Chemicals Customer Portal – FAQs

21 August 2018

Legend: Q- Question, A- Answer

FAQs Getting Started 1

Category	Question	Answer
Getting started	Why should I use the Customer Portal?	The Customer Portal gives you the ability to manage your business and relationship with us, Sasol Chemicals, on a digital platform. It enables you to view your credit on the Credit Management screen, create orders on the Place order screen as well as track, change and cancel orders on the View order screen (Orders can only be canceled or changed if still in blocked or open status). You will also be able to communicate with us using the Query Management facility on the Customer Portal.
Getting Started	How do I login to the Customer Portal for the first time?	In order to become a Customer Portal user you will need to register. Kindly consult with your Account Manager.
Getting Started	I have forgotten my password, how do I reset it?	Click on forgot password on the login screen and follow the instructions. You will be prompted to click on a link sent to your email address. (The password will expire in 24hours) Alternatively contact the account manager.
Getting Started	I have forgotten my username/ my email address has changed, how do I change it?	Contact your account manager to update your email address (user will not be able to log on to the portal to access query management).
Getting Started	Who do I contact should I have a query?	For all Customer Portal queries please go through the Frequently Asked Questions. Should you require further assistance you can contact us via the Query Management facility on the Customer Portal. If you have a financial, credit or payment query, please contact your Credit Controller. Their details can be found on the Credit Management screen.

FAQs Getting Started 2

Category	Question	Answer
Getting Started	What features are available on the Customer Portal?	At present, you will be able to do the following: • **Login** securely. • **Credit Management**: view your credit limit, credit consumed, available credit, last payment made, and details of your credit controller. • **Place Order**: submit, amend or cancel orders online. • **Order Tracking**: View the status of your order from the time it is received up to delivery. • **Query Management facility**: Submit, amend or view status of queries. • **Account Details**: Download last 3 months statements and invoices. • **Product Allocation**: View Allocation of scarce product.

FAQs Getting Started 3

Category	Question	Answer
Getting Started	Is my information safe on the Customer Portal? Could it be hacked or manipulated?	The creation of the Customer Portal has been done with internet security and the safety of customer information as a vital component of the functionality. The Customer Portal is access-controlled, meaning that a login in and password is required to gain entry. It also means that the information made available is specific to that of your business. The following tips should be considered to maintain safe practice around login credentials: • Keep your login details private and secure. Do not write them down or put them in a place where others can find them. • Login in details should not be shared, i.e. do not allow others to login using your credentials. • Change your password regularly . • As the business or contract owner, make sure that only the correct people have access and that you inform us via the the Query Management facility when people leave or change roles.
Getting Started	Why does my Customer Portal session expire so quickly?	The session expiry is a security feature. This is to ensure that should you leave your device unattended it logs out so that your personal information cannot be seen or accessed by others.

FAQs Technical 1

Category	Question	Answer
Technical	Who should I contact if the Sasol Chemical Customer Portal is down or one of the pages is not working?	If the Customer Portal is down you will still be able to place orders and engage with us via the Sasol Chemical Contact Centre. To do so contact +27 8600 24361.
Technical	The Customer Portal is very slow, what can I do?	The slow response of the Customer Portal could originate with your internet connection or a technical issue on the Portal. To trouble shoot please check your internet connection by going to a website that you don't use often (one that is not cached). If it takes a long time or does not work , please contact your service provider. If your internet connection is good and not the cause of the slow response, please inform us as soon as possible by using the Query Management facility or by Phoning your Account Manager.
Technical	The Customer Portal is not displaying properly? What should I do?	The most common cause for the Customer Portal not displaying correctly on your computer is related to the browser that you are using. The Sasol Chemical Customer Portal is best viewed on Google Chrome or Internet Explorer 11 and above. You can download these browsers by going to the respective websites and following the download instructions.
Technical	I have forgotten my password, how do I reset it?	Click on forgot password on the login screen and follow the instructions. You will be prompted to click on a link sent to your email address.
Technical	I have forgotten my username/ my email address has changed, how do I change it?	In order to update your email address or change your username you will need to contact us via the account manager or via the Query Management facility on the Customer Portal. Please ensure that you provide us with your current email address and the new email address in your message.

