

Operator Training

Part 5: Billing & Payments



ANYTIME
MAILBOX

| Training Agenda

- **Introduction**
- **Overview of the Operator Billing Cycle**
- **Operator Invoice**
- **Renter Credits/Adjustments**
- **Earnings Statement**
- **Viewing Operator Statement**
- **Updating Disbursement Information**
- **Updating Payment Information**
- **Renter Billing Cycle**
- **Viewing a Renter's Statement**
- **Posting Credit to a Renter**
- **Posting a Charge to a Renter**
- **Refunding a Renter**
- **Disputes**
- **Non-Payment Renters**

| Greetings

Welcome to Anytime Mailbox! We are excited to partner with you and provide you with comprehensive training to help you and your staff gain an in-depth 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.

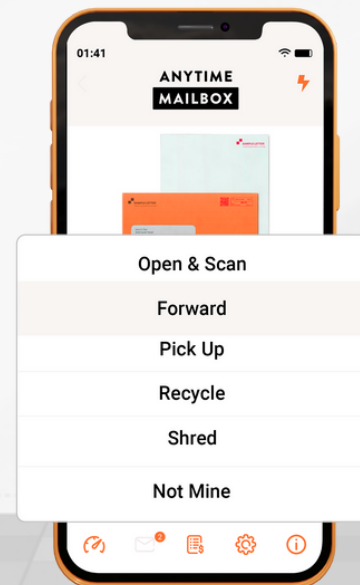
This is the last deck in our 5-part series, which focuses on billing and payments. In this series, we provide a complete breakdown of how to collect revenue and receive payments, and we also cover various scenarios that you may encounter.

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 look forward to working with you and achieving success together!

ANYTIME MAILBOX

Operator Billing Cycle



| Overview of Operator Billing Cycle

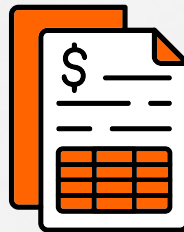
Having a clear understanding of the billing cycle is crucial to knowing what to expect in terms of your Anytime Mailbox bill and, more importantly, your earnings.

Here is a brief breakdown of how it works:



**Invoices are generated
on the 1st of each month**

Once invoices are generated,
any credits/billing adjustments
are made (if needed)



**Earnings Statements
are generated between the
10th & 15th of each month**



**Disbursement is sent
no later than the
15th of each month**

| Invoices

We generate an invoice for you on the **1st of every month**.

This invoice contains a **breakdown of the charges owed to Anytime Mailbox for the previous month on a renter-by-renter basis**.

The Operator invoice will contain 2 charges owed:

- **Active Mailboxes Fee**
 - \$5.50 per ATMB Sourced Active Mailbox
 - \$3.00 per Operator Direct sourced Active Mailbox
- **Monthly Software Subscription Fee**
 - \$24.99 - 20-60 active mailboxes
 - \$44.99 - 61 - 150 active mailboxes
 - \$64.99 - 151 or more active mailboxes



Invoices - Active Mailbox Fee

The Active Mailbox fee is charged per mailbox assigned each month.

Please find below an **example of an invoice**, which includes the **renter's name and mailbox number, the rate charged for the active mailbox fee, as well as the actual amount owed.**

Description	Rate	Amount
Anthony Morales: Mailbox #3045 28.0 Days (2/1/2023 12:00 AM - 2/28/2023 11:59 PM)	US\$ 5.50	US\$ 5.50
Arham Tanzeel: Mailbox #3085 13.8 Days (2/15/2023 5:20 AM - 2/28/2023 11:59 PM)	US\$ 5.50	US\$ 2.70
Avais Ahmed: Mailbox #3047 28.0 Days (2/1/2023 12:00 AM - 2/28/2023 11:59 PM)	US\$ 5.50	US\$ 5.50
AYUSH AGGARWAL: Mailbox #3081 28.0 Days (2/1/2023 12:00 AM - 2/28/2023 11:59 PM)	US\$ 5.50	US\$ 5.50
BD Peterson: Mailbox #3092 11.4 Days (2/17/2023 2:13 PM - 2/28/2023 11:59 PM)	US\$ 5.50	US\$ 2.26

The actual amount charged **depends on how long that mailbox was active.**

The charge can be **pro-rated if the mailbox was not active for the whole month.**

An example of this would be when a renter signs up for a mailbox at your location during the middle of the month.

The rate of the Active Mailbox fee **depends on the source of the renter.**

- **\$5.50** per ATMB Sourced Active Mailbox
- **\$3.00** per Operator Direct sourced Active Mailbox



| Invoices - Monthly Software Subscription Fee

The last line item on the invoice pertains to the *Monthly Software Subscription fee*.

Why do we charge this fee? - So we can provide more of an exceptional level of marketing promotion, operations support, and software innovation that generates recurring revenue for you every month!

We want to bring to your attention that the monthly software subscription fee is tiered depending on the number of mailboxes you have in a month:

- *20 to 60 mailboxes* will be charged **\$24.99** per month.
- *61 to 150 mailboxes* will be charged **\$44.99** per month.
- *150 or more mailboxes* will be charged **\$64.99**.

We would like to highlight that there is ***no monthly software subscription fee for businesses with 19 mailboxes or fewer*** that are smaller or in the growth stage.

Total Monthly Software Subscription Fee	Total Monthly Virtual Mailboxes
\$24.99	20 to 60 mailboxes
\$44.99	61 to 150 mailboxes
\$64.99	151 or more mailboxes

Invoices - Monthly Software Subscription Fee

Please find below a screenshot ***example of what the line item of the Monthly Software Subscription Fee will look like*** on your invoice:

Description	Rate	Amount
Monthly subscription fee 54.58 average monthly mailboxes for February 2023	US\$ 24.99	US\$ 24.99

It is important to note that the monthly software subscription line item amount is ***calculated based on the total number of virtual mailboxes at your business location(s) at the end of each month.***

The amount charged can vary from month to month depending on the amount of mailboxes your location has at the end of each month.

| Renter Credits/Adjustments

After the Invoice is generated, our diligent billing team thoroughly reviews all the information and ensures that everything is accurate.

They also add any credits or adjustments as required to provide you with an updated statement that reflects the latest financial information.

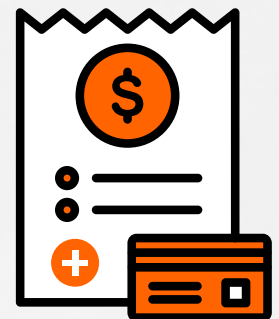
Instances, where we need to make adjustments, are mainly to ensure that you're not charged the active mailbox fee. For example, if one of your renters' payments fails.

