DELAWARE BUSINESS INCORPORATORS, INC.

How to Use Our New Customer Portal

"A Step-By-Step Help Guide"

Delaware Business Incorporators, Inc.

3422 Old Capitol Trail, Suite 700
Wilmington, DE 19808
302-996-5819 | 1-800-423-2993 | Fax: 302-996-5818
Email: support@dbiglobal.com

Service by Professionals.

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PLEASE NOTE: The following sections on the Customer Portal are NOT accessible: OPPORTUNITIES, PROJECTS, ASSETS, and SERVICE METRICS. In a future software release, these sections will not appear. Thank you for your understanding.

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Welcome!

First, we would like to thank you for being a client of Delaware Business Incorporators, Inc. Many of you have been with us since 1986 when we started. THANK YOU FOR YOUR LOYALTY. Beginning June 1, 2020, we will be using a new Customer Relationship Management (CRM) and accounting system called Striven. The Striven software replaces our NetSuite software. Because of this change to a new software system, how you pay our invoices and view monthly statements has changed slightly. This step-by-step Help Guide explains in detail the various sections and uses of the Delaware Business Incorporators' Customer Portal.

Here is a summary of the new features available on our Customer Portal:

- New Customer Portal to easily manage your account including setting up payment profiles, paying invoices, printing invoices/statement and more.
- We've updated our invoice and statement formats by adding a little color and rearranging the data fields.
- You will now get an email notification with a link letting you know that we've posted an INVOICE in your account.
- Use your mobile phone, desktop or tablet. It's quick and easy to login with your login email and password.

What Is A Customer Portal?

A Customer Portal provides insight and information into your account. It makes it easier for you to connect with us. Our Customer Portal provides the following benefits to you:

- Approve sales orders/estimates online (sign electronically)
- Setup and manage payment profiles, i.e. credit cards and e-Check ACH details
- Administer Auto-PAY in your account
- Pay invoices
- Receive and share messages, documents, and important information with our staff
- Submit "To Do" tasks to our staff
- See order progress and history (tasks, orders, transactions)
- Get 24/7 access - not just during business hours

*** NEW FEATURES & BENEFITS ***

Login Setup and Easy Password Reset

Our new Customer Portal system simplifies the login and password setup process. And, you can easily reset your password without requesting our assistance.

Enhanced Customer Portal

Our new Customer Portal is packed with time-saving features. Approve Sales Orders/Estimates electronically. Review progress of your orders. Review/print documents we've prepared and filed for you. Manage credit card payment profiles. Pay invoices. Review statements.

Sales Orders/Estimates with Electronic Approval

You can order our services through our website or contact us directly by phone or live chat. Let us know what you need, and we'll prepare a Sales Order/Estimate for your review. You can even approve and sign Sales Orders/Estimates electronically from your mobile phone!

Credit Card Payment Profiles

Now you can setup one or more Payment Profiles (credit card number, expiration date, etc.). Once your payment details are entered, we'll only be able to see the last 4 digits of your credit card. Our system is fully compliant with all Payment Card Industry (PCI) standards.

E-Checks (ACH) *NEW*

E-checks (optional): Beginning June 1, 2020, you can now setup to pay us via e-Check (ACH) from your checking account.

Auto-PAY *NEW*

Beginning June 1, 2020, you'll be able to self-administer Auto-PAY for any of our invoices. Turn it on and off as needed. Auto-PAY is available with credit cards or e-Checks.

Hub (Document Storage) *NEW*

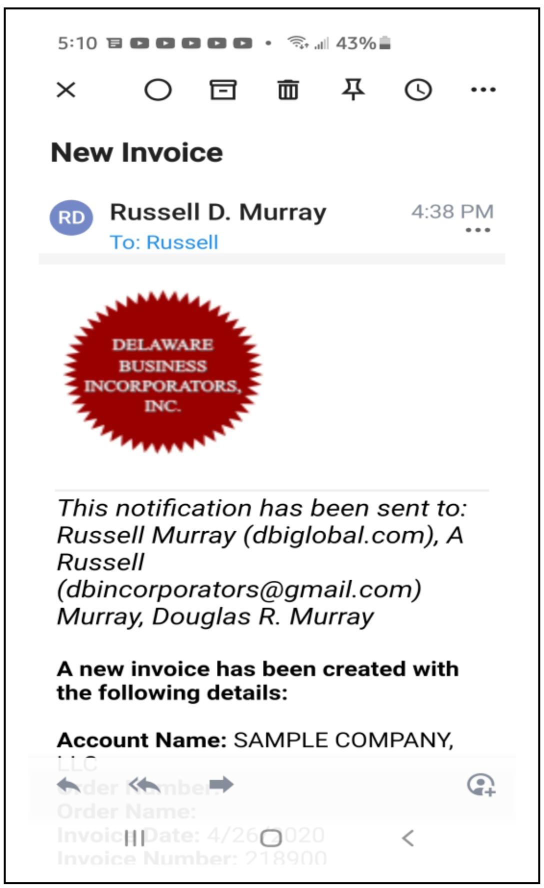
Now you have your own HUB where all your documents that we have created and filed for you will be stored.

How Will I Get My Invoices?

You will receive an email from us each month on the 1st of the month. The email will include two links:

- **Please click this link to view or pay this invoice online.** (This link will take you to our online Customer Portal. You'll need to login with your email and password.)
- **Click here to download the PDF version of the invoice.** (This link will take you to a page whereby you can PRINT your invoice.)

(Please Note: Our invoice emails will no longer include a PDF attachment of the invoice.) We will continue to email and print/mail your physical invoice on the 1st of the month. Statements will be emailed and printed/mailed on the 15th of each month. This is what the email notification will look like for the invoice on your mobile phone (part 1 and part 2:



Login Procedure:

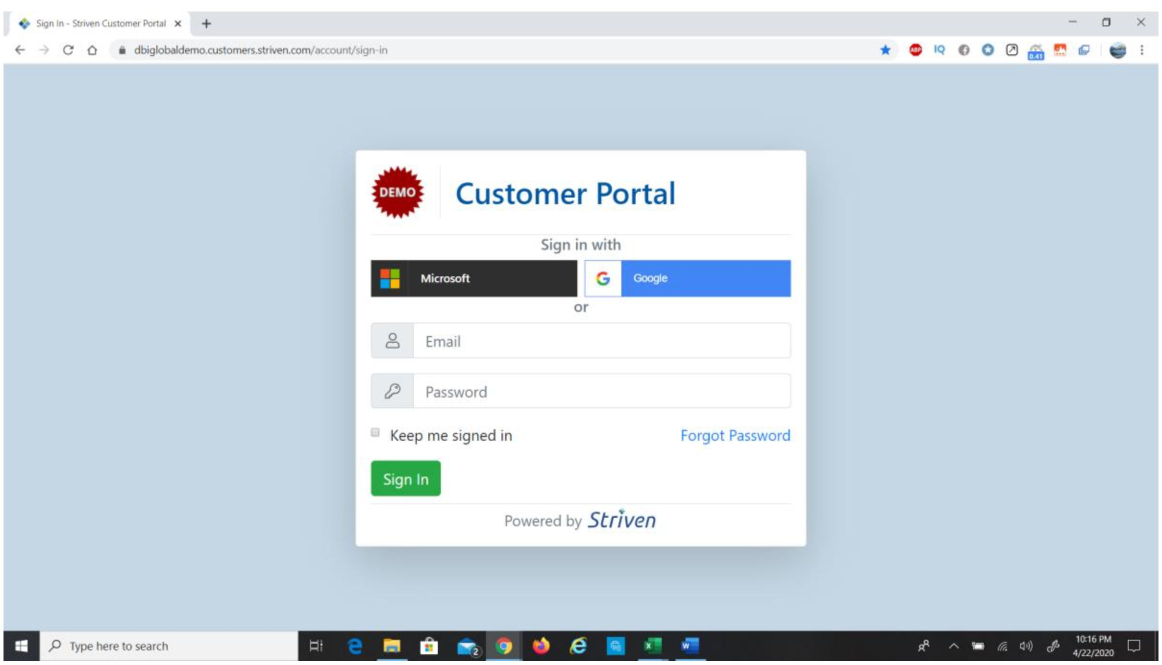
Three easy steps to get access to our Customer Portal:

1. Go to our Customer Portal Secure login link: www.dbiglobal.net (You can also find the Customer Portal link on our webpage at www.delawarebusinessincorporators.com.)
2. Enter your email address that we have on file for you
3. Setup your password

Once your Password is setup, you'll be able to login to the Customer Portal. You can elect to remain signed in. If you forget your password, it's easy to reset it. You can also sign in with your Microsoft or Google account.

IMPORTANT: Once you receive your email invitation to our Customer Portal, your screen will have a place for you to select a NEW Password. You'll need to enter your NEW password twice the first time.

Once you've setup your Password, the next time you go to the www.dbiglobal.net link you'll see the webpage below:



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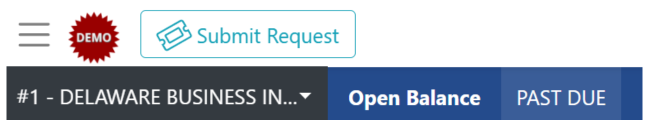
How Do I Use the Customer Portal to Make a Payment on an Open Invoice?

