



## **Overview**

- KAGConnect.com brings our latest technology tools to our customers and business partners to provide timely information and order visibility as well as real-time interaction between KAG and our customers.

- Not only does this site retain the core features of KAGBilling.com order tracking & BOL/POD images, but it also provides several new features and enhancements:

Real-time order status visibility including ETA updates, real-time source change log that identifies when sourcing had to be changed and why, additionally a 24 hr E-mail notification engine, and the ability to tender new orders to KAG online.

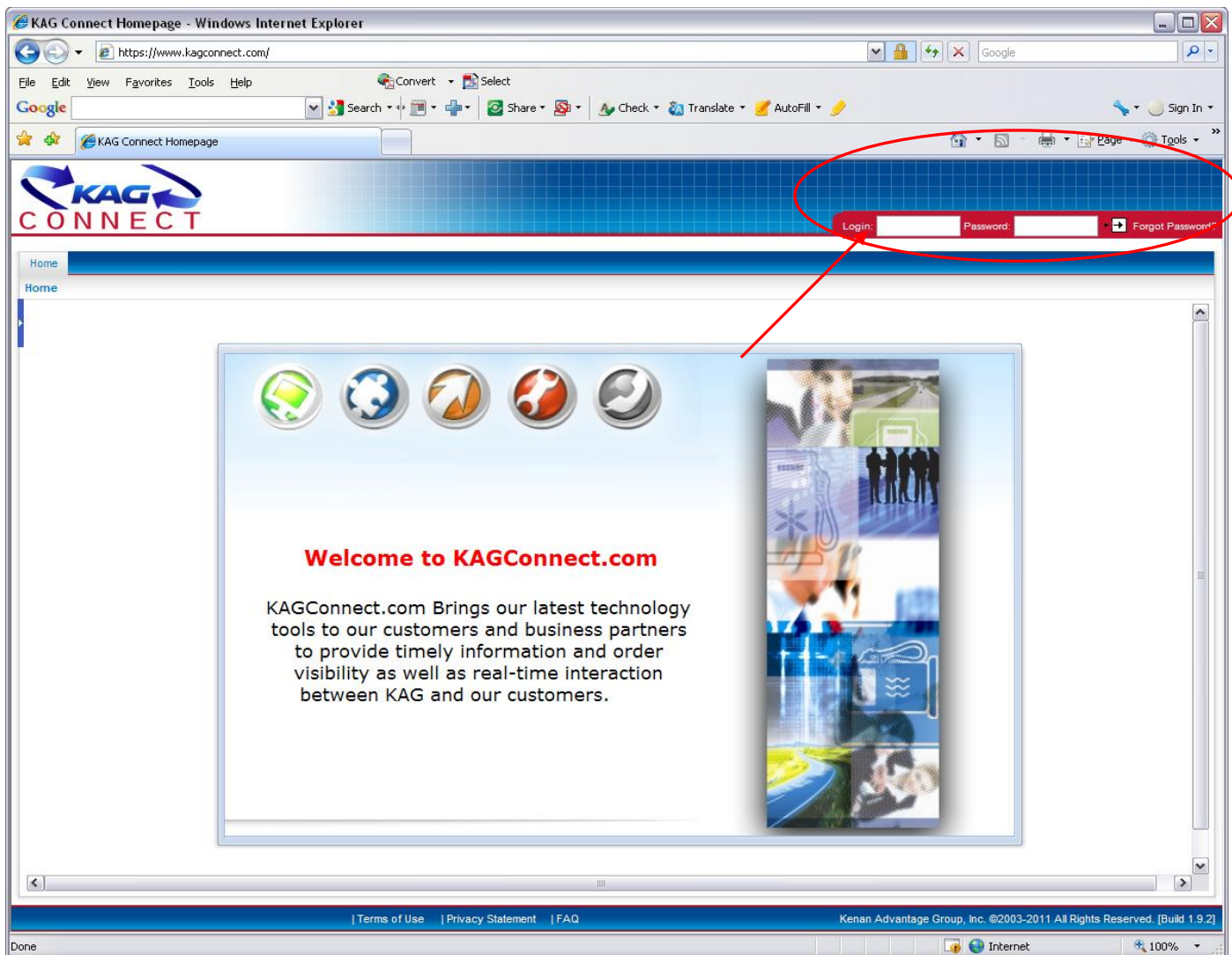
- For more information, please contact Nichole Destefano

[www.kagconnect.com](http://www.kagconnect.com)

*Last updated – May 22, 2015*

## Logging-In

Log-in to KAG Connect at [www.kagconnect.com](http://www.kagconnect.com). You will key your username and password in the top right hand corner. Employees will log-in there also. If you do not have a username and password, please click on the orange arrow icon in the middle of the screen to request access. You will be contacted with this information.



