

Making our world more productive



QUICK GUIDE

SIMPLE WAY TO SAVE TIME: GO DIGITAL WITH LINDE GAS

Discover our next generation services, available to you in the Linde Online Shop





Be an expert in buying and handling gas with Linde's new digital services

Linde means safer, simpler, smarter. Our next generation digital services, available free of charge for Linde Online Shop users, make it easier than ever to buy and handle gas.

With our great new set of services, you can:

Save valuable time with digital convenience

In a few simple clicks, access all the information you need on orders and products through a handy new selection of reports and tools. Get instant answers to all the most common questions. Order more gas or do quick inventories by simply scanning cylinder barcodes with a new app.

Ensure that you meet all safety and legal demands

Use new Linde Online Shop tools to buy and handle gas or rent cylinders, simpler and safer than ever. Effortlessly check how much gas you have bought and which gases you need to report to fulfil legal requirements. Access and share free courses on how to handle gas safely.

Optimize purchases and rentals with instant overview

Always stay on top of your gas purchases and rentals with handy self-service features. Instantly see how many cylinders you have in stock. Check what certificates you have active and what they cover, get recommendations for the best certificates for you and buy or renew them easily online.

As our online customer, these new services are available to you free of charge

Linde Online Shop:

Productive way to buy gas

Save time ordering and purchasing gas online. Find the information you need on orders and products.

By being a Linde customer, you get access to the information you need related to your gas purchases, consumption and rentals, all in one place. Go to the My Account area in the Online Shop to find many tools that make purchasing, handling and renting gases and cylinders easier, smarter and safer for you.

eLearning:

Be an expert in safely handling gas

Learn how to safely handle your gases and cylinders. Find and share free courses.

Get access to some free courses as part of being a rental customer to Linde. These courses will help you safely handle your cylinders and meet legal demands. You can share the courses with as many team members as you wish, as they will be assigned for all your customer numbers. There are also additional courses available for purchase.



Gas Consumption:

Effortless reporting

Meet legal requirements by reporting your gas consumption. We make it simple. You become more productive.

Check how much gas you have purchased from us with our gas consumption report. Quickly identify which gases were flammable, toxic or dangerous. See how many cylinders / m³ / liters you have used up and use that information for your reports.



Cylinder and Rental Information:

Make smarter decisions with the right reports

Our new service gives you access to valuable information. Improved transparency helps you make smart choices to save time, money and become increase your productivity.

In your cylinder balance report, you can see how many cylinders you currently have in stock and when they were delivered. With our new rental coverage report, you can see how many cylinders are covered by your certificates and how many are on daily rental. Want to buy more certificates? Our system recommends the best certificate available to cover your different types of cylinders. Finally, get a detailed view into all the transactions that have affected your rental payment in our new Rental Invoice report.



Rental Certificates Online:

Now easier than ever

Purchase or renew your Rental Certificates quickly in our Online Shop. Get information on your currently active certificates and what they cover.

Buying and keeping track of your Rental Certificates is now easier. Log into the Linde Online Shop and purchase or renew your certificates to make sure you avoid paying daily rentals and benefit from the discount. In the My Account area, you will find a new certificate report that will help you see how many certificates you have active and when they expire.

Chatbot:

Answers on the spot

Get instant answers from our new chatbot 24/7. Spend less time trying to get answers to your questions and more focusing on your business.

The chatbot is programmed to help you solve the most common issues you can face. Get information about invoices, orders, products, rentals and the Linde Online Shop by interacting with our bot. Is the answer not available? No worries, the information you have supplied will reach our customer service or sales team who will get back to you with an answer.

Our chatbot is initially available only for Sweden.

Scan to inventory:

Keep up on your cylinders

Do an inventory the quickest way possible with our new service.

Scan all the cylinders in your inventory and get a report that says how many you have scanned and which products they are. Open the Linde Online Shop app, select the Scan to Report and point your phone to the ICC barcode on your cylinder. This is the easiest way to keep control of all your cylinders.

Service not included in Finland and only available for products with an ICC barcode.

Scan to order:

Barcodes make shopping easy

Order products by scanning barcodes in just a few clicks.

With the Linde Online Shop app, you can now order by scanning a cylinder barcode. Once scanned, the new material will be added to your shopping cart. If the cylinder does not belong to you, the tool will let you know.

Service not included in Finland and only available for products with an ICC barcode.

