

Operator Training

Part 4: Mail Management



ANYTIME
MAILBOX

| Training Agenda

- **Introduction**
- **Tools Needs**
- **Uploading & Assigning Mail items**
- **Viewing Recently Assigned Mail items**
- **Action Requests**
- **Top Operator Guide**
- **Renter Closure**
- **Store Closure**
- **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 fourth deck in our 5-part series, which focuses on mail management. In this series, we provide a complete walk-through on how to process mail in your portal. 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 ins and outs of our software.

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.

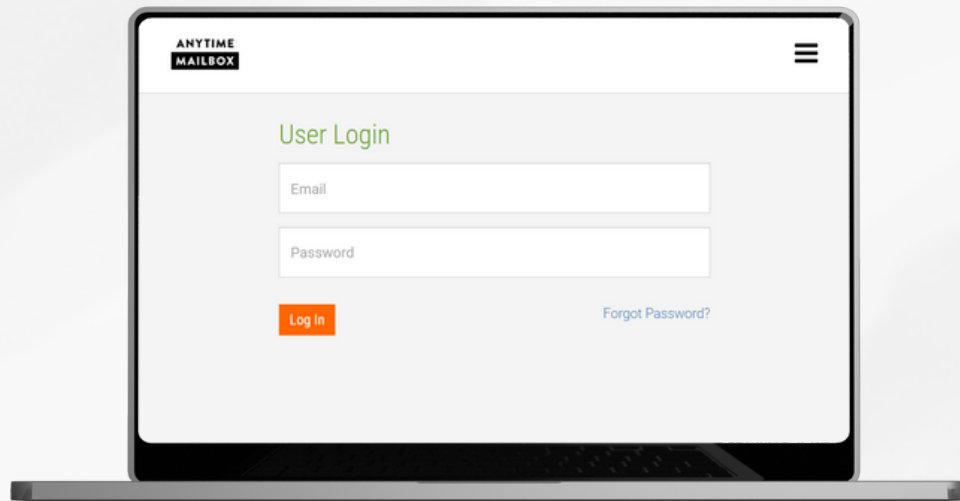
Thank you for choosing Anytime Mailbox. We are excited about the prospect of working with you and achieving success together!

| Tools Needed - Desktop

Let's go over what tools you will need to use to access your Anytime Mailbox platform & easily handle your renter's mail items.

To view and complete any ***action requests*** submitted by your renters on their mail items, ***you'll need to log into your account using a desktop or laptop computer.***

Simply click on this link: <https://www.anytimemailbox.com/login> to easily access your account.

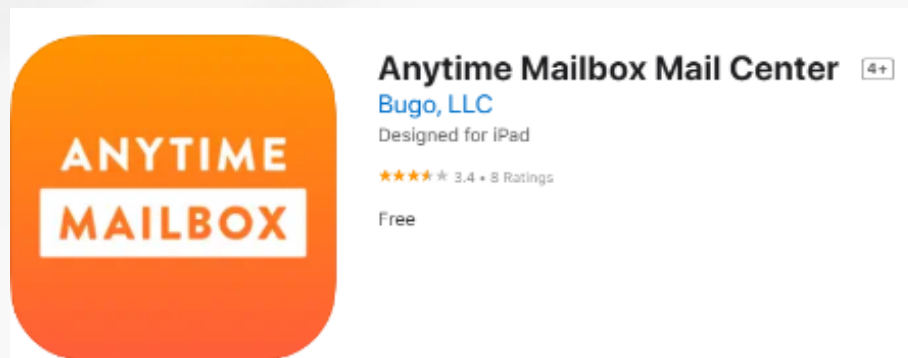


| Tools Needed - Mail Center App

To simplify the process of notifying your renters about any mail items that arrive at your location, we recommend downloading the ***Anytime Mailbox Mail Center app on your device.***

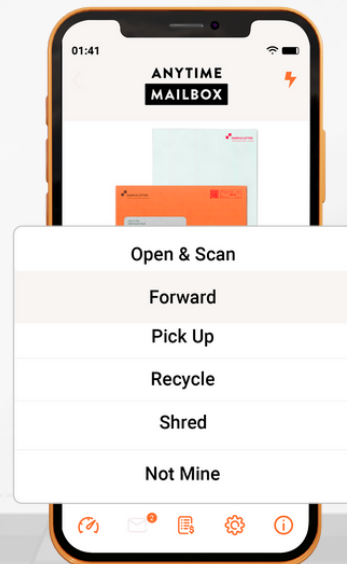
It's available for download on your phone or tablet, and you can log in using the same credentials that you use to access your dashboard on the computer.

Please note, the Mail Center App is used for initial mail upload ONLY & NOT to complete any action requests



ANYTIME MAILBOX

Lets Start!
Uploading & Assigning Mail

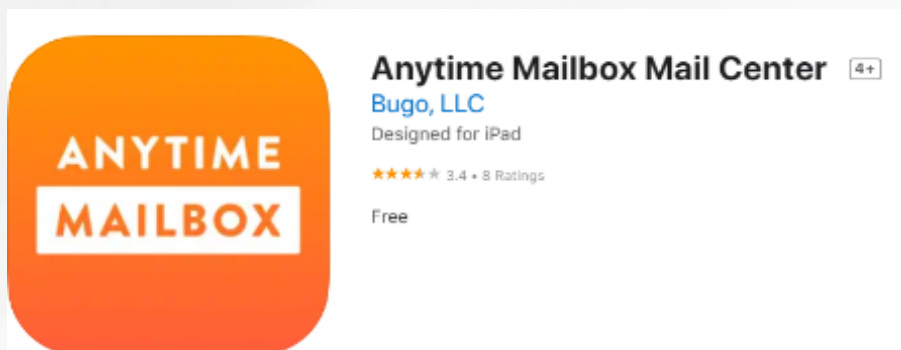
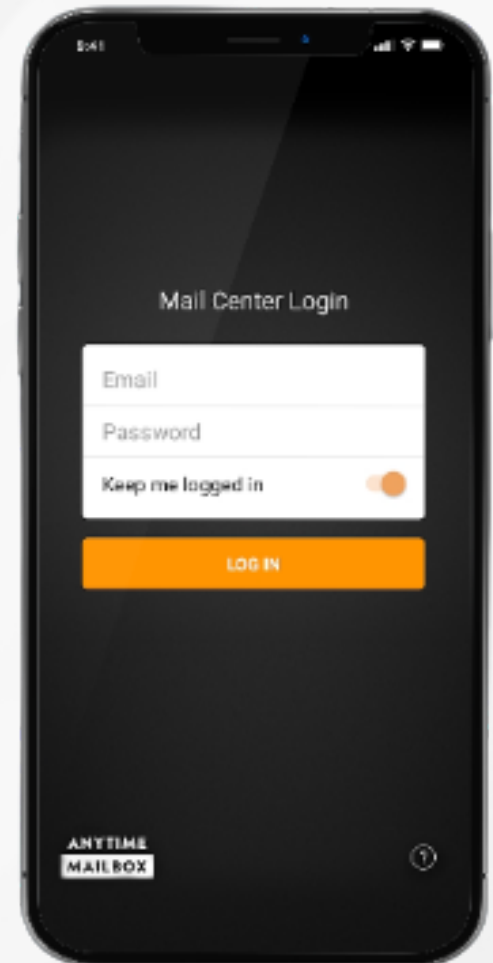


| Uploading & Assigning Mail Items

Great news! You've just received a piece of mail for one of your renters at your location, and you want to make sure the renter gets it ***within 24 hours of a mail item arriving at your mailbox location.***

To make things super easy, we recommend downloading the ***Anytime Mailbox Mail Center App*** on your device.

With just a few clicks, you can log in using your email address and password (the same ones you use for the desktop), and you'll be able to upload & assign the mail to the renter's mailbox!



| Uploading & Assigning Mail Items

Please know that our platform is specifically designed to ***prevent you from assigning mail items to renters who have not yet submitted their verification requirements or whose applications have not been fully approved.***

If you are trying to assign mail items to a renter and are unable to see their name listed, it's likely because they have not yet met the necessary requirements.

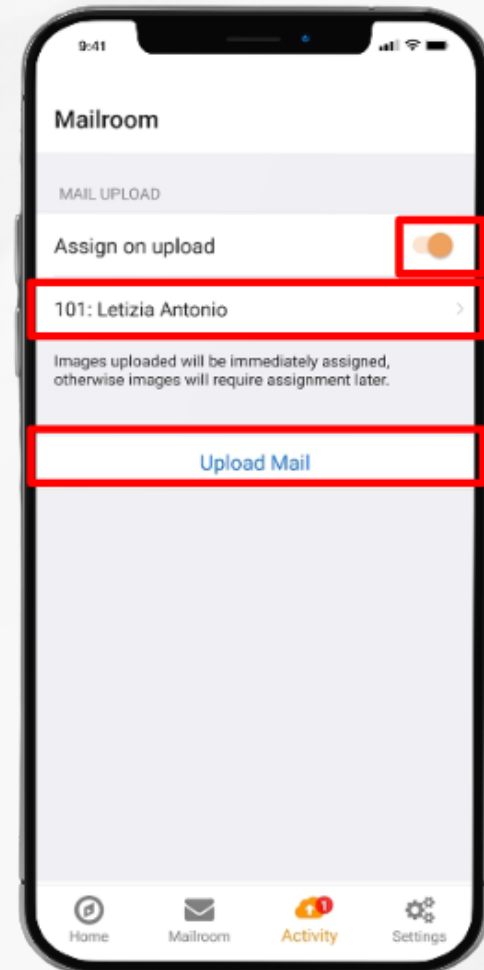
This is a normal part of our verification process and helps to ensure the safety and security of all mail items.