We understand the importance of providing a fair and accurate billing system, and ***our team works diligently to ensure that any/all adjustments are made promptly and efficiently.***

| Renter Credits/Adjustments

You will see any adjustments made to the billing as a ***line item named 'Renter Credits'*** on your statement.

Renter Credits are added when a renter's mailbox is closed due to non-payment & we need to credit your account for any Active Mailbox fees that were charged to you while the renter was delinquent.



Renter Credits/Adjustments

Below is a *screenshot example of what 'Renter Credits' will look like as a line item when viewing your billing statement:*

2/10/2023	Renter Credits	US\$ 47.41	US\$ 259.06
2/1/2023	Invoice #504513	US\$ 306.47	US\$ 306.47

As you can see in the example above:

- The invoice generated on the 1st of the month indicates a ***balance owed to Anytime Mailbox of \$306.47.***
- Adjustments were made and added as a line item named '***Renter Credits***', ***amounting to \$47.41.***

This resulted in a ***reduction of the total amount owed to us, bringing it down to \$259.06.***

Please note, that **if you do NOT see this line item, it means that no adjustments needed to be made for that month.**

Earnings Statement

We generate an Earning Statement for you *between the 10th and 15th of every month.*

These statements provide you with a *detailed breakdown of all the revenue collected from your renters during the month.*

To ensure ease of use and clarity, the line items on each statement are *ordered in alphabetical order by renter name.*

Each line item displays the *date of collection, the name of the renter, and the amount collected from the renter.*

Description	Amount
<div>2/5/2023: Collection from Anthony Morales</div> <div>Renter #358470; Reference M3861557</div>	US\$ 14.12
<div>2/15/2023: Collection from Arham Tanzeel</div> <div>Renter #388727; Reference M3925592</div>	US\$ 9.99
<div>2/5/2023: Collection from Avais Ahmed (SBAA Holdings)</div> <div>Renter #94969; Reference M3861468</div>	US\$ 9.99
<div>2/5/2023: Collection from AYUSH AGGARWAL (Vesta Trading Inc.)</div> <div>Renter #98174; Reference M3861534</div>	US\$ 9.99
<div>2/17/2023: Collection from BD Peterson (PFIG)</div> <div>Renter #389883; Reference M3932024</div>	US\$ 9.99
<div>2/5/2023: Collection from Ben Zitter (High Marks Marketing, LLC)</div> <div>Renter #64515; Reference M3861517</div>	US\$ 9.99
<div>2/15/2023: Collection from c/o Manager (RCM Family Holdings LLC)</div> <div>Renter #388852; Reference M3926351</div>	US\$ 9.99

Earnings Statement

The last line item on your Earnings Statement is the '**Management Fee**'.

This fee is **5% of the total collections** taken from the renters during the month.

This fee is a Billing Process Management Admin fee.

Below is a screenshot example of what the line item will look like:

Management fee (5.00%)	US\$ -40.34
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Disbursement

The final step in the billing cycle is the Disbursement, which is typically sent to you ***no later than the 15th of each month.***

This disbursement reflects the total of your Earnings Statement, minus the total of your invoice

Below is a ***screenshot example of how the Disbursement will look as a line item*** on your statement:

Date	Details	Debit	Credit	Balance
3/10/2023	Disbursement #237778	US\$ 535.66		US\$ 0.00

The disbursement amount sent to you before the 15th of the month is for the **previous month's collections.**

For example, ***the disbursement sent to you in March is for the collections from renters during the whole month of February.***



Viewing Operator Statement

If you wish to view your **statement**, simply navigate to the '**Admin**' tab and click on the subtab labeled '**Account**'.

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 interface. At the top, there is a navigation bar with icons for Dashboard, Mailroom, Customers, Admin (highlighted with a green checkmark), and Reports. Below this, a breadcrumb trail shows 'Admin' > 'Account'. On the left sidebar, the 'Account' option is highlighted with a red bar and a green checkmark. The main content area displays the 'Statement' tab (also highlighted with a green checkmark) with subtabs for Disbursement, Payment, Demo Mailbox, and Files. A dropdown menu shows 'Past 90 Days'. Below this is a table with columns: Date, Details, Debit, Credit, and Balance.

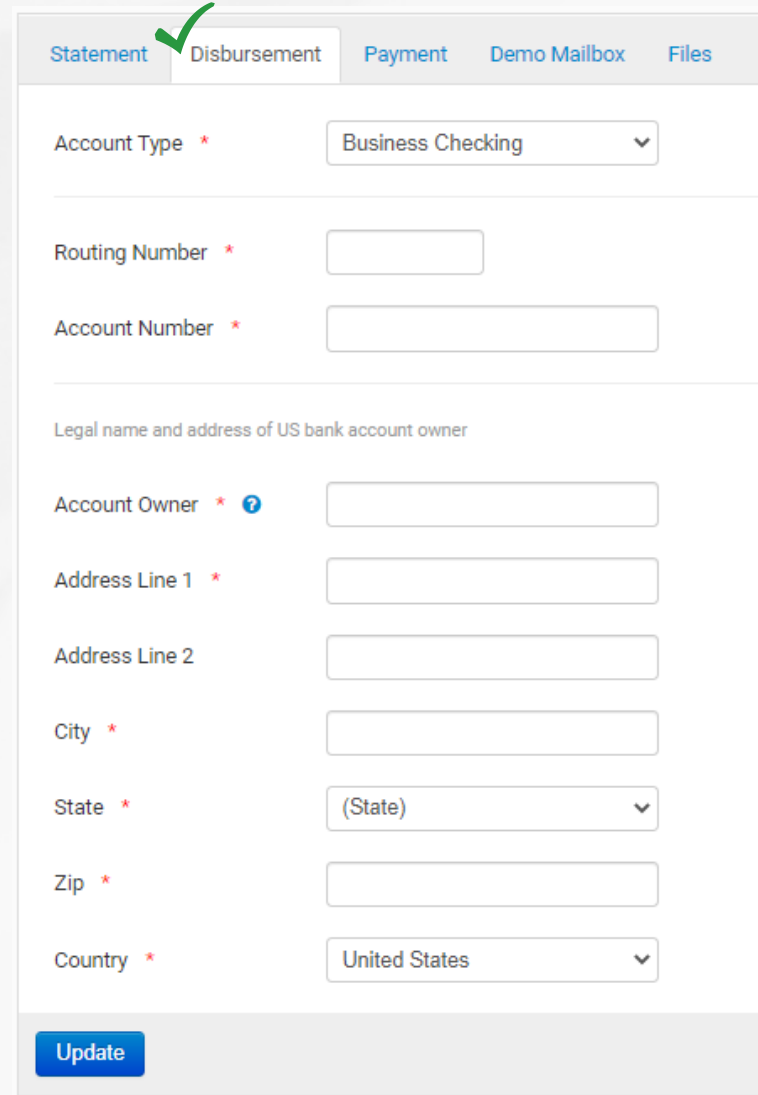
Date	Details	Debit	Credit	Balance
3/10/2023	Disbursement #237778	US\$ 535.66		US\$ 0.00
3/10/2023	Earning Statement #263644		US\$ 766.41	US\$ -535.66
3/10/2023	Renter Credits		US\$ 36.80	US\$ 230.75
3/1/2023	Invoice #514939	US\$ 267.55		US\$ 267.55

| Updating Disbursement Information

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

To help you review or update the account we send your disbursement to, simply navigate to the '***Admin***' tab and select '***Account***'. From there, click on the subtab labeled '***Disbursement***'.