Upcoming services

Liquid Gas Management:

Access information for each tank

This upcoming service will provide you with valuable information about your tank status and liquid orders.

If you purchase liquid gas and have tank installations, you can use the new Liquid Gas Management service for access to information about each of your tanks. Find out, for example, how much liquid is left inside, when the last refill was and when the next one is expected. You can also place additional orders for liquid when expecting an increase in usage, or request maintenance or service support.

Risk Assessment:

Stay up to date on safety

With this upcoming service, you can check if you are up to speed with the latest regulations regarding safe handling of gases and cylinders.

Get free access to our self-service questionnaire that will allow you to see if you are handling cylinders according to the latest safety standards. We will send you a summarized report of actions required to meet regulations.

Stock Aging Report:

Quickly identify how long your gas has been in stock

With the Stock Aging report, you can optimize your usage of cylinders and identify when it is time to return empty ones. You will also be able to identify how long the cylinder has been in your stock and if there are any potential differences between the cylinders you see and what is in your holdings.



Tutorials – see how you use some of our new digital features

This is how to use the new Rental Information application and how to check your gas consumption history in the Linde Online Shop.

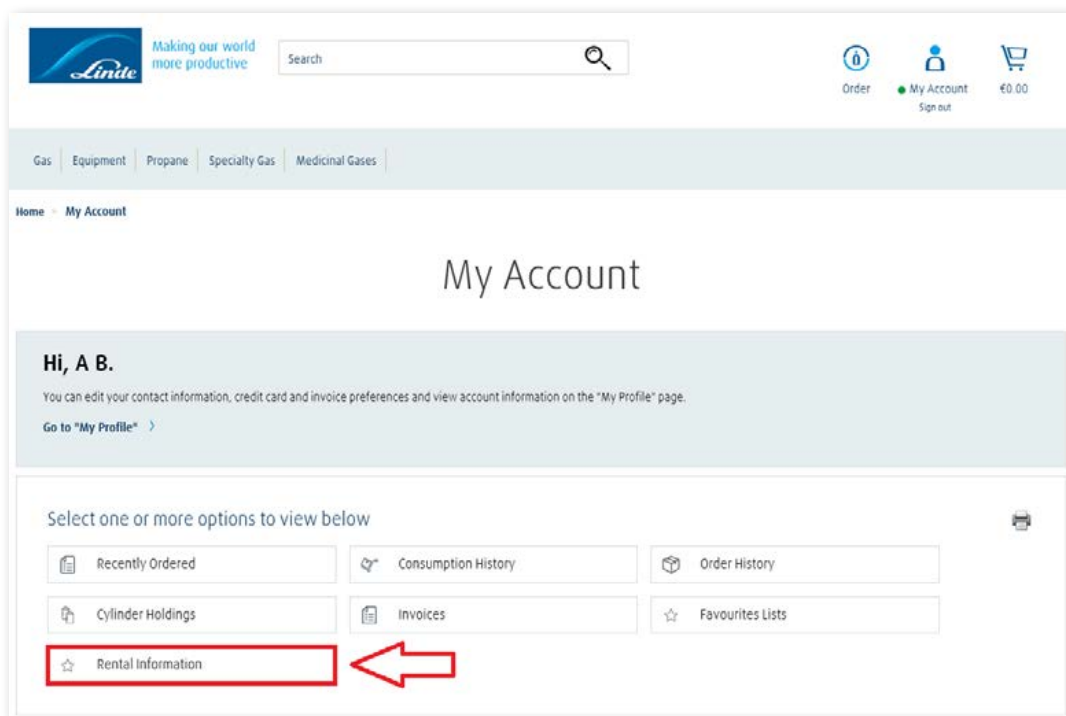
How to use the Rental Information application

