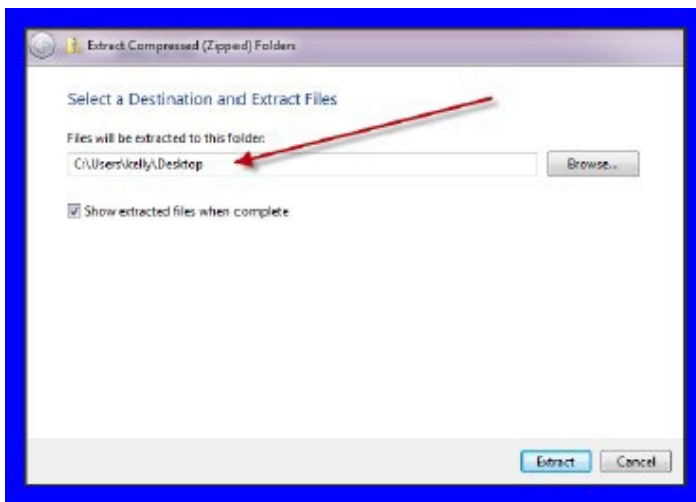


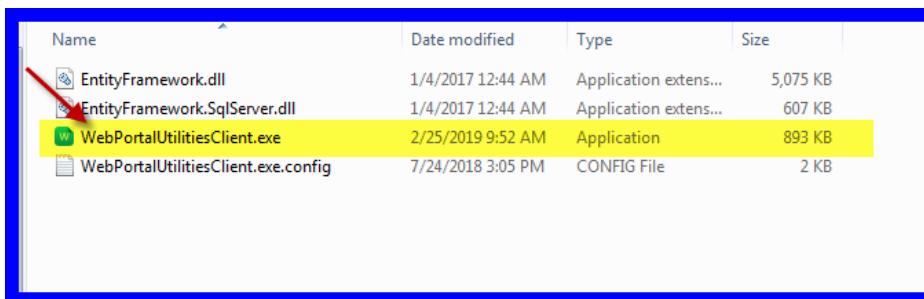
Web Portal Client Utility

Suburban Web Portal Client Utility allows you to manage and control your company settings for your web portal.

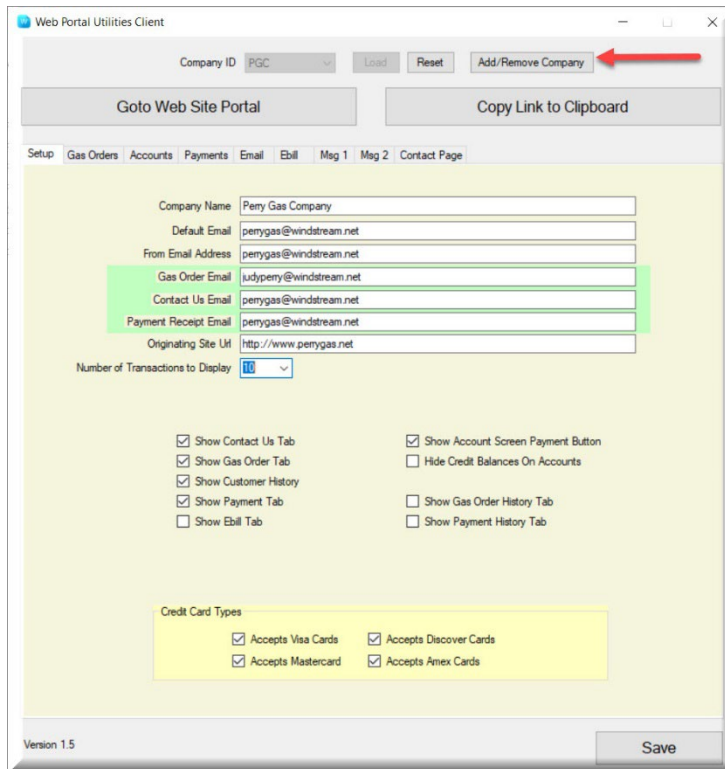
1. You will need to download the Client Utility from here:
<http://uploads.suburbansoftware.com/WebPortalUtilitiesClient.zip>
2. Save the file and extract it to your desktop:



3. Double click on WebPortalUtilitiesClient.exe to run the application



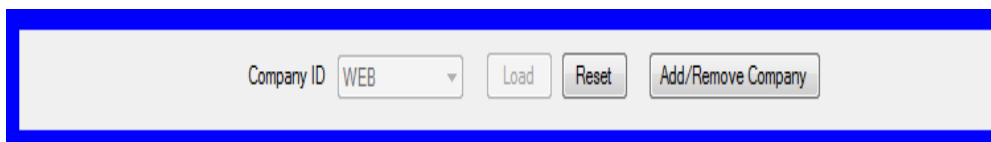
4. Click on Add/Remove Company:



5. You will need a key for this program. If you were not supplied one, please contact sssupport@suburbansoftware.com.



6. You will see your Company ID now. Click on **LOAD**



Set Up Page:

You will be able to change your email address for where gas order, contact us, and payment receipt emails go too. You can also change the from email. This will be the email that is used to send confirmation email and password reminders. **NOTE: An email must be entered on the Default Email Line. If not, it will cause errors. If any of the other email options are left blank, they will fall back to the default email.**

Web Portal Utilities Client

Company ID: PGC [Load] [Reset] [Add/Remove Company]

[Goto Web Site Portal] [Copy Link to Clipboard]

Setup | Gas Orders | Accounts | Payments | Email | Ebill | Msg 1 | Msg 2 | Contact Page

Company Name: Pery Gas Company

Default Email: perygas@windstream.net

From Email Address: perygas@windstream.net

Gas Order Email: judyperry@windstream.net

Contact Us Email: perygas@windstream.net

Payment Receipt Email: perygas@windstream.net

Originating Site Url: http://www.perygas.net

Number of Transactions to Display: 10

Show Contact Us Tab Show Account Screen Payment Button

Show Gas Order Tab Hide Credit Balances On Accounts

Show Customer History Show Gas Order History Tab

Show Payment Tab Show Payment History Tab

Show Ebill Tab

Credit Card Types

Accepts Visa Cards Accepts Discover Cards

Accepts Mastercard Accepts Amex Cards

Version 1.5 [Save]

Company Information:

Setup Gas Orders Accounts Payments Email Ebill Msg 1 Msg 2 Contact Page

Company Name Perry Gas Company

Default Email perygas@windstream.net

From Email Address perygas@windstream.net

Gas Order Email judyperry@windstream.net

Contact Us Email perygas@windstream.net

Payment Receipt Email perygas@windstream.net

Originating Site Url http://www.perygas.net

Number of Transactions to Display 10

Number of Transactions to Display: This allows you to show up to 30 transactions

Setup Gas Orders Accounts Payments Email Ebill Msg 1 Msg 2 Contact Page

Company Name Perry Gas Company

Default Email perygas@windstream.net

From Email Address perygas@windstream.net

Gas Order Email judyperry@windstream.net

Contact Us Email perygas@windstream.net

Payment Receipt Email perygas@windstream.net

Originating Site Url http://www.perygas.net

Number of Transactions to Display 10

Change the tabs on your web portal: ***Note First Column are the optional Tabs you can display on your website. Second Column are options you can add to those Tabs

Show Contact Us Tab

Show Gas Order Tab

Show Customer History

Show Payment Tab

Show Ebill Tab

Show Account Screen Payment Button

Hide Credit Balances On Accounts

Show Gas Order History Tab

Show Payment History Tab

Change Credit Card Options: Choose which cards your gateway is setup to take.

Credit Card Types

Accepts Visa Cards

Accepts Discover Cards

Accepts Mastercard

Accepts Amex Cards

Gas Orders Tab:

Allows you to make changes to your gas orders tab based on past due amounts and credit codes.

