

GENERAL

1. What can I do via the portal?	You can view current and past orders, invoices, statements, make payments and send email enquiries to your local Muirs Branch or account team.
2. How do I log in?	Go to portal.muirs.co and log in using the registered email address linked to your account details, along with your password. You can also find the portal login in the main menu and footer menu on the muirs.co website. If you are logging in for the first time: 1. Look for an email from accounts.receivable@muirs.co with the subject line 'Muir's Customer Portal Invitation', letting you know that you now have the option to activate your portal account. 2. Click the button Activate My Portal Account. 3. You will be directed to the portal login page where you will enter your email address and then enter your new password twice, and click Change Password to log in to the portal. If you can't find the above-mentioned email in your inbox, please search for either the sender email accounts.receivable@muirs.co or the subject line.
3. My password isn't working, how can I reset it?	On the portal.muirs.co login page, click Forgot password? and enter your email address. You will then receive an email from accounts.receivable@muirs.co with the subject line 'How to Reset your Password'. Click the Reset My Password button, enter your new password twice and click CHANGE PASSWORD to confirm your new password and log in.
4. Can all customers access the portal?	Not yet. We're rolling the portal out in stages, and customers with our participating branches currently have access. Branches that <u>do not</u> yet have access are: • Albany, WA • Berrigan, NSW • Hyden, WA • Manypeaks, WA • Wellstead, WA • Yarrawonga, VIC Customers of these branches will be onboarded in a future update.
5. How do I make changes to my account information and preferences?	To edit your account details, click your name or business name in the top-right corner of the page and then click SETTINGS. This will take you to the My Account page. From the My Account page, you can: • View your business details • View your local Muirs representative name and contact information • Edit your name and email address • Edit your communication preferences • Change your password • Add a new payment method For any other changes to your account information (such as phone number or ABN), please contact the accounts receivable team by clicking on the SUPPORT button in the main portal menu or email them at accounts.receivable@muirs.co.

GENERAL

6. Can I set up multiple users for one account so that additional people in my business can access the portal?	Yes. To add another user, select USERS in the main menu to open your User Management page. Then click the + NEW USER button and enter their details. Once you have added the new user, they will receive an email prompting them to login and set up a new password. You can update additional user details at any time from the User Management page by clicking the pen icon next to the user you'd like to edit. There is no limit to the number of users that can be added to an account, provided each user has a registered email address associated with your account details.
7. Do you keep my credit card details saved?	No. When you make a credit card payment in the portal, you'll see a check-box to 'Save this card for future payments'. This option is not selected by default, so your card will only be saved if you choose to tick it. If you do opt to save credit card information for future payments, your payment goes straight to a secure payment provider (we use Stripe), which handles our card transactions. When we need to refer to a payment later, we use a coded reference number instead of your actual card details, so your card number isn't kept on our systems
8. How do you ensure that my sensitive information is secure?	Your information is protected using industry-standard security measures, including encryption, restricted access controls and secure, monitored data centres provided through our platform partner, Pronto Software. You can also contact us at accounts.receivable@muirs.co if you'd like to access, correct or ask us to delete your personal information. If you'd like more information, you can read Pronto Software's complete Privacy Statement here.
9. Is the Customer Portal available on mobile and tablet devices?	Yes. You can access the portal from any device through an internet browser, although the portal is optimised for the desktop version, which is the recommended option for the best experience and full detail view. Some viewing variations may occur on mobile devices. Our team is working hard to ensure that all functions are available for all devices as soon as possible. Please note that the Customer Portal is not currently available as an app on the Apple Store or Google Play Store. You must use an internet browser to access the portal.muirs.co site.

PAYMENTS

10. What payment methods do you accept?	We accept: • Credit card (Visa/Mastercard/AMEX) • BPAY • Electronic Funds Transfer (EFT)
11. What are your BPAY and EFT details?	BPAY Biller Code: 10793 Reference: Refer to your invoices or statement EFT Account Name: EE Muir & Sons Pty. Ltd. BSB: 083-091 Account Number: 51-516-7299

PAYMENTS

12. Does paying via credit card incur a surcharge?	In adherence with the Reserve Bank of Australia's (RBA) new guidelines, all surcharges for EFTPOS, Visa, Mastercard and American Express payments have ceased as of 1 October 2026.
13. Can I make partial payments?	Yes. When you start a payment, you'll be taken to the Review Payment page . From there, click EDIT next to the invoice, enter the amount you'd like to pay, then click DONE .
14. Can I pay multiple invoices in one payment?	Yes. You can pay multiple invoices in one transaction, either in full or by entering a different amount for each invoice.

INVOICES & STATEMENTS

15. What invoice information is available?	On the Invoices page in the portal, you can quickly see key invoice details including: • Invoice Number • Date Issued • Due Date • Status • Invoice Amount • Remaining Balance
16. Can I download invoices?	Yes. Go to the INVOICES tab at the top of the portal to view and download your invoices. Find the invoice you need, then click the eye  icon to view the details or the cloud-arrow  icon to download it as a PDF. You can also export your invoice list as a spreadsheet by clicking DOWNLOAD CSV at the top-right of the invoice list. Note that invoices are available from 1st January 2026 onwards and will be archived over time. For anything before this date please contact the accounts receivable team by clicking on the SUPPORT button in the main portal menu or email them at accounts.receivable@muirs.co.
17. Can I download statements?	Yes. Go to the STATEMENTS tab at the top of the portal to view and download your statements. Find the statement you need, then click the eye  icon to view the details or the cloud-arrow  icon to download it as a PDF. You can also download a list of your statements as a spreadsheet by clicking the DOWNLOAD CSV button at the top-right of the statement list. Statements are generated at the end of each month for accounts with a balance, whether due or in credit. They usually appear under the STATEMENTS tab on the first business day of the month. Note that statements are available from January 2026 onwards and will be archived over time. For anything before this date please contact the accounts receivable team by clicking on the SUPPORT button in the main portal menu or email them at accounts.receivable@muirs.co.
18. I just made a payment, why does this not appear on my statement?	Payments made against an invoice from a previous statement will appear on your next monthly statement.

INVOICES & STATEMENTS

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| 19. How does my PrePay+ appear? | PrePay+ payments will be applied as a credit and appear on your monthly statements. |
| 20. I think there's an error with my invoice, can I raise a dispute via the portal? | Invoice disputes can't be lodged in the portal at this stage. Please contact our accounts receivable team at accounts.receivable@muirs.co and they'll be happy to help. |

ENQUIRIES

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| 21. Can I request a quote or place/change an order via the online portal? | Quotes and orders can't be requested or changed in the portal at this stage.
Please contact your local Muirs Branches for new orders or changes to existing orders. You can also click SUPPORT in the portal menu and select Contact your Muirs Branch to email your local branch team. |
| 22. Can I apply for a credit limit increase via the online portal? | Credit limit increases can't be requested in the portal at this stage.
To request a credit limit increase, please contact your local Muirs representative. You can click SUPPORT in the portal menu and select Contact your Muirs Branch . |
| 23. Which branch will my email be sent to when sending an enquiry? | When you use the SUPPORT option to contact your Muirs branch, your enquiry is automatically sent to the branch team linked to your account number. |
| 24. My question is not listed here. Who can I contact for help? | For all account enquiries, contact accounts.receivable@muirs.co .
For all branch or order enquiries, contact your local team – all branch contact information is available on the Muir's website .
For any other enquiries, contact info@muirs.co . |