

# Registering a New Customer Account

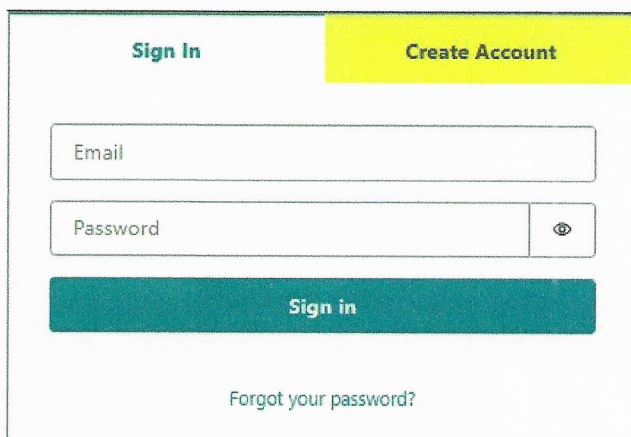
Last Modified on 12/22/2022 3:04 pm EST

Prior to logging into the payment portal for the first time, register for an account. Once registered, log in to view the following information:

- Tank information
- Contract Information
- Delivery History (1 year's worth)
- Make a Payment
- Place an Order

A link to the payment portal will be provided to begin the registration process. This same link will also allow logging into an existing account.

1. Navigate to the provided URL.
2. Select the **Create Account** tab.

A screenshot of a web interface for logging in or creating an account. At the top, there are two tabs: 'Sign In' and 'Create Account'. The 'Create Account' tab is highlighted in yellow. Below the tabs, there are two input fields: 'Email' and 'Password'. The 'Password' field has a small eye icon to its right. Below the input fields is a large teal button labeled 'Sign in'. At the bottom, there is a link that says 'Forgot your password?'.

3. Enter an *Email address*, *Customer Number* and *Postal Code* associated with the account and choose a *password* and select **Create Account**.

Sign In

Create Account

Email

Customer Number

Postal Code

Password

Confirm Password

Create Account

4. Upon successful account creation, a verification code will be sent to the email address used in registering. Enter this verification code and select **Confirm**.

We Emailed You

Your code is on the way. To log in, enter the code we emailed to e\*\*\*@g\*\*\*. It may take a minute to arrive.

Enter your code

Confirm

Resend Code

5. Balance and budget information is shown at the home screen with options to make a payment, place an order, view tank and/or contract information and delivery history.

## Turner, Paige: Balance

Amount Due	30 Day Balance
\$ 327.89	\$ 75.98
Current Balance	60 Day Balance
\$ 235.97	\$ 15.94
Budget Due	90 Day Balance
\$ 125.00	\$ 0.00

Print Bill

Pay



Address

123 MAIN STREET, AVON, IN 46123

Tank Serial #	Tank Capacity	Tank Type	Last Delivery	Gallons Delivered	Last Monitor Read	Recorded Level	Contract #	Start Date	End Date	Gallons Left
U171928	500	PROPANE	08/08/2022	0			2301844	10/01/2022	03/31/2023	500

Order

History

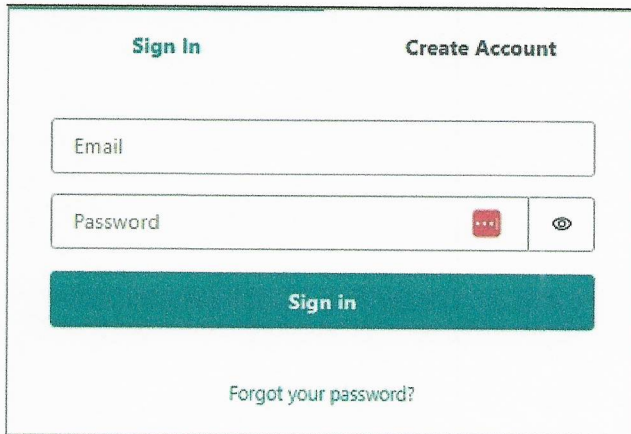
# Logging In and Out of EnergyForce Portal

Last Modified on 12/27/2022 10:47 am EST

## Sign In to Energy Force Portal

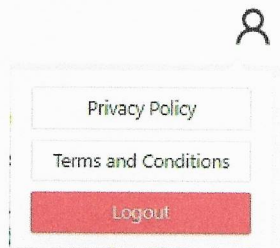
1. Navigate to the payment portal to log into an existing account.
2. On the **Sign In** tab enter the account email address and password and choose **Sign in**.

