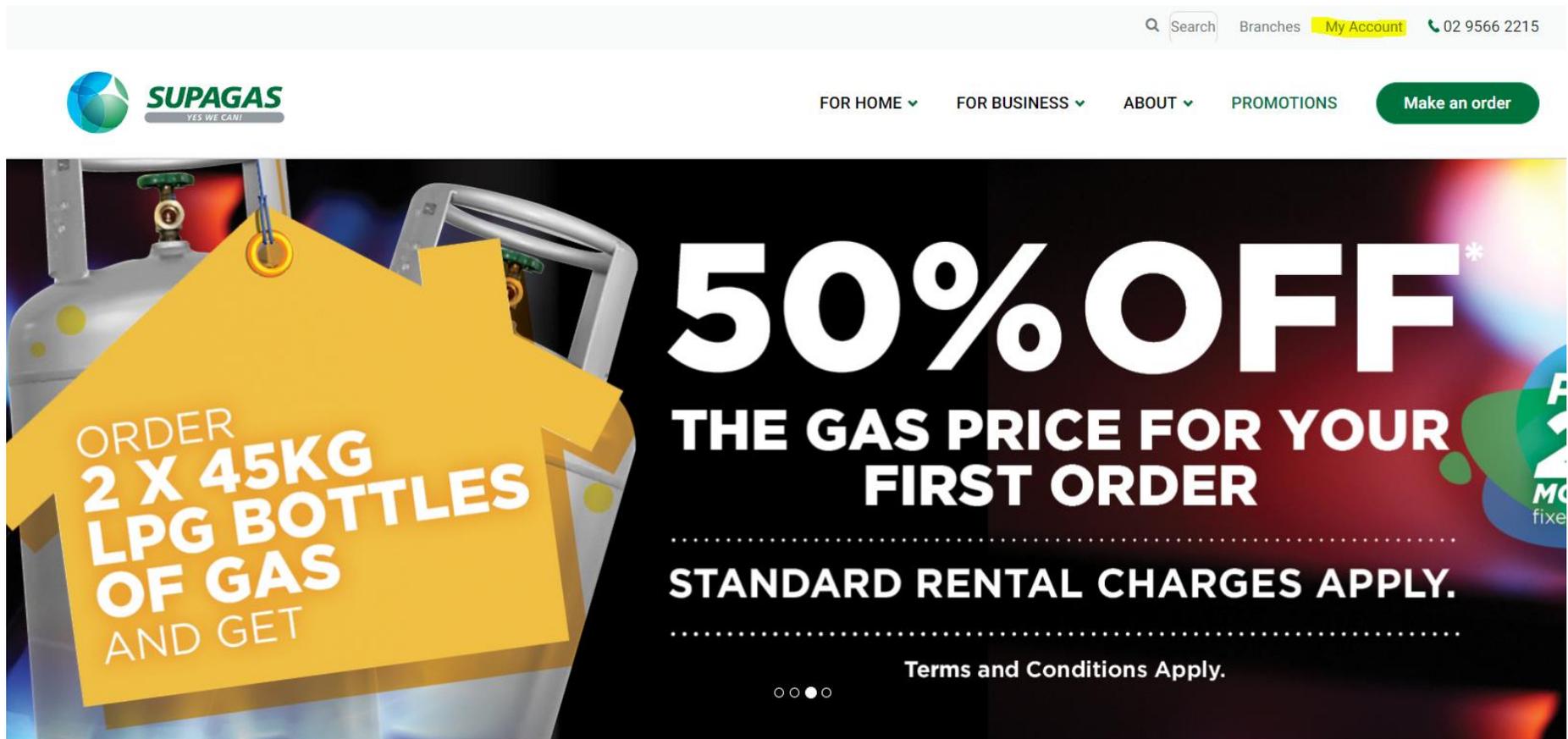


# Supagas Customer Portal Documentation

## Supagas Customer Portal – General Navigation

### A. Portal Main page

After entering your login credentials, you will be directed to the main page.



Click on the 'My Account' tab. This will take you to your account page.

## B. Account Overview

Account Overview | My Orders | Pay Invoices | Document Delivery | My Profile | Users | Logout | Customer Selected

**SAMPLE NOTIFICATION FOR CUSTOMER PORTAL**

**ORDERS** Detail View >  
No open orders found

**INVOICES AWAITING PAYMENT** View All >  
Invoices Awaiting Payment  
\$214.20

<input type="checkbox"/>	STATEMENT REF	REMAINING BALANCE	STATUS
<input type="checkbox"/>	C [REDACTED] 2022	\$135.00	Overdue for 14 days
<input type="checkbox"/>	C [REDACTED] 2021	\$79.20	Overdue for 90+ days

**LOCATIONS**  
Last Login:  
**Order**  
Gas Cylinders(s)  
# 178388  
[REDACTED], TUMBI UMBI,  
NSW, 2261

**Outstanding Balance**  
**\$135.00**  
Current: \$135.00  
30 Days: \$0.00  
60 Days: \$0.00  
90+ Days: \$0.00

**BH**

In this Account Overview page, the Customer has the access to place orders using the 'Order' button linked to each location and the 'Make an Order' button. The Make an Order button will ask for location selection if there are multiple locations linked to the customer. The customer can also make payments towards outstanding invoices by selecting the invoice in the 'Invoices Awaiting Payment' section and clicking on 'Pay Now'.

