

ExxonMobil eOrder Management

Welcome to ExxonMobil's internet based electronic Order Management (eOM) system. It is a new and easy way of doing business. eOM puts you in the driving seat...

What is the benefit of using eOM?

Our online ordering system gives you, our customer, the flexibility of a single tool that not only allows you to place orders, but review invoices and payment information, track the progress of your orders, generate reports on sales history and usage across your locations and more!

What are the key functions of eOM?

- Reliable and accessible,
 - Virtually 24 hours a day
 - All data are HTTPS secured
- Easy ordering
 - Online pricing
 - Email acknowledgement
 - Email delivery confirmation
- Order status and planned delivery date online and
 - Customer specific templates
 - Copy from previous order
 - Upload from spreadsheet
- Tracking billing and payment information
 - Account balance
 - Invoice details and print a copy
- Sales history reports, granular selection options
 - By months, delivery location(s) and/or product(s)
 - Report in Volume or Value
 - Print from screen or download
- Email functionality
 - Quick entry of preformatted messages
 - Always routed to right team

Get On Line...

www.ExxonMobil.com/Buylubes

Will I receive confirmation of my orders?

While placing the order you can request the actual price and the scheduled delivery date, which will be shown on screen even before you place the order.

Immediately after we've received your order we will send an Order Acknowledgement via email, with details and the scheduled delivery date. When we start processing the order in logistics we will send you an Order Confirmation, which contains even more details and the planned delivery date.

On screen you can also follow each change to the order status, and see for each line item when the delivery is planned.

Can I change my orders on line?

Once you've placed the order it can only be changed by Customer Service. If you need a change, please call Customer Service immediately to prevent incorrect deliveries.

What functionalities are useful for me?

Typically, we find that order placers like the fact that they are in control of when and how they place their order, 24-7, using a pre-defined list of your specific products, which makes life easy.

Management like the reporting layer and the element of good management information which eOM provides.

Accounting staff can view and print a statement of the account, along with copy invoices.

Purchasing staff and buyers, can look at the detail of products which are purchased, can see trends in buying patterns, analyse sales and calculate the total spend with ExxonMobil.

Is eOM easy to use?

eOM is very intuitive and available in your language

A comprehensive guide is available online

We can help you online or via phone during core business hours

Can I change my orders on line?

Only a few things are needed to use eOM:

Internet access via ADSL, ISDN or 56K line

Internet Explorer version 5.5 or higher

Microsoft Windows 98 or higher

And of course a User ID and password

How can I register?

If you are ready to progress with registration, we need just a few details from you. Our Power User team will take care of the rest and provide you with User ID's and passwords.

Which people need access, with which role?

Select your choice by using the tick boxes provided.

User role - a: Financial Ordering Reporting

User role - b: Financial Ordering Reporting

User role - c: Financial Ordering Reporting

User role - d: Financial Ordering Reporting

Which email address should receive the order emails?

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To whom should we send the User ID's and passwords?

Name

Tel

Email @

To whom should we send further documentation?

Name

Address

City/Postcode

Customers sold-to number

Sold-to No: