

Operator Training

Part 3: Applications



**ANYTIME
MAILBOX**

| Training Agenda

- **Introduction**
- **How to get renters**
- **Requirements to Complete Verification**
- **Approving Renter Applications**
- **Rejecting Renter Applications**
- **Additional Recipients**
- **Fraud**

| 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 third deck in our 5-part series, which focuses on applications. In this series, we provide a complete walk-through on how applications come into the portal and how to process them. Even if you have been a long-time operator with us, we recommend reviewing this deck to ensure that you have a clear understanding of the process.

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!

| Types of Renters

Renters are classified based on who sourced them.

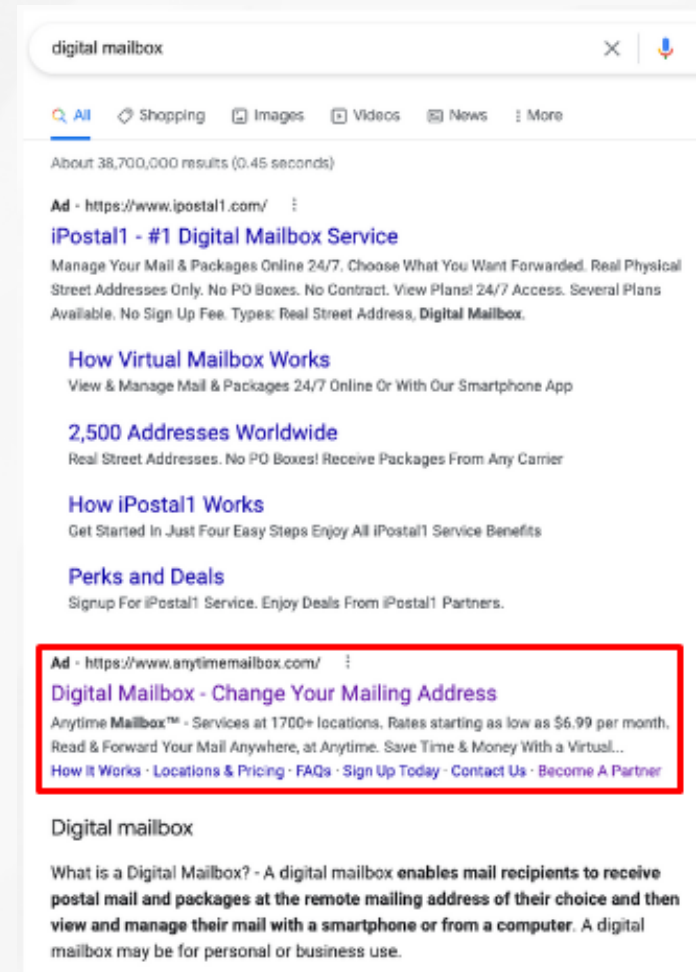
ATMB LeadGen Renters

These are Renters who sign up on the Anytime Mailbox website and are fully supported by the ATMB staff. Anytime Mailbox has sourced these renters for you through our various marketing efforts.

When someone is looking for a digital or virtual mailbox, they usually search for it on Google.

To capture these potential Renters, Anytime Mailbox invests heavily in advertising and other promotional activities to drive traffic to our website.

After successfully signing up on our website, these potential Renters are internally referred to as **ATMB LeadGen Renters**.



| Types of Renters

Operator Direct Renters

These renters are sourced by you. There are two ways you can do this.

Manually adding them as a Renter:

- You can do this by clicking on '**Customers**' & then the **'+' icon**
- Typically, these are renters who already have an existing physical mailbox from you and they want to add virtual mailbox services as an add-on service.

Dedicated URL:

- Anytime Mailbox gives you a dedicated URL to help you to source renters
- The URL is located in **Admin>Applications>Signup**
- You can provide them with the branded URL address to sign up via your mailbox location direct website.

These are Renters who can sign up through a dedicated URL provided to you which can be used on your website OR be added manually by your location into the platform. **(these Renters are referred to as Operator Direct & are supported solely by you as the Operator)**



Get your Virtual Mailbox at:
Silverhill St
SCHENECTADY, NY 12345

[Virtual Mailbox Login](#)
[Manage Your Application](#)

Virtual Mailbox Plans

Show available plans for
☒ New Customers
☐ Existing Customers

Bronze	Add on - Physical Mailbox Direct	Bronze Direct
US\$ 0.00 / month US\$ 0.00 / year	US\$ 5.00 / month US\$ 60.00 / year	US\$ 9.99 / month US\$ 109.00 / year
Select	Select	Select
Incoming Mail 10 / month	Incoming Mail Unlimited	Incoming Mail 30 / month
Open & Scan 1 / month	Open & Scan 10 / month	Open & Scan 5 pages / month
Forwarding Unlimited	Forwarding 10 / month	Forwarding Each at US\$ 5.00
Additional Services 	Additional Services 	Additional Services
Full Details	Full Details	Full Details
Silver Direct	Gold Direct	Unlimited Direct

| The Verification Process

When a renter signs up with Anytime Mailbox, their digital mailbox account is activated, and their mailbox is reserved for them.

