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Introduction

The Mobile Inquiry feature (MIQ) provides consistent and reliable access to customer accounts even while your team is away from the office, giving your team a bird's-eye view of the customer account. This product is meticulously designed to empower all your team members, from on-call drivers to managers to sales technicians and more.

With this powerful tool at your fingertips, you gain the ability to:

- Access vital customer information, including their ledger and contact details
- Effortlessly retrieve directions to customer locations for seamless on-site visits
- Efficiently enter gas orders on the go, ensuring your operations run smoothly
- Facilitate secure payment processing, allowing you to complete transactions conveniently
- View transaction history to quickly and accurately answer customer questions

BESSEMER AL 35020 2222					
205 481-4440	6		- /		
Payment Method	SSS MOBI				
Select An Option	INQUIRY	Credit Code:	1	•	
		Product Code:	01		
Current Tank Percentage:	Credit Card Payment	Last Payment Date:	9/17/2	A cock	lanu m
	Name	Last Payment:	-\$34.80	SSS M	JIRY
225	DOE, JOHN S.		- 1	Y ING	JIRT
Fill Tank:	Street	Budget Rate:	\$200.0	12/11/11/12/12	
Discussion of the second	2800 DARTMOUTH AVENUE	Budget Amount Due:	\$400.0	Account Info	
Requested Amount:	Zip Code	Non Budget Bal:	\$352.9	01 - 46365	
	35020 2222			DOE, JOHN S.	
Comments:	Card Number	Current Balance:	\$22.63	MARTHA STEWART	
		Over 30:	\$1.010	2800 DARTMOUTH AV	
	Expiration Date	Over 60:	\$142.2	BESSEMER AL 35020	2222
	MM YY	Over 90:	\$121.0	205 481-4440	
	CVV Number	Total Balance:	\$1,296		
		6		Currrent %:	56
	Amount	Enter Gas	Order	Previous %:	87
Save Gas Order	\$400.00	· · · · · · · · · · · · · · · · · · ·		Last Delivery:	11/28/2012
	3	Payme	ent	Last Delivery Amt:	472
Account	Submit	5	-	YTD Deliveries:	1
	Coonin	Search A	vain	YTD Gas:	472.1
	(Research)	Contraction of the second s		Last Years Gas:	1561.2
	Account			Tank Capacity:	1000
		© 2018 - Suburban Softwar	re Systems	Number of Tanks:	2
	\bigcirc			Credit Code:	1
				Product Code:	01



Accessing MIQ

On your mobile device, go to <u>https://www.sssmiq.com</u>. When you sign up for the app, your username and password will be sent to you from Suburban Software. If you do not receive it contact support at <u>sssupport@suburbansoftware.com</u>

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Account Search

Once logged into Mobile Inquiry this will be your main screen. From here you can look up accounts via name, account number, or address.

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×	≗≂ SSS smiq.com	S	Д	:
Accou	nt Search			
Name Sea	arch			
- OR -				
Branch an	d Account			
- OR -				
Address S	Search			
	Search			
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	Logoff			
© 2024 - Sul	burban Softwa	re Syst	ems, Ir	nc.
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Note: If you look up a customer by last name, you will get a list of customers with that last name to choose from just like in **Customer Inquiry**.



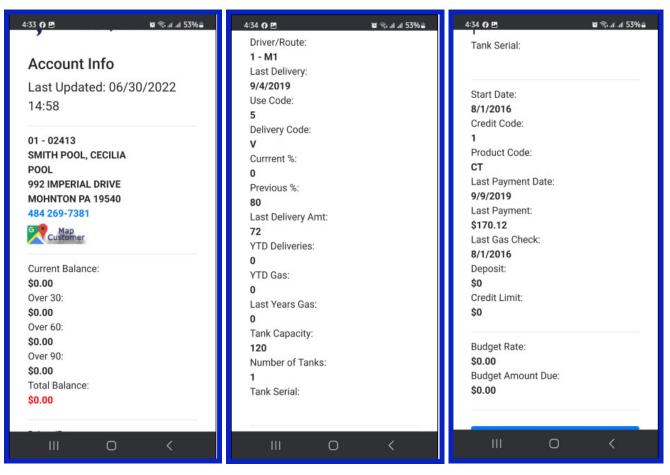






Account Info Screen:

The first screen connects you to the customer's information. This information is what you would generally see if you looked up the customer through Customer Inquiry in Suburban.



