

"Investing in Our Partner's Future Since 1986!"

E-Commerce Payment Portal



Thank You for being a Valued K & K Partner!

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Contents

- Registering Your Account** 3
- Payment Portal** 5
 - Contract Details 7
 - Tank Info 7
 - View History 8
 - Placing Orders 8
- Account Settings** 9
 - Settings..... 9

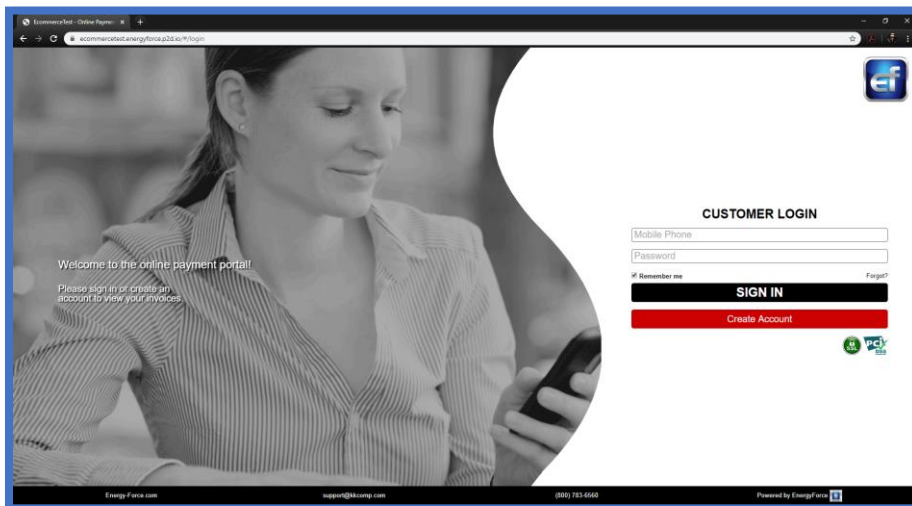
Registering Your Account

Prior to logging into the payment portal, you will need to register your account. Once registered, you will be able to login to view the following information:

- Tank information
- Contract Information
- Delivery history (1 years' worth)
- Make a payment
- Request a delivery

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

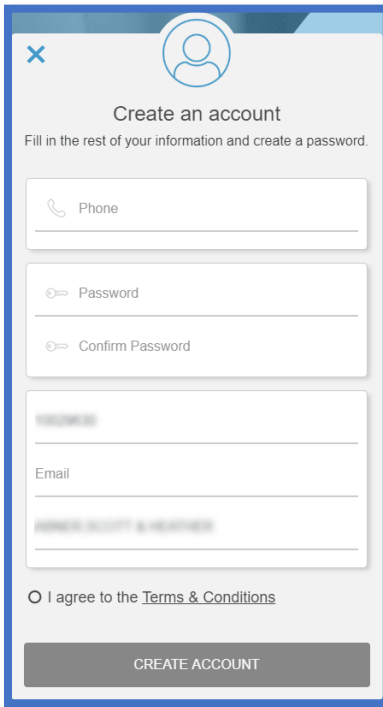
1. Navigate to the provided URL.
2. Select "Create Account".



3. When prompted, enter your Account Number (you will be prompted to re-enter the account number after initially entered) and select Search.

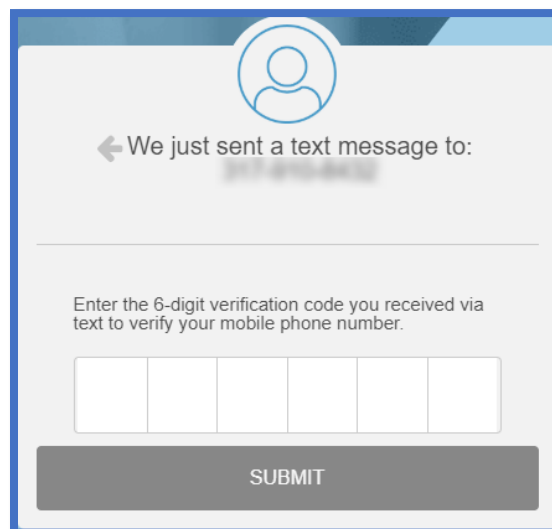
A screenshot of a "Find my account" search form. The form has a title "Find my account" and a subtitle "Enter your information to search for your account." It features a "CUSTOMER #" dropdown menu with the value "10029630" entered. Below this is a text input field with the prompt "Please Retype your Customer #" and the value "10029630" entered. A "SEARCH" button is located at the bottom of the form.