However, to receive physical mail and use all the features of the digital mailbox, a renter needs to go through a verification process.

A renter needs to go through an identity verification process in order to become a verified renter & get their application fully approved by your location.

- ✔ ***For USA mailbox locations:*** The renter will need to submit a notarized USPS 1583 form & 2 forms of valid identification.
- ✔ ***For International mailbox locations:*** The renter will need to submit 2 forms of valid ID (*can vary depending on the country*).

A renter can find details on what needs to be submitted by logging into their mailbox account.

Once the documents have been submitted by a renter, the application is sent to your location for final approval. ***You can view all applications ready for approval in the 'Applications' section on your dashboard.***

What's the difference between a **verified Renter** and **non-verified**?

Verified Renter



Verified status means that the Renter has successfully completed & submitted the documents required to verify their identity & granted the operator permission to open their mail on their behalf.

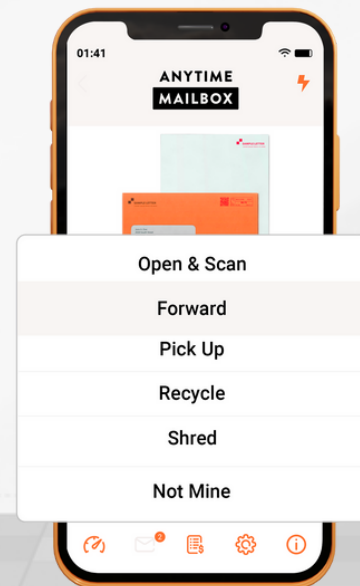
Non-verified Renter

Non-verified status means that the Renter has signed up for the service but has not yet completed & submitted the documents required to verify their identity & the application has NOT been approved by the mail center.

If you receive mail for a non-verified renter, we encourage you to contact the renter to submit the necessary requirements, but typically you need to return the mail items to the post office (RTS).

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What's next? Requirements for Renters



| Renter Required Documents

When a renter signs up with Anytime Mailbox, their digital mailbox account is activated, and their mailbox is reserved for them.

However, to receive physical mail and use all the features of the digital mailbox, a renter needs to go through a verification process.

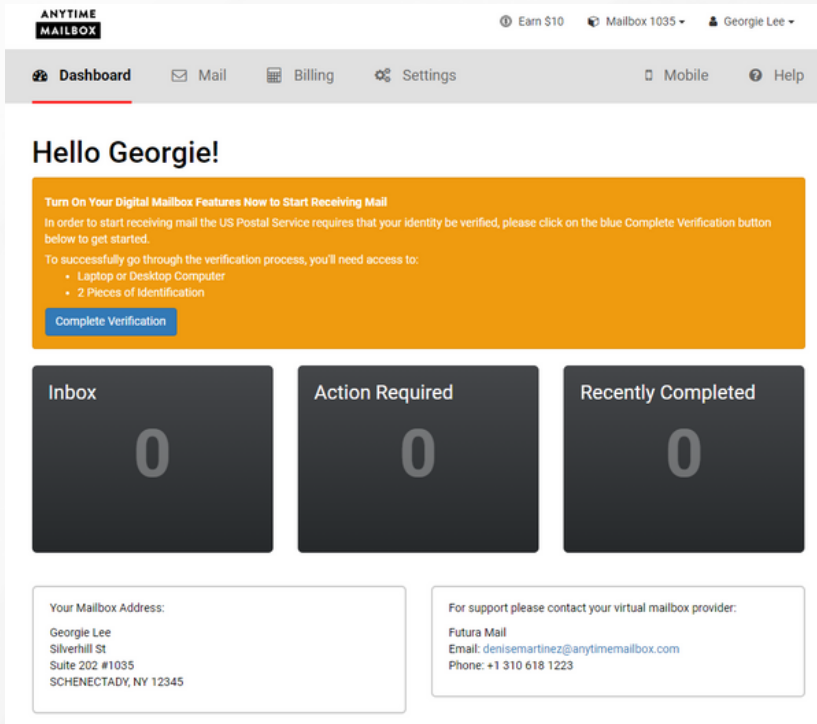
A renter needs to go through an identity verification process in order to become a verified renter & get their application fully approved by your location.

- ***For USA mailbox locations:*** The renter will need to submit a notarized USPS 1583 form & 2 forms of valid identification.
- ***For International mailbox locations:*** The renter will need to submit 2 forms of valid ID (*can vary depending on the country*).

A renter can find details on what needs to be submitted by logging into their mailbox account.

Renter Required Documents - USA Locations

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Portal

- Once the renter has successfully signed up for a mailbox they will get an email confirming your order & stating the next steps to complete the mailbox setup requirements
- The renter will manually need to log into the portal for next steps.



