MOL PARTNER PORTAL USER GUIDE

MOLGROUP CHEMICALS

www.molgroupchemicals.com

MOL PARTNER PORTAL USER GUIDE

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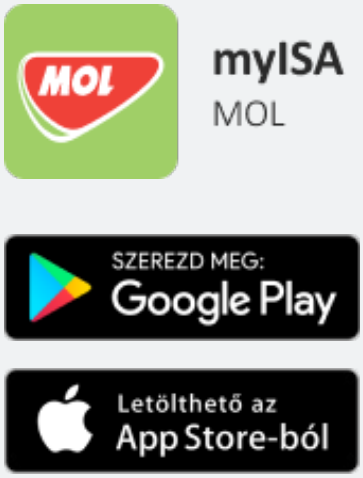
1. INTRODUCTION

What is ISA? (ISA = Internet Sales Application – Online ordering interface)
The MOL Partner Portal is an online platform designed for business customers, enabling our contracted partners to manage their transactions simply and conveniently.
The ISA interface, available on both desktop and mobile devices, allows users to manage their tasks quickly and securely:

- Easily place polymer orders online and monitor their progress and delivery details in real time.
- Check your available credit limit before submitting an order.
- Easily access and archive your invoices and prepayment requests, and generate spreadsheet reports as needed.
- Stay informed with the latest updates and notifications relevant to your business operations.

Who can access it and how?

- ISA is available to partners with a valid contract for fuels or petrochemicals.
- The application is accessible via the MOL Partner Portal, so registration on the portal is required.
- A mobile version, myISA, is available for both Android and iOS devices.

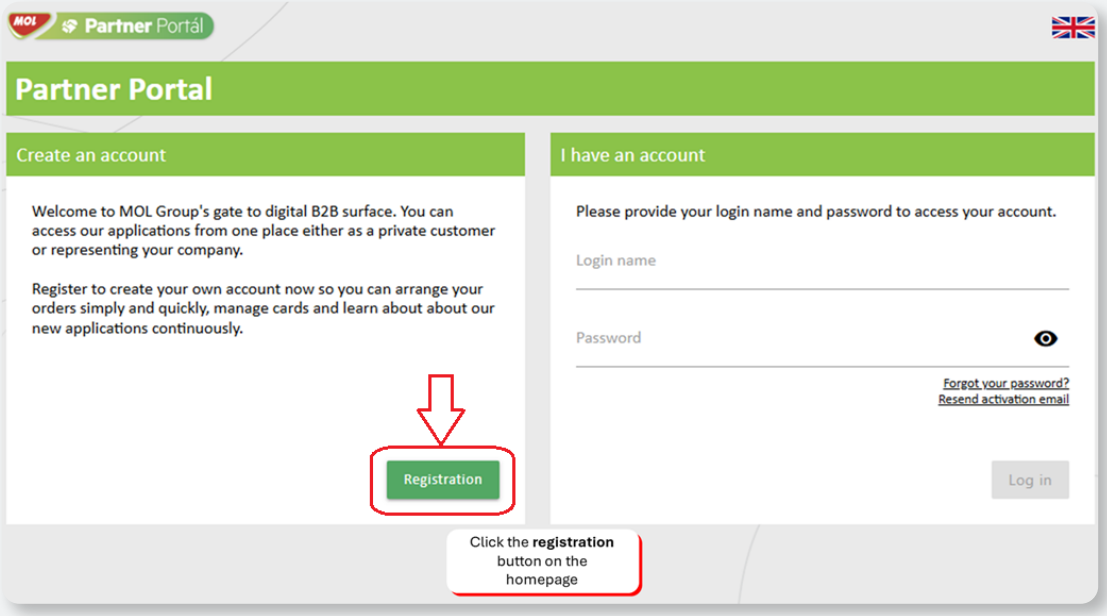


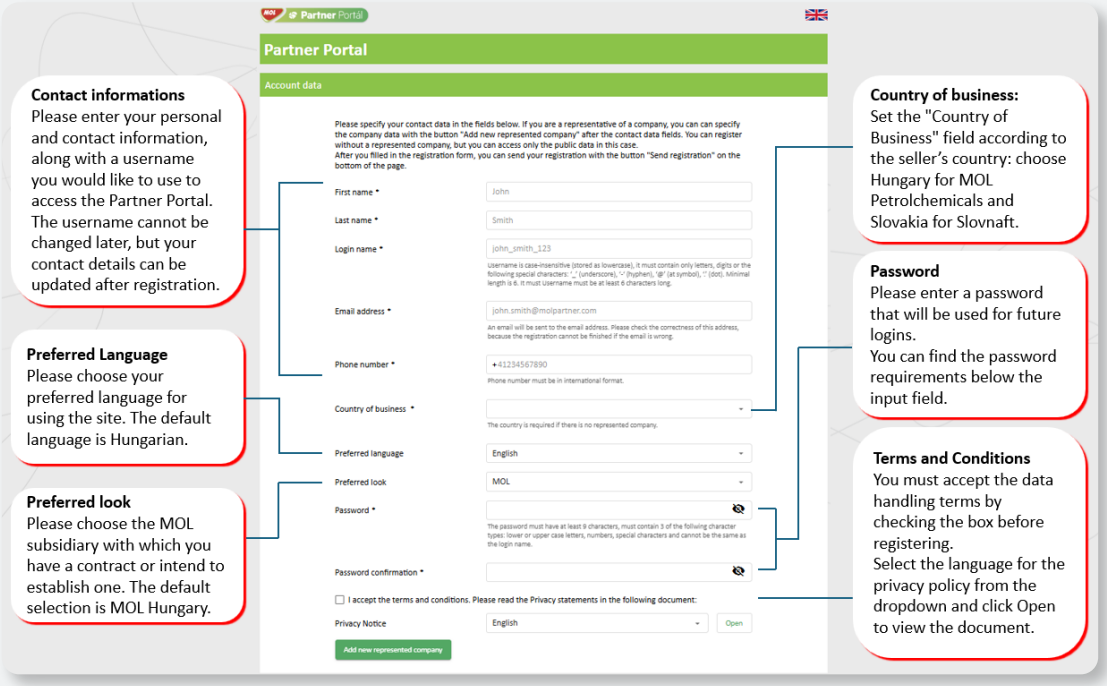
If you have any questions, please contact our customer support at:
isa_admin_petchem@mol.hu

2. LOGIN

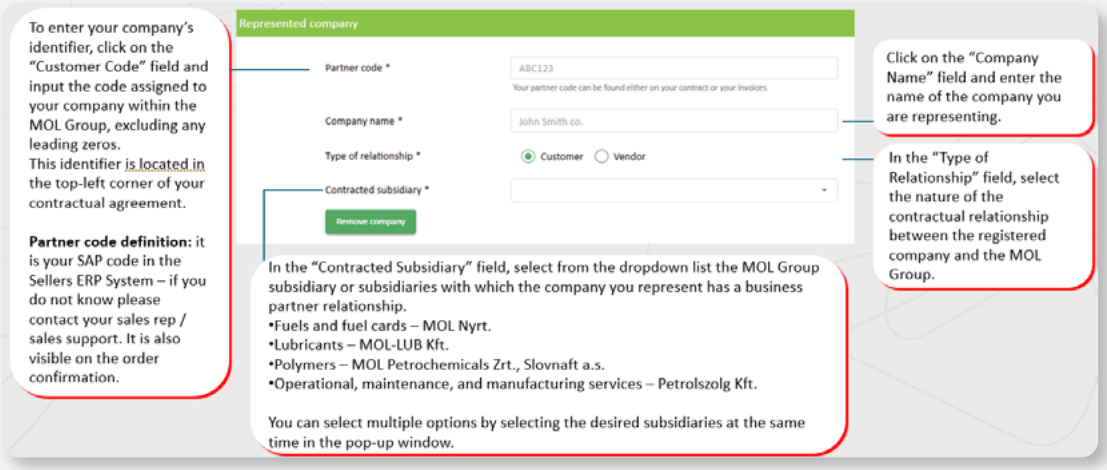
2.1. REGISTRATION

Using the MOL Partner Portal requires registration.
You can complete your registration at the following link: **Partner Portal**

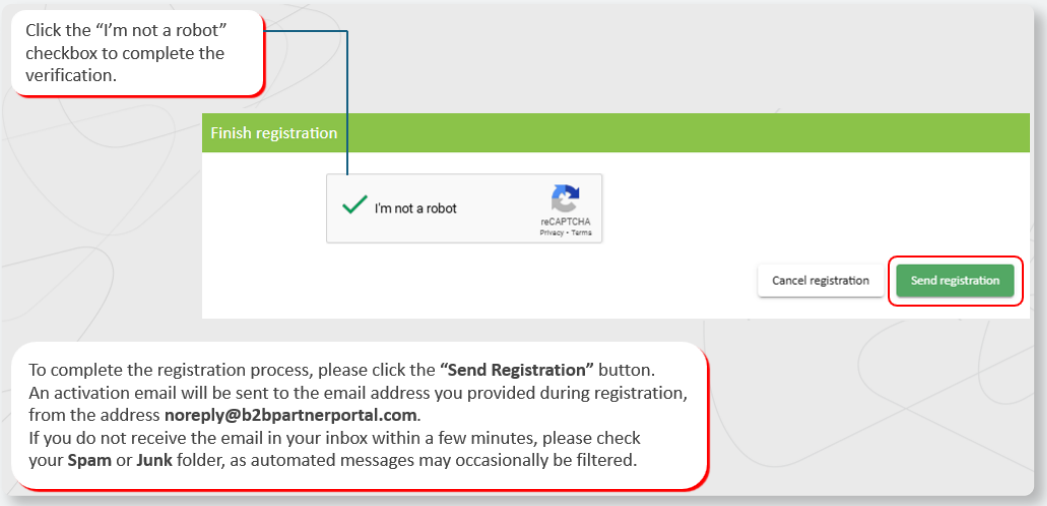




If you're representing a company that already has a contract with MOL —for example, to place orders or manage invoices— please click the **"Add New Represented Company"** button located below your personal details.
You can still register without linking a company, but in that case, you'll only have access to public sections of the platform (such as My Account, Documents, and E-business). Don't worry—you can always add a represented company later through the Partner Portal. Please note that adding a represented company is required in order to place and track orders, as well as to manage invoices.

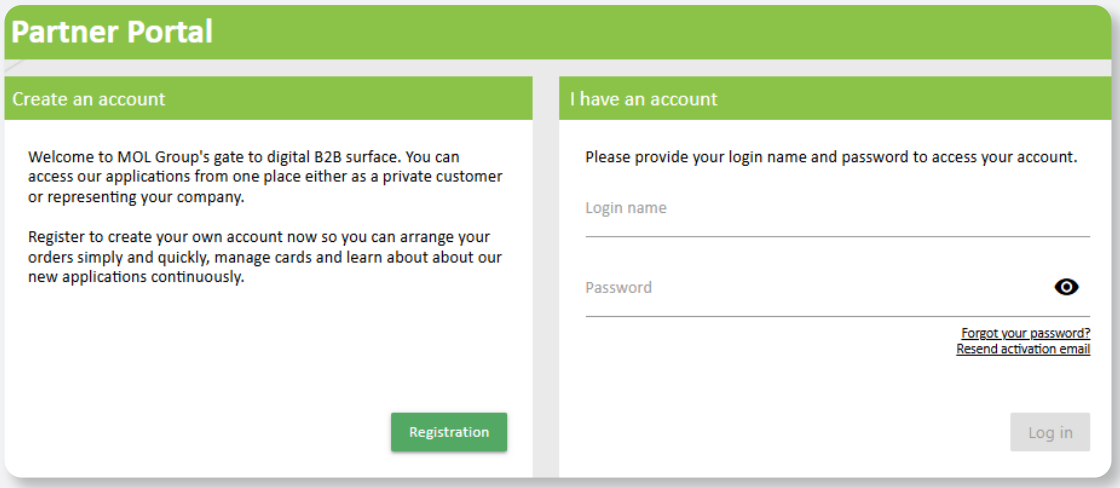


To complete your registration securely, you'll also need to pass a CAPTCHA verification.