1. Go to www.linde-gas.se/shop and log in.

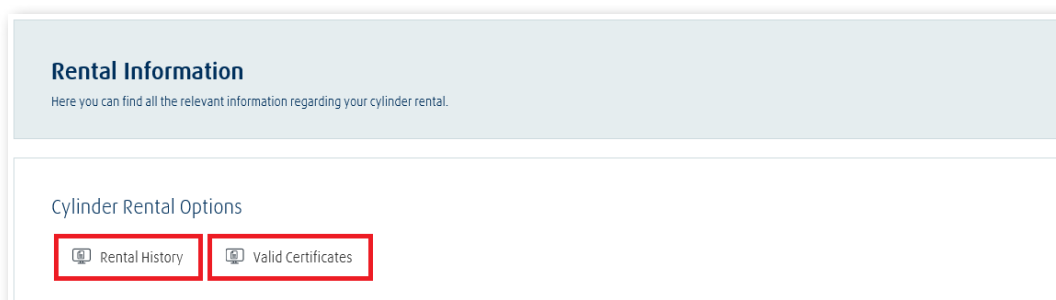
Please note

Rental customer number users will not be able to purchase anything but rental certificates. Also, in the My Account area, those users will not have full access to all features when a rental customer number is selected from the drop down list.

2. You will land on the My Account page. One of the visible sections will be Rental Information, navigate to it:



3. The section Rental Information will open. Three options are available: Rental History, Valid Certificates and Rental Invoice Details.



4. When you select **Rental History**, you can see the balance of certificate-covered vs. uncovered cylinders. You can also see your uncovered holdings on average on a monthly basis:

Under **Current Balance & Certificate Coverage**, there are 3 parameters: actual quantity of cylinders held, followed by the number of cylinders covered by certificates, and finally the number of cylinders that are not covered by certificates and are currently on daily rent.

Ship To

Certificates

		Current Balance & Certificate Coverage			Uncovered holdings generated daily rent (average/month)			
<input type="checkbox"/> Select All	Rent Group	Mar 2020 Actual quantity of holdings	Mar 2020 Quantity Covered By Cents	Mar 2020 Quantity On Daily Rents	Feb 2020 Average Quantity On Daily Rents	Jan 2020 Average Quantity On Daily Rents	Dec 2019 Average Quantity On Daily Rents	Nov 2019 Average Quantity On Daily Rents
<input type="checkbox"/>	RENTAL SPECIAL GAS CYLINDERS	3.00	3.00	0.00	0.00	0.00	0.00	0.00
Total		3.00	3.00	0.00	0.00	0.00	0.00	0.00

Certificates

5. To find out what certificates could potentially cover the cylinders that so far have been on daily rent, check the box for your desired category and click **Certificates**.

The **Purchase Recommendations** section will open with a list of certificates that cover your selected rental group. You can either navigate to the certificate product page by clicking the name of the certificate or buy it immediately by clicking the shopping cart.

<input type="checkbox"/> Select All	Rent Group	Mar 2020 Actual quantity of holdings	Mar 2020 Quantity Covered By Cents	Mar 2020 Quantity On Daily Rents	Feb 2020 Average Quantity On Daily Rents	Jan 2020 Average Quantity On Daily Rents	Dec 2019 Average Quantity On Daily Rents	Nov 2019 Average Quantity On Daily Rents
<input checked="" type="checkbox"/>	RENTAL SPECIAL GAS CYLINDERS	3.00	3.00	0.00	0.00	0.00	0.00	0.00
Total		3.00	3.00	0.00	0.00	0.00	0.00	0.00

Certificates

Purchase Recommendations

purchase recommendations info message

Rent Group Desc	Certificate Description	Material Number	Price	Conversion Factor	Add To Cart
RENTAL SPECIAL GAS CYLINDERS	CERTIFICATE SPG CYLINDERS	502110	NOK 2352,00	YR	

6. By selecting [Valid Certificates](#), one will have overview of the valid certificates, that are on the customers account:

Valid Certificates

See all the certificates that are active and their duration.

Ship To [REDACTED]

Filter By Certificate
CERTIFICATE INDUSTRIAL CYLINDERS

Certificate Desc.	Certificate ID	Material Number	Status	From Date	To Date	Quantity	Add To Cart
CERTIFICATE INDUSTRIAL CYLINDERS	6701134448-000010	502116	Cleared	01/07/2019	30/06/2021	1.00	

How to use the Consumption History feature

1. Go to www.linde-gas.se/shop and log in.
2. You will land on the My Account page. One of the visible sections will be Consumption History, navigate to it:

Linde online shop

FAQ AGA to Linde Contact Support VAT excl. ind. Norwegian | English

Making our world more productive

Search

Order My Account Sign out NOK900.00 excl. VAT

Industrial gases Propane Specialty Gas Equipment Consumer Goods Medicinal gases Medical Equipment

Home - My Account

My Account

Hi, Aaa Bbb.