Welcome Email

What Is the Purpose of USPS Form 1583? (USA locations)

Any individual or company who rents a P.O. Box directly from the post office or a mailing address from an approved third-party business location, such as a mail center, is required to fill out USPS Form 1583. This form is kept on file by the United States Postal Service to keep track of the identity of those who use an address, in case someone uses the address for illegal purposes.

In addition, the USPS Form 1583 authorizes the mail center to receive mail on the Renter's behalf.

What Operators do with the Form 1583?

The CMRA is required to deliver any completed Form 1583 to the postmaster, including any revised forms submitted by the Renter in response to changes in the information on the original form.

Additionally, duplicate copies of completed Forms 1583 must be kept on file at the CMA's business location. They must be available at all times for inspection by postal representatives and inspectors. This process ensures that the USPS has access to accurate information about those who use a mailing address and can monitor any potential misuse of the address for illegal activities.

Online Notary vs. Use Own Notary (USA Locations)

Online Notary

- Renters have an option inside of their account once signed up, to click on a "Notarize Online Now" button. from here, ***the renter will be directed to our online notary partner's website.*** The online notary service can be accessed from either a mobile device or a desktop computer. ***During the notarization process, the renter will be asked to speak with a live agent who will verify their identity and documents.***
- Once the notarization session is complete, the notarized Form 1583 and copies of the Renter's IDs are automatically sent to your location. ***You will then need to make the final approval for the Renter in the Operator portal, which should take 1-2 business days to complete.***
- Online notarization is available 24/7

Online Notary vs. Use Own Notary (USA Locations)

Use Own Notary

- If a renter selects this option, they can download the auto-populated Form 1583 and print it out.
- They will then need to take this form and their two forms of identification to a local notary.
- Once the form is notarized, they will need to scan and upload the form, along with their IDs, into their Renter portal.
- After the forms are submitted, our team will manually review them and send them to the your location for final approval.

| Requirements Outside U.S. Locations

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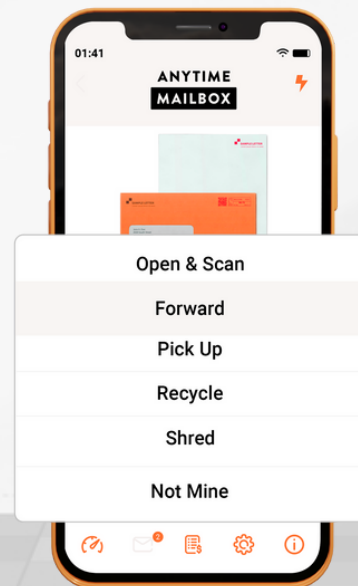
For locations outside of the United States, ***most countries require only two valid IDs, one being a photo ID and the other being a proof of address.***

When a renter logs into their account, they will be prompted with which verification documents are required.

To ensure that your renters are providing you with the correct documents for our service, ***please take a moment to review the rules and regulations for your country.*** This will help you determine the specific requirements for your location.

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What's next? Viewing a Renters Application



