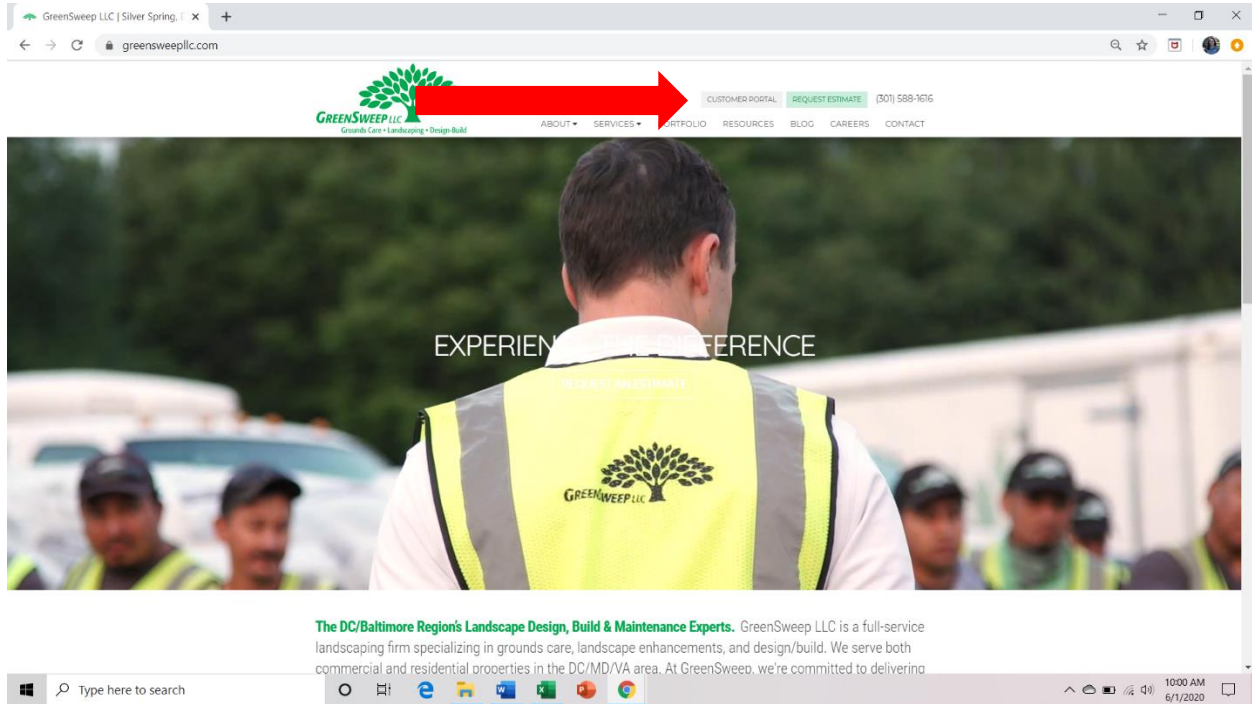


Instructions to Use the GreenSweep Customer Portal

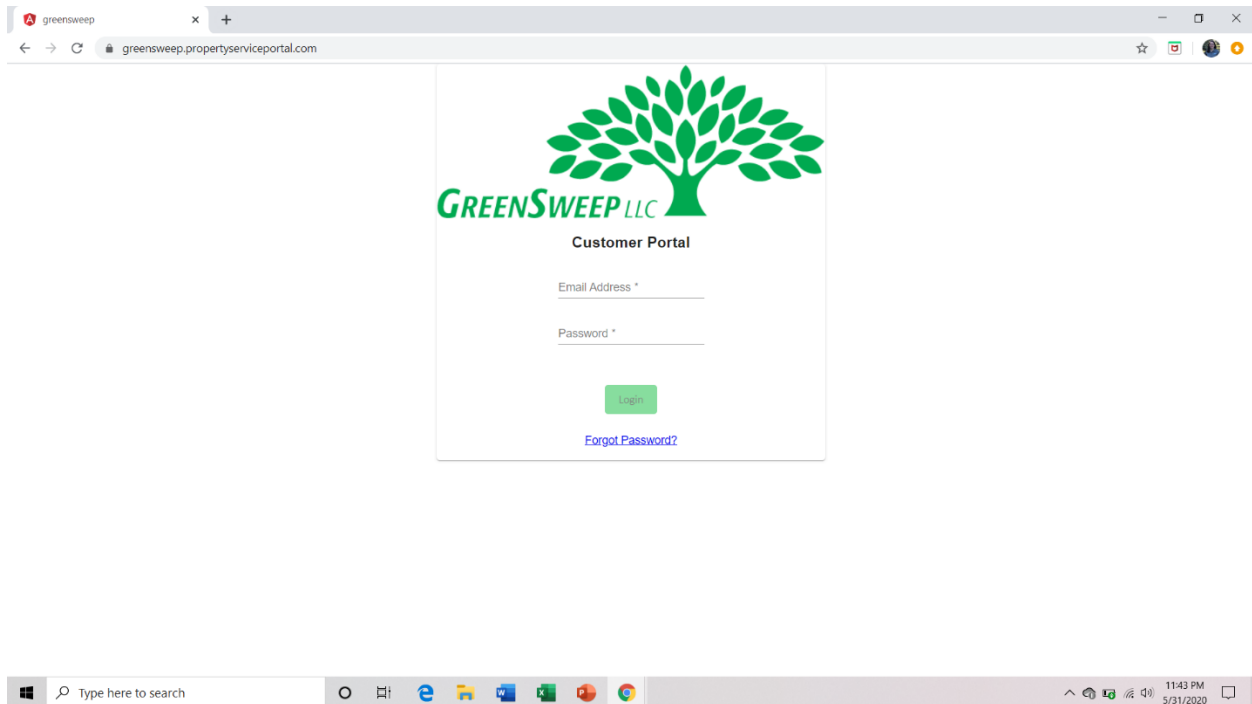


We are excited you are using our customer portal to help manage your account. Here are some basic instructions to help you navigate the system. Please contact us if you have any questions.

