



**LYKINS**  
ENERGY SOLUTIONS

Lykins Energy Solutions is pleased to announce that we have released a new web portal and mobile application called “Lykins Power Portal”. This system allows you to:

- Receive invoices electronically via email, and/or push notifications based on your preferences;
- Pay your bill online;
- View historic Delivery Documents;
- Verify payment history, order history, and more;
- Order fuel based on your preferences;
- View reports on your account(s) including ordering history, spend history, fuel consumption, and other information about your account(s);
- **And MUCH more!**

Download the mobile application by searching “Lykins Power Portal” in Google Play or the App Store.

### **Registration is easy:**

1. Download and launch the app, or go to our portal via a browser on any device (<http://powerportal.lykinsenergy.com>) or click the link on our website.
2. Click the “Request Access” link.

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Email or Username  
Please enter your username or email address.

Password  
Please enter a valid password.

Sign In

Remember me      [Forgot Password](#)      [Request Access](#)

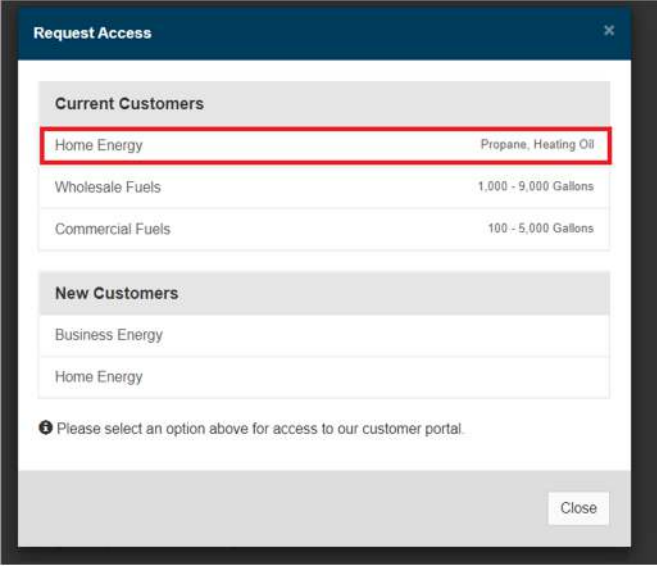


**POWERED  
BY LIFE**

5163 Wolfpen Pleasant Hill Rd | P 513.831.8820 | [lykinsenergy.com](http://lykinsenergy.com)  
Milford, OH 45150 | F 513.831.1428

a. Current customers

- i. Select “Home Energy” on the Request Access pop up.