If you receive any mail items for renters who are not fully verified and have not yet submitted the necessary requirements to receive mail items, please kindly return the mail items to the sender.

Uploading & Assigning Mail Items



When you log into your account using the app, click on **Mailroom** at the bottom



Ensure the **assign on upload** is toggled **ON**, then select the mailbox number that the piece of mail belongs to & click **Upload Mail**

| Uploading & Assigning Mail Items

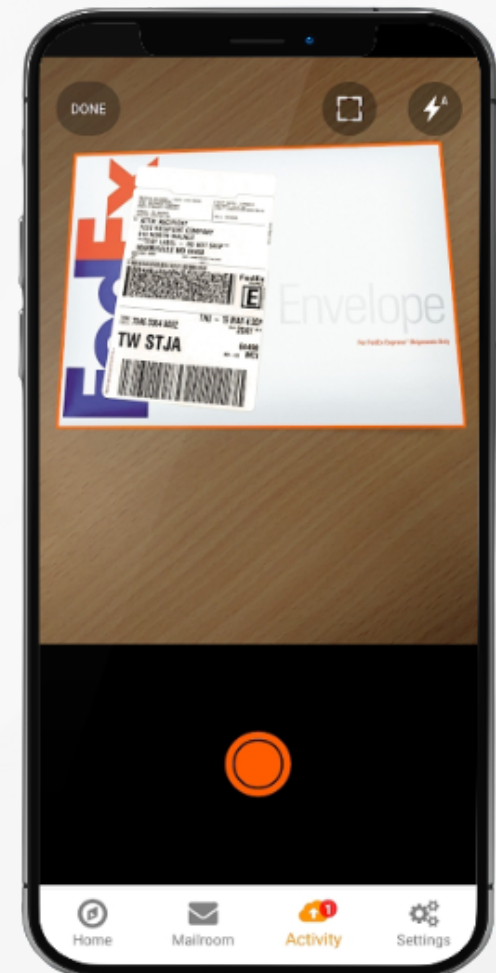
A useful feature of our Mail Center app is **Edge Detection**.

This feature enables the app to **detect the edges of your mail item, allowing you to capture only the mail item itself in your photo**, without the background.

To ensure that you **get a smooth experience with Edge Detection every time**, please refer to the list below:

Edge Detection Best Practices

- Use solid background
- The best results are from a background, which is a “unique” color (ie green)
- Make sure no envelopes are protruding underneath the main item
- The shape needs to be rectangular
- Hold camera still
- After the shutter button wait for “Processing...” to clear
- Avoid light reflection/shadow over the captured item



Uploading & Assigning Mail Items



Then position your device over the mail item and click the **red button** to take the photo

You can crop the photo if needed or rotate it - when you are happy with the image taken, click on the **red button** again to upload it to the mailbox of the renter originally selected

| Uploading & Assigning Mail Items

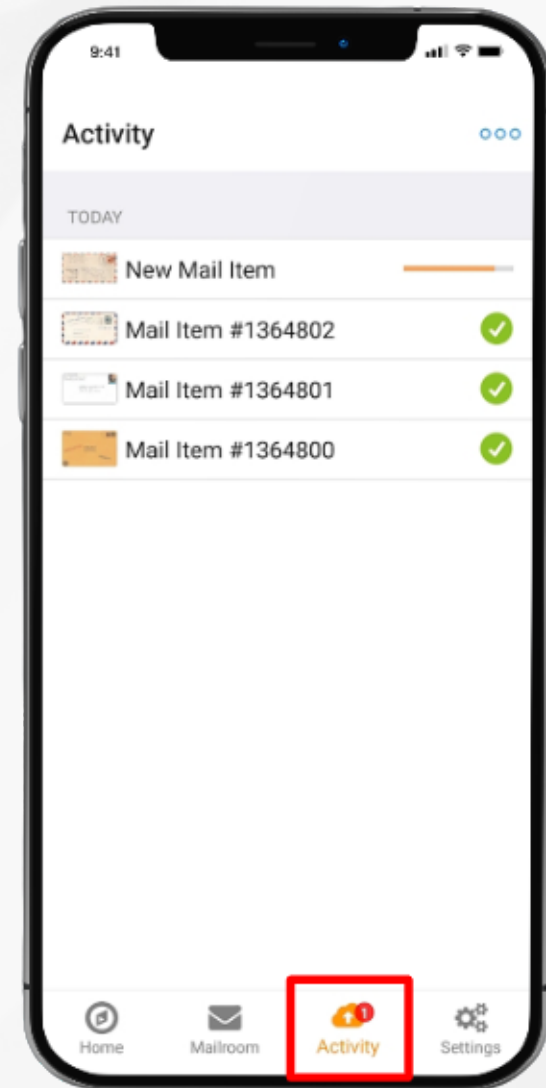
If you want to check what was uploaded, you can click on **Activity** at the bottom

Each image had a **Mail ID number** which is what we use internally to locate the mail item in the system

You can note down the mail ID number on the back of the mail item (optional)

Please note: If a mail item was uploaded & assigned successfully, a **green checkmark** will appear next to the mail ID on the right-hand side

If so some reason an error occurred during the upload you would see it in this tab - a **red X** will appear next to the mail ID on the right-hand side to let you know the upload failed



Uploading & Assigning Mail - Bulk Mail Upload

Alternatively, we offer a convenient Dashboard feature that allows you to easily upload and assign your mail items.

To use this option, simply ensure that ***the image of the mail item is already on your computer***.

Then navigate to the **Mailroom** section of the Dashboard and you will automatically be routed to '**Bulk Mail Upload**'. Here, you will need to select '**Select Image Files**'.

ANYTIME MAILBOX

Dashboard Mailroom Customers Admin Reports FuturaMail Staff

Mailroom Bulk Mail Upload Help

Bulk Mail Upload

Group Mail Upload
Pending Assignments
Recent Assignments
Action Requests
Shipment Manager
Mailboxes

1. Select Image Files 2. Upload & Assign 3. Review Summary

Upload Style

☒ Assign mailbox owner during upload
During the upload you have the opportunity to either upload owners on the fly or skip them for later assignment.

☐ Upload only
Simply upload all your images and assign them later.

File selection

Drag and drop new mail image files here

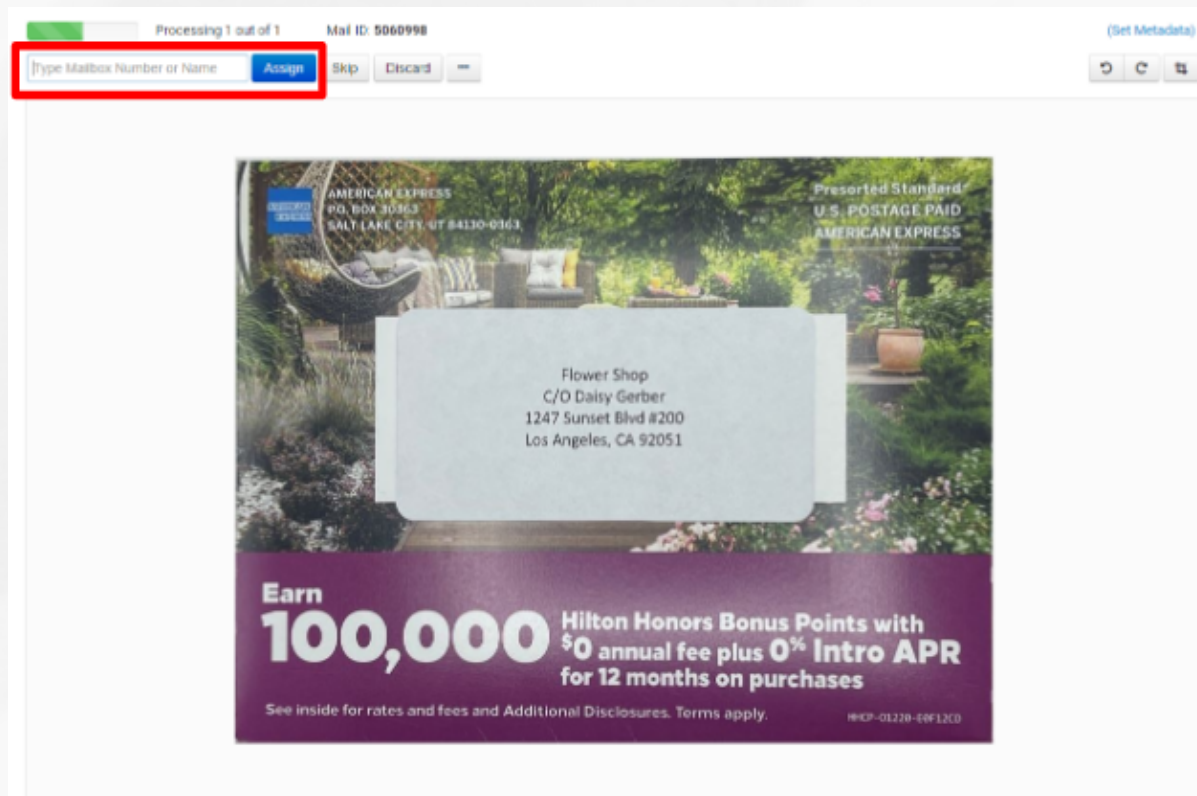
Select Image Files

Start Upload

Uploading & Assigning Mail Items

Just a quick reminder to ensure that the file type is ***an image file (JPG/PNG/GIF)*** when uploading mail items via the Dashboard.

