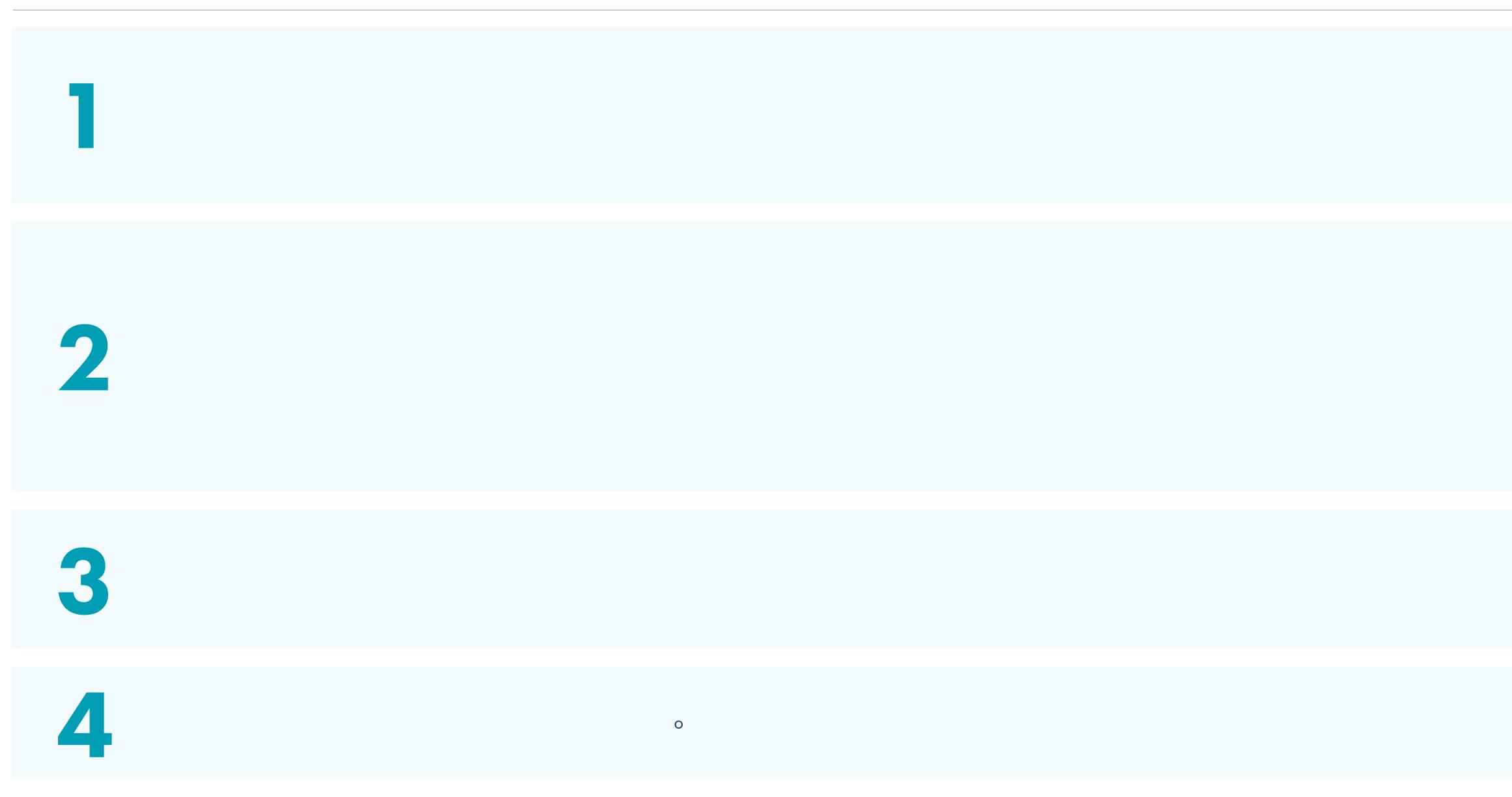


# Welcome Aboard

An Introduction To Shell MarketHub



















# Getting Started With Shell MarketHub

Everything you need to know to get up and running.







Shell MarketHub helps you manage day to day business with Shell from your PC, tablet or mobile device. Sign in to manage orders, account activities and reporting, and explore valuable training tools, designed to give you everything you need make to the most out of working with us.

The website has been designed as a "one-stop shop" for you to easily self-service and manage your account activities quickly and efficiently.

#### From the Shell MarketHub portal, you are able to:

- Create Orders
- Cancel/Amend Orders
- Customise your user profile
- (Superusers only) Setup/manage other users in your organisation

As a regular user, you will be able to access most portal functionality. Superusers in each organisation will have additional functions available to enable them to create and manage other users.



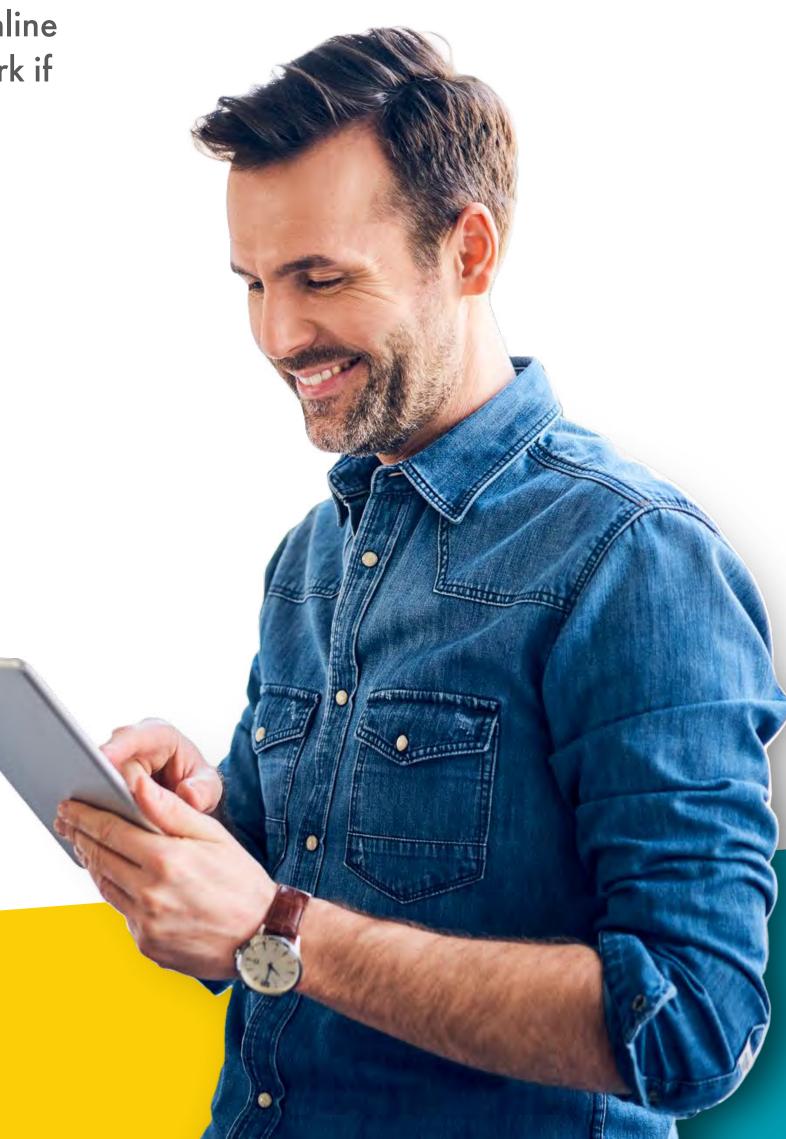


For an optimal user experience, it is important that you are aware of the minimum system requirements to view and interact with Shell MarketHub.

#### Shell MarketHub has been optimised with the following settings in mind:

- Internet Connection: Broadband connection 5 Mbps or greater
- Internet Browsers: In general it is recommended your browser is the latest stable version
- Internet Explorer 11 and above
- Firefox 65 and above
- Chrome 72 and above
- Mac OS X 10-10 and above
- Tablet iOS 9 and above
- Tablet Android and above
- Windows 7 and above
- Microsoft Excel 2010 and above
- Adobe Acrobat Reader ensure the latest stable version is installed
- Screen Resolution: 1024 x 768

Using an unsupported browser or device other than those recommended could impact your online experience, and Shell MarketHub may not work if viewed on an unsupported browser or device.





You will be able to login to the Shell MarketHub portal using the credentials assigned to you by your company's Superuser. If you do not know who your company Superuser is, or if you would like to be registered as a Superuser for your company, please contact our customer service team.

After you have been registered by your Superuser, your username and temporary password will be sent to your email address. You can then login to the portal using those credentials.

If it is your first time logging in to Shell MarketHub, you will be prompted to read and accept our Privacy Policy and our Terms and Conditions. You will be granted access to the portal by agreeing to both of these.

Additionally, if you have logged in with a temporary password, you will be asked to change your password when you login.

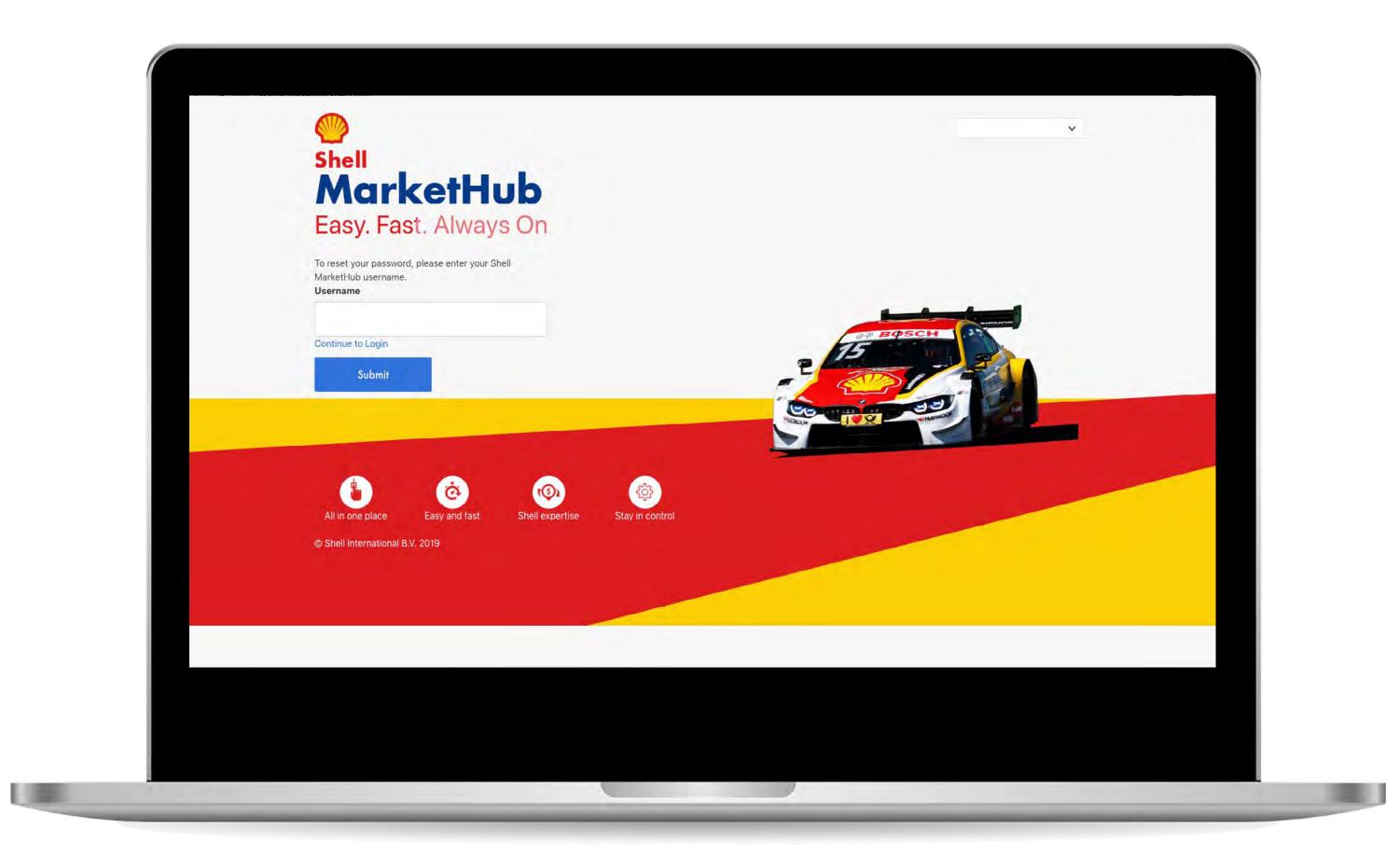
Your permanent password should:

Have at least 1 upper case letter (A-Z)Have at least 1 lower case letter (a-z)Have at least 1 special character (@, #, \$, &, etc...) Have at least 1 number (0-9)Be between 8–14 characters long









#### **Shell MarketHub**

If you have forgotten your password, you can reset your password from this page.

Note you can only do so if you have been registered in the system by our support team or by your company's Superuser.

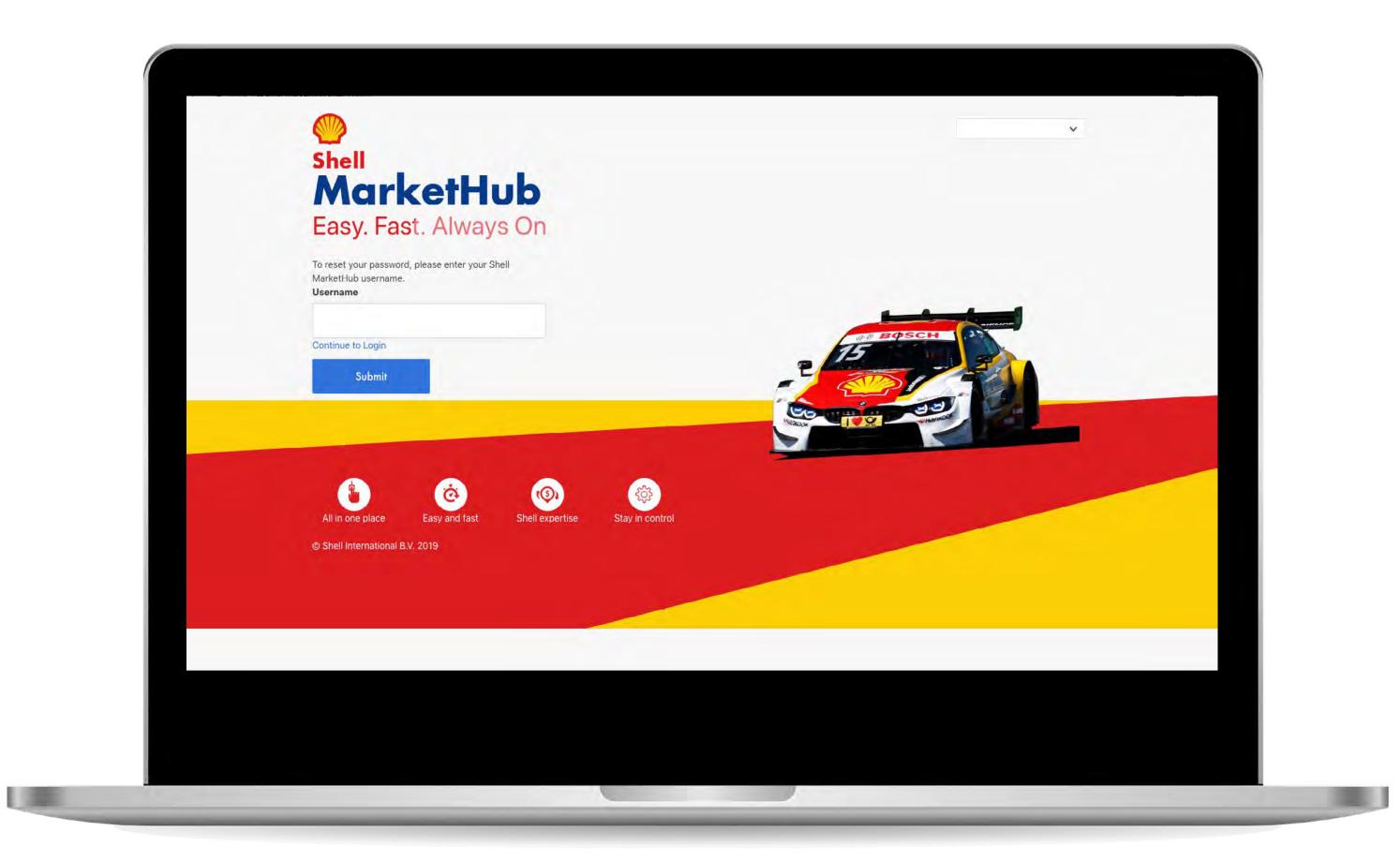
To reset your password, you will be prompted to provide your username.

Upon clicking the reset button, a new password will be sent to your email address.

You can use the new password to login.







#### **Shell MarketHub**

If you have forgotten your username, you can retrieve your username from this page.

Note you can only do so if you have been registered in the system by our support team or by your company's Superuser.

To retrieve your username, you will be prompted to provide your email address.

Upon clicking the retrieve button, your username will be sent to your email address. You can then login to the portal using your username and password.



If you are a Company Superuser, you have the ability to setup other users in your company to use Shell MarketHub.

This allows you the flexibility to add new users from your organisation without needing to contact our support team.

To create new users, you must have Superuser permissions. Note that you can only create other users at your company.

If you are a Company Superuser, a key responsibility is to manage user accounts for others in your company. This allows you the flexibility of making any updates to user profiles (such as contact information or activating/ disabling users) without needing to contact our support team.

To manage other users, you must have Superuser permissions. Note that you can only manage other users at your own company.

From the UAM Home Page, click "Manage Other Users." You will be taken to the "Manage Other" Users" page, where all of the user accounts in your company will be displayed in a table format. You can filter and sort the table by column header. Screen reader support enabled.

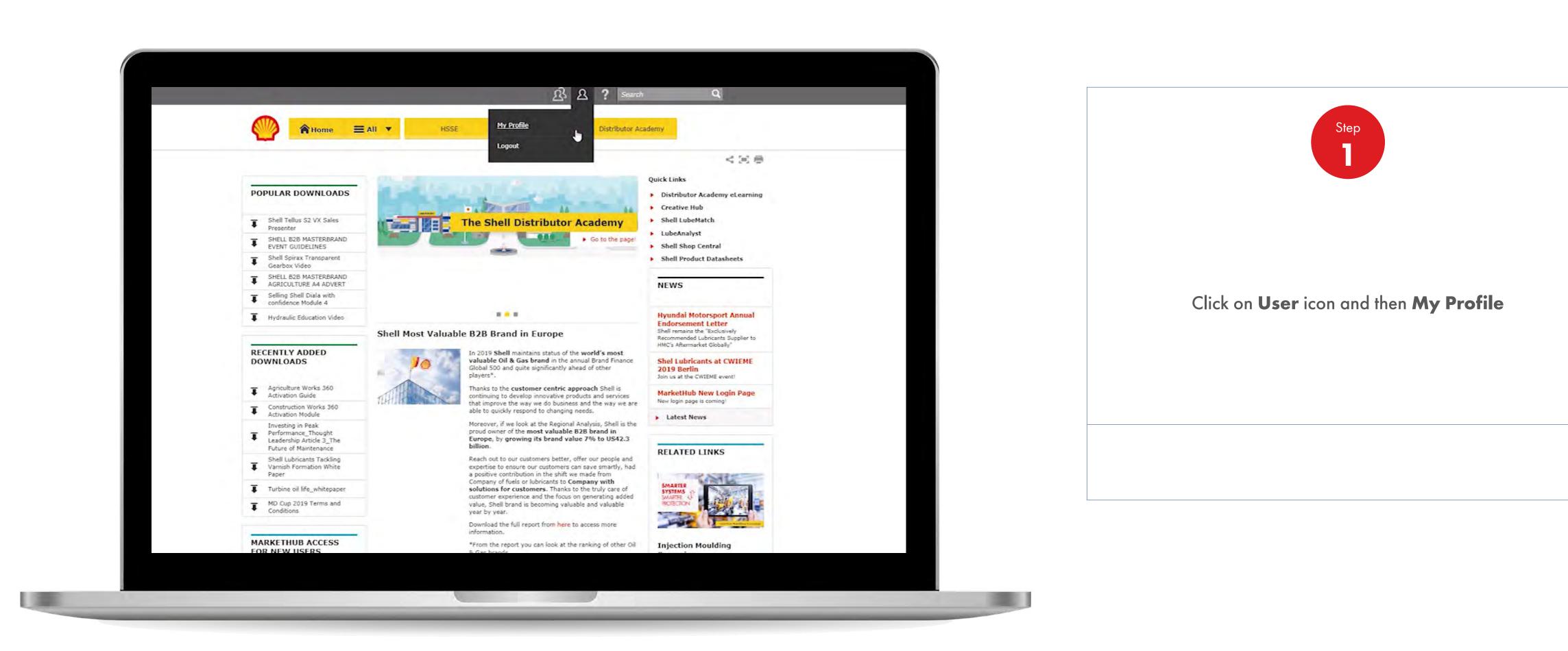
Please refer to the User Account Management Reference Guide for additional details.





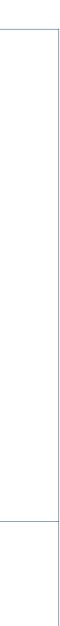


Customer Admin Users







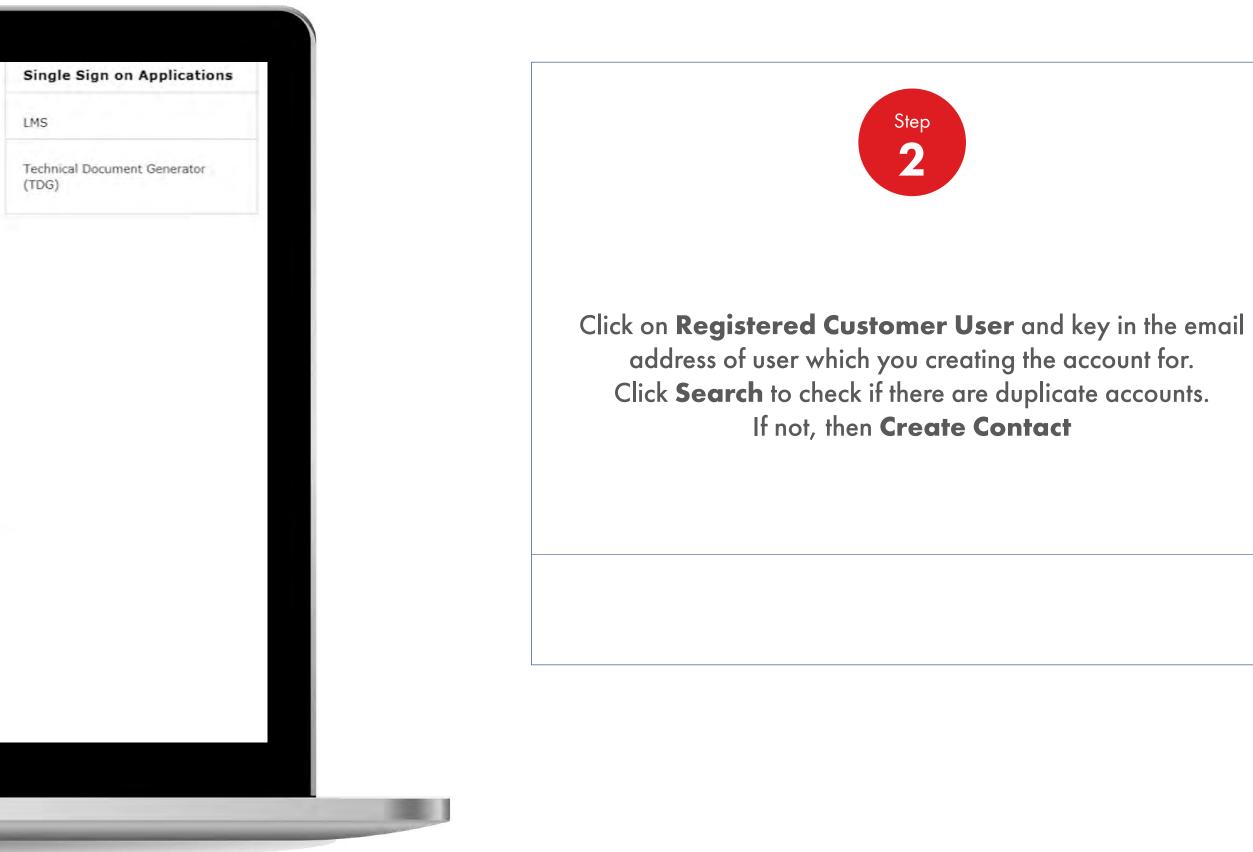




#### **Getting Started**

Customer Admin Users

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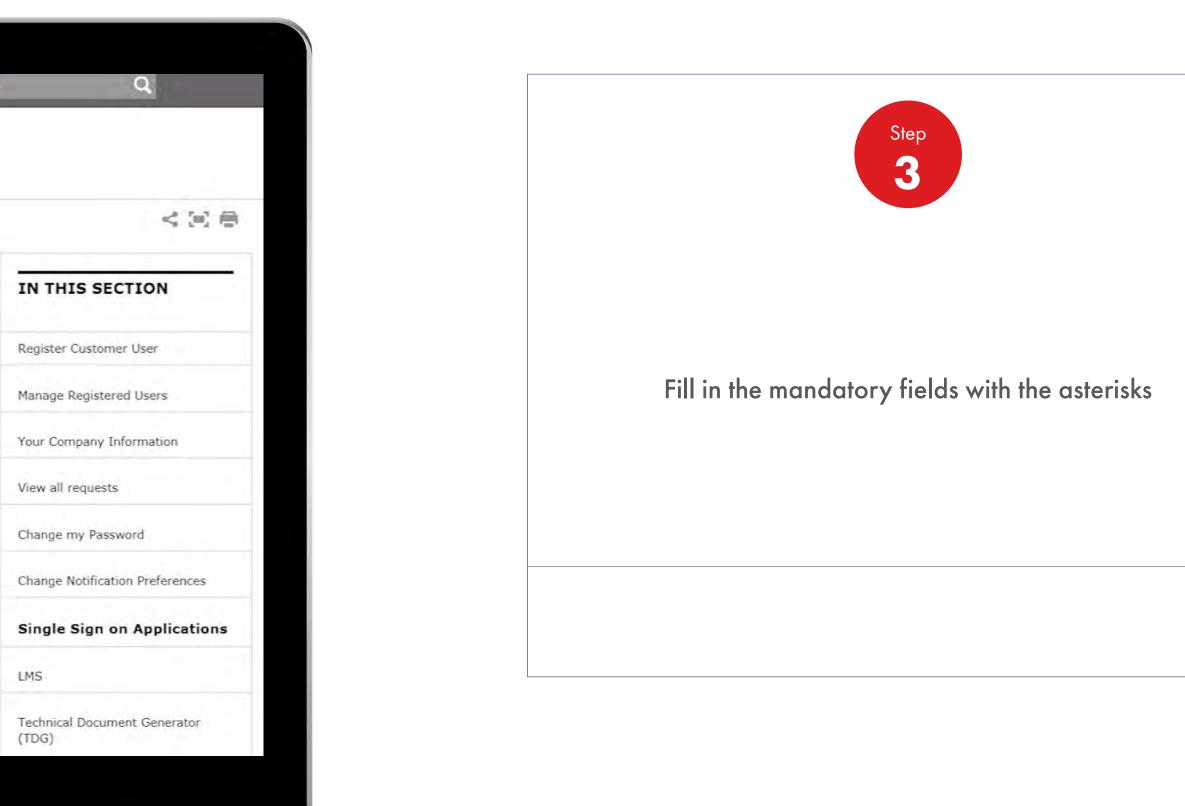




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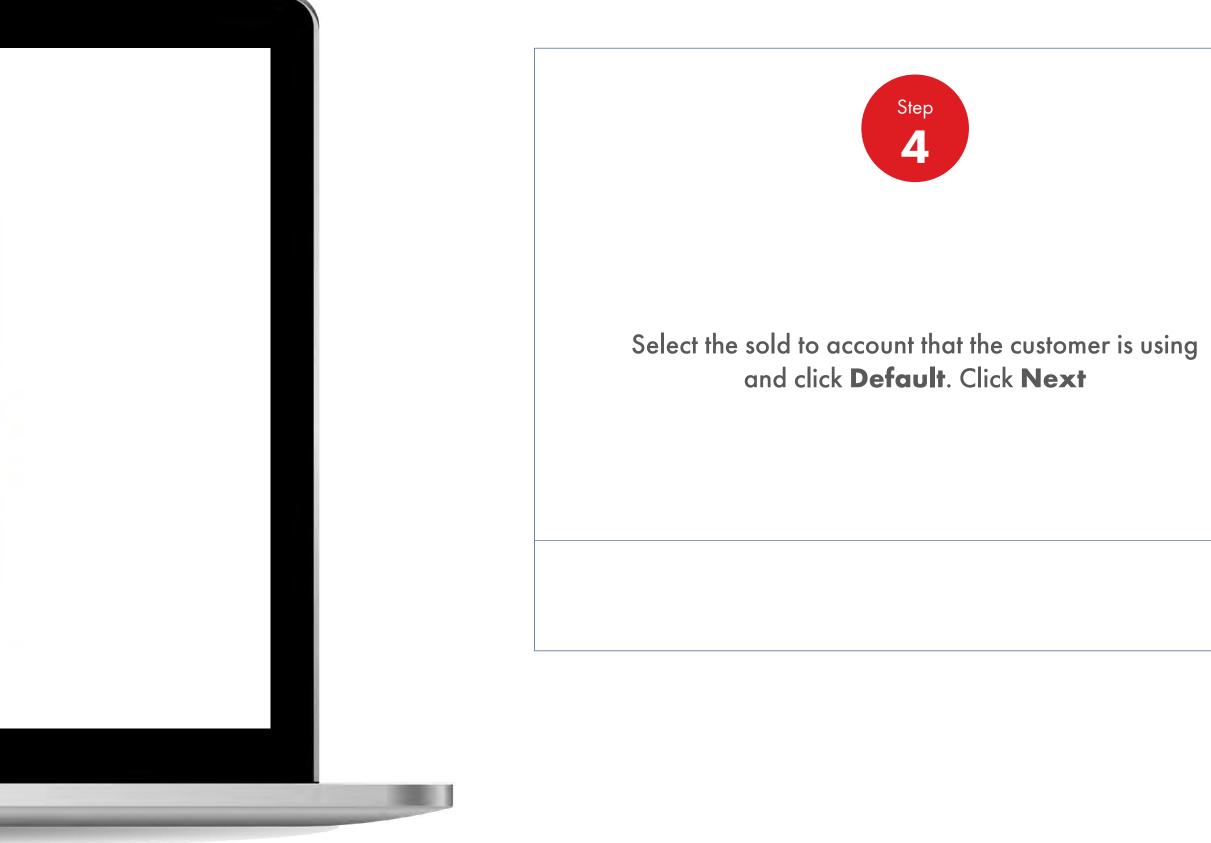




Customer Admin Users

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Customer Admin Users

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Select the 'ship to' that you would like your customer admin to have access to. Click **Next** 



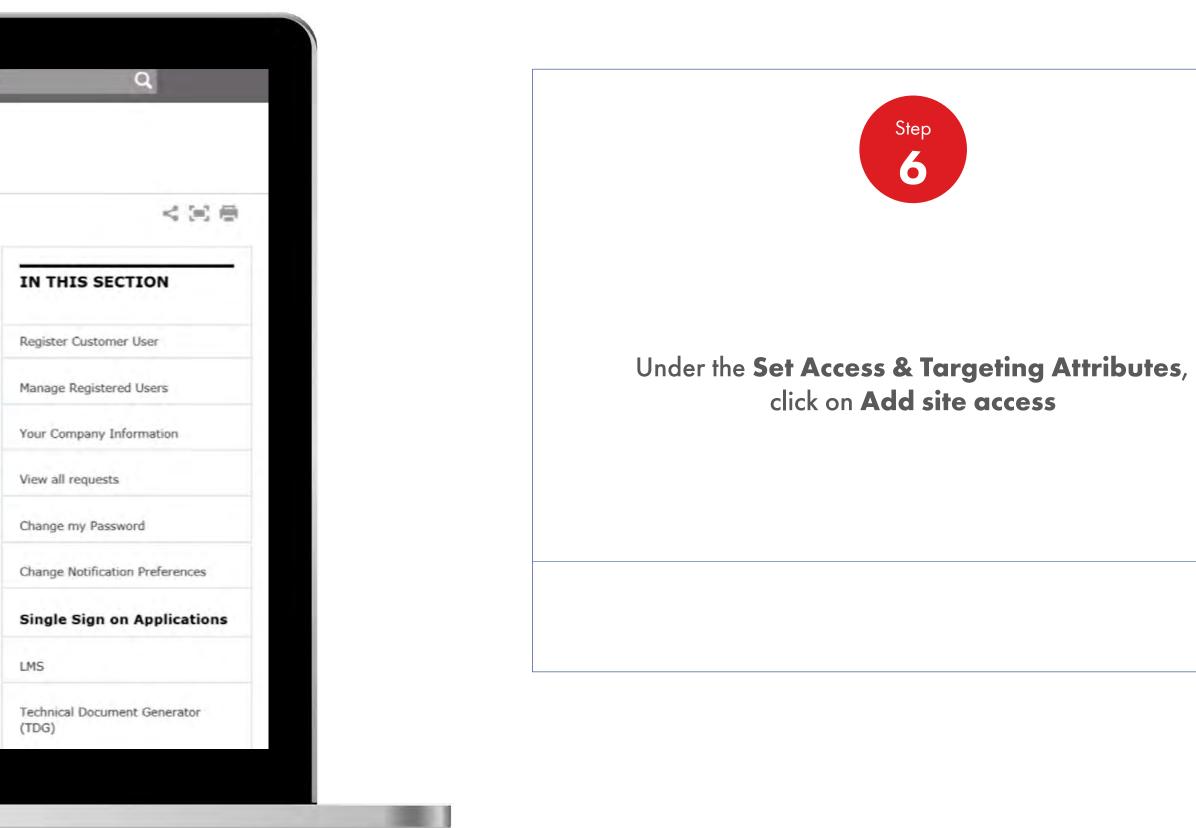




Customer Admin Users

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Search Customer User		
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Accounts & Associated Delivery Location		
Set Access & Targeting Attributes		
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Customer Admin		





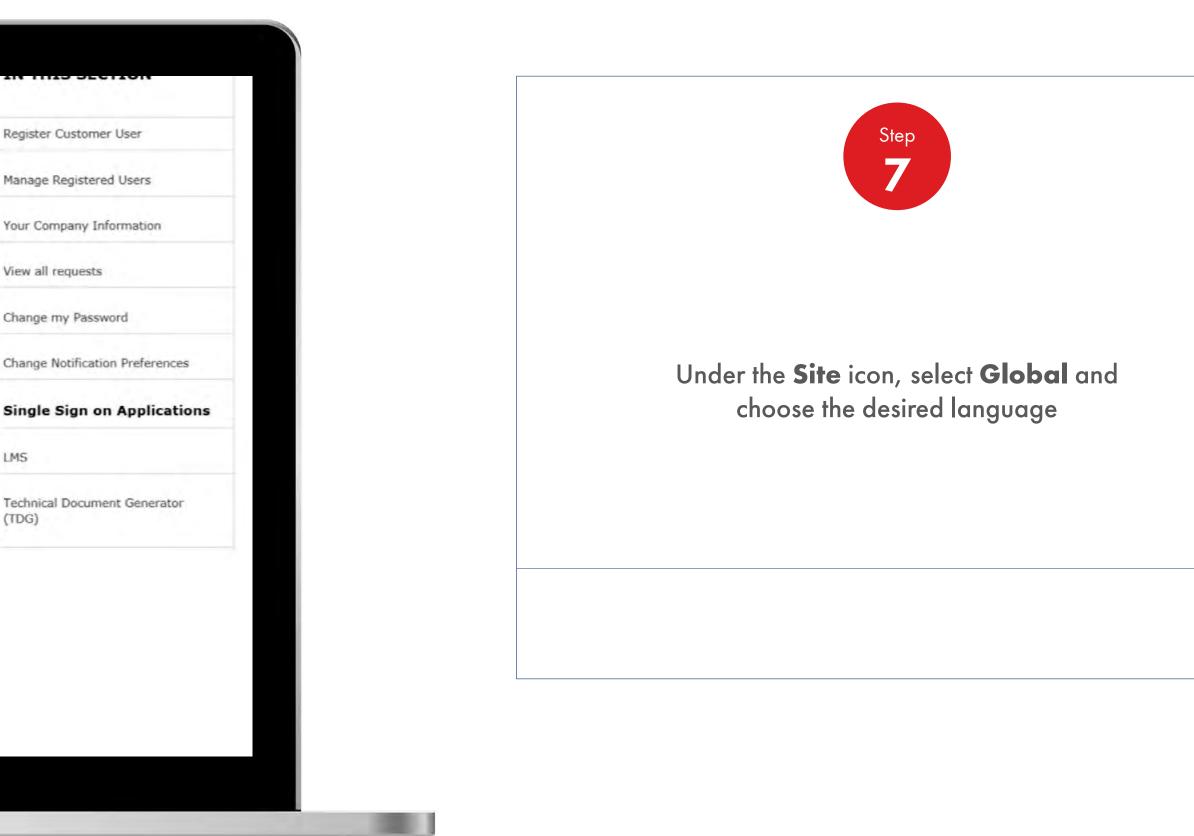






Customer Admin Users

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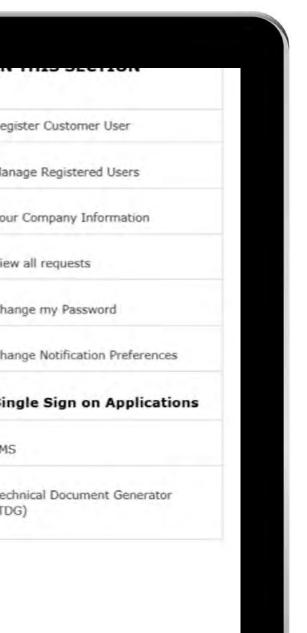




Customer Admin Users

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Language Experience*
English V Distributor V

# Shell MarketHub





Select the necessary experience relevant to your user from the drop-down menu and then tick the **'Make this the** user's default experience' of your customer user



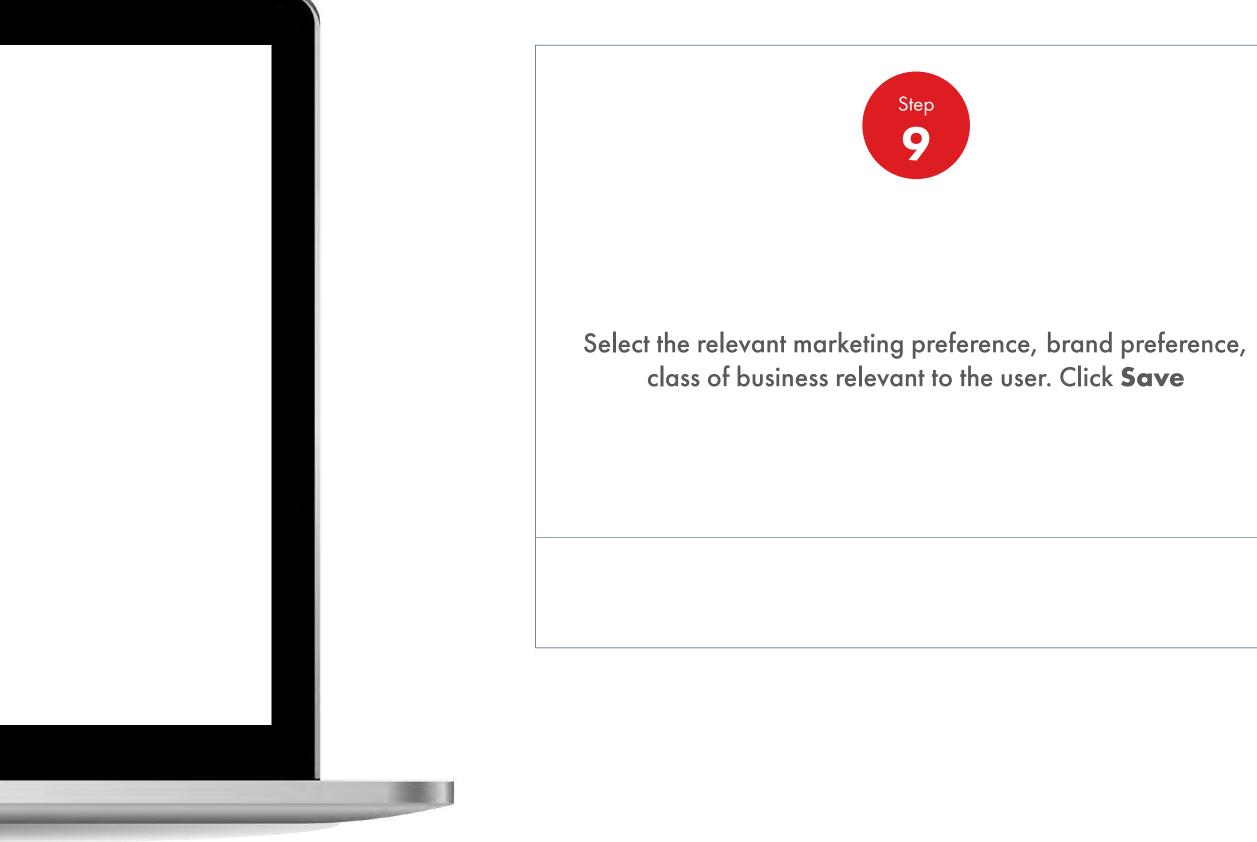




Customer Admin Users

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Marketing Preference *	Brand Preference *
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Region Preference	Class of Business *
	Lubies
Business preference	
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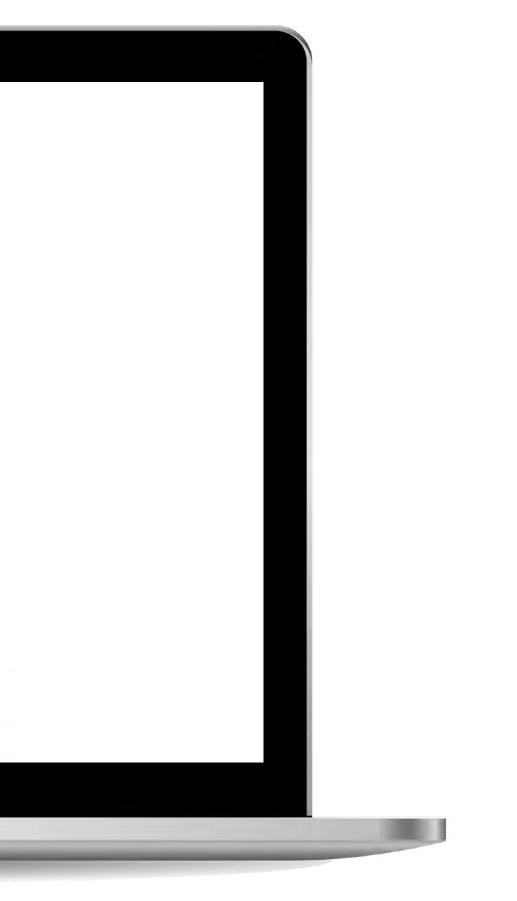


#### **Getting Started**

Customer Admin Users

<ul> <li>Monthly Statement</li> <li>Settlement Advice</li> <li>Rolling Statement</li> <li>Account Summary</li> <li>Reporting</li> <li>Card Report</li> <li>PMTDR</li> <li>PMTDR</li> <li>Sales Value</li> <li>Sales Volume</li> <li>Product Types</li> <li>Lubes And Car Care</li> </ul>
<ul> <li>Rolling Statement</li> <li>Account Summary</li> <li>Reporting</li> <li>Card Report</li> <li>PMTDR</li> <li>PMTDR Ranking</li> <li>Sales Value</li> <li>Sales Volume</li> <li>Product Types</li> </ul>
<ul> <li>Account Summary</li> <li>Reporting</li> <li>Card Report</li> <li>PMTDR</li> <li>PMTDR Ranking</li> <li>Sales Value</li> <li>Sales Volume</li> <li>Product Types</li> </ul>
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Sales Volume Product Types
Product Types
Lubes And Car Care
42
Providence New York
Previous Next
Administrative Attributes
User Details

# Shell MarketHub





Select the customer user under the user. Tick enable to transact to e-commerce functionality and click **Next**. Customise the admin of your customer admin. Ensure that the product type is ticked as the registration will not proceed. Click **Next** 



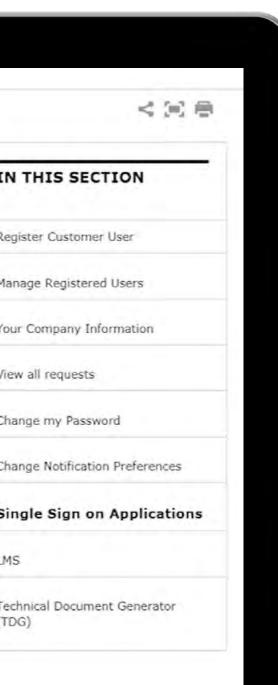




Customer Admin Users

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# Shell MarketHub





Select the necessary administration roles and click Next. You will now see a user summary based on all the information which you have keyed in during the creation of the account. Note a Username will be automatically generated but you can customise it and ensure that there are no spaces in the username.





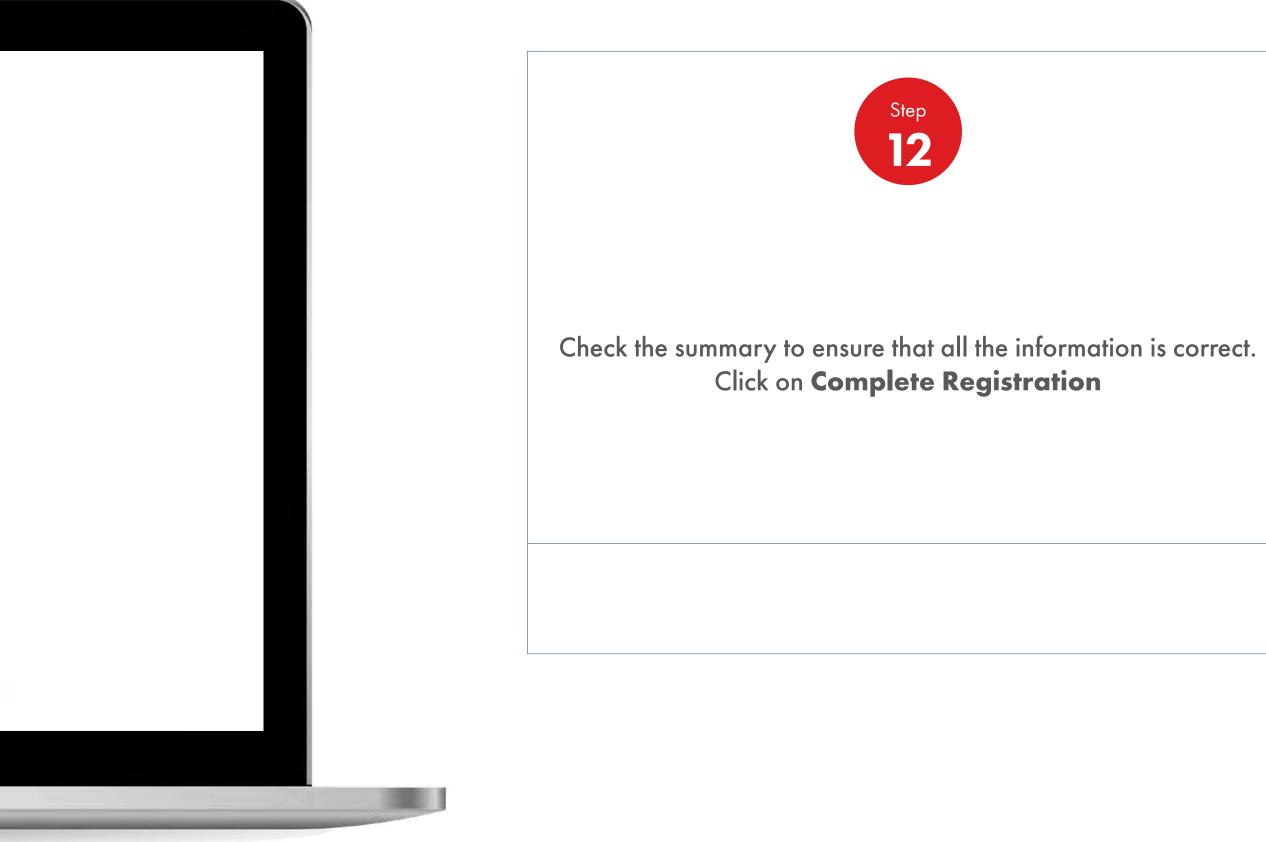


#### **Getting Started**

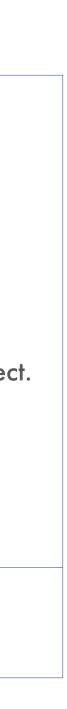
Customer Admin Users

Create and View Orders       Create Order, View Order, Search Order         Pricing & Credit       Templates         Templates       Reminders         VMI Privileges       VMI Privileges         Enancials and Doc Copies       PMTDR Ranking, Sales Value, Sales Volume         Product Types       Lubes And Car Care         Mon Transactional Roles       External Customer Admin, Create and modify External Normal User	CS&A Roles		
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# Shell MarketHub



If you have further questions or require additional assistance, please contact your customer service centre.

You can also contact customer support via the login page.





#### .9 **Getting Started** Disclaimer

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# 2 Order Management

Making it quicker and simpler for you to place, view, amend, repeat and cancel your orders.





#### **Order Management** 2. Order Management Workspace At A Glance and Glossary of Terms

In this section, we will take a high-level glance at many of the core functionalities.

Account – Displays the Customer Account

**Business Category** – Displays the purchasing business category

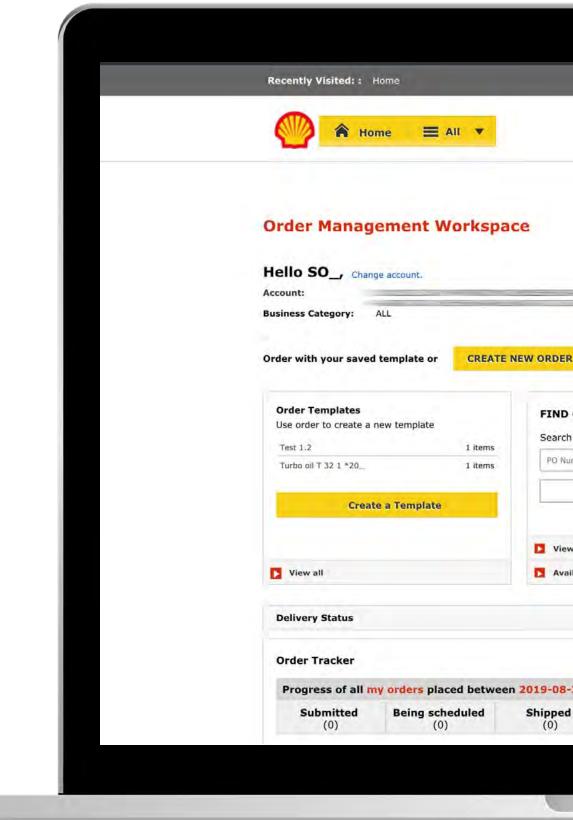
NOTE: You may choose to change the Business Category should you wish to place an order for a different category

Saved Orders – Pick-up and complete an order which has been saved in draft format – either automatically because the system timed out or because you made a deliberate decision to save the order for later

**Reorder Reminders** – Place an order from or view reorder reminders in detail

**Product List** – More flexible from your template. It's a system proposed list such as your frequently ordered products based on order history or user defined product list such as your full product portfolio

**Create New Order** – Displays the quick link to place an order



#### Shell **MarketHub**

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Order Tracker - Allows you to check order status within a three-week window and provides a graphical representation of the order progress. Each order is categorized within the following status:

**Submitted** – Shell has received your order

**Being Scheduled** – Delivery is being scheduled

Shipped – Order is in transit

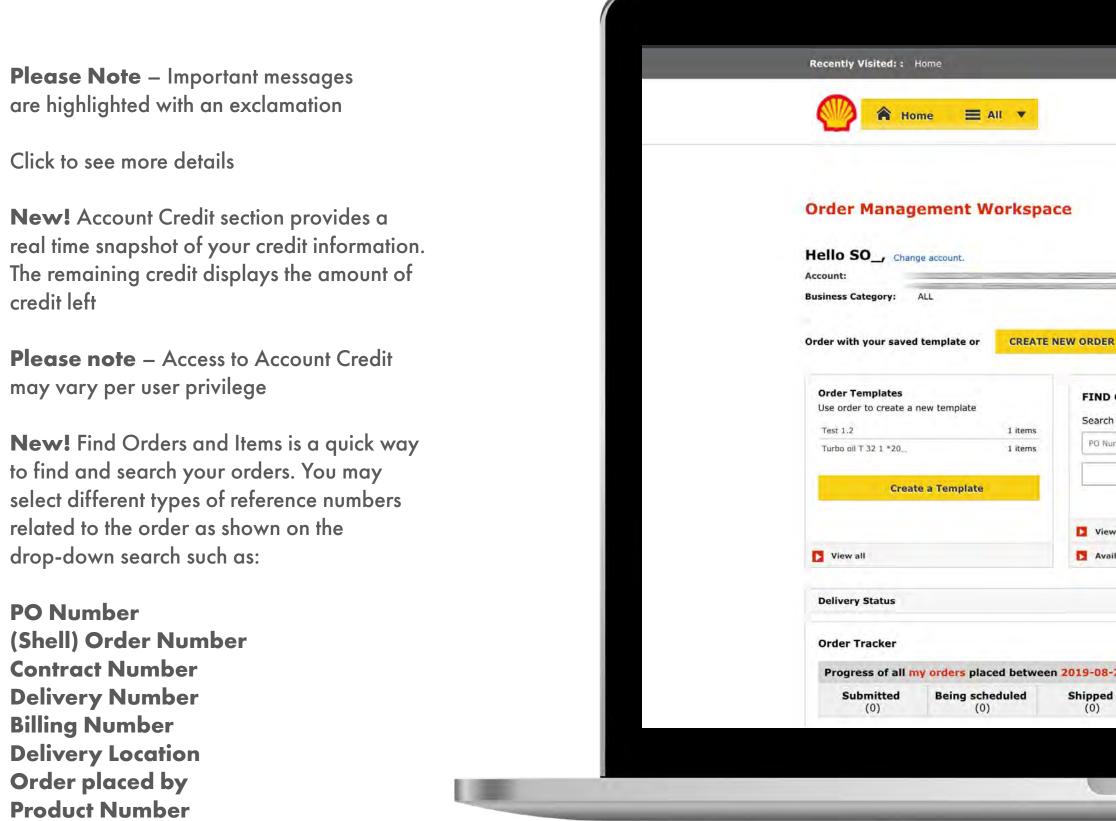
**Delivered** – Order confirmed as delivered

**Billed** – Invoice has been generated

**Delivery Status** – Helps you track the status and date of your delivery

To see orders beyond the three week window, click on View All Orders.





#### Shell **MarketHub**

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Select View All Orders to view orders by date range which defaults past 120 days or locate an item within your order

Availability Checker – View product availability

Shell Lube Match – Your online lubricant recommendation tool that makes it easier for you to find what lubricants are suitable for your vehicles and equipment as well as helping Shell Lubricants distributors to find the right lubricant instantly for almost any application

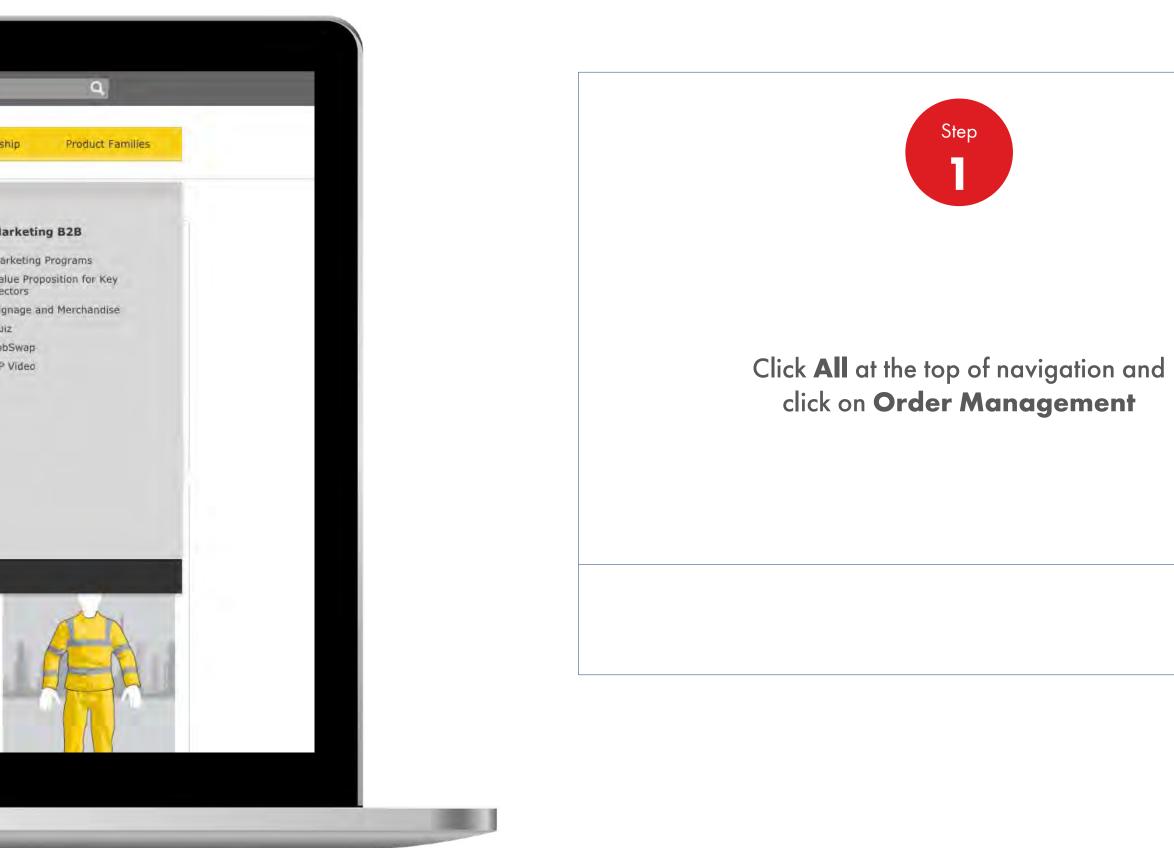
Browse Product Catalogue – Access, download and print MSDS and TDS online via the Product Catalogue website

Account summary also available from the account credit tab.



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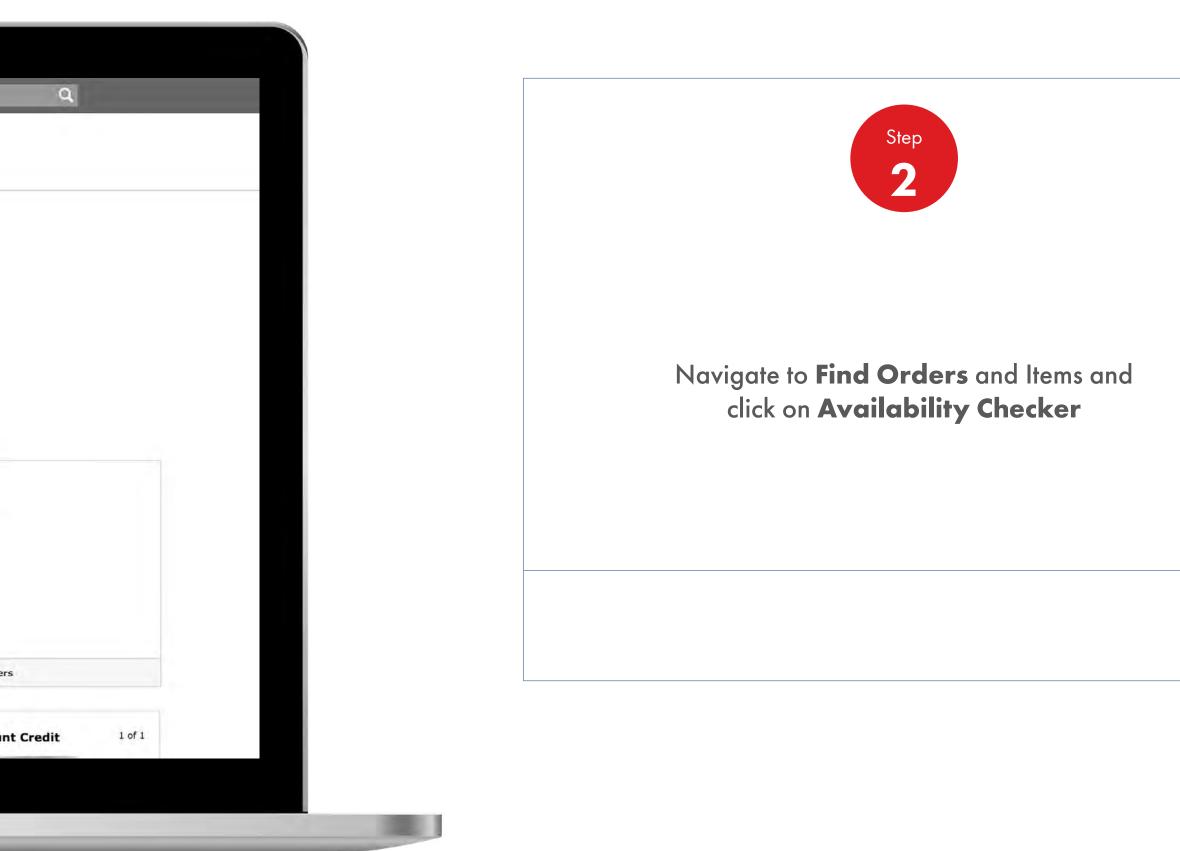






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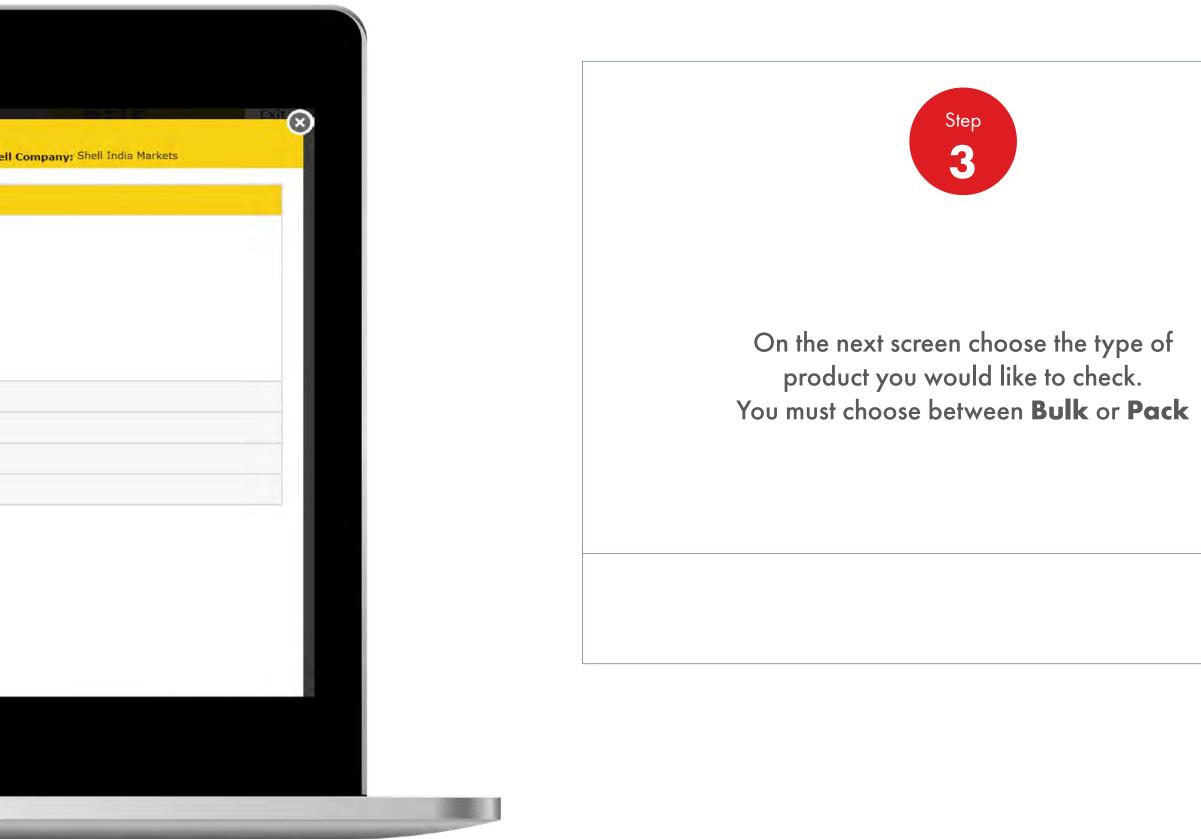






Bulk       Pack         2. Select which location you are checking products for         3. Enter Product code         4. See delivery time for selected products         5. Start an order containing this item	<ol> <li>Select which location you are checking products for</li> <li>Enter Product code</li> <li>See delivery time for selected products</li> </ol>
5. Start an order containing this item	5. Start an order containing this item



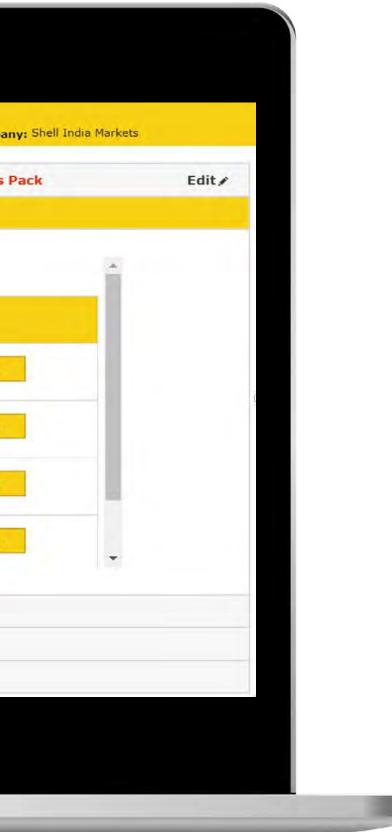


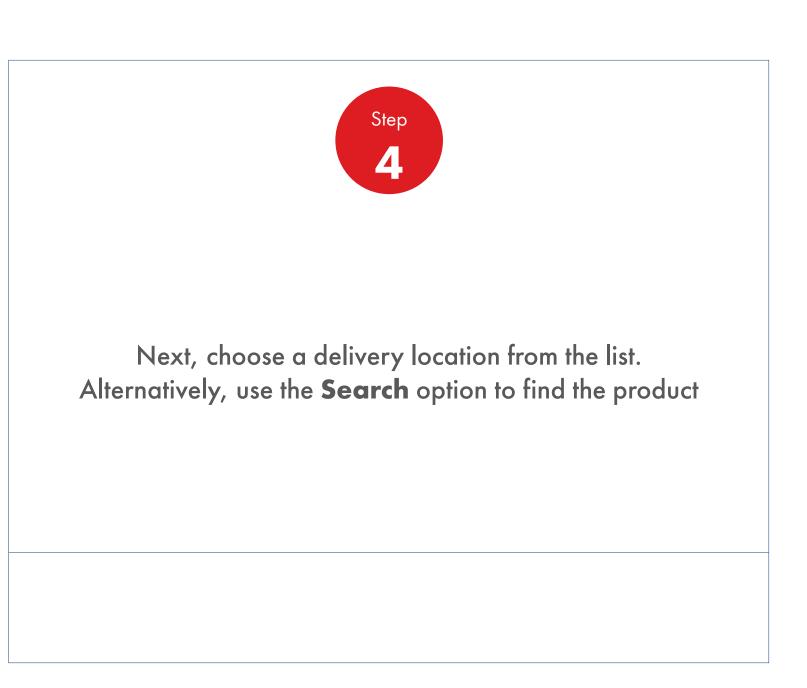




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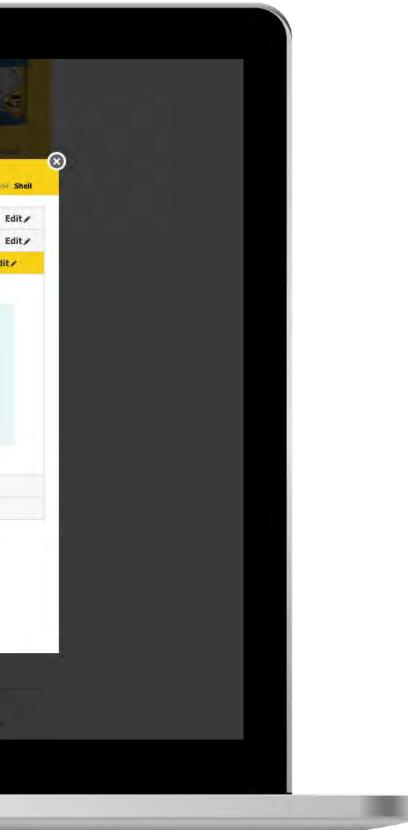


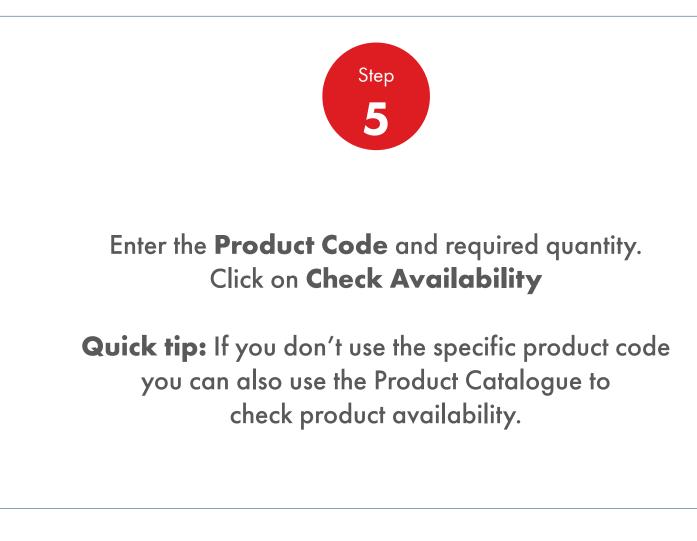




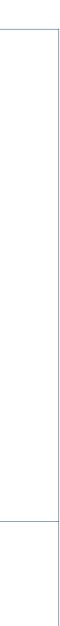


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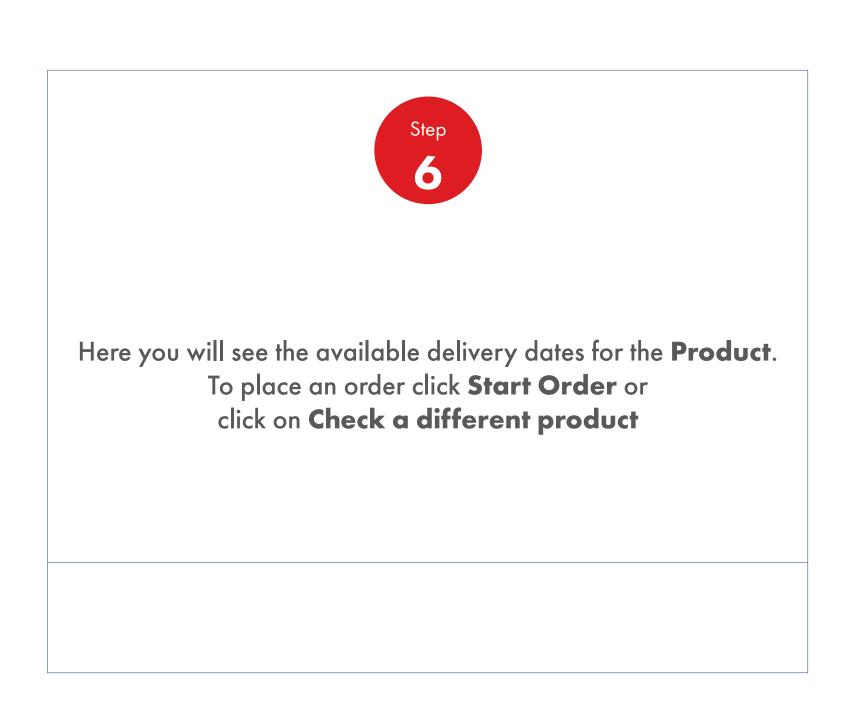