You can edit your contact information, credit card and invoice preferences and view account information on the "My Profile" page.

[Go to My Profile](#)

Select one or more options to view below

Recently Ordered Consumption History Order History

Cylinder Holdings Invoices Favourites Lists

Rental Cert. App

3. The section Consumption History will open. Be sure to select the correct customer number for which you would like to see a report. You can select a category as well as start and end dates (the maximum length of a period displayed is 1 year), then update the list:

The list for the selected customer number, category and period will appear. Information can be filtered by product number, product name, as type and/or hazardous type. Each line represents a particular material. You can place an order for the material by clicking on the shopping cart at the end of each line. A popup window will appear asking for the quantity you want. When selected, the material will be added to the cart.

Consumption History

Show Certificates of Analysis for:

Filter & search ^

or search your orders:

Category: Date from: Date to:

Search filters

Product Number: Product Name: Gas Types: Hazardous Type:

Material Number	Product Description	Gas Type	Hazard Type	Delivery quantity	UoM	Physical quantity	UoM	Value	Buy
100672	MISON AR 50 L	Mison		30	CYL	30	CYL	NOK 53 103,66	
100973	MISON 2 20 L	Mison Mixtures		1	CYL	1	CYL	NOK 1 660,00	
100673	MISON AR 20 L	Mison		1	CYL	1	CYL	NOK 849,35	
100325	ARGON 20 L	GAR		1	CYL	1	CYL	NOK 1 332,05	

eLearning via the Linde Online Shop

In the Linde Online Shop, the eLearning segment will allow customers to check their available and free courses as well as register themselves or any participants to the courses. They can also go from there directly to the eLearning platform to see their courses.

How to use new functionality of eLearning

1. Go to www.linde-gas.se/shop and log in.
2. You will land on My Account page. One of the visible sections will be eLearning, navigate to it:

Hi, A B.

You can edit your contact information, credit card and invoice preferences and view account information on the "My Profile" page.

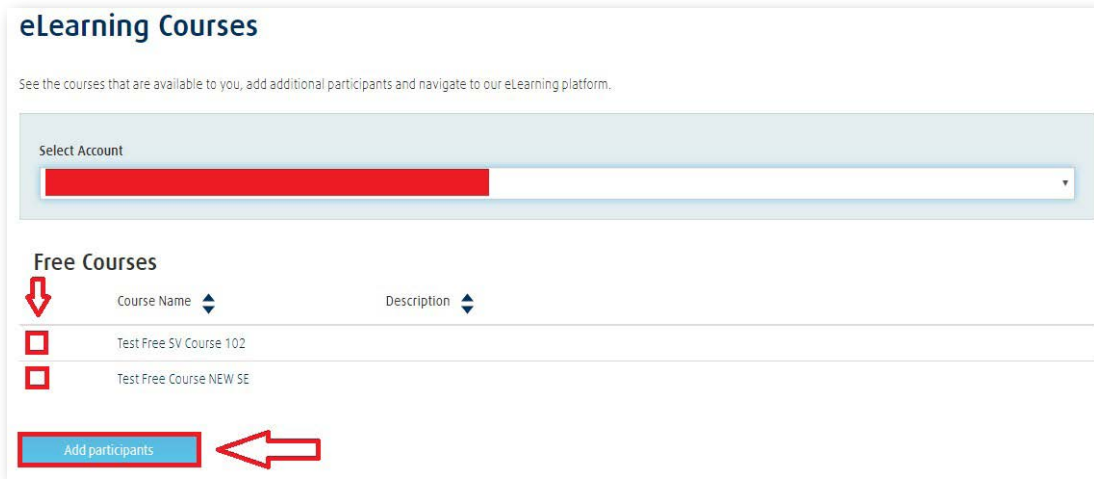
[Go to My Profile >](#)

Select one or more options to view below

Recently Ordered	Consumption History	Order History
Cylinder Holdings	Invoices	Favourites Lists
Rental Information	eLearning	

