

**Release order  
Customer Guide**



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# Purpose

The purpose of this document is to describe the process of obtaining and processing a release order.

A release order is an authorization for a customer to load a given product at a given location.

There is no guarantee that the product will be available nor is it a guarantee that a given carrier or driver will be allowed in the refinery.

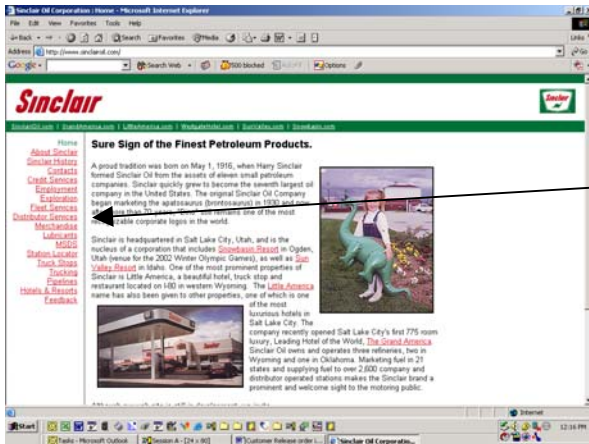
The Carrier Selection is not intended to limit or restrict the use of a carrier. If the Carrier is not listed, it is to inform you that a carrier's insurance waiver may have expired or needs to be updated.

# Requirements

Browser Software

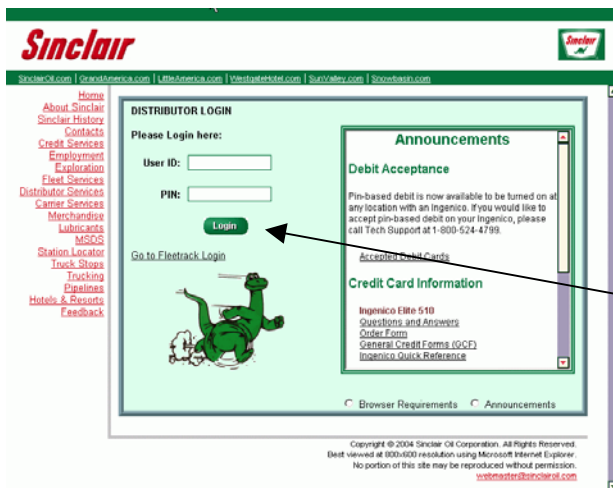
Web Browser – Microsoft Internet Explorer 6.0 or later

# Login Process



1. Navigate to Sinclair website at <http://www.sinclairoil.com/>

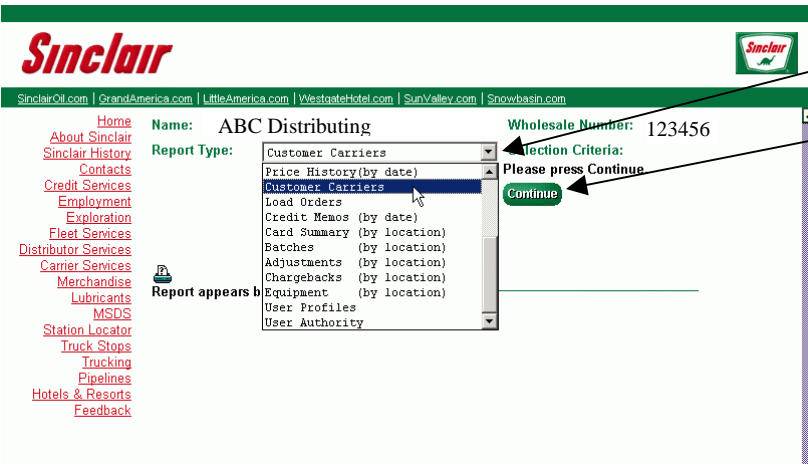
- Then click on the Distributor services Link



