

**LS1 END USER MANUAL
FOR CUSTOMERS**



1. INTRODUCTION

1.1 Purpose and Benefits

Today, due to limited information, many businesses find it difficult to optimise, proactively allocate, manage or reduce inventory held at various points along the supply chain.

With increasingly complex operations, stiff competition, tighter financial regulations in revenue recognition and more sophisticated consumers who want faster delivery times, the need for integration of information and full visibility into the entire supply chain has become a necessity for energy companies who seek to deliver exceptional value. SERVE LS1 is designed to resolve these challenges.

SERVE LS1 will support the Forte Oil in gaining insight, operating with agility, exceeding customer expectations, and building enduring loyalty with superior time to value. SERVE LS1 will further provide the following benefits:

- **Eliminate delayed information transfer:** It optimizes information availability by eliminating the manual and tedious processes involved in transferring delivery confirmations from customers to the depot.
- **Support demand forecast:** It brings transparency into the distribution and consumption of white products. This fosters planning, control and agility of operations thereby ensuring customers no longer stock out.
- **Ensure customers can easily plan their purchases**

At the core of SERVE LS1, is a focus on the following activities:

- Proof of Delivery
- Extended Customer Inventory
- Delivery Analysis
- Issue Management

1.2 Prerequisites

To maximize the benefits of LS1, the following preconditions must be fulfilled:

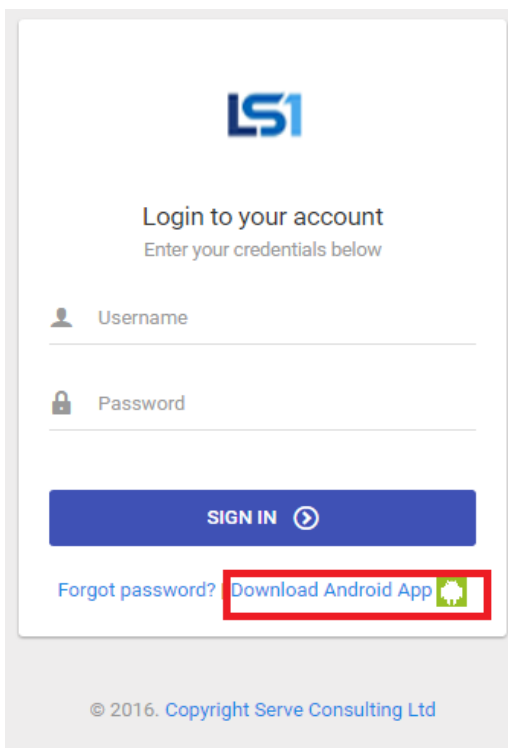
- Access to an Android phone (or a computer) with Internet Access
- Delivery is created in SAP
- PGI for the delivery has been done

- Calibration certificates of trucks associated with the deliveries have been uploaded
- User credentials is created for station representatives and transporters by LS1 administrator
(Please contact customer care@ardovapl.com for username and password related issues)

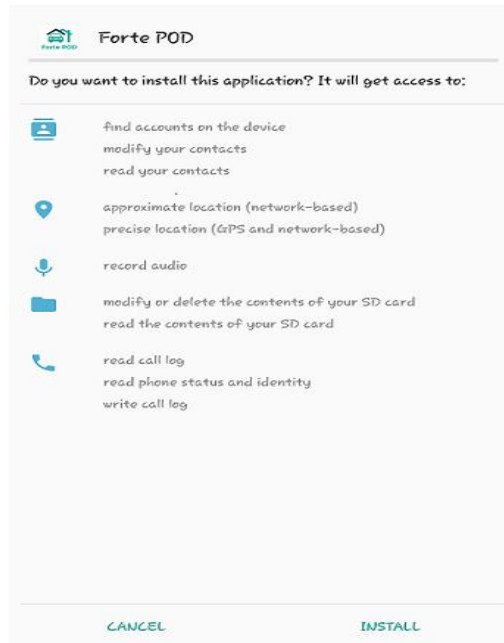
1.3 Getting Started

To get started, install the SERVE LS1 app on your mobile phone by:

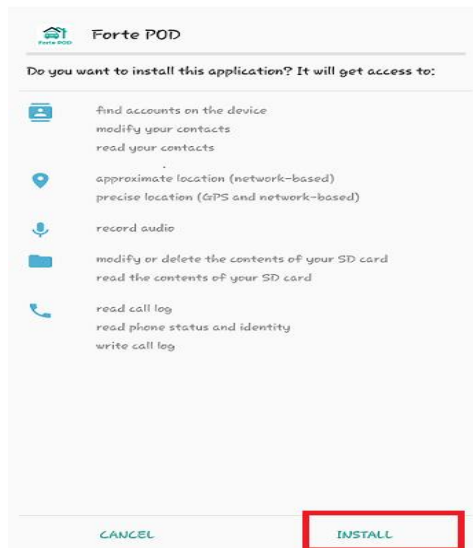
1. Accessing the URL purchase.foquick.com through the browser of your phone
2. Click on the 'Download Android App' link as shown below



3. Check your downloads folder for 'app.apk'
4. Click on it. It should show a screen with the title 'Forte POD' as shown below:



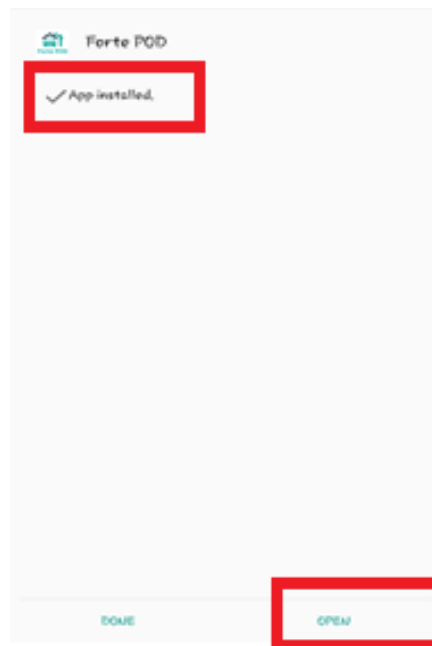
5. Click on 'INSTALL' as shown below:



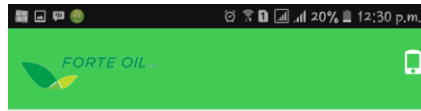
6. During installation, you should see the screen shown below:



7. Upon successful installation, you will be notified with a message 'App installed'. Click on 'OPEN' as shown below:



8. Now you can log in to LS1 using the username and password that has been provided



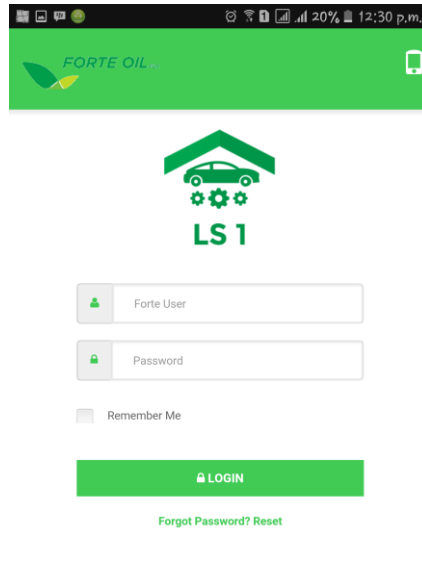
Remember Me

[Forgot Password? Reset](#)

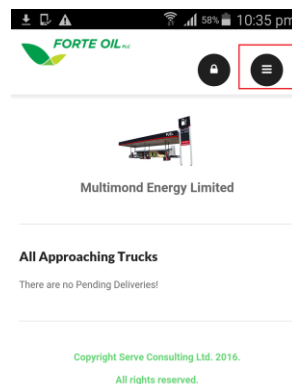
2. Product Ordering

The LS1 ordering feature provides an easy-to-use platform from which you can place orders for products through any android mobile device or laptop. Notifications of orders are then sent to the authorized personnel who then facilitates the delivery of your products. To order products, perform the following steps:

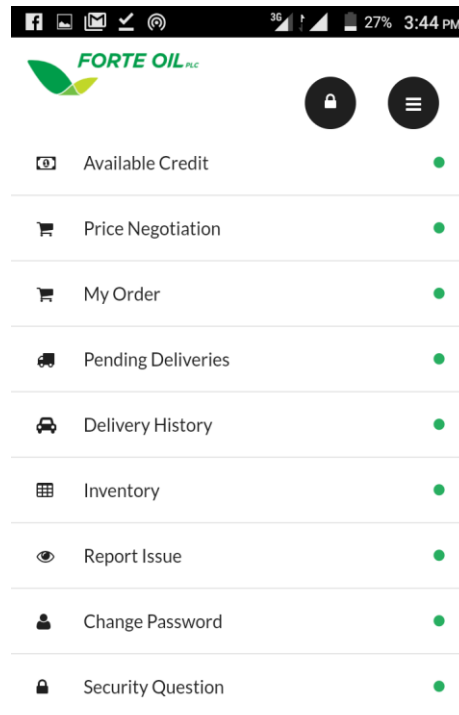
1. Log in to the app via the username and password provided



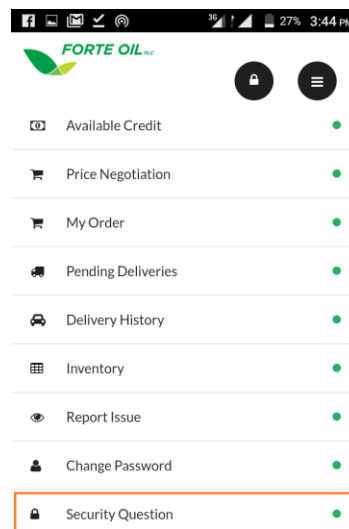
2. Upon successful log in, you should see a screen like the below. Click on the highlighted menu:



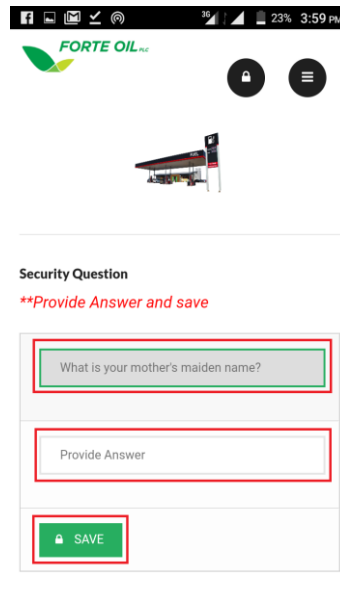
3. Next, you should see a screen like the below:



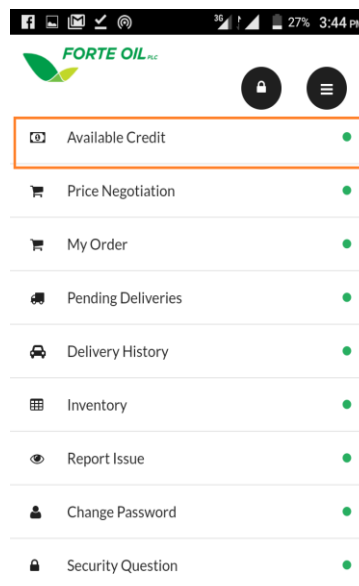
4. Now, click on 'Security Question' to secure your account



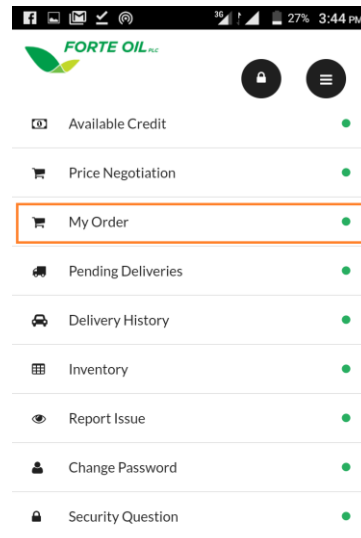
5. You should see a screen similar to the below. Select your preferred security question, provide the answer and click 'Save' as shown below:



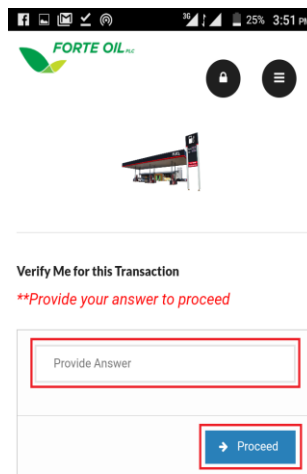
6. To view your available balance, click on the 'Available Credit' menu as shown below:



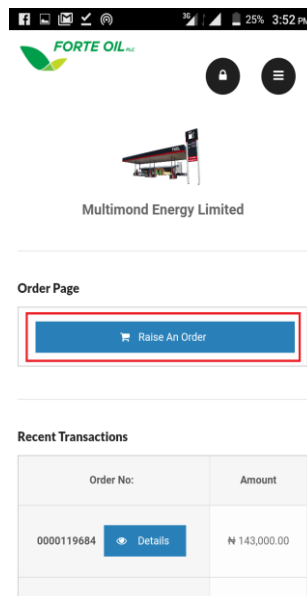
7. To raise order, click on 'My Order' as shown below:



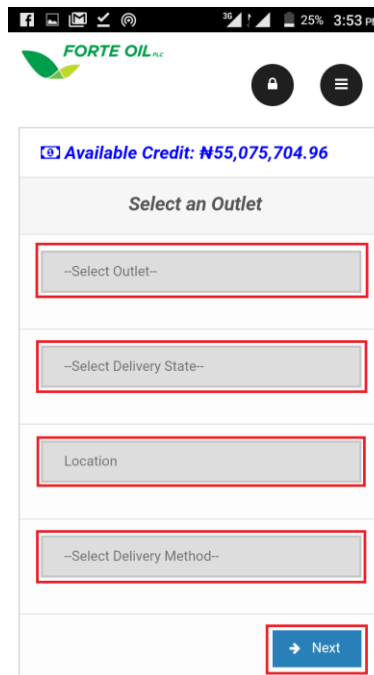
8. Next you should see a screen as shown below. Enter the answer to your security question and click on 'Proceed':



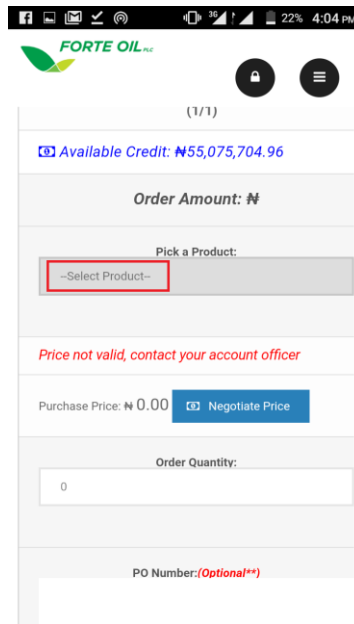
9. Upon successfully entering the answer to your security question, you should see a screen like the below. Click on 'Raise Order':



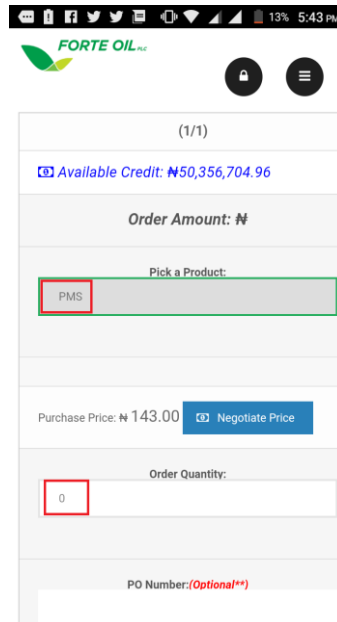
10. Now you should see a screen similar to the below. Choose the outlet for which you are raising the order, the 'Delivery State', 'Location' and preferred delivery method which is one of 'Pick-up' or 'Delivery'. Now click on 'Next' as shown below:



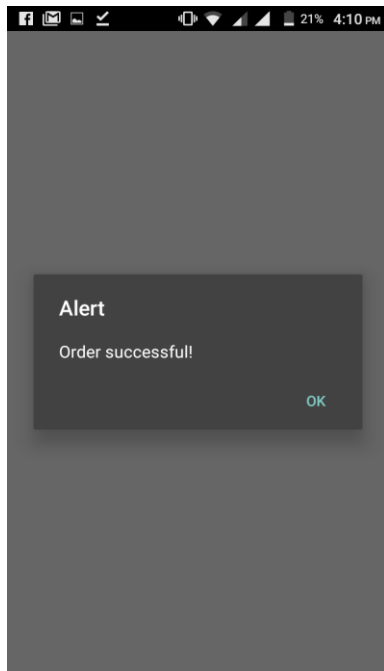
11. Now you should see the screen below. Select the product you want to order:



12. The price of the product should appear. Next enter the quantity and click on 'Place Order' as shown below:



13. You should see an order confirmation



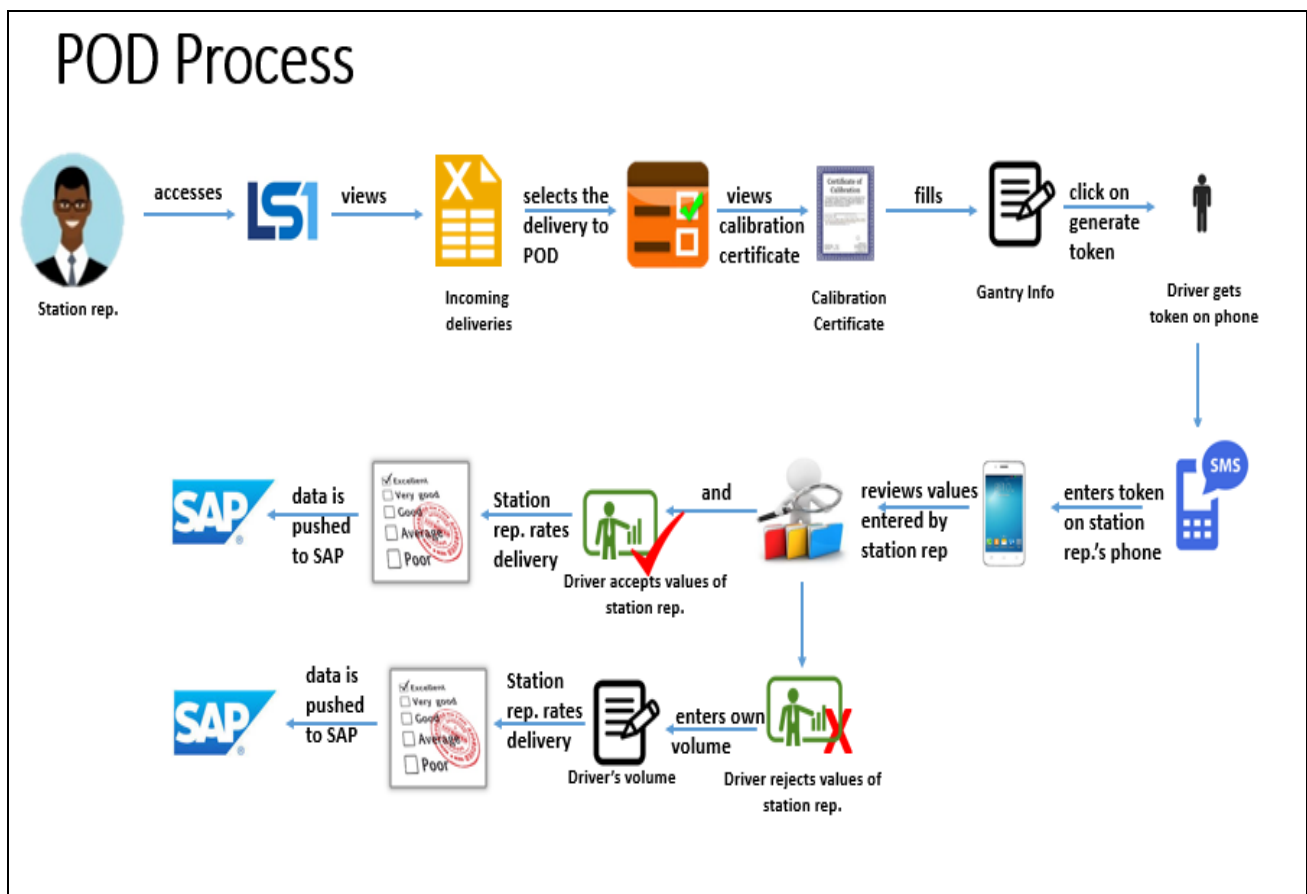
14. A summary of your order will then be sent to you via email.

3. Proof of Delivery Process

Use the LS1 app to perform POD for your station, with the user name and password you have been provided. The POD process could have scenarios where:

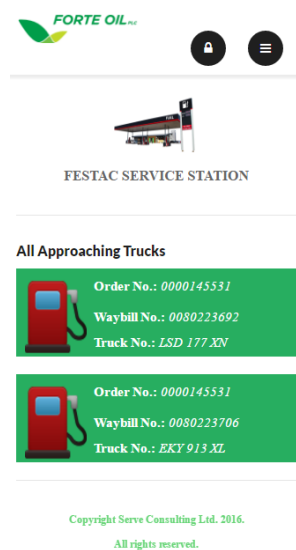
- The shipped volume and received volume are equal
- The shipped volume and received volume is different and driver rejects
- The shipped volume and received volume is different and driver accepts

All 3 scenarios can be performed on the app.

