

Why and when should I choose the Premium Plan?

The key difference between the Premium Plan and the Basic Plan is the LTE data connection. With the Premium Plan, a LubnBox can connect to the Lubn cloud as soon as it is powered on. The connection enables many remote management features, including remote key release, remote shackle release, and sending a check-in photo to the Admin. Refer to the table for the detail comparison between the Premium Plan and the Basic Plan.

During the low season, you may change the LubnBox subscription to the free Basic Plan which has limited LTE data connection. In the Basic Plan, the Admin can still release the shackle or the key by using the Master QR code in the Manager App.

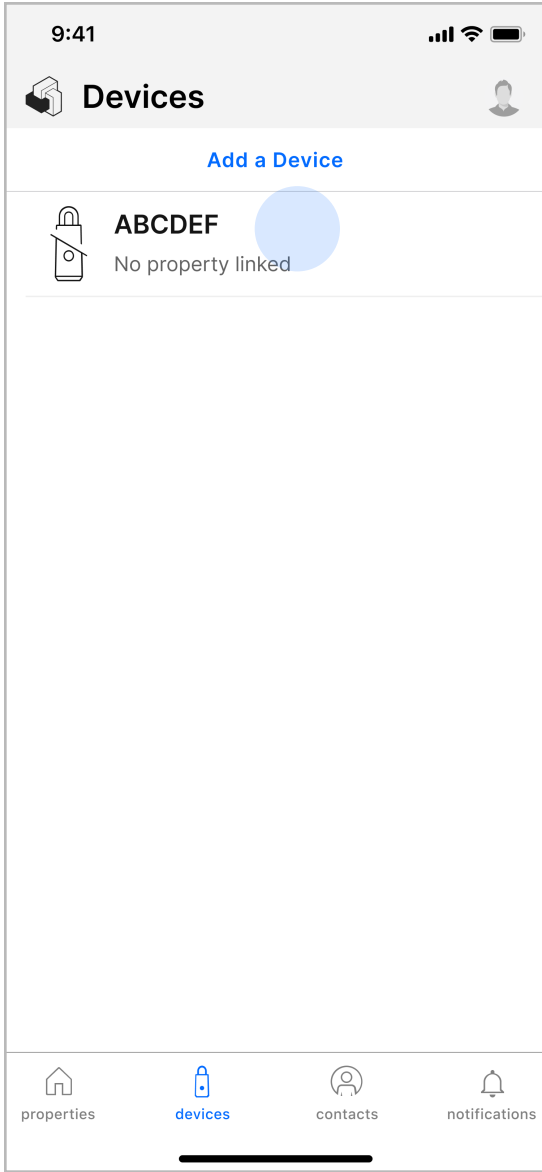
Premium	Basic
Permission Control	Permission Control
Managers5	Managers0
Visitor accessUnlimited	Visitor access0
Remote Management	Remote Management
LTE data connectionUnlimited	LTE data connection×
Access log✓	Access log×
Realtime notifications✓	Realtime notifications×
Check-in photo✓	Check-in photo×
Remote key release✓	Remote key release×
Remote shackle release✓	Remote shackle release×
Tamper alert✓	Tamper alert×
Booking	Booking
Self Schedule✓	Self Schedule×
ID verification AI✓	ID verification AI×
Pay & Book✓	Pay & Book×

How do I switch plans?