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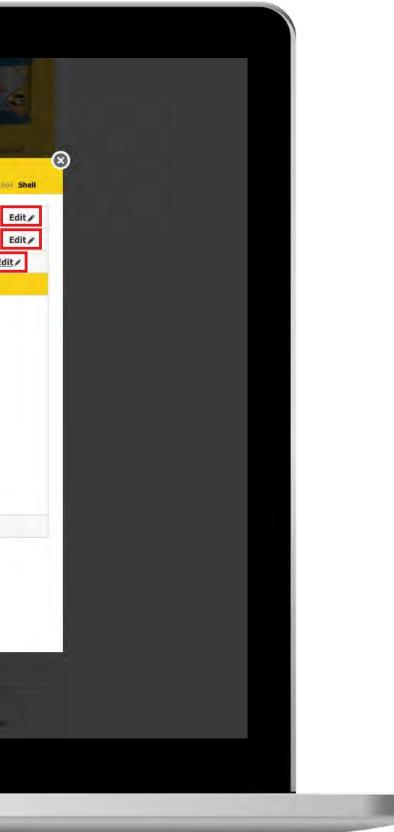


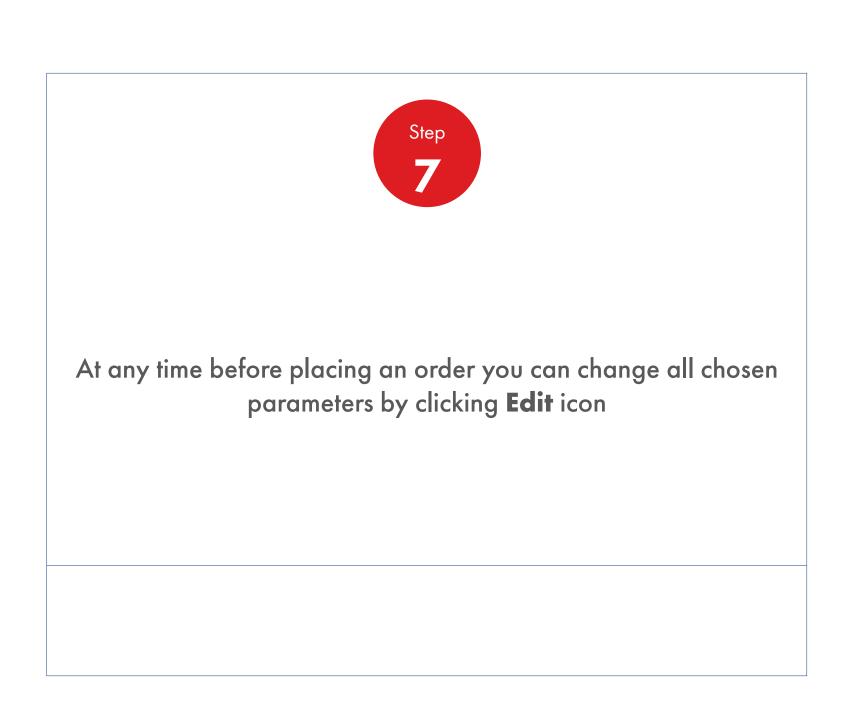




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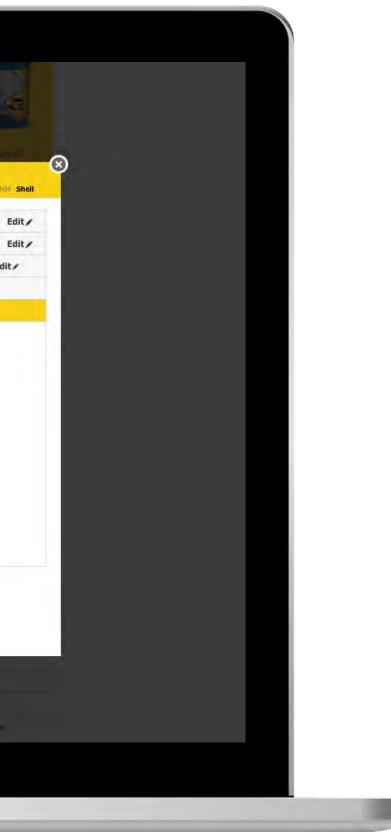


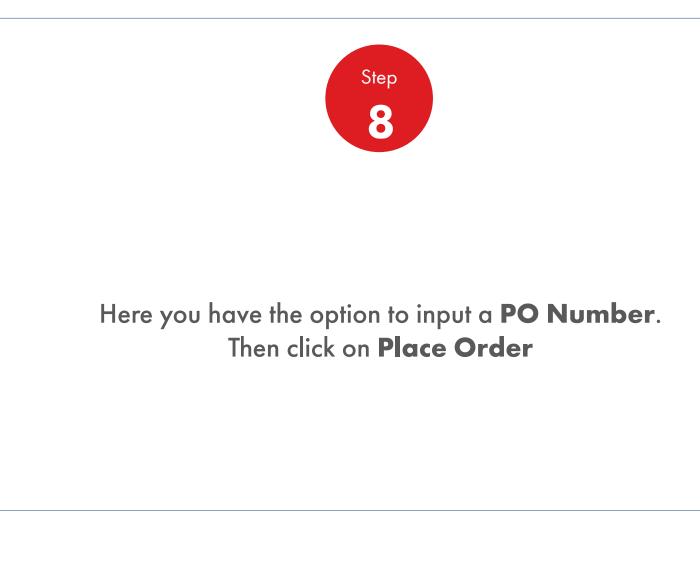




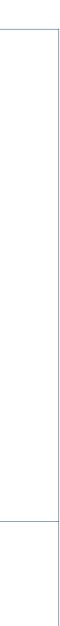
	Ege
Product availability checker Account: 12018/82: KOMATSU INDIA PRIVATE LIMITED, SRIPERUMBUDUR TALUK, PLOT NO. A-1: SIPCOT INDUSTRIAL PARK, GROWTH-CENTRE, OR AC Company: Shell India Markets	JADAM KANCHIPURAM: 22/6316
1. Select what type of products you would like to check price and delivery times for: Global Lubricants Lubricants Bulk	
2. Select which location you are checking products for:	
3. Enter Product code:460000002 4. See delivery time for selected products	Ec
5. Start an order containing this item	
Place Order	
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### 2.2

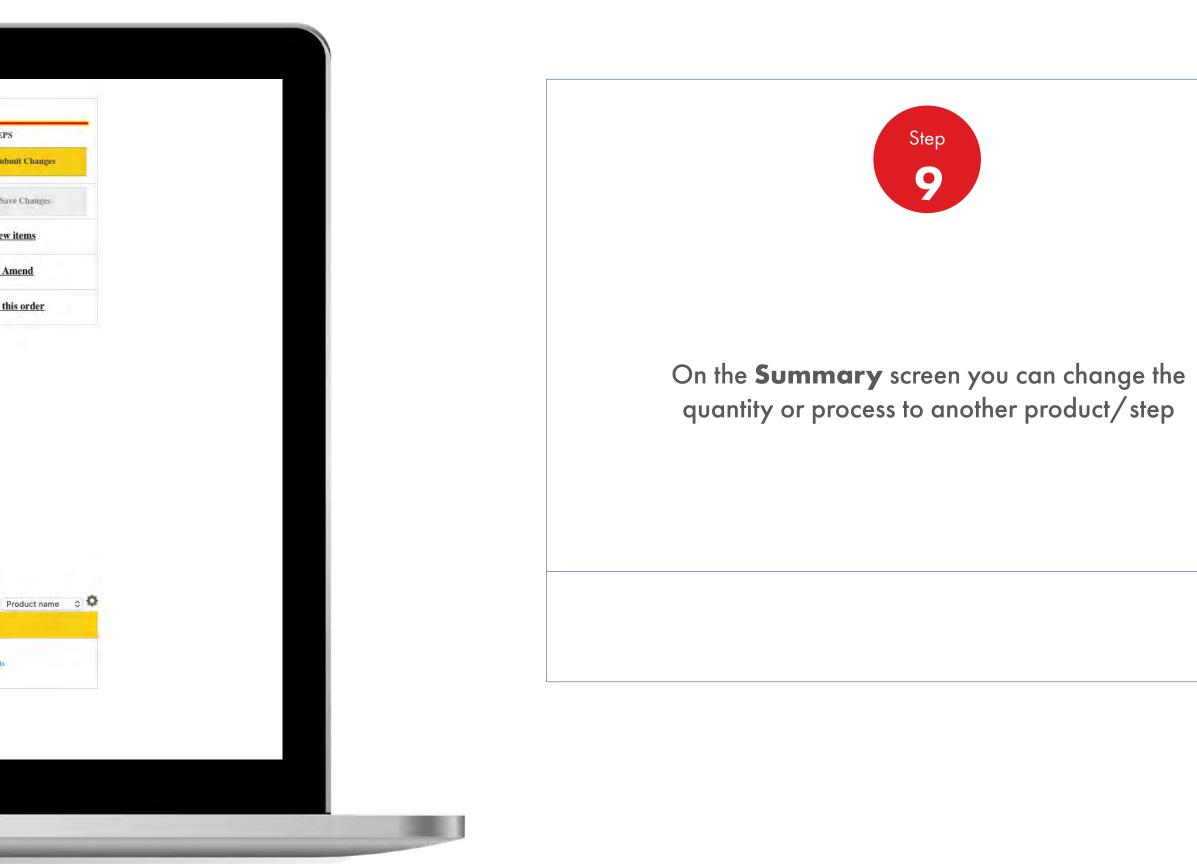
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#### **Order Management**

Check The Availability Of Product Before Ordering

). Excludes taxes, surcharges and in Submit Changes	ecludes Excise Duties	Save Changes	+ Add new items	Cancel Amend X	Cancel this order	
✓ 550031162 Turbo J 32_1*209L_A1W8		40 EA 8,360.000 L15 7,640.000 KG	1,342,616.00 INR Unit price: 160.60 INR	To be confirmed		DataSheets
Item	2	Quantity	Price <sup>5</sup>	Delivery On	Delivery Details	
This order contains 1 items Expand All   Collapse All	Select All   Unsel	ect All				Arrange by Pr
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1. Includes Surcharge, Excise Dutie 2. Includes taxes	s and/or Environmenta	d Fees (where applicable)				
Ennuil Address:	cdit					
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Pack Sales divoron: Lubricants			18	1112 241,670.88 INR		× Cancel thi
Broduct type: Global Lubricants Lubricants		Driver instructions:		Net prices 1,342,616.00 INR <sup>1</sup>		× Cancel An
	edit		11	Foral Net Volume: 8,360.000 L15		+ Add new i
Delivery Lociation:		Sold-to Delivery		Total Net Weight: 7,640.000 KG		Sav
Shell Order Number;		Delivery Method:Road Delivery Window- edit		Total Gross Weight: 9,080.000 KG		Subn
Sold-to account.		Delivery Groop :	To be confirmed	This order contains:		NEXT STEPS







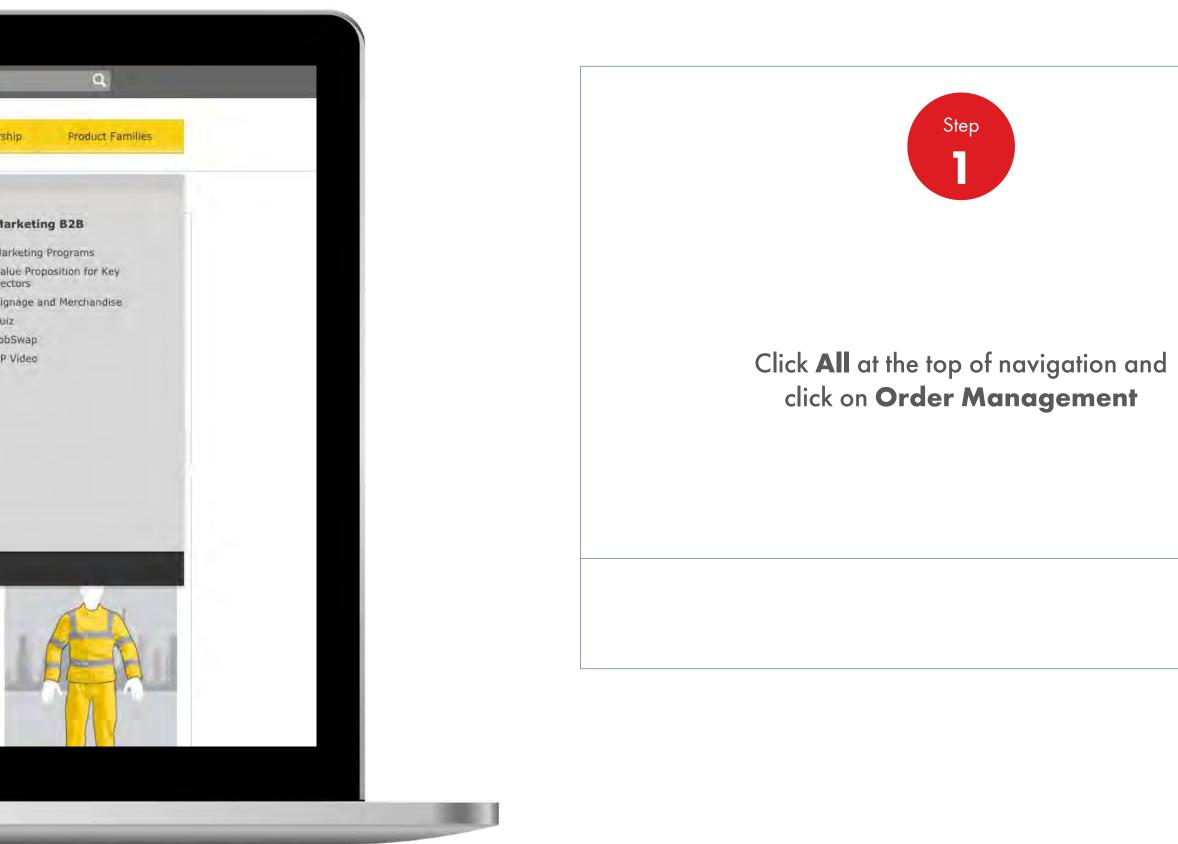


#### **Order Management** 2.3 i

How To Place An Order - For users in India, Turkey, Indonesia, Benefrux, Spain and UK

		& ? Search		
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Ecommerce Order Management Document Copies Financials VMI Stock & Deliveries VMI Stock & Deliveries VMI Site Events PMTDR Report Value/Volume Report	Products and Sectors Product Families Industry Sectors OEM Activities Synthetic OEM Approvals	Technology and Innovation Technical Services Synthetic Training Materiai DVRs Technology Leadership	<b>Training</b> Training HR Guidelines Distributor Academy	Marketing Prop Marketing Prop Value Proposit Sectors Signage and M quiz JobSwap VP Video
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T Hitachi	Module 2 (CVP)     Module 3 (Lubricant Formulation)     Module 4 (Basics of Automobiles)			









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### Shell MarketHub





Select your Account number and Business Category

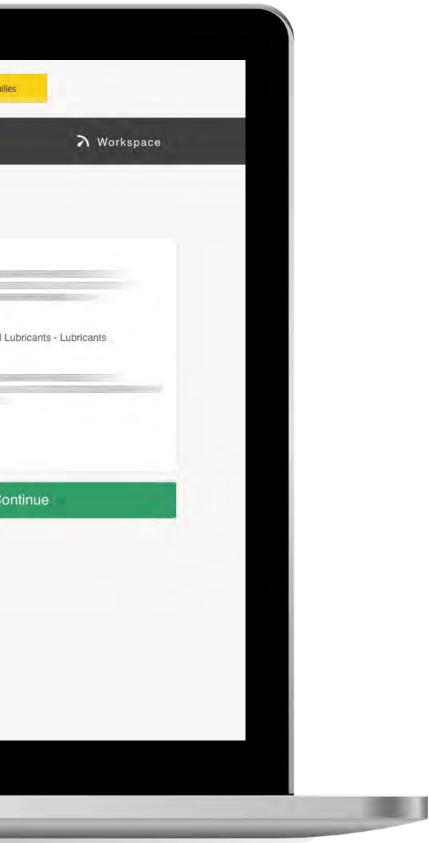
Quick tip: Customer with multiple users and that use more than one business category will have more than one account number. This can be accessed via account drop down.

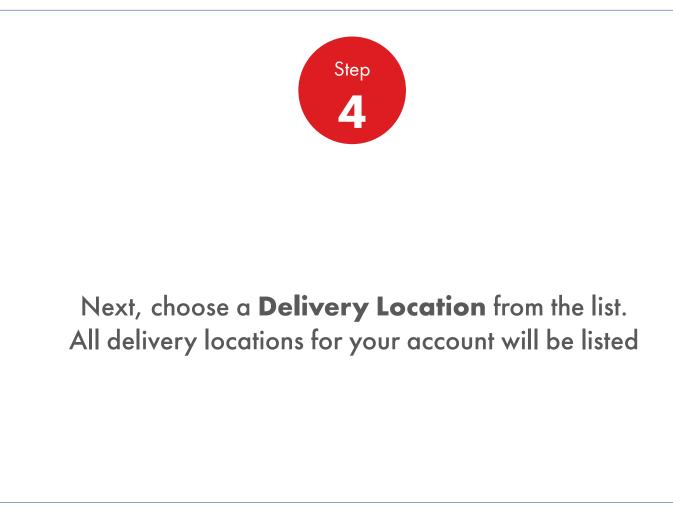




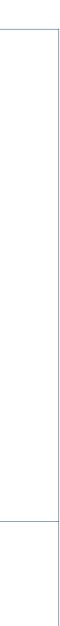
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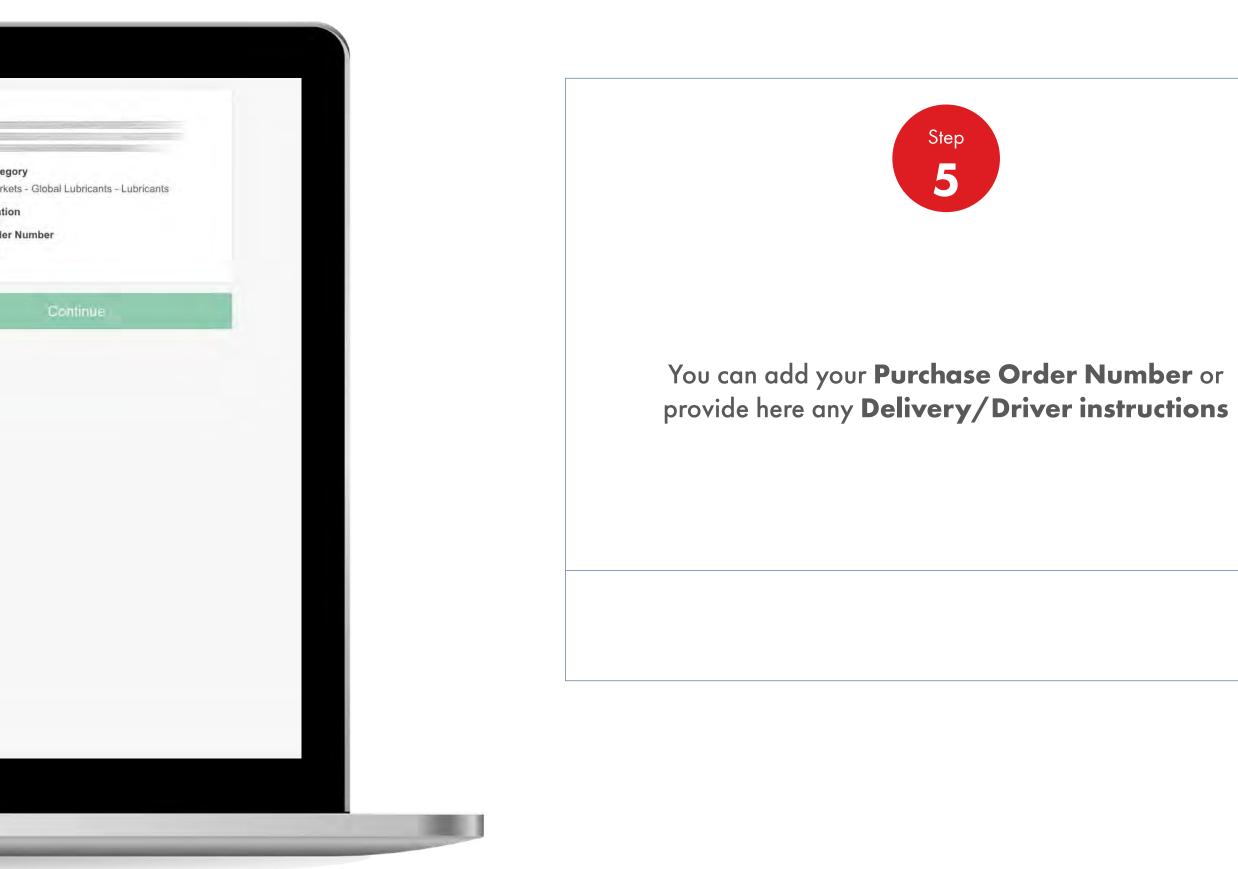






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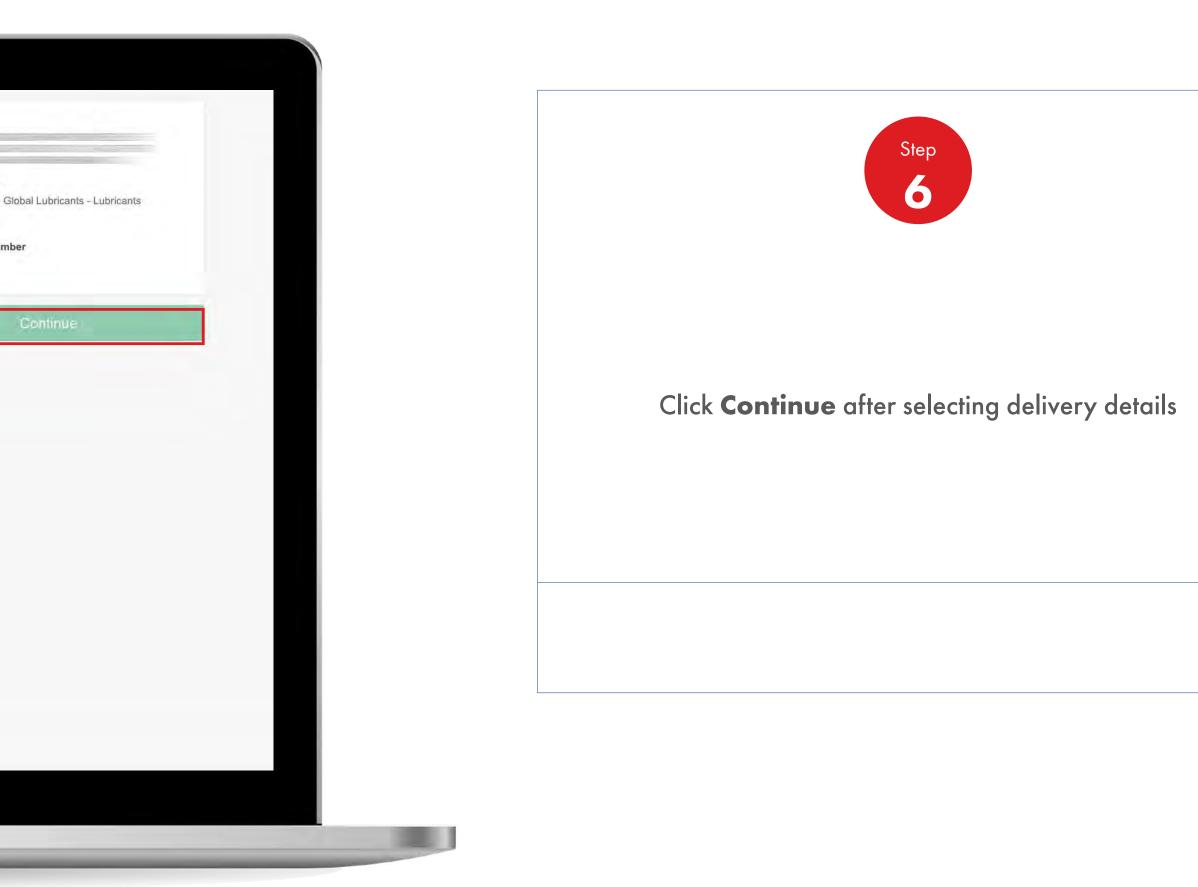






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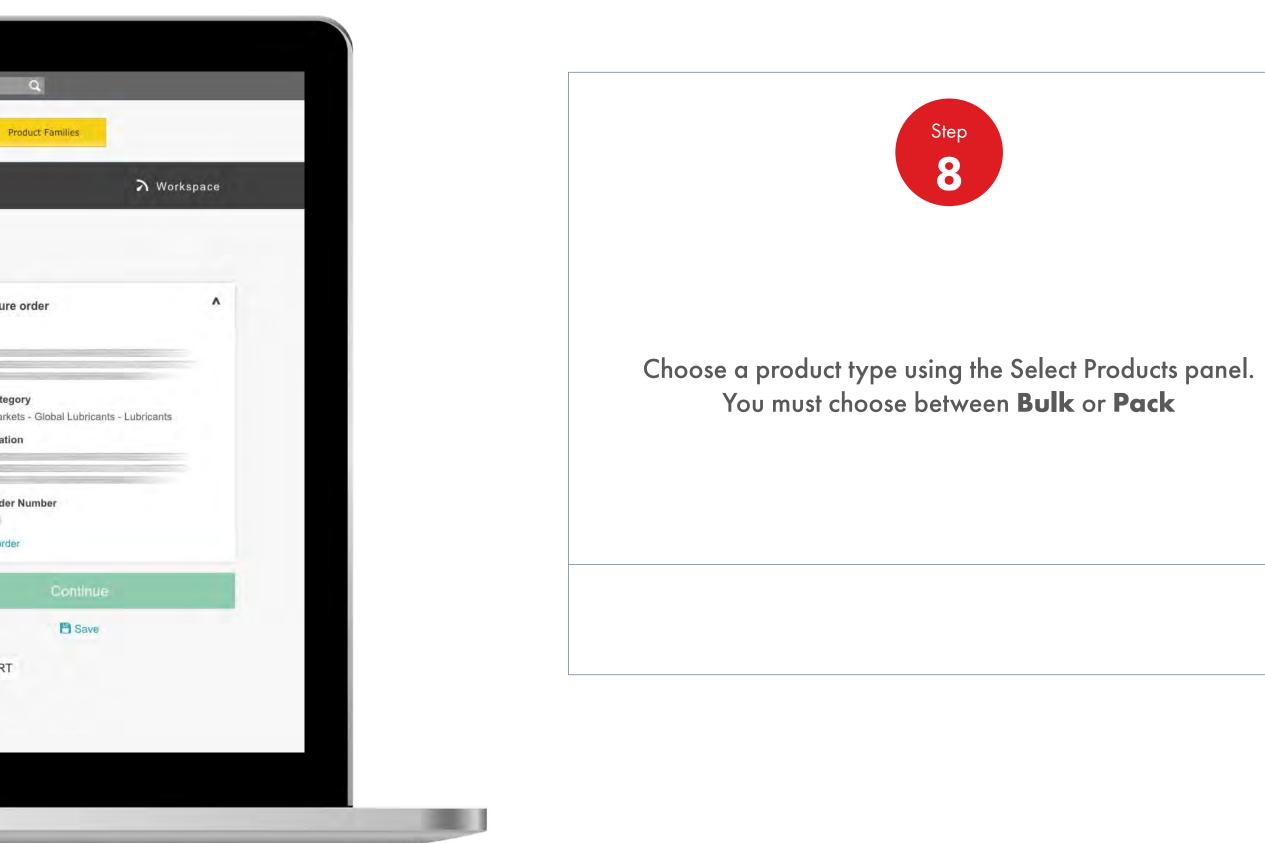






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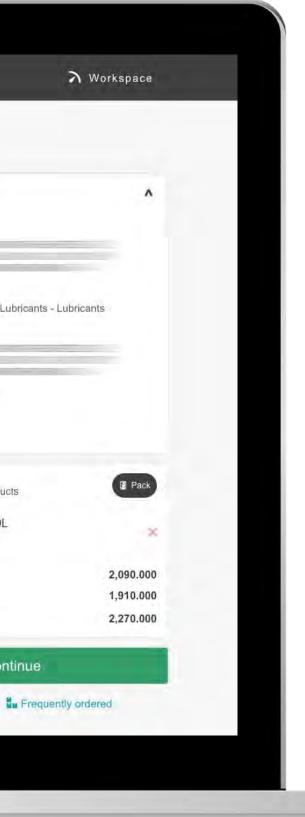






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### Shell MarketHub





You can set up products and search for a product here. Click on **Order by product code** or on **Upload an order form**. You can use **View Catalogue** option.

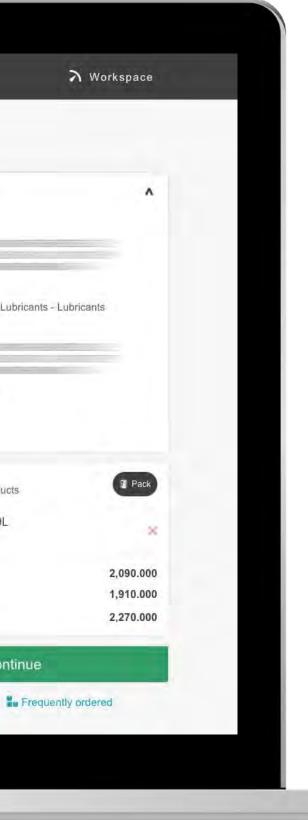
Quick Tip: You can also access products from 'frequently ordered' located directly beneath the continue button.





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Using **Order by product code** put product code and quantity. You can add more products if needed. Click Add to Order.

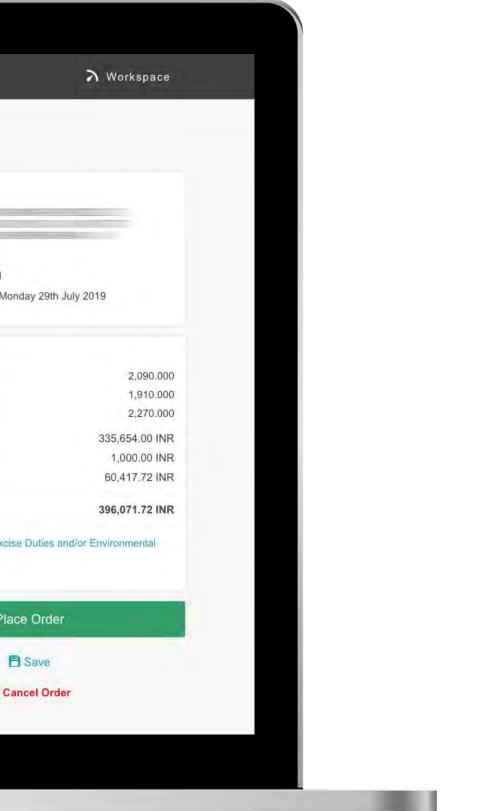
You can review order by clicking on **Continue** 





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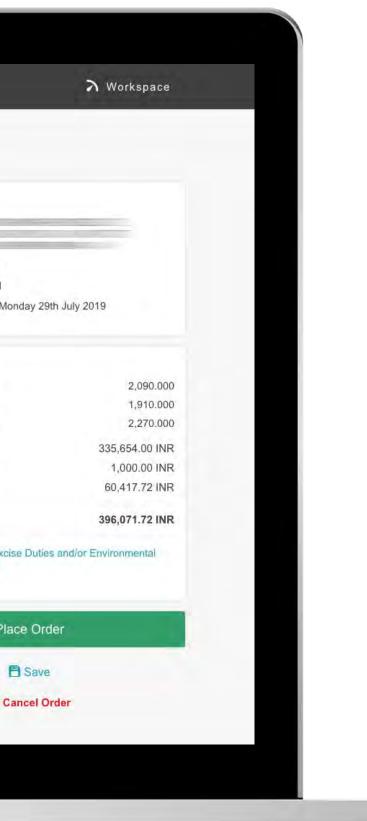
At this point you can add more products or submit order by clicking on **Place Order** 





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You can click **Place Order** or **Save** and return to the order at anytime. **Cancel Order** will remove it.

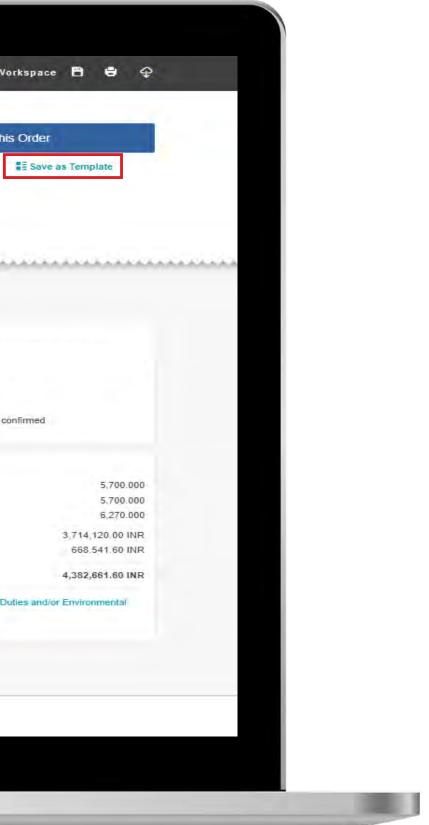
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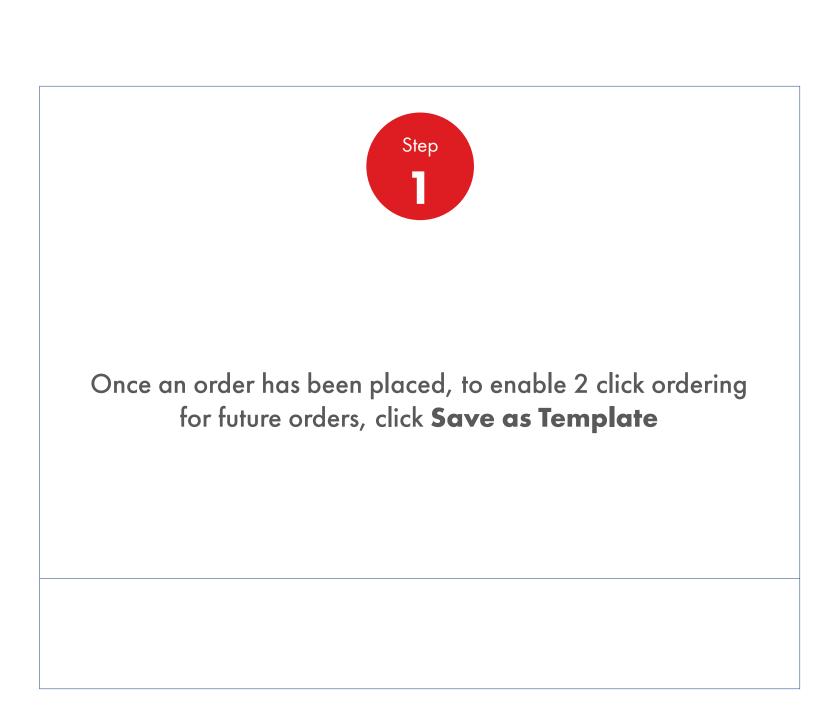




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Your order has been placed, you'll receive notification	ons about your order via your preferred communication method.	
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Orderer		Total net volum
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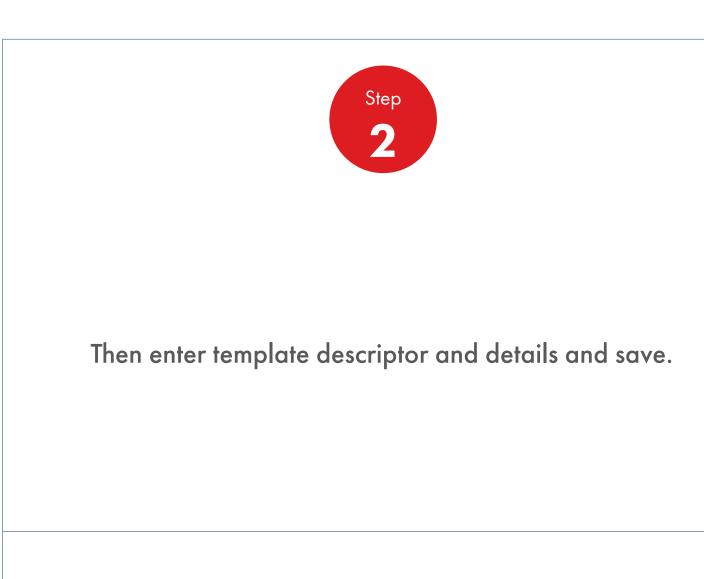




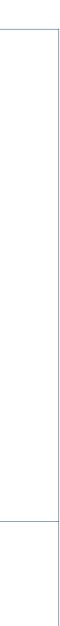
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	Template Example		
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Order Configuration	550021210 1 x 190 Kilogramme - Ir	nitial Fill Greases 5,700.000 L15	30 Ea Unit 651.6
Account			Total 3,714,120.0
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nenard lovir endrigenelli cami		Price <sup>1</sup>
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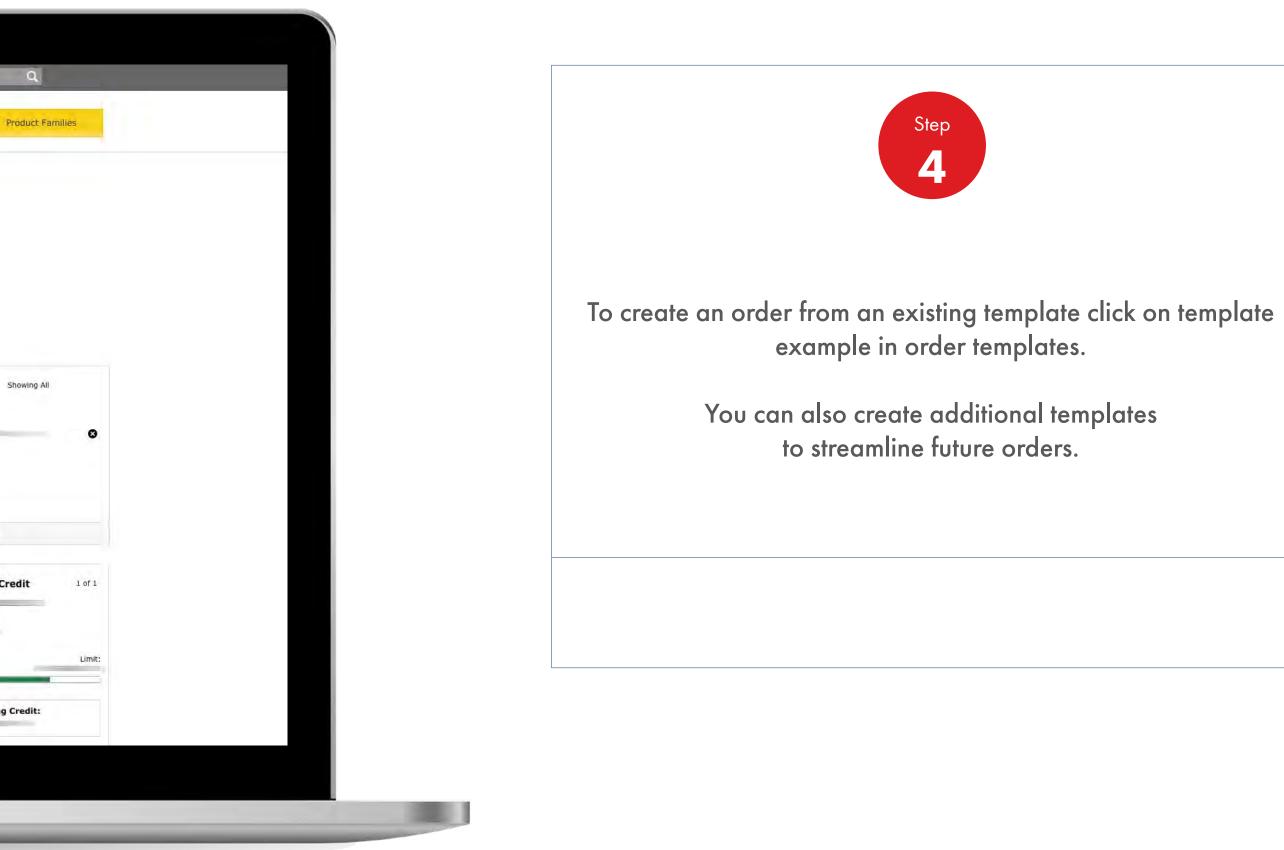
Use the template summary, you also have the option to save as another template.





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### Shell MarketHub

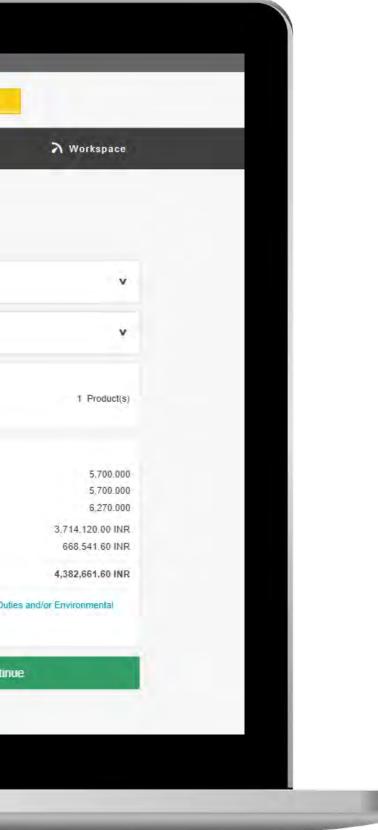






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Price ag	ainst each product excludes taxes, surcharges and inclu	des excise duties.		2. Includes taxes
55002	(1 x 190 Kilogramme) 5,700.000 KG	Initial Fill Greases 5.700.000 L15 Unit Tota	t	Conti

### Shell MarketHub





This will then bring you to a page where sold-to and ship-to product and quantity are already populated.

Click **Continue** to place order.





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	Ecommerce	Products & Sectors	Sales & Marketing	Training & Coaching	Operation
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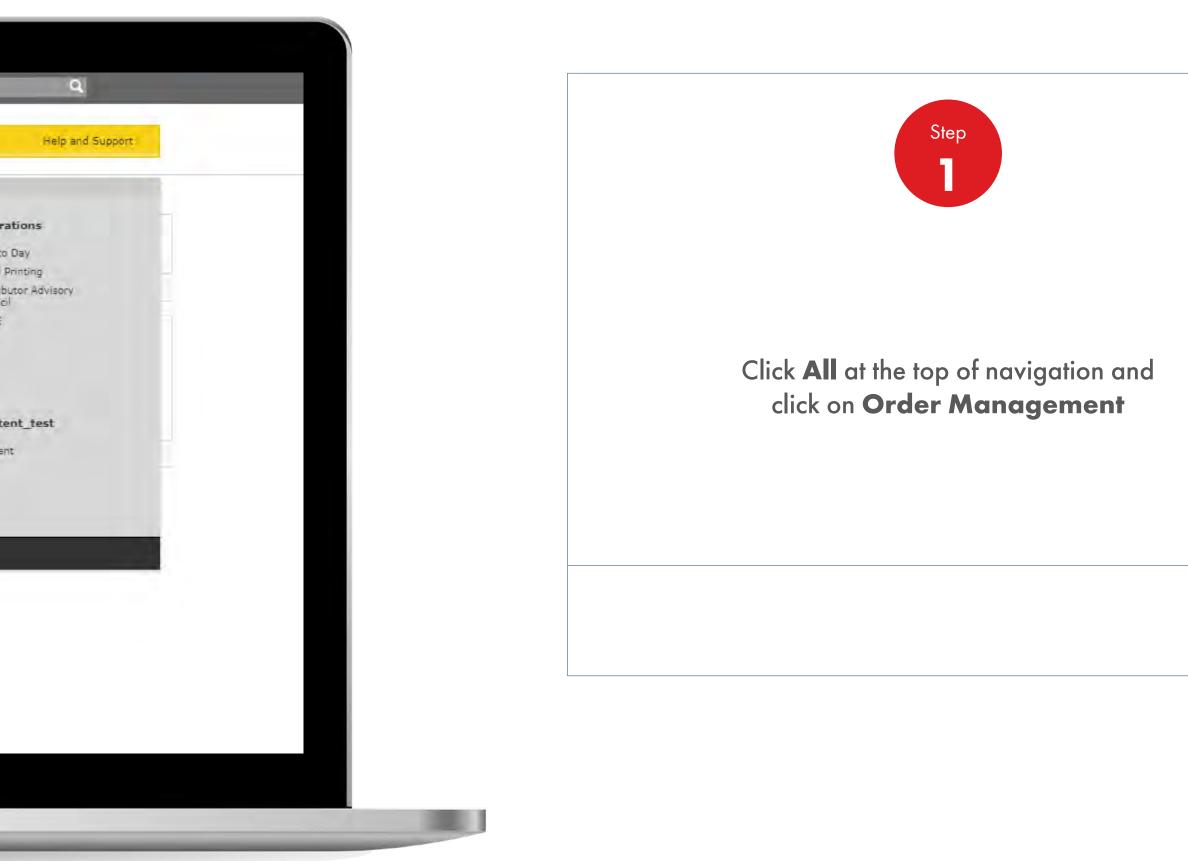
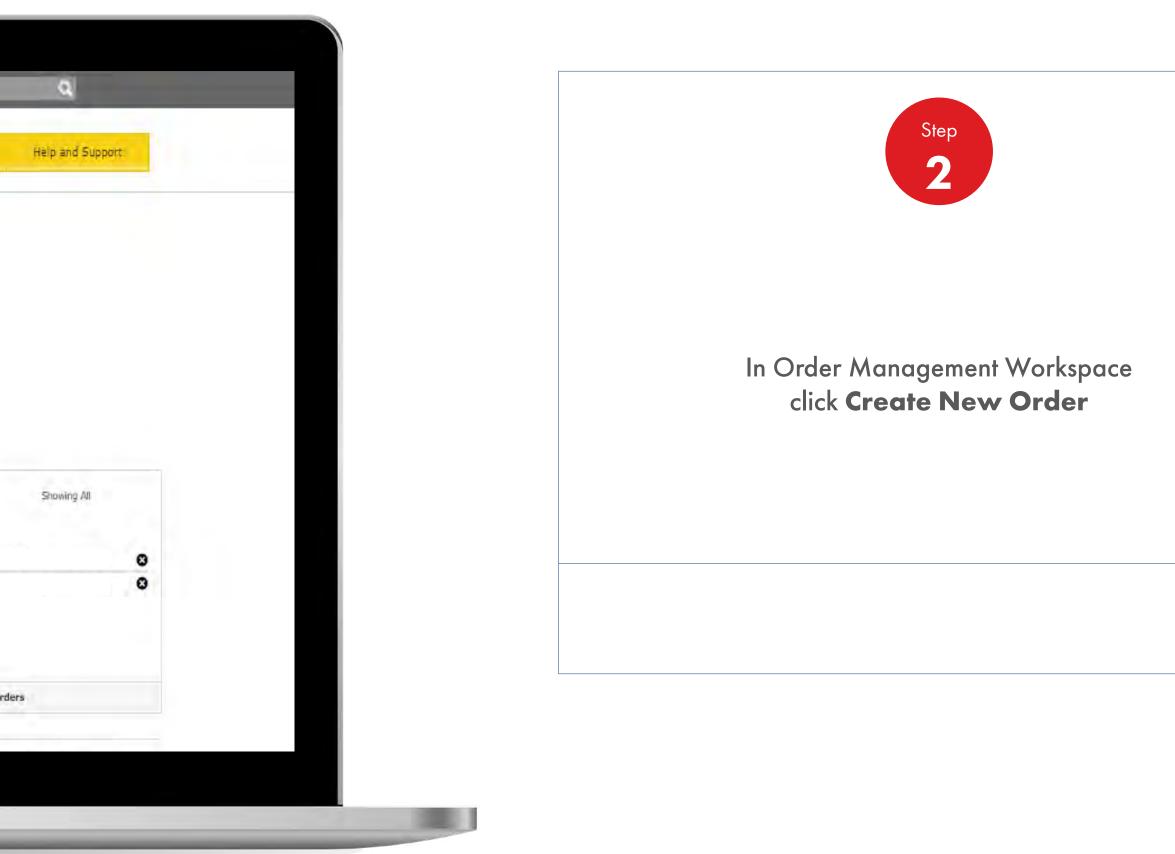






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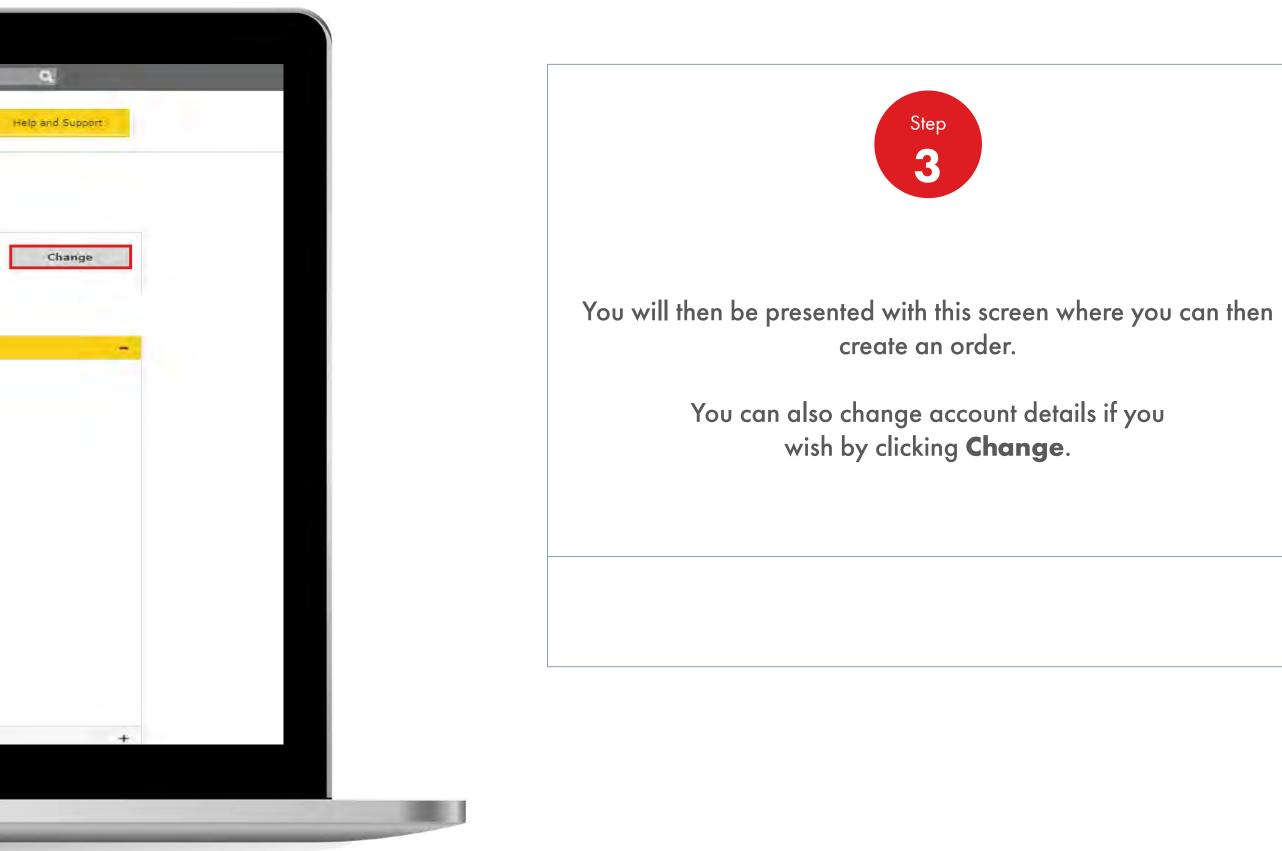






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### Shell MarketHub







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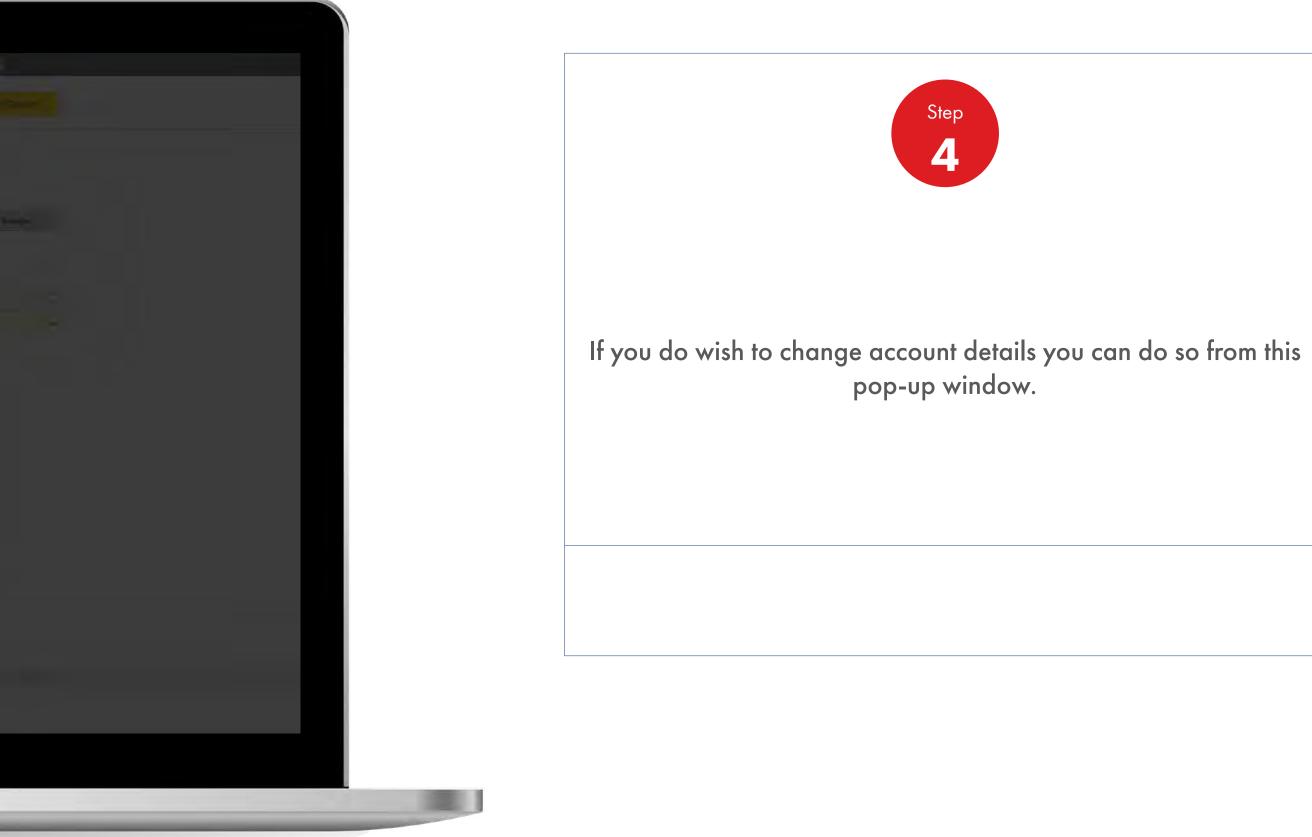
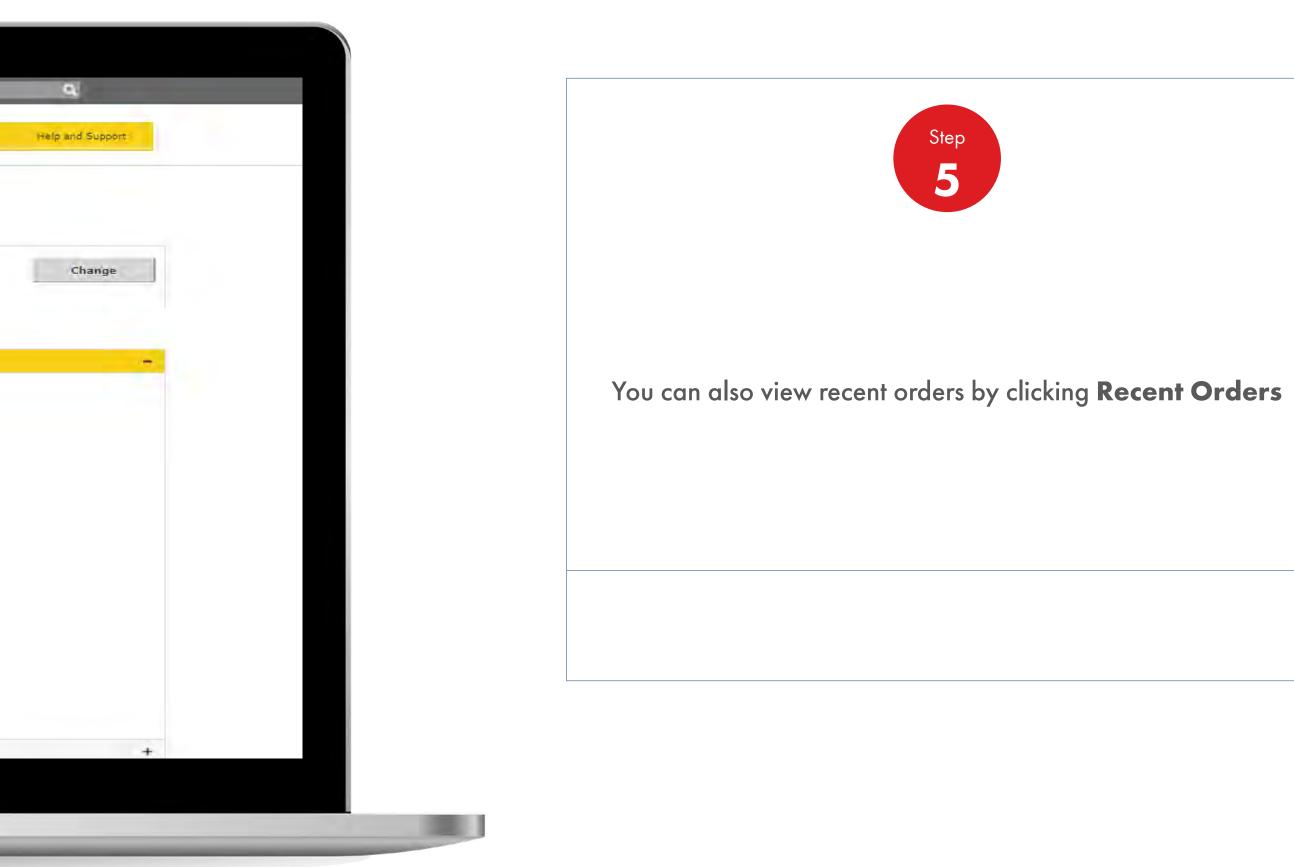






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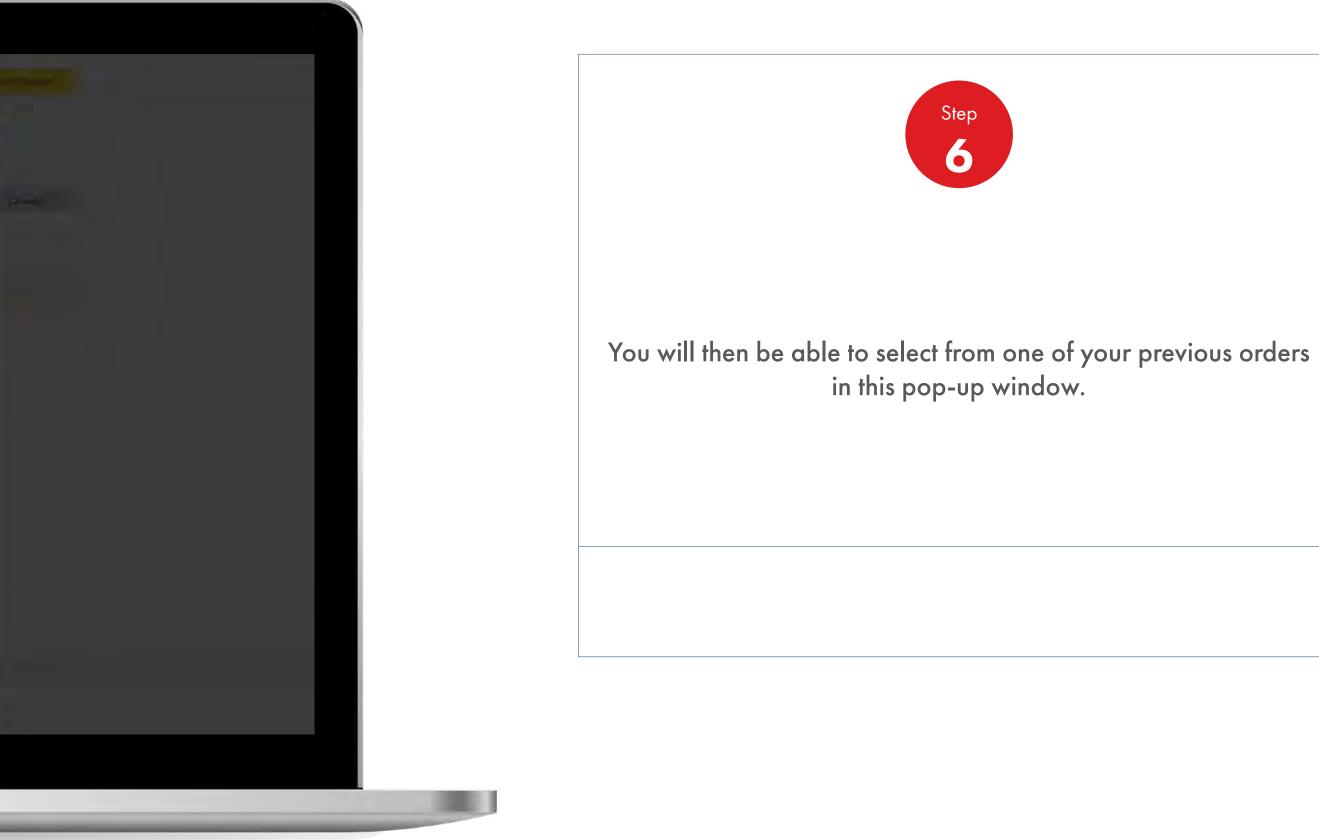






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	Order No. *	PO No.	Order Placed Date	Total amount
	220793635		08/28/2019	956.10 USD
	220792485	订单专订单专	08/28/2019	11,023.42 USD
	220792409	17 <b>#</b> 917#9	08/28/2019	11,023.42 USD
	220789267		08/26/2019	6,491.60 USD
110-00	220789265	1	08/26/2019	7,117.24 USD
I shit water	220788688	SMH Test	08/22/2019	94,380.00 USD
	220783519	111	08/19/2019	0 USD
	220783504	1231312	08/19/2019	524.20 USD
	220783216		08/16/2019	58,836.90 USD
	220783215		08/16/2019	58,836.90 USD
	220783214		08/16/2019	55,644.20 USD
	220781980	1234	08/13/2019	500.00 USD
	220781800		08/13/2019	19.97 USD
	220779573		08/09/2019	19.97 USD
	220779572		08/09/2019	19.97 USD
	220779570		08/09/2019	19.97 USD
	220779568		08/09/2019	19.97 USD
	220779567		08/09/2019	19.97 USD
	220779550		08/09/2019	19.97 USD
	220779549		08/09/2019	19.97 USD
	220779548		08/09/2019	19.97 USD
	220779547		08/09/2019	19.97 USD
	220775678		08/05/2019	50,171.00 USD
	220765481		08/01/2019	5,973.20 USD
	220765429		08/01/2019	5,973.20 USD



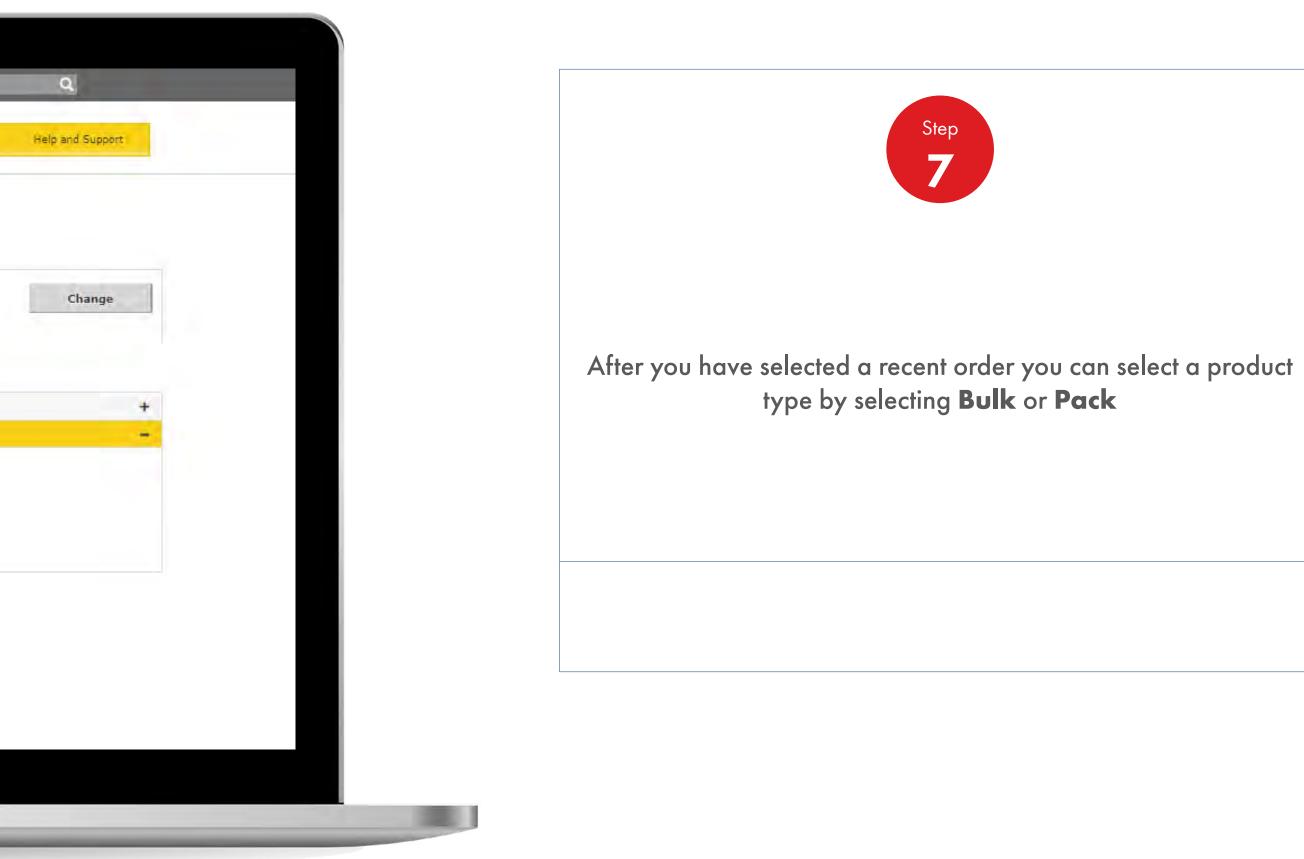






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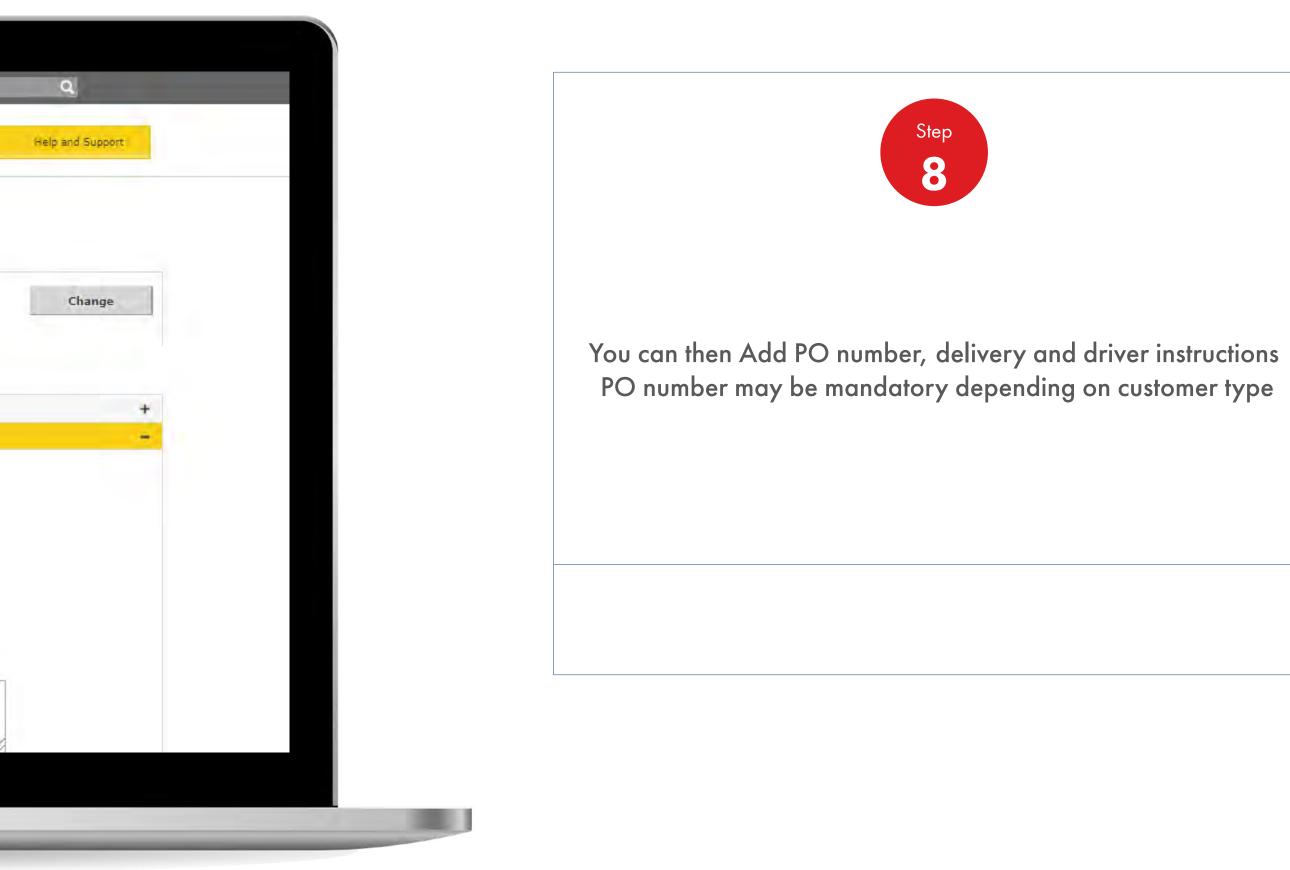






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### Shell MarketHub

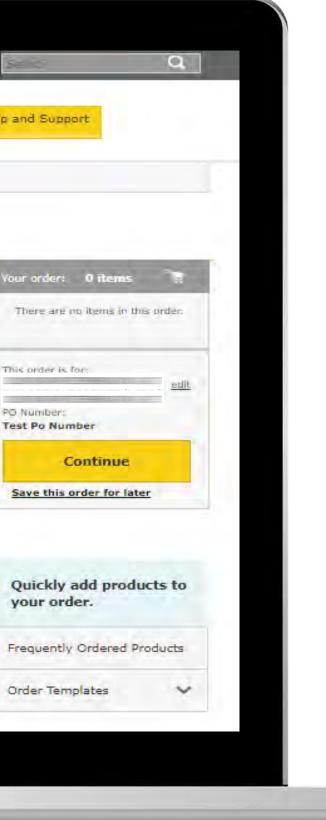






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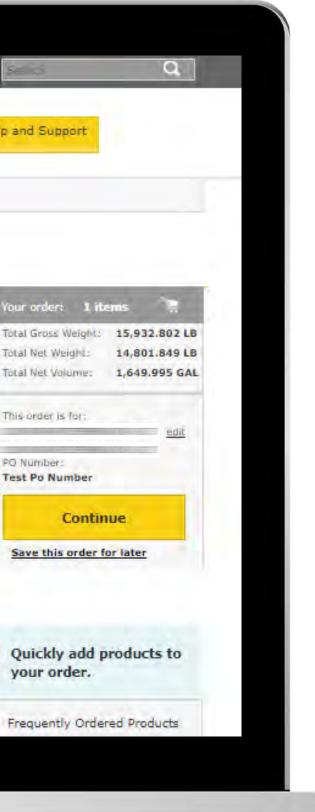
On this page you can now add products to your order from Catalogue, directly via product number or Frequently Ordered Products.