Once you've selected the image from your computer, simply ***type in the corresponding mailbox number*** at the top and click the blue **'Assign'** button for the mail item to go straight into that renters mailbox. It's that easy!

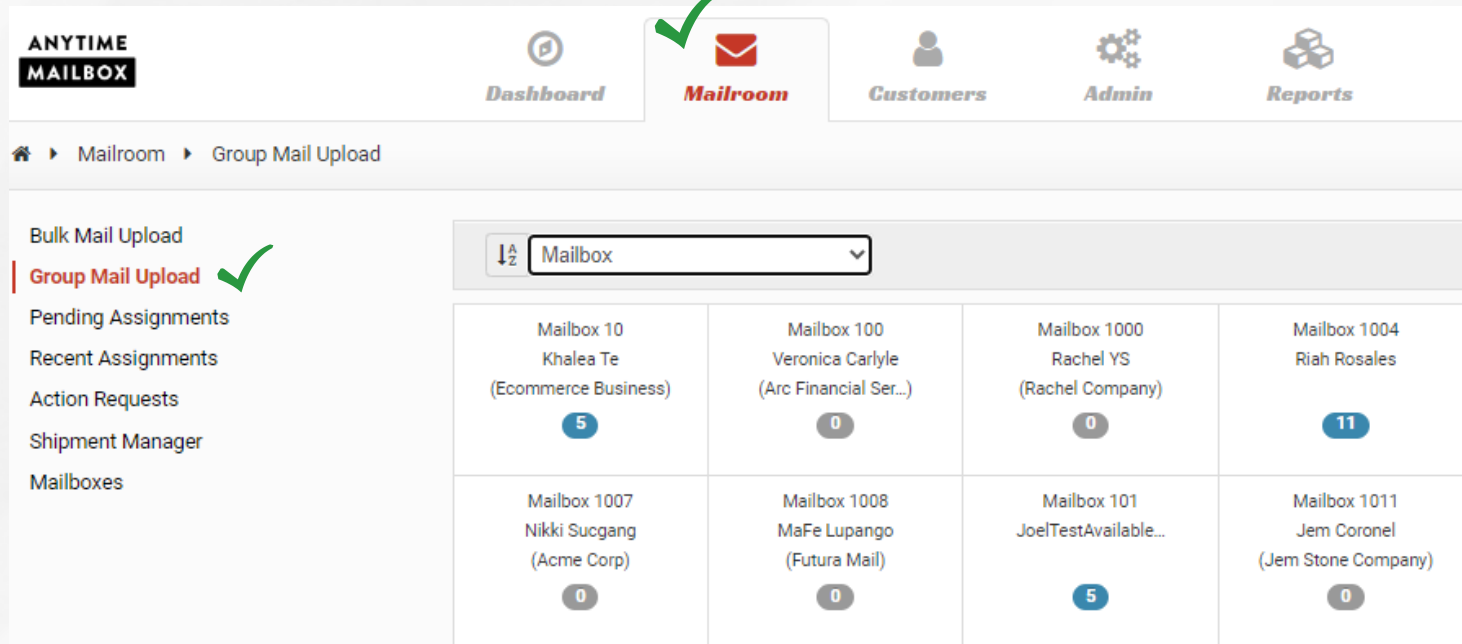


Uploading & Assigning Mail - Group Mail Upload

Another way to upload using the Dashboard is the **Group Mail Upload feature**. This feature allows you *to drag and drop one or more image files for one particular customer right onto a mailbox*.

To use this option, once again please ensure that *the image of the mail item is already on your computer*.

Then navigate to the **Mailroom** section of the Dashboard and select '**Group Mail Upload**' and *drag and drop the folder or files to your renter's mailbox*.



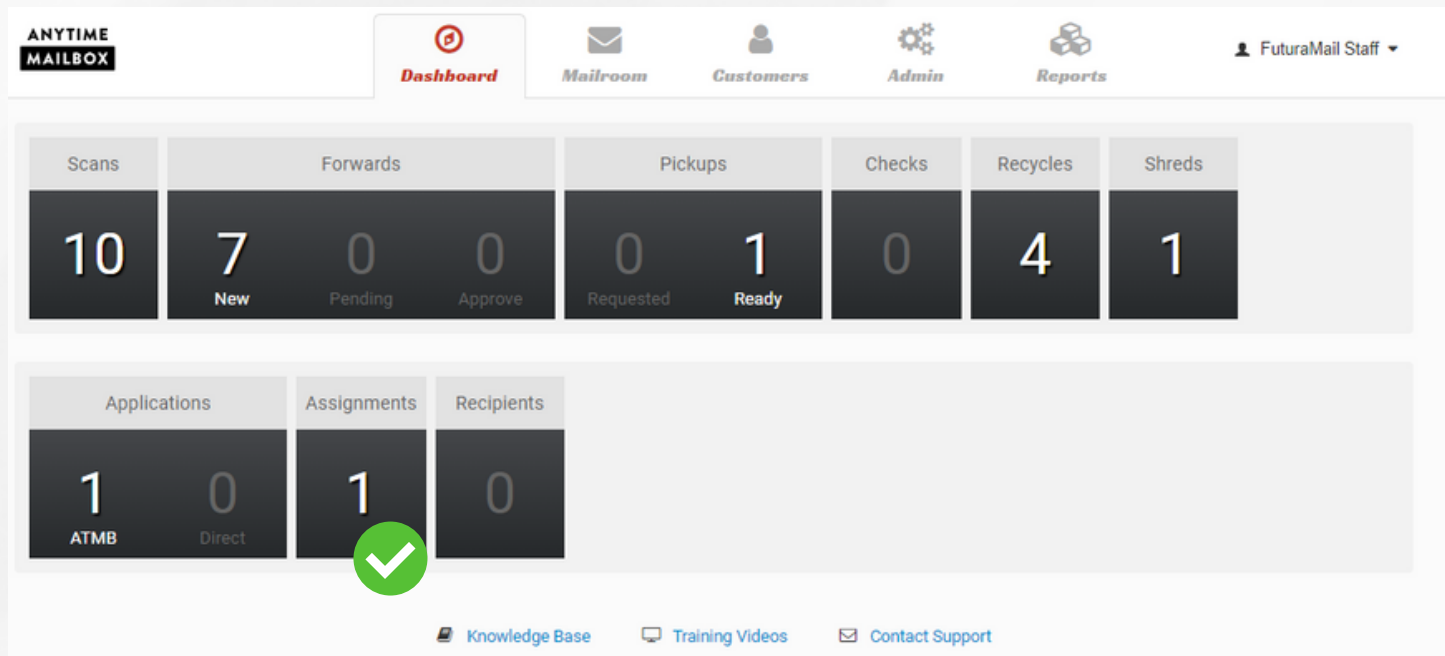
The screenshot shows the ANYTIME MAILBOX dashboard. The top navigation bar includes links for Dashboard, Mailroom (highlighted with a green checkmark), Customers, Admin, and Reports. Below the navigation bar, the breadcrumb trail reads: Home > Mailroom > Group Mail Upload. On the left sidebar, the 'Group Mail Upload' option is highlighted with a green checkmark. The main content area displays a table of mailboxes with a dropdown menu set to 'Mailbox'.

