



Save time
Buy online

網上購物 方便快捷

Linde HK0 **e**Shop

eShop User Guide
www.linde.hk/shop

Making our world more productive

 eshophko.lg.cn@linde.com
 +852.2372-2288





Section	Page
How to place order online?	<u>3</u>
How to manage my account?	<u>13</u>
• My Account page	<u>13</u>
• Account Balance and Statement	<u>14</u>
• Order Tracking	<u>15</u>
• Cylinder Holding	<u>16</u>
• View Invoice	<u>17</u>
• Order Template	<u>19</u>
• Document Download	<u>20</u>
• My Account Profile & Change Password	<u>22</u>
Contact Us – Enquiry Form	<u>23</u>

How to place orders online?

Step 1: Go to eShop homepage and Sign In



The screenshot shows the Linde HK eShop homepage with four numbered steps overlaid in blue boxes with arrows pointing to specific elements:

- 1. Enter URL www.linde.hk/shop**: Points to the browser's address bar.
- 2. Select Language**: Points to the "English | 繁體中文" link in the top navigation bar.
- 3. Sign in with your email address as the login ID**: Points to the "Sign In/Register" button in the top right navigation area.
- 4. Select product from catalogue**: Points to the product category menu (Gas, Healthcare, Liquid Helium, Dry Ice, Equipment & Accessories) below the search bar.

The main content area features the Linde HK eShop logo, a search bar, and a section titled "Open eShop account". Under this section, there are links for "Existing Customer" (with a "Click Here" link) and "New Customer". The "New Customer" section lists three steps: 1. Fill in the Account Opening Form, 2. Prepare your BR / HKID copy, and 3. Email to us! A "Check the details" button with a right arrow is located at the bottom of this section. The background of the main content area includes an image of a computer mouse and keyboard.

How to place orders online?

Step 2: Browse product catalogue / Search products



Note

You must be **signed in** to view price or purchase products online

Register Now! Free GIFT for your 1st Order!

Home Contact Us FAQs English | 繁體中文

Linde HKD eShop

Search

Re-order Sign In/Register HK\$0.00

Gas Healthcare Liquid Helium Dry Ice Equipment & Accessories

Home > Gas

Search by Keyword / Material code

Gas

Click the product name to view the details

Industrial Oxygen

View all >

Acetylene

View all >

How to place orders online?

Step 3: Add items to shopping cart



Tips: Return Cylinder

You can return your empty cylinder by enter '0' in **Purchase Quantity**.

After setting your Return Quantity, click **Add to cart** just like you placing an order and do the checkout.



Re-order



My Account
Logout



HK\$0.00

Gas | Healthcare | Liquid Helium | Dry Ice | Equipment & Accessories

Home > Gas > Industrial Oxygen > 1-HR Industrial Oxygen R Size



1-HR Industrial Oxygen R Size

More information ▼

Cylinder Size

R Size

Quantity

1



Return
quantity

1



material code 1-HR

HK\$XXX.XX

per CYL

Prices exclude delivery (if applicable)



Add to cart

3. Review the cart and checkout

1. Enter the Quantity and Return Quantity

2. Click Add to cart

How to place orders online?

Step 3: Add items to shopping cart – First Month Rental



Tips: Rental fee

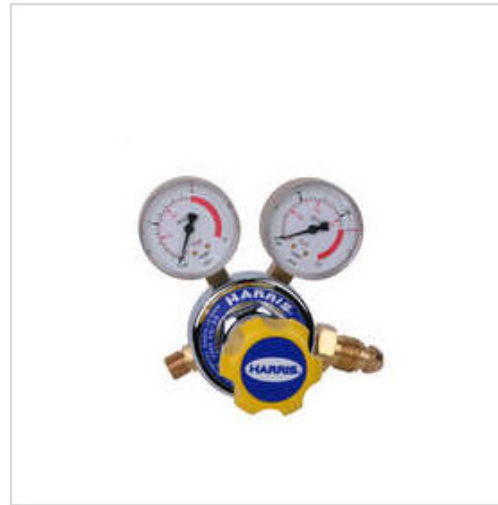
If you are a new customer or do not have empty cylinder return, you need to pay the **First Month Rental**.

You can find this charge item under the **Recommended Products** section.