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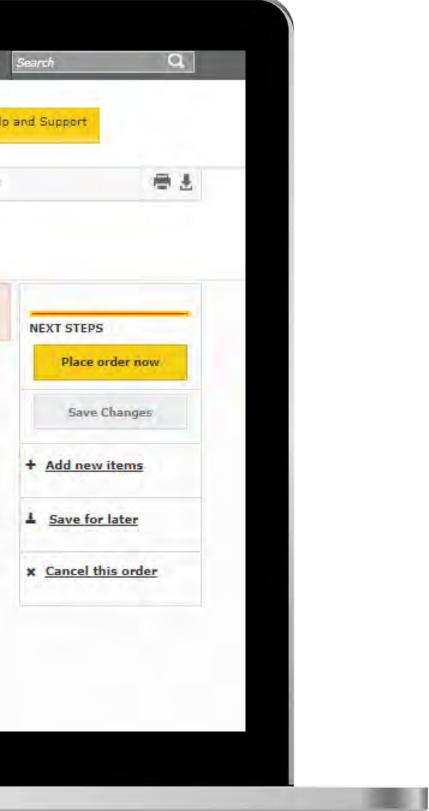
Your product has now been added to your order. Click **Continue** to preview your order.

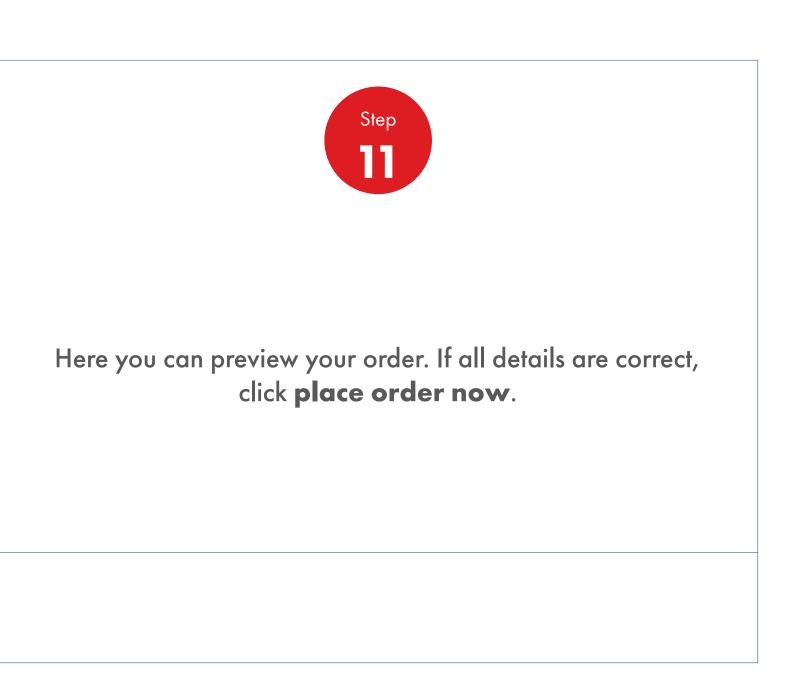




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• Your total order has a surchas	arge of 500.00 USD (included in Net Pri	ce). Order 23379 LB of any item to avo
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edit		Total Net Weight: 14,802.500 LB
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		1,650.000 GAL
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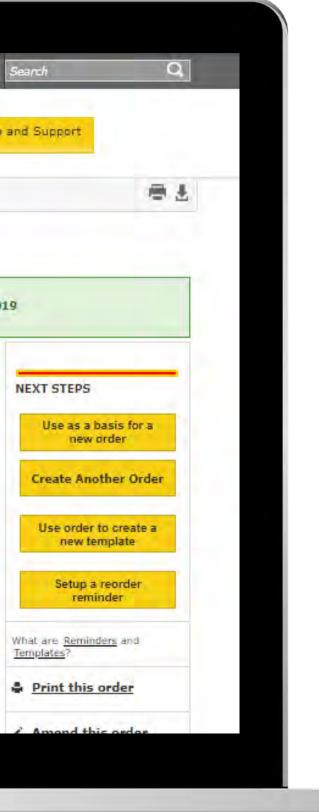






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### Shell MarketHub





You will then see the order confirmation screen confirming that your order has been successfully submitted. You can also print a copy of your order for your records or amend if required.





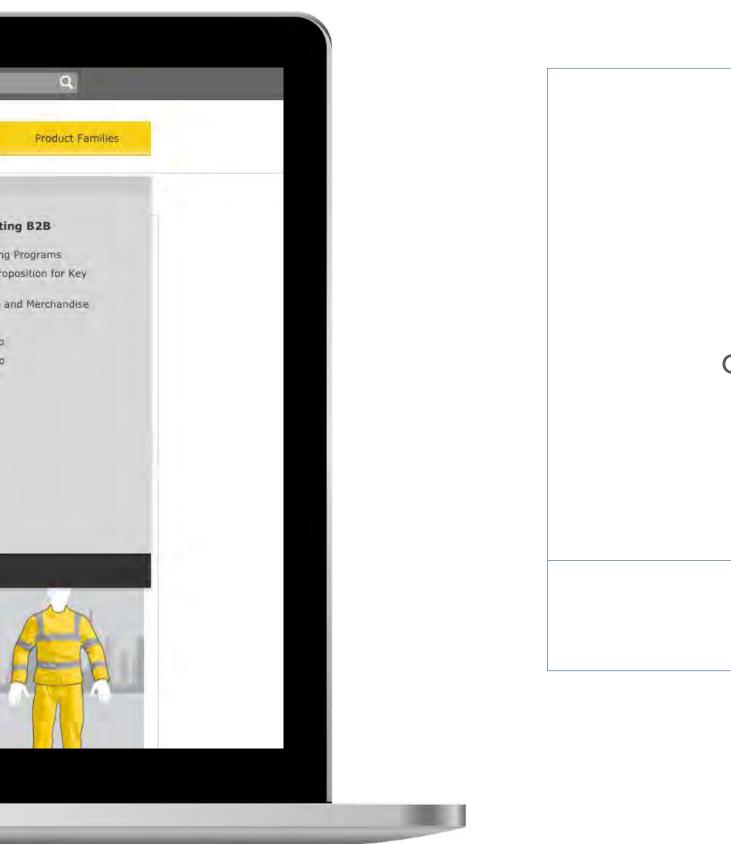


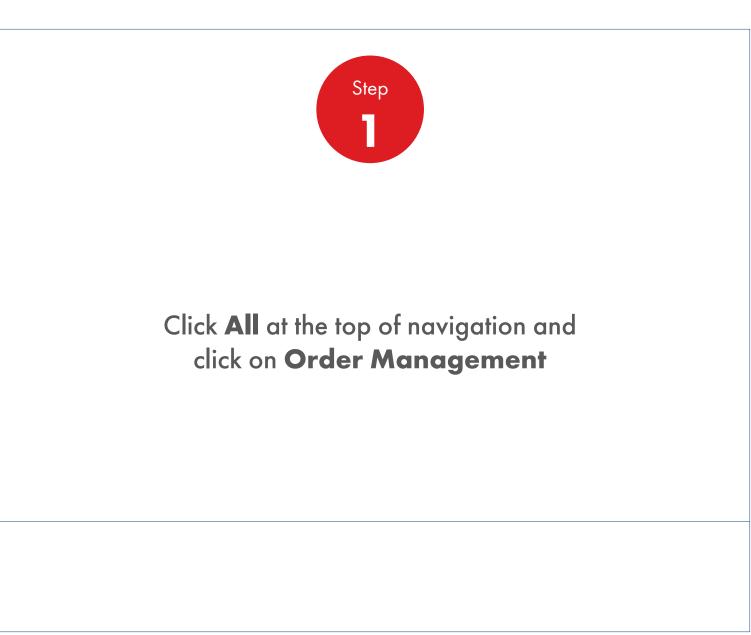
### Order Management

How to find existing order

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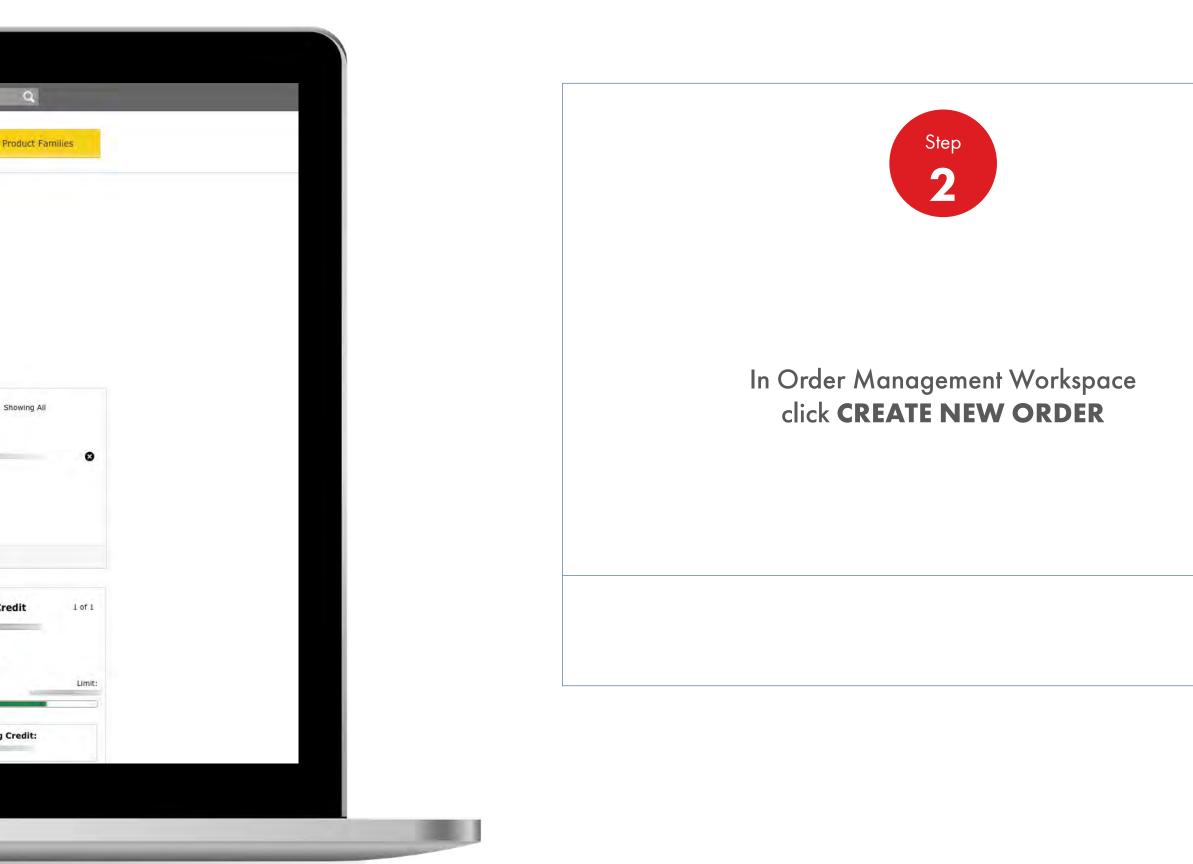






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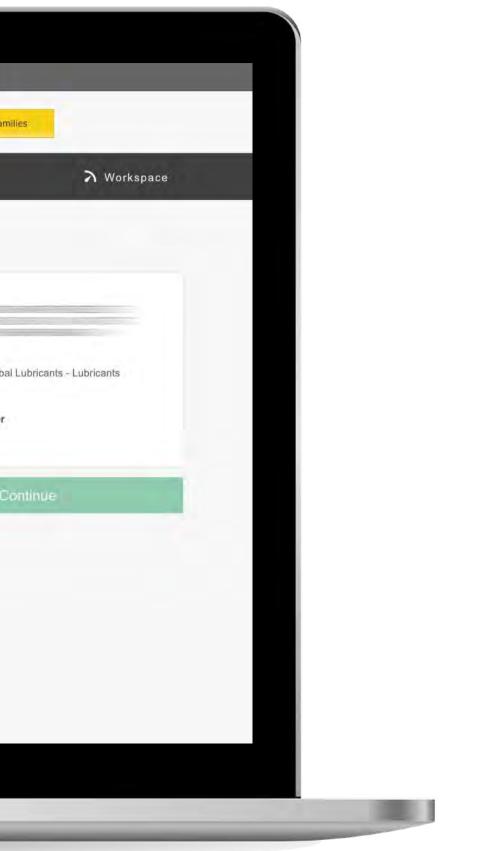


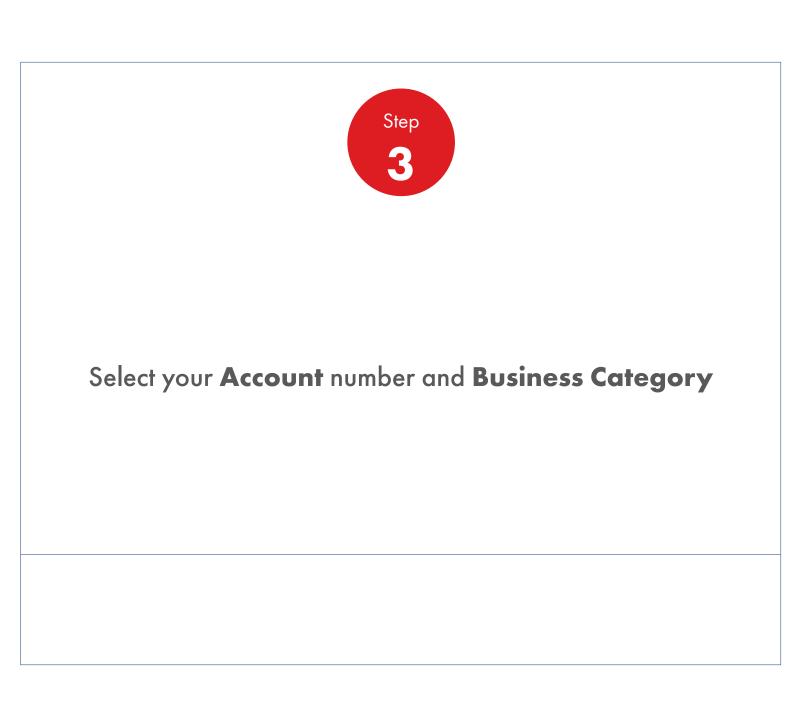




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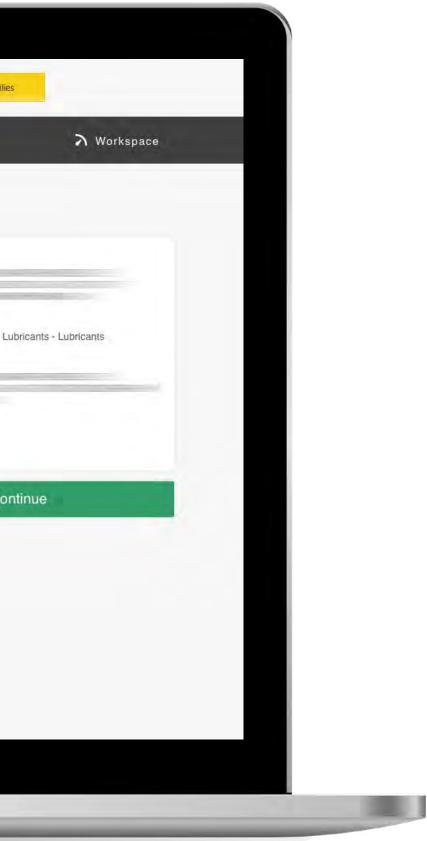


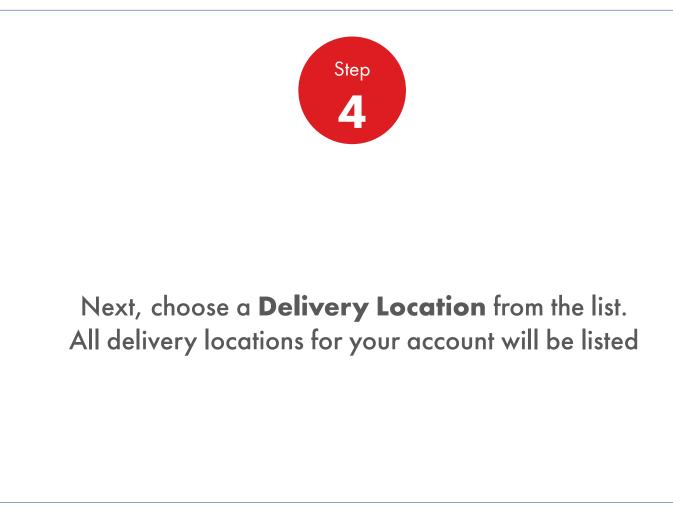




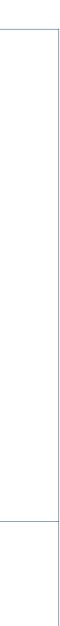
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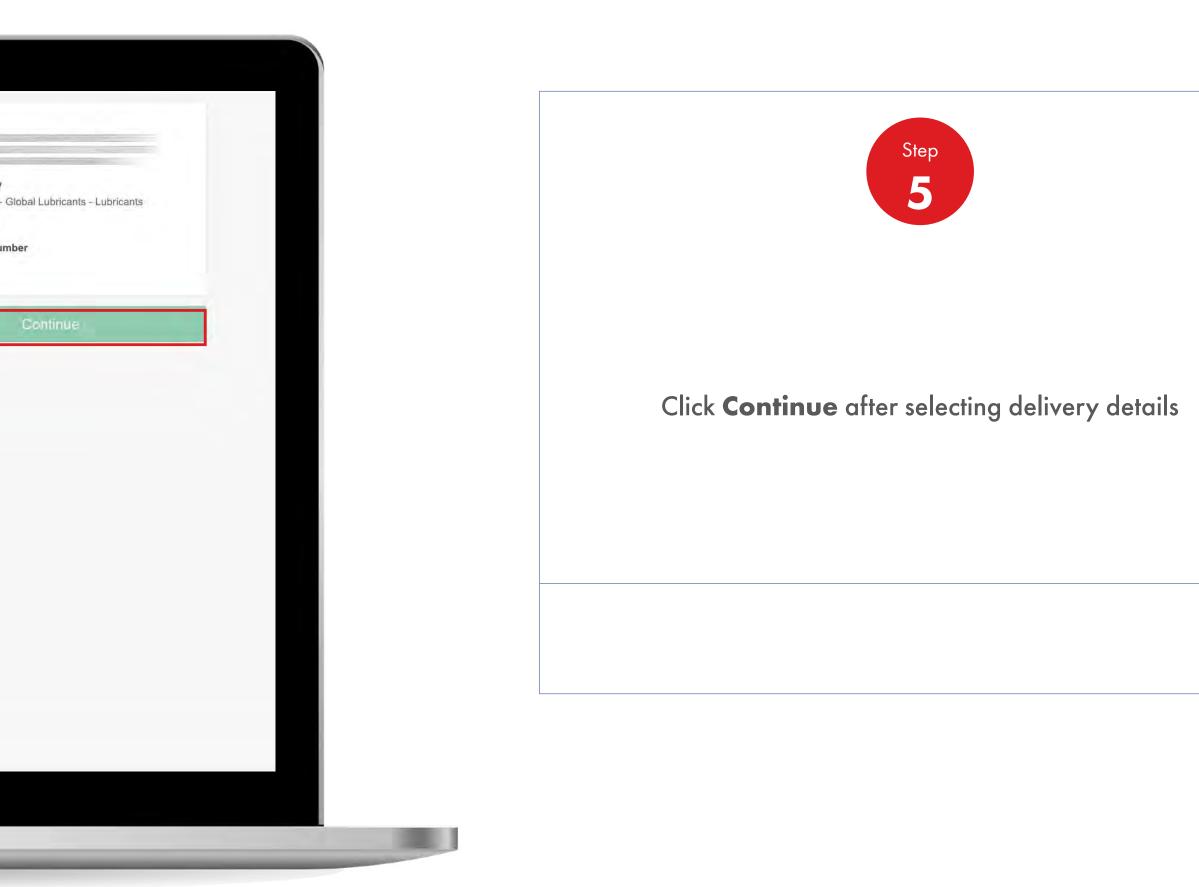




### Order Management 2.4 How to find existing order

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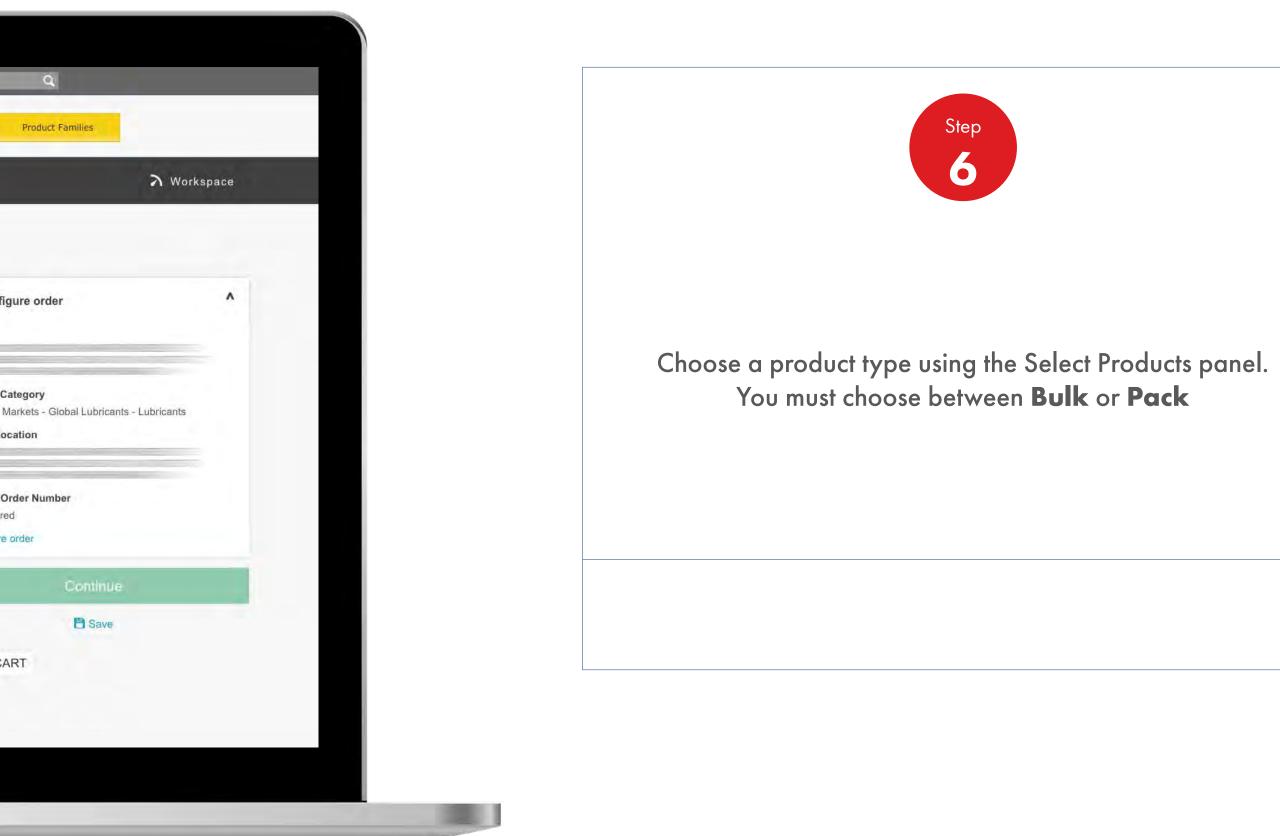






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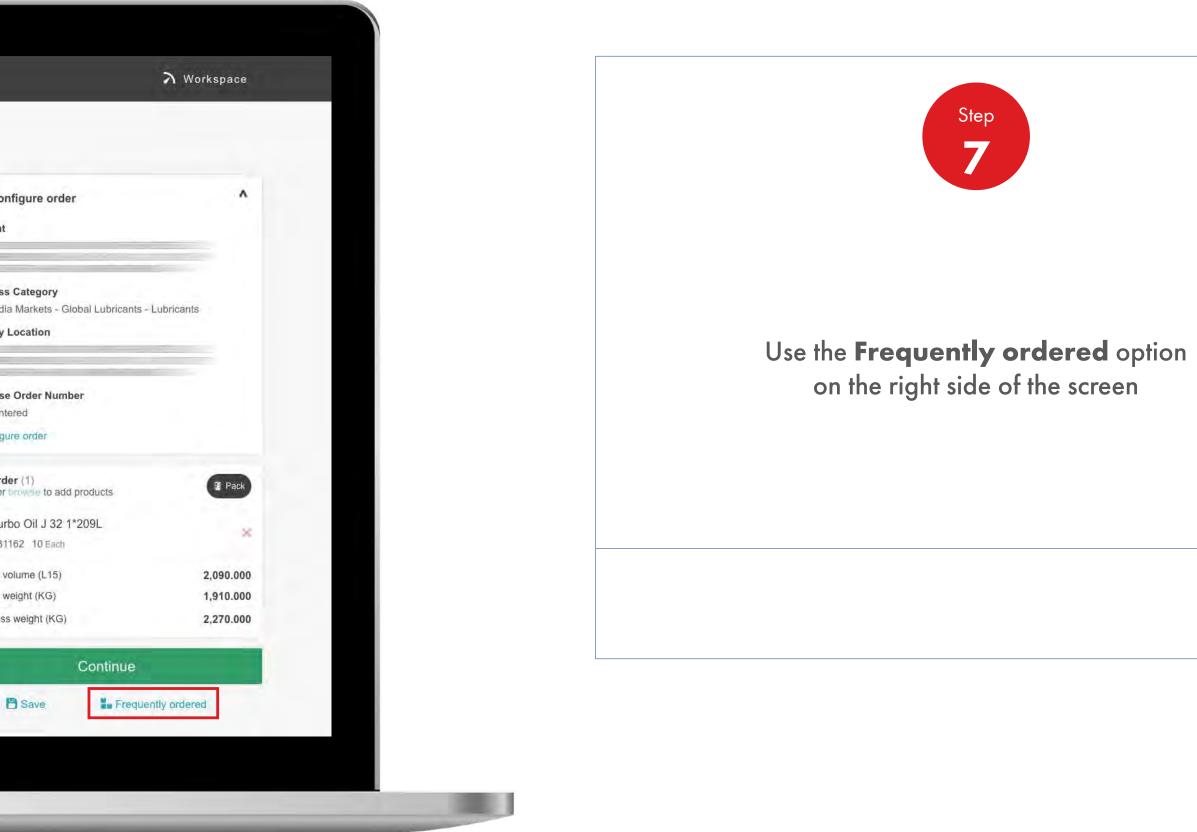






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You can search by title, description or code.			Recon
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1 Product in this order			Total ne
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Shell Turbo Oil J 32 1*209L	2	10 Each	
550031162 1 x 209 Litre Each (1 x 209 Litre) 1,910.000 KG	Factory Plant Maintenance Lubricants		
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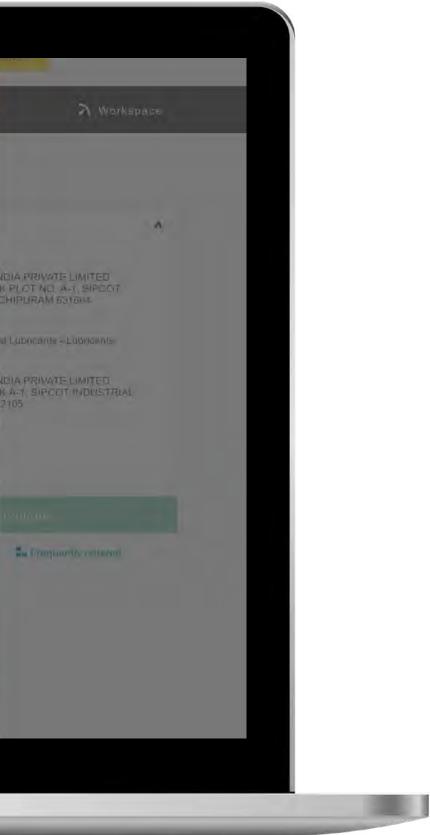


### **Order Management**

How to find existing order

1. Create 2. Producte	Frequently ordered				
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Select Products		1 x 180 Kilogramme 198.0	Initial Fill Greases		Add to orde
How do you want your lub	Documents				
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ingraplinged products, general to a lawful	# 550013522	1 x 180 Kilogramme 198.0	Process & White Oils		
	Documents				Add to orde
Order by product code				1 -	
	Shell Malleus OGM Gr	Tease Heavy 1^190Kg 1 x 190 Kilogramme	Initial Fill Greases	*	1
Search for products	Each (1 x 190 Kilogramme)	209.0	51		Add to orde
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		12 x 0.38 Kilogramme 5.02	Multipurpose Grease		Ca
0 Product in this order	Documents				Add to orde
or lo add products to thr	landa ta mana anna				
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	Each (1 x 180 Kilogramme)	198.0	Ranway Greases		Add to orde
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A pop-up window will appear, showing frequently ordered products. Choose products form the list and add quantity



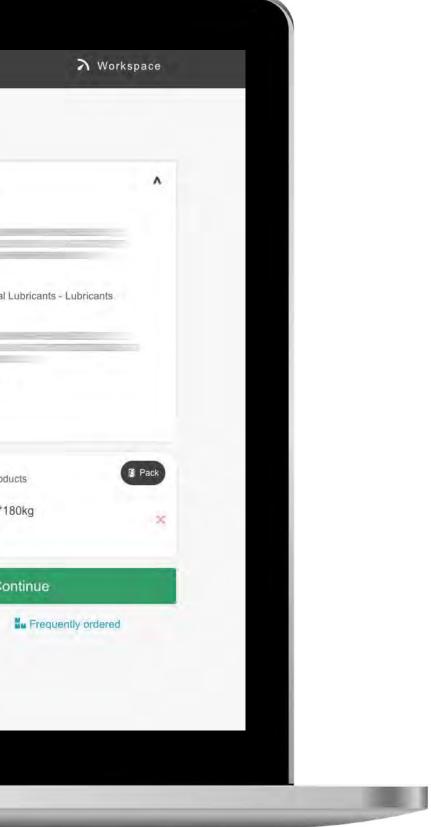


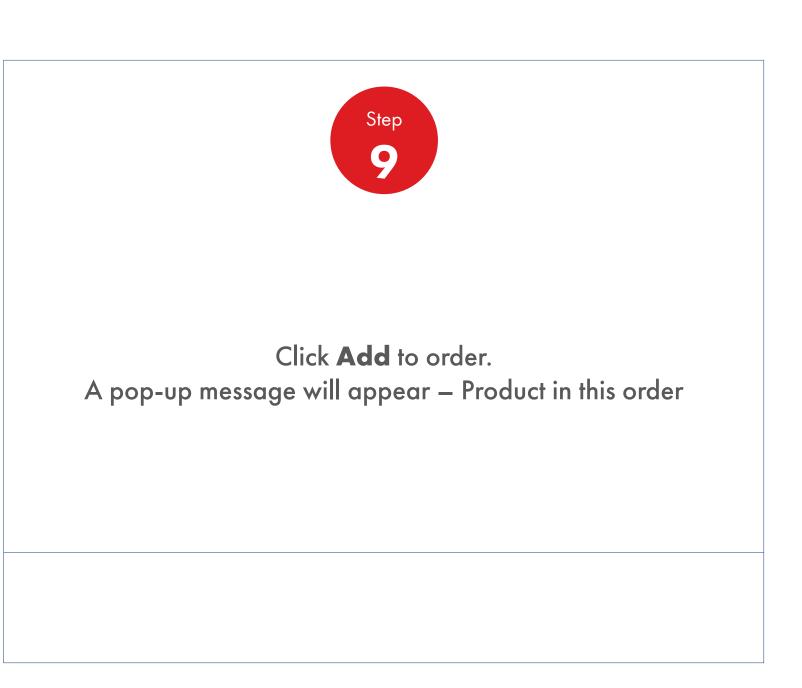


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Initial Fill Greases		
	Packaged products, drums, pails, cartons, boxes, cubes etc.	Pack     Packaged products, drums, pails, certons, boxes, cubes     order form     534        View Catalog





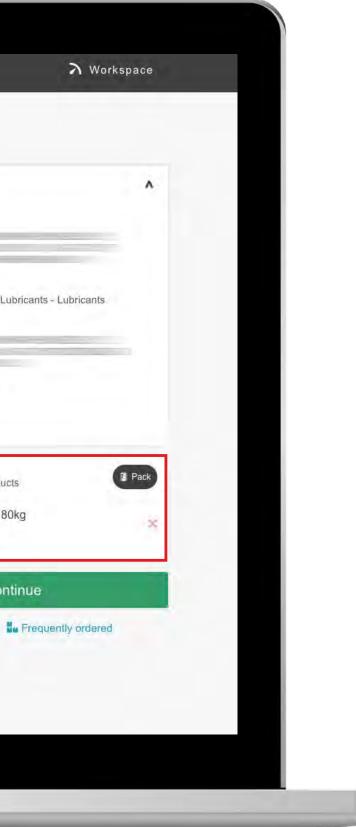






How do you want your lubricant	packaged?		172002
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Since or internet to add products to this order			
	ilogramme Initial Filt Greases	40 Kilograms	i i i i i i i i i i i i i i i i i i i







When you close the window you can see that product was added to the new order with chosen quantity. You can change it or remove it by clicking to the red **X** button

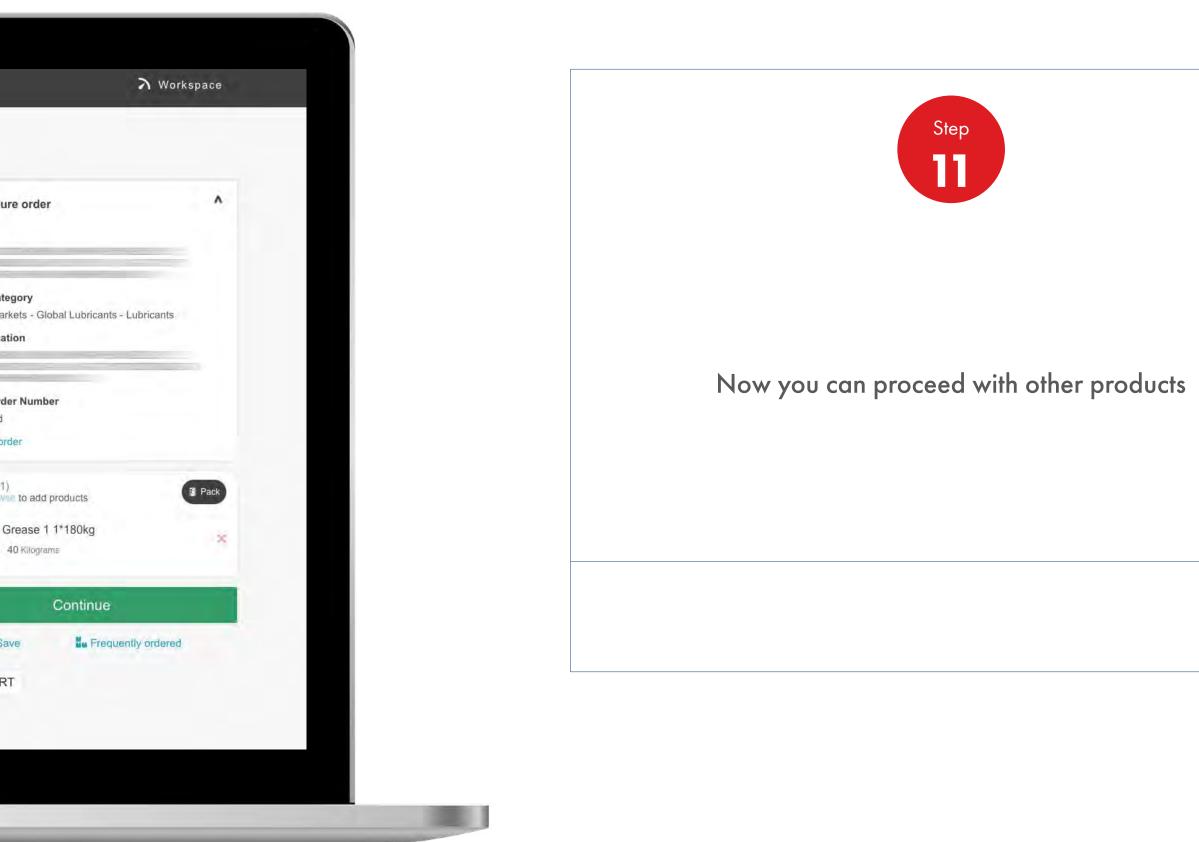






Select Products			
How do you want your lubricants	packaged?		
CFD Bulk Unpackaged products, general in a tanker	Pack Packaged products, drums, pails, cart etc.	ons, boxes, cubes	
Order by product code 🗸 U	pload an order form		7
Search for products You can search by title, description or code.			
Q_ title, description or code		534	View Catalog
1 Product in this order			
Chall Charle Canada 4 44400km		*	40 Kilograms
Shell Sterak Grease 1 1*180kg			





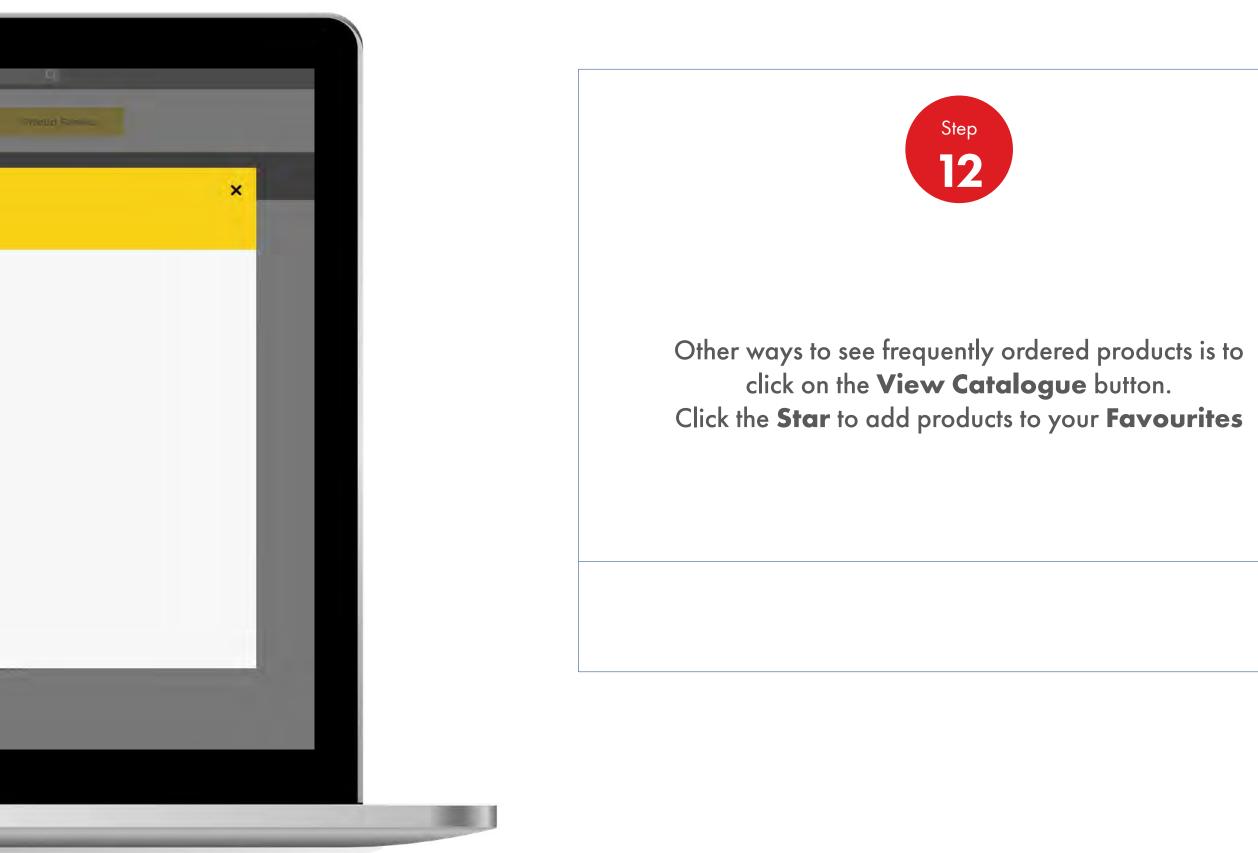




#### **Order Management** 2.4 How to find existing order

Product Cata				
All Products	Product Families	★ Favourites	Frequently ordered	
Landar Plan				
	you don't have rites by clicking the	e any favourite	e products!	
Added pro	ducts before, b	out can't see t	hem?	
			your current configuration	

# Shell MarketHub



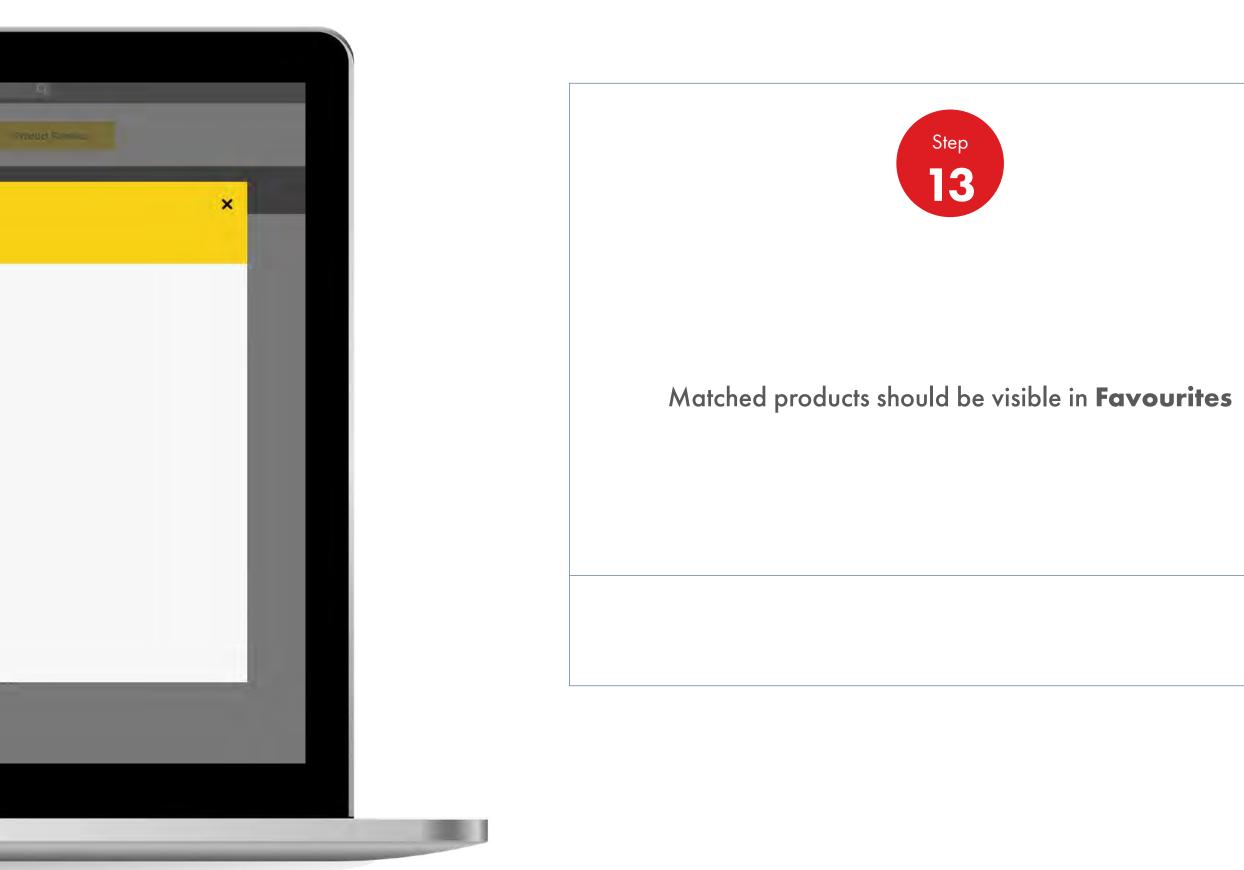




#### Order Management 2.4 How to find existing order

		C A H	nns 🚍 All =		
_			_		
Pro	oduct Catalog	jue			
	All Products	Product Families	★ Favourites	Frequently ordered	
			any favourite	e products!	
Ad	d some favourite	s by clicking the			
			out can't see t		
Th	at's because we'	ve hidden products th	at you can't order with	n your current configuration	
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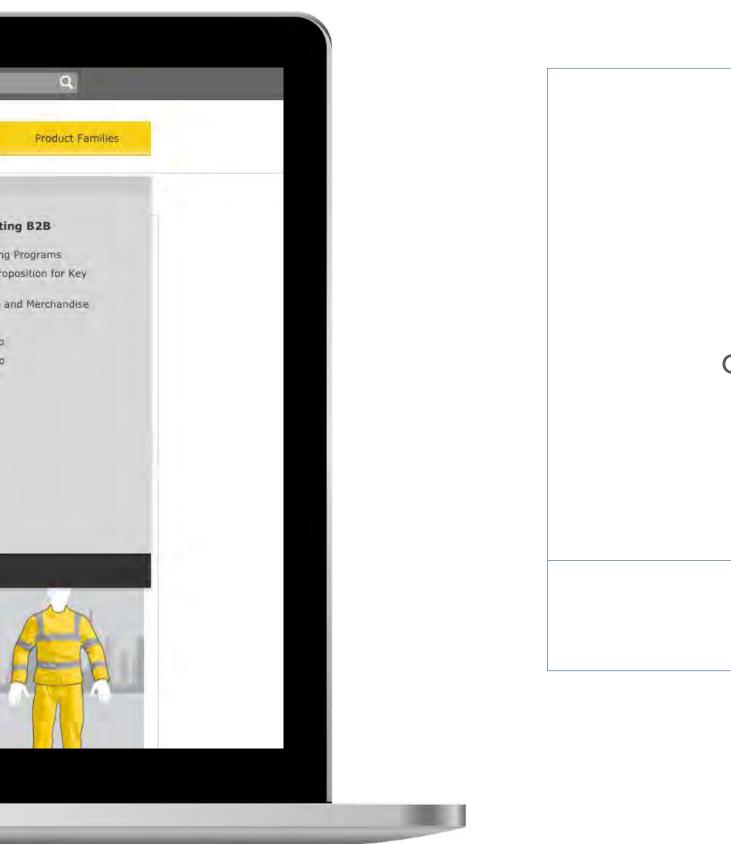


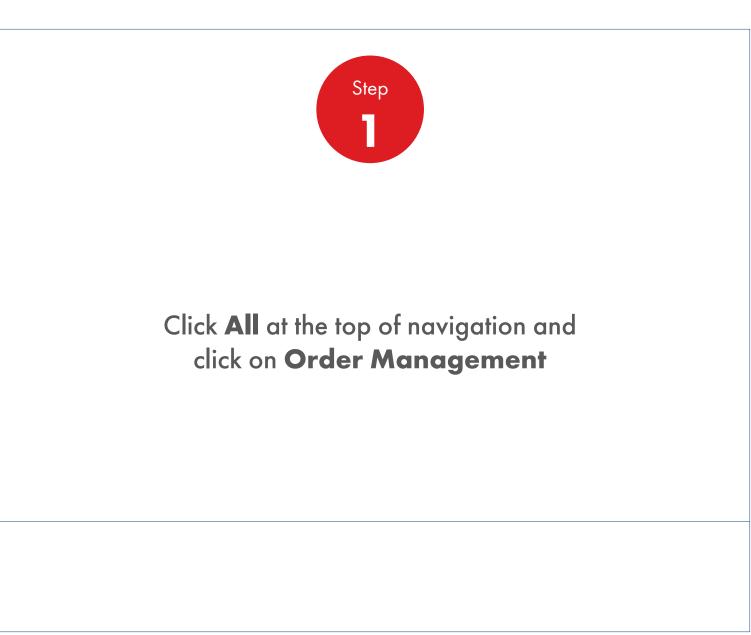


Order Management

-	_		<u>8</u> ? Sea	rch
Home 🏠	E All T Distributo	or Academy Industry !	Sectors Technology	Leadership
Ecommerce Order Management Document Coples Financials VMI Stock & Deliveries VMI Site Events PMTDR Report Value/Volume Report	Products and Sectors Product Families Industry Sectors OEM Activities Synthetic OEM Approvals	Technology and Innovation Technical Services Synthetic Training Material DVRs Technology Leadership	<b>Training</b> Training HR Guidelines Distributor Academy	Marketing Pro Value Proposit Sectors Signage and M quiz JobSwap VP Video
Sales Tools Customer Evidence Business Planning Cross Sell & Up Sell D-CVP Tablet App	Operations HSSE	Workspace News Center Download Center Help and Support	Works 360 About Works 360 Activation Modules Works 360 Workbook Tools and Materials by Value Selling Steps	
View Works 360 PODCASTS	Step Modules &	DSR onboarding Mat     Module I (Friction     Module 2 (Viscosity	and Lubrication)	
		<ul> <li>Module 2 (CVP)</li> </ul>		







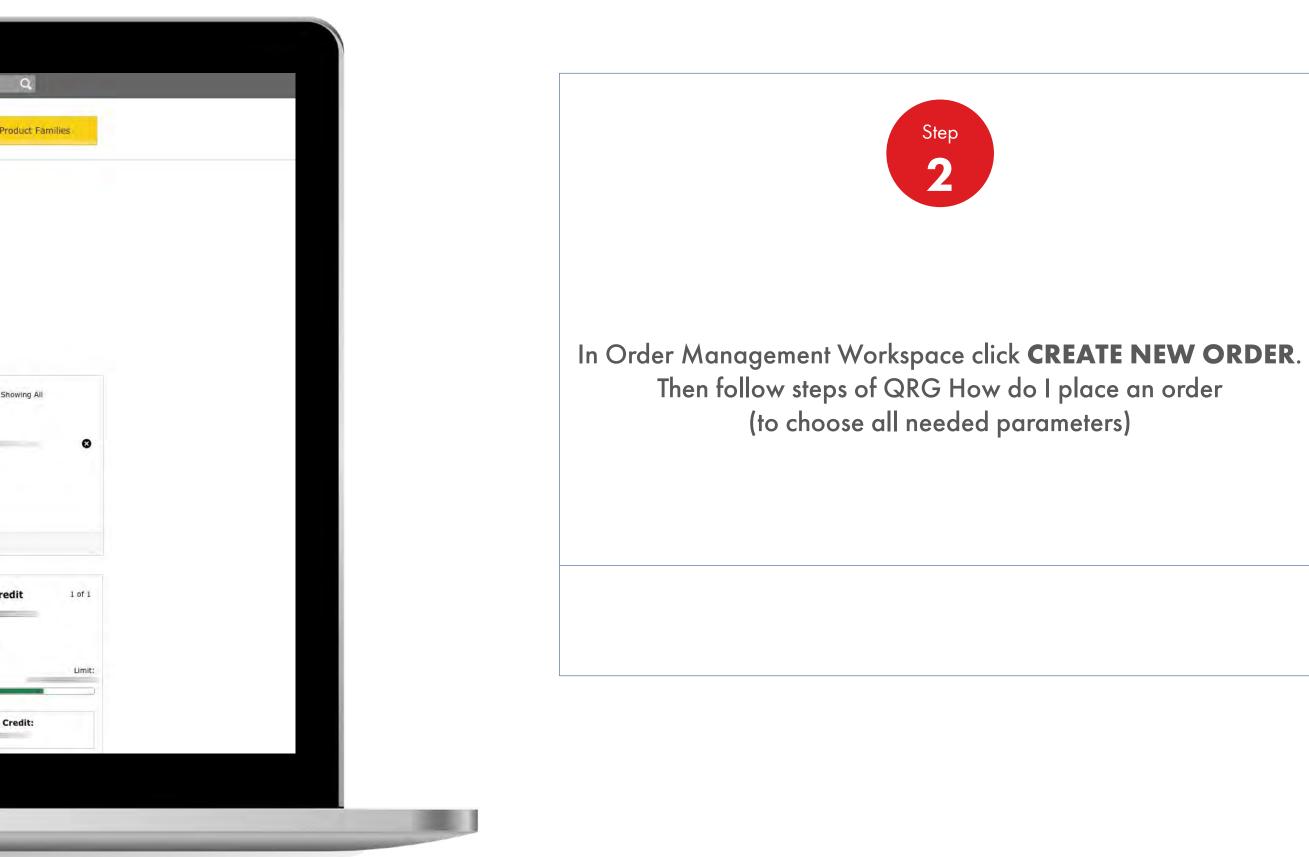




**Order Management** 

Recently Visited: :	Home			A ? Search	h Q
🌑 🏫 н	ome 🗮 All 🔻	Distributor Academy	Industry Sectors	Technology Le	adership Product Fami
Order Manag	ement Workspa	ice			
Hello IN_,					
Account: Business Category:	Shell India Markets - Global Lu	bricants - Lubricants			
Order with your saved	d template or CREATE	NEW ORDER			
Order Templates Use order to create a	new template	Reorder remi	inders	Saved	Orders Showing All
Crea	te a Template	No Reminders fo	r Today	In progre	ess
View all		View all reord	er reminders	View ;	all saved orders
Order Tracker			No. of Concession, Name		Account Credit Payer:
Progress of all n Submitted (278)	Being scheduled (0)	n 2019-06-12 and Shipped (0)	2019-07-03 Delivered (0)	Billed (0)	India
220741499 To be confirmed	D				RS 0
220741582 To be confirmed					Remaining Credit:





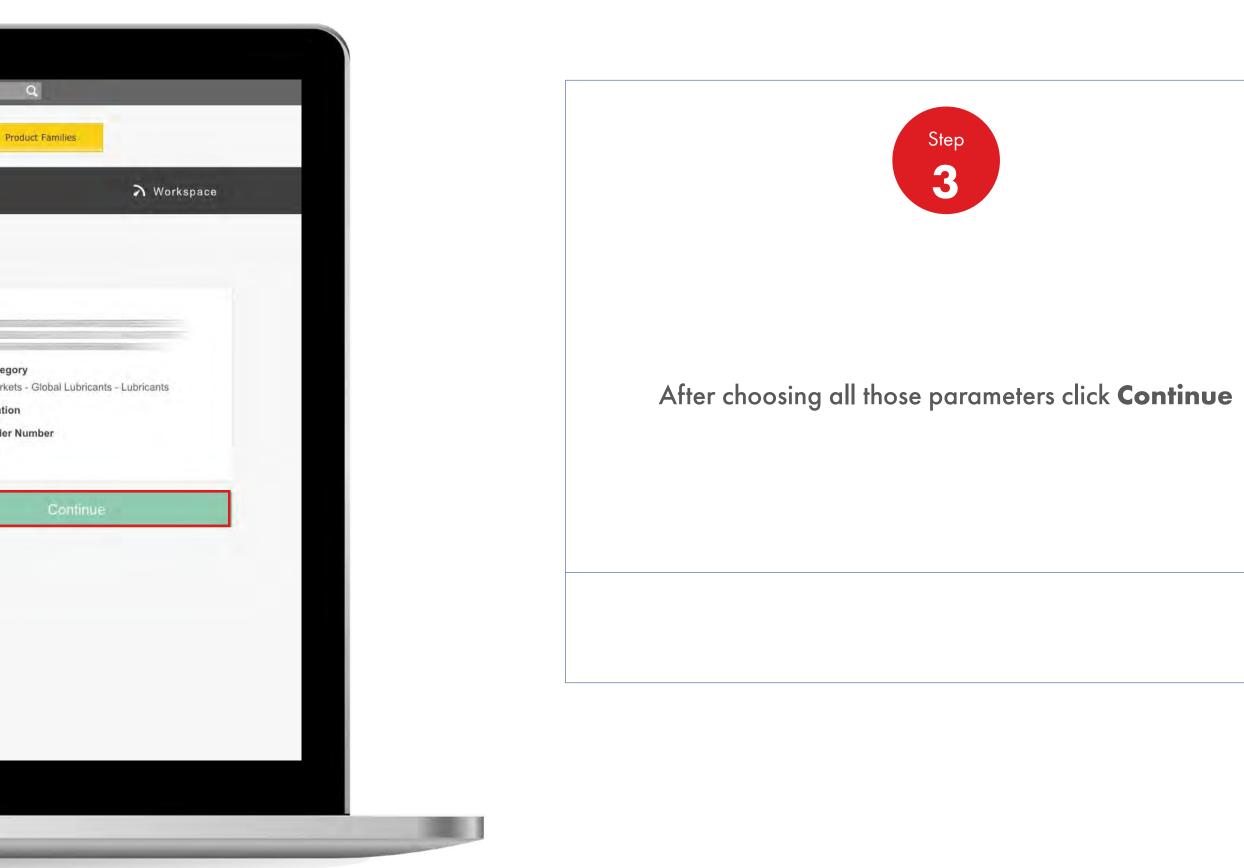




Order Management

	Recently Visited: : Home		_	8	? Searc
	Mome =	E All 🔻 Distribu	itor Academy Ir	dustry Sectors	Technology L
1. Create 2. P	roducts 3 Review 4 Confirm	nahen			
Configure	e your order				
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Shell India Markets	a - Global Lubricants - Lubricants				
Delivery Locati	ion				
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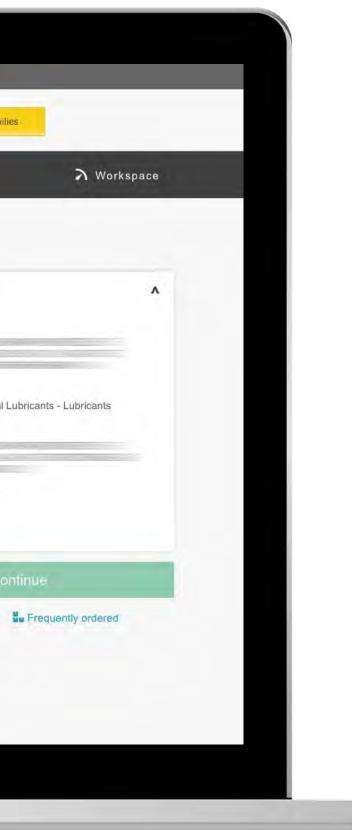
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**Order Management** 

How To Amend/Cancel An Order

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	Mor	ne 🗮 All 🔻	Distributor Academy	Industry Sectors	Technology Leadership	
1. Create 2. Produc	ts 3 Delivery	4 Raview 5 Cor	dirmation			
Select Produc	cts					
How do you want y	our lubricants	oackaged?			1. Recon	fiaur
문 Bulk		Pac	k		Account	
Unpackaged products, genera	al in a tanker	Packaged produc etc.	ts, drums, pails, cartons, boxes	cubes		
			_		Business Shell India	
Order by product code	e 🗸 Up	load an order form	<b>~</b>		Delivery L	.ocati
Search for product	s				Purchase None Ente	
You can search by title, des				_	Reconfigu	
Q title, description or a	oode		534	View Catalo	og	
						Sav
0 Product in this o	rder				ADD TO C	CART
Semph or browse to add pro	oducts to this order					







Within 24 hours of placing your order, you are able to amend/cancel your order via Shell MarketHub. After this time you will need to call customer support.