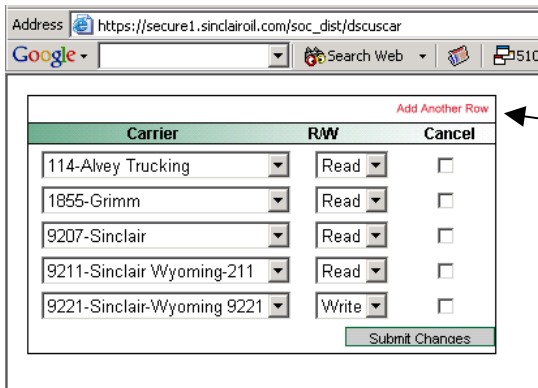
- Or go directly to the logon web Site if you have saved it as one of your favorites.
- Enter you User ID and PIN. Note: If you do not have a User ID and password, you will need to contact the **Heavy Oils Coordinator**
- Then Select the **LOGIN** button

# 1. Carrier Creation

You will need to select carriers to haul Asphalt and Liquid gas

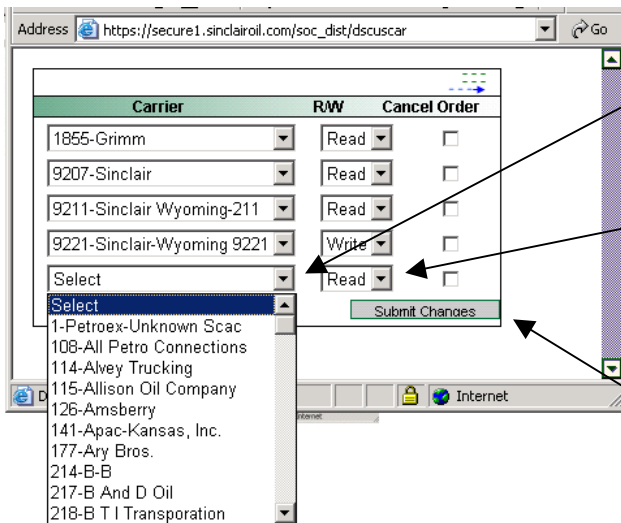


- From the Drop down menu select the **Customer Carriers**
- Then click the **Continue** button



A new window will appear showing a list of your current carriers

- To select a new Carrier click **Add another Row**



- A new row will appear
- Click the Drop down button and Select the Carrier that you want. Note: if your carrier is not listed the carrier will need to contact the **Heavy Oils Coordinator**.
- Select **Read or Write**.
  - **Read** lets the carrier view their Release orders
  - **Write** lets the customer delegate authority to the carrier to Create a Release order
- Click the **Submit Changes** button to select the new carrier to your list.

Sinclair [Customer Carrier Changes] - Microsoft Internet Explorer

Carrier	R/W	Cancel	Status
1855-Grimm	Read	N	Success
9207-Sinclair	Read	N	Success
9211-Sinclair-Wyoming-211	Read	N	Success
9221-Sinclair-Wyoming 9221	Write	N	Success
114-Alvey Trucking	Read	N	Success

- This will bring up a new window confirming changes.
- If you click on the Cancel order button to the right and click on the **Submit changes** button you will remove that specific carrier from your carrier list on the Release orders.

To close these windows just click on the X in the Right hand corner

## 2. Release order Creation

To create a Release order

Address: https://secure1.sinclair.com/soc\_dist/Silverstream/Objectstore/General/ds\_index.htm

**Sinclair**

Sinclair Oil.com | GrainAmerica.com | LittleAmerica.com | WestlakeWor.com | SunVMej.com | Showbain.com

Home  
About Sinclair  
Sinclair History  
Contacts  
Credit Services  
Employment  
Exploration  
Fleet Services  
Distributor Services  
Carrier Services  
Merchandise  
Lubricants  
MSDS  
Station Locator  
Truck Stops  
Trucking  
Pipelines  
Hotels & Resorts  
Feedback

Name: ABC Distributing      Wholesale Number: 123456

Report Type: Load Orders

Selection Criteria: Please press Continue.

