



**ORLEN OIL Sp. z o.o.**  
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► [www.orlenoil.pl](http://www.orlenoil.pl)



## ORDER PROCESSING IN ORLEN OIL SP. Z O.O.

ORDER PROCESSING

ORDER

**You can contact Customer Service Office (CSO) from Monday to Friday 7:00 – 16:00**

FOR PLACING THE ORDER PLEASE USE:

- our ordering format and send it on address **sale@orlenoil.pl**
- **Call Center: +48 24 365 72 81**
- **fax. +48 24 367 70 93**

WITH ORDER PLEASE PROVIDE FOLLOWING INFORMATION:

- Buyer's full name
- Address of the delivery place (if different from Buyer's address)
- Address for sending the invoice
- Your order number
- Code & name of ordered product (in accordance with current ORLEN OIL's offer)
- Quantity
- Incoterms condition (FCA or CPT)
- SAP contract number, if needed
- Other important information, like your warehouse opening hour, etc.

Your order will be confirmed within 24 hours.

If your order is placed after CSO's working hour, it will be confirmed on the next working day.

Order will not be accepted for proceeding in the case of delays in the payment, or overdrawing the credit limit. Confirmation for the date of loading will be possible only after booking the payment on our bank account one day before the loading, the latest by 15:00. Otherwise shipment will be postponed for another available day.

All dispatches are collected a day before the date of loading. This is due to the obligation of declaring all loadings to the Customs Office. Therefore it is important that the authorization (the truck/cistern numbers, driver's name and details of the forwarder – name, address, VAT number) and statement (for FCA loadings) was sent on sale@orlenoil.pl at least one day before the loading to the Customer Service Office, latest till 15:00 hour.

In case of the delay the loading is moved on next available slot.

Drivers are obligated to follow our safety rules.

## DOCUMENTS

We issue the invoice (original and copy), packing list (please let us know if it should be with packaging details – plastic, wood, etc.), Delivery Ticket, CMR and DOKUMENT HANDLOWY. It is very important document for us. This document **MUST** be confirmed in the place of delivery. We need this document confirmed in a proper way very urgently for the excise purposes. It should be signed and stamped in a field "POTWIERDZENIE ODBIORU". We always issue 2 copies (no.2 and no.3). Card no. 3 – "Karta zwrotna dla dostawcy" is for us. Card no. 2 is for you.

Please use below mentioned address for sending back all documents:

**ORLEN OIL SP. Z O.O.**

**Mrs. Gabriela Jazy-Szkop**

**Ul. Fabryczna 22**

**32-540 Trzebinia**

All products with small packages are placed on standard EURO pallets. 205L drums are without pallets.

We can add additional pallets for drums – 1200/1200 pallets. Cost of one pallet is 12 EUR/pallet.

If you have any questions, please contact the Customer Service Office by dialling **+48 24 365 72 81**. To provide the high quality of our services all conversations are recorded.

## INVOICE

The quickest and safest way to get the invoice is to order the e-invoice. The authenticity of origin and the integrity of documents content is guaranteed by the certified electronic signature.

To order the e-invoice please contact the **Customer Service Office by dialling +48 24 365 72 81.**