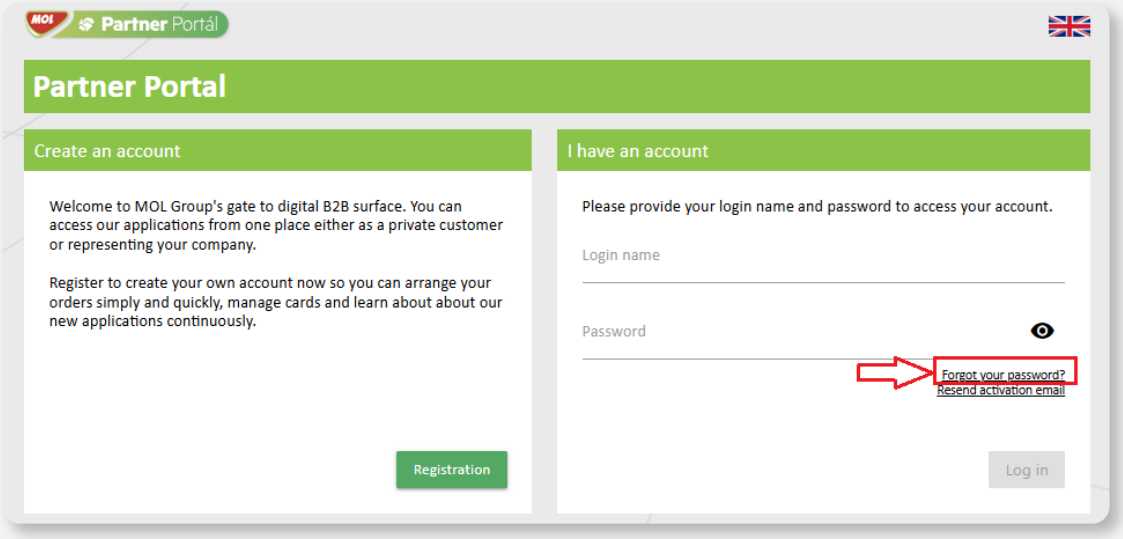


2.2. LOGIN

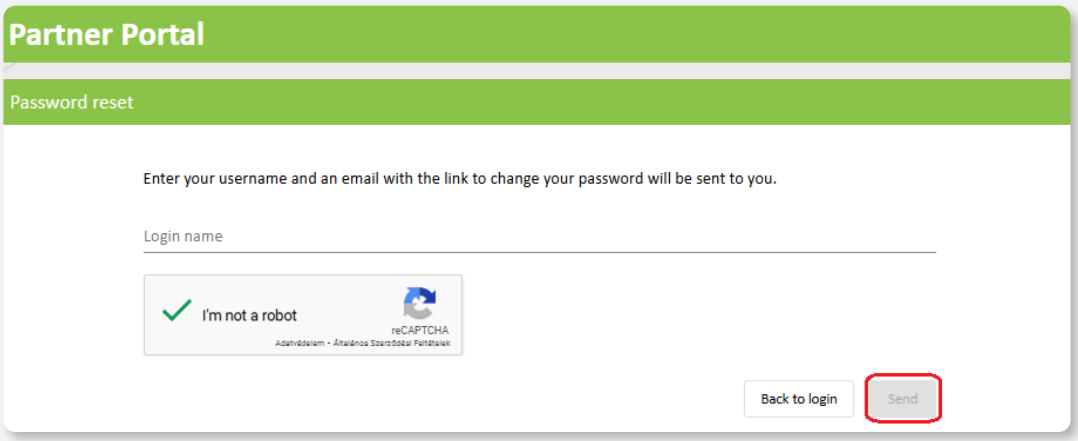
To access the portal, please use the following link: Partner Portal, and log in using your username and password.



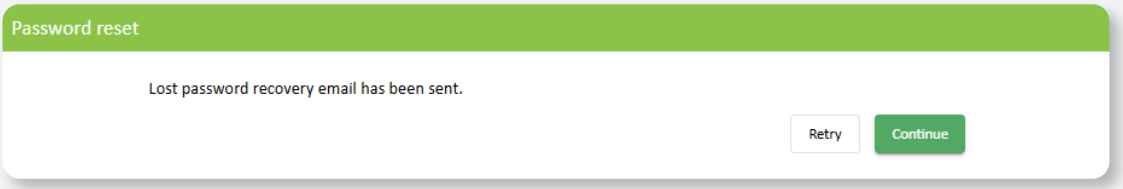
2.3. FORGOT PASSWORD



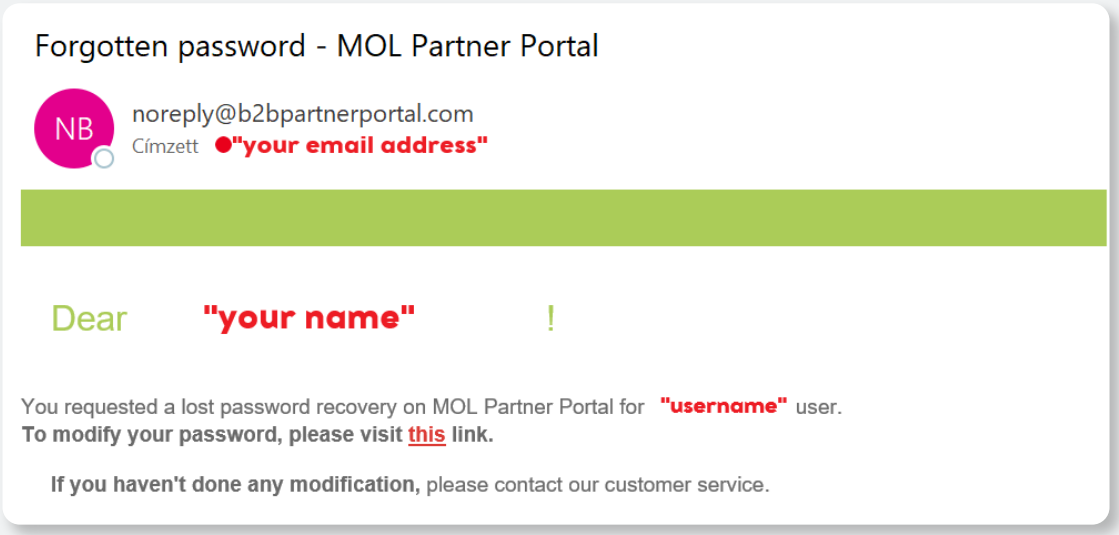
After clicking the **"Forgot your password?"** link, the following window will appear. Enter your username in the designated field, complete the CAPTCHA verification, and then click the Submit button.



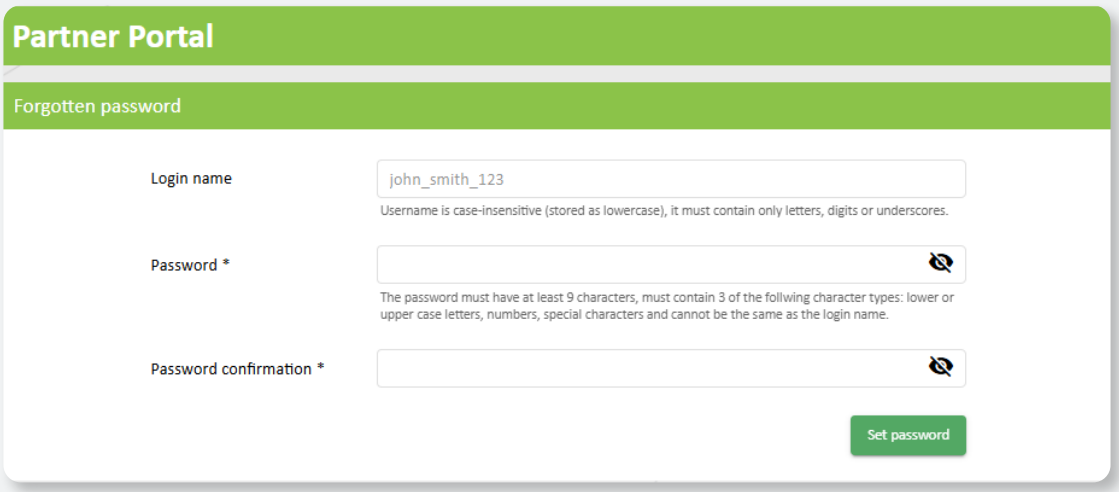
The following window will appear on your screen. Please open your email inbox to proceed.



You will then receive an automated system message from **noreply@partnerportal.mol.hu** sent to the email address you provided during registration. To reset your password, click the **"Set New Password"** button included in the email.

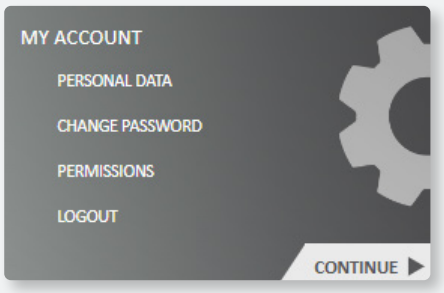


Enter your username and set a new password.
To save your new password, click the **“Set Password”** button.



3. PARTNERT PORTAL

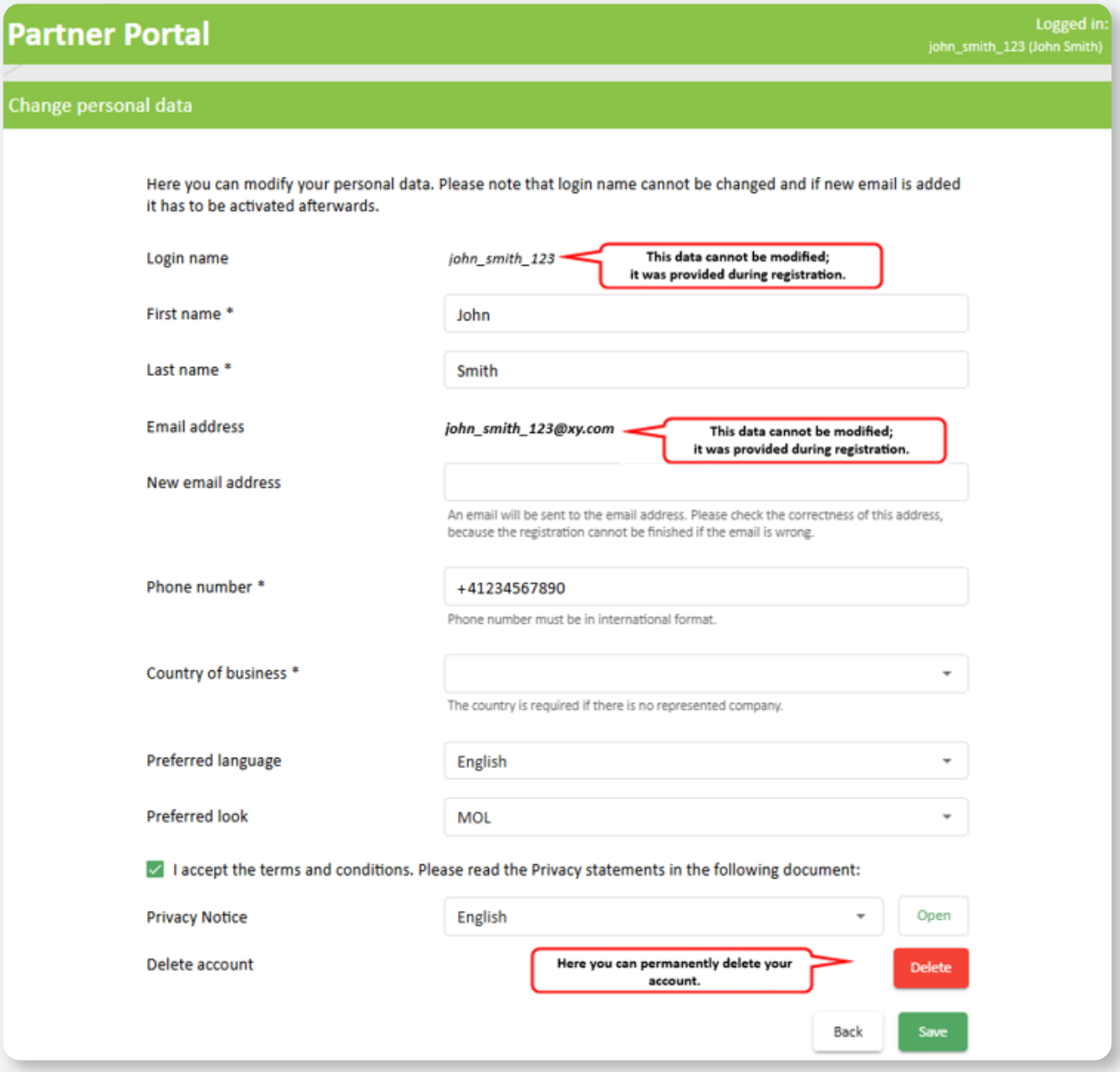
3.1. MY ACCOUNT



Under the **“My Account”** menu, you can view and update your personal information and password, request access rights for your company, and log out of the website.

