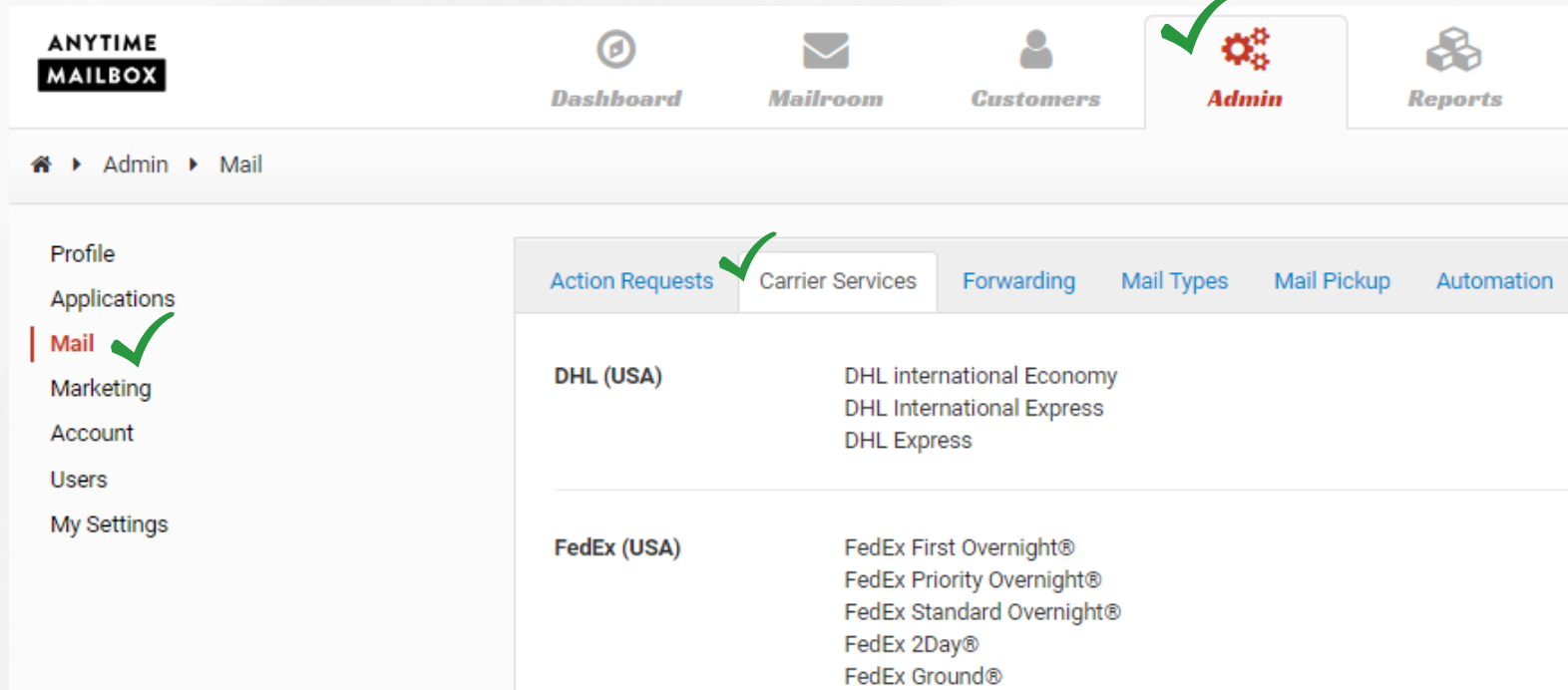
**What's next?**  
Admin Settings: Mail



# Mail Settings - Carrier Services

It is important to clarify ***which shipping and delivery services your location supports.***

You can add these is the next tab, '**Mail**' and then select '**Carrier Services**'.



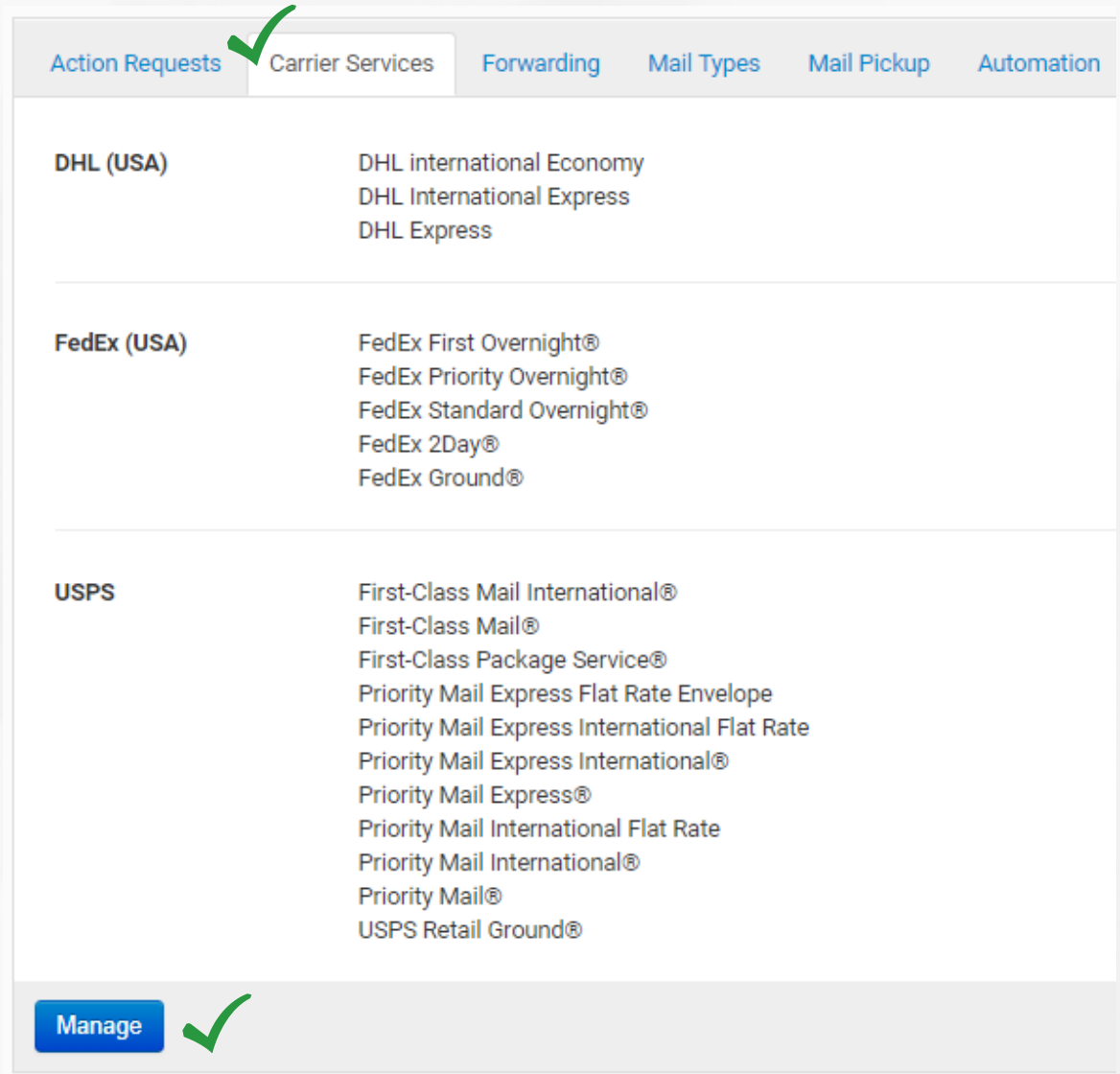
The screenshot shows the ANYTIME MAILBOX Admin interface. The top navigation bar includes links for Dashboard, Mailroom, Customers, Admin (highlighted with a green checkmark), and Reports. Below this, a breadcrumb trail shows Admin > Mail. On the left sidebar, the 'Mail' option is highlighted with a green checkmark. The main content area displays the 'Carrier Services' tab, which is also highlighted with a green checkmark. This tab lists supported carriers and their services:

Carrier	Services
DHL (USA)	DHL international Economy DHL International Express DHL Express
FedEx (USA)	FedEx First Overnight® FedEx Priority Overnight® FedEx Standard Overnight® FedEx 2Day® FedEx Ground®

# | Mail Settings - Carrier Services

In the '**Carrier Services**' tab, you can easily ***add/change the shipping services used/supported*** at your location.

All you need to do is click on the **blue** '**Manage**' button.



Action Requests	Carrier Services	Forwarding	Mail Types	Mail Pickup	Automation
<b>DHL (USA)</b> DHL international Economy DHL International Express DHL Express					
<b>FedEx (USA)</b> FedEx First Overnight® FedEx Priority Overnight® FedEx Standard Overnight® FedEx 2Day® FedEx Ground®					
<b>USPS</b> First-Class Mail International® First-Class Mail® First-Class Package Service® Priority Mail Express Flat Rate Envelope Priority Mail Express International Flat Rate Priority Mail Express International® Priority Mail Express® Priority Mail International Flat Rate Priority Mail International® Priority Mail® USPS Retail Ground®					
<div>Manage</div>					

# | Mail Settings - Carrier Services

After clicking '**Manage**', you can then use the first dropdown to **filter the Scope for which carriers** you are looking to add.

Manage Carrier Services

Scope ✓

Carrier

Submit

All Carriers

Carriers for United States

All Carriers

My Custom Carriers

Then, you can use the '**Carrier**' drop-down to then **select the shipping carrier you offer** at your location.

Manage Carrier Services

Scope

Carrier ✓

Submit

FedEx (USA)

USPS

(Carrier)

(Carrier)

2GO Express

an post

An Post

Aramex

Aramex (Pakistan)

Australia Post

Austria Post

Blue Dart

Bookurier

Bpost

Canada Post

Cargus

Chronopost

Chunghwa Post

CIPS

Colissimo

Collection and Delivery Service

Copa

Correos Express (Portugal)

# Mail Settings - Carrier Services

After you have chosen your preferred carrier, **a list of all the available services will be displayed underneath.**

To select the services that you offer, **simply click the box to the left of each service, and a blue checkmark** will appear.

