



## LRS Portables Advanced Billing Frequently Asked Questions

### → What is Advanced Billing in Portables?

‘Advanced billing’ is a standard billing process in the portable restroom industry. Currently, LRS invoices for services rendered after said services are completed. This takes place on a 28-day billing cycle (*13 times annually*). Advanced billing is the process of invoicing prior (*advanced*) to services rendered. The Advanced Billing process is still completed on a 28-day invoice cycle.

### → How will LRS execute the Advanced Billing change with portable rentals?

On October 19<sup>th</sup>, 2023, LRS will move to its Advanced Billing model (same date as current billing cycle). On this day, you will receive one (1) invoice with two (2) period charges:

1. Current Billing Process Charges – invoice will cover the billing period of September 22<sup>nd</sup>, 2023 through October 19<sup>th</sup>, 2023
2. Advanced Billing Charges – invoice will cover the advanced billing period of October 20<sup>th</sup>, 2023 through November 16<sup>th</sup>, 2023

If your account has automatic/reoccurring Credit Card charges, this will take place on October 19<sup>th</sup> and continue to take place moving forward.

### → Why is their additional charges on October 19<sup>th</sup> invoice?

LRS will not charge any additional dollars other than the services that the customer is receiving. This model will allow the customer to advance its payment and eliminate a final invoice after your project/unit usage is completed.



## → What is the remaining scheduled billing dates for 2023?

1. September 21<sup>st</sup>, 2023 (*current billing process*)
2. October 19<sup>th</sup>, 2023 (*current billing process*)
3. October 19<sup>th</sup>, 2023 (*Advanced Billing*)
4. November 16<sup>th</sup>, 2023 (*Advanced Billing*)
5. December 14<sup>th</sup>, 2023 (*Advanced Billing*)

## → Will my cleanings or services be affected by the billing change?

Absolutely not. Our systems and front line staff will not be affected by this change.

## → When my rental need is completed, how will my final invoice look?

Good news! In the new invoicing process, a final invoice will not be sent to the customer. This will eliminate any confusion of when services were rendered. The current invoicing model could potentially invoice you up to 28-days after your unit is picked up.

## → How do we contact LRS if we have additional questions?

Please visit our website, [LRS Contact Us \(lrsrecycles.com\)](https://lrsrecycles.com), and select the State you are receiving services in. The web address will have a *Temporary Service* phone number that will direct you to our Customer Service team. They will be able to address any additional questions you might have.

## → Why one (1) invoice instead of two (2) invoices?

To eliminate additional confusion with multiple invoices and two (2) charges on October 19<sup>th</sup>, it was determined one (1) invoice will limit the impact on our customers.