Mailbox			
Mailbox 10 Khalea Te (Ecommerce Business) 5	Mailbox 100 Veronica Carlyle (Arc Financial Ser...) 0	Mailbox 1000 Rachel YS (Rachel Company) 0	Mailbox 1004 Riah Rosales 11
Mailbox 1007 Nikki Sugang (Acme Corp) 0	Mailbox 1008 MaFe Lupango (Futura Mail) 0	Mailbox 101 JoelTestAvailable... 5	Mailbox 1011 Jem Coronel (Jem Stone Company) 0

Uploading & Assigning Mail - Assignments Folder

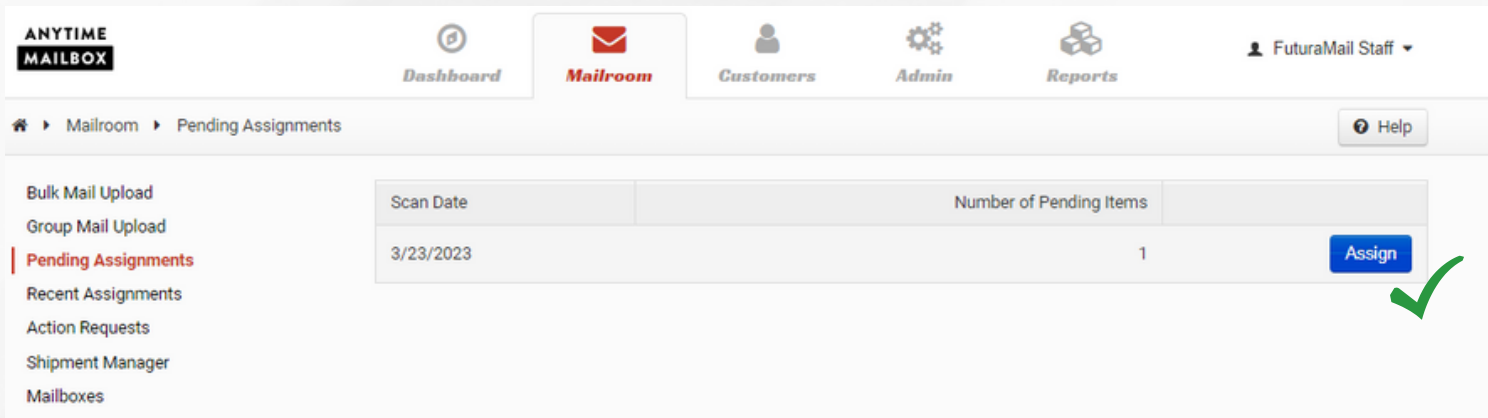
Please note that if you happen to upload a mail item without assigning it, it will appear in the '**Assignments**' folder on your Dashboard.

In order to ensure that your renter is promptly notified of their incoming mail, it's important that you **take immediate action** to assign the item to the correct mailbox.



Uploading & Assigning Mail Items

To assign the mail item, simply navigate to the Assignments folder and **hover over the line item**. You'll notice a **blue 'Assign'** button appear - just click on that and you will be able to assign the mail item in the same assignment screen as previously shown.



The screenshot shows the ANYTIME MAILBOX interface. The top navigation bar includes links for Dashboard, Mailroom (active), Customers, Admin, and Reports. The user is logged in as FuturaMail Staff. The breadcrumb trail indicates the current location is Mailroom > Pending Assignments. On the left sidebar, the 'Pending Assignments' link is highlighted. The main content area displays a table with the following data:

Scan Date	Number of Pending Items	
3/23/2023	1	Assign

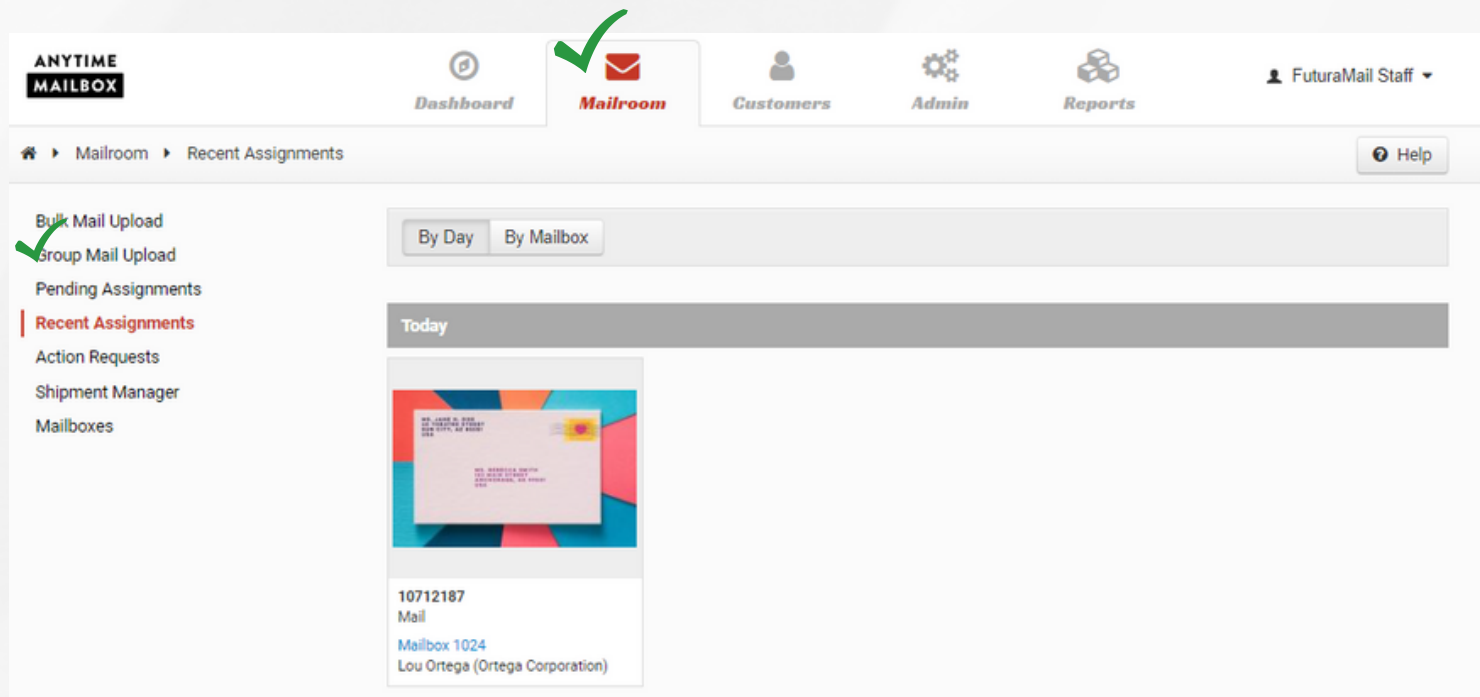
A green checkmark is placed next to the 'Assign' button, indicating a successful action.

Viewing Recently Assigned Mail Items

To quickly access your most recently assigned mail items, head to your dashboard and click on the **'Mailroom'** tab at the top.

From there, select **'Recently Assigned'** on the left-hand side to view the relevant items.

Just keep in mind that you'll only be able to see mail items that have been **assigned within the past 7 days**.



The screenshot shows the ANYTIME MAILBOX dashboard. At the top, there is a navigation bar with the following tabs: Dashboard, Mailroom (selected with a green checkmark), Customers, Admin, and Reports. The user is identified as FuturaMail Staff. Below the navigation bar, the breadcrumb trail shows 'Mailroom' > 'Recent Assignments'. On the left-hand side, there is a sidebar menu with the following options: Bulk Mail Upload, Group Mail Upload, Pending Assignments, Recent Assignments (highlighted with a red bar), Action Requests, Shipment Manager, and Mailboxes. The main content area shows a 'Today' section with a mail item. The mail item is a white envelope with a colorful geometric pattern on the back. The details of the mail item are as follows:

Item ID	Item Type	Assigned To
10712187	Mail	Mailbox 1024
Lou Ortega (Ortega Corporation)		

Viewing Recently Assigned Mail Items

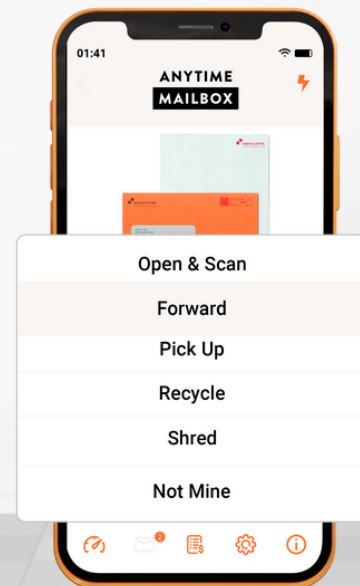
If you need to check or review a renter's mailbox contents, you can do so by accessing the '**Customers**' tab on your dashboard.

Simply select the relevant customer and click on the subtab, '**Mailboxes**'. Here, click on the **gear/wheel icon** on the left side & select the first option '**View Assigned Mail**'.

The screenshot shows the ANYTIME MAILBOX dashboard. The top navigation bar includes the logo, a user profile (FuturaMail Staff), and tabs for Dashboard, Mailroom, Customers (selected), Admin, and Reports. The breadcrumb trail indicates the path: Customers > Renters > Angelo Salazar (Angelo Company). On the left sidebar, the 'Renters' section is expanded, showing options like Applications, Authorized Recipients, Service Plans, Service Billing, and Email Log. The main content area displays the details for Angelo Salazar (Angelo Company), with the 'Mailboxes' subtab selected. A table lists the mailbox details, including 'Mailbox 15', 'Action Requests' (Open & Scan, Mail Forwarding, Check Deposit, Mail Recycling, Mail Shredding), 'Assignment' (11/17/2021), 'Service Plan' (Add on - Physical Mailbox Direct), and 'Authorized Recipient' (Angelo Salazar (Angelo Company)). A blue 'Assign Mailbox' button is visible. A dropdown menu is open on the right side of the mailbox details, showing the 'View Assigned Mail' option selected.