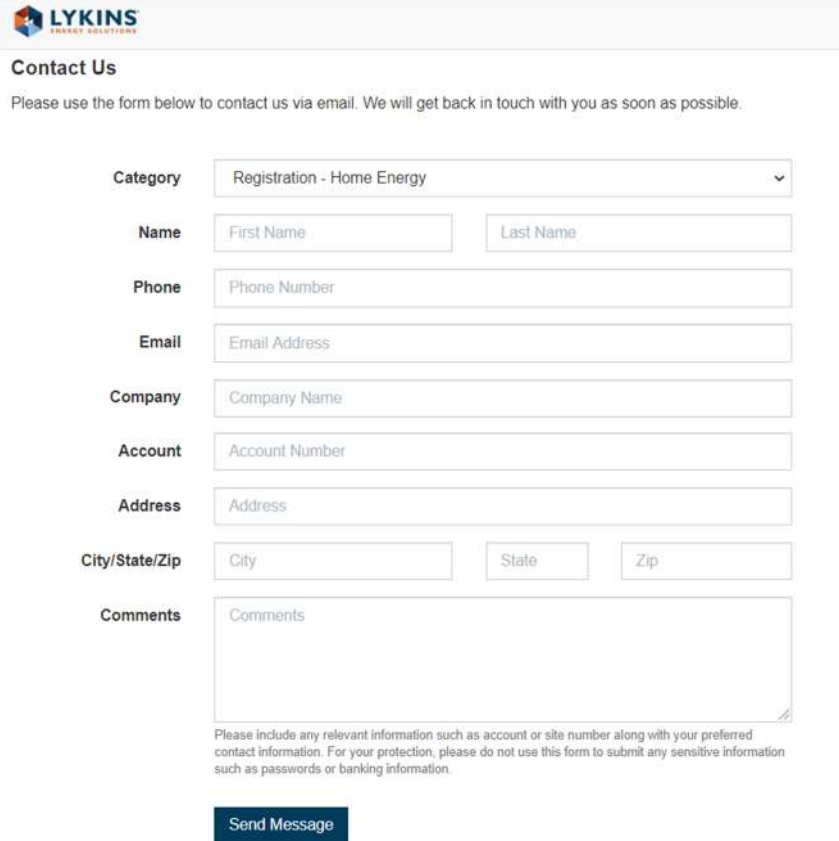


The image shows a 'Request Access' pop-up window with a dark blue header and a close button. It is divided into two sections: 'Current Customers' and 'New Customers'. Under 'Current Customers', there are three rows: 'Home Energy' (Propane, Heating Oil), 'Wholesale Fuels' (1,000 - 9,000 Gallons), and 'Commercial Fuels' (100 - 5,000 Gallons). The 'Home Energy' row is highlighted with a red border. Under 'New Customers', there are two rows: 'Business Energy' and 'Home Energy'. At the bottom, there is a message: 'Please select an option above for access to our customer portal.' and a 'Close' button.

b. New customers

- i. Select “Home Energy” under the New Customers area.

3. Fill out the Contact Us form with as much information as possible. Having your account number (from a previous invoice or ticket) will speed up the process. Once the form is filled out, click the “Send Message” button.



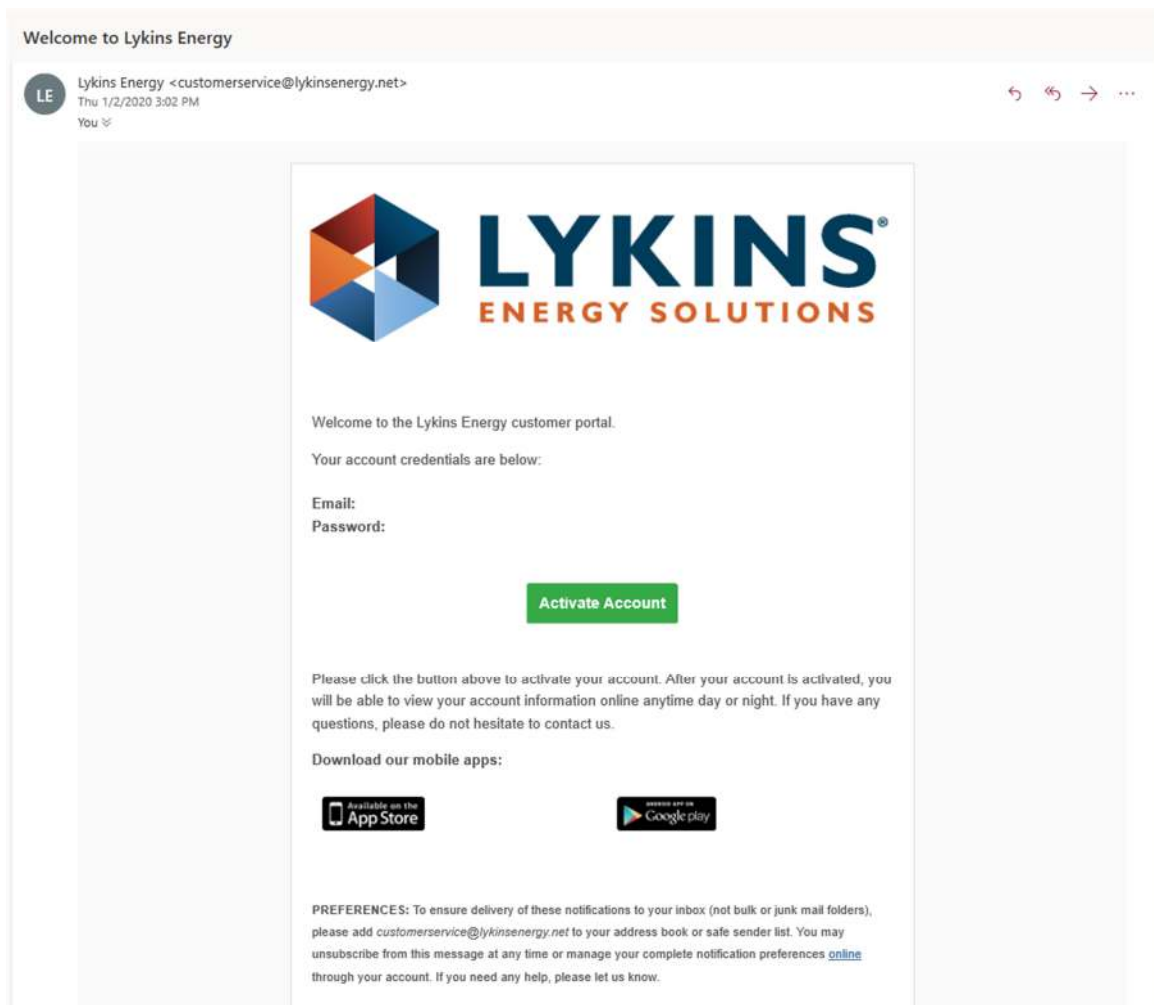
The image shows the 'LYKINS ENERGY SOLUTIONS' logo at the top left. Below it is the 'Contact Us' section with the text: 'Please use the form below to contact us via email. We will get back in touch with you as soon as possible.' The form includes the following fields:

- Category: Registration - Home Energy (dropdown menu)
- Name: First Name and Last Name (text boxes)
- Phone: Phone Number (text box)
- Email: Email Address (text box)
- Company: Company Name (text box)
- Account: Account Number (text box)
- Address: Address (text box)
- City/State/Zip: City, State, and Zip (text boxes)
- Comments: Comments (text area)

Below the form is a disclaimer: 'Please include any relevant information such as account or site number along with your preferred contact information. For your protection, please do not use this form to submit any sensitive information such as passwords or banking information.' At the bottom is a 'Send Message' button.

4. Once you have submitted your request, if all fields match our records, your account will be registered & you will receive an activation email to complete the setup (step 6).
  - a. If for any reason our records do not match the information on the Contact Us form, our Customer Service team will manually verify your information & you may be contacted directly by email or phone to validate your account. Once our team has satisfied the security for your account, you will receive an activation email to complete the setup (step 6).

*\*\*This process may take up to 24 hours to complete.*
  - b. Be on the lookout for an email from [customerservice@lykinsenergy.net](mailto:customerservice@lykinsenergy.net) with a link to activate your Power Portal account. Please make sure to check your Bulk, Junk, or SPAM folder.

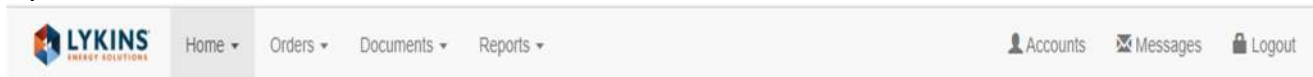


5. Clicking the “Activate Account” link redirects to the portal and provides you an area to register your Power Portal account.

6. If you have any issues, please contact us by email [customerservice@lykinsenergy.com](mailto:customerservice@lykinsenergy.com) or by phone (800) 875-8820.
7. To ensure future delivery of the Power Portal notifications to your inbox (not bulk or junk mail folders), please add [customerservice@lykinsenergy.net](mailto:customerservice@lykinsenergy.net) to your address book or safe sender list.