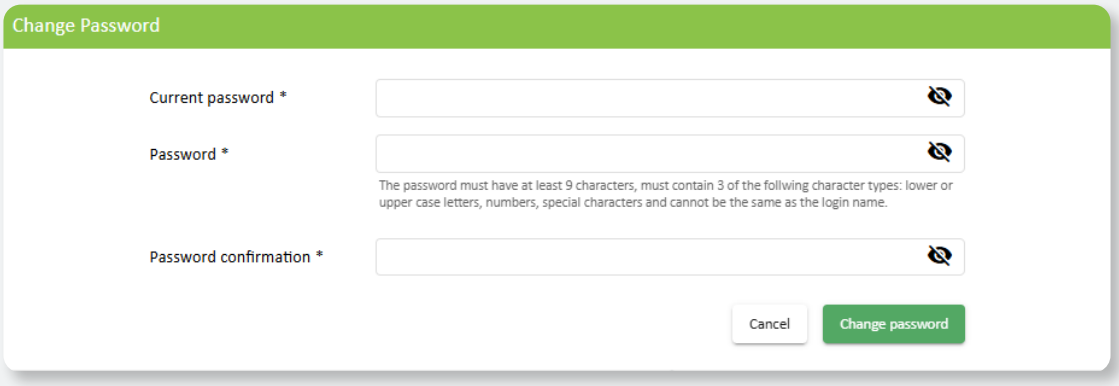
3.1.1. Account informations

In the **“Data”** menu, you can update your name, email address, and phone number. This can be useful in case of personnel changes within your company, while continuing to use the same username for access.
You can also choose to delete your user account from this section if needed.



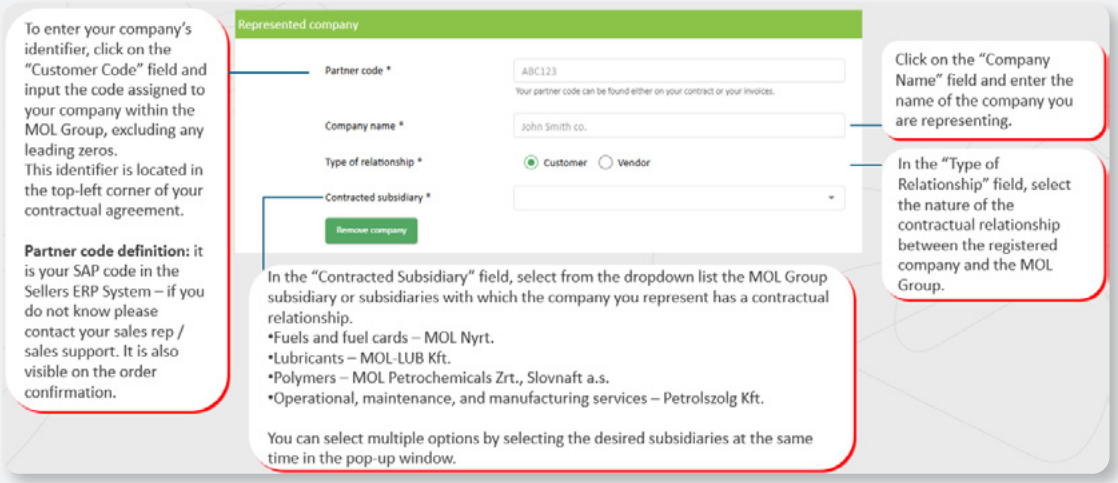
3.1.2. Password Change

To change your password, you need to enter your current password and the new password, which you must confirm by entering it again. Then, click the **„Change Password”** button, and next time you log in, you will need to use your new password.



3.1.3. Permissions

During registration, you had the option to **“Add a New Represented Company”**. However, if you wish to add a new company to your account later, or if this step was skipped during registration, you can request access under this menu item.



By clicking the **“Submit Registration”** button, MOL Group staff will assign the appropriate permissions to your account.

3.1.4. Logout

Clicking the **“Sign Out”** button will log you out of your current session and return you to the login page

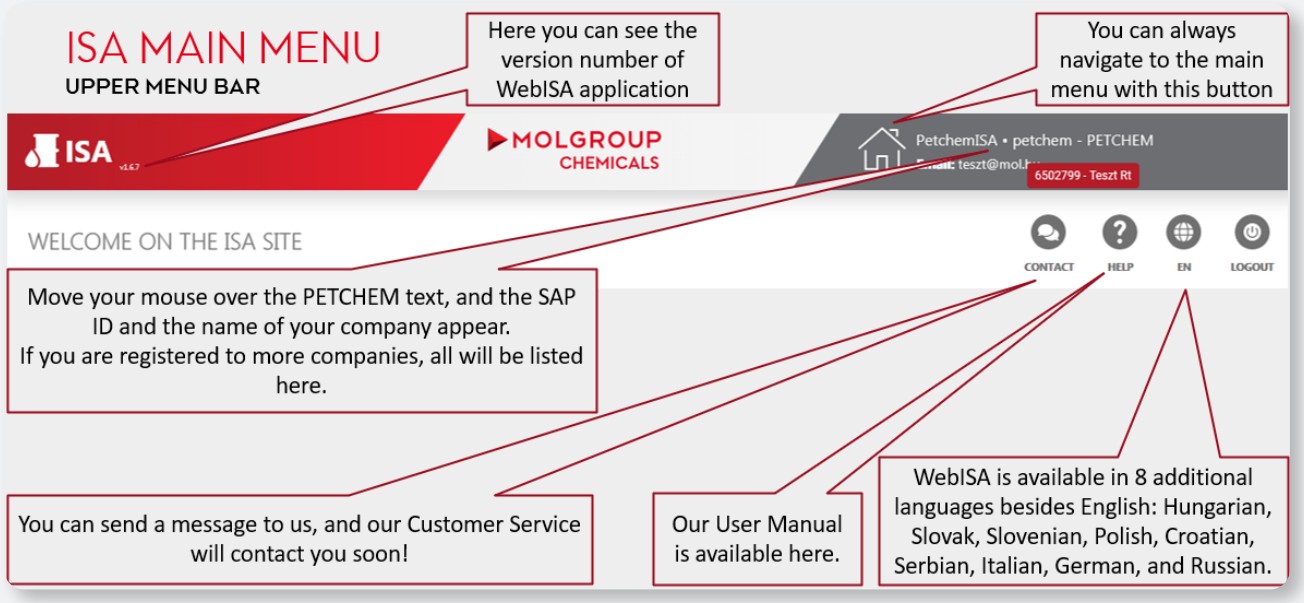
3.2. ADMINISTRATION

This section contains general information about the website.

3.3. ISA PETCHEM

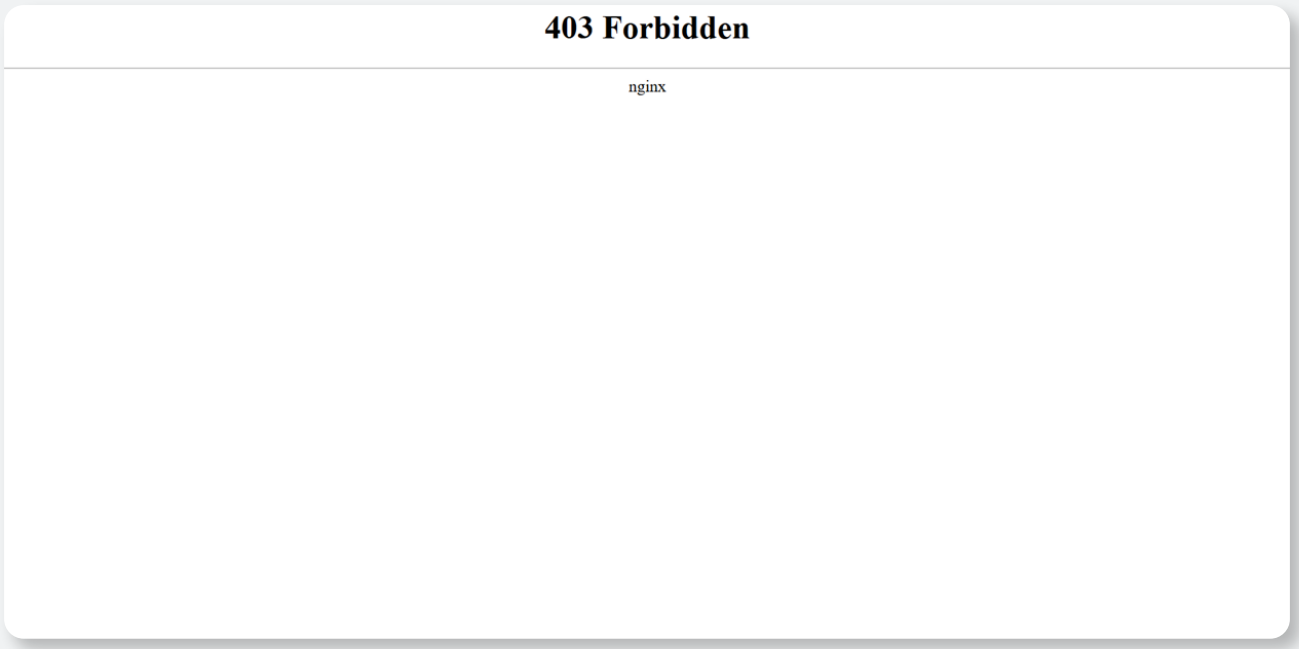
The ISA Petchem interface allows you to place and track your orders, view order history, check your credit limit, and stay updated with the latest news and developments related to the platform.

3.3.1. Main menu

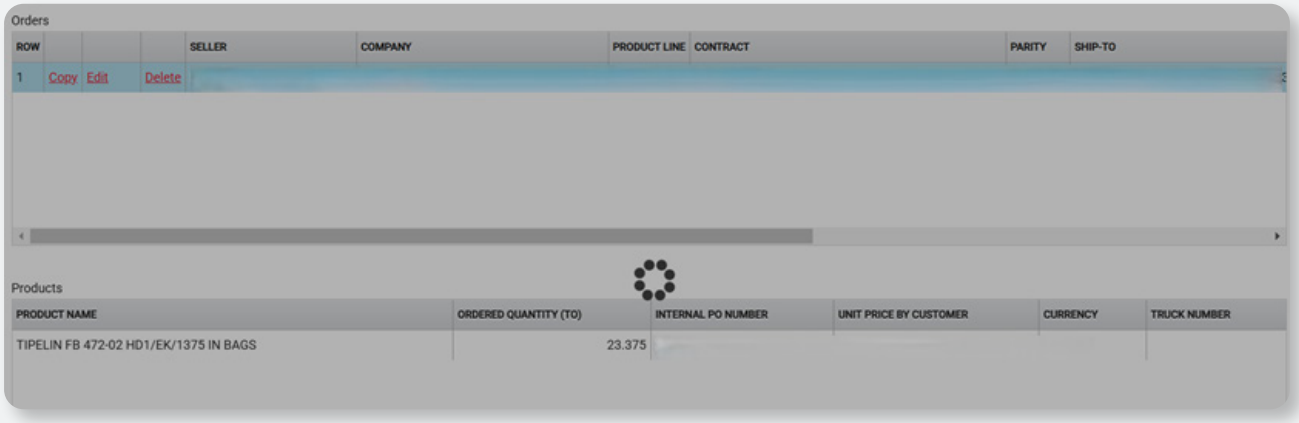


3.3.2. Tiles

If you see the following error message after clicking on the ISA tile, means, that the request is being processed. Please check back in 30 minutes.