ANYTIME MAILBOX

Whats Next? Action Requests

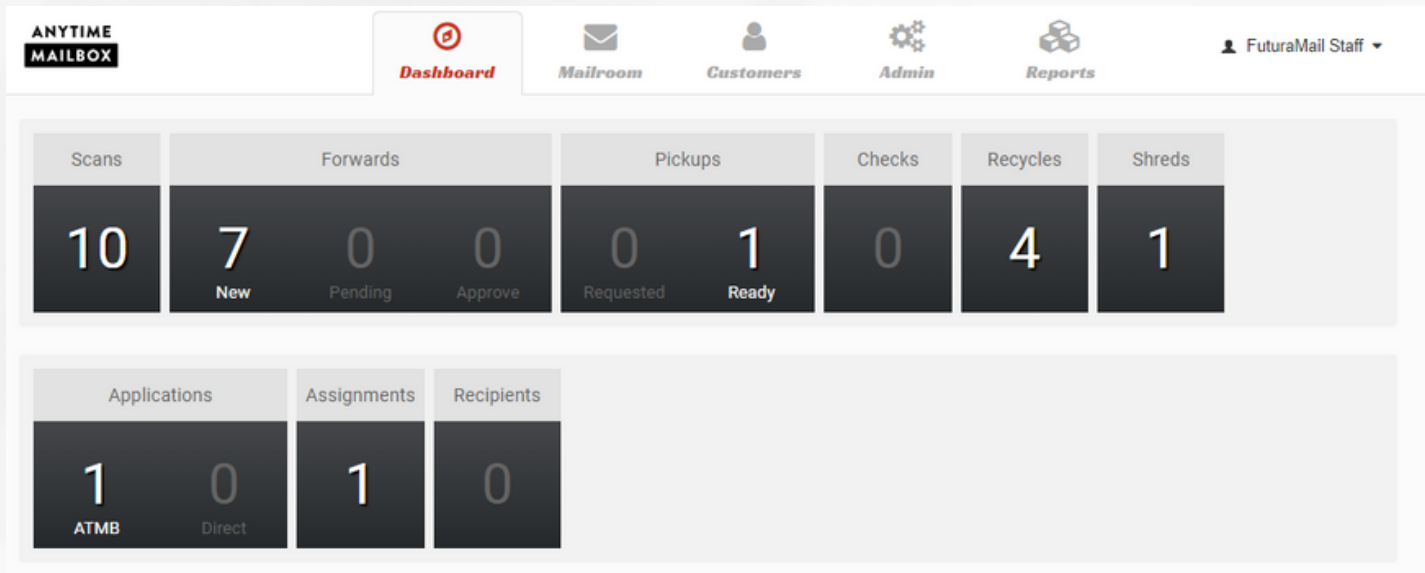


Action Requests

Once you've uploaded an item for a renter, it's important to ensure that it's **safely stored** at your location. This can be a physical mailbox assigned to your renter (if applicable at your location) OR **in a locked cabinet/office**.

Then, all that's left is to wait for the renter to submit an **Action request**. This is simply their way of indicating the action they'd like you to take with a specific mail item(s)

When a renter submits an action request, you'll be notified via email. When you log into your dashboard, you'll be able to see it displayed at the **top row of your dashboard** when you log in. This is just to keep you informed and up-to-date on any requests that may require your attention.



| Action Requests

There are actually **six** different types of requests that they can choose from:

- Open & Scan
- Forwarding
- Pickup
- Check Deposit
- Recycle
- Shred

These specific types of action requests that renters can make will depend on what your location offers in its service plans.

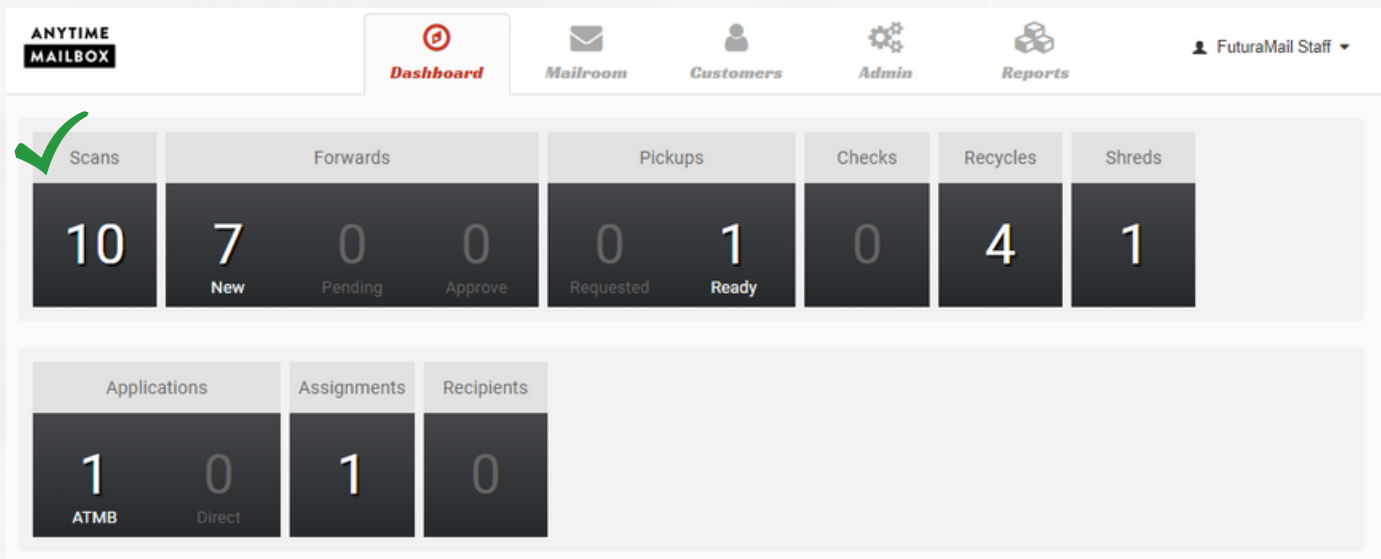
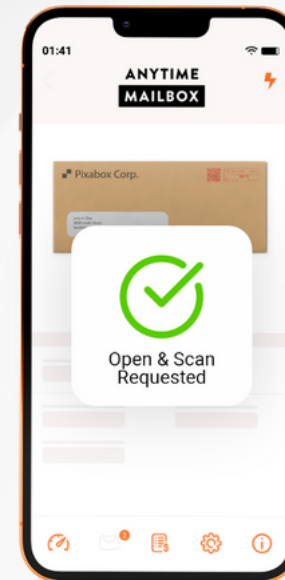
It's important to keep in mind that if your location has ***not listed a particular service in its plan, the renter won't be able to request it.***

For example, if shredding mail items are not part of your location's services, a renter won't be able to request it.

| Open and Scan

ANYTIME
MAILBOX

If you receive a Scan request on your dashboard, this request means that the renter would like for you to open up their mail item(s) and ***scan the contents & upload a copy of the contents via the platform*** so they can view them as a PDF in their virtual mailbox account.



| Open and Scan

ANYTIME
MAILBOX

Upon opening the request, you'll be able to see a large view of the mail item, which should make identifying it a breeze!

From there, ***you'll need to open up the item and scan its contents onto your laptop or desktop computer.***

Once you've done that, simply ***click on the [+] sign to add or upload the pages*** to the request.

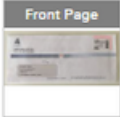
When receiving this type of request, ***it's important to complete it within 24 hours of receiving it.*** This will help to ensure timely and efficient handling of requests, and will also help to provide the best possible service to our clients

← ↺ Completed ▾

3 / 10

Mail ID	9734662
Mail Reference Key	SAMPLE MAIL 2
Renter	Veronica Agraviador
Mailbox	578
Sender	(Add Sender)
Dimensions	(Add Dimensions)
Weight	(Add Weight)
Mail Type	(Add Mail Type)
Action Request	Scan Requested
Handling Fee	(Add Fee)


Front Page



+

✓

Front Page



| Open and Scan

After you've successfully uploaded the scanned pages to the request, they should appear within it for your review.

Then, to finalize the process, simply click on the **blue Completed** button.