You can reach the Customer Portal using the link in upper right corner of [the GreenSweep website](#).



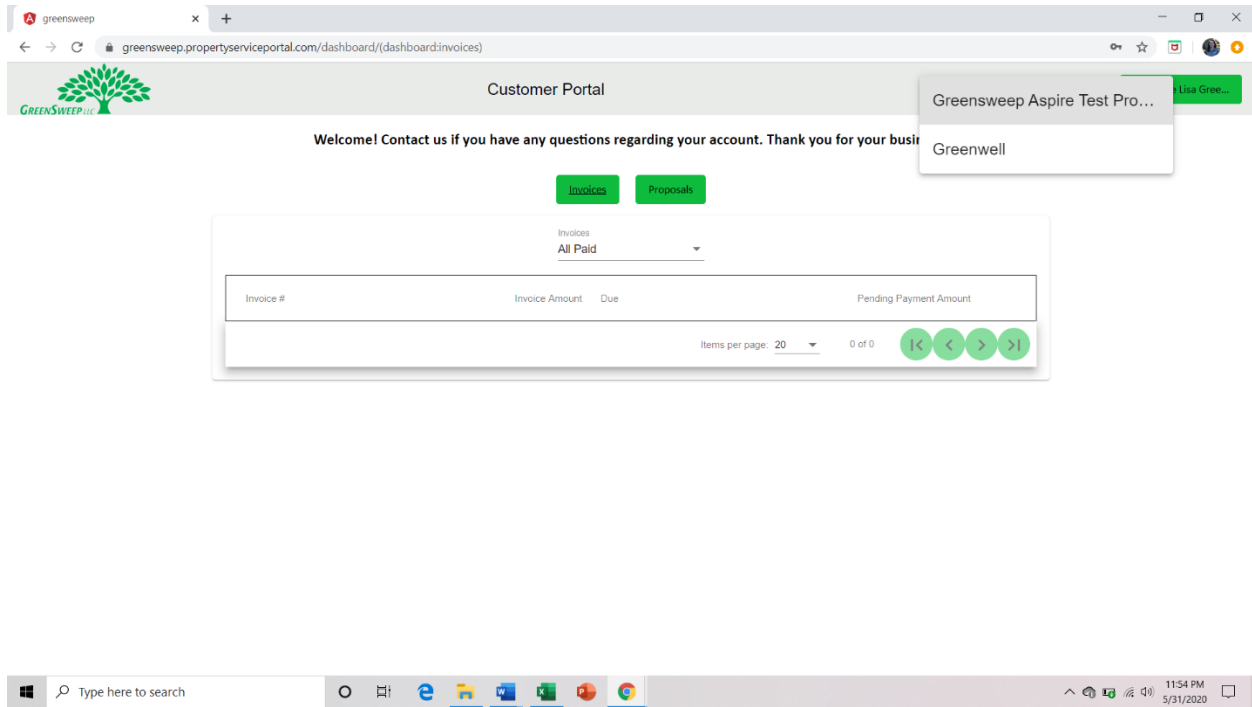
The URL to reach the portal is: greensweep.propertyserviceportal.com. This is the login page.



