

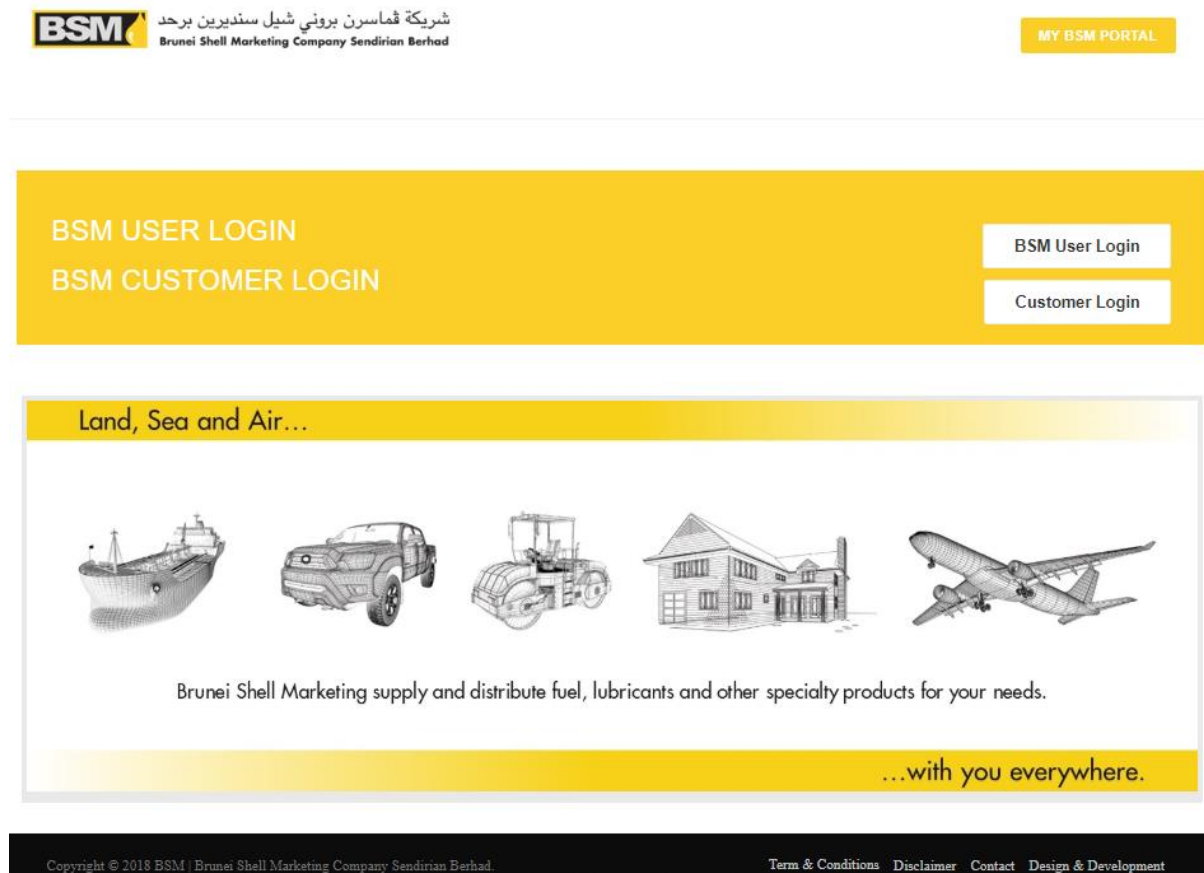
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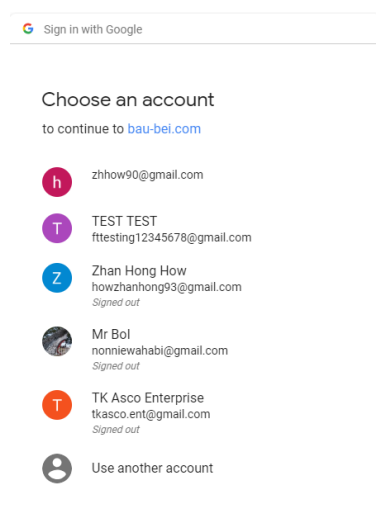
1 General

1.1 Login

BSM Customer Login required to use Gmail to login as it is using Google Authentication as the login authentication.