Please keep in mind that scanning is ***not a final action request***. After you've scanned the mail item, ***please continue to store it securely at your location until the renter has made further arrangements.***

← ↺ Completed ▾

3 / 10

Mail ID	9734662
Mail Reference Key	SAMPLE MAIL 2
Renter	Veronica Agraviador
Mailbox	578

Sender

(Add Sender)

Dimensions

(Add Dimensions)

Weight

(Add Weight)

Mail Type

(Add Mail Type)

Action Request

Scan Requested

Handling Fee

(Add Fee)

Front Page

Page 1

Page 2

+







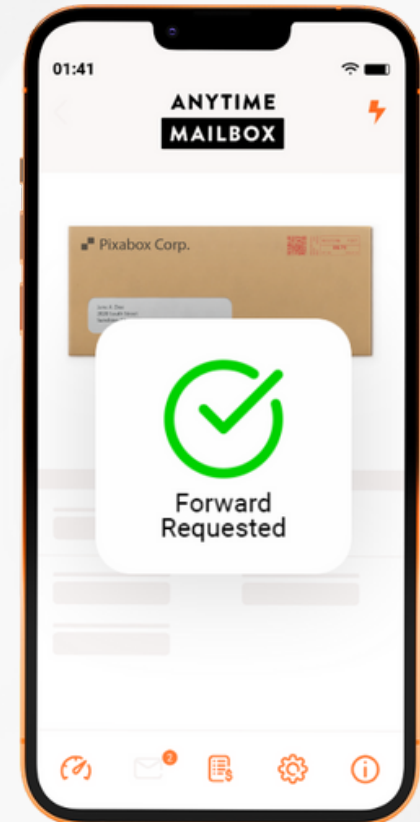
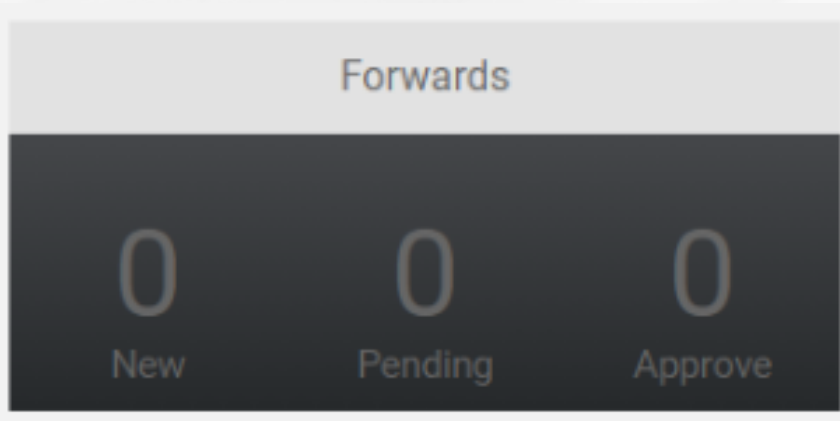


| Forwarding

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When you receive a notification under any of the Forwarding tabs on your dashboard, it means that a renter is requesting your assistance in ***shipping their mail item(s) to a different address or location***

Your dashboard's forwarding tab has **three sections: New, Pending, and Approve**. These sections can help you keep track of your forwarding requests more efficiently.



| Forwarding

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MAILBOX

The first tab is labeled '**New**', and this is where any **new forwarding requests from renters** will appear as soon as they submit them. It's a great way to keep track of incoming requests and respond to them promptly

Forwards		
7 New	0 Pending	0 Approve

The second tab is labeled '**Pending**'. This section is handy when you're not able to complete a forwarding request in one go. If you've started to fill in some details, such as the shipping carrier, but can't complete the request just yet, **you can save the information you've entered**. The request will then appear under the Pending tab, so **you can easily return to it later and complete it without having to start from scratch**.

Forwards		
0 New	1 Pending	0 Approve

The third tab is labeled '**Approve**'. When a renter requests a **shipping quote before asking you to send a mail item, if the renter approves the quote** and wants you to send the item, the request will then move to the Approve tab. This tab helps you keep track of approved forwarding requests and ensures that you don't miss any important steps in the process.

Forwards		
0 New	0 Pending	1 Approve

| Forwarding

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MAILBOX

To clarify that there are ***two types of forwarding requests*** that renters can make.

The first is '***Ship Immediately***', which means they want their item to be shipped right away.

The second type is a ***request for a shipping quote***. This allows the renter to see what the potential costs would be before making a decision to ship the item.

We want to bring to your attention that ***offering shipping quotes to renters is optional***, depending on your location's capabilities. We understand that this may not be feasible for all locations.

Please note, that offering these two options gives renters more control and helps them make informed decisions about their mail-forwarding needs.

| Forwarding

When you click on a line item in the forwarding section, you'll be able to open the forwarding request and ***see more detailed information about that specific request & how the renter would like the item shipped.***

This can be helpful when you need more context to make decisions or take action on the request.

- **Forward To** - The address where the item should be shipped to
- **Service** - The type of shipment service they would like you to use
- **Fulfilment Type** - This will display if the renter would like a quote or not
- **With Insurance** - Y/N if the renter would like you to ship it with insurance
- **With Tracking** - Y/N if the renter would like you to send this item with tracking

Angelo Salazar (Angelo Company)

Shipment Builder

Status
New

Forward To
Claire Booth
5 Charles Street
Los Angeles, CA 90120
United States

Service
Least Expensive

Fulfilment Type
Ship Immediately

Funding
None

With Insurance
No

With Tracking
No

Mail Items

Mail ID
5751908

Shipment Bundle 1

Drag and drop mail items here

Service & Provider
[Set Carrier and Service](#)

Charge to Renter
[Set Price](#)

| Forwarding

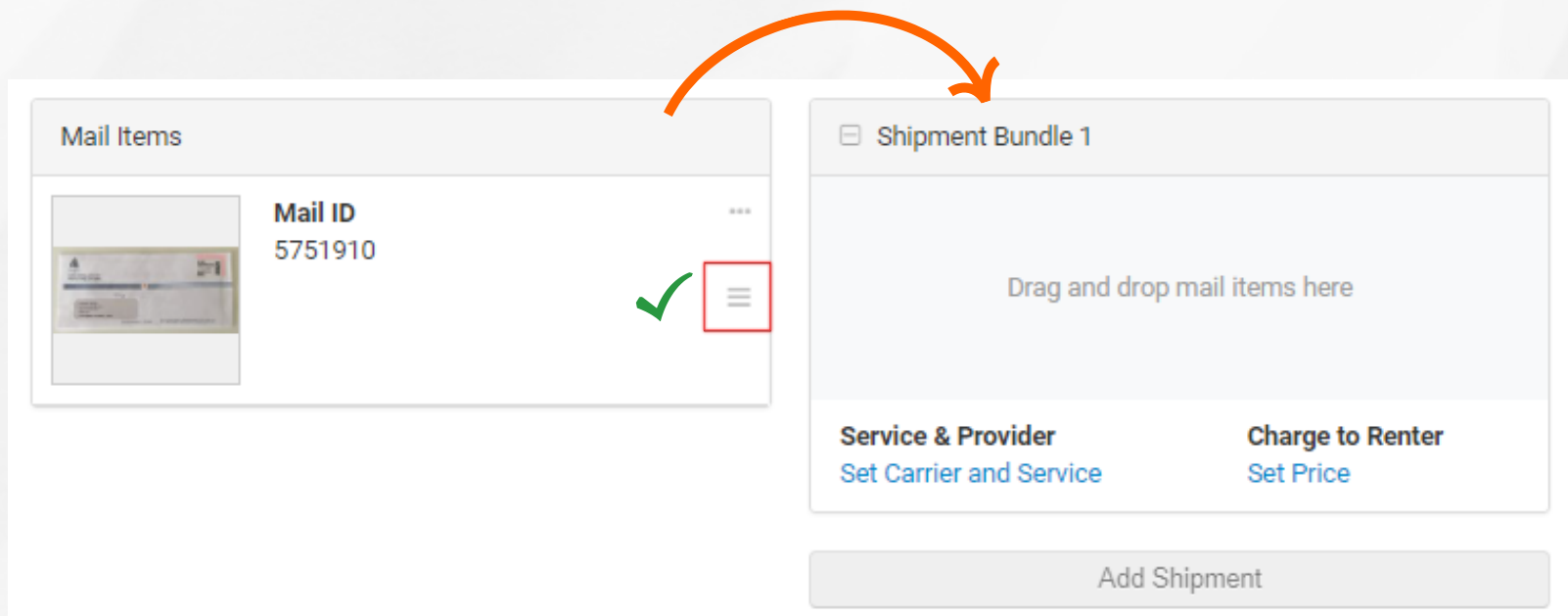
ANYTIME
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To complete the forwarding request, ***the first step is to drag and drop the mail item into the shipment bundle from left to right.***

This can be done by ***clicking and holding the three lines (hamburger stack) & drag & drop.***

Please make sure to do this for ***all the mail items that are requested.***

If you're unable to consolidate all items into one forwarded package or envelope, don't worry - ***you can add more shipment bundles as needed.***



| Forwarding

Great job on dragging and dropping the mail item(s) into the shipment bundle!

The next step is to add the ***carrier service and the price of the shipping.***

This can be easily done at the ***bottom right*** of then forwarding the request.

When adding carrier and service information for the forwarding request, please keep in mind ***the service requested by the renter as well as the carriers and services you offer at your location.***

It's important to select the appropriate carrier and service to ensure that the forwarding request is fulfilled accurately and efficiently

The screenshot shows the interface for managing mail items and shipments. On the left is a 'Mail Items' section. On the right is a 'Shipment Bundle 1' section. Inside this bundle, a mail item is shown with a thumbnail and 'Mail ID 5751910'. Below the mail item, two green checkmarks indicate successful actions: 'Service & Provider Set Carrier and Service' and 'Charge to Renter Set Price'. At the bottom of the shipment bundle is an 'Add Shipment' button.

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Scenarios



Scenarios

Exciting news! We've put together a few scenarios that you might see in the Service Requested part of the forwarding request, and we're here to help you navigate them with ease.