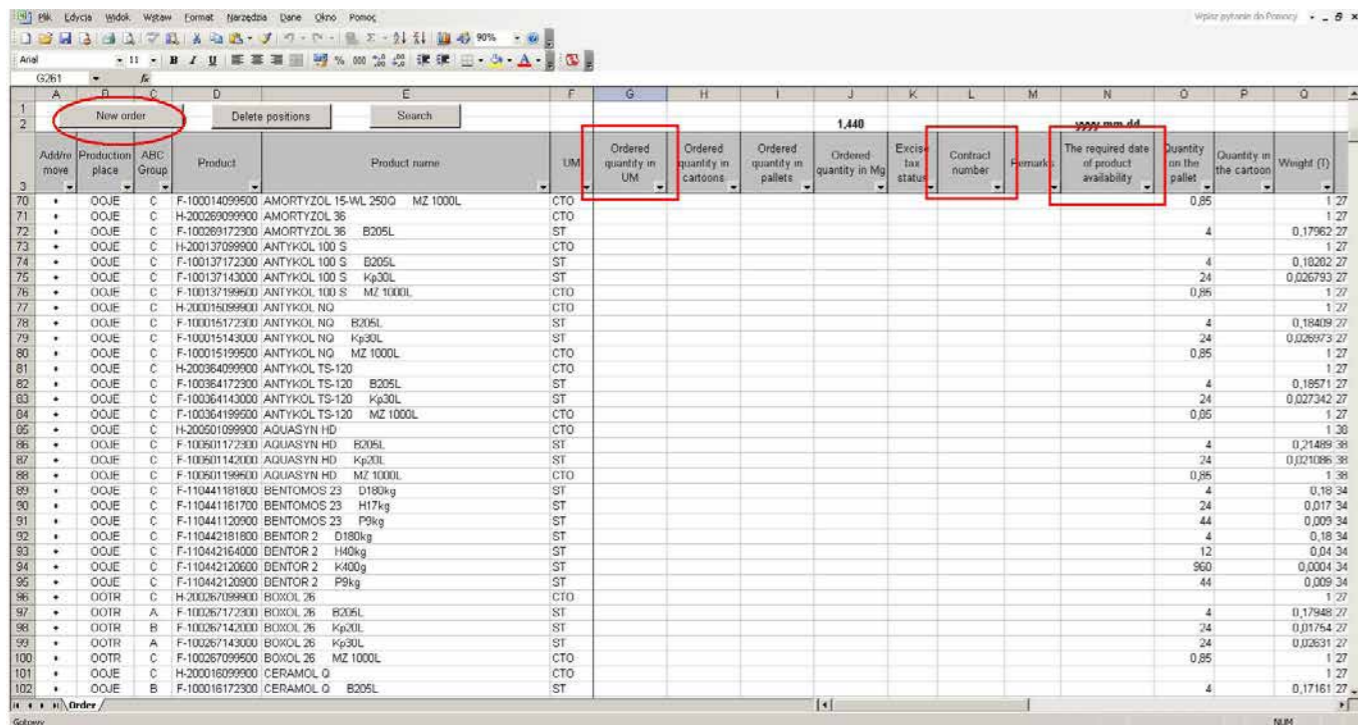
## ORDERING FORMAT

Using the ordering format speeds up the process of implementation your order into our system.

HERE IS A SHORT INSTRUCTION OF USING THE ORDERING FORMAT:

Please fill in following:

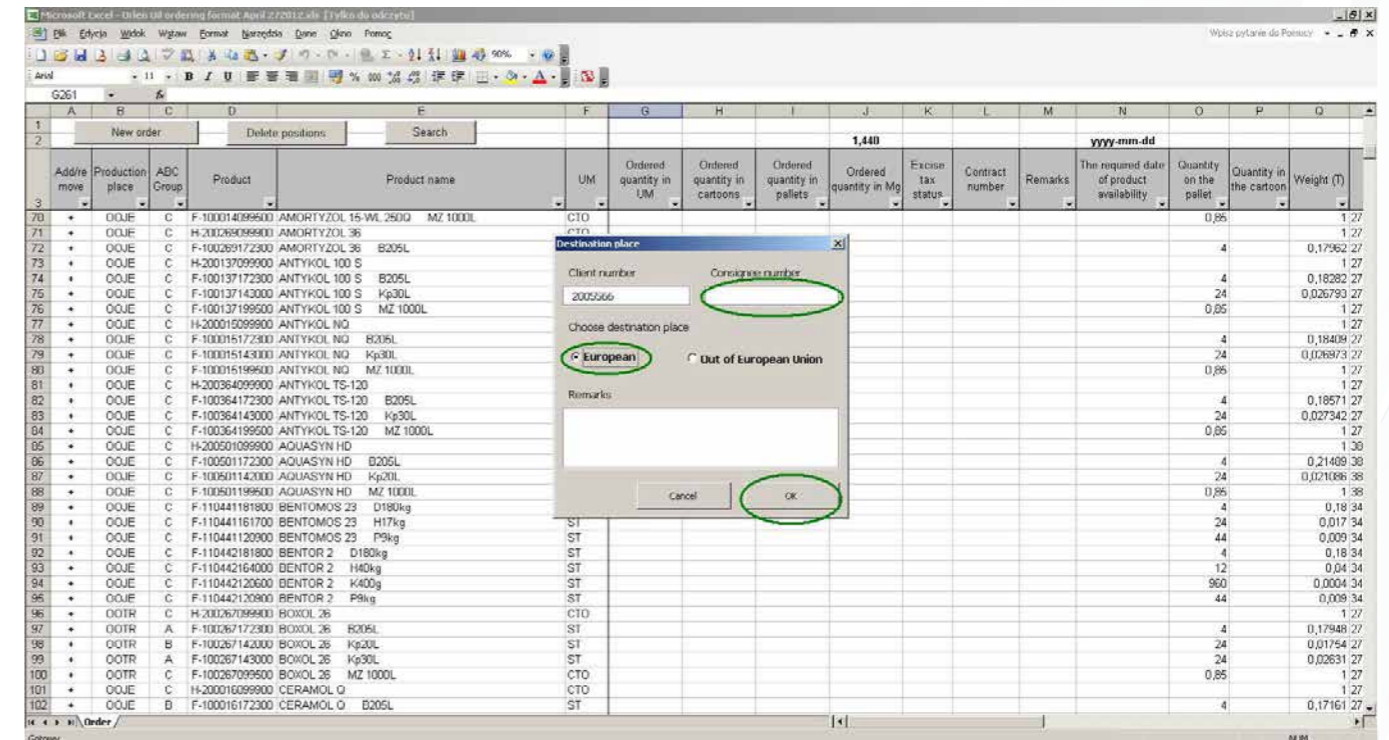
1. „ordered quantity in UM” – with proper unit (pieces or tones)
2. „the required date of product availability” – for FCA delivery or CPT delivery
3. „contract number” – for special offers; contract number provides Area Sales Manager



Address move	Production place	ABC Group	Product	Product name	UM	Ordered quantity in UM	Ordered quantity in cartons	Ordered quantity in pallets	Ordered quantity in Mg	Excise tax status	Contract number	Remarks	The required date of product availability	Quantity on the pallet	Quantity in the carton	Weight (t)
						1,440							yyyy-mm-dd			
70		OOJE	C	F-100014099500 AMORTYZOL 15-WL 250Q	MZ 1000L									0,85		1,27
71		OOJE	C	H-200269099000 AMORTYZOL 36												1,27
72		OOJE	C	F-100269172300 AMORTYZOL 36	B205L									4		0,17962 27
73		OOJE	C	H-200137099000 ANTYKOL 100 S												1,27
74		OOJE	C	F-100137172300 ANTYKOL 100 S	B205L									4		0,18282 27
75		OOJE	C	F-100137143000 ANTYKOL 100 S	Kp30L									24		0,026793 27
76		OOJE	C	F-100137199500 ANTYKOL 100 S	MZ 1000L									0,85		1,27
77		OOJE	C	H-200015099000 ANTYKOL NQ												1,27
78		OOJE	C	F-100015172300 ANTYKOL NQ	B205L									4		0,18409 27
79		OOJE	C	F-100015143000 ANTYKOL NQ	Kp30L									24		0,026973 27
80		OOJE	C	F-100015199500 ANTYKOL NQ	MZ 1000L									0,85		1,27
81		OOJE	C	H-200364099000 ANTYKOL TS-120												1,27
82		OOJE	C	F-100364172300 ANTYKOL TS-120	B205L									4		0,18571 27
83		OOJE	C	F-100364143000 ANTYKOL TS-120	Kp30L									24		0,027342 27
84		OOJE	C	F-100364199500 ANTYKOL TS-120	MZ 1000L									0,85		1,27
85		OOJE	C	H-200501099000 AQUASYN HD												1,38
86		OOJE	C	F-100501172300 AQUASYN HD	B205L									4		0,21489 38
87		OOJE	C	F-100501143000 AQUASYN HD	Kp30L									24		0,021086 38
88		OOJE	C	F-100501199500 AQUASYN HD	MZ 1000L									0,85		1,38
89		OOJE	C	F-110441181800 BENTOMOS 23	D180kg									4		0,18 34
90		OOJE	C	F-110441181700 BENTOMOS 23	H17kg									24		0,017 34
91		OOJE	C	F-110441120900 BENTOMOS 23	P9kg									44		0,009 34
92		OOJE	C	F-110442181800 BENTOR 2	D180kg									4		0,18 34
93		OOJE	C	F-110442164000 BENTOR 2	H40kg									12		0,04 34
94		OOJE	C	F-110442120600 BENTOR 2	K400g									960		0,0004 34
95		OOJE	C	F-110442120900 BENTOR 2	P9kg									44		0,009 34
96		OOTR	C	H-200267099000 BOXOL 26												1,27
97		OOTR	A	F-100267172300 BOXOL 26	B205L									4		0,17948 27
98		OOTR	B	F-100267143000 BOXOL 26	Kp30L									24		0,01754 27
99		OOTR	A	F-100267143000 BOXOL 26	Kp30L									24		0,02631 27
100		OOTR	C	F-100267099500 BOXOL 26	MZ 1000L									0,85		1,27
101		OOJE	C	H-200016099000 CERAMOL Q												1,27
102		OOJE	B	F-100016172300 CERAMOL Q	B205L									4		0,17161 27

4. „remarks” – additionally information

5. Press the button „new order”



6. Field „Client number” should be filled in automatically – client number is provided by the Area Sales Manager

7. If the delivery address is different than the Buyer's address please write the consignee number. The consignee number is provided by the Area Sales Manager

8. „remarks” – additionally information

9. Save the file



FOR ORDER PROCESSING INSTRUCTION AND OUR OFFER PLEASE VISIT OUR SITE [WWW.ORLENOIL.PL](http://WWW.ORLENOIL.PL)

