

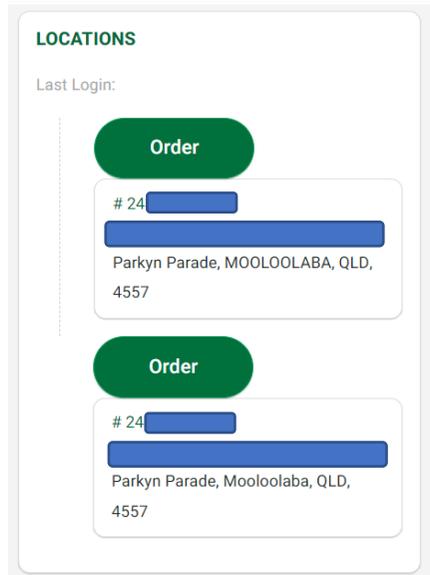
Supagas Customer Portal Documentation

Frequently Asked Questions

How to create an Order on the Portal

Step 1: There are 2 ways to raise an Online Order

i. 'Order' button in the 'Locations' section



In the Account Overview page, in the 'Locations' each of the locations has an 'Order'. Clicking on this button will take you to the Order Form page.

ii. 'Make an Order' button



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FOR BUSINESS ▾

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PROMOTIONS

Make an order

You can also raise an online order by clicking on the 'Make an Order' on the top of the page. On clicking the 'Make an Order' button the webpage will ask you to select a location

Select the Location ✕

please select the location you wish to make an Order

24 [redacted] Order >

[redacted]

Parade, MOOLOOLABA, QLD, 4557

24 [redacted] Order >

[redacted]

Parade, Mooloolaba, QLD, 4557

Upon selecting the specific location, it will take you to the Order Form page.

Step 2: The Order Form page looks like this.

Order Form

Order for Locations: [redacted] ON PARK, TAS, 7170 - Account: C [redacted]

Customer Ref or PO No.

ITEM	HELD	ORDER QTY	RETURN QTY	Fill Price
LPG 45kg 2		<input type="text" value="1"/>	<input type="text" value="1"/>	\$ [redacted]

Inc GST

Submit Order

The Order Form shows the products that are currently linked to your account. The key fields are:

- Customer Ref or PO No. – This field is for the Customer reference or Purchase Order reference.
- Held – This column indicates the quantity of the specific item at that location
- Order Qty – Quantity of the product to be ordered
- Return Qty – Quantity of the product to be returned.
- Dehire Reason – Reason for returning the product.

When you enter the Order Qty, that value will default into the Return Qty as well.

When you click on the Submit Order button, a confirmation message will pop-up as shown below.

The screenshot displays the 'Order Form' interface. At the top, it shows 'Order for Locations: [redacted] N PARK, TAS, 7170 - Account: C [redacted]'. Below this is a text input field for 'Customer Ref or PO No.' with a red error message 'This Field is required'. A table lists items with columns for 'ITEM', 'HELD', 'ORDER QTY', and 'RETURN QTY'. The first row shows 'LPG 45kg' with a 'HELD' value of 2, an 'ORDER QTY' of 1, and a 'RETURN QTY' of 1. A blue button is visible next to the 'RETURN QTY' input. At the bottom left is a green 'Submit Order' button. A red confirmation pop-up is overlaid on the form, titled 'Confirmation about return quantity' with a close button. The pop-up text asks 'Do you want to edit the return quantity? Click Edit Order to change returns.' and contains two buttons: 'Edit Order' and 'Submit Order'.

You need to confirm the return quantity that is shown. Click on Edit Order to change the quantities. Click on Submit Order to confirm the quantities shown. If the Return Qty is greater than the Order Qty, the De-hire reason field will appear. This field is mandatory.

Note: If the Order Qty and the Return Qty columns are equal then the dehire field is not required. If the Return Qty is greater than the Order Qty, the de-hire reason field is mandatory.

Click on 'Submit Order. This will take you to the confirmation/update page.

Step 3: Confirmation page and delivery instructions

PO2204

	LPG - 45kg	Order Qty	Return Qty
		<input type="text" value="1"/>	<input type="text" value="1"/>

Delivery Instructions

Sub Total (Ex GST)	\$ <input type="text"/>
Total Tax (GST)	\$ <input type="text"/>
Grand Total (Inc GST)	\$ <input type="text"/>

The fields on this page are:

- Delivery Instructions – here you can enter any specific delivery instructions. You can also enter any specific notes that you need.
- Update – With this button you can update the order and return quantities
- Clear Order – will clear the order completely
- Keep Shopping is for orders more products
- Checkout – will take you to the Checkout page.

Step 4: Checkout page

Supagas offers FREE delivery to most areas. If your order is urgent or you would like to know when we are in your area next, please call 13 78 72.

Select Shipping Option

- Pickup at Supagas Branch
- Delivery

Complete

In this page you can select the Shipping Options of 'Delivery' to your site or 'Pickup at a Supagas Branch'.

Click on 'Complete' to complete the order creation.

Step 5: Order Completion

The Order completion page is as below. You can create further orders, example: for other locations, by Clicking on 'Keep Shopping'.

Thank you!

Heater Orders take upto 10 business days to be delivered

Your Order has been Submitted to our system.

You will receive an email confirmation shortly with all your order details.

If you have any questions about your order please do not hesitate to [contact us](#).

If you would like to keep shopping please click the button below

Orders placed after 3pm AEST will be delivered on the next available delivery service - check your order status for allocated delivery day

Keep Shopping