This will allow you to ***easily view and manage your disbursement account details, ensuring that everything is accurate and up-to-date.***



The screenshot shows the 'Disbursement' subtab selected, indicated by a green checkmark. The form includes the following fields:

- Account Type ***: Business Checking (dropdown menu)
- Routing Number ***: (text input field)
- Account Number ***: (text input field)
- Legal name and address of US bank account owner**:
 - Account Owner *** ⓘ: (text input field)
 - Address Line 1 ***: (text input field)
 - Address Line 2**: (text input field)
 - City ***: (text input field)
 - State ***: (State) (dropdown menu)
 - Zip ***: (text input field)
 - Country ***: United States (dropdown menu)

An **Update** button is located at the bottom of the form.

Updating Payment Information

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.

To review or update the account we have on file for your payment method, please navigate to the '**Admin**' tab and select '**Account**'. From there, click on the subtab labeled '**Payment**'.

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

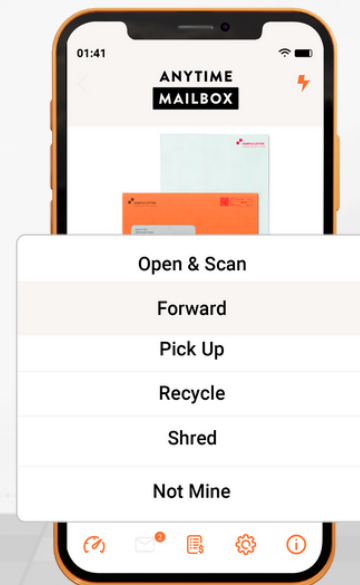
2023

Billing Zip Code

Update

ANYTIME MAILBOX

What's next? Renters Billing Cycle



| Renter Billing Cycle

As a valued partner location, we believe it's essential for you to have a clear understanding of how your renters are billed.

This information will enable you to provide better service to your renters and ensure that all billing-related queries are resolved quickly and efficiently.

Here is a brief breakdown of how it works:



**Invoices are generated
on the 1st of each month**

Once the invoice is generated,
any credits/billing adjustments
are made (if needed)



Renters' cards are **charged**
on the 5th of each month
automatically by our system



Any other line items that
may appear will be due to
**additional charges to the
renters, such as
shipping/forwarding fees.**

| Renter Billing Breakdown

The Anytime Mailbox platform generates an ***invoice for each renter every 1st of the month***, and their card on file is ***automatically charged every 5th of the month***.

Below is a breakdown of the charges within each invoice:

Monthly Plan

When a new renter signs up and gets approved, their card is charged the monthly base fee. An invoice is generated on the 1st of the following month for the following charges:

- Days the service was used the prior month, pro-rated if the renter joined part-way through a month.
- Pre-payment for the current month. This only applies to renters we source for you, in their first month as a renter.
- Any Action Request charges accrued from the prior month (e.g. Open and Scan, Forwarding).

Yearly Plan

Once a renter is approved, their card is charged the full-year price for their chosen plan. An invoice is then generated every 1st of the month for the Action Request charges that they have accrued over the previous month if they have any. Their card on file is then automatically charged on the 5th of every month for the invoice amount.

Renter Billing Breakdown - Renter Invoice

Here is an example of what a Renter Invoice looks like.

The initial line item is their monthly mailbox fee, followed by a breakdown of their service plan inclusions & additional charges

Any ancillary fees for additional services, such as storage fees or additional recipients are stated as individual line items.

The total amount the renter owes & will be charged on the 5th is stated as the last line item on the invoice

Quantity	Description	Rate	Amount
1.00	Service Plan Bronze from 1/1/2023 to 1/31/2023 for mailbox 3045 The following monthly allowances and terms apply: INCOMING MAIL ITEMS: 30 mail item(s) per month included and US\$ 0.35 for each additional mail item. OPEN & SCAN REQUESTS: 5 page(s) per month included and US\$ 0.50 for each additional page. FORWARD REQUESTS: US\$ 3.00 per request. Shipping fees apply. CHECK DEPOSIT REQUESTS: Not Offered. PICKUP REQUESTS: US\$ 1.00 per visit and first 5 visit(s) per month at no cost. US\$ 1.00 for each Standard Envelope. US\$ 2.00 for each Small Box. US\$ 3.00 for each Medium Box. US\$ 4.00 for each Large Box. US\$ 5.00 for each Large Envelope. Pickup during business hours. RECYCLE REQUESTS: Unlimited. SHRED REQUESTS: 5 request(s) included per month and US\$ 0.25 for each additional request. AUTHORIZED RECIPIENTS: 2 recipient(s) included and each additional recipient is US\$ 10.00 per month. STORAGE: Standard Envelope: Free storage for 7 day(s), then US\$ 0.10 for every mail item per day. Large Envelope: Free storage for 7 day(s), then US\$ 0.10 for every mail item per day. Padded Mailer:	US\$ 9.99	US\$ 9.99
	Last billing cycle's base fee pre-payment		US\$ -9.99
	9 Incoming Mail Items		US\$ 0.00
0.00	Pickup Visit Fees 1/3/2023: 9520566	US\$ 1.00	US\$ 0.00
	Storage fee 1/10/2023 - 2/1/2023 for mail item #9565221		US\$ 2.14
	Storage fee 1/16/2023 - 2/1/2023 for mail item #9644112		US\$ 1.54
	Storage fee 1/27/2023 - 2/1/2023 for mail item #9822605		US\$ 0.45
0.00	Additional authorized recipient(s) 1/1/2023 12:00 AM - 1/31/2023 11:59 PM: Bianca Visanescu	US\$ 10.00	US\$ 0.00
	Pre-payment of monthly base fee for billing cycle 2/1/2023 to 2/28/2023		US\$ 9.99
Total			US\$ 14.12

Viewing Renter Statement

We make it easy for you to **view a renter's statement** directly from your dashboard.