Continue

Report appears to be: Load Orders

-----Admin Options-----  
User Profiles  
User Authority

From the main menu

- Click on the Drop down arrow and select the **Release orders**
- Then click the **Continue** button

Address: https://secure1.sinclair.com/soc\_dist/dsgetbords

Customer: 123456 ABC Distributing

Sales Order	Project	Product	Remarks	Loads	Date	Select
<b>990000 Sinclair Refineries</b>						
918506153	LITTLETON BP	Pg 58-22		1	5/10/04	Create
918506153	LITTLETON BP	Pg 58-28				Create
918506153	LITTLETON BP	Pg 64-22				Create
919404224	AURORA BP	Pg 58-22				Create
919404224	AURORA BP	Pg 58-28				Create
919404224	AURORA BP	Pg 64-22				Create
940102980	COLO SPOS BP	Sinclair Ac-10				Create
940102980	COLO SPOS BP	Pg 58-22				Create
940102980	COLO SPOS BP	Pg 58-28				Create
940102980	COLO SPOS BP	Pg 64-22				Create
<b>990001 Little Am. Refineries</b>						
918506153	LITTLETON BP	Pg 58-22				Create
918506153	LITTLETON BP	Pg 64-22				Create
919404224	AURORA BP	Pg 58-28				Create
919404224	AURORA BP	Pg 64-22				Create
940102980	COLO SPOS BP	Pg 64-22				Create

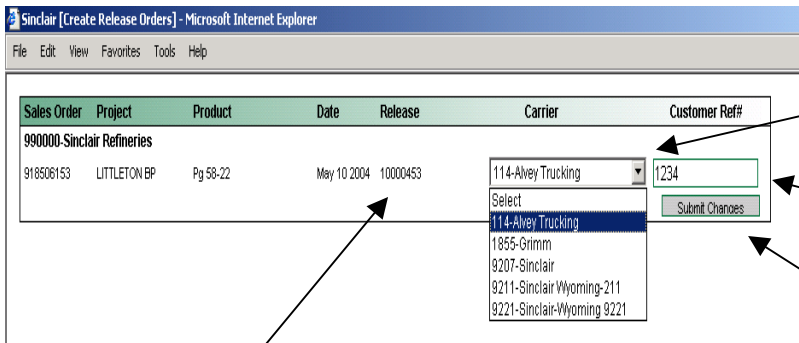
This will bring up a new window with all available Sales orders

- Enter the # of loads
- Enter the Date the load will be picked up
- Click on the Create button

Note: The date entered is the date that the load will be picked up.

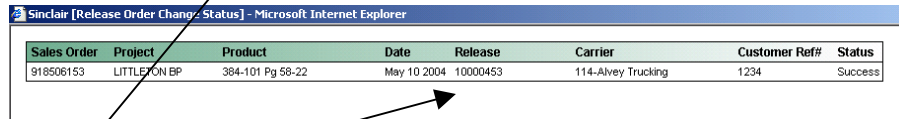
The Release Order # is valid to use two days prior to that date and two days after that date. If the carrier tries to use the Release Order # outside of this window it will not work. The customer will need to create a new Release Order # for the carrier.

For Example: A Release Order is scheduled for 5/13/2004, A carrier can use that Release Order # from 5/11, 5/12, 5/13, 5/14 and 5/15 all day each day.



This will bring up a new window that has the Release Order # in it.

- Click the drop down button and Select the Carrier from the carriers you have Previously Selected
- Enter any customer Ref#'s ie: PO #
- Click **Submit changes**



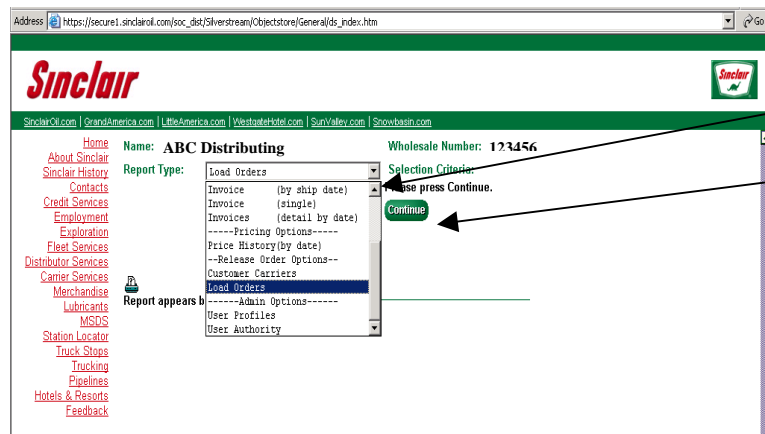
This will bring up a new window confirming changes At this point the Release Order # is valid to use.

The **Release #** is required to enter the refinery and load selected product. Without a valid Release order # the carrier will be turned away.