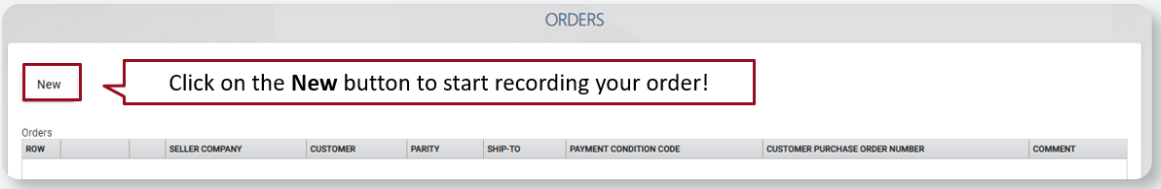


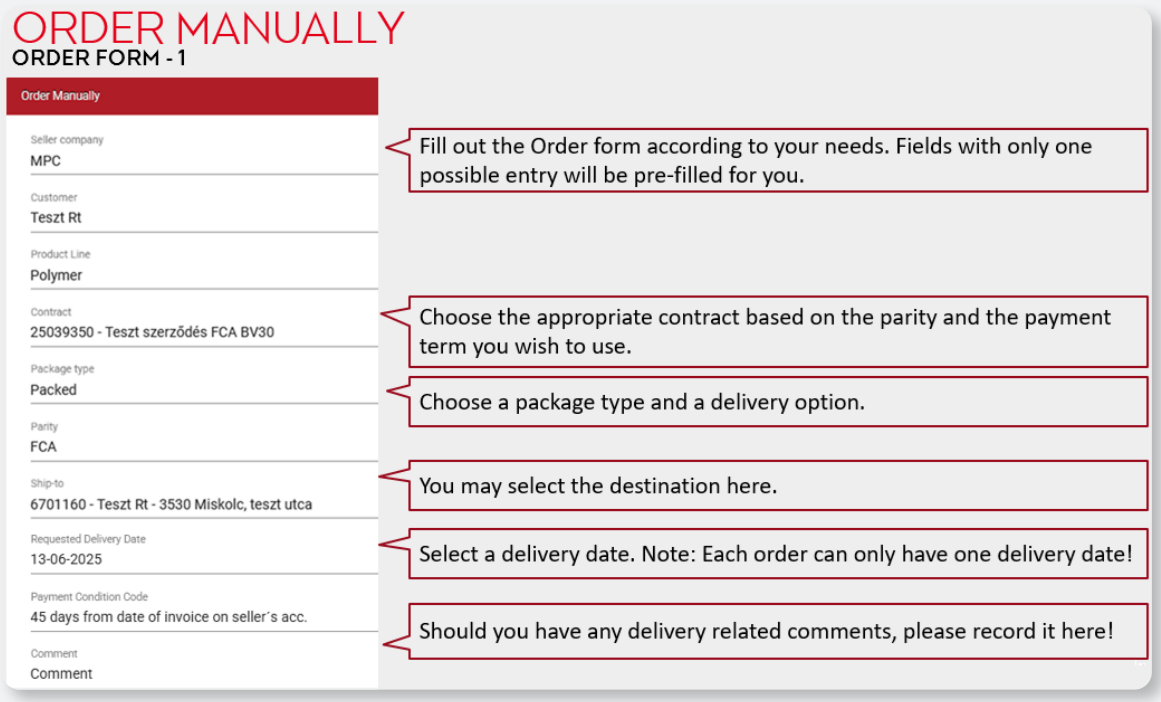
If you notice that a loading circle keeps spinning for an unusually long time while submitting your order, it may indicate a technical issue. In such cases, we recommend switching to a different browser to access the ISA platform—this often resolves the problem.

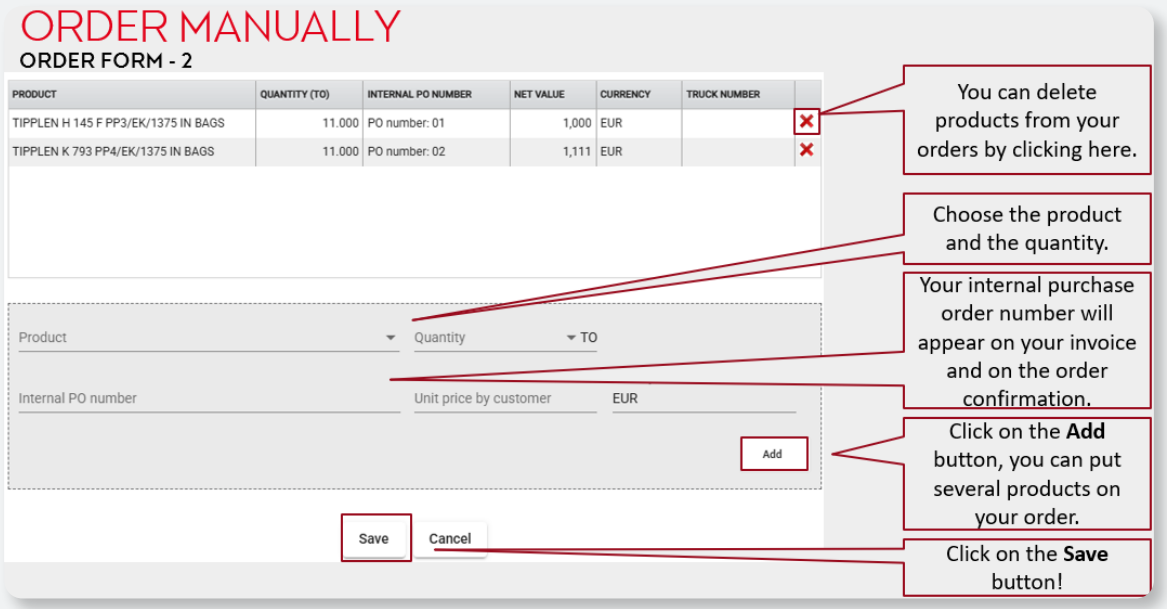


3.3.2.1. Order manually

This section allows you to place your order through the online interface using dropdown menus.
Before submitting, you can also copy, edit, or delete your order as needed.

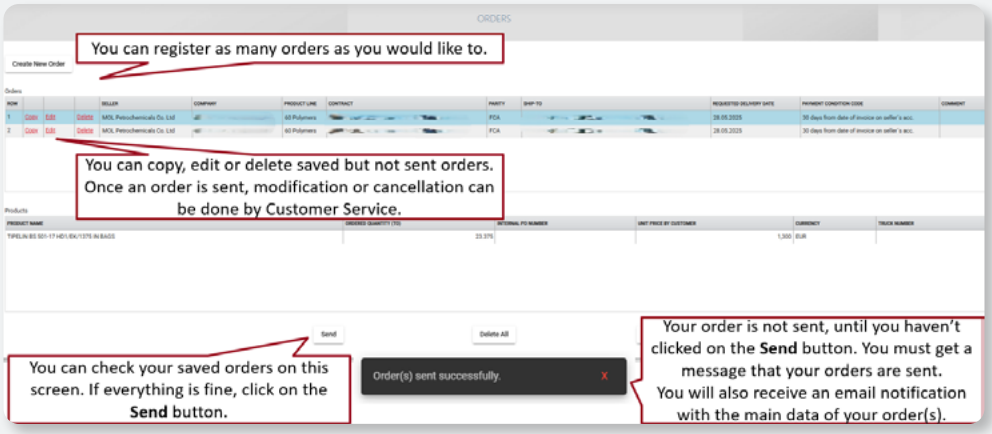




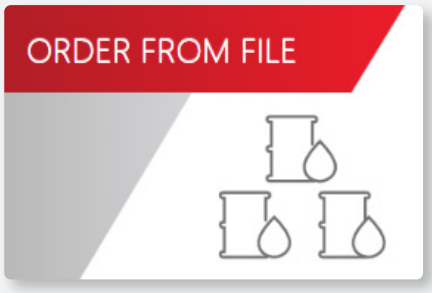


Once you've entered your desired order, several options are available for further actions. If you want to create a new order similar to the current one, click the **Copy** button — this will pre-fill the form with the previous data, which you can modify as needed. To update the details of an existing order, select the **Edit** option to make changes to any field. If you wish to remove the order before submission, use the **Delete** button to permanently discard it. To finalize and submit your order, click the **Submit** button. Please note that once submitted, the order can no longer be edited or deleted.

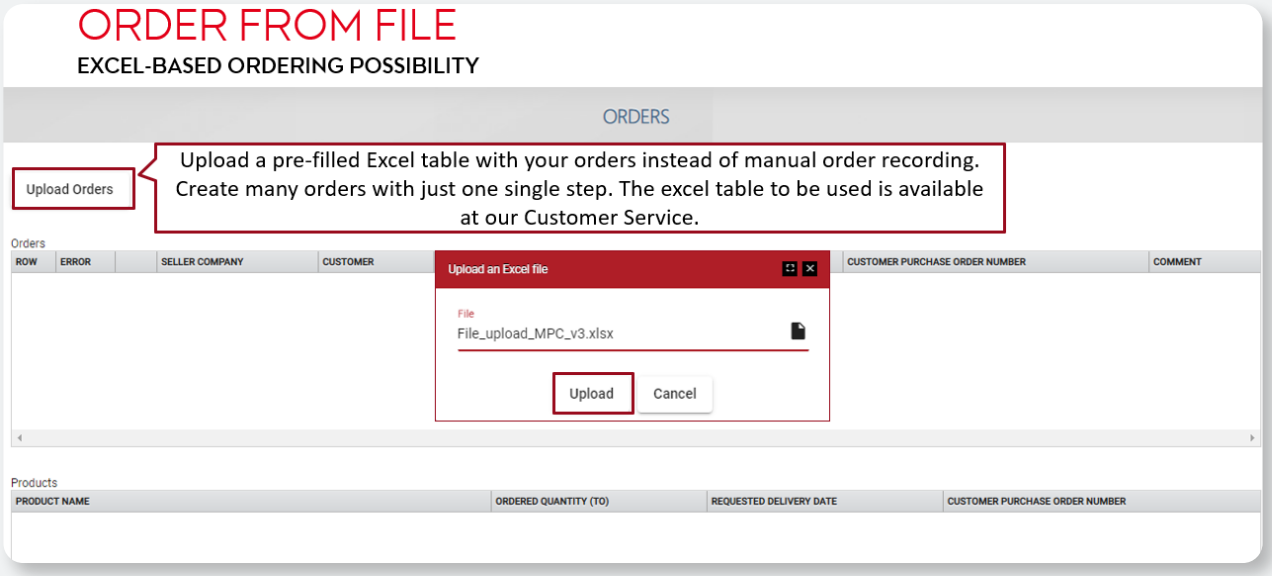
After submission, once Customer Service has processed your order, a confirmation email will be sent to you. You can also view the confirmation on the monitoring interface.



3.3.2.2. Order from file / Excel-based ordering



In this menu, you can place your order using the Excel upload file provided by your sales representative or Customer Service.

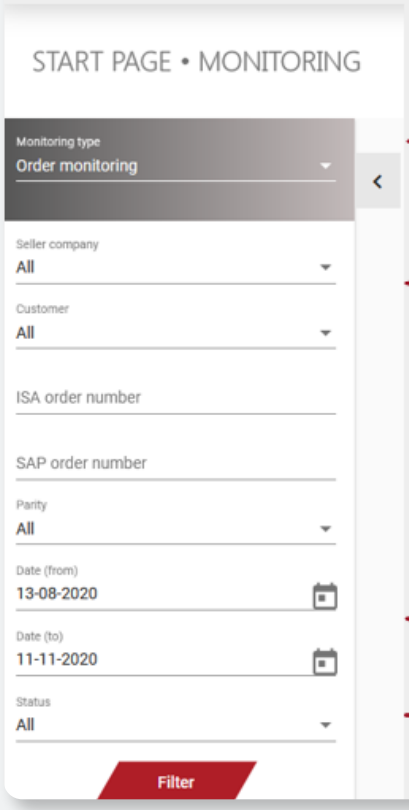


3.3.2.3. Monitoring

With the monitoring function, you can access up-to-date information about the status of your orders. This data can be downloaded in Excel format as well.

MONITORING

FILTERING



You may choose to monitor your orders, downpayment requests or final invoces.

Similarly to the order form, you can filter for the Seller company. If you manage more companies, they appear in the Customer list.

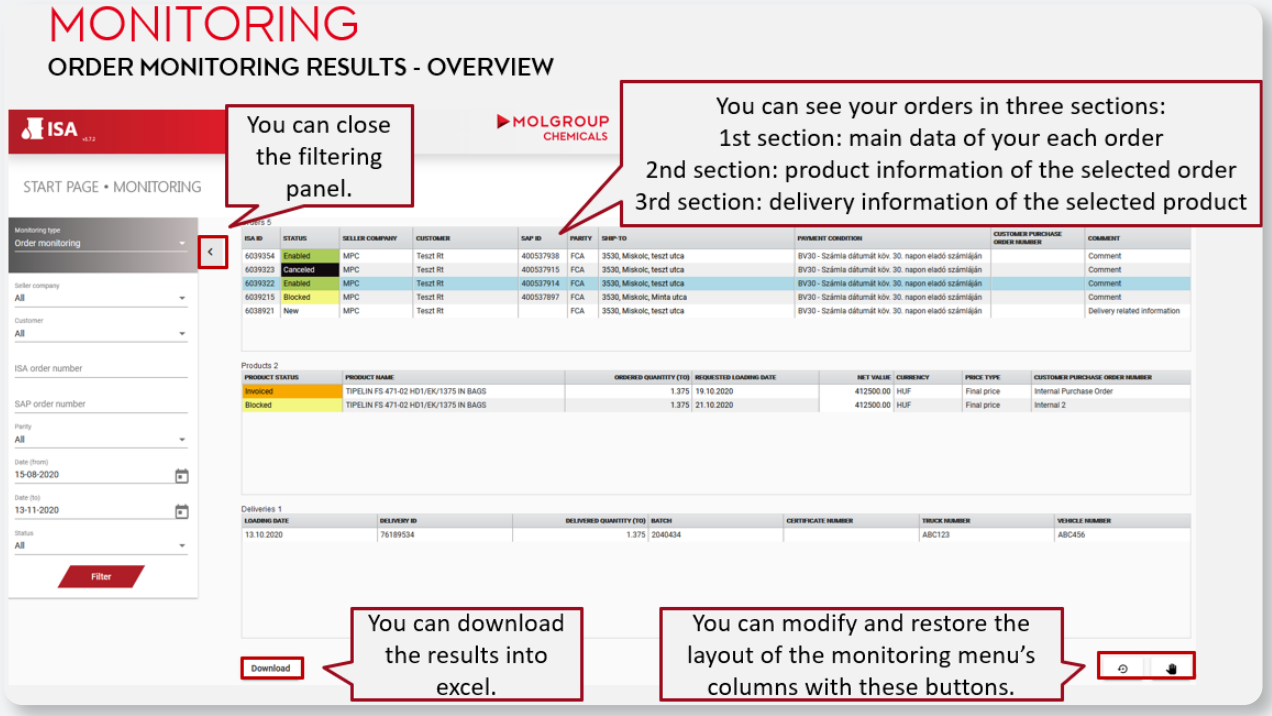
You may filter for the ISA or SAP order number of your order. If you do so, other filters will not be active.