The screenshot shows the 'Web Portal Utilities Client' window. At the top, there is a 'Company ID' dropdown set to 'PGC', with 'Load', 'Reset', and 'Add/Remove Company' buttons. Below this are two large buttons: 'Goto Web Site Portal' and 'Copy Link to Clipboard'. A navigation bar includes 'Setup', 'Gas Orders', 'Accounts', 'Payments', 'Email', 'Ebill', 'Msg 1', 'Msg 2', and 'Contact Page'. The 'Gas Orders' section is active and contains several sub-sections: 'Gas Order Details' with checkboxes for 'Show Gas Order Payment Option' (checked) and 'Require Current Percentage' (unchecked), and a text input for 'Minimum Gas Amount that Customer is Allowed to Order' set to '100'; 'Alternate Gas Message' with a header text input containing 'Attention!' and a message body text area containing 'Gas prices are subject to change. Please call the office for specific pricing with your account number.'; 'Gas Order By Credit Code' with an 'Is Enabled' checkbox (unchecked) and a 'Credit Code' dropdown set to '0' (with a note: '(set to zero to disable this option) (equal or greater than this value)'); 'Gas Order By Past Due Balance' with an 'Is Enabled' checkbox (unchecked), a 'Balance Check' dropdown (with a note: '(Based on Past Due Balance Field)'), and a 'Balance Check Amount' input set to '0' (with a note: '(Whole numbers only. Default is 5)'); and 'Custom Gas Message' with a 'Custom Denial Gas Message' text area. At the bottom left, it says 'Version 1.5', and at the bottom right, there is a 'Save' button.

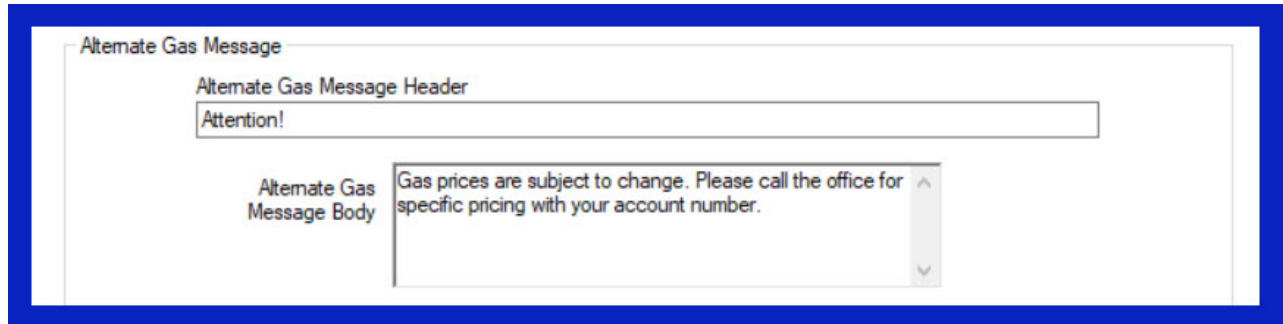
Gas Order Details:

Allows you to set the option to pay for gas order, require a current percentage and set the minimum amount of gas allowed to order online.

This is a close-up view of the 'Gas Order Details' section from the previous screenshot. It shows the 'Show Gas Order Payment Option' checkbox checked, the 'Require Current Percentage' checkbox unchecked, and the 'Minimum Gas Amount that Customer is Allowed to Order' text input field containing the value '100'.