## Order Tracking

Once you have logged into the website, select "**Order Management**", then "**Order Tracking**". Here you can search by any one of the three tabs across the top: *by reference*, *by location*, or *advanced* (using *advanced* tab is recommended)

The screenshot shows the KAG CONNECT website interface. The top navigation bar includes links for Home, Order Management, Deliveries, and My Account. The 'Order Tracking' link is highlighted with a red circle. Below the navigation bar, the 'Order Tracking' section is visible, with three tabs: 'By Reference', 'By Location', and 'Advanced'. The 'Advanced' tab is selected. The search form includes fields for KAG Order#, Reference No# (BOL, PO, Carrier Order#), Ship Date Range, Invoice Date Range, Run out Date Range, Order Status, Bill To, Store (Consignee), Consignee City, KAG Subsidiary, KAG Truck Terminal, KAG Desk, Driver, and Carrier. A red arrow points to the 'Advanced' tab.

- By reference allows you to key in BOL, Order #, Invoice #, etc. and search.
- By location allows you to filter by store. This tab also gives you access to your inventories, if we are currently managing your inventories. Please note this tab provides 3 days worth of data only.
- Advanced allows you to select various criteria to search by, including date range, delivery site, and even city.

After you have selected your search criteria, you will be directed to the *orders* screen where your search results are displayed:

Options

New Order Tender

Export

Send Images

Recent Order Tenders

Orders

View Images Confirm delivery View: Basic View Save Search

| KAG Order#              | Consignee                                | Order Status | ETA | Ship Date  | BOL #s                   | KAG Desk                |
|-------------------------|--|--------------|-----|------------|--------------------------|-------------------------|
| <a href="#">4424873</a> | HESS 9574                                | Delivered    |     | 12/05/2008 | 587876, 587876, 58787... | 500781 KTC TAFT         |
| <a href="#">4424870</a> | HESS 9396                                | Delivered    |     | 12/06/2008 | 2386887, 2386887, 238... | 500781 KTC TAFT         |
| <a href="#">4424869</a> | HESS 9379                                | Delivered    |     | 12/07/2008 | 2387598, 2387598, 238... | 500781 KTC TAFT         |
| <a href="#">4424868</a> | HESS 9289                                | Delivered    |     | 12/06/2008 | 588070, 588070           | 500781 KTC TAFT         |
| <a href="#">4424854</a> | KROGER 427                               | Delivered    |     | 12/08/2008 |                          | 500211 KTC DORAVILLE    |
| <a href="#">4424798</a> | Prima 5621 Pennsboro, Prima 5692 W ...   | Delivered    |     | 12/08/2008 | 304510, 304510, 30451... | 200101 ATL NORVIMAR     |
| <a href="#">4424797</a> | Prima 5608 N Martins, Prima 9160 St M... | Delivered    |     | 12/05/2008 | 304282, 304282, 30428... | 200101 ATL NORVIMAR     |
| <a href="#">4424791</a> | HESS 9525                                | Delivered    |     | 12/05/2008 | 587865, 587865, 58786... | 500781 KTC TAFT         |
| <a href="#">4424790</a> | HESS 9521                                | Delivered    |     | 12/06/2008 | 588062, 588062, 58806... | 500781 KTC TAFT         |
| <a href="#">4424789</a> | HESS 9387, HESS 9521                     | Delivered    |     | 12/06/2008 | 2386583, 2386582, 238... | 500781 KTC TAFT         |
| <a href="#">4424768</a> | ASHLAND WEST                             | Delivered    |     | 12/06/2008 | 270363, 270363           | 100903 NCT MASSILLON    |
| <a href="#">4424767</a> | HOLMESVILLE BELLSTORE                    | Delivered    |     | 12/08/2008 | 270743, 270743, 27074... | 100903 NCT MASSILLON    |
| <a href="#">4424765</a> | CANTON SOUTH MARATHON                    | Delivered    |     | 12/05/2008 | 270282, 270282, 27028... | 100901 NCT GAS          |
| <a href="#">4424747</a> | SSA 9235 Athens, SSA 9242 Athens         | Delivered    |     | 12/05/2008 | 304291, 304291, 30429... | 200101 ATL NORVIMAR     |
| <a href="#">4424742</a> | PREM 1095                                | Delivered    |     | 12/08/2008 | 362250, 362250, 36225... | 500211 KTC DORAVILLE    |
| <a href="#">4424733</a> | KWIK FILL 239                            | Delivered    |     | 12/09/2008 | 389340, 389340           | 200301 ATL LEETONIA GAS |
| <a href="#">4424719</a> | HESS 9511                                | Delivered    |     | 12/07/2008 | 588172, 588172           | 500781 KTC TAFT         |
| <a href="#">4424718</a> | HESS 9510                                | Delivered    |     | 12/05/2008 | 587872, 587872           | 500781 KTC TAFT         |
| <a href="#">4424714</a> | PANTRY 3659                              | Delivered    |     | 12/06/2008 | 762992, 762992, 76299... | 500211 KTC DORAVILLE    |
| <a href="#">4424681</a> | HESS 9478                                | Delivered    |     | 12/06/2008 | 2386565, 2386565, 238... | 500781 KTC TAFT         |
| <a href="#">4424680</a> | HESS 9477                                | Delivered    |     | 12/06/2008 | 2386732, 2386732, 238... | 500781 KTC TAFT         |
| <a href="#">4424675</a> | Murphy 6844 Columbus                     | Delivered    |     | 12/09/2008 | 366816, 366816           | 530311 KTL INDY GAS     |
| <a href="#">4424659</a> | SPEEDWAY 3953, SPEEDWAY 3955             | Delivered    |     | 12/09/2008 | 304525, 304525, 30452... | 200101 ATL NORVIMAR     |
| <a href="#">4424657</a> | SSA 3605 HOLLAND                         | Delivered    |     | 12/05/2008 | 49255, 49255             | 200201 ATL TOLEDO GAS   |