Date when the order was placed.The present date minus two and plus one month is set as a default range, and you may monitor 3-month-long (90 days) periods.

You may filter for orders in different statuses that you can set here. Click on Filter when done.

MONITORING

ORDER MONITORING RESULTS - OVERVIEW



MONITORING

ORDER MONITORING RESULTS – ORDER DATA

Orders: the first section contains the main data of your each order, such as order IDs, parity, destination and payment condition.

Orders 4

ISA ID	STATUS	SELLER COMPANY	CUSTOMER	SAP ID	PARITY	SHIP-TO	PAYMENT CONDITION	CUSTOMER PURCHASE ORDER NUMBER	COMMENT
6039323	Canceled	MPC	Teszt Rt	400537915	FCA	3530, Miskolc, teszt utca	BV30 - Számla dátumát köv. 30. napon eladó számláján		Comment
6039322	Enabled	MPC	Teszt Rt	400537914	FCA	3530, Miskolc, teszt utca	BV30 - Számla dátumát köv. 30. napon eladó számláján		Comment
6039215	Blocked	MPC	Teszt Rt	400537897	FCA	3530, Miskolc, Minta utca	BV30 - Számla dátumát köv. 30. napon eladó számláján		Comment
6038921	New	MPC	Teszt Rt		FCA	3530, Miskolc, teszt utca	BV30 - Számla dátumát köv. 30. napon eladó számláján		Delivery related information

Also here you can find the overall status of your orders.
New status: your order is still waiting to be processed by our Customer Service.
Blocked status: your order has not been approved from production and/or financial point of view.
Enabled status: your order is ready for pick-up in our depot or ready for delivery.
Canceled status: your order is deleted based on mutual agreement.

MONITORING

ORDER MONITORING RESULTS – PRODUCT DATA

The second section displays the product-related information of the selected order.

Products 3

PRODUCT STATUS	PRODUCT NAME	ORDERED QUANTITY (TO)	REQUESTED LOADING DATE	NET VALUE	CURRENCY	PRICE TYPE	CUSTOMER PURCHASE ORDER NUMBER
Loaded	TIPELIN 6000B HD2/SILO	24	19.10.2020	24.00	HUF	Working price	First delivery
Enabled	TIPELIN 6000B HD2/SILO	25	20.10.2020	25.00	HUF	Working price	Second delivery
Blocked	TIPELIN 6000B HD2/SILO	23	22.10.2020	23.00	HUF	Working price	Third delivery

The status of the product shows the individual stage of each line.
Enabled status: your order is ready for pick-up in our depot or ready for delivery.
Blocked status: this line has not been approved from production and/or financial point of view.
Loaded status: your order has been delivered or picked up in our depot.

The net value displayed with light red background indicates that your ordered product does not have final price yet.

MONITORING

ORDER MONITORING RESULTS

Products 2

PRODUCT STATUS	PRODUCT NAME	ORDERED QUANTITY (TO)	REQUESTED LOADING DATE	NET VALUE	CURRENCY	PRICE TYPE	CUSTOMER PURCHASE ORDER NUMBER
Paid	TIPELIN FA 381-10 HD1/EK/1375 IN BAGS	2.75	13.10.2020	2747.25	EUR	Final price	
Invoiced	TIPELIN FS 471-02 HD1/EK/1375 IN BAGS	20.625	13.10.2020	20150.63	EUR	Final price	
Overdue	TIPELIN FS 471-02 HD1/EK/1375 IN BAGS	19.25	09.10.2020	16863.00	EUR	Final price	

Further statuses appear if your order is financially processed.
Invoiced status: the invoice for your order is available and not due yet.
Paid status: the invoice of your ordered product has been settled.
Overdue status: the invoice of your ordered product has not been settled and is due.

Fields with blue background means modified data of your order. Move your mouse over the modified field to see the original value.

MONITORING

ORDER MONITORING RESULTS

The third section displays the delivery-related information in the selected order, such as the exact date of the loading, the loaded quantity with the batch number and the number plates of the vehicle.

Deliveries 1

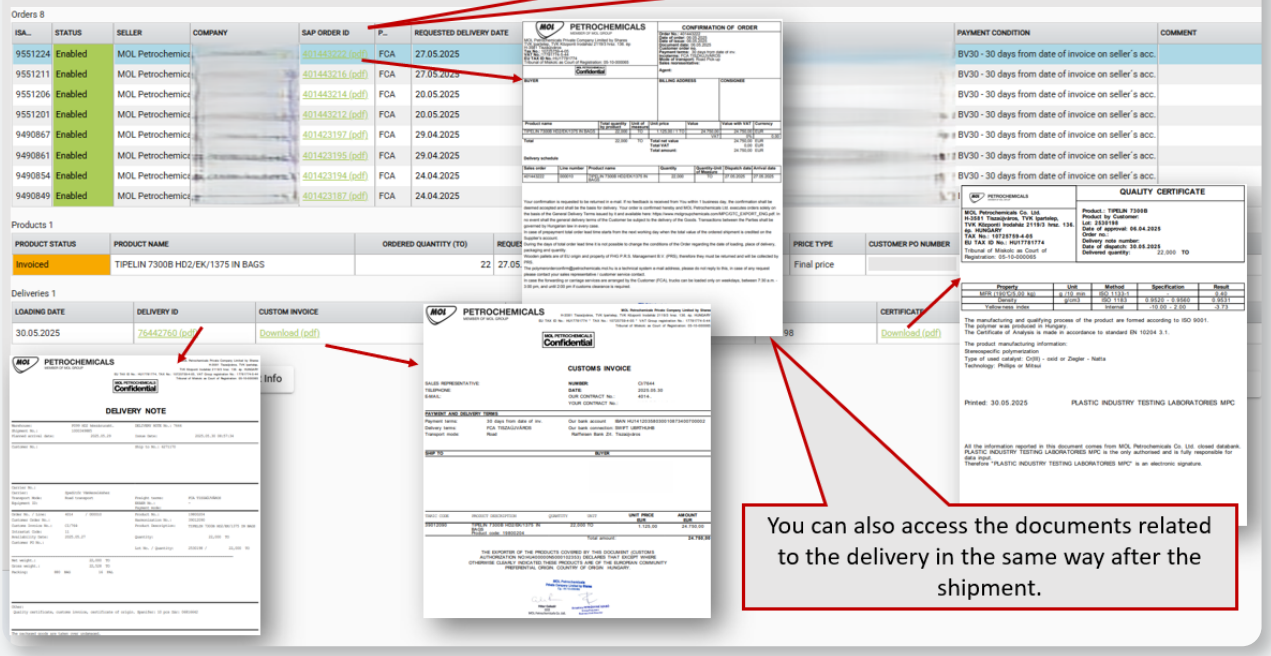
LOADING DATE	DELIVERY ID	DELIVERED QUANTITY (TO)	BATCH	CERTIFICATE NUMBER	TRUCK NUMBER	VEHICLE NUMBER
07.10.2020	76189533	2.75	2040482		ABC123	ABC456

You can easily access the documents related to your order through the monitoring interface. If the SAP order number is highlighted in green, or if you click on the order line, the related documents (such as the delivery note number, customs invoice, and quality certificate) will appear in the shipment list below, also highlighted in green. By clicking on the highlighted text, the documents will open in a separate window.

MONITORING

VIEWING PDF DOCUMENTS

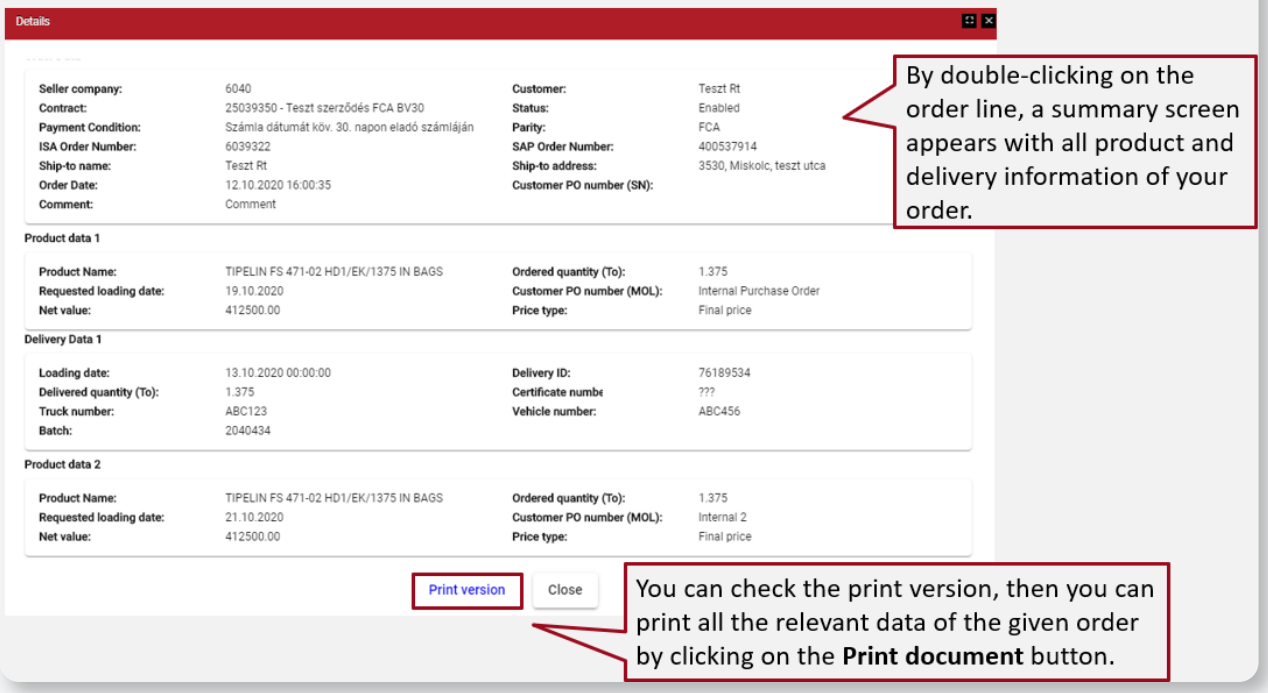
If the SAP order number is highlighted, the sent document is already available in PDF format — just click on it, and it will open in a separate window.



You can also access the documents related to the delivery in the same way after the shipment.

MONITORING

ORDER MONITORING RESULTS – DOUBLE CLICK

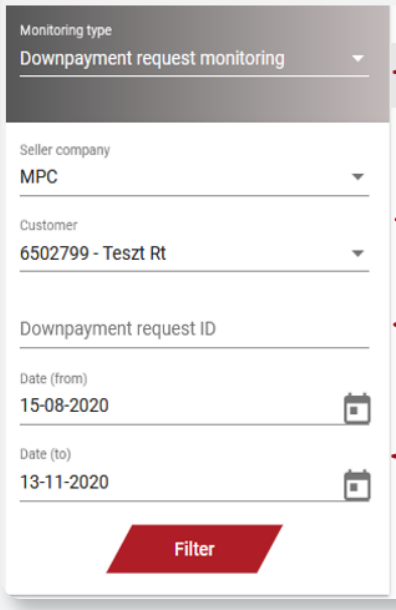


By double-clicking on the order line, a summary screen appears with all product and delivery information of your order.

You can check the print version, then you can print all the relevant data of the given order by clicking on the **Print document** button.

MONITORING

DOWNPAYMENT MONITORING FILTER



Set the filter here to monitor your downpayment requests.

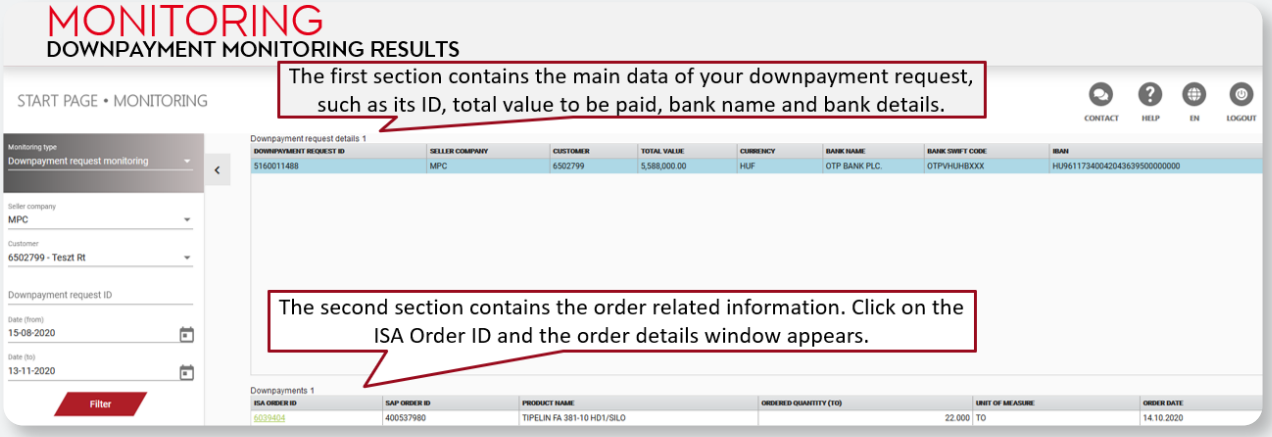
Filter here for the Seller company. If you manage more companies, they appear in the Customer list.

You may filter for the downpayment request ID of your order. If you do so, other filters will not be active.

The present date minus two and plus one month is set as a default range, and you may monitor 3-month-long (90 days) periods. Click on Filter when done.

MONITORING

DOWNPAYMENT MONITORING RESULTS

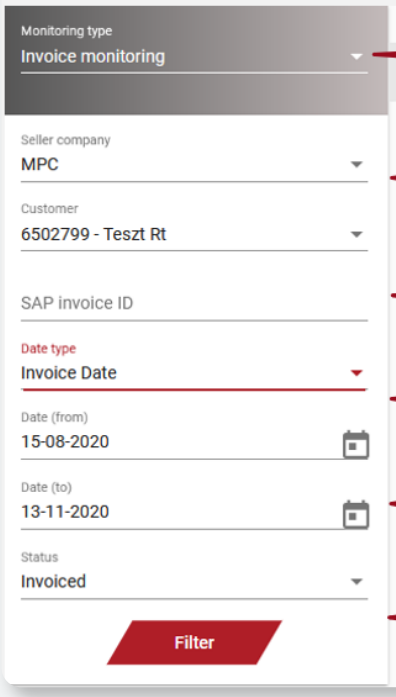


The first section contains the main data of your downpayment request, such as its ID, total value to be paid, bank name and bank details.

The second section contains the order related information. Click on the ISA Order ID and the order details window appears.

MONITORING

INVOICE MONITORING FILTER



Set the filter here to monitor your invoices.

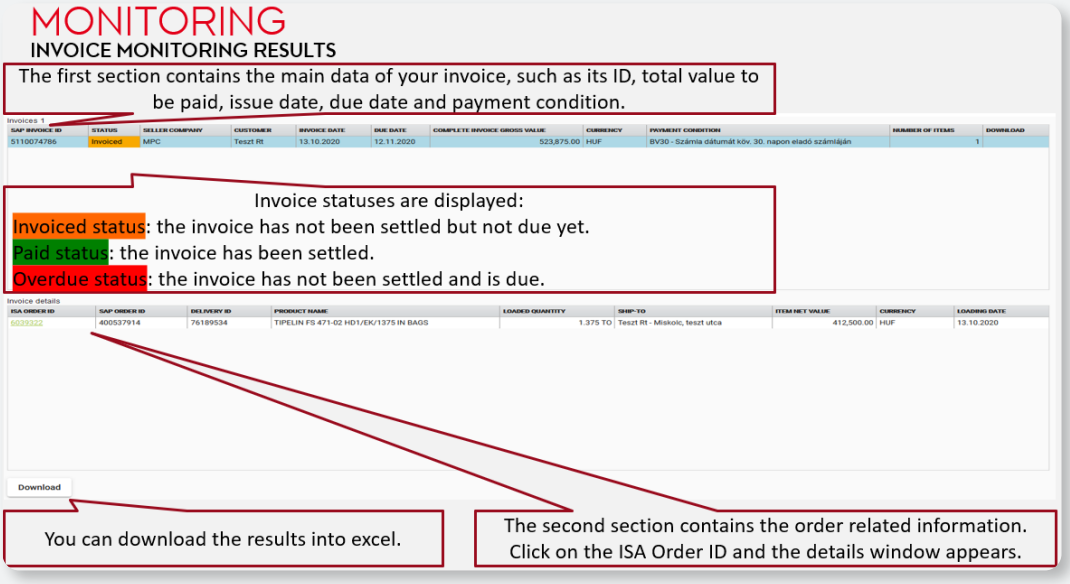
Filter here for the Seller company. If you manage more companies, they appear in the Customer list.

You may filter for the SAP invoice ID. If you do so, other filters will not be active.

You may filter the invoices based on the issue or on the due date.

The present date minus two and plus one month is set as a default range, and you may monitor 3-month-long (90 days) periods.

You may filter for invoices in different statuses that you can set here. Click on Filter when done.

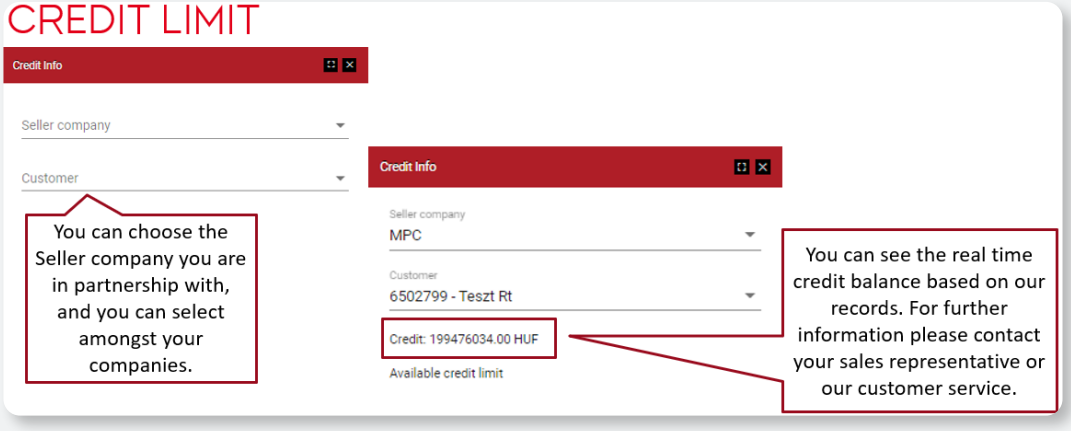


3.3.2.4. Data Service

In the Data Service menu, you can quickly and easily download an Excel spreadsheet containing your orders and their details, based on a time period you specify.

3.3.2.5. Credit Info

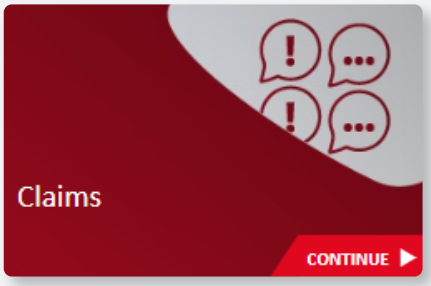
You can check your current credit limit in the Credit Limit section.



3.3.2.6. News

This section provides you with **relevant and up-to-date information**. For example, you can find details about changes in site opening hours related to public holidays and scheduled maintenance. Additionally, the latest developments and system updates are also published here.

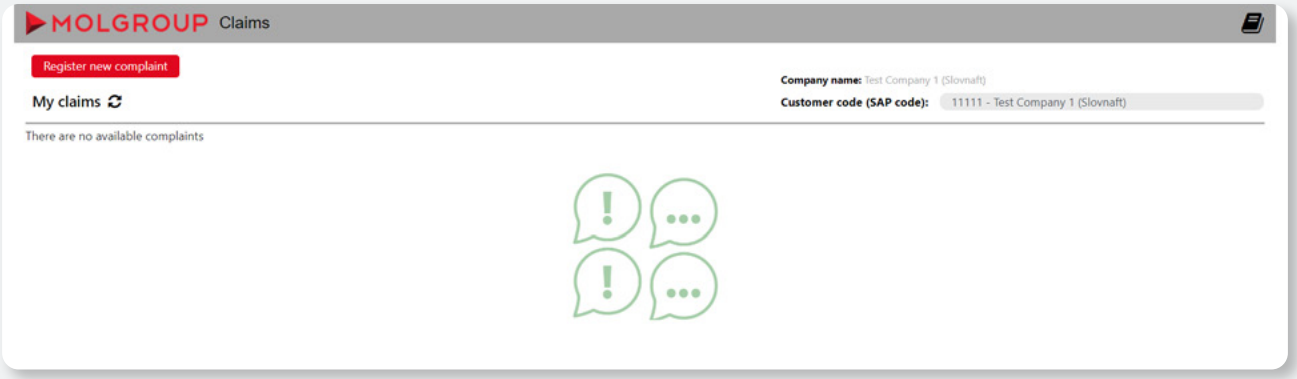
3.4. CLAIMS



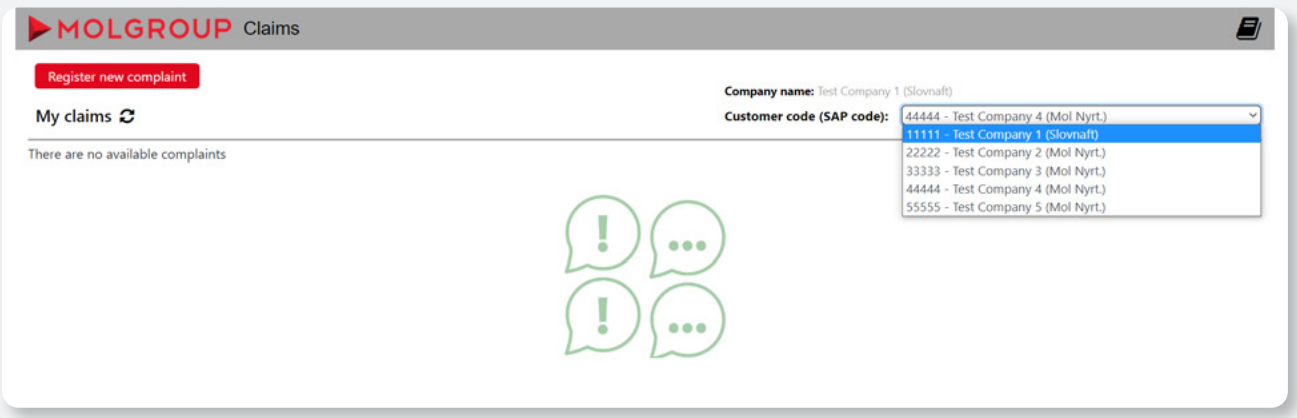
If you would like to submit a claim, you can do so via this tile.

3.4.1. There are no available complaints

If the Partner has a Customer Code (SAP code) and a contracted company, then the Company Name, Customer Code (SAP code), and Contracted Company will be automatically filled in after the page loads. If the Partner has not initiated any complaints yet, the following screen will appear.



If you have more than one Customer code (SAP code), it can be selected in a dropdown list, and claims will be loaded for that certain Customer code only.



If you did not initiate any complaints for the selected Customer Code, „There are no available complaints” message will show up.

