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## Welcome to Katapult

Katapult is a lease to own purchase option with a focus on helping the 100M customers with low and evolving FICO scores get life's necessities like furniture, appliances, and electronics, when they shop online or in-store. We believe that a credit score doesn't fairly reflect a customer's ability to be financially responsible. That's why at Katapult, we look at many factors beyond a credit score during our real-time approval process. This allows us to approve more of your customers that may not normally be approved by other payment options and helps grow your customer base.

## How do we do that?

We help you convert customers that would not normally be able to pay for the item in full or would not pass a prime lending option's traditional credit check, by providing an extremely fast, simple, and cost-effective payment method. The Katapult lease-to-own product was built using world-class technology to provide instant decisions, while collecting minimal customer information.

Katapult also encourages customer loyalty by rewarding customers who make on-time payments, and successfully pay off their lease agreement, with new, lower-cost payment options.

## Objectives

It is important to implement the information within this manual to provide your customers with the best Katapult experience. The benefit of learning this information is to ensure that you will be able to offer your customers a product that will truly benefit them and your business. To ensure that the information you are sharing with customers is correct and compliant, our partners must leverage a variety of training opportunities, which include written materials, virtual instructor-led training sessions, live training sessions, internet instruction, and

continued refresher training classes.

After reviewing this manual, you will be able to:

- Use the payment estimator
- Understand the customer application and experience
- Review your funding reports
- Understand critical compliance information and policies for lease-to-own solutions

## Key takeaways

Katapult offers lease purchase transactions with options for ownership and no long-term obligation. The customer is not buying the merchandise outright. Katapult is leasing the product to the customer, using a lease purchase agreement.

In providing this Manual, Katapult does not serve as your legal advisor nor assume any liability on account of your actions relating to compliance with applicable law. You should consult your counsel regarding your legal obligations and those who act on your behalf. For example, while this Manual describes certain requirements regarding communications with customers, you should discuss those and any other legal or compliance issues with your own counsel to ensure full legal compliance.

### In order for customers to apply with Katapult, they must have:

- A current, valid US address that is active with the USPS. (PO Boxes will not be accepted)
- A cell phone, with a valid mobile number that can receive SMS
- A valid Social Security or Taxpayer ID Number (ITIN).
- A valid email address.
- A valid credit or debit card to make recurring payments. (no prepaid or gift cards, and the card MUST be in the signing customer's name)
- They must be 18 years of age or older to apply

The payment method used must belong to the customer. The name on the card must match the name on the valid ID and the Katapult application.

### A Katapult lease is flexible. At the end of a lease cycle, the customer may;

- Exercise early purchase option (EPO) to buy the leased item(s).
- Renew the lease for more recurring payments. (this is the default action)
- Return the item(s) to Katapult.

### Important things to know

- Product(s) will be shipped to the customer upon electronically signing and agreeing to the lease and making the initial payment.

- The customer will make their first lease payment on their next Katapult due date, which is set during the application process.
- Katapult is not available for customers in MN, NJ, WI, and WY (this is built into your Katapult integration and requires no additional action from you to setup).
- Katapult will collect the sales tax from the customer over the course of the agreement and remit those taxes directly to the state where the item was purchased.
- Katapult offers customers an early purchase option at any time during their lease - this is at a discount over the entire cost of the lease.
- Customer's shipping address **must** match their billing address provided during the application process.

Please note this guide outlines the direct Katapult flow and merchant portal experience. If you partner with Katapult through a 3rd party provider, please reach out to our shared partner to get additional details.

## Contact Katapult

If after reviewing this manual you are still in need of assistance, there are many ways to contact Katapult;

**By visiting your merchant portal:** Review the application index to see details on a specific lease

**By email (merchants only):** [specialserviceteam@katapult.com](mailto:specialserviceteam@katapult.com)

**By chat:** <https://go.katapult.com/chat>

**By phone:** 833-KATAPULT (833-528-2785)

**By connecting with your Katapult Client Success Manager,** they will provide you with contact info during and after your training session. If your Client Success Manager is unavailable, you can reach our general Client Success email inbox at [clientsuccess@katapult.com](mailto:clientsuccess@katapult.com)

**By mail:** 5360 Legacy Drive, Building 2 Ste. 135, Plano, Texas 75024

## Hours

Katapult merchant and Customer Service are available 7 days a week.

Mon-Fri: 7am to 11pm CST

Sat: 8am to 9pm CST

Sun: 10am to 8pm CST

Should you need merchant support outside of these hours, please email [specialserviceteam@katapult.com](mailto:specialserviceteam@katapult.com) and you will receive a reply during the next calendar day.

## Katapult FAQs

**What is lease-to-own?**

Lease-to-own means that your customer will make recurring lease payments for the use of the product(s) they have selected until the terms of the purchase are satisfied. There is no long-term obligation to continue leasing, and they can return the product to Katapult at any time, with no further obligation other than for amounts already incurred. In addition, there are several options to acquire ownership of the product being leased. A Katapult lease offers flexibility that may make it more attractive than financing. At the end of the customer's recurring lease cycle, customers can choose to continue their lease with more recurring payments, purchase their product(s), or return their product(s) (normal wear-and-tear is accepted).

**Will a customer's FICO credit score be affected?**

Katapult is a no credit required payment option and does not pull or impact the customer's FICO score information. Please review Katapult's most recent credit report disclosure [here](#).

**How long is a pre-approval valid?**

A pre-approval is good for 30 days. During these 30 days, we remind them to come back and shop. If for any reason they do not use the pre-approval, the customer is welcome to reapply again in the future.

**What are the terms of a Katapult lease agreement?**

Katapult's lease purchase agreements are available at lengths of 12 or 18 months. For lease amounts less than \$2000, a 12-month lease will be offered. An 18-month lease term will be available when the amount leased is \$2,000.01- \$3,500. Offers may vary by state regulation, amount of the purchase, or other factors. These terms are subject to change. Check this Merchant Manual regularly for changes and updates.

**Are there limits on the "cash price" and total dollar amount of payments under a Katapult lease-purchase agreement?**

Yes, there are cash price limits in a few states that set the maximum "cash price" for specific categories of items that may be included in a lease-purchase transaction. These limits are set at a multiple above the retailer's wholesale cost. However, this requirement applies only in six states, namely CA, HI, ME, NY, VT, and WV.

Merchants are required to stay abreast of these laws, as they are subject to change. Furthermore, the information provided by the Client Success Team about these restrictions is not fully comprehensive. If you believe either or both restrictions may apply to you, please review the applicable state law. For more information, please contact your Client Success Manager.

**What items can be leased with Katapult? Are any items excluded?**

Katapult offers a leasing service for various durable goods, including the items required to support them. A list of what can be leased is available on the merchant portal. Used items are also available for lease, but customers should be aware of the condition of the item and the item should be priced appropriately (below the cost of a brand-new item of the same or similar kind).

This list of items is not intended to be exhaustive. If you have questions about the leasability of an item, please reach out to your Client Success Manager. Please see the type of items that can be included in a lease agreement:

**Leasable Items:**

- Furniture
- Appliances
- Electronics
- Stereo Equipment
- Automotive equipment- EX: Tires and Rims, and GPS Navigation System
- Fitness Equipment and Sporting Goods
- Optical
- Audio and DJ equipment
- Computers and Laptops
- Tablets
- Camera equipment
- Cables and cords for televisions
- Hoses for appliances
- Software for electronics
- Mattress pads for mattresses

**Prohibited Items:**

*Keep in mind the following items **cannot** be leased through Katapult;*

- Drones
- Hoverboards
- Gift cards
- Firearms
- Consumables such as chemicals, liquids, food items, clothing, etc.
- Items requiring licensing
- Items requiring permanent installation that cannot be returned ex; installed home theater equipment and surveillance equipment
- Membership fees
- Additional fees including: installation, shipping, and recycling fees
- Auto parts - SPECIFIC TO INDIANA LEASE-PURCHASE TRANSACTIONS -- With the sole exception of tires, wheels, and rims, automotive-related property (i.e., auto repair items and items that affix to an automobile) may not be included in a Katapult lease-purchase transaction.

