Florens is making exciting improvements to our website. You can access our equipment database in real time with Enterprise Portal. With this new platform we have a fresh look to our home page and more functions are available.

**New home page of the customer portal**

Our system allows you to access multiple functions over the website from anywhere at anytime. You can check your booking details, lease inventory, apply redelivery, DV and authorize repair estimates and more!

**Sign In Procedures:**
2. Click Sign In button on the right top corner of the website.
3. Input your **User ID** and **Password**, Click Login button.

**Booking**

**Check Booking Information**
1. Choose **Booking** from the Web Functions at User Home.
2. Inquire about booking information by choosing Cust ID and searching with one of the following criteria:
   - Booking No.: Fill in Booking No. and click **Search** button;
   - Advanced Options: Fill in one or a combination of criteria such as Region, Port, etc. and click **Search** button;
3. Booking that fulfills the criteria input by user will be displayed on the page with a summary, which contains information such as Order Date, Equip Type, BKD Qty, etc.
4. Move Detail is available at the right of each booking summary. Unit level movement information will be displayed by clicking the button under Move Details.

**Redelivery**

**Apply Redelivery**
1. Choose **Redelivery** from the Web Functions at User Home.
2. Start Redelivery Application by inputting the following information:
   - **Customer ID**
   - **Port**
   - **Depot**
3. Click **Next** after filling in above information, enter unit number row by row in next page, then click **ADD**.
4. Before moving to confirmation page, customer can delete the unit number by clicking on the ‘Remove’ button on the right of the unit number or Add more units by repeating step 3.
5. Click **Next** to enter confirmation page. User still can delete unit from application at this stage. If all set, click **Confirm Redelivery Order** to complete the application.
6. If you wish to redeliver equipment to other locations, repeat step 1-5 above. Redelivery order confirmation will be e-mailed to you, the depot and your local Florens office.

**Check Redelivery Status**
1. Choose **Redelivery Status** function next to **Apply Redelivery**.
2. Choose Customer ID and Search by one of the following criteria:
   • Redelivery No.: Fill in Redelivery No. and click Search button;
   • Unit No.: Fill in Unit No. and click Search button;
   • Advanced Options: Fill in one or a combination of criteria such as Status, Port, etc. and click Search button;
3. Redelivery request that fulfills the criteria input by user will be displayed on the page.
4. User can view the details of the request by clicking the ‘+’ button on the right of each result row.
5. User can also void the whole redelivery request by clicking the Void Order button.

Lease Inventory

Check Lease Inventory Details
1. Choose Lease Inventory from the Web Functions at User Home.
2. Inquire Lease Inventory details by searching with one of the following criteria:
   • Area: Fill in area name and click Search button;
   • Port: Fill in port name and click Search button;
3. Lease Inventory Summary that fulfills the criteria input by user will be displayed on the page.
4. User can view detailed information by clicking the Arrow on the left of result row.

Replacement Value

Apply New DV
1. Choose Replacement Value from the Web Functions at User Home.
2. Start Redelivery Application by inputting the following information:
   • Customer ID
   • Unit No.
   • As of Date
3. Click Calculate button to enter the confirmation page.
4. User can change Location and Declaration Type by choosing from the dropdown list and put in Comments in the confirmation page.
5. Click Declare to complete the DV application

Check DV Status
1. Choose DV Status function next to Apply DV.
2. Choose Customer ID and Search by one of the following criteria:
   • DV No.: Fill in DV No. and click Search button;
   • Unit ID: Fill in Unit ID and click Search button;
3. DV summary that fulfills the criteria input by user will be displayed on the page.