Simply navigate to the '**Customers**' tab, **select the renter** you're interested in, and then click on the '**Statement**' subtab.

This will provide you with a comprehensive **breakdown of the renter's billing history**, making it easier for you to stay informed and up-to-date.

Simply **click on the invoice number to view** the invoice for the month.

ANYTIME
MAILBOX

Dashboard

Mailroom

Customers

Admin

Reports

Acia San Pedro

Customers

Renters

Yam Yam (Yummy Company)

Help

Renters

Applications

Authorized Recipients

Service Plans

Service Billing

Email Log

Yam Yam (Yummy Company)

Details

Mailbox

Statement

Payment

Files

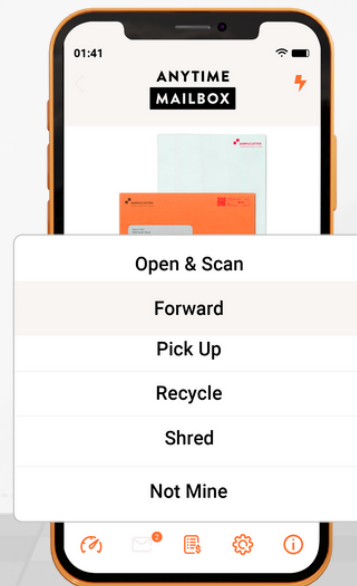
Logs

Support

Date	Details	User	Debit	Credit	Balance
3/5/2023	Payment with Credit Card ****3491 08/24	System		US\$ 9.99	US\$ 0.00
3/1/2023	Invoice #10298493	System	US\$ 9.99		US\$ 9.99
2/5/2023	Payment with Credit Card ****3491 08/24	System		US\$ 11.63	US\$ 0.00
2/1/2023	Invoice #9914049	System	US\$ 11.63		US\$ 11.63

ANYTIME MAILBOX

What's next?
Posting a Transaction to a Renter



| Posting a Transaction to a Renter's Account

Please note that there may be instances where you may *need to adjust the amount owed by a Renter*.

In such cases, you can conveniently handle this by using the "**Post Transaction**" option after selecting the respective Renter from the '**Customers**' tab.

When viewing the renters '**Statement**' tab, click on the *wheel/gear icon* and *select 'Post Transaction' from the drop-down list*.

Yam Yam (Yummy Company)

Details
Mailboxes
Statement
Payment
Files
Logs
Support

Post Transaction
Charge Credit Card
Manage Automatic Charge Process
Apply Non-Payment Lockout

		User	Debit	Credit	Balance
	Charge Credit Card ****3491 08/24	System		US\$ 9.99	US\$ 0.00
		System	US\$ 9.99		US\$ 9.99
	Charge Credit Card ****3491 08/24	System		US\$ 11.63	US\$ 0.00
2/1/2023	Invoice #9914049	System	US\$ 11.63		US\$ 11.63

| Posting Credit to a Renter

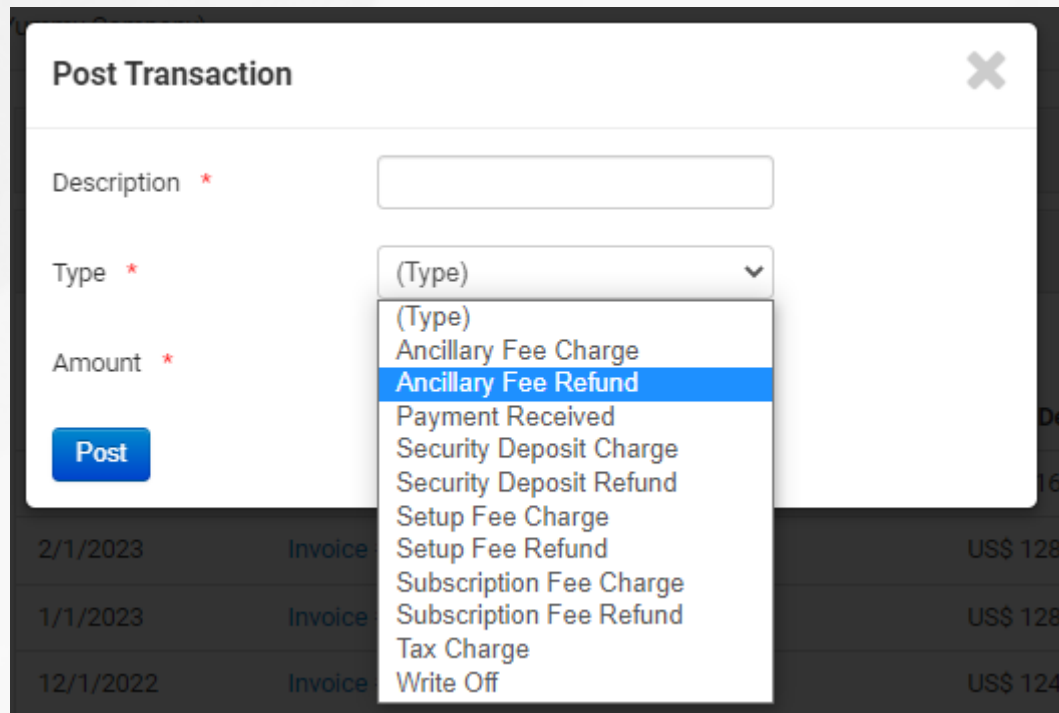
In situations where we need to ***decrease the amount owed by the Renter***, we refer to it as ***posting a credit***.

When you select '***Post Transaction***' from the drop-down list (as shown on the previous slide), there are a few options for you to choose from.

The main one used for ***posting a credit*** to the renter is labeled '***Ancillary Fee Refund***'.

When it comes to posting a credit to your renters account, you can use the appropriate type from the list.

Please note, that since you are posting a credit, thus lowering the renters amount owed you must you one of the types listed that says 'refund'.



The screenshot shows a 'Post Transaction' form with the following fields:

- Description ***: A text input field.
- Type ***: A dropdown menu with the following options:
 - (Type)
 - (Type)
 - Ancillary Fee Charge
 - Ancillary Fee Refund** (highlighted in blue)
 - Payment Received
 - Security Deposit Charge
 - Security Deposit Refund
 - Setup Fee Charge
 - Setup Fee Refund
 - Subscription Fee Charge
 - Subscription Fee Refund
 - Tax Charge
 - Write Off
- Amount ***: A text input field.
- Post**: A blue button.