Once you have selected all the services you offer under that particular carrier, just click the **blue 'Submit'** button to save the changes.

### Manage Carrier Services

ScopeAll Carriers

CarrierUPS (USA)

Services

☐

UPS Next Day Air® Early

☒

UPS Next Day Air®

☐

UPS Next Day Air Saver®

☐

UPS 2nd Day Air A.M.®☐☐☒☐☐☒☐☐☐☐

Submit

# Mail Settings - Carrier Services

After clicking '**Submit**', you will be taken back to the main carrier services page where ***you will now see that carrier listed.***

These can be edited & changed at any time.

Action Requests	Carrier Services	Forwarding	Mail Types	Mail Pickup
	DHL (USA)	DHL international Economy DHL International Express DHL Express		
	FedEx (USA)	FedEx First Overnight® FedEx Priority Overnight® FedEx Standard Overnight® FedEx 2Day® FedEx Ground®		
	UPS (USA)	UPS Next Day Air® UPS Ground UPS Worldwide Express		
	USPS	First-Class Mail International® First-Class Mail® First-Class Package Service® Priority Mail Express Flat Rate Envelope Priority Mail Express International Flat Rate Priority Mail Express International® Priority Mail Express® Priority Mail International Flat Rate Priority Mail International® Priority Mail® USPS Retail Ground®		
<a href="#">Manage</a>				

# Mail Settings - Pickup

Another important section of the '**Mail**' tab is '**Mail Pickup**'.

Here you can **customize how renters make requests to collect their mail items from your location.**

ANYTIME MAILBOX

Dashboard Mailroom Customers **Admin** Reports

Anne Magno

Help

Admin > Mail

Profile Applications **Mail** Marketing Account Users My Settings

Action Requests Carrier Services Forwarding Mail Types **Mail Pickup** Automation

**Pickup Timing**

- ☒ **During Business Hours**  
Let renter pick up selected mail items anytime during business hours after the lead time has elapsed. [Business Hours](#)
- ☐ **By Appointment**  
Require renter to schedule a pickup for selected mail items during business hours, but no sooner after the lead time has elapsed. [Business Hours](#)
- ☐ **Pending Preparation**  
After the pickup request for selected items has been received, the mail room operator can prepare the pickup and the renter will be notified when it's ready.

Lead Time \*

**Update**



# | Mail Settings - Pickup

We offer ***three different types of local pick-up options to choose from***, depending on your preferences and how you would like to make them available at your location.

- 1 By appointment only
- 2 Pending preparation
- 3 During business hours

To make things easier for renters, we've made it possible for them to select the local pick-up option that your location has set up directly in the portal.



# | Mail Settings - Pickup

Here is a more detailed breakdown of what those pickup options mean:

## **During Business Hours**

- Select this option for your renter, if you have staff during your business hours or if you want renters to pick up their mail anytime during business hours after you set the **Lead Time**.
- For example, if you select this option and you set the Lead Time at 2 business days, the renter requested to pick up mail on a Monday, the renter should come to the store on Wednesday.

## **By Appointment**

- Select this option if you want more control over your pick-up schedule. The renter can set an appointment with you to pick up their mail.

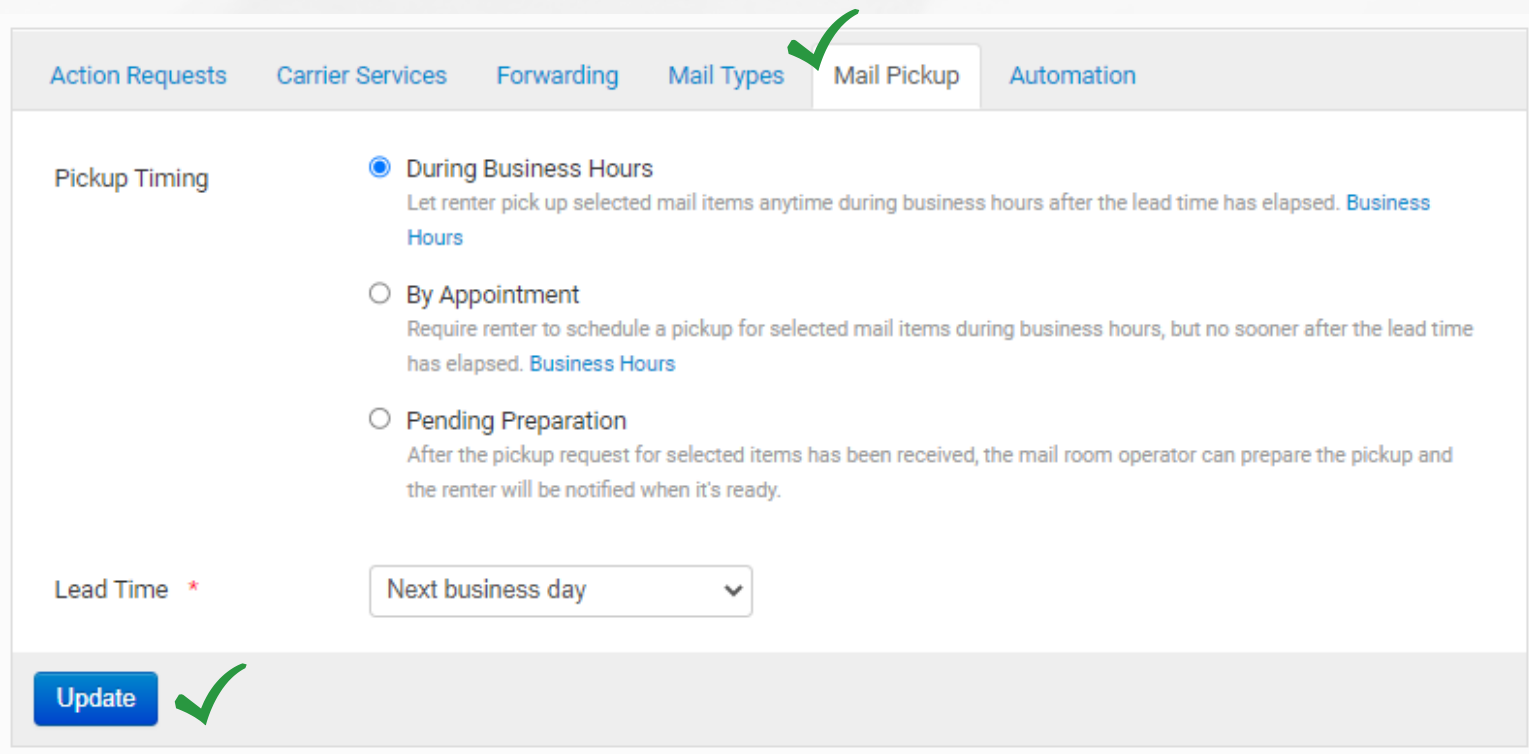
## **Pending Preparation**

- Select this option if you want the renter to know when their mail item is ready to be picked up.

# Mail Settings - Pickup

To **review or edit** your locations pickup preferences, simply log into your dashboard & select '**Admin**', then select '**Mail**' on the left side and click on the '**Mail Pickup**' tab.

From here, you can select which pickup type you would like & then click the **blue 'Update'** button to save any changes.



Action Requests
Carrier Services
Forwarding
Mail Types
Mail Pickup
Automation

Pickup Timing

☒ During Business Hours

Let renter pick up selected mail items anytime during business hours after the lead time has elapsed. [Business Hours](#)

☐ By Appointment

Require renter to schedule a pickup for selected mail items during business hours, but no sooner after the lead time has elapsed. [Business Hours](#)

☐ Pending Preparation

After the pickup request for selected items has been received, the mail room operator can prepare the pickup and the renter will be notified when it's ready.

Lead Time \*

Next business day

Update

**ANYTIME  
MAILBOX**

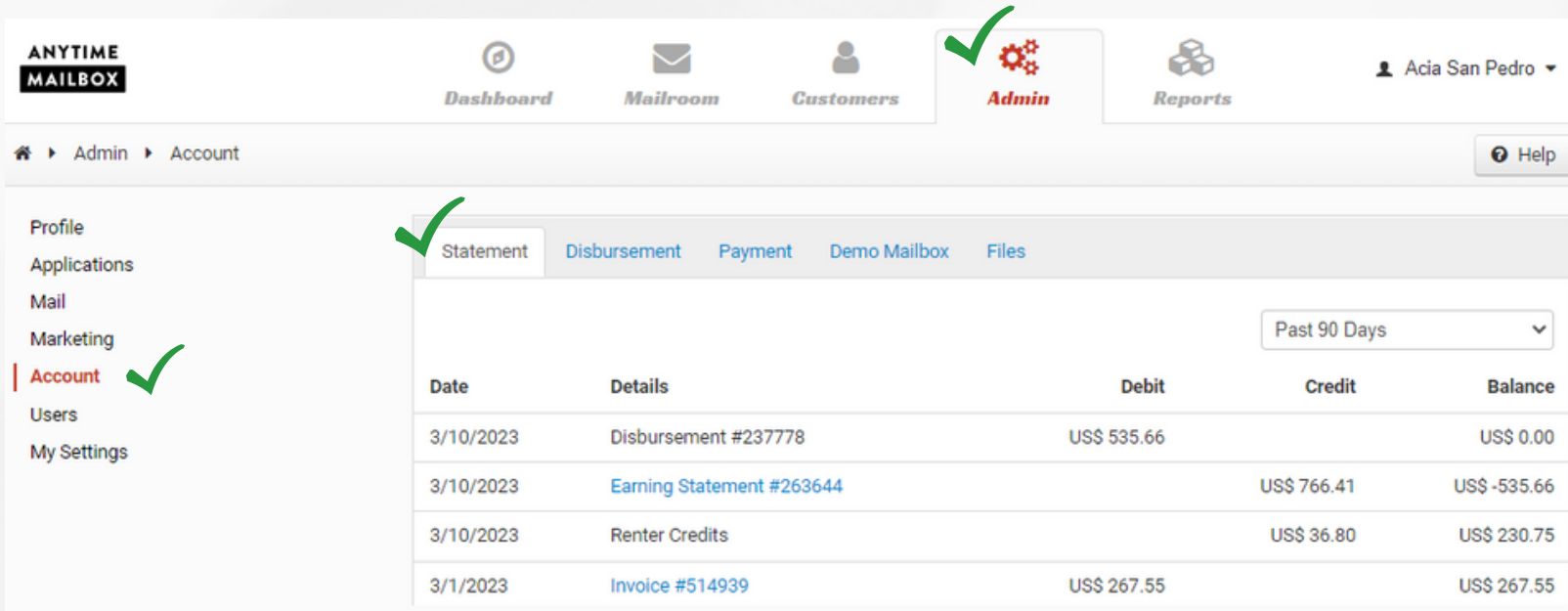
**What's next?**  
Admin Settings: Account



# Account Settings - Statement

The next tab that is very important is the '**Accounts**' tab.

