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**Have a question? Please contact us
if you need any support.**

Toll Free: 800 4481 755 (*Press 2 for Bulk)
Fax: +65 6264 0198
Email: apcssg@airproducts.com

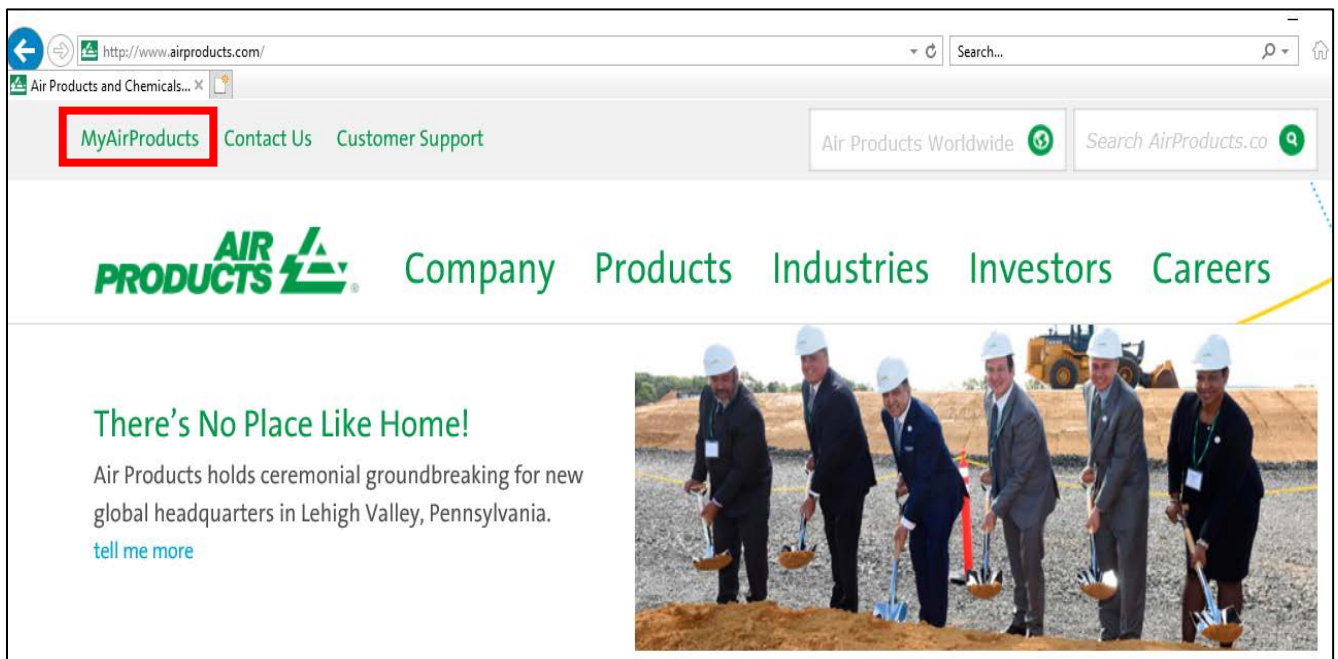
REGISTRATION

Kind reminder: please have the following information ready for registration:

- A valid email account
- One of the recent last 5 orders (Sales Order Number) / deliveries (Delivery Note Number)

1. Self-registration through the Air Products website

- From the Air Products website (<http://www.airproducts.com>), click “MyAirProducts”

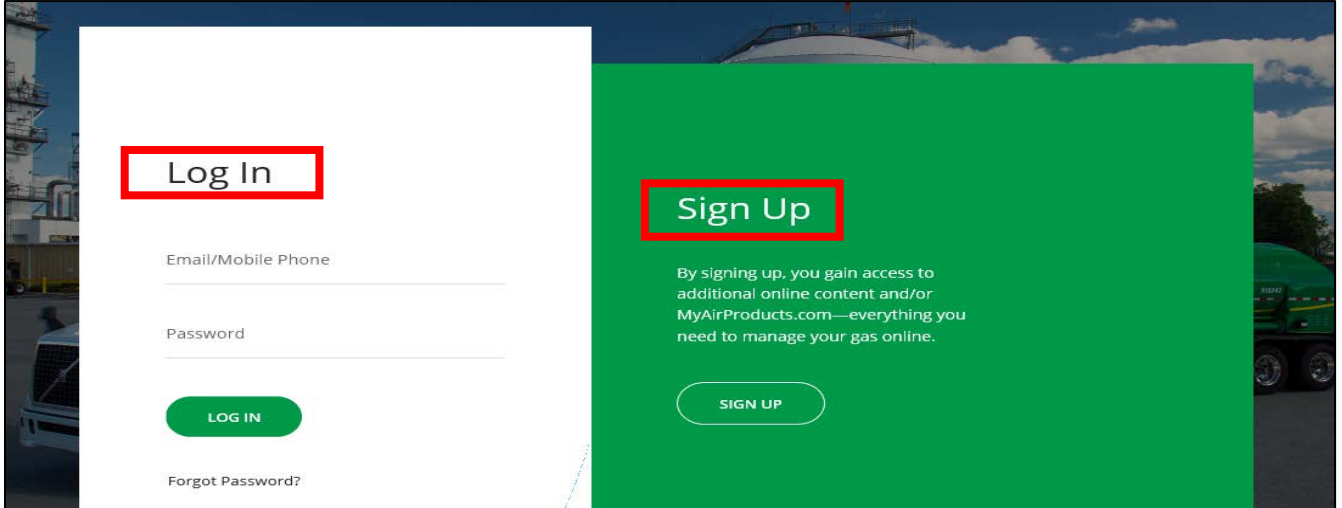


The screenshot shows a web browser window with the URL <http://www.airproducts.com/>. The browser's address bar and search bar are visible. The website's navigation menu includes "MyAirProducts" (highlighted with a red box), "Contact Us", and "Customer Support". The main content area features the Air Products logo and navigation links for "Company", "Products", "Industries", "Investors", and "Careers". A promotional banner titled "There's No Place Like Home!" is displayed, with the text "Air Products holds ceremonial groundbreaking for new global headquarters in Lehigh Valley, Pennsylvania." and a link "tell me more". The banner includes a photograph of six people in business attire and hard hats participating in a groundbreaking ceremony, standing on a pile of dirt with shovels.