To close these windows just click on the **X** in the Right hand corner

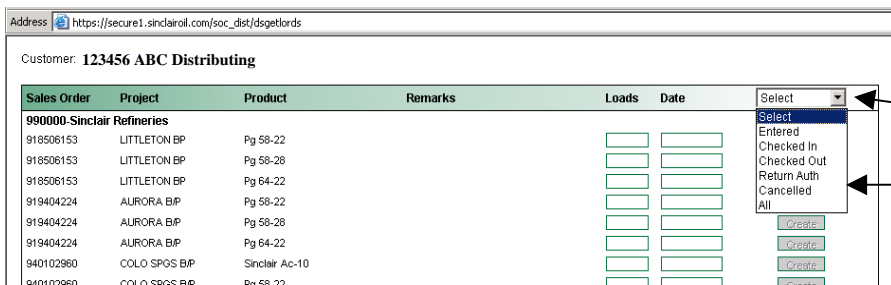
### 3. Release Order Review

To review release orders and status go back to the main screen



From the main menu

- Click on the Drop down menu select the **Release orders**
- Then click the **Continue** button



This will bring up a new window with all available Sales orders.

- From here you Click the drop down arrow
- Click on the type of report you would like to see

**The Types of reports and edits are**

- Entered into the system**– Orders that have an entered status, you may edit it from here
- Inside refinery** – Release orders that have a carrier in the Refinery to pick up product
- Left refinery** – Release orders that have been filled and left the refinery
- Scheduled for pickup** – Release orders that are scheduled for a certain date
- Authorized to return Load** – Return authorization
- Canceled** – Release orders that have been canceled
- All** – All Release orders, regardless of status

Sales Order	Project	Product	Remarks	Loads	Date	Entered
<b>990000-Sinclair Refineries</b>						
918506153	LITTLETON BP	Pg 58-22		<input type="text"/>	<input type="text"/>	<input type="button" value="Create"/>
918506153	LITTLETON BP	Pg 58-28		<input type="text"/>	<input type="text"/>	<input type="button" value="Create"/>
918506153	LITTLETON BP	Pg 64-22		<input type="text"/>	<input type="text"/>	<input type="button" value="Create"/>
919404224		Pg 58-22		<input type="text"/>	<input type="text"/>	<input type="button" value="Create"/>
919404224	AURORA BP	Pg 58-28		<input type="text"/>	<input type="text"/>	<input type="button" value="Create"/>

The first two statuses will pull up a list. You will **not** need to enter a date

- The other status types you will need to enter a date. This is the from Status date to current
- Click on GO

Sales Order	Project	Product	Release #	Carrier	Customer Ref#	Action
<b>990000-Sinclair Refineries</b>						
918506153	Littleton B/P	Pg 58-22	10001409	Select	<input type="text"/>	Delete Update
918506153	Littleton B/P	Pg 58-22	10001417	Select	<input type="text"/>	Delete Update
918506153	Littleton B/P	Pg 58-22	10001425	Select	<input type="text"/>	Delete Update
918506153	Littleton B/P	Pg 58-22	10001433	Select	<input type="text"/>	Delete Update
918506153	Littleton B/P	Pg 58-22	10001441	Select	<input type="text"/>	Delete Update
918506153	Littleton B/P	Pa 58-22	10001468	Select	<input type="text"/>	Delete Update

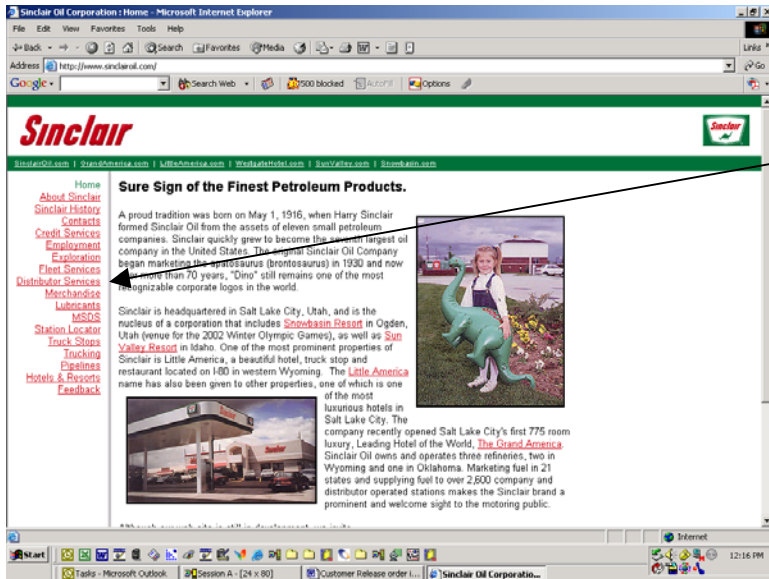
This will bring up a list of entered Release orders.

