



Air Products Direct (APDirect®)

As a company, Air Products continues to recognize the advantages of using the Internet as a practical and convenient way of doing business in today's changing global economy. We believe in e-enabling our customers by giving them the ability—and flexibility—to conduct business electronically. Because of this, our capabilities continue to grow as we enhance our customers' direct connection to Air Products through the APDirect Customer Portal.

What is APDirect?

More than just an ordering site, APDirect contains useful business tools and information-based applications that provide account information to you and other registered users. It gives you access to important information that can help you to optimize your buying decision process.

In fact, APDirect is so easy to use that 95% of our current portal registrants say it is better or just as good as our competitors' e-business portals.

How can it help me?

The APDirect Customer Portal is your gateway to the world of e-business at Air Products. Customers can revise contact information and create reorder templates for their most frequently ordered products. In addition, order acknowledgments are sent once an order is placed, and the status of any order—whether placed online or not—can be checked through APDirect. We also make your job easier by allowing you to download important business documents such as invoices, delivery notes, MSDSs, and Certificates of Analysis.

What else can I find there?

APDirect contains other useful features such as ordering, templates, inventory management, and delivery reports as well as access to online technical and product data.

You can also search frequently asked questions and customize your portal page with other helpful links such as product guides and useful calculators.





The above screen capture is our newly designed APDirect home page. If you need help, you can click the “ask a question” section for further assistance.

Features can include:

- Online ordering and order status
- Download invoices, delivery notes and Certificates of Analysis
- Access to the full range of Material Safety Data Sheets
- Immediate order acknowledgments
- Inventory management and tank readings
- Frequently asked questions

Customer benefits include:

- Secure, 24/7 access
- Quick access to useful information
- Analyze product usage
- View information for all ship-to locations
- Reduce errors by managing the ordering process yourself
- Efficient transaction processing

tell me more
www.airproducts.com

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. Secure purchasing, instant data, faster product ordering, 24/7 access . . . it all adds up to easy-to-use, time-saving convenience.

About contacts

Mary Beth Golab
Senior e-Marketing Specialist
golabmm@airproducts.com

About registering

Air Products offers a variety of useful business tools for our customers. To register, simply go to 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.