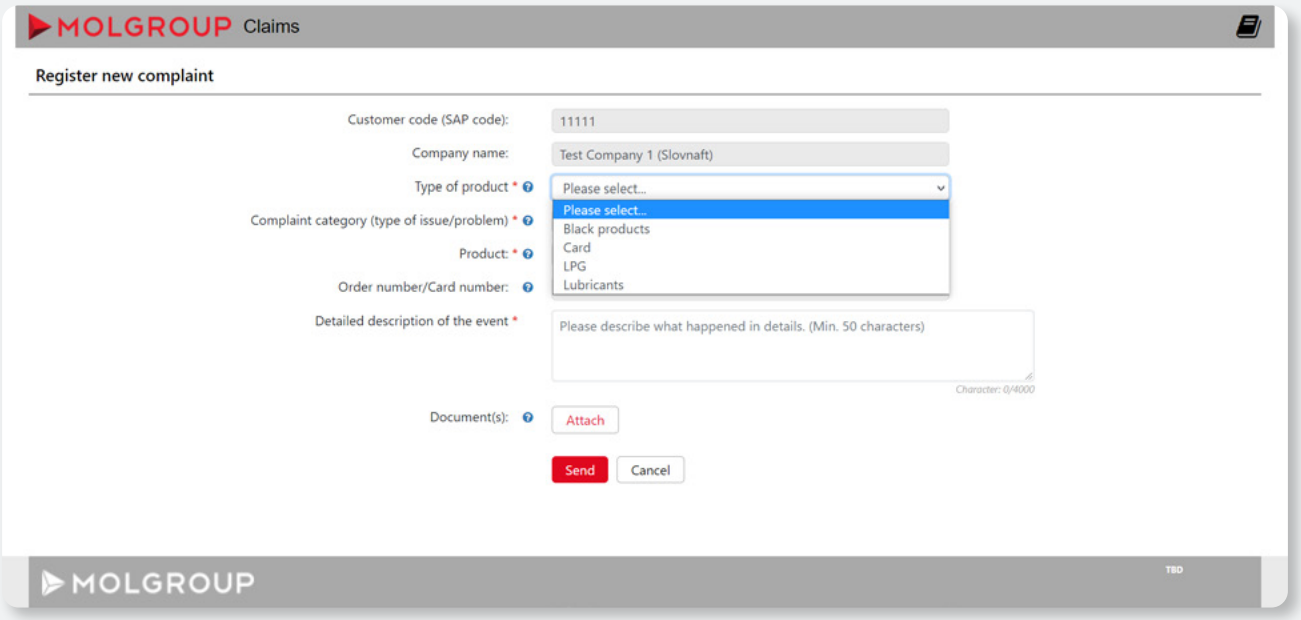
Clicking on  icon this document, the available documents will open up.

Clicking on  button all the data related to the selected Customer code on the screen will be refreshed.

Clicking on Register new complaint button will open the fillable form on a page.

3.4.2. Register new complaint

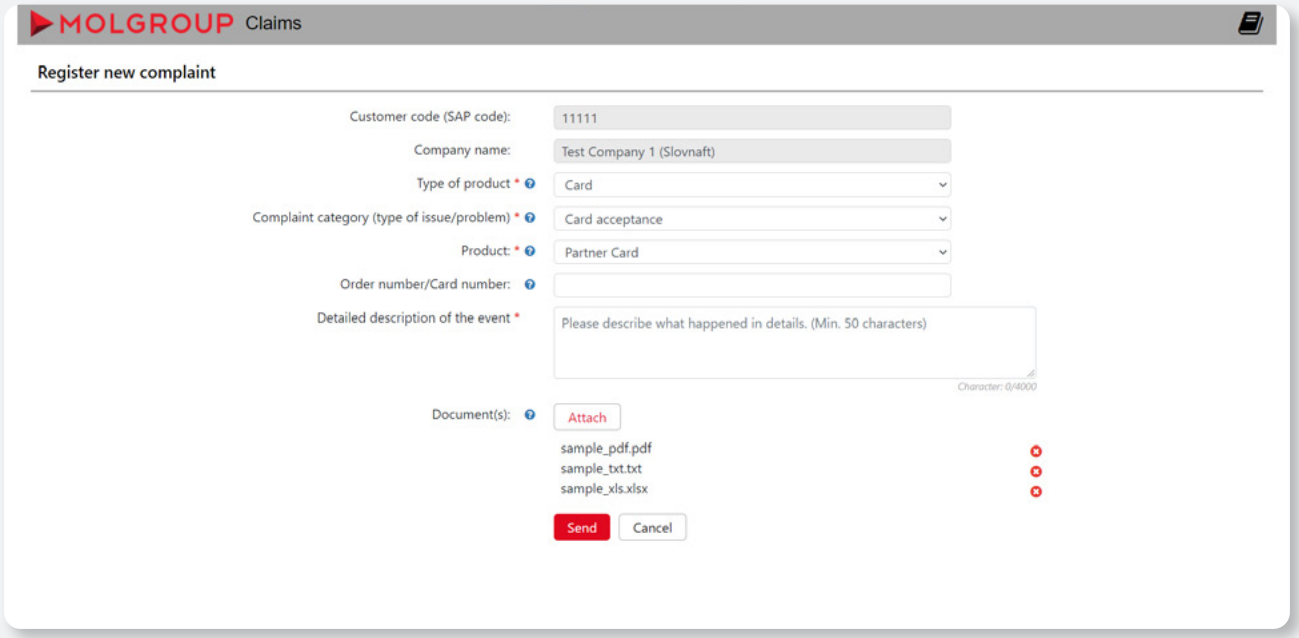
During register process of new complaints, predefined value sets and indicator messages help the register of correct data sets. Some fields are automatically filled based on Customer Code (SAP code, company name). Complaint category and product type can be filled only after setting the subject of the complaint.



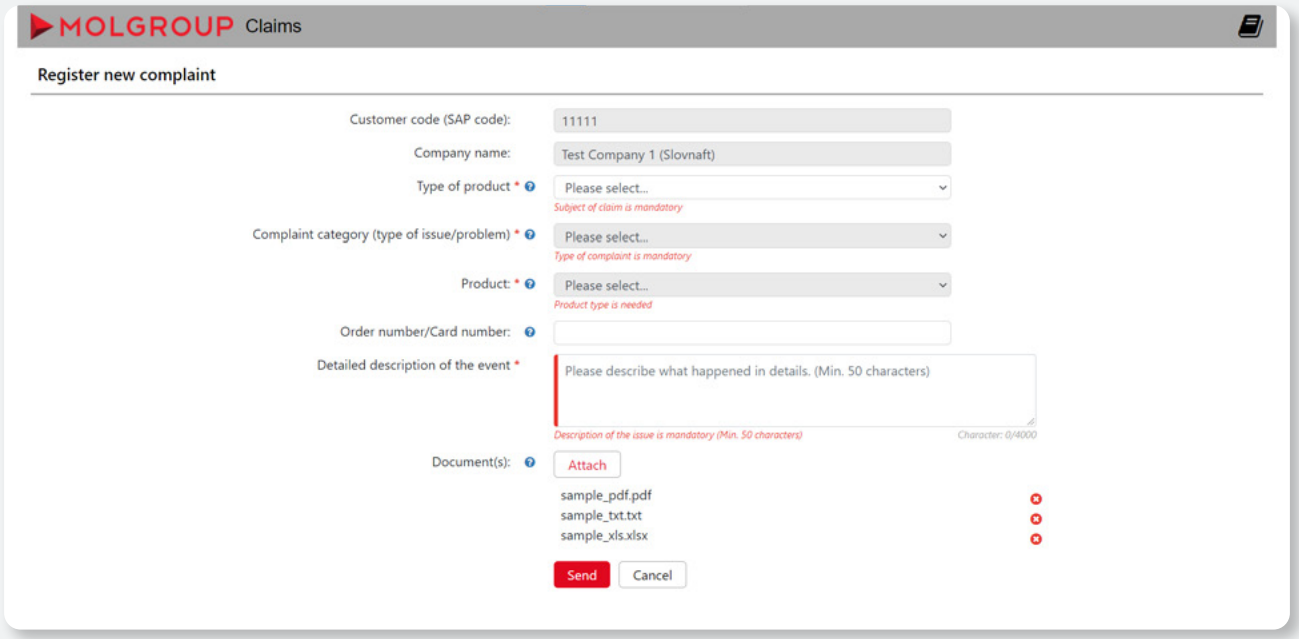
If you have more than one Customer code (SAP code) with more than one companies, you can choose the Company and the Contracted member company, and register the complaint for that certain company.
Beside required fields, Order Number can be filled optionally.
Documents can be attached with the button Attach, if they help managing and understanding the complaint. Multiple documents can be attached at once.

Important:

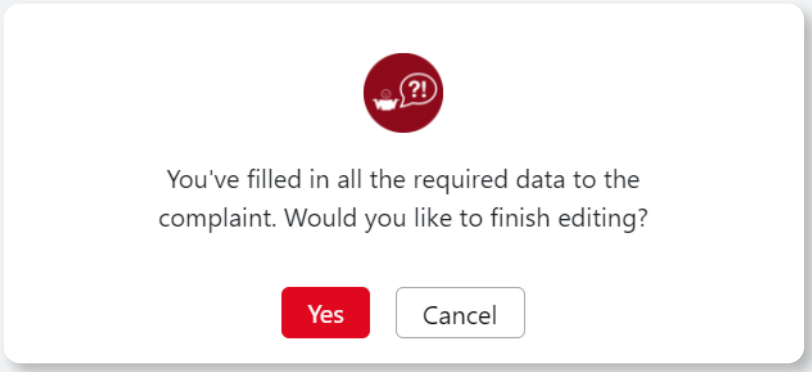
- Complaints can containt **10 documents** at most, and
- every document's size must be less than **10 MB.**



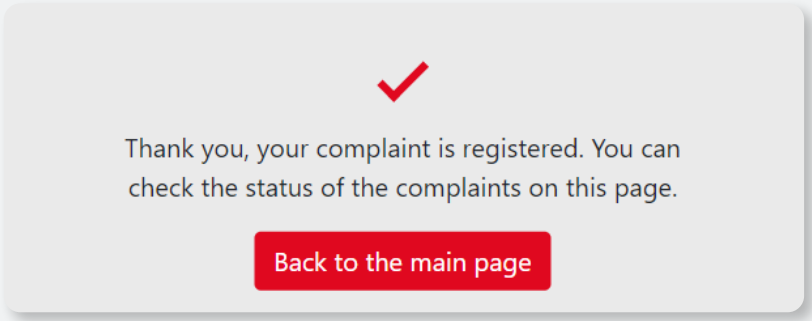
Clicking on button deletes the documentation from the registration form.
After submitting the complaint, documents can be downloaded from the claim page.
Marked fields (*) are required to fill, warning messages indicate if something is missing.



Complaint can be sent to the MOL's internal system by pressing Send button.



Clicking on Yes button the complaint will be submitted.
The Cancel button will resume editing.

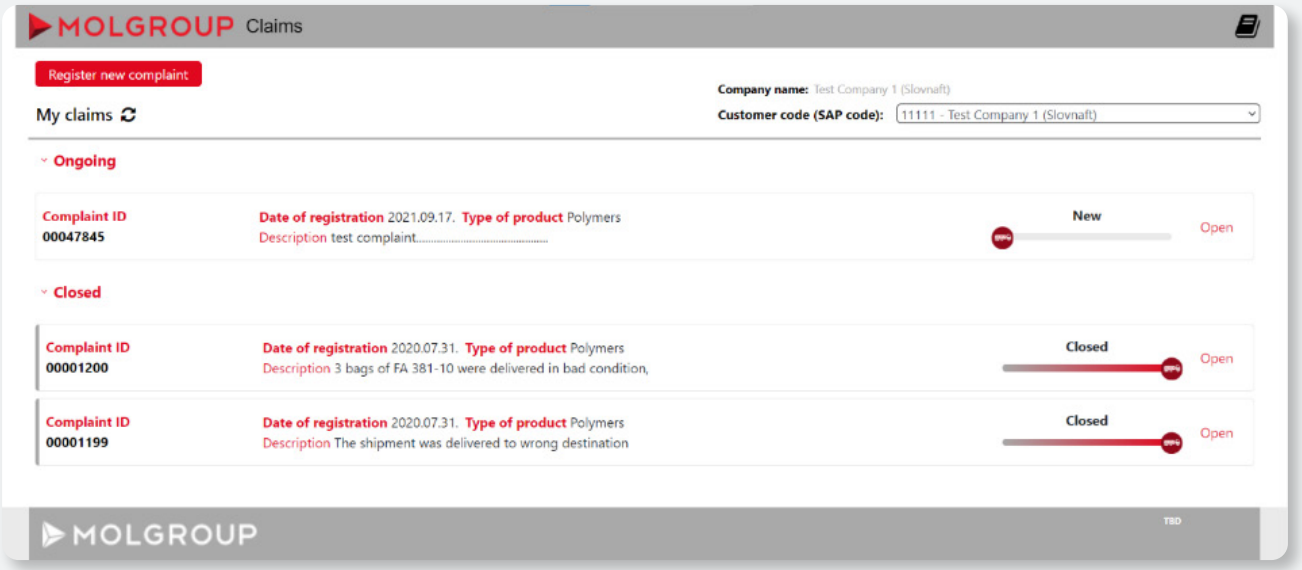


Clicking on Back to the main page button brings back the home page of the system.

