



Online Order System

User Manual

Introduction

ADNOC Distribution is an integrated energy company. Founded in 1973, it markets and distributes petroleum products and services within the United Arab Emirates and internationally. As one of the largest and most innovative government-owned petroleum companies in the Arab Gulf, ADNOC Distribution is renowned and respected for the exceptional quality and reliability of its products and services.

Online Order System is one of ADNOC Distribution websites which offer online system to order ADNOC Distribution products. Customers can order and view their information, finance information, invoice and order history.

This system can be access through ADNOC Distribution website www.adnocdistribution.ae

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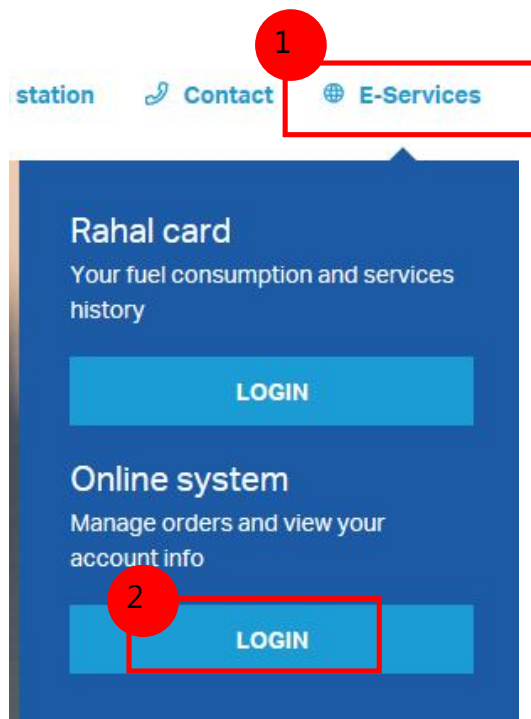
Using the best practice website

Getting started

Using the Online Order System best practice website is simple. The site provides the ability to view customer information, finance information, invoice and order history beside customer can order from the website. The website is easy to use and navigate.

The website is for ADNOC Distribution customer, if you would like to be a member in this website, please read the [Registration](#) section in page.

To enter this website, go to www.adnocdistribution.ae, then click on E-Services Tab in the right menu, then click Corporate Sales link.



You can get to the site directly through <http://onlineorder.adnocdistribution.ae/>

Logging in / out

To log in the website, enter your User Code and password in the User Login Information form, then click Login button.

User Login (Virtual Keyboard)

User Code

Type in your user code

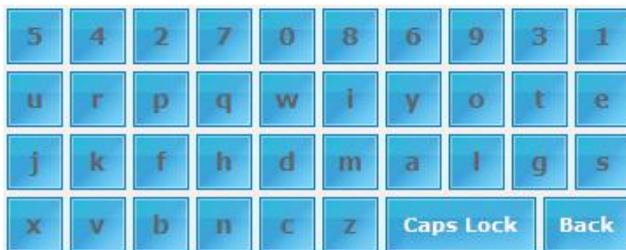
Password

Type in your password

8 V J F 7 Please Enter the Code

LOGIN

In password you will use Virtual Keyboard which is a system that allows you to enter your password without using computer keyboard for security purpose.



Click on letters and numbers to enter your password, to write caps letters click on Caps Lock, to reset or backspace click Back.

Please remember to sign out when you have finished. This is because your system will stay signed for few minutes and will not sign out until you

Quit your web browser or

Shut down your computer, or

Sign out.

If other people can get to your computer while it is signed in, they can enter and view information in your name. You don't want this to happen.

To sign out, click on sign out link on the right top, below the top menu.

Forget or Change Password

In order to change you password, click on the Forget or Change password link in the home page below login form.

You have to enter first you customer code.

Generate password for Online Order System

Please enter your Customer Code	
NEXT	

Then, you have to select the question and answer it, which you selected before in the registration.

Don't be wary if you forgot the question or the answer, you still can change you password, all you have to do is to request to update your question and answer. To do that, click on the check box for forget question and answer.

Generate password for Online Order System

Question	Please Select Question ▼
Answer	
Forgot the question or answer?	<input type="checkbox"/> Yes, You need to upload or send by fax request letter to generate new password.
NEXT	

If you checked **forgot the question answer** box, the page will direct you to a request form to request to update question and answer. Be aware that you need

to attach request letter from your company or you can fax the document to (+971-2-6766349).

This request will be review by concern person within 2 days. You will get confirmation status by your email, which you entered in the registration page.

If your request is approved, the email will contain a hyperlink, which will take to a page to update your question, answer and password.