You can change delivery details at any time by clicking on **Reconfigure order** 



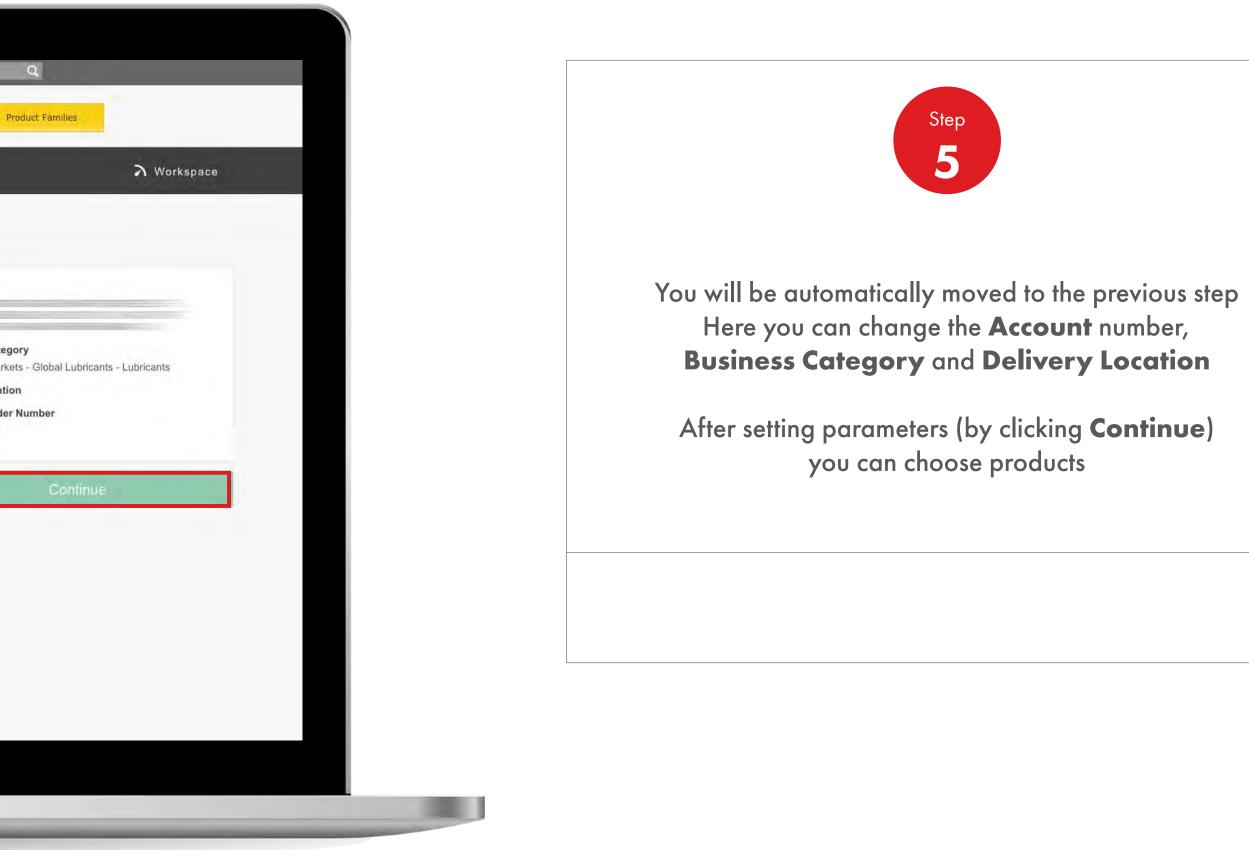


**Order Management** 

How To Amend/Cancel An Order

_	Recently Visited: : Home		_	2	S ? Searc	ch
	Mome 🔒		listributor Academy	Industry Sectors	Technology L	eadership
1. Create 2	Products 3 Review 4. Co	inliemation				
Configur	e your order					
Account						Account
_						Business
Business Cat	egory					Shell Indi
Shell India Marke	ets - Global Lubricants - Lubricants					Purchase None Ent
Delivery Loca	tion				[	
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## Shell MarketHub



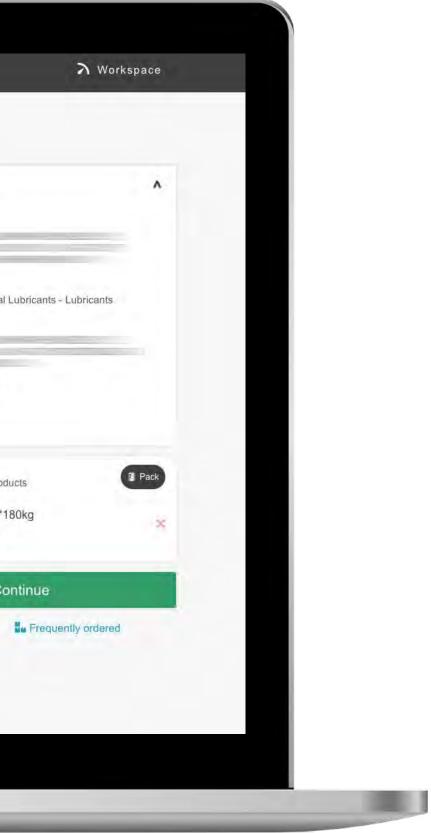


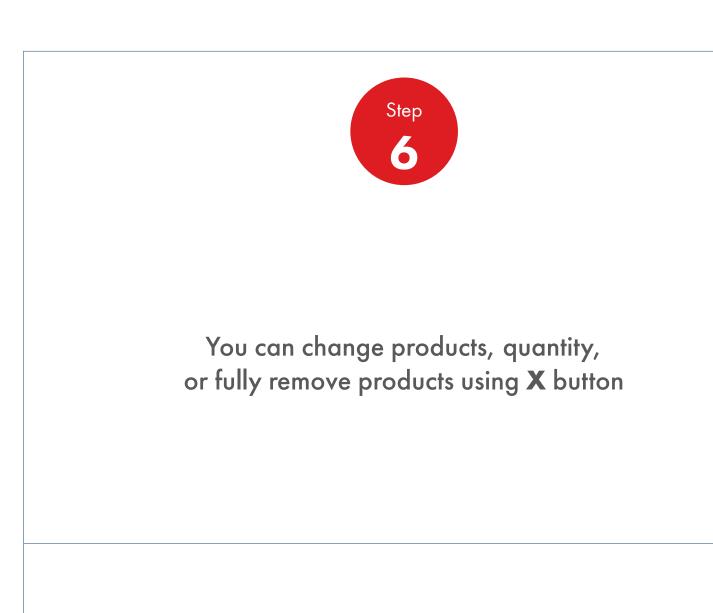


Order Management

Select Products How do you want your lubricants	s packaged?			d Decent
<b>Bulk</b> Unpackaged products, general in a tanker	Pack Packaged products, drums, pails, carton: etc.	is, boxes, cubes		1. Reconfi Account
Order by product code	Upload an order form			Business C Shell India I Delivery Lo
Search for products You can search by title, description or code.				Purchase C None Entere Reconfigure
Q_ little, description or code		534	View Catalog	Your Order
1 Product in this order				Shell Stera 55000196
Source or linewise to add products to this order				
Shell Sterak Grease 1 1*180kg		40	Kilograms	1
Kilograms (1 x 180 198.0 Kilogramme)		×		ADD TO C







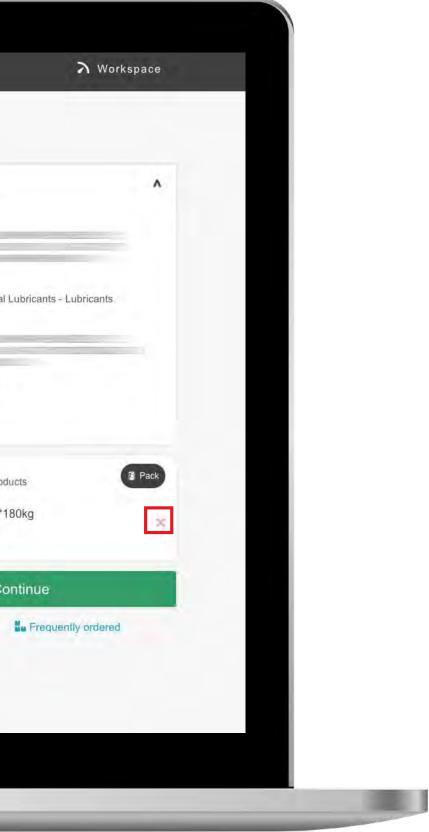


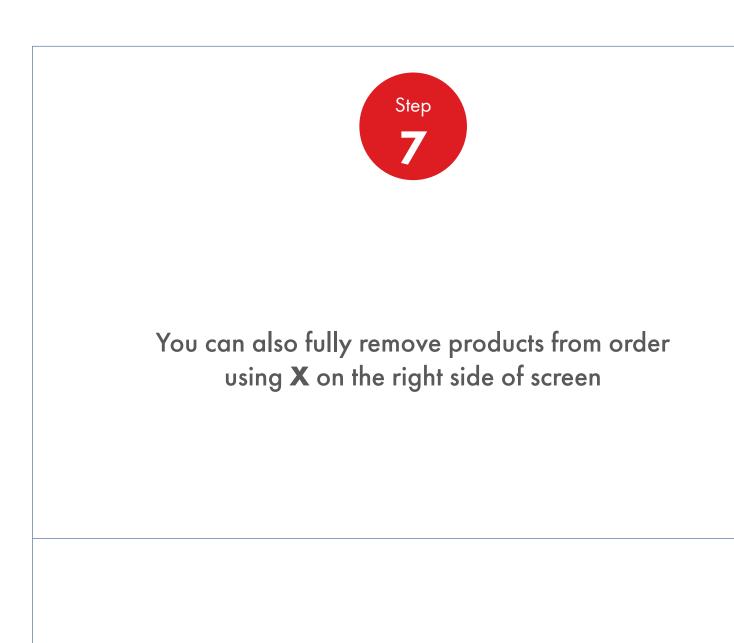


**Order Management** 

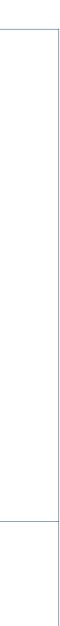
How do your	oducts	chore.		
्रम् Bulk	want your lubricants packa	Pack Packaged products, drums, pails, cartons, boxes etc.	s, cubes	1. Reconfigure order Account
Order by prod	uct code 🗸 Upload ar	order form		Business Category Shell India Markets - Glob Delivery Location
Search for pr You can search by	oducts title, description or code.			Purchase Order Number None Entered Reconfigure order
O_ title, descrip	ation ar code	534	View Cata	Your Order (1) Search or browse to add pr
d Decident in 1	this order			Shell Sterak Grease 1 1 550001964 40 Kilograms
I Product In				-
	o add products to this order			c
Salarch or linewie to	Grease 1 1*180kg	Initial Fill Greases	40	Kilograms ADD TO CART







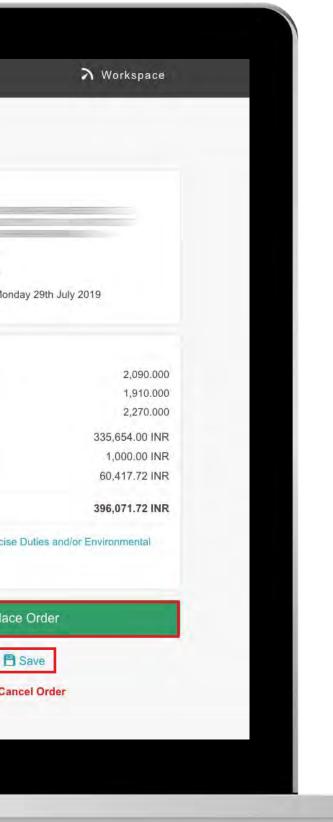


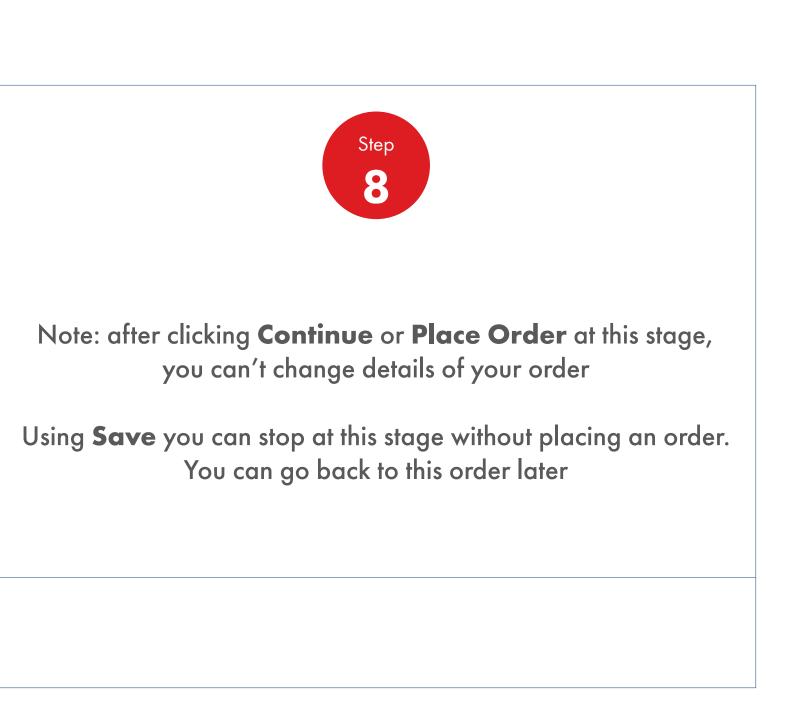


Order Management

Review & Place Order	
Product (550031162) is below the minimum order quantity of (30 EA). Please increase minimum. If you choose to continue without increasing the quantity your sales order will To make updates to products please click here	your order by (20 EA) in order to meet the If be saved but blocked for delivery.
Order Configuration	Edit
Account	
Ordering Shell India Markets - Global Lubricants - Lubricants Orderer	
Email	
Felephone	
Purchase Order Number (Optional)	
e.g. FCF222	







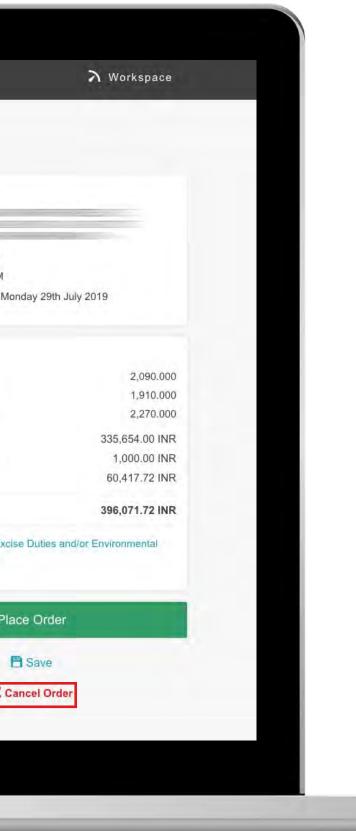


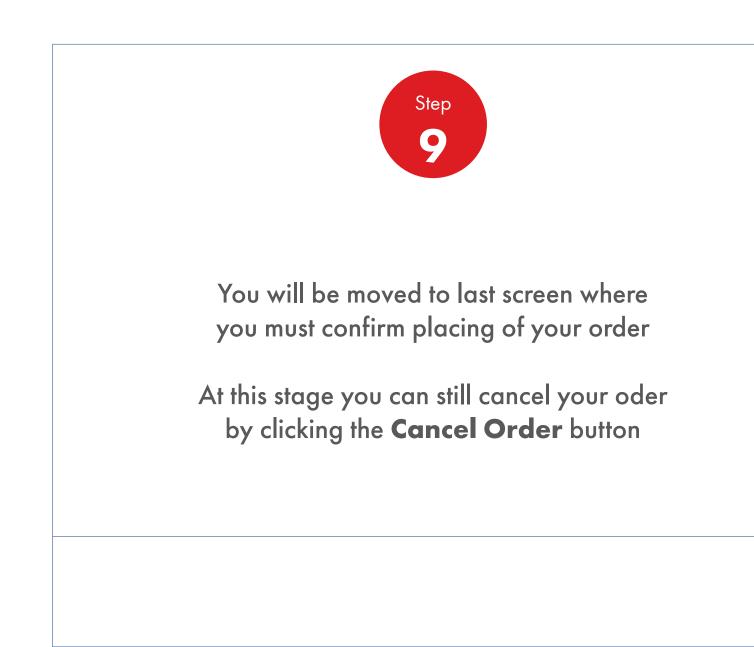
**Order Management** 

How To Amend/Cancel An Order

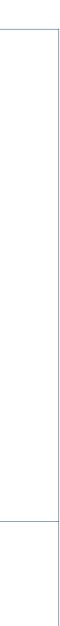
Review & Place Order	
Product (550031162) is below the minimum order quantity of (30 EA). Please increat minimum. If you choose to continue without increasing the quantity your sales order. To make updates to products please click here	will be saved but blocked for delivery.
Order Configuration	Edit
Account	© 12: 1 item
Ordering	Summ Total ne
Shell India Markets - Global Lubricants - Lubricants Orderer	Total ne Total gr
Email	Price <sup>1</sup> Small c Tax
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Telephone	1. Inclu Fees (v 2. Inclu
Purchase Order Number (Optional)	
e.g. FCF222	

# Shell MarketHub







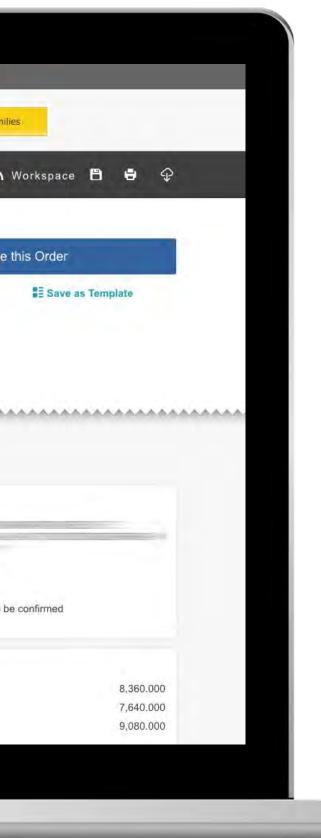


Order Management

How To Amend/Cancel An Order

Recently Visited: : Home	A ? Search	C
Home = All V Distributor Academy In	dustry Sectors Technology Leadership	Produc
1. Create 2. Products 3. Delivery 4. Review 5. Confirmation		
Order placed Your order has been placed, you'll receive notifications about your order via your preferred communication me	ethod.	1
Your Order has been placed. Your Shell order number is Your delivery date will be confirmed	shortly.	New Order
Order number 220747696 Order status Submitted	<b>≣/</b> E	Edit this Ord
		location
Order Details	Delivery	-
Order Details Order Configuration	Delivery Delivery	date & tim AM - 02:00
Order Details Order Configuration Account	Delivery Delivery	<b>date &amp; tim</b> AM - 02:00
Order Details Order Configuration	Delivery Delivery © 08:00 1 item	o date & tin AM - 02:00
Order Details Order Configuration Account Ordering Shell India Markets - Global Lubricants - Lubricants	Delivery Delivery © 08:00 1 item Summary	y date & tim AM - 02:00
Order Details Order Configuration Account Ordering	Delivery Delivery © 08:00 1 item Summary Total net v Total net v	r date & tin AM - 02:00

# Shell MarketHub





If you placed an order system will show order number, status and summary

Note: if you placed an order before Cut-off time you can still cancel it before Cut-off time the same day

If you placed order after Cut-off time you can cancel it till next day Cut-off time





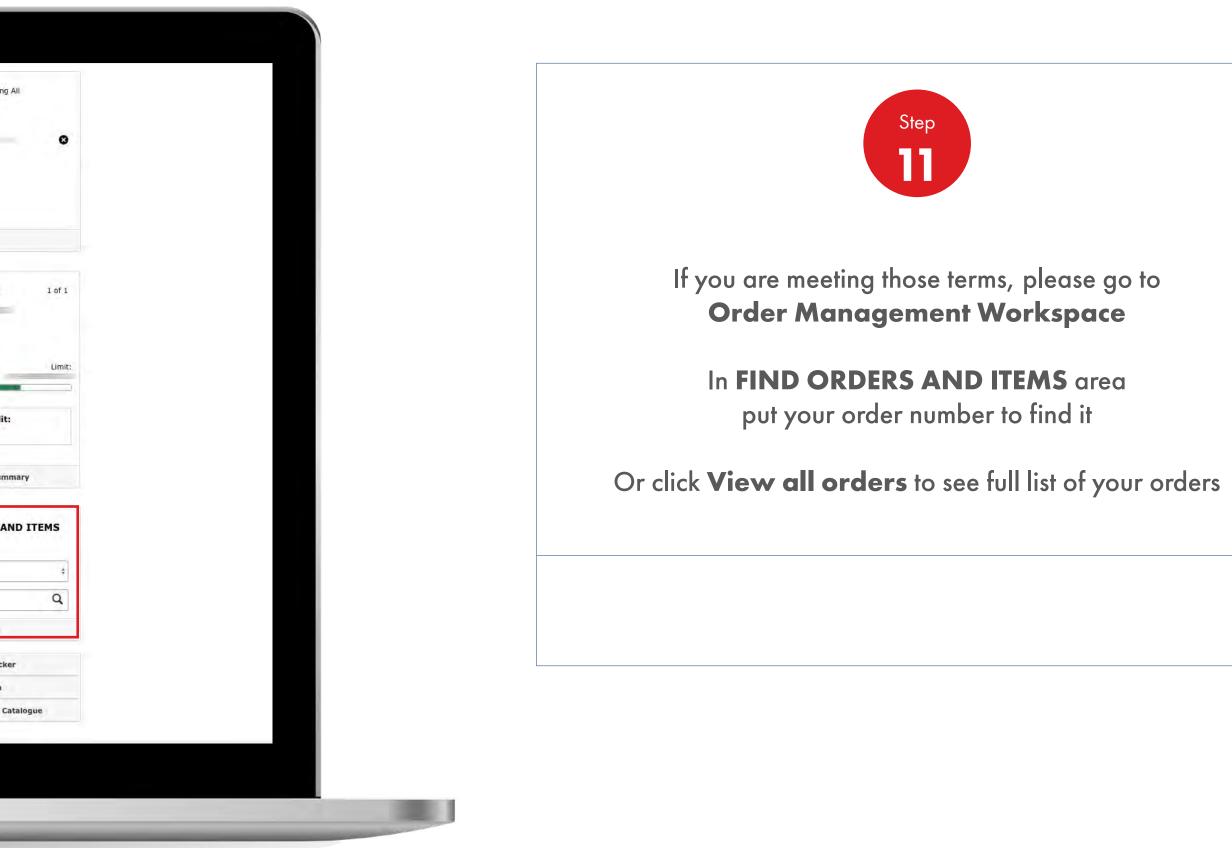


Order Management

How To Amend/Cancel An Order

Order Templates Use order to create a n Create	ew template e a Template	Reorder re			rogress
View all		View all rea	order reminders		liew all saved orders
Order Tracker	y orders placed betwee	2010-05-12 22	4 2010-02-02		Account Credit Payer:
Submitted (276)	Being scheduled	Shipped (0)	Delivered (0)	Billed (0)	India
220741499 To be confirmed220741582 To be confirmed220741583 To be confirmed220741598 To be confirmed220741814 To be confirmed220741814 To be confirmed					Remaining Credit:          New account summary         FIND ORDERS AND ITE         Search by:         PO Number
		276 orders - Show more			View all orders
View all orders	Open	Delivered	Billed		<ul> <li>Availability Checker</li> <li>Shell LubeMatch</li> <li>Browse Product Catalogue</li> </ul>

# Shell MarketHub





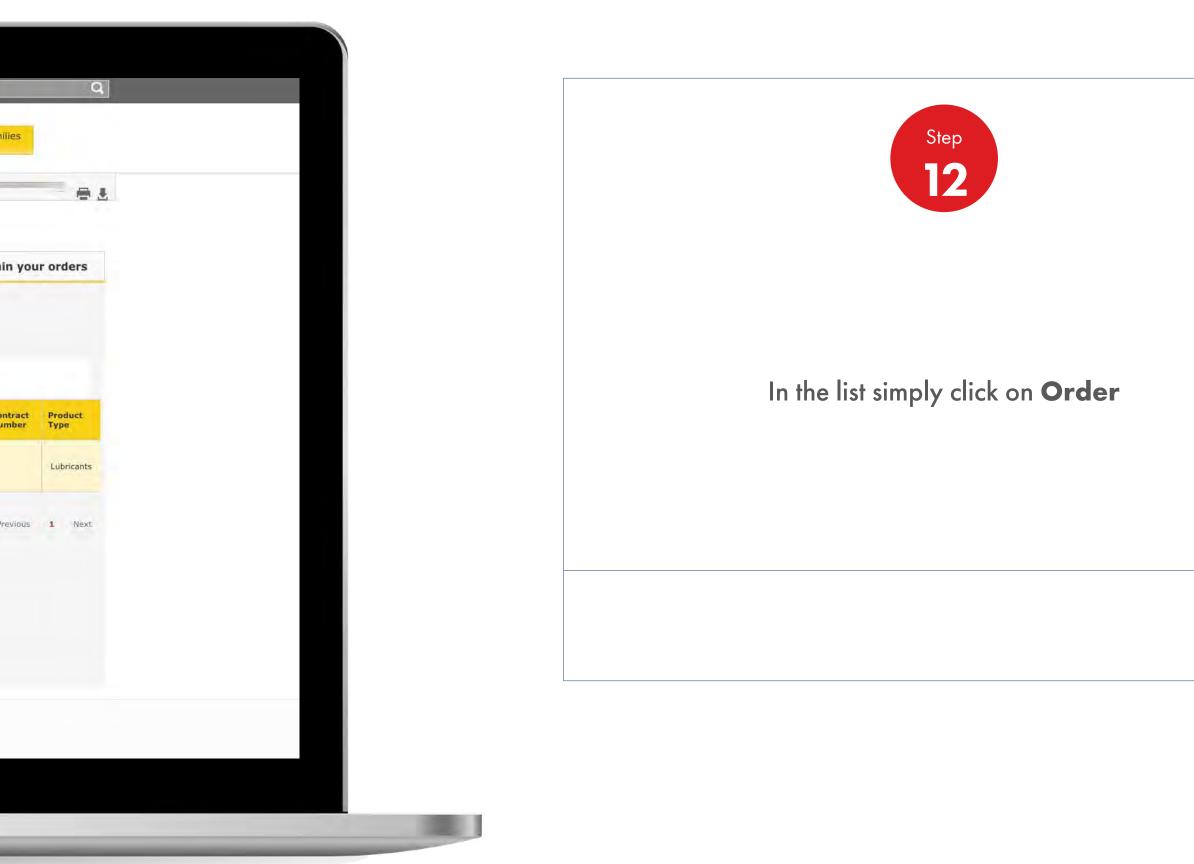




Order Management

Recently Visited: <u>Home</u>		A ? Search
💮 🎓 Home 🚍 All 🔻	Distributor Industry Sectors Teo Academy Lea	chnology Product Families adership
T Order Workspace Account :		
Order History		
View by date range	Search for a specific order	Locate an item within your orde
Enter the Shell order number or your PO n	number or contract number	
Order Number	٩	
1 previous orders matching search criteria	found	
Order No A PO Order Placed Delivery L	Location Total Price: Delivery Method Date	Status Order Created By Contract Production
03-07-2019 20:54:42	Road To be Delivery confirmed	Under Review Lubri
Show 10 📀 entries		
Showing 1 to 1 of 1 entries		Previous 1







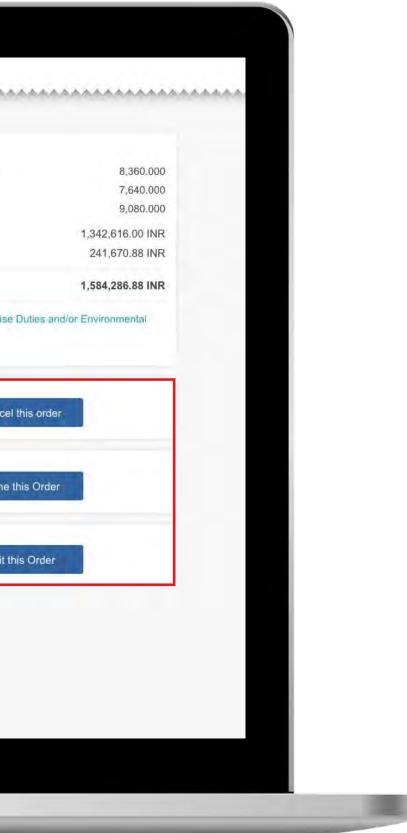


Order Management

How To Amend/Cancel An Order

Order Configuration			
Account		Ordering Shell India Markets - Global Lubricants - Lubricants	To To To Pr
Orderer			Te To T. Fo
Order Placed On Wednesday 3rd July 2019 ③ 03:24 pm			2.
Delivery location		Delivery method Road Delivery	
Delivery between			
Delivery dates			
Delivery Group	To be confirmed		







You will be moved to order summary and screen is called order configuration. You can choose cancelling or amending order.





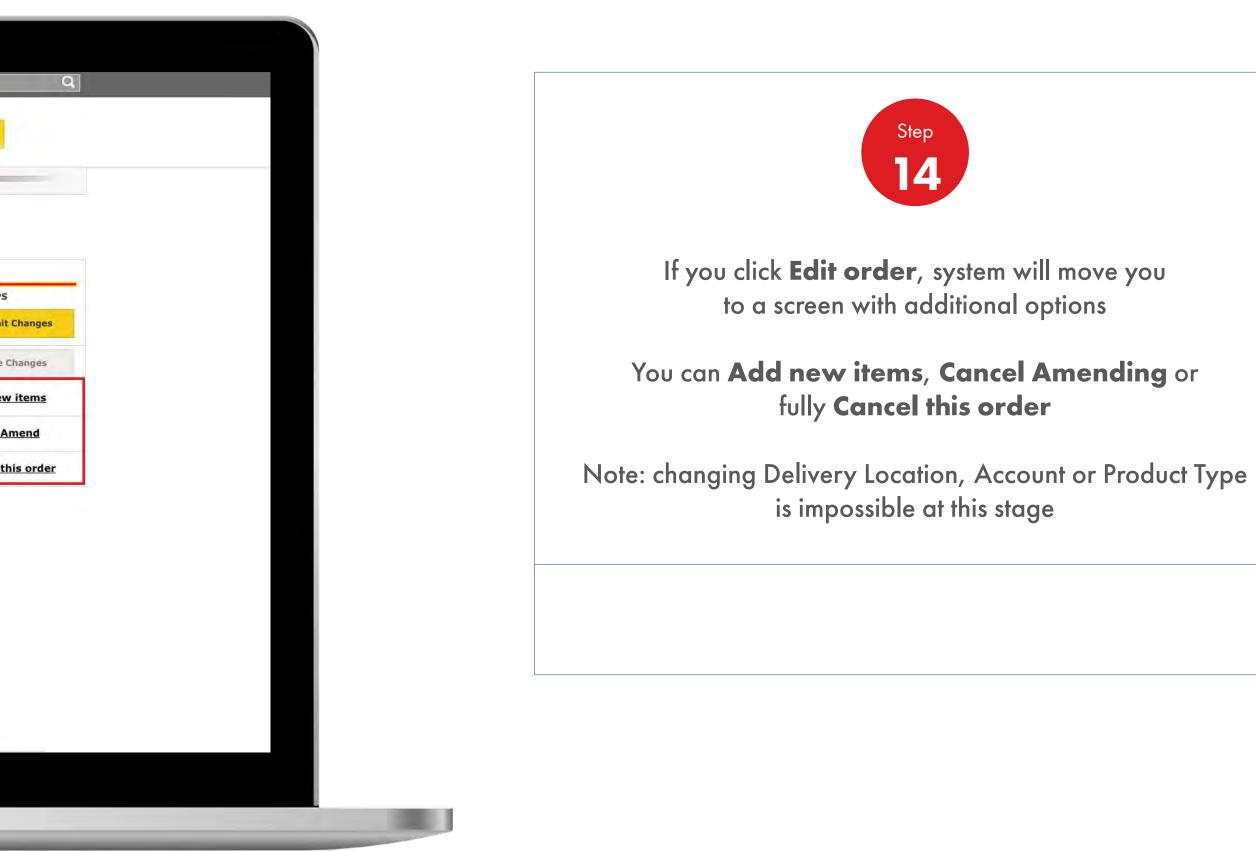


Order Management

How To Amend/Cancel An Order

Recently Visited: <u>Home</u>	_	<u>ዶ</u>	? Search
	E All V Distributor Indu Academy	istry Sectors Technology Leadership	Product Families
Order Summary			
Sold to account: Shell Order Number:	Delivery Group : <b>To be confirmed</b> Delivery Method:Road Delivery Delivery Window: <u>edit</u>	This order contains: 1 items Total Gross Weight: 9,080.000 KG	NEXT STE
Delivery Location:	Sold-to Delivery	Total Net Weight: 7,640.000 KG Total Net Volume: 8,360.000 L15	Sav + Add n
Product type: Global Lubricants Lubricants Pack	Driver Instructions:	Net price:	× <u>Cance</u>
Sales division: Lubricants PO Number		Tax: Total price:	× <u>Cance</u>
Order Created By: Email Address: Phone Number:	edit		
1. Includes Surcharge, Excise Duties 2. Includes taxes Your order	and/or Environmental Fees (where applicable)		
This order contains 1 items			

## Shell MarketHub





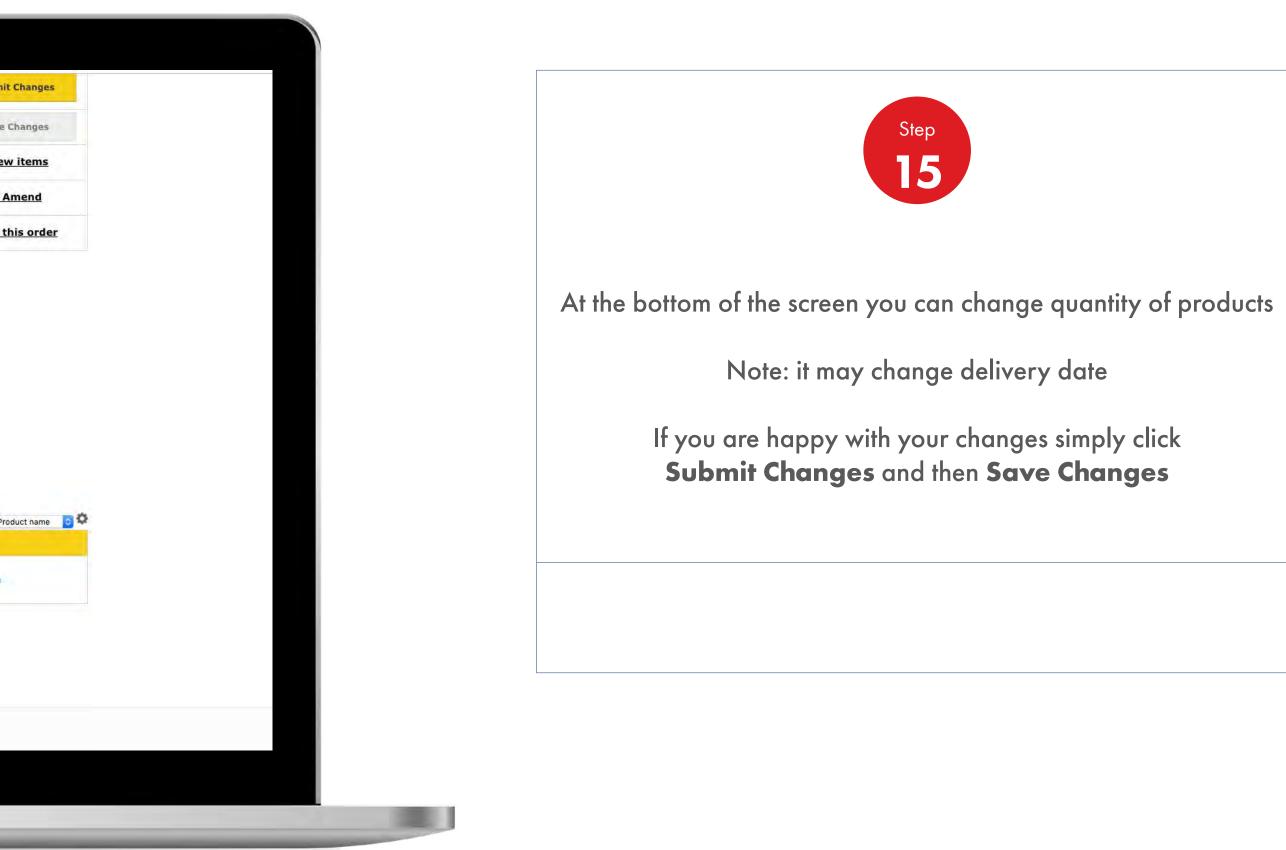


**Order Management** 

How To Amend/Cancel An Order

PRIVATE LIMITED	Delivery Wind	our koao Denvery	Total Gross Weight		Submit Ch
Shell Order Number:	Delivery Instru		9,080.000 KG		
Delivery Location:	Sold-to Delive		Total Net Weight:		Save Chan
	£		7,640.000 KG		
			8,360.000 L15		+ Add new ite
Product type: Global Lubricants	Driver Instruc	bons	Net price:		
Lubricants Pack				-	× Cancel Amer
Sales division:		1.	Tax:		× Cancel this o
Lubricants			Tobal deless		
PO Number			Total price;		
Order Created By:					
Email Address:	edit				
Phone Number:					
FROME MULTIDEL					
<ol> <li>Includes Surcharge, Excise Duties an</li> <li>Includes taxes</li> </ol>	d/or Environmental Fe	es (where applicable)			
Very and an					
Your order					
This order contains 1 items					
Expand All   Collapse All Sele	ct All   Unselect All				Arrange by Product r
Item	Quantity	Price <sup>3</sup>	Delivery On	Delivery Details	
550031162	40 EA	1,342,616.00 INR	A 4. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.		
✓ Turbo J 32_1*209L_A1W8	8,360.000 L15	Unit price: 160.60 INR	To be confirmed		THE RELEASE AND A DESCRIPTION OF A
3. Excludes taxes, surcharges and inclu	7,640.000 KG				DataSheets

# Shell MarketHub





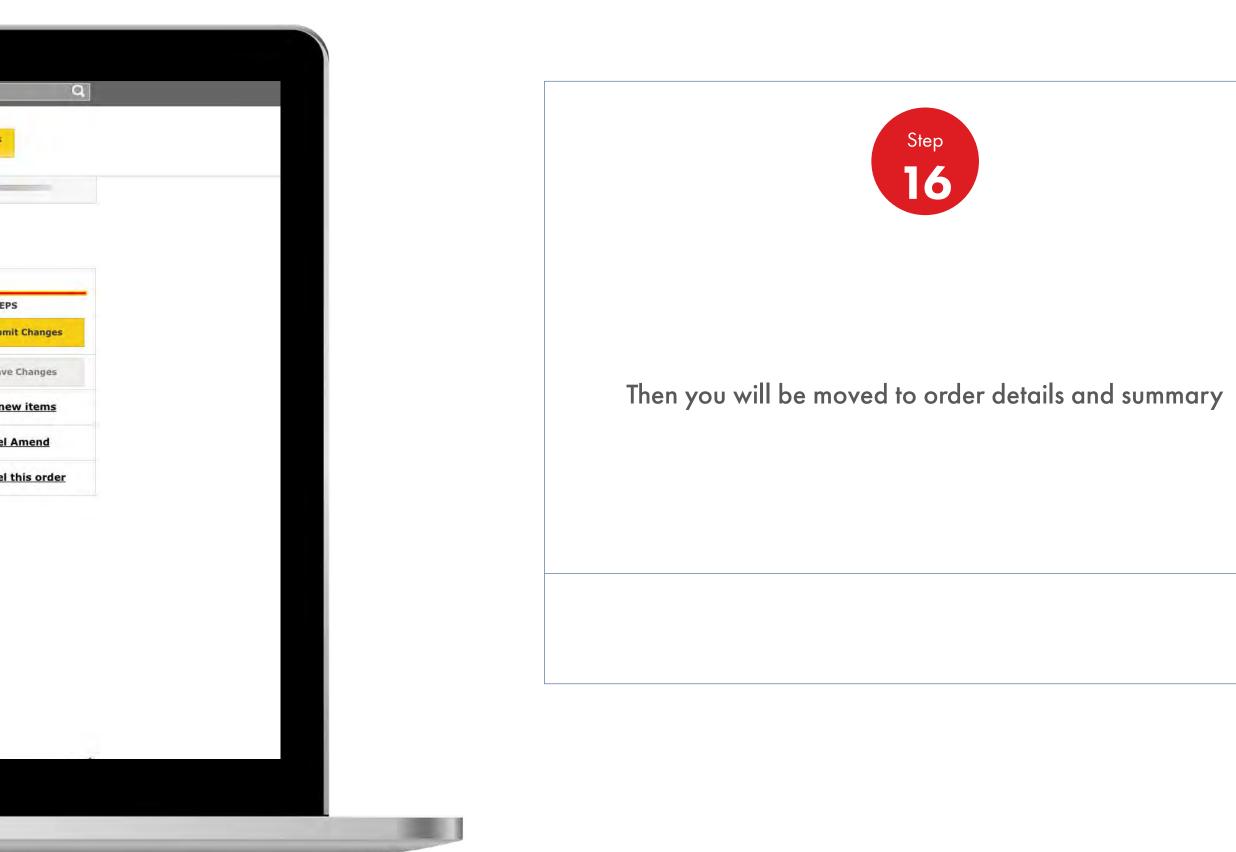




Order Management

Recently Visited: Home		٤	3 ? Search
Corder Workspace Acc Amend Order	All V Distributor Indu	istry Sectors Technology Leadership	Product Families
Order Summary			
Sold to account: Shell Order Number:	Delivery Group : <b>To be confirmed</b> Delivery Method: <b>Road Delivery</b> Delivery Window: <u>edit</u>	This order containsi 1 items Total Gross Weight:	NEXT STEP
Delivery Location:	Sold-to Delivery	9,080.000 KG Total Net Weight: 7,640.000 KG	Sav
	Driver Instructions:	Total Net Volume: 8,360.000 L15	+ Add n
Product type: Global Lubricants Lubricants Pack		Net price:	× Cancel
Sales division: Lubricants		Тах:	× Cancel
PO Number		Total price:	
Order Created By:			
Email Address: Phone Number:	edit		
2. Includes taxes	s and/or Environmental Fees (where applicable)		
Your order			
This order contains 1 items			









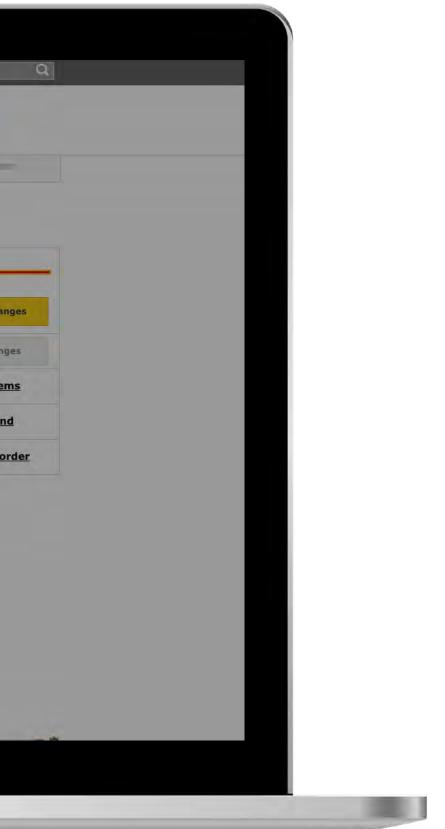


Order Management

How To Amend/Cancel An Order

Recently Visited: <u>Home</u>	A ? Search
Home All The All Academy Industry Sector	rs Technology Product Familie Leadership
T Order Workspace Account:	
Amend Order	
Order Summary	
Sold to account: Delivery Group : To be confirmed This order Dr Do you want to cancel the amending this order ?	r contains! NEXT S
Shell Order Number:	
Confirm Cancel	S
Produce type: D	+ <u>Add</u>
Global Lubricants Lubricants Pack	× <u>Canc</u>
Sales tilvision: Tax:	× <u>Canc</u>
Order Created By: Email Address: <u>edit</u>	
Phone Number	
1. Includes Surcharge, Excise Duties and/or Environmental Fees (where applicable)	
2. Includes taxes	
Your order This order contains 1 items	







If you decide to cancel the amendment, the pop-up window will appear giving you the option to confirm.

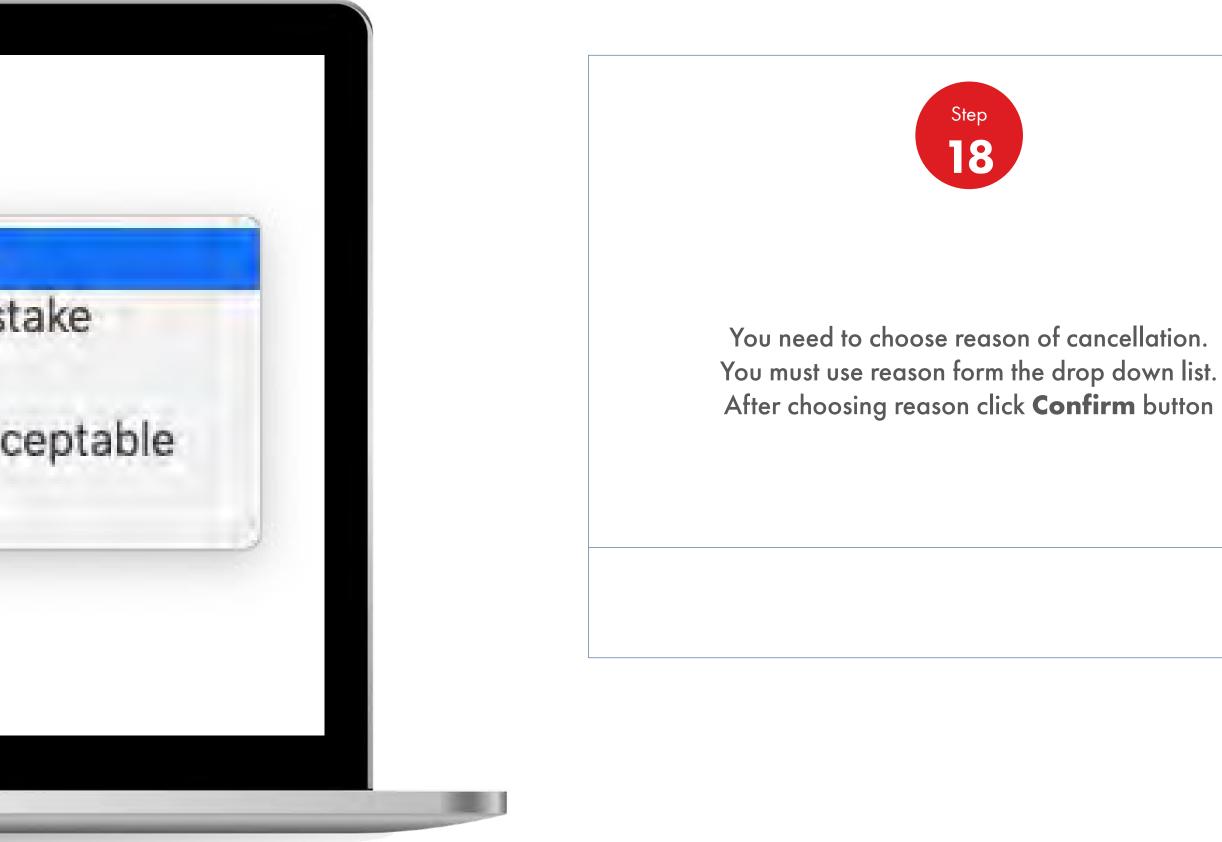






The price(s) are not acceptable I placed a duplicate order by mistake Other Proposed delivery date is not acceptable I ordered the wrong product(s)





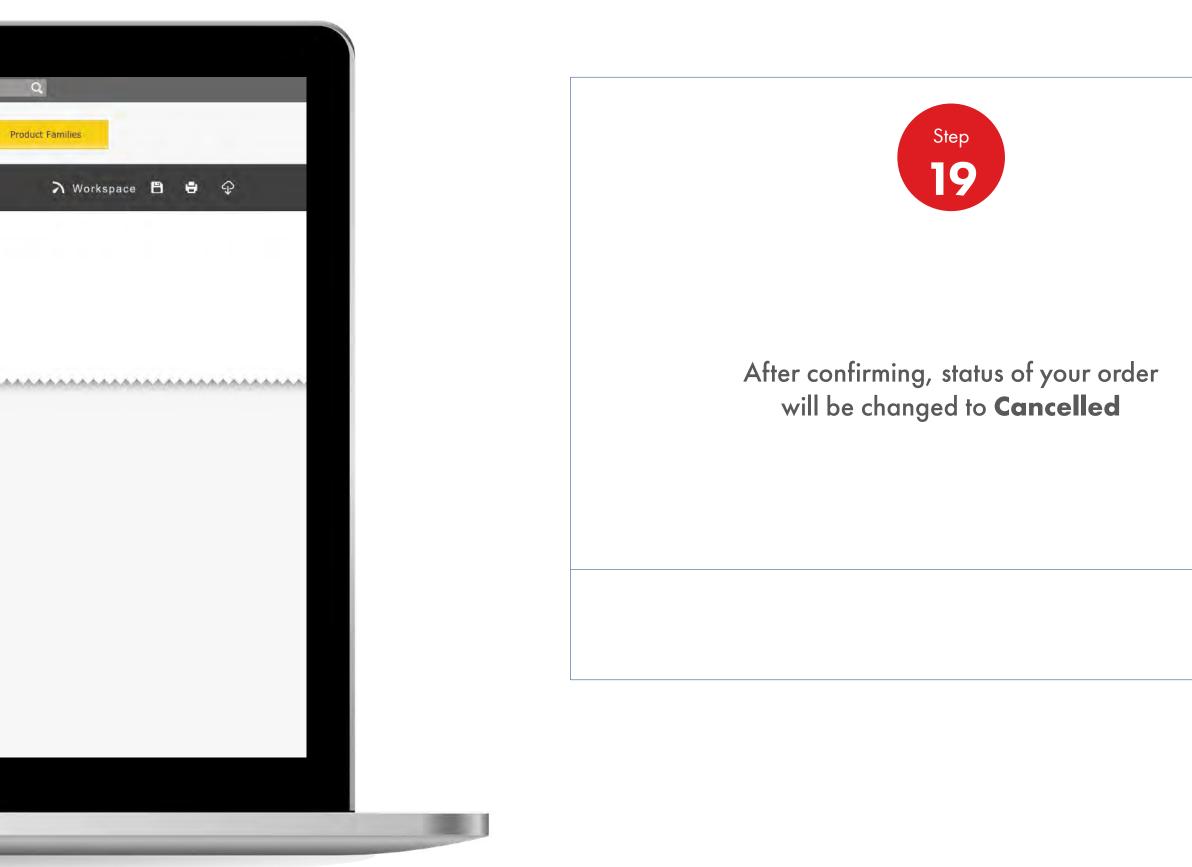




Order Management

Recently Visited:	: Home		A ? Search
🎱 🍙	Home 🗮 All 🔻 Dis	stributor Academy Industry Sectors	Technology Leaders
Placed Order Details			
Your order has been cancelled.			
Order number 220747696		Order status	Cancelled
	Shell Indi	ia Markets - Global Lubricants - Lubricants	
	Shell Indi	a Markets - Global Lubricants - Lubricants	
Orderer			
Order Placed On			
Wednesday 3rd July 2019 ① 03:24 pm			



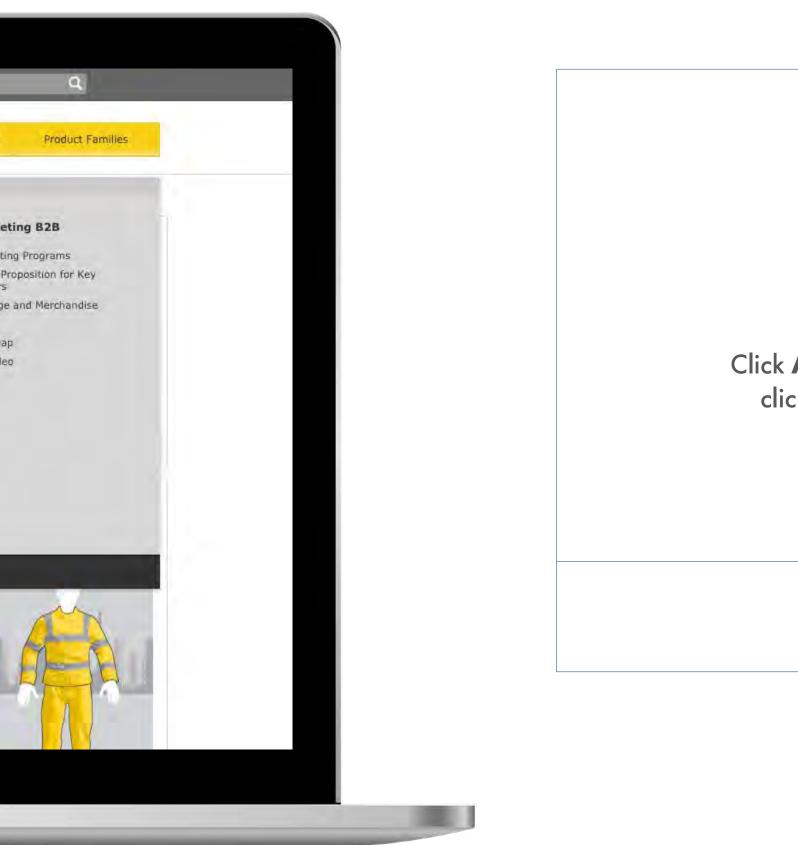






	_		<u>A</u> ? Sea	rch
Mome Rome	E All V Distributo	or Academy Industry S	Sectors Technology	Leadership Pro
Ecommerce Order Management Document Copies Financials VMI Stock & Deliveries VMI Site Events PMTDR Report Value/Volume Report	Products and Sectors Product Families Industry Sectors OEM Activities Synthetic OEM Approvals	Technology and Innovation Technical Services Synthetic Training Materiai DVRs Technology Leadership	<b>Training</b> Training HR Guidelines Distributor Academy	Marketing B2B Marketing Program Value Proposition Sectors Signage and Mero quiz JobSwap VP Video
Sales Tools Customer Evidence Business Planning Cross Sell & Up Sell D-CVP Tablet App	Operations HSSE	Workspace News Center Download Center Help and Support	Works 360 About Works 360 Activation Modules Works 360 Workbook Tools and Materials by Value Selling Steps	
View Works 360	Step Modules &	DSR onboarding Mat	erial exp A	
PODCASTS	-	<ul> <li>Module I (Friction a</li> <li>Module 2 (Viscosity</li> <li>Module 2 (CVP)</li> </ul>		
T Hitachi		<ul> <li>Module 3 (Lubrican</li> <li>Module 4 (Basics of</li> </ul>		







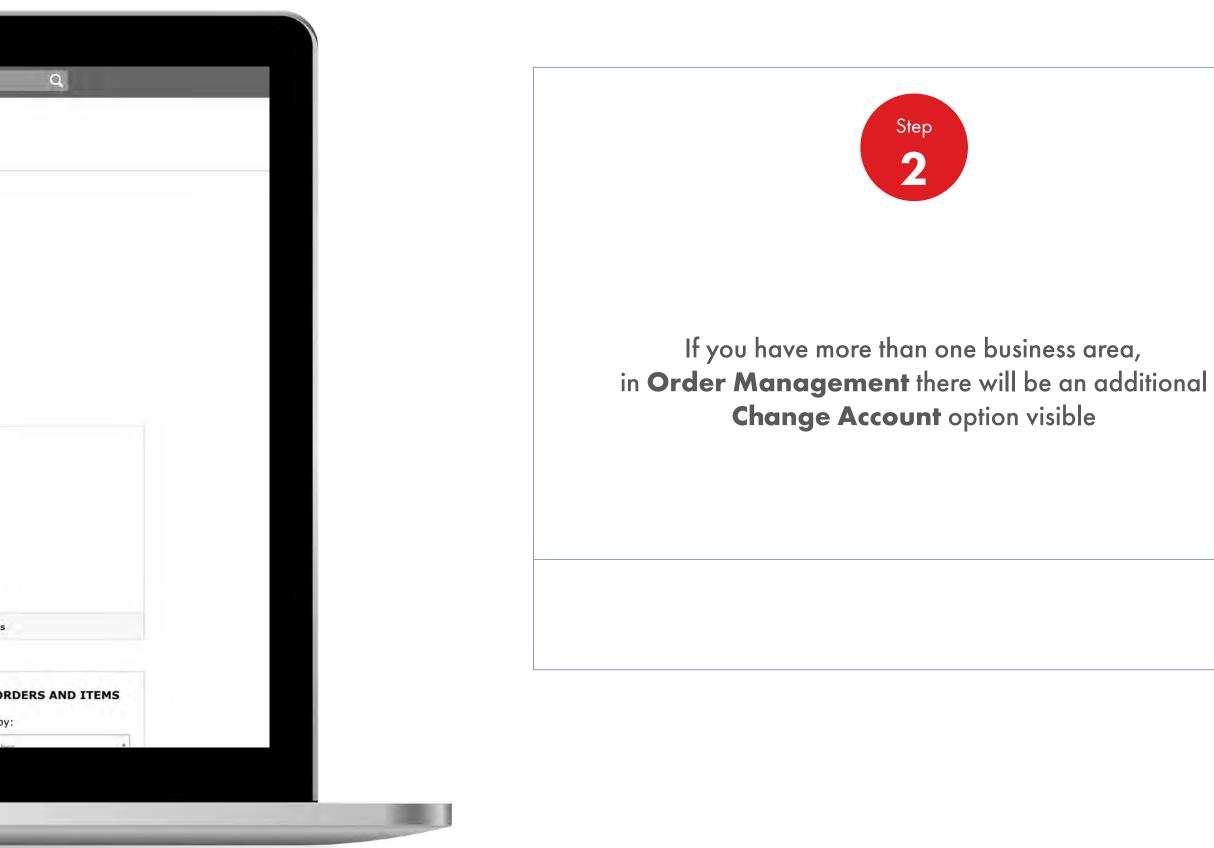
#### Click **All** at the top of navigation and click on Order Management





_	Recently Visited: : Home		A ? Search	1
	Home = All 🔻			
	Order Management Works	pace		
	Hello HaXXX, Change account. Account:			
	Business Category: Shell CA Products - Global	Lubricants - Lubricants		
	Order with your saved template or CRE/	ATE NEW ORDER		
	Order Templates Use order to create a new template	Reorder reminders	Saved O	
	Create a Template			
	View all	View all reorder reminders	View all	l saved orders
	Delivery Status		+	
	Order Tracker			FIND ORDE
				PO Number



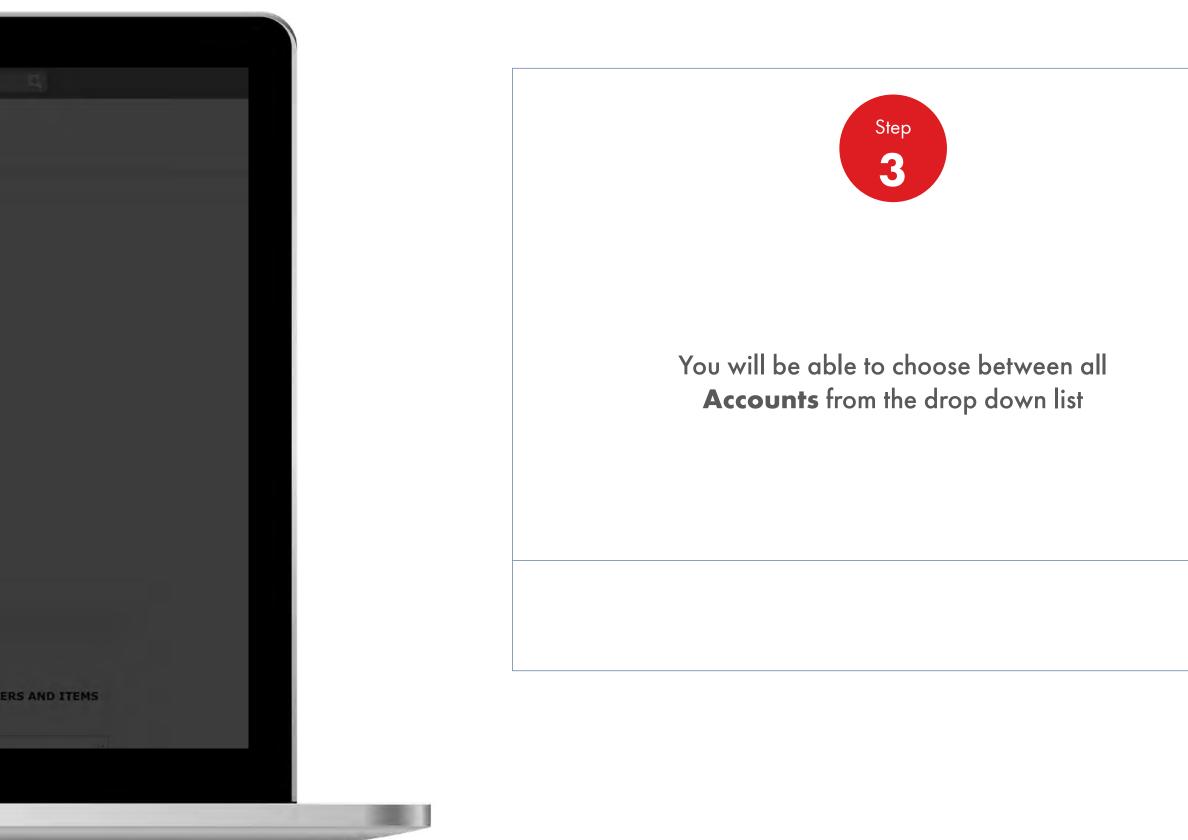






Mome = Al			
Order Management Wo	Change Account and Business Category		®
Hello HaXXX, Change account. Account: ATI	Accounts		
Business Category: Shell CA Products -			
Order with your saved template or			
Order Templates Use order to create a new template			Orders
Create a Template	Business Category Shell CA Products - Global Lubricants - Lubricants	Edit	rders - No
	Submit Cancel		
View all	View all reorder reminders		ew all saved arde
Delivery Status		+	
Order Tracker			FIND









A Hanne =	AIL -	
Order Management V	Change Account and Business Category	⊗
Hello HaXXX, Change account. Accounts	Accounts	Edit
Business Category: Shell CA Produc	Business Category Shell CA Products - Globa Lubricants - Lubricants	C
Drder with your saved template or	ALL Shell CA Products - Global Lubricants - Lubricant	
Order Templates	Shell &Turcas Petrol - Global Retail - Lubricant	Drders
Use order to create a new template Create a Template	Shell &Turcas Petrol - Global Retail - Fuel Shell &Turcas Petrol - Global Retail - Auto Gas Shell &Turcas Petrol - Global Commercial Fuels - Fuel	etlers - No
	Submit Cancel	
Summer of States	View all repriser remainders	View all saved arder
Delivery Status		+
Order Tracker		FIND C







At this stage you must also choose one of the options from Business Category available for the chosen Accounts

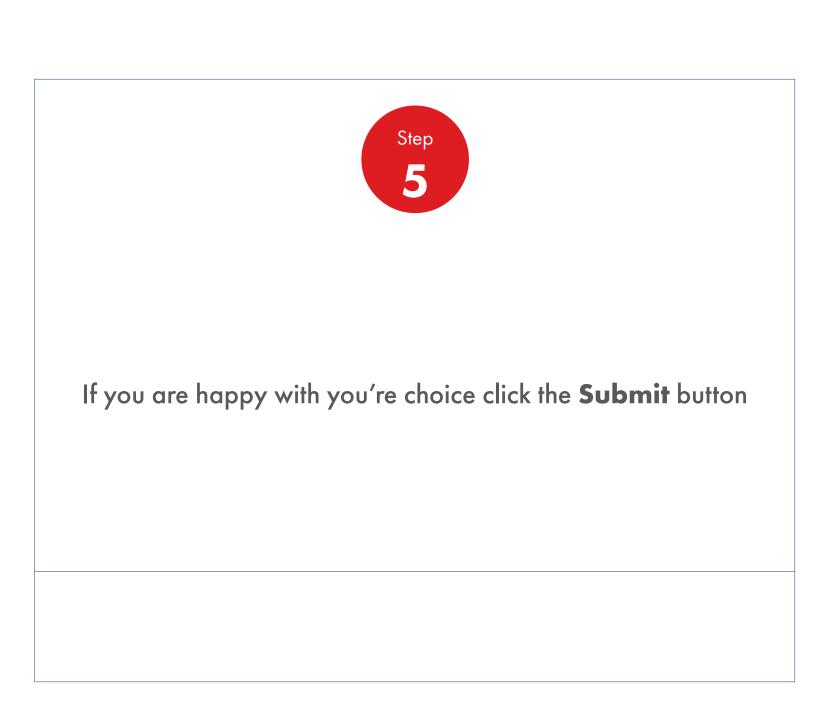




All All			
Order Management Wo	rkspace		
Hello HaXXX, Change account.	RETROL URINGERT THE A S CEVHAN YOLD UP TO KM INCIDE TO BELL		
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Order with your saved template or	Accounts	Edit/	
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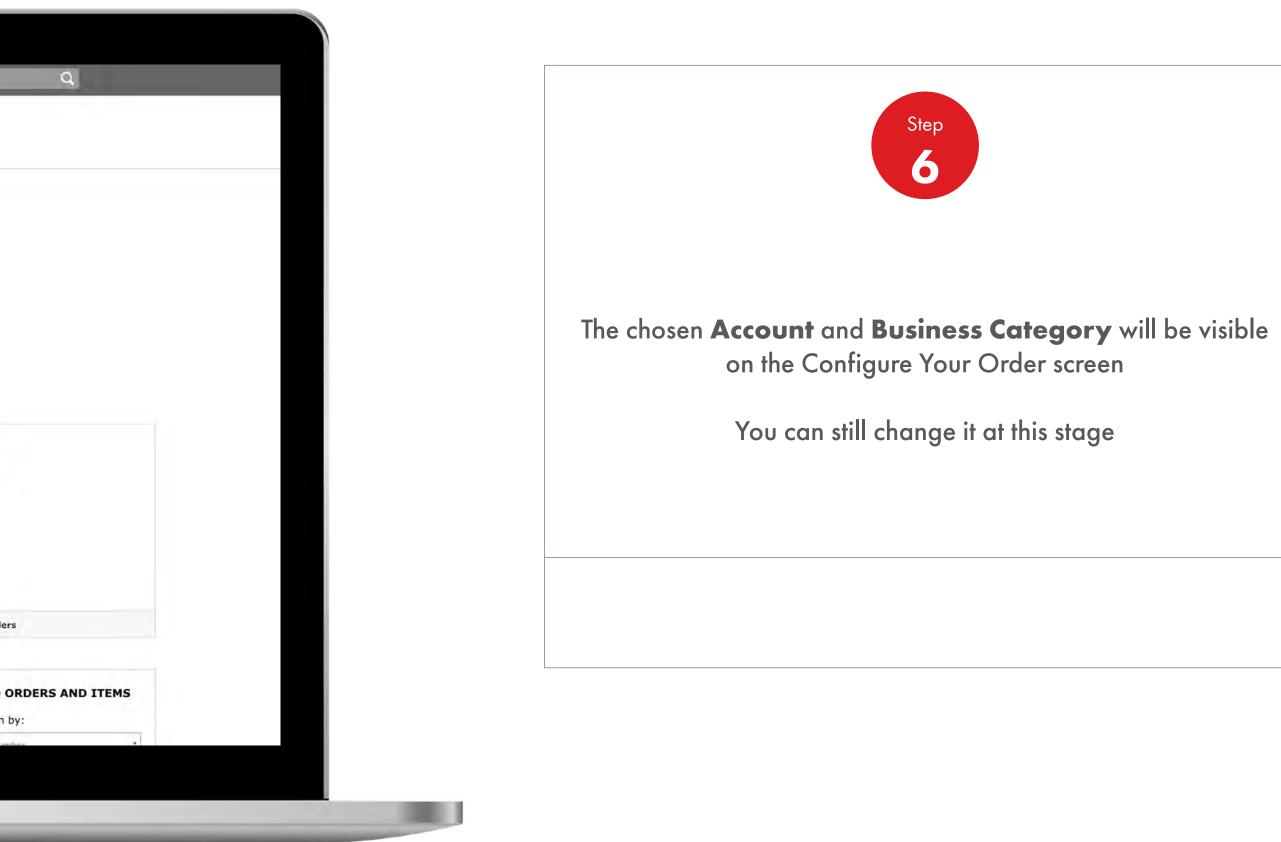






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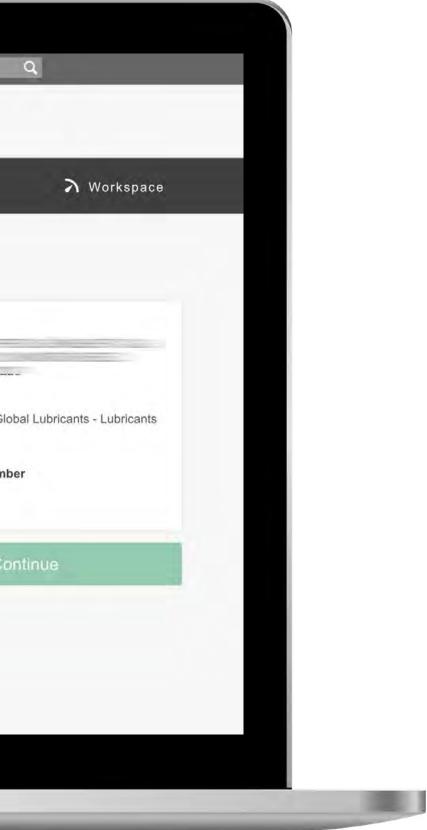


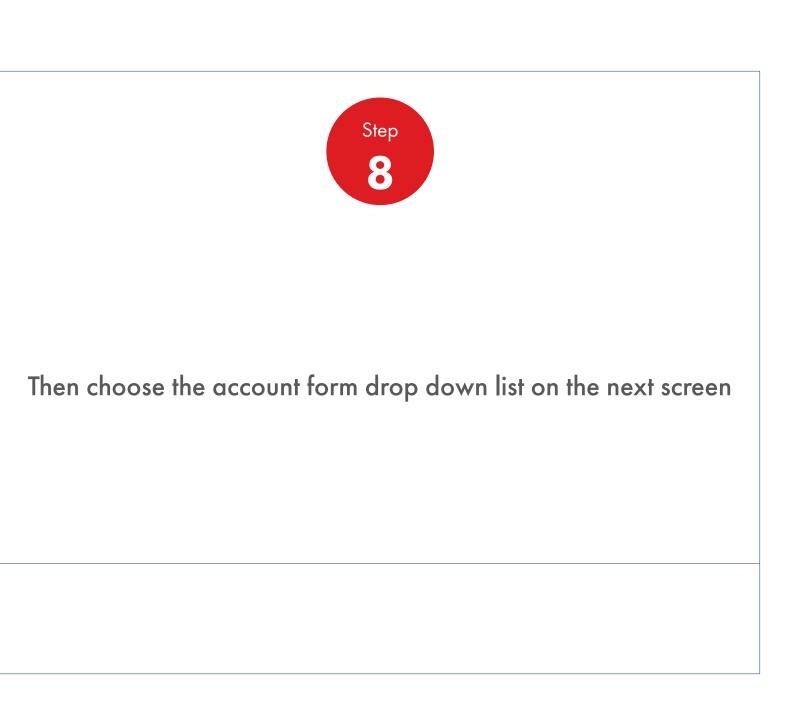




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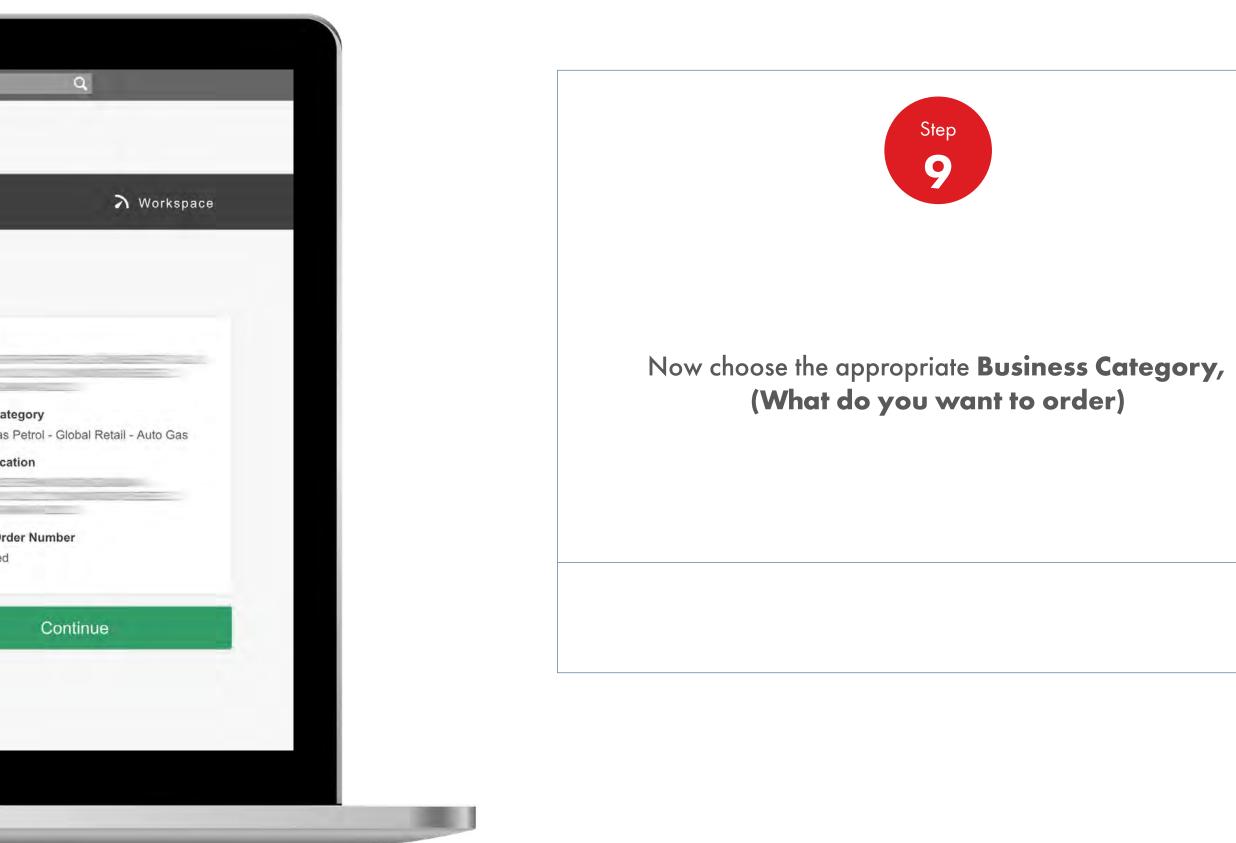






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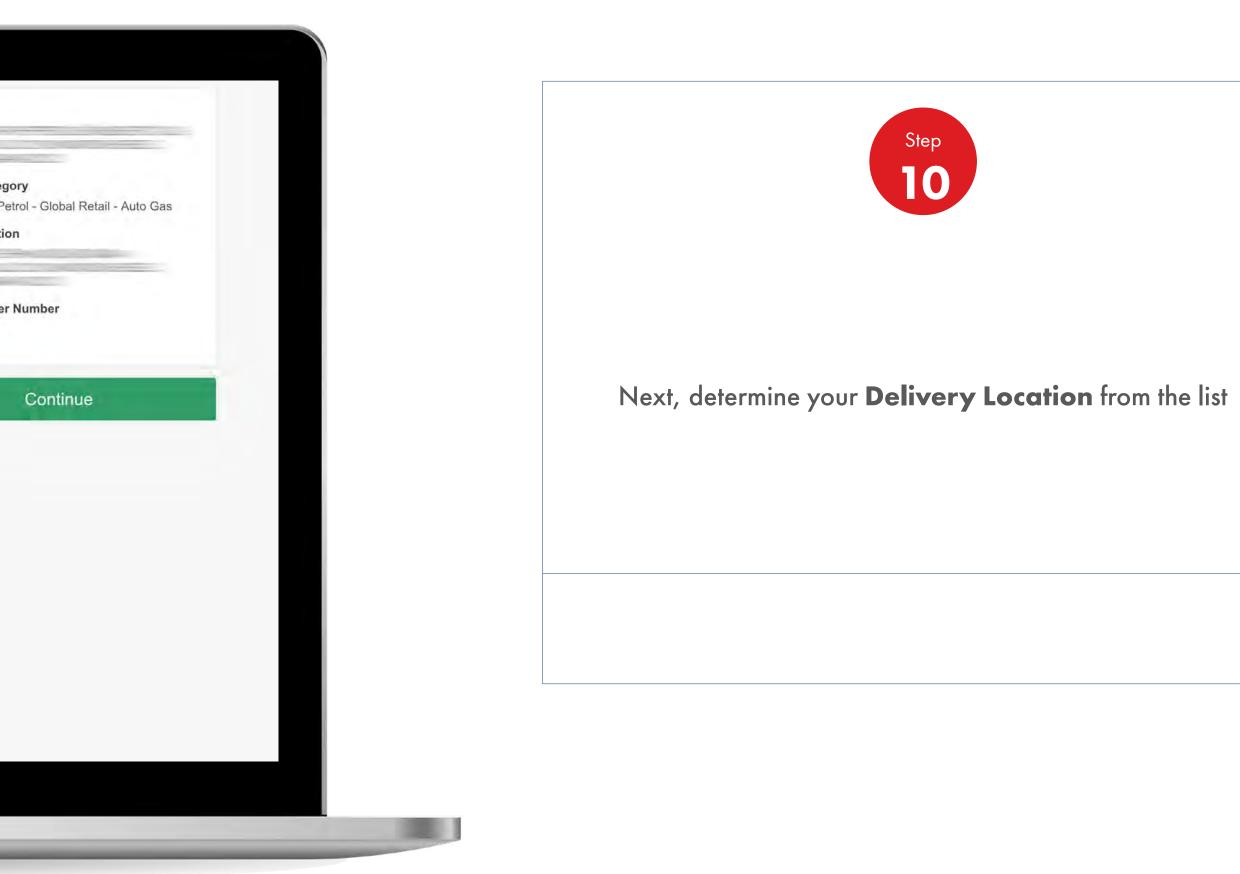






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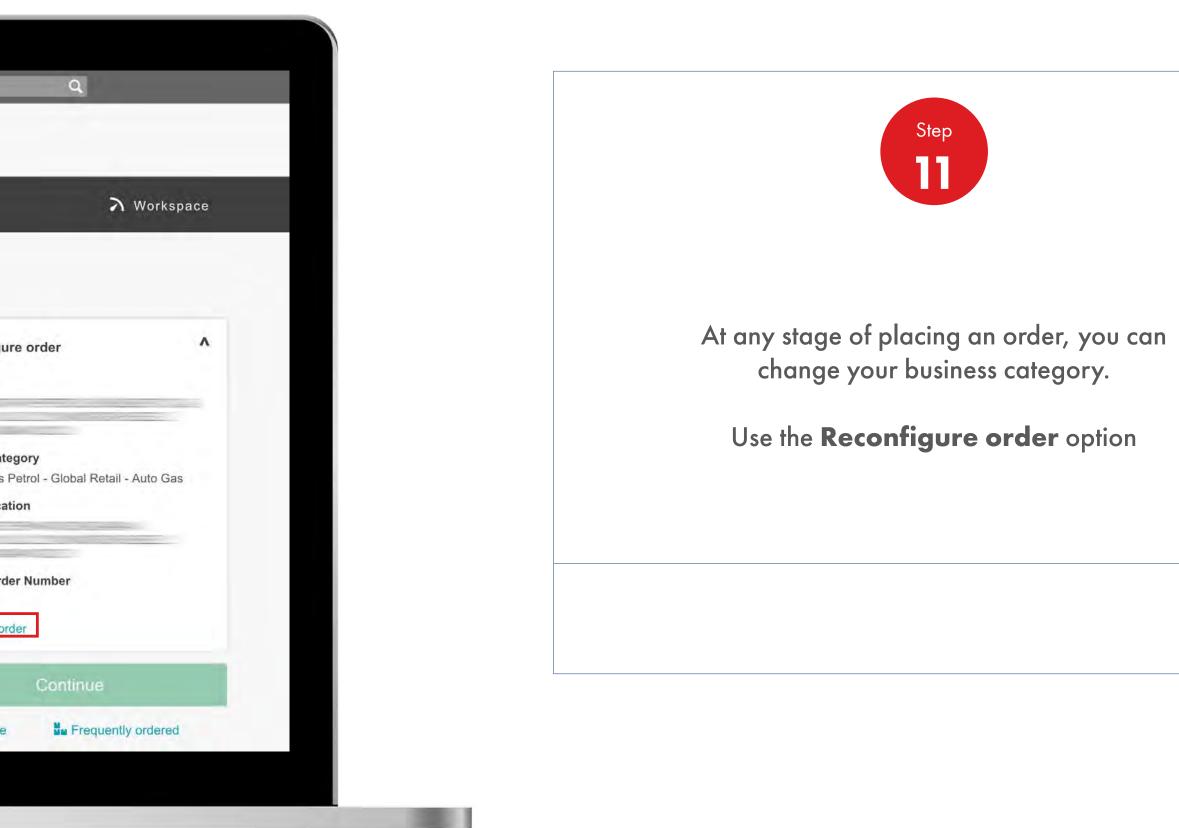






