

LET'S MAKE MOVING EASIER



# What to look for in your billing documents

In this guide, we've included an example of an **order confirmation**, an **invoice**, and a **statement**. On each, we've highlighted key areas to help understand your charges, taxes, promotional discounts, and more.

If you have questions after reviewing this guide, please call **(855) 706-4758**.



# Your order confirmations



Your order confirmation provides an overview of all the services, charges, and dates for your order. Please note you will receive a new order confirmation each time your order changes.

## PODS Order Confirmation

This is your Order Confirmation with your local PODS® Service Provider. Please review the information carefully and notify us immediately if the order contains any errors in locations, dates, or amounts. Container sizes may vary. We are currently updating our systems to best reflect the capacity of our small container fleet. During this transition, some of our communications may still label the small containers as "7.6" instead of "6.6". We apologize for any confusion this may cause.

### Account Information

Customer #: 16888243  
 Name: Mike Miller  
 Address: 9710 University Dr, Austin, TX 78758  
 Primary Contact Phone: (512) 551-2222  
 Primary Contact Email: [redacted]  
 Alternate Contact: Not provided  
 Alternate Contact Phone: Not provided  
 Alternate Contact Email: Not provided  
 Payment Terms: Automatic payment  
 Credit Card: [redacted]

### Order Information

Order #: 4824856  
 Quote #: 122562710  
 Original Order Date: 11/7/2023  
 Number of Containers: 1  
 Contents Protection Option: Your order includes Contents Protection for \$10,000.  
 Container Only Option: Included

### Container 1 Details: 16-foot length container

Service Date	Service	Location
12/11/2023	Deliver to Customer	[redacted]
12/12/2023	Return to Storage Center	101 Benefit Drive, Round Rock, TX 78664
5 months	Storage	Storage Center
Not scheduled	Storage Center to Storage Center	Round Rock, TX to Norwood, MA
Not scheduled	Reschedule to Customer	Boston, MA 02132
Not scheduled	Final Pick-up	Boston, MA 02132

### Equipment and Supplies delivered with your container

Service Date	City	Service
12/11/2023		1 Disc Lock Max Security Stainless 2.75" / 70mm

### Payment Schedule

Charges are based on the dates and locations provided in your order, and include all containers (if applicable). Any charges to the dates of your service will reflect your Payment Schedule. The Transaction Date is the date charges will be made to your payment card. Your order may see a temporary Authorization, or Hold, on your payment card up to 72 hours before the actual transaction date.

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
12/11/2023	Deliver Empty Container to Your Location	1 @ \$159.50	\$159.50	(\$39.80)		\$119.70
12/11/2023	Fuel Subsidy for Local Transportation	1 @ \$0.00	\$0.00			\$0.00
12/11/2023	Disc Lock Max Security Stainless 2.75" / 70mm	1 @ \$14.95	\$14.95		\$1.24	\$16.19
12/11/2023	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00	(\$77.50)		\$232.50
12/11/2023	Contents Protection While in Transit Fee	1 @ \$50.00	\$50.00		\$4.13	\$54.13
12/11/2023	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.12	\$54.07

Total: \$584.44 (\$917.38) \$9.49 \$476.55

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
12/12/2023	Return Final Container to Storage Center	1 @ \$0.00	\$0.00			\$0.00
12/12/2023	Fuel Subsidy for Local Transportation	1 @ \$0.00	\$0.00			\$0.00

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
1/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
1/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.13	\$54.07
	Total		\$359.95		\$4.12	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
2/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
2/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.12	\$54.07
	Total		\$359.95		\$4.12	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
3/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
3/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.12	\$54.07
	Total		\$359.95		\$4.12	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
4/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
4/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.12	\$54.07
	Total		\$359.95		\$4.12	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
5/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
5/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.12	\$54.07
	Total		\$359.95		\$4.12	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
6/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
6/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.12	\$54.07
	Total		\$359.95		\$4.12	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
7/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
7/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.12	\$54.07
	Total		\$359.95		\$4.12	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
Not scheduled	Transportation Mileage	1 @ \$2,220.25	\$2,220.25	(\$391.90)		\$1,828.35
Not scheduled	Fuel Subsidy	1 @ \$0.00	\$0.00			\$0.00