1. Click "Sign in" button.



2. Login to your Gmail account which is authorized to access by BSM.
3. You'll be redirect to Home page of BSM Customer Login after successful login.

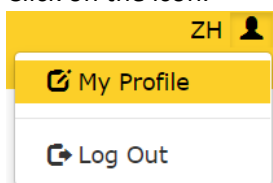
If your authorized Gmail was login all the time in your devices, you might not see step 2 and access to Home Page straight after you click the “Sign In” button in step 1.

1.2 Manage Profile

Once you’ve login successful to BSM Customer Login, you will see your name appeared at the top right corner next to a human icon.



1. Click on the icon.



2. Drop down option will appear, click “My Profile”.

My Profile

Email: User Name:

SAP Customer Code: SAP Customer Name:

Credit Limit: Remaining Credit Limit: Recipients Email:

3. Only User Name and Recipients Email allow to amend. Amend it where necessary. Refer table for the field explanation.

| Title | Description |
|------------------------|--|
| Email | The Gmail that bind to this account. |
| User Name | The User Name of this account that will appear next to the icon when login to BSM Customer Login. |
| SAP Customer Code | SAP Customer Code that bind to this account. |
| SAP Customer Name | SAP Customer Name that bind to this account. |
| Credit Limit | Credit Limit of this customer account. |
| Remaining Credit Limit | Available Credit Limit for this customer account. |
| Recipients Email | The email that will receive or being CC for Order Creation, Incident Report, Request for Maintenance, Feedback and WetStock. |

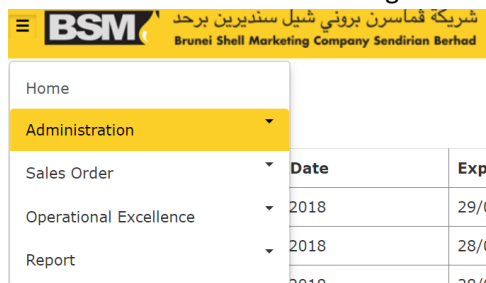
4. Click “Save” button to save the changes made.

1.3 Navigate Menu

Once you've successfully login to BSM Customer Login, you can click on the icon next to BSM logo to navigate to different page.



1. Click on the icon next to BSM logo.



2. You can further drill down on the menu with triangle icon beside.



3. Select the page you want to access, you will be redirect to the selected page.
4. Click on the BSM Logo if you wish to redirect back to BSM home page.

1.4 Home

Home Page is the first page you will be redirect to after successful login to BSM Customer Login.

Home Page

| Recent Order | | | | |
|--------------|------------|--------------------|----------------|-----------|
| Portal No. | Order Date | Exp. Delivery Date | Your Reference | Status |
| 42 | 28/06/2018 | 29/06/2018 | PO12345 | Processed |
| 41 | 27/06/2018 | 28/06/2018 | PO4052934 | Processed |
| 40 | 27/06/2018 | 28/06/2018 | test | Processed |

| News/Updates | | |
|---------------|---|---|
| Title | Description | Link |
| New Promotion | Click the link to see more about the promotion! | http://www.bsm.com.bn/index.php/lubricants |

| Feedback | |
|--------------------------------|---------------|
| Feedback Content | Feedback Date |
| testing feedback | 28/06/2018 |
| Testing 1234 | 26/06/2018 |
| Testing Feedback 123 Test Test | 22/06/2018 |
| 12 | |

FEEDBACK CONTENT

Send Feedback

1.4.1 Recent Order

Recent Order displays the 3 latest order that placed by customer via BSM Customer Login with the status of the order.

| Recent Order | | | | |
|--------------|------------|--------------------|----------------|-----------|
| Portal No. | Order Date | Exp. Delivery Date | Your Reference | Status |
| 42 | 28/06/2018 | 29/06/2018 | PO12345 | Processed |
| 41 | 27/06/2018 | 28/06/2018 | PO4052934 | Processed |
| 40 | 27/06/2018 | 28/06/2018 | test | Processed |

1.4.2 News/Updates

News/Updates display the information that BSM would like to deliver. You can click on the “Link” if applicable for more details.

| News/Updates | | |
|---------------|---|---|
| Title | Description | Link |
| New Promotion | Click the link to see more about the promotion! | http://www.bsm.com.bn/index.php/lubricants |

1.4.3 Feedback

You can send feedback to BSM via this Feedback feature. You will see a list of feedback you’ve send previously in your home page.

| Feedback | |
|--------------------------------|---------------|
| Feedback Content | Feedback Date |
| testing feedback | 28/06/2018 |
| Testing 1234 | 26/06/2018 |
| Testing Feedback 123 Test Test | 22/06/2018 |
| 12 | |

Late Delivery on 28/6

Send Feedback

1. Enter your feedback.
2. Click “Send Feedback” button.

Confirmation Message



Feedback will email to relevant BSM personnel, proceed?

Yes

No

3. Click “Yes” to send the feedback.

2 Sales Order

2.1 Create Order

Create Order is the page where you can create your order in BSM Customer Login and it will be interface to BSM back-end system immediately and pending for CSC action.

It's located under Menu > Sales Order > Create Order.

Create Order

New Order

Exp. Delivery Date: 29-06-2018 PO Number: PO No. Remarks

Notice : Order shall be submitted by 10am for next day delivery

Ship To: Jalan Muara

| Item Description | Currency | Expected Trip | Unit Price | Quantity | UOM | Row Amount | |
|------------------|----------|---------------|------------|----------|-----|------------|-------------|
| Select Item | | | 0.0000 | 0 | | 0.0000 | Delete |
| Select Item | | | 0.0000 | 0 | | 0.0000 | Delete |
| Select Item | | | 0.0000 | 0 | | 0.0000 | Delete |
| Select Item | | | 0.0000 | 0 | | 0.0000 | Delete |
| | | | Total | 0 | | 0.00 | Add New Row |

Confirm

1. Enter the general order information. Please refer table below for field explanation.

| Title | Description |
|--------------------|---|
| Exp. Delivery Date | Specify the expected delivery date. By default, it will be tomorrow's date. |
| PO Number | Specify your PO Number. |
| Remarks | Specify remarks for the order if any. |
| Ship To | Select the address to ship to if you have multiple different location under one account. If address is incorrect, kindly contact BSM to rectified it. |

2. Select the item you would like to order, you have 2 methods of searching the item:
 - a. Dropdown selection

| Item Description | Currency | Expected Trip | Unit Price | Quantity | UOM | Row Amount | |
|------------------|----------|---------------|------------|----------|-----|------------|-------------|
| Select Item | | | 0.0000 | 0 | | 0.0000 | Delete |
| DIESOLINE | | | 0.0000 | 0 | | 0.0000 | Delete |
| | | | 0.0000 | 0 | | 0.0000 | Delete |
| | | | 0.0000 | 0 | | 0.0000 | Delete |
| | | | Total | 0 | | 0.00 | Add New Row |

Click on the "Select Item" and dropdown list will appear with all the available items, then select the item you wish to order.

b. Search Dialog

Click on the Magnifier icon and a search dialog will appear.

Item List
×

Item Name:

Item Category:

| | Item Code | Item Name | Item Group |
|----------------|-----------|-----------|------------|
| Select | BDSL001 | DIESOLINE | Bulk |
| 12345678910... | | | |

Input any search criteria where necessary and click “Search” button to search the Item. Then, click “Select” on the row of item you want to select.

3. Select your preferred trip, it’s optional.
4. Insert quantity to order.
5. If you wish to delete the line, click “Delete” button at the last column of item table.
6. If you wish to add a new line, click “Add New Row” button at the bottom of the item table.
7. If you notice that the currency/unit price column remain blank after you select the item, which means you’re not allow to order the item yet, you cannot proceed even if you try to.

If the row is not selected with item, you no need purposely delete the row, system will automatically ignore that row.

