

## CUSTOMER PAYMENT PROCESSES

Customers can pay for their GuardLab Mouthguards in the following ways:

1. Online via our website
2. In your dental office via your normal payment methods
3. On location via your POS

Lets look at each of these in turn:

### PAYMENT **ONLINE** VIA OUR WEBSITE

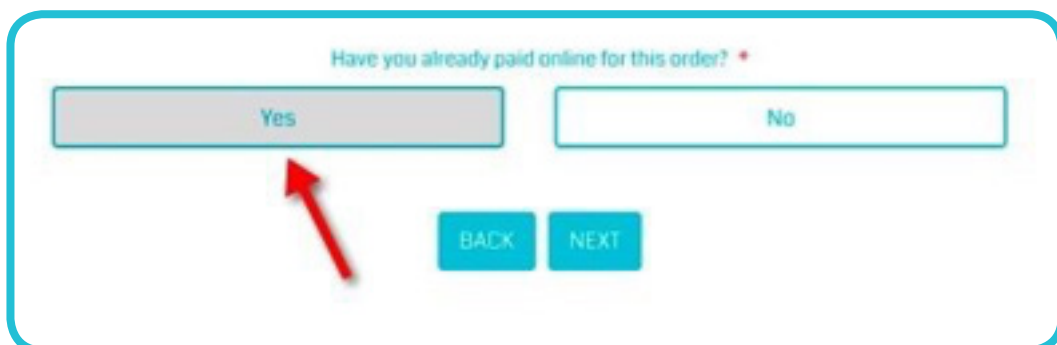
Customers can design their mouthguards online and pay for them through our website.

They will be issued with a GuardLab receipt and directed towards the GuardLab Dentist in their Territory to get scanned. In order to get scanned they must present this receipt as proof of payment.

If the customer has a health fund they will be informed on the website that in order to claim a rebate they must pay the dentist directly, they cannot pay online. They will be directed to the GuardLab Dentist in their Territory to do this.

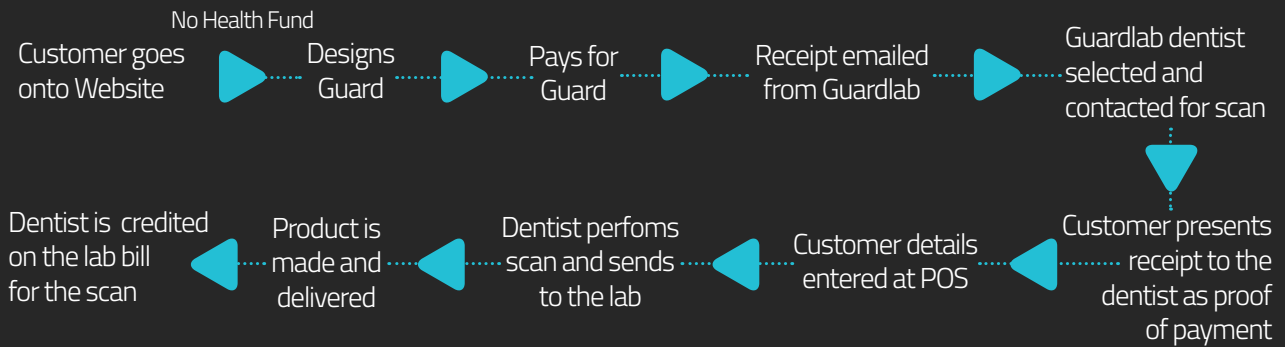
There is a question on the Dentist App that states **'Have you already paid online for this order?'**

Please select **'yes'** to this having viewed their online receipt. The dentist will then be credited the appropriate amount towards the lab bill.



The screenshot shows a mobile app interface with a question: "Have you already paid online for this order? \*". Below the question are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red arrow. Below the buttons are two smaller buttons: "BACK" and "NEXT".

## PAYS ONLINE



## PAYMENT IN THE DENTAL OFFICE

If a patient hasn't paid online and they are at your office, you simply process payment in the normal way, claiming from their health fund if they have one, taking the gap payment up to the RRP and issuing your standard dentist receipt.