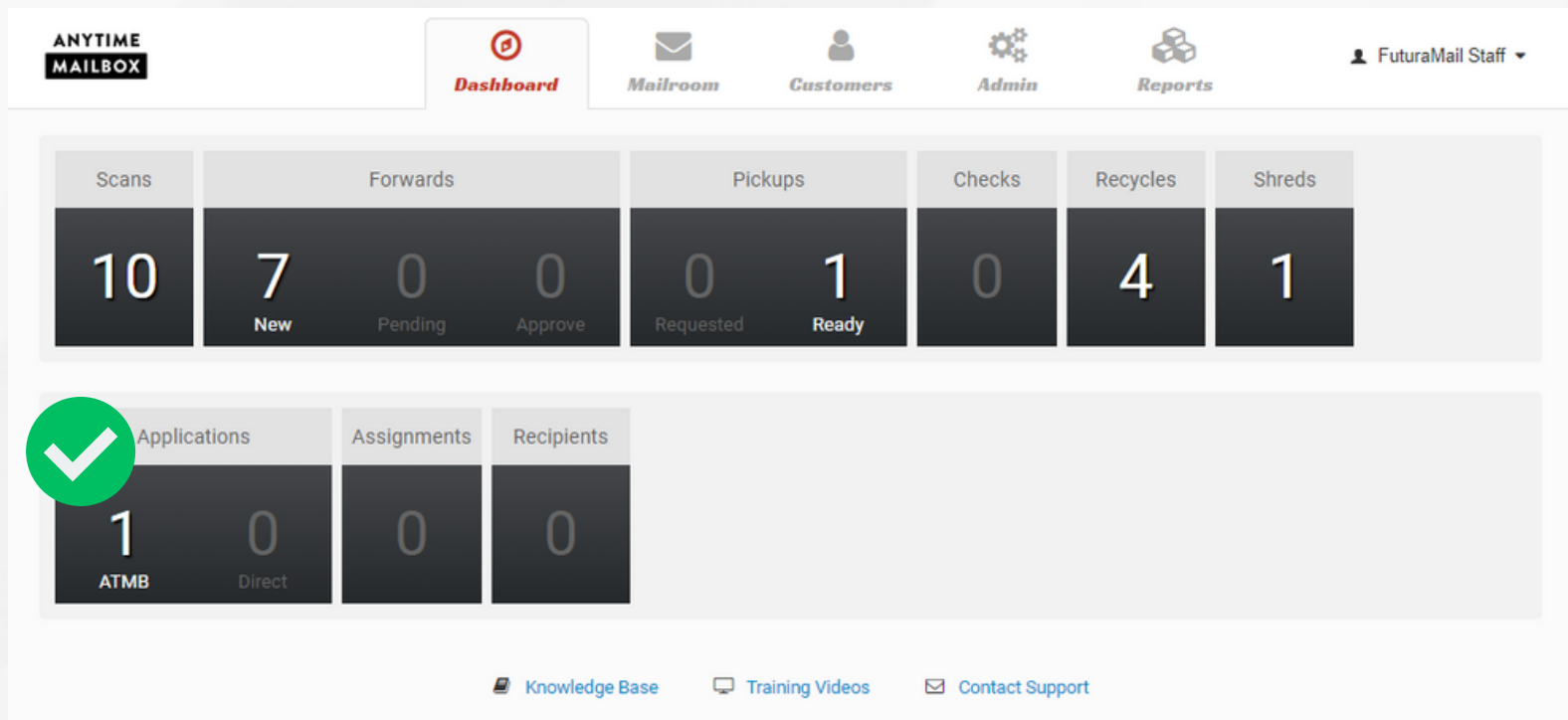
| Viewing a Renters Application

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Welcome to your Operator Dashboard!

Once you're logged in, you'll be able to easily keep track of any pending applications on the bottom row of your screen.

It's all right there at your fingertips - how cool is that? Let's get started!



| ATMB Leadgen Applications

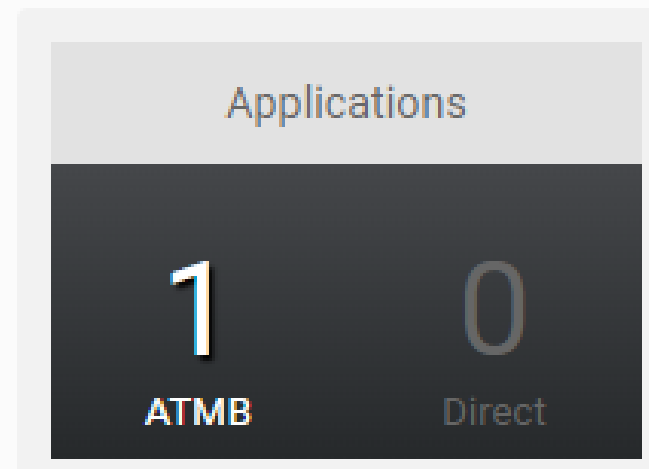
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When a renter signs up to rent a virtual mailbox at your location through our website, our awesome applications team will take care of everything, including getting all the verification documents we need the renter!

As soon as the renter uploads their necessary documents and our amazing applications team verifies them, we'll send the application straight to your dashboard for you to review and approve! It's quick, easy, and hassle-free!

Great news! If the renter decides to use our partner online notary, **notarize.com**, the documents will be sent directly to you right after you finish the notary session.

These applications will be visible under the ATMB section under Applications on your dashboard



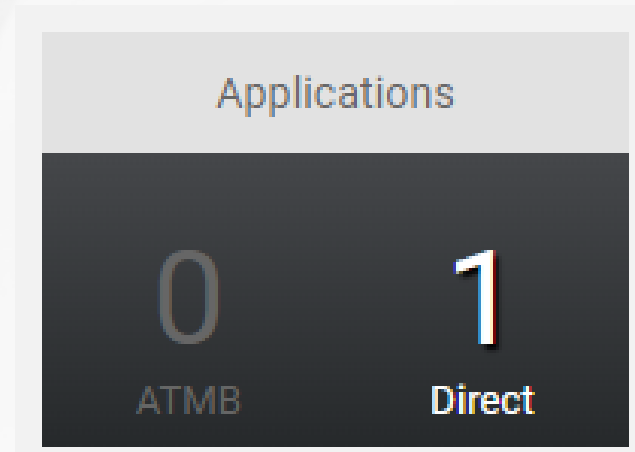
| Operator Direct Applications

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If a renter signs up with you directly using the URL displayed on your website, that renter becomes an Operator Direct renter! This means that they'll be supported exclusively by you as the Operator & the application is visible on your dashboard right away for fast approval (***whether the renter has uploaded documents or not***)

Just to clarify, the reason for this is that you sourced the renter directly, which means you'll have the ability to approve their application right away if they've provided you with all the necessary requirements at your location upon sign-up. This is just one of the many benefits of being an Operator Direct renter.

