



## Instructions For Doing Business With Akooba, Inc.

At Akooba, we believe it should be as simple and easy as possible for our clients to do business with us. In order to facilitate this process, we have prepared the following document as a roadmap for the minimum requirements for avoiding any issues that may cause a delay. This should not be construed as the full requirements for conducting business with Akooba, Inc.

**The following agreements must be executed before any services can be provided by Akooba to an external organization.**

**Master Services Agreement (MSA)** – The Akooba MSA details the responsibilities and obligations of both Akooba and external parties. Please note that services are not NAID certified unless explicitly indicated within the MSA.

**Services Addendum** – The Akooba Services Addendum outlines the product description, price schedule, software licensing, services, customer requirements, intellectual property ownership, fees, and reporting, dependent on the services offered.

**The following information contains frequently asked questions relating to billing:**

**How do I track jobs with Akooba?**

Each job with Akooba will have a Lot number assigned. Lot numbers are for groups of material that are picked up from the same location at the same time. Pickups with multiple locations, or over a range of days will have multiple Lot numbers assigned. Akooba is unable to provide service until a Lot number has been assigned.

**How do I know how much Akooba’s Service will cost?**

The fees or payments for services are detailed in a company’s Service Addendum. Akooba is happy to provide estimates or quotes of the level of effort involved in a particular Lot, just ask your Account Manager.

**When will I receive my bill?**

Customers of Akooba receive a settlement report at the end of each settlement period or when there are no more consigned assets to be sold. The settlement report will accompanied by either an invoice or a payment.

**How will I be billed?**

Customers of Akooba are sent the settlement report electronically in PDF form via email from their account manager. All invoices are payable 30 days upon receipt.

**For any additional questions, please use the following information to contact the Akooba team:**

Department	Name	Phone #	Email
Logistics	Logistics Department	1.844.425.6622 x 705	logistics@akooba.com
Account Management	Matthew Young	1.844.425.6622 x 704	matt@akooba.com