**Note:** If you would like to offer an item that does not appear on this list you will need to contact your Client Success Manager. You will need written approval from Katapult for any item that appears on the above list.

**What approval limit does Katapult offer?**

Katapult's lease limits vary for each customer. When pre-approved, the customer will be able to view their available lease limit by logging into their Katapult account on [www.Katapult.com](http://www.Katapult.com) and the Katapult mobile app. They will also receive a text message and an email that includes their approval limit. Pre-approval amounts may not be modified; however, they can be utilized for more than one lease up to the total pre-approved amount.

**What is Lease Cost Reduction and how do I offer it?**

Lease cost reduction allows customers, who would typically have to remove merchandise to reduce cart totals, to continue with the larger purchase by paying a portion upfront and leasing the remaining amount over time. With no effort from you, this feature will be implemented through the Katapult checkout process.

**Note:** Katapult will collect applicable sales tax on the Lease Cost Reduction payment and is only available for select merchants.

**How can a customer pay off early?**

The customer can elect to pay off their product early. Katapult offers a 90-day early purchase option which allows them to pay off their lease within 90 days for only the cash price plus 5% and any applicable tax. The first payment will not be credited to the early payoff amount of the product, unless legally mandated.

If the customer does not buyout the lease within the 90-day early purchase option window, they will continue making recurring payments according to their lease term. The customer always has the option to buy out the item in subsequent months, at the price referenced in the early purchase option schedule contained in the lease agreement.

**Does Katapult charge an interest rate (Annual Percentage Rate)?**

No, Katapult offers a lease-to-own payment option. Customers are entering into an agreement to lease the product, with an option to own. The agreement is not a credit transaction. The monthly lease payment does not include an interest rate or APR and will not be used to calculate the lease amount.

Katapult considers the following four factors when calculating the lease payment:

- The cash price of the product
- The state in which the customer resides
- The maximum number of months a customer can lease the product
- The state/city sales tax rate

**Does Katapult charge late fees?**

No, Katapult does not charge late fees to customers, ever!

**Who charges applicable taxes to the customer?**

Katapult is responsible for collecting taxes from the customers. Katapult is classified as a wholesale merchant, meaning Katapult is buying the product from your business and reselling the product(s) to the customer through the use of a lease-to-own agreement. This process ensures the customer will never be double charged for taxes,

and our product totals will not reflect taxes from your cart. Katapult will provide you with a resale or tax-exempt certificate(s) for the states you do business in. If you have not received this, please reach out to your dedicated Katapult Client Success Manager. It is your responsibility to verify and ensure all orders in your system are classified as tax exempt. Katapult relies on your expertise and knowledge to develop the best process for your business needs.

## Application and Checkout

The customer will need to enter their mobile number to start a lease application as a new or existing Katapult. Before submitting their mobile number, the customer must agree to Katapult's Privacy Policy, Terms of Use, and Credit Disclosure. Each of these contains important information that the customer needs to be aware of.

### Verification

**In-Store Application:** For customers applying in-store through our merchant portal, please ensure that the customer has reviewed and agreed to our privacy policy, terms of use and credit disclosure before clicking submit. Please confirm your customer's identity by using standard practices of reviewing the customer's state issued ID or Driver's license. The customer must be present in the store and be able to apply. Please follow the steps below in your merchant portal from the customer checkout tab.

*If your customer would like to apply from home, please let them know they can apply online on our [website](#).*

**Online Application:** Customers applying on your website will need to follow the steps outlined below.

Katapult collects information from various non-FICO credit reporting agencies. Checkout our FAQs page for the most up to date credit report disclosure.

- The customer will enter their mobile number. Katapult uses this as the customer's unique identifier, and it cannot be shared with multiple accounts.
- Before being able to proceed with an application or lease agreement the customer will need to agree to Katapult's privacy policy, terms of use and e-sign policy.
- Once the mobile number is entered and the policies confirmed, the customer can proceed to the verification screen.

Customers who have not applied with Katapult previously will receive a six-digit one time passcode (OTP) to validate their phone number and proceed with the application.

Return Customers will enter their OTP & the last 4 of their SSN to validate their identity and proceed to their lease agreement.



If an existing Katapult customer needs to update their phone number please have them reach out to customer service.

New Customer

Katapult.

Close

We just sent you a text

Enter the verification code sent to (614) 822-8598

Change number

Enter 6-digit code

123456

Re-send

☒

I would like to receive marketing messages from Katapult through SMS to the phone number provided. Message & data rates apply. Message frequency varies. Reply HELP for support or STOP to cancel. Check out [Terms of Use](#).

☒

I would like to receive marketing messages from Katapult through email.

Begin Application

Questions? Call Katapult at 833-KATAPULT (833-5282785)

Return Customer

Katapult.

Close

We just sent you a text

Enter the verification code sent to (614) 822-8598

Change number

Enter 6-digit code

123456

Re-send

Last 4 digits of SSN/ITIN

Continue

Questions? Call Katapult at 833-KATAPULT (833-5282785)

Application

Katapult's quick application is broken down into 3 simple steps: Basic info, Income, and Review.

Field	Details	Screen
-------	---------	--------

First Name	Customers full legal first name	Basic Information
Last Name	Customers full legal last name	Basic Information
Date of Birth	Customers date of birth	Basic Information
SSN/ ITIN	Customers full social security number or taxpayer identification number	Basic Information
Billing Address	Customers billing address	Basic Information
Address line 2	Line two of the customers' billing address is applicable	Basic Information
City	City associated with the customers billing address	Basic Information
State	Please note that Katapult cannot support applications in WY, WI, NJ,	Basic Information
Zip Code	Zip code associated with customers billing address	Basic Information
Income	Customer will need to provide their full income either annually or they can provide monthly by using the dropdown	Income
Pay Frequency	Katapult uses this information to determine the customers payment schedule	Income
Last Pay Date	This information is used to confirm payment schedule	Income
Direct Deposit	Katapult uses this information to setup auto payment for the customer	Income

## Decisioning options

Approvals are good for up to 30 days and customers can return at any point during that period to use their pre-approval amount. Rejected customers may reapply after 30 days for decisioning.

## Lease Cost Reduction (LCR)

This will only be available to specific customers based on Katapult's proprietary decisioning. If the customer selects Katapult as their payment option at checkout (meaning they have already added items to their cart) and they are not approved for the full amount in their cart *and* the cart amount exceeds their available limit they will be presented with the Lease Cost Reduction offer.

## Online Checkout

The customer will add items to the cart as they normally would. They will also have the option to be pre-approved with Katapult on each page (if applicable, based on integration) if a customer did not elect to be pre-approved before shopping.

## Payment

All transactions are secure and encrypted.

 **Katapult** No Credit Required



After clicking "Complete order", you will be redirected to Katapult to complete your purchase securely.

Any item added to the cart should not include sales tax. Katapult will calculate and collect tax on the lease. Katapult will determine whether any of its customer's purchases are subject to sales and use tax and collect the appropriate tax from its customer. If Katapult's customer qualifies for a customer-based sales tax exemption, Katapult's customer would have the obligation to reach out to Katapult's customer service and provide its tax exemption certificate to ensure Katapult doesn't charge them sales tax.