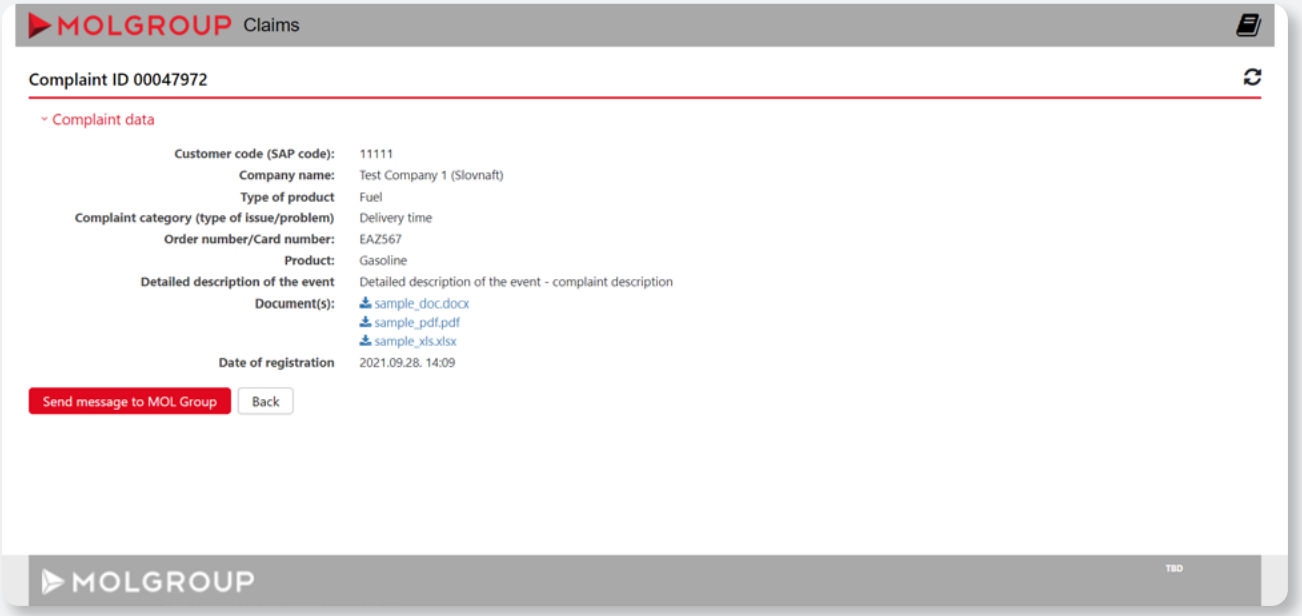
Field	Explanation
Type of product	Please select from the dropdown list which area, product or service you want to report about.
Complaint category	Please select the type of complaint you want to make. Please select the category that describes your cause for reporting best.
Product	Please select the product type for which you want to report from the dropdown list.
Order number	If you know the SAP number of the order to which your notification applies, please indicate it here. You will find this in the upper third of the delivery note, below the delivery note ID number, on the right, next to the company details, in the order number field. You can also enter an account number, which is located in the upper right corner of the delivery note.
Document(s)	Please attach documents related to your report (e.g. text document, delivery note, invoice, photo, etc.). You can upload up to 10 documents, each of which cannot exceed 10 MB in size. If you would like to share more / larger documents with us, please contact our Customer Service.

3.4.3. My claims

On the home page, claims are displayed in Ongoing and Closed categories.



Status is In progress from the start (submitting the complaint) until complete resolution. After the complaint is recorded, a status bar indicates where exactly that certain report is in the process.
Clicking on the tile, the recorded complaint's date will show up.

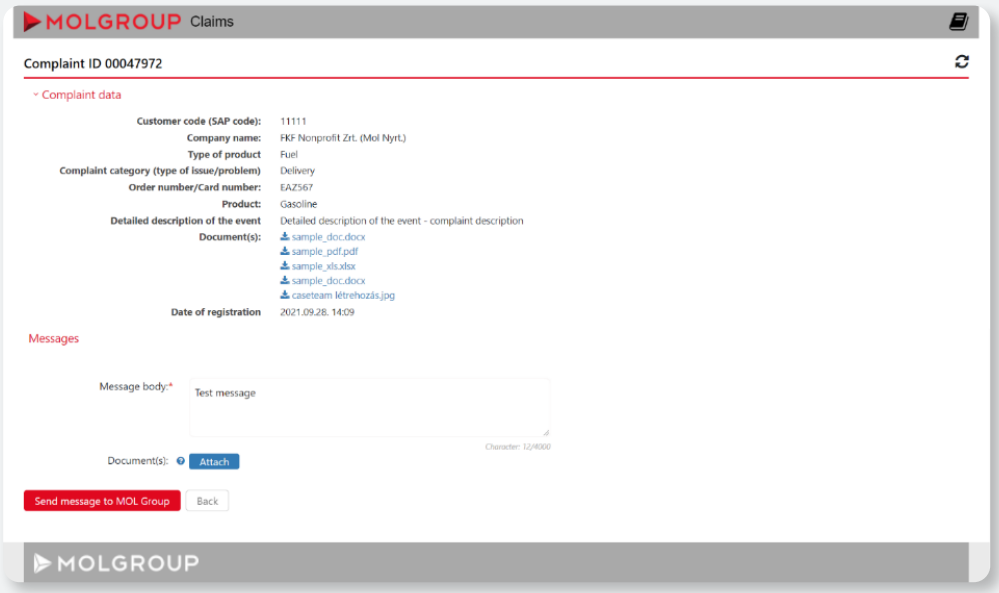


Status explanation

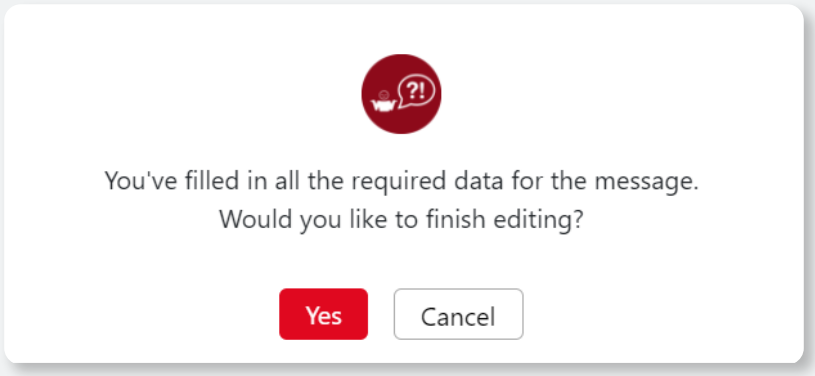
Status	Explanation
New	New complaint has been registered.
In progress	MOL has started processing the complaint.
Under investigation	MOL internal investigation is ongoing.
We are waiting for your answer	If MOL needs to request information in order to investigate the complaint further, the Partner will be asked in a message to attach the missing data and document(s).
Inform customer	After decision, the Partner should be informed about the outcome. In the closing letter Partner shall be informed about having the right to refuse the result according to Contract and/ or General terms and conditions. Complaints shall be considered settled, if the Partner does not reply within the given timeframe from the date of receipt of the written information about the result of investigation or financial compensation. Information should contain an official binding information about how and when the financial compensation will be amended.
For compensation	After the acceptance of the complaint, a credit or debit note will be issued and sent.
Closed	The complaint has been closed. No further comment can be recorded, only by recording a new complaint.

3.4.4. Send a message to MOL

If the New complaint has been successfully submitted to MOL's internal system, additional information, documents may be attached to that entry later.
Message sending option is available only to complaints, where ID is available. Clicking on Send message to MOL Group button will show up input area to compose the message.



After Partner finished message and/or attached documents, button Send message to MOL Group will finalize the message sending process.



Clicking on Yes button , the message will be sent. The Cancel button will return to editing.

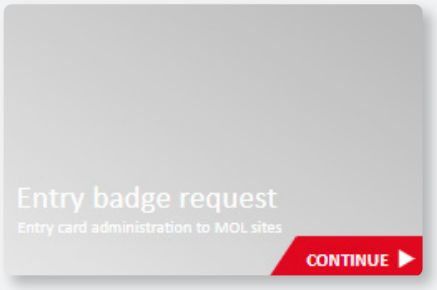
3.4.5. Closing a complaint

After the report is investigated, the report will be closed (Closed status).
In case of closing the complaint, if a separate reply letter has been prepared for the Partner about the result of the investigation, the reply letter can be downloaded from the Claims tile.
In case of informing the customer about the closing in other ways (telephone, e-mail, message via the Partner Portal, etc.), the entry from MOL will be: “Your complaint is already in closed status. To register new feedback please record a new complaint.”.

The complaint has been closed. No further comment can be recorded, only by recording a new complaint.

Button Back will navigate back to the main menu of the home page.

3.5. ENTRY BADGE REQUEST



If you visit our site in person and would like to request an access card online, you can do so under the following menu item.

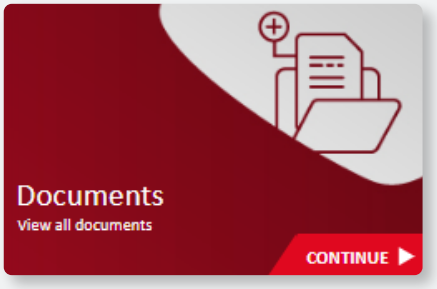
3.6. DIGITAL KNOWLEDGE BASE

The Digital Knowledge Base provides videos, descriptions, and assistance for using the Partner Portal.

3.7. NEW E-BUSINESS

This menu item is currently available only to users who place fuel orders.

3.8. DOCUMENTS



In the Documents section of the Partner Portal, you can find the official contractual terms related to MOL Plc.'s domestic card-based and wholesale sales. Depending on the type of agreement you have, the following documents apply in addition to your signed contract:

For wholesale agreements:

- the General Terms and Conditions (GTC),
- the Product-Specific Terms (PST) defined in your contract, and
- the identified usage list.

For card-based agreements:

- the General Terms and Conditions (GTC) relevant to the specific card type

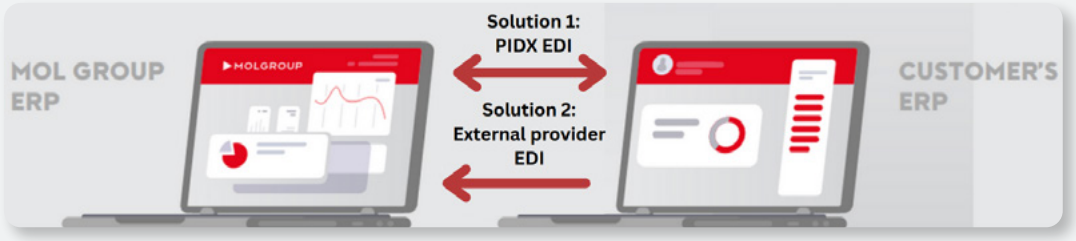
4. EDI

EDI (Electronic Data Interchange) is a standardized method for electronically exchanging business data between systems. It enables automated, structured communication between business partners, reducing manual input and minimizing errors.
EDI simplifies data exchange between the MOL Group and its partners, making procurement faster and reducing errors from manual input. To support this, two standardized EDI solutions are available for B2B customers. Please note that ERP system integration on the customer's side requires additional IT development.
The MOL Group provides two types of standardized EDI solutions for B2B customers. These require additional IT development on the customer's side to integrate with their ERP systems.

1. **PIDX EDI**: Developed by the MOL Group and optionally customizable for petrochemicals products. It is available for order sending from Customer's ERP to MOL Group's ERP and loading data transfer from MOL Group's ERP to Customer's ERP.
2. **External provider EDI:** MOL Group's EDI connectivity using Seeburger as provider to handle multiple standards for EDI. External provider EDI available for order sending from Customer's ERP to MOL Group's ERP.

The **PIDX EDI** solution supports two key functions:

- Transmitting purchase orders from the customer's ERP system to the MOL Group's ERP system.
- Transferring loading data from the MOL Group's ERP system to the customer's ERP system.



Key Benefits of EDI Solutions:

- **Less manual work** – automated processes reduce the risk of human error.
- **Simplified order management** – orders can be created directly in the customer's ERP system without redundant data entry.
- **Direct ERP-to-ERP connection** – enables fast and reliable data exchange between the MOL Group and the customer.
- **Real-time data transfer** – information is delivered instantly to the appropriate system, supporting faster decision-making.

If you are interested in the EDI solution, please contact your Sales Representative.