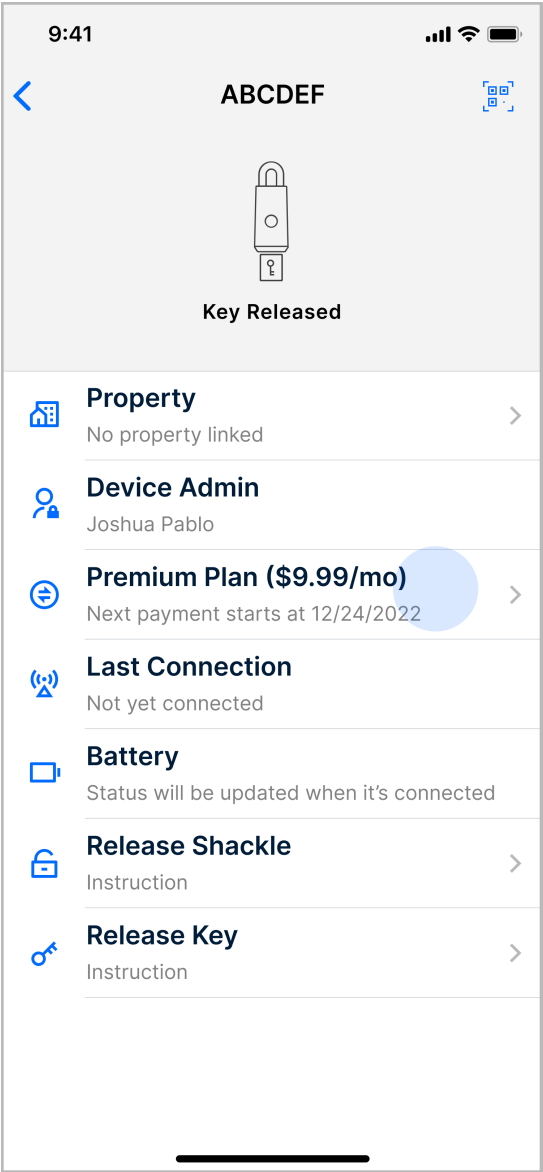
You can change the subscription in the device detail view in either the Manager Mobile App or the Manager Web Dashboard. A credit card is required for subscribing to the Premium Plan. Follow the instruction to change your subscription plan.

No Pro Rata

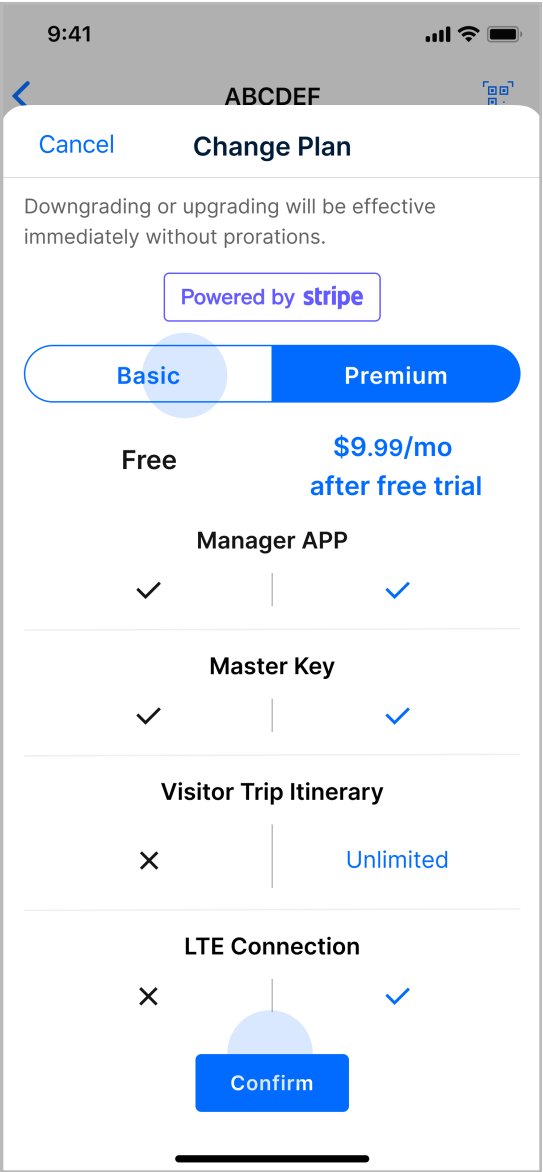
We currently don't support Pro Rata. As soon as you change the plan, the new plan will be executed immediately. You will be charged up front when switching to the Premium Plan. No refund will be given by the system if you switch back to Basic. Please make sure to switch the plan with a firm decision.