Alternate Gas Message:

This allows you to add a message to the Gas Order tab regardless of account status. Anyone who can see the Gas Order Tab can see the message:

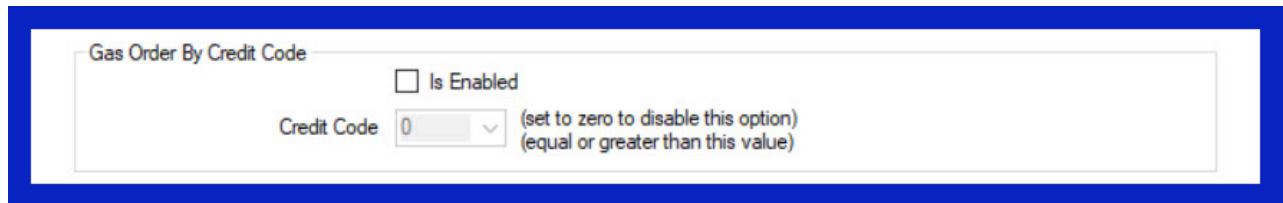


The screenshot shows a form titled "Alternate Gas Message". It contains two input fields: "Alternate Gas Message Header" with the text "Attention!" and "Alternate Gas Message Body" with the text "Gas prices are subject to change. Please call the office for specific pricing with your account number." The form is enclosed in a blue border.

Note if this is left blank the message will not show up

Gas Order by Credit Code:

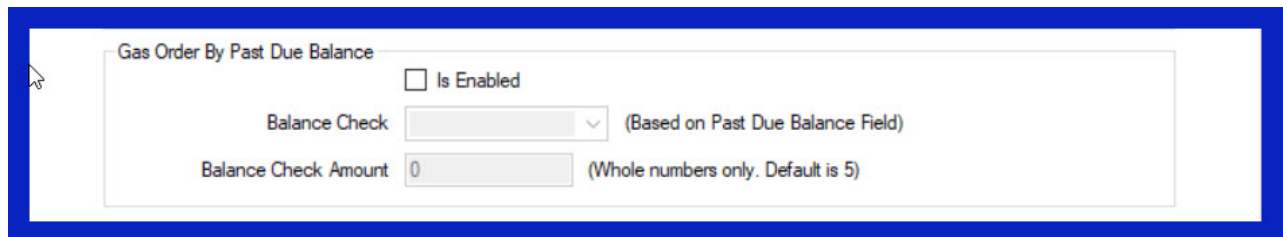
Once enabled this option allows you to redirect gas orders to **Custom Gas Message** in Part C (below), based on the credit code you enter. If a customer is on credit hold for example enabling this option will prompt a message that you can set up (see below) if they try to order gas online.



The screenshot shows a form titled "Gas Order By Credit Code". It includes a checkbox labeled "Is Enabled" which is currently unchecked. Below it is a "Credit Code" dropdown menu with the value "0" selected. A note next to the dropdown reads "(set to zero to disable this option) (equal or greater than this value)". The form is enclosed in a blue border.

Gas Order by Past Due Balance:

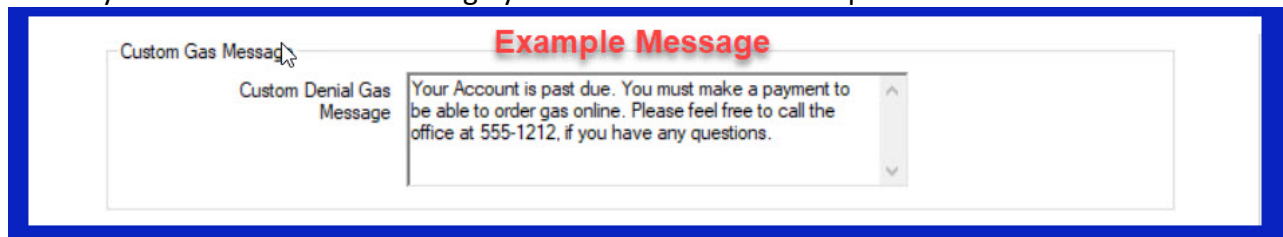
Enabling this option allows you to allow or redirect gas orders to **Custom Gas Message** in Part C (below), based on past due amounts and age of account. For example: if you want a message to show for a customer who is 30 days past due and owes a balance of \$5.00 or more, you will choose 30 and enter in \$5.00



The screenshot shows a form titled "Gas Order By Past Due Balance". It includes a checkbox labeled "Is Enabled" which is currently unchecked. Below it are two input fields: "Balance Check" with a dropdown menu (based on Past Due Balance Field) and "Balance Check Amount" with a text input field containing "0" (Whole numbers only. Default is 5). The form is enclosed in a blue border.