Login Procedure to access our Customer Portal:

1. Go to our Customer Portal Secure login link: https://www.dbiglobal.net (You can also find the Customer Portal link on our webpage at www.delawarebusinessincorporators.com.)
2. Enter your email address that we have on file for you
3. Enter your password

How to Pay an Invoice:

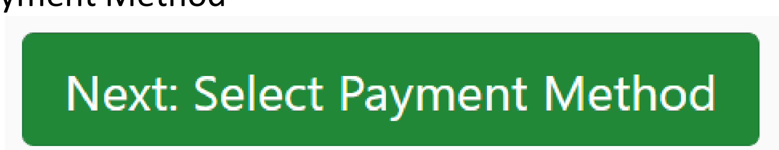
1. Login to our Customer Portal
2. Go to Customer>Open Balance



3. Check off Transactions you want to pay

	Type	Txn #	Date	Memo	Due Date	PO #	Amount	Open	
☑	Invoice	218896	04/22/2...		04/22/2...		$0.01	$0.01	Amount $0.01

4. Next: Select Payment Method



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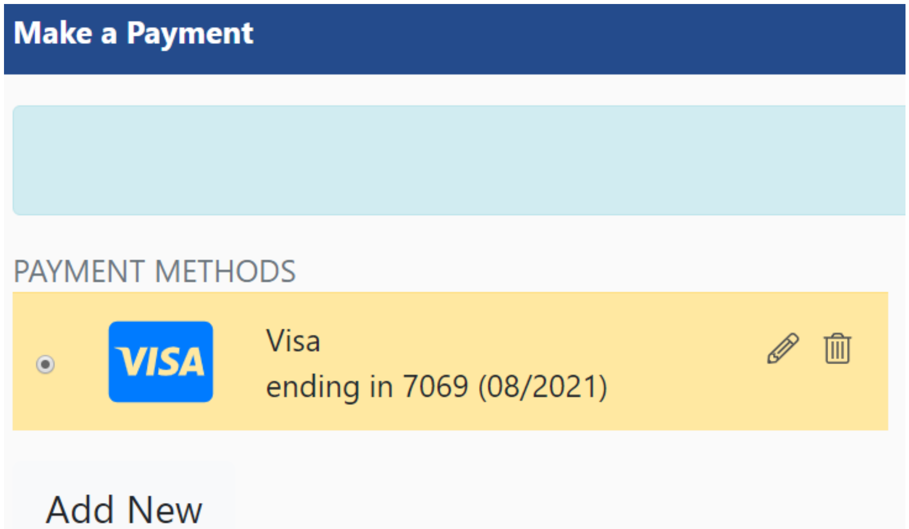
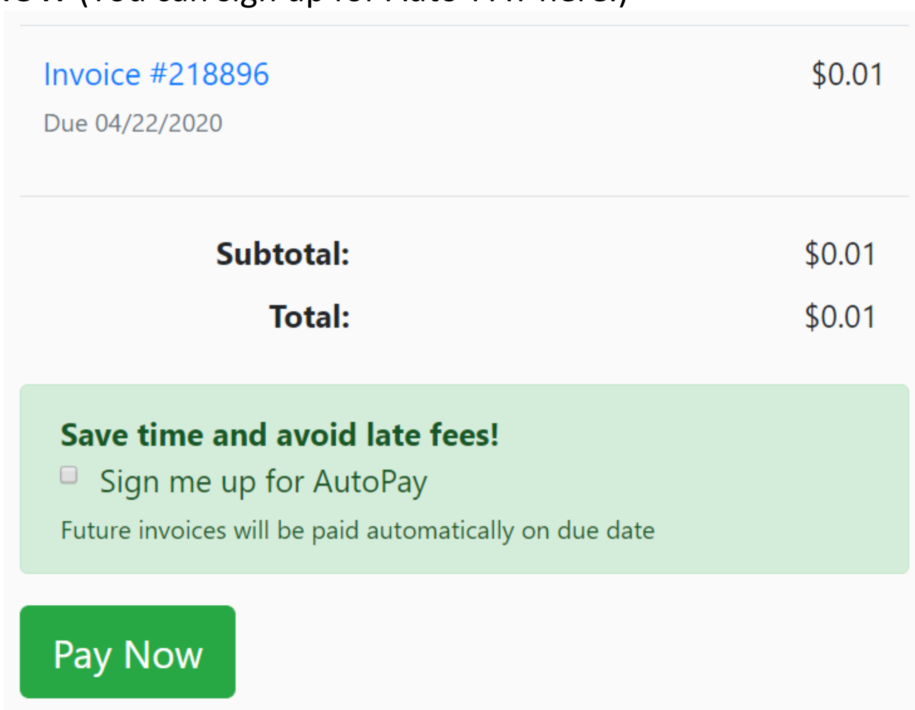
5. Setup a Payment Profile – Either credit card or e-Check



6. Click PAY NOW (You can sign up for Auto-PAY here.)



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What If I Don’t Want to Pay Online?

We are going to continue mailing invoices and statements. You can **mail** your check payments to:

> **Delaware Business Incorporators, Inc.**
> **PO Box 5722**
> **Wilmington, DE 19808**

OR, you can **FAX** your payment details, i.e. credit card number, expiration date, security code, and name on card to: **302-996-5818**.

This is what our printed invoices will look like beginning June 1, 2020:

INVOICE

Account No.: 1
Invoice Date: 4/26/2020
Invoice No.: 218900

Bill To:
SAMPLE COMPANY, LLC
3422 Old Capitol Trail
Capitol Office Center
Suite 700
Wilmington, DE 19808, US

Ship To:
SAMPLE COMPANY, LLC
3422 Old Capitol Trail
Capitol Office Center
Suite 700
Wilmington, DE 19808, US

Terms: Net 90 Days

Due Date: 7/25/2020

Qty	Item Name	Item Description	Amount
1	Penny Item Test	Payment of this invoice fulfills your legal requirement in accordance with Delaware General Corporation Law, Section 8, Subsection 132. PLEASE NOTE: Without payment, DBI will resign as your Delaware registered agent and your LLC or corporation will lose its legal status in Delaware. Our resignation will occur 30 days after the due date on this invoice.	$0.01

Subtotal:	$0.01
Shipping & Handling:	$0.00
Total:	$0.01
Payments / Credits:	$0.00
Open Balance:	$0.01

RE: DELAWARE BUSINESS INCORPORATORS, INC. (NAME OF ENTITY)
Login Email on File: dbincorporators@gmail.com | **Phone on File:** (302) 996-5819

Payment Types Accepted: We accept Visa, Mastercard, American Express, Discover, and e-Check (ACH). Save the Environment and Pay Online: You can pay online at https://www.dbiglobal.net. We prefer online payments. Finance Charge: A 2% monthly finance charge will be assessed for payments made after the due date. Thank you for your business and patronage!

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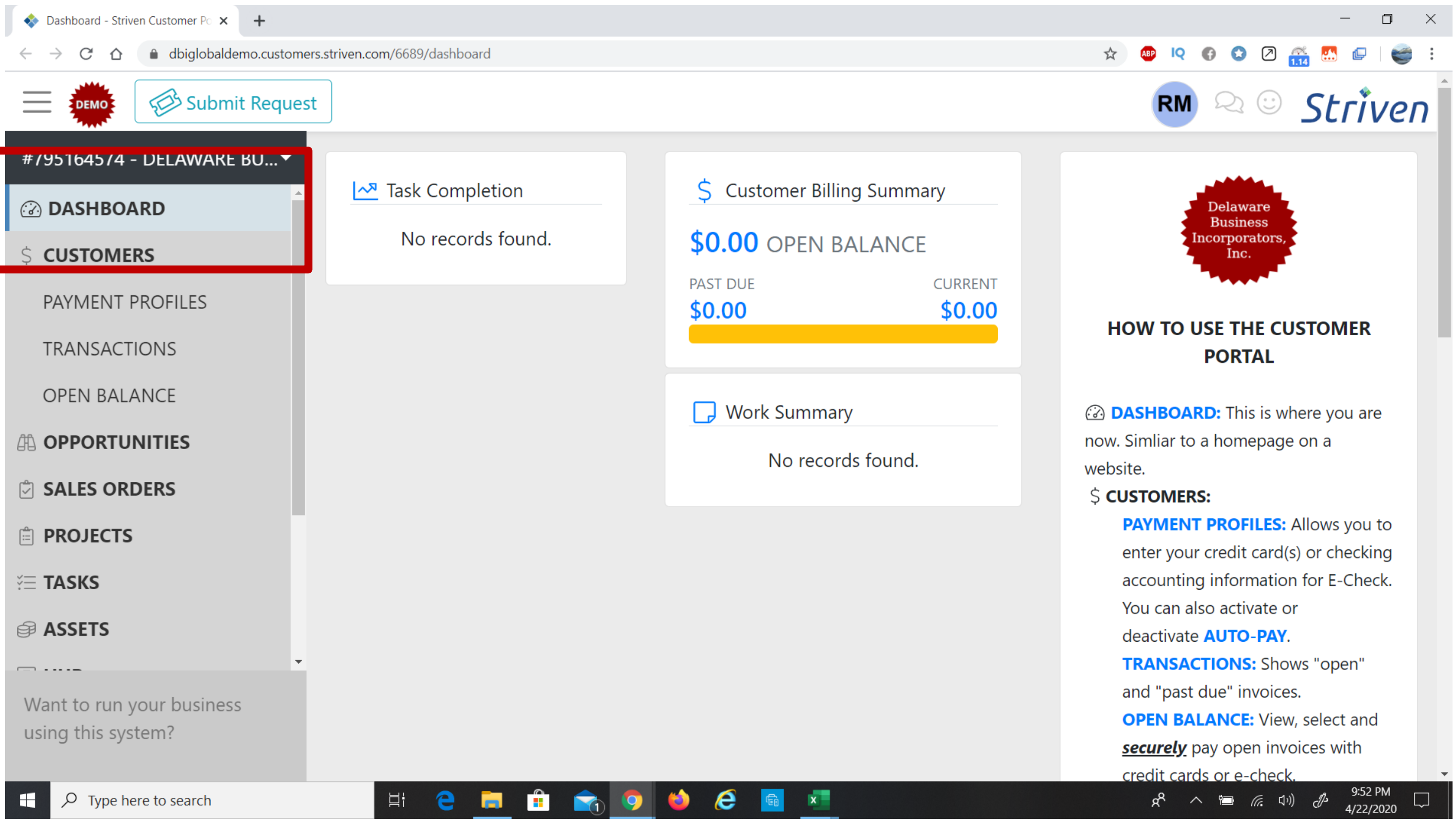
What is the Dashboard?