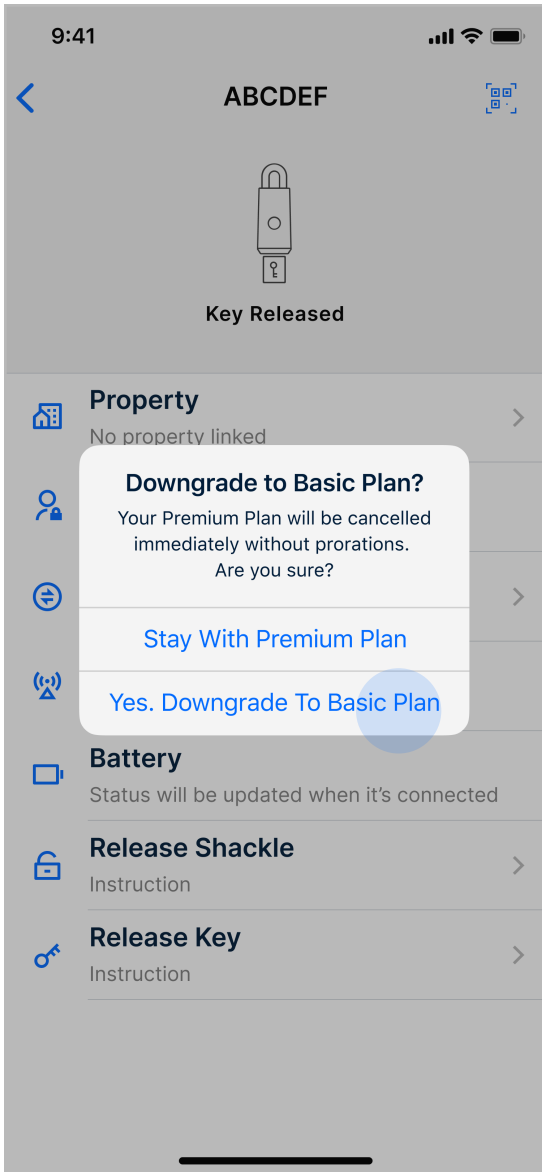
1. Go to Devices and select the device you'd like to have a different plan.



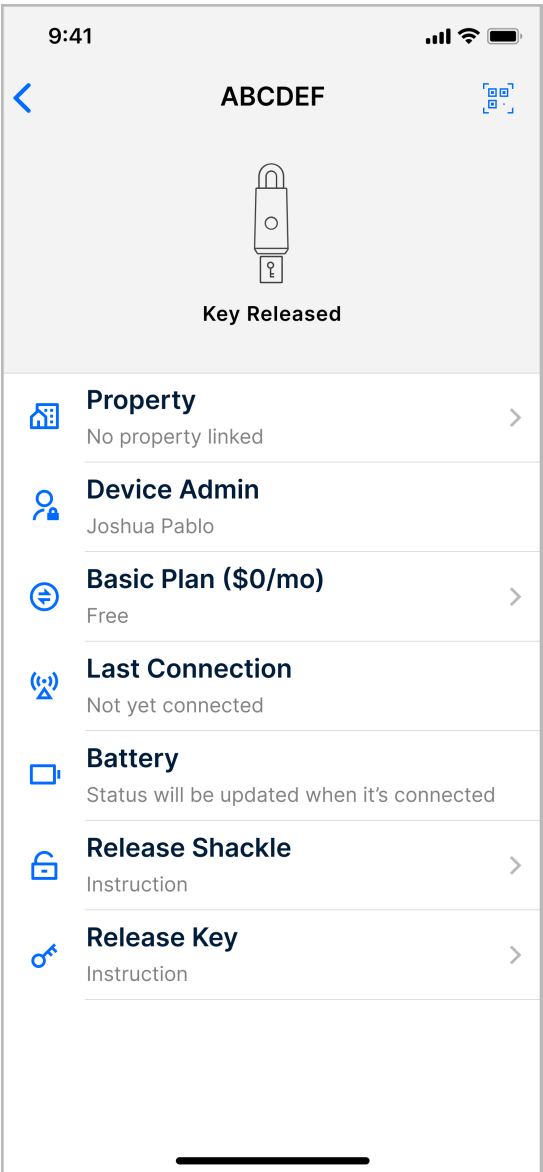
2. Select the current plan.