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1. Create 2. Products 3. Deli	very 4. Review 5. Confirmation		
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Bulk Bulk	Pack		Account
Unpackaged products, general in a tanker	Packaged products, drums, pails, cartons; boxes, cubes etc.		
			Business Ca Shell &Turcas
Order by product code	Upload an order form 🗸		Delivery Loc
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Q title, description or code	19	View Catalog	
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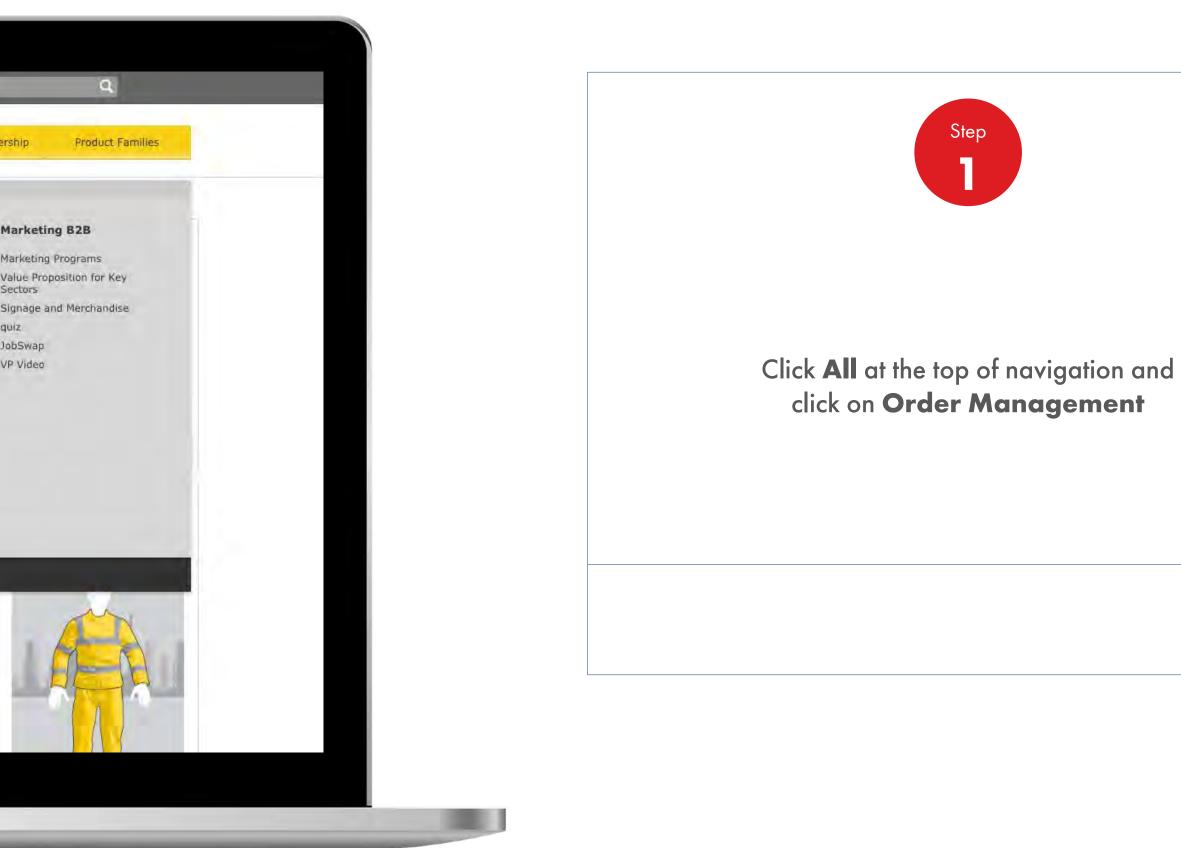


### Order Management

How To Edit Products At The Preview Order Stage

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Mome Rome	E All V Distributo	or Academy Industry !	Sectors Technology	Leadership
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Sales Tools Customer Evidence Business Planning Cross Sell & Up Sell D-CVP Tablet App	Operations HSSE	Workspace News Center Download Center Help and Support	Works 360 About Works 360 Activation Modules Works 360 Workbook Tools and Materials by Value Selling Steps	
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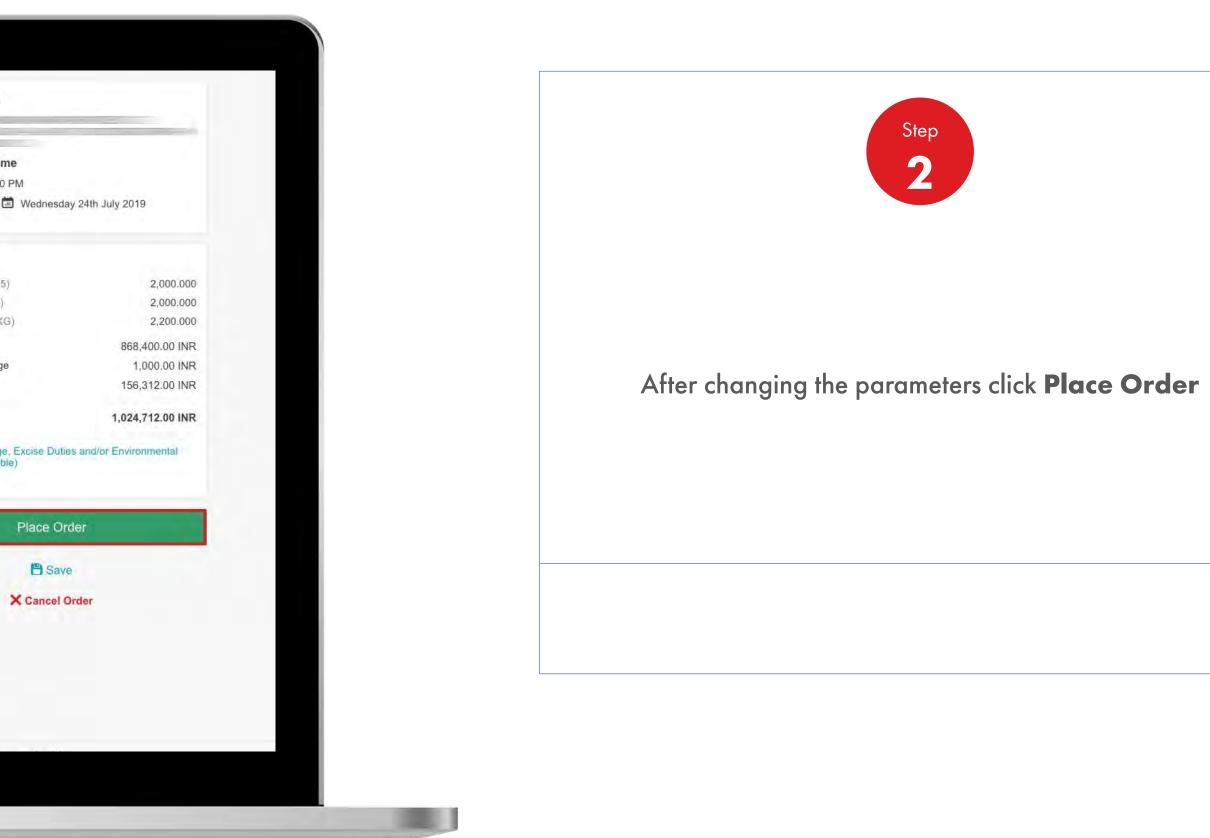
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### Order Management

How To Edit Products At The Preview Order Stage

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Delivery da	ate & time			
① 12:00 PM 1 item				Delivery date (1) 12:00 PM - 0 1 item
Delivery N	otes			
Delivery instru	ctions	Driver instructions		Summary
		250	250	Total net volume Total net weight Total gross weigh Price <sup>1</sup> Small order surc Tax
Products i	n order	and includes excise duties	Add more products	Total: <sup>2</sup> 1. Includes Surch Fees (where app 2. Includes taxes
Flice again	it each product excludes taxes, suicharges a	and includes excise duties.		
Delivery on		019 2 12:00 PM - 02:00 PM		
Delivery Tra	cking - Available after confirmation	on		
Shell Ste	erak Grease 1 1*180kg		2000 Kilograms	
# 55000196	4 1 x 180 Kilogramme (1 x 180 a 360,000.000 KG	<ul> <li>Initial Fill Greases</li> <li>360,000.000 L15</li> </ul>	Unit 434.20 INR Total 868,400.00 INR	







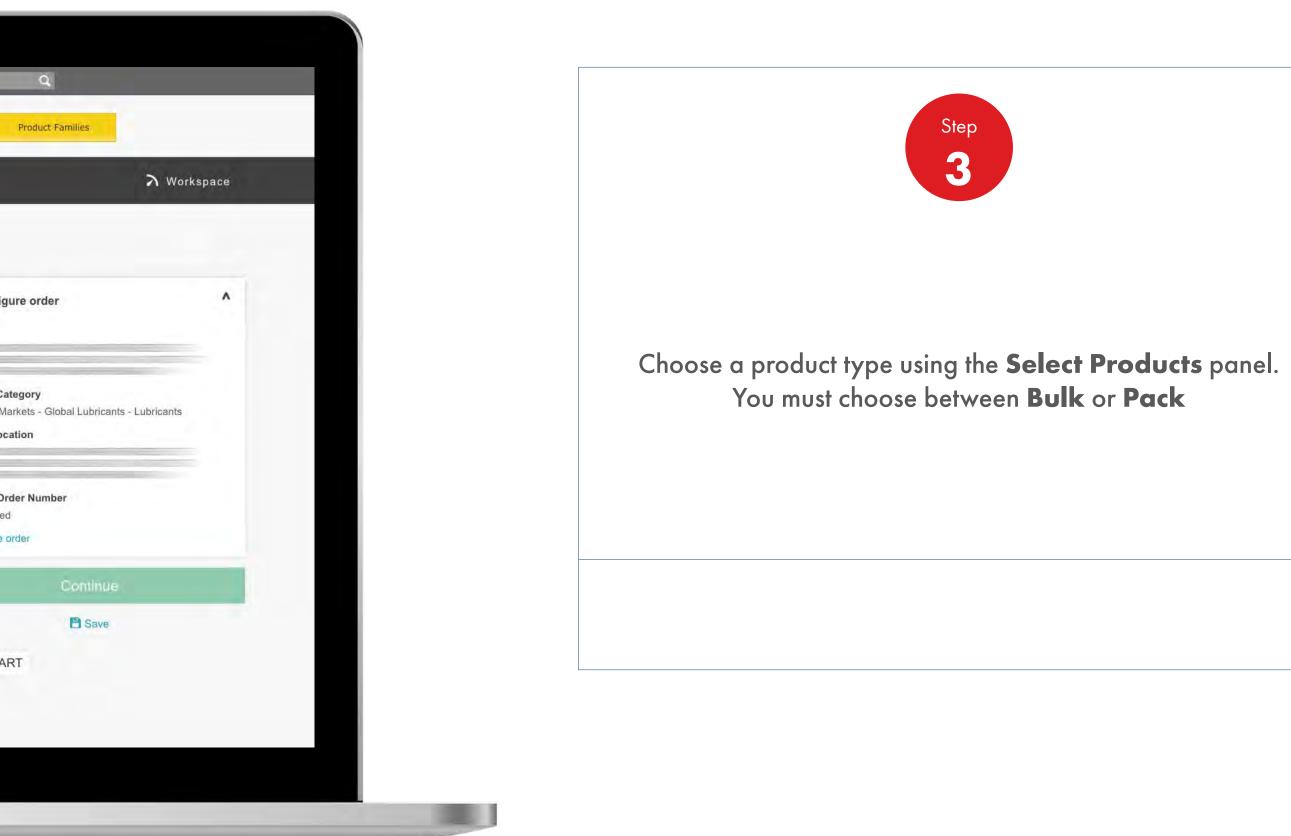


### Order Management

How To Edit Products At The Preview Order Stage

Recently Visited: :	Home	i i	B ? Search	
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1. Create 2. Products 3. Delivery	4 Review 5. Confirmation			
Select Products				
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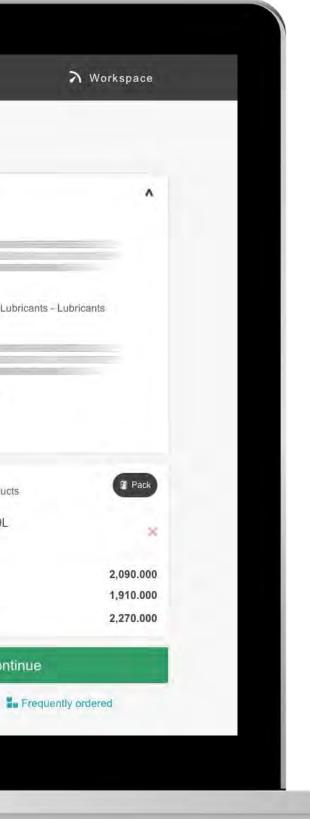


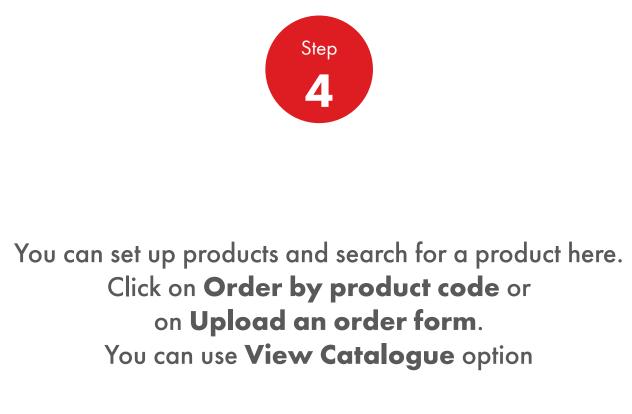
### **Order Management**

How To Edit Products At The Preview Order Stage

Select Products		
How do you want your lubricants pa	ckaged?	1. R
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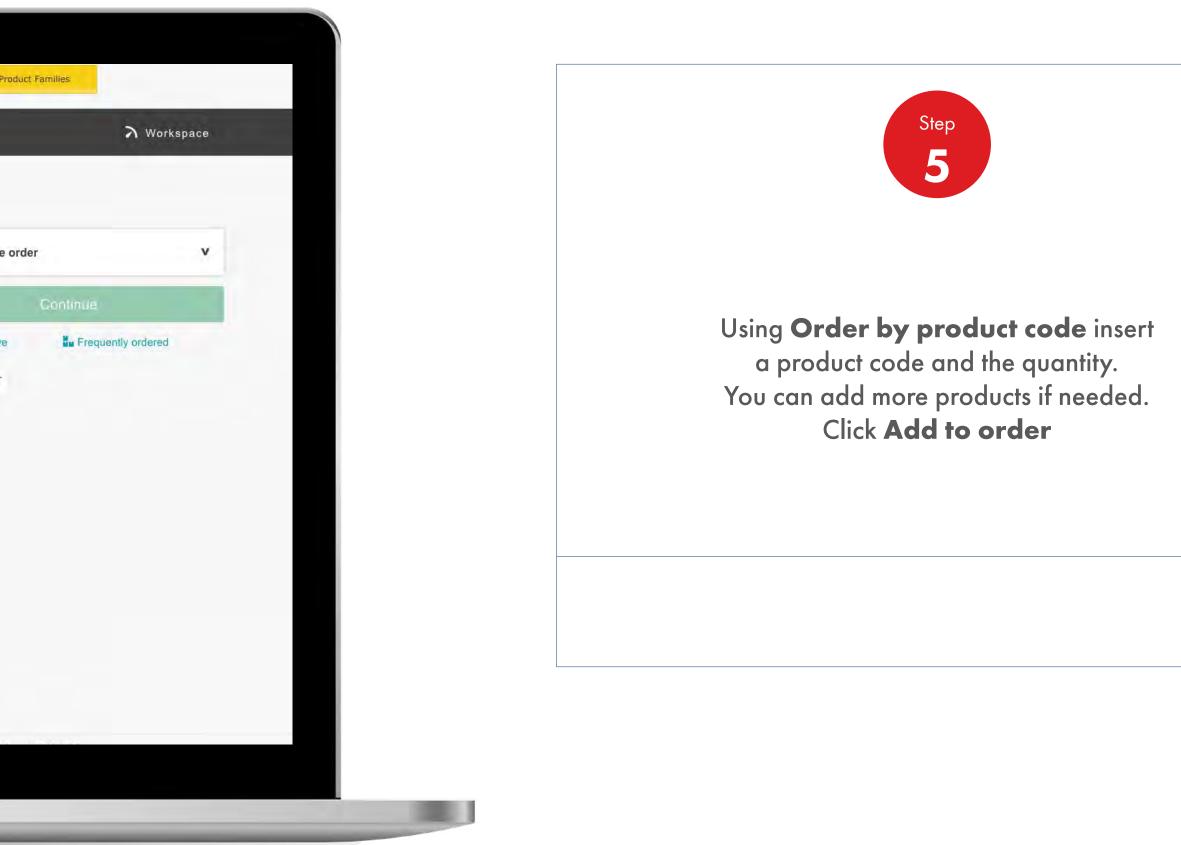


### **Order Management**

How To Edit Products At The Preview Order Stage

Bulk Unpackaged products, general in a tanker Packaged products, drums, pails, cartons, boxes, cubes etc.	Select Product	S ur lubricants packaged?			
Unpackaged products, general in a tanker     Packaged products, drums; pails, cartons, boxes, cubes     Order by product code     Upload an order form     Enter product code(s)     Code   Quantity   Description   550025702   180   Each   Shell Refrigeration Oil S4 FR-V 68 1*20L			Pack		1. Reco
Order by product code       Upload an order form          Enter product code(s)		a tanker Packageo	l products, drums, pails, cartons, boxes, cubes		
Order by product code       Upload an order form         Enter product code(s)         Code       Quantity       Description         550025702       180       Each       Shell Refrigeration Oil S4 FR-V 68 1*20L       State					
Code     Quantity     Description       550025702     180     Each     Shell Refrigeration Oil S4 FR-V 68 1*20L     Image: Color of the second seco	Order by product code	Upload an order fo	rm 🗸		ADD TO
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# Shell MarketHub





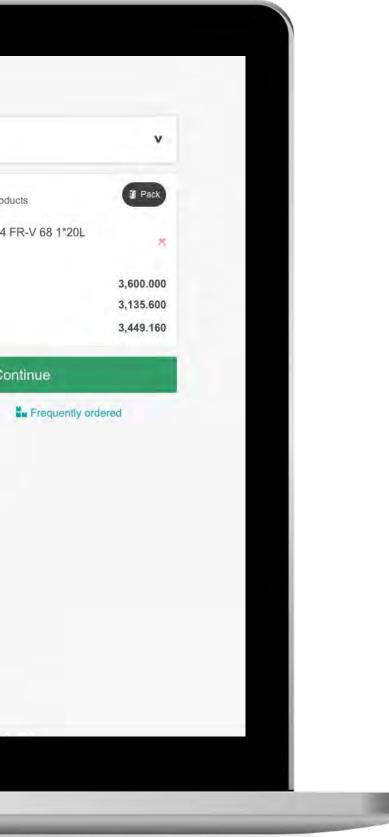


### Order Management

How To Edit Products At The Preview Order Stage

€ Bulk	[	Pack			
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Shell Refrigeration Oil S					
	1 x 20 Litre			180	Ea
550025702 Each (1 x 20 Litre)			×-		

# Shell MarketHub





Any additional products will be visible at the bottom of the screen. At this stage you can change the amount of products, or remove then by clicking on the **X** button



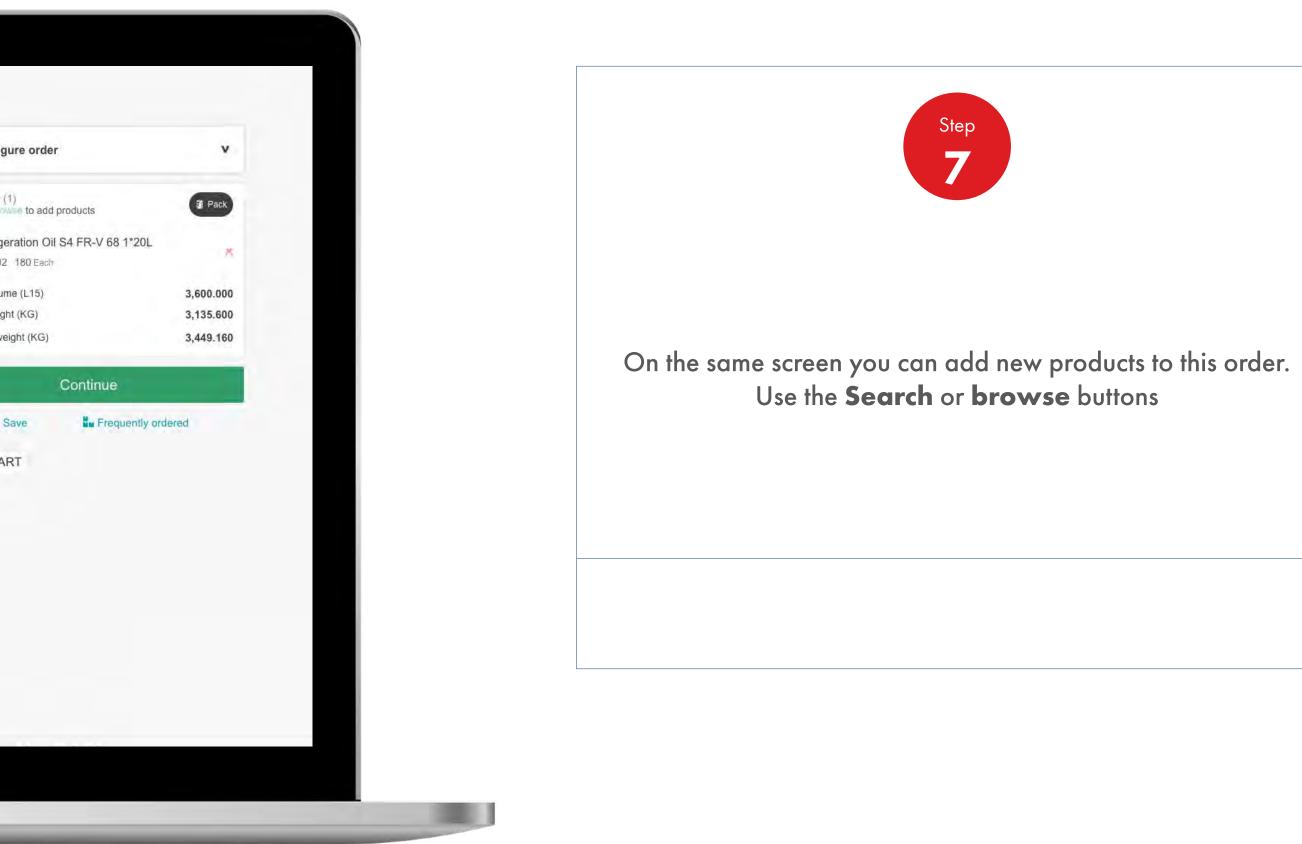


### Order Management

How To Edit Products At The Preview Order Stage

्मि Bulk		Pack			]
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Code	Quantity	Descrip	tion		
eg.500000055					
Product in this order	this order				Aud to ce
Shell Refrigeration Oil Se	4 FR-V 68 1*20L	Engine	ering Components		180
Each (1 x 20 Litre)		3,600.0	000 L15		







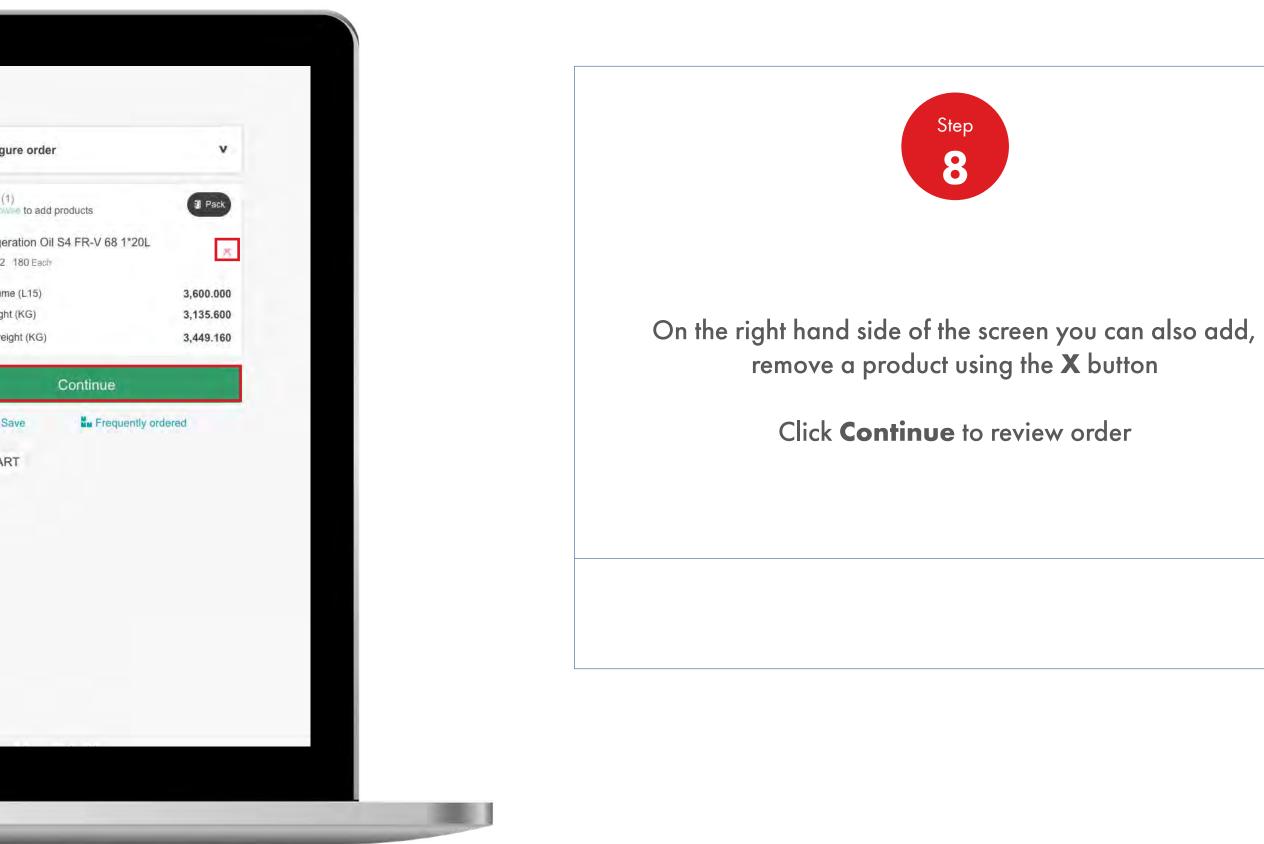


### **Order Management**

How To Edit Products At The Preview Order Stage

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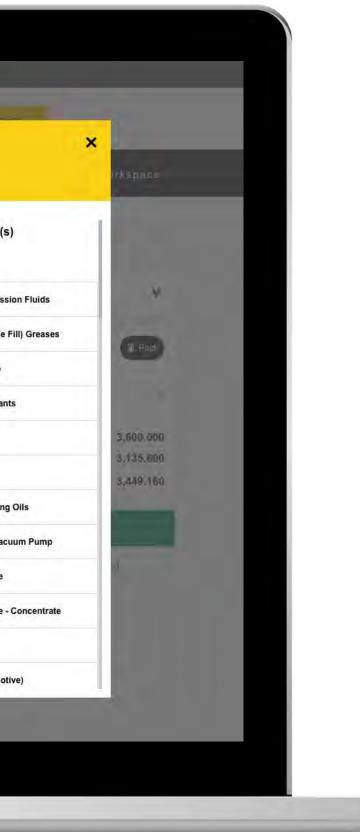


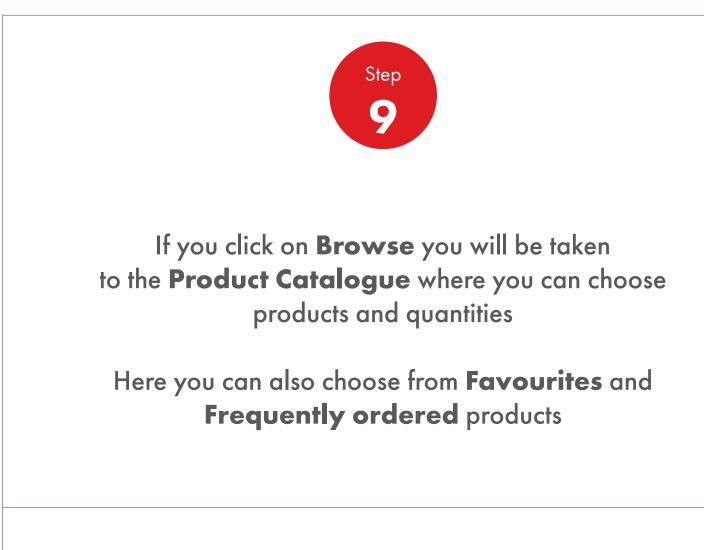
### **Order Management**

How To Edit Products At The Preview Order Stage

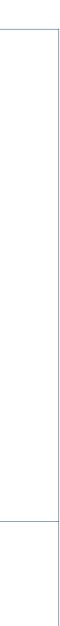
-			
	Product Catalog		
1. Create	All Products Product Families 🚖 Favourites Frequently order	ered	
Select	Shell Turbo Fluid DR 46 1*230kg	Each	1
How do y	550001765     1 x 230 Kilogramme     Factory Plant Maintenar       Each (1 x 230 Kilogramme)     248.4     Lubricants	ince	C
	Cocuments	Add to order	
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and the second	Shell Sterak Grease 1 1*180kg	Kilograms	
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Order by	Kilogramme)	Add to order	
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	550002369     1 x 180 Kilogramme     Other Greases       Each (1 x 180 Kilogramme)     198.0		3
	Cocuments		
1 Product	Load More		

# Shell MarketHub







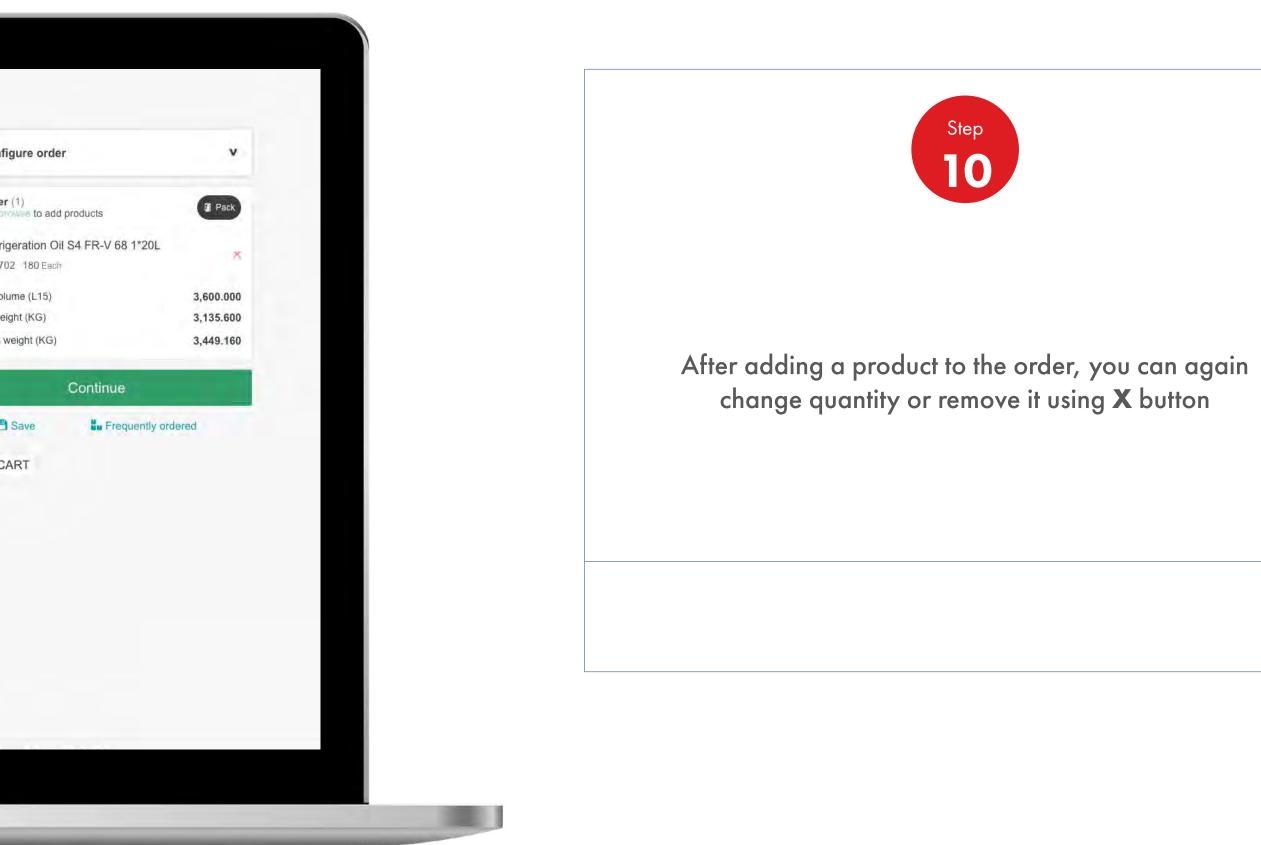


### **Order Management**

How To Edit Products At The Preview Order Stage

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Code	Quantity	Descriptio	n		
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Product in this order	this order			A020 16	ourter
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	3,135.600 KG	3,600.000			







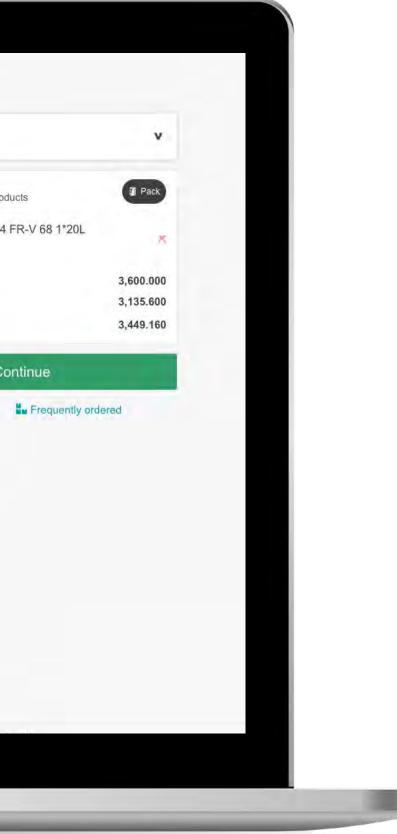


### Order Management

How To Edit Products At The Preview Order Stage

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eg.500000055						
Product in this order		_				
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Each (1 x 20 Litre)	3,135.600 KG	3,6	00.000 L15	×		

# Shell MarketHub





You can **Save** at this stage of the order and return back to it at anytime

Remember: if you save an unconfirmed order the delivery date can be redetermined



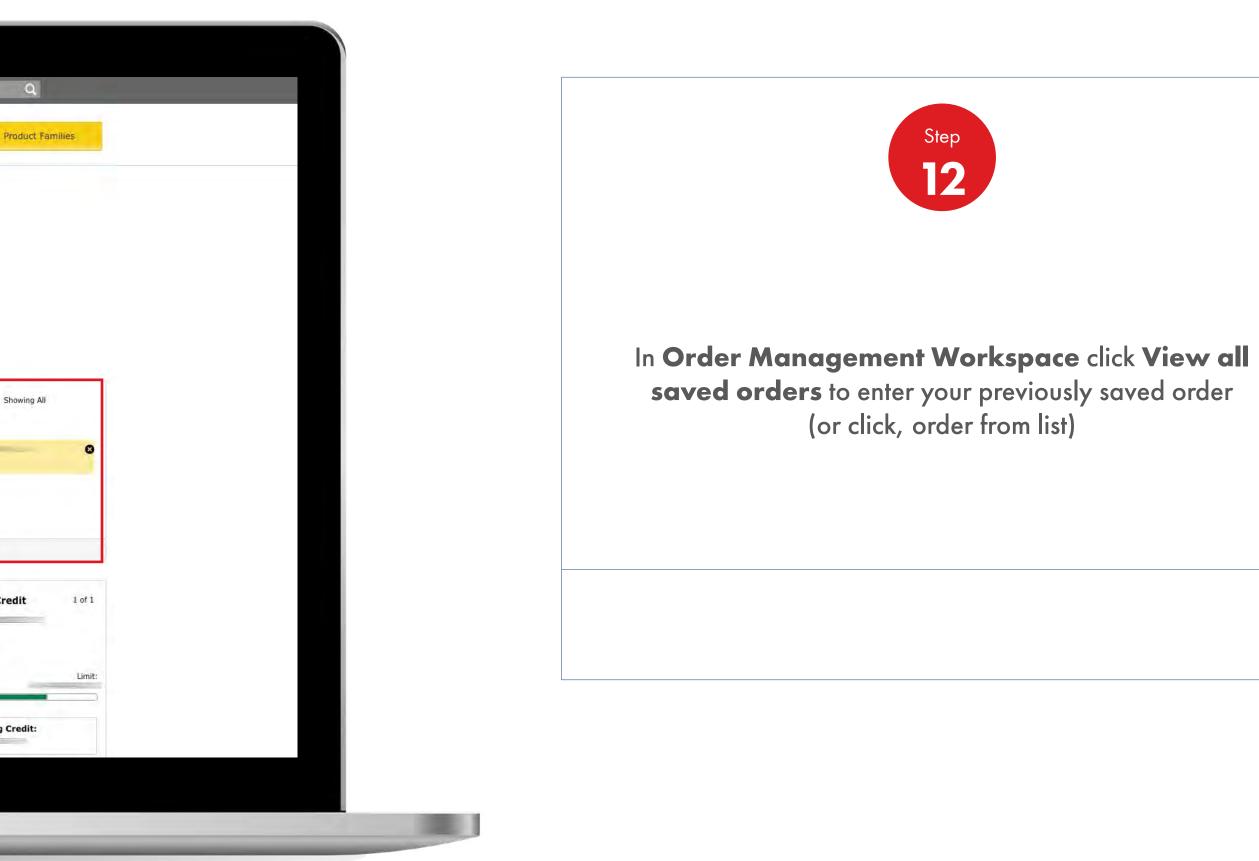


### **Order Management**

How To Edit Products At The Preview Order Stage

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Order Management Works	pace		
Hello IN_, Account:			
Business Category: Shell India Markets - Globa	al Lubricants - Lubricants		
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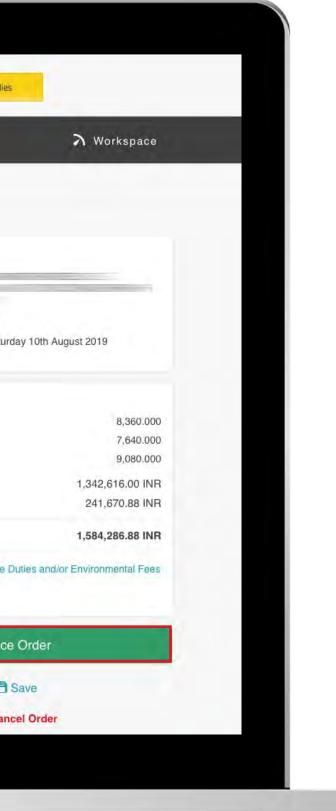


### **Order Management**

How To Edit Products At The Preview Order Stage

1. Create 2. Products 3. Delivery 4. Review 5 Confirmation		
Review & Place Order		
Order Configuration	Edit	Delivery
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Purchase Order Number (Optional)		_
e.g. FCF222		1
E.g. FORECE		







Now on the order details screen you can change, add products and quantities

If you click on **Place Order**, editing products will not be possible



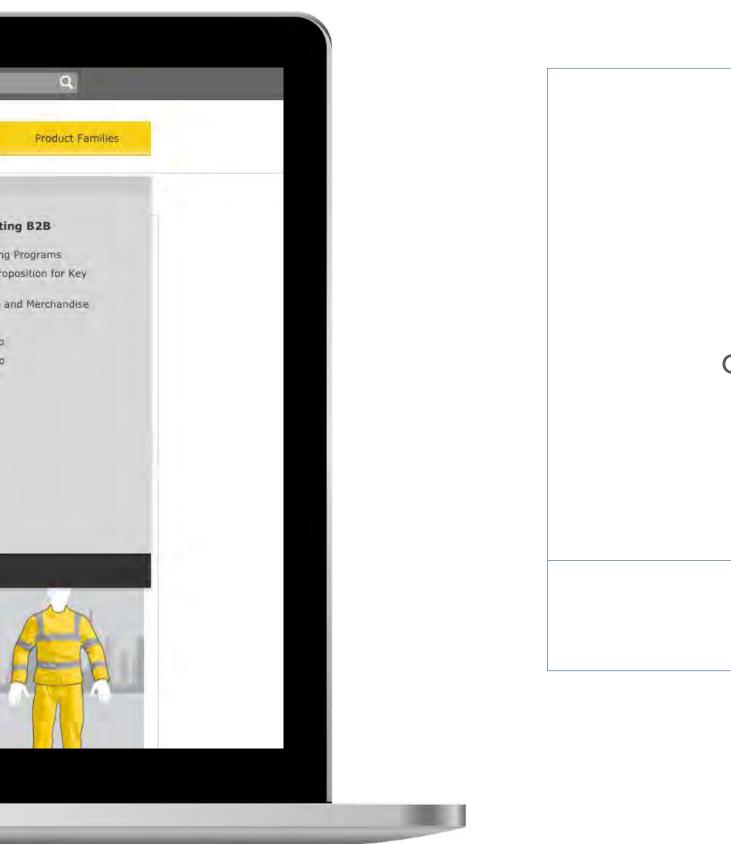


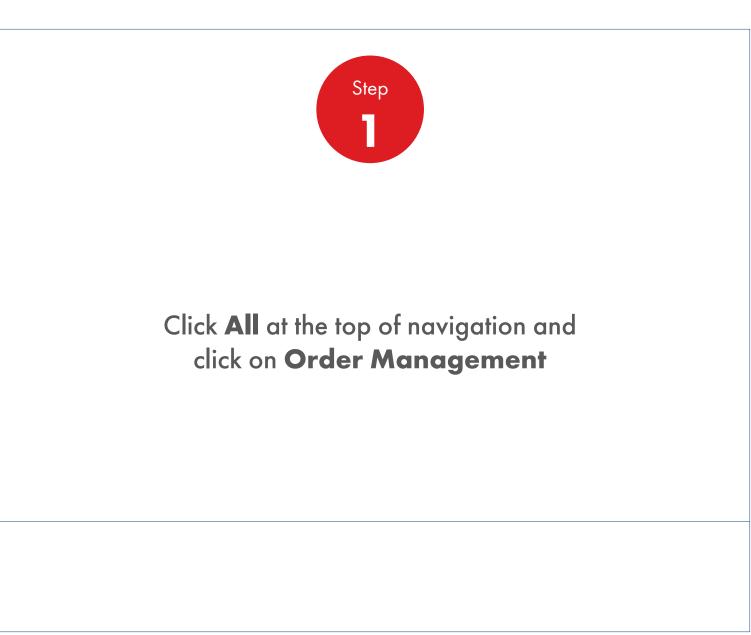
### **Order Management**

How To Repeat A Previously Placed Order

Innovation     Innovation       Order Management     Product Families     Training     Marketing Product Pr		_		요 <b>?</b> Sea	rch
Order Management       Product Families       Training       Marketing Propos         Document Copies       Industry Sectors       Technical Services       HR Guidelines       Value Propos         Financials       OEM Activities       Synthetic Training Material       Distributor Academy       Signage and quiz         VM1 Stock & Deliveries       Synthetic OEM Approvals       Technology Leadership       DVRs       Signage and quiz         VM1 Site Events       Synthetic OEM Approvals       DVRs       Technology Leadership       VP video         Sales Tools       Operations       Workspace       Works 360       VP video         Customer Evidence       HSSE       News Center       Activation Modules       Vorks 360         Business Planning       Cross Sell & Up Sell       Download Center       Activation Modules       Value Selling Steps         D-CVP Tablet App       Value Selling Steps       Value Selling Steps       Value Selling Steps       Value Selling Steps	Mome Rome	E All T Distributo	or Academy Industry S	Sectors Technology	Leadership Pro
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Module I (Friction and Lubrication)     Module 2 (Viscosity)     Module 2 (CVP)     Hitachi     Module 3 (Lubricant Formulation)	PODCASTS	Step Modules &	<ul> <li>Module I (Friction a</li> <li>Module 2 (Viscosity)</li> </ul>	and Lubrication)	•





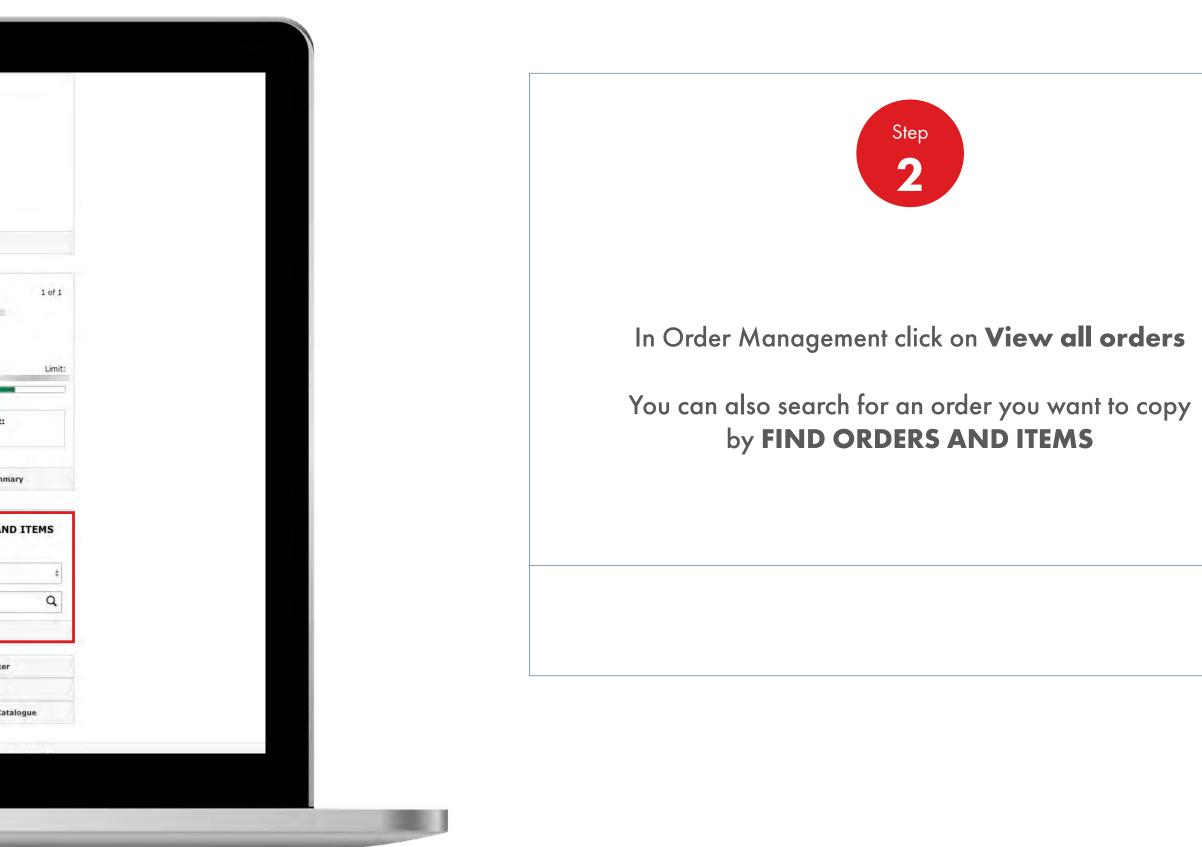




#### Order Management 2.8 How To Repeat A Previously Placed Order

Order Templates Use order to create Cr		Reorder rei			<b>ed Orders</b> d Orders - No
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Order Tracker					Account Credit
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# Shell MarketHub



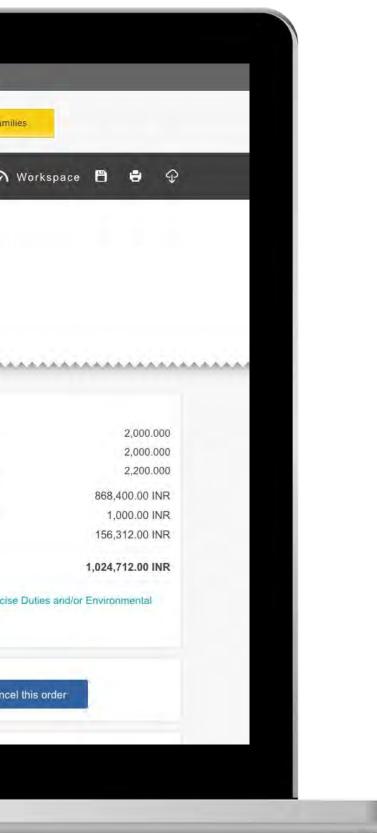




#### Order Management 2.8 How To Repeat A Previously Placed Order

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Previous Order						
Placed Orde	r Details					
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Account				ubricants - Lubricants	Total gros Price <sup>1</sup>	s weight (K
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						s Surcharge
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Order Placed C						
	9					
Thursday 4th July 201 ① 09:18 am						_
Thursday 4th July 201						







After clicking on the order you will be taken to the order details screen where you can view the following: Accounts, Products, Quantities, Delivery Date, Status





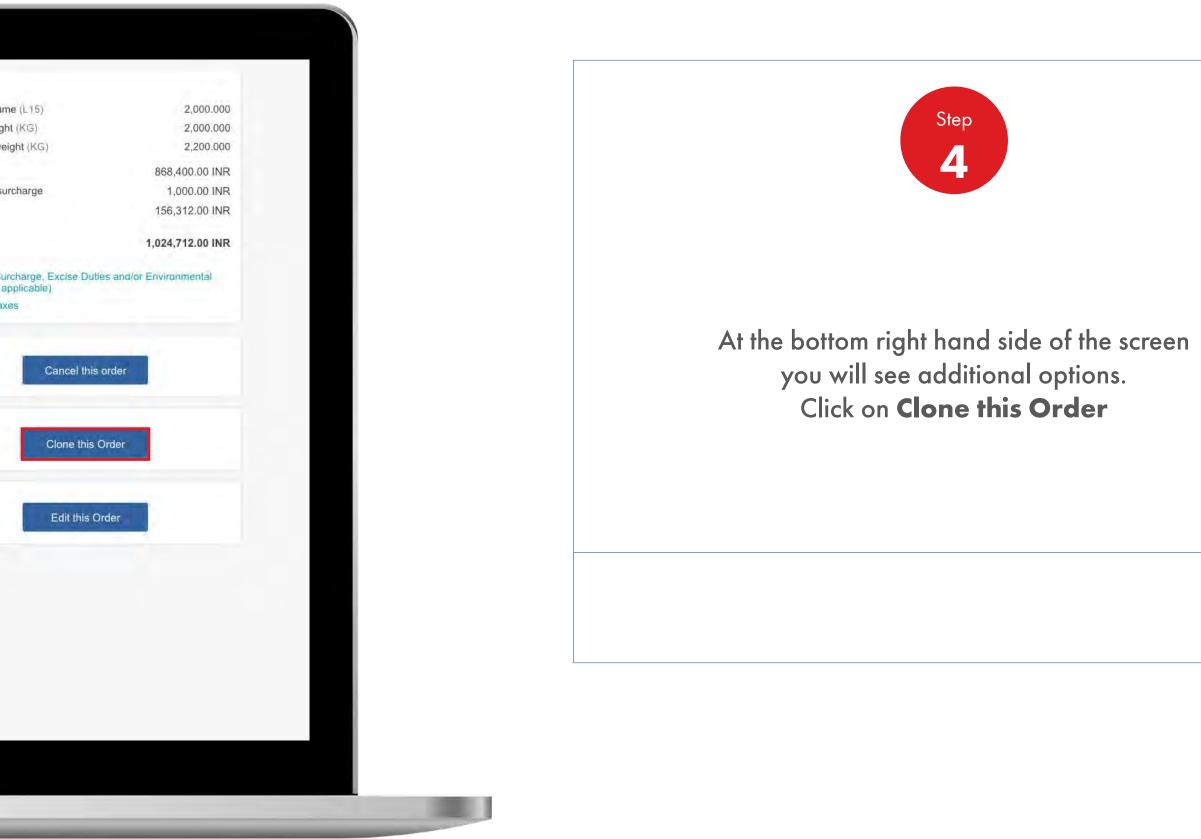
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### **Order Management**

How To Repeat A Previously Placed Order

Account		Ordering		
		Shell India Markets - Global Lub	ricants - Lubricants	
Orderer				
Order Placed On				
Thursday 4th July 2019				
O 09:18 am				
Delivery location		Delivery method		
		Road Delivery		
		Correction of		
Delivery between				
12:00 pm - 02:00 pm				
Delivery dates				
Delivery Group	To be confirmed			
Delivery instructions				
Sold-to Delivery				
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Products in order				
Sort by			Collapse this section	~





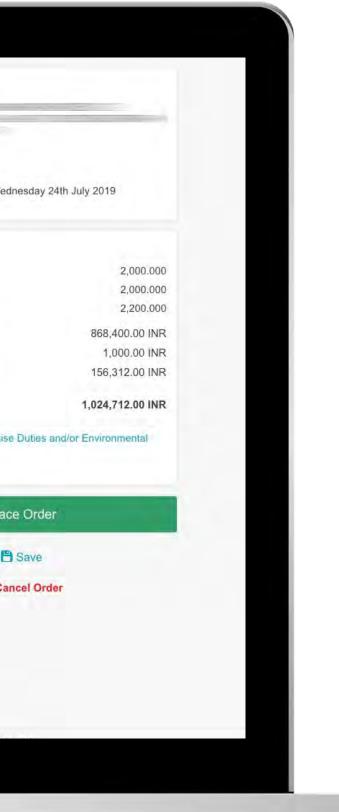




#### Order Management 2.8 How To Repeat A Previously Placed Order

Delivery date & time		
<ul> <li>12:00 PM - 02:00 PM</li> <li>1 item</li> <li>Wednesday 24th July 2019</li> </ul>		
Delivery Notes		
Delivery instructions	Driver instructions	
	250	250
Products in order		Add more produ
Price against each product excludes taxes, surcharge	s and includes excise duties.	
Delivery on 📃 Wednesday 24th July	2019 12:00 PM - 02:00 PM	
Delivery Tracking Available after confirma	ation	
Shell Sterak Grease 1 1*180kg 550001964 1 x 180 Kilogramm	ne – Initial Fill Greases 360,000.000 L15	2000 Kilograms Unit 434.20 INR
Kilograms (1 x 180 360,000,000 KG Kilogramme)		Total 868,400.00 INR

# Shell MarketHub





Once you have clicked on clone all order details will be copied to new one (Account, Delivery Location, Products and Quantity)

You will see a new delivery date and time

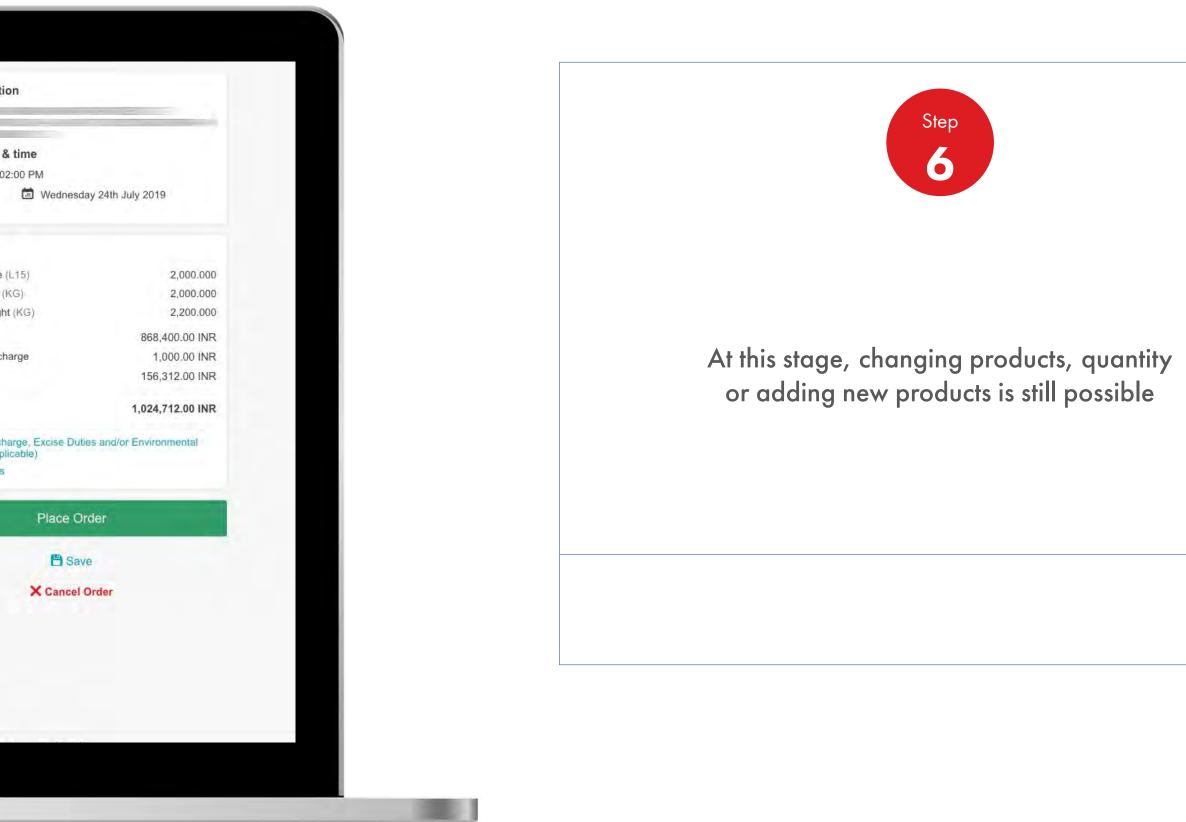




#### **Order Management** 2.8 How To Repeat A Previously Placed Order

				Delivery location
Delivery date & time				
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Delivery Notes				
Delivery instructions		Driver instructions		Summary
				Total net volume (L15) Total net weight (KG) Total gross weight (KG) Price <sup>1</sup> Small order surcharge Tax
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Products in order			Add more products	Total: <sup>2</sup>
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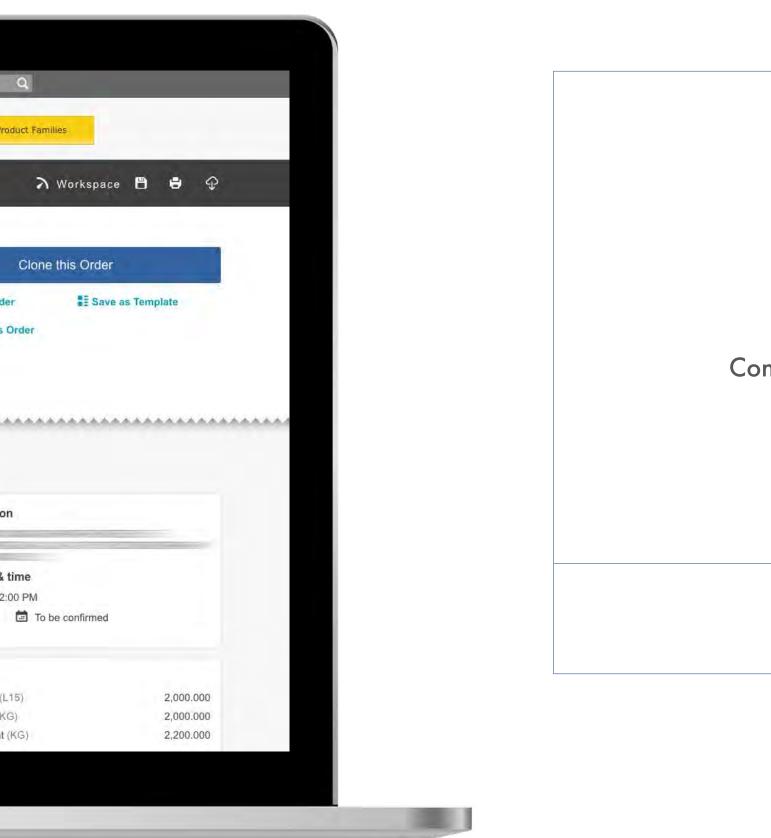


#### **Order Management** 2.8

How To Repeat A Previously Placed Order

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1. Create 2. Pro	oducts 3. Delivery 4. Review	v 5. Confirmation		
Order placed				-
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Your Order has been	n placed. Your Shell order number is 0220	0747828. Your delivery date will be conf	firmed shortly.	+
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#### Confirmation about placing an order will be visible on the screen



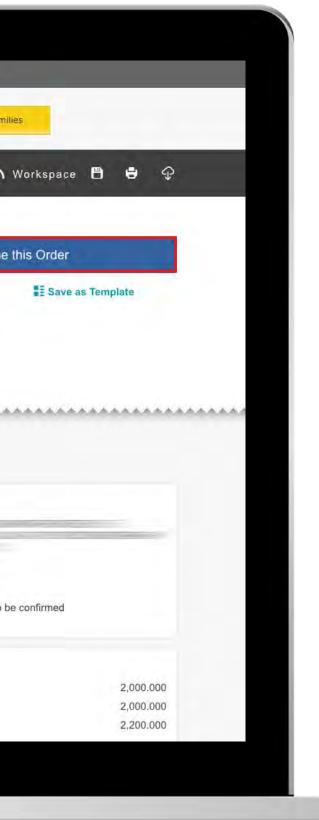


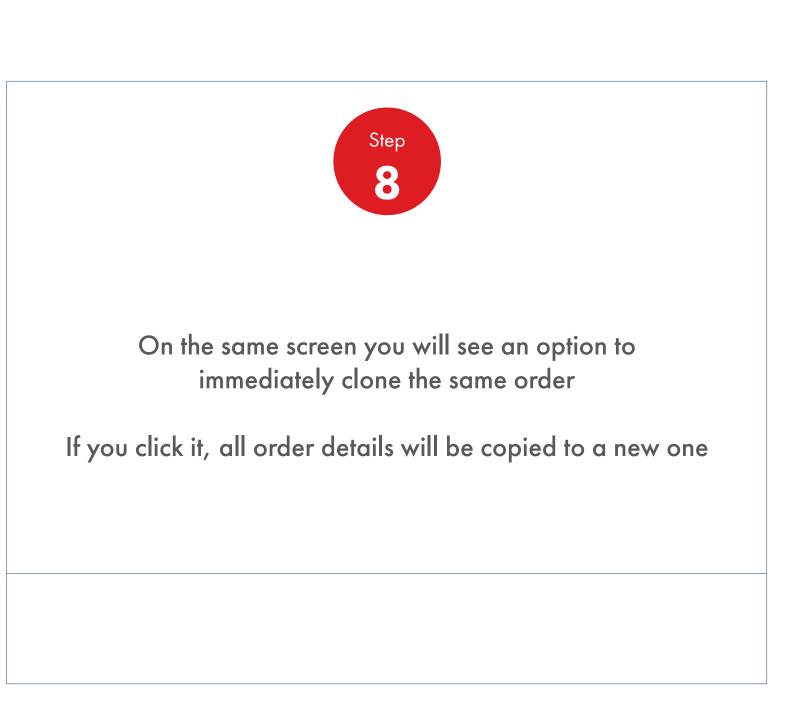
#### **Order Management** 2.8

How To Repeat A Previously Placed Order

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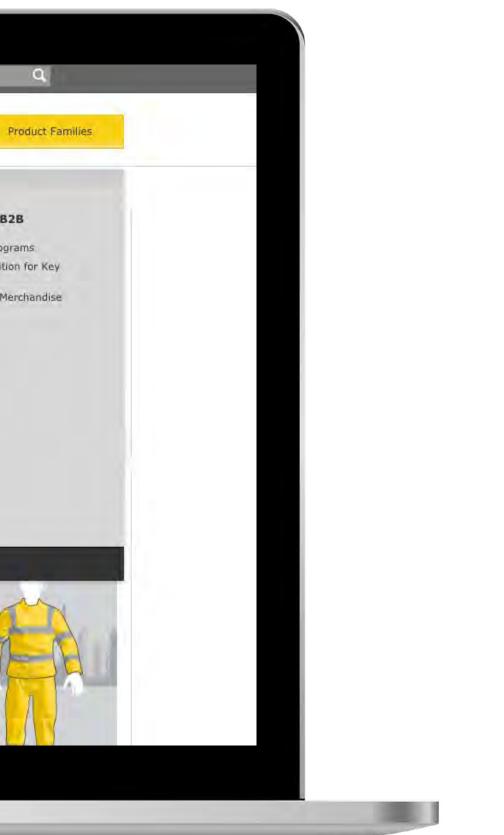


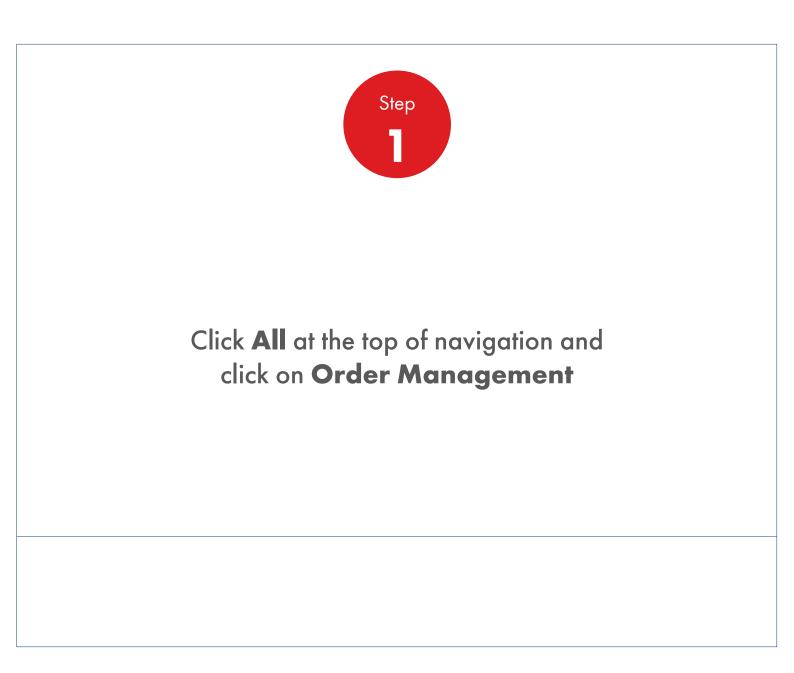


### **Order Management**

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Sales Tools Customer Evidence Business Planning Cross Sell & Up Sell D-CVP Tablet App	Operations HSSE	Workspace News Center Download Center Help and Support	Works 360 About Works 360 Activation Modules Works 360 Workbook Tools and Materials by Value Selling Steps	
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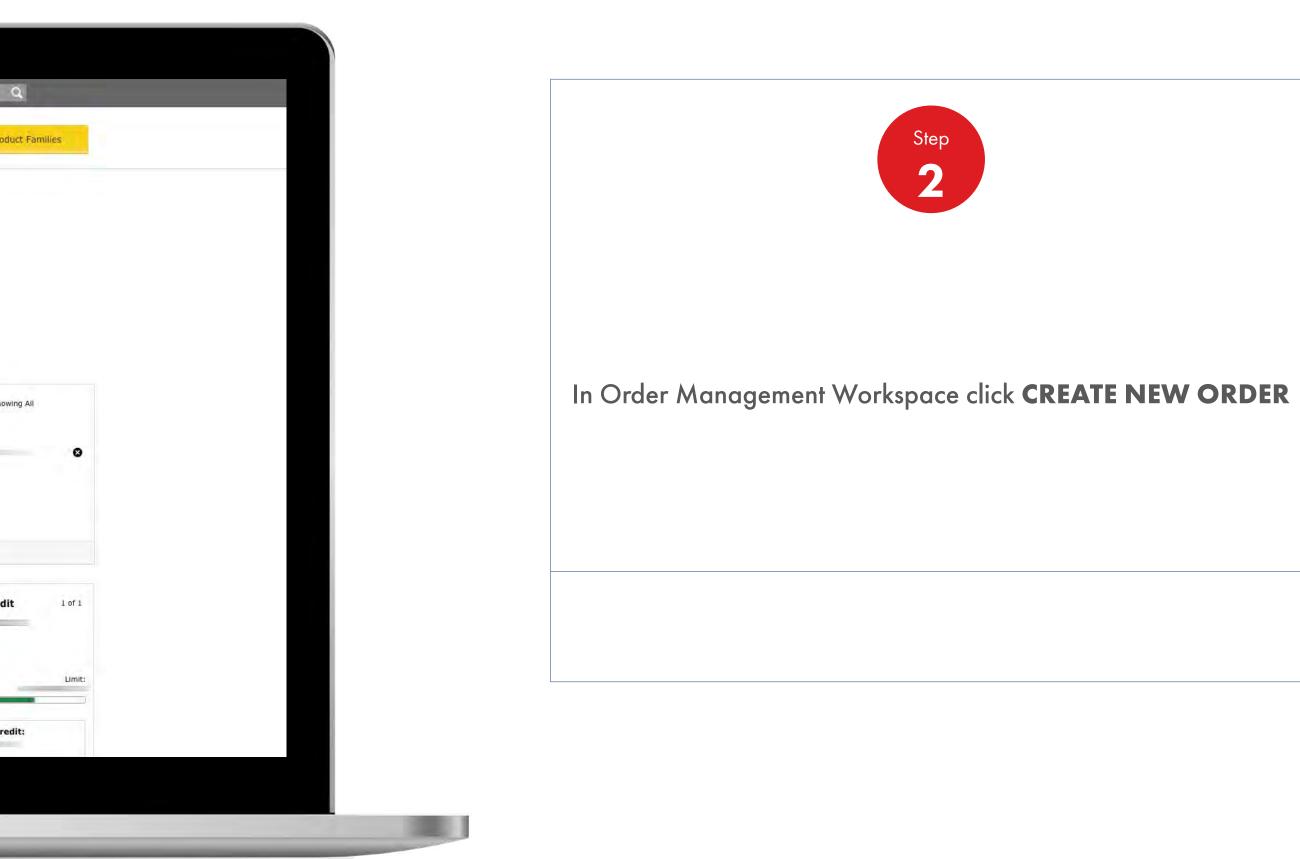




