

LET'S MAKE MOVING EASIER



What to look for in your billing documents

In this guide, we've included an example of an **order confirmation**, an **invoice**, and a **statement**. On each, we've highlighted key areas to help understand your charges, taxes, promotional discounts, and more.

If you have questions after reviewing this guide, please call **(855) 706-4758**.



Your order confirmations



Your order confirmation provides an overview of all the services, charges, and dates for your order. *Please note you will receive a new order confirmation each time your order changes.*

PODS Order Confirmation

This is your Order Confirmation with your local PODS Service Provider. Please review the information carefully and notify us immediately if the order contains any errors in locations, dates, or amounts. Container sizes may vary. We are currently updating our systems to best reflect the capacity of our small container fleet. During this transition, some of our communications may still label the small containers as "10 ft" instead of "8 ft." We apologize for any confusion this may cause.

Account Information
 Customer # 19089243
 Name: Abby Hodder
 Address: 8210 University Dr, Austin, TX 78758
 Primary Contact Phone: (512) 991-2882
 Alternate Contact: Not provided
 Payment Terms: Automatic payment
 Credit Card: ****

Order Information
 Order # 462498
 Order # 12296710
 Original Order Date: 11/1/2023
 Number of Containers: 1
 Contents Protection Option: Your order includes Contents Protection for \$10,000.
 Container Only Option: Included

Container 1 Details: 16-foot length container
 Rate Details: 21% of local delivery and retrieval/pick-up fees and first month's rental

Service Date	Service	Location
12/11/2023	Deliver to Customer	101 South Driv, Round Rock, TX 78664
12/12/2023	Returns to Storage Center	101 South Driv, Round Rock, TX 78664
12 months	Storage	Storage Center, Round Rock, TX to Round Rock, MA
Not scheduled	Storage Center to Storage Center	
Not scheduled	Returns to Customer	Boston, MA 02132
Not scheduled	Final Pick-up	Boston, MA 02132

Equipment and Supplies delivered with your container
 Service Date: 12/11/2023
 City: DEX
 Item: One Lock-Max Security Stainless 2.75" / 70mm

Payment Schedule
 Transaction Date: 12/11/2023
 Service or Product: Deliver Empty Container to Your Location
 Qty: 1 @ \$156.50 = \$156.50
 Price Discount: (\$39.00)
 Ext. Tax: \$19.42
 Total: \$136.92

Transaction Date	Service or Product	Qty	Price	Discount	Ext. Tax	Total
12/11/2023	Deliver Empty Container to Your Location	1 @ \$156.50	\$156.50	(\$39.00)		\$117.50
12/11/2023	Fuel Subsidy for Local Transportation	1 @ \$0.00	\$0.00			\$0.00
12/11/2023	One Lock-Max Security Stainless 2.75" / 70mm	1 @ \$4.95	\$4.95		\$4.13	\$9.08
12/11/2023	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00	(\$77.50)		\$232.50
12/11/2023	Contents Protection While in Transit If as	1 @ \$50.00	\$50.00		\$4.13	\$54.13
12/11/2023	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.13	\$54.07
	Total		\$284.44	(\$117.30)		\$167.14

Transaction Date: 12/12/2023
 Service or Product: Return Full Container to Storage Center
 Qty: 1 @ \$0.00 = \$0.00
 Price Discount: \$0.00
 Ext. Tax: \$0.00
 Total: \$0.00

Transaction Date	Service or Product	Qty	Price	Discount	Ext. Tax	Total
12/12/2023	Return Full Container to Storage Center	1 @ \$0.00	\$0.00			\$0.00
12/12/2023	Fuel Subsidy for Local Transportation	1 @ \$0.00	\$0.00			\$0.00
	Total		\$0.00			\$0.00

Transaction Date	Service or Product	Qty	Price	Discount	Ext. Tax	Total
12/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
12/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.13	\$54.07
	Total		\$359.95		\$4.13	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Ext. Tax	Total
3/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
3/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.13	\$54.07
	Total		\$359.95		\$4.13	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Ext. Tax	Total
6/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
6/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.13	\$54.07
	Total		\$359.95		\$4.13	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Ext. Tax	Total
9/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
9/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.13	\$54.07
	Total		\$359.95		\$4.13	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Ext. Tax	Total
12/11/2024	Monthly Rental of Container in Storage Center	1 @ \$310.00	\$310.00			\$310.00
12/11/2024	Contents Protection \$ 10,000 Value - Monthly Fee	1 @ \$49.95	\$49.95		\$4.13	\$54.07
	Total		\$359.95		\$4.13	\$364.07