### C. My Orders Tab

The 'My Orders' tab shows the past orders for the customer account.



[FOR HOME](#) [FOR BUSINESS](#) [ABOUT](#) [PROMOTIONS](#)

Make an order

[Branches](#)
[My Account](#)
☎ 02 9566 2215

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[Account Overview](#)
[My Orders](#)
[Pay Invoices](#)
[Document Delivery](#)
[My Profile](#)
[Users](#)
[Logout](#)

Customer Selected

Filters

CALL NUMBER	LOCATION	CUSTOMER REF	DELIVERY DATE	STATUS	ITEM	QTY DELIVERED	QTY RETURNED	
5903273	178388 TUMBI UMBI 5		03/Mar/2022	Finished	10169R LPG 45kg	1	1	
5877749	178388 TUMBI UMBI 5		24/Feb/2022	Cancelled	10169R LPG 45kg	0	0	<div style="background-color: #008000; color: white; padding: 5px 10px; border-radius: 10px;">Request Tracking Update</div>
5585070	178388 TUMBI UMBI 5		06/Jan/2022	Finished	10169R LPG 45kg	1	1	

< BH

D. Pay Invoices Tab

Search Branches My Account 02 9566 2215

 FOR HOME ▾ FOR BUSINESS ▾ ABOUT ▾ PROMOTIONS [Make an order](#)

Account Overview My Orders **Pay Invoices** Document Delivery My Profile Users Logout Customer Selected

[View Paid Invoices >](#)

**Outstanding Invoices**

<input type="checkbox"/>	Statement Ref	Remaining Balance	Status	
<input type="checkbox"/>	C [redacted] 2022	\$135.00	Overdue for 14 days	<a href="#">+</a>
<input type="checkbox"/>	C [redacted] 2021	\$79.20	Overdue for 90+ days	<a href="#">+</a>

No Invoices Selected **\$0.00** TOTAL [Pay now](#)

Sign up to receive Supagas offers [< BH](#)

## E. My Profile Tab

The screenshot displays the SUPAGAS website's 'My Profile' section. At the top, there is a navigation bar with a search icon, 'Search', 'Branches', 'My Account', and a phone number '02 9566 2215'. The SUPAGAS logo is on the left, and navigation links for 'FOR HOME', 'FOR BUSINESS', 'ABOUT', and 'PROMOTIONS' are on the right, along with a 'Make an order' button. Below this is a secondary navigation bar with links for 'Account Overview', 'My Orders', 'My Invoices', 'Document Delivery', 'My Profile' (which is highlighted), and 'Logout'. A 'Customer Selected' indicator is visible on the right. The main content area is titled 'My Information' and contains several input fields: 'Email' (with a blue highlight and '@bigpond.com'), 'Given Names', and 'Family Name'. There is a 'Subscriptions' section with a checkbox for 'Newsletter'. A green 'Submit' button is located below the form. Below the 'My Information' section is a 'Change My Password' section with two input fields: 'New Password' and 'Confirm Password', followed by another green 'Submit' button. In the bottom right corner, there is a dark button with '< BH'.

In this section the customer can reset their account password.

## F. Document Delivery Tab

The screenshot shows the SUPAGAS web application interface. At the top, there is a navigation bar with a search icon, a search input field, and links for 'Branches', 'My Account', and a phone number '02 9566 2215'. Below this is the SUPAGAS logo with the tagline 'YES WE CAN!' and a menu with options: 'FOR HOME', 'FOR BUSINESS', 'ABOUT', 'PROMOTIONS', and a green 'Make an order' button. A secondary navigation bar contains links for 'Account Overview', 'My Orders', 'My Invoices', 'Document Delivery' (which is highlighted), 'My Profile', and 'Logout'. On the right side of this bar, it says 'Customer Selected' above a blue button. The main content area is titled 'Document Delivery' and contains three columns: 'DOC TYPE' with a dropdown menu showing 'INVOICE', 'IN NUMBER' with a dropdown menu showing 'Recipient 1', and 'RECIPIENT' with an empty text input field. A green 'Add' button is positioned to the right of the input fields. At the bottom right corner of the page, there is a dark grey button with a left arrow and the text 'BH'.