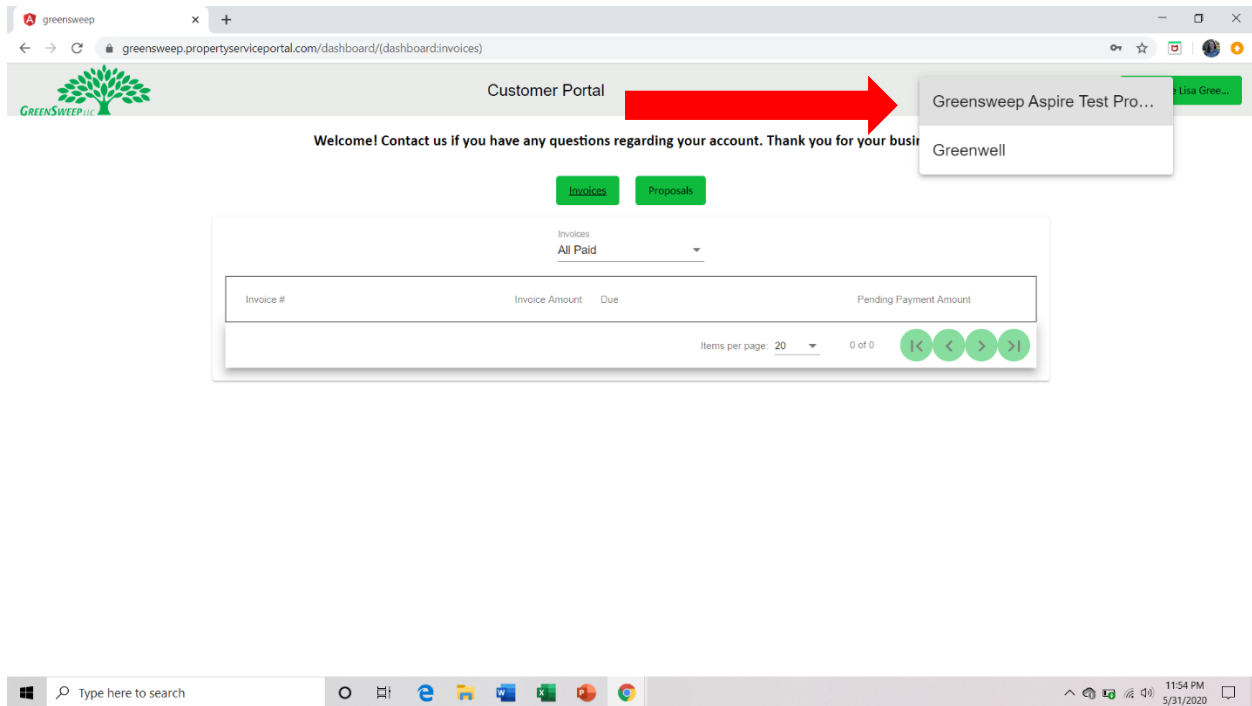
Instructions to Use the GreenSweep Customer Portal



Once logged in, you will be on the **Dashboard**.