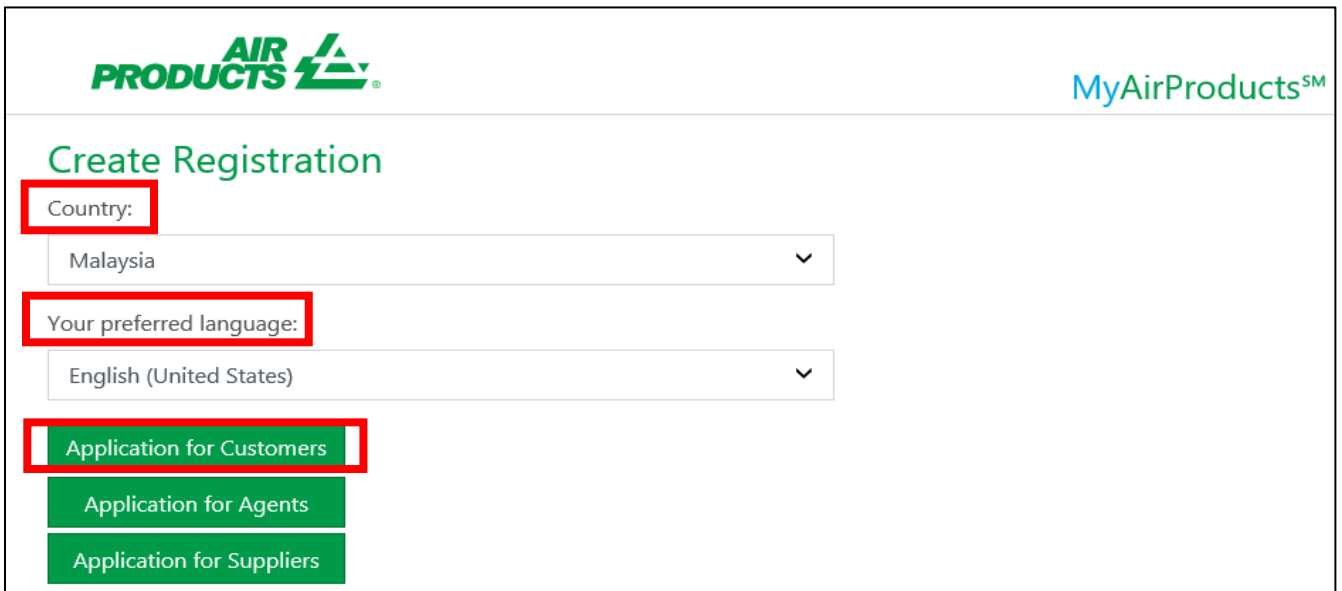
2. On the login/registration page, log in or sign up for a new account

(Tip: Please add this as a bookmark under “Favourites” for easy access in future)

- To sign up a new account, click “Sign Up”

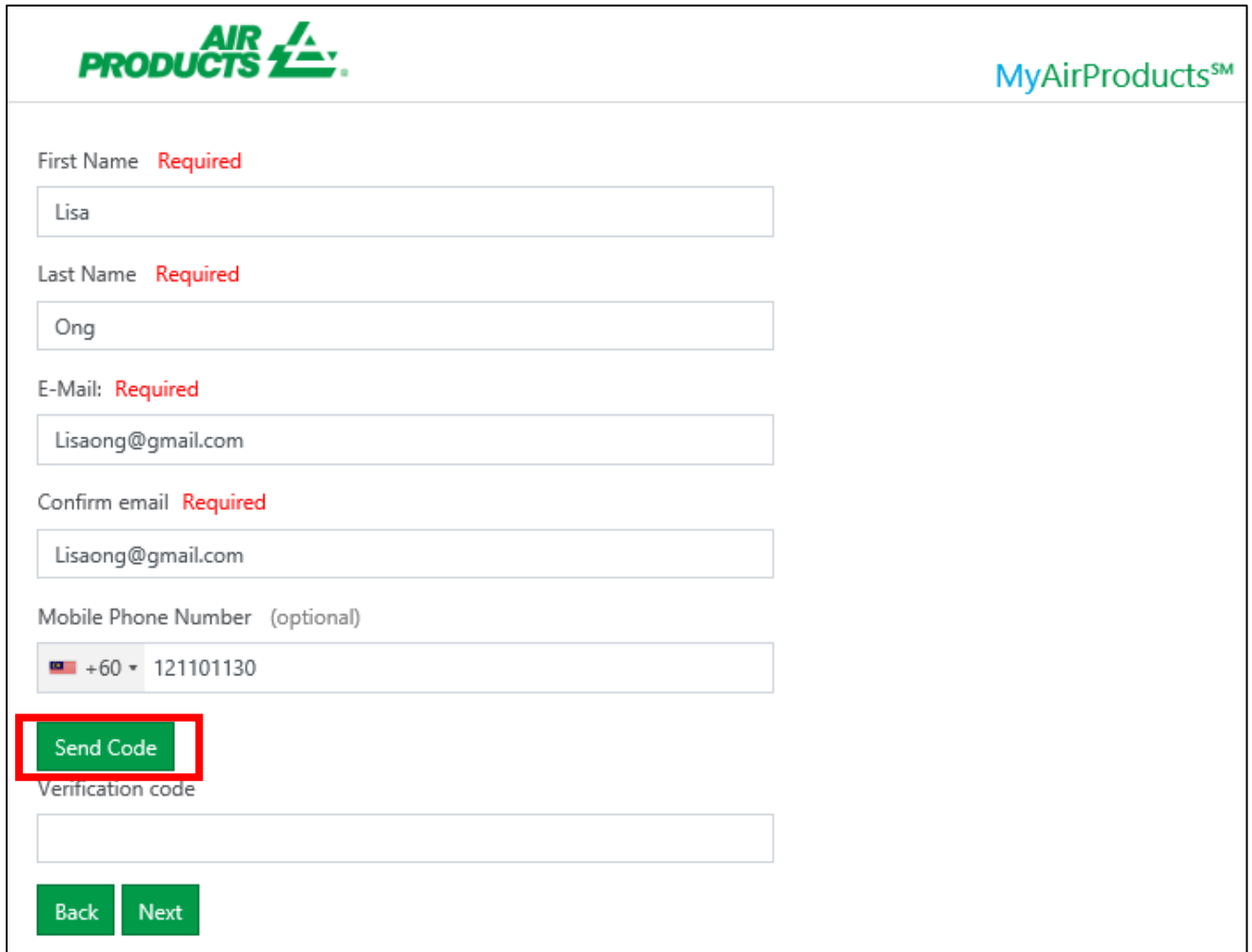



3. Upon signing up for the first time, please fill your country and preferred language and choose “Application for Customers”



4. Fill in the required fields in the registration form below. Please make sure that your email address is correct as this will be your user ID

- Input mobile number, click "Send Code" button and verification code will send through SMS at your phone
- Input the "Verification code" and click the "Next" button



AIR PRODUCTS 

MyAirProductsSM


First Name **Required**

Last Name **Required**

E-Mail: **Required**

Confirm email **Required**

Mobile Phone Number (optional)