These applications will be visible under the Direct section under Applications on your dashboard



| Viewing a Renters Application

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To view any renter's application (*ATMB* or *Direct*), all you need to do is click on the number displayed under the applications tab and then click on the renter's name to open up their application. It's super easy and straightforward, so you'll be able to get all the information you need in no time!

Once you open the application, you'll be able to see all sorts of helpful information about your renter, including their mailbox and any documents they've uploaded.

Simply click on the renter's PDF files uploaded to review them quickly & easily.

←

Lynn Min Ho

Application Details

Application Id	832351
Renter ID	232458
Status	Under Review
Submission Date	10/27/2021

Application Type

New Customer

Mailbox

11 (Assigned)

Applicant

Lynn Min Ho
6769 Herrans
Miami, FL 33141
United States

Email

jade++++@anytimemailbox.com

Phone

+1 214 741 2025

Service Plan

Unlimited



Billing Cycle



Monthly

Auth Amount

US\$ 25.00

Files

 [SAMPLE ID \(Driver's License\) and \(Passport Card\).pdf \(149.2 KB\)](#) 

 [SAMPLE USPS FORM 1583.pdf \(407.0 KB\)](#) 

Upload Files

| Approving a Renters Application

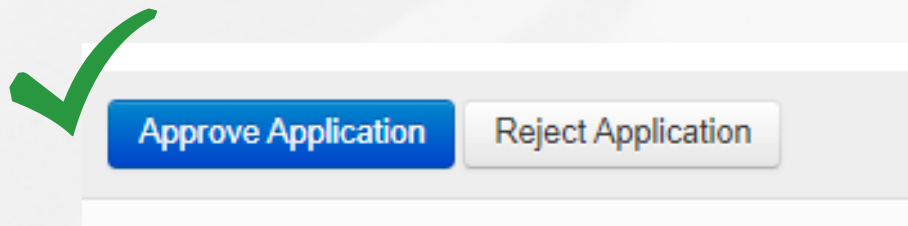
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Once you've had a chance to review the renter's information and documents and are satisfied with what they've provided, simply scroll to the bottom of the application and click 'Approve Application.'

This will complete the verification process, and you'll be legally authorized to receive mail items on their behalf.

It's that easy!

If you have any questions or concerns along the way, don't hesitate to reach out to us for assistance



| Rejecting a Renters Application



If you find that you require additional information from the renter, don't worry - we've got you covered!



There's a section located beneath the renter's uploaded documents where you can request additional information or provide notes about what you need.

This will allow you to request further details from the renter or ask them to provide additional documentation.

Once you've added your notes, simply click 'Add Notes,' and the renter will be notified of the changes.

Files

 SAMPLE ID (Driver's License) and (Passport Card).pdf (149.2 KB) 


 SAMPLE USPS FORM 1583.pdf (407.0 KB) 

Upload Files

Notes to your Renter

Please sign section 16 of the form.

Tell your renter what they need to modify and or add to the documents that they submitted. Note that what you write here will be sent to the renter.

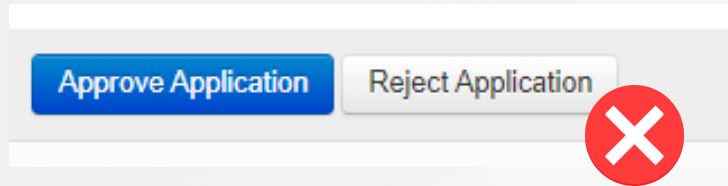
 Add Notes

| Rejecting a Renters Application

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From there, just scroll to the bottom of the application and click '**Reject Application**'

We want to make sure you have all the information you need to make informed decisions, so please don't hesitate to reach out to us if you have any questions or concerns.



We would like to clarify that rejecting a renter's application does NOT mean that they are permanently rejected from having a mailbox at your location.

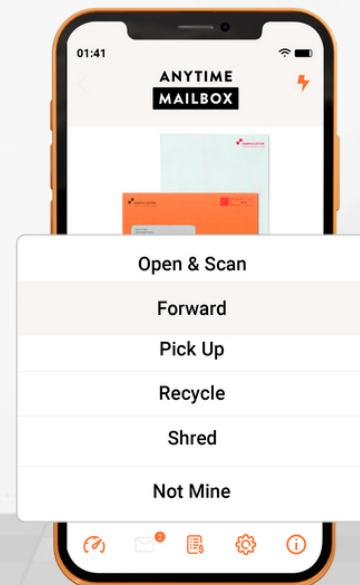
It simply means that the application is ***not approved at that time.***

Once the renter has provided all the necessary information, ***the application will be sent back to you for final approval.***

If you would like to reject a renter completely from having a mailbox at your location, please contact us so we can remove the renter's application from your location.

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What's next?
Additional Recipients



| Additional Recipients

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Some renters may wish to add an additional recipient to their mailbox.

