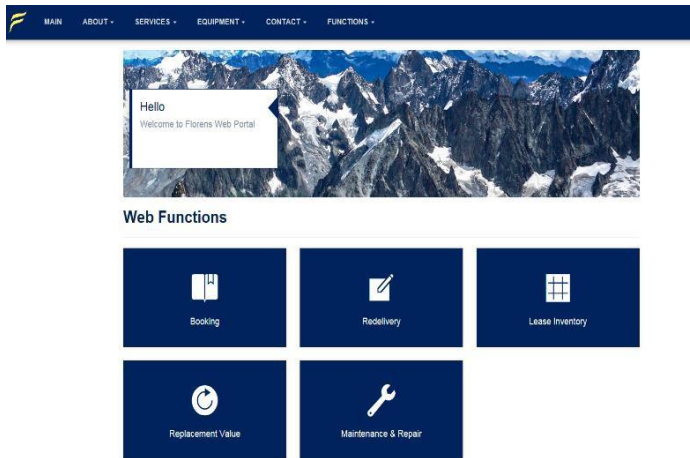lorens is making exciting improvements to our website. You can access our equipment database in real time with Enterprise Portal. With this new platform we have a fresh look to our home page and more functions are available.

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:

1. Log on to www.florens.com.
2. Click **Sign In** button on the right top corner of the website.
3. Input your **User ID** and **Password**, Click **Login** button.
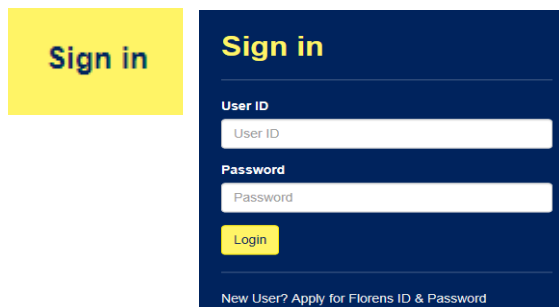
Booking

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.**
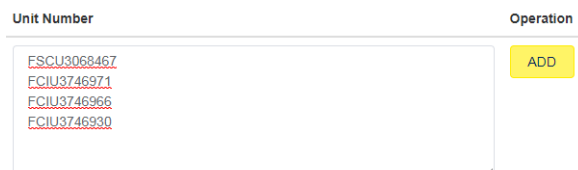
4. Before moving to confirmation page, customer can delete the unit number by clicking on the 'Remove' button on the right of the unit number or Add more units by repeating step3.
5. Click **Next** to enter confirmation page. User still can delete unit from application at this stage. If all set, click '**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

2. Choose **DV Status** function next to **Apply DV**.
3. 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;
4. 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:
5. 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.
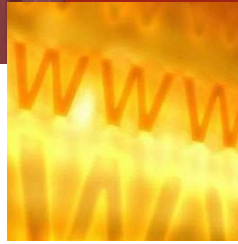
On-Line Services

www.florens.com

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. Deport 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

```
DFSU2205600
FSUG1008263
FCIU2868770
```

Load Details   Reset

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 **EQUIPMENT**.

3. Inquire Unit Specifications by searching with Unit. No.
   - Unit No.: Fill in Unit No. and click **Search** button;
4. Unit that fulfills the criteria input by user will be displayed on the page with detailed unit specifications.
5. User can switch between 'Imperial' and 'Metric' by using the switch next to the search button.

Online Payment

Pay Bill of Sales for Container Trading Business by Credit Card

1. Choose **Online Payment** from the Web Functions at User Home.
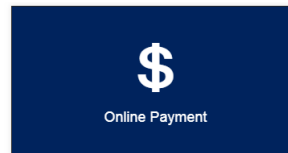
$ Online Payment

2. Choose one of Payment Method from VISA, MASTERCARD, AMEX and UNIONPAY.

Payment Methods

VISA   mastercard   AMERICAN EXPRESS   UnionPay

3. Inquire about Bill of Sales (BOS) information by filling in BOS Number and click **Search** button.

Please enter BOS Number   ZPA17105   Q Search

4. BOS details will be displayed on the page. Click Check out.

BOS Details

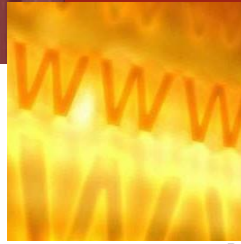|	
BOS Number:	ZPA17105
Sale Price Total:	USD $1,500.00
Subtotal:	USD $1,500.00
Bank Charges (3%):	USD $45.00
Total:	**USD $1,545.00**

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.