 +60

Send Code

Verification code

Back **Next**

5. Set up a password and reconfirm it. Please note the password guidelines indicated below. Once done, click “Next”

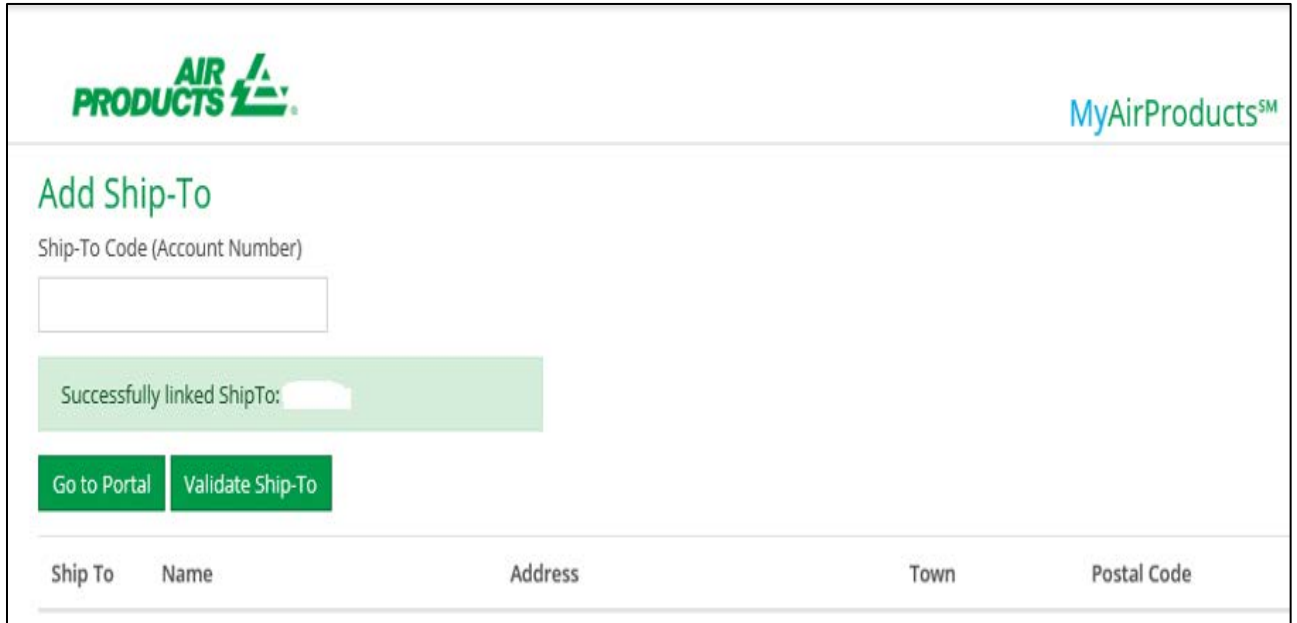
6. Fill in Customer Ship-To / Account Number, followed by one of the recent last 5 orders (Sales Order Number) / deliveries (Delivery Note Number)

7. Click “Add”

Example:

Recent Order (Sales Order Number) - 1134345520
Recent Delivery (Delivery Note Document Number) - 8064221090
- Click “Validate Ship-To”


8. Once all the details have been updated, the registration process is completed. An email notification with email subject title “MyAirProducts - Registration Successful” will be sent to you



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Add Ship-To

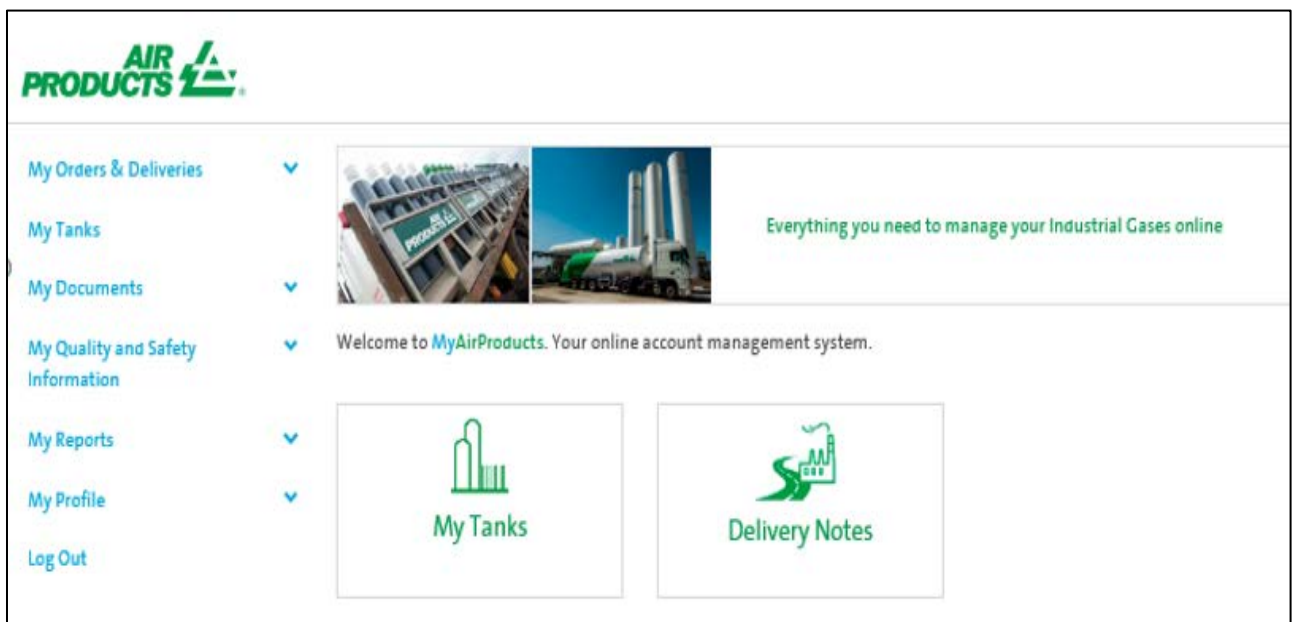
Ship-To Code (Account Number)


Successfully linked ShipTo: 






[Go to Portal](#) [Validate Ship-To](#)


Ship To	Name	Address	Town	Postal Code
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9. Click “Go to Portal” button and proceed with login





AIR PRODUCTS 

- My Orders & Deliveries 
- My Tanks
- My Documents 
- My Quality and Safety Information 
- My Reports 
- My Profile 
- Log Out

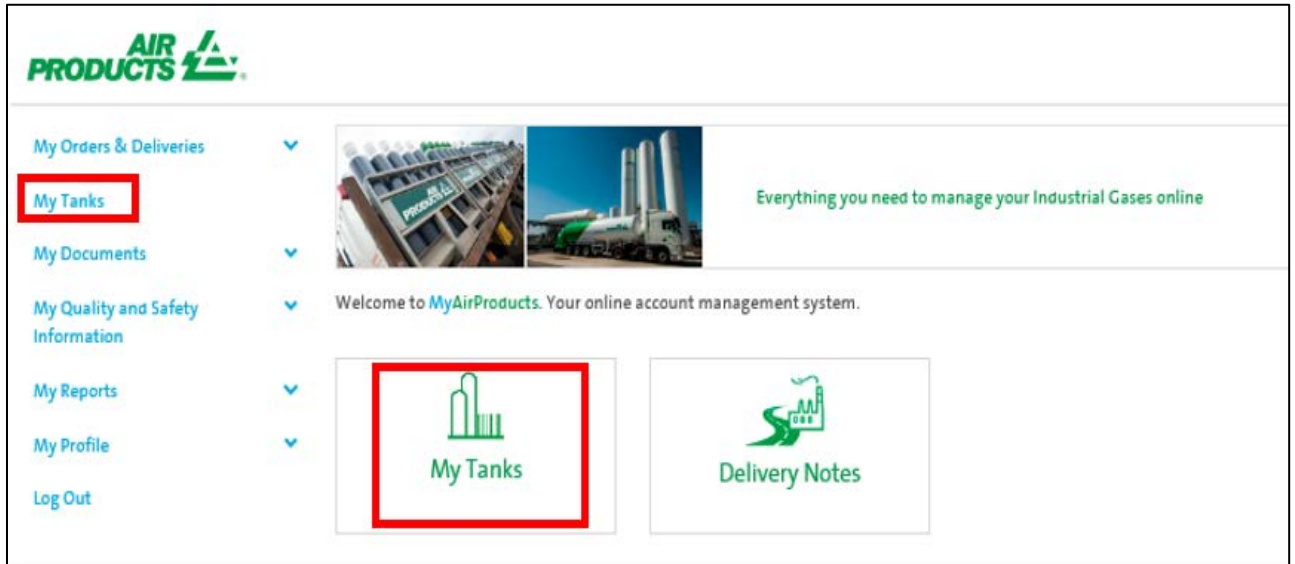
 Everything you need to manage your Industrial Gases online