**Order Management** 

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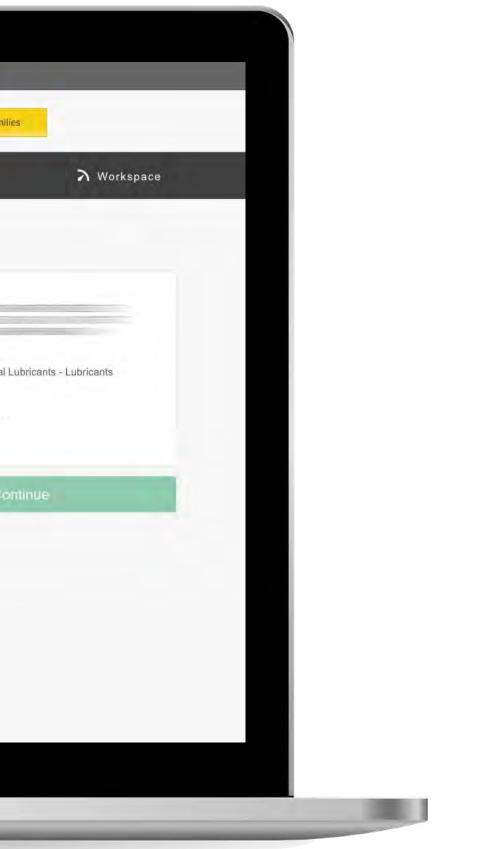


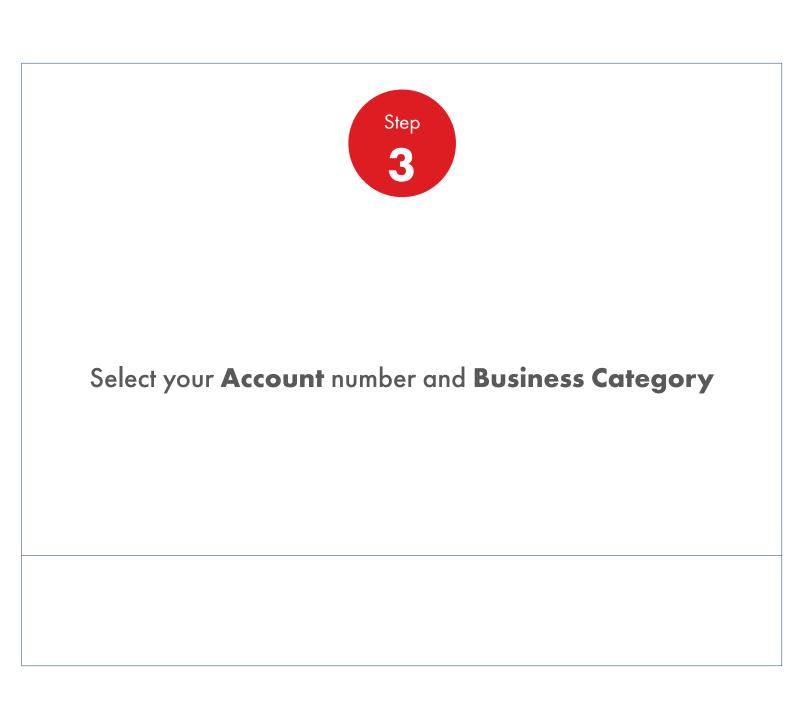


**Order Management** 

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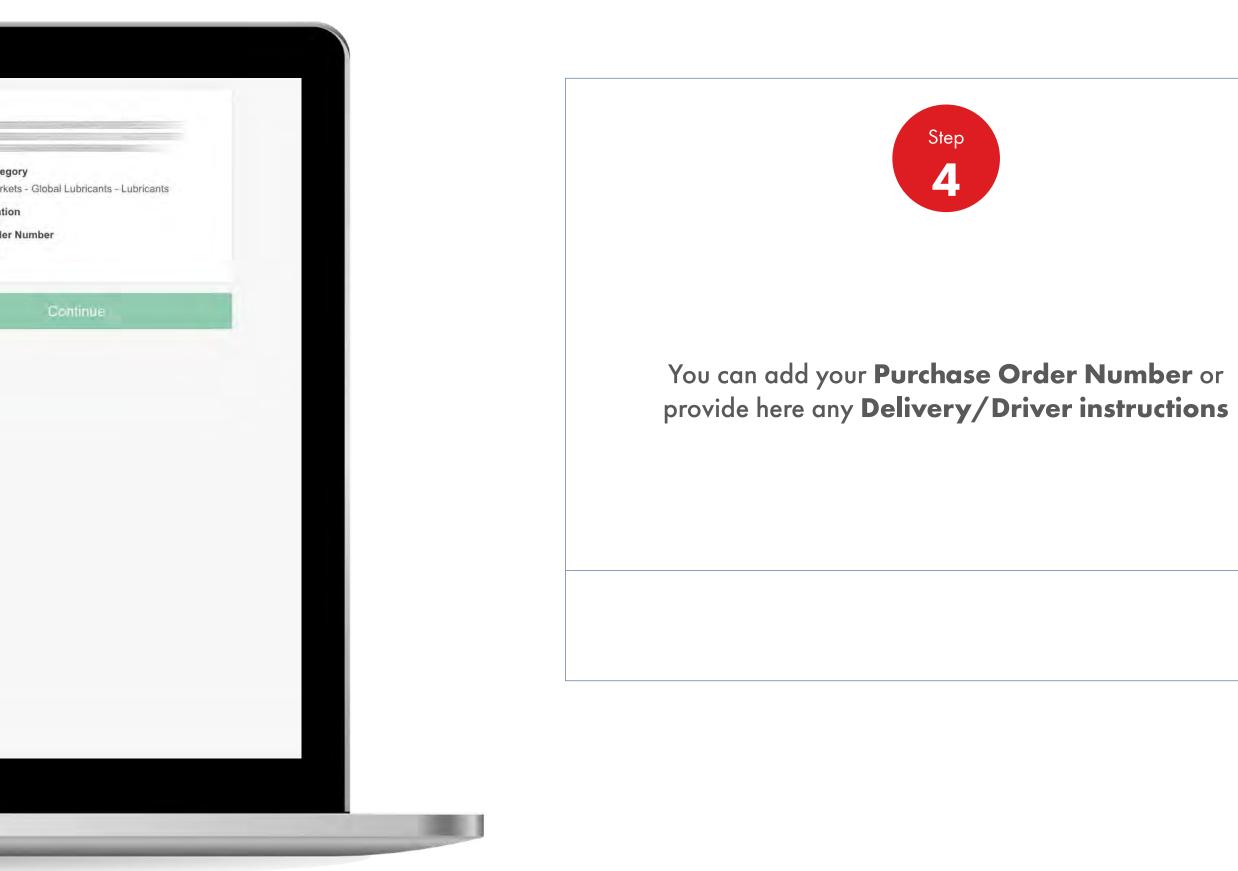




### **Order Management**

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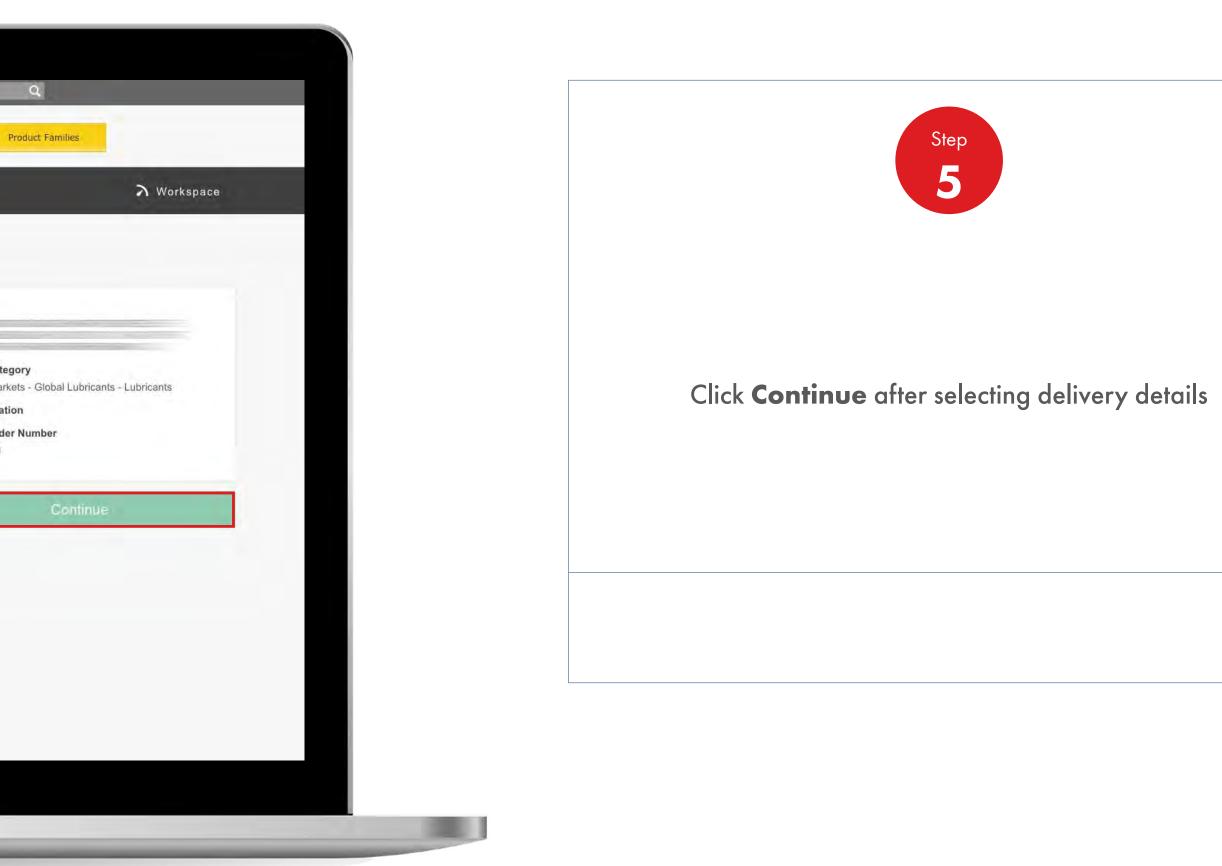




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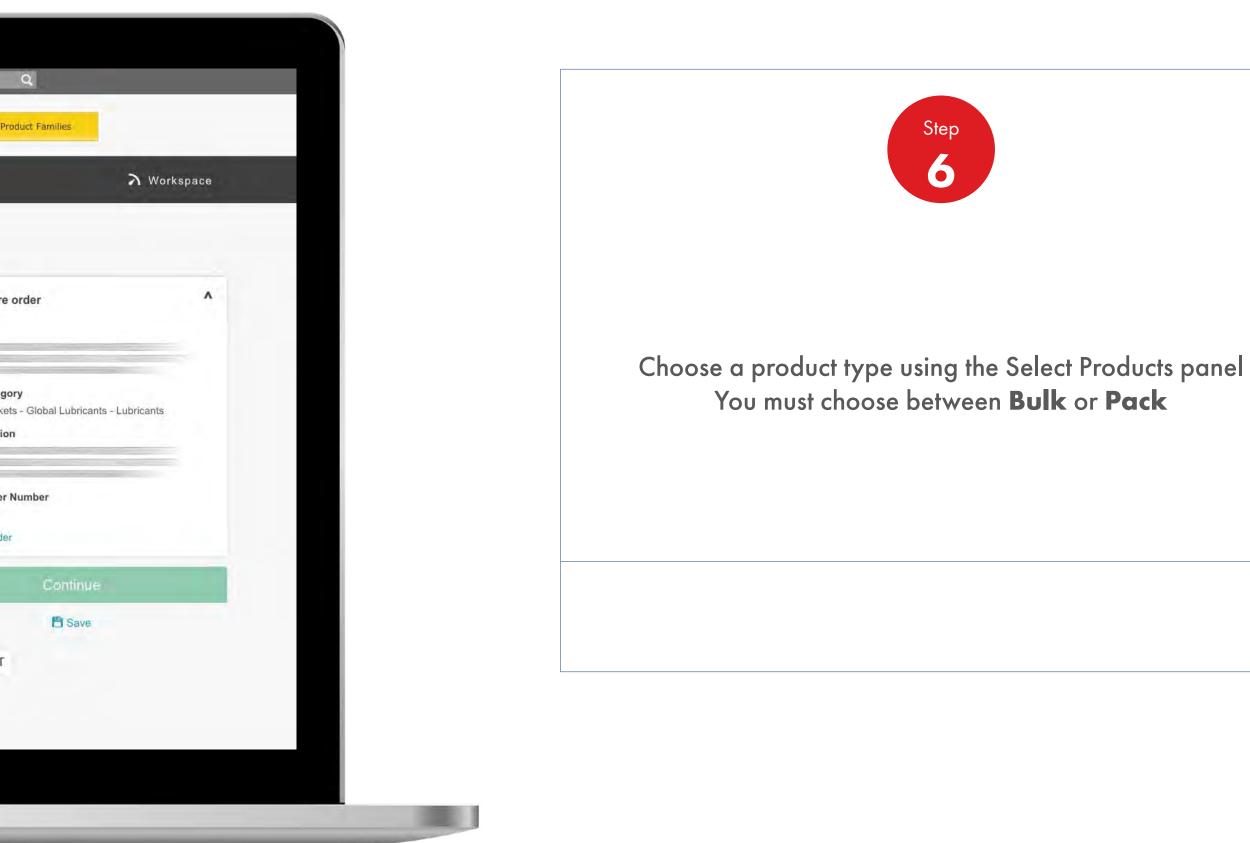




**Order Management** 

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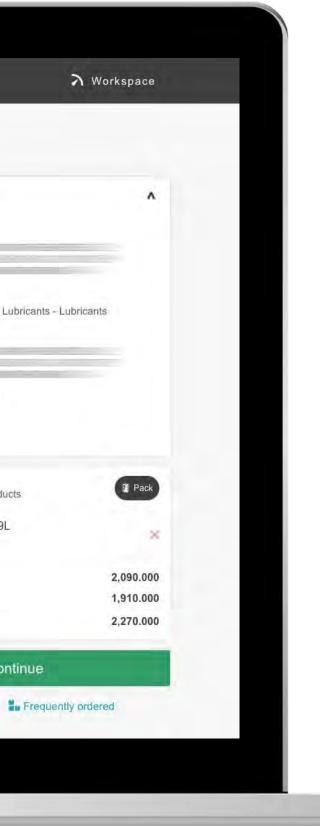


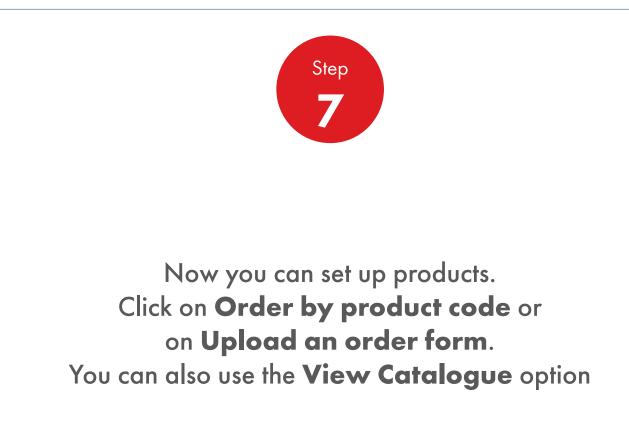
**Order Management** 

How To Choose Delivery Time And Date

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# Shell MarketHub







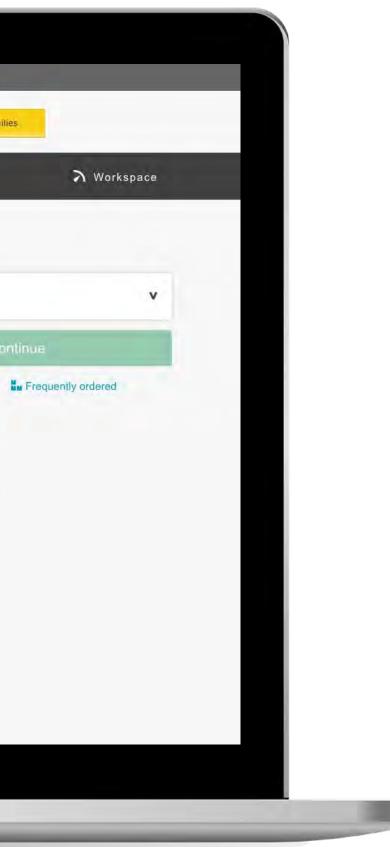


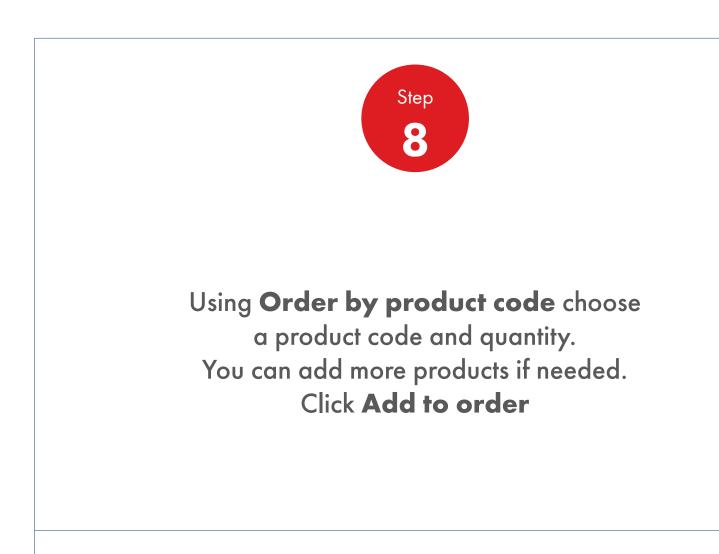


### **Order Management**

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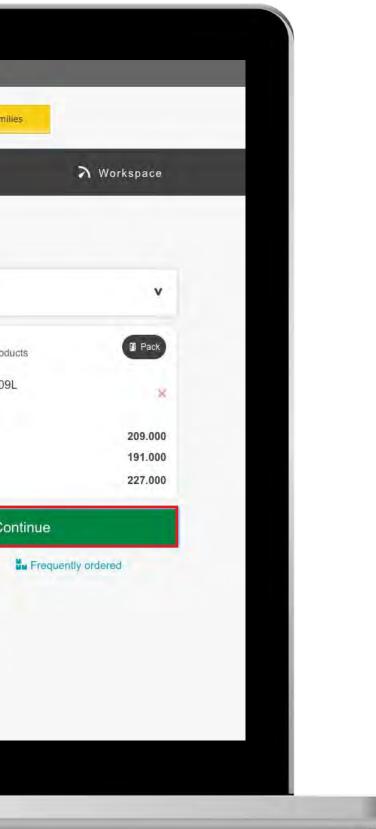


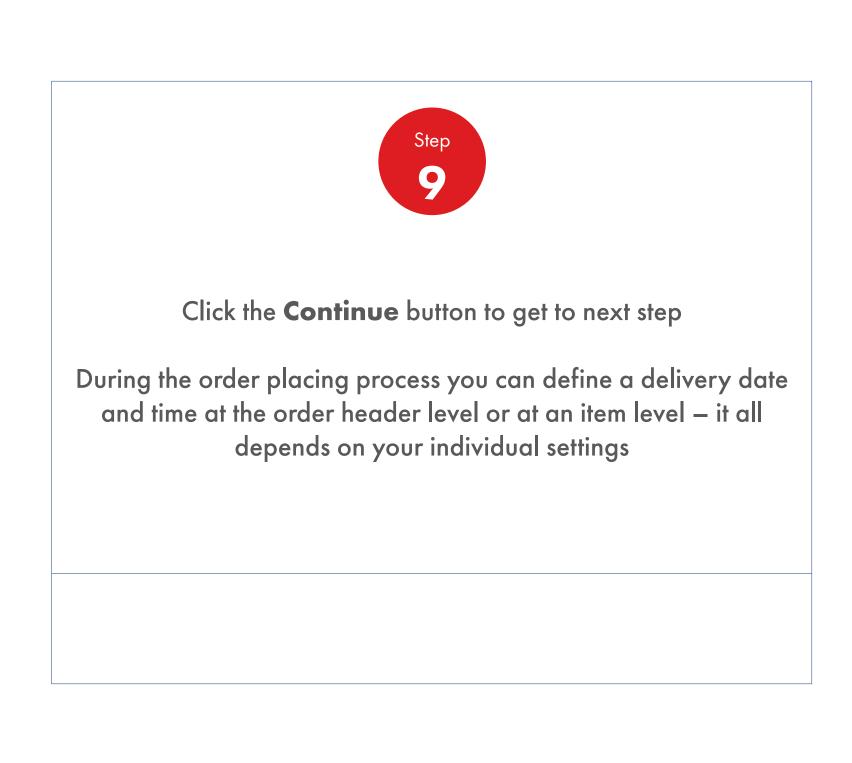


#### **Order Management**

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### **Order Management**

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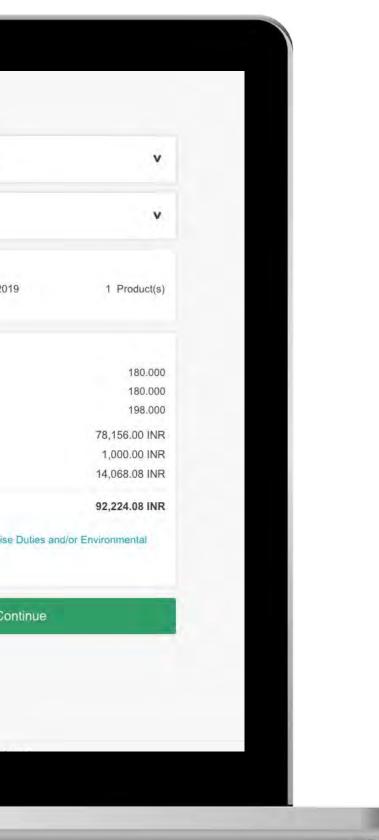


#### Order Management

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# Shell MarketHub





You can select a date manually or use the drop-down calendar option

**NOTE:** You can either choose item or order level delivery (i.e. do you want to arrange for delivery of a specific item or receive the full order). Also, depending on your contract agreement with Shell you will be allocated a 'delivery by' or 'delivery on' date



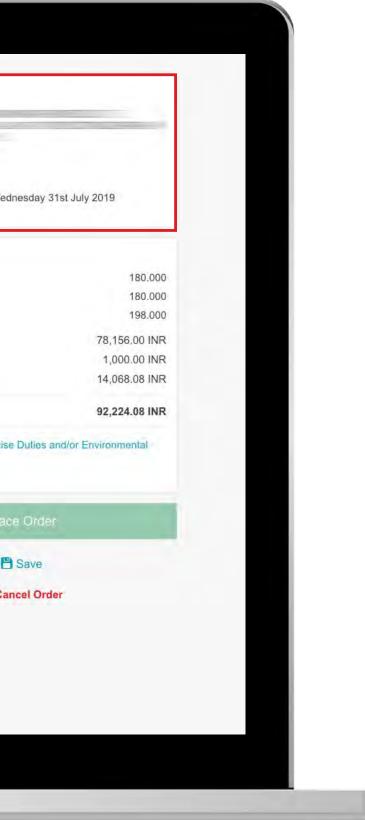


**Order Management** 

How To Choose Delivery Time And Date

Order Configuration	Ec
Account	
Ordering Shell India Markets - Global Lubricants - Lubricants	
Orderer	
Email Please enter a valid email	
Telephone	
e.g. FCF222	
Delivery location	







After clicking **Continue** button your chosen Delivery date and time will be visible on right hand side of the screen (in order Summary area)





**Order Management** 

How To Choose Delivery Time And Date

Recently Visited: : Home	A ? Search
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1. Create 2. Products 3. Delivery 4. Review 5. Confirmation	
Order placed	-
Your order has been placed, you'll receive notifications about your order via your preferred communication method.	
Your Order has been placed. Your Shell order number is 0220747826. Your delivery date will be confirmed shortly.	+ Nev
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After finishing the order placing process, you will receive information that the chosen delivery date will be confirmed



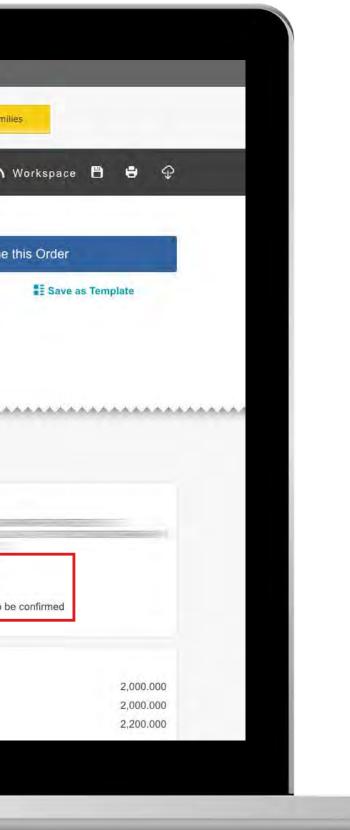


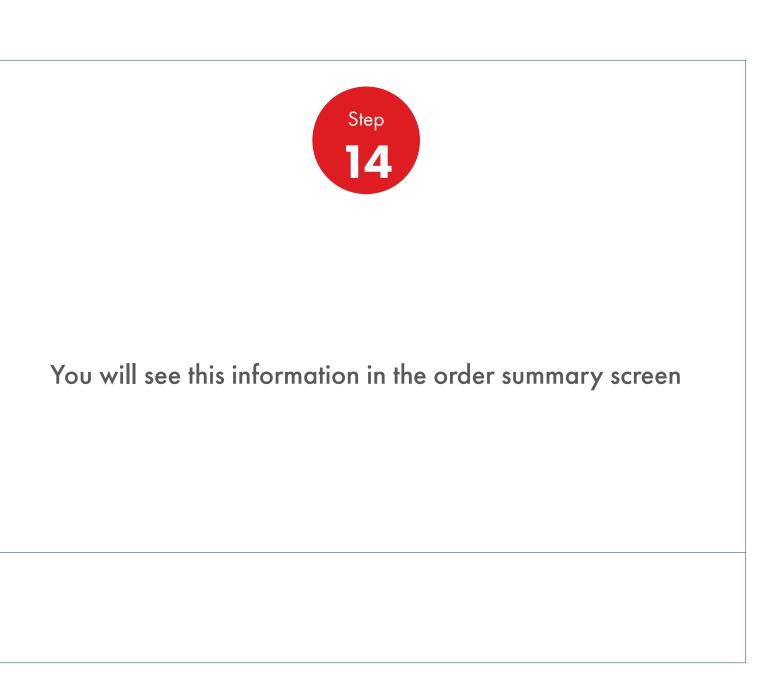
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Order Management

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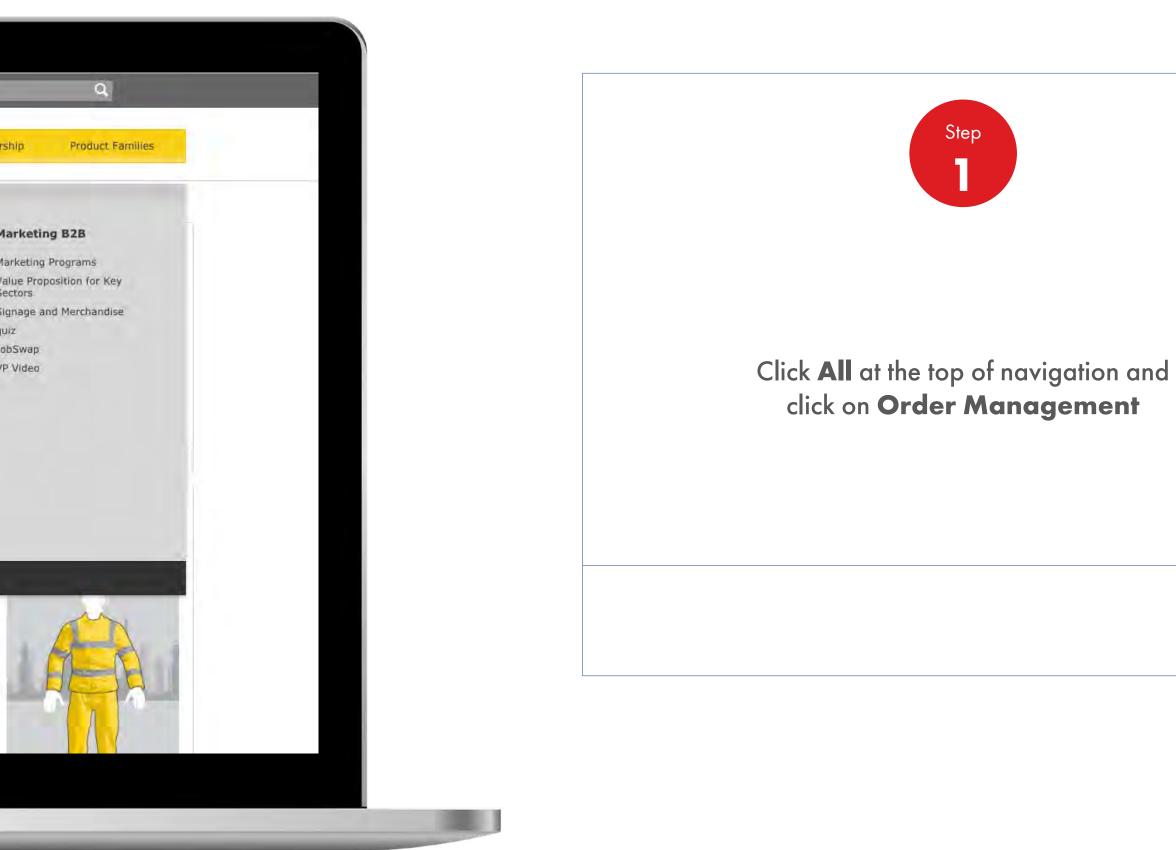


### **Order Management**

How To View Delivery Shipping And Order Details Of A Placed Order

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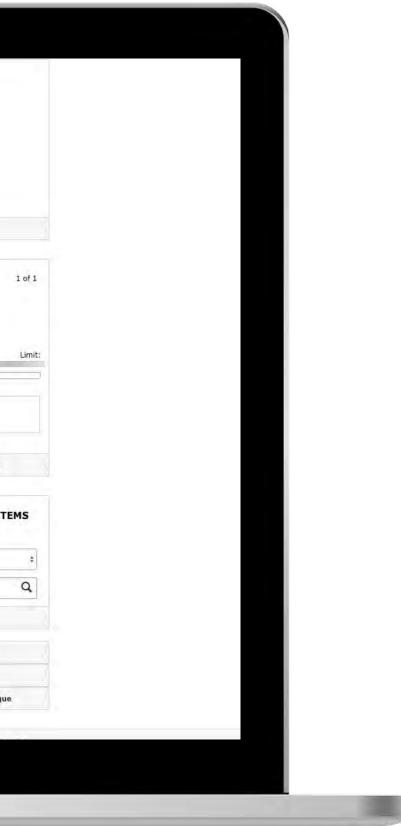


### **Order Management**

How To View Delivery Shipping And Order Details Of A Placed Order

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# Shell MarketHub





In Order Management at the bottom of the screen you will see Order Tracker, you can easily check the status and details of all your orders here by simply clicking on an order





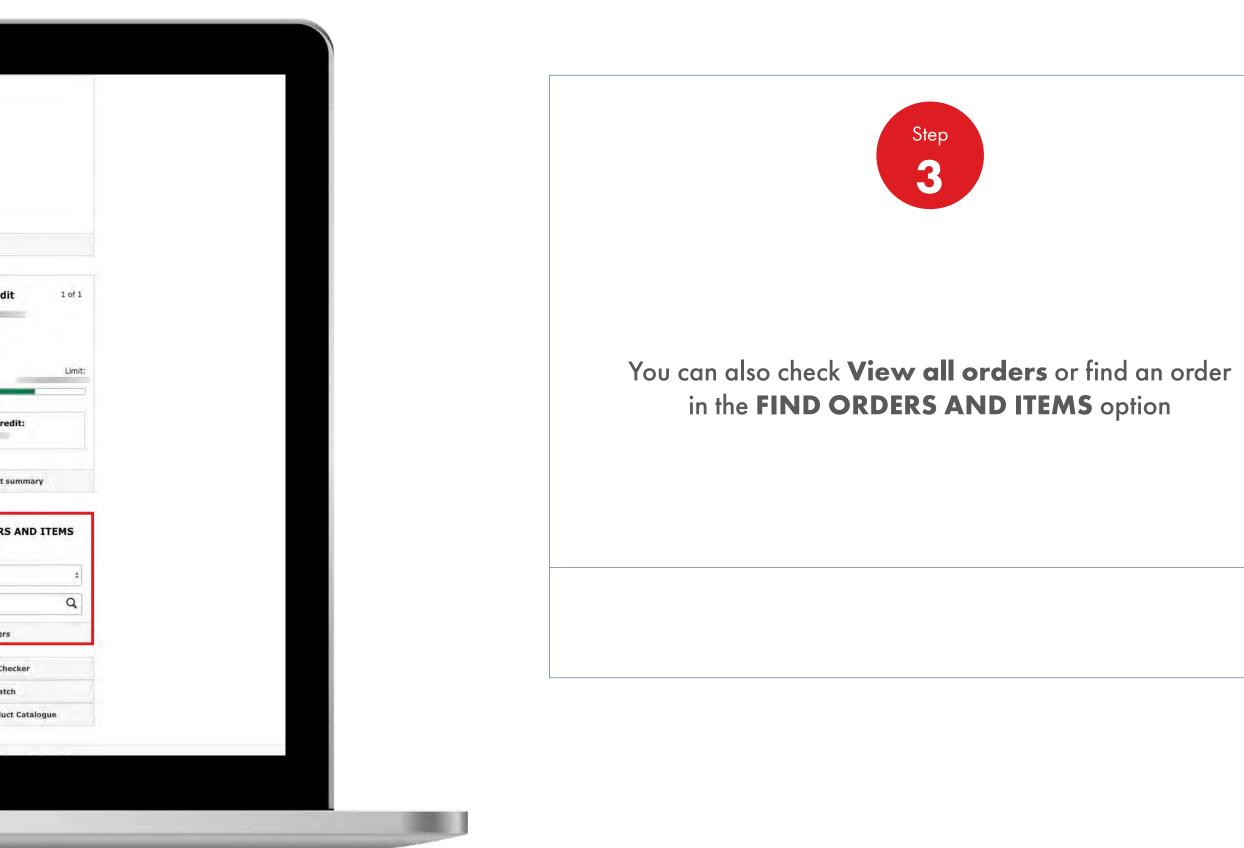


### **Order Management**

How To View Delivery Shipping And Order Details Of A Placed Order

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### Order Management

How To View Delivery Shipping And Order Details Of A Placed Order

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When you enter your chosen order, you will see the status here. This order is already scheduled (planned for transportation)





### **Order Management**

How To View Delivery Shipping And Order Details Of A Placed Order

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Here you can see all other possible statuses of your orders:

**Shipped** – fully delivered

Partially Shipped – part of products was delivered





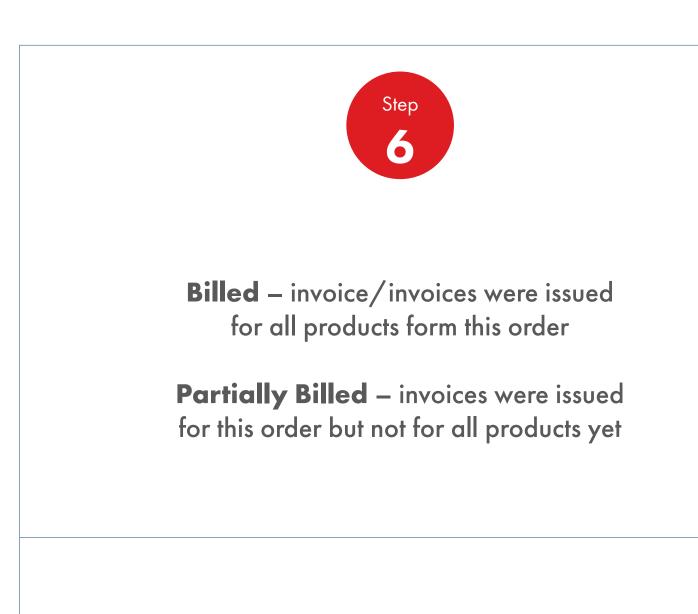
### Order Management

How To View Delivery Shipping And Order Details Of A Placed Order

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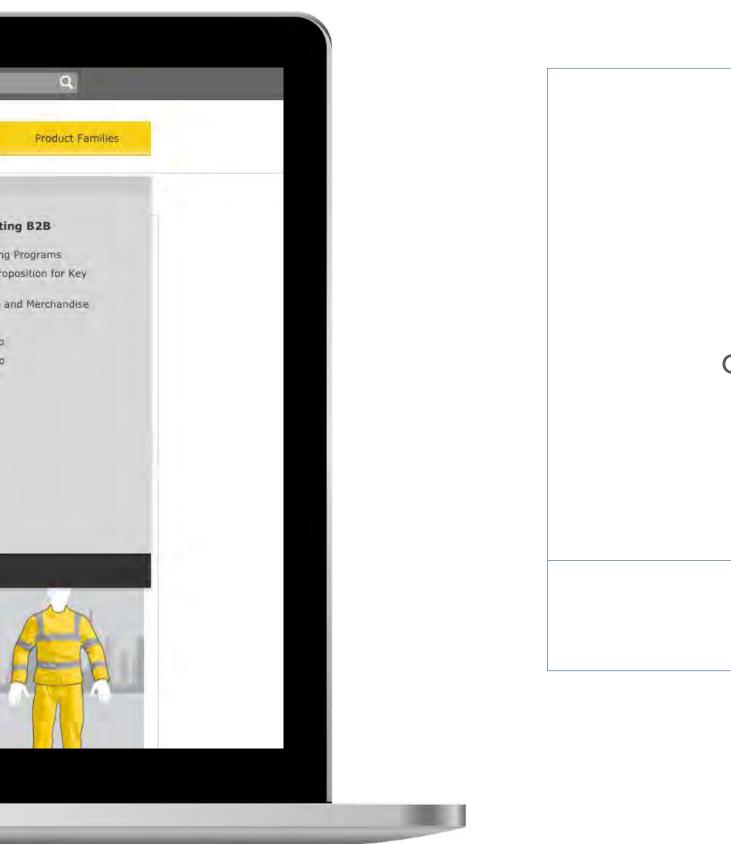


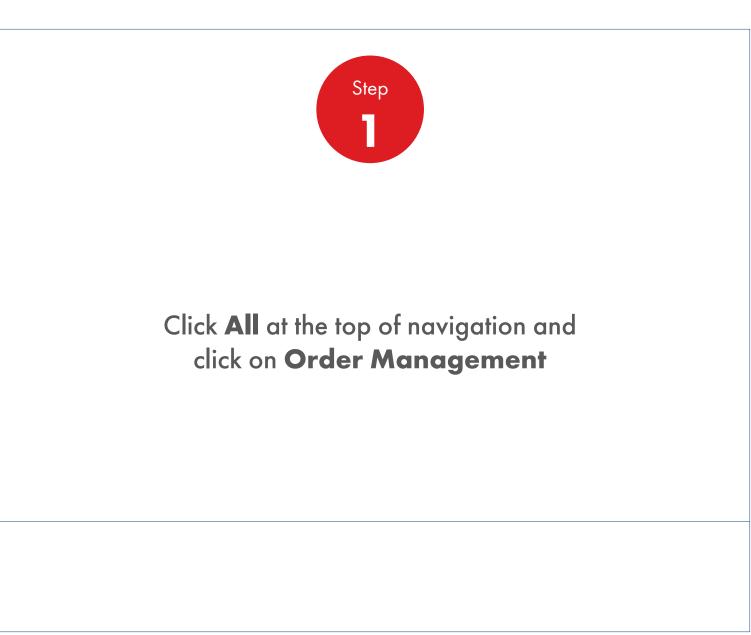
### Order Management 2.11

How To Bulk Upload Products Of An Order

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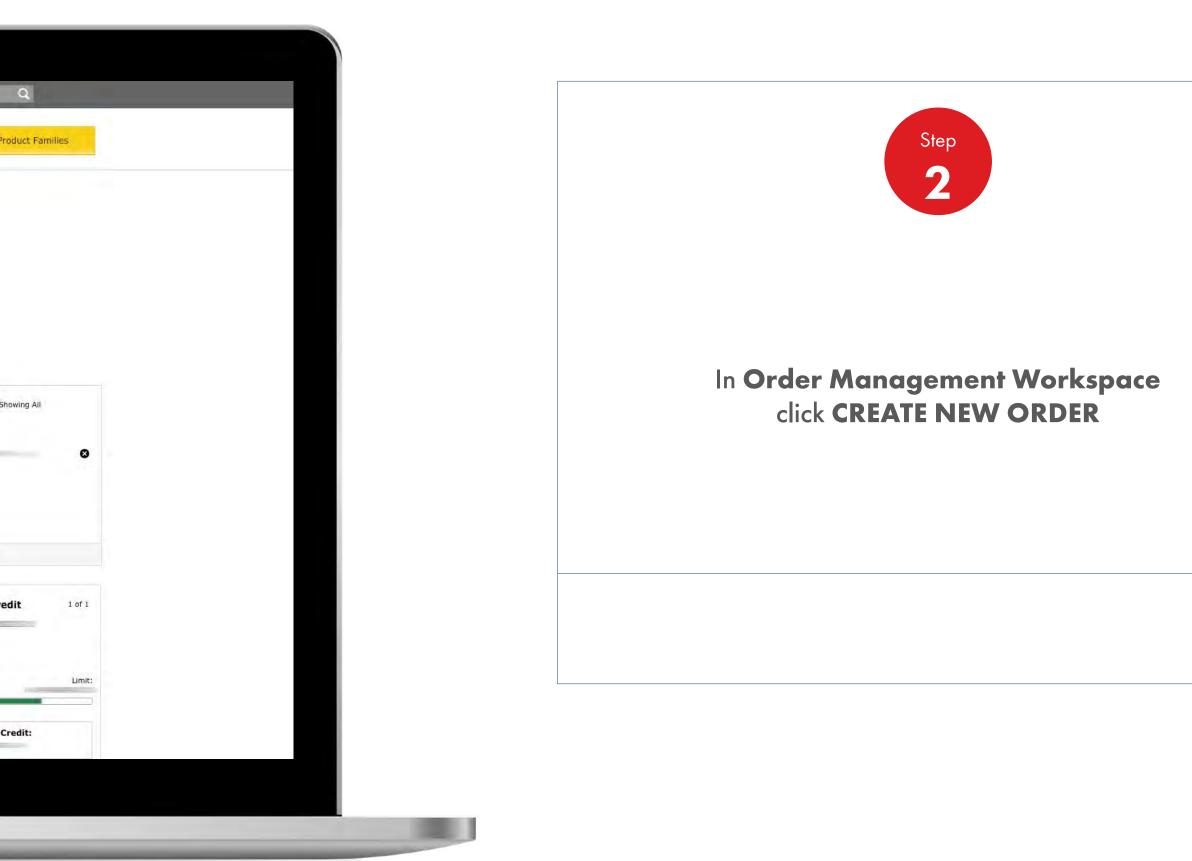






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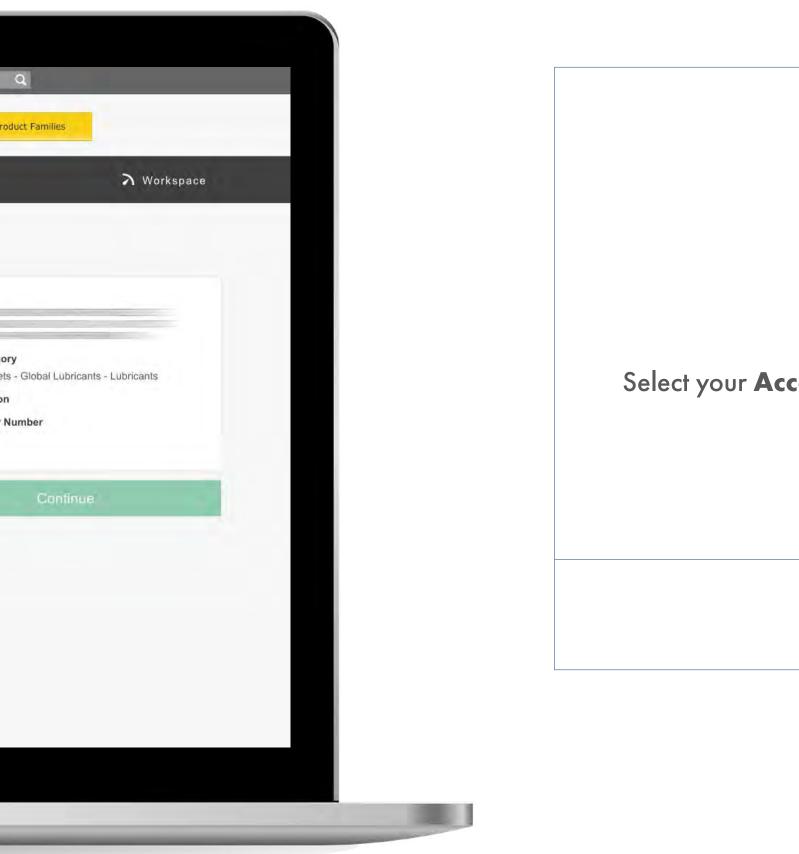






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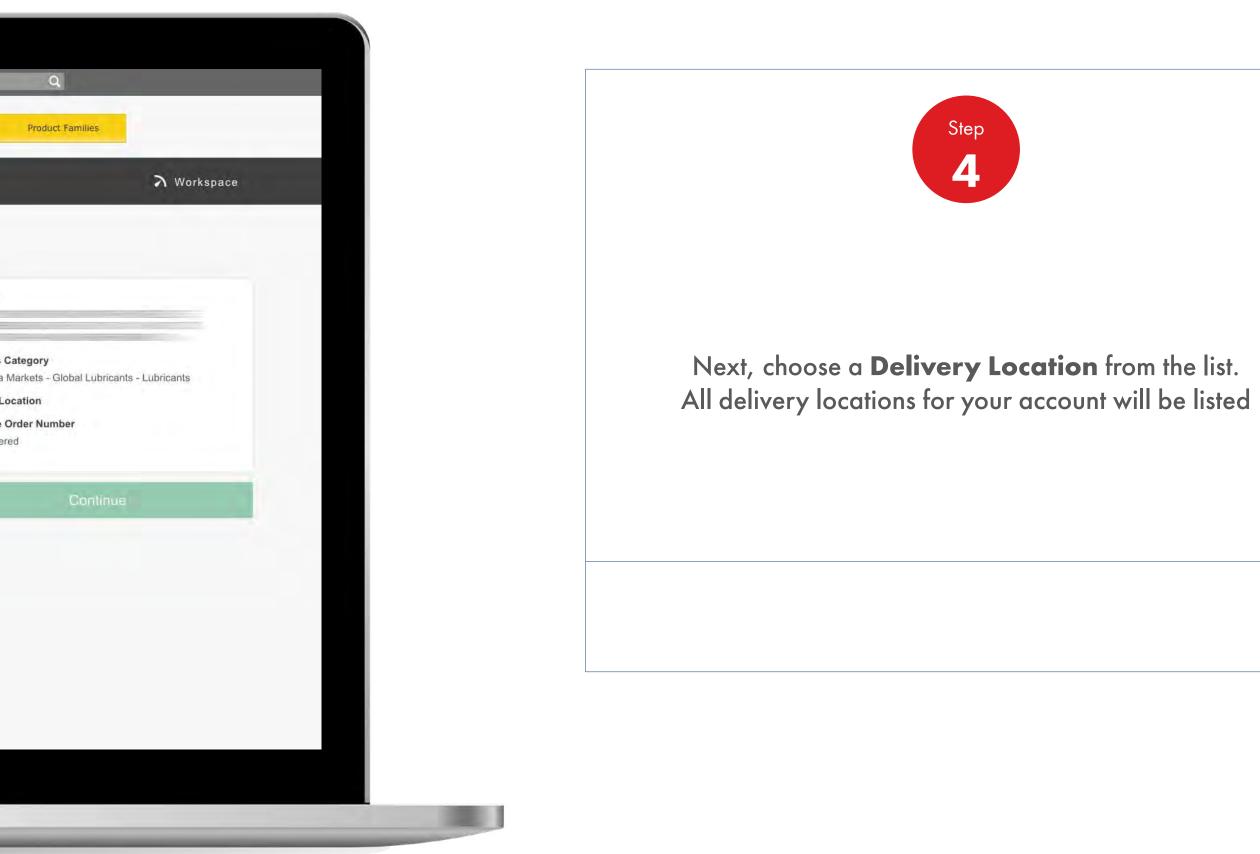
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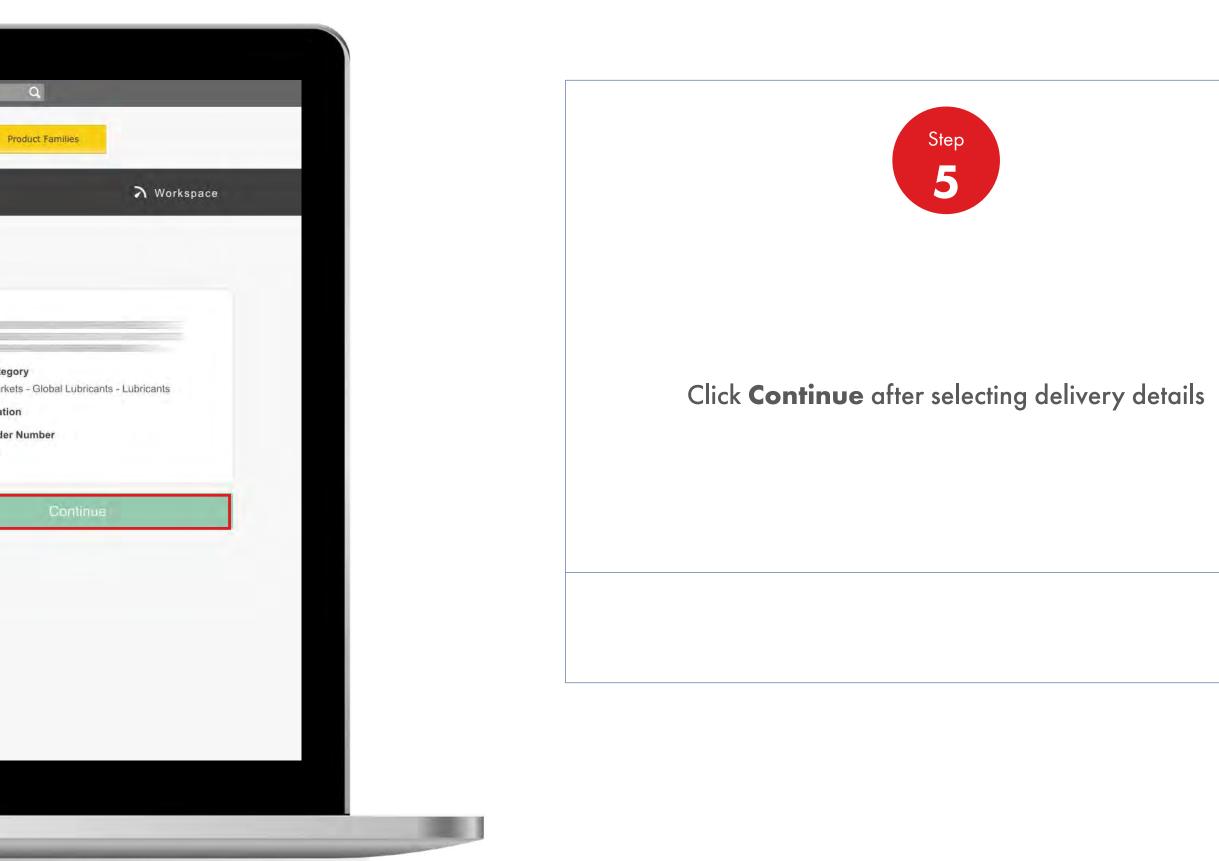






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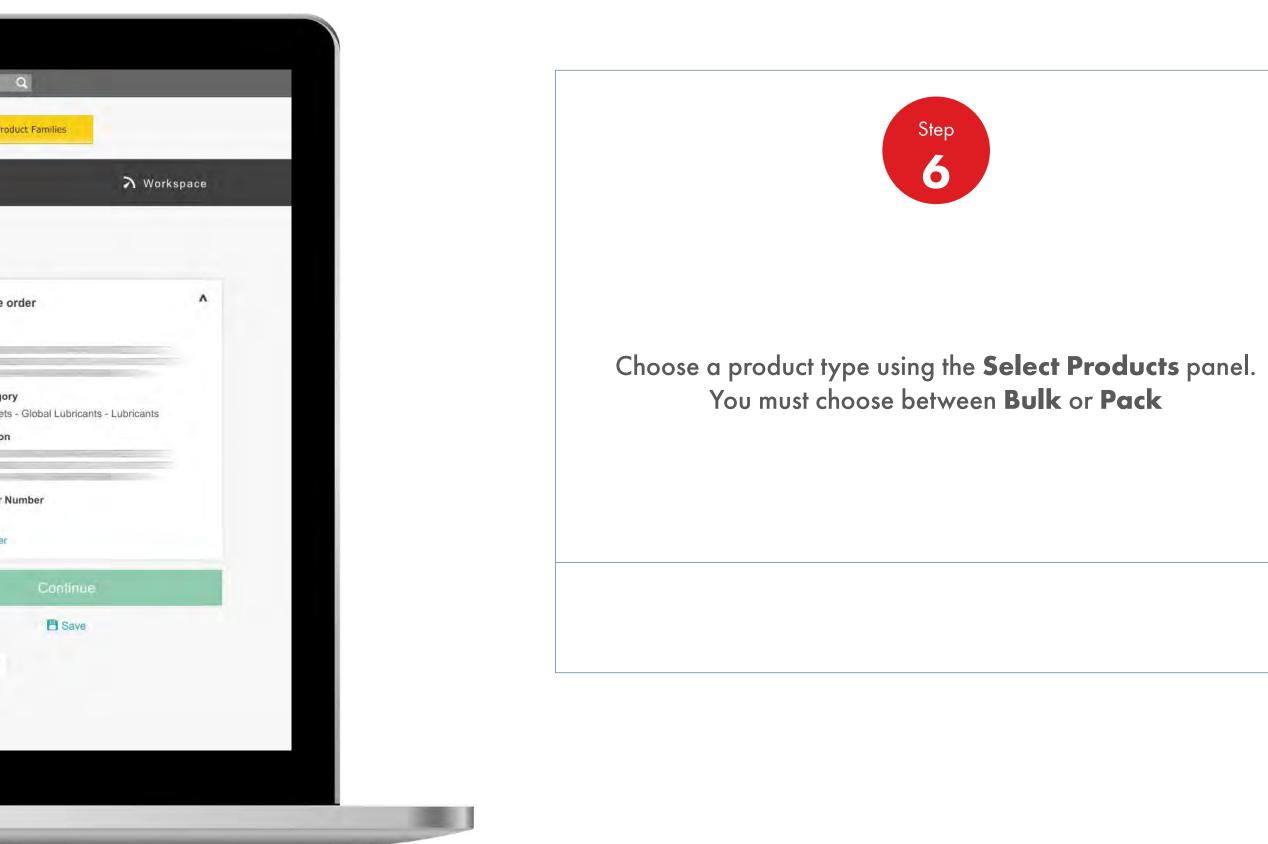






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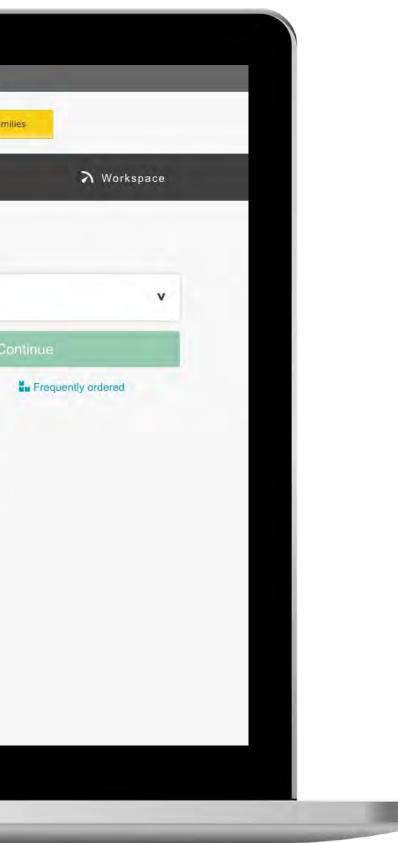


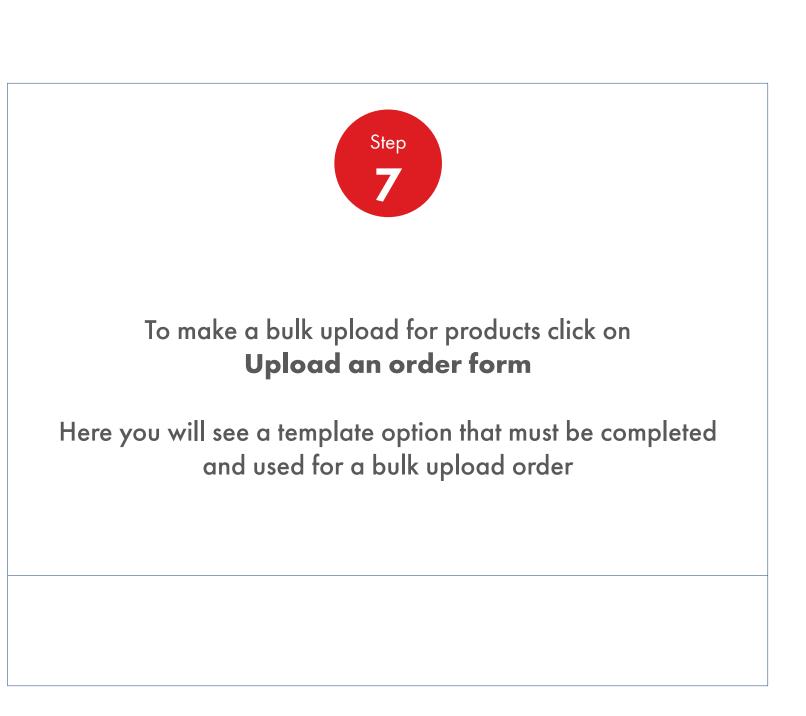




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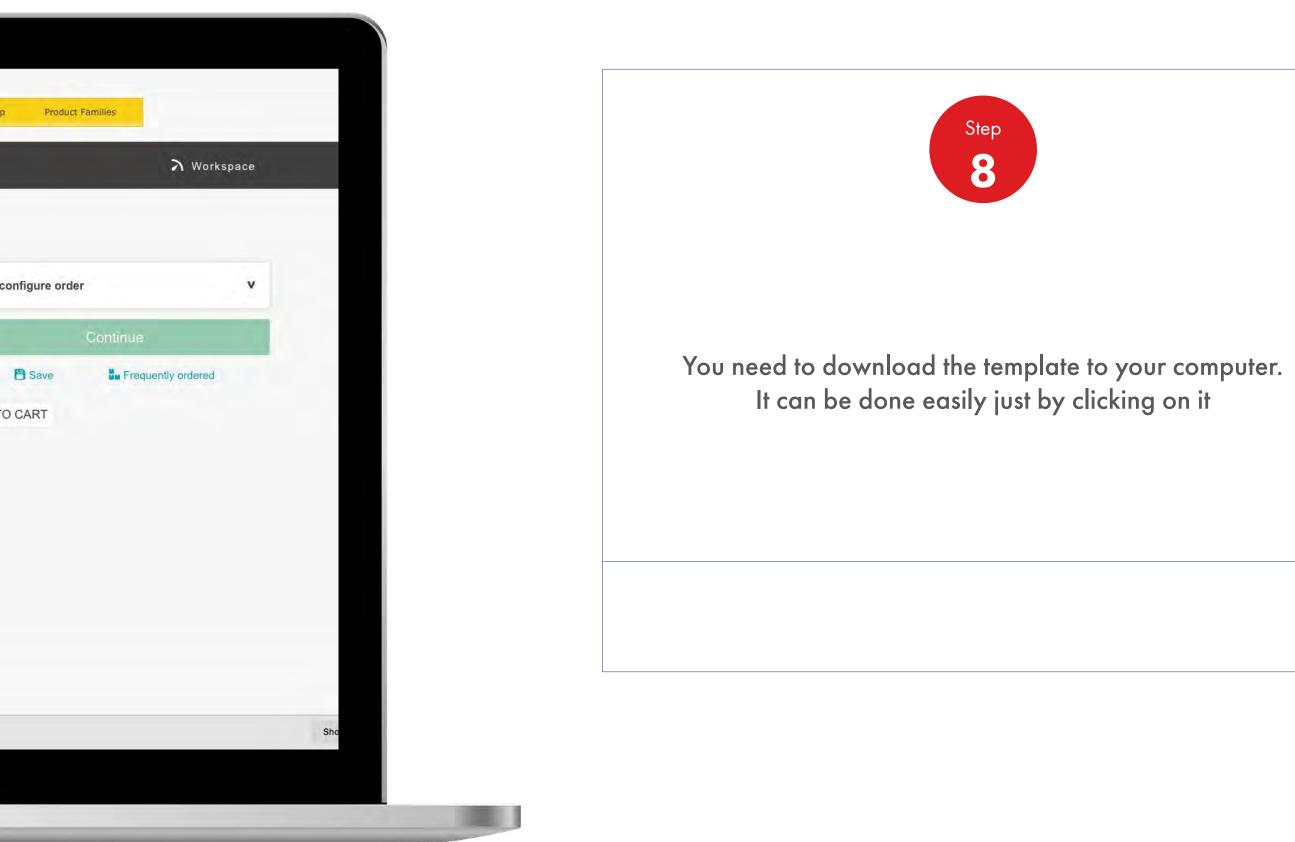






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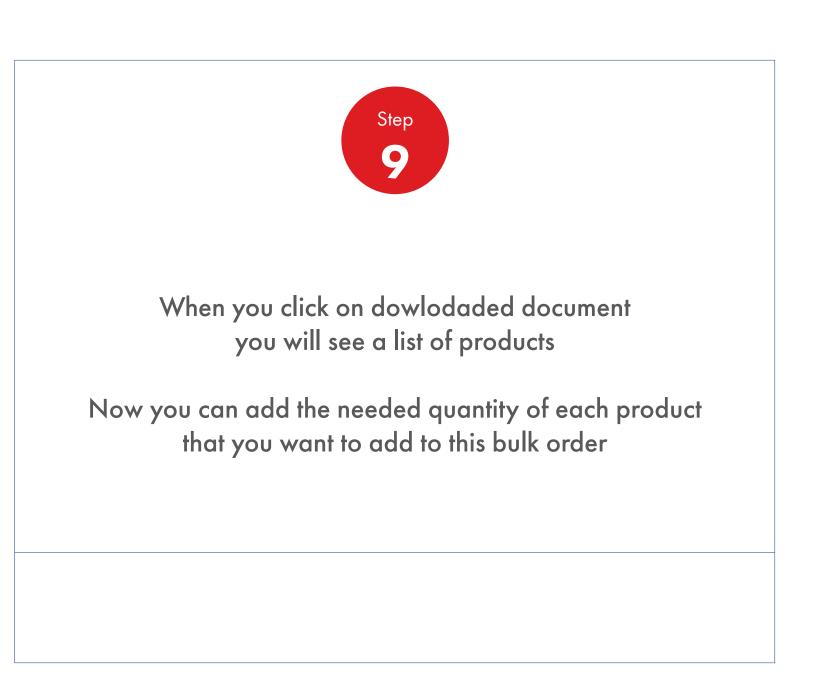


#### **Order Management** 2.11

How To Bulk Upload Products Of An Order

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4600073/4       0       1.155       Alprol N25 (SN 150) (IPCL) BULK         66000735       0       1.155       Alprol N25 (SN 150) (IPCL) BULK         66000736       0       1.155       Alprol N25 (SN 1500) (IPCL) BULK         50000035       0       1.1       Shell Nadio (SS 150) (IPCL) BULK         50000036       0       1.1       Shell Nadio (SS 150) (IPCL) BULK         50000036       0       1.1       Shell Nadio (SS 150) (IPCL) BULK         50000036       0       1.1       Shell Andre VS2 SULK         50000037       0       1.4       Shell Andre VS2 SULK         50000032       1.1       Shell Andre VS2 SULK       IPCL         50000032       1.1       Shell Andre VS2 SULK       IPCL         50000032       1.1       Shell Andre VS2 SULK       IPCL         50000032       1.1       Shell And SULK       IPCL         50000033       1.1       Shell And SULK       IPCL         50000035       1.1       Shell And SULK       IPCL         50000037       1.1       Shell Flave XI SS SULK       IPCL         50000038       1.1       Shell Flave XI SS SULK       IPCL         50000037       1.1       Shell Flave XI SS SULK       IPCL <td></td>																							
46000725       0       1.115       Mirol N490 (85 150) (Picc), BULK         46000726       0       1.15       Mirol S0 (Picchag) BULK         46000726       0       1.4       Shell Meding 35 00 (Link Cag)         50000095       0       1.4       Shell Meding 35 00 ULK         50000092       0       1.4       Shell Meding 36 00 ULK         50000092       0       1.4       Shell Meding 34 00 ULK         50000092       0       1.4       Shell Meding 34 00 ULK         50000092       0       1.4       Shell Meding 34 00 ULK         50000093       1.4       Shell Meding 34 00 ULK       Shell Meding 34 00 ULK         50000037       0       1.4       Shell Meding 34 00 ULK       Shell Meding 34 00 ULK         50000037       0       1.4       Sh						-																	
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#### **Order Management** 2.11

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22	460001194 460001710	0	1 KG 1 L15	APE CORE 150 (EXXONMOBIL SINGAPORE) BULK MAKBase 500N (BPCL) BULK						-
24	460001711	0	1 L15	Alprol N100 (SN 500) (HPCL) BULK						
25	460001712	0	1 L15	MAKBase 65 (BPCL) BULK						
26	460001713 460001714	0	1 L15 1 L15	MAKBase 150N (BPCL) BULK Alprol N32 (SN 150) (HPCL) BULK						
28	460001715	0	1 L15	Alprol N460 (BS 150) (HPCL) BULK						
29	460001716	0	1 L15	HVI 160 B (Harburg) BULK						
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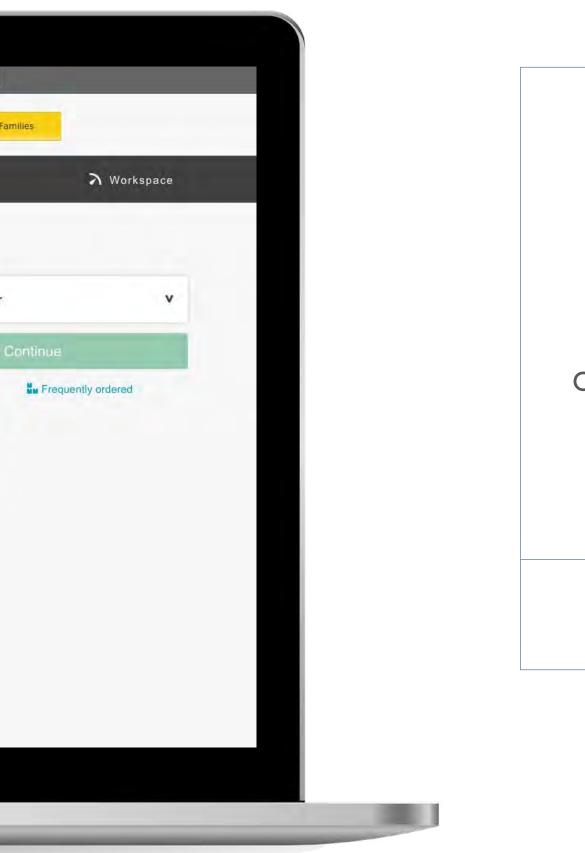






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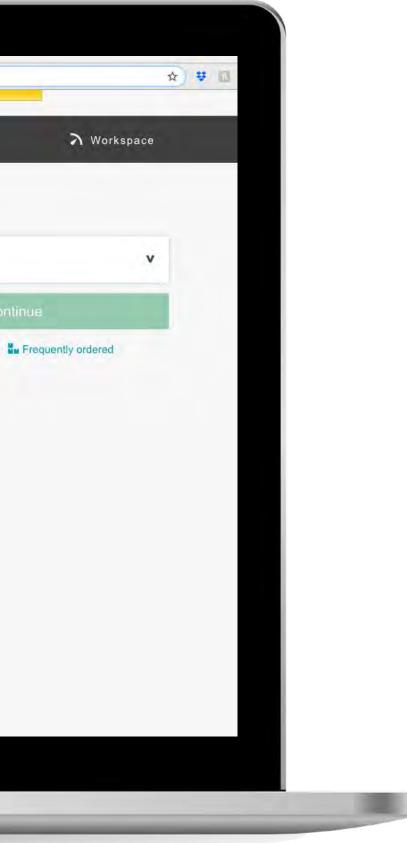
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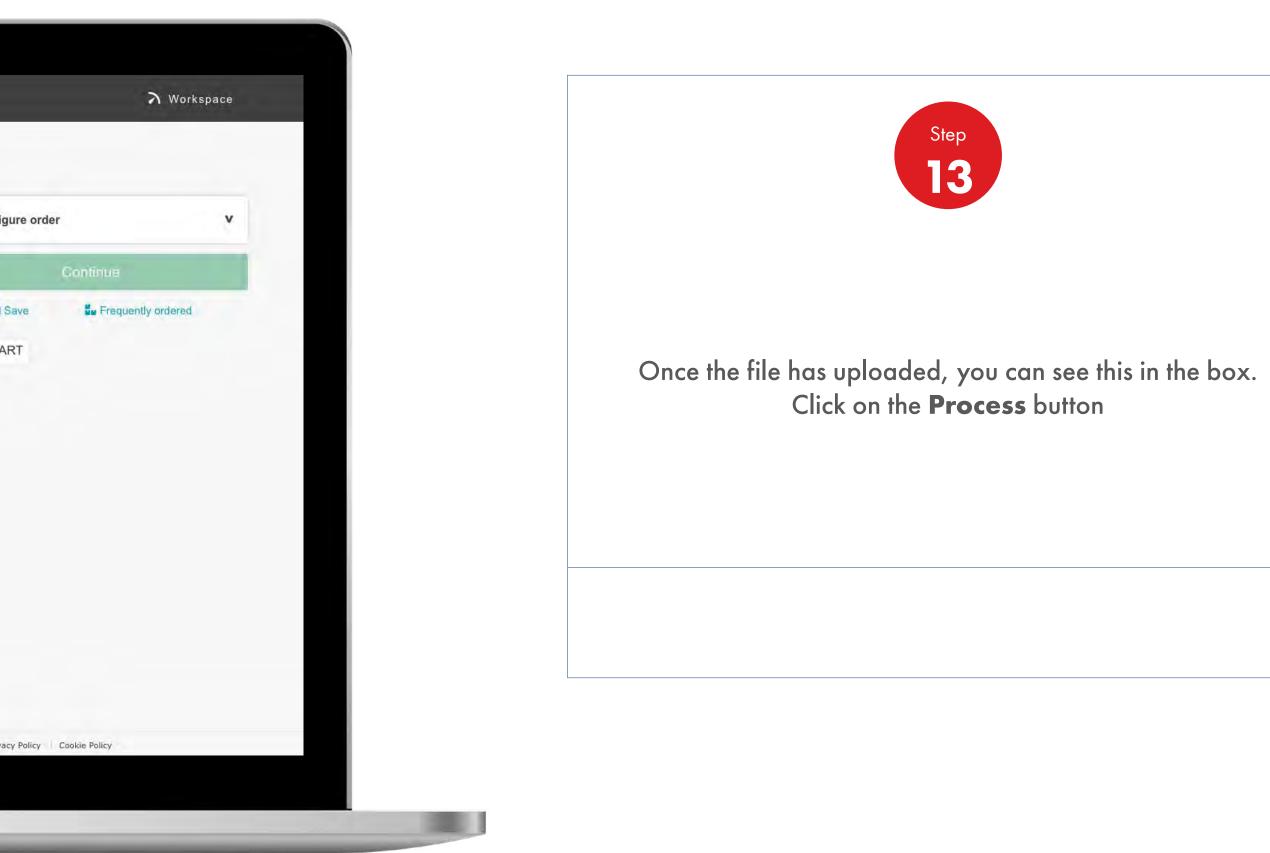
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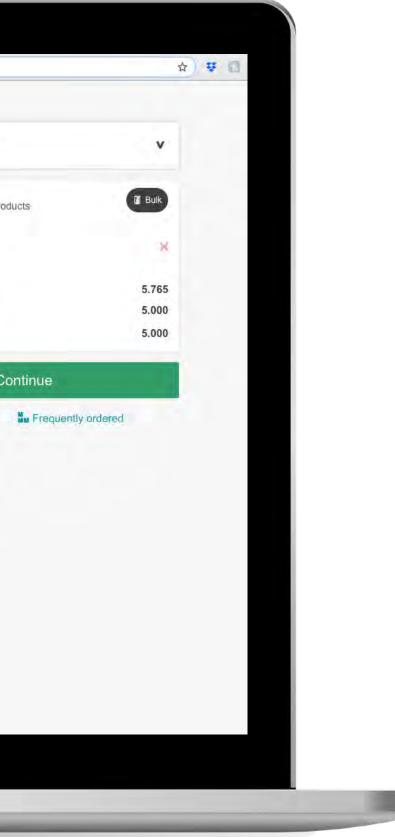






