

Waitomo

KIWIS FUELING KIWIS

HELP GUIDE

USING THE WAITOMO CUSTOMER PORTAL



▶ Access to the Waitomo customer portal:

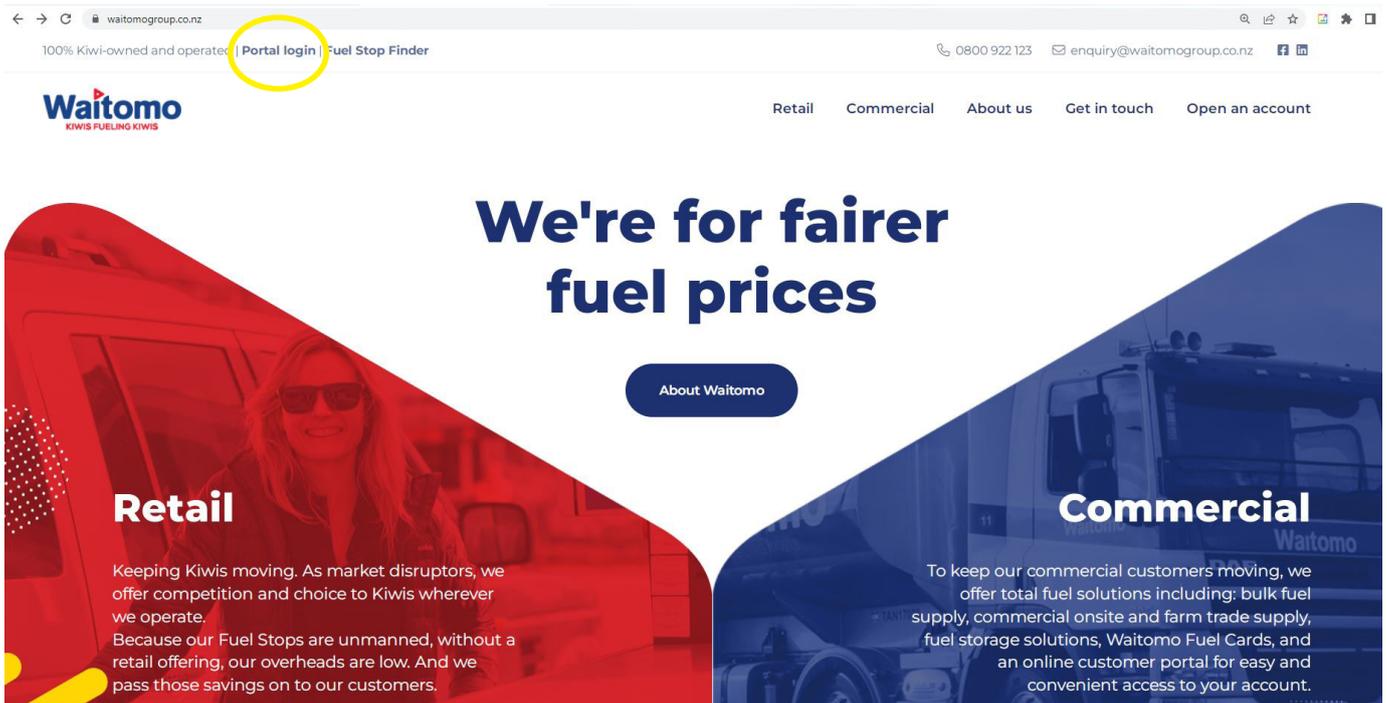
To access the Waitomo customer portal, you'll need to set up a username and password. Call our team on 0800 922 123 and we'll sort you out.

For the best results, please use Google Chrome to access the portal.

▶ Logging into the portal:

You can access the portal:

1. Via <https://portal.waitomogroup.co.nz/waitomogroup>
2. Via our website – www.waitomogroup.co.nz – where you can log in by using the link at the top left of the home page – 'Portal Login'.



The screenshot shows the Waitomo website home page. The top navigation bar includes the Waitomo logo, a 'Portal login' link circled in yellow, and other links like 'Fuel Stop Finder', '0800 922 123', and 'enquiry@waitomogroup.co.nz'. The main content area features a large banner with the text 'We're for fairer fuel prices' and two sections: 'Retail' and 'Commercial'. The 'Retail' section describes offering competition and choice to Kiwis, while the 'Commercial' section describes total fuel solutions for commercial customers.

