

# Mitchell1<sup>®</sup> Invoices & Statements

## FAQ's - Frequently Asked Questions

1. How do I get in touch with you when I have questions?

See the back of your invoice for important information. If you need to contact us, use any of the following:

**Email:** [customersupport@mitchell1.com](mailto:customersupport@mitchell1.com)

**Website:** [www.mitchell1support.com](http://www.mitchell1support.com)

**Mail:** Mitchell1  
Attn. Customer Service  
P. O. Box 509044  
San Diego, CA 92150-9044

**Phone:** Customer Service at 858-391-5000 or toll free 888-724-6742

2. I received an invoice but I don't know why.

The body of the invoice tells you what products you are being billed for. At the top of the invoice are the bill-to and ship-to addresses we are using for your account. Below the addresses are the invoice number, invoice date, bill-to and ship-to account numbers and the terms. Payment is due within 30 days of your invoice date, unless other terms are indicated. An invoice number beginning with IB (Installment Billing) indicates you are billed monthly for the services you receive. You'll see the month of the services for the invoice in the box labeled Purchase Order Number.

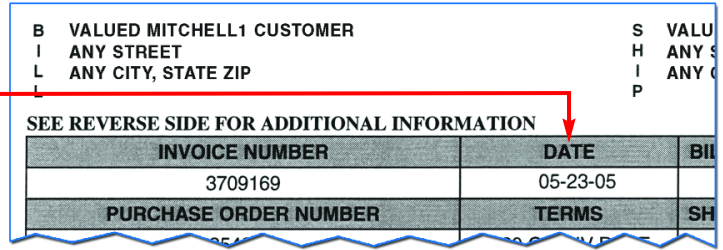
The image shows a sample invoice from Mitchell1 with several fields highlighted by red arrows and labels:

- Bill-to Address:** Points to the address block on the left side of the invoice.
- Invoice Number:** Points to the 'INVOICE NUMBER' field containing 'IB8418891'.
- Month of Services:** Points to the 'PURCHASE ORDER NUMBER' field containing 'JULY BILLING'.
- Terms:** Points to the 'TERMS' field containing 'N30 OF INV DATE'.
- Invoice Date:** Points to the 'DATE' field containing '06-25-05'.
- Bill-to & Ship-to Account Numbers:** Points to the 'BILL TO ACCOUNT NO.' and 'SHIP TO ACCOUNT NO.' fields, both containing '123456'.
- Ship-to Address:** Points to the address block on the right side of the invoice.
- Body of Invoice - Description of Products Billed:** Points to the table listing items like '4MSII' and 'WEBCSHPT'.

KEY	QTY	PRODUCT	DESCRIPTION	UNIT PRICE	AMOUNT
	1	4MSII	THANK YOU FOR YOUR ORDER. MANAGER PLUS 32-BIT SUBSCRIPTION ORIG INVOICE=3649134. 1-B	1463.73	1463.73
	1	WEBCSHPT	ON DEMAND WEB SHOP SUBSCRIPTION ORIG INVOICE=3714304. 1-A	139.00	139.00
				SUB TOTAL	1602.73
				SALES TAX	120.76

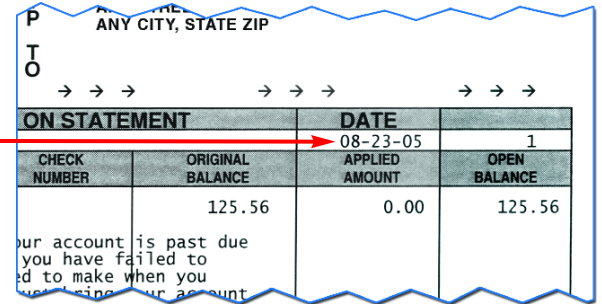
3. I've already sent a check. Why did I get an invoice?

It's always possible that your invoice was already on its way to you when you dropped your payment in the mail. The Date box below the address section at the top of the invoice lets you know when it was generated. It's important to note that your payment is applied to individual invoices, not to your overall account balance. The tear-off section you return with your payment lets Mitchell1 know which invoice your check will be applied to.



4. Why did I get a statement?

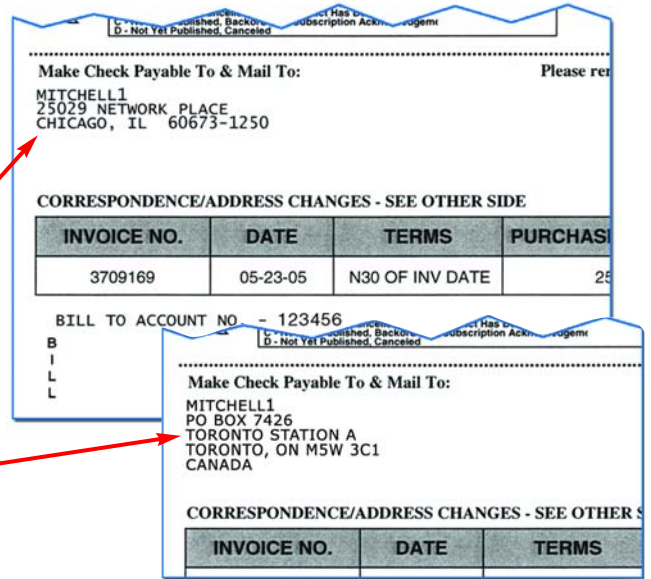
You receive a statement only if you have past-due invoices on your account. It's possible that the statement was generated after you mailed your payment. Check the statement date to see when it was generated. If you think there is an error, please contact Customer Service to research this for you. See FAQ #1 for contact information.



5. What address should I send my payments to?

Send them to the appropriate address below. These addresses appear on the tear-off stub at the bottom of your invoice and on the back of the invoice. Please write your account number on your check or money order and send the tear-off with your payment.

- From the US* Mitchell 1  
25029 Network Place  
Chicago, IL 60673-1250
- From Canada* Mitchell 1  
PO Box 7426  
Toronto Station A  
Toronto, ON M5W 3C1  
Canada



6. Don't you have some sort of automatic payment plan?

Yes, we have our Direct Debit program with 2 options:

- Monthly checking account debits
- Credit card charges

When you enroll in this program, you select which of these 2 options you want to use. Each month we will take the payment for your monthly bill from the account you designate when you sign up. You will not receive any more invoices in the mail. The checking account debit or credit card charge will show on your monthly bank or credit card statement. Just ask Customer Service or your sales representative for the Direct Debit form to get you started.