## **BOL/POD Documentation**

After you have located the record you are looking for, you have several options (Refer to the circled items in the above screenshot):

- Export the details to excel
- Send images to your e-mail
- Select the order number that is underlined in blue to view order details and print documentation

If you choose to select an individual order by clicking the blue link, you will be directed to **Order Details** screen. All relevant load details will be given in this screen. Clicking *View Images* in the top left hander corner will allow you to print documents off directly from our website.

| Order Tracking   Order Notifications   |              |                      |                        |                        |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
|--|--------------|----------------------|------------------------|------------------------|-----------------|--------|--------|-----------|-------------------|--------|---------|--|--|-----------------|------------------------|------------------------|---------|----------|------------|-----------|-------|-----|------|--|--|--|--|--|--|--|------------|------|---------|-----------------|------|---|--------|------------|------|---------|-----------------|------|---|--------|--|--|--|--|--|--|--|------------|------|---------|-----------------|------|---|--------|------------|------|---------|-----------------|------|---|--------|----------------|------------|-------------------|-----------|----------|--------------------|------------------|--------|----------------|---------------|---------|-----------|----------------|--------------|---------------|--|--|-----------------|
| <div>Options</div> <div> <a href="#">New Order Tender</a><br/> <a href="#">Recent Order Tenders</a><br/> <a href="#">View Source Change Log</a><br/> <a href="#">View Images</a> </div>  |              |                      |                        |                        |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
| <div>Order Details</div> <table> <tr> <td>Order#</td> <td>4424873</td> <td>Driver/ Ext. Carrier</td> <td colspan="2">CANDELARIA BELL</td> </tr> <tr> <td>Status</td> <td>Completed</td> <td>Tractor - Trailer</td> <td>506259</td> <td>5019693</td> </tr> <tr> <td></td> <td></td> <td>Retain - Runout</td> <td>12/05/2008 06:20:00 PM</td> <td>12/06/2008 01:20:00 PM</td> </tr> </table> <table> <tr> <th>Shipper</th> <th>Supplier</th> <th>Account Of</th> <th>Commodity</th> <th>Gross</th> <th>Net</th> <th>BOL#</th> </tr> <tr> <td colspan="7"> <div>Pick-up: HESS TAMPA</div> <div>Arrival: 12/05/2008 07:04:00 PM </div> <div>Departure: 12/05/2008 09:35:00 PM </div> </td> </tr> <tr> <td>HESS TAMPA</td> <td>HESS</td> <td>UNKNOWN</td> <td>GAS, 87 BLENDED</td> <td>6002</td> <td>0</td> <td>587876</td> </tr> <tr> <td>HESS TAMPA</td> <td>HESS</td> <td>UNKNOWN</td> <td>GAS, 93 BLENDED</td> <td>2501</td> <td>0</td> <td>587876</td> </tr> <tr> <td colspan="7"> <div>Drop-off: HESS 9574</div> <div>Arrival: 12/05/2008 09:35:00 PM </div> <div>Departure: 12/05/2008 10:09:00 PM </div> </td> </tr> <tr> <td>HESS TAMPA</td> <td>HESS</td> <td>UNKNOWN</td> <td>GAS, 87 BLENDED</td> <td>6002</td> <td>0</td> <td>587876</td> </tr> <tr> <td>HESS TAMPA</td> <td>HESS</td> <td>UNKNOWN</td> <td>GAS, 93 BLENDED</td> <td>2501</td> <td>0</td> <td>587876</td> </tr> </table> <table> <tr> <td>Reference Type</td> <td>Reference#</td> <td>Operating Company</td> </tr> <tr> <td>Barcode #</td> <td>63620478</td> <td>50 Kenan Transport</td> </tr> <tr> <td>Bill of Lading #</td> <td>587876</td> <td>Truck Terminal</td> </tr> <tr> <td>Aspen Order #</td> <td>5666541</td> <td>5078 TAFT</td> </tr> <tr> <td>Customer Shift</td> <td>12/05 fri n2</td> <td>Dispatch Desk</td> </tr> <tr> <td></td> <td></td> <td>500781 KTC TAFT</td> </tr> </table> |              | Order#               | 4424873                | Driver/ Ext. Carrier   | CANDELARIA BELL |        | Status | Completed | Tractor - Trailer | 506259 | 5019693 |  |  | Retain - Runout | 12/05/2008 06:20:00 PM | 12/06/2008 01:20:00 PM | Shipper | Supplier | Account Of | Commodity | Gross | Net | BOL# | <div>Pick-up: HESS TAMPA</div> <div>Arrival: 12/05/2008 07:04:00 PM </div> <div>Departure: 12/05/2008 09:35:00 PM </div> |  |  |  |  |  |  | HESS TAMPA | HESS | UNKNOWN | GAS, 87 BLENDED | 6002 | 0 | 587876 | HESS TAMPA | HESS | UNKNOWN | GAS, 93 BLENDED | 2501 | 0 | 587876 | <div>Drop-off: HESS 9574</div> <div>Arrival: 12/05/2008 09:35:00 PM </div> <div>Departure: 12/05/2008 10:09:00 PM </div> |  |  |  |  |  |  | HESS TAMPA | HESS | UNKNOWN | GAS, 87 BLENDED | 6002 | 0 | 587876 | HESS TAMPA | HESS | UNKNOWN | GAS, 93 BLENDED | 2501 | 0 | 587876 | Reference Type | Reference# | Operating Company | Barcode # | 63620478 | 50 Kenan Transport | Bill of Lading # | 587876 | Truck Terminal | Aspen Order # | 5666541 | 5078 TAFT | Customer Shift | 12/05 fri n2 | Dispatch Desk |  |  | 500781 KTC TAFT |
| Order#   | 4424873      | Driver/ Ext. Carrier | CANDELARIA BELL        |                        |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
| Status   | Completed    | Tractor - Trailer    | 506259                 | 5019693                |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
|  |              | Retain - Runout      | 12/05/2008 06:20:00 PM | 12/06/2008 01:20:00 PM |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
| Shipper  | Supplier     | Account Of           | Commodity              | Gross                  | Net             | BOL#   |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
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| HESS TAMPA   | HESS         | UNKNOWN              | GAS, 87 BLENDED        | 6002                   | 0               | 587876 |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
| HESS TAMPA   | HESS         | UNKNOWN              | GAS, 93 BLENDED        | 2501                   | 0               | 587876 |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
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| HESS TAMPA   | HESS         | UNKNOWN              | GAS, 87 BLENDED        | 6002                   | 0               | 587876 |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
| HESS TAMPA   | HESS         | UNKNOWN              | GAS, 93 BLENDED        | 2501                   | 0               | 587876 |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
| Reference Type   | Reference#   | Operating Company    |                        |                        |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
| Barcode #  | 63620478     | 50 Kenan Transport   |                        |                        |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
| Bill of Lading #   | 587876       | Truck Terminal       |                        |                        |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
| Aspen Order #  | 5666541      | 5078 TAFT            |                        |                        |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
| Customer Shift   | 12/05 fri n2 | Dispatch Desk        |                        |                        |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |
|  |              | 500781 KTC TAFT      |                        |                        |                 |        |        |           |                   |        |         |  |  |                 |                        |                        |         |          |            |           |       |     |      |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |  |  |  |  |  |  |  |            |      |         |                 |      |   |        |            |      |         |                 |      |   |        |                |            |                   |           |          |                    |                  |        |                |               |         |           |                |              |               |  |  |                 |

