



## Service Provider's Step-by-Step Guide for Swiftworks

### 1. Sign Up for Swiftworks:

- Go to the Swiftworks landing page: <https://app.swiftworks.us/supplier>
- Click on the "Sign Up" button.
- Select "Service Provider" (Not "Customer").

- Enter your business email address, create a password, and fill in your name and company name.
- Provide your business address.
- Click "Sign Up".

### 2. Confirm Your Account:

- Check your email for a confirmation message from Swiftworks.
- Click on the confirmation link in the email to verify your account.

### 3. Log In to Swiftworks:

- Return to the Swiftworks login page.
- Enter your email and password.
- Click "Log In".



# Hello, welcome back

Don't have an account? [Sign up](#)

Email

Password

[Forgot your password?](#)

Log in

Keep me logged in

#### 4. Add Customers:

- Navigate to the "**Customers**" tab.
- Click on "**Add Customer**".



Dashboard

Customers

Compliance

Orders

Explore Leads

5

My Company

...

Filter by

Regulator

Status



Search customer name or address



Add Customer

Sort by

Customer Name	Customer Address	Compliance Status	Last Update
Herrera	348 Arellano	Rejected	Nov 04 2025
Montgomery, Moody and Holland	2308 Parker Radial, Portland, OR 97212	Compliant	Nov 04 2025
Herrera LLC	348 Arellano Brook Apt. 295, Portland, OR 97209	Non compliant	Nov 04 2025
EP Test	412 E Anderson St, Savannah, GA 31401, USA	Compliant	Nov 05 2025

Displaying all 4 customers

[Archived customers](#)



- Fill in the required fields (establishment name, address, grease control device information, etc.). To avoid an error, make sure all fields are completed.
- Select "**Savannah, GA**" from the list of authorities.
- Choose the device type and service frequency.
- Click "**Send**".

### Compliance Reporting Request

We will check if there is all information for regulator is present. ×

---

**Customer**

Establishment or restaurant Name

Establishment or restaurant Address

Water Authority to Send Reports to

---

**Device**

Category



### 5. Submit Pump Outs:

- Go to the "Compliance" tab.
- Click on "Submit Report".
- Select the customer and the specific grease control device.

The screenshot shows a web dashboard with navigation tabs: Dashboard, Customers, Compliance (active), Orders, Explore Leads, a notification bell with '2', and My Company. Below the tabs is a search bar for 'Search customer name or address' and a 'Sort by' dropdown. A table lists one record: 'EP Test' with a date of 'Nov 07 2025' and a status of 'Compliant'. Below the table, details for the 'EP Test' record are shown: Regulator / City: Savannah, GA; Business address: 412 E Anderson St, Savannah, GA 31401, USA; Service frequency: 3 months; Pumped on: Nov 05 2025; Next pump-out: Feb 05 2026. There are two buttons: 'Submit report' and 'History'. At the bottom, it says 'Displaying 1 location'.

- Enter the pump out details (date, volume, vehicle, disposal location, etc.).

The form contains the following fields:

- Grease trap / Inside / Outdoor**: A green box containing the text '500.0 Gallons'.
- Serviced on**: A date input field with 'Nov 07 2025' and a calendar icon.
- Volume \***: A text input field with '500'.
- Unit \***: A dropdown menu with 'gallons' selected.



- Click "**Save and Send**".

The screenshot shows a form with the following fields and content:

- Name:** Ryan
- Performed by:** Emily Parker
- Event Category:** (Empty field)
- Type:** (Empty field)
- Comments:** Pumped Out
- Button:** Save and Send

**6. Check Compliance Status:**

- In the "**Compliance**" tab, view the compliance status of your establishments.
- If a manifest has been '**Rejected**' reach out to [fog@savannahga.gov](mailto:fog@savannahga.gov) for assistance.
- (When filling out information, please fill out ALL required fields to avoid errors.)

For additional resources, you can refer to the Swiftworks help center articles:  
<https://knowledge.swiftcomply.com/en/articles/9078024-adding-new-customers>

If you encounter any issues, please contact the support team for assistance.



City of Savannah    [fog@savannahga.gov](mailto:fog@savannahga.gov)    (912) 651-6620

SwiftComply    [help@swiftcomply.com](mailto:help@swiftcomply.com)    (619) 304-6022