**Note:** Optionally choose **Forgot your password?** to reset your account password.

A screenshot of the 'Sign In' form in the EnergyForce Portal. The form has two tabs at the top: 'Sign In' (active) and 'Create Account'. Below the tabs are two input fields: 'Email' and 'Password'. The 'Password' field has a red eye icon to toggle visibility. Below the input fields is a large teal button labeled 'Sign in'. At the bottom of the form is a link labeled 'Forgot your password?'.

## Log Out of Energy Force Portal

Select the *My Account* drop-down in the upper right corner of the screen and choose **Logout**. The portal stays logged in if not logged out properly.

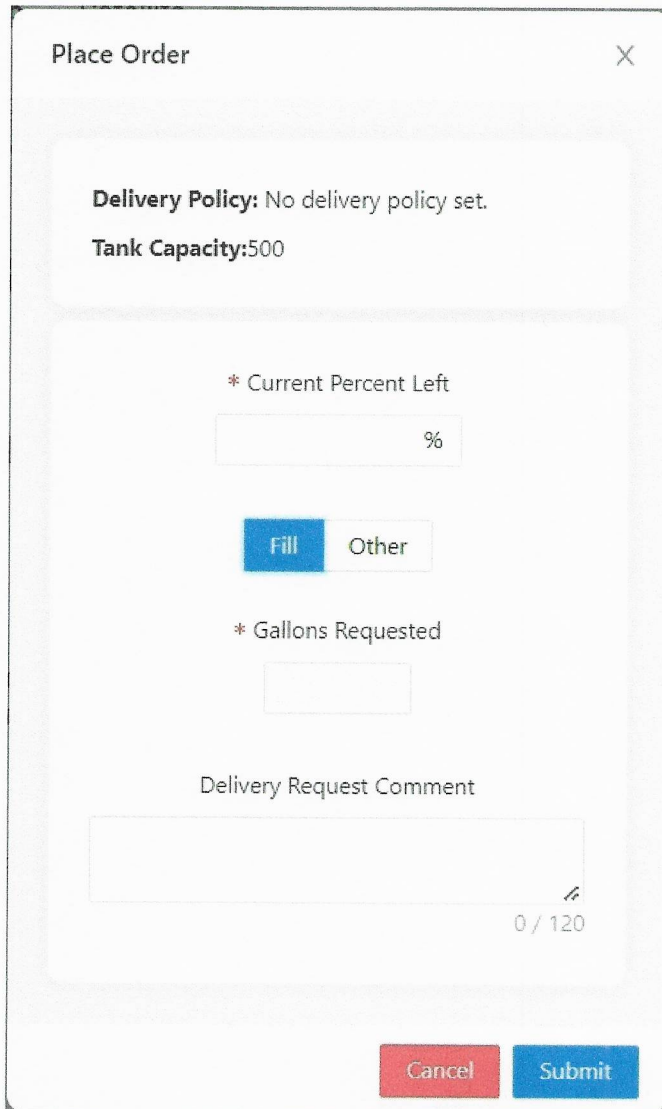


Optionally select **Privacy Policy** to display Privacy information or **Terms & Conditions** to view the Terms and Conditions for the payment portal.

# Placing an Order

Last Modified on 12/22/2022 4:54 pm EST

The **Order** button gives the ability to request a delivery for the selected tank. The company's delivery policy and Tank Capacity are shown at the top. Many companies have a minimum gallon policy and charge a fee if the minimum isn't met. If there is no set policy, then a message stating *No delivery policy set* displays at the top of the Order screen.


A screenshot of a web form titled "Place Order" with a close button (X) in the top right corner. The form is divided into sections. The top section displays "Delivery Policy: No delivery policy set." and "Tank Capacity: 500". Below this is a section for "Current Percent Left" with a text input field followed by a "%" symbol. Underneath is a radio button group with "Fill" (selected) and "Other" options. Below the radio buttons is a section for "Gallons Requested" with a text input field. Further down is a "Delivery Request Comment" section with a large text area and a character count "0 / 120". At the bottom of the form are two buttons: "Cancel" (red) and "Submit" (blue).

## Place an Order

1. Enter the *Current Percent Left* in the tank.
2. Choose *Fill* or *Other*.
  - **Fill** - Automatically calculates the *Gallons Requested* to fill the tank to 80%.
  - **Other** - Enter a specific number in the *Gallons Requested* field.
3. Enter the *Gallons Requested* only if using the *Other* option above.
4. Enter any comments to attach to the delivery request.