***Whether the customer already has a pre-approval or will be applying for the items in their shopping cart will determine the next steps. If they were pre-approved, they will select Katapult at checkout and enter a new verification code, along with the last 4 digits of their SSN/ITIN. If they are applying for the first time they will go through the process above. Once the approval is recalled or approved, they can start the checkout process.***

## Offer Card

The Katapult offer card is displayed to customers before they proceed to the payment page. This card gives the customer an overview of what their lease offer will be so they can make an informed decision on how to proceed forward.

CLOSE

Hi John! Begin your lease today for your total order of \$499.00

LEASE DETAILS

**52 payments of \$23.15**

Due today ●	\$45.00
Due every week ○	\$23.15

COST OF OWNERSHIP

Purchase within 90-days	\$568.55
Full term - 52 Payments	\$1110.55

You may also choose to purchase early at any time after 90 days and before full term. The earlier you purchase the more you save!

How do I pay less by buying early? >

How is leasing different from borrowing? >

CONTINUE

For customers completing checkout online, Katapult will present their offer card.

Here the customer will see their lease offer, their payment schedule and initial payment amount. Once they have reviewed their offer, they will be able to proceed with the checkout page and review their lease agreement, price tag disclosure and make their initial payment.

## Checkout

### Checkout Screen

### Price Tag Disclosure

### Lease Agreement

## Checkout Screen

The customer will be able to proceed with checkout by reviewing the price tag disclosure, lease agreement and making their initial first payment.

## Price Tag Disclosure

The customer will need to read and agree to Katapult's Price Tag Disclosure. Each customer's lease agreement varies by state and should be reviewed in its entirety. The price tag disclosure will provide the customer with a summary of the price of their items, rental period, & payment expectations. This disclosure is to provide clear transparency to the customer regarding their payments and the amount going towards rent vs. the product over the course of the lease.

After the customer has reviewed and agreed to the terms, they will be able to proceed by clicking 'I agree.'

## Katapult consumer lease-purchase agreement

The customer must read the agreement in full by scrolling to the bottom of the page. We want to make sure they can review the agreement in full detail. This agreement cannot be modified or changed in any

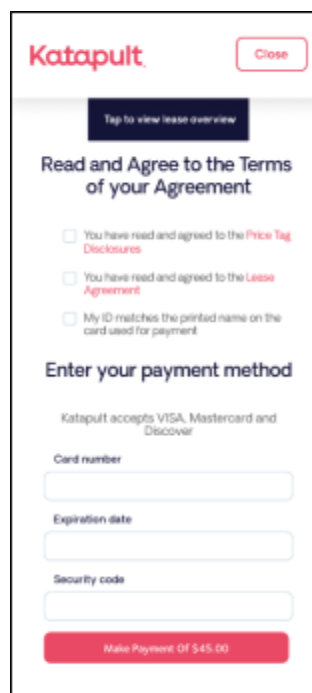
way. The customer will always be able to access a copy of their agreement in the [customer portal](#). The lease agreement will give the customer a clear breakdown of their products, prices, and expectations of responsibility over the lease.

The customer will need to scroll to the end of the agreement to review it in its entirety. We provide the option for the customer to download a hard copy for their records.

Once the agreement has been completely reviewed the 'I Agree' button will be enabled allowing the customer to proceed with their initial payment.

## Finalizing the details and processing the payment

After the customer has agreed to the price tag disclosure, lease agreement and validated that their payment method matches their lease details, they will be able to proceed with making their initial payment.

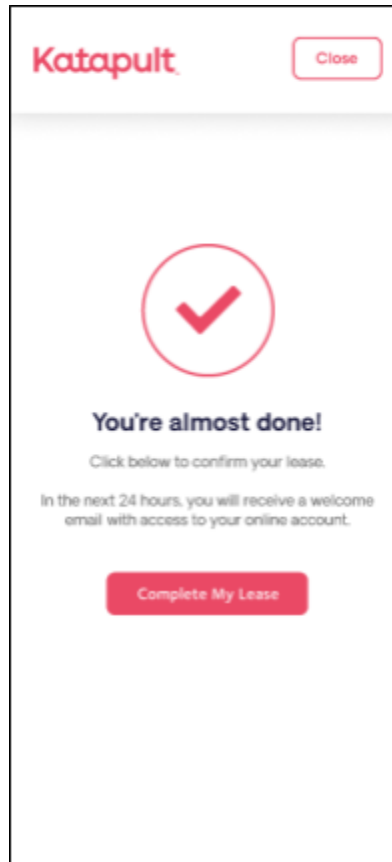
A screenshot of a mobile application interface for Katapult. At the top, the Katapult logo is on the left and a 'Close' button is on the right. Below the logo is a dark button with white text that says 'Tap to view lease overview'. The main heading is 'Read and Agree to the Terms of your Agreement'. There are three checkboxes with labels: 'You have read and agreed to the Price Tag Disclosures', 'You have read and agreed to the Lease Agreement', and 'My ID matches the printed name on the card used for payment'. Below these is the section 'Enter your payment method' with the text 'Katapult accepts VISA, Mastercard and Discover'. There are three input fields for 'Card number', 'Expiration date', and 'Security code'. At the bottom is a red button with white text that says 'Make Payment Of \$45.00'.

## Complete the lease

Once the customer's payment has been processed, they will receive a welcome email and be asked to complete their lease.

**Failure to complete this screen may result in the order not syncing back to your system. Please contact Katapult if there is a discrepancy between your merchant portal and your order management system.**

Once this step has been completed, the customer will be redirected to your order confirmation page.



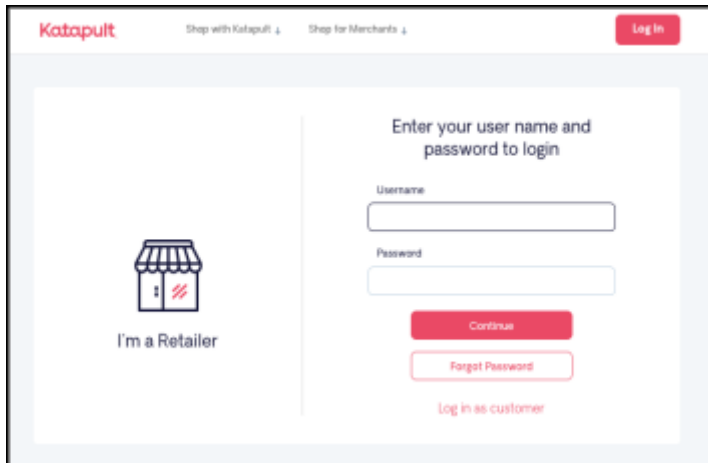
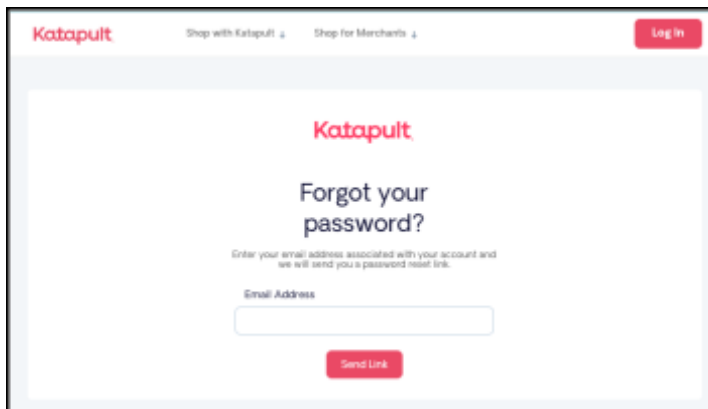
## Merchant Portal

**Katapult offers an extensive, easy-to-use merchant portal. The portal can be used to view helpful information like:**

- Detailed funding reports showing when you were funded and how much
- Customer contact and lease information
- The ability to send a quick comment or question to the funding team
- Alerts from the Katapult funding team

## Forgot Password

If you find yourself locked out of your account or cannot remember your password, go to the forgot password button. Enter your email and follow the instructions to reset your password. If you experience any difficulty, please contact your Client Success Manager for assistance.