Recommended Products



3081 Linde Flashback Arrestor DGN 02



3237 HARRIS Single Stage Regulator 02



M9208 First Month Rental for Industrial Gas Cylinder R Size

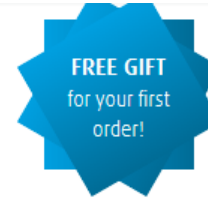
Add First Month Rental in the Recommended Products under the product detail page

How to place orders online?

Step 4: Confirm the cart & Checkout



Shopping Cart



Quick Add



Add to cart

2. You can enter the **Material Code** to quick add the product into the cart

Part Number

Unit Price

Quantity

Return

Total price

Gas Products



1-HR Industrial Oxygen R
Size

1-HR

HK\$ XXX.XX
CYL

1 1

HK\$ XXX.XX



1. If you want to modify the **Quantity** and **Return**, enter the number and click the **Reload** icon

Total Amount

HK\$ XXX.XX

< Continue with Shopping

Save Cart as Wishlist

Check out

3. Click **Check out**

How to place orders online?

Step 5: Checkout & Execute Order



Customer service
Centre
+852.2372-2288
Monday to Saturday
8:45am - 6:00pm, closed
on Sundays and
Statutory Holidays

1 Deliver Or Collect

Delivery
(0005028888)
LINDE HKO LTD,
12 CHUN YAT ST
TSEUNG KWAN O INDUSTRIAL EST
TSEUNG KWAN O
Hong Kong

2 Order execution page

Delivery HK\$XX.XX
Grand Total HK\$XXX.XX

2. If you changed the Delivery location, the page will reload and update the address here

Choose 'Delivery' for direct delivery or 'Collect' to pick up at a retail store
Please read the [Precautions for the transportation of Dangerous Goods](#) before placing a 'Collect' order

☒ Delivery ☐ Collect

Delivery address:

Your order will be requires to be re-calculated, if you chnage your delivery address

(0005034567), 5034567, LINDE HKO LTD, 18 DAI SHING ST, TAI PO INDUSTRIAL EST, TAI PO, NT, Hong Kong

1. Select a different Delivery location if necessary

Add new delivery address >



Note

If you want to pick up at a retail store, please read the [“Precautions for the transportation of Dangerous Goods”](#) notice before placing the order.

Please contact our Customer Service Centre at +852.2372-2288 or email to eshophko.lg.cn@linde.com for self pick up details

How to place orders online?

Step 5: Checkout & Execute Order



Note

For Cryospeed (Liquid Nitrogen) customer, please follow the **Delivery Schedule** as below:

Kowloon District, Tsing Yi, Kwai Chung & Tsuen Wan:
Monday & Tuesday

NT & Tung Chung / Airport: Wednesday

HK Island: Thursday

Specific customer: Friday & Saturday

Select your Delivery Date

Please select date (Earliest by default) ▼

Please select date (Earliest by default) ▲

- Wed 2019-12-11
- Thu 2019-12-12
- Fri 2019-12-13
- Sat 2019-12-14
- Sun 2019-12-15
- Mon 2019-12-16
- Tue 2019-12-17
- Wed 2019-12-18
- Thu 2019-12-19
- Fri 2019-12-20
- Sat 2019-12-21
- Sun 2019-12-22
- Mon 2019-12-23
- Tue 2019-12-24
- Wed 2019-12-25
- Thu 2019-12-26
- Fri 2019-12-27
- Sat 2019-12-28
- Sun 2019-12-29

You can select your **Delivery Date**.
If you do not select, we will arrange the Earliest delivery date by default

How to place orders online?

Step 5: Checkout & Execute Order

Product availability and additional delivery info

1. Enter PO no., if you do not have any PO, simply enter your surname

Purchase Order Number / Reference* MR WONG

☒ Confirm product and estimated delivery date

2. Select the checkbox and confirm product

Material Code	Quantity	Returns	Estimated Delivery Date
---------------	----------	---------	-------------------------

Gas Products

 1-HR Industrial Oxygen R Size	1-HR	1	1	Wed 2018-06-27
--	------	---	---	----------------

Green Text: Normal Next Working Day delivery
Yellow Text: Item need time to prepare/out of stock
Not showing the date: Account over credit limit / payment issue, please contact [Customer Service Centre](#)

Name, Tel. of Receiver & Delivery instruction:

Gas Order cut-off time

Orders need to be placed by 6pm Monday to Saturday for our standard delivery service on gases that are in stock.