Welcome to **MyAirProducts**. Your online account management system.

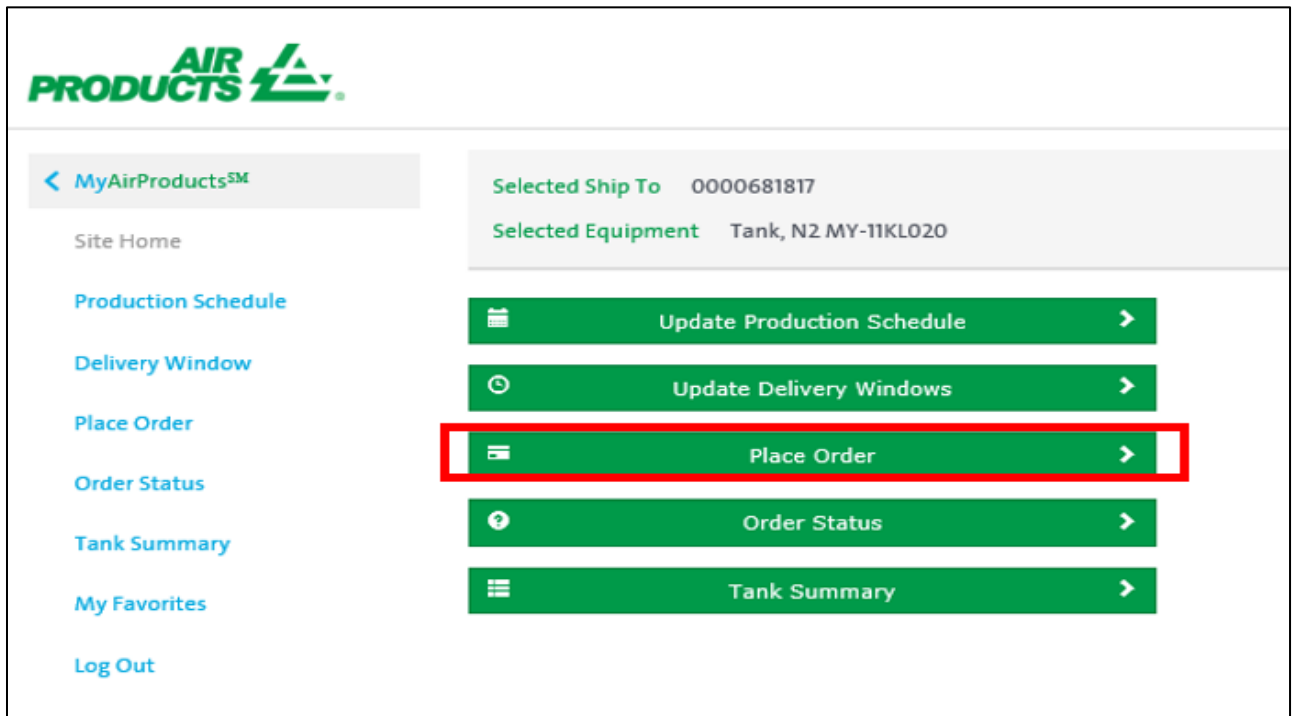
 **My Tanks**  **Delivery Notes**

PLACE ORDER, CHECK ORDER STATUS AND TANK READING

1. Click “My Tanks”



2. Click “Place Order”



- Customer "Selected Ship-To & Selected Equipment" will defaulted. If you have more than one ship to account, please choose the one you want to place order

Requested Order Window

Select require site delivery date. The delivery window selection is 14 days from current date

Delivery timing guideline:

- Normal order period: Before 3pm between Monday and Friday, the delivery lead time will be within the next 48 hours

- Other order period from the above:

- ✓ After 3pm between Monday and Friday, the delivery lead time will be within the next 72 hours
- ✓ After 3pm on Friday and before 3pm on the following Monday, the delivery time will be on Tuesday

If there is any emergency order, please dial the customer service toll free hotline:

- Singapore toll free: 800 4481 755 (Press 1 for Packaged Gases / 2 for Bulk)
- Malaysia toll free: 1800 22 0019 (Press 1 for Packaged Gases / 2 for Bulk)

Please note that if there is any change in production schedule e.g. Temporary shutdown for a short period of time for maintenance which will affect the delivery timing, please inform CSR or sales.

- **Fill in the required fields below**
- **Delivery Instructions:** Customer to provide the reading tank level as per current date (order placement date) and any other requests
- **Click: Place Order**

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Site Home

Production Schedule

Delivery Window

Place Order

Order Status

Tank Summary

My Favorites

Log Out

Selected Ship To 0000681817

Selected Equipment Tank, N2 MY-11KLO20

Place Order

*Denotes a required field

Product
29575 Nitrogen Liquid

* **Requested Order Window**
2019-10-04

P.O. Number

Delivery Contact Name *

Delivery Contact Mobile Phone *

Delivery Instructions

Place Order

3. Order successfully processed as per below details

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Selected Ship To: 0000681817
Selected Equipment: Tank, N2.MY-11KL020

Place Order

Customer Details

Ship To: 0000681817

Order Header

Order Number: 1132283478
Order Date: 10/1/19 18:42
Customer Service will send order confirmation email once your order has been confirmed.

Order Details

Product: 29575 Nitrogen Liquid
Purchase Order: 1234
Delivery Contact Name: Ms Amy
Delivery Contact Mobile Phone: 0123911805
Requested Order Window: 10/4/19 08:00 - 10/4/19 17:00
Delivery Instructions: READING LEVEL 90 INCH@8:00AM PLEASE DELIVER IN THE MORNING, BEFORE LUNCH.