The Dashboard is like a home page. Your Dashboard will have a Section Menu on the left-hand side, a summary of Task Completion, Customer Billing Summary, and a convenient "How to Use the Customer Portal" section on the right-hand side.



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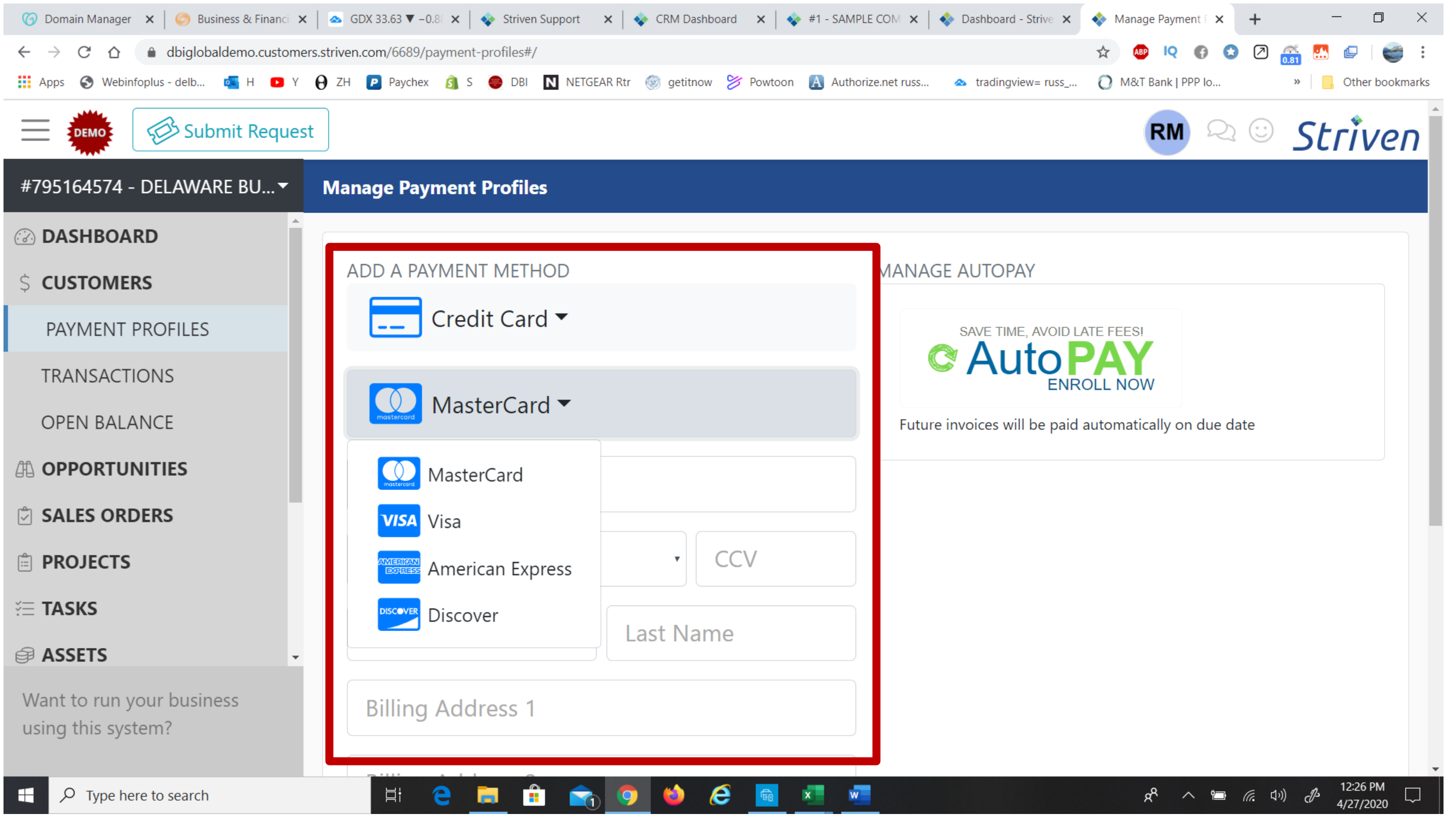
What is a Customer Payment Profile?

A Customer Payment Profile is either a credit card or E-check (ACH). You can have multiple payment profiles and switch between payment profiles as needed.



You can setup and manage one or more credit cards in your payment profile section. We accept Visa, Mastercard, American Express and Discover. We also accept e-Checks (ACH).

All credit card details are stored on the servers of our merchant account. We do NOT store any of your credit card details on any of our servers or our accounting software provider Striven. We do have access to the last 4 digits of your credit card for referencing purposes.

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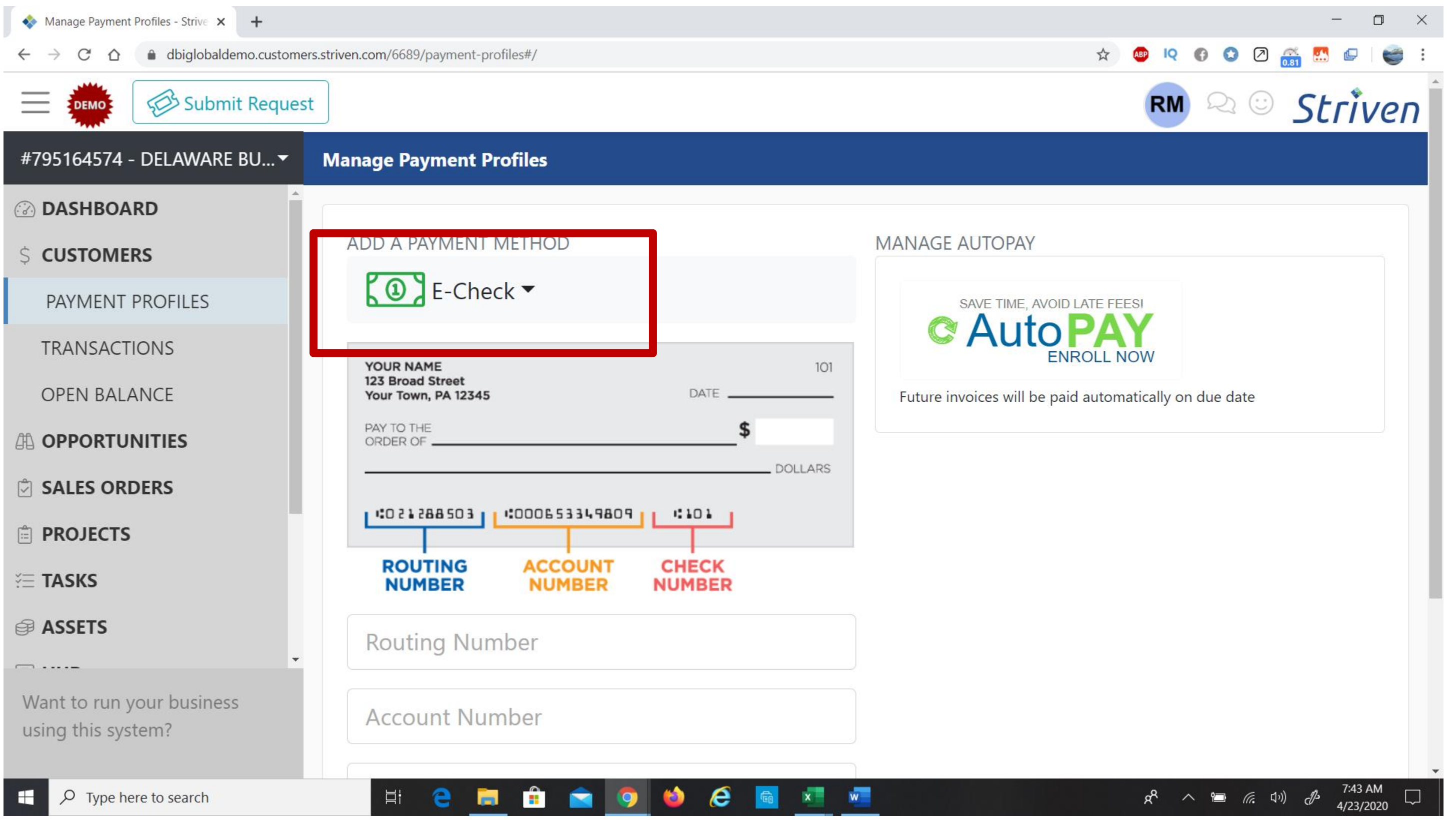
What is an e-Check? (Optional)

An e-Check allows you to pay your invoices by entering your routing number, account number, name on account, and bank name. Our e-Check service uses the Automated Clearing House (ACH)* system. All banking details are stored on the servers of our merchant account and e-Check provider. We do NOT store any of your e-Check details on any of our servers nor does our accounting software provider, Striven.



