



Business partner instruction manual

Collaboration

You are receiving this brochure because there is a partnership with Flexado. This means that customers can use the services and facilities at your location through Flexado, in line with the agreement. To make the cooperation run as smoothly as possible, we have created a manual to deposit at the reception. This manual in combination with the MyFlexado portal and the support website can help you in case there are questions about Flexado customers or the cooperation in general.



Services

Through Flexado, your location offers a number of services. You can easily view and change which services these are, which rates apply and which agreements are in force in the MyFlexado portal.



Support.flexado.com

To answer all questions about the partnership, we have set up a dedicated page: Support.flexado.com. Here you will find answers to the most frequently asked questions. Is your question not among them? Feel free to contact us.



Contact details


Phone number: +31 (0)85 303 2500

Email address: hello@flexado.com

Opening hours: Mon-Fri from 9:00 – 17:00

Post

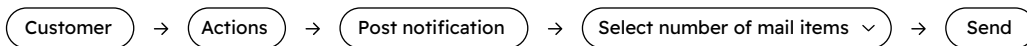
Flexado customers can have their mail processed in different ways. Which way is available can be indicated in the MyFlexado portal. This portal also shows which mail instruction a customer has. The various options are briefly explained below.

 **Attention:** postal instructions may differ based on past agreements.

Collection on site

The customer collects the mail during office hours. When mail is ready for a customer, you can make a notification in the MyFlexado portal. The customer will then be notified that the mail can be collected.

Go to:



Forwarding by post

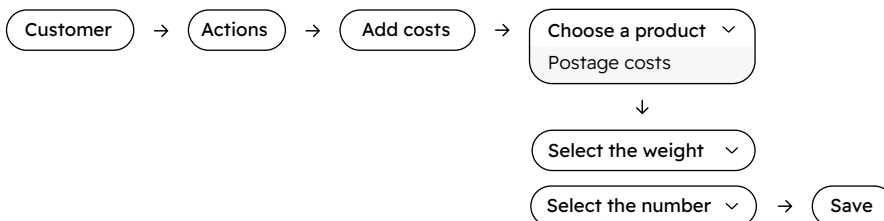
Mail may be forwarded to another address. This address is visible in the MyFlexado portal.

Go to:



After forwarding the mail, postage can be charged to the customer.

Go to:



The postage costs will now be charged to the customer in accordance with the stated price.

[] Scanning

If the customer wants the mail scanned, there are several options.

Scanning & destroy

After scanning, the mail is kept for three months. After that, the original mail items are destroyed (confidentially).

Scanning & forwarding

After scanning, the mail is forwarded to a designated address.

Scanning & archiving

After scanning, the mail is archived. Archiving is done at Flexado's head office. For this purpose, the mail may be forwarded to:

Postbus 579, 5400 AN Uden

Scanned mail can be easily and securely sent to customers via the MyFlexado portal.

Go to:



MyFlexado

MyFlexado is the portal for managing your (virtual) tenants. Here you can find all information about customers, settlements and services.

The portal is made up of a number of modules:

Compliance module

Scan module

Communication module

Office space module

Visit www.support.flexado.com/virtualofficesoftware for a full guide to the portal.

Compliance module

- Access to current customer records
- Annual compliance
- Risk analysis for domiciliary providers

Scan module

- Easy scanning of mail items
- Secure environment for customer mail items

Communication module

- Communicate easily with customers with standard messages
- All communication in one place

Office space module

- Clear overview for your administration