Generate password for Online Order System

Please remember the password as it will not be sent to you by e-mail or SMS for security purposes.

New Password	<input type="text"/>
Confirm Password	<input type="text"/>

GENERATE PASSWORD

For any issue in registration, please to contact us through the contact page or call 800ADNOC.

Browsing information

You can navigate easily through the top menu to browse the website. In the menu you can view Customer Information, Finance Information, Invoices, New Order and Order History pages.

To edit your information such as address, phone number, fax number and e-mail, click on Edit Profile link in Customer Information page.

In Invoices page, you can search by date or invoice number, and view invoice information in PDF format, by clicking on PDF link for specific invoice.

User Order History page to view your order history, you can search by date and order ID or LPO number. If you would like to cancel confirmed invoice, click on cancel link.

New Order

Please follow the below steps to make a new order.

The screenshot shows the 'Local Purchase Order (LPO)' form with the following sections and callouts:

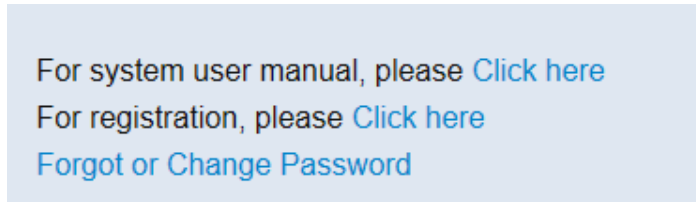
- Local Purchase Order (LPO)**
 - No**: Input field for purchase order number. Callout 1: "Enter the Locate Purchase Order number".
 - Date**: Date picker. Callout 2: "Enter the date (ex. 10-Oct-2010)".
- Delivery**
 - Collection Mode ***: Radio buttons for "To be Delivered" (selected) and "Will be Collected". Callout 3: "Select the collection mode".
 - Site ***: Dropdown menu. Callout 4: "Select the site".
 - Date ***: Date picker. Callout 5: "Enter the date (ex. 10-Oct-2010)".
 - Available Time ***: Time range selector (From: 8:00 AM, To: 5:00 PM). Callout 6: "Select the time for delivery".
- Product**
 - Table with columns: Product, Quantity (Liter), Price (AED), Total. Callout 7: "Select the product then enter the quantity in Liter".
- Remarks**: Text area. Callout 8: "Write remarks if it is required".
- Contact Info**
 - Buyer**: Mobile No (+971) and Email fields. Callout 9: "Enter the buyer and receiver contact information".
 - Receiver**: Mobile No (+971) and Email fields.
 - Order placed by (Full Name)**: Input field.

Buttons: VALIDATE ORDER INFO, CANCEL

Footnote: Please note that you cannot cancel the order after validation all Red * marked information must be entered

Registration

For registration, click on the link below login form in the home page, as the below screen shot.



In the registration page, you have to send a request in order to provide you an access to the website. One of our important requirements is to attach request letter from your company through the website or by faxing the document to (+971-2-6766349).

Your request will be sent to the concern person, who will review your request, verify it then take action (approve or reject) within 2 days. You will receive the confirmation status through your email, which you provided it in the registration page, the email will contain a hyperlink where you can generate your password, please aware that your password will not be sent to you through email for security purpose.

Request Access for Online Order System	
Customer Code	<input type="text"/>
Company Name	<input type="text"/>
Company Email	<input type="text"/>
Phone Number (Format:000-0-0000000)	<input type="text"/>
Fax Number (Format:000-0-0000000)	<input type="text"/>
P.O. Box	<input type="text"/>
Question (Required for change password)	<input type="text" value="Please Select Question"/>
Answer (Required for change password)	<input type="text"/>
Terms & Conditions	<input type="checkbox"/> I have read and agreed to the Terms and Conditions
<input type="button" value="NEXT"/> <input type="button" value="CANCEL"/> Please be notice, all fields are required.	

Fill all required information to request a user access to the system, please note that all are required to process your request. And be aware that you have to attach a letter or send it by fax from your company to request an access to the system.

For any issue in registration, please to contact us through the contact page or call 800ADNOC.

Getting help and advice

If you have any problem, question or comments regarding using the website or any issue related to the data shown in the website, please email us 800adnoc@adnocdistribution.ae or call 800 300

Technical help

If you have problems using the site, please email <mailto:webmaster@adnocdistribution.ae> with a description of your problem. Please include your name, phone number and email address, and describe as clearly as possible what your problem is, including any error messages which you have seen. Our support staff will respond as quickly as possible.