Enter your username and password to log in. This will direct you to the homepage.



The screenshot shows the Waitomo customer portal login page. The top navigation bar includes the Waitomo logo, the phone number '0800 922 123', and the email address 'enquiry@waitomogroup.co.nz'. The main content area features a 'Customer portal - Log in' header and a login form with 'Username' and 'Password' fields, a 'Log in' button, and a 'Forgotten password?' link. The login form and header are circled in yellow.

▶ Sections of the portal:

Our portal has four main sections:

- **Home** – The homepage provides a summary of your account balance and today's fuel prices.
- **Documents** – Here you can access all documents that have been previously sent to you.
- **Profile** – This is where you can change or amend your profile and contact details.
- **Account** – Here you can access information about pricing, previous transactions, view reports on road user charges and regional fuel taxes and order new Waitomo Fuel Cards.

portal.waitomogroup.co.nz/waitomogroup/Home.aspx

Fuel Stop Finder | New Openings

Waitomo
KIWIS FUELING KIWIS

0800 922 123
enquiry@waitomogroup.co.nz

Home Documents Profile Account Help guide Log out

Customer portal Home WAITOMO PETROLEUM LTD

Quick links
[View transaction history](#)
[Update personal details](#)
[Update company details](#)
[Add a user](#)

Account balance
Total due on your next payment \$31,421.61
Current balance \$31,421.61
Overdue \$0.00
[View details](#)

Today's fuel pricing
Ship-to location: WAITOMO PETROLEUM LTD MOBILCARD

Product	Price (excl GST)	Price (incl GST)
Diesel	\$6307	\$7253
91 Unleaded	\$14350	\$16503
95 Premium	\$14746	\$16958
Industrial Kerosene (Bulk)	\$7504	\$8629
Go Clear (Bulk)	\$9200	\$10580

[View pricing for other dates](#)

▶ Accessing your documents

Using the dropdown menu, you can easily access documents previously sent to you (My documents), as well as documents previously emailed to any user linked to your account (All documents).

You can also tailor your selection by using the filters at the top of the page – e.g., document type, date sent, and email address.

portal.waitomogroup.co.nz/waitomogroup/MyDocuments.aspx

Fuel Stop Finder | New Openings

Waitomo
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0800 922 123
enquiry@waitomogroup.co.nz

Home Documents Profile Account Help guide Log out

Customer portal My documents My documents All documents WAITOMO PETROLEUM LTD

Document number	Document type	Date sent	Time sent	Log status	Email address
Effective Sep 9, 2020	Email customers newsletters etc	09/09/2020	12:13:10	Emailed	GretaS@waitomogroup.co.nz
Effective Aug 13, 2020	Email customers newsletters etc	12/08/2020	08:02:55	Emailed	GretaS@waitomogroup.co.nz
Effective May 13, 2020	Email customers newsletters etc	12/05/2020	08:51:46	Emailed	GretaS@waitomogroup.co.nz
Effective Apr 22, 2020	Email customers newsletters etc	21/04/2020	08:35:58	Emailed	GretaS@waitomogroup.co.nz
Effective Mar 24, 2020	Email customers newsletters etc	23/03/2020	06:52:31	Emailed	GretaS@waitomogroup.co.nz
Effective Mar 18, 2020	Email customers newsletters etc	17/03/2020	02:04:56	Emailed	GretaS@waitomogroup.co.nz
Effective Sep 3, 2019	Email customers newsletters etc	03/09/2019	10:03:39	Emailed	GretaS@waitomogroup.co.nz
Effective Aug 10, 2019	Email customers newsletters etc	09/08/2019	05:08:04	Emailed	GretaS@waitomogroup.co.nz

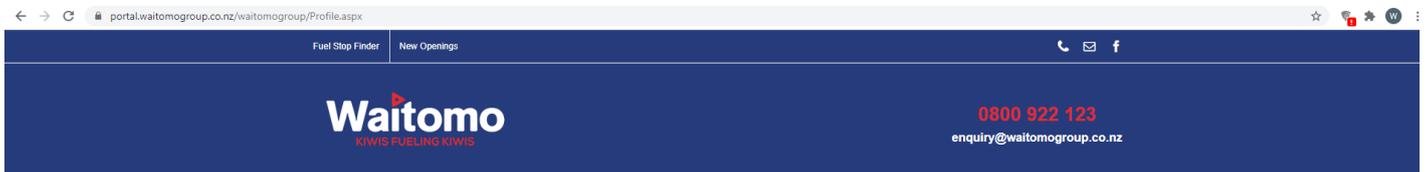
To print a copy of previous statements or pricing notifications, simply double-click on the document number on the left-hand side of the page to pull up the document, and then print as normal.