-
- If the account number is found, you will be prompted to fill in additional information.



The screenshot shows a mobile application interface for creating an account. At the top, there is a blue header with a close button (X) on the left and a user profile icon on the right. Below the header, the title "Create an account" is centered, followed by the instruction "Fill in the rest of your information and create a password." The form contains several input fields: a "Phone" field with a telephone icon, a "Password" field with an eye icon, a "Confirm Password" field with an eye icon, an "Email" field, and a "FIRST, LAST & MIDDLE" field. Below the input fields, there is a radio button labeled "I agree to the Terms & Conditions" with a link to "Terms & Conditions". At the bottom of the form is a grey button labeled "CREATE ACCOUNT".

- Enter the remaining information as requested.
 - A cell phone number is required, however, if you're unable to register the account without a cell phone number, contact your provider.
- Select Agree to Terms & Conditions, and select Create Account.
- Upon a successful account creation, a 6-digit verification code will be sent via text. Enter this verification code and select Submit.



The screenshot shows a mobile application interface for entering a verification code. At the top, there is a blue header with a user profile icon. Below the header, the text "← We just sent a text message to:" is displayed, followed by a blurred phone number. Below this, the instruction "Enter the 6-digit verification code you received via text to verify your mobile phone number." is shown. The form contains a row of six empty input boxes for the verification code. At the bottom of the form is a grey button labeled "SUBMIT".

- Once verified, select your preferred method of payment by selecting Credit Card or Bank Account.

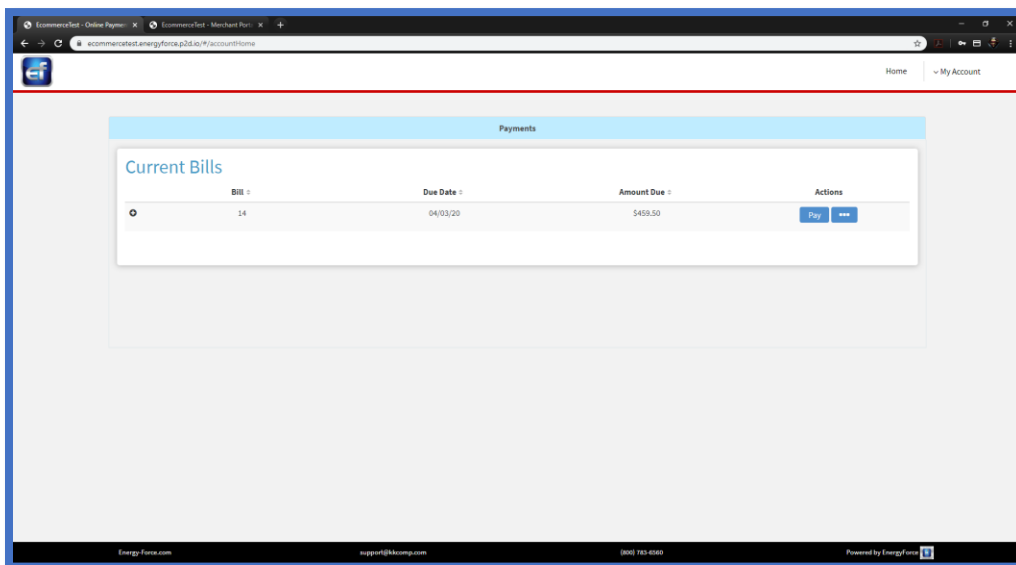
A mobile app interface for selecting a payment method. At the top, there is a close button (X) and a dollar sign icon. Below this, there are two radio buttons: "Credit Card" (selected) and "Bank Account". The text "Enter in your payment method to make payments!" is displayed. The form contains several input fields: "Name on Card", "Card Number", a dropdown for the month "04" and year "2020", "Billing Street Address", and "Billing Zip". A large black "SUBMIT" button is at the bottom.

A mobile app interface for selecting a payment method. At the top, there is a close button (X) and a dollar sign icon. Below this, there are two radio buttons: "Credit Card" and "Bank Account" (selected). The text "Enter in your payment method to make payments!" is displayed. The form contains several input fields: "Name on Account", "Routing Number", "Account Number", "Bank Name", a dropdown for "Checking", and a dropdown for "Personal". Below these fields, there is a visual representation of a routing and account number: "123456789 1234567899 ####". A large black "SUBMIT" button is at the bottom.