If this information does not match the current information in Suburban, please contact suburbansoftware.com

Click on the Map Customer Icon to open GPS directions to Customer's home.



Ledger

This screen will list the most recent transactions and actions on the customer's account ledger

4:49 😝 🖻 🛛 🖬 🖏 📾 🖓 🖬 🖃 51% 🚔
× ∨ ∞ SSS ≪ 口 :
SSS MOBILE
Date
12/06/21 ACH - DIRECT PAYMENT
Quantity
0.0
Amount
-\$79.50
Sales Tax
\$0.00
2nd Pcode
\$0.00
Total
-79.50
Date
11/22/21 Automatic Rent
III O <



Directions:

This details the work that is to be done for the customer.

3:36 🖨 🖪		0 4	8 al al 58	‰≘
× 5	SSS Mobile sssmiq.com	°,	Д	:
\$ 5	SS Mo Inqui	BII RY	E	
125-CT	vis recert 8/16			
	Account			
	Ledger			
	Enter Gas Ore	der		
	Payment			
	Search Agai	n		
	Logoff			
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Enter Gas Order:

Allows the technician/driver to enter a gas order on the go. The Technician must feel out the screen completely. Be sure to click on Save to make sure any orders are saved correctly.

3:36 🕢 🖻	10 🕾 л 🖉 58% 🖬
New Customer	
SMITH POOL, CECILIA	
992 IMPERIAL DRIVE	
MOHNTON PA 19540	
484 269-7381	
Payment Method	
Select An Option	~
Current Tank Percentage:	
Fill Tank:	
Requested Amount:	
Comments:	
III O	<



Payment

This option allows your technicians/drivers to take payments in the field. You must have a gateway account set up with Paragon and Suburban to allow the payments to post in Suburban. If you do not have a payment gateway account, contact support@suburbansoftware.com.

The driver needs to enter the customer's information as it appears on the card.

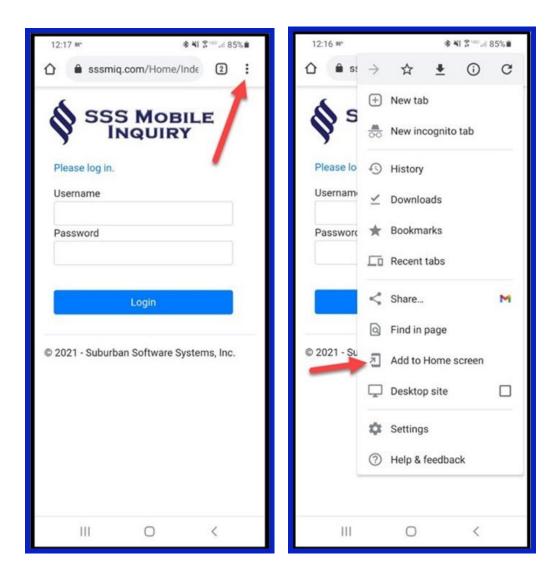
3:37 0 ₪ × ≏≅ 5	SSS Mobi		≊≋⊿⊿5 ; Д	8%a :							
Credit Name		ayme	nt								
CECILIA	SMITH	POOL									
Street											
992 IMF	ERIAL DR	IVE									
Zip Code											
19540											
Card Num	Card Number										
Expiration	Date										
MM	YY										
CVV Num	ber										
Amount											
\$0.00											
	Sub	mit									
III	C)	<								



Adding MIQ to Your Phone's Home Screen

Android/Chrome Browser

Tap on the three vertical dots in the top right corner of the screen. Then choose add to Home Screen from the drop down menu.





iPhone/Apple/ Safari Browser

Tap the share icon on the bottom of the screen then tap add to Home Screen.

AA	Sssmiq.co	om	C		SSS Mobile Inquiry sssmiq.com Options >	×
Please I	SSS MOBIL INQUIRY	E		ne	Twitter Reminders Notes	More
Usernar					Scroll UP unfil Cop ycu see this	Ф
Passwo	rd				Add to Reading List	00
					Add Bookmark	ш
	Login				Add to Favorites	☆
© 2021 - :	Suburban Software Sy	stems, Inc.			Find on Page	Q
	1				Add to Home Screen	Ð
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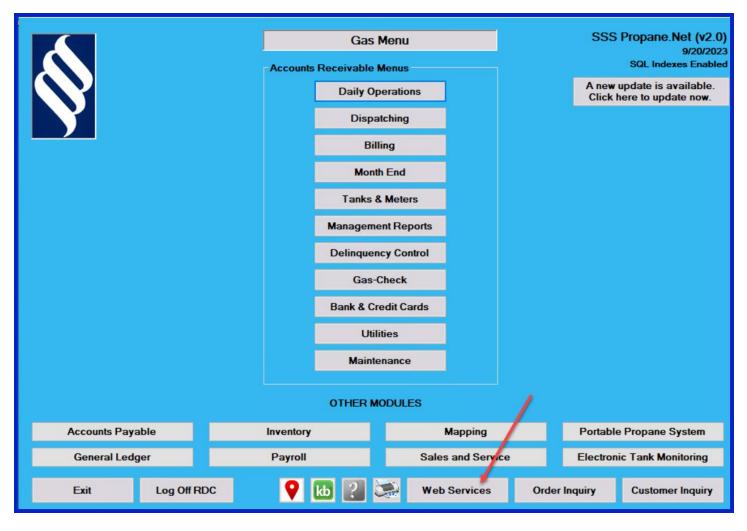


Processing Gas Order in the Office

This is the same process as Gas Orders and Payments from the Your Online Web Portal.

Web Services Button:

Click on the Web Services Button located at the bottom of the Gas Menu:

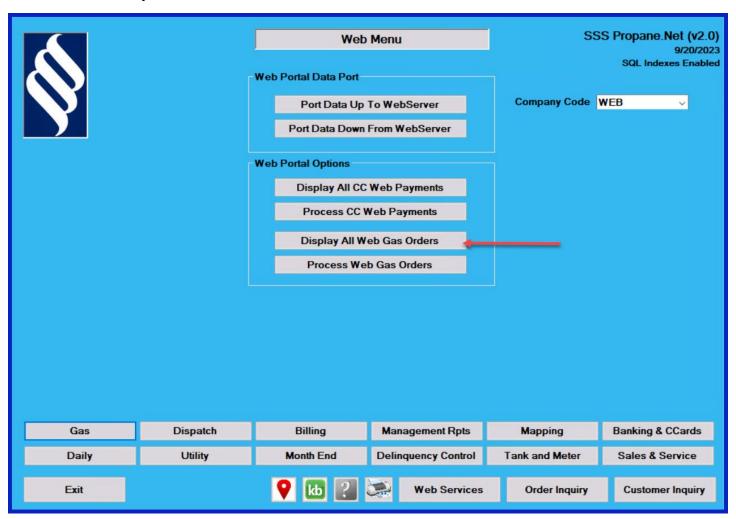






Display Web Orders

Click on Display all Gas Orders. This will give you a list of all orders received from your web portal and MIQ for the day.



Note: Web orders and Web Payments are downloaded every 15 minutes. This setting is predetermined by Suburban Software. If you need it sooner, you can manually port it down by clicking on the **Port Down from Web Server** Button. Porting up occurs once daily to the online web portal. You can manually port up as well with the **Port Data Up to Web Server button**.



Order List:

on the corcer year the second and calculation gas stated	On this screen y	you will be able to see all	processed and outstanding web gas orde	ers.
--	------------------	-----------------------------	--	------