Billing	Payment

Payment Details 🔒

* Required field

Card Type *

○ VISA Visa   ○ Mastercard

○ AMEX Amex

Card Number *

[   ]

Expiration Date *

[▼] [▼]

Back   Next

Cancel Order

5.3 Review your Order. Click Pay to confirm the payment.

✓

Payment was successful!

6. For Payment Method using UNIONPAY

   6.1 Fill in Card Number. Click Next.

   1. Enter card NO. ➡ *2.* Verify card Info. ➡ *3.* Complete

   [CreditCard/DebitCard/PrePaidCard]

   Next

   6.2 Fill in the card details such as (Expiration Date, CVN, phone number and SMS code)

   6.3 When payment is accepted.

✓

Payment was successful!

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

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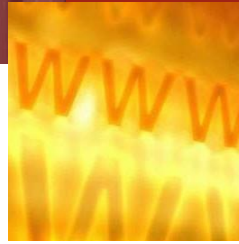
FLORENS

AutoPay Subscription

Settle the rental payment of Portable Storage Units automatically by Credit Card

1. Choose AutoPay Subscription from the Web Functions at User Home.
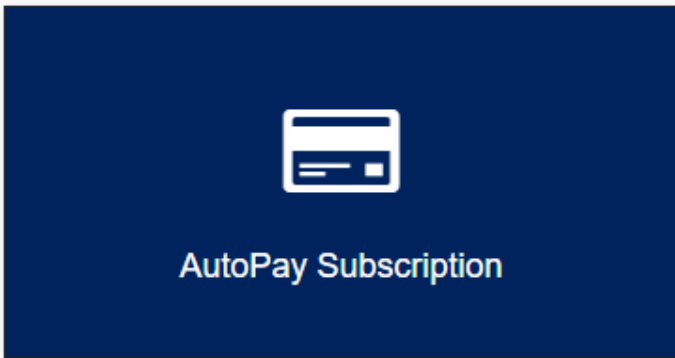
2. Select Payment Method

Payment Method

Credit Card   Direct Debit

3. Read the Terms and Conditions, then Click Start Subscription.

4. Review Billing information.

5. Fill in Payment Details based on selected payment method. And then click "Next".

    a.   Credit Card

    b.   Direct Debit

On-Line Services

6. When AutoPay Subscription is accepted.

✓

Your AutoPay Service was successfully subscribed!

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

Credit Application

Online Credit Application with DocuSign

1. Choose **Credit Application** from the Web Functions at User Home.

Credit Application

2. Fill in the Credit Application Form
   a. Fill in the Company Information. General information is auto generated from our record, you may check it and make changes if necessary. An email notification of the application will be sent to the "Billing Email Address".

Company Information

* Company Name		* Phone	Fax Enter Fax No.
* Company Address		* City	* State	* Zip Code
Billing Address (if different)	Enter Street Address	City Enter City	State Enter State	Zip Code Zip+Four
* Billing Contact Enter Contact Name	* Billing Email Address Enter Email Address	
* W9 / Employee Identification No (EIN) Enter first two digits - Enter last seven digits	
* State Registered Enter State	* Years in Business Enter number of years	
* Check one ○ Public Limited Company ○ Private Limited Company ○ Partnership ○ Sole Proprietorship ○ Other	

b. Fill in the Owners, Principles and Officer Information.

Owners, Principals and Officers

* Name Enter Full Name	* Title Enter Title	* Phone Enter Phone
* Address Enter Street Address, City, State, Zip + Four	* Email Address Enter Email Address	
Name Enter Full Name	Title Enter Title	Phone Enter Phone
Address Enter Street Address, City, State, Zip + Four	Email Address Enter Email Address	
Name Enter Full Name	Title Enter Title	Phone Enter Phone
Address Enter Street Address, City, State, Zip + Four	Email Address Enter Email Address	

c. Fill in the Trader References information. Please note three trade references are required. Emails from DocuSign will be sent to these email addresses once the application form is submitted.