Home	Documents	Profile	Account	Help guide	Log out
Customer portal - All documents					
Document number	Document type	Date sent	Time sent	Log status	Email address
Effective Sep 9, 2020	Email customers newsletters etc	09/09/2020	12:13:10	Emailed	GretaS@waitomogroup.co.nz
Effective Sep 9, 2020	Email customers newsletters etc	09/09/2020	12:13:09	Emailed	gregg@waitomogroup.co.nz
727081	Statement	01/09/2020	10:28:41	Emailed	admin@wpl.co.nz
Effective Aug 13, 2020	Email customers newsletters etc	12/08/2020	08:02:55	Emailed	gregg@waitomogroup.co.nz
Effective Aug 13, 2020	Email customers newsletters etc	12/08/2020	08:02:55	Emailed	GretaS@waitomogroup.co.nz
703296	Statement	03/08/2020	11:50:41	Emailed	admin@wpl.co.nz
717723	Statement	01/07/2020	07:37:56	Emailed	admin@wpl.co.nz
713278	Statement	02/06/2020	07:24:00	Emailed	admin@wpl.co.nz
Effective May 13, 2020	Email customers newsletters etc	12/05/2020	08:51:46	Emailed	GretaS@waitomogroup.co.nz
Effective May 13, 2020	Email customers newsletters etc	12/05/2020	08:51:43	Emailed	gregg@waitomogroup.co.nz
708840	Statement	01/05/2020	05:52:11	Emailed	admin@wpl.co.nz
Effective Apr 22, 2020	Email customers newsletters etc	21/04/2020	08:35:58	Emailed	GretaS@waitomogroup.co.nz
Effective Apr 22, 2020	Email customers newsletters etc	21/04/2020	08:35:57	Emailed	gregg@waitomogroup.co.nz
Effective Apr 22, 2020	Email customers newsletters etc	21/04/2020	08:35:56	Emailed	leanne@wpl.co.nz
704284	Statement	01/04/2020	09:07:45	Emailed	admin@wpl.co.nz
Effective Mar 24, 2020	Email customers newsletters etc	23/03/2020	06:52:31	Emailed	gregg@waitomogroup.co.nz
Effective Mar 24, 2020	Email customers newsletters etc	23/03/2020	06:52:31	Emailed	GretaS@waitomogroup.co.nz
Effective Mar 18, 2020	Email customers newsletters etc	17/03/2020	02:04:56	Emailed	gregg@waitomogroup.co.nz
Effective Mar 18, 2020	Email customers newsletters etc	17/03/2020	02:04:56	Emailed	GretaS@waitomogroup.co.nz
699700	Statement	02/03/2020	06:32:05	Emailed	admin@wpl.co.nz

▶ Managing your account profiles

You can change or amend your account profile, including your contact details, via the profile section of the portal. If you need to change your password, please call us on 0800 922 123 and we'll sort you out a new one.