8. Once you’ve finish selecting all the items, click “Confirm” button.

Confirmation Message
×

Order Summary:

| Description | Quantity | UOM | Unit Price | Total | Trip |
|-------------|----------|-----|------------|-------|------|
| JET A1 | 10000 | LTS | 0.93 | 9300 | 1 |
| | 10000 | | | 9300 | |

Confirmed order no longer able to amend, proceed?

9. Click “Yes” after review and confirm on the Order Summary.

Processing...

10. You will then receive an email with attach of the Order Acknowledgement.



شركة فاسرن بروني شيل سنديرين برحد
Brunei Shell Marketing Company Sendirian Berhad
(Incorporated in Negara Brunei Darussalam)

Thank you for ordering. Please refer below for your order detail :

Order No. : 43 Deliver To :
Order Date : 29/06/2018 Jalan Muara
Exp. Delivery Date : 30/06/2018
PO No. : PO4052934

| Description | Quantity UOM | Unit Price | Line Total | Trip |
|--------------|------------------|------------|-----------------|------|
| JET A1 | 10000.00 LTS | 0.9300 | 9,300.00 | 1 |
| Total | 10,000.00 | | 9,300.00 | |

Test

2.2 My Order

My Order is to check the status of the order that have been placed earlier. It contains the order that placed via BSM Customer Login and also those order created by CSC in SAP B1 (BSM Back-End System) as well.

It's located under Menu > Sales Order > My Order

My Orders

Status: Date From: Date To:

| | Portal No. | Sales Order/Draft No. | Your Reference | Order Date | Del. Date | Remarks | Status |
|--------|------------|-----------------------|----------------|------------|------------|-----------|-----------|
| Select | 43 | 2006252 | PO4052934 | 29/06/2018 | 30/06/2018 | Test | Pending |
| Select | 42 | 2006251 | PO12345 | 28/06/2018 | 29/06/2018 | Testing | Processed |
| Select | 40 | 2006249 | test222 | 27/06/2018 | 28/06/2018 | 1234 | Processed |
| Select | 41 | 2006250 | PO4052934 | 27/06/2018 | 28/06/2018 | test 1234 | Processed |
| Select | 27 | | test | 04/06/2018 | 05/06/2018 | 1234 | Cancelled |

123456

1. Input any necessary filter above, click "Search" button to shorten the list of order. By default, it will appear all your previous order, 5 orders per page, you can click the number below to other pages.
2. There will be five different status of order as below:
 - a. Pending – Order has been placed successful, pending for CSC to review and process it.
 - b. Processing – The order placed is going through the approval process.
 - c. Approved/Rejected – The order has been approved/rejected.
 - d. Cancelled – The order placed via BSM Customer Login has been cancelled by CSC.
 - e. Processed – The order placed has finished processing. You should be receiving Order Confirmation email from BSM at the end of the day.
3. Click "Select" on the row of order which you would like to see the details, another browser tab will appear with the order's detail you've selected.

Order Details

Exp. Delivery Date:

30-06-2018

PO Number:

PO4052934

Status:

Pending

Remark:

Test

Ship To:

Jalan Muara

| Item Description | Currency | Unit Price | Quantity | UOM | Expected Trip | Row Amount |
|------------------|----------|------------|----------|-----|---------------|------------|
| JET A1 | BND | 0.9300 | 10000 | LTS | 1 | 9300.0000 |
| | | | 10000 | | | 9300.00 |

- 4. If there's any changes of order, kindly contact BSM, BSM Customer Login only allowed to place order but not to amend wrongly placed order.
- 5. For any changes of order, it will reflect immediately in your order details as well. Which mean your order details will always have the up-to-date order content from SAP B1 (BSM Back-End system).

\

3 Operational Excellence

3.1 Wet Stock

Wet Stock is use for Station to input their daily wet stock. It has been categorized into “Fuel” and “LPG”, two different tabs in the same page.

It’s located under Menu > Operational Excellence > Wet Stock

Wet Stock

Date: 29-06-2018 Code: Name:

| Item Description | Tank No. | Volume | |
|------------------|----------|--------|--|
| Select Item | | 0 | Delete |
| Select Item | | 0 | Delete |
| Select Item | | 0 | Delete |
| Select Item | | 0 | Delete |
| | | | <input type="button" value="Add New Row"/> |

1. By default, it will be today’s date when you first access into this page, if you wish to change date, click “Reselect” button, select another Date, then click “Search” again.
2. In “Fuel” tab, select Item from the dropdown item selection.
3. Input Tank No. and Volume for the selected item. [BSM Customer Login will ignore the row if you input the volume as 0.](#)
4. If you wish to delete the row, click “Delete” on the row which you want to delete.
5. If you wish to add new row, click “Add New Row”.
6. Once finish entering for fuel, click on “LPG” tab.

Wet Stock

Date: 29-06-2018 Code: C000001 Name: DEFENCE SCIENCE TECHNOLOGY AGENCY

| Item Description | Quantity |
|------------------|----------|
| SHELLGAS 12K | 0 |
| SHELLGAS 44K | 0 |

7. Input the Quantity for LPG product if any.
8. Once finish entering all the wet stock, click “Save”.

Confirmation Message



Wet Stock will email to relevant BSM personnel, proceed?

Yes

No

9. Click “Yes”. Your wet stock will be saved in BSM Customer Login, you can review/update anytime you want in the portal. Email will be send out to relevant BSM personnel whenever you add/update your wet stock together with the wet stock information that you’ve add/update.

3.2 Request for Maintenance

Request for Maintenance is for Station to raise maintenance request from BSM.

It's located under Menu > Operational Excellence > Request for Maintenance.

Request for Maintenance

3.2.1 Create New Maintenance

1. Click "New Maintenance" button.
2. Enter the maintenance information. Please refer table below for field explanation.

| Title | Description |
|-------------------|--|
| Document No. | This is portal auto generated number. Your maintenance request will be given a new number after successful creation. |
| Date | Date of the maintenance requested. |
| Request Ref No. | Your own reference number, easy for tracking or searching of the maintenance request created in BSM Customer Login. |
| Status | Status of the maintenance. Just for information purpose. |
| Details of Faulty | Details of faulty that related to this maintenance. |

3. Click "Choose File" to browse file from your device if you have any attachment.
4. Once selected the file, click "Upload" to upload the attachment.

5. Once you successfully uploaded, you will see the file has appear in the table below "Upload" button. Click "Delete" button on the row of attachment that you wish to delete. You can repeat steps 3 & 4 to upload more attachment.
6. Once you've finished uploading all the attachment and filled up all the maintenance information, click "Save".

7. Click "Yes". Your maintenance request will be saved and kept in BSM Customer Login, you can review/update anytime you want in the portal. Email will be send out to BSM relevant personnel whenever you add/update your maintenance request. All the attachment you've uploaded will be attached in the email as well.

3.2.2 Edit Existing Maintenance

1. Click “My Maintenance” button. A search dialog will appear.

My Maintenance List ×

Reference No.: Status:

| | Doc No. | Date | Reference | Status |
|--------|---------|------------|-----------|------------------|
| Select | 14 | 28/06/2018 | TEST | Pending |
| Select | 13 | 27/06/2018 | TEST | Pending |
| Select | 11 | 21/06/2018 | TEST | Pending |
| Select | 10 | 06/06/2018 | 1234 | Work in Progress |
| Select | 9 | 03/06/2018 | TEST | Complete |
| 12 | | | | |

2. Input any search criteria where necessary and click “Search” button to search the existing maintenance request.
3. Click “Select” on the row of the Maintenance Request you want to edit. Selected Maintenance Request information will be retrieved.

Request for Maintenance

Document No.: Date: Rujukan aduan/Request ref. No.: Status:

Butir-butir kerosakan (Details of faulty) :-

Attachment
 No file chosen

 No attachment yet.

4. Amend the Maintenance Request where necessary or upload any new attachment.
5. Click “Save” button to save the changes made.

Confirmation Message ×

Request for Maintenance will email to relevant BSM personnel, proceed?

6. Click “Yes”. Email will be send out to BSM relevant personnel.

3.3 Incident Report

Incident Report is to raise any incident that related to BSM. It was designed to have exactly same content as the Incident Report in the paper form which has been using all the while.