Custom Gas Message:

Allows you to customize the message you want seen if the two options above are enabled.



The screenshot shows a form titled "Custom Gas Message". It contains a "Custom Denial Gas Message" text area with the text "Your Account is past due. You must make a payment to be able to order gas online. Please feel free to call the office at 555-1212, if you have any questions." The text is highlighted in red. The form is enclosed in a blue border.

Accounts:

This tab allows you to set the options on who can view accounts online:

The screenshot shows a software window titled "Web Portal Utilities Client" with a standard Windows-style title bar. At the top, there is a "Company ID" dropdown menu set to "PGC", and buttons for "Load", "Reset", and "Add/Remove Company". Below this are two large buttons: "Goto Web Site Portal" and "Copy Link to Clipboard". A horizontal menu bar contains several tabs: "Setup", "Gas Orders", "Accounts" (which is selected), "Payments", "Email", "Ebill", "Msg 1", "Msg 2", and "Contact Page".

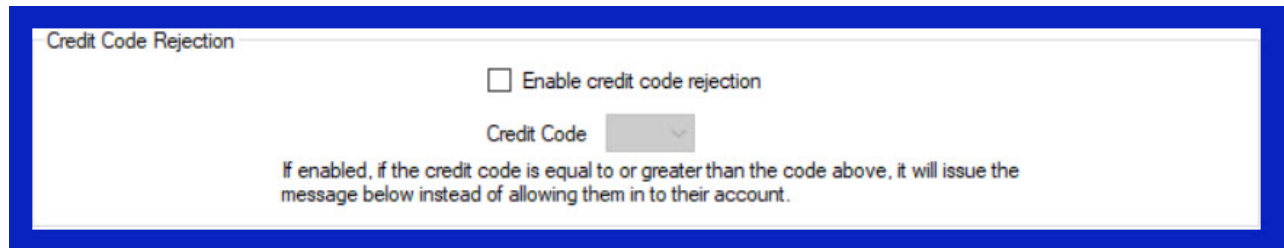
The main content area is divided into three sections:

- Credit Code Rejection:** Contains an unchecked checkbox "Enable credit code rejection" and a "Credit Code" dropdown menu. Below this is a text box explaining: "If enabled, if the credit code is equal to or greater than the code above, it will issue the message below instead of allowing them in to their account."
- Type Code Rejection:** Contains an unchecked checkbox "Enable Type 1 code rejection" and a text box explaining: "If enabled, the web portal will look at the Type 1 field in the master file of the account and if it is set to an asterick (*), then it will issue the message below instead of allowing them in to their account."
- Message issued to customer if they are rejected due the the codes above:** A large empty text area for entering a rejection message. Below it, it says "Max length: 1000 characters".

At the bottom left, the text "Version 1.5" is displayed. At the bottom right, there is a "Save" button.

Credit Code Rejection:

Allows you to set who can see their account online by enabling credit code. Instead, they will see a message that you setup.



Credit Code Rejection

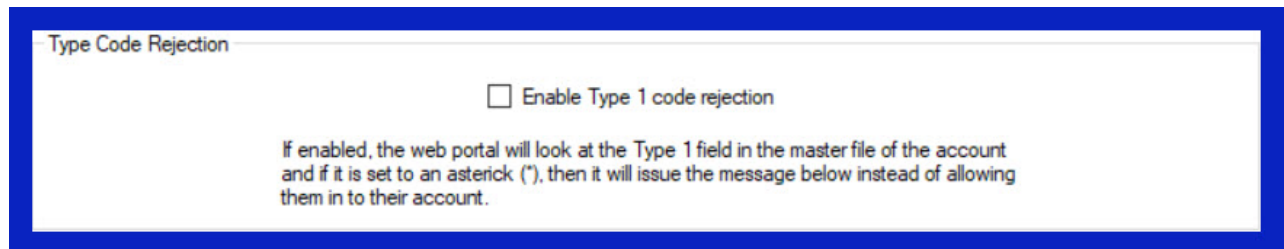
Enable credit code rejection

Credit Code

If enabled, if the credit code is equal to or greater than the code above, it will issue the message below instead of allowing them in to their account.

Type Code Rejections:

Allows you to set who can see their account online by enabling type code based on the Type 1 field on their Master Account. If it is set to (*) then the customer will see the message setup by you.



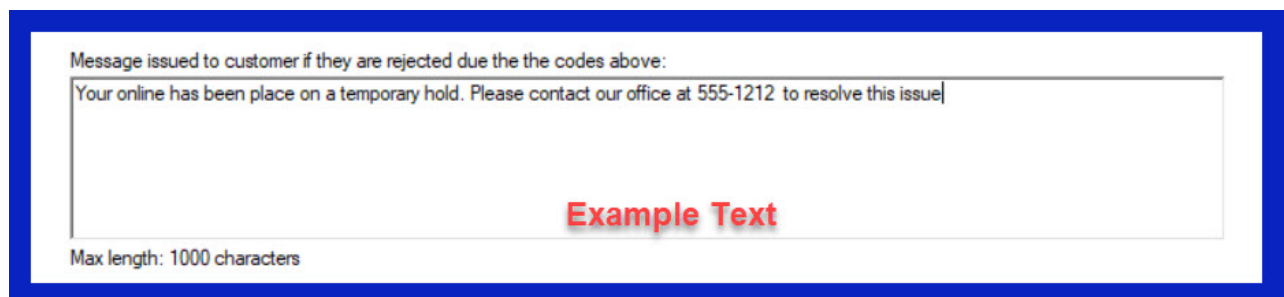
Type Code Rejection

Enable Type 1 code rejection

If enabled, the web portal will look at the Type 1 field in the master file of the account and if it is set to an asterick (*), then it will issue the message below instead of allowing them in to their account.

Message issued to Customer due to codes above:

Allows you to set a message that will be seen instead of their account based the criteria above.



Message issued to customer if they are rejected due the the codes above:

Your online has been place on a temporary hold. Please contact our office at 555-1212 to resolve this issue|