FAQs Managing my credit 1

Category	Question	Answer
Managing my credit	**Why is the information on the my Credit Management page not up to date/ it is incorrect?**	The information that is displayed on the portal comes directly from our internal system, SAP. This means that the information displayed on the portal is subject to SAP processing times. In some cases there may be a delay between a transaction you perform, such as making a payment, and what is reflected on the portal. If you believe that the incorrect information on the Customer Portal is not related to processing times, please contact your Credit Controller via the Query Management.
Managing my credit	I have no credit available, will I still be able to place an order?	Yes, you will still be able to place an order on the Customer Portal, however it will still need to go through the credit control and release process in order to be accepted and executed.
Managing my credit	**What do the different elements on the Credit Management page mean?**	**Credit Limit:** Maximum approved credit on an account. **Invoiced Items**: Delivered orders that is already invoiced. **Confirmed orders**: Orders confirmed but not invoiced as yet. **Gross Available**: Credit Available excluding unconfirmed orders. **Unconfirmed Orders**: Orders not confirmed, thus not consuming credit. **Net Available**: Gross Credit limit less consumed unconfirmed orders.
Managing my credit	Who do I contact should I have a query?	If you have a financial, credit or payment query, please contact your Credit Controller or via the Query Management facility on the Customer Portal.

FAQs Placing and Edit Orders

Category	Question	Answer
Placing my orders	Will I be able to submit an order at any time?	Orders can be placed on the portal at any given time.
Placing my order	How far in advance will I be able to place orders for?	SPD: no restriction, orders more than 8 days will be delivery blocked POLYMERS: no restriction PHENOLS: no restriction WAX: no restriction
Placing my order	Why does the date change on the order when I request a specific delivery date on the Place Order screen?	The Portal is linked to SAP which will do an ATP check (Available to Promise) which takes in consideration the time it takes to get the product to the customer.
Editing Orders	Will I be able to edit my order?	Yes, you will be able edit unconfirmed orders. If orders are confirmed you will need to contact your account manager or the contact center.

FAQs View Orders

Category	Question	Answer
Viewing/ Tracking my order	I don't understand what the different 'status' icons mean on the Order Tracking screen.	**Open:** Unconfirmed orders, still needs to be processed. **In Progress:** Confirmed orders in process. **Completed:** Orders are completed and delivered. **Canceled:** Orders that are canceled. **Delivery Block:** Orders blocked for delivery, contact the CSR. **Credit Block:** Orders blocked for Credit, contact Credit Management.

Order Summary

Status of order

Thank you for your order

YOUR SASOL ORDER NUMBER	STATUS
283947	Open

ORDER STATUS ❓

CREDIT BLOCKED

CUSTOMER ACCOUNT NO.	CUSTOMER NAME	SHIP-TO PARTY	PURCHASE ORDER NO.
1103333	BLAKEY INVESTMENTS (PTY) LTD	4 MAPLEFIELD ROAD SPRINGFIELD PARK KZN 4051	1103333_20180813_08

REQUESTED DELIVERY DATE	PAYMENT TERMS	INCO TERMS	MODE OF TRANSPORT
2018-08-14	30 Days from Statement Date	DAP - DELIVERED AT PLACE	Road

View Orders

Filter Orders out via status

SELECT ACCOUNT	FILTER	SEARCH
BLAKEY INVESTMENTS (PTY) LTD (11...	Delivery Blocked ⊗ Credit Blocked ⊗	Search for orders here 🔍

Filter dropdown:
- ☑ Open
- ☑ In Progress
- ☑ Completed
- ☑ Cancelled
- ☑ Delivery Blocked
- ☑ Credit Blocked

📊 Download table to Excel

PURCHASE ORDER NO.	SALES ORD...		REQUESTED DELIVERY DATE	ORDER STATUS ❓
1103333_20180813_08	283947		2018-08-14	OPEN
1103333_20180807_14	283930		2018-08-23	OPEN
1103333_20180806_14	283927		2018-08-08	IN PROGRESS
1103333_20180806_11	283926	2018-08-06	2018-08-07	IN PROGRESS
1103333_20180806_09	283922	2018-08-06	2018-08-13	OPEN
test for return	283900	2018-08-01	2018-08-01	COMPLETED
test consignment iss	283899	2018-08-01	2018-08-01	COMPLETED

sasol

○ Collect ● Deliver

BLAKEY INVESTMENTS (PTY) LTD – 4 MAPLEFIEL. . . ⌄

2018-08-22 📅

Sasolburg Polyethylene
Polyethylene

33/33 TONS

Minimum order quantity is 33 tons and maximum order quantity is 9999 tons

PRODUCT NAME	QUANTITY	UNITS	UNIT PRICE	NET PRICE	
HF120	16.5	Tons ⌄			🗑

✅ **STOCK IS AVAILABLE**

| HF120 | 16.5 | Tons ⌄ | | | 🗑 |

✅ **STOCK IS AVAILABLE**

SELECT PRODUCT

LF2207F – POLYETHYLENE LDPE LF2207F 25KG . . . ⌄

⊕ Add product to order

Your order

SUB TOTAL

VAT

TOTAL

☐ By clicking the tick box you agree to our terms and conditions
View T&Cs

| Clear | Check | Place |