## **What's Next?**

Navigation through the app and portal is straightforward, below are a few helpful tips for our customers:

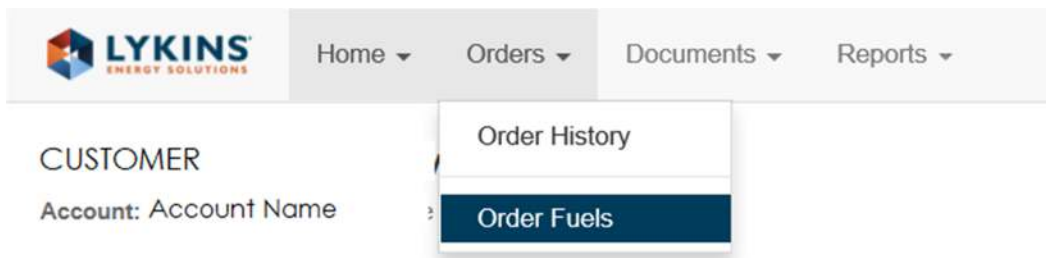


- Home
  - Settings: Allows management of your email address, passwords, and notifications such as opting for multiple email addresses to receive different notifications.
  - Contact Us: Provides a conduit of communication with Lykins Energy Solutions staff, in the event you have questions or issues in the portal.
  - Mobile Apps: Provides the links directly to app stores to download the Power Portal app.
- Orders (Limited)
  - You can view previous orders (only those placed in the new portal—historical orders are not viewable).
  - You can also place an order or multiple orders for your account(s), using only the approved products, suppliers, and supply points for your account(s).
  - VIP (Auto-Fill) customers will not be able to place orders online. If you are interested in knowing more or signing up for this service, please contact us by email [customerservice@lykinsenergy.com](mailto:customerservice@lykinsenergy.com) or by phone (800) 875-8820.
- Documents
  - Invoices are available to view any time.

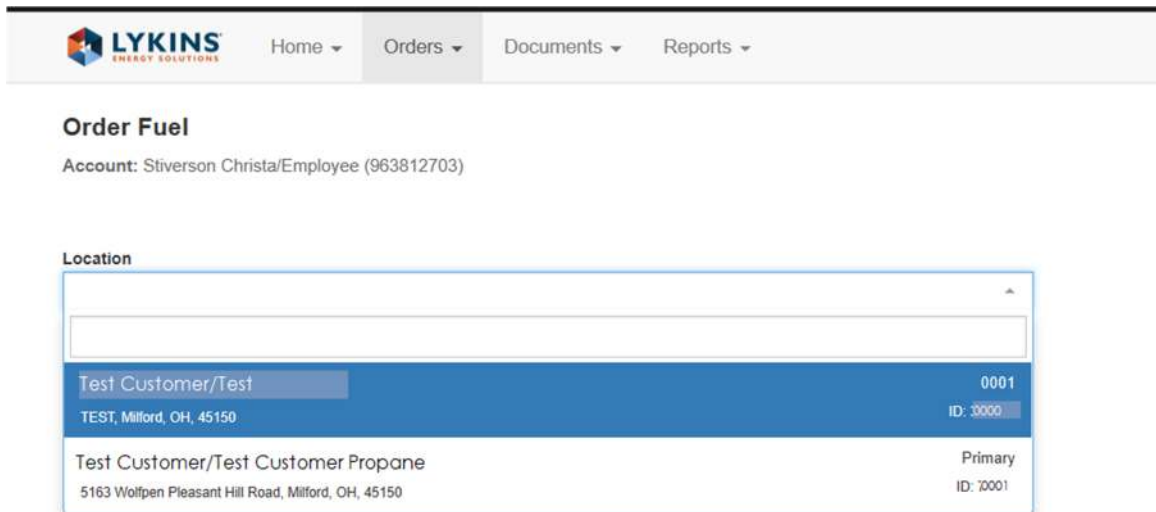
- Reports
  - Most data available in other areas is also available here, including Purchase Summary, Invoice Summary, Account History and Open Invoices.
- Accounts
  - If you have multiple accounts, clicking this button will allow you to switch between accounts easily.