Example Text

Max length: 1000 characters

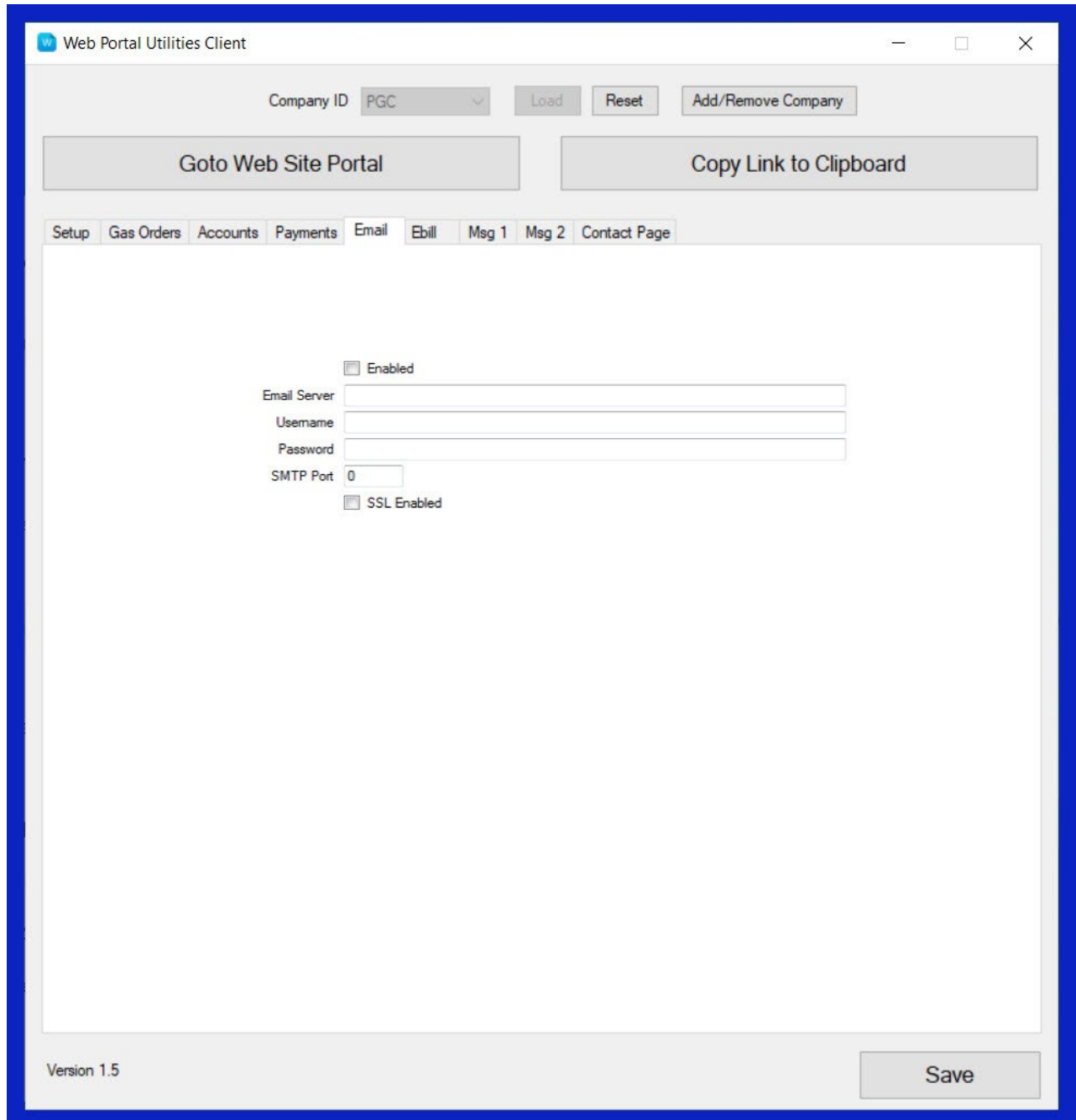
Payments:

Allows you to setup a service fee to make a payment online or in the office. ****Note**** A secondary product code on the payment pcode must be setup in Suburban first. It will need to start with a "9" to work such as 9C. Please call Suburban if you have any questions setting this up.

The screenshot shows the 'Web Portal Utilities Client' window. At the top, there is a 'Company ID' dropdown menu set to 'PGC', with 'Load', 'Reset', and 'Add/Remove Company' buttons. Below this are two large buttons: 'Goto Web Site Portal' and 'Copy Link to Clipboard'. A navigation bar contains tabs for 'Setup', 'Gas Orders', 'Accounts', 'Payments', 'Email', 'Ebill', 'Msg 1', 'Msg 2', and 'Contact Page'. The 'Payments' tab is active. The main content area features a checkbox for 'Enable Service Charge on Web Payments' (unchecked) and a 'Service Charge Amount' input field set to '0.00'. An 'Example' box contains an 'Expiration Date' section with 'MM' and 'YY' input fields, a 'Security Code' input field, a 'Payment Amount' input field set to '0.01', and a red text label '+ \$5.00 Processing Fee'. A 'Pay Now' button is located below the payment amount. At the bottom left, the version is 'Version 1.5', and at the bottom right, there is a 'Save' button.

Email:

This is your company's email Server information. This is obtained from your email provider. This may be the same information that is used to send out emails through Suburban.



