

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.

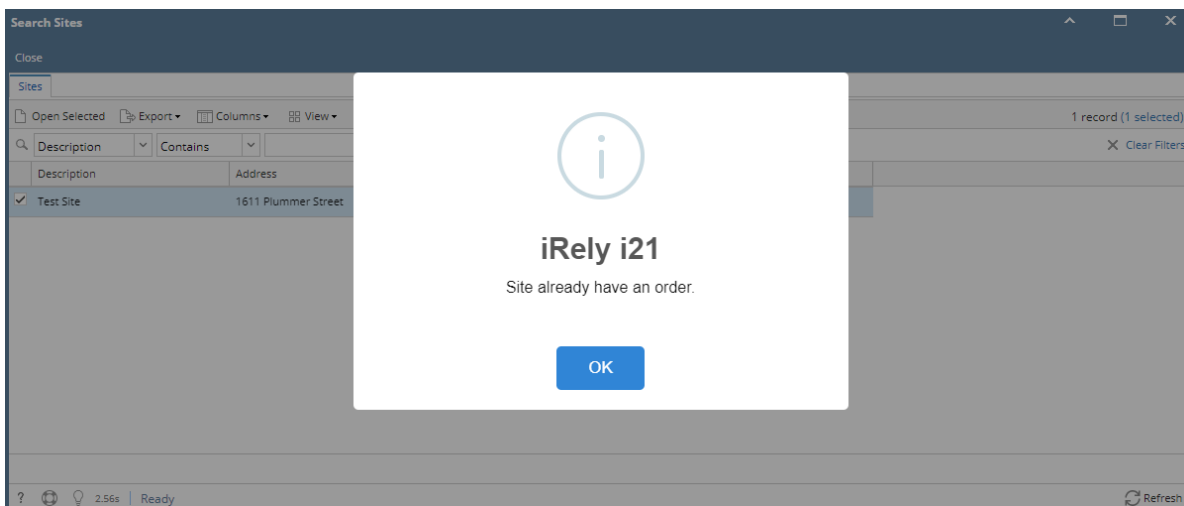
1. Login to Customer Portal.
2. From **Tank Management > Request Order**, open a specific site.

Tank Management

My Tanks

Request Order

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.

A screenshot of the "Order" form in the application. The form includes fields for "Percent Left", "Original % Left", "Calc. Qty", "Product" (set to "Propane"), "Desired Qty" (set to "50"), "Price", "Requested Date" (set to "7/15/2019"), "Total", "Comments", "Terms" (set to "Net 30"), "Entered By" (set to "jessica.real@irely.com"), "Order Status" (set to "Pending Approval"), "Received", "Call in Date" (set to "7/15/2019"), "Dispatched Date", and "Ticket Assigned". There is also a section for "Actual Delivered Information" with fields for "Date", "Time", "Qty", "Price", and "Total". At the bottom, there is a note: "If this is an emergency run-out, please call the office at 800-433-5724 and press 1 for after hours. Orders are fulfilled within 3-5 business days depending based. An expedite fee may be incurred." The status bar at the bottom indicates "1.36s | Edited" and a "Refresh" button.

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.

Order

Pay Now Cancel Order Close

Order

Percent Left: 0 Original % Left: 0 Calc. Qty: 800

Product: Propane1 Desired Qty: 50 Price: 2.366000

Requested Date: 10/20/2017 Total: 124.220

Comments: Sample call in order Terms: Net 30

Entered By: irelyadmin

Order Status: Generated Received ☐ Call in Date: 7/11/2019 Dispatched Date: Ticket Assigned: TMO-162

Actual Delivered Information

Date: Time: Qty: Price: Total:

If this is an emergency **run-out**, please call the office at 800-433-5724 and press 1 for after hours.

Orders are fulfilled within 3-5 business days depending based. An expedite fee may be incurred.

? 3.34s Ready Refresh

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

Order

Pay Now Cancel Order Close

Order

Percent Left: 0 Original % Left: 0 Calc. Qty: 800

Product: Propane1 Desired Qty: 50 Price: 2.366000

Requested Date: 10/20/2017 Total: 124.220

Comments: Sample call in order Terms: Net 30

Entered By: irelyadmin

Order Status: Generated Ticket Assigned: TMO-162

Actual Delivered Information

Date: Time: Qty: Price: Total:

If this is an emergency **run-out**, please call the office at 800-433-5724 and press 1 for after hours.

Orders are fulfilled within 3-5 business days depending based. An expedite fee may be incurred.

Pay Order

Details

Payment Details

Payment Method: Payment Option: Add Credit Card Delete Credit Card

Amount: 124.22

Pay Cancel

? 3.34s Ready Refresh

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.

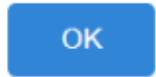
9. Click **Pay button**. Processing Payments.. message will display.

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



iRely i21

The transaction was approved.



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



iRely i21

We're sorry, your transaction was declined.