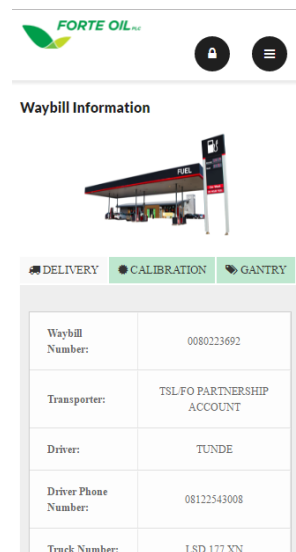


To perform POD with the app, carry out the following steps:

1. Log in to the app with the username and password you have been provided
2. You should see at least one incoming delivery as shown below:



- Click on the delivery for which you want to perform POD. You should see a screen similar to the one shown below:



- Click on the 'Calibration' tab, it should load the calibration certificate of the truck

Waybill Information

DELIVERY CALIBRATION GANTRY

Waybill Number:	0080223692
Transporter:	TSL/FO PARTNERSHIP ACCOUNT
Driver:	TUNDE
Driver Phone Number:	08122549008
Truck Number:	LSU 1// XN

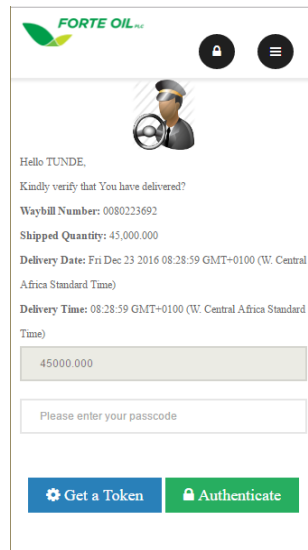
- Click on the 'Gantry' tab and fill the ullage parameters measured at your station

DELIVERY CALIBRATION GANTRY

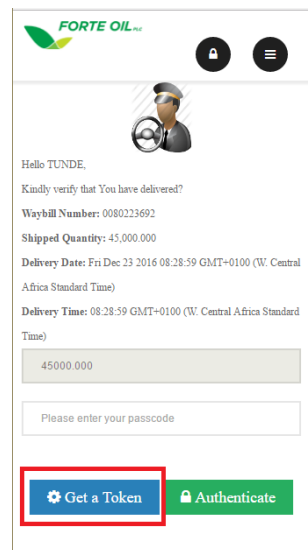
COMPART 1

Haulage:	Delivered:	23.4
	Observed:	<input type="text"/>
Neck Height:	Delivered:	90
	Observed:	<input type="text"/>
Liquid	Delivered:	1668

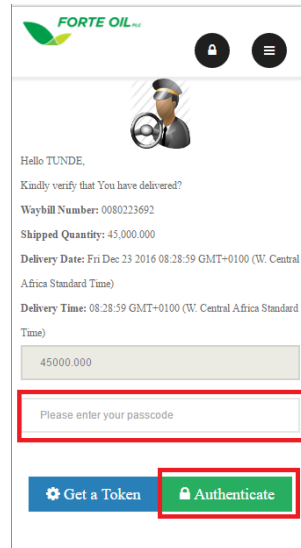
- Enter your received volume in the 'Quantity Received' box as shown below
- Click on 'Verify Delivery'. It should show you a screen shown below:



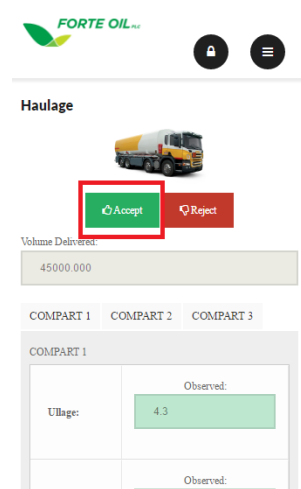
- Click on the 'Get a token' button and pass your phone to the driver. Driver should get a token by SMS on his phone. If the driver does not get the SMS, he should call **customercare@ardovapl.com**