Total: \$2,612.25 (\$391.94) \$2,220.41

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
Not scheduled	Deliver Empty Container to Your Location	1 @ \$178.00	\$178.00	(\$44.50)		\$133.50
Not scheduled	Fuel Subsidy for Local Transportation	1 @ \$0.00	\$0.00			\$0.00

Transaction Date	Service or Product	Qty	Price	Discount	Est. Tax	Total
Not scheduled	Pickup Empty Container From Your Location	1 @ \$0.00	\$0.00			\$0.00
Not scheduled	Fuel Subsidy for Local Transportation	1 @ \$0.00	\$0.00			\$0.00

Taxes are estimates. For final tax charges please reference your invoices or statements found on myPODS.com

### Additional placement and delivery notes

Container 1  
 Service location: [redacted]  
 Service description: Deliver to Customer on 12/11/2023  
 Service instructions: This is not a gated community or area. The container is to be placed in a paved driveway. The driveway is at least 10 feet wide. The driveway is a single or wide driveway. The container should be placed 3-6 feet from the building.

To schedule or reschedule your dates of service, make payments, change your contact information, or get answers to Most Frequently Asked questions, please log in to My Account at [www.pods.com](http://www.pods.com). For other questions regarding your scheduled products or prices, please contact Customer Care at 1-800-950-7827.

Any changes to the products, dates, tax rates or locations entered may result in a change in price and resulting charges.

### Additional Terms and Conditions

All orders are subject to the terms and conditions of the Rental Agreement for using a PODS brand container and associated goods and services which are incorporated herein and made a part hereof and which you accept when you do any of the following: (a) provide your written or electronic signature; (b) attempt to do so in any way; (c) use the services described in this Order Confirmation; (d) load or store goods in a PODS brand container; or (e) pay for any services described in this Order Confirmation. The Rental Agreement is available by logging into your online account at [www.pods.com](http://www.pods.com) or it can be supplied to you by contacting 1-855-673-7827.

Customer acknowledges that it is the Customer's sole responsibility to insure the contents stored in a container and agrees that unless Customer obtains Contents Protection from the PODS Service Provider to assume liability for damage to Customer's contents. Customer will either secure insurance that the Customer stores adequate from a third-party carrier or Customer's existing or accept full responsibility for all losses.

If you've signed up for automatic payments, you'll see them listed here.

If you've opted for Contents Protection, it'll appear here. Note, this is a monthly charge.

Any promotional discount appears here. Please note that promotions apply to specific parts of your order. See your promotion's Terms and Conditions for details.

Here's where you'll find charges for locks and moving blankets added to your order.

To see your final tax charges, check your invoices and statements on MyPODS.com.

**CHARGES FOR INDIVIDUAL SERVICES AND PRODUCTS APPEAR IN THIS COLUMN.**

Promotional discounts appear with the services in which they apply.

In each section, the total is the sum of all services for the day minus any discounts.

Here's your payment method.

Charges for storing your container at a PODS Storage Center appear here.

Contents Protection is also charged while your container is in transit.

# Your invoices



Your invoice offers a breakdown of costs associated with each service on a given day.



PODS Enterprises LLC  
PO Box 791003  
Baltimore MD 21279-1003  
USA

**Invoice No.** PODS006764925  
**Customer Account** 166889243  
**Invoice Date** 02/08/2024  
**Due Date** 02/08/2024  
**Payment Terms** RECEIPT  
**Order No.** 4624856  
  
Enrolled in Autopay. Payment will be processed on 02/08/2024  
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The date for your invoice appears here.

The due date for your invoice appears here.

Thank you for choosing PODS!

Need to connect with our Customer Care Team? Chat with us at MyPODS.com or call (855) 706-4758. We're available 8 a.m.-10 p.m. ET Monday-Saturday and 9 a.m.-8 p.m. ET Sunday.	Questions about billing and payments? Get fast answers on these topics at <a href="https://PODS.com/billing-and-payments">PODS.com/billing-and-payments</a> .
You can also reach us by email at <a href="mailto:CustomerService@PODS.com">CustomerService@PODS.com</a> . Please include your customer account number (at top of this invoice) and the four-digit PIN you created when setting up your account.	Looking for moving, storage, or renovation tips? Check out the PODS Blog, and follow us on Facebook, Instagram, Pinterest, and YouTube.

Discounts for applicable services appear here.