Provide your email address and click on “Send Link” an email will be sent to that email address if is associated with a merchant account. Be sure to check your spam folder if an email hasn’t been received within a few minutes.

## Add New Users

Account admins can add new users to access the merchant portal. It is important that you set up each user with a unique login to access your account.

Go to the user's tab, here you can see a list of current users. To add a new user, click the Add user button.



<div> Katapult Customer Checkout ▾ View applications Reports ▾ Payment estimator Lead List <b>Users</b> katitest ▾ </div>						
Users <span>Add User</span>						
Date Joined	First Name	Last Name	Username	Email	Role	Store
08-30-2022	Pravin	Sah	PravinS	pravin.sah+09283@katz	retailer_admin	n/a
08-26-2022	UserFirstName	UserLastName	UserName1	ashley.rundles+03123@	retailer_rep	220 1st street
08-26-2022	UserFirstName	UserLastName	UserName_	ashley.rundles+02123@	retailer_rep	123 take
08-26-2022	UserFirstName	UserLastName	UserName	ashley.rundles+01123@	retailer_rep	123 take
08-26-2022	kate	johnston	kjohnston	katelin.johnston+00241	retailer_rep	123 take
08-25-2022	ashley	rundles	arundles	ashley.rundles+45646@	retailer_admin	n/a
08-23-2022	Robbie	Lester	RobbieLKatapult	robert.lester@katapult.co	retailer_admin	n/a
08-23-2022	Deb	Young	DebYKatapult	debra.young@katapult.co	retailer_admin	n/a

Fill out the form and save your changes. An email will be sent to the user with their username and password.

<div> Katapult Customer Checkout ▾ View applications Reports ▾ Payment estimator Lead List <b>Users</b> katitest ▾ </div>	
<div> <div>Add User</div> <div> <div>First Name</div> <div>Last Name</div> <div>Email Address</div> <div>Create username</div> <div>User Role</div> <div>Associated Store</div> <div>Choose here ▾</div> <div>Choose here ▾</div> <div>Cancel</div> <div>Save</div> </div> </div>	

## User Role

- **Admin:** Admin will have full access to the account to set up new users, process cancellations and download reports. This will be your default role if you are an online only merchant.
- **Store Rep:** Is only accessible for merchants with multiple store locations. This role type has access to process applications and orders.

Please note that username and email must be unique to each user.

## Application index

Click 'View Applications' in the top navigation bar. Here you can review your applications and completed orders.

You will see a grand total of your originated leases and total approved applications.

There are a few different ways you can look up applications and leases.

The screenshot shows the 'Application index' page in the Katapult merchant portal. The top navigation bar includes links for 'Customer Checkout', 'View applications' (which is active), 'Reports', 'Payment estimator', and 'Users'. A user profile 'katiestest' is visible in the top right. The page header is dark blue with the text 'Application index', a search bar, and a 'Filters' button. The main content area has a light blue background. It features two summary cards: 'Originated \$7,344.98' and 'Total approved applications 6'. Below these cards is a table with the following data:

Order date	Order Number	First Name	Last Name	Sales Rep	Status
08-19-2022	123132	Katelin	Johnston	test	

Search bar - allows you to look up customers by order number, phone number, email address or name.

Order date	Order Number	First Name	Last Name	Sales Rep	Status
08-19-2022	123132	Katelin	Johnston	test	

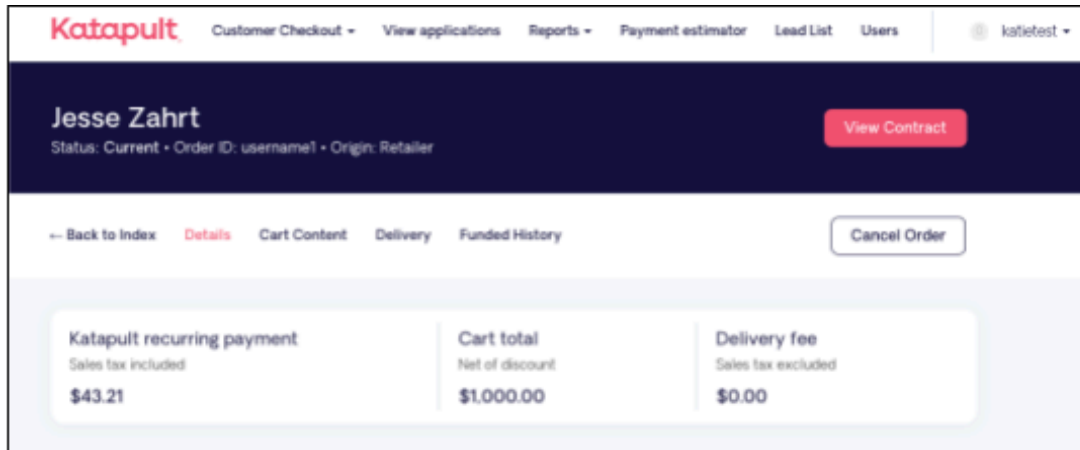
Filters - will allow you to look up applications and leases by store location, status or date.

## Application Statuses

- **Incomplete** - The application was started but was not completed.
- **Inactive** - The application was started but left inactive.
- **Rejected** - The application was not approved.
- **Pending** - The order was not completed, and the first payment was not collected.
- **Pre-Approved** - The application was pre-approved.
- **Active** - A lease was completed and is currently active with Katapult.
- **Canceled** - The lease was canceled.
- **Complete** - The customer has completed their lease obligations, and it is closed for adjustments.
- **Katapult Return** - The customer has forfeited their lease and returned the merchandise to Katapult. No adjustments can be made to the lease.

## Application Details

Application details will allow you to easily see the details of your applicant and the cart details. In this section we will take you through each tab and its functionality.



The following details are part of our header and can be found on each tab.

**View Contract:** Will allow you to download a PDF of the customers lease agreement

**Back to index:** Will navigate you back to the application table

**Details:** Provides a brief summary of the customer details

**Cart Content:** Will allow you see the item details

**Delivery:** Here you will be able to see delivery or shipping details.

**Funded History:** A history of funding

**Cancel Order:** This button will be accessible for admin users and grant them the ability to cancel an active lease.

**Katapult recurring payment:** Customers Payment amount

**Cart Total:** Total of the cart details

**Delivery Fee:** Total delivery fee if applicable.

## Details

The screenshot shows the 'Details' page for a user named Jesse Zahrt. The page has a dark blue header with the Katapult logo and navigation links: Customer Checkout, View applications, Reports, Payment estimator, Lead List, and Users. Below the header, the user's name 'Jesse Zahrt' is displayed, along with their status 'Current' and order ID 'username1'. A 'View Contract' button is visible. The main content area has a light blue background and contains a summary of the order: 'Katapult recurring payment' (\$43.21), 'Cart total' (\$1,000.00), and 'Delivery fee' (\$0.00). Below this, there are two sections: 'Customer Details' and 'Application Details'. The 'Customer Details' section shows fields for Name, Address, Email address, and Phone number, all of which are redacted. The 'Application Details' section shows fields for Application status, Order number, Created at, Sales Representative, Retailer, and Store, with values: Current, username1, Aug 31, 2022, Username1, Retailer, and Seattle.