1. Click 'No' if they haven't paid online and then next.

Have you already paid online for this order? \*

Yes No

BACK NEXT

2. The next two questions are:

Do you have a Health Fund? \*

Yes No

Are you at the dentist now? \*

Yes No

BACK NEXT

If they select **'Yes'** to **'Are you at the dentist now?'**, they will be directed to complete payment at your front desk.

**THANK YOU!**

Please proceed to the dental receptionist to complete payment.

You will receive an email from us shortly containing a link to customise your GuardLab Mouthguard.

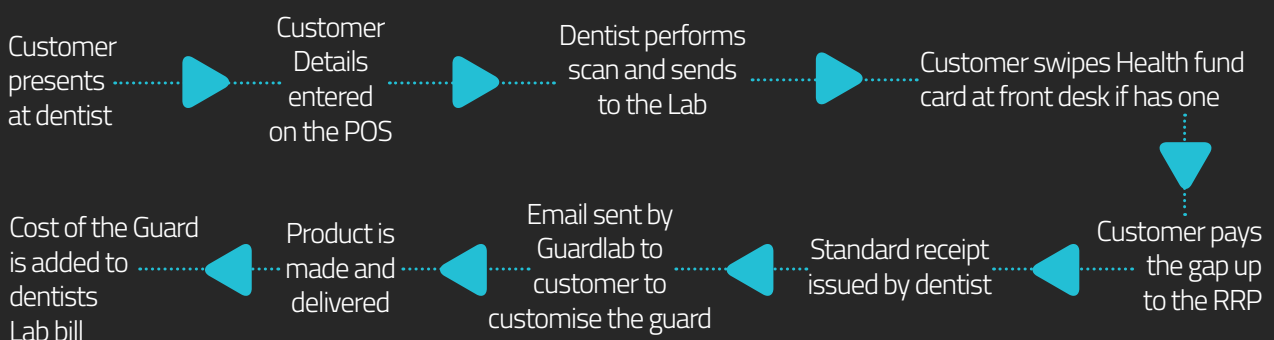
Press 'Submit' to confirm or 'Back' to return to the previous page

**SUBMIT**

The app will automatically generate an email containing a unique link for this customer to design and personalise their mouthguard. The lab will use this information together with the scans you have sent across to complete their order.

A lab invoice will be generated for each Guard and sent to you at the end of the month.

