# Energy Customer Portal – FAQs

28 February 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 Energy, on a digital platform. It enables you to view your credit on the Credit Management screen, track your orders on the Order Tracking screen as well as submitting, changing or cancelling your orders on the Place Order screen. You will also be able to communicate with us using the Contact Us 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. To do this, please ask your Account Manager for a mandate form to complete, or send us an email with your request to CustomerPortalQueries@sasol.com. |
| 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. |
| Getting Started | I have forgotten my username/ my email address has changed, how do I change it? | In order to update your email address/ change your username you will need to contact us. Please do so by going to the Contact Us page and completing the Contact Us form. Please ensure that you provide us with your current email address and the new email address in your message. |
| 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 send us an email by completing the Contact Us form on the same page. 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:<br>• **Login** securely<br>• **Credit Management**: view your credit limit, credit consumed, available credit, last payment made, and details of your credit controller<br>• **Place Order**: submit, amend or cancel orders online<br>• **Order Tracking**: view the status of your order from the time it is received to delivery/ upliftment<br>• **Contact us:** Frequently asked questions and answers as well as the ability to contact us using an online form.<br>• **Provide Feedback:** give us your input and suggestions on the Customer Portal. |

# 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 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:<br>• Keep your login details private and secure. Do no write them down or put them in a place where others can find them.<br>• Login in details should not be shared, i.e. do not allow others to login using your credentials<br>• Change your password regularly<br>• As the business or contract owner, make sure that only the correct people have access and that you inform us via the Contact Us page 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 Energy 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 Energy Contact Centre. To do so contact 0860 335 444 . |
| 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 you 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, 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 Contact us form. |
| 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 Energy 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. Please do so by going to the Contact Us page and completing the Contact Us form. Please ensure that you provide us with your current email address and the new email address in your message. |

# FAQs Technical 2

| Category | Question | Answer |
|---|---|---|
| Technical | 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 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.<br>The following tips should be considered to maintain safe practice around login credentials:<br>• Keep your login details private and secure. Do no write them down or put them in a place where others can find them.<br>• Login in details should not be shared, i.e. do not allow others to login using your credentials<br>• Change your password regularly<br>• As the business or contract owner, make sure that only the correct people have access and that you inform us via the Contact Us page when people leave or change roles.<br>Should you suspect your account has been accessed fraudulently or hacked please contact us immediately on 0860 335 444 |
| Technical | 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. |
| Technical | 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 send us an email by completing the Contact Us form on the same page.<br>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 Managing my credit 1

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| 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 – their details can be found on the Credit Management page. |
| 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:** This is the maximum approved amount a customer can place orders for.<br>**Open orders**: Orders that have been placed but not yet delivered<br>**Unbilled deliveries**: Order delivered, not yet invoiced<br>**Open Items**: Line items on an account that have not yet been paid or concluded for example debit or credit notes, sundry invoices, journals)<br>**Total Credit Consumed**: The sum of open items, open orders and unbilled deliveries<br>**Credit Available**: Credit limit less consumed credit |
| 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. Their details can be found on the Credit Management page.<br>For all other Customer Portal queries please go through the Frequently Asked Questions. Should you require further assistance you can send us an email by completing the Contact Us form on the same page. |

# FAQs Placing Orders 1 (Commercial and Retail customers)

| Category | Question | Answer |
|---|---|---|
| Placing my orders | Will I be able to submit an order at any time? | In order to facilitate scheduling the following cut-off times will apply:<br>Order By: THURS 23:59      SUN 23:59<br>For Delivery by: Sun/Mon      TUES<br><br>Order By: MON 23:59      TUES 23:59<br>For Delivery by: WED      THURS<br><br>Order By: WED 23:59<br>For Delivery by: FRI/SAT |
| Placing my order | How far in advance will I be able to place orders for? | You will be able to place orders 30 days in advance. |
| Placing my order | Why does the date change on the order when I request a specific delivery date on the Place Order screen? | Our Retail and Commercial customers are on a schedule to ensure efficient planning and scheduling. When you select a delivery date on the portal it will automatically bring up the closest scheduled order to the date that you requested. The date can be amended, but our ability to execute the request will be based on product availability and logistical considerations. |

