



## E-Commerce Log-in

<https://shop.awggases.com/>

### To place an order:

- Log in to your account (if you don't have an AWG E-commerce log-in, please contact us)
- In the selections at the top hit shop – My order lists
  - I have created a list for you for the items you have ordered from us in the past. All of these will be in this order list.
  - From your order list you can update the quantity of each gas and click add to cart
- If you need to order an item you have not gotten before you can search for it in the Search field in the top right.
  - If you have any questions on finding what you need to order please contact [CustomerService@awggases.com](mailto:CustomerService@awggases.com) or [Patrick.Dove@awggases.com](mailto:Patrick.Dove@awggases.com) for assistance on finding new items.
- Once you have added all the items to your cart you can proceed with placing your order by clicking on your shopping cart in the top right
- Please enter any extra notes you want on your order in the “Additional information” section when checking out
  - Please specify room number you want the product delivered to
  - Any extra information for our driver is helpful (Contact name, phone number, delivery instructions, etc.)
  - If you order a liquid cylinder please include the pressure needed in this field
- You have the option when checking out to bill this order to your account or add a credit card for the order.
- Once you hit Accept order you will receive a confirmation for your order.

Please let us know if you have any additional questions.

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AWG Customer Service

859.252.7667 or 800.967.6874

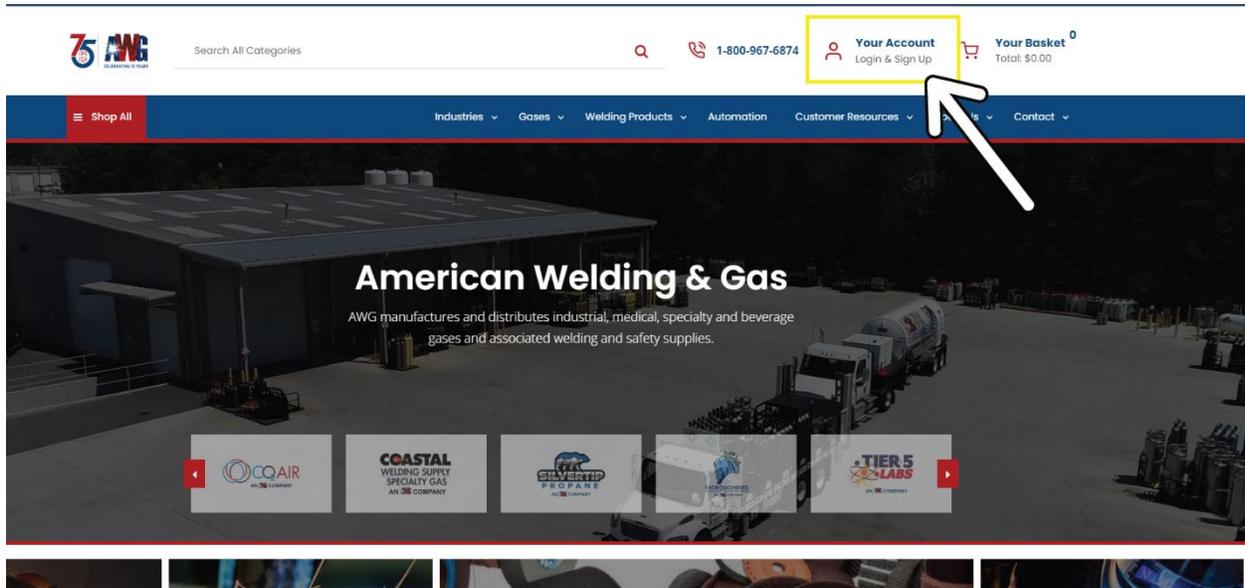
[Customer.Service@awggases.com](mailto:Customer.Service@awggases.com)