4. To check order status

- Click: Order Status
- Search Criteria: Open or Closed

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Selected Ship To: 0000681817
Selected Equipment: Tank, N2.MY-11KL020

Change Selected Ship To

Order Status

Search Criteria

Status: Open Closed
Search:

Ship To: 681817

Delivery Date	Order Number	Created On	PO #	Status	Delivery Number
8/26/2019	1132276579	8/22/2019	Testing_Aug LB MY, Test MY LB	Open	
8/27/2019	1132276578	8/22/2019	Testing_Apr LB MY, yan MY LB	Open	
8/29/2019	1132276634	8/27/2019	Rachael, Tan	Open	

5. To check tank reading

- Click: Tank Summary
- Click: Reading Details

AIR PRODUCTS 3M

< MyAirProducts3M

Site Home

Production Schedule

Delivery Window

Place Order

Order Status

Tank Summary

My Favorites

Log Out

Selected Ship To 0000681817

Selected Equipment Tank, N2 MY-11KL020

Tank Summary

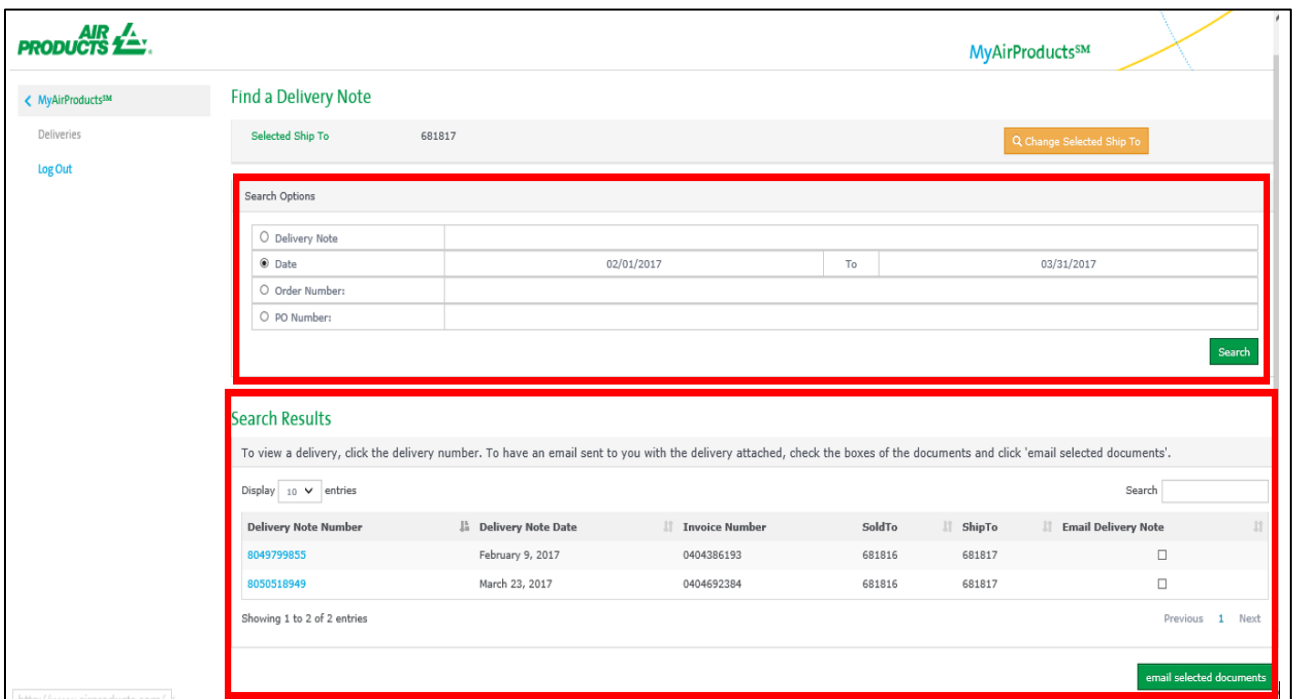
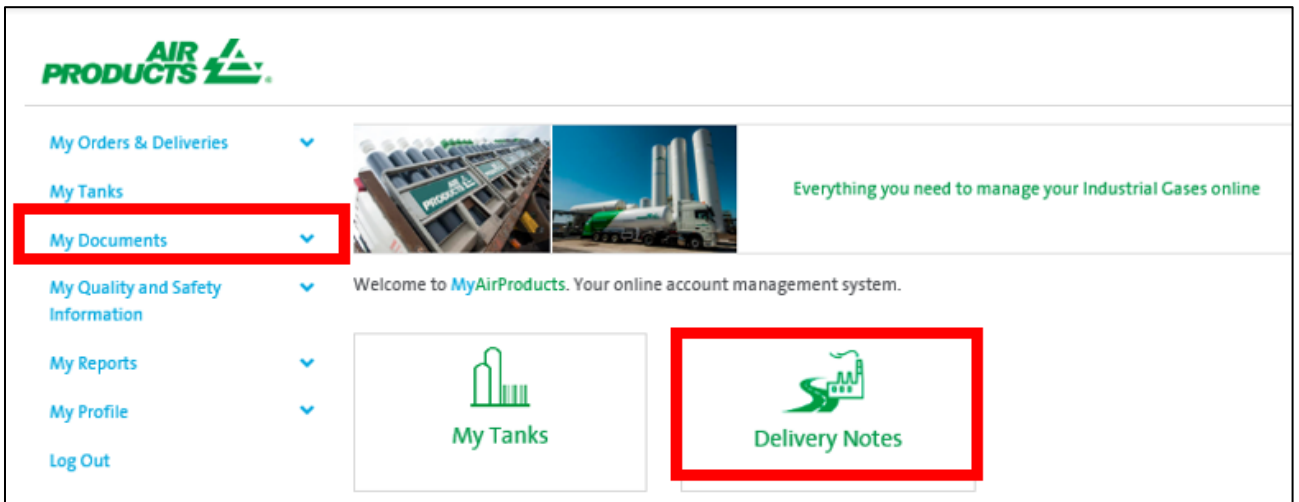
ShipTo: 0000681817

Product: LIN
Tank Serial Number: N2 MY-11KL020
Last Reading: 90 IN @ 4/14/19 09:10
Full: 96 IN

