

Delivery Schedule

Process (3-5 business days)

1. [ASTSCB] Fill out onboarding spreadsheet

Flipturn will send the customer the charger onboarding spreadsheet [linked here](#). Please download and fill out the form with the charger details.

2. [ASTSCB] Provide onboarding and shipping details

Please email support@getflipturn.com with the following information:

- **Completed onboarding spreadsheet**
- **User information:** The names and email addresses of the individuals who should initially have access to Flipturn. These primary users can then add unlimited additional users to their account.

3. [Flipturn] Charger commissioning and configuration

Flipturn will coordinate with ASTSCB to replace the chargers' SIM cards or handle equivalent networking solutions as necessary. Afterward, Flipturn will schedule a configuration call. During this call, Flipturn will connect to the chargers and perform a testing session.

Following successful testing, Flipturn will meet with the customer as needed to provide training and ensure a positive customer experience.