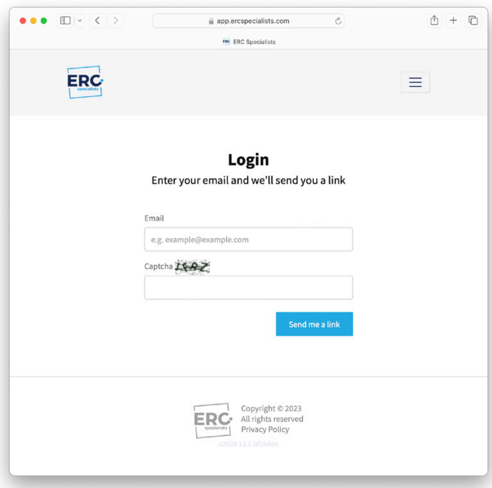
If you receive some of your credit, visit your ERCS Customer Portal

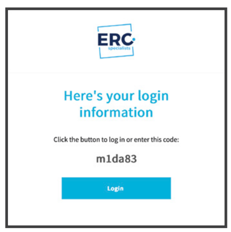
If you are one of the business owners who received approved credit in the recent tranche of checks sent out by the IRS, please visit your customer portal.

1 Go to **https://app.ercspecialists.com/login**

A Go to your **ERCS customer portal** and log in using the email on file from your ERC application. Once you enter your email and fill in the captcha code, click the blue "Send me a link" button.



B Please check the email you received and either click the blue "Login" button to automatically login or copy and paste the code into your browser's "Login Code" box.



2 Customer support

ERC Status: Once logged in, you have the power to check the status of your application. Choose "Check the status of your application," and you can see the latest status ERCS has for your ERC in the "Progress" section.

Pay Full or Partial Invoice: If you have received any of your ERC quarterly checks, you can pay the partial ERCS invoice(s) for the credit you have received.

See instructions on back.

Support Ticket: If you have an urgent request, submit a support ticket to the ERC Specialists support team. Fill out the "Support Ticket Request" form and submit it. Please be specific and provide all the details necessary to resolve your support request to ensure ERCS understands your issue fully.

3 Wait for ERCS to contact you

If you submit a support ticket, ERC Specialists (ERCS) will contact you within two business days.

4 If needed, call ERCS support at **385-707-0170**

If you have any other questions about your ERC, you can call the ERC Specialists support team directly at **385-707-0170**. You can also email ERCS at **support@ERCSpecialists.com**.

How to pay a partial invoice

Given the lengthy delay caused by the IRS "pause" and moratorium, ERC Specialists will invoice the customer for each quarter as the customer receives credit.

If you are not already logged into your customer portal,

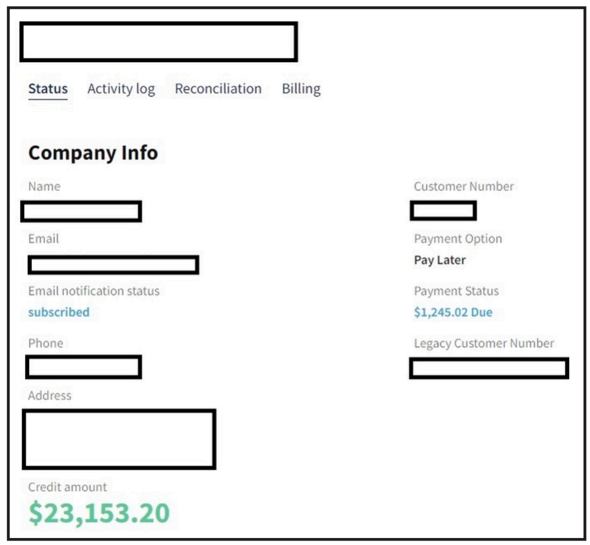
Go to **https://app.ercspecialists.com/login**

A Put in your email that you applied with and fill out the captcha. (This can take a few tries sometimes.)

B You will receive an email that will take you to your customer portal.

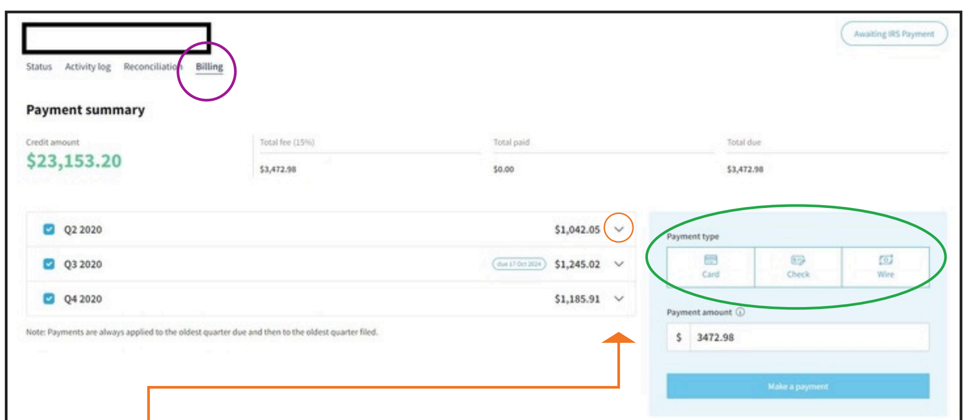
C The main page in your customer portal will display your company information and credit amount. This is your "Status" tab. You can explore your portal via three other tabs.

- Activity log
- Renconciliation
- Billing



D Once inside your customer portal, you will look for the **Billing** tab.

E Click the billing tab and you will see the total fee still due. This amount is based on which checks have been received and have an unpaid invoice.



F **Click the arrow** to expand each quarter and see more details about the credit and associated fee.

G From here you can **pay your invoice(s)**. There are three ways to make a payment: credit card, check, or wire.