3. Select the plan you'd like to switch to and hit Confirm.



4. Re-confirm.



5. The new plan is in effect.

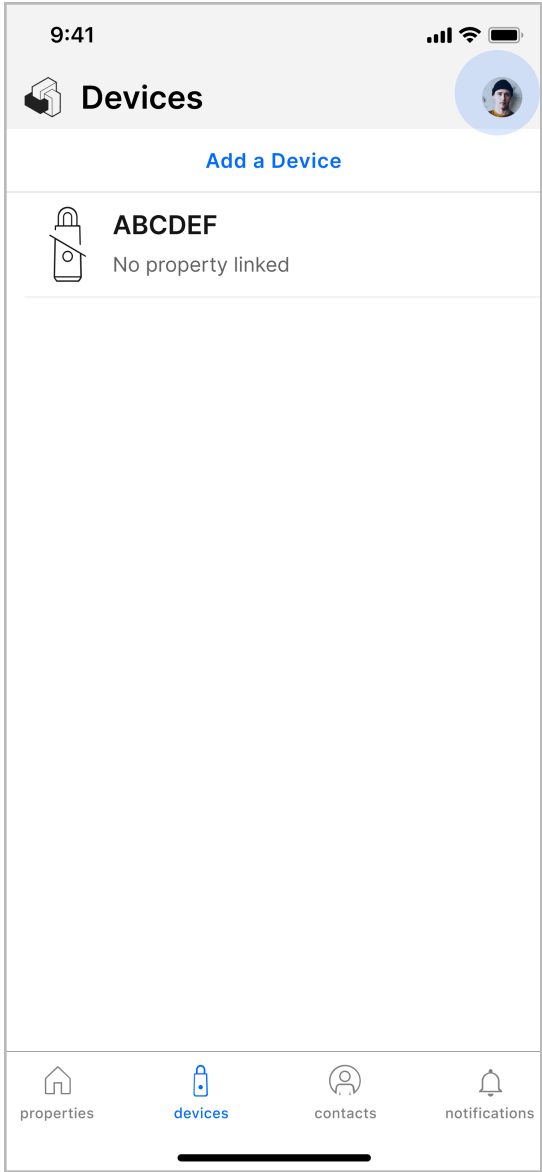
Where do I update my credit card info?

You can update or delete your credit card in either the Manager Mobile App or the Manager Web Dashboard.

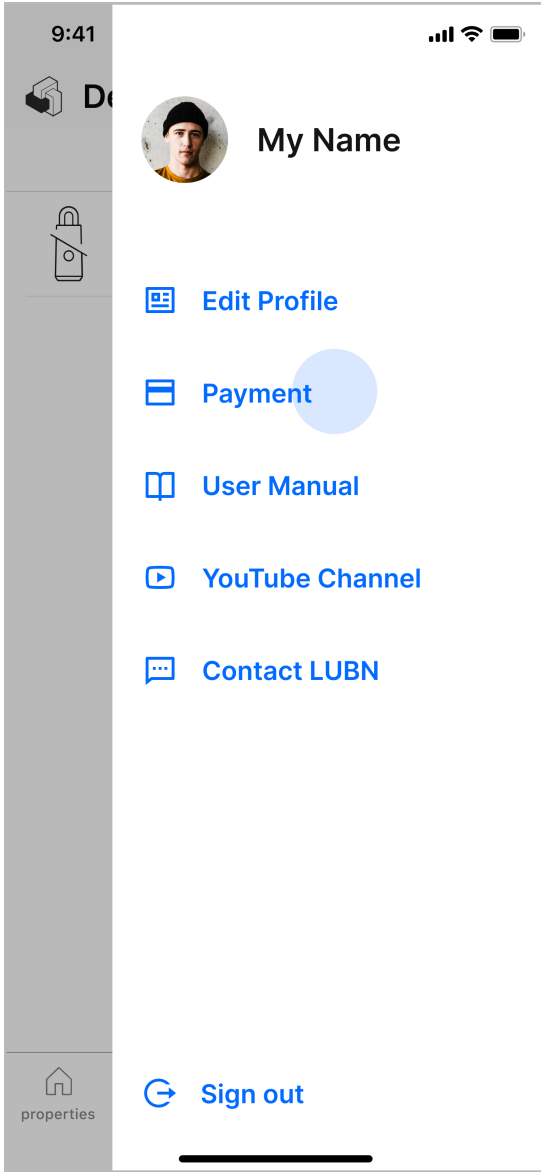
In the Manager Mobile App, select Profile and then select Payment. If your credit card is about to expired and would like to update it, please remove the old credit card by swiping to left and then add a new credit card. When the credit card is expired or when there is no credit card on file, all of your devices will be switch to the Basic Plan automatically.

Please note that your credit card info is safely stored with Stripe, a third party payment processing company. LUBN does not keep your credit card info.

To update your credit card info in the Manager Dashboard, select “Ledger” and then Account.



