

Customer Portal User Guide

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Login

To login to the Trench Shoring Company Customer Portal please visit https://portal.trenchshoring.com. You should have already received an account login from Trench Shoring Company. If a login is needed please reach out to your account representative or portal@trenchshoring.com.

To login simply insert the credentials provided at the login screen. *"Remember me"* will keep your session remembered in the browser for up to 2 weeks to help prevent repetitive login requests.



☆ Home > My account

My account

Login

Username or email address *

customer

Password *

Remember me

Log in

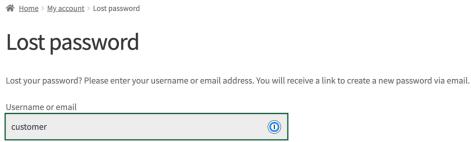
Lost your password?

Forgot Password

To reset a password if forgotten simply click on "Lost your password?".

脅 <u>Home</u> > My account	SHORING COMPANY Commitment To Safety & Service"
My account	
Login	
Username or email address *	
Password *	
C Remember me	
Lost your password?	

On the lost password page input your username or email and click on "Reset password".



Reset password

You should receive a success message that an email has been sent to reset your password. Visit your email inbox. Click on the reset password link in the email you receive.





☆ Home > My account > Lost password



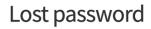
Lost password

Password reset email has been sent.

A password reset email has been sent to the email address on file for your account, but may take several minutes to show up in your inbox. Please wait at least 10 minutes before attempting another reset.

After clicking the reset link, you will be directed to the password change form. **Type your new password in both fields.** Your password will now be reset. **Login with your existing username / email and new password.**

☆ Home > My account > Lost password



Enter a new password below.

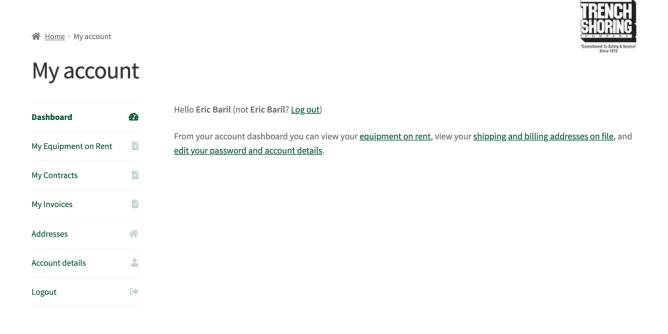
New password *

Re-enter new password *

Save

Dashboard

The dashboard provides quick links to the various areas of the customer portal. **Click on any of the links to visit the desired section.**



Equipment on Rent

The equipment on rent report provides a live view of the equipment open on each contract for your account. To view the equipment on rent screen simply **click on "My Equipment on Rent".** On the screen you have the ability to sort by any columns, search, and export to excel or csv. **See the Search / Filter / Sort Tables** section for more details.

☆ Home > My account



My Equipment on Rent

Dashboard	Ø	Show 10 rows 🗸	Show 10 rows v entries Excel CSV			Search: 1329		
My Equipment on Rent	Ē.	Contract No.	Date Out	Qty 🕴	Rates	Description	Job # 🔶	P.O.# 🔶
My Contracts	B	• RC20013291	06/16/2020	5	Day:\$4.55	TRENCH TOP 5'X8'	1332257U	1332257U
My Invoices	ľì.				Week:\$31.85 Month:\$127.40	TREATED		
Addresses	*	RC20023188	09/15/2020	1	Day:\$5.80 Week:\$23.20	TREN-SHORE 40-64 X 2'	1329483C	1329483C
Account details	-				Month:\$69.60			
Logout	•	RC20021341	08/27/2020	1	Day:\$0.00 Week:\$0.00 Month:\$0.00	TABULATED DATA / NO CHARGE	1329484C	1329484C
		RC20018900	08/05/2020	1	Day:\$5.00 Week:\$20.00 Month:\$60.00	TREN-SHORE 28-46 X 2'	1329482C- 1	1329482C

Contracts

The contracts screen allows you to view a running history of open and closed contracts. On the screen you have the ability to sort by any columns, search, and export to excel or csv. **See the Search / Filter / Sort Tables** section for more details.