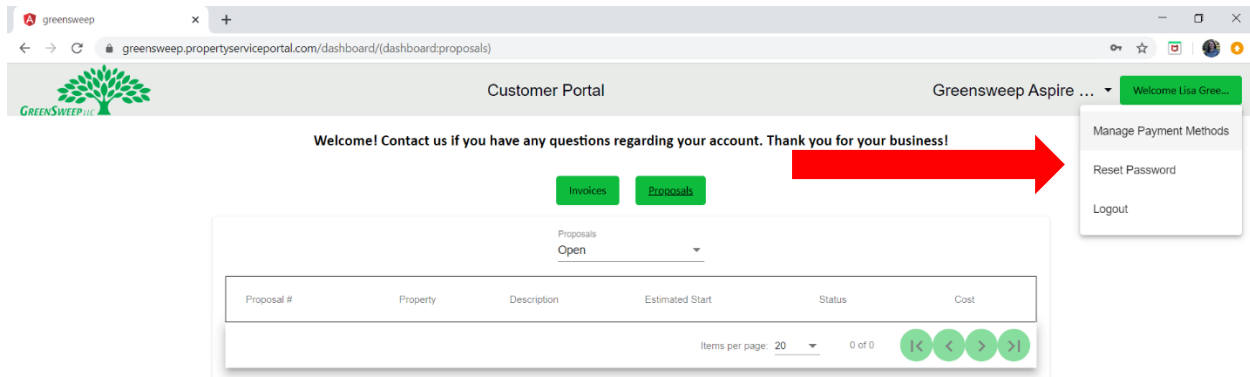
From the Dashboard, you will be able to navigate to the other parts of the system. If you have **multiple properties** in your portfolio, you will be able to view each account by **clicking on the property name** from the drop-down in the upper right corner.



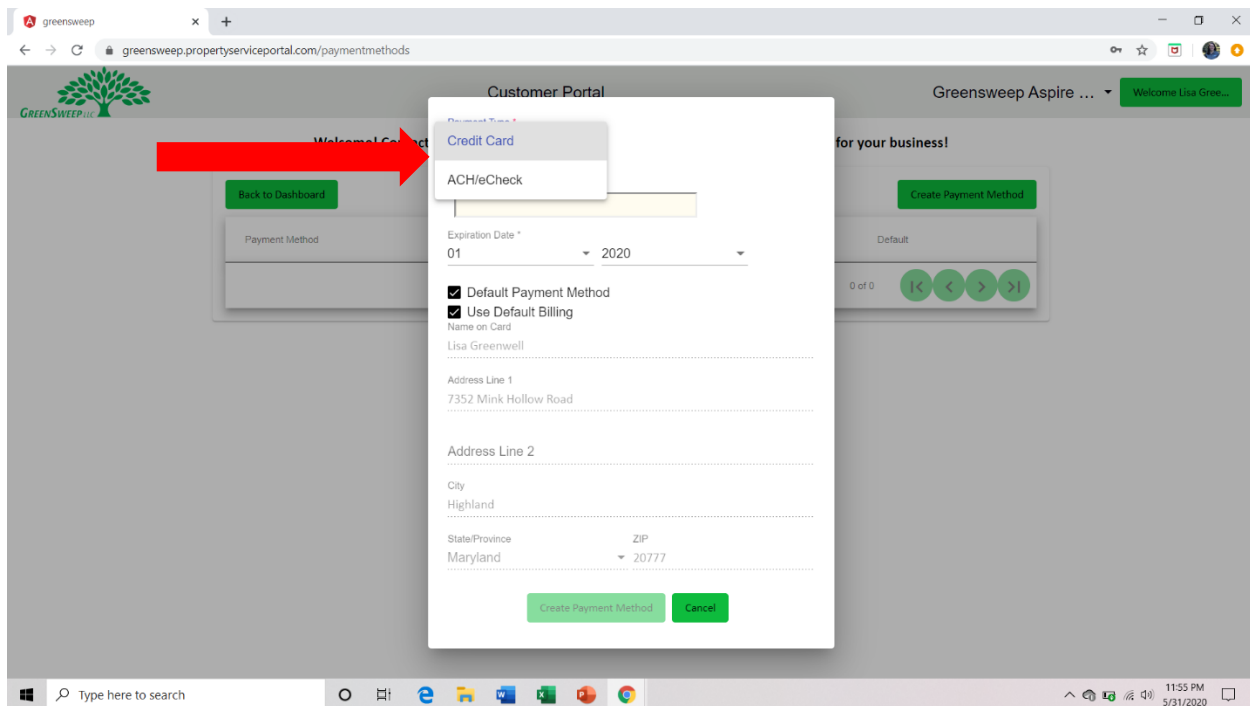
Instructions to Use the GreenSweep Customer Portal



In the upper right corner, you can click on your name to MANAGE PAYMENT METHODS, RESET PASSWORD, or LOGOUT of the portal.