This section will show the email addresses that have access to specific documents (invoices, account statements). This information is picked from Supagas ERP system. The customer can add and/or edit the information in this section.

### G. Users Tab

In the Users tab the master user can manage additional users linked to the debtor account. Can create new user, edit existing users, and delete users.

#### User Management

The screenshot shows a 'User Management' interface. At the top right, there is a green button labeled '+ New User'. Below this is a table with two columns: 'USER NAME' and 'EMAIL ADDRESS'. The first row contains 'keith test' and 'keith@test.com'. The second row contains a redacted name and a redacted email address ending in '.com.au'. To the right of each row are icons for editing and deleting the user.

### H. Customer Selected

If a customer has multiple accounts, then they can access their other accounts here. Click on the button shown by the arrow in the image below

The screenshot shows a customer account page for SUPAGAS. At the top right, there are links for 'Branches', 'My Account', and a phone number '13 78 72'. The SUPAGAS logo is on the left. A green 'Make an order' button is visible. Below the logo is a navigation bar with tabs: 'Account Overview', 'My Orders', 'My Invoices', 'Document Delivery', 'My Profile', 'Users', 'Account Details', 'FAQ's', and 'Logout'. On the right side of the navigation bar, there is a 'Customer Selected' dropdown menu showing a redacted name and 'PTY LTD', with a refresh icon and an arrow pointing to it. Below the navigation bar, there is a 'DETAILS' section with a 'HIDE' button. The main content area is divided into three sections: 'ORDERS', 'INVOICES AWAITING PAYMENT', and 'LOCATIONS'. The 'ORDERS' section contains a table with columns: 'CALL NUMBER', 'LOCATION', 'CUSTOMER REF', 'DELIVERY DATE', 'ITEM', 'QTY ORDERED', and 'QTY RETURNED'. The 'INVOICES AWAITING PAYMENT' section shows 'Invoices Awaiting Payment' for '\$13.79' and a 'View All' button. The 'LOCATIONS' section shows 'Last Login: 23 Sep 2022 at 11:31AM' and an 'Order' button. On the right side, there is a summary of the 'Outstanding Balance' showing '\$13.79' and a breakdown by period: 'Current' (\$0.00), '30 Days' (\$13.79), '60 Days' (\$0.00), and '90+ Days' (\$0.00).

CALL NUMBER	LOCATION	CUSTOMER REF	DELIVERY DATE	ITEM	QTY ORDERED	QTY RETURNED
7246198	[Redacted] Street		To be Scheduled	10160R LPG 15kg	1	1

This will show the multiple account codes as shown below.

**Change Customer Debtor**

Change your current user debtor, please select the new debtor

- C [REDACTED] ARE AUSTRALIA
- C [REDACTED] S PTY LTD

Account Overview | My Orders | My Invoices | Documents

Branches | My Account | 13 78 72

**SUPAGAS**  
YES WE CAN!

Make an order

Customer Selected: [REDACTED] PTY LTD

**ORDERS**

CALL NUMBER	LOCATION	CUSTOMER REF	DATE	ITEM	ORDERED	RETURNED
7246198	[REDACTED] Social Street		To be Scheduled	10160R LPG 15kg	1	1

Outstanding Balance: \$13.79

Select the account/debtor code you need. This will show details for the selected debtor.

Branches | My Account | 13 78 72

**SUPAGAS**  
YES WE CAN!

Make an order

You are now logged in as [REDACTED] ARE AUSTRALIA

Account Overview | My Orders | My Invoices | Document Delivery | My Profile | Users | Account Details | FAQ's | Logout

Customer Selected: [REDACTED] ARE AUSTRALIA

**ORDERS** Detail View

No open orders found

**INVOICES AWAITING PAYMENT** View All

Invoices Awaiting Payment: \$13.79

STATEMENT REF	REMAINING BALANCE	STATUS	
<input type="checkbox"/> C [REDACTED]-2022	\$13.79	Outstanding Invoice	Download

**LOCATIONS**

Last Login: 23 Sep 2022 at 11:31AM

Order

Gas Cylinders(s): [REDACTED] AUSTRALIA, HINDMARSH, ...

**Outstanding Balance**

Current	\$0.00
30 Days	\$13.79
60 Days	\$0.00
90+ Days	\$0.00

## I. Location

Location details can be edited with the 'Edit' button

### LOCATIONS

Last Login:

**Order**

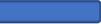
Gas Cylinders(s)  
# 178388 

  
 TUMBI UMBI,  
NSW, 2261

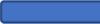
### Update Location

Contact Name

Contact Phone



Email 1

@bigpond.com

Email 2

Email 3

Email 4

**Update Details**