☆ Home > My account

My Contracts

Dashboard		Show 10 🗸 er	tries Excel	csv			Search:	
My Equipment on Rent	B	Contract No.	Contract	Job #	P.O. #	Address $ ilde{}$	City	Status
My Contracts My Invoices	4 <u>0</u>	<u>RC20023210</u>	09/15/2020	1348248-2	1348248	CAMINO CAPISTRANO/CALLE BONITA	SAN JUAN CAPISTRANO	Open
Addresses	*	RC20023188	09/15/2020	1329483C	1329483C	130 W ROSECRANS AVE	GARDENA	Open
Account details		RC20023182	09/15/2020	1339580	1339580	DOS PUEBLOS CYN & HWY 101	GOLETA	Open
Logout	•	<u>RC20023175</u>	09/14/2020	1332263U	1332263U	Winchester Ave x W Glenoaks	GLENDALE	Open
		<u>RC20023137</u>	09/14/2020	1348248-2	1348248	CAMINO CAPISTRANO/CALLE BONITA	SAN JUAN CAPISTRANO	Open
		RC20023133	09/14/2020	1332261C	1332261C	2166 Vine St	LOS ANGELES	Open

To view an individual contract simply **click on the contract number.** You will be taken to a contract overview page. Here you can see the details of the contract, view the equipment on the contract and can download a copy of the contract by **clicking** *"Download"*.

Dashboard	1	< Back						Download
ly Equipment on Rent	Ľ	Details				Ship-to A	ddress	
de Canton de	B	Contract No.		RC20021607		Customer I	Name.	
My Contracts		Order Status		Open		BETTY DR. & ROBINSON		
ly Invoices	B	Ordered By		NICK L.		VISALIA, CA	VISALIA, CA 93277	
Addresses	*	PO No.		1332-334C				
Account details	*	Job #		13323	334C			
ogout	•	Show 10 🗸	entries Exce	el Cs	SV		Search:	
		Line No.	 Item No 	. •	Description		Ordered	• Shipped
		• 10000	11040008	812	TRENCH TOP 8'X12	'X1.5" TREATED	10	10
		e 20000	11990090	000	LIFTING EYE		1	1
		30000	99990000	001	TABULATED DATA /	NO CHARGE	1	1
		40000	90000000	24	DELIVERY - BOOM/1		3	3

Showing 1 to 4 of 4 entries

Previous 1 Next

TRENCH

Open Shipments

The open shipments screen allows you to view open shipment orders. On the screen you have the ability to sort by any columns, search, and export to excel or csv. **See the Search / Filter / Sort Tables** section for more details.

Dashboard	Ð	Show 10 rows ~ entries	Excel CSV	Column visibility		Search:	
	È	Shipment No.		Shipment Date	🔶 On Rent Date	∲ Job #	• P.O.#
ly Equipment on Rent		RDEL20135982	RC25107517	10/27/2022	10/27/2022	7060	7060
ly Contracts	Ľ.	Shipment No.	Contract No.	Shipment Date	On Rent Date	Job #	P.O. #
y Open Shipments	1	Showing 1 to 1 of 1 entries				Previous	1 Ne
ly Open Collections							
ly Invoices / Credit Memos	1						
ly Payments	⇔						
ccount Status	*						
ccount Details							
ogout	•						

Open Collections

The open collections screen allows you to view open collection orders. On the screen you have the ability to sort by any columns, search, and export to excel or csv. **See the Search / Filter / Sort Tables** section for more details.



TRENCH

My Open Collections

A Home > My account

Dashboard	Ø	Show 10 rows ventries	Excel CSV	Column visibility	
	6	Collection No.	 Contract No. 	Return Date	🕴 Off Rent I
ly Equipment on Rent		RCOL20176793	RC20101545	10/28/2022	10/28/2022
y Contracts	B	RCOL20176656	RC20099105	10/27/2022	10/27/2022
Open Shipments	6	Collection No.	Contract No.	Return Date	Off Rent Dat
ly Open Collections	L.	Showing 1 to 2 of 2 entries			
y Invoices / Credit Memos					
Payments	ŵ				
ccount Status	*				

Invoices / Credit Memos

The invoices and credit memos screen allows you to view a running history of open and paid rental and sales invoices and credit memos. On the screen you have the ability to sort by any columns, search, and export to excel or csv. **See the Search / Filter / Sort Tables** section for more details.