From there, the first tab you will see is the '**Statement**' tab, where you can see a breakdown of your billing.



The screenshot shows the ANYTIME MAILBOX Admin interface. The top navigation bar includes links for Dashboard, Mailroom, Customers, Admin (highlighted with a green checkmark), and Reports. The user is logged in as Acia San Pedro. The breadcrumb trail shows Admin > Account. The left sidebar lists various settings, with Account highlighted (green checkmark). The main content area shows the Account settings page with tabs for Statement (highlighted with a green checkmark), Disbursement, Payment, Demo Mailbox, and Files. A dropdown menu is set to 'Past 90 Days'. The table below displays a breakdown of billing transactions.

Date	Details	Debit	Credit	Balance
3/10/2023	Disbursement #237778	US\$ 535.66		US\$ 0.00
3/10/2023	<a href="#">Earning Statement #263644</a>		US\$ 766.41	US\$ -535.66
3/10/2023	Renter Credits		US\$ 36.80	US\$ 230.75
3/1/2023	<a href="#">Invoice #514939</a>	US\$ 267.55		US\$ 267.55

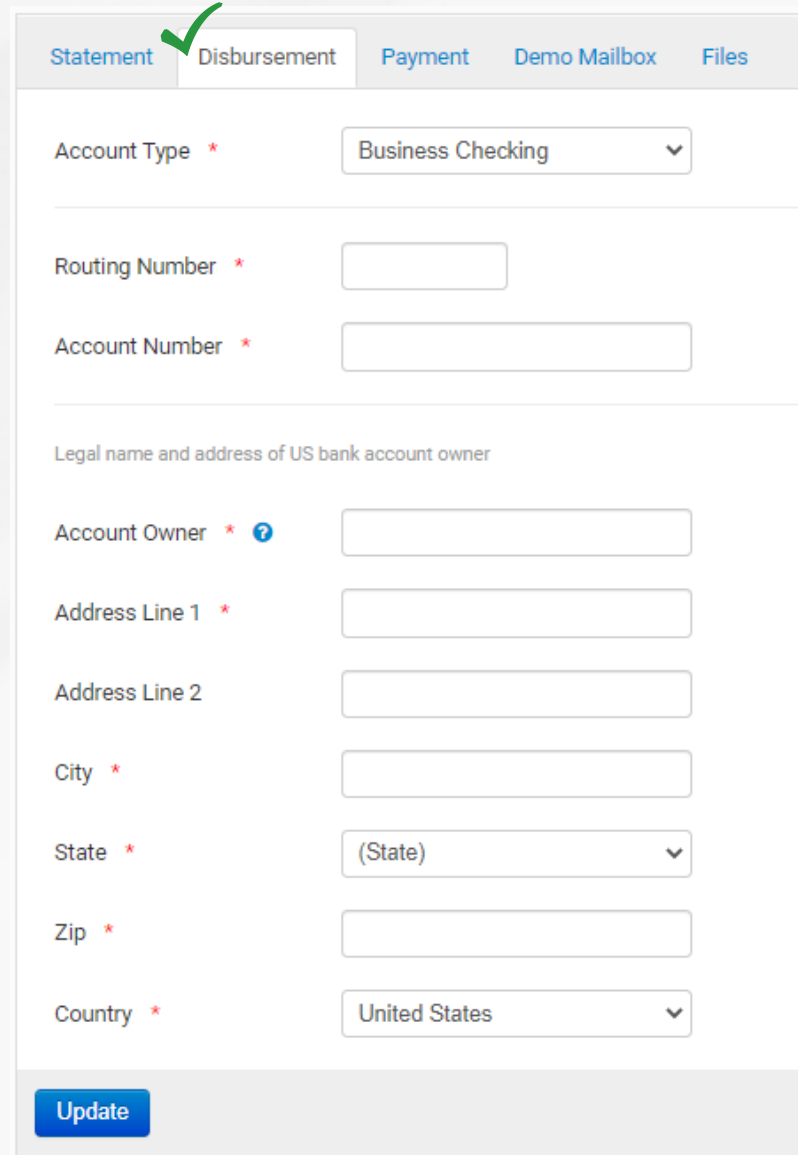
# | Account Settings - Disbursement


At Anytime Mailbox, our goal is to ensure that you ***get paid correctly each month.***

***It is really important that you have an account added in the next tab which is 'Disbursement'***

You can review & change/update this information at any time.

In this tab, you can ***easily view and manage your disbursement account details, ensuring that everything is accurate and up-to-date.***



Statement  Disbursement Payment Demo Mailbox Files

Account Type \* Business Checking ▼

Routing Number \*

Account Number \*

Legal name and address of US bank account owner

Account Owner \* ?

Address Line 1 \*

Address Line 2

City \*

State \* (State) ▼

Zip \*

Country \* United States ▼

Update

# Account Settings - Payment

As part of our billing procedure, it is necessary to have a ***method of payment on file*** for your location.

**This is solely for use if fees are owed to Anytime Mailbox and we are required to physically collect payment from you.**

You can add a method of payment under the '***Payment***' tab. This can be change/updated at any time.

Statement
Disbursement
Payment
Demo Mailbox
Files

Updating the credit card details may trigger an auth for a small amount to ensure the card is valid.

Credit Card Number

CVV

Expiration Month
03 - March

Expiration Year
2023

Billing Zip Code

Update



# Account Settings - Demo Mailbox

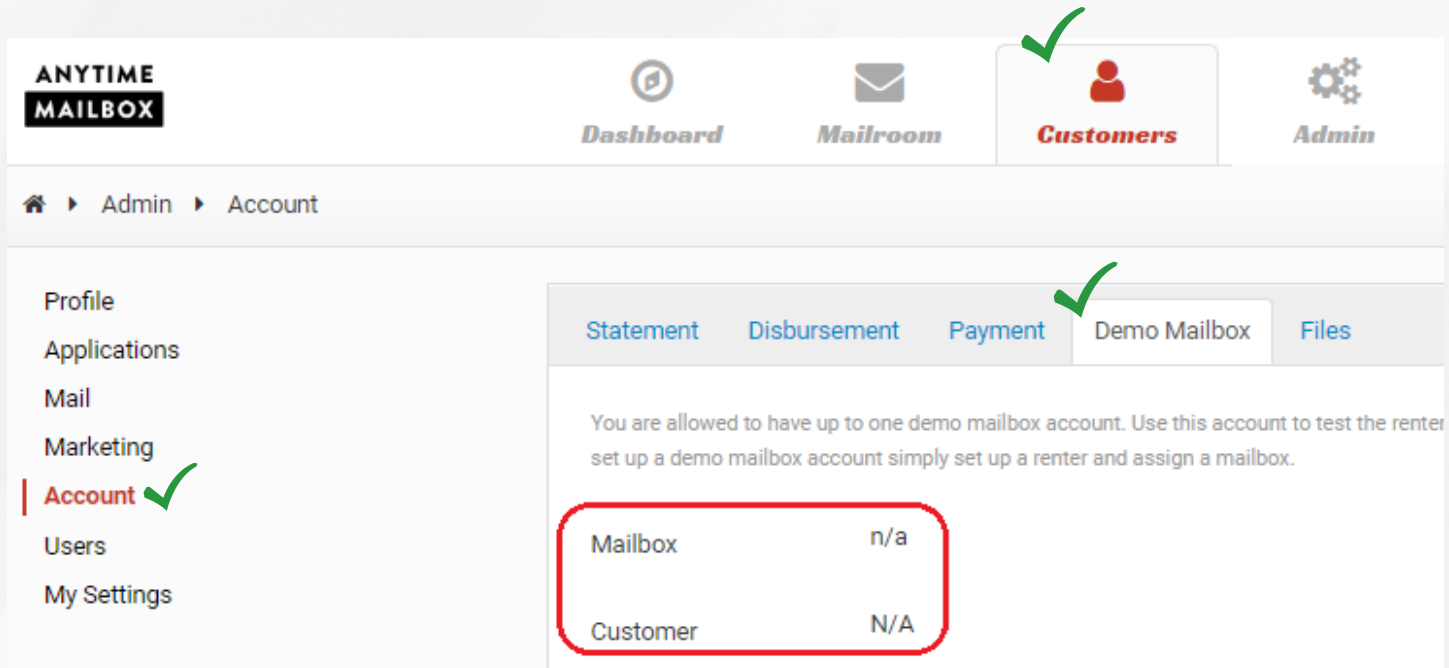
The next tab in '**Account**' is '**Demo Mailbox**'.

**Every location is allowed one Demo Renter Account to test the Renter experience.**

Setting up this Demo Mailbox **follows the same process as adding a Renter to the platform manually.**

**Note that payment info is not needed for this account.**

When viewing this tab, **if you already have a demo mailbox set up it will show here, if not, it will show as N/A.**



The screenshot shows the ANYTIME MAILBOX interface. At the top, there are navigation tabs: Dashboard, Mailroom, Customers (selected with a green checkmark), and Admin. Below this is a breadcrumb trail: Home > Admin > Account. On the left side, there is a sidebar menu with options: Profile, Applications, Mail, Marketing, Account (selected with a green checkmark), Users, and My Settings. The main content area shows the 'Demo Mailbox' tab selected (with a green checkmark). Below the tabs, there is a message: 'You are allowed to have up to one demo mailbox account. Use this account to test the renter set up a demo mailbox account simply set up a renter and assign a mailbox.' Below this message is a table with two rows: 'Mailbox' with value 'n/a' and 'Customer' with value 'N/A'. The table is highlighted with a red border.