RETRIEVE DOCUMENT: DELIVERY NOTE AND GAS VOLUME REPORT

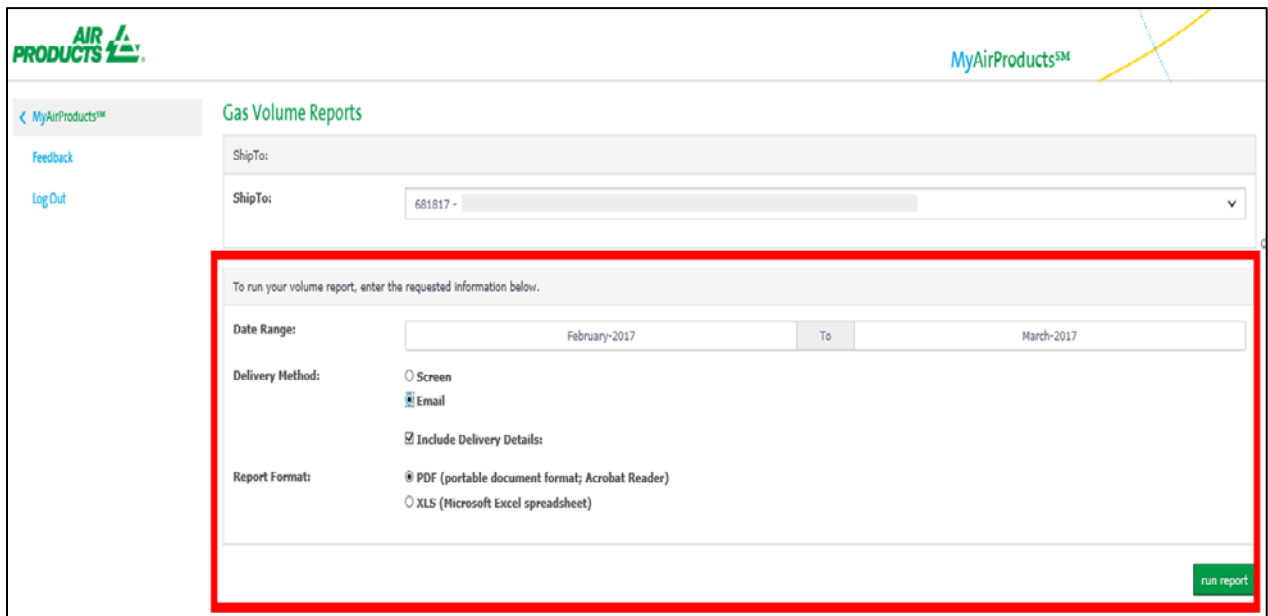
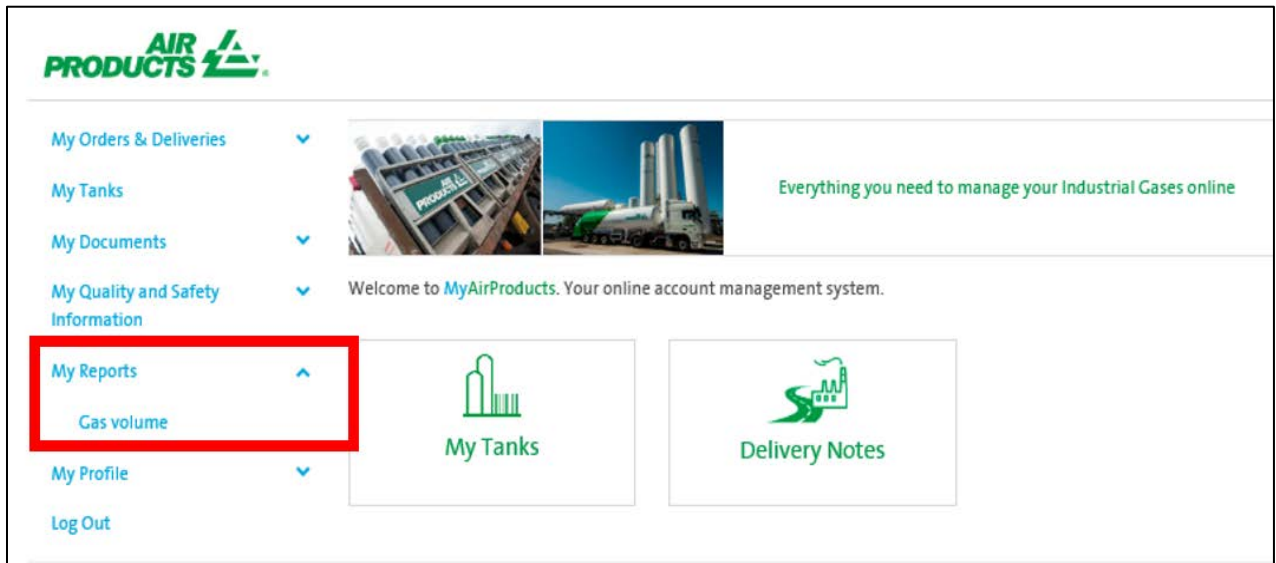
1. Delivery note

- Click: My Documents or Delivery Notes
- Select the "Search Options": Date (within the last 90 days) or Order Number (Sales Order Number) or PO number
- Click: Search
- Search result will be shown at the bottom

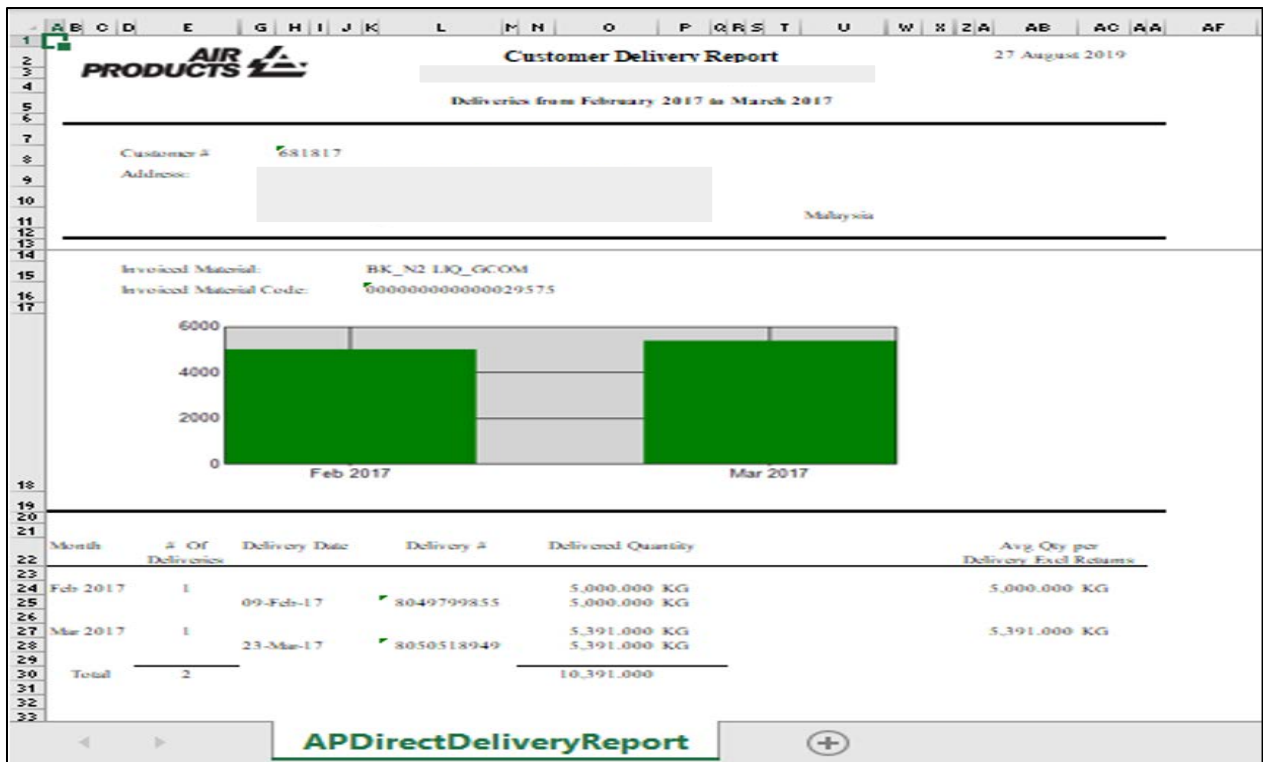


2. Gas volume report

- Click: My Report
- Select: Gas Volume
- To run the report: Input the require date range and report format. If you have more than one ship-to account, you can pull down the ship-to field to choose the one you require