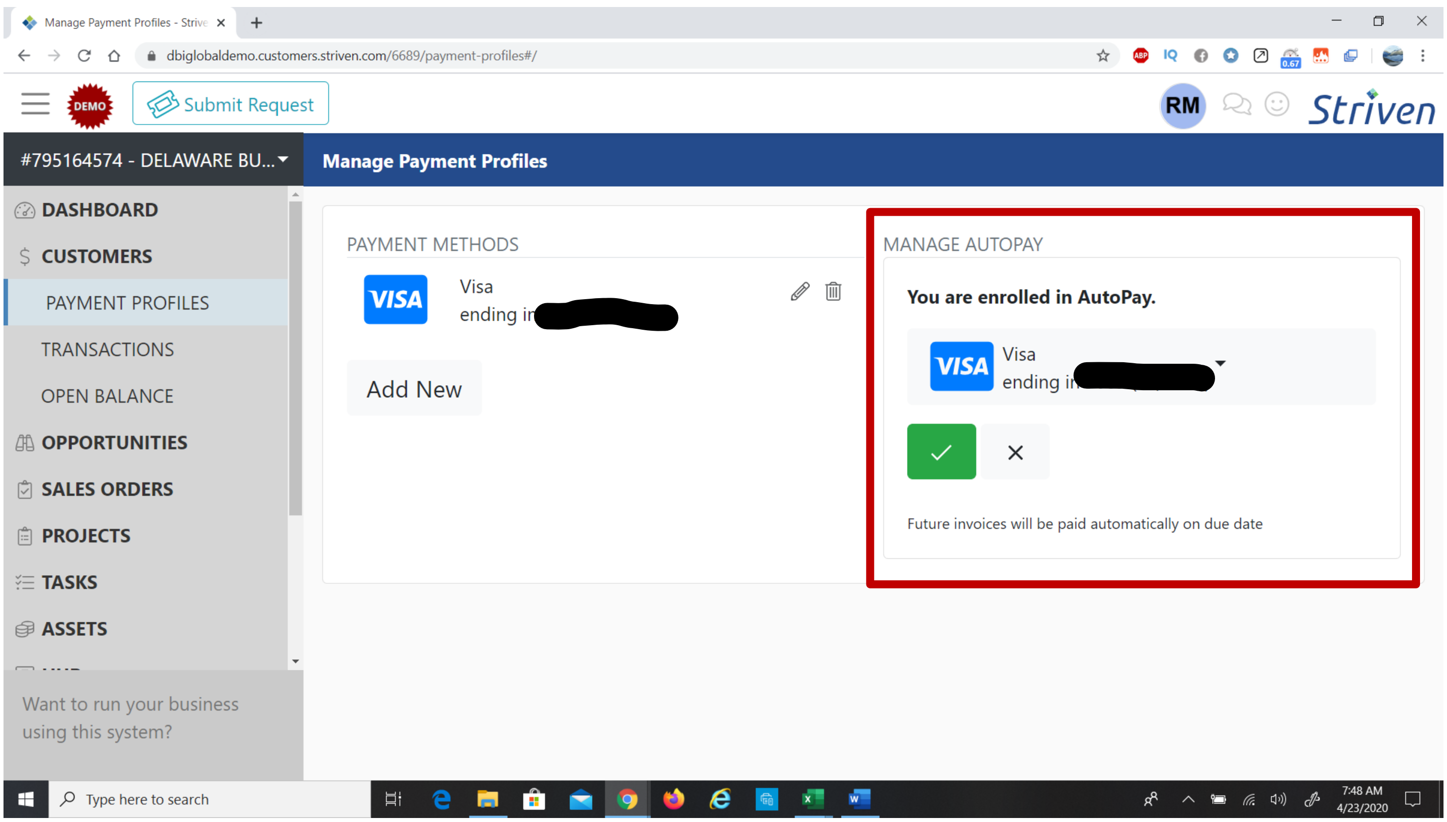
*What Is the Automated Clearing House (ACH)?

The Automated Clearing House (ACH) Network is an electronic funds-transfer system run by NACHA, formerly the National Automated Clearing House Association, since 1974. This payment system provides ACH transactions for use with payroll, direct deposit, tax refunds, consumer bills, tax payments, and many more payment services in the United States.

What is Auto-PAY? (Optional)

Auto-PAY is an easy to use feature that allows you to setup credit card and/or e-Check payment profiles. Auto-PAY makes it easy to pay your open invoices automatically on the day they are due. With Auto-PAY, you can save time and avoid late fees. Once activated, all future invoices will be paid automatically on the due date. You can easily manage the Auto-PAY feature too. You can turn it on and off as needed. Auto-PAY can only be activated once you've setup at least one payment profile -- a credit card (credit card number, expiration date, etc.) or e-Check. The Auto-PAY feature is optional and available for either credit card or e-Check.

After Auto-PAY feature is activated:



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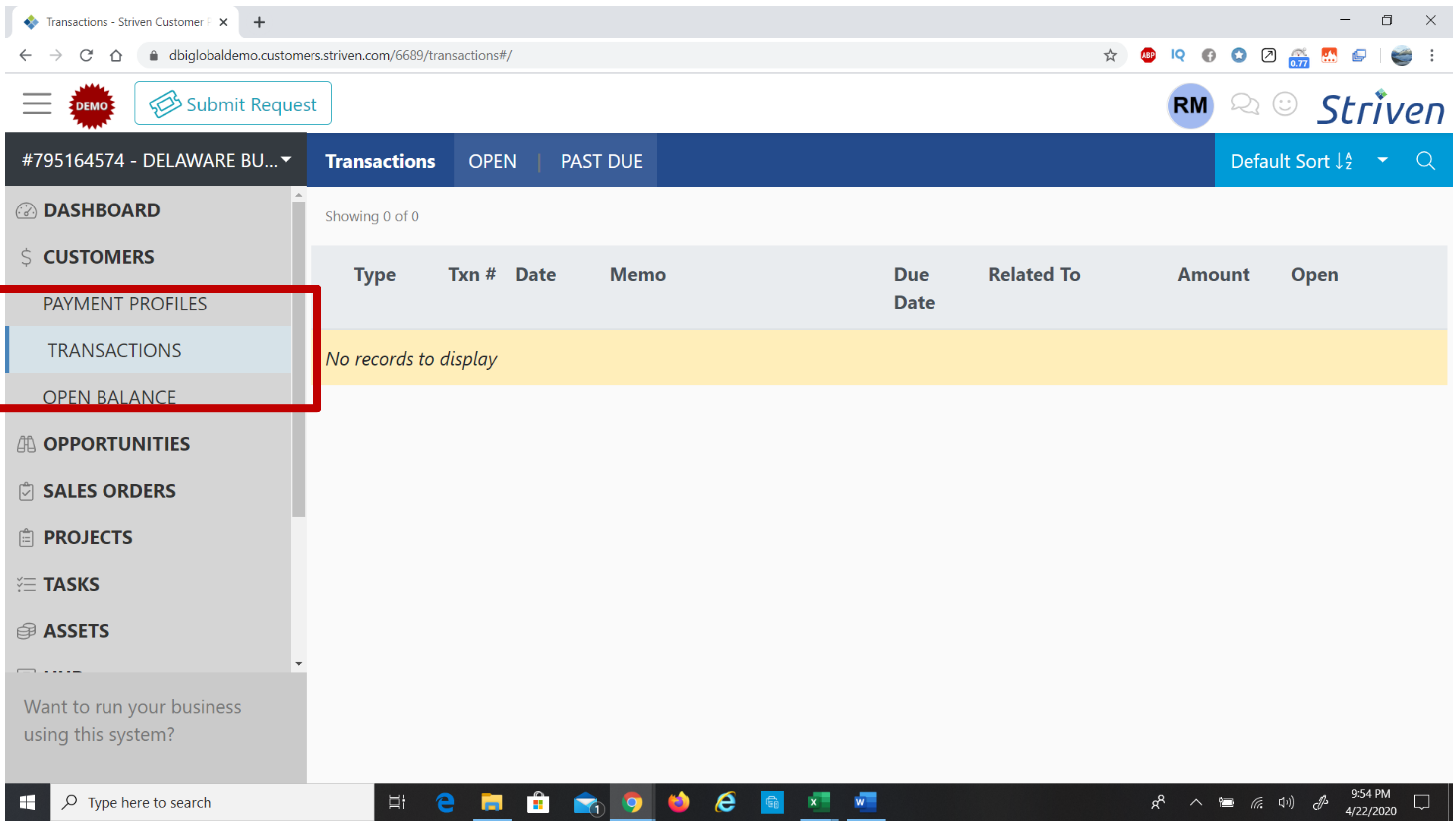
What is a Customer Transaction?