Statement	Disbursement	Payment	Demo Mailbox	Files
You are allowed to have up to one demo mailbox account. Use this account to test the renter set up a demo mailbox account simply set up a renter and assign a mailbox.				
Mailbox	n/a			
Customer	N/A			

# Account Settings - Adding a Demo Mailbox

If you haven't set up a demo mailbox yet, ***the first step is to create a renter account in the system.***

To do this, simply click on the '**Customers**' tab and you'll be taken to the '**Renters**' section, where you'll see a list of your current renters.

From there, just ***click on the '+' sign to create a new renter account.***

ANYTIME  
MAILBOX

Dashboard

Mailroom

Customers

Admin

Customers

Renters

Renters

Applications

Authorized Recipients

Service Plans

Service Billing

Email Log

+

↺

Q

Name or Mailbox

▼

Renter ID	First Name	Last Name	Company
294289	Yam	Yam	Yummy Company
99586	Winda	Valmores	The Cross
232462	Vicente	Murphy	

# Account Settings - Adding a Demo Mailbox

Once you click on the '+' icon, you'll be taken to a form where you can ***fill out the necessary information for your renter account.***

**Since this is just a Demo Mailbox account, please keep in mind that the information you add doesn't need to be real.**

However, we recommend that you ***use an active email address as this will be the login credential for your demo mailbox once it's been set up.***

After you've filled out all the required details, just hit the **blue 'Add'** button and your renter account will be created.

← Add Renter

Details ✓

Country \* United States ▼

Company

First Name \*

Last Name \*

Address Line 1 \*

Address Line 2

City \*

State \* (State) ▼

Zip \*

Email \*

Phone \* +1 ▼

Active ☒ ON

☒ Send Account Creation Email to Renter

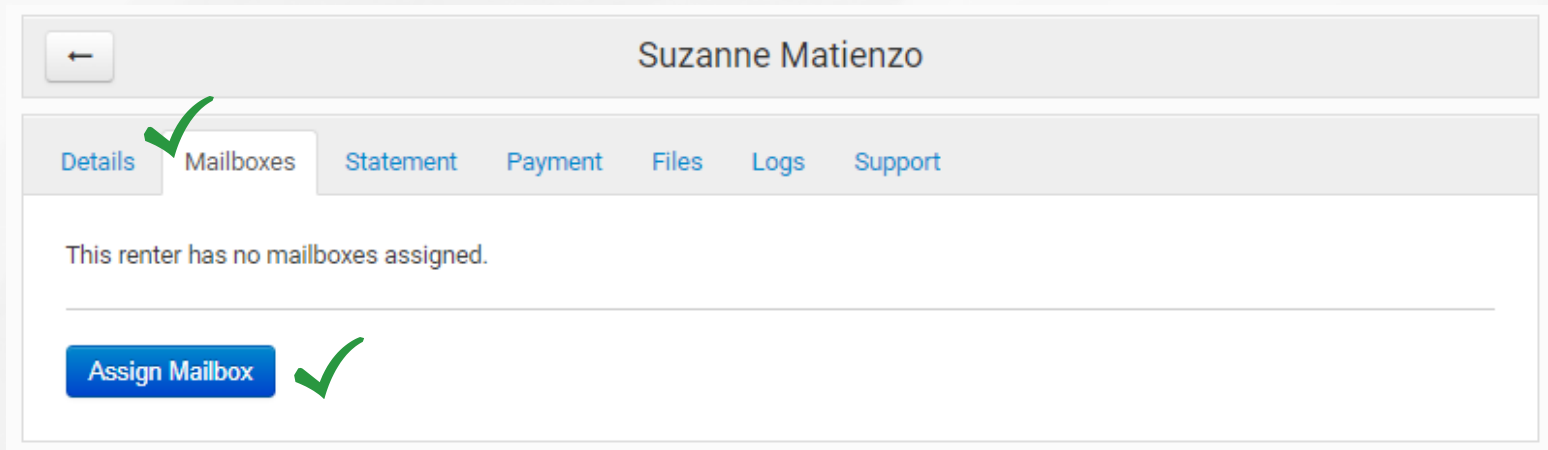
Add ✓

# | Account Settings - Adding a Demo Mailbox

Now that you've **successfully created your renter account**, you can proceed to the next step by clicking on the '**Mailboxes**' subtab.

From there, you can assign your demo mailbox.

Simply click on the **blue 'Assign Mailbox'** button to get started.

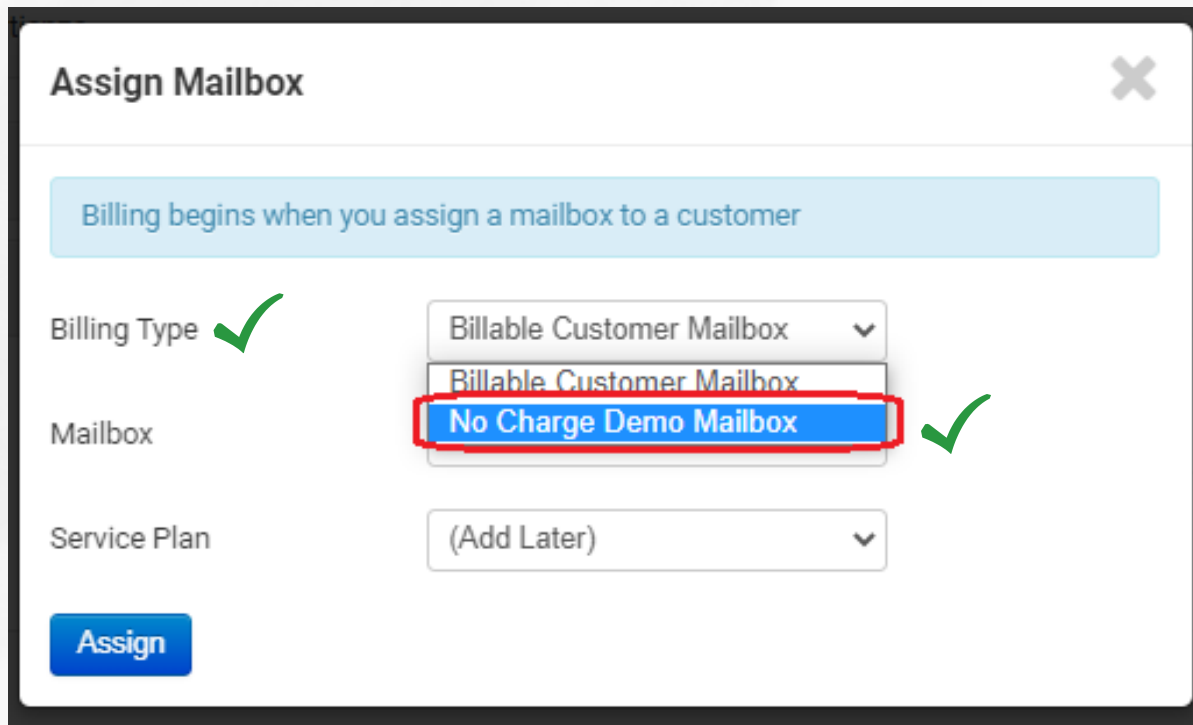


# | Account Settings - Adding a Demo Mailbox

After you click on '**Assign Mailbox**', you'll be presented with options to assign the mailbox to your renter account.

The first option is the **Billing Type**, and for this, you'll want to select '**No Charge Demo Mailbox**' from the drop-down menu.

**This will ensure that you're not charged for the demo mailbox.**



The screenshot shows a dialog box titled "Assign Mailbox" with a close button (X) in the top right corner. Below the title bar is a light blue informational banner that reads "Billing begins when you assign a mailbox to a customer". The form contains three fields: "Billing Type" with a green checkmark, "Mailbox", and "Service Plan". The "Billing Type" dropdown menu is open, showing two options: "Billable Customer Mailbox" and "No Charge Demo Mailbox". The "No Charge Demo Mailbox" option is highlighted with a red rectangle and a green checkmark. The "Mailbox" field is currently empty. The "Service Plan" dropdown menu shows "(Add Later)". A blue "Assign" button is located at the bottom left of the dialog box.

Field	Value
Billing Type	Billable Customer Mailbox
Mailbox	
Service Plan	(Add Later)

**Assign**

# | Account Settings - Adding a Demo Mailbox

Once you've selected '**No Charge Demo Mailbox**', you can then proceed to fill out the rest of the mailbox assignment information.

This includes ***selecting the mailbox number, service plan, and billing cycle.***

For the ***Billing Cycle***, the only option that should be presented is '**Charge on Next Recurring Date**'.

**Just a friendly reminder that since this is a demo mailbox, there won't be any charge incurred for this mailbox assignment.**

Once you have filled in the information, click on the **blue 'Assign'** button to assign the mailbox.

**Assign Mailbox** ✕

You are entitled to 1 free demo mailbox for internal use and testing

Billing Type	No Charge Demo Mailbox ▼
Mailbox	100 ▼
Service Plan	Bronze ▼
Billing Cycle	Monthly ▼
Charge <span>?</span>	Charge on next recurring date ▼

**Assign** ✓

# Account Settings - Viewing your Demo Mailbox

Once the mailbox has been assigned, when viewing the '**mailbox**' tab of your renter account it will show as a **Demo Mailbox**.

Suzanne Matienzo

Details

Mailboxes

Statement

Payment

Files

Logs

Support

Mailbox 100

Demo Mailbox

Action Requests

Open & Scan  
 Mail Forwarding  
 Check Deposit  
 Mail Recycling  
 Mail Shredding

Assignment

4/5/2023

Service Plan

Bronze (Monthly)

Authorized Recipient

Suzanne Matienzo

Assign Mailbox



# | Account Settings - Log into your Demo Mailbox

Once your mailbox has been set up, you can ***log in to the Demo Renter Account to manage it, just as you would if you were a renter.***

This gives you the chance to test out the renter experience and ***practice completing action requests, so you'll feel confident when actual renter requests come in.***

**You can even assign mail to yourself to get a feel for the process.**

The first way to log in is ***when viewing your renter account***, click on the subtab '***Support***'.