The screenshot shows a software window titled "Web Portal Utilities Client". At the top, there is a "Company ID" dropdown menu set to "PGC", and buttons for "Load", "Reset", and "Add/Remove Company". Below this are two large buttons: "Goto Web Site Portal" and "Copy Link to Clipboard". A navigation bar contains tabs for "Setup", "Gas Orders", "Accounts", "Payments", "Email", "Ebill", "Msg 1", "Msg 2", and "Contact Page". The "Email" tab is active, displaying a configuration form with the following fields and options:

- Enabled
- Email Server:
- Username:
- Password:
- SMTP Port:
- SSL Enabled

At the bottom left, the text "Version 1.5" is displayed. At the bottom right, there is a "Save" button.

MSG 1/MSG 2: This allows you to add messages to the top of any of the tabs:

The screenshot shows the 'Web Portal Utilities Client' window. At the top, there is a 'Company ID' dropdown menu set to 'PGC', with 'Load', 'Reset', and 'Add/Remove Company' buttons. Below this are two large buttons: 'Goto Web Site Portal' and 'Copy Link to Clipboard'. A navigation bar contains tabs for 'Setup', 'Gas Orders', 'Accounts', 'Payments', 'Email', 'Ebill', 'Msg 1', 'Msg 2', and 'Contact Page'. The 'Msg 1' tab is active, displaying four message configuration sections, each with an 'Enable' checkbox and a text area:

- Enable Login Page Message
- Enable Account Page Message
Please call us about our spring special.
- Enable Gas Order Page Message
- Enable Web Payment Page Message

At the bottom left, the version number 'Version 1.5' is displayed. At the bottom right, there is a 'Save' button.

Company ID PGC

Load

Reset

Add/Remove Company

Goto Web Site Portal

Copy Link to Clipboard

Setup Gas Orders Accounts Payments Email Ebill **Msg 1** Msg 2 Contact Page

Enable Login Page Message

Enable Account Page Message

Please call us about our spring special.

Enable Gas Order Page Message

Enable Web Payment Page Message

Contact Page:

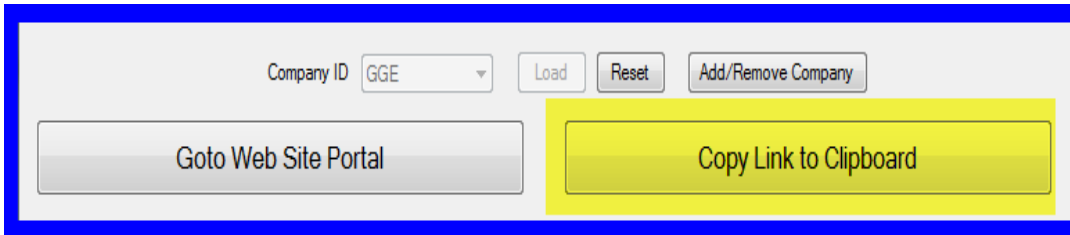
Response Message that your customers receive after they have sent you a message.

The screenshot displays the 'Web Portal Utilities Client' application window. At the top, there is a header bar with the title 'Web Portal Utilities Client' and standard window controls (minimize, maximize, close). Below the header, a 'Company ID' dropdown menu is set to 'PGC', with 'Load', 'Reset', and 'Add/Remove Company' buttons to its right. Two large buttons, 'Goto Web Site Portal' and 'Copy Link to Clipboard', are positioned below the company information. A horizontal menu bar contains several options: 'Setup', 'Gas Orders', 'Accounts', 'Payments', 'Email', 'Ebill', 'Msg 1', 'Msg 2', and 'Contact Page', with 'Contact Page' currently selected. The main content area features a text input field labeled 'Contact Us Confirmation Page Text' containing the message: 'We have received your message and will contact you as soon as possible.' A vertical scrollbar is visible on the right side of this text area. At the bottom left, the text 'Version 1.5' is displayed, and at the bottom right, there is a 'Save' button.

7. **Go To Site Portal Button:** Clicking on this button will take you to your company Web Portal Log In Page.



8. **Copy Link To Clipboard:** Clicking on this tab copies the link to your web portal log in screen to your clipboard.



*****NOTE:** You must click on the **SAVE** Button to save all the above information entered. *******