To facilitate electronic payments, you can **add multiple payment methods** to your account. Complete the form and select **CREATE PAYMENT METHOD** to save your account.



Instructions to Use the GreenSweep Customer Portal



If you opt to add an ACH/e-Check account, please note that you will input the account number followed by a backslash, and then the routing number (i.e., #####/#####). Do NOT include any spaces in this field.

Please note all sensitive payment information is stored by the electronic payment processor which is PCI compliant. We do not store data related to electronic payment methods within our system.

Using the buttons in the center of the page you will be able to review invoices and proposals.

In the **Invoices** section, you can sort by all OPEN invoices, those PAID IN LAST 6 MONTHS, and ALL PAID.

The screenshot shows a web browser window displaying the GreenSweep Customer Portal. The browser address bar shows the URL: `greensweep.propertyseviceportal.com/dashboard/(dashboard:invoices)`. The page header includes the GreenSweep logo, the text "Customer Portal", and a user profile "Greensweep Aspire ... Welcome Lisa Gree...". A welcome message reads: "Welcome! Contact us if you have any questions regarding your account. Thank you for your business!".

In the center of the page, there is a dropdown menu with three options: "Open", "Paid in last 6 months", and "All Paid". A large red arrow points to the "Paid in last 6 months" option. Below the dropdown is a table with the following columns: "Invoice #", "Invoice Amount", "Due", and "Pending Payment Amount". The table is currently empty. At the bottom of the table, there is a pagination control showing "Items per page: 20" and "0 of 0", along with navigation buttons (first, previous, next, last).

The Windows taskbar at the bottom shows the search bar with "Type here to search", several application icons (Edge, File Explorer, Word, Excel, PowerPoint, Chrome), and the system tray with the date and time: "11:55 PM 5/31/2020".

Instructions to Use the GreenSweep Customer Portal



To **view an invoice**, click on the vertical ellipse drop-down and select VIEW. When you VIEW an invoice, it will show the PDF which you can print or download if needed.

The screenshot shows the GreenSweep Customer Portal interface. At the top, there is a navigation bar with the GreenSweep logo, the text 'Customer Portal', and a user greeting 'Greenwell Welcome Lisa Gree...'. Below this is a welcome message: 'Welcome! Contact us if you have any questions regarding your account. Thank you for your business!'. There are two buttons: 'Invoices' and 'Proposals'. The 'Invoices' section is active, showing a table with the following data:

Invoice #	Amount Due	Invoice Amount	Due	Pending Payment Amount
227	\$2,500.00	\$2,500.00	Jun 16, 2020	\$0.00

A red arrow points to the vertical ellipse drop-down menu next to the invoice amount, which is open, showing 'View' and 'Pay' options.

To **pay an invoice**, click on the vertical ellipse drop-down and select PAY. If you have not yet saved a payment method, you must do so before paying an invoice.

The screenshot shows the GreenSweep Customer Portal interface. A modal dialog box is displayed over the invoice table. The dialog box contains the following text:

Invoice Number: 227
Amount Remaining: \$2,500.00

No payment methods were found. Please add before paying an invoice

Amount: \$2,500.00

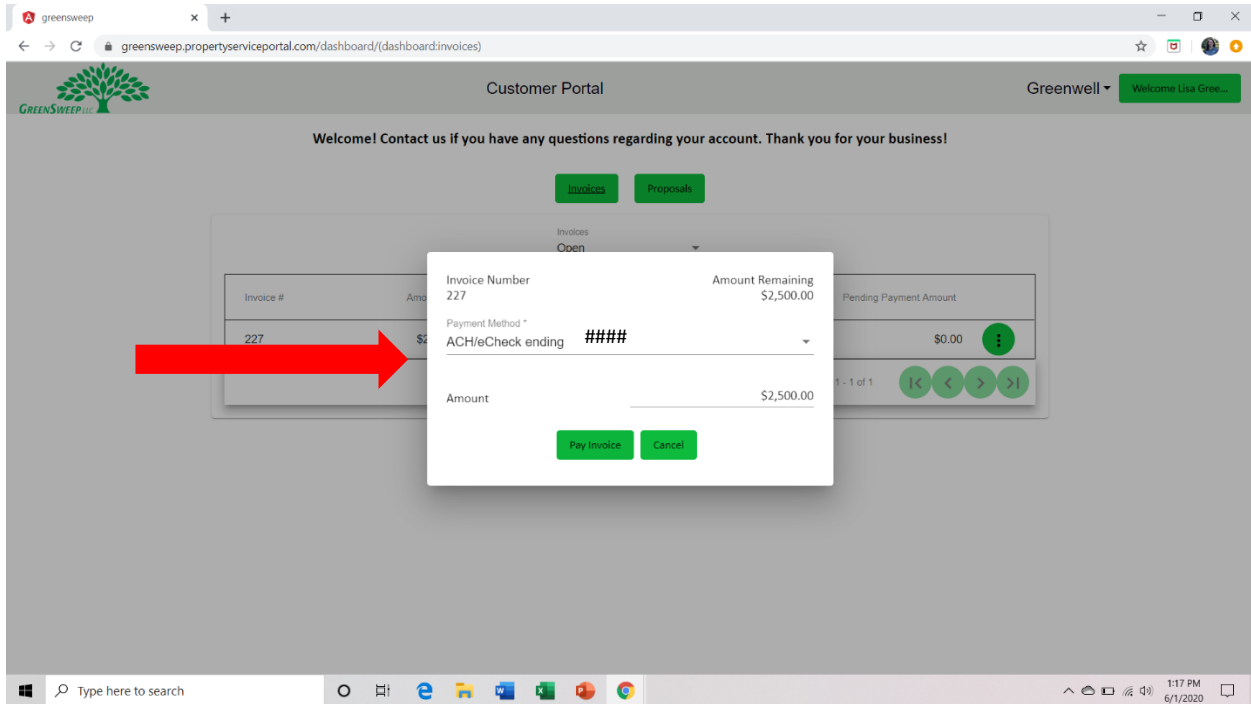
Buttons: Pay Invoice, Cancel

A red arrow points to the vertical ellipse drop-down menu next to the invoice amount, which is open, showing 'View' and 'Pay' options.

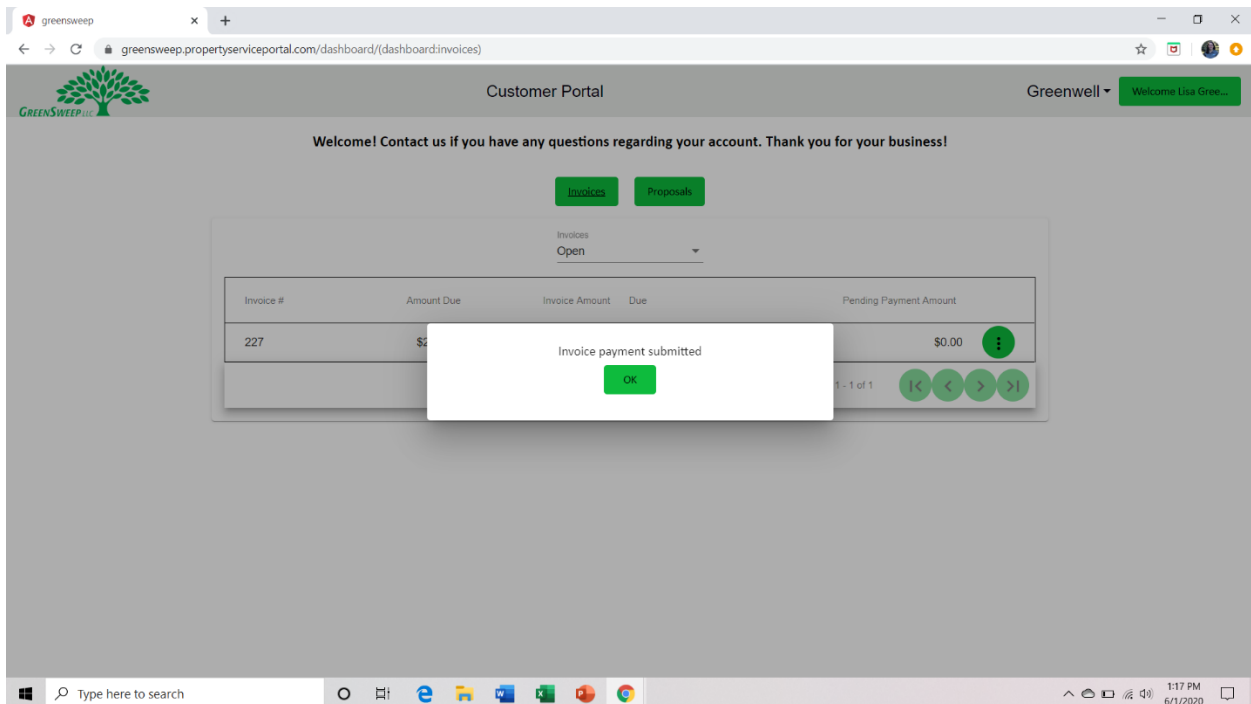
Instructions to Use the GreenSweep Customer Portal