## PAYS IN-OFFICE

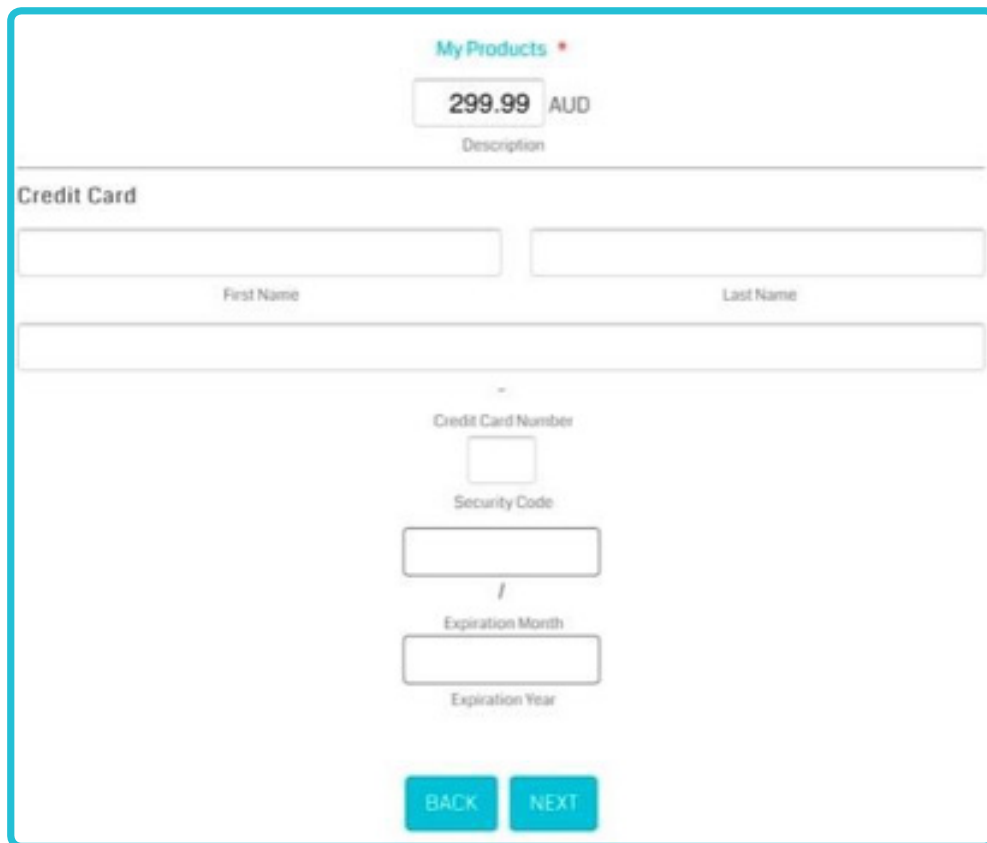


## PAYMENT ON LOCATION AT AN EVENT

If you and your team are out on location at a sports field, gym or team headquarters, the POS will act as your payment processing system.

If the person answers '**No**' to the '**Are you at the dentist now?**' question, they will be prompted to enter their credit card details to take payment.

The full amount of money received through the POS will be deposited into the dentist's allocated bank account.

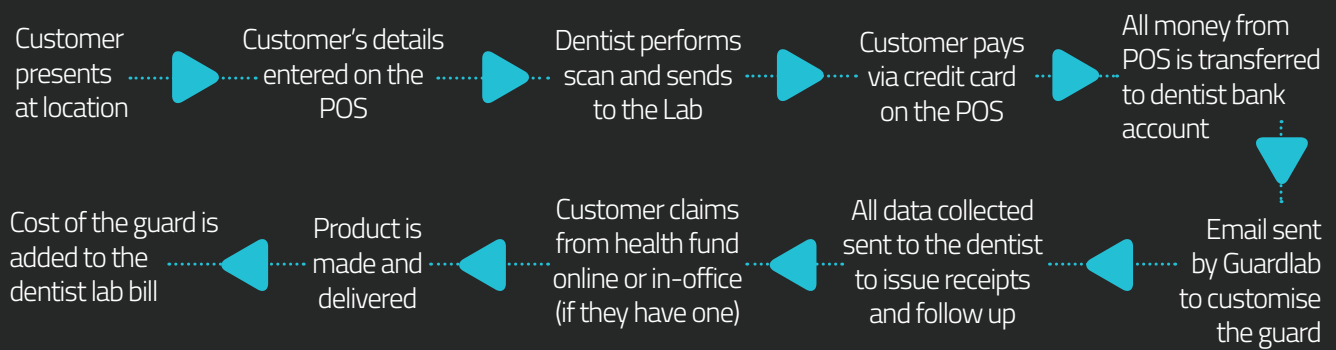


The screenshot displays a payment interface within an application. At the top, there is a section titled 'My Products' with a red star icon. Below this, a price tag shows '299.99 AUD'. Underneath the price, the word 'Description' is visible. The main section is titled 'Credit Card'. It contains several input fields: a large field for the credit card number, a smaller field for the security code, and two fields for the expiration month and year. There are also fields for the customer's first and last name. At the bottom of the form, there are two buttons: 'BACK' and 'NEXT'.

The app will automatically generate an email containing a unique link for this customer to design and personalise their mouthguard. The lab will use this information together with the scans you have sent across to complete their order. A lab invoice will be generated for each Guard and sent to you at the end of the month.

The dentist will be provided with all the customers details to follow up with them, issuing an email receipt so they can claim from their Health Fund (if they have one) and introducing their practice as a way to attract new patients.

## PAYS AT EVENT



## THE LAB BILL

The POS app records all the payment data in order to issue your lab bill at the end of the month. You will receive credits for all Guards that were paid for online (this includes any repeat guards) and debits for all Guards processed at the dentist or on location. The balance of the account is to be settled within 30 days.