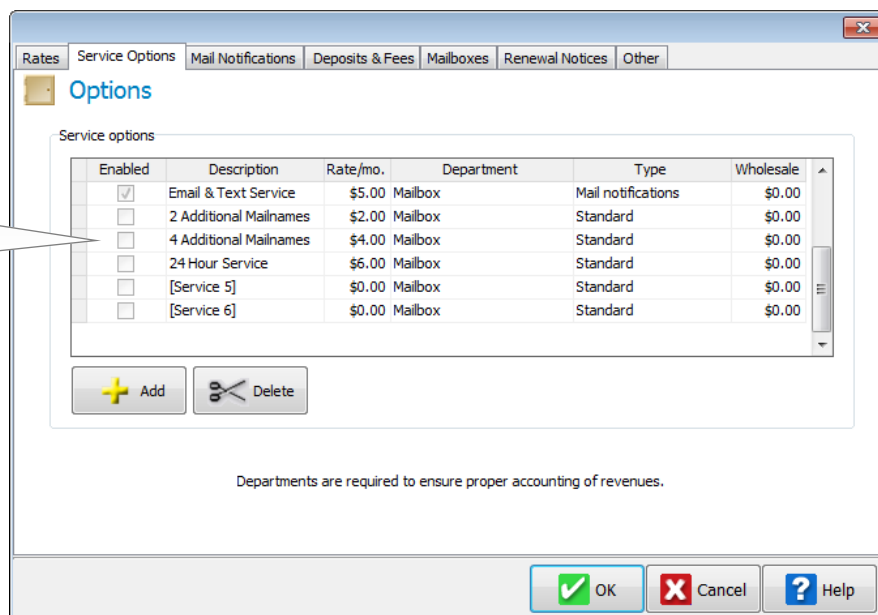


PostalMate synchronizes mailbox information with SmartAlert Pro Service, a third-party subscription service. When you open, edit or close a mailbox, the SmartAlert Services system will automatically be updated. For more information about SmartAlert Service, go to smartalertservice.com or call 800-681-8650. You'll need a SmartAlert Service account username and password to set this up. SmartAlert Pro provides mail and package notifications via email or text messages.

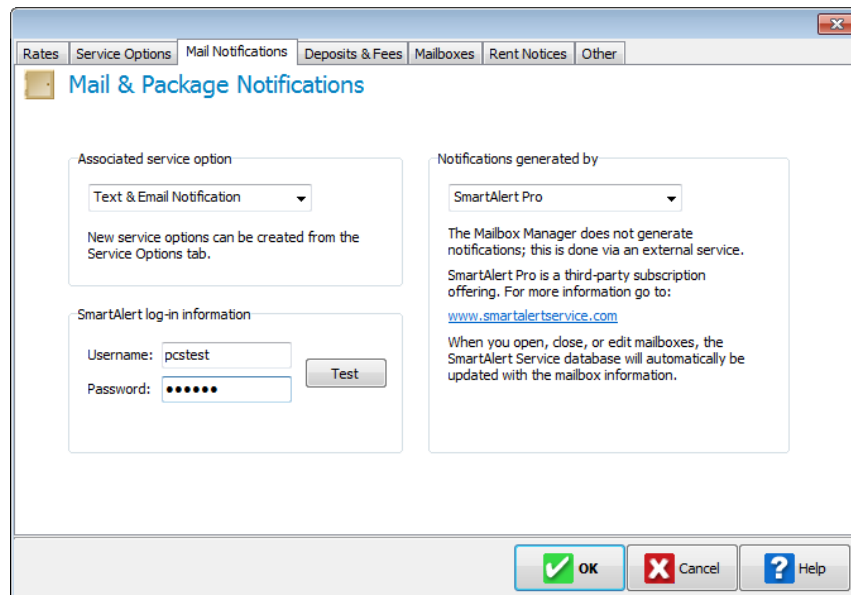
Initial Setup

1. You must have a SmartAlert Pro account set up with SmartAlert and have a username and password.
2. From **Mailbox Manager**, choose **Tools > Setup and Preferences**, and go to the **Service Option** tab.
3. Add a service name for the notification service and add a retail cost as desired. Checkmark the box **Enabled**.

Add and enable a service for mail notification. Enter a retail price, if desired.