Order #:	Qty	Price	Discount	Amount	Tax Amt	Total		
4624856								
Container ID 126809BX	Transportation Mileage	02/08/24	1	\$2,612.25	\$653.06	\$1,959.19	\$0.00	\$1,959.19
				<b>Subtotal</b>	<b>\$1,959.19</b>	<b>\$0.00</b>	<b>\$1,959.19</b>	

If taxes apply to a service, you will see them listed next to the service in this column.

**Important Information**  
We've updated our invoices as part of our ongoing efforts to provide you with an enhanced experience. Some of the differences you'll see are improved readability and the addition of tax amount per item.

Invoice Subtotal	\$1,959.19
Tax Subtotal	\$0.00
Invoice Total (USD)	\$1,959.19

Your invoice total is the sum of all services listed in the invoice.



**Customer account number** 166889243  
**Invoice amount** \$1,959.19  
**Due Date** 02/08/2024  
Enrolled in Autopay. Payment will be processed on 02/08/2024

**Invoice No.** PODS006764925

Total Amount Enclosed  
\$

PODS Enterprises LLC  
PO Box 791003  
Baltimore MD 21279-1003  
USA

1668892439PODS006764925001959005

Your statement provides a view of invoices for a given month.



PODS Enterprises LLC  
PO Box 791003  
Baltimore, MD 21279-1003  
USA

Thank you for choosing PODS!

**Statement No.** PODSCS01902440  
**Account No.** 166889243  
**Statement Date** 01/13/2024  
**Statement Period** 12/13/2023 - 01/12/2024

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The time period for the charges in your statement are shown here.

Here's a snapshot of your charges for the month.

**Need to Contact Us?**

Our Customer Care Team is available  
Monday - Saturday, 8:00am - 10:00pm ET  
Sunday, 9:00am - 8:00pm ET

You can reach us by chat on MYPODS.com,  
by phone at (855) 706-4758 or by  
email at CustomerService@PODS.com.

Please have your customer account number  
and four-digit PIN ready

The **starting** and **ending** date for your monthly statement appears here.

**Account Summary**

**Period Dates: 12/13/2023 - 1/12/2024**

Previous Balance	\$	0.00
New Charges	\$	391.13
Payments	\$	(391.13)
<b>Balance</b>	<b>\$</b>	<b>0.00</b>

**We want you to know**

We have recently upgraded our billing system. Log in to your account at MYPODS.com to view and download your latest statement. If you have any questions about your bill, please contact our Customer Care Team.

Looking for moving, storage, or renovation tips? Check out the PODS Blog and follow us on Facebook, Instagram and Pinterest.

**Payment Options**

To pay by phone:  
Call us at (855)706-4758

To pay online:  
Visit MYPODS.com

To sign up for AutoPay using a credit card,  
please contact our Customer Care Team.

**Transaction Details**

CUID: 166889243 - [REDACTED]

CUID #: 166889243			Service:	Service date(s)	Price	Amount	Tax	Total
Container #:	Order #:	Invoice #:	Non-Paved Surface Fee	12/13/23	\$ 25.00	\$ 25.00	\$ 2.06	\$ 27.06
Container #:	Order #:	Invoice #:	Contents Protection \$ 10,000 Value - Monthly Fee	01/11/24 - 02/10/24	\$ 49.95	\$ 49.95	\$ 4.12	\$ 54.07
Container #:	Order #:	Invoice #:	Monthly Rental of Container in Storage Center	01/11/24 - 02/10/24	\$ 310.00	\$ 310.00	\$ 0.00	\$ 310.00
<b>Total</b>						<b>\$ 384.95</b>	<b>\$ 6.18</b>	<b>\$ 391.13</b>
<b>Statement Total:</b>						<b>\$ 384.95</b>	<b>\$ 6.18</b>	<b>\$ 391.13</b>

Each service you received is listed here.

Your statement total includes the services listed above and applicable taxes.

**Important Information**

**Account Activity Details**

**Payments Applied**

Recorded Date	Payment Information	Payment amount
12/14/2023	Credit Card Visa, [REDACTED] - Payment	(\$27.06)
1/12/2024	Credit Card Visa, [REDACTED] - Payment	(\$364.07)
<b>Subtotal</b>		<b>(\$391.13)</b>

If applicable, taxes for each service will appear in the column above.

Your cards that are on file, payment amounts, and history appear here.