



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.

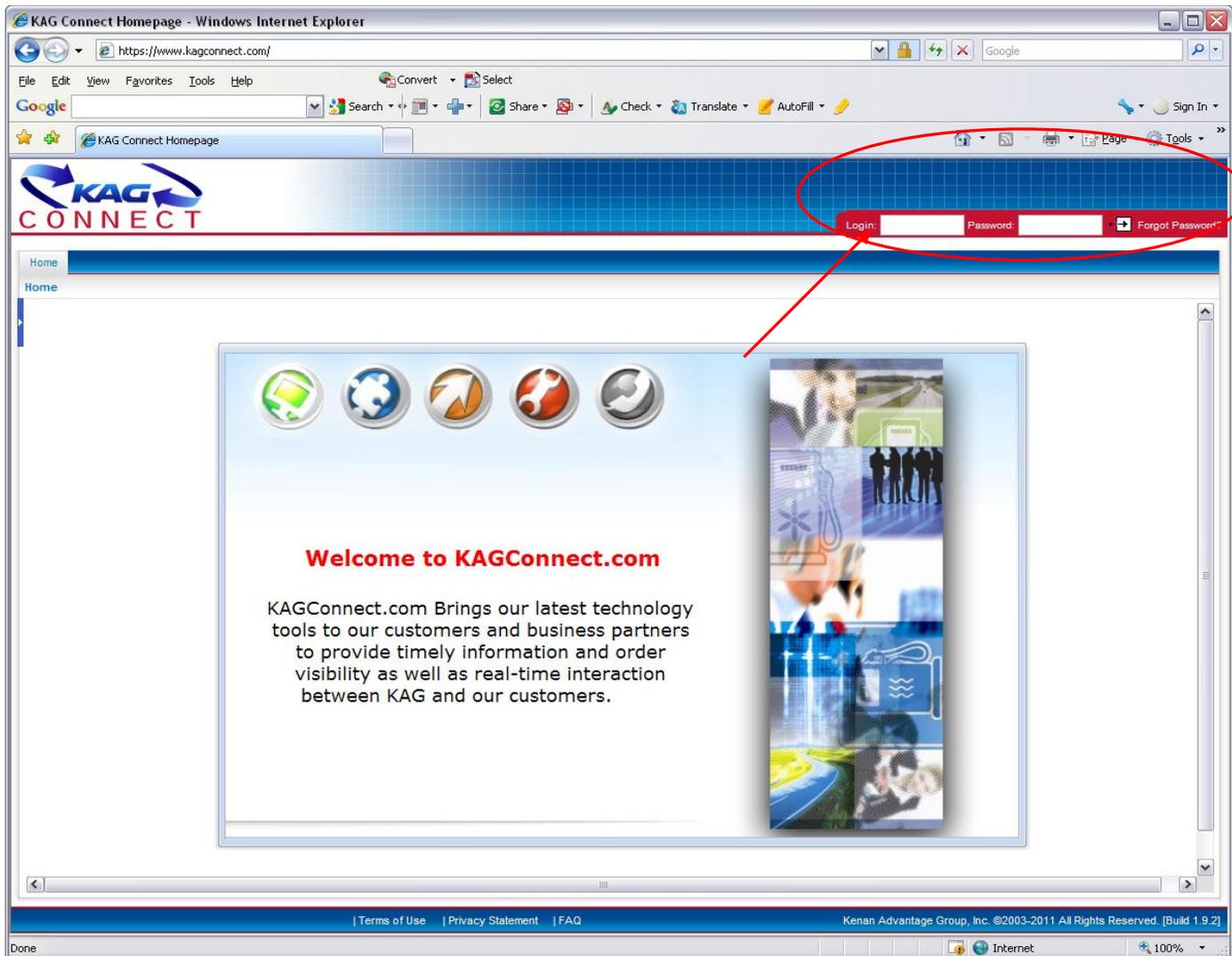
- For more information, please contact Nichole Destefano

www.kagconnect.com

Last updated – May 22, 2015

Logging-In

Log-in to KAG Connect at 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. At the top, there is a navigation bar with tabs for Home, Order Management, Deliveries, and My Account. Below this, there is a sub-navigation bar with 'Order Tracking' and 'Order Notifications'. The 'Order Tracking' section is active, and the 'Advanced' tab is selected. The search criteria include: KAG Order#, Reference No# (BOL, PO, Carrier Order#), Ship Date Range, Invoice Date Range, Run out Date Range, Order Status (set to -Any-), Bill To, Store (Consignee), Consignee City, KAG Subsidiary, KAG Truck Terminal, KAG Desk, Driver, and Carrier. A checkbox at the bottom indicates 'Show results in advanced view' is unchecked. A red circle highlights the 'Order Tracking' tab in the navigation menu, and a red arrow points to the 'Options' menu.

- 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:

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

Options
 New Order Tender
 Recent Order Tenders
 View Source Change Log
 View Images

Order Details

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#
Pick-up: HESS TAMPA Arrival: 12/05/2008 07:04:00 PM <input checked="" type="checkbox"/> Departure: 12/05/2008 09:35:00 PM <input checked="" type="checkbox"/>						
HESS TAMPA	HESS	UNKNOWN	GAS, 87 BLENDED	6002	0	587876
HESS TAMPA	HESS	UNKNOWN	GAS, 93 BLENDED	2501	0	587876
Drop-off: HESS 9574 Arrival: 12/05/2008 09:35:00 PM <input checked="" type="checkbox"/> Departure: 12/05/2008 10:09:00 PM <input checked="" type="checkbox"/>						
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 5078 TAFT
Aspen Order #	5666541	Dispatch Desk 500781 KTC TAFT
Customer Shift	12/05 fri n2	

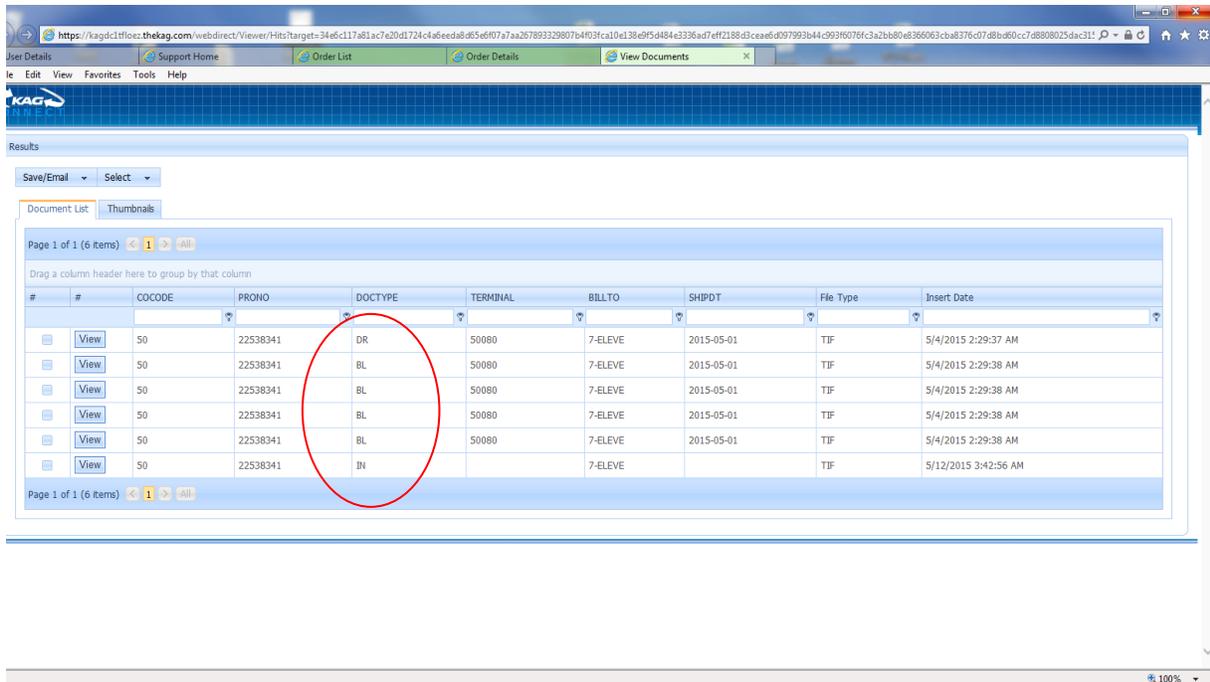
Order Details/Order Tracking

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)

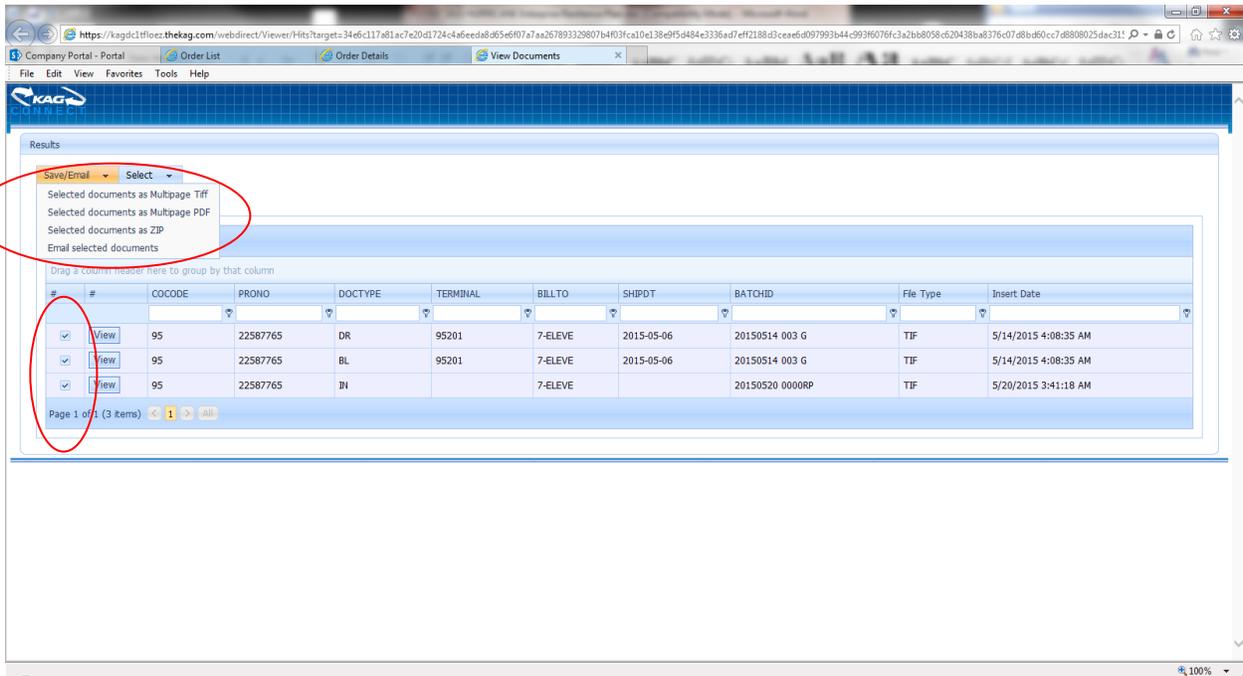
After clicking on “view images” in the order details screen, you will be provided a list of documents that are available for the delivery you have selected (as seen in the screen shot below) The types of documents available will be listed under the DOCTYPE header.

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



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 3rd 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

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

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 displays the 'Tender New Order' page in the KAG Connect system. The browser address bar shows the URL: <https://www.kagconnect.com/TenderNewOrder.aspx>. The page header includes the KAG Connect logo and a user profile for 'kagjbaughman | LogOut'. The navigation menu shows 'Home', 'Order Management', 'Order Tender', and 'My Account'. The main content area is titled 'Tender New Order | View Order Tenders' and displays the following information:

- Tender#: 0 | Order#: TBD | Order Status: TBD
- Bill To: UNKNOWN (dropdown menu)
- Delivery Date: 03/20/2013 (dropdown menu)
- Del. Time Window: Custom (5:00 PM 9:00 PM) (dropdown menu)
- Between: 3/20/2013 5:00 PM and 3/20/2013 9:00 PM

A table for adding products is shown below:

SB	Delivery Site	Shipper	Supplier	Account Of	Commodity Class	Commodity	Quantity	Unit	Delete
<input type="checkbox"/>							0	Gallons	Delete

Below the table is an 'Add a Product' button and a field for 'How many copies of this exact order should be tendered?' with a value of 1.

A red horizontal line separates the required fields from the optional special handling instructions. Below the line, there are fields for 'PO/Sales Order#' and 'Additional Ref#', a 'Special Handling Instructions' section with checkboxes for 'Pump', 'Extra hose required', and 'See attendant prior to unloading', and an 'Additional Notes/Remarks' text area. At the bottom of the form are 'Update Order' and 'Cancel Tender' buttons.

The footer of the page includes 'Terms of Use | Privacy Statement | FAQ' and 'Kenan Advantage Group, Inc. ©2003-2013 All Rights Reserved. [Build 1.12.77 Productio'.

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.