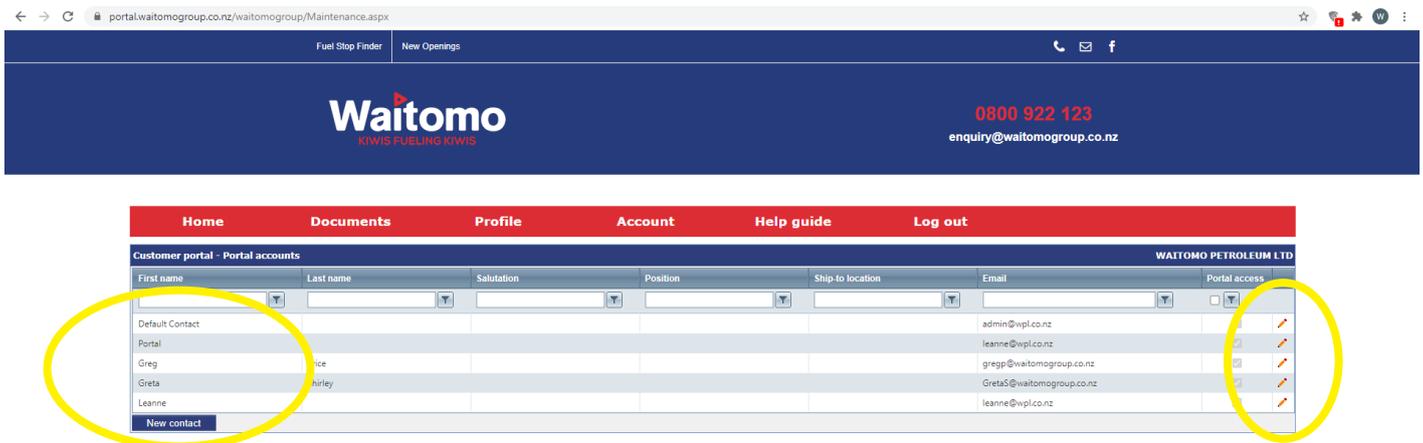


Home	Documents	Profile	Account	Help guide	Log out
Customer portal - My profile					
Customer number:	99035				
Ship-to location:					
First name:	Greta				
Last name:	Shirley				
Email:	GretaS@waitomogroup.co.nz				
Work phone:					
Mobile:					
Fax number:					
Save	Change password				

Any personal information entered on the customer portal is for the sole and exclusive use of Waitomo Group Ltd. Waitomo Group Ltd will not sell or trade or otherwise provide any such information to third parties, unless required to do so by law.
For the best results, please use Google Chrome to access this portal.

To set up new portal users for your account or to amend details for current portal users linked to your account, select 'Portal accounts' from the dropdown menu.

To add a new contact, select the 'New contact' box. To amend a current users' details, click on the pencil icon next to their name.



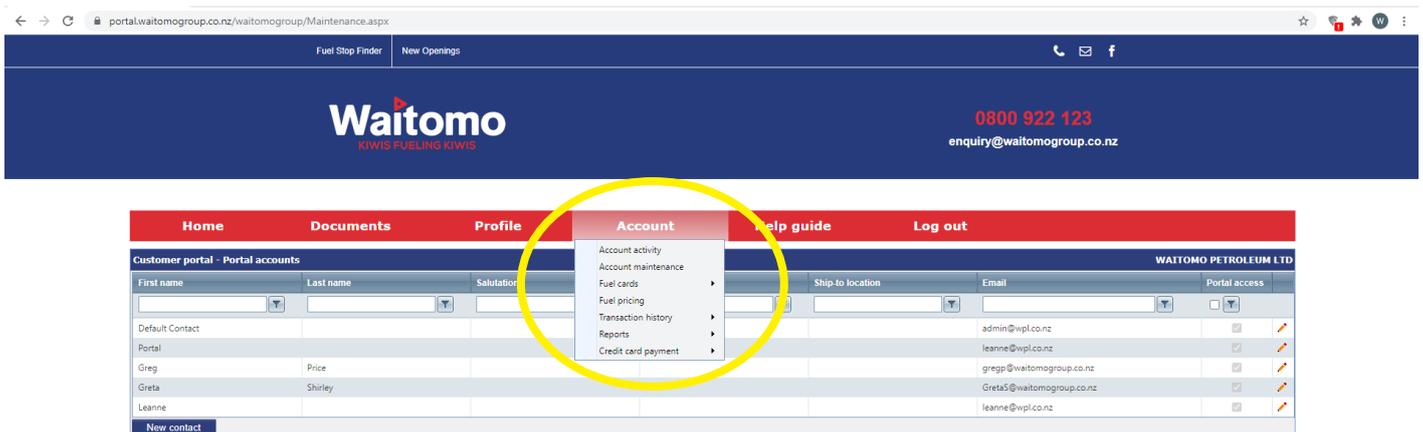
You can also limit a users' access as needed e.g., no access to view credit status, no access to maintain account profiles etc.

▶ Managing your account

In this section, you can access information about pricing, previous transactions, view reports on road user charges and regional fuel taxes and order new Waitomo Fuel Cards.