					Display Forward I	From	: 5	/18/202	24 🔲)- L	ist						
View	Order Date	Proc	Br	Acct	Name C		Dŀv	Tank Size	Req Fill	Prod Codi		Dr	Rte	Payment Method		Web Order#	SSS Order#
View	6/14/2024 10:17 AM		01	03795	JEFFERS, TORY	3	w	250		01	100	1	BE	Charge	2	2501	0
View	6/6/2024 6:15 PM		01	03831	DALEY, CYNTH	6	w	250		01	0	1	тм	Credit	1	2500	0
View	6/6/2024 8:43 AM		01	03124	BRADLEY, JOS	3	w	250		01	100	1	BD	Credit	1	2499	0
View	6/5/2024 2:29 PM		01	06822	RHODES, BRIC	3	ĸ	500		01	0	1	BR	Charge	2	2498	0
View	6/4/2024 7:12 AM		01	04169	HOLLEY, TAMMY	3	w	250		01	100	1	CV	Credit	1	2497	0
View	5/31/2024 10:43 AM		01	04545	WADE, JARRE	3	w	250		01	100	1	HD	Credit	1	2496	0
View	5/29/2024 7:30 PM		01	05416	KING, JAMES	3	w	325		01	0	1	AT	Credit	1	2495	0
View	5/29/2024 3:35 PM		01	04183	BUCKNER, BR	6	w	250		01	0	1	C₩	Charge	2	2494	0
View	5/29/2024 2:56 PM		01	02920	MALONE, PHILI	3	κ	250		01	0	1	ТМ	Charge	2	2493	0
View	5/28/2024 1:48 AM		01	01599	TREADAWAY,	3	w	250		01	0	1	BR	Charge	2	2492	0
View	5/27/2024 9:42 AM		01	06763	MINYARD, KAT	6	w	250		01	100	1	СТ	Credit	1	2491	0
View	5/20/2024 7:09 PM		01	04287	RANSOM, DEAN	3	w	250		01	0	1	BR	Credit	1	2490	0
View	5/20/2024 4:22 PM		01	00482	JOHNSON, EM	3	w	250		01	0	1	YU	Charge	2	2489	0
<																	7
	Exit				Gas Order Create	d (Dutst	anding	Web (Order	Desel	ecte	d				

Grey orders are processed and created. White orders are outstanding waiting to be processed.



Process Web Gas Orders:

This tab will allow you to process all the orders from the previous screen.