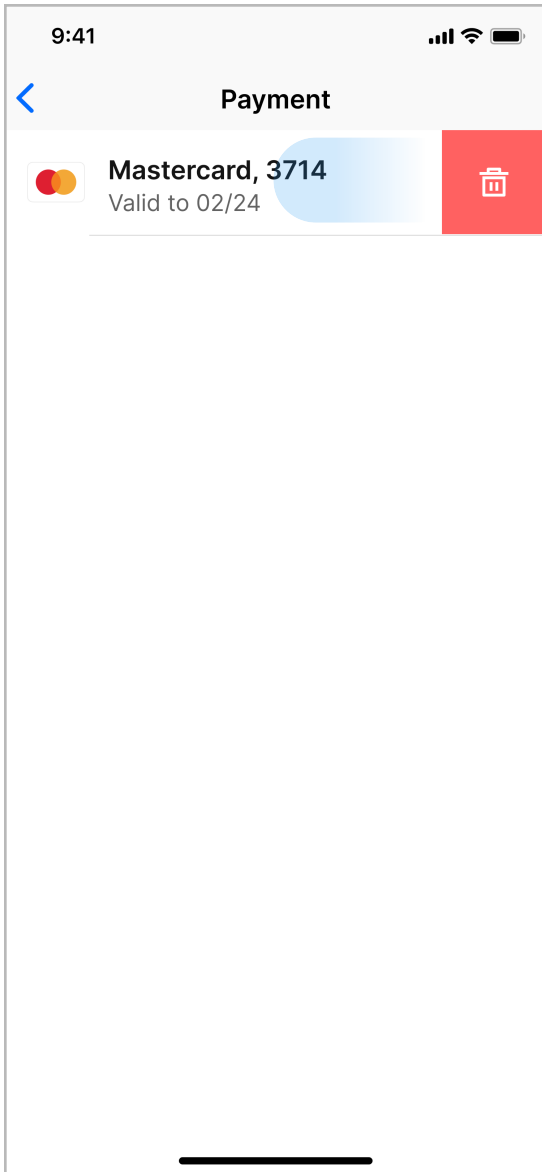
1. Select Profile.



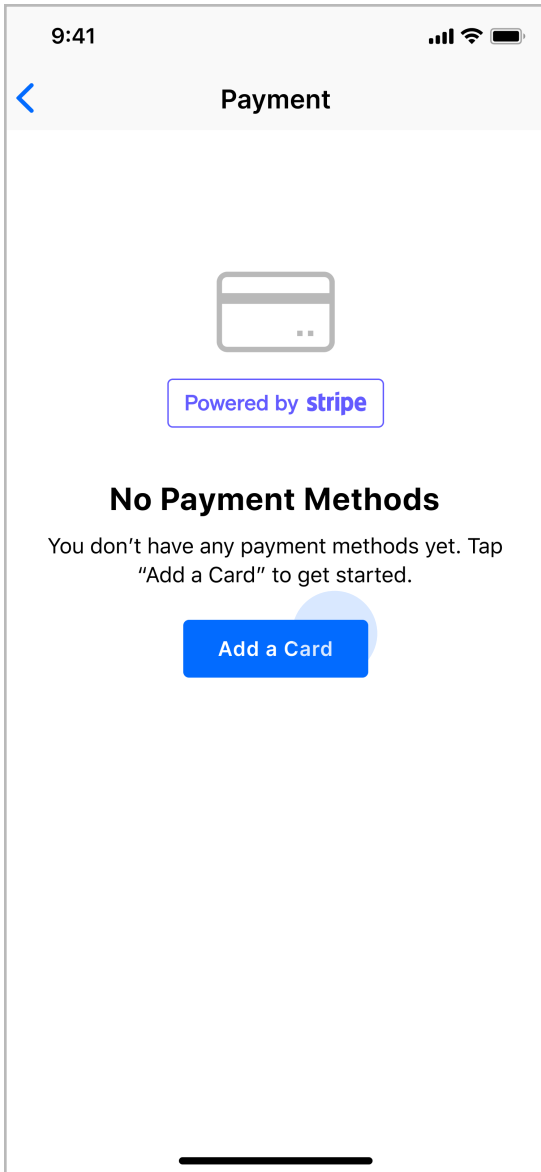
2. Select Payment.



3. Make sure the credit card is still valid.



4. To update the credit card, swipe left to delete it.



5. Then, add a new card.