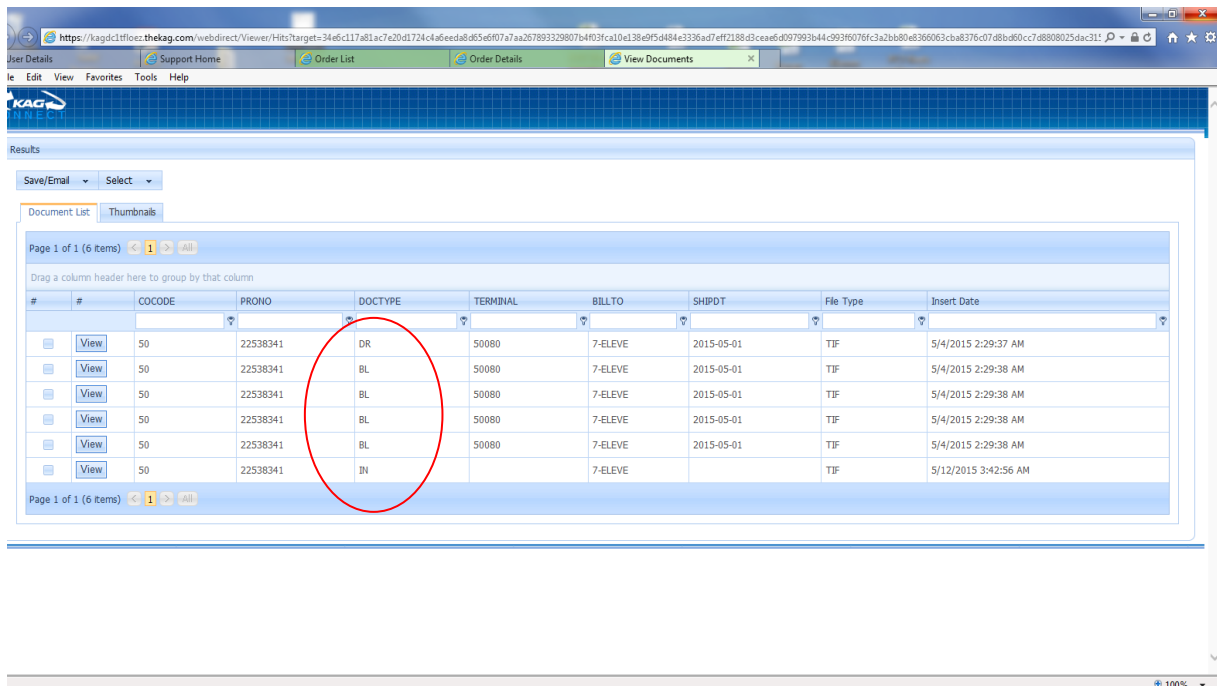
## Order Details/Order Tracking

This screen (above) will give you order details for completed loads and will also indicate loads that are *In Progress*. Notice the 4 green checks above. This indicates a completed order. The **green checkmarks** signify which portion of the loading or unloading process the driver is *currently completing*. (**e.g. If the arrival time at the loading rack has a green check and the departure time at the loading rack has a *green* check, and there are no other checkmarks, this indicates the driver is on his way to the delivery point.**)

## Viewing & Printing delivery paperwork and invoices: (this portion of the site is updated as of 5/28/2015)

After clicking on “view images” in the order details screen, you will be provided a list of documents that are available for the delivery you have selected (as seen in the screen shot below) The types of documents available will be listed under the DOCTYPE header.

DR = Drivers receipt, BL = Bill of Lading, IN = Invoice.

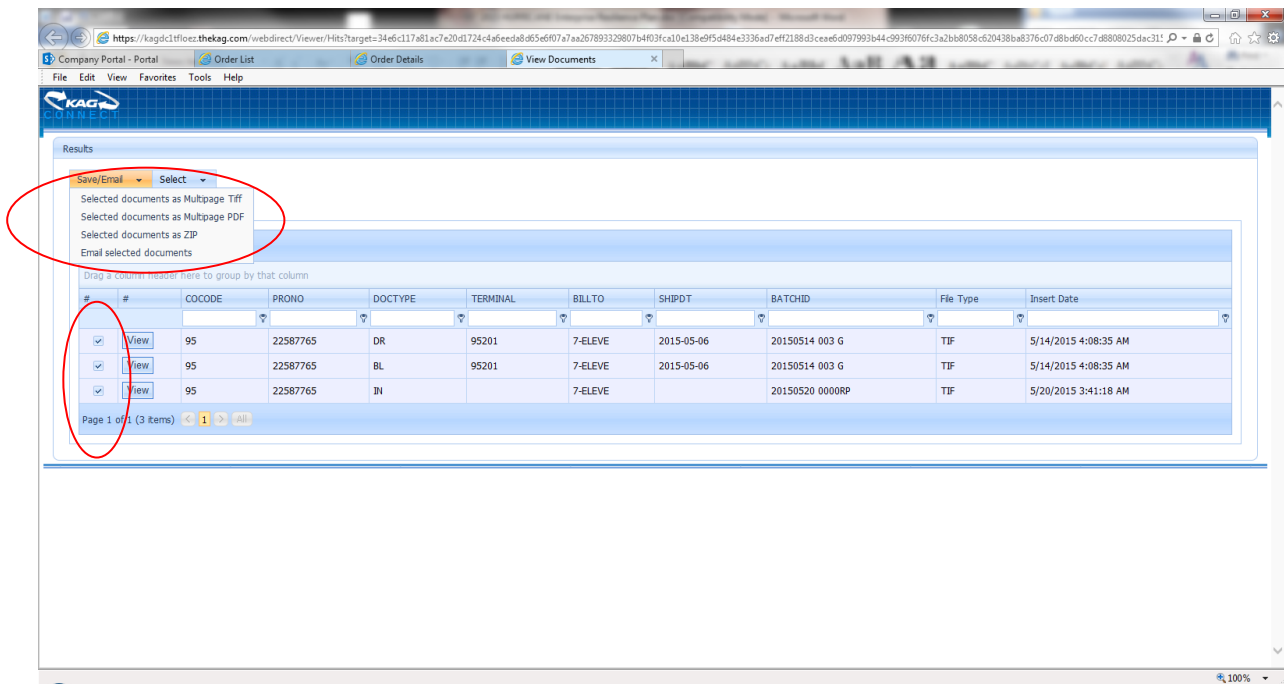


The screenshot shows a web browser window with a URL starting with 'https://kagdc1flocz.thekag.com/webdirect/Viewer/...'. The page displays a 'Results' section with a 'Document List' tab selected. Below the tab is a table with 10 columns: #, #, COCODE, PRONO, DOCTYPE, TERMINAL, BILLTO, SHIPDT, File Type, and Insert Date. The table contains 6 rows of data. A red circle is drawn around the 'DOCTYPE' column, highlighting the document types: DR, BL, BL, BL, BL, and IN. Each row also has a 'View' button to its left.