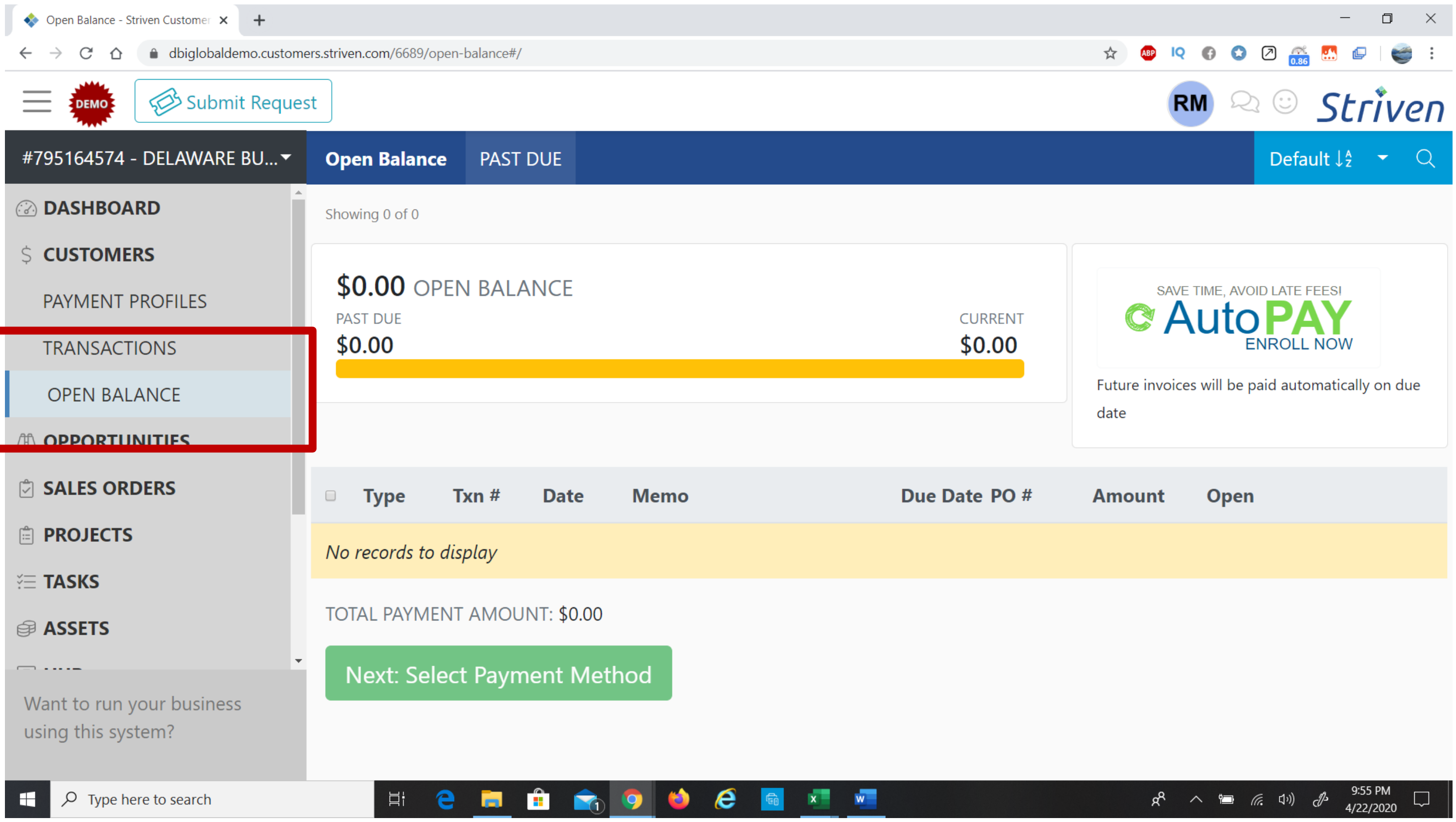
The following types of transactions are displayed: invoices, credit memos, and payments. In addition, the invoice transaction section is broken down into OPEN and PAST DUE invoices. The following transaction information is available for review: Type, Transaction No., Date, Memo, Due Date, Related To, Amount and Open.

You can also SORT by Date, Transaction Type, Amount and Open. If you have many transactions, you can also use the convenient SEARCH feature.



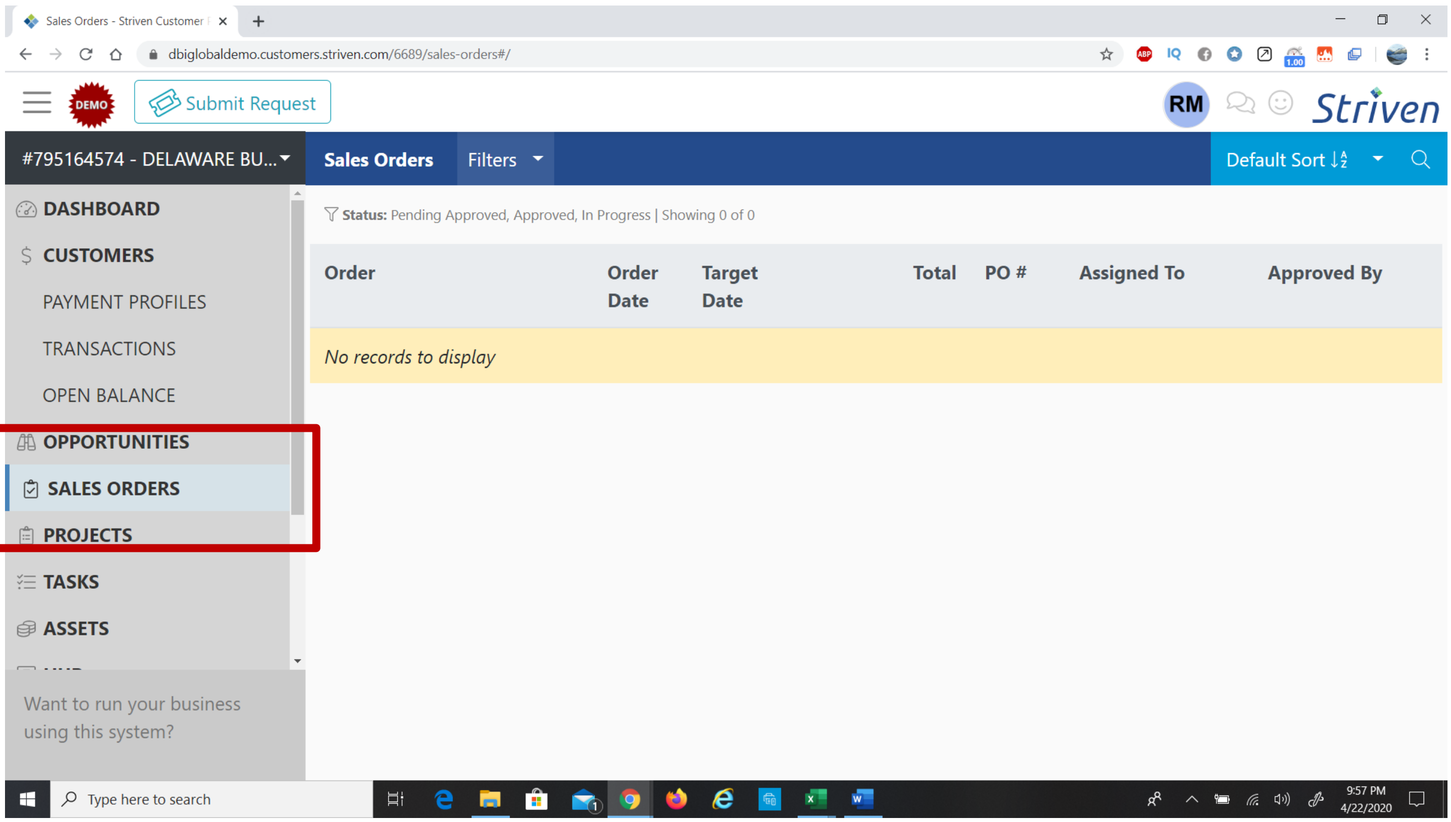
What is a Customer Open Balance?

This section displays any open balances or past due invoices you have with us.



What is a Sales Order/Estimate?

This section displays any Sales Orders/Estimates that we have prepared for you. All Sales Orders/Estimates must be approved with your electronic signature and paid for by credit card or e-Check before we proceed with your order.



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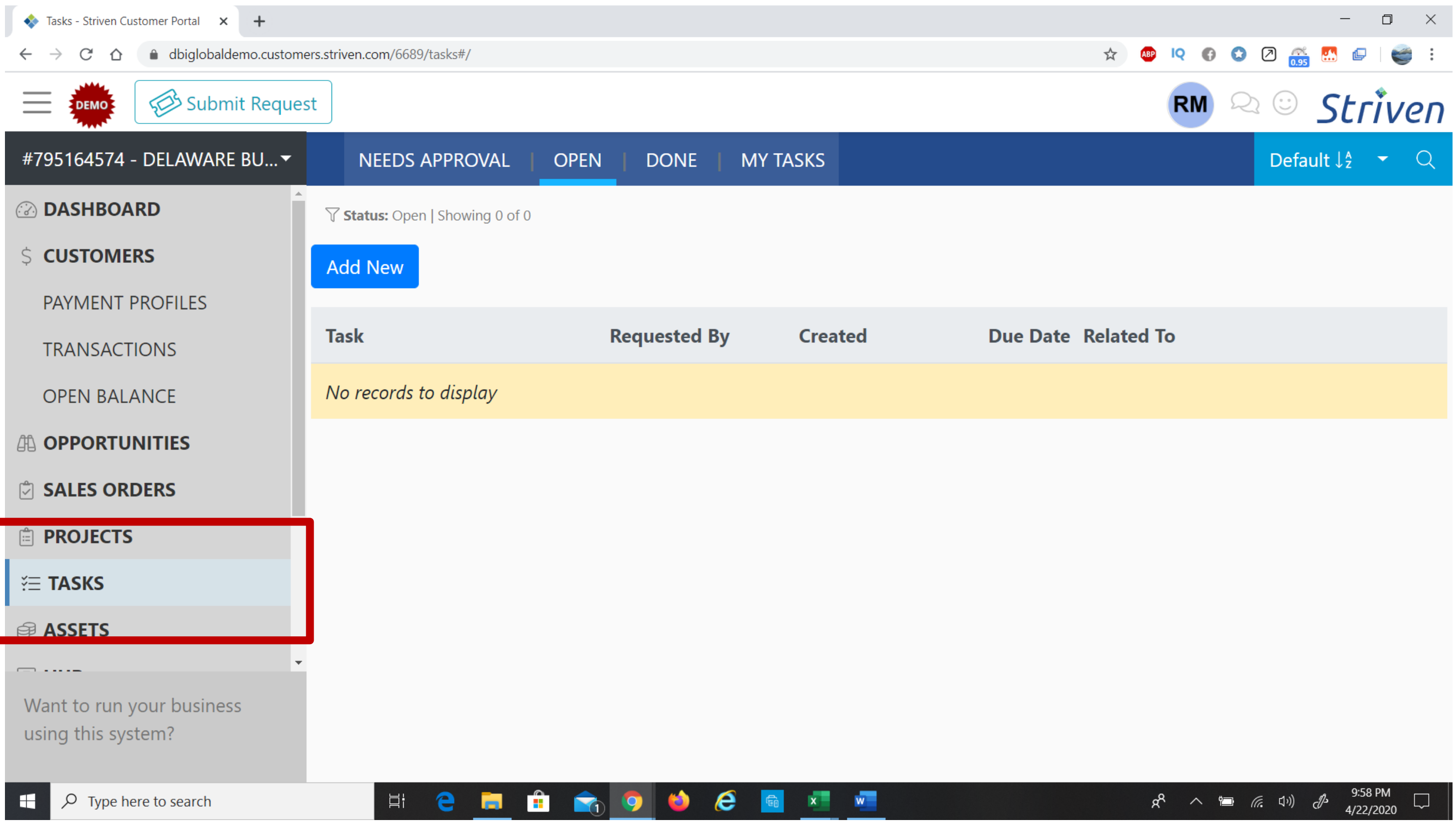
What is a Task?

