



Frequently Asked Questions (FAQ) ←

As a valued APDirect® registered user, you're already aware of the many features and benefits that are currently available to you. As we continue to enhance your direct connection to Air Products, we'd like to introduce you to the newly designed APDirect Customer Portal page as well as some new features that make it even easier to navigate to the information you need. The Frequently Asked Questions (FAQs) database is the latest feature that helps to quickly resolve any questions you may have by providing you with instant access to the latest information.

What is the FAQ feature?

The FAQ feature provides you with the ability to search a dynamic database of questions and answers that are updated based on customer usefulness ratings. Whether you have questions about deliveries, invoices or products, the FAQ section provides you with instant access to the latest information. This feature can save you time by having the answers to your questions right at your fingertips.

If you are unable to find an answer to your question, simply click on the "Ask A Question" tab, and you can submit your particular question for prompt resolution. You can also use this section to submit any comments or feedback to us on a certain topic.

How can it help me?

This new feature will save you time by providing you instant access to the latest information without having to call Air Products or your sales representative.

Where can I find it?

Without the need to register or log in, you can access the FAQ section on the APDirect homepage at www.airproducts.com/apdirect.

Once you are there, you can also select your Helpful Links to redirect you throughout the other features of our site. Your choices include Product Guides, FDA letters, MSDS library, safety-related information and a range of useful calculators.



The above screen capture is an example of the newly designed APDirect home page. The FAQ section is just one of many features that was created to enable you to do business more efficiently with Air Products.

▶ **Features can include:**

- Submit questions, comments and feedback online to Air Products
- Available without the need to register
- Search answers to the most frequently asked questions

▶ **Customer benefits include:**

- Instant answers to most commonly asked questions
- Saves time by providing quick and easy access to useful business information
- E-mailed answers received in a timely manner

tell me more

About APDirect

APDirect is a secure, online environment that provides quick and convenient 24/7 access to a full suite of useful business applications. It also provides you with the ability to download documents such as invoices, C of As and delivery reports.

About contacts

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About registering

Air Products offers a variety of useful e-business tools for our customers. Register now for APDirect's growing suite of applications. Simply visit www.airproducts.com/apdirect.

About customer support

A key objective of our customer support program is to provide our customers with tools and information to make it easier and more convenient to do business with Air Products. Find other fact sheets and brochures by visiting our online library at www.airproducts.com/customer-support/literature.htm.

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