🖀 Home > My account

My Invoices / Credit Memos

Dashboard		Show 10 🗸 entrie	Excel C	sv			Search:	
My Equipment on Rent	B	Invoice No. 🔻	Contract	Job #	Invoice Date	Original Amount	Amount Remaining	Status
My Contracts	ľ	<u>RI20012332</u>	RC20010717	5794	11/11/2020	\$448.00	\$448.00	Open
My Invoices / Credit		<u>RI20067353</u>	RC20025367	5817	11/06/2020	\$3797.60	\$3797.60	Open
Memos		<u>RI20067354</u>	RC20010383	5794	11/06/2020	\$891.80	\$891.80	Open
Addresses	*	<u>RI20067452</u>	RC20010162	5794	11/04/2020	\$1680.00	\$1680.00	Open
Account details		<u>RI20067353</u>	RC20024907	5817	11/03/2020	\$4451.81	\$4451.81	Open
Logout	•	<u>RI20067390</u>	RC20009926	5794	11/03/2020	\$1911.00	\$1911.00	Open
0		<u>RI20062332</u>	RC20009828	51320	11/02/2020	\$411.60	\$411.60	Open
		<u>RI20093312</u>	RC20009700	51320	11/02/2020	\$411.60	\$411.60	Open
		<u>RI20067352</u>	<u>RC20025854</u>	5753	10/31/2020	\$932.25	\$932.25	Open

To view an individual invoice or credit memo simply **click on the invoice number.** You will be taken to an invoice or credit memo overview page. Here you can see the details of the invoice or credit memo and can download a copy of the document by **clicking** *"Download"*.

TOTION

☆ Home > My account					1 FLENCH Shoring
My Invoic	es				"Constituent To Entry & Service" Since 1973 & Service"
Dashboard	Ø	<u>< Back</u>			Download
My Equipment on Rent	Ľ	Details		Contract	
Mr. Combracto	L E	Document No.	RI20053135	Contract No.	RC20010383
My Contracts		Document Date	09/14/2020	Job #	5794
My Invoices / Credit Memos					
Addresses	*				
Account details					
Logout	•				

Account Status

The account status screen shows the default billing address we have on file for your account. If something is incorrect, please click the "Let us know" link to submit a change request.

You may also download a current statement on account. (Note: This feature must be enabled on your account.)



Home > My account > Addresses

Account Status

Dashboard	Ø
My Equipment on Rent	6
My Contracts	B
My Open Shipments	B
My Open Collections	ľ
My Invoices / Credit Memos	B
My Payments	益
Account Status	ñ
Account Details	å
Logout	GÞ

Download Current Statement
Download statement through 10/28/2022.
Download

Billing Address TRENCH SHORING COMPANY 206 N CENTRAL AVE

COMPTON, CA 90220

Something look incorrect? Let us know.

Account > My account > Account details

Account details

Dashboard	
My Equipment on Rent	ľ
My Contracts	ľ
My Invoices / Credit Memos	L.
Addresses	*
Account details	-
Logout	•

Account Management

Current Account: <u>SERVICES CORP PIPELINE</u>

SERVICES CORP UTIL

(Note: This feature must be enabled on your account.)

First name *	Last name *
Portal	User
Display name *	
PortalUser	
This will be how your name will be displayed in t	the account section and in reviews
Email address *	
portal@trenchshoring.com	
Password change	
Current password (leave blank to leave unc	changed)
New economic diamondation in the large second	
New password (leave blank to leave unchar	ngea)



Account Details

The account details screen allows you to view your specific logins account details. Here you can change your Name, Display Name, Email address and password. You can change your password by typing in your current password and new password into the change password form. Your password will be changed immediately after clicking "Save changes".

Under Account Details if you have multiple Trench Shoring Accounts you can toggle accounts

between accounts. Your current session account is denoted as "Current Account".

Making Payments

You can now **pay invoices via Credit Card or ACH**. To pay invoices or take credits select the invoice or credit memo and click the add to cart button.

Ten Malley Corporation, DBA

(Note: Cart must have a value of more than \$5.)

Home > My account								SHORING
Entry added to cart.								"Convoltance To Safety & Serv Since 1973 View cart →
My Invoices								
Dashboard	Ø	Show 10 rows	entries Excel	CSV Colum	nn visibility Add to	Cart Checkout	Search:	
My Equipment on Rent	B	Invoice No.	~~ Contract No.	🔶 Job #	Invoice Date	🗸 Original Amount	Amount Remaining	Status
y Equipment on Kent		<u>RI20240200</u>	RC20103537	2479	10/25/2022	\$3993.08	\$3993.08	Open
ly Contracts	B	RI20240195	RC20103498	7066	10/25/2022	\$239.00	\$239.00	Open
	6	<u>RI20240192</u>	<u>RC20103471</u>	7066	10/25/2022	\$1375.56	\$1375.56	Open
y Open Shipments		<u>RI20240162</u>	RC20103353	7060	10/25/2022	\$3390.10	\$3390.10	Open
ly Open Collections	B	RI20240142	RC20102784	7060	10/25/2022	\$690.00	\$690.00	Open
y Invoices / Credit Memos	Ľ	<u>RI20240140</u>	RC20100436	2479	10/25/2022	\$2205.50	\$2205.50	Open
y involces / Credit Memos		RI20240138	RC20100412	2479	10/25/2022	\$7070.70	\$7070.70	Open
y Payments	₩	RI20240115	RC20100241	7060	10/25/2022	\$0.00	\$0.00	Closed
ccount Status	~	<u>RI20240070</u>	RC20093890	7054	10/25/2022	\$72.00	\$72.00	Open
iccount status	· · · ·	<u>RI20240045</u>	RC20087124	7060	10/25/2022	\$1529.64	\$1529.64	Open
Account Details	<u>.</u>	Invoice No.	Contract No.	Job #	Invoice Date	Original Amount	Amount Remaining	Status

After adding the desired invoices and credit memos to your cart click on **Checkout**. You will be taken to the cart. Here you may add or remove invoices or credit memos. Once confirmed click on **Proceed to Checkout**.

<i>췎</i> <u>Home</u> > Cart		Cart			to table forwards to TRENCH SHORNER SHORNER SHORNER The State of the State of the State State of the State of the State of the State State of the State of
	Document No.	Amount	Quantity	Subtotal	
۵	RI20240192	\$1,375.56	1	\$1,375.56	
					Update cart
		Cart totals			
		Subtotal		\$1,375.56	
			Proceed to	o checkout →	

Complete the payment form and click **Place Order**.

A Home > Checkout



Checkout

Billing details			Your order	
First name 📩	Last name 📩			
Trench	Shoring		Product	Subtotal
Company name (optional)			RI20240192 × 1	\$1,375.56
			Subtotal	\$1,375.56
Country / Region *			Total	\$1,375.56
United States (US)		*		
Street address *			Credit Card / ACH	
206 N Central Ave			-	
Apartment, suite, unit, etc. (optional)			Credit Card ACH (eCheck)	
			Save this card	
Town / City			Card Nickname	VISA Decree
Compton			Cardholder Name (If Different)	
State				
California		*	Card Number *	
ZIP Code 🙏				
90220			Expiry (MM/YY) *	Card Code *
Phone *			MM / YY	cvc
3105550994				Your CVV number will not be stored on our
Email address				server.
info@trenchshoring.com			I'm not a robot	2
				reCAPTCHA Privacy - Terms
Additional information				
Order notes (optional)			I have read and agree to the we	bsite terms and conditions *
Add remittance notes here.				issue terms and conditions
		1.	Pi	ace order
			- FU	

FlexPay

FlexPay is a convenient payment method that provides Trench Shoring Customers with the flexibility to pay any amount without the need to select a specific invoice. This guide will walk you through the process of using FlexPay. Please follow these steps to complete your payment.

Home > My account										5101	111
My Invoices										_	
Jashboard	Ð	Show	10 rows 👻	entries	Excel	₿ CSV	@ Column visit	bility † Open Only	I FlexPay		
dy Equipment on Rent	В						+ Add to Cart	Theckout			
ly Contracts	в		Invoice No.	Contract N	D. \Rightarrow	Job # 🔶	Invoice Date	🚽 Original Amoun	: 🔶 Amount	Search: Remaining	IS
ly Open Shipments	B.	0	RI20343661	RC2014268	3	20112	10/13/2023	\$1255.85	\$1255.85	5 Open	_
ly Open Collections	B	_	RI20343654	RC20142664		19065	10/13/2023	\$3156.90	\$3156.90		
	_	-	RI20343650	RC2014265		23050	10/13/2023	\$2505.70	\$2505.70		
ly Invoices / Credit Memos	8	-	RI20343554	RC20142400		21125	10/13/2023	\$2406.45	\$2406.45		
ly Payments			RI20343491	RC20139629		21063	10/13/2023	\$325.80	\$325.80		
			RI20343415	RC20139329		21063	10/13/2023	\$3277.50	\$3277.50		
ccount Status	*		RI20343393	RC2013921	ž	21063	10/13/2023	\$0.00	\$0.00	Closed	d
ccount Details	<u>.</u>		RI20343386	RC2013915	3	23043	10/13/2023	\$1003.50	\$1003.50	O Open	
		0	RI20343304	RC20135752	2	23024	10/13/2023	\$0.00	\$0.00	Closed	d
ogout	(+)	0	RI20343275	RC2013542		23043	10/13/2023	\$439.42	\$439.42	Open	

1. Click on "FlexPay" to initiate the payment process.

2. Once you've selected FlexPay, you'll be prompted to enter the payment amount. Please enter the amount you wish to pay.