It’s located under Menu > Operational Excellence > Incident Report

Incident Report

New IncidentMy Incident

INCIDENT NO.
INCIDENT REFERENCE NO.

ContentAttachment

INCIDENT CATEGORY

☒ Near Miss

☐ Incident with injury and/or illness

☐ Incident with damage to Assets, Environment and/or Company Reputation

☐ Public Complaint

WHERE AND WHEN

LOCATION OF INCIDENT
LOCATION OF INCIDENT

DATE OF INCIDENT
01-07-2018

INCIDENT TIME
HH:MM

THOSE INVOLVED

ASSET HOLDER/CUSTODIAN
ASSET HOLDER/CUSTODIAN

DEPT OF BSM STAFF OR CONTRACTOR HOLDER
DEPT OF BSM STAFF OR CONTRACTOR HOLDER

THIRD PARTY INVOLVED
☒ Yes ☐ No
(If 'Yes' give details in the Incident description below)

CONTRACTOR COMPANY NAME
CONTRACTOR COMPANY NAME

3.3.1 Create New Incident Report

1. Click “New Incident” button.
2. Enter the incident information. Please refer table below for field explanation.

| Title | Description |
|--------------|---|
| Incident No. | This is portal auto generated number. Your incident will be given a new number after successful creation. |
| ** | The remaining field is same as the paper form Incident Report. |

3. Click “Attachment” tab.

Incident Report

New IncidentMy Incident

INCIDENT NO.
INCIDENT REFERENCE NO.

ContentAttachment

Attachment

Choose FileNo file chosen

Upload

No attachment yet.

Save

Attachment

Choose FileNo file chosen

Upload

DeleteAIO110618.xls

4. Click “Choose File” to browse file from your device if you have any attachment.
5. Once selected the file, click “Upload” to upload the attachment.

- Once you successfully uploaded, you will see the file has appear in the table below “Upload” button. Click “Delete” button on the row of attachment that you wish to delete. You can repeat steps 3 & 4 to upload more attachment.
- Once you’ve finished uploading all the attachment and filled up all the incident information, click “Save”.

Confirmation Message

**Incident Report will email to relevant BSM personnel, proceed?**

Yes

No

- Click “Yes”. Your incident report will be saved and kept in BSM Customer Login, you can review/update anytime you want in the portal. Email will be send out to BSM relevant personnel whenever you add/update your incident report. All the attachment you’ve uploaded will be attached in the email as well.

3.3.2 Edit Existing Incident Report

- Click “My Incident” button. A search dialog will appear.

My Incident List

**Incident Date:****Incident Reference No.:**

Incident Reference No.

Summary:

Incident Summary

Search

| | REF NO. | DATE | SUMMARY |
|--------|---------|------------|--------------------|
| Select | 4 | 03/06/2018 | LONG LONG TIME AGO |
| Select | 5 | 06/06/2018 | LONG LONG TIME AGO |
| Select | 6 | 06/06/2018 | LONG LONG TIME AGO |
| Select | 7 | 19/06/2018 | LONG LONG TIME AGO |
| Select | 9 | 19/06/2018 | LONG LONG TIME AGO |
| 12 | | | |

OK

- Input any search criteria where necessary and click “Search” button to search the existing incident report.
- Click “Select” on the row of the Incident Report you want to edit. Selected Incident Report information will be retrieved.

Incident Report

New Incident

My Incident

INCIDENT NO.

9

Content

Attachment

INCIDENT CATEGORY

Near Miss

Incident with injury and/or illness

Incident with damage to Assets, Environment and/or Company Reputation

Public Complaint

WHERE AND WHEN

LOCATION OF INCIDENT

PJ

DATE OF INCIDENT

19-06-2018

INCIDENT TIME

12:55

THOSE INVOLVED

ASSET HOLDER/CUSTODIAN

A

DEPT OF BSM STAFF OR CONTRACTOR HOLDER

B

THIRD PARTY INVOLVED

Yes

No

CONTRACTOR COMPANY NAME

C

(If 'Yes' give details in the Incident description below)

4. Amend the Incident Report where necessary or upload any new attachment.
5. Click “Save” button to save the changes made.

