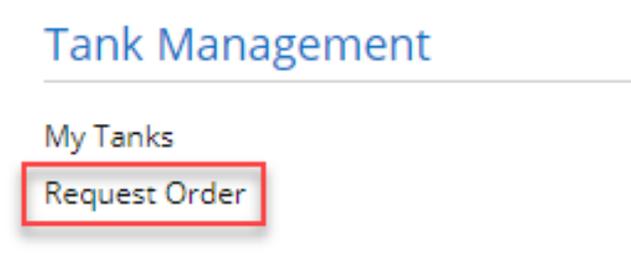


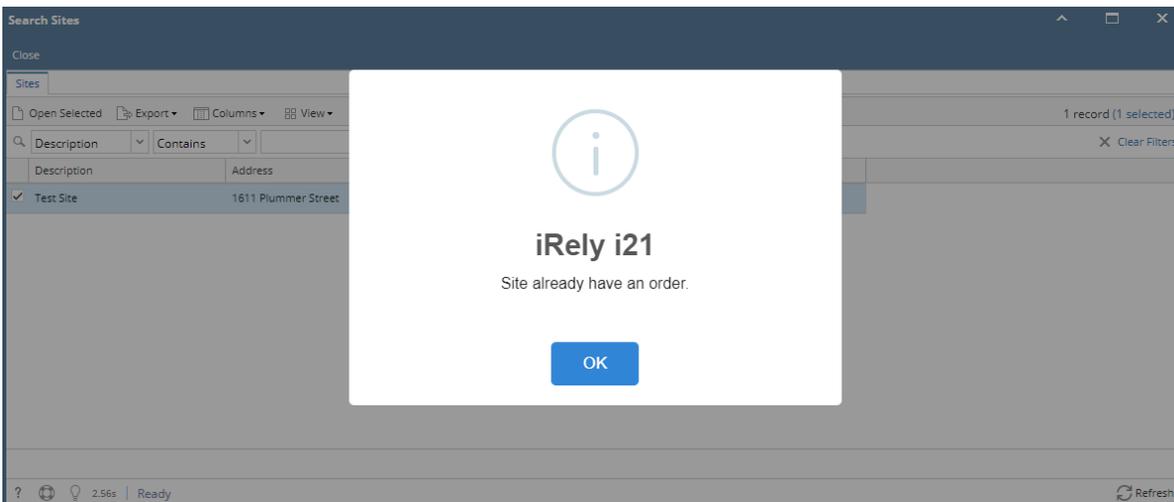
How to Request and Pay an Order

Request Order screen is used to create an order with the option to pay it. Customer can also cancel the order as long as it is created via customer portal.

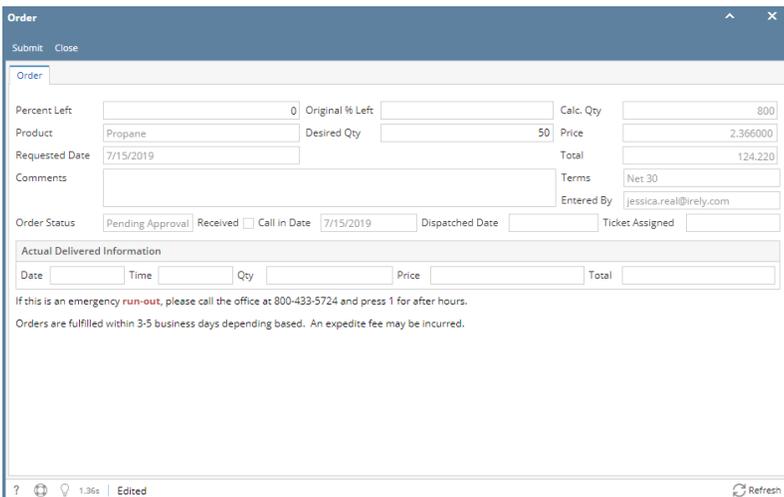
1. Login to Customer Portal.
2. From **Tank Management > Request Order**, open a specific site.



3. When customer has an existing order, the message below will automatically display. Clicking the **OK** button will display the Order screen.



When customer has no existing order and has only one site, the Order screen will be automatically displayed. Otherwise, all the customer sites will be listed on the Search Site grid.



4. Enter the details needed such as **Desired Qty** and **Comment**. **Desired Qty** should not be less than the Minimum Order Quantity value set from System Manager > Company Configuration. **Portal message** is also displayed at the bottom part of the screen.

5. Click **Submit button** to submit the order for approval. Order screen status bar will also display **'Pending for Approval'** for orders that needs approval and **'No Need for Approval'** if approval is not necessary.

The screenshot shows a software window titled "Order" with a menu bar containing "Pay Now", "Cancel Order", and "Close". The main area contains several input fields and labels. The "Pay Now" button is highlighted with a red border. Below the main form is an "Actual Delivered Information" section with fields for Date, Time, Qty, Price, and Total. A status bar at the bottom shows a question mark, a lightbulb icon, the text "3.34s | Ready", and a "Refresh" button.

6. Once submitted, customer will have the option to pay the order. Click **Pay Now button** to process the payment.

This screenshot shows the same "Order" form as above, but with a "Pay Order" dialog box open in the foreground. The dialog box has a "Details" tab and is divided into two main sections: "Payment Details" and "Payment Option". The "Payment Details" section includes a "Payment Method" dropdown menu and an "Amount" field showing "124.22". The "Payment Option" section contains two links: "Add Credit Card" and "Delete Credit Card". At the bottom of the dialog box are two large buttons labeled "Pay" and "Cancel". The background "Order" form is partially obscured by the dialog box. The status bar at the bottom of the main window remains the same.

7. In **Pay Order screen**, select the available credit card listed in **Payment Method drop down**. The customer has the option to Add the Credit Card or Delete the Credit Card under the Payment Option panel. Amount to be paid is exactly the same value as the order total and cannot be modified.

9. Click **Pay button**. Processing Payments.. message will display.

10. Once the payment is successful, the message below will display. The order will be also tagged as **Paid**.



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The transaction was approved.



While the message below indicates that the payment is not processed.



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We're sorry, your transaction was declined.