**Online Web Ordering (LIMITED):**

1. In the browser, use the drop-down menu for “Orders” & select “Order Fuels”.



2. Choose the location you would like to get a delivery.



3. On the Order Fuel page, enter a PO # (if required), Delivery Date, & enter the gallons requested for the appropriate products needed. If a fill is required with unknown gallons, please enter "1" gallon – our team will know this means to fill the tank!

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Home ▾ Orders ▾ Documents ▾ Reports ▾

### Order Fuel

Account: Test Customer/Test Customer (123456789)

Test Customer/Test Customer  
TEST  
Milford, OH 45150

**PO Number**  
TEST - DO NOT DELIVER

**Delivery Date**  
Friday, December 27 ▾

**PropaneHHL/gallons (PROHPLYK)** 100 ✕

100

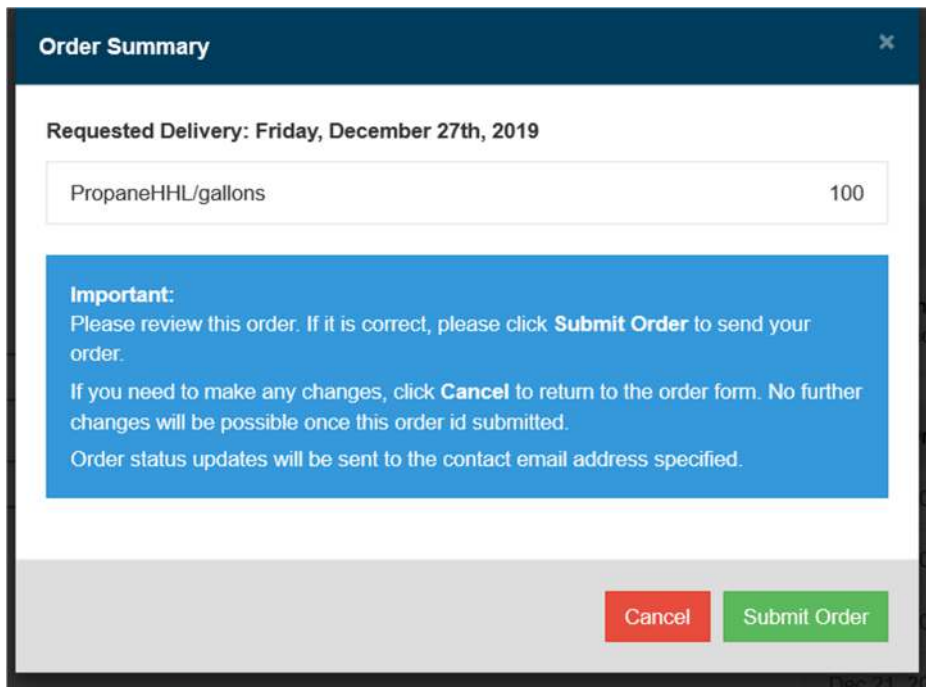
**Contact Name** Contact Name **Contact Phone** Phone Number

**Contact Email**  
user@email.com

Email address will be used for order status updates and any other communications regarding this order.