At the bottom, you will see the option for '***Renter Login***'.

The screenshot shows a web interface for a mailbox management system. At the top, the name 'Suzanne Matienzo' is displayed. Below it is a navigation bar with tabs: 'Details', 'Mailboxes', 'Statement', 'Payment', 'Files', 'Logs', and 'Support'. The 'Support' tab is selected and highlighted with a green checkmark. The main content area is titled 'Private Notes' and contains a large text box with the message 'Private notes are not shared with the customer'. At the bottom of the interface, there is a row of buttons: 'Update' (blue), 'Renter Login' (highlighted with a red rectangle), 'Send Account Creation Email', and 'USPS Form 1583'.

# | Account Settings - Log into your Demo Mailbox

Another way to log in is by using a separate browser and ***going to our website at [www.anytimemailbox.com](http://www.anytimemailbox.com), and clicking 'Log In'.***

**You'll need to use the email address associated with your renter account, as well as the password you created.**

If you happen to forget your password, don't worry, you can easily reset it using the 'Forgot Password' option.

## User Login

[Forgot Password?](#)

**ANYTIME  
MAILBOX**

**What's next?**  
Admin Settings: Users



# Users - Adding Users

The next highly useful subtab under '**Admin**', is '**Users**'.

This section allows you to easily **manage user logins for your employees and staff at your location**.

It's a great way to streamline your user management and ensure that your team has easy access to the tools they need.

Adding a new user is really simple - **all you need to do is click on the + icon**.

ANYTIME MAILBOX

Dashboard Mailroom Customers **Admin** Reports

Acia San Pedro

Admin Users Help

Profile Applications Mail Marketing Account **Users** My Settings

+ ↺

Q

Active

50 Records

First Name	Last Name
Acia	San Pedro
Angel	Tumaneng
Angelo	Salazar
Anne	Magno
Betty	White
Caezar	Dequita
Carl	Perez

# | Users - Adding Users

Once you've clicked on the + icon under the '**Users**' tab, you'll be prompted to ***input the new user's first and last name, as well as the email address that they will use to log in.***

It's important to note that ***only one email address can be used per user***, so please avoid using an email that another user is already using to log in to the platform.

Once you've entered the required information, simply click on the **blue 'Add'** button and the ***new user will receive an email with instructions on how to create their password and log in to the platform.***

ANYTIME MAILBOX

Dashboard Mailroom Customers **Admin** Reports

Acia San Pedro ▾

Admin ▸ Users ▸ Add User Help

Profile Applications Mail Marketing Account **Users** My Settings

← Add User

Details

First Name \*

Last Name \*

Email \*

Active ☒ ON

☒ Send Account Creation Email to User

Add

# | Users - Privileges

Another useful feature within the '**Users**' tab - ***the ability to manage each user's access and permissions within the dashboard.***

Just ***click on a user*** when viewing your list of users and navigate to the '**Privileges**' tab.

From here, you can ***uncheck anything that you don't want certain employees to have access to.***

It's a great way to tailor each user's experience to their specific role within your organization.

And remember, *if you make any changes to these privileges*, just be sure to click on the **blue 'Update'** button to save your changes

Acia San Pedro

Details Privileges Access IP Restrictions Reset Password

- ☒ **Manage Account Settings**  
Enables/Disables access to Admin > Account Settings. Account Settings include ability to change Payment and Disbursement info.
- ☒ **Manage Application Settings**  
Enables/Disables access to Admin > Application Settings. Application Settings include ability to edit your location's Terms and Conditions and Geographic Restrictions.
- ☒ **Manage Customers**  
Enables/Disables access to Customers > Renters. This includes the ability to see list of renters, be able to edit information, and also unassign and delete a renter's mailbox account.
- ☐ **Manage Developer Access**  
Enables/Disables access to Admin > Developer Access. The user will have access to API keys.
- ☒ **Manage Mail Settings**  
Enables/Disables access to Admin > Mail. This includes ability to edit forwarding offerings and carriers supported.
- ☒ **Manage Mailboxes**  
Enables/Disables access to Mailroom > Mailboxes. This allows user to add mailboxes, and change mailbox statuses.
- ☒ **Manage Marketing Settings**  
Enables/Disables access to Admin > Marketing. This allows access to ATMB marketing materials.
- ☒ **Manage Profile Settings**  
Enables/Disables access to Admin > Profile. This allows users to edit Site Profile settings like the site's physical address, customer address format, etc.
- ☒ **Manage Service Plans**  
Enables/Disables access to Customers > Service Plans. This allows user to modify existing service plan offerings, or add new ones.
- ☒ **Manage Shipments**
- ☒ **Manage Users**  
Enables/Disables access to Admin > Users. This allows user to edit privileges of other users. This also includes ability to modify user settings like email address and password, and add new users.
- ☒ **View Resource Articles**  
Enables/Disables access to Admin > Resource Articles. This enables user to view ATMB Resource articles and announcements from their dashboard homepage.

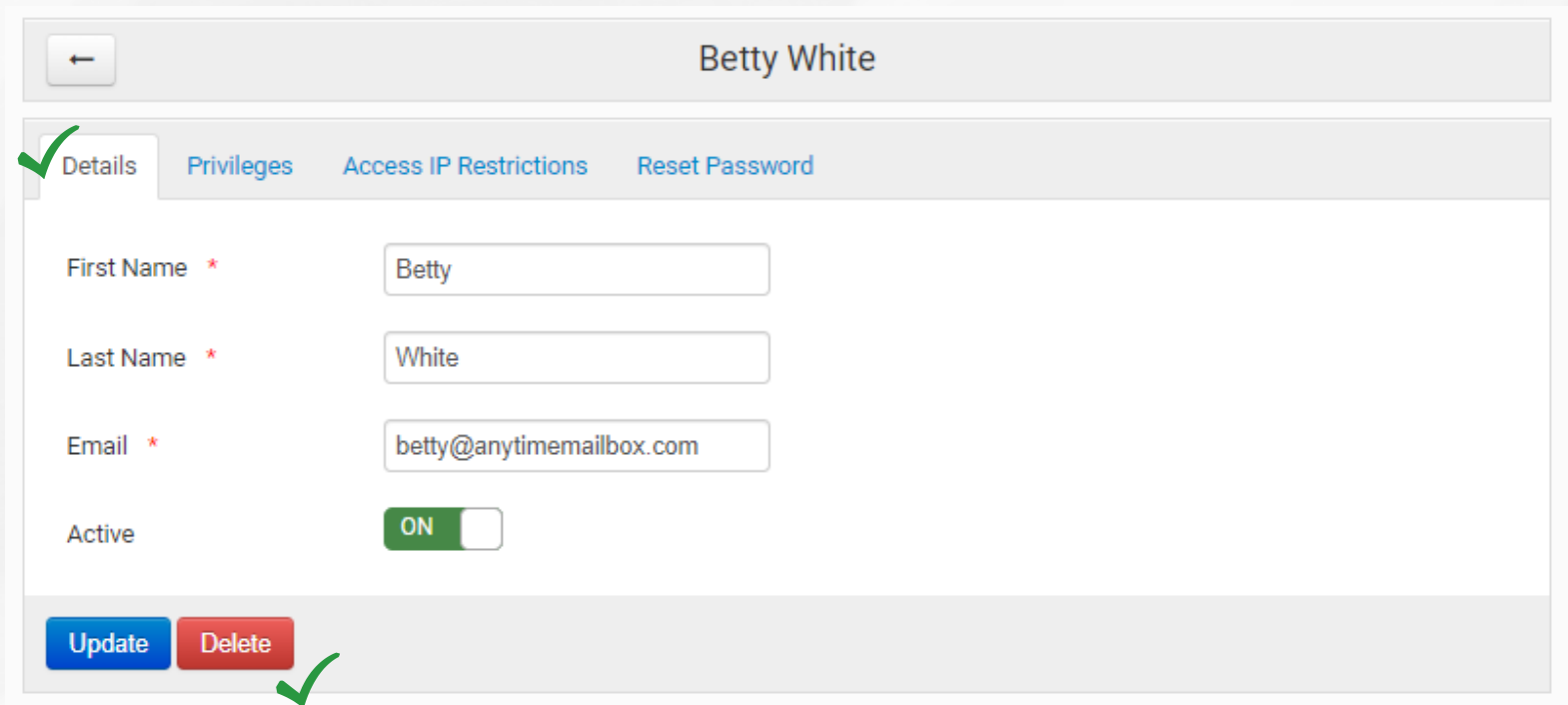
Update

# | Users - Removing Users

To **remove a user** from your list, **simply select their name while viewing the user list**, and you'll be taken to the '**Details**' tab.

From there, you can click on the '**Delete**' button in **red** to remove the user.

**Once the user has been removed, their login credentials will no longer be valid, and they won't be able to access the dashboard anymore.**



← Betty White

✓ Details Privileges Access IP Restrictions Reset Password

First Name \* Betty

Last Name \* White

Email \* betty@anytimemailbox.com

Active ☒ ON

Update Delete ✓

**ANYTIME  
MAILBOX**

**What's next?**  
Admin Settings: My Settings





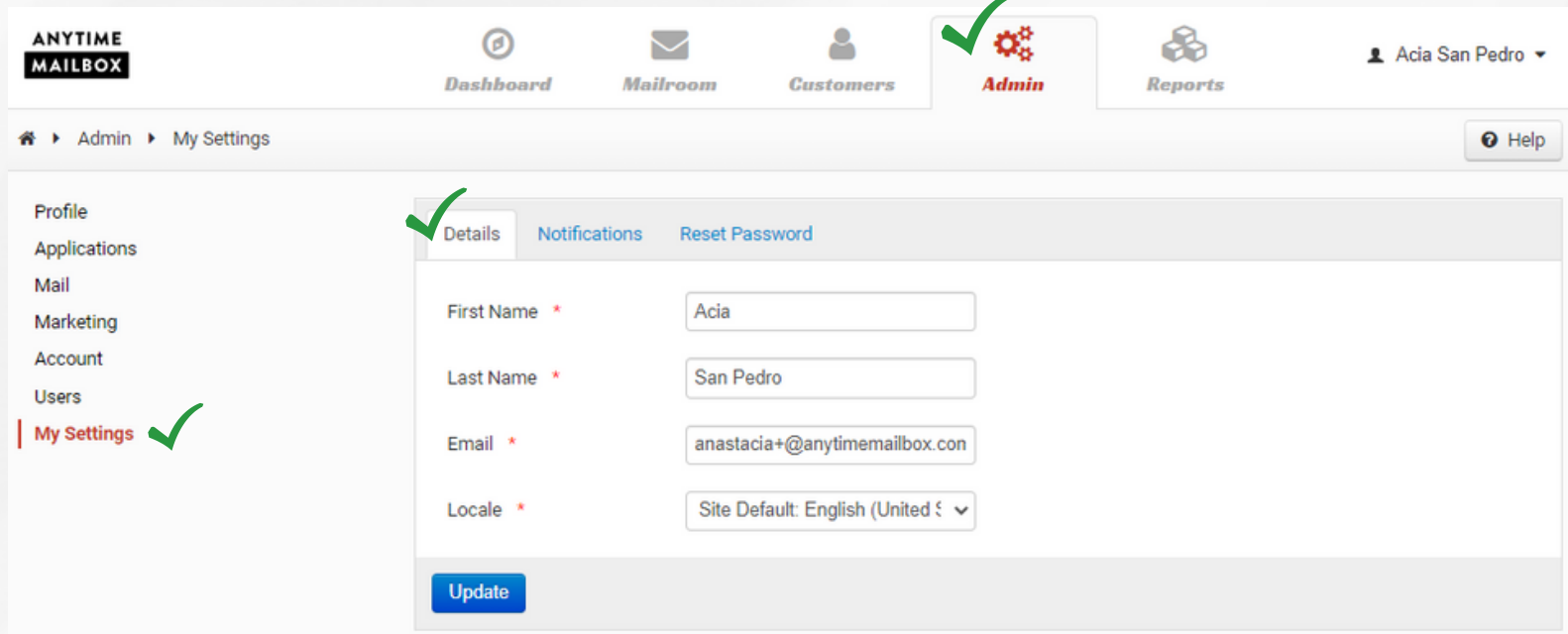
# | My Settings - Details

The next subtab under '**Admin**' is called '**My settings**'.

The first subtab you'll see within this section is called '**Details**', where you can easily **update your login information such as your email address**.

Feel free to make any necessary changes to ensure your account remains up-to-date.

And remember, if you make any changes, just be sure to click on the **blue** '**Update**' button to save your changes



ANYTIME MAILBOX

Dashboard Mailroom Customers **Admin** Reports

Acia San Pedro

Admin My Settings Help

Profile Applications Mail Marketing Account Users **My Settings**

**Details** Notifications Reset Password

First Name \* Acia

Last Name \* San Pedro

Email \* anastacia+@anytimemailbox.com

Locale \* Site Default: English (United States) ▼

Update

# | My Settings - Notifications

Next up is the '**Notifications**' tab, which allows you to **customize the notifications you receive from the virtual mailbox platform**.

To make changes, simply **select the relevant checkmarks next to the notifications you want to receive, and uncheck any that you don't want to receive**.

And remember, if you make any changes, just be sure to click on the **blue 'Update'** button to save your changes.

Please be aware that **not all notifications are listed in this section, as some important notifications, such as forwarding requests, are automatically sent to you by default**.

These notifications are crucial to ensure a smooth virtual mail experience for the renters, and as such, they cannot be disabled.

Details
Notifications
Reset Password

☒ Renter Account Closure Request ? Operator  
☒ Renter Account Closure ? Operator  
☒ Mailbox application from ATMB (Auth Only)  
☒ Mailbox application from ATMB (Assign On Signup)  
☒ Mailbox application from Direct (Auth Only)  
☒ Mailbox application from Direct (Assign On Signup)  
☒ Mailbox application file received  
☒ Mailbox application under review  
☒ Mailbox application approval  
☒ Renter action request  
☒ Renter invoices created  
☒ Renter payment received  
☒ Renter charge summary (For non-ATMB merchant accounts only)  
☒ Disbursement sent

Update

**ANYTIME  
MAILBOX**

**What's next?**  
Mailboxes



# | Mailboxes

*To assign a mailbox to a renter, you'll first need to set up your mailboxes.*

This is a quick and easy step that's usually done just once at the beginning, but don't worry - you can always add more mailboxes later if needed.

To get started, simply head to the '**Mailroom**' tab and click on the '**Mailboxes**' subtab to view your mailboxes.

ANYTIME  
MAILBOX

Dashboard

✓ Mailroom

Customers

Admin

Reports

Acia San Pedro ▾

Home ▸ Mailroom ▸ Mailboxes

Help

Bulk Mail Upload

Group Mail Upload

Pending Assignments

Recent Assignments

Action Requests

Shipment Manager

Mailboxes ✓

+

...

↺

Q

⌵

(Show All)

⌵

☰

50 Records

⌵

<input type="checkbox"/>	Mailbox ▾	Status	First Name	Last Name	Company
<input type="checkbox"/>	3060	Reserved			
<input type="checkbox"/>	3061	Reserved			
<input type="checkbox"/>	3062	Available			
<input type="checkbox"/>	3063	Available			
<input type="checkbox"/>	3064	Available			

# | Mailboxes - Adding Mailboxes

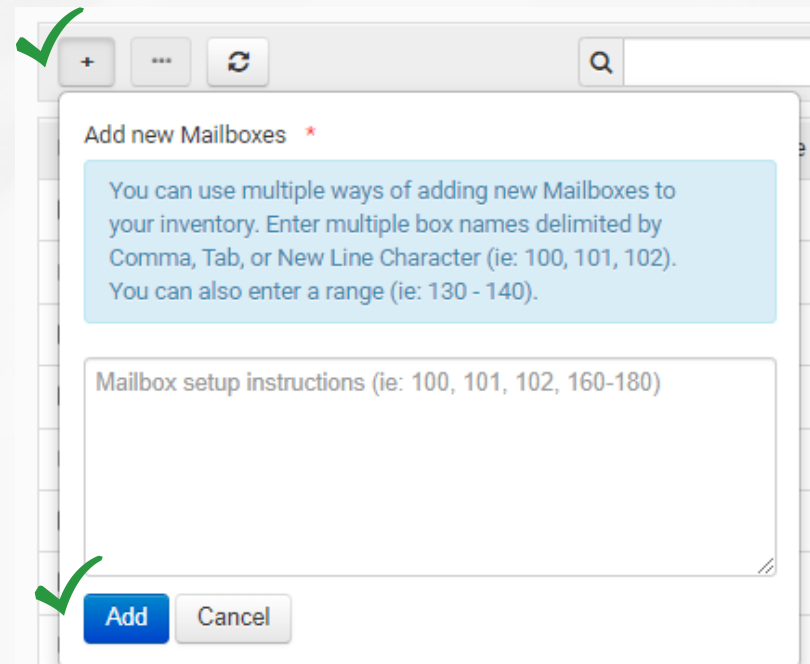
*To add mailboxes, simply click on the '+' icon.*

Then, enter the range of mailboxes to be created.

The range parameters can be individual boxes separated by commas or a range such as 100-200.

You can also use **alphanumeric mailboxes** such as 101A or V300.

Once you have input the mailboxes to be created, simply click on the **blue 'Add'** button



# | Mailboxes - Mailbox Statuses

There are **3 different statuses** that your mailboxes can be set as:

## ***Available, Reserved, and Assigned***

- 1 ***Available mailboxes***
  - Only you can see Available mailboxes and they can be used by you to manually enter a renter into the platform.
- 2 ***Reserved mailboxes***
  - These are available boxes that can be picked by the renter while ordering a digital mailbox on our website OR via your direct URL
- 3 ***Assigned mailboxes***
  - Are any mailboxes that currently have an assigned renter

You can see the status of a mailbox inside the "***Mailboxes***" tab

<input type="checkbox"/>	Mailbox ▾	Status	First Name	Last Name	Company
<input type="checkbox"/>	3060	Assigned	Todd	Kinneston	
<input type="checkbox"/>	3061	Reserved			
<input type="checkbox"/>	3062	Available			

# | Mailboxes - How to Reserve Mailboxes

***It is extremely important to have several mailboxes set to 'Reserved'.***

This is a crucial step in ensuring that your location is visible and accessible to renters who sign up online through our website.

***Without any reserved mailboxes, potential renters won't be able to sign up for your location and it may result in your location being removed from our website.***

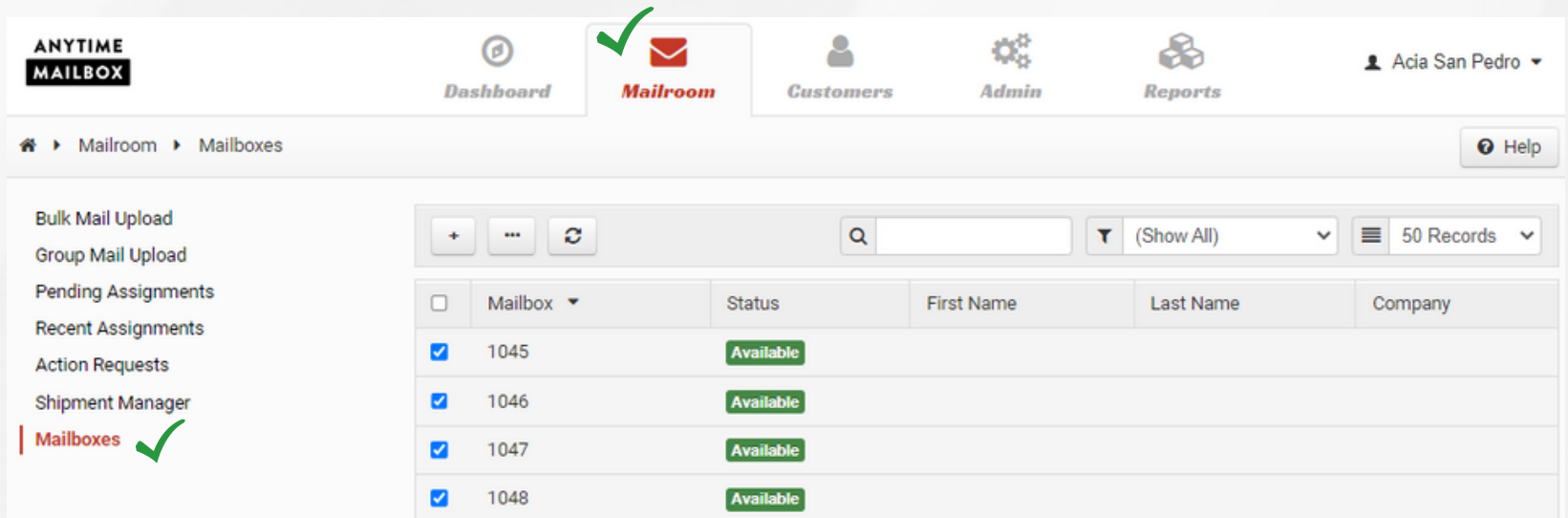
***We highly encourage you to keep your mailboxes reserved*** to make sure your location stays visible and accessible to renters.