3. Enter Contact Person details* and Delivery Instruction**

MR WONG, TEL: 2372 2288

52 characters remaining

Gas Product :

Orders need to be placed by 6pm Mon-Sat (except public holiday) for standard delivery service on gases in stock. For urgent orders or special delivery instructions, please call +852.2372-2288.

4. Click to continue

Continue to Delivery & Checkout

Note

* Please enter the **Contact Person details** and our Distribution team will contact you when the deliver is ready.

** You can also enter the your **Delivery Instruction** in the text box (such as one-time delivery address change or other delivery request).



How to place orders online?

Step 5: Checkout & Execute Order



Order execution

Payment Method


☐ Cash On Delivery ☒ Linde HKO Account

1. Select Payment Method

Purchase Order Number / Reference:

MR WONG

Edit PO

	Material Code	Quantity	Returns	Unit price	Total Price	Estimated Delivery Date
Gas Products						
 1-HR Industrial Oxygen R Size	1-HR	1	1	HK\$XXX.XX CYL	HK\$XXX.XX	Wed 2018-06-27

2. Double check the item and price

Name, Tel. of Receiver & Delivery instruction:
MR WONG, TEL: 23722288

Gas Products	HK\$XXX.XX
Delivery - Gas Products	HK\$XX.XX
Total	HK\$XXX.XX

Gas Order cut-off time

Orders need to be placed by 6pm Monday to Saturday for our standard delivery service on gases that are in stock.

Note: Prices above exclude cylinder rental

☐ Preferences have been applied to this order, update preferences

3. Click the button to complete the order

Execute order

Note

If you have questions on the **Estimated Delivery Date**, please contact our Customer Service Centre at +852.2372-2288 or email to eshophko.lg.cn@linde.com

How to place orders online?

Step 5: Checkout & Execute Order



Customer service
Centre
+852.2372-2288

Monday to Saturday
8:45am - 6:00pm, closed
on Sundays and
Statutory Holidays

1 Deliver Or Collect

Delivery
(0005028888)
LINDE HKO LTD
12 CHUN YAT ST
TSEUNG KWAN O INDUSTRIAL EST
TSEUNG KWAN O
Hong Kong

2 Order execution page

Delivery HK\$XX.XX
Grand Total HK\$XXX.XX

Thank You

Your order has been submitted. A confirmation e-mail will be sent shortly

1. Your Order Number

Order Number 0107892345
Your PO No./Reference MR WONG

when invoiced, HK\$XXX.00 will be charged to your Linde HKO Account.

Estimated Delivery Date : Wed 2018-06-27

View / Print order details

Order tracking

Safety Data Sheets

Download the Safety Data Sheet(s) for the products on your order.

1-HR Industrial Oxygen R Size

Contact

If you have a query regarding your order please contact customer services centre at +852.2372-2288

Return to eShop Homepage

2. Click here to return to Homepage



Note

If you need to change your order, please contact our Customer Service Centre at +852.2372-2288 or email to eshophko.lg.cn@linde.com by 5:00PM if the order have been arranged for next working day delivery.

Once the order is submitted, you will receive a confirmation email with Order No., Delivery address, ordered items and estimated delivery date for your reference.

How to manage my account?

My Account page



Note

Some of the account do not have the permission to download documents and view the price.

If you have questions for the access right of the eShop account, please contact our Customer Service Centre at +852.2372-2288 or email to eshophko.lg.cn@linde.com

The screenshot shows the Linde HKO eShop interface. At the top left is the Linde logo and 'Linde HKO eShop'. A search bar is in the top center. On the top right are icons for 'Re-order', 'My Account' (highlighted with a blue box and an arrow pointing to a callout), and a shopping cart showing 'HK\$0.00'. Below the top navigation bar is a category bar with links: Gas, Healthcare, Liquid Helium, Dry Ice, and Equipment & Accessories. Below this is a breadcrumb trail: Home > My Account. The main content area has a light blue header with 'Welcome, MR WONG.' and a sub-header: 'You can edit your contact information, delivery addresses and many other profile related settings on your profile page'. A link 'Go to profile >' is below. The main section is titled 'Open services for My Account' and contains a grid of service tiles: 'Frequently Ordered', 'Account Balance and Statements', 'Order Tracking', 'Re-Order Gas & Cylinder Holdings', 'Invoices', 'Document Download', 'Downloaded Document Display', and 'Order Template'. A blue callout box with the text '2. You can select the services below' has an arrow pointing to the 'Open services for My Account' title. Another blue callout box with the text '1. Click here after you have signed in' has an arrow pointing to the 'My Account' icon in the top right.