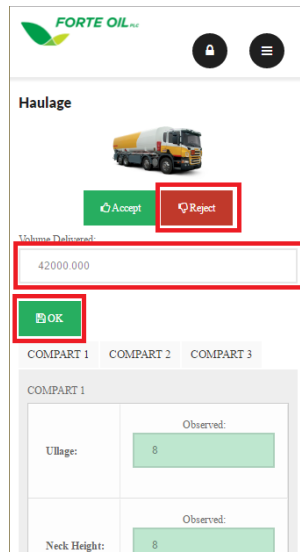
- Once the driver gets the token, he should enter the token and press the 'Authenticate' button



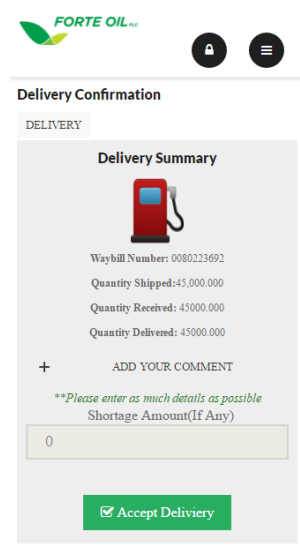
10. Driver should see the screen below. He should review the values entered by the station manager. If he agrees with the values he should click on the 'Accept' button.



It is also possible that the driver rejects the values entered by the station rep. He should click on 'Reject' button, enter the volume delivered and click on 'OK' as shown below:



11. Driver should pass the phone back to the station rep. The station rep should see the delivery summary page as shown below:



12. Click on the '+' button to enter a comment and click on 'Accept Delivery'.

FORTE OIL

Delivery Confirmation

DELIVERY

Delivery Summary

Waybill Number: 0080223692
Quantity Shipped: 45,000.000
Quantity Received: 45,000.000
Quantity Delivered: 45,000.000

+ ADD YOUR COMMENT

***Please enter as much details as possible
Shortage Amount(If Any)*

0

Accept Delivery

13. Next, rate the delivery. This ends the POD process.

4. Inventory Management

Use the LS1 app to manage the inventory or stock count of your station. Carry out the following steps:

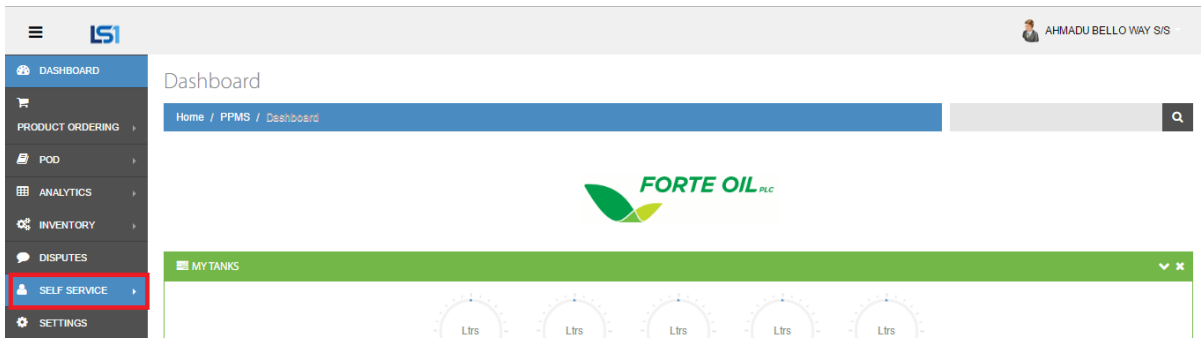
1. Log in to the web application and select 'Settings'. Enter the number of tanks you have and click on 'Enter' as shown below:

The screenshot shows the LS1 web application interface. On the left is a navigation menu with 'SETTINGS' highlighted. The main content area is titled 'Station' and 'TANK SETUP'. The 'Tank Setup' form has a 'Number of Tanks' input field and an 'ENTER' button, both highlighted with red boxes. There is also a '+ NEW TANK' button.