Below the form, there is a table with the following data:

Date	Type	Amount
2/1/2023	Invoice	US\$ 128
1/1/2023	Invoice	US\$ 128
12/1/2022	Invoice	US\$ 124

| Posting Credit to a Renter

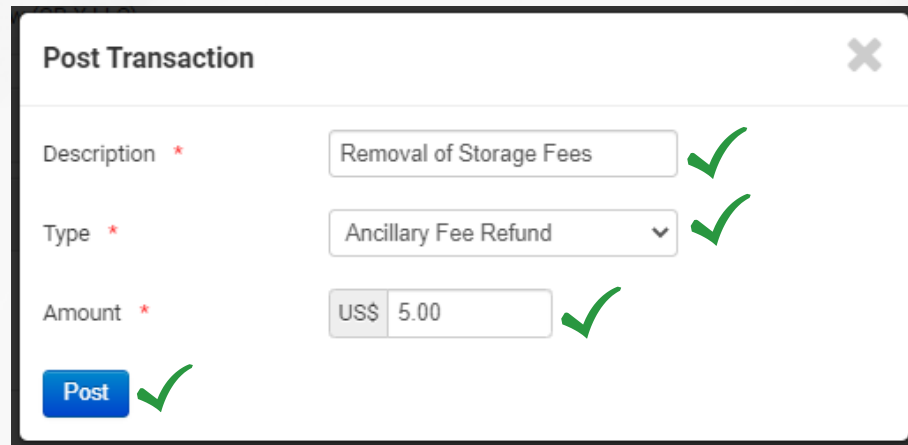
After selecting the refund type, ***the next step is to provide a brief description of the reason for the credit in the 'description' box.***

This description will appear as a line item once the credit is posted so it's important to be clear on the reason for the credit.

After providing the description, you'll need to ***enter the amount that will be credited and subsequently deducted from the Renter's balance*** in the field provided.

Once all the necessary fields are correctly filled in, you can finalize the process by clicking on the ***blue 'Post'*** button.

This will successfully post the credit to the Renter's account and update their balance accordingly.



The screenshot shows a 'Post Transaction' dialog box with a close button (X) in the top right corner. It contains three input fields, each followed by a green checkmark:

- Description ***: A text input field containing 'Removal of Storage Fees'.
- Type ***: A dropdown menu showing 'Ancillary Fee Refund'.
- Amount ***: A currency input field showing 'US\$ 5.00'.

At the bottom left, there is a blue 'Post' button with a green checkmark next to it.

| Posting Credit to a Renter

Once you have successfully posted the credit, *you'll be able to view it as a line item on the Renter's statement.*

When a credit is posted, it will show as a Refund line item & will lower the renter's current balance.

Please see below a *screenshot example* of this:

←

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Details	Mailboxes	Statement	Payment	Files	Logs	Support
<div>⚙</div>						
Date	Details	User	Debit	Credit	Balance	
3/21/2023	Refund: Storage Fees Credit	Kawena Baxter		US\$ 95.80	US\$ 35.49	
3/1/2023	Invoice #10501110	System	US\$ 131.29		US\$ 131.29	

As you can see, the *Renter's balance has been reduced to \$35.49, as a credit of \$95.80 was accurately posted.*

Please Note: The line item says 'Refund' as the credit was applied. This is NOT an actual refund to the renter's card.

| Posting a Charge to a Renter

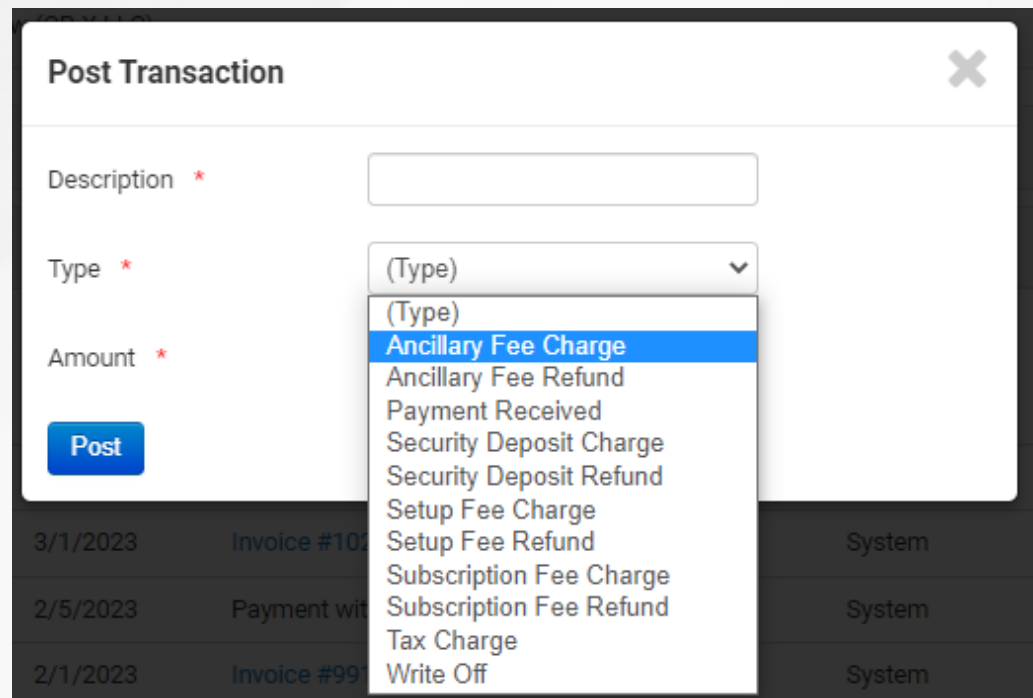
In situations where we need to **increase the amount owed by the Renter**, we refer to it as **posting a charge**.

When you select '**Post Transaction**' from the drop-down list (as shown on the previous slide), there are a few options for you to choose from.

The main one used for **posting a charge** to the renter is labeled '**Ancillary Fee Charge**'.

When it comes to posting a charge to your renters account, you can use the appropriate type from the list.

Please note, that since you are posting a charge, thus increasing the renters amount owed you must you one of the types listed that says 'charge'.



The screenshot shows a 'Post Transaction' form with the following fields:

- Description ***: A text input field.
- Type ***: A dropdown menu with the following options:
 - (Type)
 - (Type)
 - Ancillary Fee Charge** (highlighted)
 - Ancillary Fee Refund
 - Payment Received
 - Security Deposit Charge
 - Security Deposit Refund
 - Setup Fee Charge
 - Setup Fee Refund
 - Subscription Fee Charge
 - Subscription Fee Refund
 - Tax Charge
 - Write Off
- Amount ***: A text input field.
- Post**: A blue button.