| #                        | #                    | COCODE | PRONO    | DOCTYPE | TERMINAL | BILLTO  | SHIPDT     | File Type | Insert Date          |
|--------------------------|----------------------|--------|----------|---------|----------|---------|------------|-----------|----------------------|
| <input type="checkbox"/> | <a href="#">View</a> | 50     | 22538341 | DR      | 50080    | 7-ELEVE | 2015-05-01 | TIF       | 5/4/2015 2:29:37 AM  |
| <input type="checkbox"/> | <a href="#">View</a> | 50     | 22538341 | BL      | 50080    | 7-ELEVE | 2015-05-01 | TIF       | 5/4/2015 2:29:38 AM  |
| <input type="checkbox"/> | <a href="#">View</a> | 50     | 22538341 | BL      | 50080    | 7-ELEVE | 2015-05-01 | TIF       | 5/4/2015 2:29:38 AM  |
| <input type="checkbox"/> | <a href="#">View</a> | 50     | 22538341 | BL      | 50080    | 7-ELEVE | 2015-05-01 | TIF       | 5/4/2015 2:29:38 AM  |
| <input type="checkbox"/> | <a href="#">View</a> | 50     | 22538341 | BL      | 50080    | 7-ELEVE | 2015-05-01 | TIF       | 5/4/2015 2:29:38 AM  |
| <input type="checkbox"/> | <a href="#">View</a> | 50     | 22538341 | IN      |          | 7-ELEVE |            | TIF       | 5/12/2015 3:42:56 AM |

If you simply want to look at a particular document, click on the “view” button for that document.

If you want to print one or more of the documents, check the boxes for the documents you want to print and use the drop down choices to select the document format you want....*pdf format is recommended.* (see screen shot below) The documents will appear in one file where you can print/save/email, etc...



## **Order Notifications**

This feature will allow you to receive e-mail notifications instantly for various event types, such as: order submitted, undispatched, dispatched, loaded, delivered, completed, and invoice available. When you create these notifications, you will receive an e-mail for any of these events you have selected.

This is a two part process:

### **1. Setting Alert Profiles**

Please note you can create multiple alert profiles. This can be beneficial because you can have the alert sent to a 3<sup>rd</sup> party (such as the delivery site directly). To set-up order notifications, you must first add an *Alert Profile* by selecting *My Account, My Profile*. Under Alert Profiles click Add and set-up the notification method.

Home Order Management Carrier Management **My Account**

My Profile

**My Profile**

Username:  New Password:

Primary Email:  Confirm Password:

Timezone:

**Alert Profiles**

**Add** Delete

| Profile         | Contact Type | Contact Address           | Start Time  | End Time    |
|-----------------|--------------|---------------------------|-------------|-------------|
| Nichole's Email | E-Mail       | ndestefano@thekag.com     | 08:00:00 AM | 06:00:00 PM |
| Doug Hartley    | E-Mail       | dhartley@thehartleyco.com | 08:00:00 AM | 06:00:00 PM |

## 2. Setting Order Notifications

Once you have created your alert profiles, you are ready to create your alerts.

Click *order management, order notifications*. Select *add*. You will then select the store, the type of notification, and the notification method using drop down arrows.

Home Order Management Carrier Management **My Account**

Order Tracking | View Order Tenders **Order Notifications** Tender New Order

**Notification Subscriptions**

**Add** Delete

| Store               | Event Type              | Alert Type | Notification Method |
|---------------------|-------------------------|------------|---------------------|
| Sams 6301 E. Washin | Order Complete          | Alert      | Nichole's Email     |
| Sams 6301 E. Washin | Order Loading           | Alert      | Nichole's Email     |
| MURPHY OIL          | Order Dispatched        | Alert      | Nichole's Email     |
| MURPHY OIL          | Order Invoice Available | Alert      | Nichole's Email     |



## Order Tender

Order tender allows you to place your orders online. Please note this feature is activated only by speaking with a representative of KAG. We will coordinate this process to ensure a seamless transition to order tender online.

Select **Order Management**, **Tender New Order**. All highlighted fields above the Red line are required entry fields. Items below the red line are special handling instructions and optional. All of your routine delivery information is already pre-programmed in our system and is contained in the drop down boxes for you to select from without retyping for each entry.

The screenshot shows the 'Tender New Order' form in the KAG Connect web application. The form is divided into several sections. At the top, there's a navigation bar with 'Home', 'Order Management', 'Order Tender', and 'My Account'. Below this, the 'Tender New Order' section contains fields for 'Tender#', 'Order#', and 'Order Status'. The 'Bill To' field is highlighted in yellow. The 'Delivery Date' is set to '03/20/2013' and is also highlighted. The 'Del. Time Window' is set to 'Custom (5:00 PM 9:00 PM)'. Below this, a table lists delivery details with columns for 'SB', 'Delivery Site', 'Shipper', 'Supplier', 'Account Of', 'Commodity Class', 'Commodity', 'Quantity', 'Unit', and 'Delete'. The first row shows 'UNKNOWN (UNKNOWN) UNKNOWN, XX' for the delivery site and 'UNKNOWN, XX' for the commodity. The 'Quantity' is '0' and the 'Unit' is 'Gallons'. Below the table, there's a button 'Add a Product'. A red horizontal line separates the required fields from the optional special handling instructions. Below the line, there are fields for 'PO/Sales Order#', 'Additional Ref#', 'Special Handling Instructions' (with checkboxes for 'Pump', 'Extra hose required', and 'See attendant prior to unloading'), and 'Additional Notes/Remarks'. At the bottom, there are 'Update Order' and 'Cancel Tender' buttons. The footer contains 'Terms of Use', 'Privacy Statement', 'FAQ', and 'Kenan Advantage Group, Inc. ©2003-2013 All Rights Reserved. [Build 1.12.77 Productio]'. The browser window shows 'https://www.kagconnect.com/TenderNewOrder.aspx' and 'McAfee' security software.