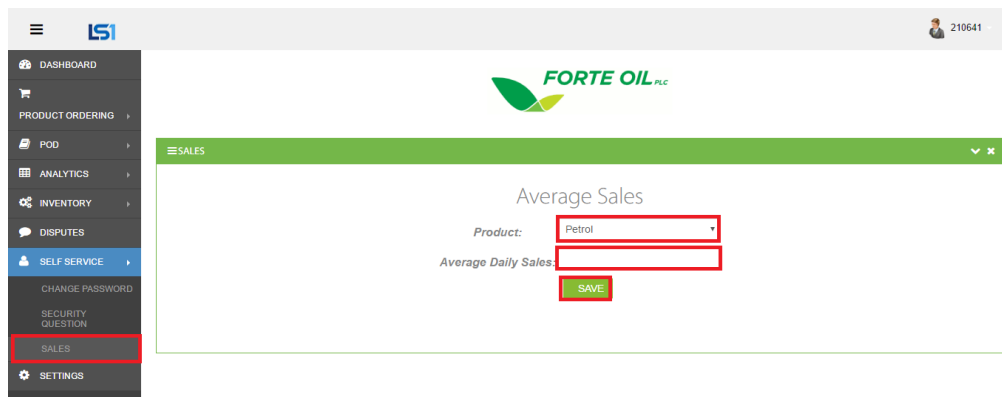
2. Next, scroll down and enter the name of tank, select the product and tank capacity

The screenshot shows the 'TANK 1' setup form. It includes a 'Tank Name' text input field, a 'Product' dropdown menu (set to 'Petrol'), and a 'Capacity (Liters)' text input field. All three fields are highlighted with red boxes. There are 'SAVE' and 'CLEAR' buttons at the top and bottom of the form, and a 'REMOVE TANK' button.

3. Next enter the average daily sales per product by clicking on 'Self-Service' as shown below:

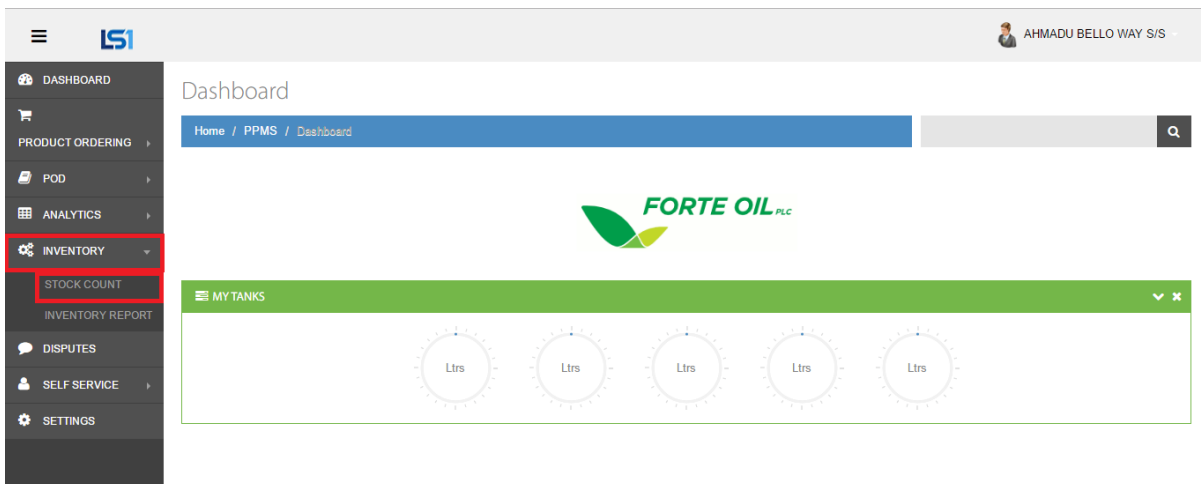


4. Next click on 'Sales'. Select the product and enter the 'Average Daily Sales' for each product. Then click on 'Save' as shown below:



Please note that step 1,2, 3 and 4 are one-off.

5. Next, click on 'Inventory' and then 'Stock count' as shown below:



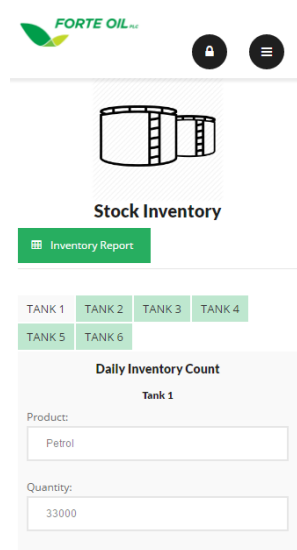
6. Next enter the volume, date and time

7. Now click on 'Save'

Please be advised that step 5, 6 and 7 should be carried out twice a day and can be carried out on the mobile version of the application.

On the mobile app, you can manage your inventory by carrying out the following steps:

1. Click on the 'Inventory' menu
2. Select the tank you want to perform stock count as shown below:



3. Enter the volume, date and time
4. Click on 'Record Stock Count'

Contact

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