View	D	Dr	Rte	Seq	Order Date/Time	Br	Acct	Name	Re %	Qty Req	Tank Size	Req Fill	Prc Co	Price	Cs Cł		Cr	Dŀ	Balance	Past[^ Balaı
View		1	01		4/27/2015 10:35 AM	01	00855	WESSON, COR	30	100	0		01	2.6900	2	~	9	w	0.00	0.00
View		1	01		8/20/2015 7:00 AM	01	00855	WESSON, COR	30	100	0		01	2.6900	2	~	9	w	0.00	0.00
View		1	01		10/19/2015 5:25 PM	01	01633	BLACK, DENISE	20	100	0		01	2.6900	2	~	3	w	0.00	0.00
View		1	DL	0758	11/30/2015 5:03 PM	01	01159	ASKEA, STEVE	50	0	250		01	2.6900	1	~	6	w	0.00	0.00
View		1	AT	0579	12/7/2015 8:12 PM	01	02243	PENSON, MICH	5	0	0		01	2.6900	1	~	6	w	0.00	0.00
View		1	C۷	0680	1/17/2016 2:18 PM	01	01992	WEAVER, MARK	10	0	330		01	2.6900	2	~	3	κ	457.20	0.00
View		1	01		1/22/2016 5:41 AM	01	01633	BLACK, DENISE	5	0	0		01	2.6900	2	~	3	w	0.00	0.00
View		1	01		2/7/2016 5:19 PM	01	01706	SPENCER, ME	10	100	250		01	2.6900	2	~	9	w	0.00	0.00
View		1	01		2/22/2016 12:07 PM	01	01318	VAUGHN, GEO	7	200	500		01	2.6900	2	~	3	w	0.00	0.00
View		1	Т	2179	3/9/2016 6:22 AM	01	00670	MCCALLIE, TA	10	100	250		01	2.6900	1	~	3	w	0.00	0.00
View		1	BD	0989	3/21/2016 7:13 PM	01	02046	EIDSON, NAN	5	0	250		01	2.6900	2	~	3	κ	23.54	809.01
View		1	В	0489	4/9/2016 5:25 PM	01	02522	WALKER, DOR	5	0	250		01	2.6900	2	~	3	κ	6.12	443.81
View		1	01		5/28/2016 4:01 PM	01	02483	SMITH, ROBER	5	200	0		01	2.6900	2	~	9	w	0.00	0.00
View		1	BD	0989	8/31/2016 7:17 PM	01	02046	EIDSON, NAN	0	0	250		01	2.6900	2	~	3	κ	23.54	809.01
View		1	01		9/8/2016 3:09 PM	01	01318	VAUGHN, GEO	0	200	500		01	2.6900	2	~	3	w	0.00	0.00
View		1	СТ	0200	10/6/2016 11:36 AM	01	02410	MOON, ERIC	15	100	500		01	2.6900	2	~	6	w	0.00	0.00
View		1	СТ	0200	11/15/2016 8:15 AM	01	02410	MOON, ERIC	10	100	500		01	2.6900	1	~	6	w	0.00	0.00
View		1	YU	0545	11/22/2016 3:30 PM	01	01352	POSTELL, AND	25	0	320		01	2.6900	2	~	6	w	0.00	0.00
View		1	YU	0099	12/4/2016 7:33 PM	01	00327	CALLIHAN, AN	25	100	250		01	2.6900	2	~	6	w	0.00	0.00
View		1	BE	0042	12/6/2016 5:22 PM	01	00736	WADE, RHOND	15	0	250		01	2.6900	1	~	3	w	0.00	0.00
View		1	BD	0989	12/18/2016 8:49 PM	01	02046	EIDSON, NAN	0	0	250		01	2.6900	2	¥	3	κ	23.54	809.01
View		1	01		1/1/2017 3:45 PM	01	01318	VAUGHN, GEO	0	100	500		01	2.6900	2	~	3	w	0.00	0.00
View		1	Т	0304	1/4/2017 10:12 PM	01	02825	DOWDY, NELS	65	0	500		01	2.6900	2	~	6	w	0.00	0.00
View		1	01		1/19/2017 5:47 PM	01	01989	BASKIN, CHER	25	0	0		01	2.6900	2	~	3	w	0.00	0.00
View		1	BE	0377	2/2/2017 7:48 PM	01	01256	THOMPSON, H	10	0	250		01	2.6900	2	~	6	w	0.00	0.00
View		1	BR	0026	2/7/2017 5:02 PM	01	01599	TREADAWAY,	8	0	250		01	2.6900	2	~	3	w	0.00	0.00 🗸
<																				>
I	Exit Active Deselected Editable Field Crea						Create	Orders												

Active Orders are listed in white. Blue fields are editable fields, this allows you too change the information in those fields.

Click Create Orders to create the order



Process Payments in the Office

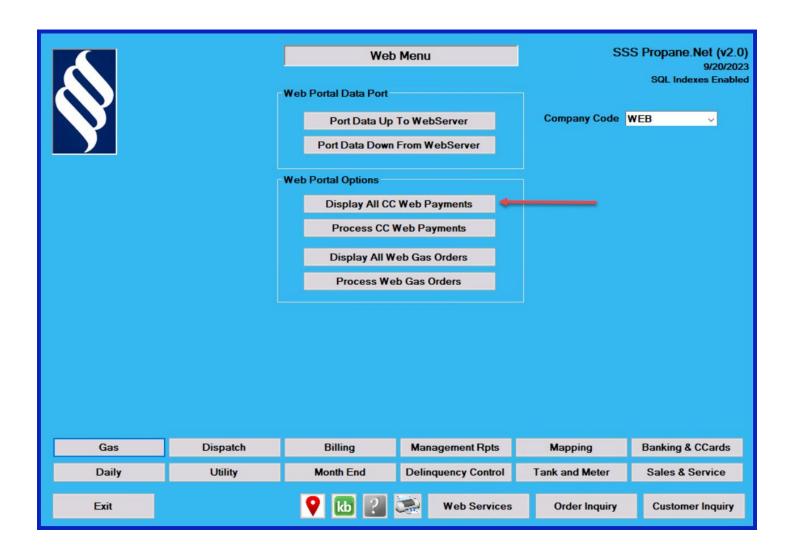
Click on Web Services Button:

			Accounts	Gas N Receivable N				SSS	Propane.Net (v2.0) 9/20/2023 SQL Indexes Enabled
				Daily Op	erations				update is available. here to update now.
				Dispat	ching				
				Billi	ng				
				Month	End				
				Tanks &	Meters				
				Manageme	nt Reports				
				Delinquend	y Control				
				Gas-C	heck				
				Bank & Cre	dit Cards				
				Utilit	ies				
				Mainter	nance				
				OTHER MC	DULES		1		
Accounts Pay	able		Inventory			Mapping		Portable	e Propane System
General Led	ger		Payroll		Sale	s and Servic	e	Electron	ic Tank Monitoring
Exit	Log Off RD	с	9	kb ? 🕻	🛞 Web	Services	Orde	r Inquiry	Customer Inquiry



Display All CC Web Payments

Click on **Display on the CC Web Payments** button to show all current Web Payments.



Note: Web orders and Web Payments are downloaded every 15 minutes. This setting is predetermined by Suburban Software. If you need it sooner, you can manually port it down by clicking on the **Port Down from Web Server** Button. Porting up occurs once daily to the online web portal. You can manually port up as well with the **Port Data Up to Web Server button**.



Web Payment List

View	Prc	Br	Acct	Name	Amount	Fee	Ref#	Message	Tran Date	Card#
View		02	04458	COOMBS, HEATHER	212.87	0.00	149943453	ZIP MATCH	6/17/2024 12:15 PM	8871
View		01	55523	MCGARR, DARLENE	165.00	0.00	149943229	EXACT MATCH	6/17/2024 12:12 PM	1144
View		02	05183	HARRIS, RONALD	300.00	0.00	149943106	EXACT MATCH	6/17/2024 12:09 PM	1697
/iew		01	04593	CONNER, KEVIN & ASHLEY	250.00	0.00	149941011	EXACT MATCH	6/17/2024 11:23 AM	1403
/iew		01	09605	DALTON, DEVIN	665.41	0.00	149938833	DECLINE	6/17/2024 10:40 AM	3570
liew		01	10547	HANCOCK, CHELSEA	265.00	0.00	149936961	EXACT MATCH	6/17/2024 10:03 AM	7010
liew		01	10331	CHRISTENSEN, DENNIS	91.04	0.00	149927812	EXACT MATCH	6/17/2024 9:16 AM	3682
liew		01	58105	MOORE, DENNIS	432.24	0.00	149925931	EXACT MATCH	6/17/2024 8:45 AM	2363
liew		01	09692	GILBERT, SUSAN	105.00	0.00	149924544	EXACT MATCH	6/17/2024 8:04 AM	3096
liew		02	03729	HARBER, RHETT	70.00	0.00	149912794	EXACT MATCH	6/17/2024 5:44 AM	7464
liew		01	10543	BLOSSOM, TINA	150.00	0.00	149895303	ADDRESS MATCH	6/16/2024 9:23 PM	8388
iew		01	03819	MARTINEZ, JOHN	25.00	0.00	149894724	EXACT MATCH	6/16/2024 8:35 PM	4251
liew		02	03042	SESSIONS, JUSTIN	110.00	0.00	149894694	EXACT MATCH	6/16/2024 8:33 PM	8933
liew		03	05536	BOBNICK, RANDY	89.68	0.00	149891491	EXACT MATCH	6/16/2024 5:08 PM	6887
liew		01	01889	HOLDEN, ERIK & MISTY	230.00	0.00	149890195	EXACT MATCH	6/16/2024 3:56 PM	6577
liew		03	10192	BUCHMEIER, ROGER	427.45	0.00	149884722	ZIP MATCH	6/16/2024 11:35 AM	5455
liew		01	43842	KIMBLE, DAVID	124.15	0.00	149880909	EXACT MATCH	6/16/2024 9:24 AM	0544
iew		01	10999	CHRISTENSEN, GLORIA	150.00	0.00	149853101	EXACT MATCH	6/15/2024 10:54 PM	8993
iew		03	10192	BUCHMEIER, ROGER	427.45	0.00	149852883	EXC APPR AMT LIM	6/15/2024-10:25-PM	5455
liew		01	09230	HERBST, MATTHEW	446.57	0.00	149849655	EXACT MATCH	6/15/2024 6:35 PM	3561
iew		01	58055	MOORE, ALICIA	155.00	0.00	149844997	EXACT MATCH	6/15/2024 2:31 PM	8343
liew		01	00715	MORRISON, PAUL	150.00	0.00	149840300	EXACT MATCH	6/15/2024 11:49 AM	2148
liew		02	02830	FLORES, LUIS	300.00	0.00	149839897	EXACT MATCH	6/15/2024 11:38 AM	0781
liew		03	02554	APPELHANS, DENNIS	100.23	0.00	149839430	EXACT MATCH	6/15/2024 11:24 AM	1958
liew		01	05277	CHARD, DARRELL	280.00	0.00	149837968	EXACT MATCH	6/15/2024 10:48 AM	0123
liew		01	08247	HOOFER. CATHERINE	316.98	0.00	149837389	EXACT MATCH	6/15/2024 10:34 AM	9592