Maintenance & Repair

View and Authorize Pending Estimates
1. Choose Maintenance & Repair from the Web Functions at User Home.
2. Inquire about Pending Estimates by choosing Cust ID and searching with one of the following criteria:
   • Unit ID: Fill in Unit ID and click Search button;
   • Advance Options: Fill in one or a combination of criteria such as Status, Port, etc. and click Search button;
3. Pending Estimates that fulfills the criteria input by user will be displayed on the page.
4. User can authorize the pending estimates by clicking the check box on the left of result row and click Authorize button.
5. User can view the activity details pertaining to estimate by clicking on the Activity Details button.
6. User can also review the breakdown of repair estimates by clicking the Estimate Details button on the right of result row. Here is another place that allows user to authorize the estimates by click on the Checkmark after reviewing the estimates details.

Authorized History

1. Choose Authorized History function next to Pending Estimates
2. Inquire about Authorized History by choosing Cust ID and searching with one of the following criteria:
   • Unit ID: Fill in Unit ID and click Search button;
   • Advance Options: Fill in one or a combination of criteria such as Status, Port, etc. and click Search button;
3. Authorized History that fulfills the criteria input by user will be displayed on the page.
4. User can review the activity details and breakdown of authorized repair estimates by clicking the Activity Details button and Estimate Details button on the right of result row respectively.
SERVICES

Check Depot Contact Information
1. Choose SERVICES from the top navigation bar on the website.
2. Choose Depots from the dropdown list of SERVICES.
3. Inquire Depot Contact Information by searching with one of the following criteria:
   • Area: Fill in area name and click Search button;
   • Port: Fill in port name and click Search button;
4. Depot that fulfills the criteria input by user will be displayed on the page with detailed contact information.

Check Exchange Rate
1. Choose SERVICES from the top navigation bar on the website.
2. Choose Exchange Rates from the dropdown list of SERVICES.
3. Inquire Exchange Rate by searching with Effective Month
   • Month: Fill in Effective Month and click Search button;
4. Exchange Rate that fulfills the criteria input by user will be displayed on the page.

EQUIPMENT

Unit Inquiry
1. Choose EQUIPMENT from the top navigation bar on the website.
2. Choose Unit Inquiry from the dropdown list of EQUIPMENT.
3. Inquire Unit Details by entering unit no. row by row then click Search button.
   Unit Inquiry
   DFGU2205600
   FRUG1006263
   FCGU2069770
4. Unit that input by user will be displayed on the page with a summary of Unit Details.
5. More details of the unit can be found by clicking the View button on the right of the result row.

Unit Specifications
1. Choose EQUIPMENT from the top navigation bar on the website.
2. Choose Unit Specifications from the dropdown list of...
4. BOS details will be displayed on the page. Click Check out.

5. For Payment Method using VISA / MASTERCARD / AMEX
   5.1 The billing information will be displayed for review and update. Click Next.
   5.2 Fill in Payment Details such as Card Type (accept Visa, Mastercard or AMEX), Card Number and Expiration Date. Click Next.

6. For Payment Method using UNIONPAY
   6.1 Fill in Card Number. Click Next.
6.2 Fill in the card details such as (Expiration Date, CVN, phone number and SMS code)

Card Number: [Redacted]
Expiration Date: [Redacted]
CVN: [Redacted]
Mobile Phone Number: [Redacted]
SMS Code: [Redacted]

6.3 When payment was accepted.

7. One may see Payment Success when the transaction completes successfully.

8. Then our sales representative will send you a release order.

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Billing Information

First Name *  Hello
Last Name *    World
Company Name  Florens Asset Management Limited
Address *      15000 John F. Kennedy Blvd., Suite 400, Houston
City*          Houston
Country*       United States of America
State/Province* Texas
Zip/Postal Code* N/A
Phone Number*  (852)/1234/1234
Email*         [email]
```

4. Fill in Payment Details such as Card Type (accept Visa, Mastercard), Card Number and Expiration Date. Click Next.

```
Payment Details

Card Type *

Card Number *
Expiration Date *
```

5. When AutoPay Subscription is accepted.

Your AutoPay Service was successfully subscribed!

6. You will also receive notification email about AutoPay Subscription result.