Once a payment method is added, you will be able to select PAY from the vertical ellipsis. Then on the pop-up screen **verify the payment method and the amount**. Then click PAY INVOICE.



A confirmation message will appear once payment has been submitted.



Instructions to Use the GreenSweep Customer Portal



The PENDING PAYMENT AMOUNT will now reflect the payment recently submitted. Once the payment has processed it will appear in the PAID IN LAST 6 MONTHS view.

Customer Portal | Greenwell | Welcome Lisa Gree...

Welcome! Contact us if you have any questions regarding your account. Thank you for your business!

Invoices | Proposals

Invoices
Open

Invoice #	Amount Due	Invoice Amount	Due	Pending Payment Amount
227	\$2,500.00	\$2,500.00	Jun 16, 2020	\$2,500.00

Items per page: 20 | 1 - 1 of 1



In the **Proposals** section, you can sort by all OPEN proposals, proposals where WORK IS IN PROCESS, and COMPLETED WORK IN PAST 12 MONTHS. OPEN proposals will be all proposals completed by our team but not yet signed. WORK IN PROCESS are proposals which have been authorized and work is either scheduled or currently underway.

Customer Portal | Greensweep Aspire ... | Welcome Lisa Gree...

Welcome! Contact us if you have any questions regarding your account. Thank you for your business!

Invoices | Proposals

Proposals
Open

Proposal #	Property	Description	Status	Cost
			Work In-Process	
			Completed Work (Last 12 Months)	