Confirmation Message

X

Incident Report will email to relevant BSM personnel, proceed?

Yes

No

6. Click “Yes”. Email will be send out to BSM relevant personnel.

4 Reports

4.1 Invoice Extraction

Invoice Extraction is to download any of your existing invoice from BSM on 8/1/2018 onwards.

It's located under Menu > Reports > Invoice Extraction.

Invoice Extraction

Search Option

| | | |
|---|--|---|
| Invoice Number: | DO Number: | SO Number: |
| <input type="text" value="Invoice Number"/> | <input type="text" value="Delivery Number"/> | <input type="text" value="Sales Order Number"/> |
| Date From: | Date To: | |
| <input type="text"/> | <input type="text"/> | |
| <input type="button" value="Search"/> | | |

1. Input any search criteria where necessary and click "Search" button to search the invoice that matched your criteria. All search criteria are optional.

Search Option

| | | |
|---|--|---|
| Invoice Number: | DO Number: | SO Number: |
| <input type="text" value="Invoice Number"/> | <input type="text" value="Delivery Number"/> | <input type="text" value="Sales Order Number"/> |
| Date From: | Date To: | |
| <input type="text"/> | <input type="text"/> | |
| <input type="button" value="Search"/> | | |

| | Type | Invoice No. | Your Reference | Invoice Date | Currency | Amount | Remark |
|--------------------------|---------|-------------|----------------|--------------|----------|---------|---|
| Download | Invoice | 7009755 | L55949 | 12/04/2018 | BND | 2602.19 | Based On Sales Orders 2006162. Based On Deliveries 3007801. |
| Download | Invoice | 7009646 | L55937 | 10/04/2018 | BND | 3540.59 | Based On Sales Orders 2006162. Based On Deliveries 3007688. |
| Download | Invoice | 7009526 | L55920 | 09/04/2018 | BND | 2275.87 | Based On Sales Orders 2005905. Based On Deliveries 3007571. |
| Download | Invoice | 7009504 | L55884 | 07/04/2018 | BND | 3425.03 | Based On Sales Orders 2005905. Based On Deliveries 3007549. |
| Download | Invoice | 7009142 | L55869 | 05/04/2018 | BND | 3211.67 | Based On Sales Orders 2005905. Based On Deliveries 3007259. |
| 12345678910... | | | | | | | |

2. Each page will only show 5 invoices, if your search criteria matched more than 5 records, you shall see there's number appear at the bottom of the invoice table. Click on the number to navigate to next or previous pages to look for your invoice.
3. Once you've found the invoice you looking for, click "Download" on the row of that invoice. A PDF version of invoice will then be downloaded into your device.

4.2 Statement of Account

Statement of Account is to download your own statement of account up to the date you want.

It's located under Menu > Reports > Statement of Account.

Statement of Account

Statement as at: Display Prior Month Transaction?:

1. Select the statement date and display prior month transaction option.
2. The differences of displaying prior month transaction (with example of selecting 31/06/2018 as statement date):

| Option | Description |
|--------|---|
| Yes | All the uncleared transaction will appear in the statement from day one up to 31 st June. |
| No | All the uncleared transaction before 1 st June will be summed up into one summary line, follow by the uncleared transaction happened from 1/6/2018 to 31/6/2018. |

3. Click "Download".

4.3 Payment History

Payment History is to view the all your payment history from 8/1/2018 onwards that have been captured in BSM Back End system.

It's located under Menu > Reports > Payment History.

Payment History

Search Option

Date From: Date To:

1. Input any search criteria where necessary and click "Search" button to search your payment history.

Payment History

Search Option

Date From: Date To:

| Payment No. | Posting Date | Received Date | Your Reference | Currency | Amount | Remark |
|-------------|--------------|---------------|----------------|----------|----------|---------|
| 1002628 | 15/03/2018 | 15/03/2018 | TRF1/18 | BND | 49527.51 | A/C |
| 1002190 | 22/02/2018 | 22/02/2018 | TRF2202 | BND | 73790.02 | ACC GEN |
| 1001060 | 30/01/2018 | 18/01/2018 | FC180118 | BND | 484.86 | BMR |