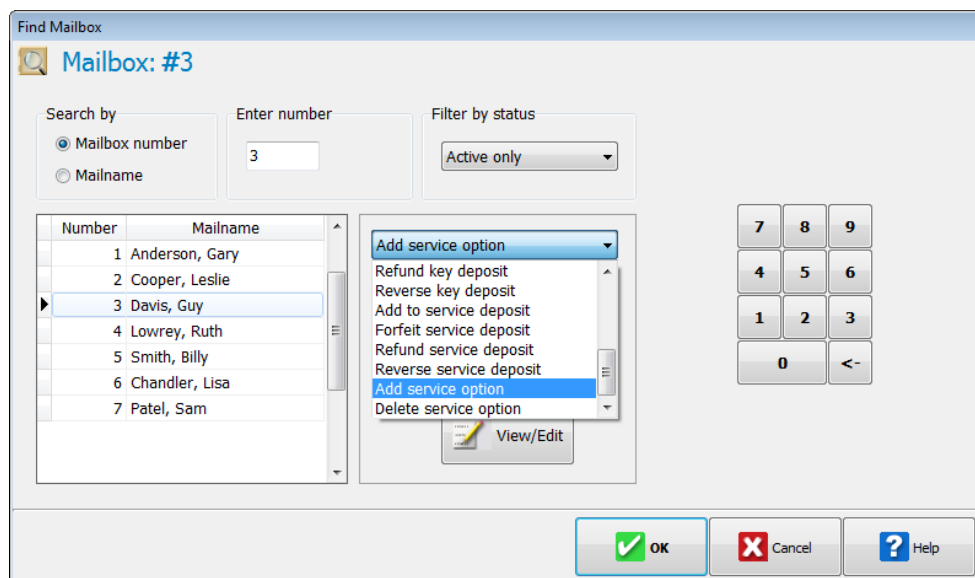


4. Choose the “**Mail Notifications**” tab.
5. Select the service option to be used for notifications.
6. Select “SmartAlert Pro” from the drop-down list on the right.
7. Enter your SmartAlert Username and Password and choose “Test”.
8. Click **OK** to save your settings.

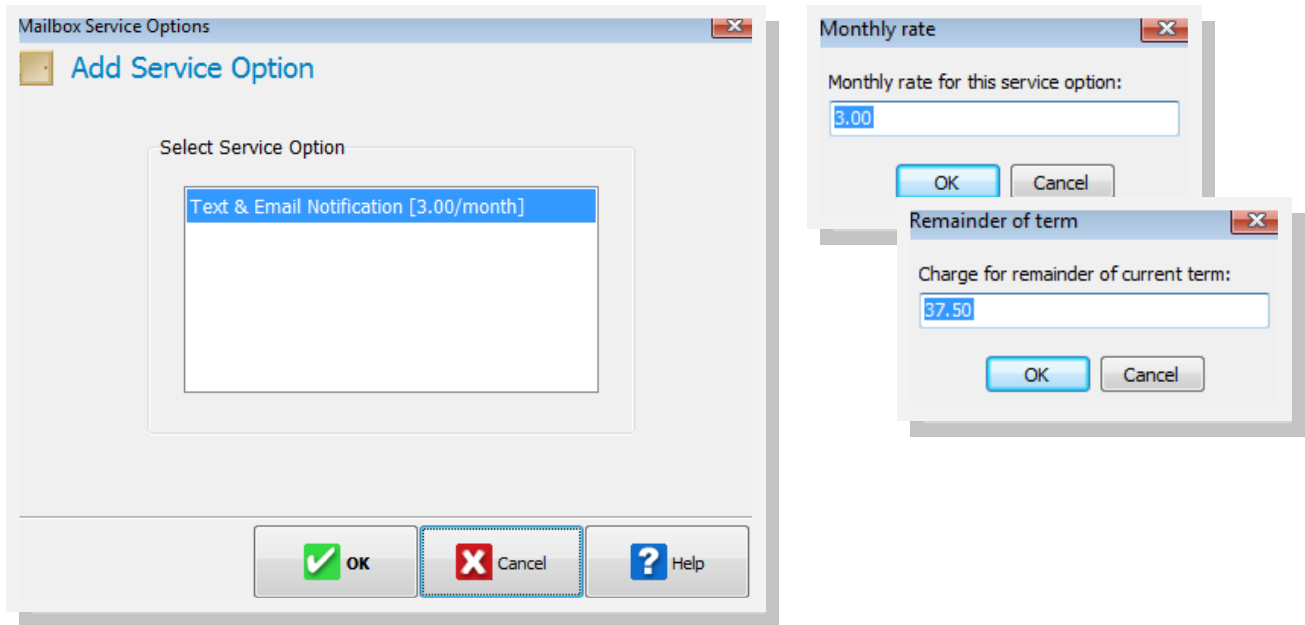


Adding Mail & Package Notifications for Existing Mailbox Customers

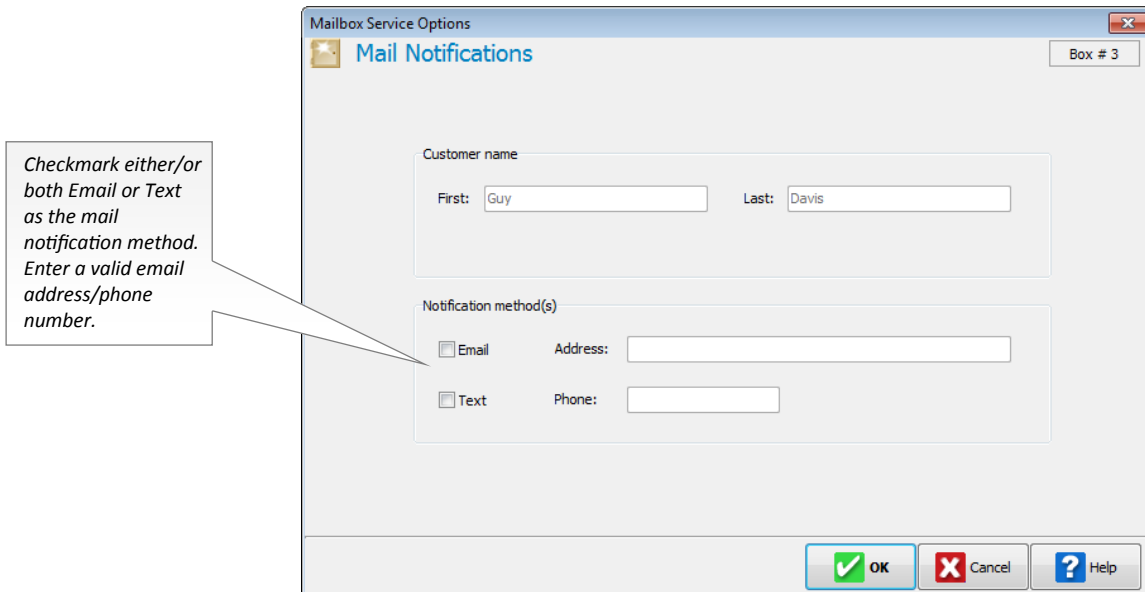
1. In Mailbox Manager, choose **Find Mailbox**.
2. Find and highlight a customer you wish to add the mail notification service to.
3. Choose **Add service option** from the drop-down list. Click **OK**.



4. Choose the mail notification service and click **OK**.
5. You will have an option to change the monthly rate, if desired.
6. You will also have an option to charge immediately for the remainder of the term, as desired.



7. Select the appropriate mail notification option (Email and/or Text).
8. Click **OK** to save your additions. If you charged for the remainder of the term, the transaction will go directly to the POS so you can complete the transaction.



Adding Mail & Package Notifications for New Mailbox Customers

1. In Mailbox Manager, open a new mailbox.
2. On the **Options & Charges** screen, checkmark the box for the mail notification service you added.
3. Complete the new mailbox setup as normal.
4. You'll be prompted to enter the email address and/or text number in the setup process.

Open Mailbox
Box # 8

Options & Charges: Small, 6-Month Term

Service rates

	Month	Term
Basic service:	\$13.00	\$78.00
<input checked="" type="checkbox"/> Text & Email Notification	\$3.00	\$18.00

Cycle and initial term

Due day: 1st day of month

From: 1/22/2014

To: 8/1/2014

[Full term plus 11 days]

Prorate: Add \$5.87

Free additional months: 0

Next due date: **8/1/2014**

Deposits and fees

Setup fee: \$5.00

Service deposit: \$0.00

Deposit for 1 key(s): \$5.00

Charges per term: \$96.00

Proration this term: 5.87

Deposits/fees: \$10.00

Initial amount: \$111.87

[Sales tax not included]

← Back
→ Next
✖ Cancel
🔍 Help

Checkmark the service for mail notification.