This can be another person or even a separate company name.

USPS requires each additional recipient to fill out a separate Form 1583 and have it notarized in order to use the mailbox.

This is required for married couples, family members, or anyone else using the mailbox.

If a mail item is received at your location and the recipient's name does not match the account, your location may ship the mail back to the sender.

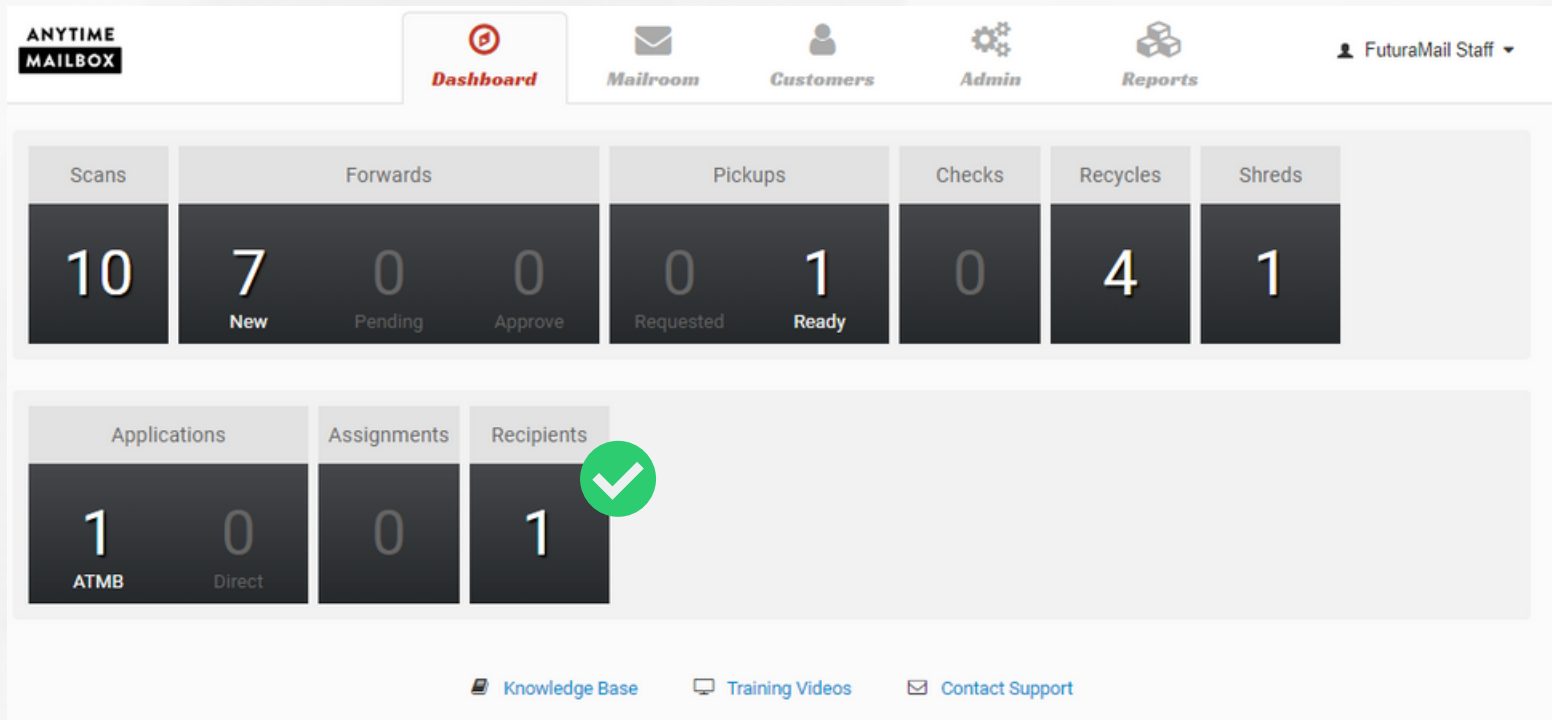


| Additional Recipients

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Renters have the ability to add an additional recipient within their own mailbox portal.

Once they've done so, you'll be able to see the new recipient listed under the 'Recipients' tab on your dashboard.



Additional Recipients

To review the documents uploaded by a specific recipient, simply head to the '**Recipients**' tab on your dashboard and click on the corresponding line item.

Pending Approval

50 Records

Renter ID	Renter Name	Mailbox	Recipient Name	Company	Files	Status
244427	Riah Rosales	1004	Danielle Brooke			<div>Pending Approval</div>

1 Record

From there, click on the '**Files**' tab to access all of the relevant documents.