Home Order Management Order Tender My Account

Tender New Order | View Order Tenders

Options  
New Order Tender  
Recent Order Tenders  
Account Lookup Guide

Tender#: 0 | Order#: TBD | Order Status: TBD

Bill To: UNKNOWN  
UNKNOWN (UNKNOWN)  
UNKNOWN, XX

Delivery Date: 03/20/2013

Del. Time Window: Custom (5:00 PM 9:00 PM)

Between: 3/20/2013 5:00 PM and: 3/20/2013 9:00 PM

| SB | Delivery Site                 | Shipper | Supplier | Account Of | Commodity Class | Commodity | Quantity | Unit    | Delete |
|----|-------------------------------|---------|----------|------------|-----------------|-----------|----------|---------|--------|
|    | UNKNOWN (UNKNOWN) UNKNOWN, XX |         |          |            |                 |           | 0        | Gallons | Delete |

Add a Product

How many copies of this exact order should be tendered? 1

---

PO/Sales Order#:

Additional Ref#:

Special Handling Instructions:

☐ Pump

☐ Extra hose required

☐ See attendant prior to unloading

Additional Notes/Remarks:

Update Order Cancel Tender

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100%

If the information for the delivery site, shipper, supplier, commodity, etc. is not available – you must call dispatch. This system has been

pre-loaded with your routine deliveries. All new deliveries must be called in to dispatch.

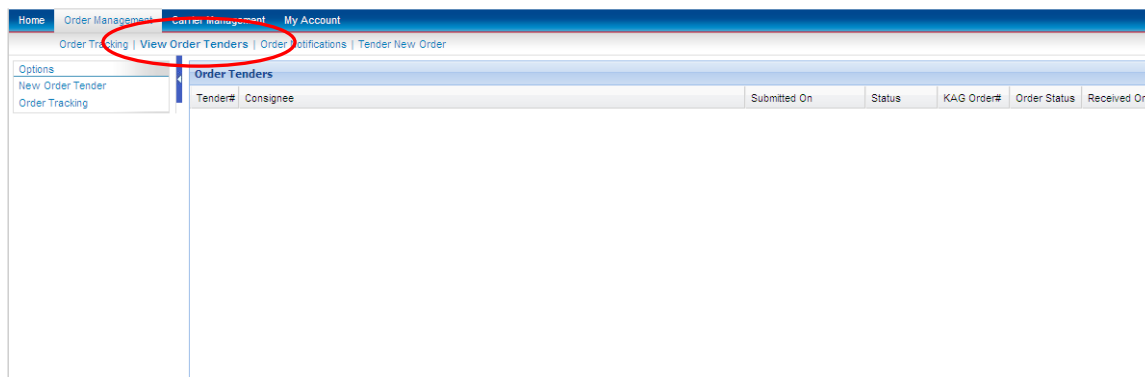
**NEWLY ADDED FEATURE:** You can now place orders for two stop deliveries. After you have completed the order information for the first delivery site, click “add a product” and chose your second delivery site in the drop down menu of the new product line.

Once you click **save**, your order has been created and will be submitted automatically to dispatch.

The following are the important items to keep in mind with the order tender screen:

1. Please monitor the ***view order tenders*** window to ensure your orders have been accepted by KAG dispatch. PLEASE - Do not assume that orders have been accepted. This window has been provided as a tool to help you manage your tendered orders.
2. Orders must be tendered within the time parameters defined by your area operations.
3. Orders may only be cancelled until they are in the planned status.
4. Orders may be revised until they are in the planned status.
5. If an order is in the “*planned*” status, you must call dispatch to make a change.