Home > My account									Townshield To Salary A for
My Invoices									Box 873
Dashboard	Ð	Sho	w 10 rows 👻	entries 🔂 Ex	cel 🖻 CSV	Column visibil	ity 4 Open Only ED	FlexPay	
My Equipment on Rent	0						×	Search:	
ly Contracts	D		Invoice I		FlexP	ау	ount	Amount Remaining	† Status
ly Open Shipments	53	0	R1203436	FlexPay allows for a prep			payments.	\$1255.85	Open
ly Open Collections	8	O	RI203436	Enter the an	nount you wou	Id like to pay below.		\$3156.90	Open
my open conections		0	R1203436	Enter Amount Submit				\$2505.70	Open
			RI203435					\$2406.45	Open
My Invoices / Credit Memos	8	0	R1203435						
			RI203434					\$325.80	Open
	6	0	RI203434	RC20139329	21063	10/13/2023	\$3277.50	\$325.80 \$3277.50	Open Open
ly Payments		0	RI203434	RC20139329 RC20139216	21063 21063	10/13/2023 10/13/2023	\$3277.50 \$0.00		
Ay Payments	6	0	RI203434 RI20343415					\$3277.50	Open
ly Payments	ώ	0	RI203434 RI20343415 RI20343393 RI20343386	RC20139216	21063	10/13/2023	\$0.00	\$3277.50 \$0.00	Open Closed

3. After submitting the payment amount, you will have to press proceed to checkout to include any additional information related to your payment. This could include a reference number, project details, or any specific notes regarding the payment.

4. Double-check the payment amount and additional information to ensure accuracy. Make any necessary changes if required.

5. Once you're satisfied with the payment details, click the "Make Payment" or "Submit" button.

View Payments

The payments screen lets you view your payment history and payment statuses.

Home > My account > Orders									SHORING C.O.M. J.A.N.S "Commitment To Safety & Service" Since 1973
My Payments	5								
Dashboard	æ	Order	Date	Status	Total	Action	5		
My Equipment on Rent	B	<u>#155</u>	October 17, 2022	Failed	\$7.11 for 2 entries	Pay	View 🕑	Cancel	
My Contracts									
My Open Shipments									
My Open Collections	B								
My Invoices / Credit Memos									
My Payments	⇔								
Account Status	*								
Account Details	<u>.</u>								
Logout	6								

TRENCH

Search / Filter / Sort Tables

All table pages are built similarly and allow you to perform most the same functions on each page.

- 1. Search by any column in the table. For example, searching for *"Shore"* will search all columns for the word *"Shore"*.
- 2. Click on the arrows next to the column headers allows you to sort the column.
- 3. The show entries toggle allows you to hide or show the number of entries shown in the table.
- 4. Export to excel or csv buttons allow you to export your data into excel or csv for ease of use.

how 10 🖌 en	tries Excel	csv]			Se	arch: 1.	
Contract 2. No.	Date Out	Qty 🛊	Rates	Description 🔶	Job #	₽.0. #	Address 🛊	City
<u>RC20029579</u>	11/14/2020	2	Day: \$8.40 Week: \$33.60 Month: \$100.80	TREN-SHORE 34- 56 X 5'	5802		6589 ADOBE CIRCLE	IRVINE
<u>RC20029579</u>	11/14/2020	2	Day: \$8.40 Week: \$33.60 Month: \$100.80	TREN-SHORE 34- 56 X 7'	5802		6589 ADOBE CIRCLE	IRVINE
<u>RC20029337</u>	11/12/2020	4	Day: \$0.00 Week: \$0.00 Month: \$0.00	MAPS 6' CORNER POST	5811		10801 W Chandler Blvd	NORTH HOLLYWOOD
<u>RC20029337</u>	11/12/2020	6	Day: \$10.50 Week: \$42.00 Month: \$126.00	MAPS 2' X 8' PANEL	5811		10801 W Chandler Blvd	NORTH HOLLYWOOD
<u>RC20029337</u>	11/12/2020	6	Day: \$13.65 Week: \$54.60 Month: \$163.80	MAPS 2' X 12' PANEL	5811		10801 W Chandler Blvd	NORTH HOLLYWOOD
<u>RC20029337</u>	11/12/2020	4	Day: \$0.00 Week: \$0.00 Month: \$0.00	MAPS LIFTING LUG	5811		10801 W Chandler Blvd	NORTH HOLLYWOOD
RC20029337	11/12/2020	52	Day: \$0.00	MAPS PIN &	5811		10801 W	NORTH