Scenario 1:

A customer has stated that the Service Requested is ***Fastest*** & the customer stated that ***they do NOT want tracking information***

What to do:

Since the customer does NOT want tracking but would still like a fast service without it, you will need to check the carriers that you provide at your location & check which is the fastest without tracking

Scenario 2:

A customer has stated that the Service Requested is ***Least Expensive*** & the customer stated that ***they DO want tracking information***

What to do:

Since the customer does want tracking information but would still like a cheaper price, you will need to check the carriers that you provide at your location & check which has the lowest price but still provides tracking information for the customer

Forwarding

(Ship Immediately)

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If the customer requests **Ship Immediately** as their fulfillment type, the next step is to **generate the shipping label and price within your location.**


You can use the resources available to you to accomplish this.

Once you've generated the label and price, simply enter the information into the **Carrier Service & Price section located on the bottom right of the forwarding request.**

When you're finished, you'll see a **blue button** in the bottom left of the request that says **Complete.**

The screenshot displays a web interface for creating a shipping request. On the left, there is a 'Mail Items' section with a large empty text area. On the right, under 'Shipment Bundle 1', there is a 'Mail ID' of 5751908 next to a thumbnail of a shipping label. Below this, the 'Service & Provider' is set to 'USPS First-Class Mail®' and the 'Charge to Renter' is 'US\$ 10.00'. Both of these fields are marked with green checkmarks. At the bottom of the right panel is an 'Add Shipment' button. At the bottom left of the entire form are two blue buttons: 'Save' and 'Complete'. The 'Complete' button is highlighted with a green checkmark.

Mail Items	

Shipment Bundle 1	
	Mail ID 5751908
Service & Provider USPS First-Class Mail®	Charge to Renter US\$ 10.00
<button>Add Shipment</button>	

SaveComplete

Forwarding

(Ship Immediately)

ANYTIME
MAILBOX

After clicking the **Complete** button, **a pop-up screen will appear**, giving you the option to **charge the renter for the shipment in real-time or to add it to the renter's next invoice**.

Selecting the real-time payment option will charge the renter's card immediately while selecting the invoice option will add the charge to the next billing cycle.

Please note that there are two payment options available to you, giving you the flexibility to choose the one that works best for you and the renter.

We highly recommend charging the renter immediately for the shipping fees to ensure that payment is collected before the item leaves your location. However, if you prefer to add the charge to the renter's next invoice, that's also an option. **Please keep in mind that this will delay payment for the shipment until the next billing cycle.**

Handling Fee

Amount US\$ 10.00

Funding

Charge now on card ****1111

Charge now on card ****1111

Add to next invoice

Submit

Forwarding

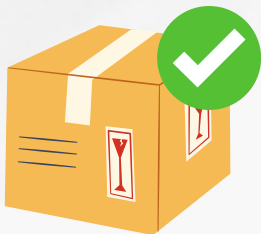
(Ship Immediately)

When you charge the renter's card for the shipping fees in real time, you will receive a **green** pop-up **at the top of the screen confirming that the payment was successful and the shipment has been completed.**

This provides you with immediate feedback and reassurance that the **transaction has been processed smoothly & you can ship the renters item immediately.**

The renter will also receive a notification that the forwarding request has been completed & the item has been shipped.

Shipments completed



Forwarding

(Ship Immediately)

If the payment for the shipping fees is **NOT successful** when you charge a renter's card in real-time, a **green** popup will appear **at the top of the screen stating that Shipments have been sent to the renter for approval.**

This means that the renter has been notified of the cost and can update their payment information on file.

Shipments sent to the Renter for approval

It is crucial to note that when you receive a pop-up indicating this, ***you should refrain from shipping the mail item as the payment for this shipping fee has NOT been collected.***

Please continue to store the item safely and securely until you receive a notification in the '**Approve**' section of your forwarding tab.

You will receive this notification once the renter has updated their payment information on file and has approved the shipping cost, indicating that they are ready for you to collect payment and ship the item.



Forwarding

(Request Quotes)

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If the customer requests **Request Quotes** as their fulfillment type, the next step is to **generate the shipping price within your location**.


You can use the resources available to you to accomplish this.

Once you've generated the price/quote, simply enter the information into the **Carrier Service & Price section located on the bottom right of the forwarding request**.

When you're finished, you'll see a **blue button** in the bottom left of the request that says **Submit for Approval**.

The screenshot displays a shipping request form. On the left, there is a 'Mail Items' section with a large empty box. On the right, under 'Shipment Bundle 1', there is a section for 'Mail ID' (9921075) and 'Value' (US\$ 12.00). Below this, there are two fields: 'Service & Provider' (USPS Priority Mail®) and 'Charge to Renter' (US\$ 15.00). Both of these fields have green checkmarks next to them. At the bottom right, there is a button labeled 'Add Shipment'. At the bottom left, there are two buttons: 'Save' and 'Submit For Approval'. The 'Submit For Approval' button is highlighted with a green checkmark.

Mail Items	

Shipment Bundle 1	
	Mail ID 9921075
	Value US\$ 12.00
Service & Provider USPS Priority Mail®	Charge to Renter US\$ 15.00

Add Shipment

Save Submit For Approval

Forwarding

(Request Quotes)

Once you click on Submit for approval, you will see a **green** popup will appear **at the top of the screen stating that Shipments have been sent to the renter for approval.**

This means that the renter has been notified of the shipping cost & you need to wait for their approval of that price/quote before shipping the items

Shipments sent to the Renter for approval

It is crucial to note that when you receive a pop-up indicating this, ***you should refrain from shipping the mail item as the payment for this shipping fee has NOT been collected as the renter only asked for a quote and NOT for you to ship the item yet.***

Please continue to store the item safely and securely until you receive a notification in the '**Approve**' section of your forwarding tab.

You will receive this notification once the renter has approved the shipping cost, indicating that they are ready for you to collect payment and ship the item.



| Forwarding

If you would like to review your shipments or quotes, simply click on the **"Mailroom"** tab at the top of your dashboard.

From there, navigate to the **"Shipment manager"** section on the right-hand side.

Here, you can easily view any new requests, as well as toggle through the subtabs to see any pending, quoted, approved, or previously completed requests.

The screenshot shows the ANYTIME MAILBOX dashboard. At the top, there are navigation tabs: Dashboard, Mailroom (highlighted with a green checkmark), Customers, Admin, and Reports. The user is Hazel Viray. Below the tabs, the breadcrumb trail shows Mailroom > Shipment Manager. On the left sidebar, the Shipment Manager link is highlighted with a red bar and a green checkmark. The main content area shows the Shipment Manager interface with a 'New' button (2) and tabs for Pending, Quoted, Approved, and Completed. A table displays shipment data with columns: Mailbox, Renter, Service, Address, Fulfillment, Mails, With Insurance, and With Tracking. Two rows are visible: one for Mailbox 15 (Angelo Salazar) and one for Mailbox FM3 (Janiza Dasig).

Mailbox	Renter	Service	Address	Fulfillment	Mails	With Insurance	With Tracking
15	Angelo Salazar (Angelo Company)	Least Expensive	Home	Ship Immediately	1	No	No
FM3	Janiza Dasig (Jazz Music Company)	Fastest	Home	Request Quotes	1	No	No

| Local Pick up

ANYTIME
MAILBOX

This is when a renter would like to ***come to your location to collect their mail item(s).***

To request a pickup, the Renter can use the portal/app and select the timing that suits them.

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.



| Local Pick up

ANYTIME
MAILBOX

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.

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.

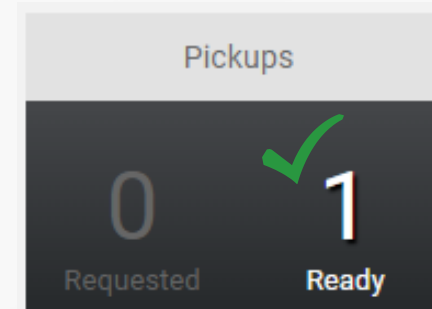
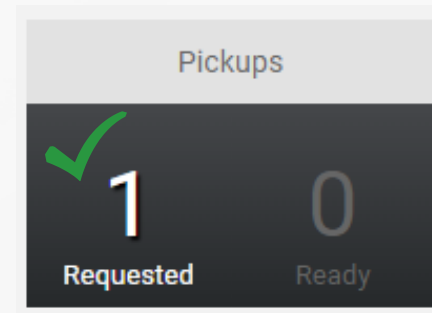
| Local Pick up

Managing local pick-up requests is a breeze with our dashboard. Under the **Pickups** tab, you'll find two boxes.

Any **new** requests from your renters will appear under '**Requested**'.

To ensure a smooth process, there's an **automatic lead time of 1 business day** in the system. This means that ideally, renters would make the request to pick up a mail item and you should expect them the next day. **However, please know that this lead time is changeable within the settings of your dashboard at any time to suit your location's business operations.**

Once the lead time has lapsed, the request will move to the '**Ready**' tab.



| Local Pick up

ANYTIME
MAILBOX

Managing local pick-up requests is a hassle-free process. **You'll only need to take action on a request if the renter comes to your location & collect their mail items.**

When this happens, **simply click on either the Requested or Ready tab** and select the line item to open the request.

Once you've given the item to the customer, click on the **blue** button labeled '**Mark as Picked Up**'.