Payment Created are list in grey. These payments have been processed.

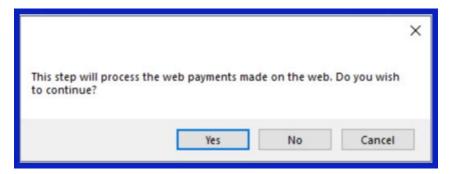
Outstanding Payment are listed in white. These payments have not been processed.

Not Approved payments are listed in red and have been striked through. These payments have been declined.



Process Web Payments

This step will process payments in white in Suburban. This will not charge the card again. This is just the next step in posting them to the customer's account. You will get the following message. Click yes to continue or No to wait.



You will get the following message displaying the total number of payments and combined amount of payments. You will need to run the option to APPLY AUTO Payments on the Daily Menu to post transactions to the customer's account.

	×
There were 8 transactions processed for a total of \$1821.15. Please run the option 'Apply Auto Payments' on the Daily Me	enu to post
the transactions to the accounts.	
	ОК



Apply AutoPayments:

Click on Apply CC Web Payments and then Continue to send them to the posting procedure.

Apply Auto Payments	
Company Identification Code	
Branch Name -or- ALL Branches	01 - WESTERN S V
Apply which payments	 Apply Credit Card Payments Apply AutoCheck Payments Apply CC Web Payments Apply LockBox Payments
Deselection option (Use this option to deselect transactions that you do not want to po	Deselect
Batch Number for these payments	nbered) 810
Workfile where transactions are to be located	CX
Credit Card Payment Product Code	8C
Form Name	
Printer Type	P3-LASER v
Exit	Continue



Deselect Option:

If you are not ready to post a payment to a customer's account, you can click on Deselect Option.

Apply Auto Payments	
Company Identification Code	WSG v
Branch Name -or- ALL Branches	01 - WESTERN S 🗸
Apply which payments	 Apply Credit Card Payments Apply AutoCheck Payments Apply CC Web Payments Apply LockBox Payments
Deselection option (Use this option to deselect transactions that you	do not want to post yet) Deselect
Batch Number for these payments	(Auto numbered) 810
Workfile where transactions are to be located	сх
Credit Card Payment Product Code	8C
Form Name	0001 ~
Printer Type	P3 - LASER v
Exit	Continue



Uncheck the payment you are not ready to post and then click Save. All other payments will be posted.

ost	TimeStamp	Branch	Account	Name	Payment
	6/17/2024 8:04 AM	01	09692		105.00
\checkmark	6/17/2024 8:45 AM	01	58105		432.24
\checkmark	6/17/2024 9:16 AM	01	10331		91.04
\checkmark	6/17/2024 10:03 AM	01	10547		265.00
\checkmark	6/17/2024 11:23 AM	01	04593		250.00
\checkmark	6/17/2024 12:09 PM	02	05183		300.00
\checkmark	6/17/2024 12:12 PM	01	55523		165.00
	6/17/2024 12:15 PM	02	04458		212.87

From here you can transfer and post as normal.



Revisions

Date	Revision	Ву
	Created	Billy H.
06/17/24	Revised	Kelly M.