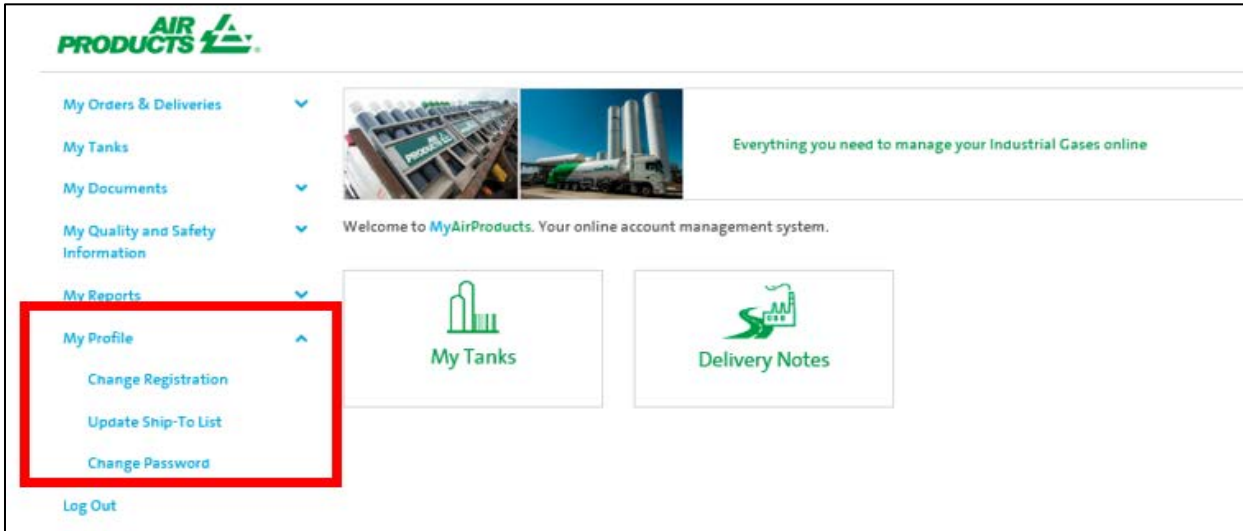


Example:



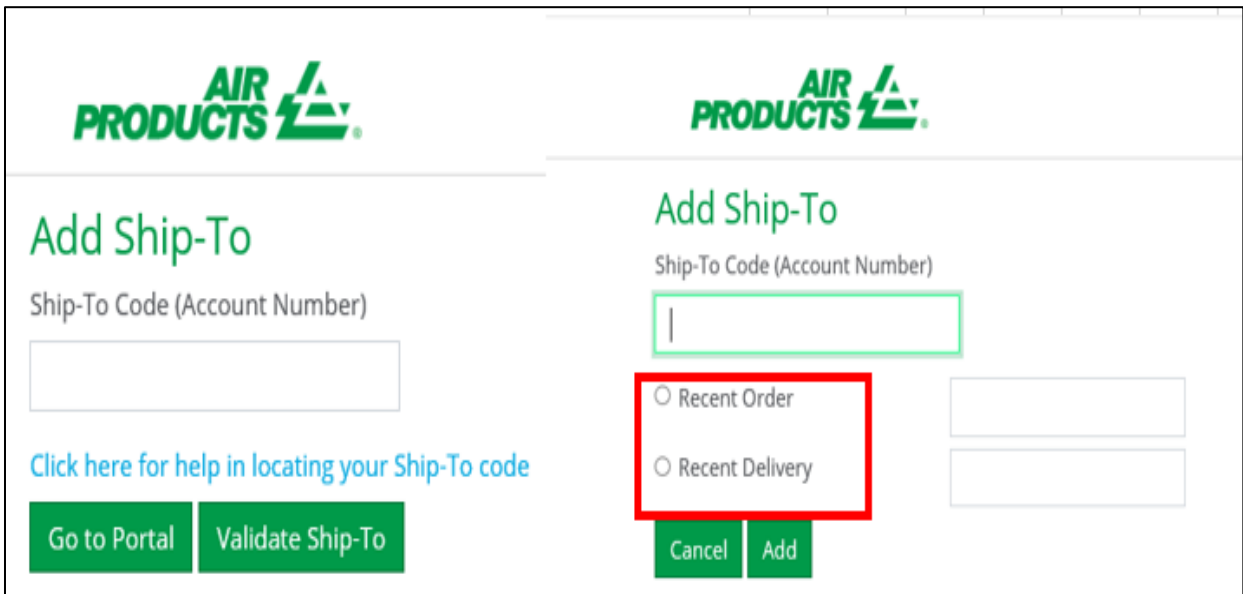
UPDATE SHIP-TO LIST

1. Click: My Profile



2. Select: Update Ship-To List

- Input: The Ship-To number you want to add
- Click: Validate Ship-To
- Input: Recent Order (Sales Order Number) – 1134345520 OR
- Recent Delivery (Delivery Note Document Number) – 8064221090
- Click: Add





Add Ship-To

Ship-To Code (Account Number)

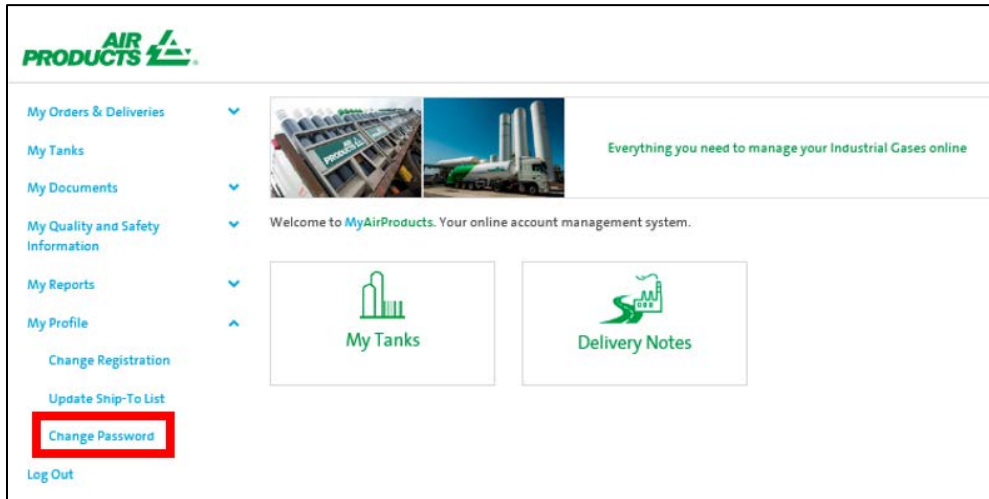
Successfully linked ShipTo: 10900825

[Go to Portal](#)