←

↺

Mark As Picked Up

1 / 1

Mail ID	4390467
Renter	Suzanne Matienzo
Mailbox	104
Sender	(Add Sender)
Dimensions	(Add Dimensions)
Weight	(Add Weight)
Mail Type	(Add Mail Type)
Action Request	Pickup Ready
Pickup Timing	During Business Hours
Pickup Window	6/30/2021 3:16 PM - 7/7/2021 3:45 PM
Pickup Expiration	7/7/2021 4:00 PM
Handling Fee	(Add Fee)

AMERICAN EXPRESS
P.O. BOX 30363
SALT LAKE CITY, UT 84130-0363

Presorted Standard
U.S. POSTAGE PAID
AMERICAN EXPRESS

Flower Shop
C/O Daisy Gerber
1247 Sunset Blvd #200
Los Angeles, CA 92051

| Local Pick up

ANYTIME
MAILBOX

Just a friendly reminder that **you'll only need to take action on a pick-up request if the renter comes to collect their mail item from your location.**

In the event that **the renter doesn't come to collect their requested items, there's no need to take any action on the request.**

If a request hasn't been marked as collected from your location **after 7 days, it will expire and be removed from your dashboard.**

The renter can then make another request as needed.

We want to make sure that renters have a seamless and hassle-free experience when picking up their mail items from your location.

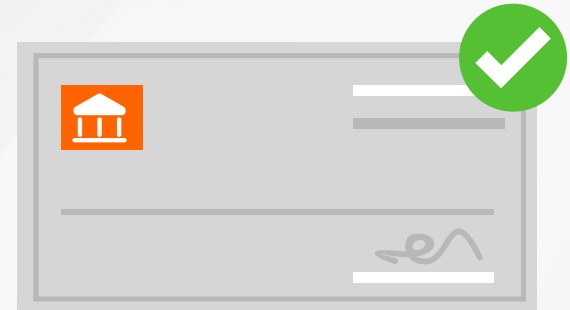
To ensure this, it's important to mark the items as completed within your dashboard when a renter comes to pick them up. If you don't confirm in the system that the item has been picked up, the renter may incur additional unnecessary storage fees.



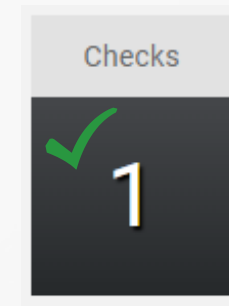
| Check Deposit

ANYTIME
MAILBOX

If you offer this as part of your services, when you receive a Check Deposit request, a renter is asking for your help in **depositing a check on their behalf into a bank of their choice.**



When a renter requests our check deposit service, you'll be able to easily keep track of it within the **Checks** tab of your dashboard.



Simply click on the **Checks** tab to view any pending requests, and then click on the specific line item to open up the request itself.

At this point, you'll need to get in touch with the renter directly to obtain their bank name and account number in a secure manner.

| Check Deposit

ANYTIME
MAILBOX

After you've touched base with the renter and secured their bank name and account number, you're ready to **endorse the back of the check with "for deposit only" and prepare it for deposit.**

Depending on your preferences & what is available around your location, **you can either drop it off at the bank or send it in the mail.**

Once you've deposited the check and ensured that everything is taken care of, simply navigate back to the request and click on the **blue** button to mark it as **Completed**.

The screenshot displays the ANYTIME MAILBOX interface. At the top, there is a navigation bar with a back arrow, a refresh icon, a 'Completed' button with a green checkmark, and a page indicator '1 / 1'. Below this, a table lists the details of the mail piece:

Mail ID	10316962
Mail Reference Key	SAMPLE MAIL 1
Renter	Simon Cadelina
Mailbox	1039
Sender	(Add Sender)
Dimensions	(Add Dimensions)
Weight	(Add Weight)
Mail Type	(Add Mail Type)
Action Request	Deposit Requested
Handling Fee	(Add Fee)

Below the table, there is a preview of the mail piece. The mail piece is a Citi envelope with the following text:

citi
P.O. Box 6072
Steen Falls, ND 58107-6072
ELECTRONIC SERVICE REQUESTED

PRESORTED
STANDARD
U.S. POSTAGE
PAID
CITIBANK

Arc Financial Services
C/O Veronica Carlyle
Sunset Blvd 1247 #100
Los Angeles, CA 92051

| Recycling & Shredding

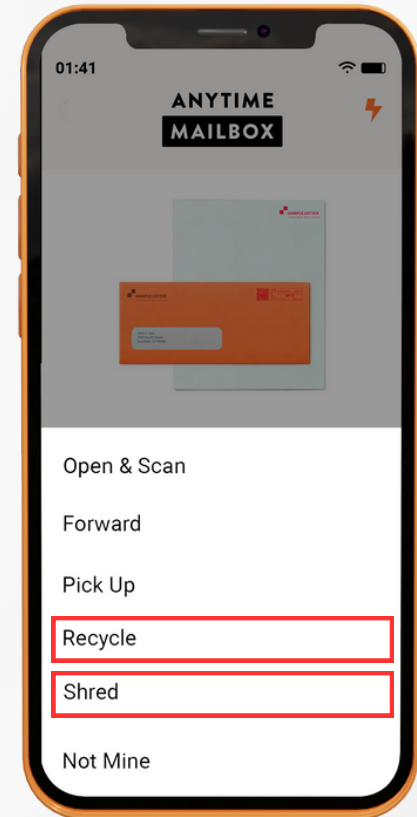
ANYTIME
MAILBOX

Renters may also request for you to either **Recycle** or **Shred** their mail item(s).

If you receive a **recycling request** from one of our renters, it simply means that you **can dispose of the mail item in your usual trash and/or recycling receptacle at your location** - there are no special instructions or procedures required.

On the other hand, if you receive a **shred request**, the renter is requesting that you take extra care to **securely destroy the mail item(s)**, rather than just throwing them away.

Recycles	Shreds
✓ 5	1 ✓



| Recycling & Shredding

ANYTIME
MAILBOX

Upon opening the request, you'll be able to see a large view of the mail item, which should make identifying it a breeze!

From there, you'll need to locate the item and either Recycle or Shred the item (depending on which request was submitted)

Once you've discarded the mail item according to the request, click on the **blue** button labeled **'Completed'**.

Completed	
Mail ID	4390467
Renter	Suzanne Matienzo
Mailbox	104
Sender	(Add Sender)
Dimensions	(Add Dimensions)
Weight	(Add Weight)
Mail Type	(Add Mail Type)
Action Request	Shred Requested
Handling Fee	(Add Fee)

AMERICAN EXPRESS
P.O. BOX 30363
SALT LAKE CITY, UT 84130-0363

Presorted Standard
U.S. POSTAGE PAID
AMERICAN EXPRESS

Flower Shop
C/O Daisy Gerber
1247 Sunset Blvd #200
Los Angeles, CA 92051

Earn 100,000 Hilton Honors Bonus Points with \$0 annual fee plus 0% Intro APR for 12 months on purchases

See inside for rates and fees and Additional Disclosures. Terms apply.

HHCP-01220-E0F12CO

| Top Rated Operator Status

ANYTIME
MAILBOX

We're thrilled to share some exciting news with you!

Our website features an ***algorithm that tracks our partner locations' performance.***

You will be tagged as a top-rated operator due to your exceptional performance.

As a top-rated operator, you should be highly proficient in addressing mailbox renters' needs promptly and consistently providing outstanding customer service.

Based on this information, ***the algorithm awards a badge to the top-performing locations, which is prominently displayed on our website for potential renters to see.***

Once your volume and speed of attending to renters' action requests meet the top threshold, you will receive this coveted badge, which is ***updated every 24 hours to ensure accuracy and fairness.***

0.7 miles

Seattle - Pike Place

1916 Pike Place Ste 12
Seattle, WA 98101

Starting from
US\$ 14.99 / month

SELECT PLAN

TOP RATED

| Renter Mailbox Closure - USA Locations

ANYTIME
MAILBOX

We understand that there may be circumstances where ***a renter closes their mailbox account.***

In such situations, ***we would like to bring to your attention the guidelines set by the USPS.***

According to these guidelines, **you are required to continue receiving mail items for the renter for a period of six months**, and if the renter provides an address, please forward the items to that address. The renter will be responsible for providing you with payment for the forwarding of the items.

Once the six-month period is over, you may return any remaining mail items to the post office or return them to the sender.

For more information and clarification, please refer to the USPS guidelines:

<https://pe.usps.com/text/dmm300/508.htm#ep1045168>

| Renter Mailbox Closure - International Locations

ANYTIME
MAILBOX

We understand that there may be circumstances where ***a renter closes their mailbox account.***

In such situations, **please contact your local Post Office for more information on your country's rules and regulations regarding how to handle their mail items after the closure.**

| Store Closure

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**

Please contact us of your closure in writing at **service@anytimemailbox.com**.

| Test Your Knowledge

ANYTIME
MAILBOX




1. To upload and assign mail items using the desktop, what do you need to ensure you do first?
2. True or False - the Mail Center app on your device is used to complete action requests
3. What is the ideal time frame for you to upload & assign mail items to your renters?
4. What is the ideal time frame for you to complete action requests from your renters to provide the best service?
5. True or False - A renter can request a shipping quote from your location before asking you to forward an item.
6. When do you mark a mail pickup request as completed?





| Contact

ANYTIME
MAILBOX

**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