## Initial Login

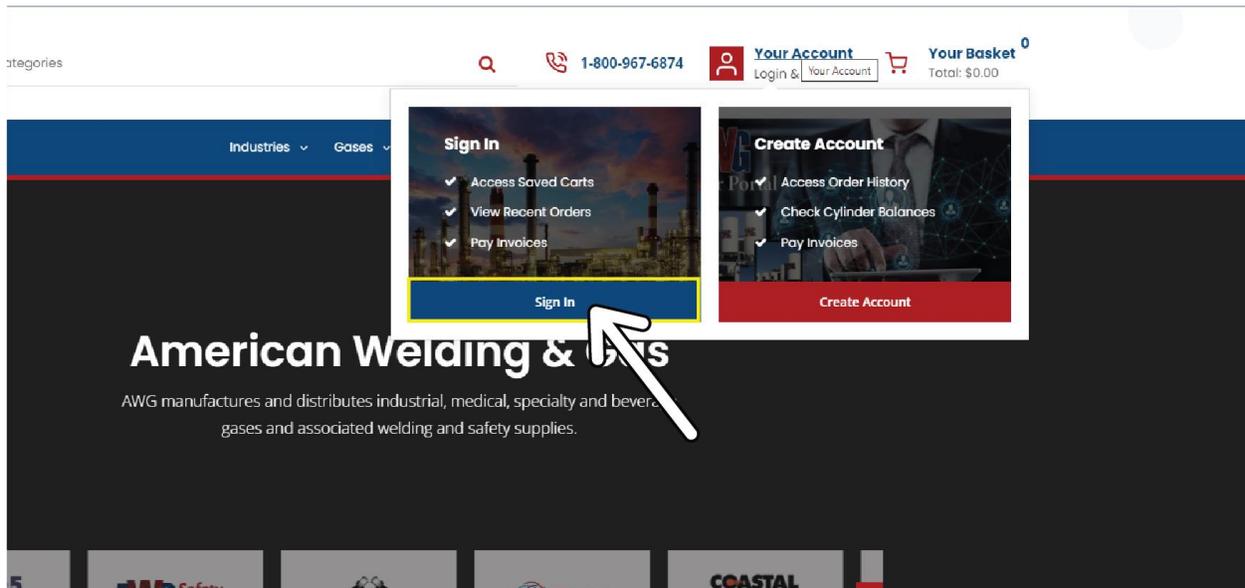
You will receive a password reset from our platform. The email would have come from Customer Service <customerservice@awggases.com>

Navigate to <https://shop.awggases.com/>

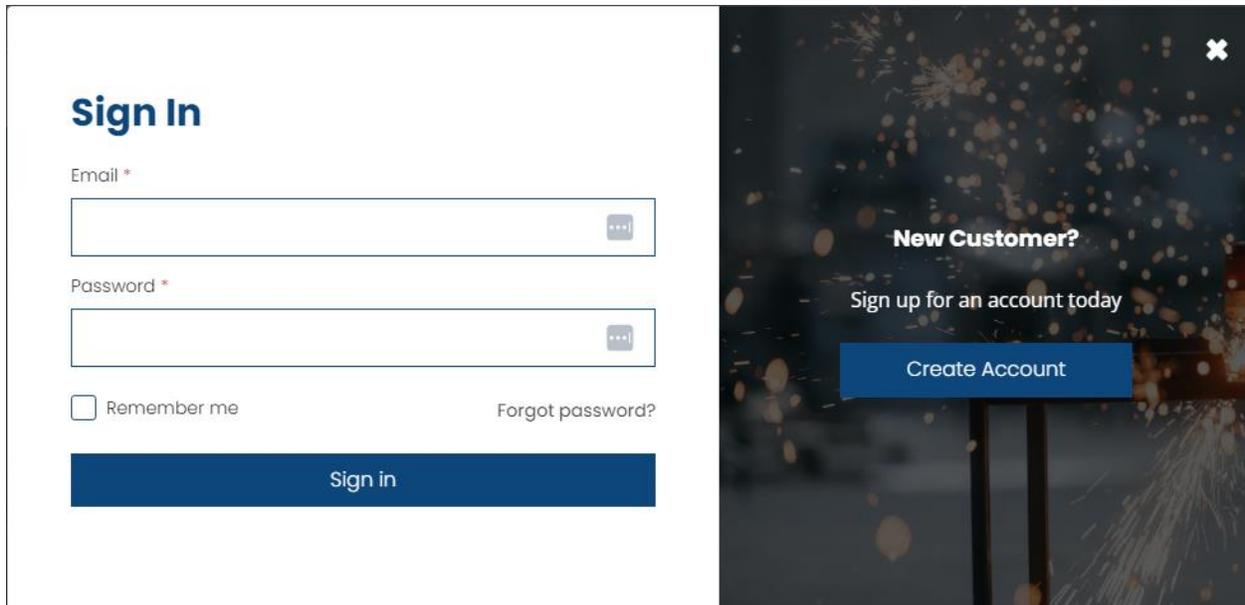
In the upper right corner, move your cursor over “Your Account”.



Click the “Sign In” button.

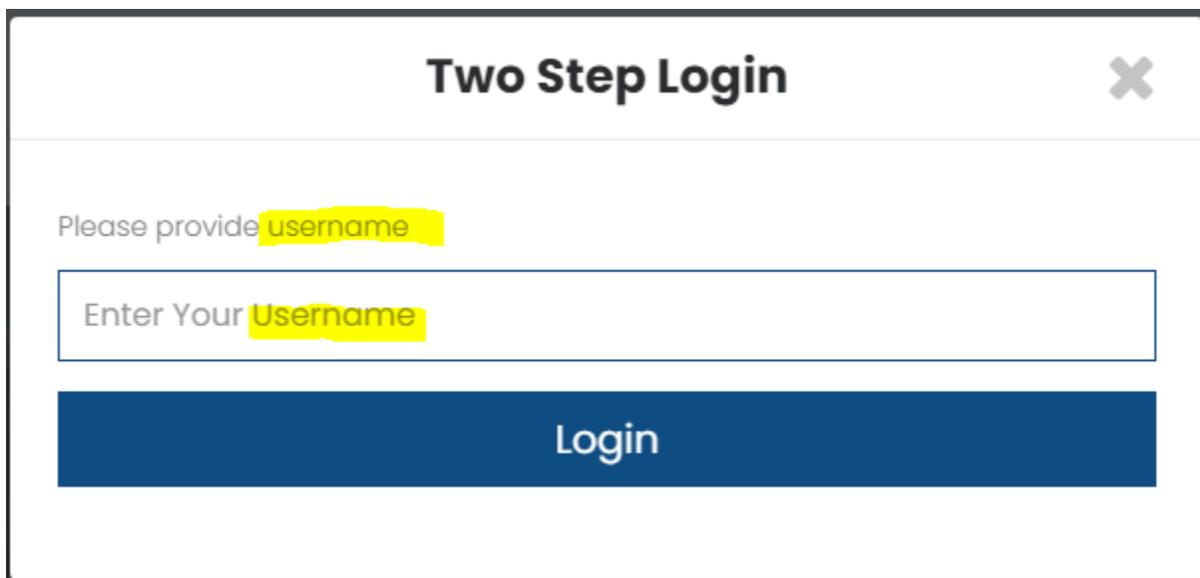


In the fields provided enter your email address and the temporary password. Click the “Sign in” button.



The image displays two overlapping user interface elements. On the left is a 'Sign In' form with the following components: a title 'Sign In', an 'Email \*' label above a text input field, a 'Password \*' label above another text input field, a 'Remember me' checkbox with the text 'Remember me' to its left, a 'Forgot password?' link, and a blue 'Sign in' button at the bottom. On the right is a dark-themed overlay with a close button (X) in the top right corner. The overlay contains the text 'New Customer?' followed by 'Sign up for an account today' and a blue 'Create Account' button.

You will be prompted to enter your **Username**. The username should be different than the email address, or it may be the same.