# Mailboxes - How to Reserve Mailboxes

Reserving mailboxes inside your dashboard is quick and easy!

To get started, simply click on the '**Mailroom**' tab and then select the '**Mailboxes**' subtab.

From there, you can ***select the mailboxes you want to reserve by clicking on the small square to the left of the mailbox number, to checkmark them.***



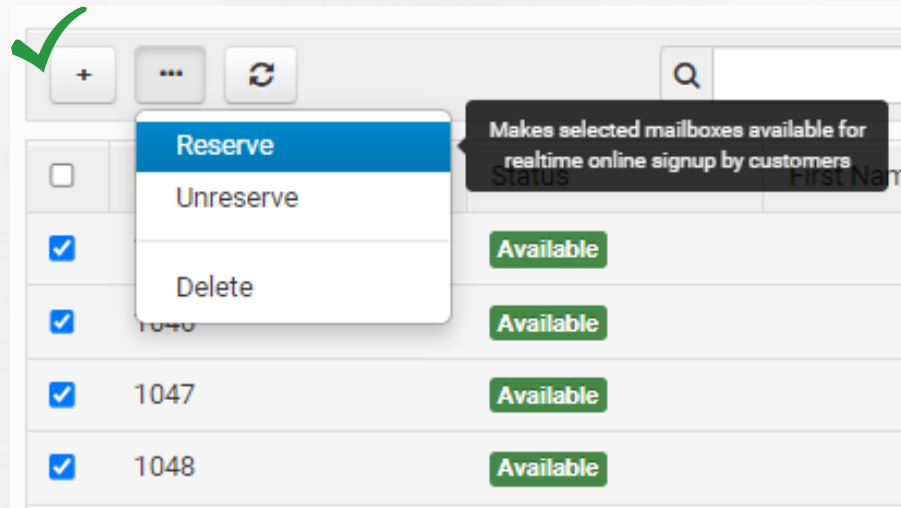
The screenshot shows the ANYTIME MAILBOX dashboard. The top navigation bar includes icons for Dashboard, Mailroom (selected with a green checkmark), Customers, Admin, and Reports. The user is logged in as 'Acia San Pedro'. The breadcrumb trail shows 'Mailroom > Mailboxes'. The left sidebar lists various functions: Bulk Mail Upload, Group Mail Upload, Pending Assignments, Recent Assignments, Action Requests, Shipment Manager, and Mailboxes (selected with a green checkmark). The main content area displays a table of mailboxes with columns for Mailbox, Status, First Name, Last Name, and Company. The table shows four mailboxes, all with a status of 'Available'.

	Mailbox	Status	First Name	Last Name	Company
<input checked="" type="checkbox"/>	1045	Available			
<input checked="" type="checkbox"/>	1046	Available			
<input checked="" type="checkbox"/>	1047	Available			
<input checked="" type="checkbox"/>	1048	Available			



# | Mailboxes - How to Reserve Mailboxes

Once you've made your selections, ***just click on the three dots icon '...' and select 'Reserve'.***



It is always safer to reserve too many mailboxes for online signup than not enough!

***We recommend that you keep a minimum of 100 reserved mailboxes available at all times,*** so you can always be sure you'll cover new renters.

There is no charge for reserving mailboxes, and you can reserve as many as you want, so you literally have nothing to lose!

**ANYTIME  
MAILBOX**

**What's next?**  
Service Plans



# | What is a Service Plan?

***A Service Plan is a price plan/package that your renters can sign up for to access virtual mail services at your location.***

You can choose the types of Service Plans & inclusions that you would like to offer at your location.

***These plans will be advertised on our website and your direct URL for potential renters to choose from.***

Here is a screenshot example of some Service Plans advertised for potential renters:

Bronze		Silver	
US\$ 9.99 / month		US\$ 14.99 / month	
SELECT		SELECT	
US\$ 109.99 / year		US\$ 164.99 / year	
SELECT		SELECT	
Incoming Mail	30 / month	Incoming Mail	60 / month
Open & Scan	5 pages / month	Open & Scan	10 pages / month
Forwarding	Each shipping bundle at US\$ 5.00	Forwarding	Each shipping bundle at US\$ 5.00
Recipients	1	Recipients	2

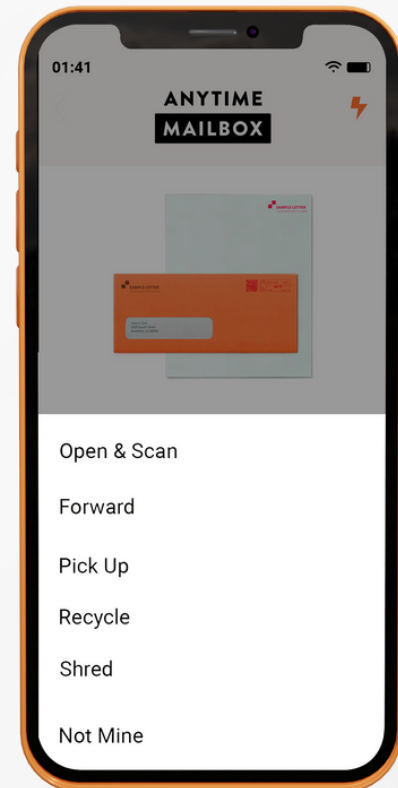
# | What is a Service Plan?

***Service plans are completely customizable to suit your specific mailbox location.***

Whether you prefer a monthly or annual rental, there is ***a range of options within the service plans that can be tailored to your locations preferences.***

**Service plans can contain the following offerings to your renters:**

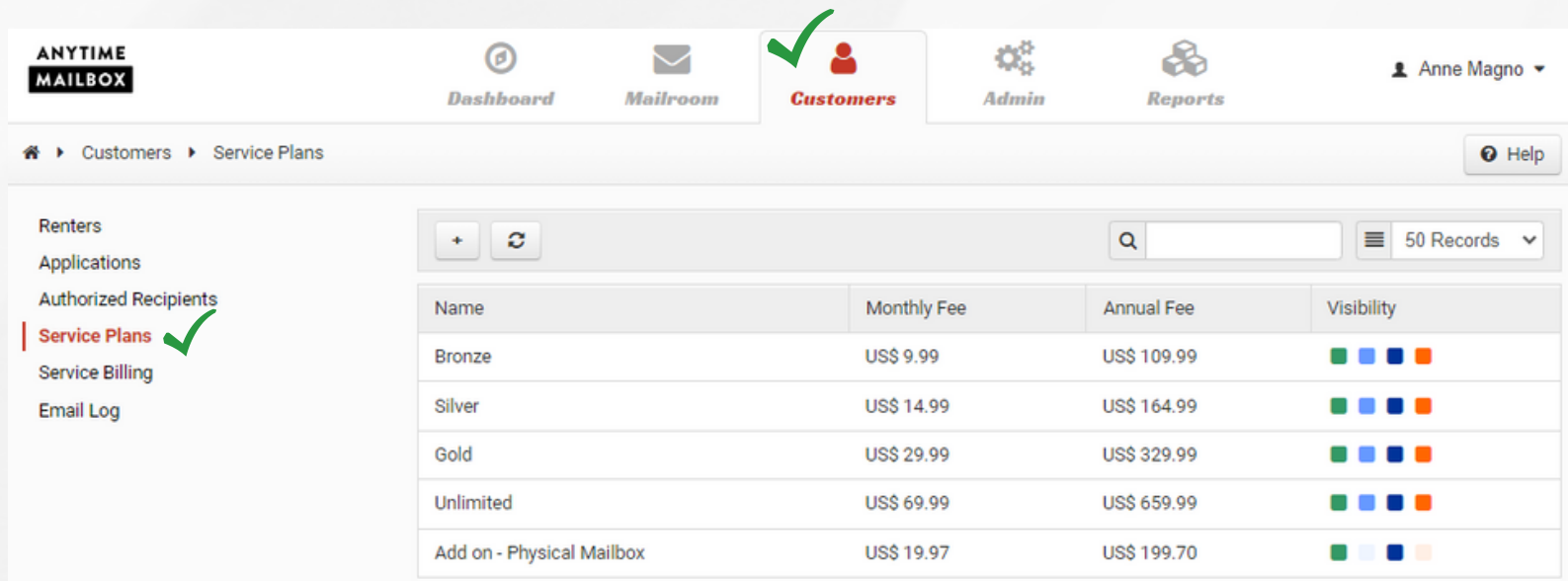
- Incoming Mail Items
- Open & Scan Requests
- Forward Requests
- Check Deposit Requests
- Pickup Requests
- Recycle Requests
- Shred Requests
- Authorized Recipients
- Storage



# How to View Your Service Plans

Your location's Service Plans will have already been discussed in detail and set up with you and our Sales team before launch.

However, if you would like to **view your current service plan offerings**, simply click on the '**Customers**' tab & on the left side and select the option for '**Service Plans**'.