- You may change the release order , by adding a carrier or customer Reference #.
- Or delete Release orders from here. When finished make sure to **Update**.

Sales Order	Project	Product	Release #	Carrier	Customer Ref#	Status	Status Timestamp
<b>990000-Sinclair Refineries</b>							
918506153	Littleton Bp	Pg 58-22	10000445	0		1	2004-05-06 10:41:53
918506153	Littleton Bp	Pa 58-22	10000461	0		1	2004-05-06 11:10:40
918506153	Littleton Bp	Pg 58-22	10001565	0		1	2004-05-06 11:10:40
918506153	Littleton Bp	Pg 58-22	10000453	114 - Alvey Trucking	1234	1 - Entered	2004-05-06 10:49:20
918506153	Littleton Bp	Pg 58-22	10001603	9211 - Sinclair Wyoming-211	6546546	1 - Entered	2004-05-06 14:02:30

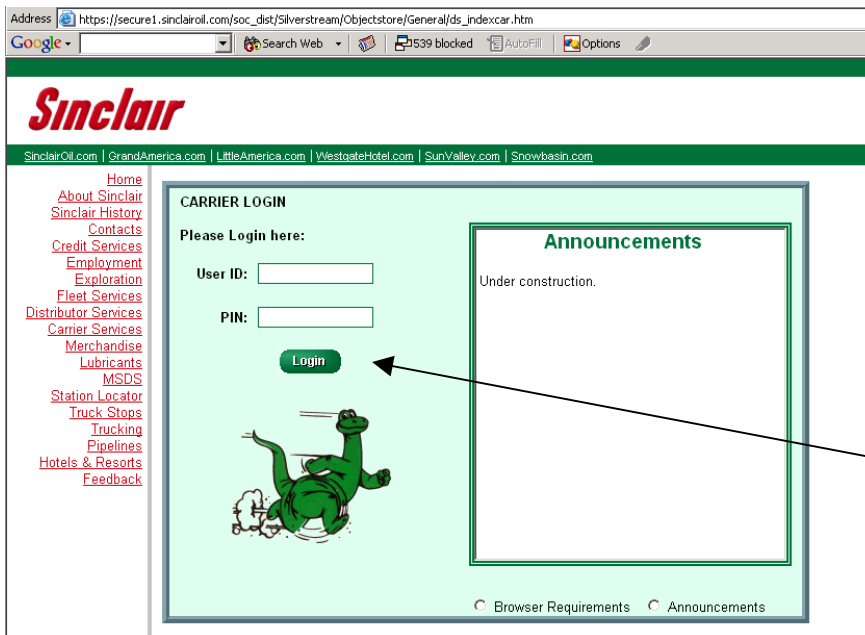
When selecting **all** you will see the following

## 4. Carrier Instructions



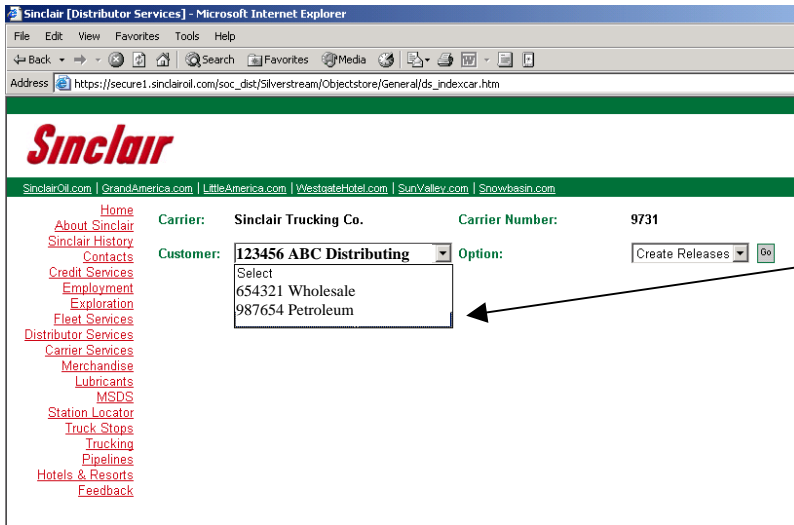
5. Navigate to Sinclair website at <http://www.sinclairoil.com/>