Customer Details	
Name	[Redacted]
Address	[Redacted]
Email address	[Redacted]
Phone number	[Redacted]

Application Details	
Application status	Current
Order number	username1
Created at	Aug 31, 2022
Sales Representative	Username1
Retailer	Retailer
Store	Seattle

Here you can see the customer details (which have been redacted for security reasons)  
Customer Details: The customer details how they appear on the lease.

**Application Details:** Details about the current lease.

**Status:** Lease status

**Order number:** Entered by the associate or passed at the time of checkout.

**Created at:** The date the lease was created.

**Sales Representative:** For in store orders this is an optional field

**Retailer:** How the transaction was processed.

**Store:** Store that processed the transaction

## Cart Content

In the art ontent page you will be able to see items and fees associated with the order.

**Fees:** Here you will see the shipping or delivery fee. This is an upfront payment that is collected from the customer at the time of initial payment.

**Discounts:** Here you will see any discounts associated with the order.

**Items:** Katapult will pull in each line item as an individual item. Here you can see a breakdown of the unit price, the customers recurring payment amount.

**View More:** This will allow you see the tax break down and see if there are any associated warranty with the item.

## View more details:

abc123	\$1,000.00
UserName1	
Katapult recurring payment	\$43.21
Sales Tax	\$2.83
Hide	

## Delivery/Pick-Up

Delivery or Ship date is required for Katapult to fund your order. This can either be done automatically from our API or manually entered through the Merchant Portal.

If your customer is choosing to pick up their items, make sure to enter the date that the customer obtains possession of their products to qualify your order for funding.

To manually update your delivery date, follow the steps outlined below.

To set a date click on the pink text - TBD. A popup window will appear with a calendar, then select the date when the customer will receive their items.

Please note that these dates will only reflect in our system.

— Back to Index Details Cart Content **Delivery** Funded History Cancel Order

Katapult recurring payment Sales tax included <b>\$43.21</b>	Cart total Net of discount <b>\$1,000.00</b>	Delivery fee Sales tax excluded <b>\$0.00</b>
--	--	---

✓ No documents needed

📅 Delivery

Delivery date (0 business day estimate)  
**TBD**

Submit

— Back to Index Details Cart Content **Delivery** Funded History Cancel Order

Katapult recurring payment Sales tax included <b>\$43.21</b>	Cart total Net of discount <b>\$1,000.00</b>	Delivery fee Sales tax excluded <b>\$0.00</b>
--	--	---

✓ No documents needed

📅 Delivery

Delivery date (0 business day estimate)  
**9/2/22**

Submit

Once your date has been selected hit the submit button to save your changes.

📅 Delivery Edit

Delivery date (0 business day estimate)  
**9/2/22**

Submit

If you've experienced any issues or have any questions please contact our customer service team at 833-KATAPULT (528-2785)

Once saved the submit button will be greyed out. If you need to make any changes use the edit button and follow the previous steps to set a new date.

## Funded History

You will be able to see the funding history for the individual lease.

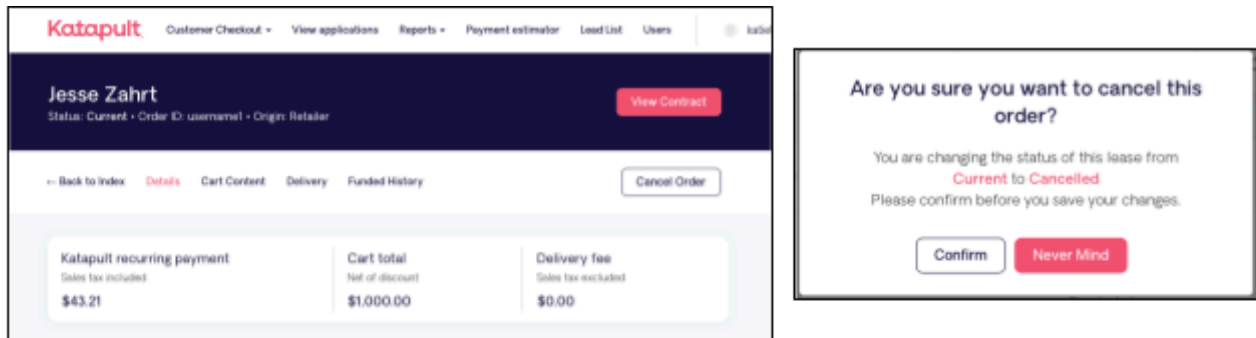
## Lease Management

If you are an admin user, you will have the ability to make adjustments from the merchant portal on active leases. Please contact our [special service team](#) if you have questions or need assistance with any changes.

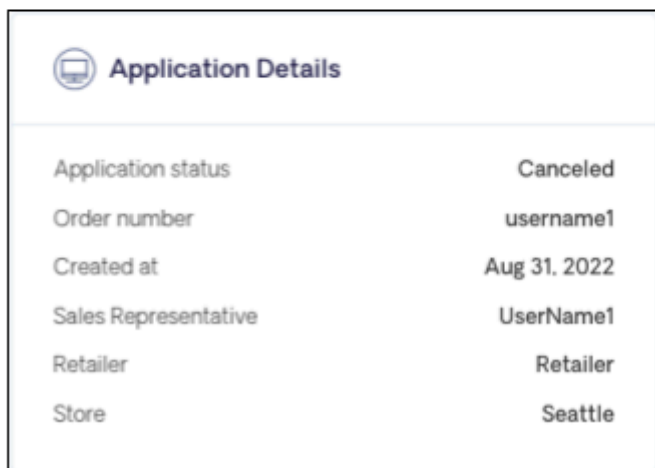
### Cancel Order

Locate the order you want to cancel and select the 'Cancel Order' button.

A popup will appear asking you to confirm your choice. Once you hit confirm the lease will be canceled and you will not be able to undo this change.



Once confirmed the lease status will be updated.



### Cancel Item

Locate the order you want to adjust. Navigate to the cart contents tab.



Aisha Boyle

Status: Active • Order ID: two\_leasables • Origin: Customer

View Contract

[← Back to Index](#)
[Details](#)
[Cart Content](#)
[Delivery](#)
[Funded History](#)

Cancel Order

Katapult recurring payment Sales tax included <b>\$311.12</b>	Cart total Net of discount <b>\$2,400.00</b>	Delivery fee Sales tax excluded <b>\$0.00</b>
---	--	---

Once on the Cart Contents tab, locate the item you would like to cancel and select Cancel Item.