Danielle Brooke

Details

Files

Date	Files	Size
3/23/2023	renter-file-607333.pdf	407.0 KB
3/23/2023	renter-file-607332.pdf	149.2 KB

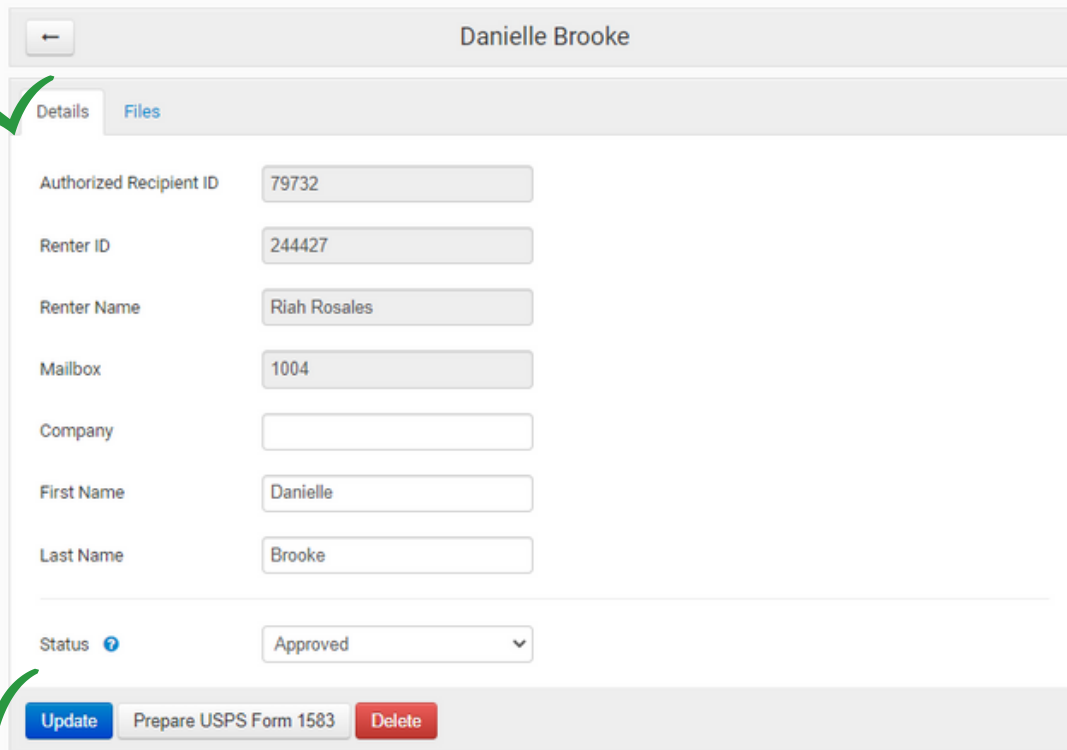
Upload

Download USPS Form 1583

| Additional Recipients

Once you've had a chance to review the documents in the Files tab, please head over to the **Details** tab and locate the '**Status**' dropdown box at the bottom.

From there, simply select '**Approved**' to click on '**Update**' to update the status & approve the additional recipient.



The screenshot shows a web interface for managing a recipient named Danielle Brooke. The interface has a header bar with a back arrow and the name 'Danielle Brooke'. Below this is a tabbed interface with 'Details' and 'Files' tabs; the 'Details' tab is selected and highlighted with a green checkmark. The 'Details' tab contains several input fields: 'Authorized Recipient ID' (79732), 'Renter ID' (244427), 'Renter Name' (Riah Rosales), 'Mailbox' (1004), 'Company' (empty), 'First Name' (Danielle), and 'Last Name' (Brooke). At the bottom of the form is a 'Status' dropdown menu with a blue checkmark icon and a question mark, currently set to 'Approved'. Below the status dropdown are three buttons: 'Update' (blue), 'Prepare USPS Form 1583' (gray), and 'Delete' (red). A green checkmark is placed over the 'Update' button.

Danielle Brooke	
Details Files	
Authorized Recipient ID	79732
Renter ID	244427
Renter Name	Riah Rosales
Mailbox	1004
Company	
First Name	Danielle
Last Name	Brooke
Status ?	Approved
Update Prepare USPS Form 1583 Delete	

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Scenarios



Scenarios

Exciting news! We've put together a few scenarios that you might come across when dealing with recipients, and we're here to help you navigate them with ease

Scenario 1: A piece of mail has arrived for mailbox 100, but the name on the mail its not stated on the mailbox & there no pending notification on the dashboard for a recipient

What to do:

- You can contact the renter directly to check if they are looking to add an additional recipient to their mailbox - if so then you can advise them of what they need to provide
- You can contact us to check with the renter & guide them through the process
- If the renter does not respond, you return the mail item to sender

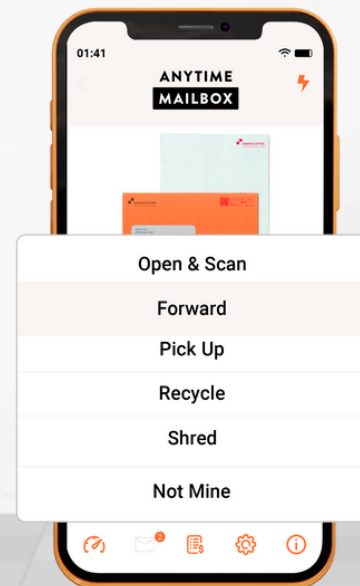
Scenario 2: A piece of mail has arrived for mailbox 200 & you can see the request on your dashboard to add that recipient BUT no documents have been uploaded yet