1. Click here after you have signed in

2. You can select the services below

How to manage my account?

Account Balance and Statements



Account Balance and Statements

Account Balance

Viewing details for:
(0005201314), 5201314, LINDE HKO LTD, 12 Chun Yat Street, Tseung Kwan O Ind Est, Tseung Kwan O, Kln, Hong Kong

Total account balance HK\$ 123,456.00

Pay Overdue Balance	HK\$ 0.00
Last Payment Date	20/12/17
Last Payment Amount	HK\$ 88,888.00
Late Payment Fees	HK\$ 0.00

Payment Term

Please see the payment terms for the account selected above.
Before 20 of the next month Due net

Credit Limit Information

Credit Limit:HK\$ 888,888.00

View invoices

Query balance

Statements for the last 12 month

01-01-2018	Download	01-12-2017	Download	01-11-2017	Download
01-10-2017	Download	01-09-2017	Download	01-08-2017	Download
01-07-2017	Download	01-06-2017	Download	01-05-2017	Download
01-04-2017	Download	01-03-2017	Download	01-02-2017	Download

You can download the Statements for the last 12 month

How to manage my account?

Order Tracking



Note

In this section, you can track not only the web orders, you can also view the orders placed by phone, email or fax.

If your eShop account is registered as a Payer account, you can view all the different Ship-to accounts' orders and status.

Show orders to:

(0001234567), 1234567, LINDE HKO LTD., 12 Chun Yat Street, Tseung Kwan O Industrial Estate, Tseung Kwan O, Kowloon, Hong Kong

Advanced Filter And Search

Search for orders:

Linde HKO Order No.

or filter your orders:

Start date

15/12/17

End date

15/01/18

Order Status

View all

Order category

All

Update List

1. Select any Ship-to account you want to track

2. Search by Order No., Invoice No., PO No., Delivery Note No., or by selecting the Date range

Order date	Linde HKO Order No.	PO No./Ref.	Order Type	Amount	Status	Related Documents
15/01/18	0123456789	Mr Chan	Web order	HK\$ 8,888.00	Being processed	
12/01/18	0123456788	Mr Chan	Web order	HK\$ 8,888.00	Completed	Show documents
12/01/18	0123456787	Mr Chan	Web order	HK\$ 8,888.00	Completed	Show documents
12/01/18	0123456786	ANDY	Phone/email/fax	HK\$ 888.00	Completed	Show documents

Material Code

Product Name

Quantity Ordered

Quantity Processed

Status

Price

Ref/PO number

Despatched/picked up on 13/01/18 on reference number 0234567890

84878487 MATADOR Single Stage O2 Regulator1 EA1CompletedHK\$ XXX.00ANDY

Query for this order

Save as Favourites List

Re-Order

3. Click on the row and view the details

Click on Show documents to download Invoice and Delivery Note

15

How to manage my account?

Cylinder Holdings



Tips: Return Cylinder

You can return your empty cylinder by enter "0" in **Purchase Quantity**.

After setting your Return Quantity, click **Add to cart & checkout** just like placing an order.

Re-Order Gas & Cylinder Holdings

Cylinder Holdings

Enter number of new (re-ordered) cylinders and the number that need to be returned.

1. Select any **Ship-to** account to View the holdings

Ship-to

(000123456), 123456, LINDE HKO LTD., 12 Chun Yat Street, Tseung Kwan O Industrial Estate, Hong Kong

<input type="checkbox"/> Select All	Description	Product Code	Quantity held	Purchase Quantity	Return Quantity
<input type="checkbox"/>	INDUSTRIAL OXYGEN R SIZE	1-HR	10	<input type="text" value="1"/>	<input type="text" value="1"/>
<input type="checkbox"/>	ACETYLENE R SIZE	15-HR	4	<input type="text" value="1"/>	<input type="text" value="1"/>

2. You can change the **Purchase Quantity** and **Return Quantity**, and select **Add to cart & checkout** to place your order

Add to cart

Add to cart & checkout

How to manage my account?