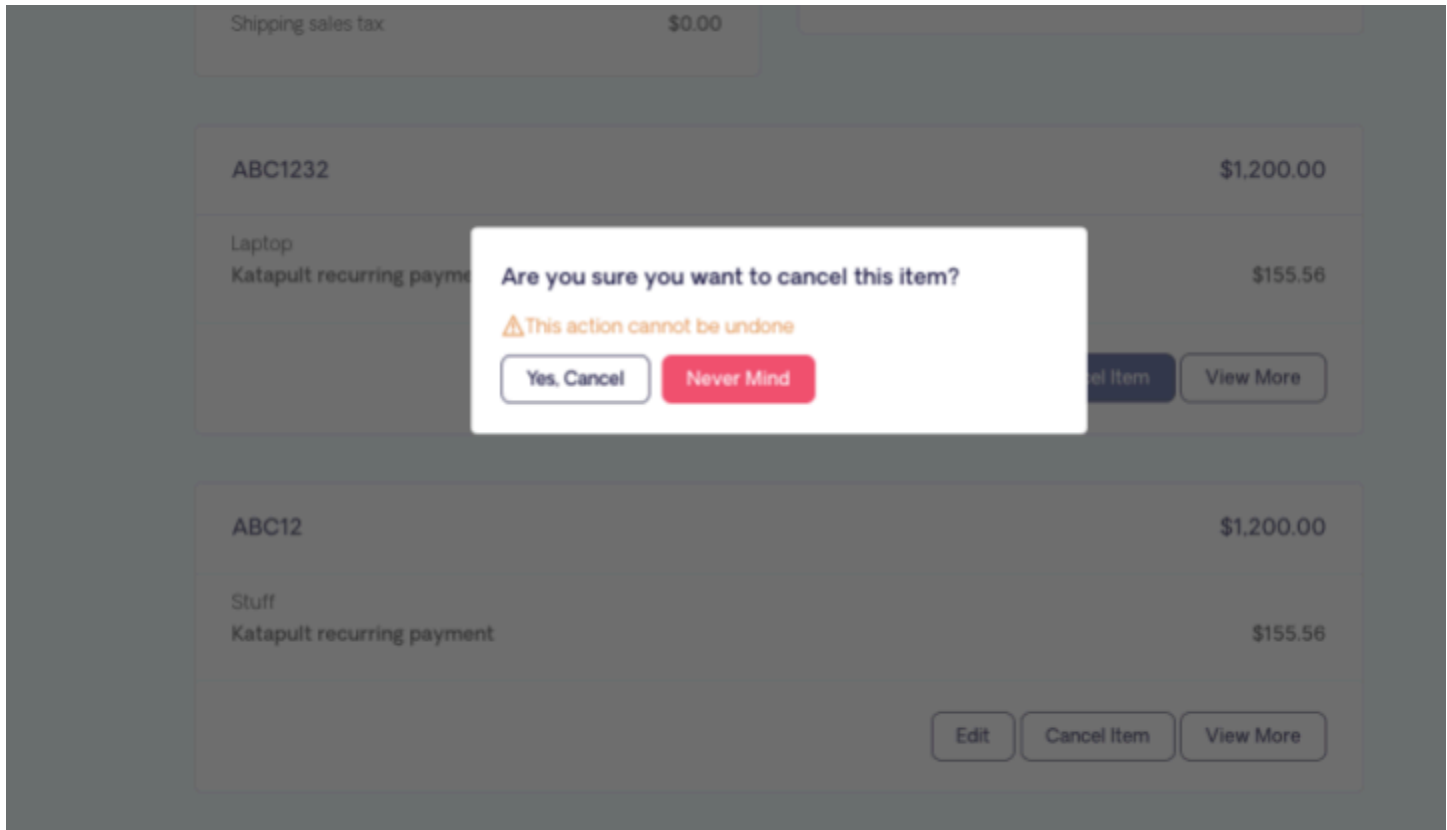
<b>Fees</b>	<b>\$0.00</b>
Shipping fee	\$0.00
Shipping sales tax	\$0.00

<b>Discounts</b>	<b>-\$50.00</b>
Katapult Promo	-\$50.00

<b>ABC1232</b>	<b>\$1,200.00</b>
Laptop Katapult recurring payment	\$155.56
<div> Edit Cancel Item View More </div>	

<b>ABC12</b>	<b>\$1,200.00</b>
Stuff Katapult recurring payment	\$155.56
<div> Edit Cancel Item View More </div>	

A popup will appear asking you to validate your decision.



### Adjust Item

Katapult will allow admin users to make select changes to items on the lease.

Admin users will be able to:

- Decrease the price of leasable items
- Remove Warranty
- Decrease the price of warranty

Katapult does NOT support the following changes:

- Increasing the price of a product or warranty
- Adjusting the price on non-leasable items
- Changing the product name, SKU, or quantity

Please note that adjustments can only be made to decrease the price of a product. Katapult does not support increasing the price of products after the lease has been created. If you need to change the item, we advise that you cancel the current item and have the customer complete a new transaction for the updated items.

Locate the active order you would like to adjust and select Cart Content.

Once canceled, the item will be grayed out and become unavailable for any additional changes, the cart total and recurring payment totals will update according to the changes.

<div><div>Katapult recurring payment</div><div>Sales tax included</div><div>\$154.23</div></div>	<div><div>Cart total</div><div>Net of discount</div><div>\$1,200.00</div></div>	<div><div>Delivery fee</div><div>Sales tax excluded</div><div>\$0.00</div></div>
<div><div>Fees</div><div>\$0.00</div></div>	<div><div>Discounts</div><div>-\$50.00</div></div>	
<div><div>Shipping fee</div><div>\$0.00</div></div>	<div><div>Katapult Promo</div><div>-\$50.00</div></div>	
<div><div>Shipping sales tax</div><div>\$0.00</div></div>		
ABC1232		\$1,200.00
Laptop		
Katapult recurring payment		\$155.56
		<div><div>Cancel Item</div><div>View More</div></div>
ABC12		\$1,200.00
Stuff		
Katapult recurring payment		\$154.23
		<div><div>Edit</div><div>Cancel Item</div><div>View More</div></div>

A popup will appear asking you to confirm your choice. Once you hit confirm the lease will be canceled and you will not be able to undo this change.

Maryam Doyle

Status: Active • Order ID: automation • Origin: Customer

View Contract

[← Back to Index](#)   [Details](#)   [Cart Content](#)   [Delivery](#)   [Funded History](#)

Cancel Order

<div>Katapult recurring payment</div> <div>Sales tax included</div> <div>\$59.46</div>	<div>Cart total</div> <div>Net of discount</div> <div>\$1,750.00</div>	<div>Delivery fee</div> <div>Sales tax excluded</div> <div>\$0.00</div>
--	--	---

Find the item you would like to adjust and select the edit button.

ABC1232	\$1,700.00
Laptop Katapult recurring payment	\$57.76
<div>View More</div> <div>Edit</div> <div>Cancel</div>	

You will be directed to an edit screen to adjust the item and save your changes.

<b>Katapult recurring payment</b> Sales tax included <b>\$59.46</b>	<b>Cart total</b> Net of discount <b>\$1,750.00</b>	<b>Delivery fee</b> Sales tax excluded <b>\$0.00</b>
---	---	--

### Add/edit Item

---


**Item type**  

New ▼

**Quantity**  

1

**Cash price**  

\$ 1,500.00 | 

**Make/Model number**  

ABC1232

**Item description**  

Laptop

☐ Add warranty

Save Changes

Cancel

Once you select save changes you will be presented with a final review screen. Please confirm the changes you are making before saving. Once you have confirmed these changes will be applied to the lease.

Are you sure you want to make following changes to this item?

**Changes**

Item type New	Cash price <del>\$1700.00</del> \$1500.00
Quantity 1	Make/Model Number ABC1232
Item description Laptop	

BackSave Changes

You will be redirected back to the cart contents screen. Here you will see that the item price, cart total and recurring payment have been updated. If you select the view contract page, you will receive the updated contract for the customer.

**Maryam Doyle**

Status: Active • Order ID: automation • Origin: Customer

[View Contract](#)

[← Back to Index](#)
[Details](#)
[Cart Content](#)
[Delivery](#)
[Funded History](#)

[Cancel Order](#)

**Katapult recurring payment**

Sales tax included

**\$52.66**

**Cart total**

Net of discount

**\$1,550.00**

**Delivery fee**

Sales tax excluded

**\$0.00**

**Fees**

**\$0.00**

Shipping fee

**\$0.00**

Shipping sales tax

**\$0.00**

**Discounts**

**-\$500.00**

Shipping Discount - Free  
Shipping

**-\$500.00**

**ABC1232**

**\$1,500.00**

Laptop

**Katapult recurring payment**

**\$50.96**

[View More](#)

[Edit](#)

[Cancel](#)

## Adjusting Warranty

If the product has an associated warranty, you will be able to decrease the price of the item or remove the warranty completely.