Using the dropdown menu, select one of the following options:

1. Account activity
2. Account maintenance
3. Fuel cards
4. Fuel pricing
5. Transaction history
6. Reports
7. Credit card payment



1. Account activity

Here you'll find a summary of your current account balance, credit limit and the age of any overdue payments.

The screenshot shows the 'Account activity' page in the Waitomo customer portal. The page header includes the Waitomo logo and contact information: 0800 922 123 and enquiry@waitomogroup.co.nz. A navigation bar contains links for Home, Documents, Profile, Account, Help guide, and Log out. The main content area displays the following information:

Customer portal - Account activity WAITOMO PETROLEUM LTD

All values are in New Zealand dollars.

Credit status

Outstanding balance	31,421.61
Credit available	68,578.39

Ageing

Age as of: 29/09/2020

From	To	Amount due
Current		31,421.61
1	30	0.00
31	60	0.00
61	90	0.00
Over	90	0.00

2. Account maintenance

Here you can also update your contact details including address, phone number, fax and email address.

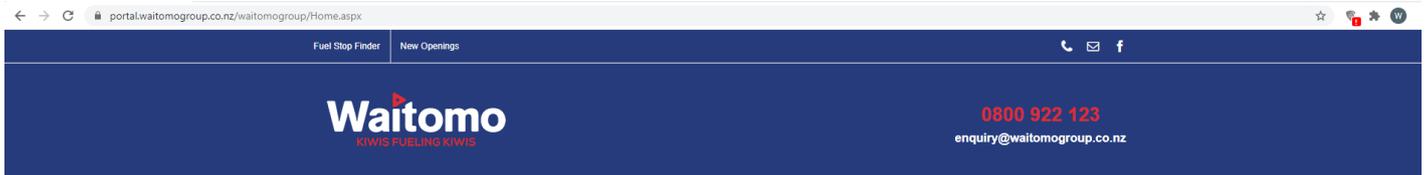
The screenshot shows the 'Account maintenance' page in the Waitomo customer portal. The page header includes the Waitomo logo and contact information: 0800 922 123 and enquiry@waitomogroup.co.nz. A navigation bar contains links for Home, Documents, Profile, Account, Help guide, and Log out. The main content area displays the following information:

Customer portal - Account maintenance WAITOMO PETROLEUM LTD

Customer	WAITOMO PETROLEUM LTD		
Address	PO BOX 5125		
City	HAMILTON	Country	NEW ZEALAND
Region	WAIKATO-COROMANDEL	Telephone	07 847 0829
Postcode	3242	Fax	
E-mail	admin@wpl.co.nz		

3. Fuel cards

- To view the status, last transaction date and expiry of existing Waitomo Fuel Cards, or co-branded cards, select 'Fuel card list'.
- To make changes to your card (e.g., cancel the card, request a replacement card, create a new PIN), click on 'Enquiry' next to the relevant card. Here you can message us directly with your request.
- To order a new Waitomo Fuel Card, select 'New card application', fill in the form and press submit. Your request will be sent directly to the team to process. You will also receive an email to confirm your request has been received.
- Terms and conditions for our Waitomo Fuel Cards can be found via the dropdown menu by selecting 'Terms and conditions'.



Product	Price (excl GST)	Price (incl GST)
Diesel	\$6307	\$7253
91 Unleaded	\$14350	\$16503
95 Premium	\$14746	\$16958
Industrial Kerosene (Bulk)	\$7504	\$8629
Go Clear (Bulk)	\$9200	\$10580

The screenshot shows the 'Apply for a new Waitomo Fuel Card' form. The form title is 'Customer portal - Apply new Fuel Card'. The instructions are: 1. Complete this page, 2. Once you've completed the form, press the submit button and your request will be emailed to our team. You'll also get an email confirmation of your order. The form fields are: Your name (Greta Shirley), Your email (GretaS@waitomogroup.co.nz), Your phone number, Estimated monthly spend (No estimate), Card details (Max 30 characters), PIN number (4 digits), Limit per transaction (No limit), Fuel type (dropdown), Vehicle registration, Fleet reference, Postal address for delivery, and Email for notification card has been sent. The 'Submit' and 'Cancel' buttons are at the bottom.