This section is where all the communications that we have with you are stored. Our Tasks section functions like an email service. You can either review and interact with us through this Tasks section or through your email.



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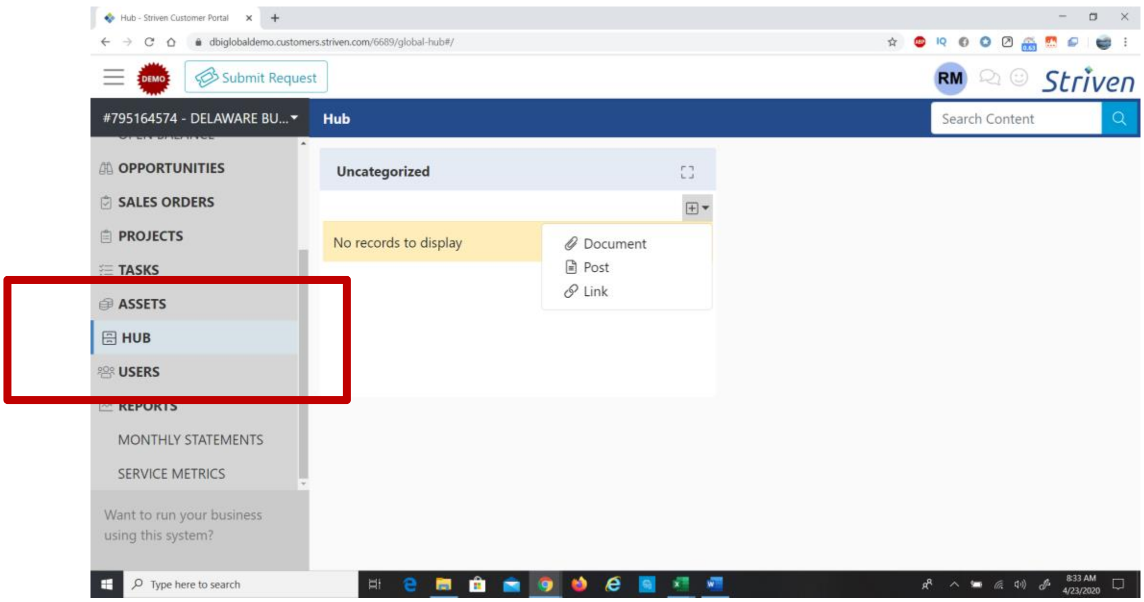
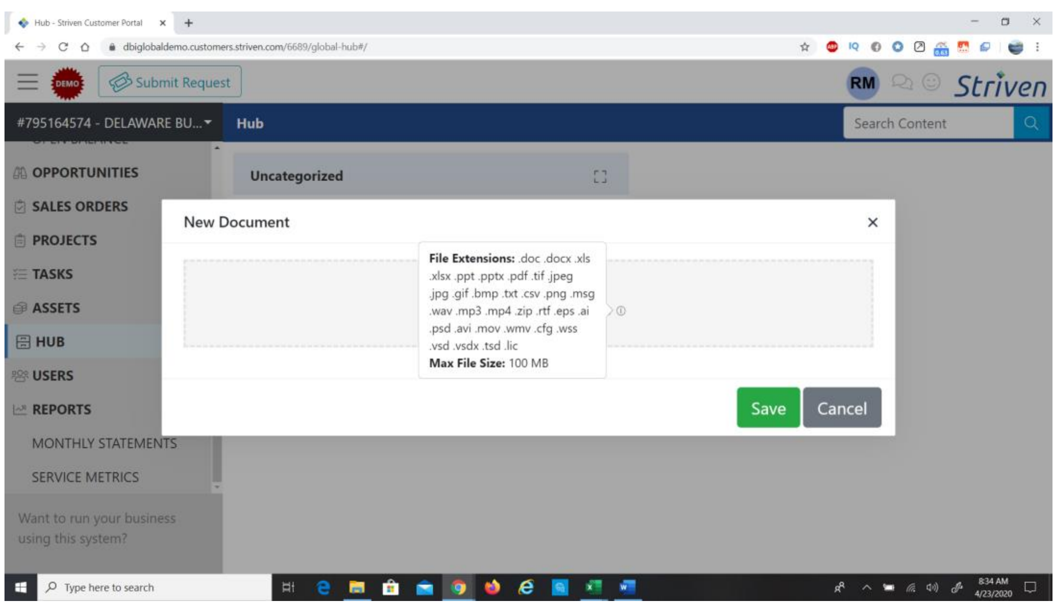
What is a HUB (Document Storage)?

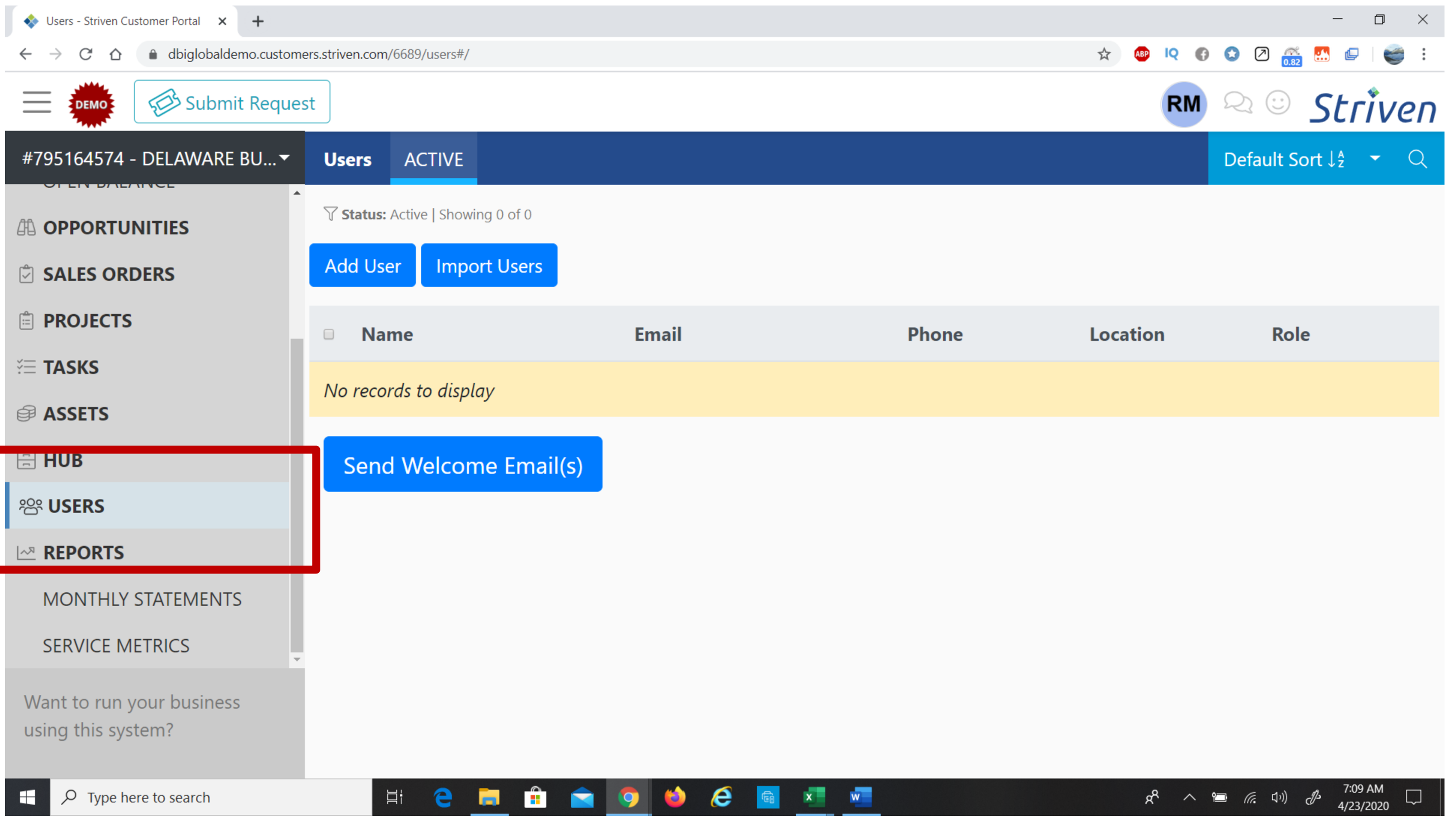
The HUB is the section where all your important documents are stored, i.e. “stamped” and “filed” incorporation documents, amendments, tax notices, etc. You can also upload documents, post and links. A variety of document types are supported. The maximum file size is 100 MB.