Below the form, there is a table with the following data:

Date	Description	System
3/1/2023	Invoice #102	System
2/5/2023	Payment with	System
2/1/2023	Invoice #991	System

| Posting a Charge to a Renter

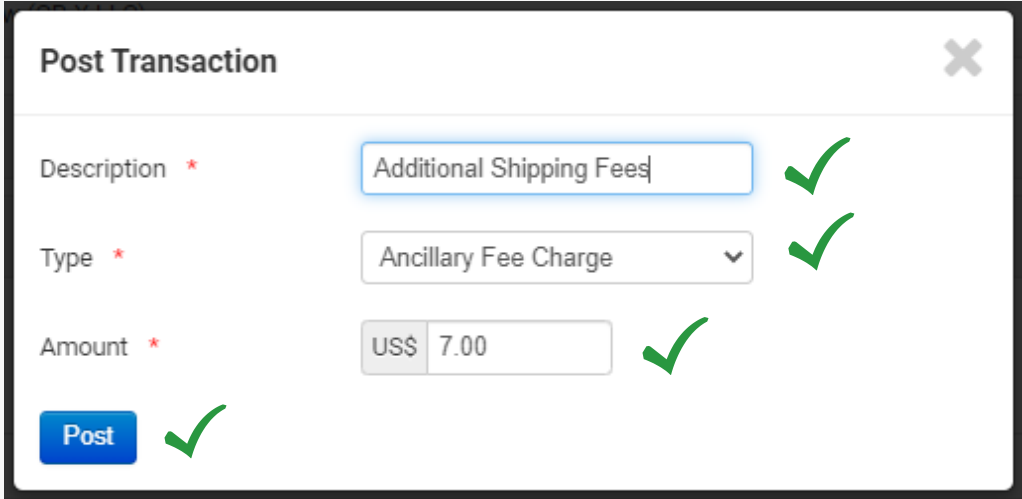
After selecting the refund type, ***the next step is to provide a brief description of the reason for the charge in the 'description' box.***

This description will appear as a line item once the charge is posted so it's important to be clear on the reason for the charge.

After providing the description, you'll need to ***enter the amount that will be charged and subsequently added to the Renter's balance*** in the field provided.

Once all the necessary fields are correctly filled in, you can finalize the process by clicking on the ***blue 'Post'*** button.

This will successfully post the charge to the Renter's account and update their balance accordingly.



The screenshot shows a 'Post Transaction' form with the following fields and values:

- Description ***: Additional Shipping Fees ✓
- Type ***: Ancillary Fee Charge ✓
- Amount ***: US\$ 7.00 ✓
- Post** button ✓

The form is titled 'Post Transaction' and has a close button (X) in the top right corner. Each field has a red asterisk indicating it is required. Green checkmarks are placed to the right of each field and next to the 'Post' button, indicating that all fields are correctly filled and the transaction can be posted.

| Posting a Charge to a Renter

Once you have successfully posted the charge, *you'll be able to view it as a line item on the Renter's statement.*

When a charge is posted, it will show as a line item & will increase the renter's current balance.

Please see below a screenshot example of this:

←

Yam Yam (Yummy Company)

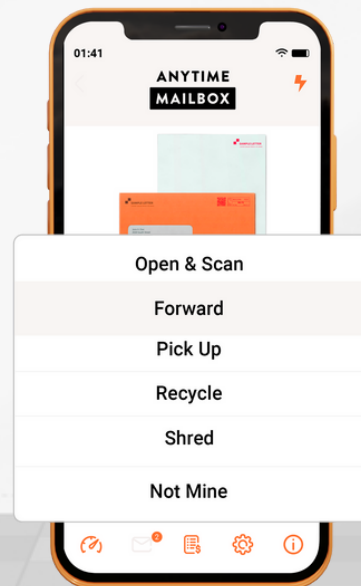
Details	Mailboxes	Statement	Payment	Files	Logs	Support
<div>⚙</div>						
Date	Details	User	Debit	Credit	Balance	
3/31/2023	Shipping Fee Charge ✓	Acia San Pedro	US\$ 10.00		US\$ 154.09	
3/31/2023	Invoice #10544112	Acia San Pedro	US\$ 144.09		US\$ 144.09	

As you can see, the *Renter's balance has been increased to \$154.09, as a charge of \$10.00 was accurately posted.*

Please Note: Posting a charge to a renter posts the amount owed ONLY. This is NOT an actual charge to the renter's card.

ANYTIME MAILBOX

What's next?
Charging a Renter Manually



| Charging Renters Manually

There may be a time when you will need to *charge a renters card manually*.

Typically, you do NOT need to do this as we automatically charge the renters on the 5th of each month.

Examples of when you would need to do this would be attempting to collect a payment that previously failed.

When this happens, *it is important that you post the charge as a line item on the renter's statement before charging the card.*

Once the charge has been posted, you will see the line item showing the balance the renter owes.

←

Yam Yam (Yummy Company)

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Date	Details	User	Debit	Credit	Balance
3/31/2023	Additional Shipping Fees ✓	Acia San Pedro	US\$ 15.00	✓	US\$ 15.00

| Charging Renters Manually

After successfully *posting the charge as a line item on the Renter's statement*, you can proceed with collecting the balance owed by charging the card on file.

To do this, simply navigate to the Renter's '**Statement**' tab, click on the *wheel/gear icon*, and select '**charge credit card**' from the drop-down list.

Yam Yam (Yummy Company)

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Post Transaction
Charge Credit Card
Manage Automatic Charge Process
Apply Non-Payment Lockout

	User	Debit	Credit	Balance
it Card ****3491 08/24	System		US\$ 9.99	US\$ 0.00
	System	US\$ 9.99		US\$ 9.99
it Card ****3491 08/24	System		US\$ 11.63	US\$ 0.00