5. Select **Submit**.

6. A message will appear at the top of the screen indicating the request has been submitted successfully.

 Order Placed



# Placing a Payment

Last Modified on 12/29/2022 4:14 pm EST

Upon logging into the payment portal a list of the current *Amount Due*, *Current Balance*, and *Budget Due* along with *30/60/90 Day Balances*.

Select the **Pay** button.

The screenshot shows the EnergyForce payment portal for a user named Turner, Paige. The account is in 'Balance' mode. The page displays the following information:

Amount Due	30 Day Balance
\$ 327.89	\$ 75.98

Current Balance	60 Day Balance
\$ 235.97	\$ 15.94

Budget Due	90 Day Balance
\$ 125.00	\$ 0.00

On the right side of the page, there are two buttons: a grey 'Print Bill' button and a green 'Pay' button. A mouse cursor is pointing at the 'Pay' button.

Three Billing types will be listed.

- **Balance** – Select to pay *Full Amount* or choose *Other Amount* and enter an amount to pay.
- **Budget** – Select *Full Amount* to pay monthly budget payment or choose *Other Amount* and enter an amount to pay.
- **Contract** – Select to apply payment to contracted gallons. Enter an amount to pay in *Other Amount*.

The three screenshots show the 'Bill Payment' form for different billing types. Each form has a close button (X) in the top right corner and a tab bar at the top with 'Balance', 'Budget', and 'Contract' tabs.

- Balance:** The 'Balance' tab is selected. There are two radio buttons: 'Full Amount' (selected) and 'Other Amount'. The 'Full Amount' field shows '\$ 327.89' and the 'Other Amount' field shows '\$ 0.00'.
- Budget:** The 'Budget' tab is selected. There are two radio buttons: 'Full Amount' (selected) and 'Other Amount'. The 'Full Amount' field shows '\$ 125.00' and the 'Other Amount' field shows '\$ 0.00'.
- Contract:** The 'Contract' tab is selected. There are two radio buttons: 'Full Amount' (unselected) and '\* Other Amount' (selected). The 'Full Amount' field shows '\$ 0.00' and the '\* Other Amount' field shows '\$ 0.00'.

Optionally select *Credit Card* or *Checking Account* tabs for the Payment Method.

Payment Method:

Credit CardChecking Account

CC Number

MM/YYCVV

Payment Method:

Credit CardChecking Account

Name on Checking Account

Routing Number

Account Number

**Note:** If applicable, a set *Convenience Fee* will apply to the payment when making a portal payment.

Convenience Fee

Total Payment

\$ 3.33

\$ 331.22

☒ I've reviewed the amount to pay

Convenience Fee

Total Payment

\$ 2.95

\$ 330.84

☒ I've reviewed the amount to pay

CancelSubmit

Once the payment information has been entered check the box for *I've reviewed the amount to pay* and select **Submit**.



# Tank Information, Contract Information, and Delivery History

Last Modified on 12/27/2022 9:43 am EST

## Tank and Contract Information

Information for active tanks currently assigned to the account and will list *Tank Serial #*, *Tank Capacity*, *Tank Type*, *Last Delivery* date, *Gallons Delivered*, *Last Monitor Read*, and *Recorded Level*. Each tank will be listed separately with its own information.

Tank Serial #	Tank Capacity	Tank Type	Last Delivery	Gallons Delivered	Last Monitor Read	Recorded Level	
U171928	500	PROPANE	08/08/2022	0			<div>Order</div> <div>History</div>

**Contract Details** lists information for any and all active contracts. The *Contract #*, *Start Date*, *End Date*, and *Gallons Left* for the contract will display.

Contract #	Start Date	End Date	Gallons Left
2301844	10/01/2022	03/31/2023	500

## View History

Select the **History** button from the Tank Info to display 1 year's worth of delivery history for the selected tank. The *Ticket #*, *Invoice Date*, *Gallons* delivered, along with a few other items associated to the delivery will appear for each transaction.

## Delivery History



Ticket #	Invoice Date	Gallons	Unit Price	Line Amount	Sales Tax	Total Amount	Description
201420	08/08/2022	140.1	\$2.1490	\$301.07	\$0.00	\$301.07	PROPANE RESIDENTIAL

Close