Users

This section is where you can grant access to your CUSTOMER PORTAL to other employees or associates in your company. Add Users manually or import a list of users and then send them a welcome email.



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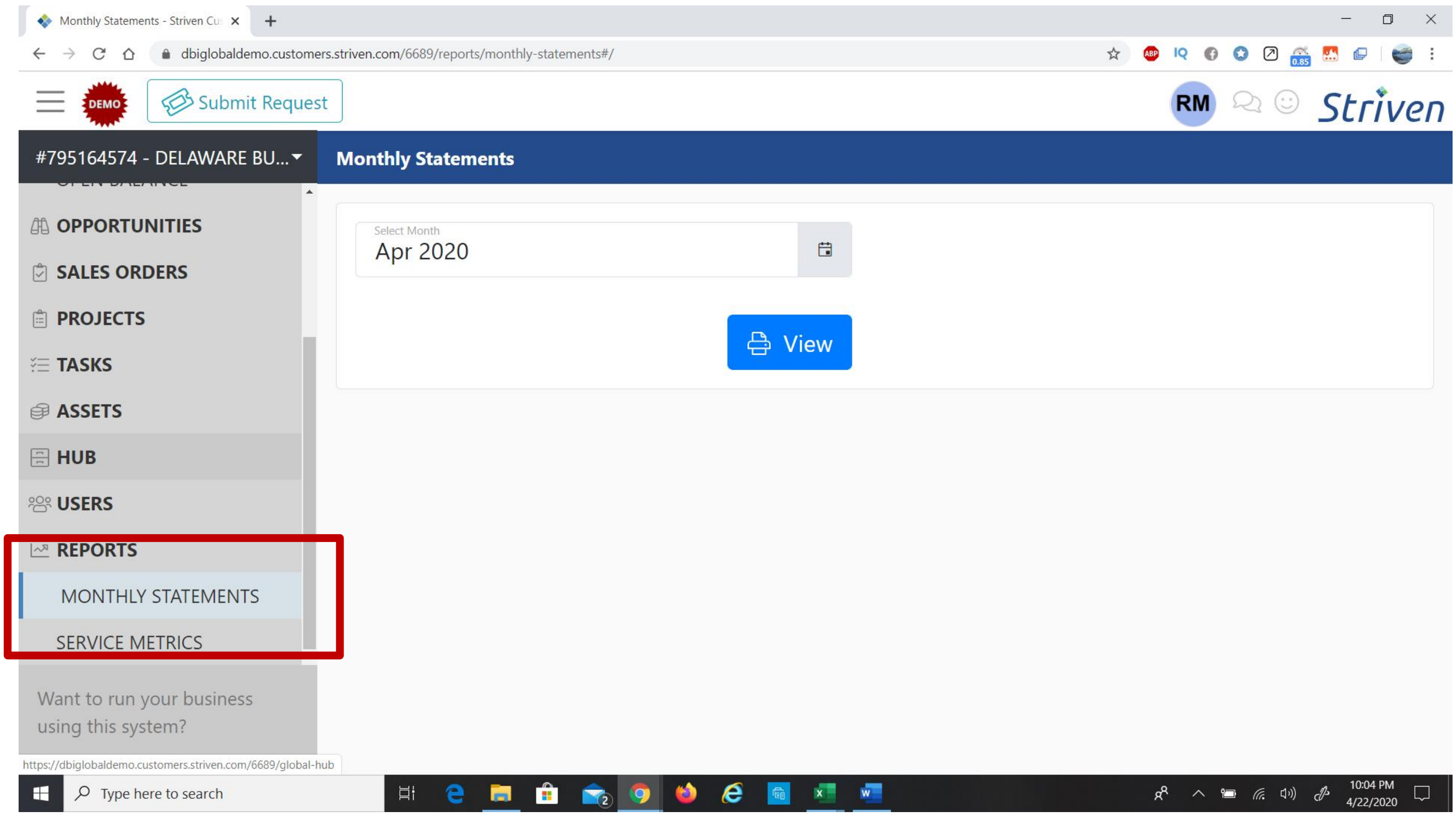
Reports > Monthly Statements

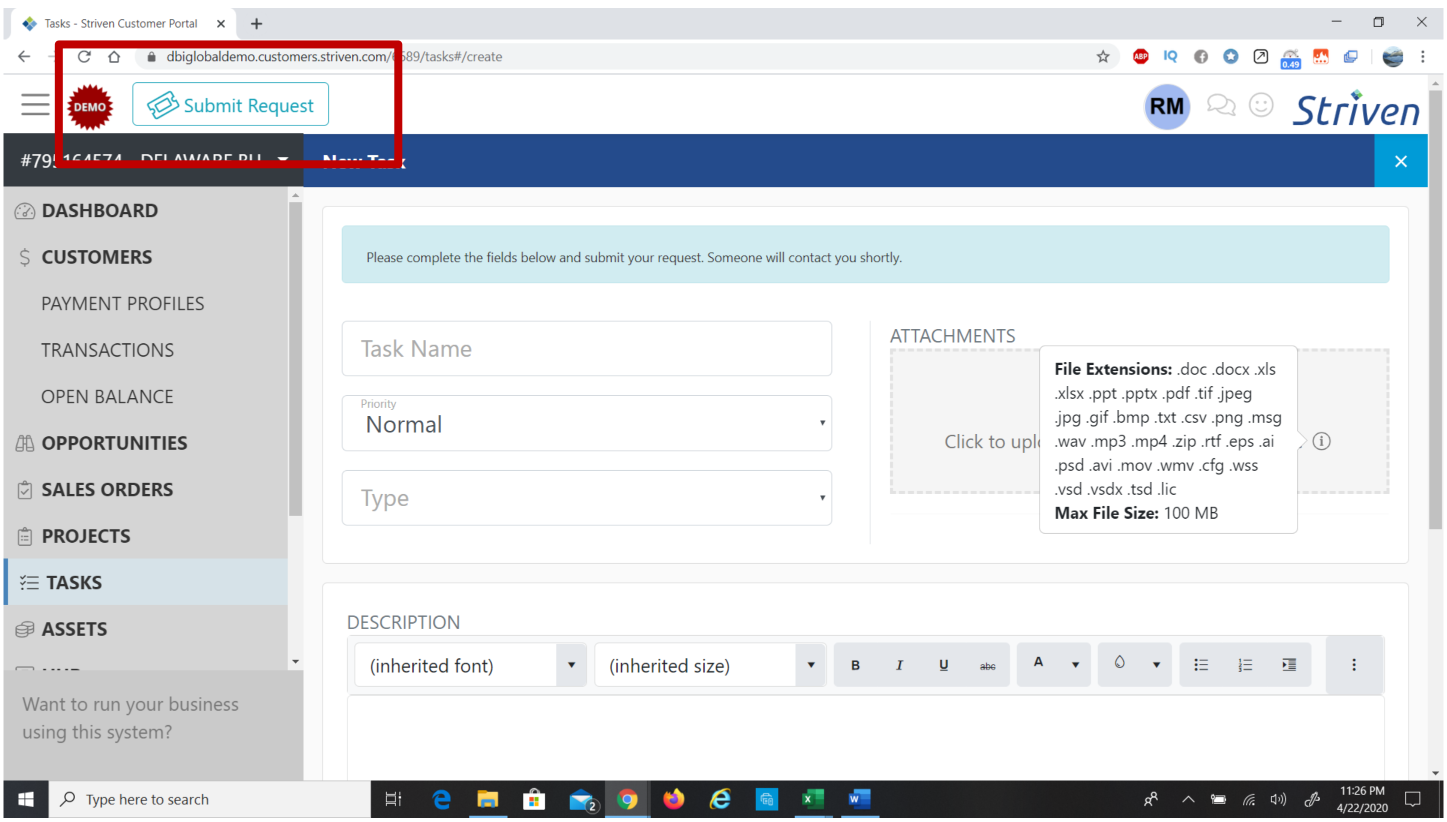
This section displays monthly statements for all activity on your account. This feature keeps you up-to-date with what we have done for you in the past. You can select to view or print out a statement by month. Monthly statements are available on the 15th of the month for the prior month's transactions and information.



How Do I Submit a Support Ticket? (Submit Request button)

Now you can easily request support from us by submitting a ticket. Click on Submit Request for this service. Name your TASK request, select your priority, and the type of task request. You can also easily upload attachments of almost any kind. Maximum file size is 100 MB.

We respond to Support requests the same day or the next business day. If you don't receive a response from us, please call our office at 302-996-5819 or 1-800-423-2993 Monday through Friday, from 8:30 a.m. to 5:00 p.m. You can also send an email to us at: support@dbiglobal.com.



