

Mailbox Customer Renewals via Email



Due to rising overhead Postal Palm Springs is implementing more cost-effective procedures to better manage costs while maintaining low prices.

Each month Postal Palm Springs has numerous mailbox renewals. Until now our procedure has been to print and distribute renewal notices as well as initiate courtesy phone calls. Unfortunately, this procedure is very time-consuming contributing to overhead through increased labor and other cost of goods sold (COGS).

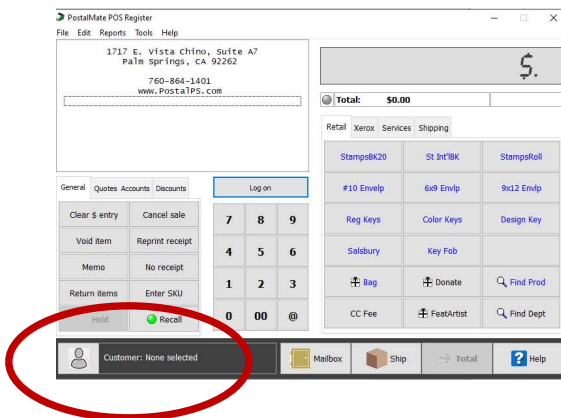
Effective immediately all PMB Customers must provide an email address for all renewal notices as Postal Palm Springs will no longer provide paper invoices or make courtesy phone calls.

PROCEDURE

When setting up a new PMB Customer and when renewing an existing PMB Mailbox Postal Palm Springs Team Members are required to verify customer contact information and email addressed are a requirement:

These procedures are for renewing a PMB Customer

- 1) In the POS Cashmate open the customer profile



- 2) Find the Mailbox Profile, the Mailbox Profile is the ONLY profile connected to the mailbox. Even though there may be multiple people listed on the box, there is only one Mailbox Profile, also known as the PMB Owner. In most cases the Mailbox Profile will be easily found using the PMB Number:

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- 3) Confirm the profile you're using is the Mailbox Profile by depressing "Edit" and navigating to "Mailboxes". If you see the mailbox listed, you know you are using the Mailbox Profile.

- 4) Remember all PMB customer changes MUST be made in writing and signed by the customer (PMB Owner) using the "PMB Change Form" stored in the forms folder online.
- 5) Using the "PMB Change Form" update address, phone and email as necessary on the "General Info" tab within the Mailbox Profile. As a reminder, updates to email and phone on the "General Info" tab will not update the mail and package notification info. If the notification needs to also be updated you will need to make that change on the "Mail Notifications" tab.
- 6) Renewal notifications are sent from mailserver@notify.postalmate.net, advise customers to add this email to their address book or safe list to ensure the renewal emails are not sent to spam. You can forward this email to the customer from our Outlook, the profile is stored on each PC.