View Invoice



Note

More options for **Search Filters**, please refer to the next page

Invoices

i Please allow 48 hours from invoice issue date for it to be available online.
Once the invoice is available, please click on the red invoice number below to download your invoice.

Payer Account

(0005201314), 5201314, LINDE HKO LTD, 12 Chun Yat Street, Tseung Kwan O Ind Est, Tseung Kwan O, Kln, Hong Kong

1. Select the Payer account

Advanced filter & search ^

Start Date

18/11/17

End Date

18/01/18

Payment status

All payment statuses

Overdue

All Open Invoice

Paid

Document type

All document types

Search by Filters

2. Select Date Range and Payment Status

3. Click Search by Filters

How to manage my account?

View Invoice



Search by reference number

1. Search by Reference No.

Type of number

Invoice Number

Invoice Number

Linde HKO order no.

Delivery note no.

Reference number

Find Invoices

2. After filtered, you can see the result
Click **Show documents** to view the details

<input type="checkbox"/> Select All	Issue Date	Invoice Number	Invoice Amount	Amount outstanding	Payment status	Payment due	Document type	Related Documents
<input type="checkbox"/>	13/04/18	0034567890	HK\$ X,XXX.00	HK\$ X,XXX.00	Outstanding	20/05/18	Invoice	Show documents

Related Documents

Document Number	Document type	
0034567890	Invoice	Download
0210987654	Delivery Note	Download

Close

Download All

3. It will shows the documents available for download.
You can download each of the documents separately or download all

How to manage my account?

Order Template



Tips: Create Template

Step 1: Add products to your shopping cart and go to shopping cart page

Step 2: Click on "Save Cart as Wishlist"

☆ Order Template ✕

Order Template

favourites help you reorder and manage products that you order frequently
[How to Create new favourites](#)

1. Select the Name of Template

Name	Description	Last Updated	
Daily order		05/05/17	

Daily order

Description:

Reminder settings
How often: Every 'x' days
Your next reminder will be sent at 7am on: 29-Jun-18

Product	Material Code	Product Name	Quantity
	1-HR	1-HR Industrial Oxygen R Size	5 CYL
	15-HR	15-HR Acetylene R Size	3 CYL

Edit template

Change Order Reminder Settings

Order Products

2. Click Order Products to start the order process

How to manage my account?

Document Download



Document Download X

Downloaded document request

Find and download the document by selecting the account , document type or date range.

1. Select the Payer Account

Payer Account

Please select account

Sold To

2. Select Invoice or Delivery note

Ship to

Please select an account

3. Select the Date Range and click Update List

Document Type

☒ Invoice ☐ Delivery note

Start Date

01/01/18



End Date

28/02/18



Update List

Continue to next slide...

How to manage my account?

Document Download




4. There will be checkbox for downloading which type of documents

☐ Include Related Documents ⓘ ☐ Download related documents only ⓘ


5. After that, you will receive an email and confirm your download is success


6. Go to My Account > Download Document Display and start your download

Open services for My Account


 Frequently Ordered


 Account Balance and Statements


 Order Tracking

 Re-Order Gas & Cylinder Holdings

 Invoices

 Document Download

 Downloaded Document Display

 Order Template

Tips for the options

Both not select:

Only Invoice will be downloaded

Select "Include Related Documents":

Both Invoice and Delivery Note will be downloaded

Select both:

Only Delivery Note will be downloaded

How to manage my account?

My Account Profile & Change Password



1. In My Account page, click on Go to profile






Home > My Account

Welcome, MR. WONG.
You can edit your contact information, delivery addresses and many other profile related settings on your profile page

Go to profile >

2. You can change your password by selecting Contact Information

Open services for My Account Profile

-  Contact Information
-  Delivery Information
-  Set checkout Preferences
-  Marketing Profile
-  Communication Preferences

Contact Information X

Contact Information

ABC@TEST.COM	Job title	Company name	Email address abc@test.com	Daytime phone number 23722288
				Mobile phone number