Trade References

* Vendor Name Enter Full Name	* Contact Enter Full Name	* Title Enter Title
* Phone Enter Phone	* Years of Use Enter No of Years	* Email Address Enter Email Address
* Address Enter Street Address, City, State, Zip + Four		
* Vendor Name Enter Full Name	* Contact Enter Full Name	* Title Enter Title
* Phone Enter Phone	* Years of Use Enter No of Years	* Email Address Enter Email Address
* Address Enter Street Address, City, State, Zip + Four		
* Vendor Name Enter Full Name	* Contact Enter Full Name	* Title Enter Title
* Phone Enter Phone	* Years of Use Enter No of Years	* Email Address Enter Email Address
* Address Enter Street Address, City, State, Zip + Four		

d. Fill in the Bank References information.

Bank References

* Bank Branch Name Enter Full Bank Name	* Contact Enter Name	* Phone Enter Phone	* Years of Use Enter No of Years
* Address Enter Street Address, City, State, Zip + Four	* Account Number Enter Account Number	

e. Fill in Container Leasing & Purchase History information.

Container Leasing & Purchase History

* Number Units Leased Annually Enter Qty	* Type / Size of Containers Enter Description	
* Number Units Owned Enter Qty	* Units Purchased Annually Enter Qty	
* Type / Size of Containers Enter Description		

f. Click "Next" button. Review the Credit Application Form. Then click "Confirm Credit Application" button.
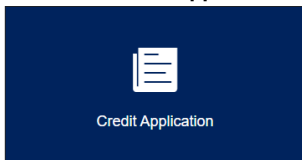
Confirm Credit Application

By clicking the "Confirm Credit Application" button, you will be redirect to DocuSign, an e-signature solution platform, for signing the application form electronically.

FLORENS

g. Redirect to DocuSign platform and then click "CONTINUE"

Please Review & Act on These Documents

DocuS...

Florens Asset Management Company Limited
Florens Asset Management Company Limited

To sign the PowerForms document, Click the link below

https://demo-app.docusign.net/Member/PowerFormSigning.aspx?PowerFormId=f581e4ba-a223-411b-ae2e-
1897217ea84a4&am=demo&acct=1c4aa8c3-5827-47a3-b580-847a97025427
View Less

Please review the documents below.

CONTINUE   FINISH LATER   OTHER ACTIO...

h. Review the Credit Application form.

i. Fill in "Completed By" and then sign it.

Personal Guarantee: In consideration for credit extended, the undersigned contracts and guarantees to the faithful payment, when due, of accounts of the company seeking credit for 5 years from the date of this application. The undersigned guarantor expressly waives all notice acceptance of this guarantee, notice of extension of credit, presentment of demand for payment and any notice of default by the company seeking credit and all other notices the guarantor might be entitled to. Revocation of the guarantee shall be in writing and delivered by certified mail.

Completed By (Please Print)   Date 18-DEC-2020   Signature

Adopt Your Signature

Confirm your name, initials, and signature.
* Required

Full Name* test   Initials* test

SELECT STYLE   DRAW   UPLOAD

PREVIEW   Change Style

DocuSigned by: DS
test   test
5460F94AD111400...

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.

ADOPT AND SIGN   CANCEL

j. Click "Finish"

Credit Application

The Credit Application is completed

🏠 User Home

k. An email with signed application form will be sent to you.

pspia848@florens.com
To

Credit_Application.pdf
425 KB

Hi _____,

Thank you for submitting the enclosed Credit Application to Florens. Your sales manager will contact you soon for your business needs.

This is a system generated e-mail notification. Please do not reply to it.

Florens Asset Management Company Limited. www.florens.com

l. Emails with Trade Reference Form will be auto generated to trade references.

pspia848@florens.com
To

Hi _____,

_____ has requested trade credit facility from Florens and nominated you as a trade reference. We would appreciate if you could spend a couple minutes to provide your trade experience with Walmart, Inc. through below link in strict confidence.

Trade reference form: https://florenswebuat.florens.com/func/reference_application?form_id=5a0996e5-1853-4620-9196-6f6824edfeb5&rid=wE1UyD4d

We would like to thank you in advance for your valuable time and assistance. Please feel free to contact us through portablestorage@florens.com or 888-356-7367 ext.2.

This is a system generated e-mail notification. Please do not reply to it.

Florens Asset Management Company Limited. www.florens.com

3. Trade Reference will receive the following form through DocuSign.

Company Information

Buyer Name
Buyer Address
Name of Company Giving Reference
Name of Person Giving Reference
Title of Person Giving Reference

4. Your application will be reviewed after all the references have submitted their forms. The Credit Application result will be sent to you via email.

FLORENS