Transaction Date	Service or Product	Qty	Price	Discount	Ext. Tax	Total
Not scheduled	Return Container to Your Location	1 @ \$215.25	\$215.25	(\$39.00)		\$176.25
Not scheduled	Fuel Subsidy	1 @ \$0.00	\$0.00			\$0.00
	Total		\$176.25	(\$39.00)		\$137.25

Transaction Date	Service or Product	Qty	Price	Discount	Ext. Tax	Total
Not scheduled	Return Container to Your Location	1 @ \$176.25	\$176.25	(\$44.00)		\$132.25
Not scheduled	Fuel Subsidy for Local Transportation	1 @ \$0.00	\$0.00			\$0.00
	Total		\$176.25	(\$44.00)		\$132.25

Total \$2,812.25 (\$391.84) \$2,420.41

Additional placement and delivery notes
 Container 1
 Service location: 101 South Driv, Round Rock, TX 78664
 Service description: Deliver to Customer on 12/11/2023
 Service instructions: This is not a gated community or area. The container is to be placed in a drive driveway. The driveway is at least 10 feet wide. The container should be placed 5-6 feet from the building.

To schedule or reschedule your dates of service, make payments, change your contact information, or get answers to local frequently asked questions, please log in to My Account at www.pods.com. For other questions regarding your scheduled products or prices, please contact Customer Care at 1-866-473-7637.
 Any changes to the products, dates, fee rates or locations ordered may result in a change to price and resulting charges.

Additional Terms and Conditions
 All orders are subject to the terms and conditions of the Rental Agreement for using a PODS brand container and associated goods and services which are incorporated herein and made a part hereof and which you accept when you do any of the following: (a) provide your written or electronic signature; (b) attempt to use in any way the services described in this Order Confirmation; (c) load or store goods in a PODS brand container; or (d) pay for any services described in this Order Confirmation. The Rental Agreement is available by logging into your online account at www.pods.com or it can be supplied to you by contacting 1-866-473-7637.
 Customer acknowledges that it is the Customer's sole responsibility to insure the contents stored in a container and agrees that unless Customer obtains Contents Protection from the PODS Service Provider to ensure liability for damage to Customer's contents, Customer will be deemed to have accepted the risk of loss of or damage to its contents. Customer's agreement to use the PODS Service Provider's containers and services constitutes an acknowledgment that the Customer agrees to indemnify and hold the Service Provider harmless from and against all claims, damages, losses, and expenses, including reasonable attorneys' fees, arising out of or from the use of the PODS Service Provider's containers and services.

Here's your payment method.

Charges for storing your container at a PODS Storage Center appear here.

Contents Protection is also charged while your container is in transit.

If you've signed up for automatic payments, you'll see them listed here.

If you've opted for Contents Protection, it'll appear here. Note, this is a monthly charge.

Any promotional discount appears here. Please note that promotions apply to specific parts of your order. See your promotion's Terms and Conditions for details.

Here's where you'll find charges for locks and moving blankets added to your order.

To see your final tax charges, check your invoices and statements on MyPODS.com.

CHARGES FOR INDIVIDUAL SERVICES AND PRODUCTS APPEAR IN THIS COLUMN.

Promotional discounts appear with the services in which they apply.

In each section, the total is the sum of all services for the day minus any discounts.

Your invoices



Your invoice offers a breakdown of costs associated with each service on a given day.



PODS Enterprises LLC
PO Box 791003
Baltimore MD 21279-1003
USA

Invoice No. PODS006764925
Customer Account 166889243
Invoice Date 02/08/2024
Due Date 02/08/2024
Payment Terms RECEIPT
Order No. 4624856

Enrolled in Autopay. Payment will be processed on 02/08/2024
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Thank you for choosing PODS!

The date for your invoice appears here.

The due date for your invoice appears here.

Need to connect with our Customer Care Team? Chat with us at MyPODS.com or call (855) 706-4758. We're available 8 a.m.-10 p.m. ET Monday-Saturday and 9 a.m.-8 p.m. ET Sunday.	Questions about billing and payments? Get fast answers on these topics at PODS.com/billing-and-payments .
You can also reach us by email at CustomerService@PODS.com . Please include your customer account number (at top of this invoice) and the four-digit PIN you created when setting up your account.	Looking for moving, storage, or renovation tips? Check out the PODS Blog , and follow us on Facebook , Instagram , Pinterest , and YouTube .