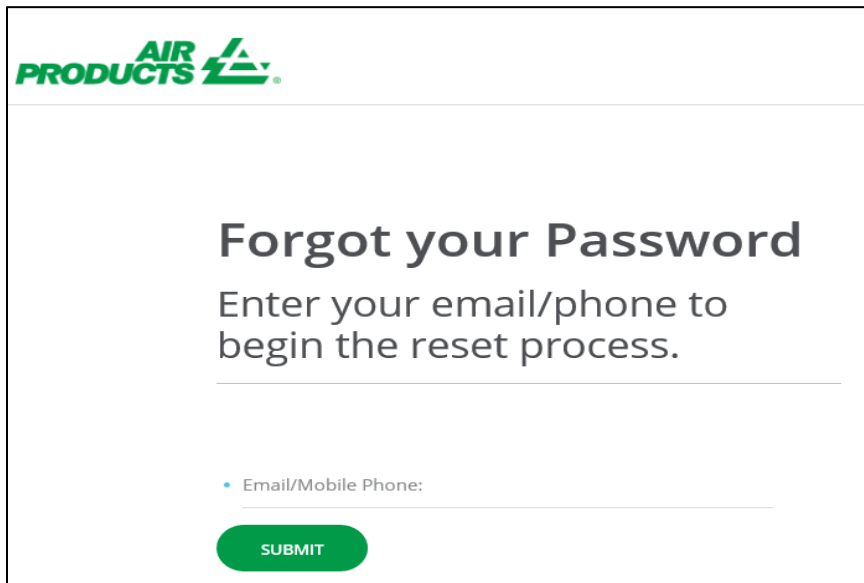
[Validate Ship-To](#)

RESET PASSWORD

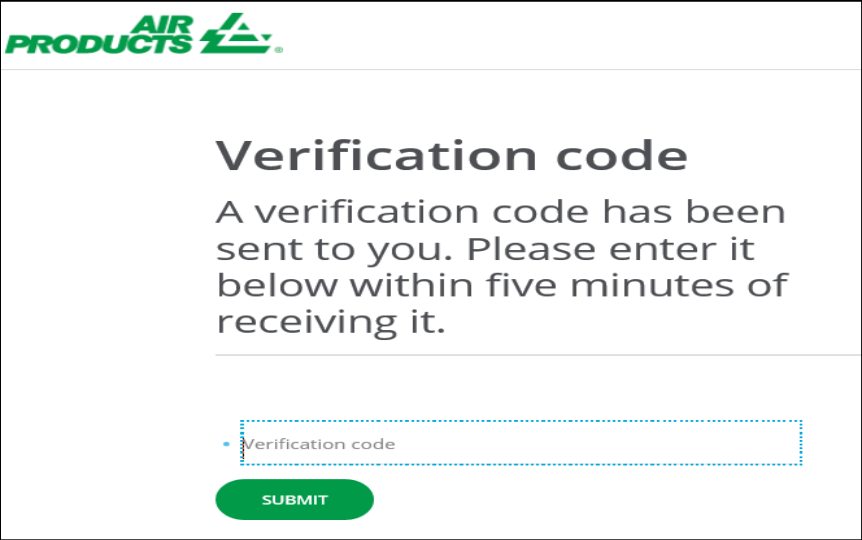
1. Click: Change Password



2. Input email address or mobile phone



3. A verification code will be sent to you by email or mobile phone. Please input the code



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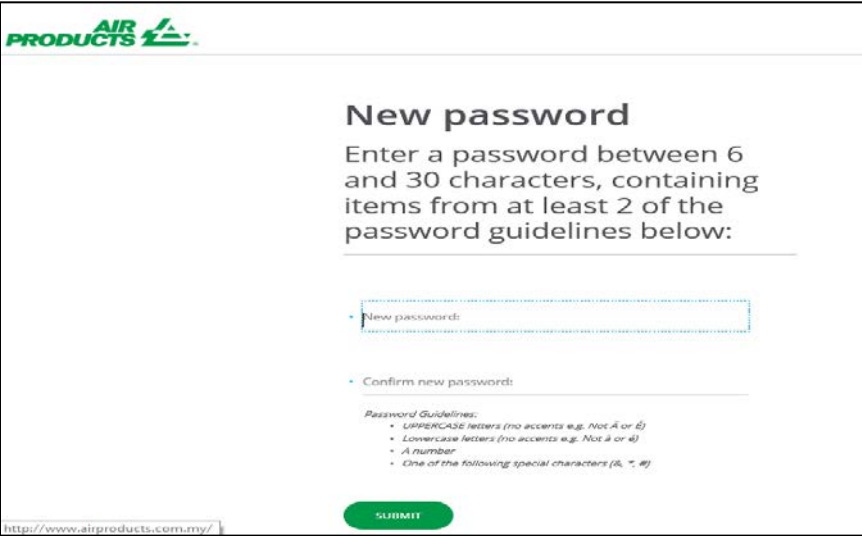
Verification code

A verification code has been sent to you. Please enter it below within five minutes of receiving it.

Verification code

SUBMIT

4. Input the new password according to the Password Guideline below.
- Click: Submit



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New password

Enter a password between 6 and 30 characters, containing items from at least 2 of the password guidelines below:

New password:

Confirm new password:

Password Guidelines:

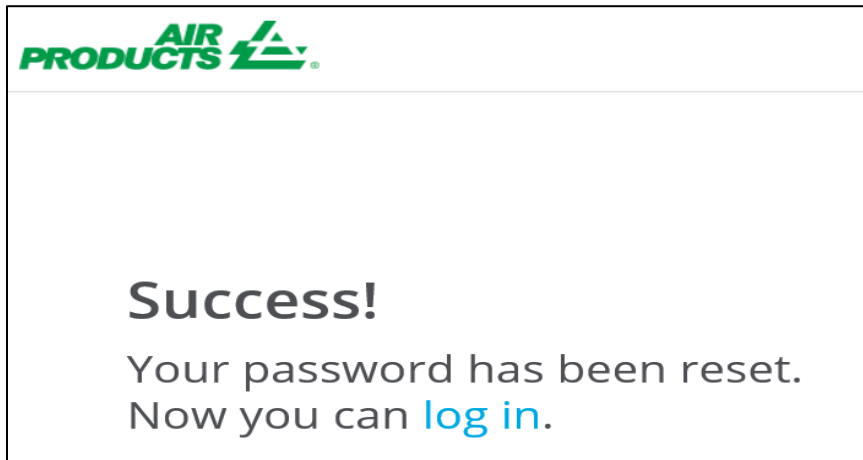
- UPPERCASE letters (no accents e.g. Not Å or å)
- LOWERCASE letters (no accents e.g. Not å or ä)
- A number
- One of the following special characters (!, %, #)

<http://www.airproducts.com.my/>

SUBMIT

5. **Password reset successful**

- Click to re-login



----- END -----