



# Customer Lounge Quick Reference Guide

– an easier way to do business

Login

[www.shell.com/chemicals/customerlounge](http://www.shell.com/chemicals/customerlounge)



**Shell Chemicals**

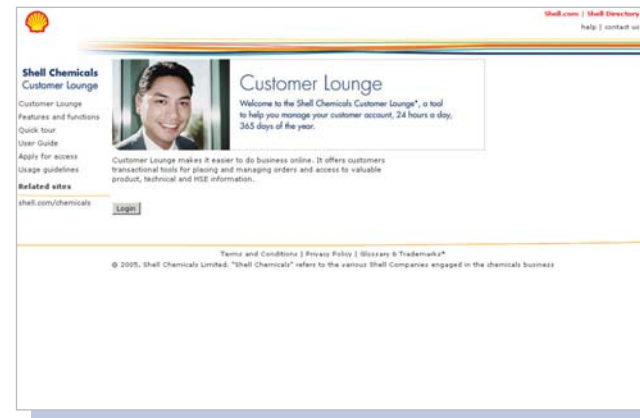
## Welcome to the Customer Lounge\*

Customer Lounge is a secure business-to-business website for Shell Chemicals<sup>†</sup> customers that makes doing business easier and quicker by:

- Allowing fast and easy access to current information
- Improving speed and accuracy through online ordering
- Providing access 24 hours a day, 7 days a week

Customer Lounge can be used by:

- Purchasing personnel – to place and manage orders
- Technical personnel – requiring product literature and technical data
- Manufacturing personnel – to access CoA, MSDS, etc.
- Finance personnel – to deal with invoices, analyse trends etc.



## Customer Lounge information and functionality is divided into four main areas or tabs:

**Home**   **My Account**   **Product/Technical**   **Health, Safety & Environment**

The **Home tab** offers general information and tools to all users including:

- News and announcements
- Details of your Shell Chemicals contacts
- Commercial documents tailored to your company needs
- A Contact Us facility to make an inquiry or complaint
- A library of reference literature

Quick links on your Home tab provide handy shortcuts to the most commonly used Customer Lounge features.

### Quick Links

- ➔ My current orders
- ➔ Place order
- ➔ Reorder

The screenshot shows the Shell Chemicals Customer Lounge website. At the top, there is a navigation bar with tabs for Home, My Account, Product/Technical, and Health, safety & environment. The main content area is titled "Shell Chemicals Customer Lounge" and includes a welcome message for "John Smith" and a "Coming soon" announcement. A "Quick Links" sidebar on the right contains links for "My current orders", "Place order", and "Reorder". Below this, there are sections for "Communications", "Information library", and "Shell Chemicals documents".

Home

My Account

Product/Technical

Health, Safety & Environment

The **My Account** tab allows you to carry out key tasks relating to orders and account information:

- Place, modify and cancel orders
- View and print current and previous invoices
- Access order related documents
- Track railcar deliveries (US & Canada only)



The Reorder feature is a fast and easy way to place duplicate orders – simply change the date, PO number and quantity.

Reorder : Order list [Close window](#)

Customer:

Submitted Shell Chemicals Orders View orders 1 - 7 of 7 Page size 10

Sales order	Order name	Customer PO number	Created on	
1000351899		3470001252	18-Aug-2005	<a href="#">Reorder</a>
1000347226		3470001216	05-Aug-2005	<a href="#">Reorder</a>
1000343329		3470001194	28-Jul-2005	<a href="#">Reorder</a>
1000340469		3470001178	21-Jul-2005	<a href="#">Reorder</a>

Home

My Account

Product/Technical

Health, Safety & Environment

The **Product/Technical** tab contains a library of product, technical and generic information. Depending on the products you buy this may include:

- Product literature
- Datasheets
- Market updates
- Technical Information
- Newsletters & communications

Depending on the products you buy you may also be able to access value-added online tools.

#### BlendPro documentation

- BlendPro articles on the models
- BlendPro presentations
- Case studies (best practices)
- Look at hints & tips for BlendPro users
- Download the program, case study files & databases
- BlendPro FAQ' s
- Ask a question to our BlendPro expert

The screenshot shows the Shell Chemicals Customer Lounge website. At the top, there is a navigation bar with tabs for Home, My Account, Product/Technical, and Health, Safety & Environment. The Product/Technical tab is active. Below the navigation bar, there are several sections: Solvents product/technical, MSDS search, Solvents customer support tool, Solvents distributor support tool, and BlendPro documentation. Each section contains a list of links and options. The BlendPro documentation section is highlighted in a separate window in the foreground, showing a list of links for articles, presentations, case studies, hints & tips, downloads, FAQs, and a question submission form.

Home

My Account

Product/Technical

Health, Safety & Environment

The **Health, Safety & Environment** tab provides a library of product-specific and generic HSE information. Depending on the products you buy this may include:

- Safe handling
- Environmental Fate & Effects
- Product Specific Compliance
- Regulations & Industry Guidelines
- Product Stewardship Tools & References
- Links to product Industry groups and associations

Search for and download Material Safety Data Sheets (MSDS) for Shell Chemicals products (also available via the Home tab for easy access).

### MSDS Search

- ➔ Search for MSDS
- ➔ Glossary of MSDS Terms

## More information

For more information or to apply for a Customer Lounge account please visit:

[www.shell.com/chemicals/customerlounge](http://www.shell.com/chemicals/customerlounge)

### Disclaimer

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† The expression Shell Chemicals refers to companies of the Shell Group of companies which are engaged in the chemicals business. Each of the companies that make up the Shell Group of companies is an independent entity and has its own identity.

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