Cancel Submit Order

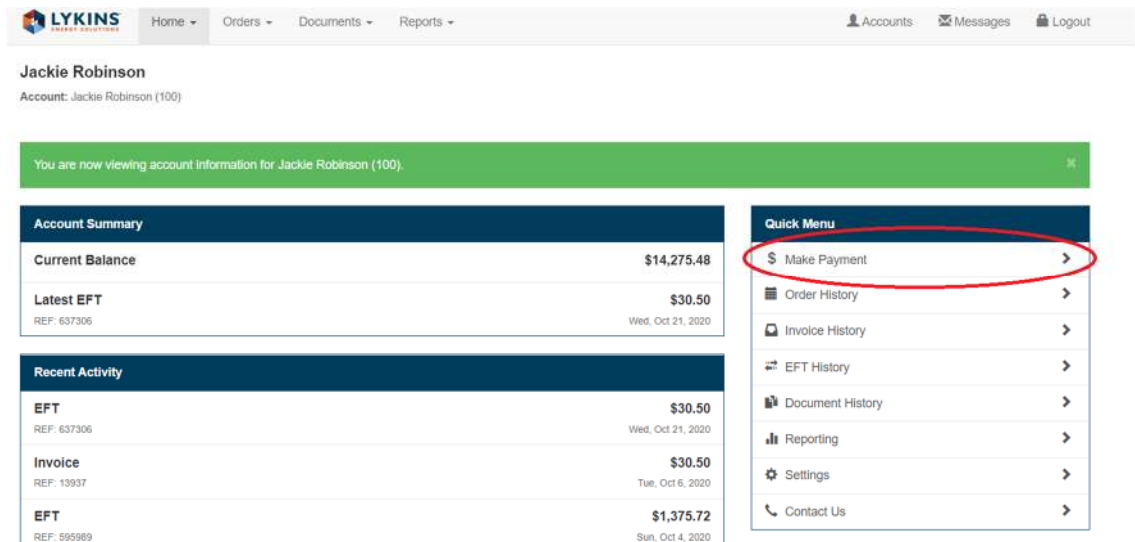
4. Enter any contact information & Submit Order.
5. A pop up will appear to confirm the order. If you are ready to proceed, click Submit Order.



6. A confirmation email will be sent to the appropriate contacts on the account with the order information, including an order number to use for reference. The email may take several minutes to generate as the order processes through Lykins system.

### Online Payments:

1. On the main Home page, navigate to the quick menu and select “Make Payment”.



2. Select 1 or more invoices to pay and click Pay Now or Pay Selected.

The screenshot shows the 'Open Invoice Report' page for account 'Jackie Robinson (100)'. It features a table with columns: Type, Reference, Date, Due Date, Amount, Balance, and Options. Two invoices are listed: one for \$5,699.95 (reference 119894, due 7/5/2020) and another for \$8,575.53 (reference 129975, due 7/8/2020). The first invoice is selected. A 'Grand Total' of \$14,275.48 is shown at the bottom of the table. Navigation buttons like 'Pay Selected', 'Pay Now', 'Previous', and 'Next' are visible. The footer includes 'Home | Help | Legal | Logout' and 'Powered by PetroDataSync'.

| Type  | Reference | Date     | Due Date | Amount     | Balance     | Options                          |
|---|-----------|----------|----------|------------|-------------|----------------------------------|
| <input checked="" type="checkbox"/> Invoice | 119894    | 7/5/2020 | 7/5/2020 | \$5,699.95 | \$5,699.95  | <input type="checkbox"/> Pay Now |
| <input type="checkbox"/> Invoice            | 129975    | 7/8/2020 | 7/8/2020 | \$8,575.53 | \$8,575.53  | <input type="checkbox"/> Pay Now |
| Grand Total:                                |           |          |          |            | \$14,275.48 |                                  |

3. A payment amount will be calculated based on the selected invoice(s), select a saved payment method, and click Continue.
- If this is the first time making a payment on the portal, add a payment method by selecting Credit Card or Bank Account and enter in the required information. Select the check box “Save payment method” to use the payment in the future. **\*PLEASE NOTE\***: for security purposes, if you previously paid invoices by phone and had a stored card in our system, the card information was not transferred nor is it shared with our internal system.