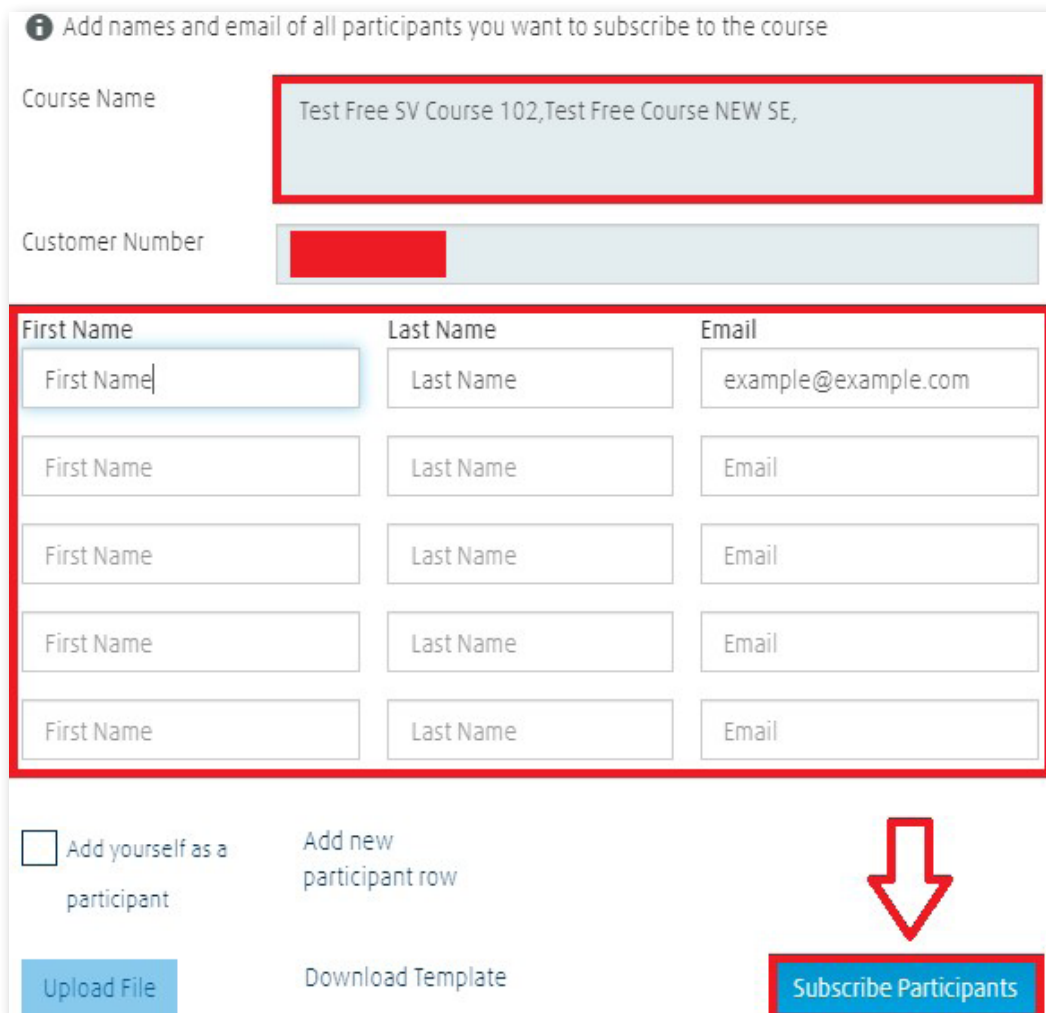
3. Section of eLearning will open. Be sure to select correct customer number. A list of free and currently subscribed courses will be displayed. You can either click on the course name in order to navigate to Linde’s eLearning platform Totara, or you can assign

courses to any participant including yourself. For this, check the boxes for the course(s) that a person should be assigned to. Upon checking necessary boxes, click on „Add participants“:



4. A popup will appear. Check the names of the selected courses and customer number. Then fill out first and last names together with email address the participants. In case you would like to add yourself as a participant, check „Add yourself“ box. If there are

more participants than rows available, click on „Add new row“. For large quantity of participants, an Excel file can be downloaded, filled in and uploaded using the button „Upload File“. When all participants have been added, click on „Subscribe Participants“ button.



5. A report will be displayed, showing the results of the request:

Subscription Confirmation		Back
See whether subscriptions were successful		
Participants Subscribed Successfully		
Course Name	Email ID	
Test Free SV Course 102	example@example.com	
Test Free Course NEW SE	example@example.com	

In case any of the participants would NOT be subscribed, there would be a confirmation for failed subscription displayed together with corresponding reason.

Want to know more?

Find more information on our websites
linde-gas.se and linde-gas.se/shop
or contact our customer services teams.