Discounts for applicable services appear here.

Order #	Qty	Price	Discount	Amount	Tax Amt	Total	
4624856							
Container ID 120909DX	Transportation Mileage 02/08/24	1	\$2,612.25	\$653.06	\$1,959.19	\$0.00	\$1,959.19
Subtotal				\$1,959.19	\$0.00	\$1,959.19	

If taxes apply to a service, you will see them listed next to the service in this column.

Important Information

We've updated our invoices as part of our ongoing efforts to provide you with an enhanced experience. Some of the differences you'll see are improved readability and the addition of tax amount per item.

Invoice Subtotal	\$1,959.19
Tax Subtotal	\$0.00
Invoice Total (USD)	\$1,959.19

Your invoice total is the sum of all services listed in the invoice.

The invoice may contain only part of your total bill.



Customer account number 166889243
Invoice amount \$1,959.19
Due Date 02/08/2024
Enrolled in Autopay. Payment will be processed on 02/08/2024

Invoice No. PODS006764925

Total Amount Enclosed

\$

PODS Enterprises LLC
PO Box 791003
Baltimore MD 21279-1003
USA

1668892439PODS006764925001959005

Your statement provides a view of invoices for a given month.



PODS Enterprises LLC
PO Box 791003
Baltimore, MD 21279-1003
USA

Thank you for choosing PODS!

Statement No.	PODSCS01902440
Account No.	166889243
Statement Date	01/13/2024
Statement Period	12/13/2023 - 01/12/2024
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The time period for the charges in your statement are shown here.

Here's a snapshot of your charges for the month.

Need to Contact Us?

Our Customer Care Team is available
Monday - Saturday, 8:00am - 10:00pm ET
Sunday, 9:00am - 8:00pm ET

You can reach us by chat on MYPODS.com,
by phone at (855) 706-4758 or by
email at CustomerService@PODS.com.

Please have your customer account number
and four-digit PIN ready

The **starting** and **ending** date for your monthly statement appears here.

Account Summary		
Period Dates: 12/13/2023 - 1/12/2024		
Previous Balance	\$	0.00
New Charges	\$	391.13
Payments	\$	(391.13)
Balance \$		0.00

We want you to know

We have recently upgraded our billing system. Log in to your account at MYPODS.com to view and download your latest statement. If you have any questions about your bill, please contact our Customer Care Team.

Looking for moving, storage, or renovation tips? Check out the PODS Blog and follow us on Facebook, Instagram and Pinterest.

As a reminder, your invoice may contain only part of your total bill. There may be more charges to come.

Payment Options

To pay by phone:
Call us at (855)706-4758

To pay online:
Visit MYPODS.com

To sign up for AutoPay using a credit card,
please contact our Customer Care Team.

Transaction Details

CUID: 166889243 - [REDACTED]

CUID #: 166889243			Service:	Service date(s)	Price	Amount	Tax	Total
Container #:	Order #:	Invoice #:	Non-Paved Surface Fee	12/13/23	\$ 25.00	\$ 25.00	\$ 2.06	\$ 27.06
Container #:	Order #:	Invoice #:	Contents Protection \$ 10,000 Value - Monthly Fee	01/11/24 - 02/10/24	\$ 49.95	\$ 49.95	\$ 4.12	\$ 54.07
Container #:	Order #:	Invoice #:	Monthly Rental of Container in Storage Center	01/11/24 - 02/10/24	\$ 310.00	\$ 310.00	\$ 0.00	\$ 310.00
Total						\$ 384.95	\$ 6.18	\$ 391.13
Statement Total:						\$ 384.95	\$ 6.18	\$ 391.13

Each service you received is listed here.

Your statement total includes the services listed above and applicable taxes.

Important Information

Account Activity Details		
Payments Applied		
Recorded Date	Payment Information	Payment amount
12/14/2023	Credit Card Visa, [REDACTED] - Payment	(\$27.06)
1/12/2024	Credit Card Visa, [REDACTED] - Payment	(\$364.07)
Subtotal		(\$391.13)

If applicable, taxes for each service will appear in the column above.

Your cards that are on file, payment amounts, and history appear here.