# FAQs Placing Orders 2 (Commercial and Retail customers)

| Category | Question | Answer |
|---|---|---|
| Placing my order | What will happen if I don't submit my order in time? | If you don't submit your order within the cut-off times, the order will be considered cancelled. |
| Placing my order | Who do I contact should I have a query? | For all Customer Portal queries please go through the Frequently Asked Questions which you can find under Contact Us page. Should you require further assistance you can send us an email by completing the Contact Us form on the same page.<br>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 Placing Orders 1 (Wholesale)

| Category | Question | Answer |
|---|---|---|
| Placing my orders | Will I be able to submit an order at any time? | You will be able to place orders on the portal at any time. The following processing times will apply:<br>Orders placed on the portal will be **created** at the following times: 09h00, 11h00, 13h00, 15h00<br>Order s place on the portal will be **credit released** at the following times: 08h00, 10h00, 12h00, 14h00 and 14h30<br>These times apply to business days only .<br>The Customer Portal will not be available on instances where we are performing system maintenance. |
| Placing my orders | I am not able to upload my spreadsheet. How can I fix this? | In order to upload your order file successfully you will need to ensure the following:<br>• You are using the correct template as distributed by Sasol Energy<br>• All fields are captured correctly and in the correct format<br>• File is converted to Text (Tab Delimited)<br>• All errors that are displayed to you are fixed prior to re-submitting.<br>• **To see a step by step guide please click on this link How-To Convert File to TxT** |
| Placing my orders | 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 send us an email by completing the Contact Us form on the same page.<br>If you have a financial, credit or payment query, please contact your Credit Controller. |

# FAQs Editing Orders 1 (Retail & Commercial)

**SASOL**

| Category | Question | Answer |
|---|---|---|
| Editing Orders | Will I be able to edit my order? | Yes, you will be able edit the requested delivery dates and volumes by product. Your orders are managed on a schedule, these changes will be viewed as a request and the ability to execute will be based on product availability and logistical considerations. |
| Editing Orders | Until when will I be able to edit my orders? | The following cut-off times will apply to editing orders: For Saturday, Sunday and Monday deliveries, orders must be submitted, cancelled or changed by no later than 23:59 on the previous Friday . For Tuesday, Wednesday, Thursday and Friday deliveries, orders must be submitted, cancelled or changed by no later than 23:59 the day before. For deliveries on a Public Holiday or the day after a Public Holiday , orders must be submitted, cancelled or changed by no later than 23:59 the day before the Public Holiday. Should you wish to amend or cancel your order after this time, please call the Contact Centre on 0860 335 444 The Customer Portal will not be available on instances when we are performing system maintenance. |
| Placing my order | 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 send us an email by completing the Contact Us form on the same page. If you have a financial, credit or payment query, please contact your Credit Controller. Their details can be found on the Credit Management screen. Their details can be found on the Credit Management screen. |

# FAQs Tracking Orders 1 Retail & Commercial

| Category | Question | Answer |
|----------|----------|--------|
| Tracking my order | **I don't understand what the different 'status' icons mean on the Order Tracking screen.** | **Received:** Sasol has received your order<br>**Scheduling:** Your order has been planned and shaped and final volumes and delivery date confirmed<br>**Loaded:** The truck is at the depot and has been loaded<br>**Delivered:** Your fuel has been delivered and the document processed |
| Tracking my order | Why does my order appear in the 'Loaded' status , but I am only expecting it in a few days? | In some cases trucks are pre-loaded for reasons of operational efficiency. In cases such as these your order will appear in the loaded status prior to the delivery date. |
| Tracking my order | My order has been delivered, but it still appears in the 'Loaded' status. Why is this? | Your order will only change to 'Delivered' once the documentation has been processed. |
| Placing my orders | 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 send us an email by completing the Contact Us form on the same page.<br>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 Tracking Orders 1 Wholesale

| Category | Question | Answer |
|----------|----------|--------|
| Tracking my order | **I don't understand what the different 'status' icons mean on the Order Tracking screen.** | **Received:** Sasol has received your order<br>**Created:** Your order has been reviewed and created by Sasol<br>**Credit Released:** Payment has been received and processed<br>**Accepted:** Your order has been received and accepted by the plant<br>**Uplifted:** The order has been collected |