Making Changes to Mail & Package Notifications Contact Method

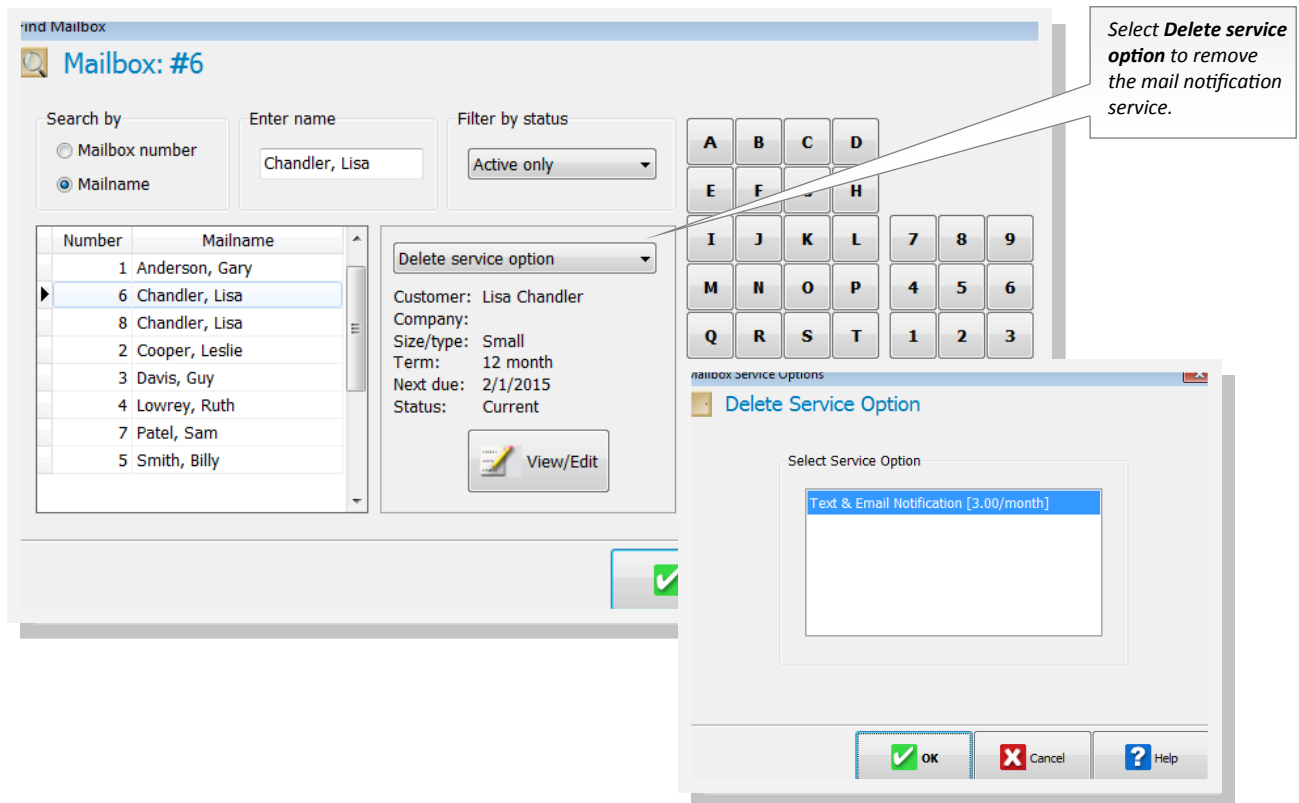
You must make any changes to an email address or phone number in Mailbox Manager (Not in **Edit > Customer**).

1. Go to Mailbox Manager and choose **Find Mailbox**.
2. Select the mailbox customer you wish to make changes and choose **View/Edit**.
3. Choose the **Mail Notifications** tab.
4. Make any changes here, and click **OK** to save.

Removing Mail & Package Notifications for an Existing Mailbox Customer

If you have a customer that no longer wishes to receive notification, you'll need to remove the service from the mailbox.

1. In **Mailbox Manager**, choose **Find Mailbox**.
2. Highlight the appropriate mailbox customer and use the drop-down list to select **Delete Service Option**. Click **OK**.
3. Select the service option you wish to remove.
4. You'll be prompted to confirm. Deleting a service will not prompt you to refund for any fees paid.



The screenshot shows the 'Find Mailbox' window with a search for 'Chandler, Lisa' and a list of mailbox customers. The 'Delete service option' dropdown is selected. A callout box points to this dropdown with the text: "Select **Delete service option** to remove the mail notification service." Below the main window, the 'Delete Service Option' dialog box is open, showing a list of service options with 'Text & Email Notification [3.00/month]' selected. The dialog has 'OK', 'Cancel', and 'Help' buttons at the bottom.

Mailbox Notices

Once the mail notification service has been added to a mailbox, this service will display on future mailbox notices.