



Navigate Customer Billing FAQs

- **Can you please provide us with a w9?**

Here's the [link](#) for a downloadable copy for your records. A Fringe w9 link also appears at the bottom of every invoice. Please note that FRNGE, INC. in box 1 is spelled correctly.

- **Who should I contact if I have billing related questions for the Fringe Team?**

Feel free to email the Fringe Billing Team at billing@fringe.us

- **How much is a Fringe point worth?**

A Fringe point is worth \$0.20.

- **Does Navigate charge us for the Fringe Partnership or Fringe directly?**

Navigate will invoice for only the access fee (PEPM) for Fringe. Fringe will directly invoice your billing team using the invoice recipients and billing address provided during onboarding for all points sent to your employees over the previous month for Wellbeing Rewards through Navigate. Any additional Fringe Use Cases (Work Anniversaries, Birthdays, Lifestyle Benefits, Manager Points, etc.) would also be added to that invoice as another line item.

- **When will I receive an invoice?**

Invoices are sent out around the first of the month and are due on a Net 30 term.

- **What are the charges I see on my invoice?**

There are two common line items that you may see on your invoice:

- User Spend: This line item is the value added to each employee's account for their usage in the marketplace for that calendar month. This Line Item will only show up for Navigate Customers with additional Fringe use cases including monthly lifestyle benefits, work anniversaries, birthdays, etc. that are automated through our system on particular upcoming dates during that calendar month.
- Points Given {Date}: This line item reflects any points that were given to an employee through Navigate on a particular date. Ad-hoc points like this will be added to the invoice following their creation date.

Most invoices have attachments highlighting the details for these particular line items. If you have any questions or would like to dispute any charges, please email our billing team.

- **How can I pay my invoice?**

We accept payment through the following methods:

- Check: Checks can be made payable to "Frnge, Inc." and can be mailed to 1717 E. Cary St. Richmond, VA 23223

- ACH: Invoices can now be paid through ACH by clicking the “Pay” button at the top right corner of your invoice. Our ACH information can also be found at the bottom of your invoice if you choose to make payment through your bank.
- Credit Card: Invoices that are under \$1,000 can be paid by credit card with no additional fee. Click on the “Pay” button in the top right corner of your invoice to pay by credit card.

If your invoice is more than \$1,000 and you would like to pay by credit card, Fringe charges a 3% transaction fee. Please let our billing team know by emailing them at billing@fringe.us so that they can update your invoice and resend with this option available.
- Third-party service: If you choose to use a third-party service such as bill.com or Coupa, please email us at billing@fringe.us so that we can be sure to connect with you through that service.

- **Who do I connect with at Fringe to provide tax reporting for our employees?**

If your company has a dedicated Fringe Customer Success Manager, they will be able to provide any reporting you need. If a Customer Success Manager has either not been provided or you're unaware of one, please reach out directly to our Fringe Support Team at support@fringe.us

- **Can managers at my organization purchase points with a company credit card without having to run it through our own billing department?**

Yes, managers are able to purchase points to distribute to their teams using a corporate credit card at any time. They can do so by accessing their point settings within the Fringe Marketplace. They will receive a receipt in their inbox that can then be used to account for those costs at your company. If a more centralized option for the purchase of these points is desired, have the primary point of contact from your company connect with their Fringe dedicated customer success manager to arrange that purchase and invoicing.

- **Do you offer the ability to pay automatically through ACH?**

We do not currently offer this payment option. However, we plan on adding this feature in the coming months.