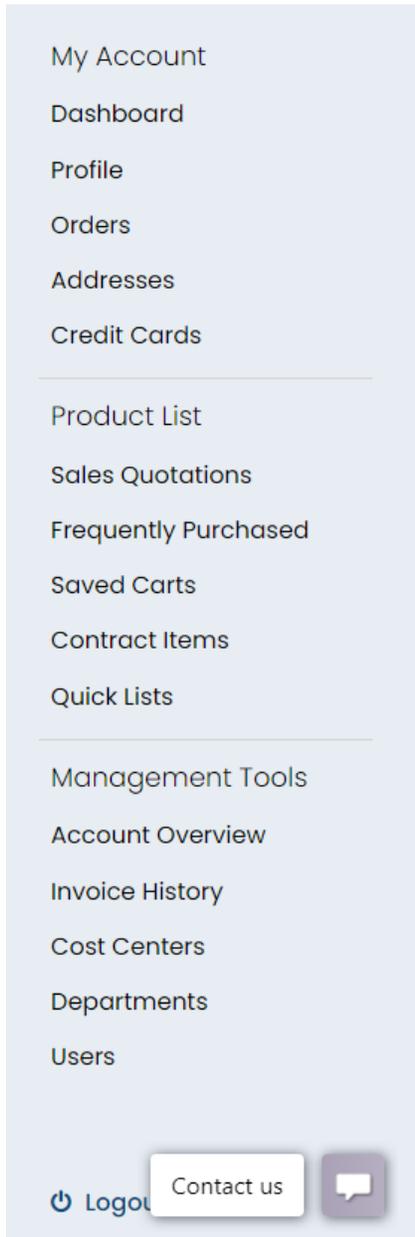


The image shows a 'Two Step Login' form within a modal window. The title 'Two Step Login' is at the top right, with a close button (X) next to it. Below the title, the text 'Please provide username' is displayed. Underneath is a text input field containing the placeholder text 'Enter Your Username'. At the bottom of the form is a large blue button labeled 'Login'.

## My Account

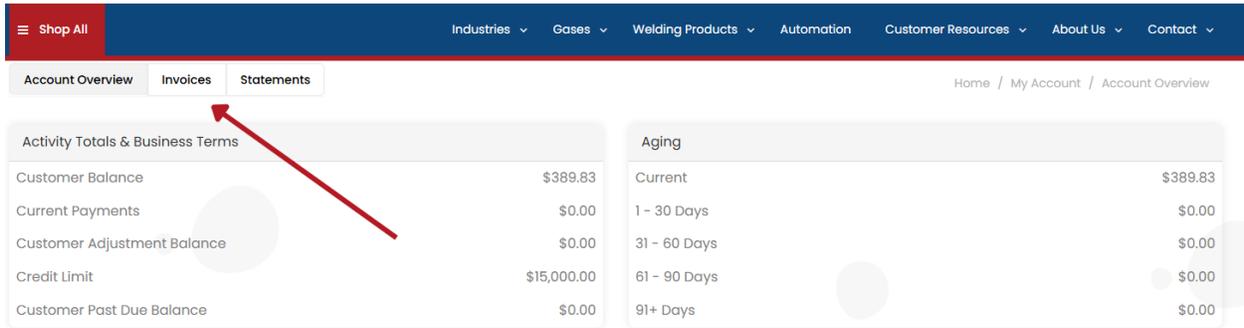
Once signed into your account the Dashboard will be your landing page. This is customizable, you can move the tiles and rearrange your view.

You can access orders, invoices and other information from the tiles or the dropdown menu by clicking on “Your Account” in the upper right corner of the page.



## View and Pay Invoices

To pay an invoice, click on “Account Overview” or “Invoice History” under the Management Tools section of the menu. At the top left of the frame, you will have a few tabs to access the functions. Clicking the “Invoices” tab gives you the ability to select an invoice to pay.



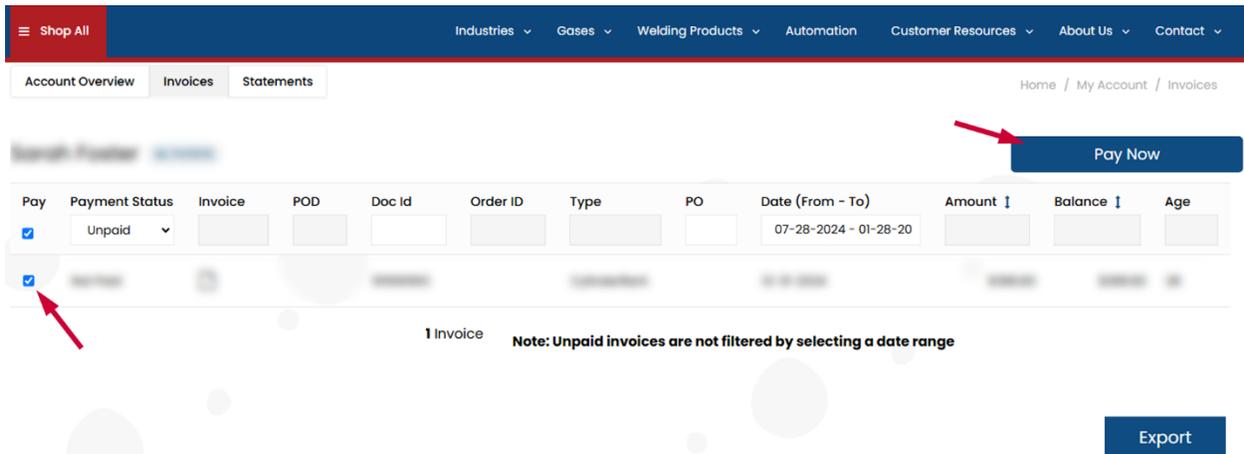
The screenshot shows the 'Account Overview' page with the 'Invoices' tab selected. A red arrow points to the 'Invoices' tab. The page displays two tables: 'Activity Totals & Business Terms' and 'Aging'.