| Charging Renters Manually

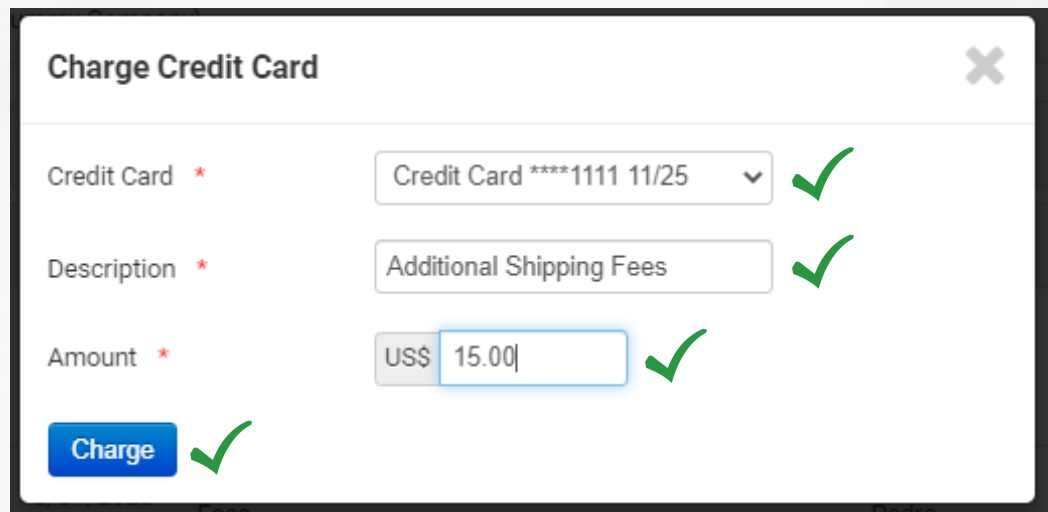
The next step is to provide a ***brief description of the reason for the charge in the 'description' box.***

This description will appear as a line item once the charge is posted so it's important to be clear on the reason for the charge.

After providing the description, you'll need to ***enter the amount that will be charged to the renter card in the field provided.***

Once all the necessary fields are correctly filled in, you can finalize the process by clicking on the ***blue 'Post' button.***

This will successfully charge to the Renter's card on file.



The screenshot shows a 'Charge Credit Card' form with the following fields and values:

- Credit Card ***: Credit Card ****1111 11/25 (with a green checkmark)
- Description ***: Additional Shipping Fees (with a green checkmark)
- Amount ***: US\$ 15.00 (with a green checkmark)

At the bottom left, there is a blue **Charge** button with a green checkmark next to it. A close button (X) is located in the top right corner of the form.

Charging Renters Manually

Once you have successfully charged the renter's card, ***you'll be able to view it as a line item on the Renter's statement.***

When a charge is collected, it will show as a line item & the renter's current balance should show as \$0.00

Please see below a **screenshot** example of this:

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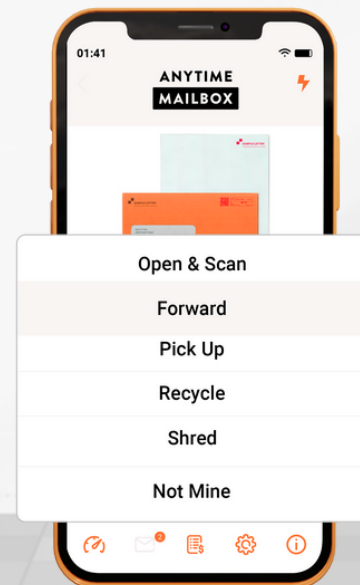
Logs

Support

Date	Details	User	Debit	Credit	Balance
3/31/2023	Charge on card ****1111 11/25: Additional Shipping Fees	Acia San Pedro		US\$ 15.00	US\$ 0.00
3/31/2023	Additional Shipping Fees	Acia San Pedro	US\$ 15.00		US\$ 15.00

ANYTIME MAILBOX

What's next?
Refunding a Renter



| Refunding a Renter

At Anytime Mailbox, we handle all your billing needs, which includes issuing refunds to a renter if needed/upon request.

When it comes to issuing a refund to a renter, ***there are two options for this:***

- ***Post a credit balance*** on the Renter's account which can be used towards future balances
- ***Refund the money back to their credit card.***

However, it's important to note that ***posting a transaction on the Renter's account as a refund doesn't automatically refund their card. Instead, it simply posts a credit amount to the Renter's account, which they can use towards future billing.***

If you prefer to directly refund the amount to their credit card, kindly reach out to us, and we'll take care of this for you.

| When Would a Refund Be Issued?

Anytime Mailbox ***offers a 30-day refund policy for renters who sign up with us.***

If, within the first 30 days of sign-up, ***the renter has not utilized their digital mailbox account for mail or any other purposes***, they will be eligible for a ***full refund of their subscription fee upon request.***

Please note, that refunds are ***not provided after 30 days of sign-up*** or once the renter has received mail or used the digital mailbox for any other purpose.

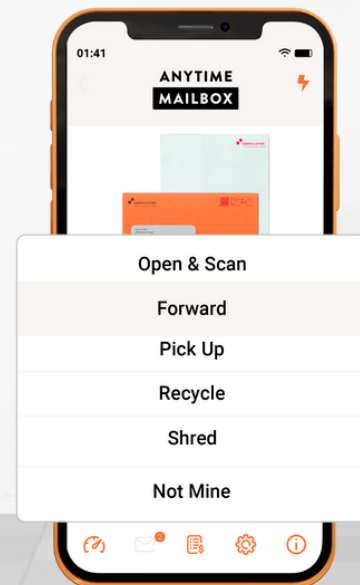
We understand that there may be situations where ***renters may request a refund outside of the 30 days.***

Please note that such refunds can only be given upon your approval, or if you contact us directly to refund a renter.



ANYTIME MAILBOX

What's next?
Disputes



Disputes

Anytime Mailbox has a dedicated team to handle disputes.

Our policy is to handle this on your behalf so there is no action needed on your side.

In the event that a dispute is filed, *the renter will automatically receive their money back from their bank, and for accounting purposes, we need to show that the funds were removed.*

As a result, you may notice a line item on the renter's statement showing "*Disputed Charge*" and a line item on your earnings statement deducting the disputed charge.

Below is a *screenshot example* of what this looks like on a *renter statement*:

3/30/2023	Disputed Charge (Renter Refund): Disputed the Notarization payment	System	US\$ 25.00
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Below is a *screenshot example* of what this looks like on your *Earnings Statement*:

2/27/2023: Dispute from Ceasar A. Rodarte Jr. Renter #260698; Reference M3387155	US\$ -9.99
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| Disputes

When a renter disputed a payment with their bank, we are automatically notified and ***our team will pull all data to fight the dispute.***

Some disputes may take up to 3 months to have a final outcome from the bank.

Here are our processes depending on the final outcome:

The dispute is lost

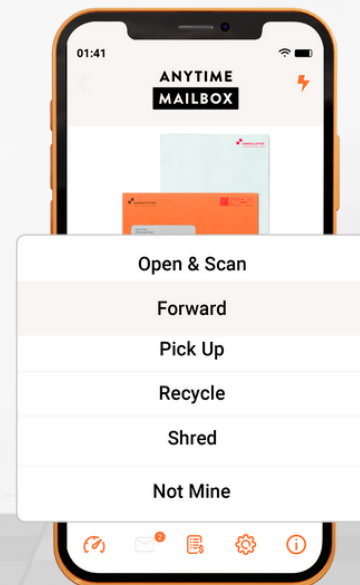
- If we have had no contact from the renter, their account is automatically canceled.
- If we have had contact with the renter and they wish to keep the account open, the renter will need to repay the fees originally disputed

If the dispute is won

- We receive the funds back from the bank and you will see a reversal on the renter statement
- We will repay those funds back to your location. It will be added as a line item on your next months earning statement

ANYTIME MAILBOX

What's next?
Non-Payment Renters



| Non-Payment Renters

Occasionally, a ***Renter's payment details on file may fail***, which prevents us from collecting their balance owed.