• Then click on the Carrier services Link



- Or go directly to the logon web Site if you have saved it as one of your favorites.
- As a carrier enter you User ID and PIN.
- Note: If you do not have a User ID and password, you will need to contact the **Heavy Oils Coordinator**.
- Then Select the **LOGIN** button





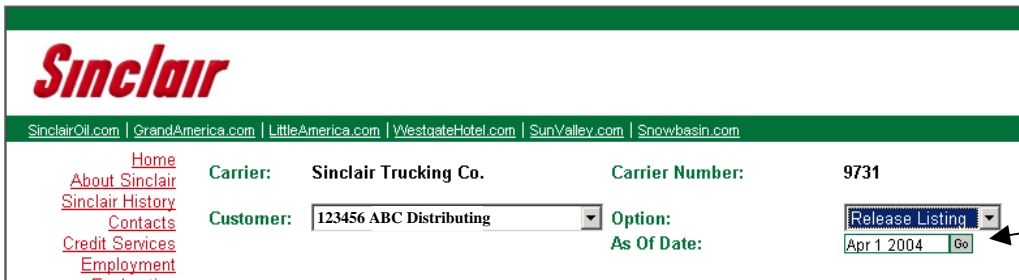
Once you have logged on the following screen will appear.

- Click the drop down box; this should give you a list of customers that have Release orders set up for you.
- Select a customer

## Options

You have two options to select from once you have selected a customer

1. Release Listings
2. Create Releases

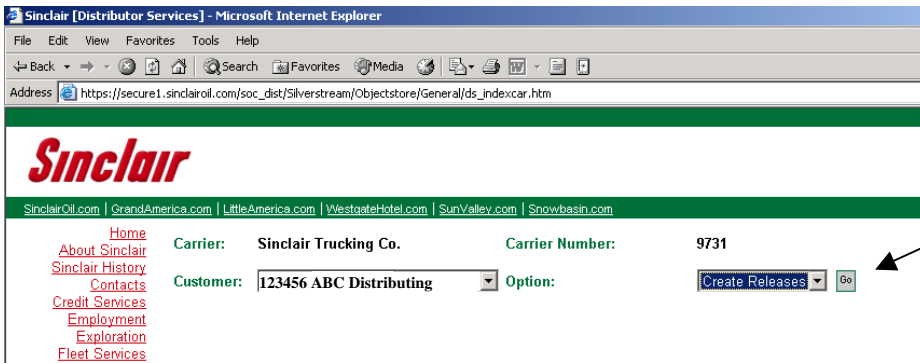


1. If you select **Release listing** you must enter a from date and click on **GO**

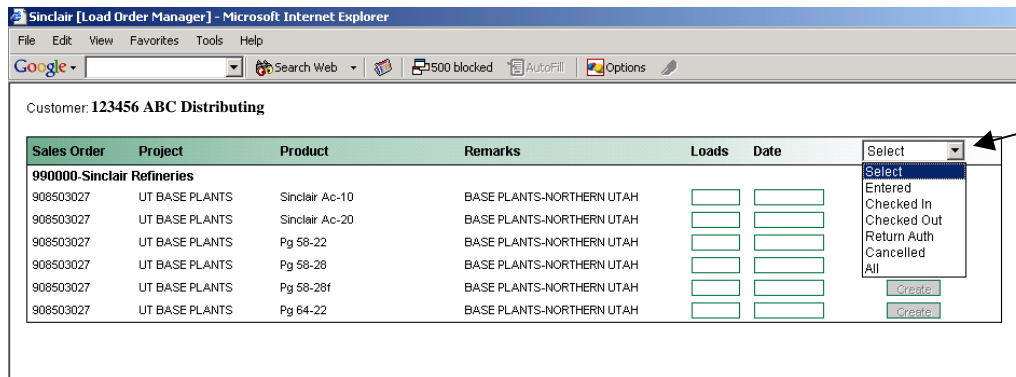
Sales Order	Project	Product	Release #	Carrier	Customer Ref#	Status	Status Timestamp
<b>990000-Sinclair Refineries</b>							
908503027	Ut Base Plants	Sinclair Ac-20	10000356	4855 - Wynne Transport Serv	123	1 - Entered	2004-04-22 16:15:55
908503027	Ut Base Plants	Sinclair Ac-20	10000364	9731 - Sinclair Trucking Co.	1234	4 - Return Auth	2004-04-23 17:32:13