Activity Totals & Business Terms	
Customer Balance	\$389.83
Current Payments	\$0.00
Customer Adjustment Balance	\$0.00
Credit Limit	\$15,000.00
Customer Past Due Balance	\$0.00

Aging	
Current	\$389.83
1 - 30 Days	\$0.00
31 - 60 Days	\$0.00
61 - 90 Days	\$0.00
91+ Days	\$0.00

You can use the filters in the header row to sort and filter the invoices to help identify the needed invoice.

To select an invoice or multiple invoices, place a check in the box on the same line. A blue “Pay Now” button will display in the upper right corner of the frame. Selecting it will take you to the payment screen.



The screenshot shows the 'Invoices' page with a table of invoices. A red arrow points to the 'Pay Now' button in the upper right corner. Another red arrow points to the 'Pay' checkbox in the first row of the table. The table has columns for 'Pay', 'Payment Status', 'Invoice', 'POD', 'Doc Id', 'Order ID', 'Type', 'PO', 'Date (From - To)', 'Amount', 'Balance', and 'Age'.

Pay	Payment Status	Invoice	POD	Doc Id	Order ID	Type	PO	Date (From - To)	Amount	Balance	Age
<input checked="" type="checkbox"/>	Unpaid							07-28-2024 - 01-28-20			
<input checked="" type="checkbox"/>											

1 Invoice **Note: Unpaid invoices are not filtered by selecting a date range**

Export

- Clicking the “Pay Now” at the bottom of the Invoice summary will open the credit card processing window.
- You can return to the previous page by clicking “Return to Invoices” in the upper right corner of the page.
- You can export the invoice page as .XLS or .CSV by clicking the “Export” button at the bottom of the page.

## **Users**

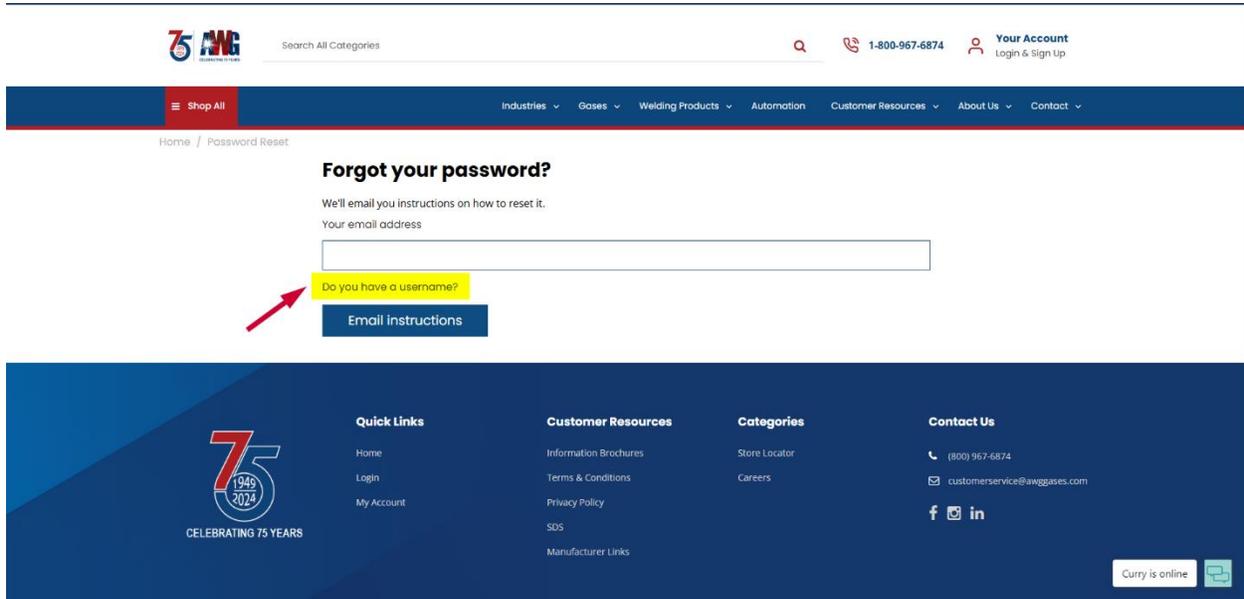
Users can add additional users to their account in the "Your Account" menu, clicking on "Users".