The screenshot shows the ANYTIME MAILBOX web application interface. At the top, there is a navigation bar with the logo and several tabs: Dashboard, Mailroom, Customers (highlighted with a green checkmark), Admin, and Reports. The user's name, Anne Magno, is displayed on the right. Below the navigation bar, a breadcrumb trail indicates the current location: Customers > Service Plans. On the left side, a sidebar menu lists various options: Renters, Applications, Authorized Recipients, Service Plans (highlighted with a red bar and a green checkmark), Service Billing, and Email Log. The main content area displays a table of service plans with columns for Name, Monthly Fee, Annual Fee, and Visibility. The table lists five plans: Bronze, Silver, Gold, Unlimited, and Add on - Physical Mailbox. Each plan has a corresponding visibility indicator consisting of four colored squares (green, blue, dark blue, orange).

Name	Monthly Fee	Annual Fee	Visibility
Bronze	US\$ 9.99	US\$ 109.99	■ ■ ■ ■
Silver	US\$ 14.99	US\$ 164.99	■ ■ ■ ■
Gold	US\$ 29.99	US\$ 329.99	■ ■ ■ ■
Unlimited	US\$ 69.99	US\$ 659.99	■ ■ ■ ■
Add on - Physical Mailbox	US\$ 19.97	US\$ 199.70	■ ■ ■ ■

# Service Plan Visibility

For each service plan, you can set the *Visibility* of it.

This means, *where the service plan is advertisted to your potential renters.*

+

↺

Q

☰

50 Records

▼

Name	Monthly Fee	Annual Fee	Visibility
Bronze	US\$ 9.99	US\$ 109.99	<div> <div></div> <div></div> <div></div> <div></div> </div>
Silver	US\$ 14.99	US\$ 164.99	<div> <div></div> <div></div> <div></div> <div></div> </div>
Gold	US\$ 29.99	US\$ 329.99	<div> <div></div> <div></div> <div></div> <div></div> </div>
Unlimited	US\$ 69.99	US\$ 659.99	<div> <div></div> <div></div> <div></div> <div></div> </div>
Add on - Physical Mailbox	US\$ 19.97	US\$ 199.70	<div> <div></div> <div></div> <div></div> <div></div> </div>

Internal

Operator Branded Signup URL for New Customers

Operator Branded Signup URL for Existing Customers

Anytime Mailbox Lead Generation Website

Where the service plan is visible is *color coded*.

*Which colors are shown to the right of the service plan is where it is visible*

# | Service Plan Visibility





## Service Plan Visibility Explained

**Internal:** Having this selected makes this plan visible to all employees that sign in to the Anytime Mailbox platform - No potential renters can see the plan if it is set to internal.

**Operator Branded Signup URL for New Customers:** When signing up through your direct signup URL, renters can select if they are new customers to your business. Having this selected will show the following Service Plan to new customers.

**Operator Branded Signup URL for Existing Customers:** When signing up through your custom signup URL, your existing physical mailbox renters at your location can see the following Service Plans.

**Anytime Mailbox Lead Generation Website:** Having this selected makes this plan visible on the Anytime Mailbox website for new renters to sign up.

-  Internal
-  Operator Branded Signup URL for New Customers
-  Operator Branded Signup URL for Existing Customers
-  Anytime Mailbox Lead Generation Website

Where the service plan is visible is **color coded**.

***Which colors are shown to the right of the service plan is where it is visible***

# Changing Service Plan Visibility

You have the ability to *change the service plan visibility whenever you like*.

It's simple - just click on the '**Customers**' tab, and select '**Service Plans**'.

From there, *select the service plan that you'd like to modify*, and then click on the '**Details**' subtab.

The screenshot shows the ANYTIME MAILBOX interface. At the top, there is a navigation bar with icons for Dashboard, Mailroom, Customers (highlighted with a green checkmark), Admin, and Reports. Below this is a breadcrumb trail: Home > Customers > Service Plans > Bronze. On the left sidebar, there is a list of menu items: Renters, Applications, Authorized Recipients, Service Plans (highlighted with a red bar and a green checkmark), Service Billing, and Email Log. The main content area is titled 'Bronze' and contains a sub-tab bar with Overview (selected with a green checkmark), Details, Action Requests, Pickup, Storage, Recipients, and Usage. Under the 'Details' sub-tab, there is a form with the following fields:

- Name \***: A text input field containing 'Bronze'.
- Visibility**: A section with four checked checkboxes:
  - ☒ **Internal**: Visible to users of this portal when assigning new or existing customers.
  - ☒ **Operator Branded Signup URL for New Customers**: Visible to mailbox applicants visiting your own public signup page at: [futuramail.anytimemailbox.com/signup](http://futuramail.anytimemailbox.com/signup)
  - ☒ **Operator Branded Signup URL for Existing Customers**: Visible to mailbox applicants visiting your own public signup page at: [futuramail.anytimemailbox.com/signup/addon](http://futuramail.anytimemailbox.com/signup/addon)
  - ☒ **Anytime Mailbox Lead Generation Website**: Visible to mailbox applicants visiting our lead generation website at: [anytimemailbox.com/locations](http://anytimemailbox.com/locations)



# Changing Service Plan Visibility

In the '**Details**' tab, you'll see a section labeled '**Visibility**' where you can customize which service plans your renters can see.

You'll notice that any **service plans currently visible** will have a **blue** checkmark next to them.

To **remove visibility** for a particular service plan, **simply click on the checkmark to unselect it**.

When you're finished making your changes, be sure to click the **blue 'Update'** button at the bottom to save your changes.

Bronze

Overview **Details** Action Requests Pickup Storage Recipients Usage

Name \* Bronze

Visibility

- ☒ Internal  
Visible to users of this portal when assigning new or existing customers.
- ☒ Operator Branded Signup URL for New Customers  
Visible to mailbox applicants visiting your own public signup page at: [futuramail.anytimemailbox.com/signup](http://futuramail.anytimemailbox.com/signup)
- ☒ Operator Branded Signup URL for Existing Customers  
Visible to mailbox applicants visiting your own public signup page at: [futuramail.anytimemailbox.com/signup/addon](http://futuramail.anytimemailbox.com/signup/addon)
- ☐ Anytime Mailbox Lead Generation Website  
Visible to mailbox applicants visiting our lead generation website at: [anytimemailbox.com/locations](http://anytimemailbox.com/locations)

Offer Monthly Plan ☒ ON

Monthly Fee \* US\$ 9.99

Promo Free Days \* 30  
Number of free days for new customers.

Offer Annual Plan ☒ ON

Annual Fee \* US\$ 109.99

**Update** Copy Delete

# | Making Changes to your Service Plans

We understand that you may want to ***update your service plan offerings***, such as adjusting the monthly pricing.

To ensure a smooth transition and avoid any complaints or confusion from your renters, **we recommend contacting us at least 30 days in advance of the planned changes.**

Our team will work with you to make the necessary updates and ***ensure your renters are informed of the changes in a timely manner.***

# | Store Closure Process

Sometimes, things happen that can affect the availability of your mail room for your renters. ***You may be moving your location, going out of commission for a short time, or simply closing your location entirely.***

***The moment you find out of possible closure, move, remodeling, or anything that can affect the availability of your location for your Anytime Mailbox customers, you are required to contact us immediately.***

As per the terms of your partnership with Anytime Mailbox, **you are required to give us 30 days' notice of the closure.**

For more information on the terms of service, you can review our website: **[www.anytimemailbox.com/terms-operator](http://www.anytimemailbox.com/terms-operator)**

Please contact us of your closure in writing at **[service@anytimemailbox.com](mailto:service@anytimemailbox.com)**.

# | Store Closure Process

## Terms & Conditions for Mail Center Operators

**2.1 Termination by Operator.** Operator may terminate this Agreement at any time by providing ATMB with at least 30 days' prior written notice of termination; Operator understands that ATMB requires not less than 30 days' prior notice of termination in order to allow for the transition of Renters to another Mail Center Operator, and Operator acknowledges that ATMB and its Renters will be immediately and materially harmed by any termination of this Agreement by Operator on less than 30 days' prior notice. In addition, notwithstanding the timing of any notice to terminate by Operator hereunder, termination of this Agreement will not be final until Operator has, to ATMB's satisfaction, confirmed Operator's intent to terminate the account, as well as the identity and authorization of Operator's representative who is requesting the termination. Once ATMB notifies Operator of termination or otherwise approves Operator's notice of termination (including, without limitation, by indicating such termination within or using such means as may be available from the Services), Operator's account will go into "Closed" status. Operator will no longer incur periodic charges once its account is in "Closed" status. In the event that Operator should attempt to terminate this Agreement on less than 30 days' prior notice, then in addition to any and all other amounts that may be due to ATMB hereunder upon such termination (including, without limitation and for the avoidance of doubt, any Early Terminated Mailbox Fees or other Miscellaneous Charges, as such terms are defined in Section 3.2 below, that may be or become payable as a result of the timing of Operator's termination), Operator will be obligated to pay ATMB, as liquidated damages and not as a penalty, a \$5,000 early termination fee, which ATMB will charge to Operator in accordance with Section 3 below.




# | Test Your Knowledge

1. Where would you go within your dashboard to add taxes to be charged to your renters?
2. How do you add a user to your operator account?
3. Where would you go within your dashboard to update your location's renter terms & conditions?
4. True or False - There is an option for you to set Geographic Restrictions on your application audience.
5. Where would you go within the dashboard to view your service plans?
6. True or False: You need to reserve mailboxes for online signup
7. Where would you go within your dashboard to update your notification preferences?





# | Contact

**If you have any questions or concerns,  
please do not hesitate to contact us on the following channels:**

-  **Phone:** +1-833-677-2862
-  **Email:** [service@anytimemailbox.com](mailto:service@anytimemailbox.com)
-  **Live Chat:** [www.anytimemailbox.com](http://www.anytimemailbox.com)

Here are some useful links to help you:

-  **FAQ:** [anytimemailbox.com/mail-center/faq](http://anytimemailbox.com/mail-center/faq)
-  **Knowledge Base:** [service.anytimemailbox.com/en/support/home](http://service.anytimemailbox.com/en/support/home)