The 'Make a Payment' modal form displays the following fields and options:

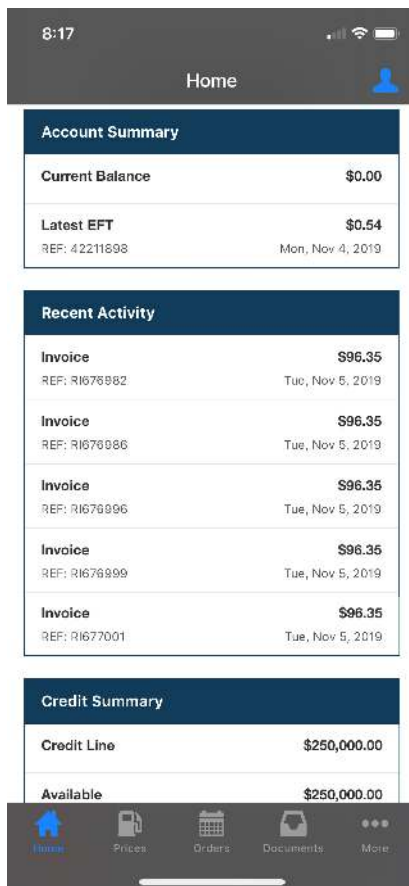
- Payment Amount:** A text input field containing '\$ 5,699.95'.
- Payment Method(s):** A radio button selected next to 'visa (09/20) \*\*\*\*0061'.
- Add payment method:** A list with two items: 'Credit Card' and 'Bank Account'.
- Buttons:** A red 'Cancel' button and a green 'Continue' button.



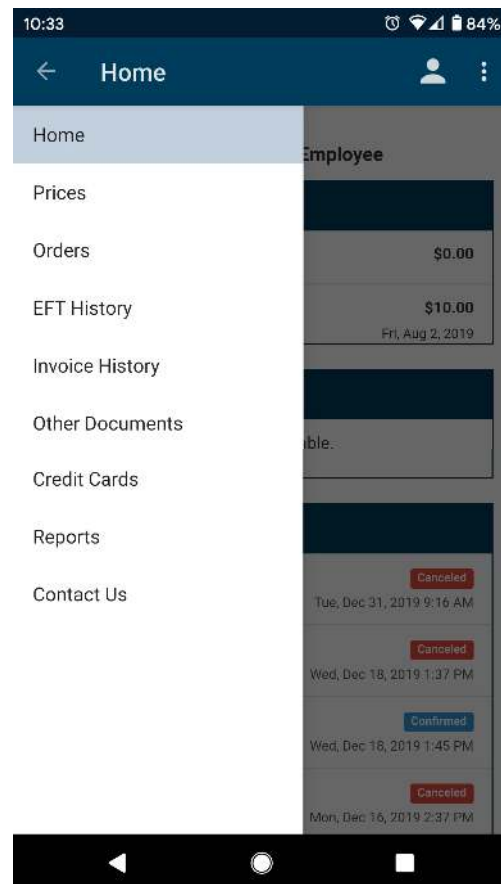
4. Confirm the date, source of payment and amount on the confirmation box.  
If it is correct, click “Pay Now”.

## Navigating the Mobile App

- The Mobile App offers all the same features as the web portal!
- Navigation tips about the web portal from the previous page also apply in the app, using the buttons at the bottom of the screen for Apple devices or click on the left menu for Android devices.
  - Using an Apple device and don't see the area you are looking for? Clicking the “More” button will allow you to navigate to other areas, including your account settings and Contact area.
  - Clicking the Edit link in the top right corner from the More area will allow you to change the buttons at the bottom of the screen by dragging them to the shortcut area at the bottom of the screen.
- Clicking the User icon at the top right of the screen is where you switch between multiple accounts (if you have more than one customer account)



*Apple OS – Menu on bottom*



*Android OS – Menu on left navigation*