Find the order you would like to adjust and go to the Cart Contents and select the edit button.

### Add/edit Item

Item type	Quantity
New	1
Cash price	Make/Model number
\$ 3,111.00	ABC1232
Item description	
Laptop	

### Add on

☐ Remove warranty

Price	Name	SKU
\$ 49.00	Laptop Warranty	Warranty SKU

Save Changes

Cancel

If you select that you want to completely remove the warranty you will be presented with an acknowledgement screen.

**Are you sure you want to remove warranty from item?**

☐ I acknowledge that I am taking warranty off the item

Cancel

Done

Once you acknowledge, you will go back to the edit page to make additional adjustments to the product, if




needed.

**Add/edit Item**

Item type

New ▼

Cash price

\$ 3,111.00 

Quantity

1

Make/Model number

ABC1232

Item description

Laptop

**Add on**  
☒ Add warranty

Save Changes

Cancel

Once you select the save changes, you will be presented with a final review screen. Please confirm the changes you are making before saving. Once you have confirmed these changes will be applied to the lease.

\$3,160.00

\$0.00

Are you sure you want to make following changes to this item?

Changes

Item type

New

Cash price

\$3111.00

Quantity

1

Make/Model Number

ABC1232

Item description

Laptop

Warranty

~~Yes~~ Removed

Cash price

~~\$49.00~~

Name

Laptop-Warranty

SKU

~~Warranty-SKU~~

Back

Save Changes

## Payment Estimator

**Katapult** Customer Checkout ▾ View applications Reports ▾ **Payment estimator** Lead List Users | katietest ▾

### Payment estimator

Enter the customer's information below and we'll calculate their payment over time, buyout options and more.

Billing zip code: 10203 Total cash price: \$100.00

How often does the customer get paid? Monthly ▾

**Estimate**

**Your cart**  
**\$0.00**

Revised cart ▾ \$0.00

**Total due today**  
**\$0.00**

**Recurring amount** ▾  
**\$0.00**

Enter the customer's zip code, the cash price (without tax) and the customer's pay frequency so Katapult can accurately calculate the estimated payment.

### Payment estimator

Enter the customer's information below and we'll calculate their payment over time, buyout options and more.

Billing zip code: 98730 Total cash price: \$ 500.00

How often does the customer get paid? Every other week ▾

**Estimate**

**Your cart**  
**\$0.00**

Revised cart ▾ \$0.00

**Total due today**  
**\$45.00 ▾**

First payment \$45.00

**Recurring amount** ▾  
**\$42.00 ▾**

Pay Frequency: Every other week  
Lease Duration: 12 months  
Number of payments: 26

**Early Buyout Options**

### Buyout options

Payment	Amount	Buyout
1st	\$42.00	\$478.00
2nd	\$42.00	\$436.00
3rd	\$42.00	\$394.00
4th	\$42.00	\$352.00
5th	\$42.00	\$310.00
6th	\$42.00	\$268.00
7th	\$42.00	\$380.00
8th	\$42.00	\$360.00

**Back To Overview**

Early buyout options will display the amount the customer would need to payoff after each payment is made. This is just an estimate and does not account for LCR or additional payments made by the customer.

## Funding

Katapult funds **daily** for eligible leases. To be 'eligible' for funding, an account must be active (not canceled, rejected, etc.), the initial payment must have been accepted and settled, any pickup/delivery requirements must be met, and/or the consumer must be in possession of goods listed within the agreement. This will include valid submissions received by 4pm EST the prior business day.

- Katapult will process funding on a daily basis, Monday through Friday (excluding bank holidays).
- Submissions must be complete, including the delivery/shipment date if the customer chose delivery or to have the item shipped.
- Funds will be available in your account up to 24 hours after the funding processing date, excluding bank holidays.
- **For Detailed Funding Reports, review the reports tab. Reports will be available within 24 hours after funding has been processed, excluding bank holidays.**
- For LCR payments, since the LCR payment is made through Katapult we will fund you for the entire amount of the product(s), including the LCR payment, but minus the MDR (Merchant Discount Rate)
- Lease cost reduction (LCR) will *not* be marked on funding reports since it was directly passed through to you.

Katapult will periodically request invoice and/or delivery confirmation documents for compliance review.

You will need to arrange for the products that the customer selected to either be picked up from your store or warehouse, or schedule a delivery with the customer. You have 30 days to deliver or ship the merchandise to the customer. If the delivery/shipment date goes beyond 30 days, you will need to contact Katapult's call center to inform us of the change. **You will not be funded for the lease until pickup, delivery or shipping has occurred.** You are responsible for updating the Katapult portal if delivery/shipment dates have changed for your customer. If the customer is not able to take delivery or cancels the lease by contacting you or your store, please reach out to Katapult so that a resolution may be discussed.

**You will not be funded for the lease until pickup, delivery or shipment has occurred. If the dates are found to be incorrect this could result in a customer dispute, which will require detailed substantiation of the delivery/pick-up. If not provided, this may result in a funding delay or a chargeback.**

You are also responsible for updating the Katapult portal if delivery/pick-up/shipment dates have changed for your customer. If the customer is not able to take delivery or cancels the lease by contacting your store, please reach out to Katapult so that a resolution may be discussed.

### Katapult Funding Contact Information

Email: [funding@katapult.com](mailto:funding@katapult.com)

Phone: 833-KATAPULT (833-528-2785)

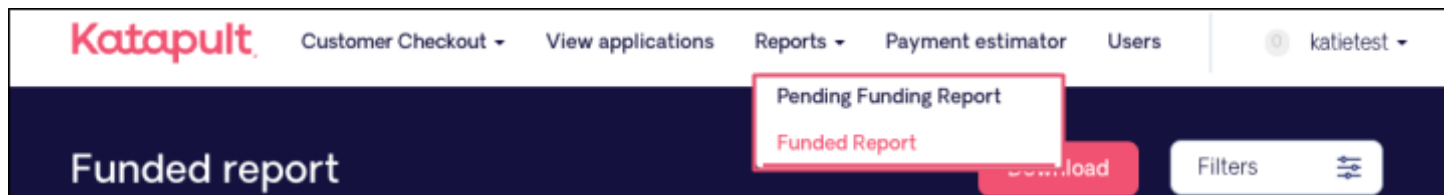
Fax: 646-350-0031

## Funding Report

Katapult offers two reporting types to help your team reconcile your orders. In your merchant portal, navigate to the reporting tab here you will find:

**Pending Funding Report** - See leases that are pending funding

**Funded Report** - See funded leases



## Pending Funding Report

The screenshot shows the 'Pending Funding Report' page in the Katapult merchant portal. It includes a 'Download' button and a 'Filters' button. Below these are input fields for 'Date type', 'MM/DD/YYYY', and 'Transaction Details'. A 'Submit' button is also present. The main content area displays a table with the following data:

Order number	First name	Last name	Origination date	Amount	Transaction Detail
123132	katein	johnston	2022-08-19	\$485.05	Lease Origination
546789	katie	jones	2021-12-15	-\$889.50	Lease Cancellation
129783012	Switzer	Tea	2021-04-22	\$630.56	Lease Origination
abc123	Ranger	Deej	2021-04-09	\$291.03	Lease Origination
3532	Gary	Patton	2020-10-19	\$1,095.24	Lease Origination
2344	Mike	Morello	2020-08-06	\$882.78	Lease Origination
123asd887	Moss	Cookie	2020-07-21	\$861.82	Lease Origination

You can filter your pending funding report down by Date or Transaction details.

You can easily download a CSV file by filtering down your criteria and selecting download.