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title, description or po     The description or po     The description or po     Search or provise to add prod	iption or code. Ide der Jucts to this order	Engine Oils (automotive)	5	View Catalog	



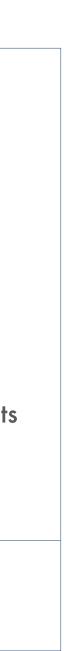




After that you will see that all products you added and the quantity, appear in your order

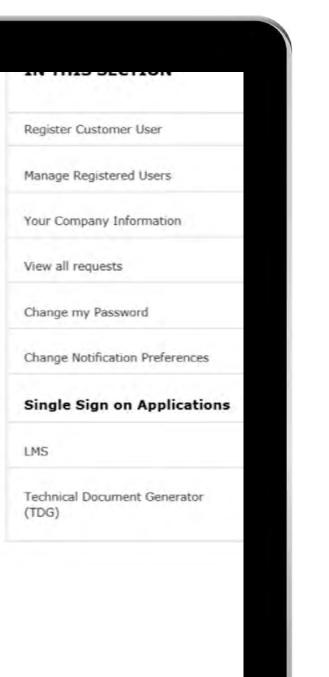
You still have the option to change the quantity and products





Jser Details			
Accounts & Ass	ociated Delive	ery Location	
iet Access & Ta	rgeting Attrib	outes	
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Marketing*			
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## Shell MarketHub





Please save this order then select **Place Order** or **Change Order Details** (reconfigure order)

Remember: You can save as many forms as you need and use them independently

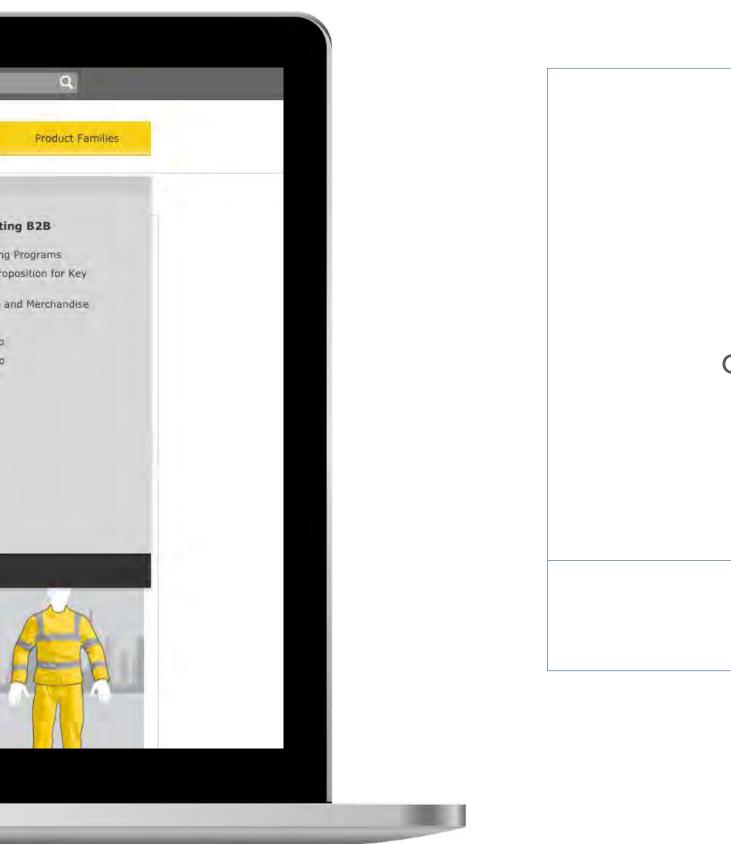


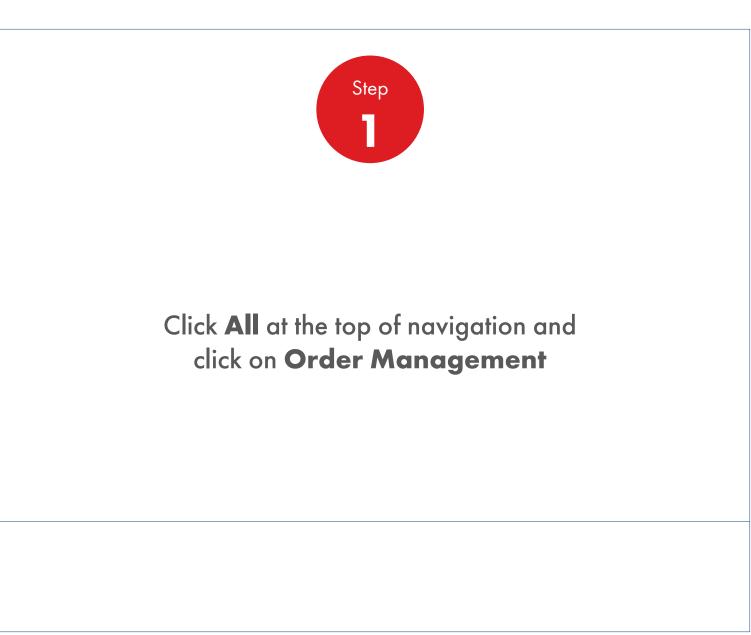


### **Order Management**

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Sales Tools Customer Evidence Business Planning Cross Sell & Up Sell D-CVP Tablet App	Operations HSSE	Workspace News Center Download Center Help and Support	Works 360 About Works 360 Activation Modules Works 360 Workbook Tools and Materials by Value Selling Steps	
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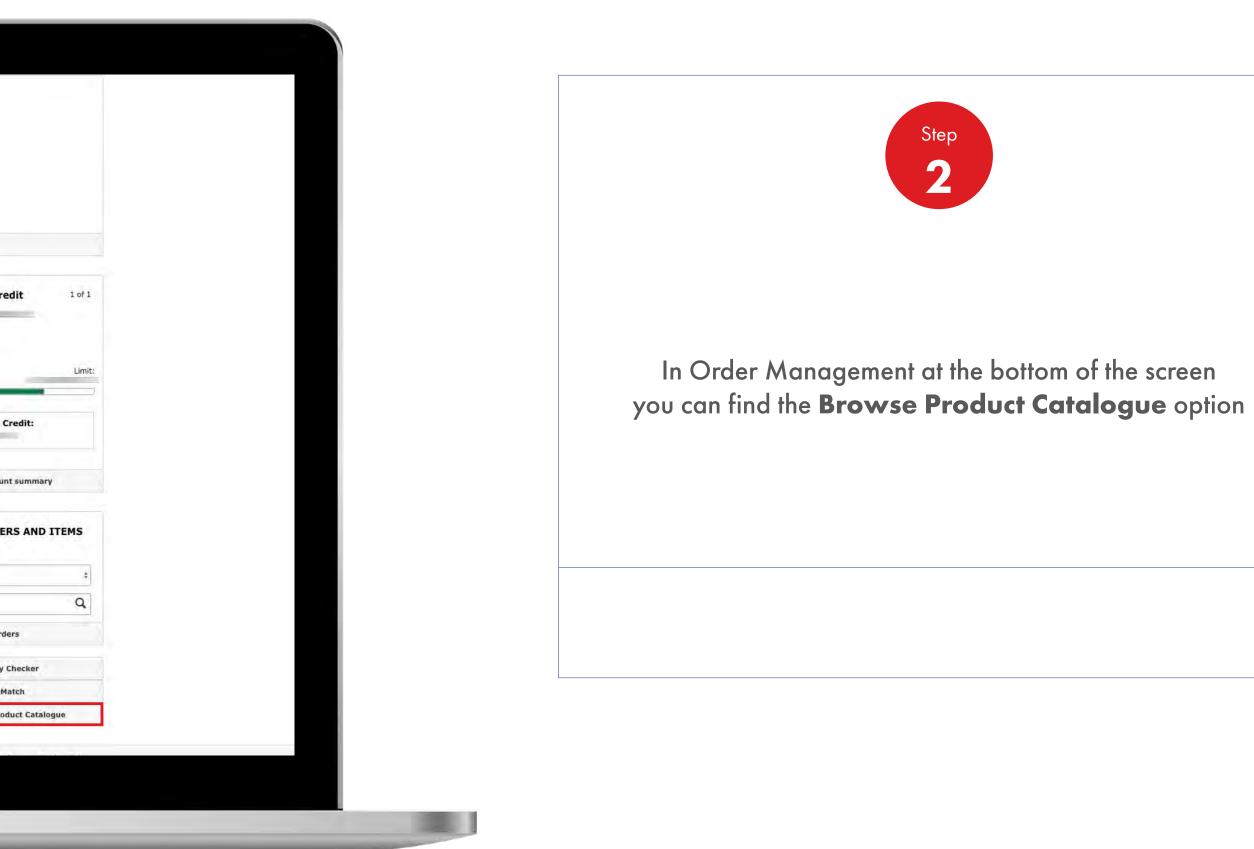




Order Management

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Order Tracker					Account Credit
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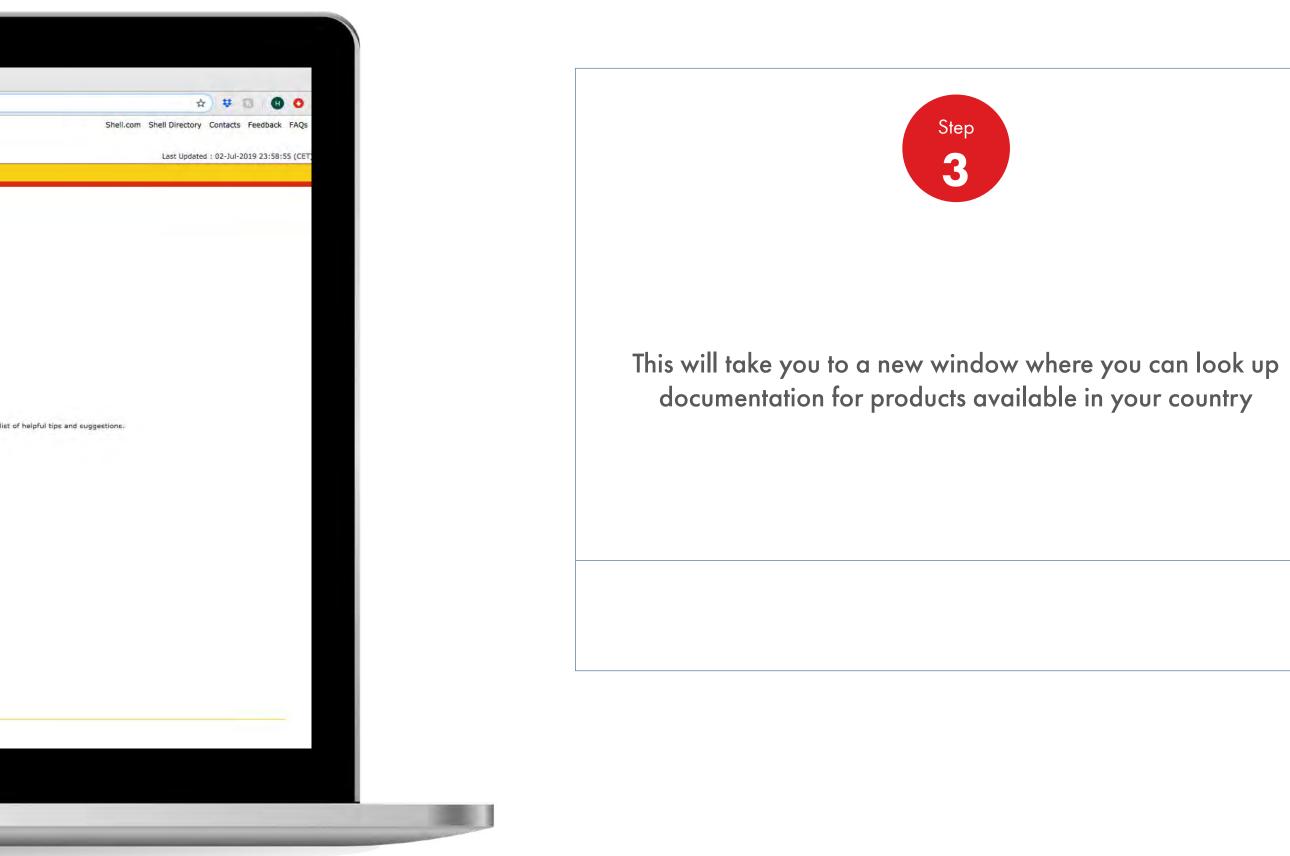




### **Order Management**

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A new initiative from Shell designed to help you find and download k	
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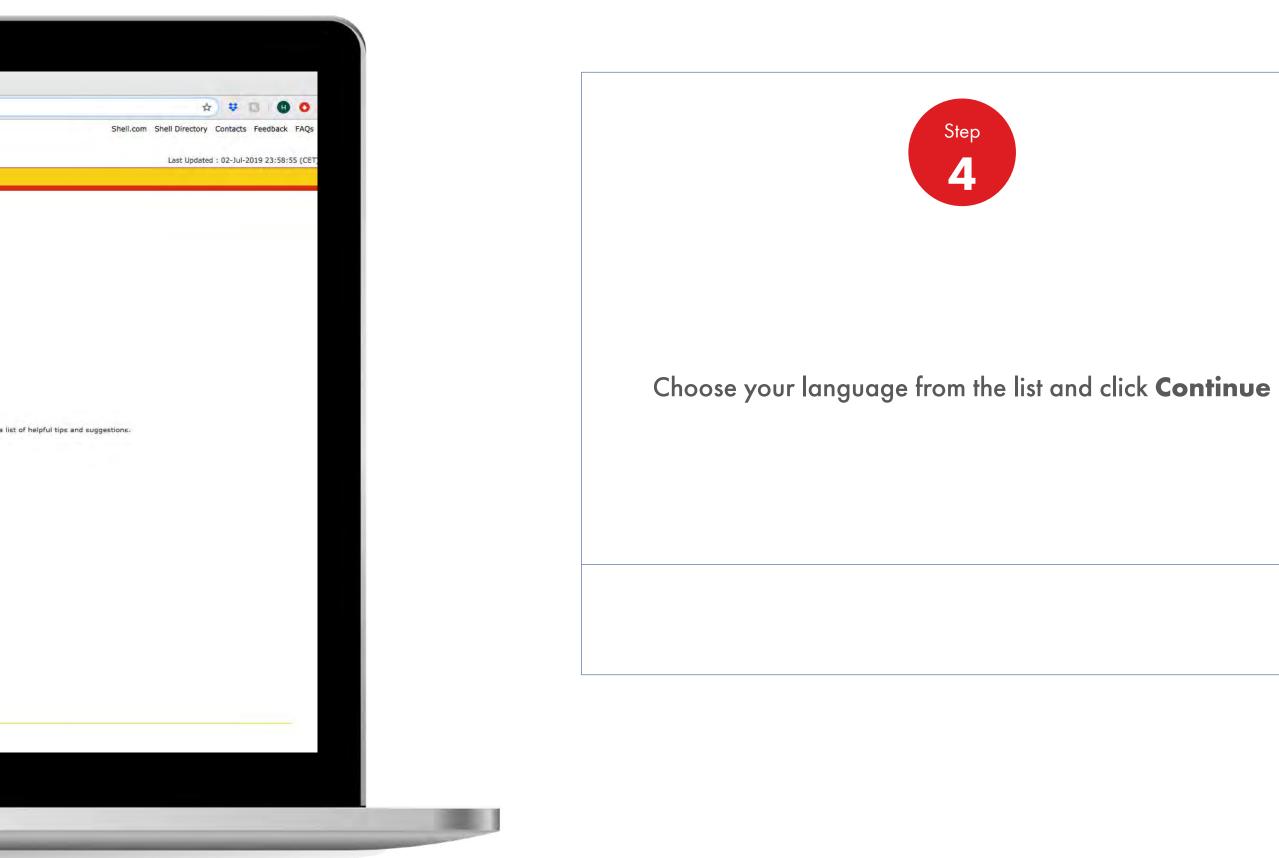




### **Order Management**

Order Workspace × Shell Product Catalog	gue Portal × +	
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Product Catalogue: - ALL Products		
	Welcome to the Shell Oil Products Catalogue	
	Language : English +	
A new initiative from Shell designed to help you find and downloa	d key information on our products quickly, easily and efficiently.	
Search for products by brand name or application in your preferre Searches can also be limited to a specific Line of Business (LOB),	ed country and download Material Safety Data Sheets (MSDS) and Technical Data Sheets if required	(TDS) where available
If you need help or have any feedback, please use the Contact an	nd Feedback buttons located on the left side of the main screen and at the top of all screen	ns. Alternatively, you can use the FAQ section to view a list of helpful tips ar
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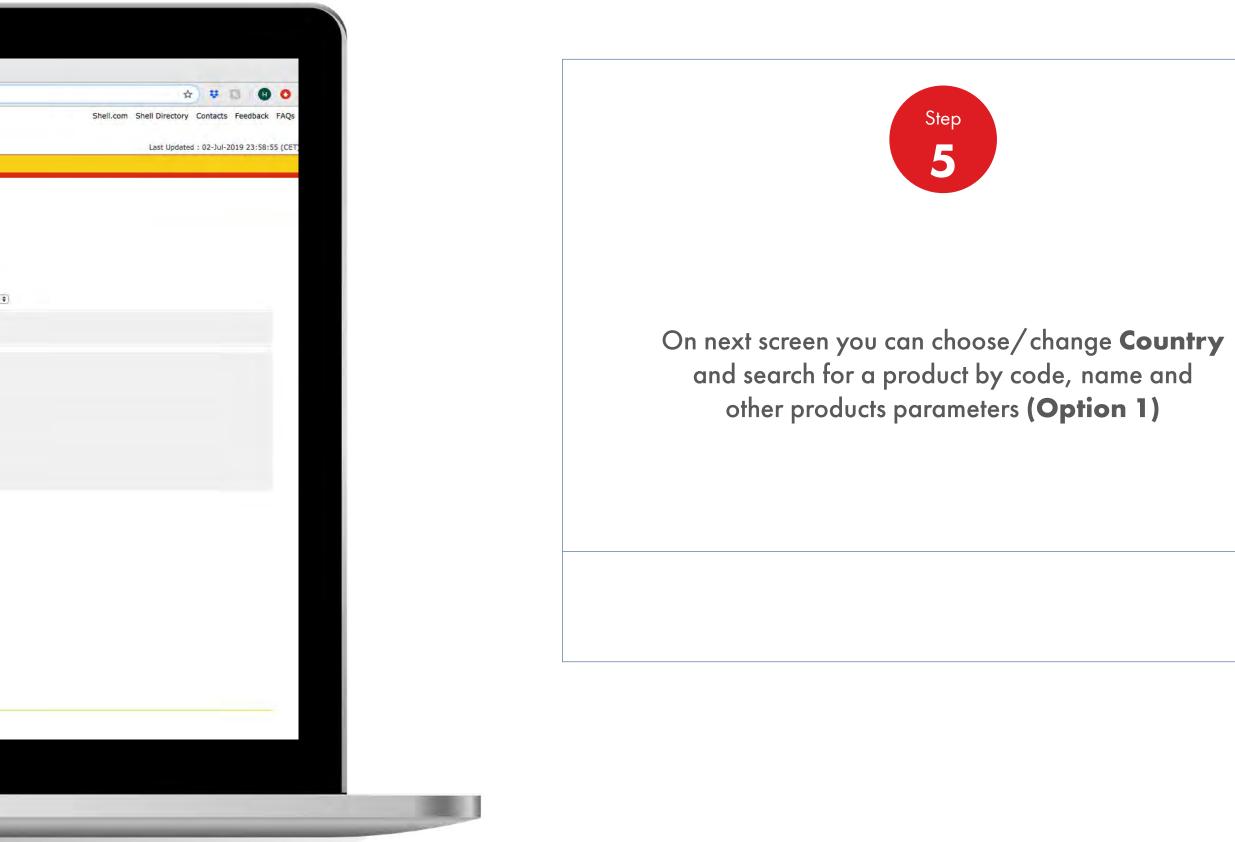




### Order Management

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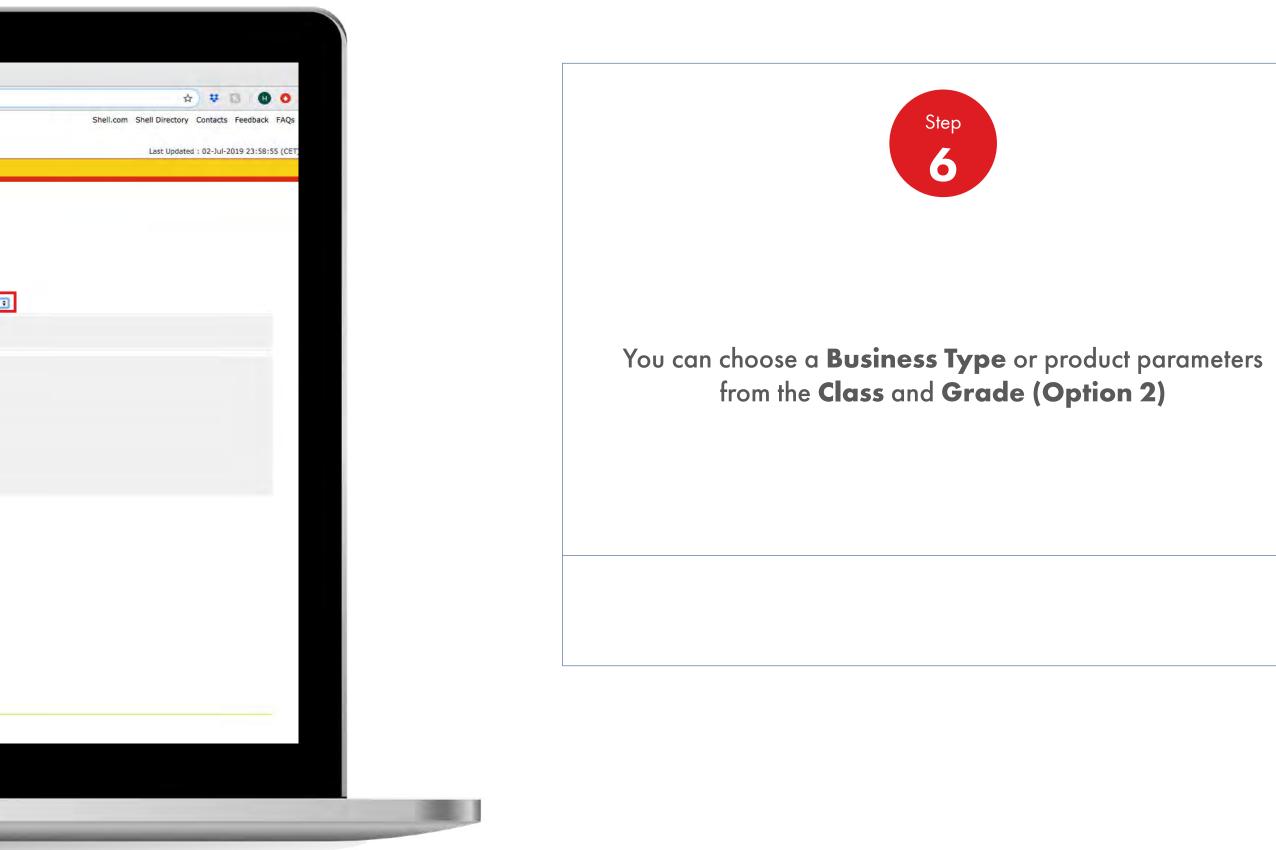




### **Order Management**

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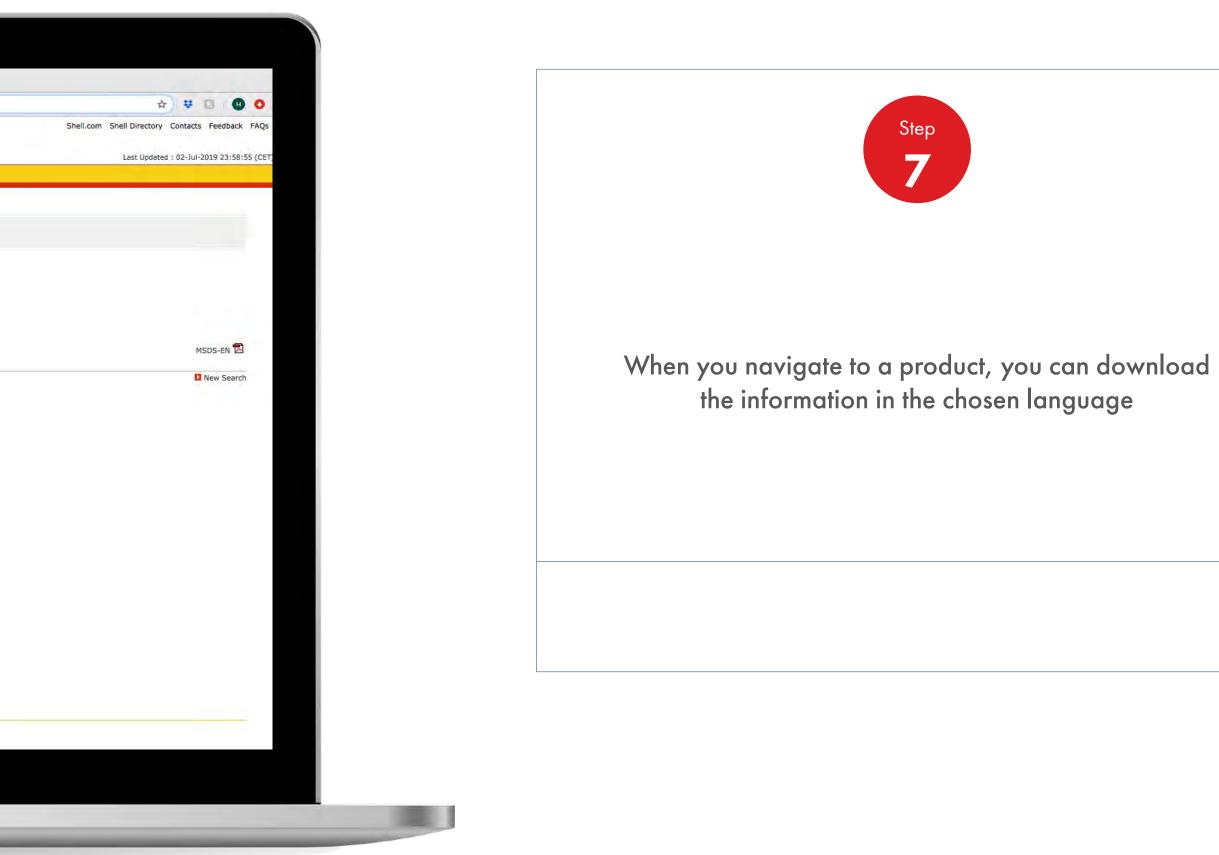




### Order Management

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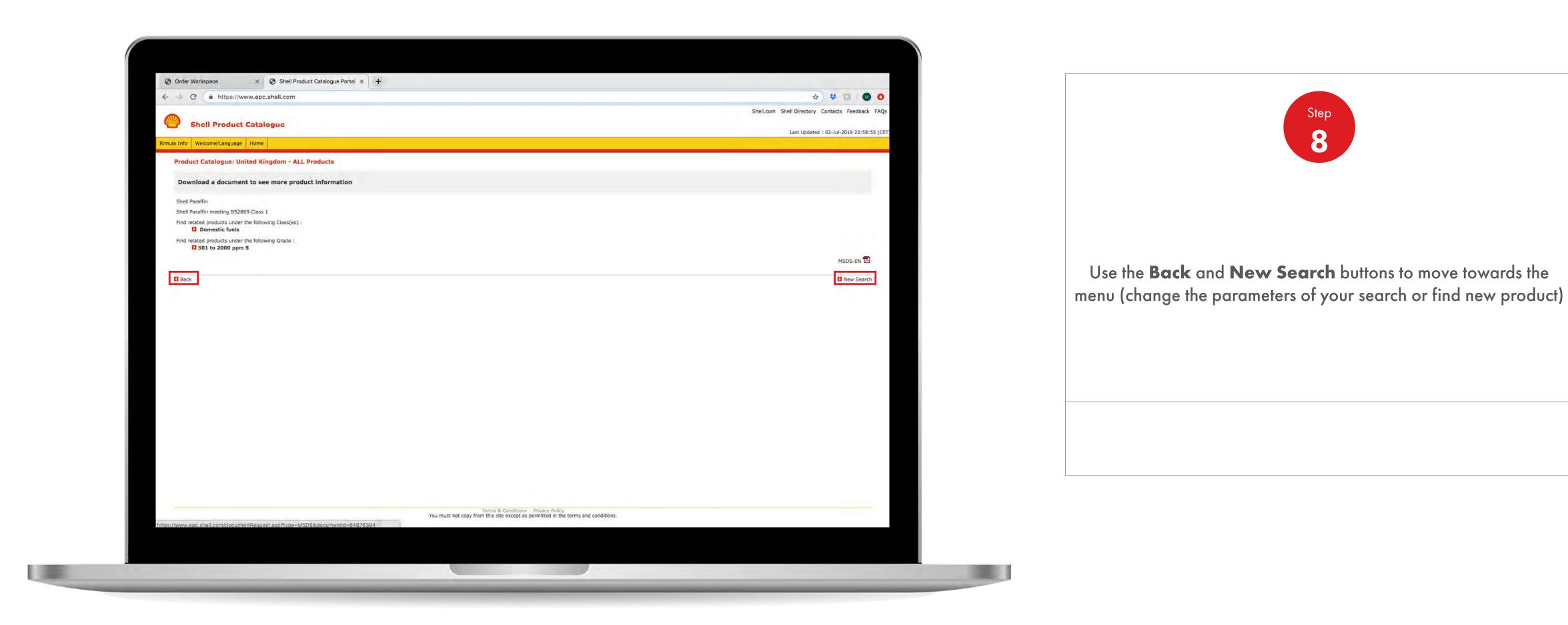








### **Order Management**





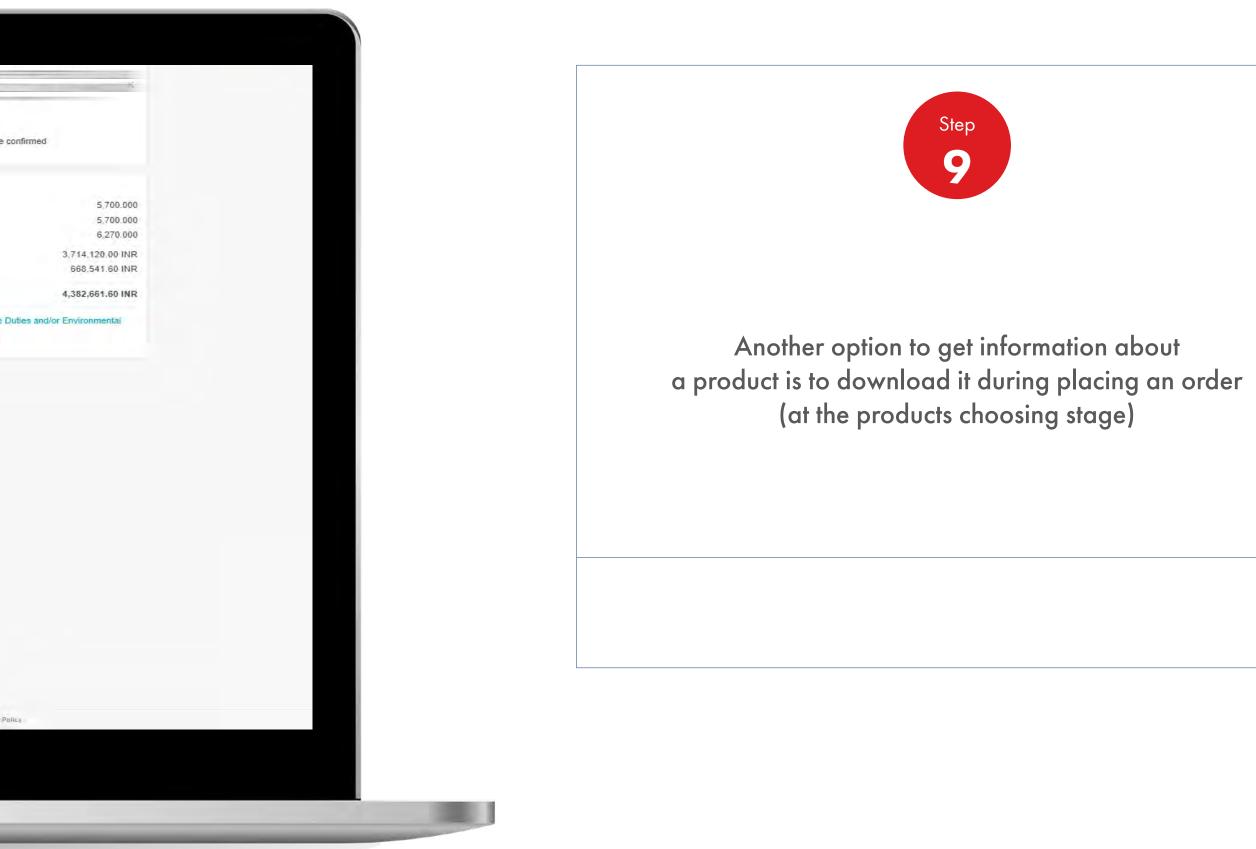




### Order Management

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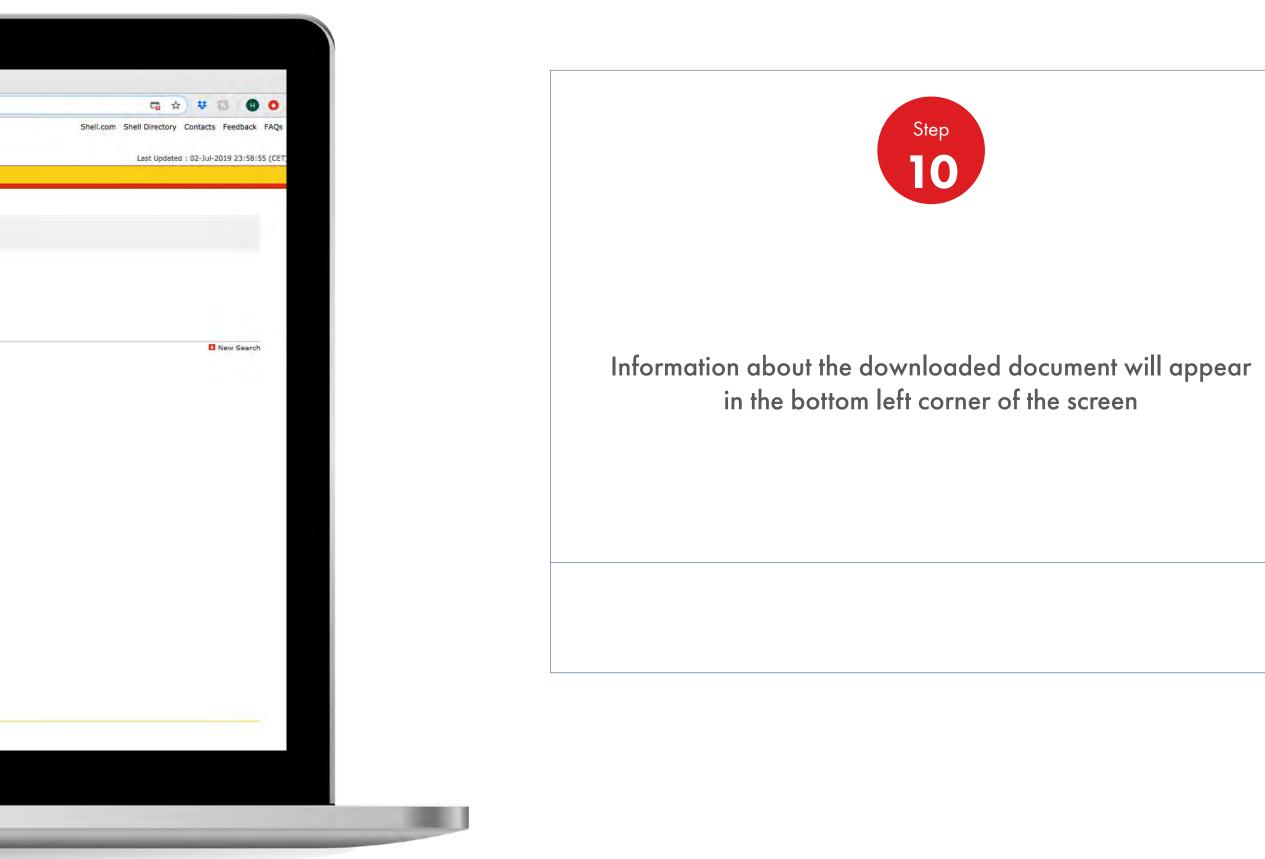




### Order Management

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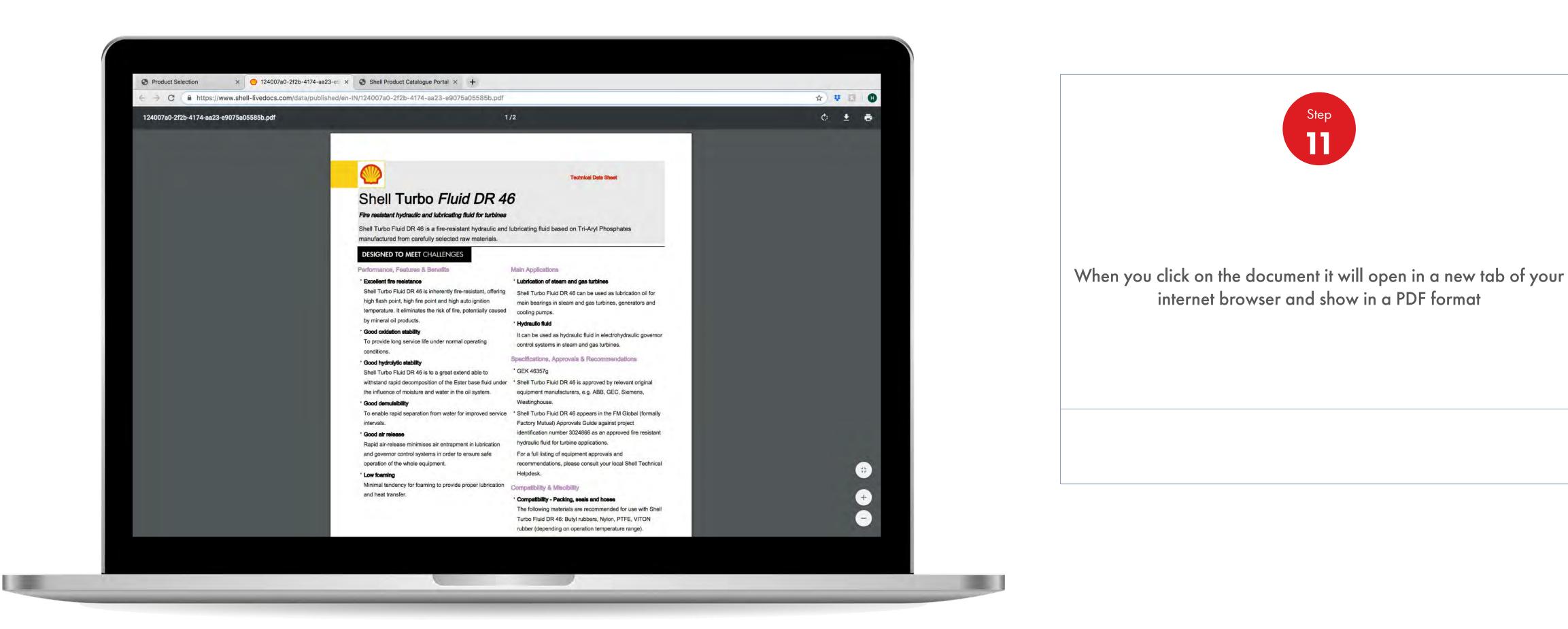








### 2.12 Order Management







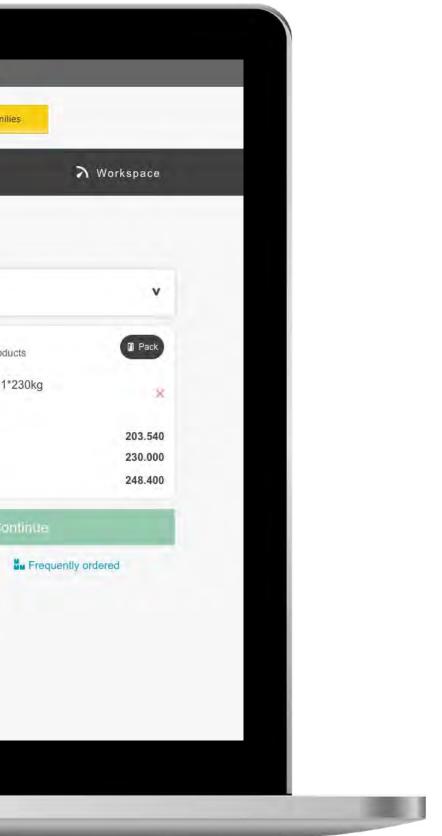


Order Management

How To Find All The Information Of The Products

Select Products How do you want your lubricants packaged? Bulk Unpackaged products, general in a tanker Pack	1. Create 2. Products 3. Delwary 4. Rower 5. Confirmation Select Products How do you want your lubricants packaged? Bulk Uppeckaged products, general in a tanker Pack Decayaged products, general in a tanker Uppeckaged products, general in a tanker Uppeckaged products, general in a tanker Dorder by product code V Upload an order form V Search for products Search for products Total net wolgent Total net wolgent Total net wolgent Search for products Total net wolgent Search for products Total net wolgent Total net wolgent Search for products Total net wolgent Total net wolgent Total net wolgent Total net wolgent Total net wolgent Total net wolgent Total gross weight Total gross weight Total gross weight Total net wolgent Total net wolgent Total net wolgent Total net wolgent Total net wolgent Total net wolgent Total gross weight Total gross weight Total Det Catalog	Recently Visited: :	Home		A ? Search	
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You can also get information about products when searching through product catalogue – click View Catalogue

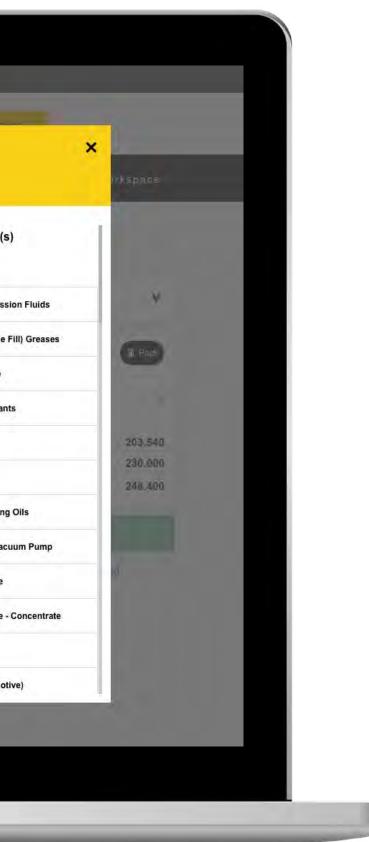


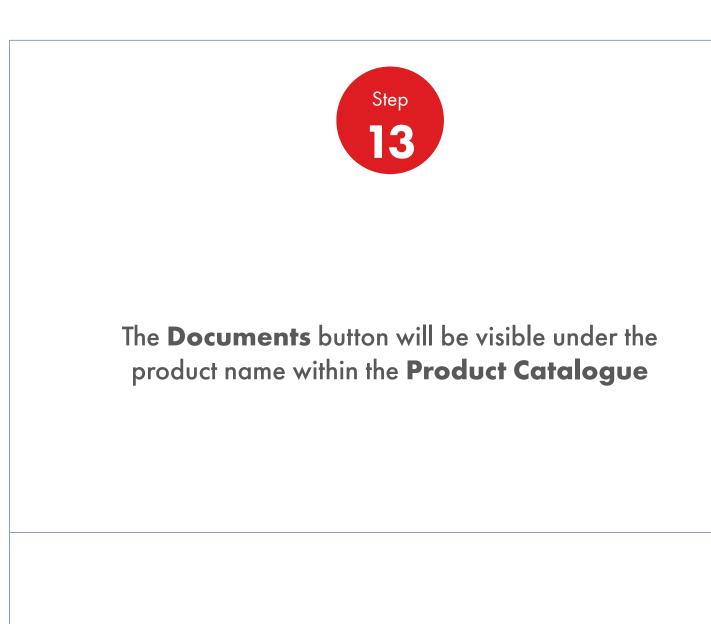


### Order Management

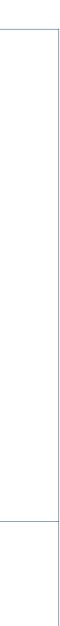
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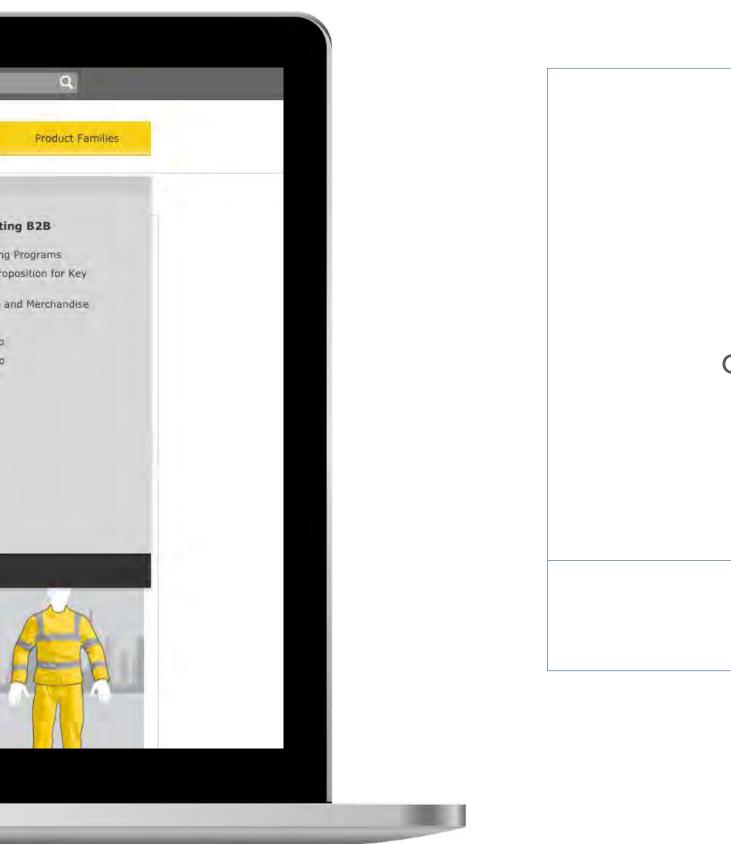


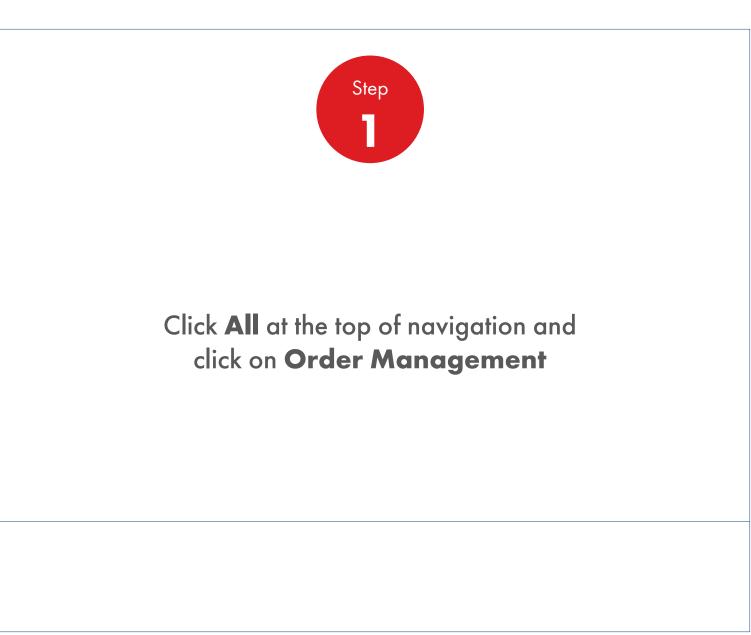


**Order Management** 

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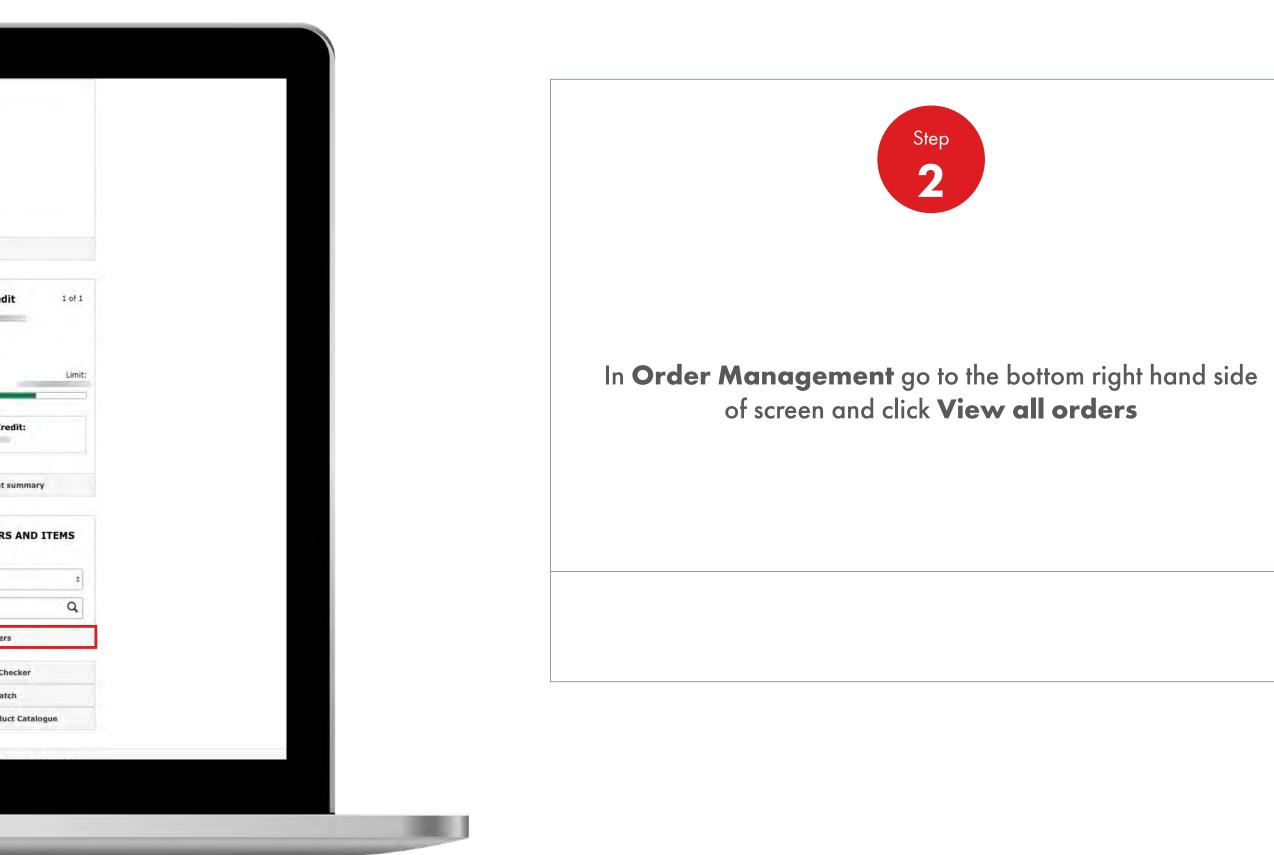




Order Management

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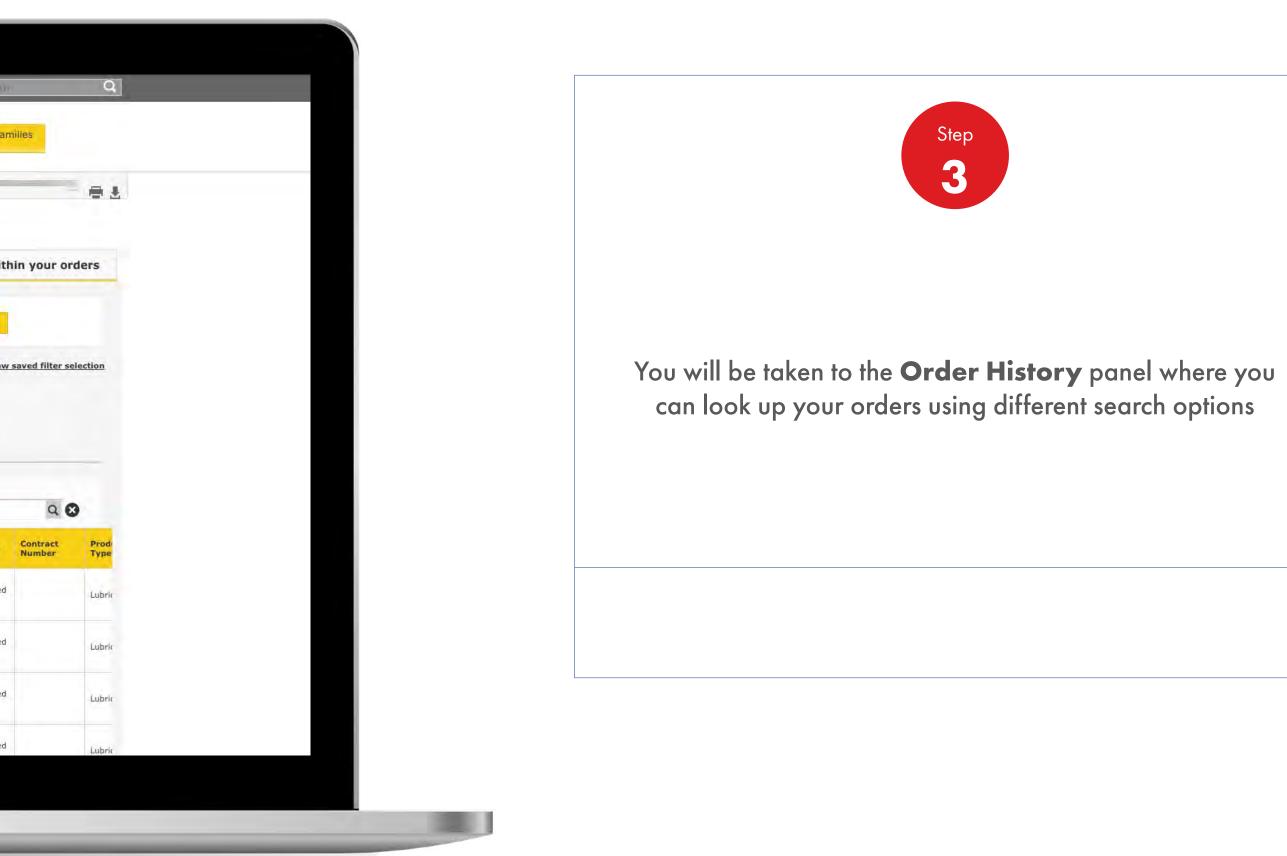




**Order Management** 

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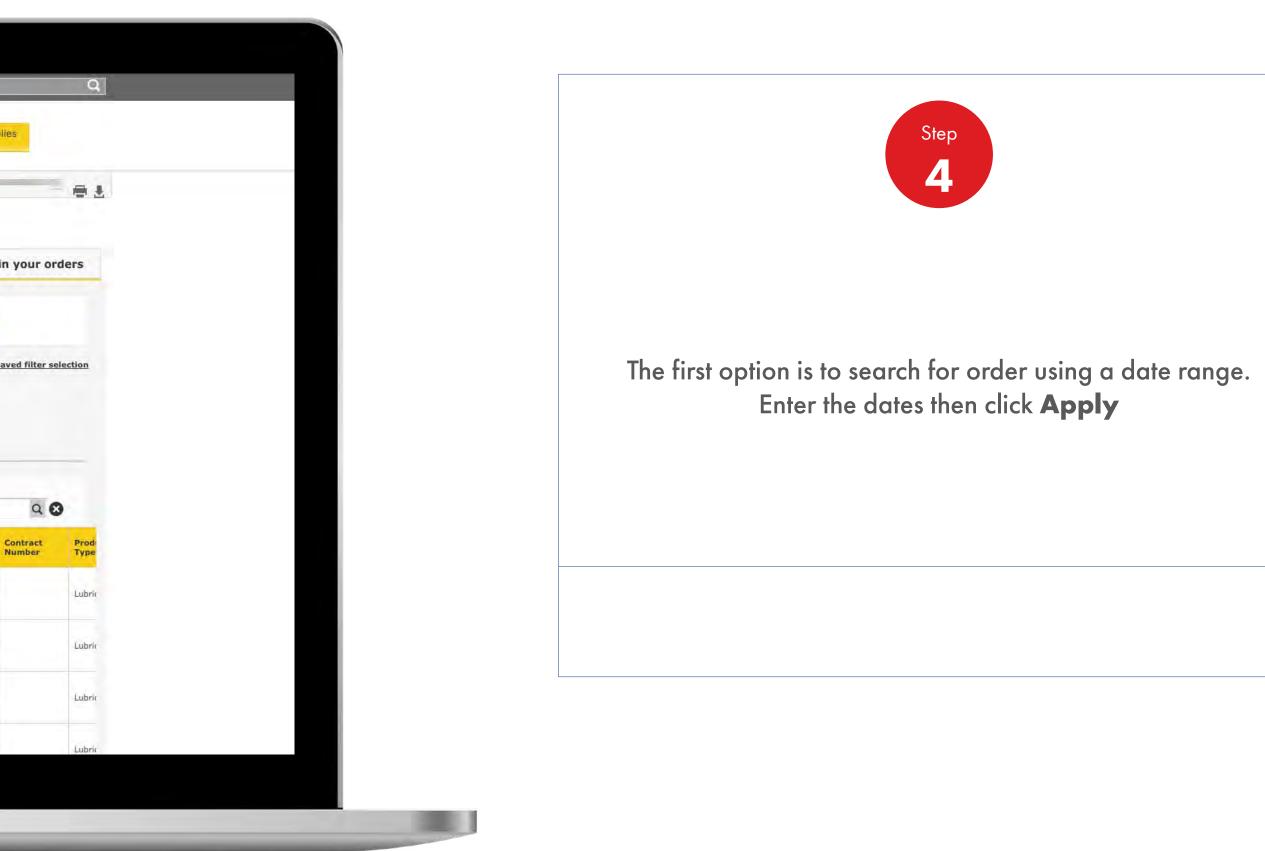




**Order Management** 

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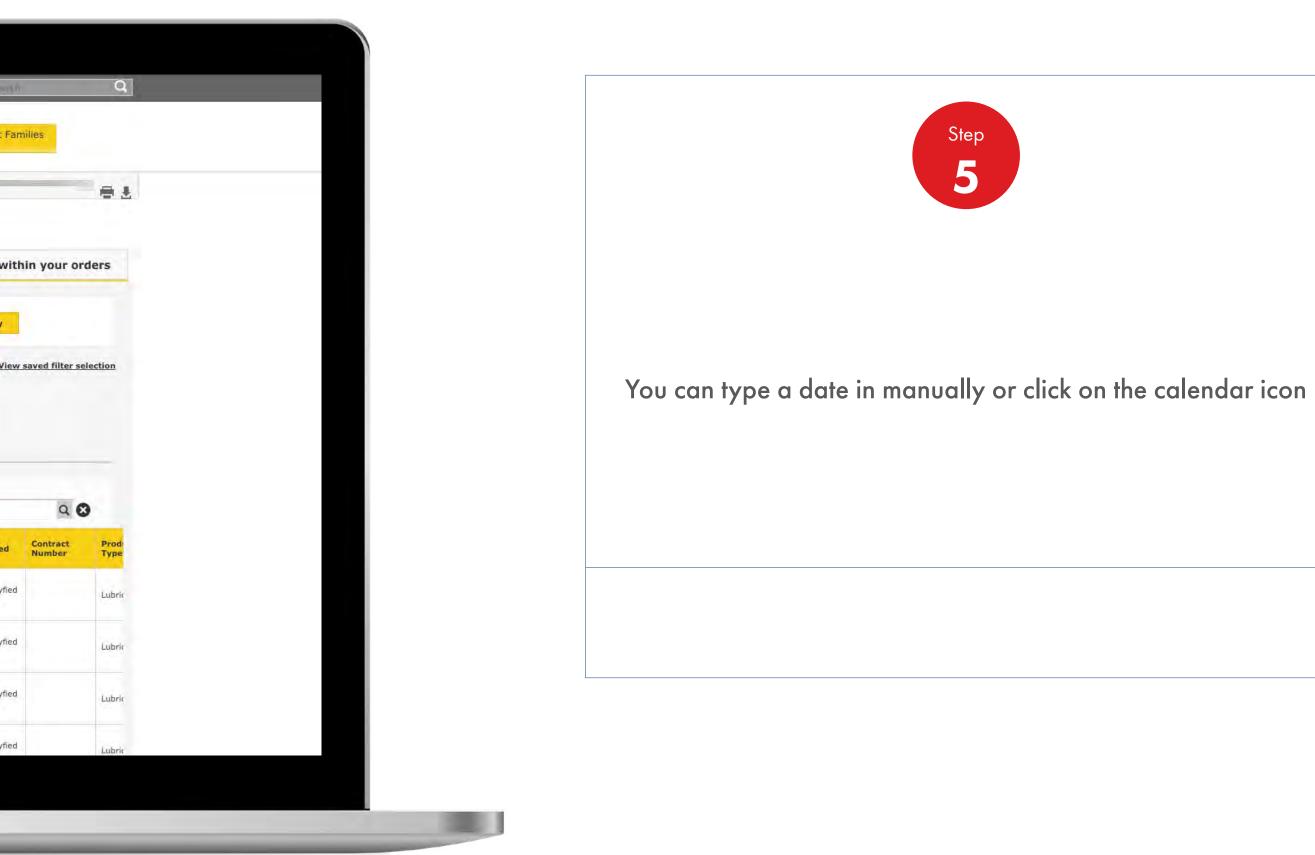




**Order Management** 

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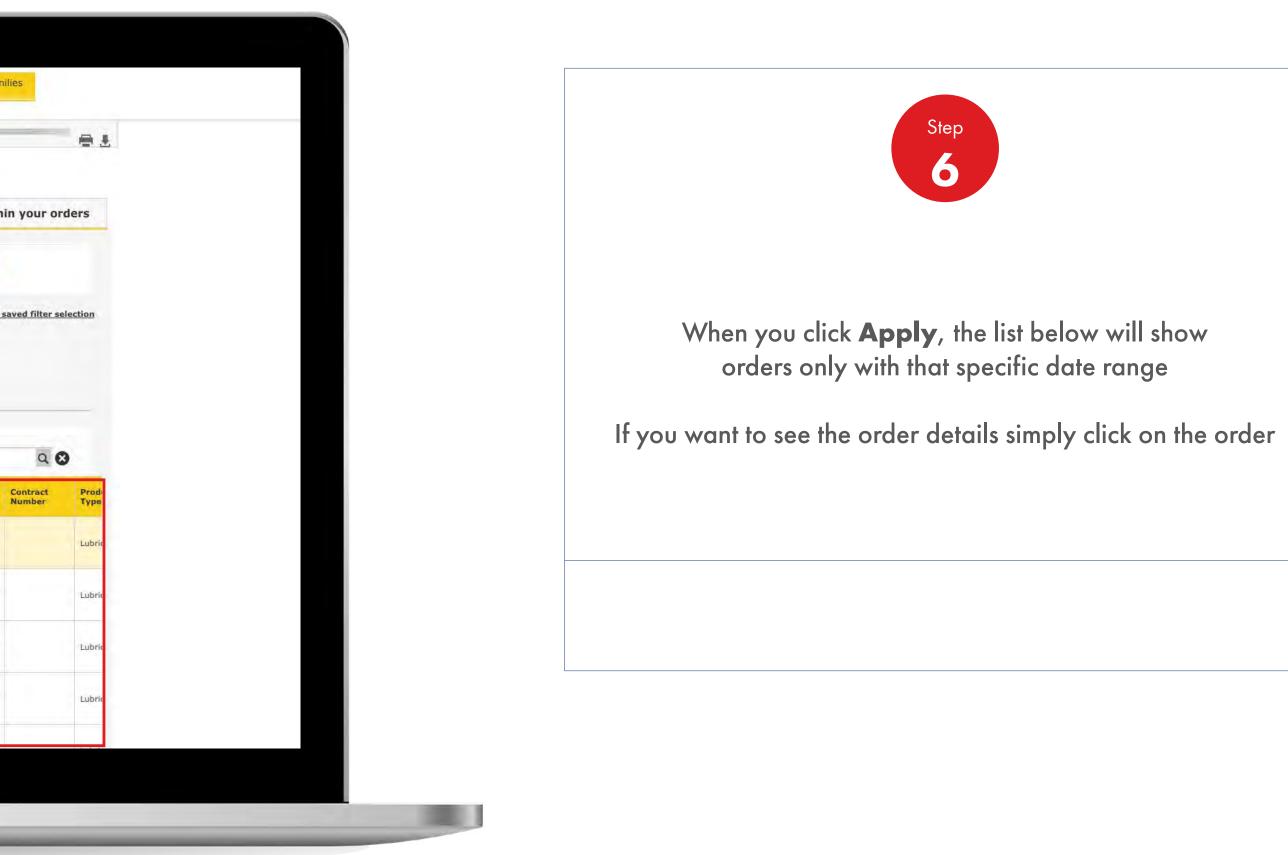




Order Management

How To Check The Status Of My Order

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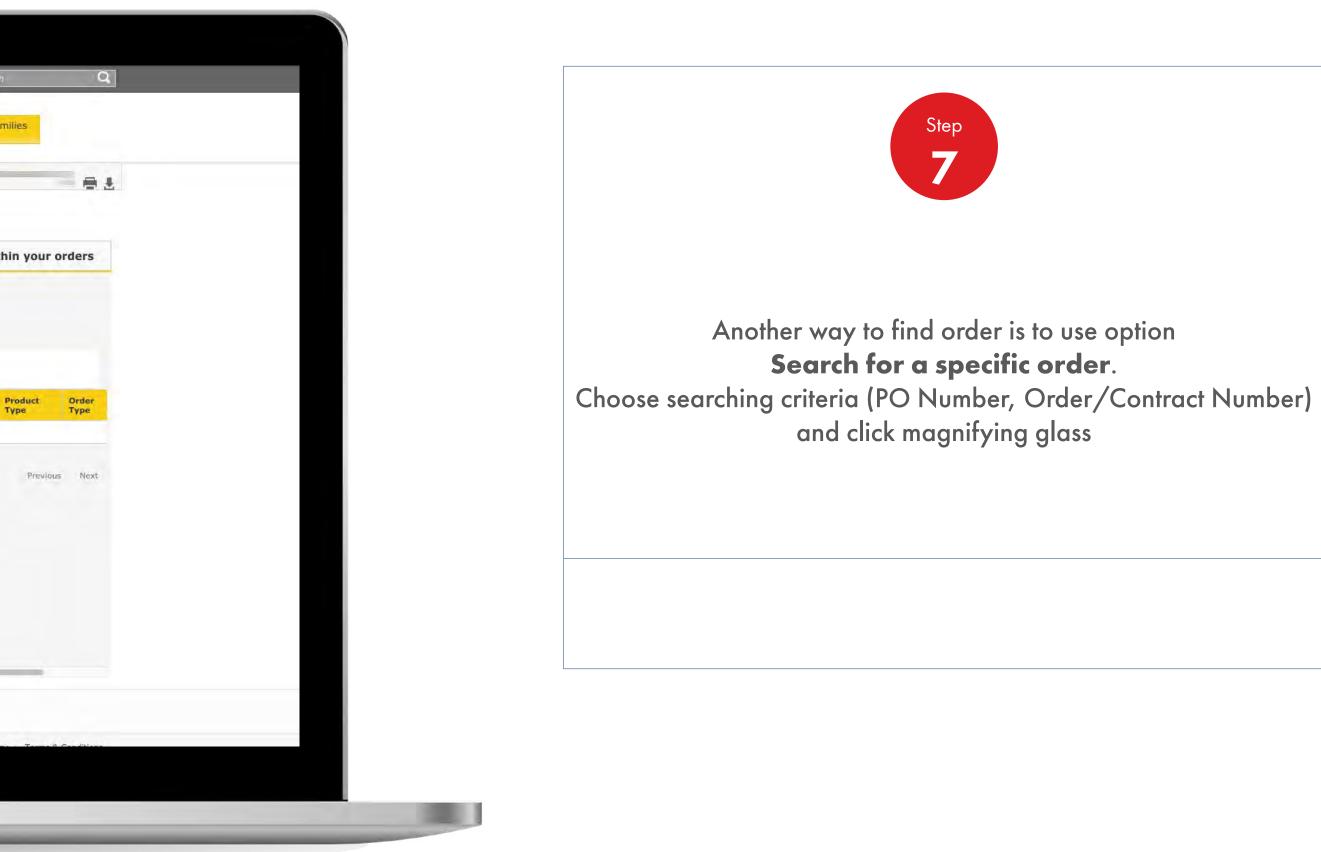