What to do:

- You can contact the renter to advise that for you to handle/upload the mail item there are requirements they need to upload
- You can contact us to check with the renter & guide them through the process
- If the renter does not respond, you return the mail item to sender

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What's next?
Fraud



| Fraud - USA Locations

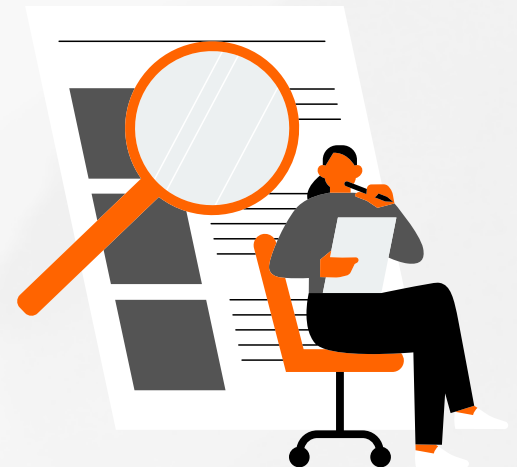
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At times, we may come across ***applications and documents submitted by renters that appear suspicious and not legitimate.***

However, we want to assure you that ***we have a dedicated fraud team*** in place to filter and investigate these types of applications.

We value your partnership with us and would like to remind you that ***if you come across any documents or IDs submitted by your renters that you feel are suspicious or fraudulent***, please do not hesitate to **contact us immediately at service@anytimemailbox.com**.

Our team will investigate and take the necessary actions to ensure the safety and security of our platform and your business.



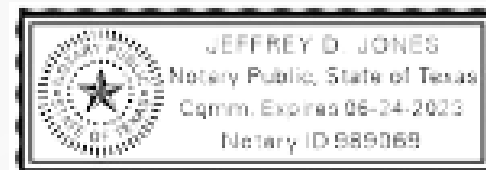
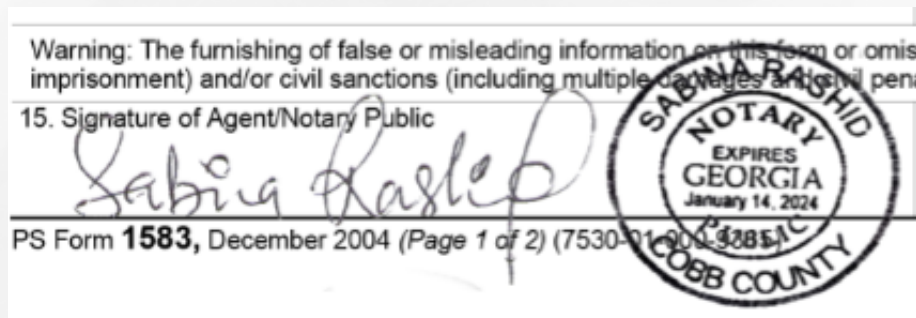
| Fraud - USA Locations

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We wanted to advise you on an important matter regarding the ***authenticity of notary seals.***

Based on our experience, ***the majority of suspicious or fraudulent documents submitted by renters are those that were NOT notarized using our trusted online notary partner, notarize.com.***

To help you identify any potentially fraudulent notary seals, **we would like to provide you with some examples that we have come across in the past:**



This a reminder, that if ***you come across any documents or IDs submitted by your renters that you feel are suspicious or fraudulent***, please do not hesitate to **contact us immediately at service@anytimemailbox.com.**

| Fraud - International Locations

At times, we may come across ***applications and documents submitted by renters that appear suspicious and not legitimate.***

However, we want to assure you that ***we have a dedicated fraud team*** in place to filter and investigate these types of applications.

We value your partnership with us and would like to remind you that ***if you come across any documents or IDs submitted by your renters that you feel are suspicious or fraudulent***, please do not hesitate to **contact us immediately at service@anytimemailbox.com.**

Our team will investigate and take the necessary actions to ensure the safety and security of our platform and your business.

| Test Your Knowledge

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1. True or False - There are two types of source renters, ATMB & Operator Direct?
2. When a renter signs up, how do they become fully verified to receive mail items at your location?
3. How would you approve a renters application?
4. True or False - rejecting a renters application will fully reject them from having a mailbox at your location
5. What do you do if you receive mail items for an unverified renter?





| Contact

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**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
-  **Live Chat:** www.anytimemailbox.com

Here are some useful links to help you:

-  **FAQ:** anytimemailbox.com/mail-center/faq
-  **Knowledge Base:** service.anytimemailbox.com/en/support/home