**Order Number:** This is the order number associated to the lease.

**First Name:** Customers first name

**Last Name:** Customers last name

**Origination Date:** Day the lease/ order was processed on.

**Amount:** Amount of the funding to be processed.

**Transaction Details:** allows you to see the transaction type.

**Lease Cancellation**  
**Lease Origination**  
**Adjustment**

## Funded Report

You can filter your funded report down by Date or Transaction details.

You can easily download a CSV file by filtering down your criteria and selecting download.

- Order Number:** This is the order number associated to the lease.
- First Name:** Customers first name
- Last Name:** Customers last name
- Funded date:** The date funding was processed
- Effective date:** The date the funds should reflect in your account.
- Origination Date:** Day the lease/order was processed on.
- Amount:** Amount of the funding to be processed.

## Report Details

Once you have downloaded your pending or funded report, you will get a CSV file for your review.

order_id	application_id	funding_id	origination_date	first_name	last_name	store	lease_status	delivery_date	funded_date	effective_date	leaseable	nonleaseable	delivery	consumer_discount	gross_funding_amount	discount	refunds	net_funding_amount	funded	running_total	transaction_detail
123108	177586	37949	2022-06-19	Kathleen	Johnson	Seconville	current							0.00	900.00	-14.95	0.00	885.05	No	0.00	Lease Origination
546799	108137	57781	2021-12-15	Katie	Jones	KatapultShop	cancelled	2021-12-24						0.00	-1320.00	30.00	0.00	-989.00	No	989.50	Lease Cancellation
10976312	75124	17115	2021-04-22	Selzer	Tia	KatapultShop	current	2021-08-11						0.00	650.00	-15.44	0.00	634.56	No	0.00	Lease Origination
also123	73291	18417	2021-04-09	Ranger	Deej	KatapultShop	current	2021-04-18						0.00	300.00	-8.97	0.00	291.03	No	0.00	Lease Origination
3636	60086	11027	2020-10-19	Gary	Padon	KatapultShop	current							0.00	1129.00	-33.76	0.00	1095.24	No	0.00	Lease Origination
2344	55790	9527	2020-08-06	Mike	Musella	KatapultShop	current	2020-08-07						0.00	909.96	-27.21	0.00	882.75	No	0.00	Lease Origination
123asdf987	54024	9094	2020-07-21	Moss	Cockle	KatapultShop	current							0.00	909.00	-27.18	0.00	881.82	No	0.00	Lease Origination

The CSV report contains the following information: it is important to review each column and how it relates to your funding.

Column	Details
Application id	Katapult application id associated with the record
Consumer discount	Discount provided to the customer at checkout by the merchant.
Delivery	Delivery or Shipping fee charged to the customer.
Delivery date	The delivery date was submitted to Katapult from the merchant.
Discount	Merchant discount fee
Effective date	Date Funding is effective on
First name	Customers first name
Last name	Customers last name

Funded	T/F if the order has been funded
Funded date	The date funding was processed by Katapult
Funding id	Funding id associated to the order
Gross funding amount	Total value of the order before discount(s)
Leasable	Total value of leasable items on the order
Lease status	Reflects the leases current status
Net funding amount	Total value being funded to the merchant
Non-leasable	Total value of non-leasable items on the order
Order id	Order id associated with the record
Origination date	Date the order was created
Transaction detail	Details if the funding is attached to cancellation, adjustment, or lease origination
Rebate	Any applicable rebates to the lease
Store	Applicable to brick-and-mortar locations that have multiple stores

## Disputes

Katapult takes all customer disputes very seriously. We want to ensure that both our customers and merchants are protected from any intentional or unintentional issues with their Katapult account. Sometimes errors happen! Our dispute process is designed to give the customer the opportunity to explain the issue, based on facts, and for you, the merchant, to review your records and respond. **While itemized invoice and signed proof of delivery are not a requirement for funding, we strongly recommend that you keep all appropriate documentation for Katapult orders, as it may be requested in the event of a Customer Dispute.**

A Customer Dispute may be submitted for several reasons, including but not limited to:

- Customers did not receive the merchandise they expected- It would be recommended to retain a signed proof of delivery document with your records. This should match the list of items in the Katapult shopping cart and contract.
- Customers are disputing pricing on their Katapult account- The best option for this scenario is to obtain a signature on the invoice, if possible. In some cases, the electronically signed contract may be sufficient, provided that the items listed on the contract are itemized with individual pricing, rather than lumped together as one item.
- The customer is claiming their merchandise was damaged- The signed proof of delivery document should include customer acknowledgement of “receipt of merchandise in good condition.”
- Customer requests to cancel their order inside of store cancellation policy- It may be best to obtain a signature on the invoice (or any other store document) with a disclosure of your cancellation policy.

If a customer is stating the product did not meet their expectation or the product arrived damaged, they may file a dispute. Customer disputes may be filed within 30 days of the merchandise delivery date. It is recommended

to retain the documentation for 1 year in alignment with standard business practice. If a dispute is filed, a Katapult Team member will contact your store to request any documentation needed to resolve the customer dispute. We require that any required documents be provided within 72 hours of the request's date. You can send documents via email to [specialserviceteam@katapult.com](mailto:specialserviceteam@katapult.com). Upon receipt, Katapult will review these documents and attempt to remediate the situation as soon as possible. In the event documents are not provided, or it is determined that the customer's dispute is valid, additional action may be required, such as;

1. Merchandise Replacement
2. Cancellation

**If no documents are provided as part of the customer dispute process, funding adjustments may occur as the lease will be deemed canceled.**

## Returns, cancellations, and exchanges

**Customers need to be made aware of any potential restocking fees and your policy on returns, exchanges, and refunds. Katapult is not responsible for charging or collecting fees on behalf of the merchant. This includes and is not limited to restocking fees, shipping fees and warranty charges above what is entered into the Katapult system during checkout. In the event of a return or exchange that will include restocking fees, you are responsible for collecting from the customer directly.**

**The Merchant is not allowed to alter any operational policies or rules that impact the program's terms without first notifying and obtaining approval. If you have any inquiries or intend to make modifications, please contact your designated Client Success Manager.**

### Returns

#### **What is the return policy?**

Katapult mirrors your return policy. Customers can use those policies within the guidelines stated. At the very minimum, merchant must allow at least a 14-day return window for items to be returned in their original condition by the customer. Final sale products are expressly prohibited in the Program. If your policy window has passed, customers may contact us and return the product(s) to Katapult, fair wear and tear accepted, releasing them from future payments. Please provide the customer with Katapult's Customer Service information if assistance is needed; 833-KATAPULT (528-2785), LiveChat or email [help@katapult.com](mailto:help@katapult.com). In the case of a valid return, all funds paid by Katapult to you must be returned to Katapult within 72 hours.

### Cancellations

#### **What do you do if a customer wants to cancel their order?**

You will assist in canceling the customer's order if they want to cancel before it has been delivered. Katapult will cancel the customer's agreement once Katapult receives confirmation from the merchant that the order has been canceled. If the customer wants to cancel the agreement after the product has been delivered to their home, they will need to contact the merchant within the return window to coordinate a return and/or may contact Katapult Customer Service at 833-KATAPULT (833-528-2785) to coordinate, since it would then be considered a return.



## Exchanges

### **What happens if a customer needs to exchange their product?**

Customers are unable to exchange products. If a customer would like to complete an exchange, Katapult requires that the existing lease be canceled, and the customer complete a new lease. If you have any additional questions or if your customer needs assistance, you can reach out to Katapult by contacting merchant services at 833-KATAPULT (833-528-2785) or by chatting with one of our agents located in the lower right-hand corner of the Katapult website.