Order Management

How To Check The Status Of My Order

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Home All Technology Product Families
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PO Number 🗘
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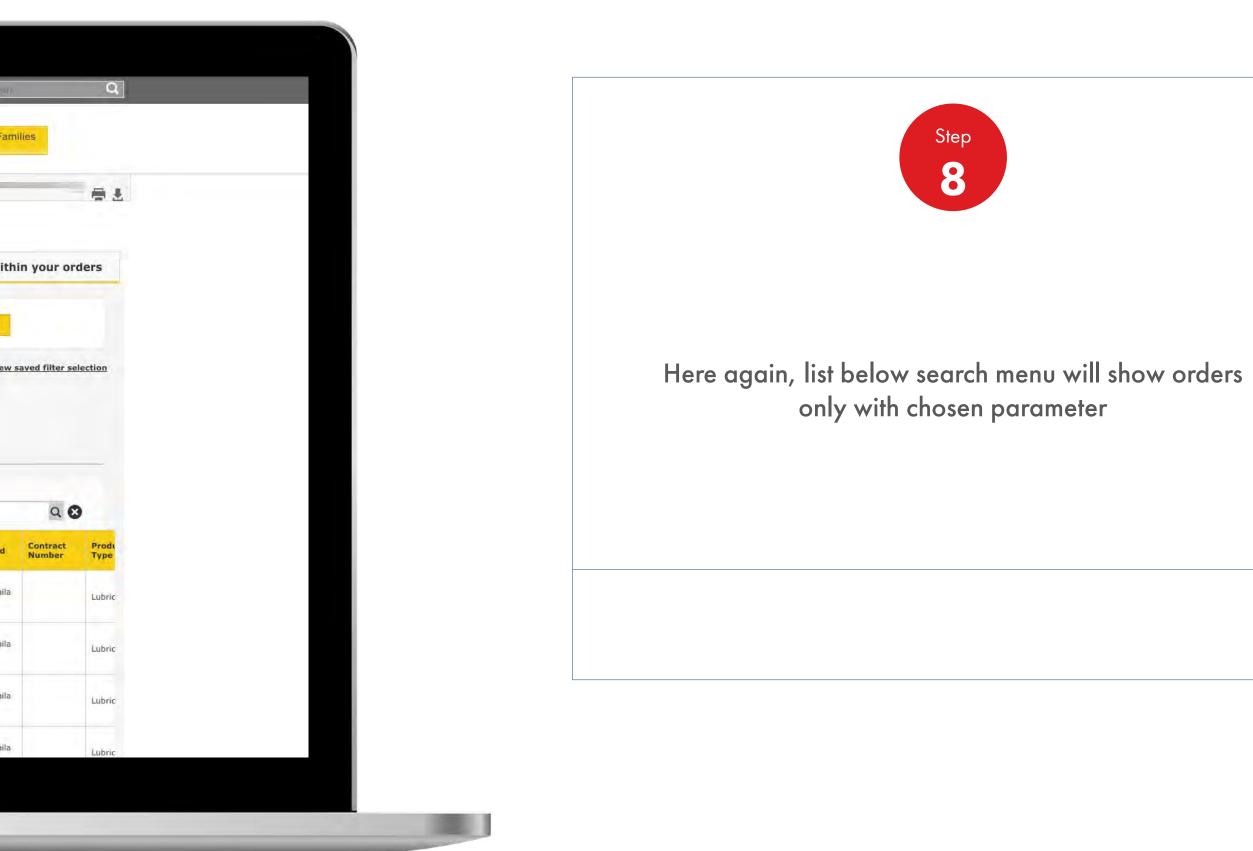
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**Order Management** 

How To Check The Status Of My Order

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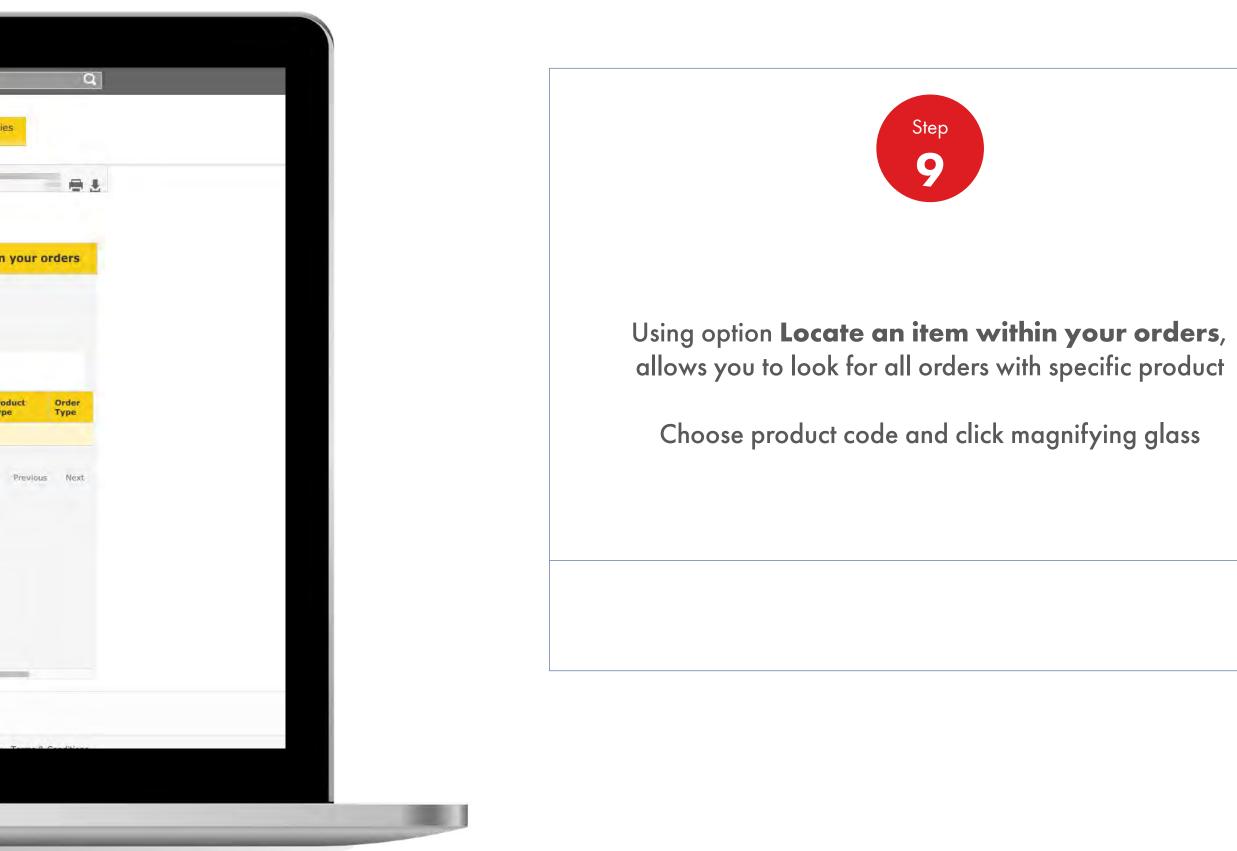




Order Management

How To Check The Status Of My Order

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**Order Management** 

How To Check The Status Of My Order

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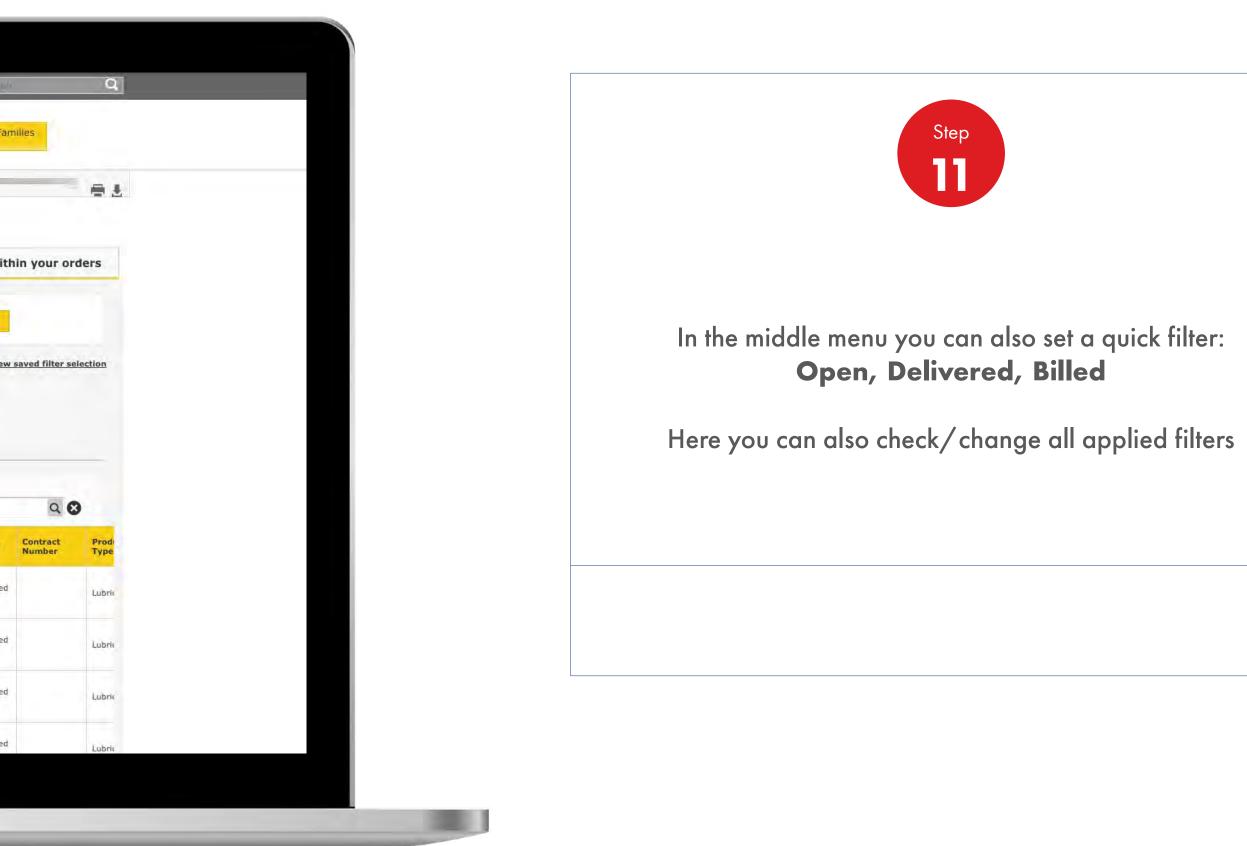


**Order Management** 

How To Check The Status Of My Order

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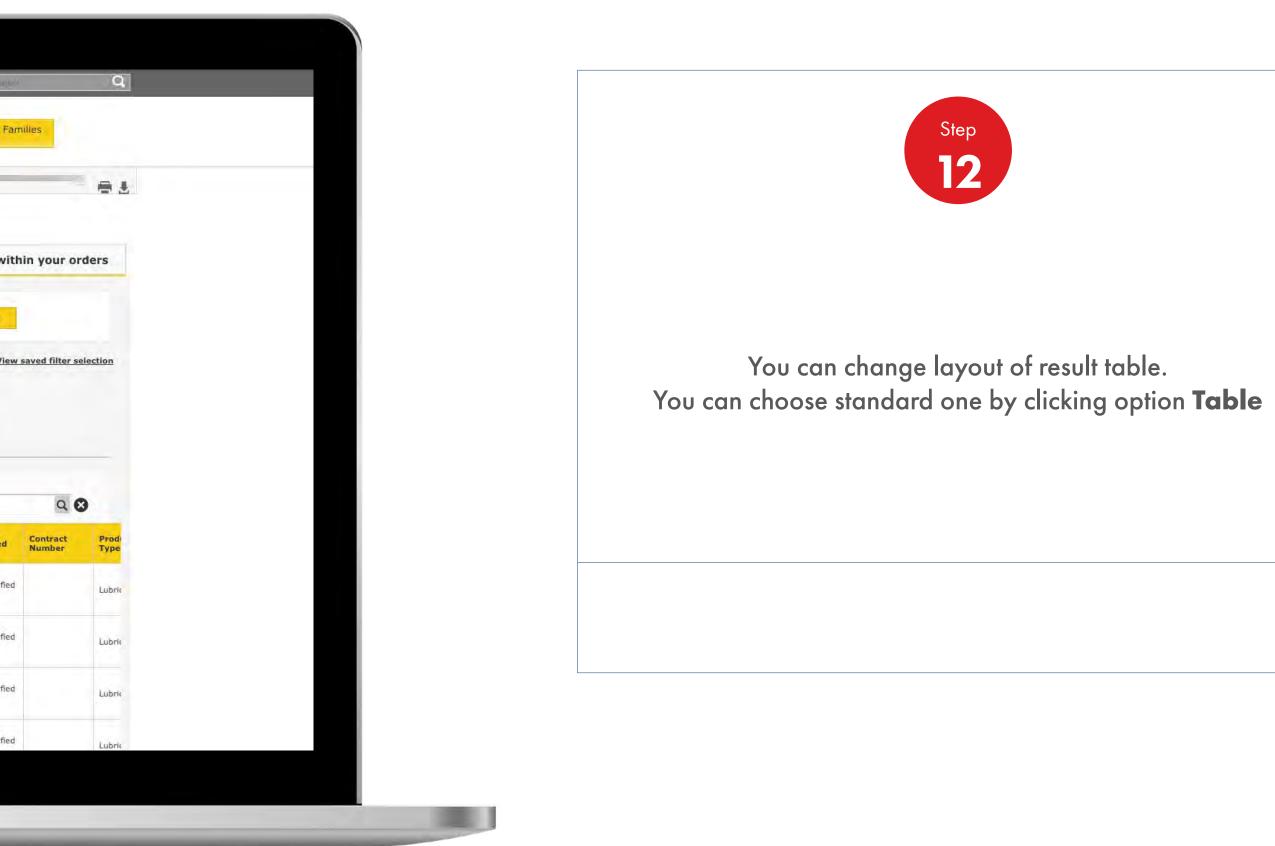


**Order Management** 

How To Check The Status Of My Order

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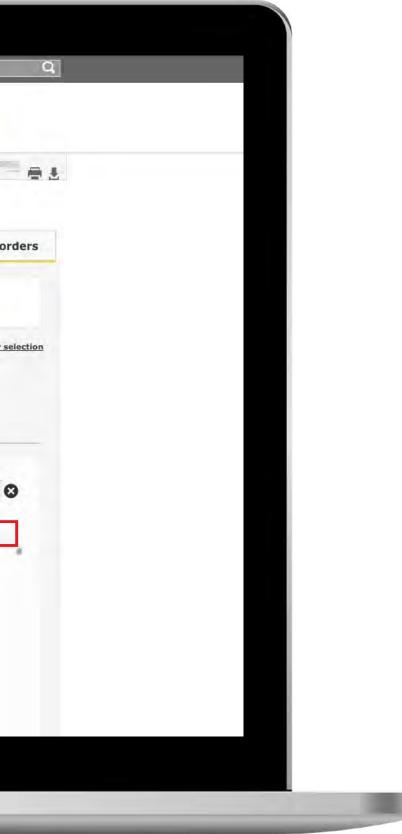


**Order Management** 

How To Check The Status Of My Order

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View by date range Search for a specific order Locate an	item within your or
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Showing 187 Orders	
Table Progress	9
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Order220745415 To be confirmed	
Order220745691	
Order 220746502	







If you click on **Progress**, you will see list of your orders split by the progress status (Submitted, Being scheduled, Shipped etc.)

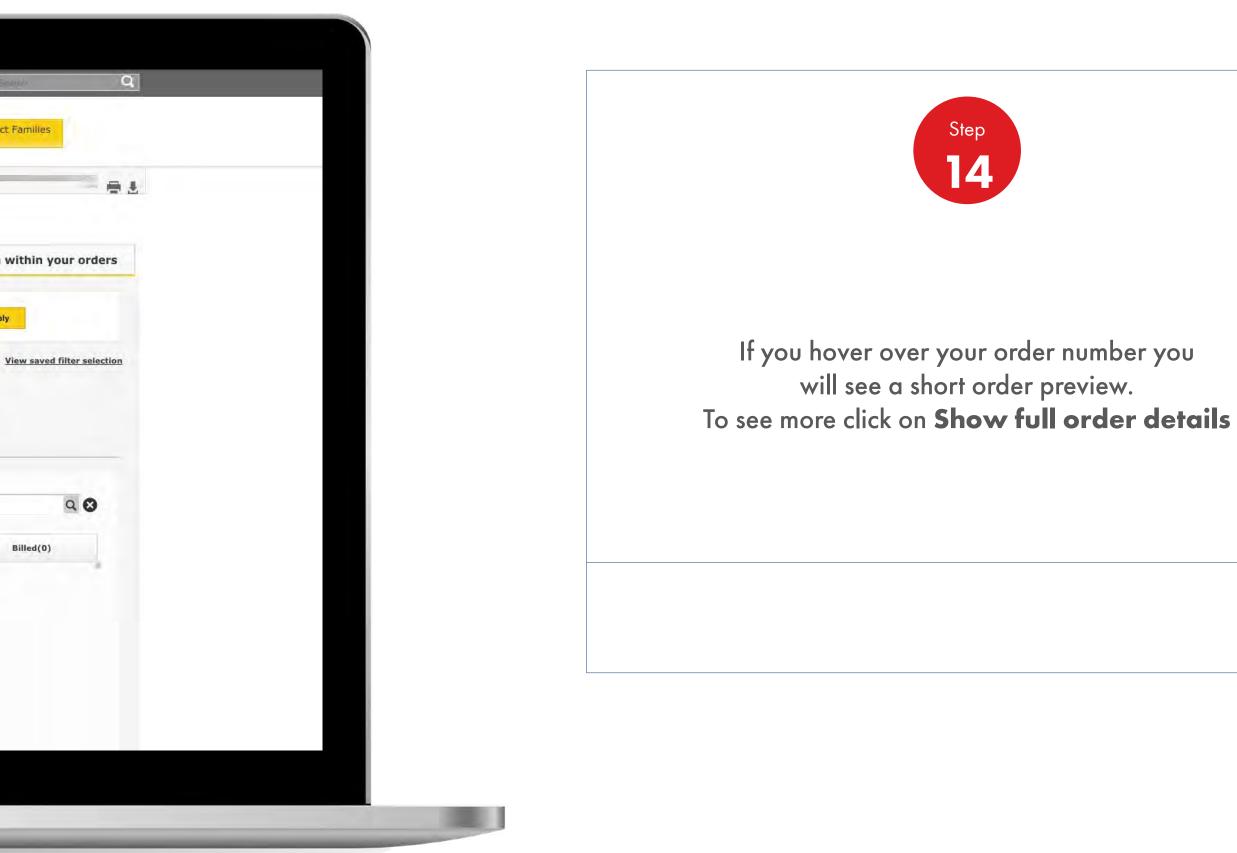




#### Order Management 2.13 How To Check The Status Of My Order

Recently Visited: Home ይ ? 📄 AHome All 🔻 Distributor Industry Sectors Technology Product Families Order Workspace Account : **Order History** View by date range Search for a specific order Locate an item within your orders and 2019/07/03 Apply Find Orders All Between: 2019/06/19 Filters currently applied + View All Filters Open Delivered Billed Showing 187 Orders Table Progress This Order is Under Review Submitted(187) Delivered(0) Billed(0) PO Number:Contract Delivery Location: Order220745391 To be confirmed Total Price: Show full order details Order220745415 To be confirmed Order220745691 To be confirmed Order220746502 To be confirmed







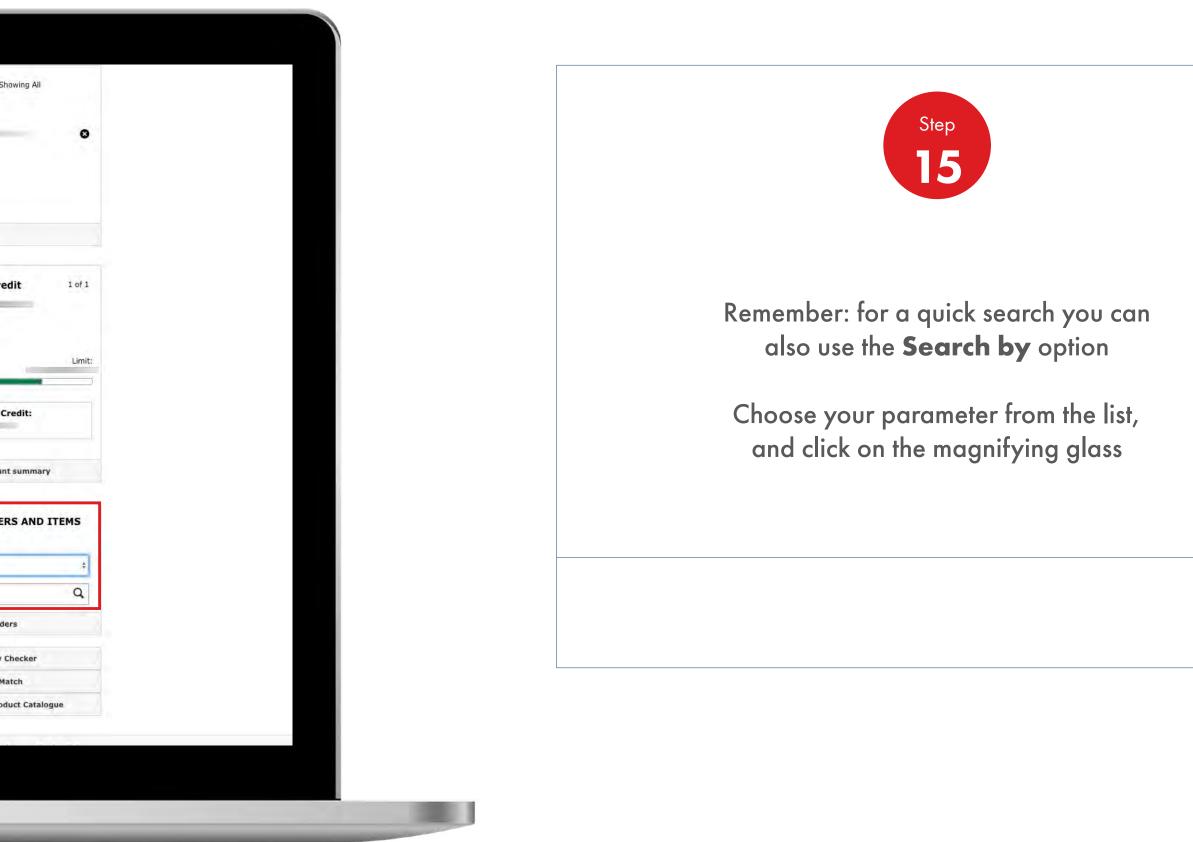


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Order Management

How To Check The Status Of My Order

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## Reporting

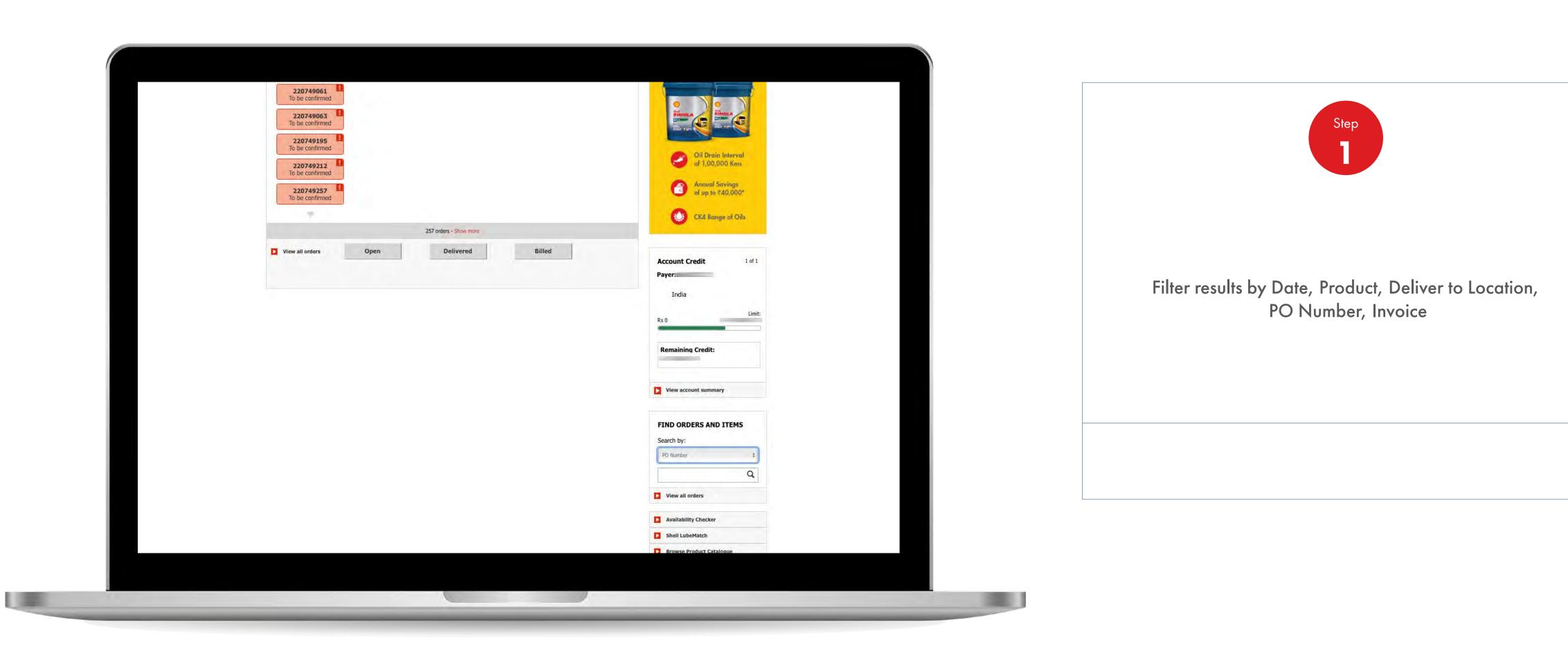
Enabling you to track orders, credits and financials quickly and accurately.





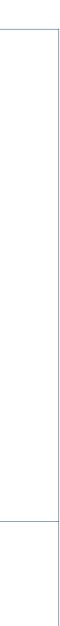


Orders





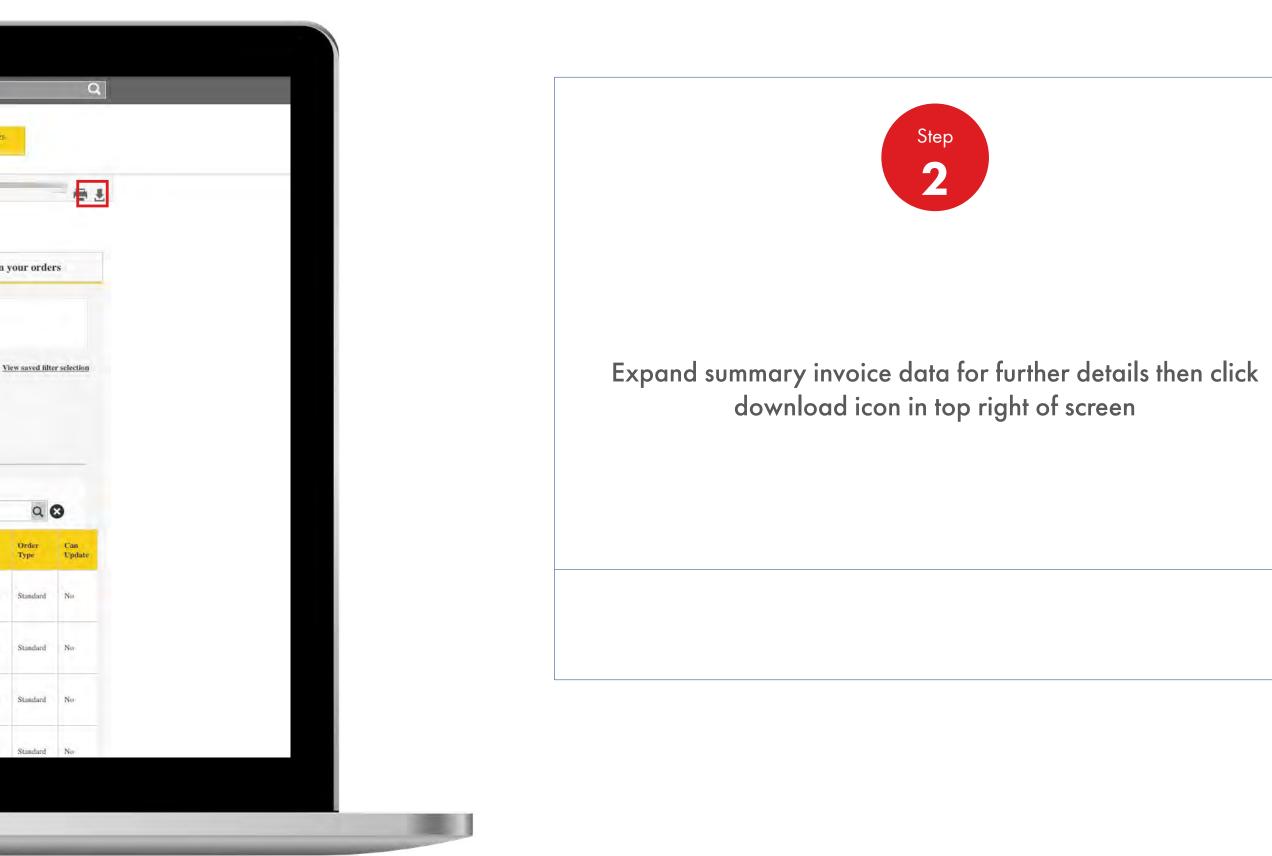




Orders

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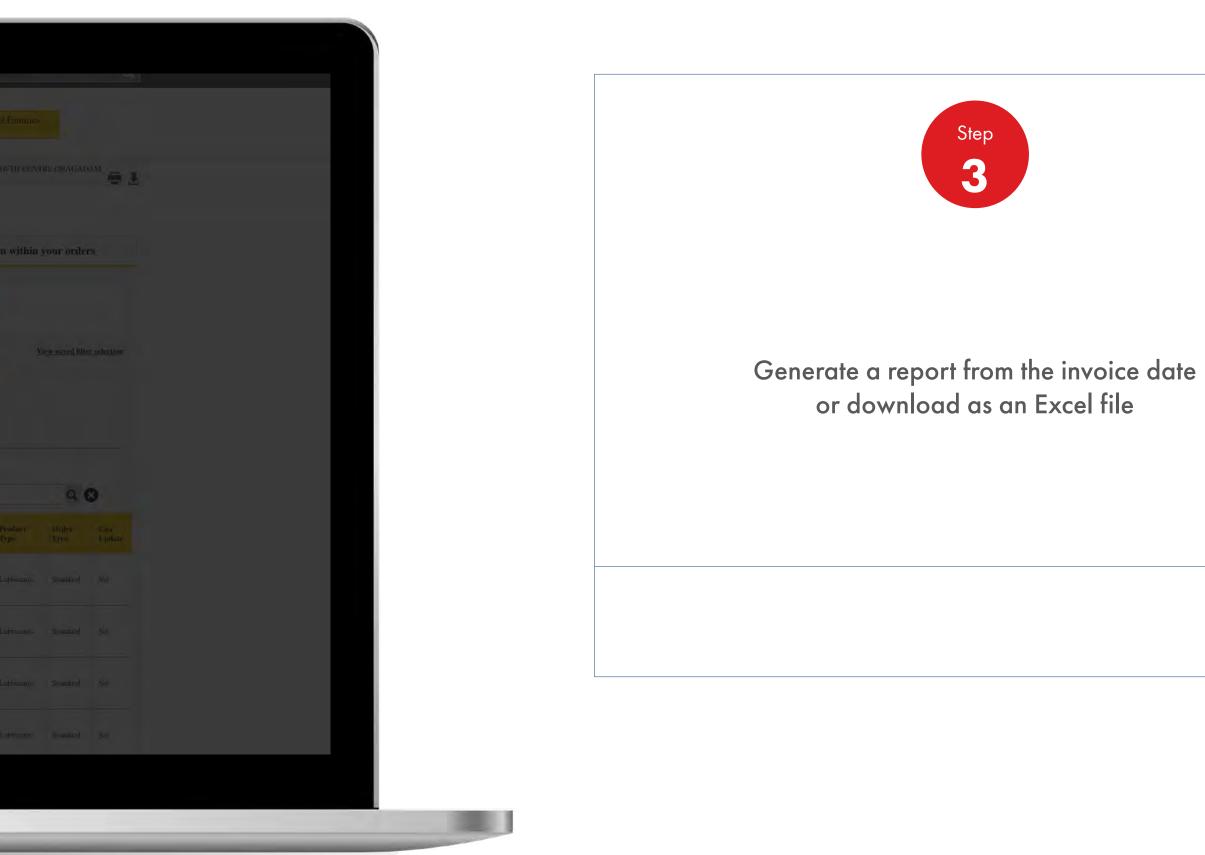


#### **Recordings and Reporting** 3.1 Current Orders

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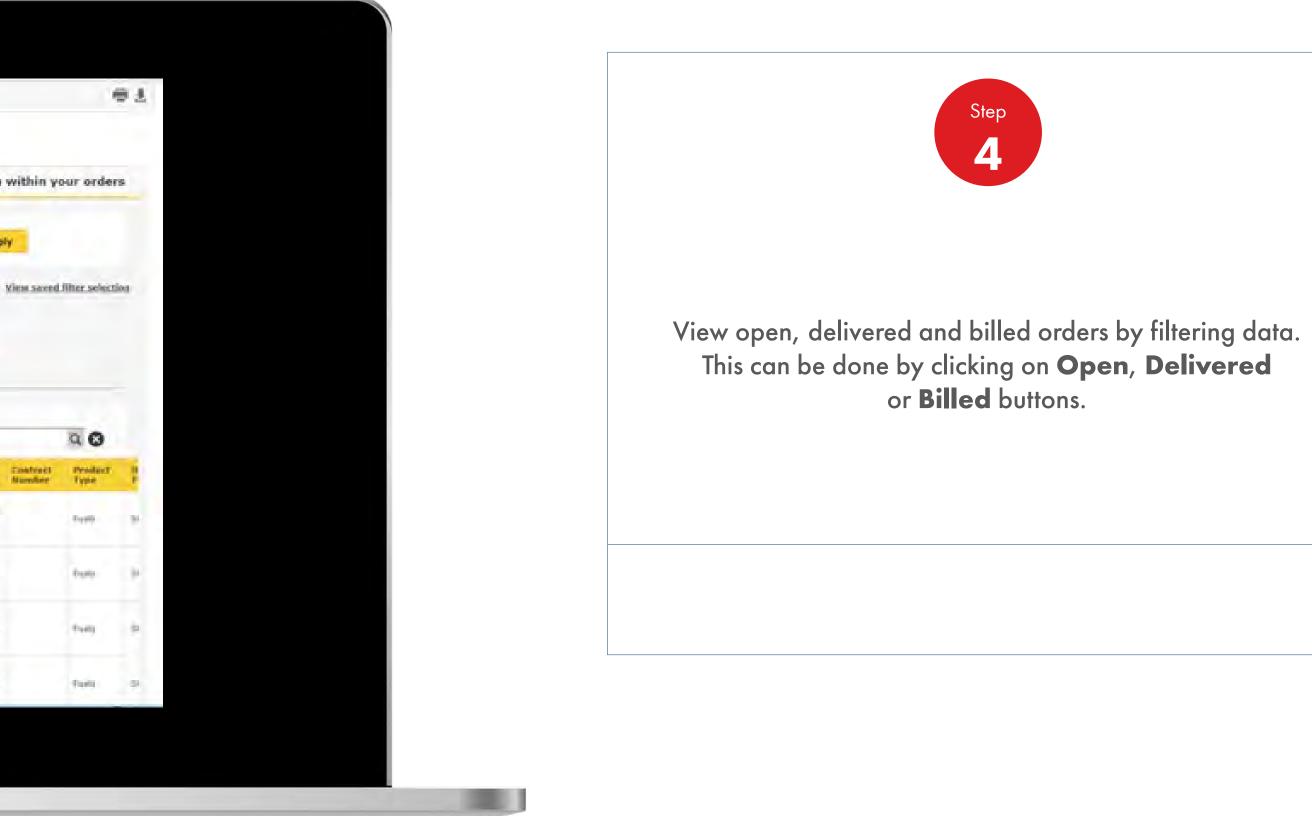




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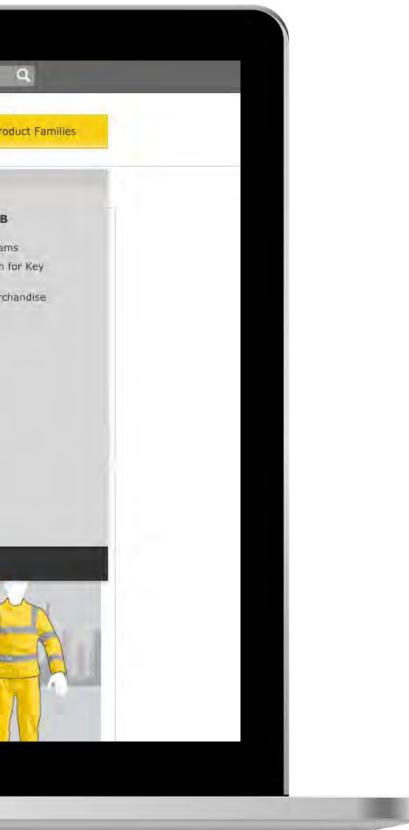


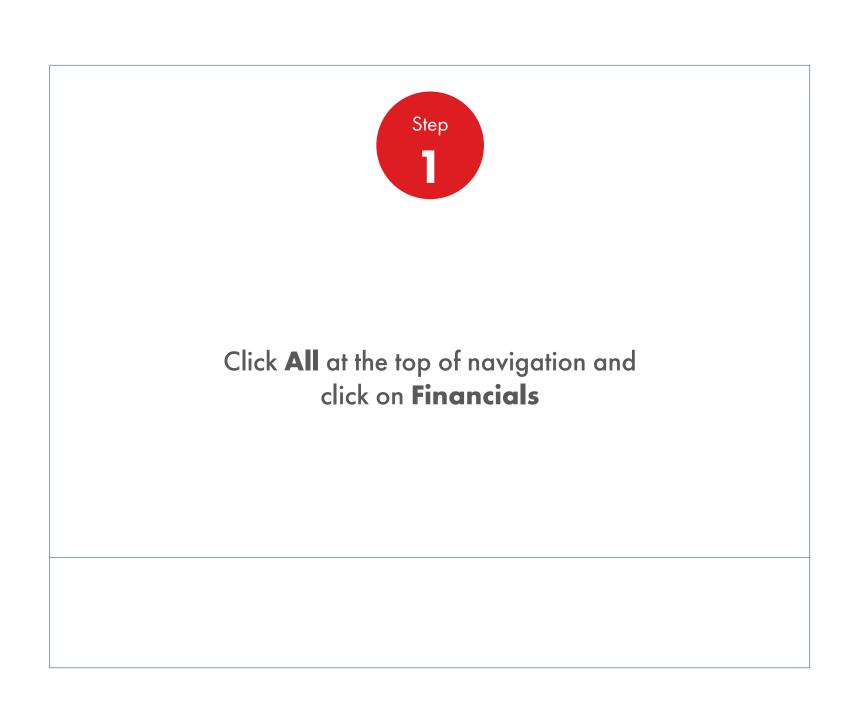


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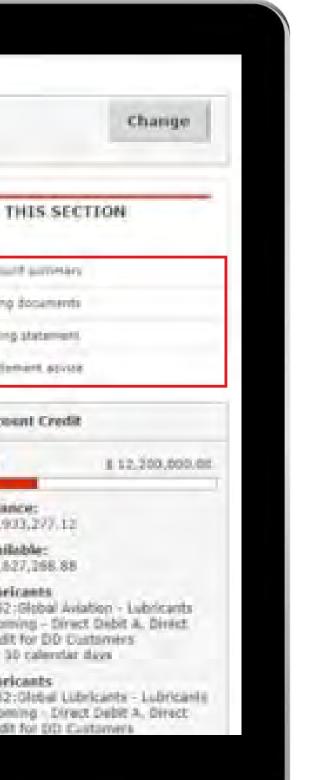




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Here you can view all financial information and get access to billing and other financial documentation.

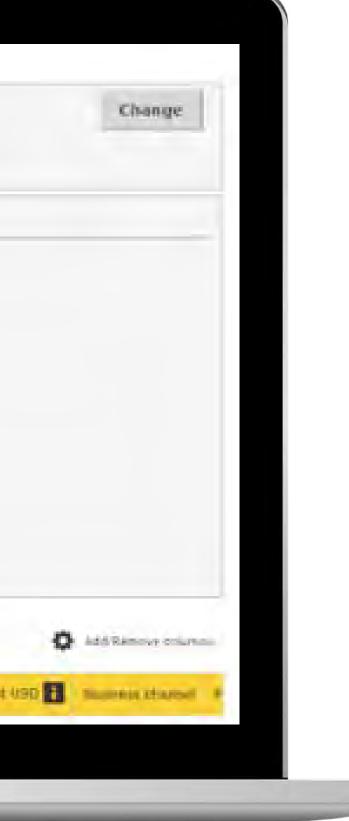


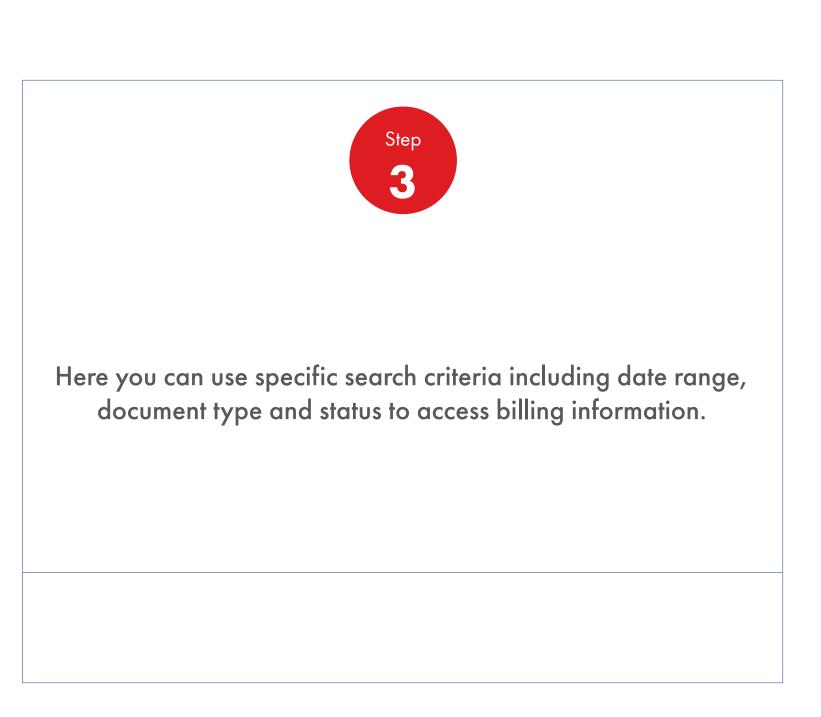


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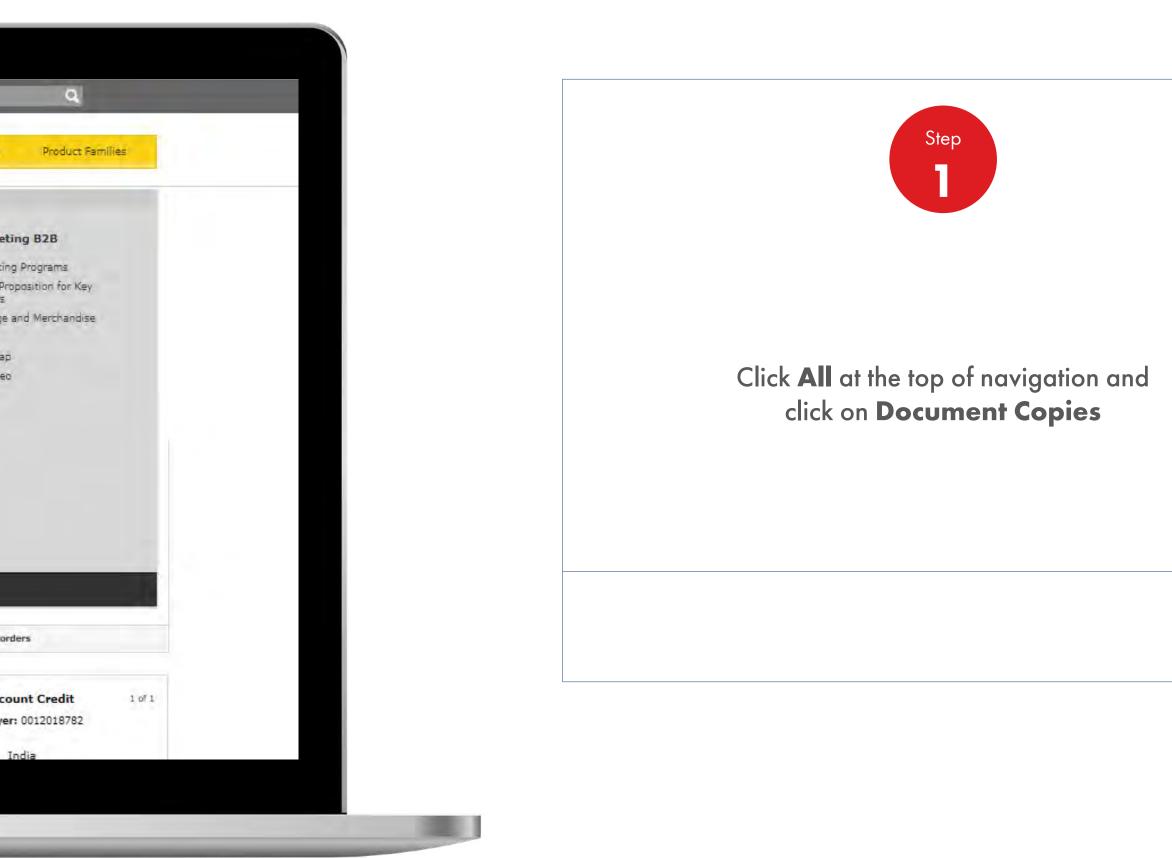




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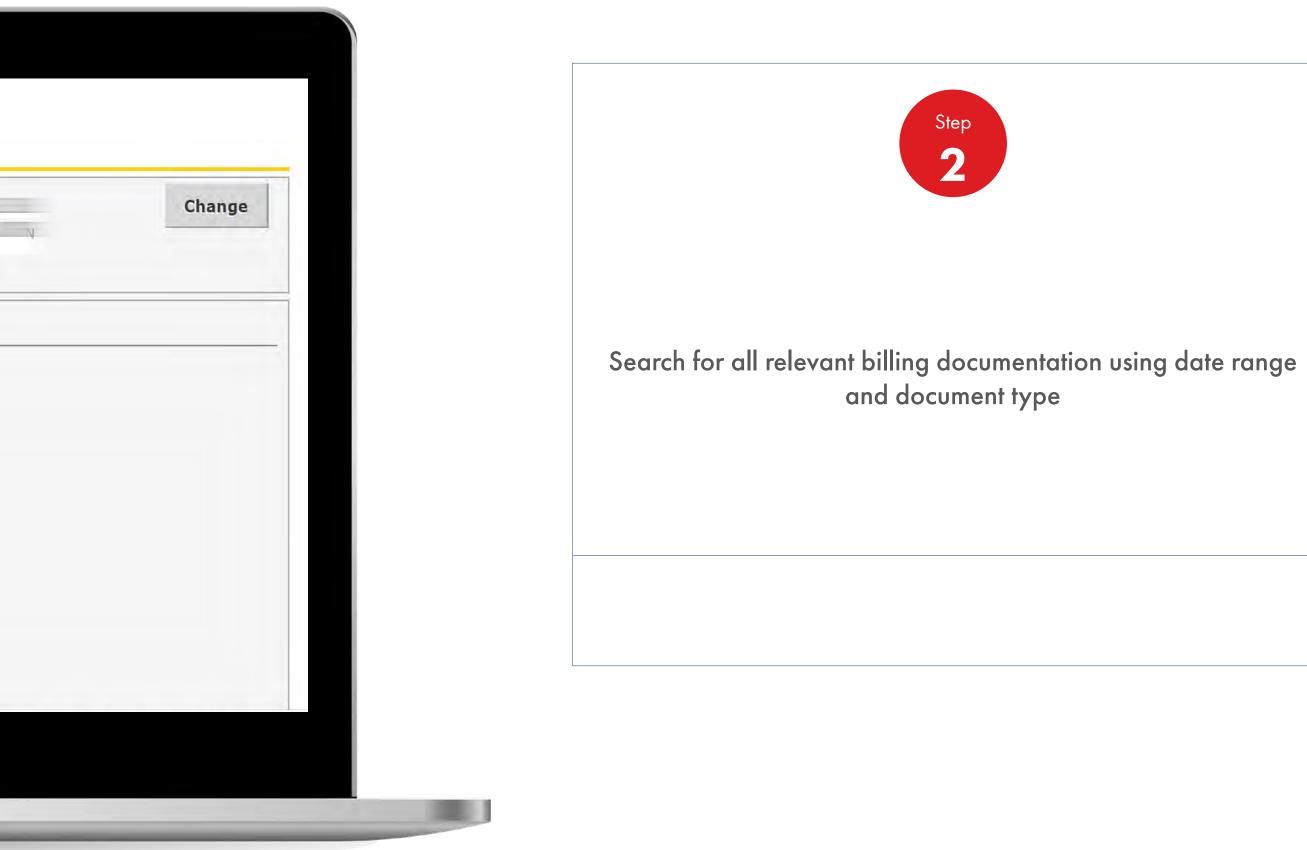




#### **Recordings and Reporting** 3.3 **Document** Copies

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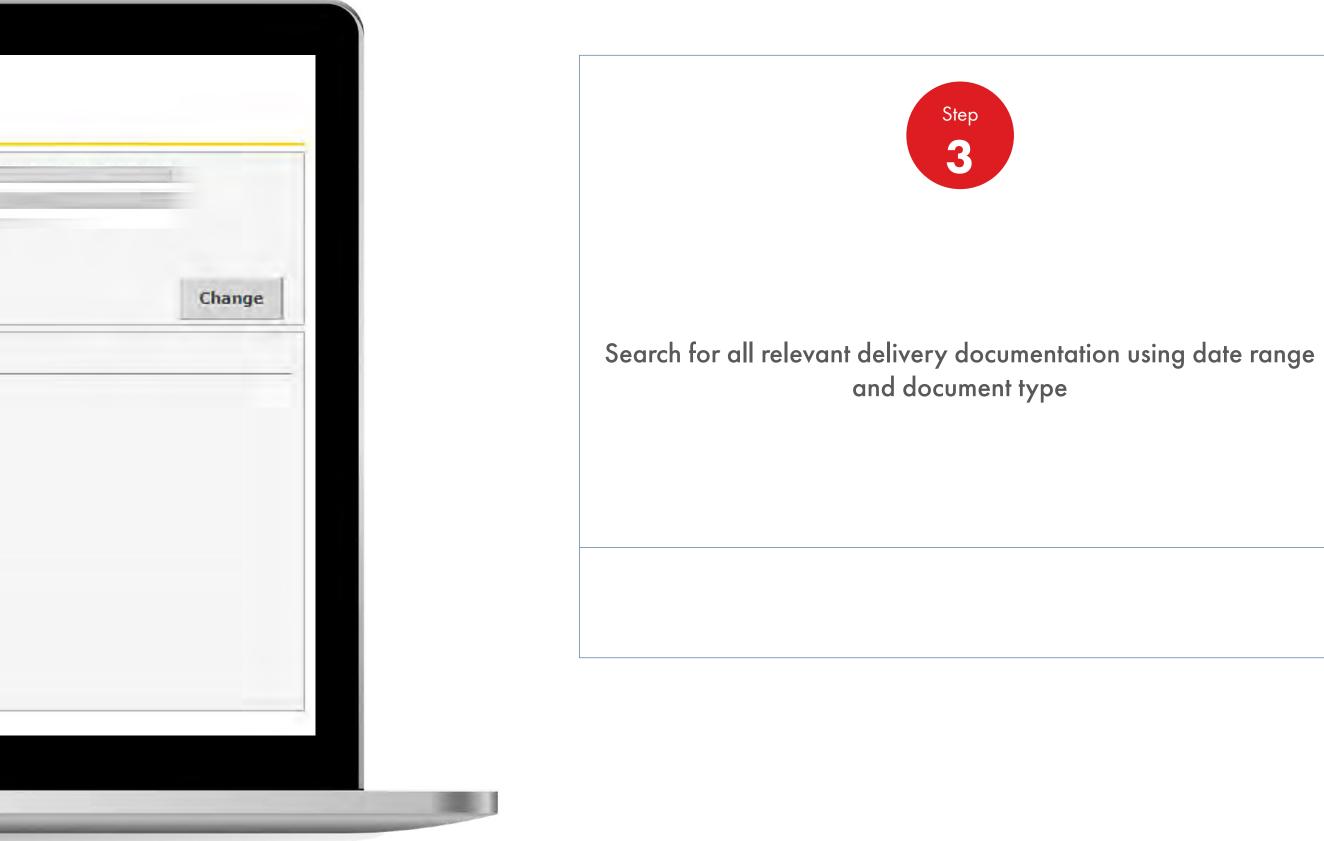




#### **Recordings and Reporting** 3.3 **Document** Copies

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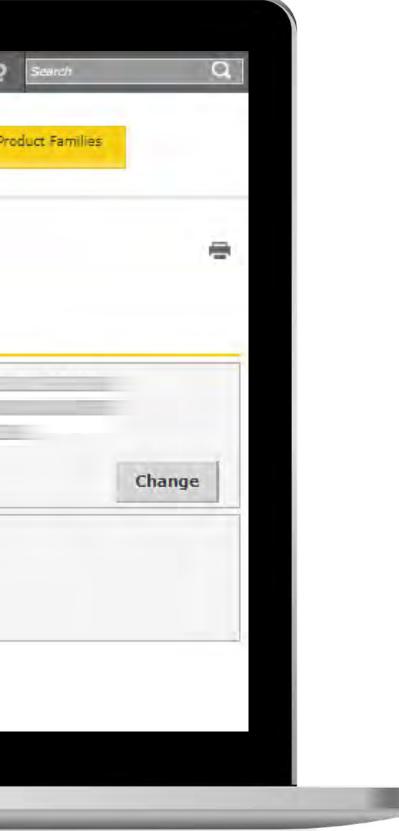


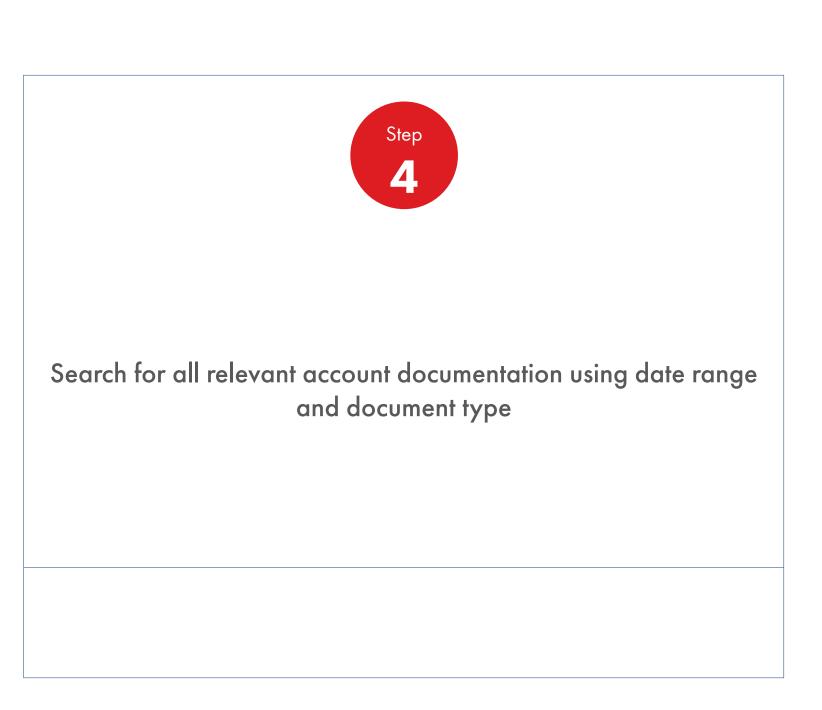


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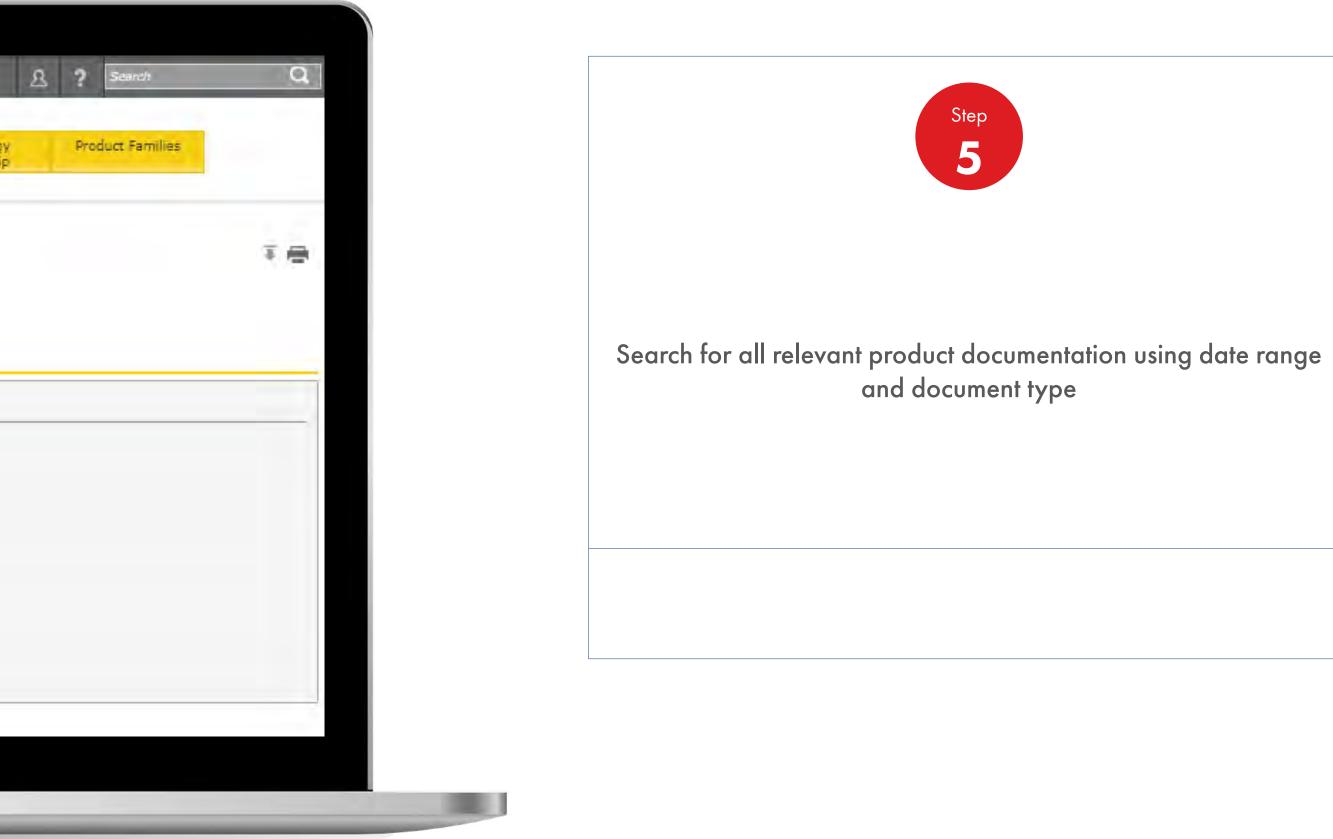




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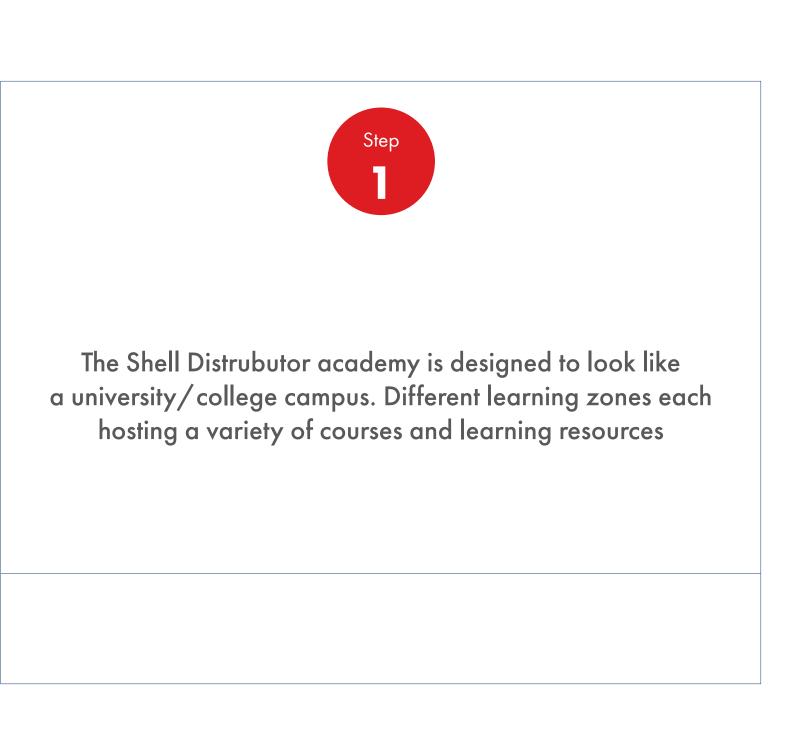








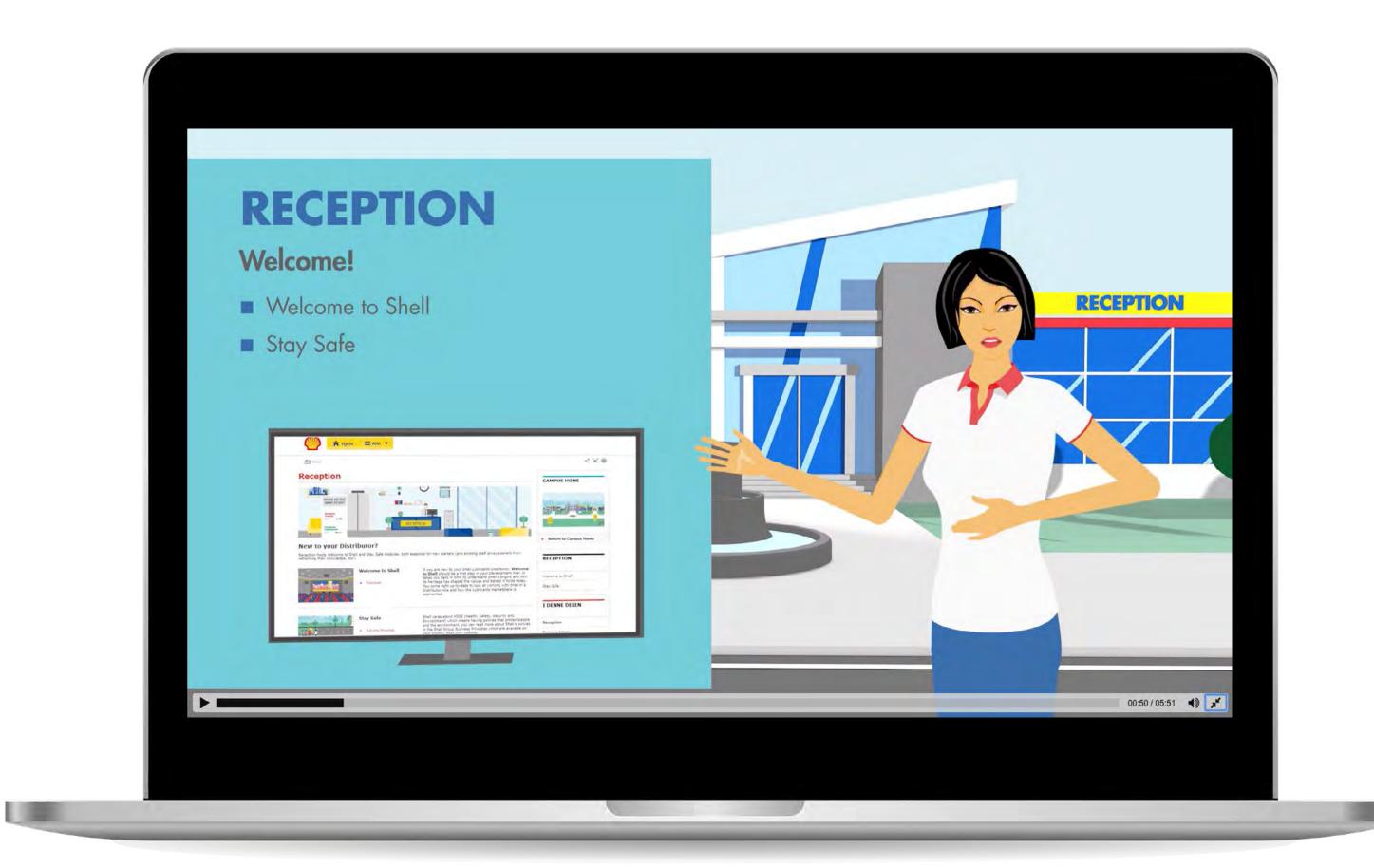








Accessing Shell Distributor Academy



## Shell MarketHub



In the Reception area, Ana-Lee will help with your Welcome To Shell guide

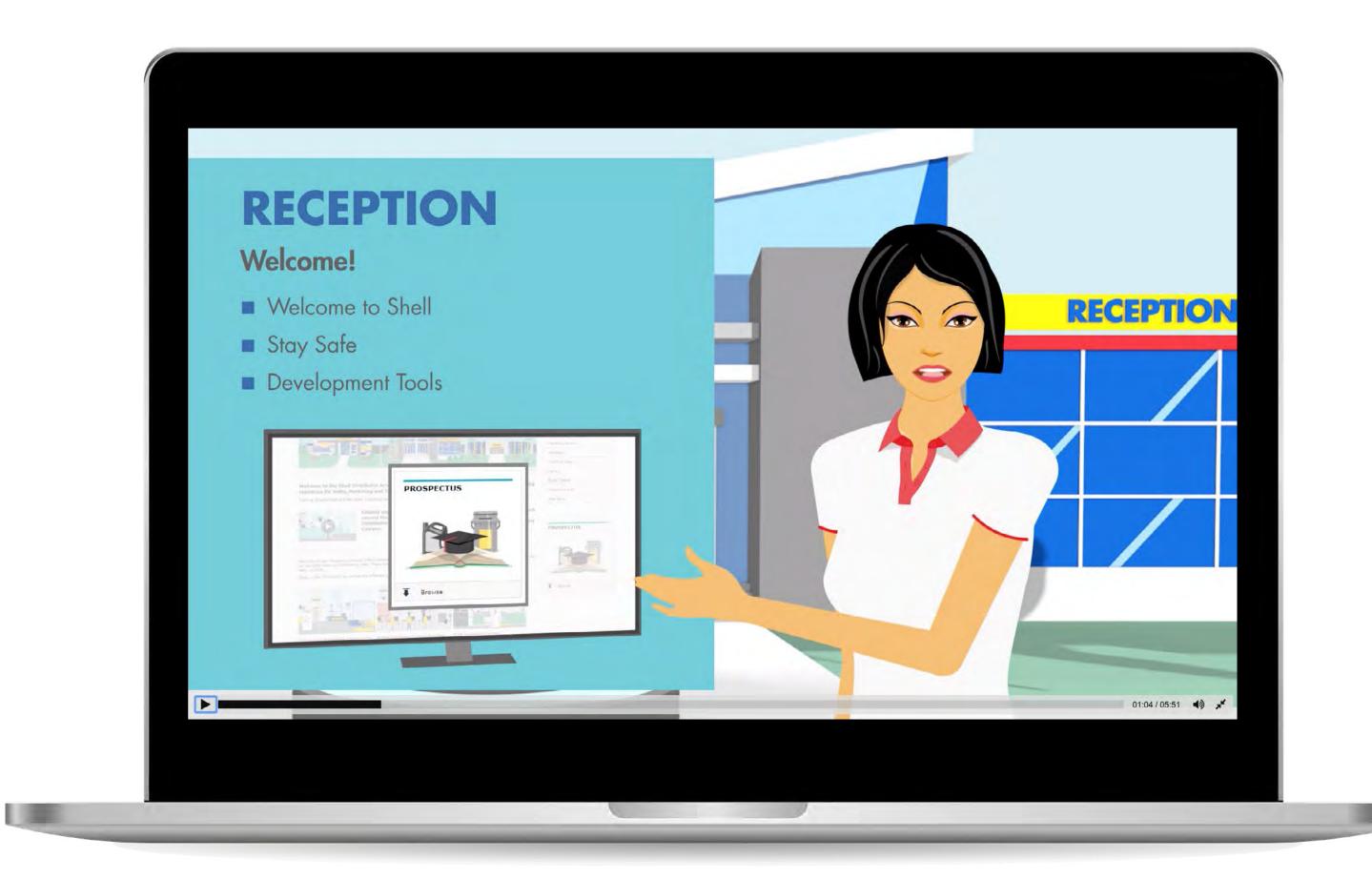
You can also find the Stay Safe program. The purpose is to educate you on the best practices around you to keep you and everyone around you safe







Accessing Shell Distributor Academy



## Shell MarketHub



You can access the Development Tools to help on your learning journey such as the Prospectus guide to help you identify relevant modules and where to find them. Reception is always a good start. If you prefer to go straight to the learning modules then it's easy



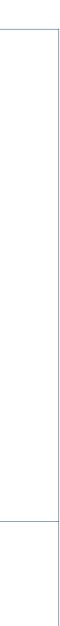














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## Shell MarketHub



Campus map: Business School. Place to come if you want to develop your selling skills and learn about the values of Shell's lubricant brands. Find out more about the key features of Shell's products so you can educate yourself and your customers and boost your sale's success







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#### **Shell** MarketHub



Campus map: Technical Laboratory. Here you will find David Chang, Shell's lubricants expert. David presents lubricants series about how lubricants work to protect and clean equipment and engines. David breaks this down into simple terms. Award-winning techincal knowledge and capabilities (TKC) in this area you can find the TKC program in the techincal laboratory. Distributor Front Line Techincal Staff can come here to access the DFLTS Tracks

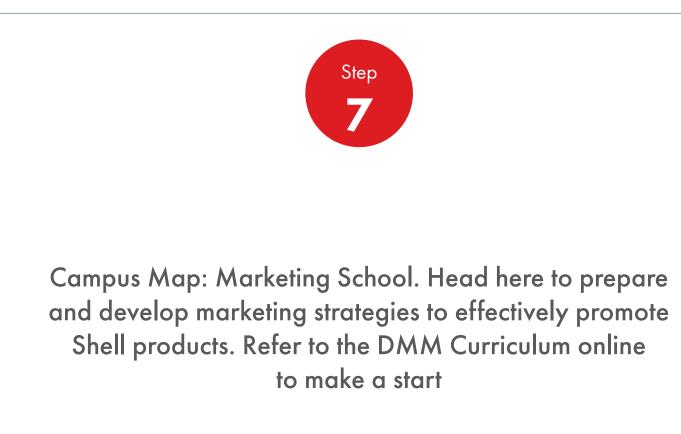




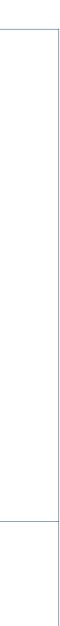


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