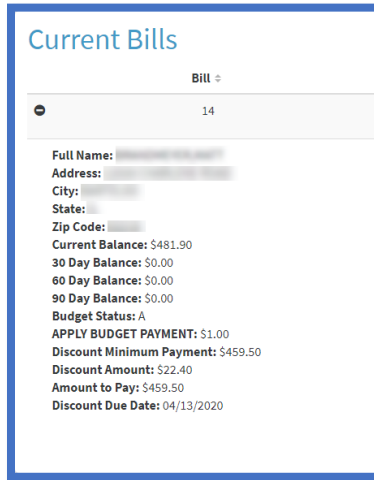
- Enter the required information, and select Submit (this information can be updated at any time from your account settings page) to finalize the payment portal registration process.

Payment Portal

The Payments screen will appear upon logging into the payment portal and will list your Bill (account number) number along with a listing of the current amount due along with a due date.



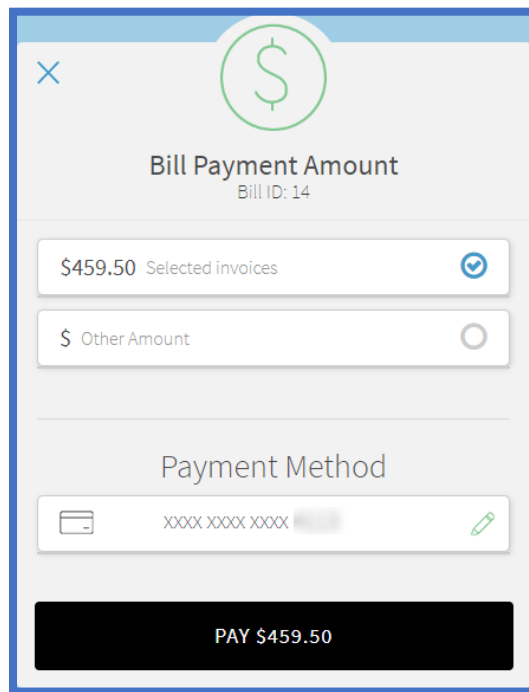
Selecting the plus sign to the left of your customer number will show additional information regarding your account




Selecting the **Pay** button to the right will present you with two options: Pay Bill or Pay by Text (if you registered with a cell phone number).

Selecting Pay Bill will prompt you for the amount to pay (total amount due or other amount) and will list the current payment method that was set up during the account registration process.

If you wish to change the method of payment, select the edit (pencil) icon and update the information as necessary.



If you chose to Pay by Text, you will receive a text message with instructions on how to complete the payment from your phone.

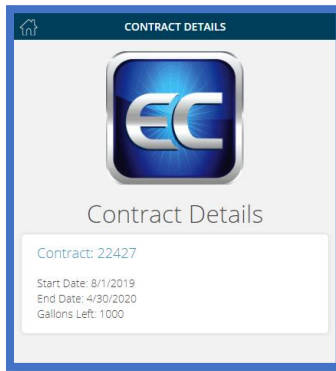
Selecting the  icon displays the Action menu.

1. Contract Details – Displays the contract information screen
2. Tank Info – Displays the tank screen
3. Print Bill – Allows for a bill to be re-printed



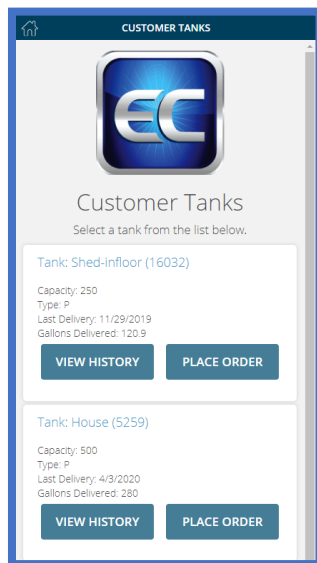
Contract Details

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



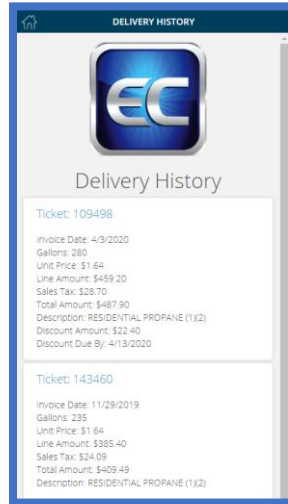
Tank Info

Tank info allows you to view information for active tanks currently assigned to your account and will list tank capacity, tank type, last delivery date, and gallons last delivered. Each tank will be listed separately with its own information.