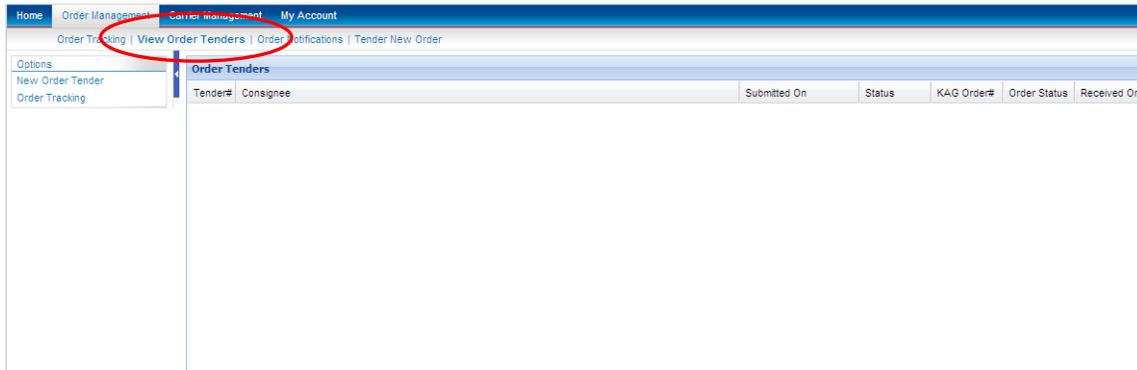
NEWLY ADDED FEATURE: You can now place orders for two stop deliveries. After you have completed the order information for the first delivery site, click "add a product" and chose your second delivery site in the drop down menu of the new product line.

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.

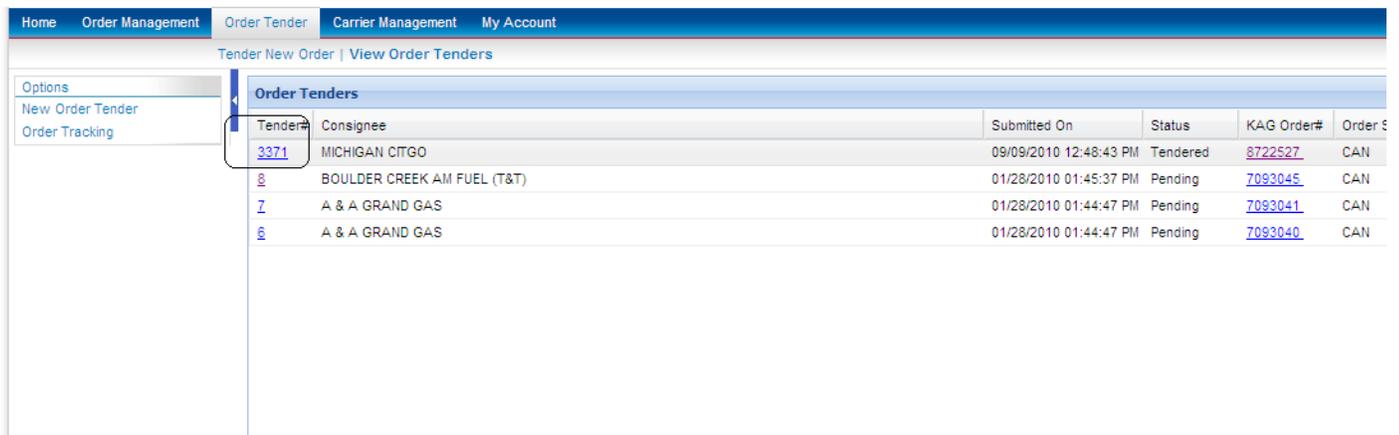
Again, you can track your order status via the **view order tenders** window. This will display all your recent order tenders.



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.

The screenshot shows the KAG Connect web application interface. At the top, there is a navigation bar with 'Home', 'Order Management', 'Order Tender', and 'My Account'. Below this, a red error message states: "Tender Status: This order cannot be changed or deleted because it has been cancelled." The order details are as follows:

- 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

A table below the details shows the commodity information:

Delivery Site	Shipper	Supplier	Account Of	Commodity Class	Commodity	Quantity	Unit	Delete
TA NORTH CANTON	CITGO - LEMONT	Citgo Branded	WORLD FUEL SERVIC	UNLEADED - RFG	REFORM GAS, 87 OC	7600	Gallons	Delete

Below the table, 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 buttons for 'Update Order' and 'Cancel Tender'.

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 or at (330) 409-2753 or Jennifer Baughman jennifer.baughman@thekag.com or at (330) 409-1107.

For technical support, please contact support@thekag.com.