A single user can access multiple accounts. The user can access an account with the same email on all accounts, but with different usernames.

## Password Reset

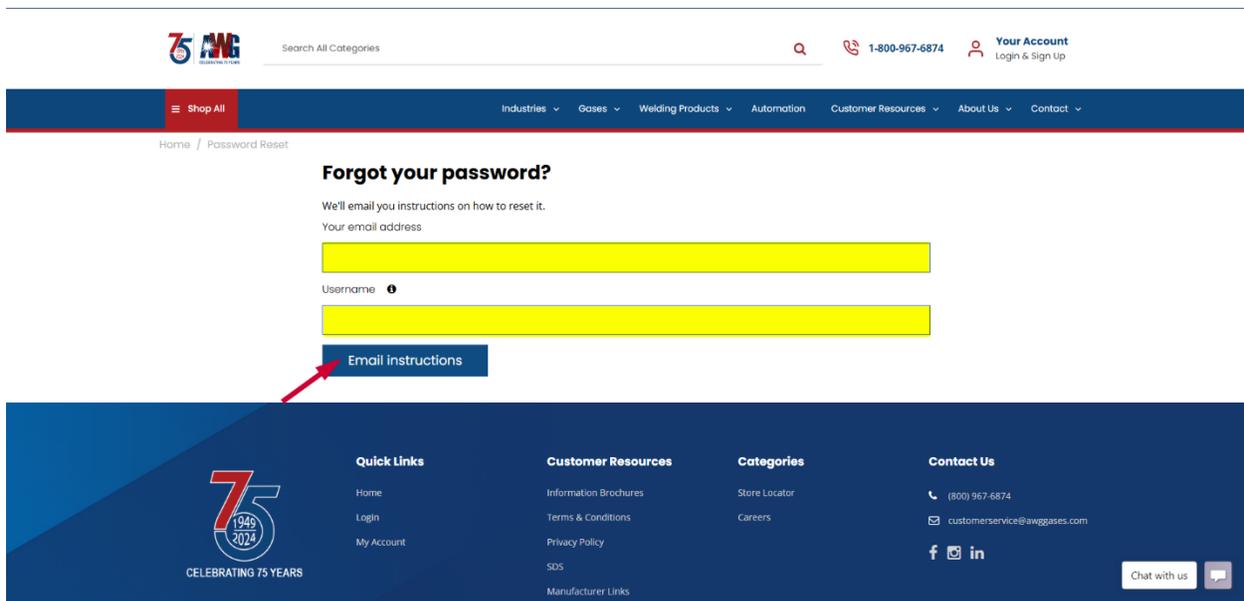
If you cannot remember your password, or would like to reset your password, click “Forgot password?” under the password field in the “Sign In” frame. To navigate to the “Sign In” screen move your cursor over “Your Account”. Click on the “Login & Sign Up” frame.

When you reset your password, it requires you to have your Username too. Click on the “Do you have a username?” link to open the field and add your username.



The screenshot shows the top navigation bar with the AWG logo, a search bar, and contact information. Below is a dark blue header with a 'Shop All' button and various category dropdowns. The main content area is titled 'Forgot your password?' and includes a sub-header 'We'll email you instructions on how to reset it.' and a label 'Your email address' above an empty text input field. Below the input field is a link 'Do you have a username?' highlighted in yellow with a red arrow pointing to it, and a blue 'Email instructions' button. The footer contains a '75 CELEBRATING 75 YEARS' logo, 'Quick Links', 'Customer Resources', 'Categories', and 'Contact Us' sections.

Add your email address and Username in the fields provided. Click the “Email instructions” button



This screenshot is identical to the previous one but shows the form after data entry. The 'Your email address' and 'Username' input fields are now filled with yellow text. A red arrow points to the 'Email instructions' button. The rest of the page layout, including the navigation and footer, remains the same.

If you have any questions, please email them to [ecommerce@awggases.com](mailto:ecommerce@awggases.com)