This is an example of the report

OR



2. Select **Create Releases** and then click on **GO**



The Following Screen will appear.

Click on the drop down box, this will give you the following options

The Types of reports and edits are

**Entered** – Release orders that have an entered status, you may edit it from here

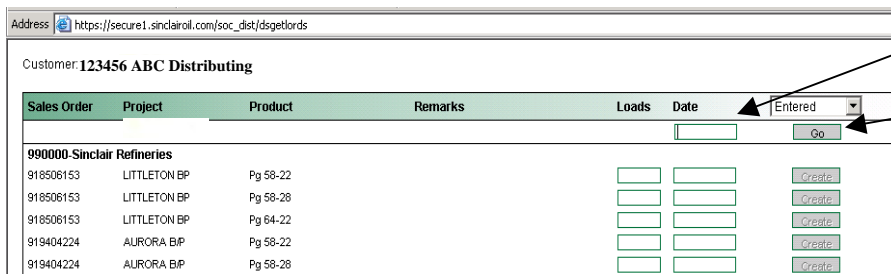
**Checked in** – Release orders that have a carrier in the Refinery to pick up product

**Checked out** – Release orders that have been filled and left the refinery

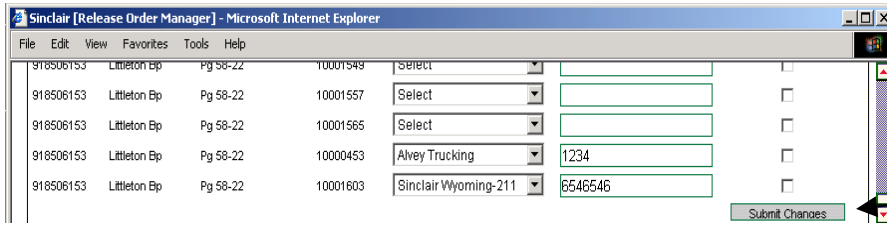
**Return Auth** – Return authorization

**Canceled** – Release orders that have been canceled

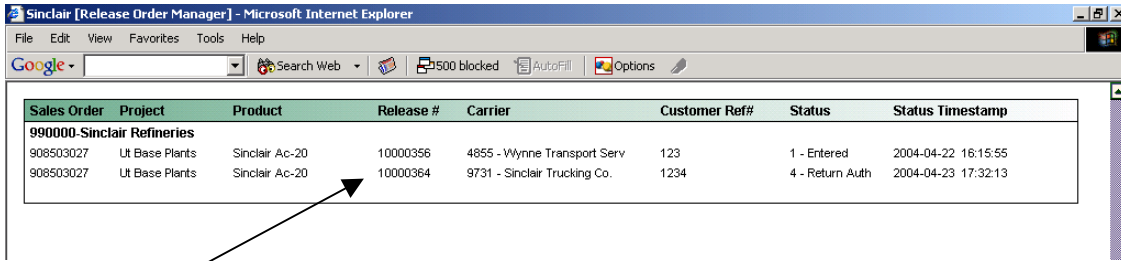
**All** – All Release orders, regardless of status



Enter a date  
This is a from date  
Click on GO



This will bring up a list of Entered Release orders. You may change or delete Release orders from here. When finished make sure to **Submit changes**.



When selecting **all** you will see the following

The **Release #** is required to enter the refinery and load selected product. Without a valid Release order # the carrier will be turned away.

To close these windows just click on the **X** in the Right hand corner

## 5. Release Order Fall Back Procedure's

### Customer

Possible Problem - Customers Internet access is down or the customer does not have access to the Internet

The customer should call the Sinclair Customer Service at 1-800-916-3466