

CitraNet Supplier and Hauler Subscription Renewal e-Gov Service Center User's Guide

Registering as a New e-Gov Customer

Before using this service, you must first register with the e-Gov Service Center to establish your customer account, at: <https://egc.fdacs.gov/customer/f05home.aspx>. This account is not linked to your CitraNet Account, it simply establishes you as an e-Gov Service Center customer, which in turn allows you to conduct any of the transactions that are available by our Agency, on-line.

1. To register as a new customer, click the "New User? Sign Up" link, on the top, left of the homepage. Input your first name, last name, and e-mail address, and click Submit.

Note: The e-mail address you provide at registration will be the same address your transaction confirmations and CitraNet Account information will be sent to.

2. Once you have submitted your customer registration information, you will receive your e-Gov PIN# at the e-mail address you provided when you registered. You must activate your account through the e-mail you receive. It is important that you retain this information so that you will be able to login to the e-Gov Service Center in the future, as your PIN# will never change for the e-mail address you registered.

Renewing your CitraNet Supplier or Hauler Subscription

Once you have successfully logged into the e-Gov Service Center at: <https://egc.fdacs.gov/customer/f05home.aspx>, you are now ready to start the process of renewing your CitraNet Subscription.

Note: Before continuing, please remember that you **MUST** know your CitraNet User Account Log-In information from the previous season, including your Supplier/Hauler ID, User ID (Supplier Only), and the last Password you had in the previous season, in order to complete your CitraNet renewal on-line. (If you do not know this information, you may download the Supplier or Hauler applications at <https://CitraNet.fdacs.gov/>, select the [CitraNet Downloads](#) link, and mail the it with a check/money order (fee amount will be listed on the form) to the address listed on the application.)

1. Click on Renew and select the type of subscription you are renewing by clicking on Supplier or Hauler.
2. Enter the previous season's Supplier ID, User ID, and Password or the Hauler ID and Password and click Continue.
3. If you have entered in the correct account information from the previous season, you will now see the "CitraNet Subscription Renewal Requirements" screen. Click on Continue.

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Renewing your CitraNet Supplier or Hauler Subscription (cont.)

4. You should now see the "CitraNet Subscription Renewal Data Entry" screen. This is where you may update your existing information on file and/or complete any fields that are mandatory. If your information needs to be updated, click on Edit Details and make the necessary updates. When you have finished updating your Information, or if all of the information was already correct, click Add to Cart.
5. If you would like to renew additional subscriptions at this time, you may continue to shop by clicking on the CitraNet/Haulers Subscription link and following steps 1 thru 4 in this section, for each Supplier/Hauler you need to renew. Once you have completed your shopping, you will notice that you have a Shopping Cart in the upper right-hand corner of your screen, showing the items that you have added to your cart. You may click on "View all Shopping Cart Details" if you would like to review your subscription details, otherwise click on Check Out to continue with your transaction.
6. You will be asked to verify your e-mail address. If you wish to send your payment confirmation and CitraNet/Hauler user information to an e-mail address that is different from the one you registered with, you will need to click Update E-mail Address. If you wish to continue with your registered e-mail address, click Accept this E-mail Address.
7. You will be asked for your preferred payment method. Our Agency currently accepts Visa, Master Card, and American Express, should you choose to pay by debit/credit card. Should you prefer to, you may also pay with a personal or business check. You will need to have your Routing Transit Number and Account Number to process check payments.
8. Upon approval, an FDACS e-Gov Service Center Confirmation Page will appear with your shopping transaction details. You may print this for your records, but you will also receive a copy of this confirmation via e-mail.
9. Within (1) to (3) business days, you will receive your Supplier or Hauler account information for the new season, via a second e-Gov Service Center e-mail, once the transaction has been processed by the Division of Fruit and Vegetables, Bureau of Support Services.