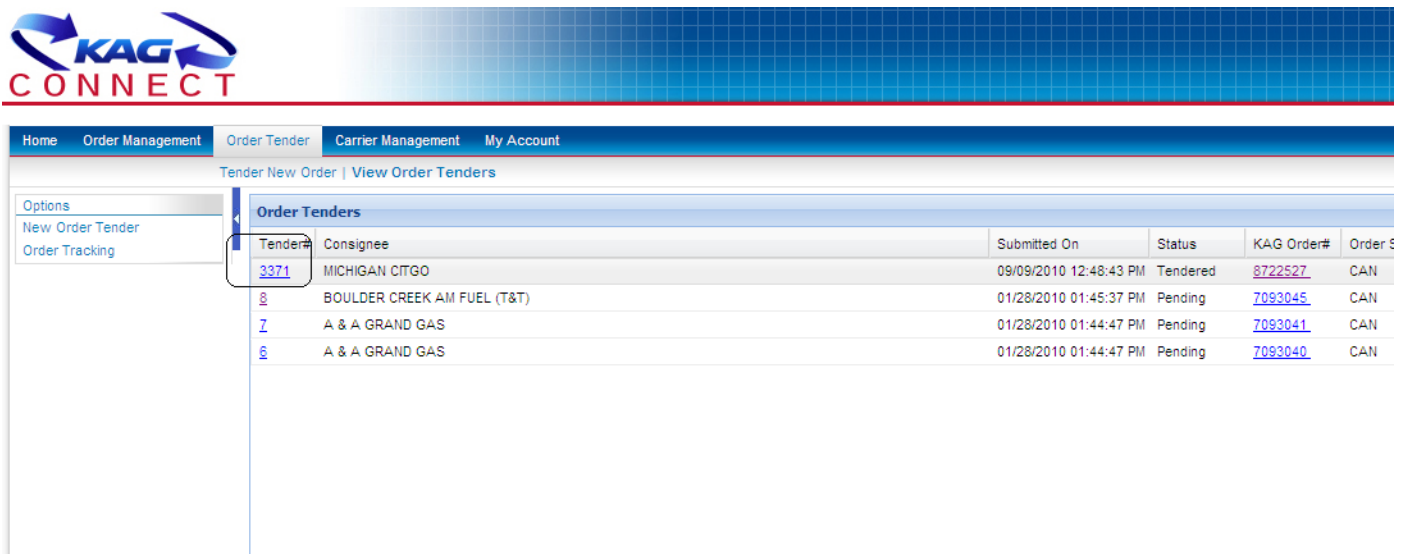
Again, you can track your order status via the ***view order tenders*** window. This will display all your recent order tenders.



There are also several *order notifications* that will allow you the flexibility to set-up e-mail alerts to monitor the order tender process.

## **Order Tender – Change/Modify Existing Orders**

To modify an existing order, click on the *tender number*.



Within this tender, only the fields which can be modified will be accessible. Those fields which are grayed out cannot be modified.

- Windows can be adjusted – but a 6 hour notice for the start of the window will be required.
- Products can be deleted by clicking the delete box to the far right of the commodity.
- Products can be added using the product commodity grid.
- “Deliver to” cannot be edited. Please cancel the order and create a new order.
- To Cancel an order simply click Cancel Tender.

Also, error messages will be displayed when an order cannot be modified, indicating the reason and appropriate course of action (i.e. call dispatch). **Any order that is in “Planned” Status cannot be modified** - KAG Dispatch must be notified at this point to discuss potential changes.

KAG Connect

https://www.kagconnect.com/TenderNewOrder.aspx?id=17173

KAG CONNECT

kag@baughman | LogOut

Home Order Management Order Tender My Account

Tender New Order | View Order Tenders

Options  
New Order Tender  
Recent Order Tenders  
Account Lookup Guide

Tender Status: This order cannot be changed or deleted because it has been cancelled.

Tender#: 17173 | Order#: 14479323 | Order Status: CAN

Bill To: WORLD FUEL SERVICES  
WORLD FUEL SERVICES (WORLD FS)  
DBA TEXOR PETROLEUM 6/2/08  
Riverside, IL 60546

Delivery Date: 03/20/2013

Del. Time Window: Custom (3:00 AM 7:00 AM)

Between: 9/22/2012 3:00 AM and: 9/22/2012 7:00 AM

| SB                       | Delivery Site   | Shipper        | Supplier      | Account Of      | Commodity Class | Commodity         | Quantity | Unit    | Delete |
|--------------------------|-----------------|----------------|---------------|-----------------|-----------------|-------------------|----------|---------|--------|
| <input type="checkbox"/> | TA NORTH CANTON | CITGO - LEMONT | Citgo Branded | WORLD FUEL SERV | UNLEADED - RFG  | REFORM GAS, 87 OC | 7600     | Gallons | Delete |

Add a Product

PO/Sales Order#:

Additional Ref#:

Special Handling Instructions:

☐ Pump  
☐ Extra hose required  
☐ See attendant prior to unloading

Additional Notes/Remarks:

Update Order Cancel Tender

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Once your tender has been revised, please **click update order**.

Note: Each user within your organization will have access to the group's tenders for revisions. An audit log will record changes and modifications and can be pulled by internal KAG Personnel should the need arise.

This manual was intended as a guideline to assist you with the website. If you have any questions regarding KAG Connect, please contact Nichole Rudd [nichole.rudd@thekag.com](mailto:nichole.rudd@thekag.com) or at (330) 409-2753 or Jennifer Baughman [jennifer.baughman@thekag.com](mailto:jennifer.baughman@thekag.com) or at (330) 409-1107.

For technical support, please contact [support@thekag.com](mailto:support@thekag.com).