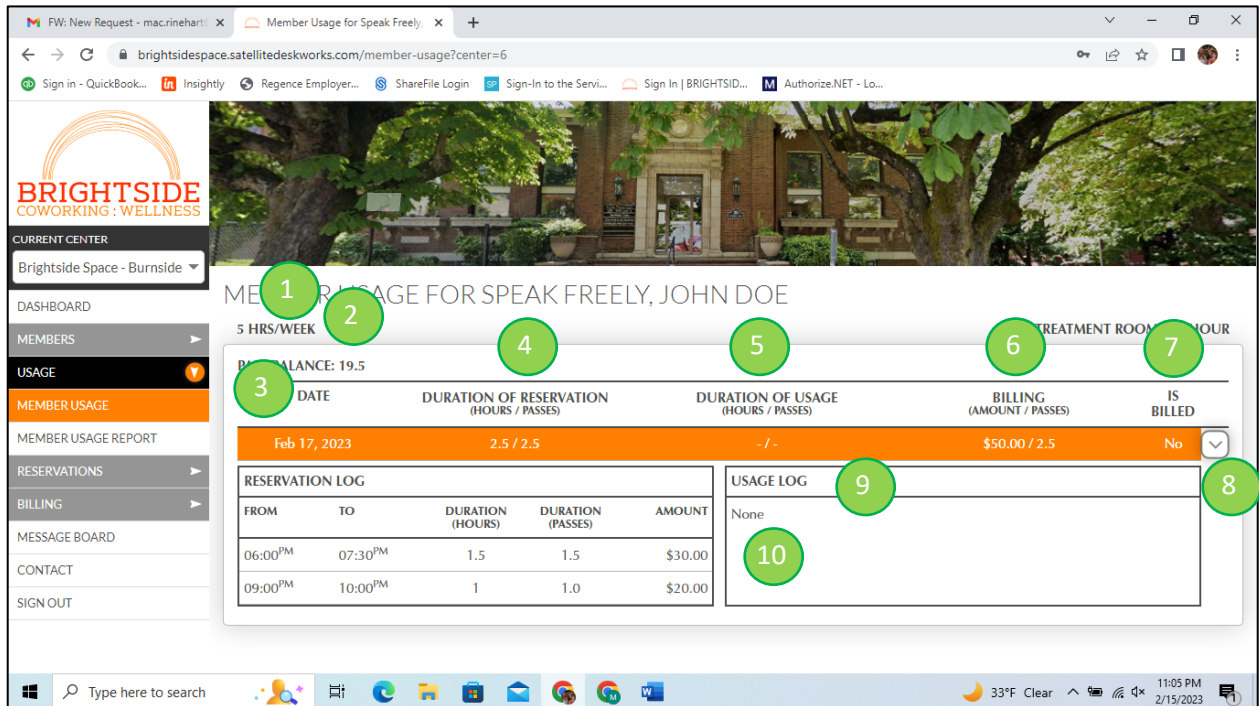


Understanding Reservation Passes and Usage

The USAGE > MEMBER USAGE screen provides a summary of your Reservation Pass Balance, prior and upcoming reservations for the current month and potential charges for excess usage. Understanding how Reservation Passes and Usage work is the key to a happy relationship with Brightside Coworking no billing surprises! Let's go over it.



MEMBER USAGE FOR SPEAK FREELY, JOHN DOE

5 HRS/WEEK

RESERVATION ROOM: TREATMENT ROOM

RESERVATION DURATION: 1 HOUR

PASS BALANCE: 19.5

DATE	DURATION OF RESERVATION (HOURS / PASSES)	DURATION OF USAGE (HOURS / PASSES)	BILLING (AMOUNT / PASSES)	IS BILLED
Feb 17, 2023	2.5 / 2.5	- / -	\$50.00 / 2.5	No

RESERVATION LOG					USAGE LOG	
FROM	TO	DURATION (HOURS)	DURATION (PASSES)	AMOUNT	None	
06:00PM	07:30PM	1.5	1.5	\$30.00		
09:00PM	10:00PM	1	1.0	\$20.00		

- 1. PLAN.** Your current plan level is shown at the top of the screen.
- 2. PASS BALANCE.** This shows the remaining unused pass balance for this month, after accounting for all prior usage and future reservations in the month.
- 3. DATE.** The date of usage information shown in this row. Usage information is summarized by day.
- 4. DURATION OF RESERVATION.** This shows the total number of hours reserve but not yet used on the specified date. The value is show in both hours and passes used. One reservation pass is equal to one hour of time on the calendar. The system does allow half passes, so for example, a 1.5-hour appointment will use 1.5 passes.
- 5. DURATION OF USAGE.** This shows the total number of hours used in the indicated date. If the report is run after the appointments are used, then they are summarized here.
- 6. BILLING.** This shows the total billing that will be applied for this day. Don't panic! Every hour used will be accrued at a standard billing rate, however, every pass applied will offset that charge at the same rate. Notice that the billing in this view says \$50. But there are 2.5 passes, which is worth \$50, so the net charge is \$0. If the number of hours exceeds the number of passes, this indicates all passes are used and excess charges are accruing for your next invoice.

7. **IS BILLED.** This flag indicates if the specified date has been billed yet. Billing sweeps run 3 days prior to the end of the month, so it's possible to have some usage information from the prior month in your current billing cycle, if you had reservations made after the date of the last billing sweep.
8. **Detail Arrow.** Click the arrow to display or hide detailed usage information.
9. **RESERVATION LOG.** This log shows the detail of all reservations remaining for the indicated date. Details include the start and end time, total duration of the reservation and total charge at the standard accrual rate. Remember, as the number of reservation passes is equal to the duration of your appointment, you will not see any extra charges for the indicated appointment. However, if you hours exceeds your reservation passes, then additional charges will be accrued for the excess hours.
10. **USAGE LOG.** Essential the same as the reservation log, but this log shows time used, instead of time reserved. It applies to appointments in the past.

There is a basic rule of thumb to remember for understanding your optimal membership level. With exception of the 25 hr/week plan, using 4 extra hours or more in a month means that you'll be better off with the next higher plan level. That's because the standard rate is \$20/hour, and the difference in price between two plan levels is \$80 (except for mailbox subscriptions). If you use 4 extra hours in a month, then that bumps the next month charge up to the same as the next highest plan level.

Tip! Check the MEMBER USAGE Screen or USAGE REPORT to assess your projected usage and likely charges for the next billing cycle. If you're not using all your reservation passes, then there will be no excess charges. But if you're over your pass limit, you can connect with us to upgrade your plan and avoid excess charges. We're happy to help prorated upgrades, but it's a lot hard to make changes after the billing cycle is closed. So please reach out if there's an issue before invoices are generated at the end of the month.