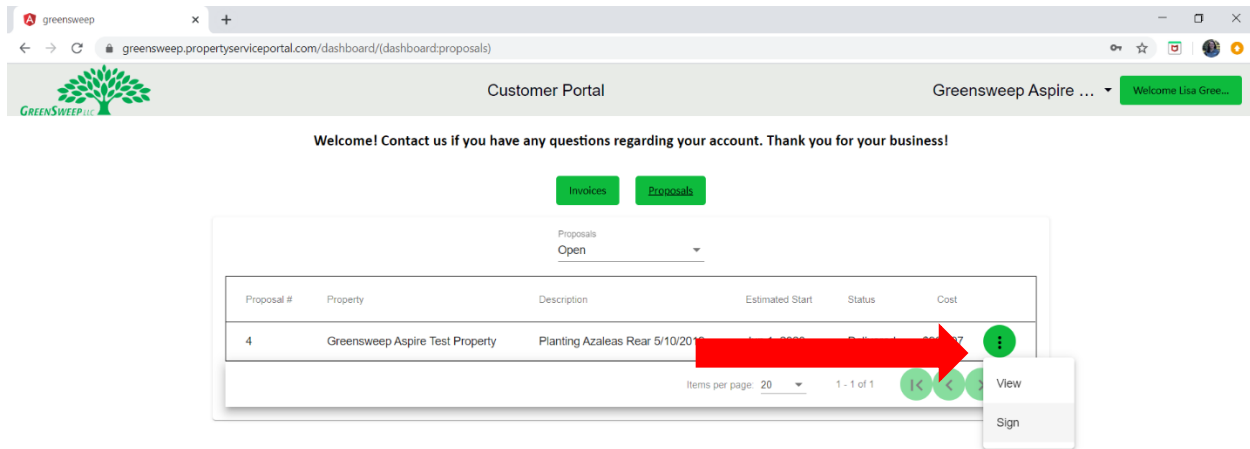
Items per page: 20 | 0 of 0



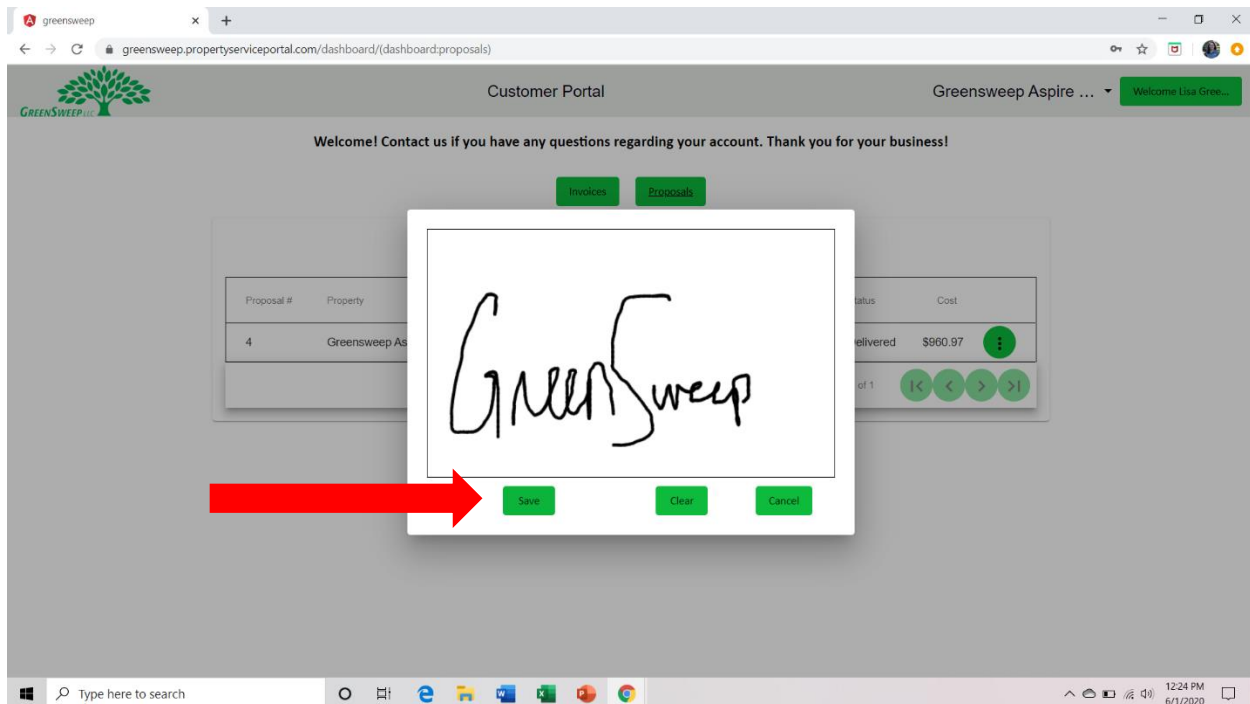
Instructions to Use the GreenSweep Customer Portal



To **view a proposal**, click on the vertical ellipse drop-down and select VIEW. When you VIEW a proposal, it will show the PDF which you can print or download if needed.



To **sign a proposal**, use your mouse cursor to draw an electronic signature, then click SAVE.



Please note data prior to June 1, 2020 is NOT loaded in the new system. If you need access to previous data, please contact our staff and we will be happy to assist you. If you need assistance navigating the portal at any time, please reach out to us. Thank you!