View History

Select the View History button from the Tank Info to display 1 years' 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.

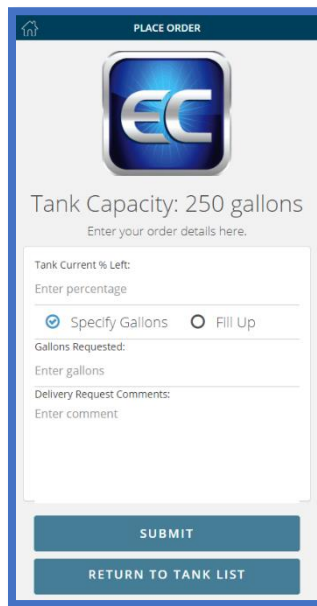


The screenshot shows a mobile application interface titled "DELIVERY HISTORY". At the top is the EC logo. Below the logo, the text "Delivery History" is displayed. The screen lists two transactions:

- Transaction 1:**
 - Ticket: 109498
 - Invoice Date: 4/9/2020
 - Gallons: 280
 - Unit Price: \$1.64
 - Line Amount: \$459.20
 - Sales Tax: \$28.70
 - Total Amount: \$487.90
 - Description: RESIDENTIAL PROPANE (1)(2)
 - Discount Amount: \$22.40
 - Discount Due By: 4/13/2020
- Transaction 2:**
 - Ticket: 143460
 - Invoice Date: 11/29/2019
 - Gallons: 235
 - Unit Price: \$1.64
 - Line Amount: \$385.40
 - Sales Tax: \$24.09
 - Total Amount: \$409.49
 - Description: RESIDENTIAL PROPANE (1)(2)

Placing Order

The Place Order button on the Tank Info screen allows you to request a delivery for the selected tank.



The screenshot shows a mobile application interface titled "PLACE ORDER". At the top is the EC logo. Below the logo, the text "Tank Capacity: 250 gallons" is displayed, followed by the instruction "Enter your order details here." The form contains the following fields and options:

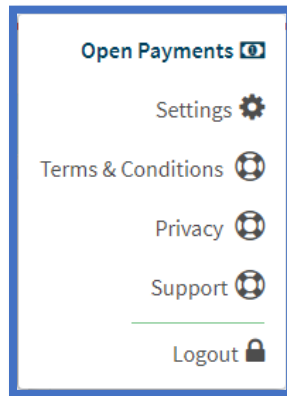
- Tank Current % Left:** A text input field with the label "Enter percentage".
- Order Type:** Two radio buttons: "Specify Gallons" (selected) and "Fill Up".
- Gallons Requested:** A text input field with the label "Enter gallons".
- Delivery Request Comments:** A text input field with the label "Enter comment".

At the bottom of the screen are two buttons: "SUBMIT" and "RETURN TO TANK LIST".

1. Enter the current % left in your tank
2. Choose Specify Gallons or select Fill Up
3. If Specify Gallons is selected, enter the gallons requested
4. Enter any comments you wish to attach to the delivery request
5. Select Submit
6. A message will appear to indicate the request has been submitted successfully