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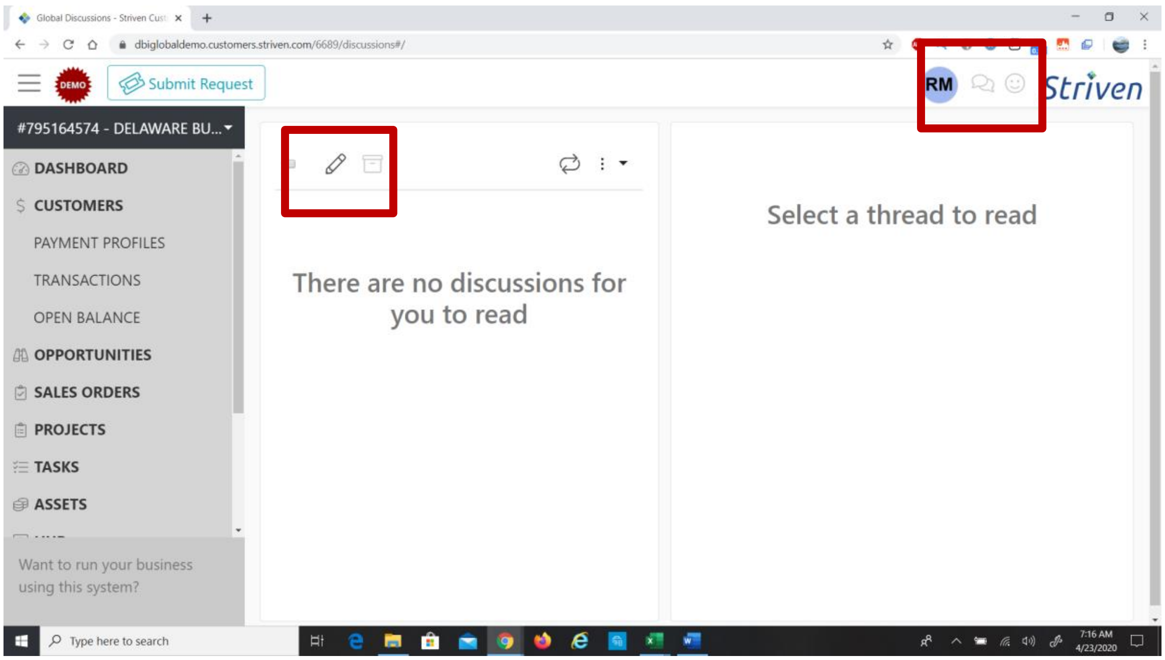
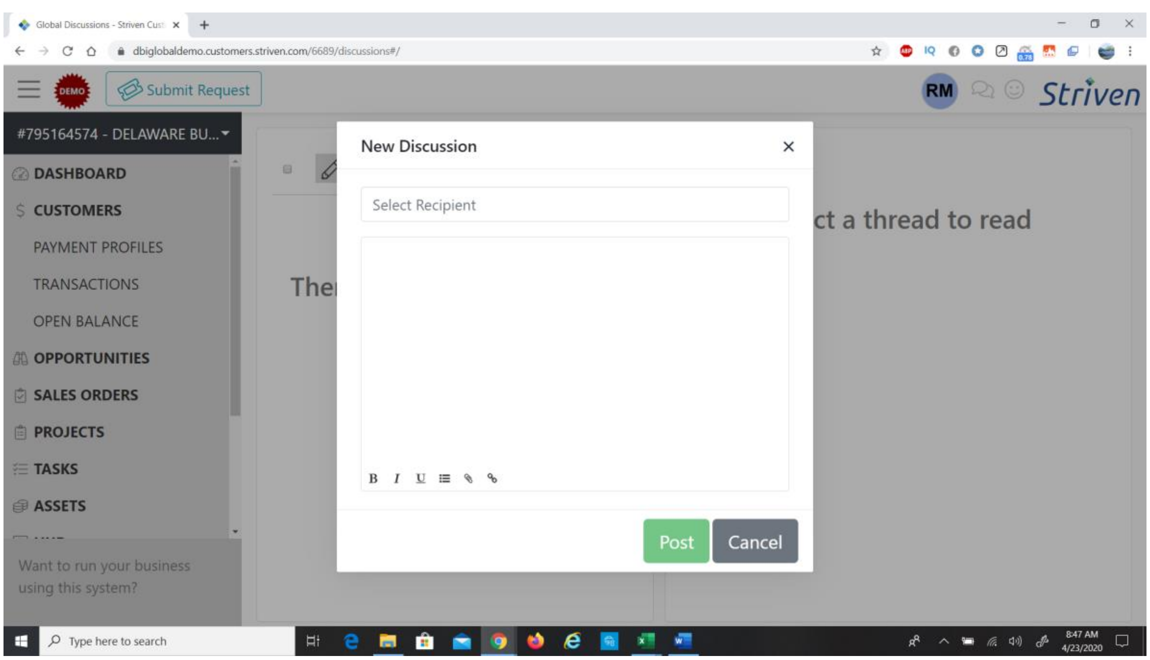
What is a Discussion?

Want to start a Discussion with us? Click on the double bubble icon and start a discussion. This is not real-time, but we usually respond very quickly.





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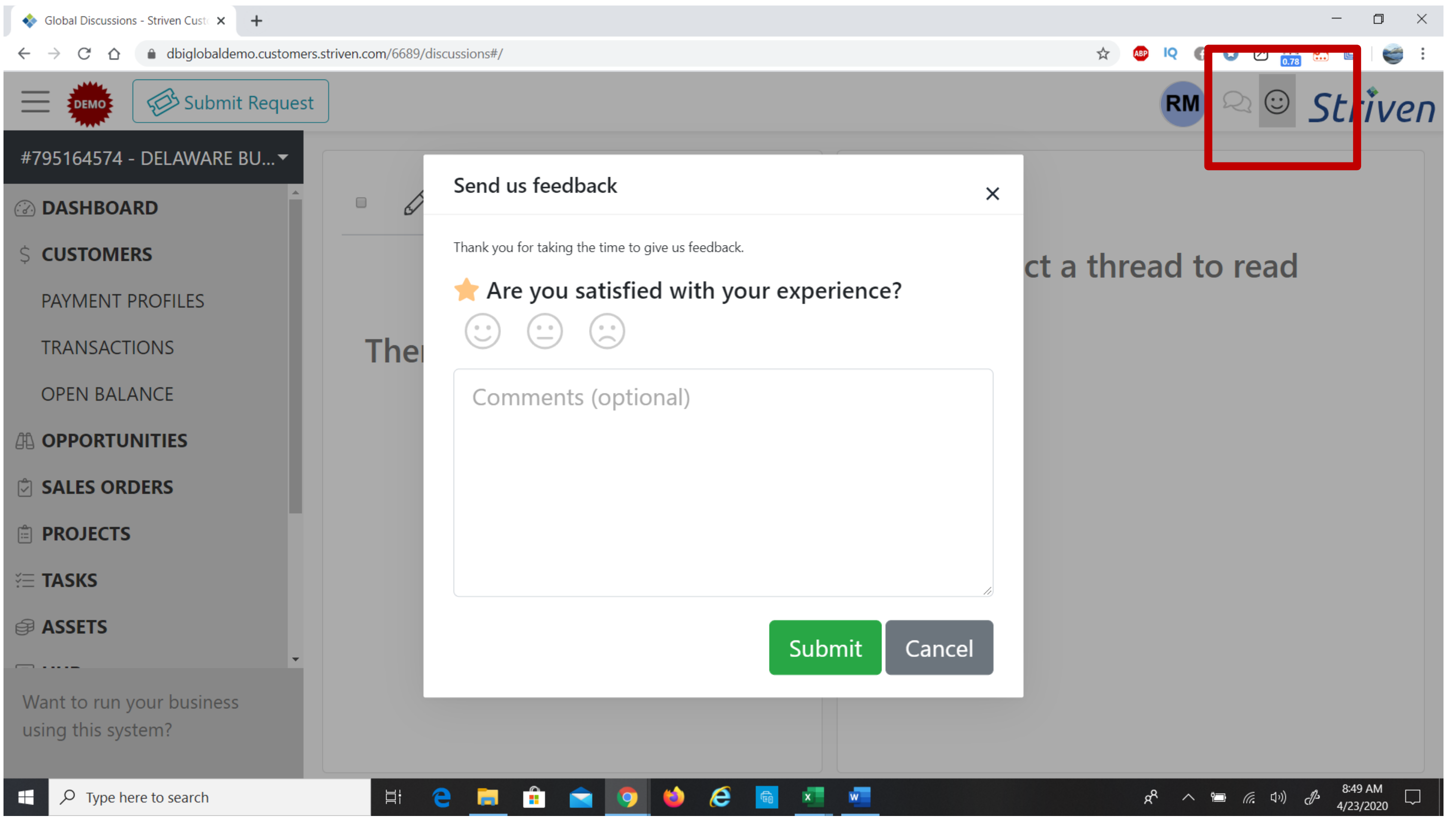
Happiness Rating

This section is a place for you to let us know how we are doing. Click on the smiley face in the upper right-hand corner and give us your honest feedback. We appreciate your comments and will work hard to rectify any unsatisfactory experience. But honestly, we think we'll earn all smiley face ratings!



If you are unhappy with anything, please send an email or letter to:

Russell D. Murray
Operations Manager, VP
Email: russell.murray@dbiglobal.com

Customer Service Associates:

Call 1-800-423-2993 or 302-996-5819

Pat Graham, Ext. 715
Anna Filak, Ext. 712
Terry Berry, Ext. 716
Dawn Alexander, Ext. 710
Vivian Kolmonen, Ext. 726
Russell Murray, Ext. 713

Thank you for taking the time to review this step-by-step Help Guide. If you have any suggestions on how we can make it better, please let us know.

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