In such cases, our system will place the Renter's account on '***Non-Payment Lockout***'.

This is a temporary measure that restricts the Renter's ability to view or interact with their mail until the outstanding balance is paid in full and a new valid credit card is received.

The renter will be able to update their credit card information when they log in to their account. If the credit card information is valid, the renter's balance will be collected, and they will have access to their mail once again.

This process is all handled within the Renter Portal and ***there is no action required on your part.***

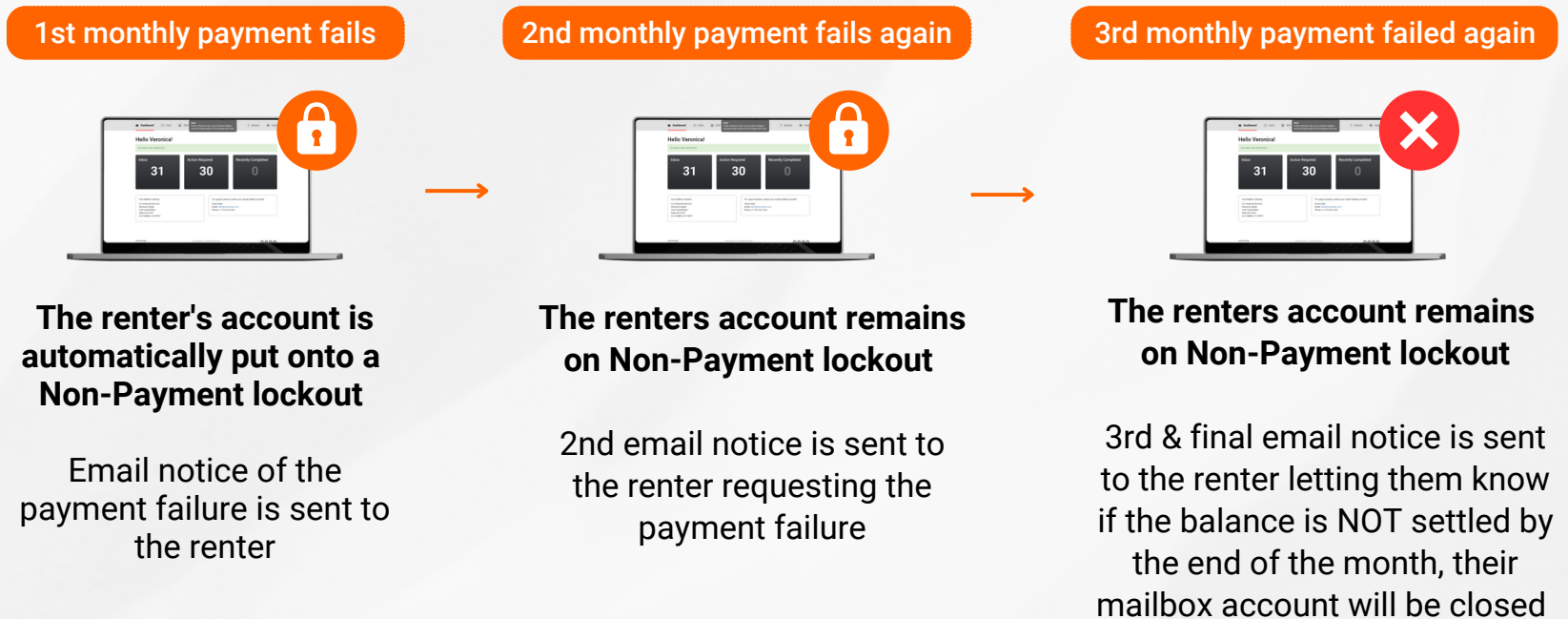


| Non-Payment Renters

At Anytime Mailbox, we have established a procedure to address situations ***where a renter experiences payment failure on more than one occasion.***

We take the matter seriously and handle it with the utmost professionalism and care.

Below is the process for non-payment renters:



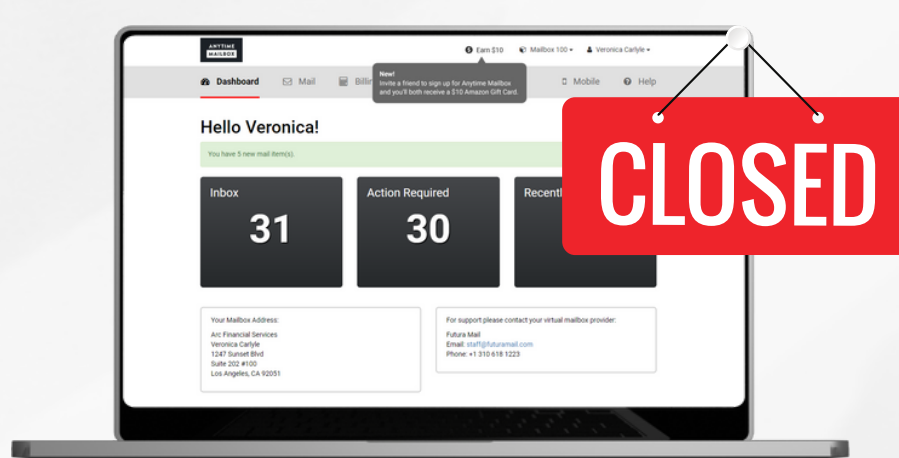
If the balance is not collected by the end of the 3rd month of failed payments, our system will automatically close the renters account

| Non-Payment Renters

If a renter's account is closed due to non-payment, ***we will send you an email notification to inform you of the situation.***

We understand that this may cause inconvenience and we apologize for any disruption this may cause, but sometimes these situations are unavoidable.

You will then need to return any mail items for these renters. You can simply mark them as "Return to Sender" (RTS) and send them back to the post office.






| Test Your Knowledge

1. What does your invoice contain?
2. What date is your Earnings Statement generated?
3. What is the automatic billing date per month for your renters?
4. When is your Disbursement sent to you?
5. What do you do if you need to refund a renter?
6. True or False - Anytime Mailbox will handle your non-payment renters for you





| 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
-  **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