Account Settings

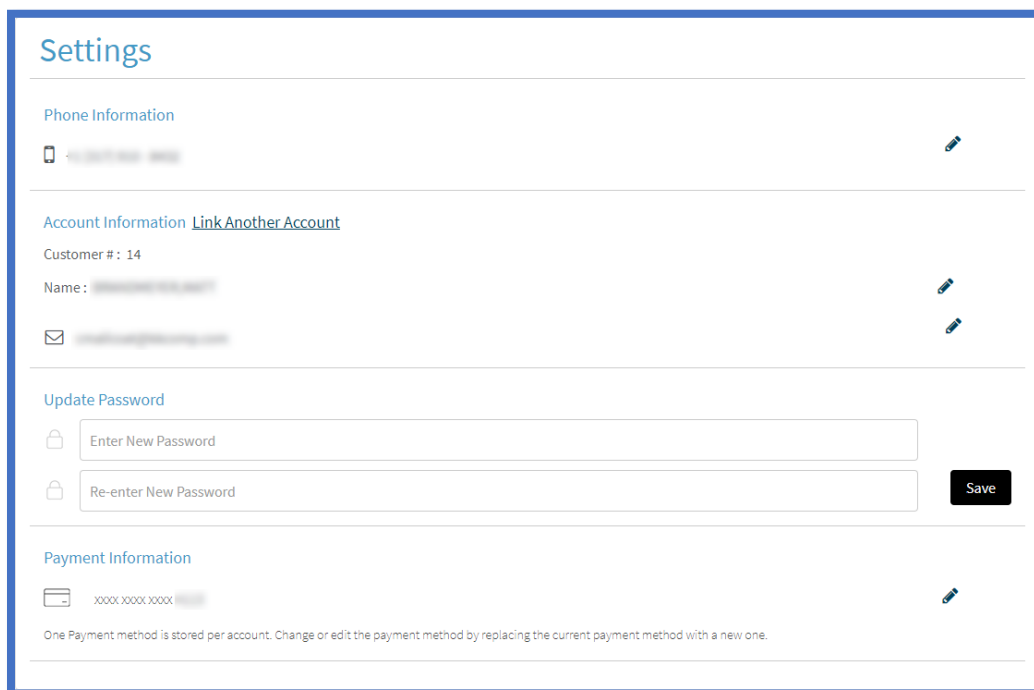
Selecting the My Account drop down menu in the upper right corner of the screen will provide you with options regarding your account.



1. Open Payments – displays payment information
2. Settings – Account settings page
3. Terms & Conditions – Terms and Conditions for the payment portal
4. Privacy – Displays Privacy information
5. Support – Send a support message to your provider
6. Logout – Logout of the system

Settings

The settings page allows you to update information pertaining to your account. It also allows you to link the current account to an additional account.

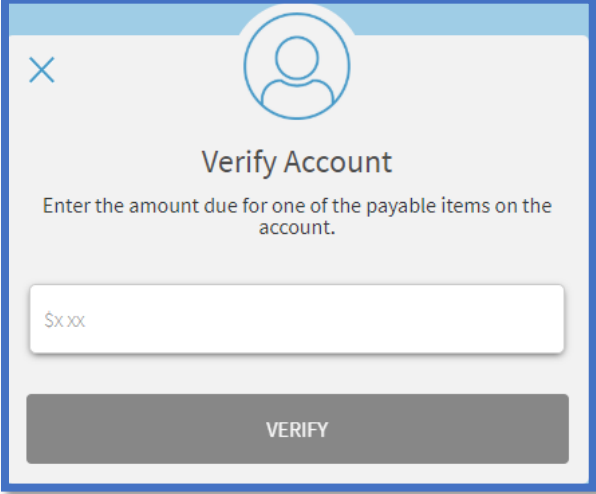
A screenshot of the "Settings" page. The page title is "Settings". It contains several sections: "Phone Information" with a phone icon and a redacted number; "Account Information" with a "Link Another Account" link, "Customer #: 14", "Name:" with a redacted name, and an email address with a redacted address; "Update Password" with two input fields labeled "Enter New Password" and "Re-enter New Password", and a "Save" button; and "Payment Information" with a card icon and a redacted card number. Each section has a pencil icon for editing. A note at the bottom states: "One Payment method is stored per account. Change or edit the payment method by replacing the current payment method with a new one."

To update specific information, select the edit (pencil) icon to the right of the information you wish to update. Enter new information and select Save.

If you wish to link the current account to an additional account, select **Link Another Account**.

When linking an account, the account you are linking has to have a balance due.

1. Enter the account number you wish to link to.
2. Once account is found, enter the amount due for a payable item on the account and press Verify.



The image shows a 'Verify Account' dialog box. At the top left is a blue 'X' icon. At the top center is a blue circular icon containing a person silhouette. Below the icon is the title 'Verify Account'. Underneath the title is the instruction: 'Enter the amount due for one of the payable items on the account.' Below this instruction is a white text input field with the placeholder text '\$x.xx'. At the bottom of the dialog box is a dark grey button with the text 'VERIFY' in white capital letters.