Edit contact details

Change password

Contact Us

Enquiry Form

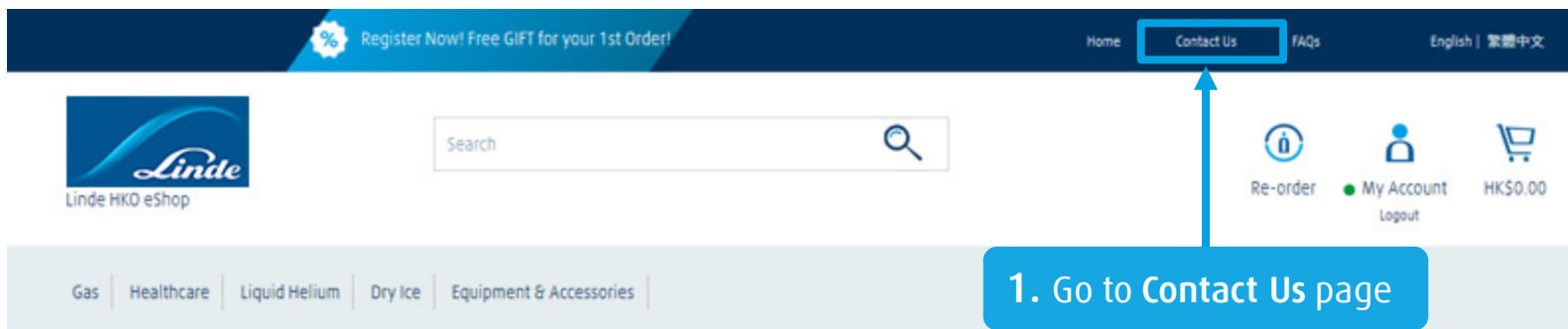


Note

If you have questions or feedback, kindly fill in the form.

Our Customer Service Centre will contact you for further assistance.

You can also contact us at
+852.2372-2288 or
email to
eshophko.lg.cn@linde.com



Make an Enquiry

Please complete the form to help us process your enquiry as quickly as possible.

* indicates mandatory fields.

At Linde HKO it is our policy to respect your privacy. The information you provide will be used only by Linde HKO in order to provide you with the best possible service. Please refer to our [Privacy Policy](#) for further information.

Select query area*

Select your query type*

Please select query area...

Please select query type...

Your enquiry

2. Fill in the form with your enquiry and submit


Please enter your enquiry below*

(500 characters limit)

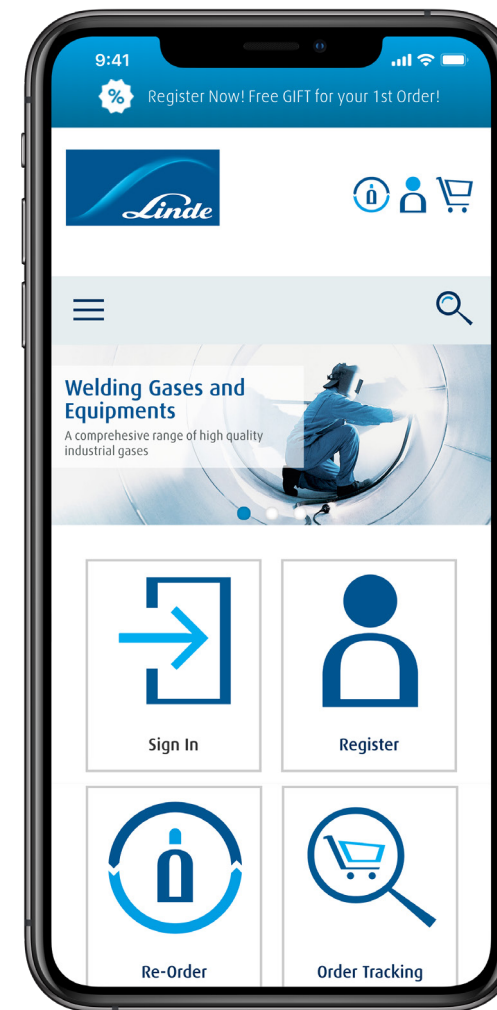
Making our world more productive



Thank you for your attention.

 eshophko.lg.cn@linde.com
 +852.2372-2288

Linde HKO eShop
www.linde.hk/shop



Download Mobile App

 [Linde HKO eShop](#)