4. Fuel pricing

Here you can check your fuel pricing for a specific date. Simply enter the date you want to check.

portal.waitomogroup.co.nz/waitomogroup/FuelPricing.aspx

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Home Documents Profile Account Help guide Log out

Customer portal - Fuel pricing

Effective date: 29/09/2020

Item	Price (excl GST)	Price (incl GST)
Diesel	\$6307	\$7253
91 Unleaded	\$14350	\$16503
95 Premium	\$14746	\$16958
Industrial Kerosene (Bulk)	\$7504	\$8629
Go Kerosene (Bulk)	\$9200	\$10600

5. Transaction history

In this section, you can view and analyse your previous transactions. Your transactions are grouped into Fuel, Card, or All.

You can filter and group the data by using the dropdown menus at the top of the screen. Then click the 'Load' button to display the relevant transactions.

You can also download the data to Excel, or as a PDF or CSV file for further analysis.

You can also reprint any delivery dockets you need. Simply click on the document number and you'll be able to view and print the docket.

portal.waitomogroup.co.nz/waitomogroup/TransList.aspx

Fuel Stop Finder New Openings

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Home Documents Profile Account Help guide Log out

Customer portal - Transaction history - All

From date: 29/09/2020 To: 29/09/2020 Load

Document number	Date	Time	Trans reference	PO number	Odo	Item number	Item description	Card number	Card description	Fleet	Quantity	Unit price	Total excl GST	Tax	Total incl GST
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0 transaction to display.

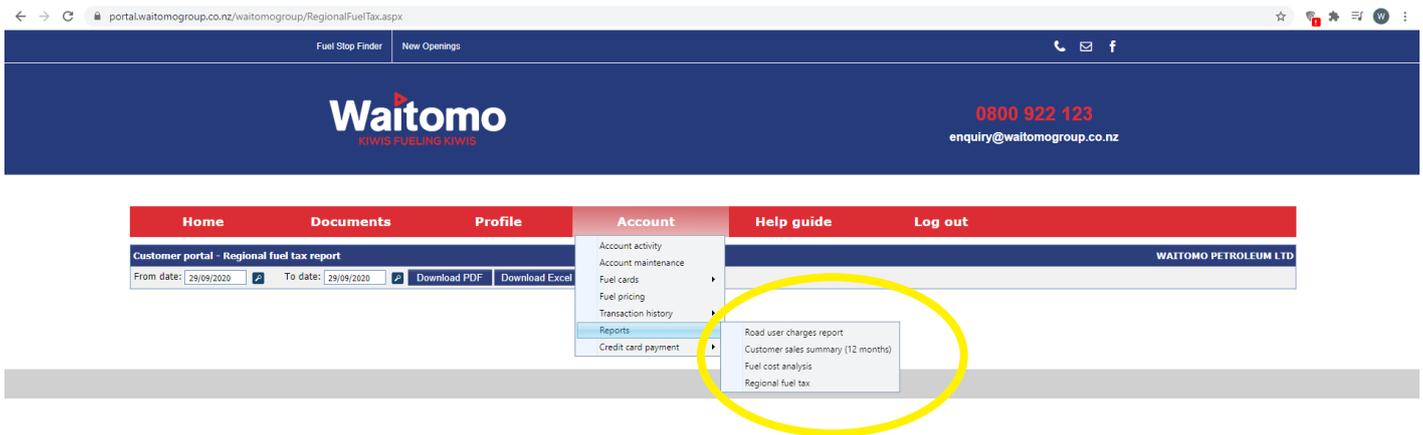
Export to Excel Export to PDF Export to CSV

6. Reports

Here you can access a range of useful reports related to your transactions with Waitomo to support your business.

These include:

1. **Road user charges** – this is a useful report if you're claiming road user charges back on Unleaded 91 fuel purchased for off-road use. This report can be printed and attached to your claim as evidence of your fuel purchases.
2. **A 12-month customer sales summary** – a summary of your transactions from the last year.
3. **Fuel cost analysis** – a summary of your transactions, grouped and sorted by your Fuel Card numbers. The report includes total volume, average cost, current total and your previous years' total (so you can easily compare your spend).
4. **Regional fuel tax** – a summary of all transactions where the Auckland regional fuel tax has been applied, grouped and sorted by your Fuel Card numbers.



▶ Have other questions about using the portal?

Contact our team with any questions you have. We're here to help.

The Waitomo Team

P 0800 922 123

E enquiry@waitomogroup.co.nz