Business Orders Checkout Guide

1. Once you have successfully selected your group and logged in you are free to shop the store and start adding items to your cart! The category of items can be found in the top navigation under the “Shop” tab.

Ordering under Artificial Lift? See steps 1.A-1.C.
A.) The Artificial lift page has different cobranded items available. You will see these different brands available on the shop dropdown menu in alphabetical order. Followed by the regular item categories.
B.) When you select one of these categories you will see all the items branded with this business unit’s logo and the ChampionX Artificial Lift logo.

C.) On the left-hand side, you will also see the different categories for the different types of items.
2. Once you find your desired item(s) select it. Select the quantity you want and add the item to the cart.

3. Once an item has been added to the cart it will be reflected in the shopping cart icon in the top right corner.
4. Press on the cart icon to view your cart. The cart page will show you the subtotal for your order, the estimated SHIP date for your order, plus all the items in your cart. If it all looks good and you are done shopping, then press on secure checkout to continue to checkout.

   a. The estimated ship date is the date the order is estimated to leave the online store’s facility not the estimated arrival date.
   b. Items are produced on demand. Production times and delays may occur.
5. If this is your first time placing an order under this group, you will need to complete a Customer Registration. This will link your account with your contact and shipping information for any future orders.

NOTE: This is separate from a web registration. It is a one-time process.
6. Once you press Save and continue all your information will auto populate in the open fields. Once done, select your payment method on the top right-hand side, and your Business Unit from the drop-down menu. Double check your information. If it all looks right, then press continue.
7. The next step will have you select your shipping options. The shipping options may differ depending on the group that you are ordering under. Select your preferred option and confirm the ship to address is correct.

NOTE: Default to ground shipping, unless expedited shipping is required. 1 or 2 day shipping is considered “Expedited Shipping” and may require additional approval.
8. Once you select your shipping option; confirm your billing address. If it is the same as the shipping address you can press on the check box, and it will auto populate for you.

9. Once you press continue you will see the credit card processing system and a product description of your order at the bottom. If you are ready to complete your order, then type in your credit card info and press submit.
10. Once you press submit your order will be finalized. You will receive an order number and order confirmation sent to your email. Make sure to note down your order number. NOTE: Orders under this group require approval by a designated approver. The approver's name will be listed in the order confirmation email. An order will not go into production until the approver has approved it. If the order is disapproved for any reason, it will be voided and will have to be placed again.

If you have any questions, please make sure to reach out to Customer Service department at customerservice@advanced-online.com or call 972-471-5400
Q & A’s

Q: How do I get back to the main landing page with all the groups or select a different group?

A: If you are on a personal order page you will have to select your group from the top right “Sign in” button.
If you are logged into a group, you will have to click on “Account” in the top right and then sign out.

If you are on the sign in page, you can either press on the ChampionX logo in the top left or select a group from the group, drop down menu.
Q: Are there any specials or promotions?

A: Yes! Every month there is a new monthly promotion. At the beginning of each month the graphic below the big ChampionX graphic will be updated with that month’s promotion. You can press on this graphic and you will be brought to all the items that qualify for that month’s promo. Promotions are only available on personal orders.
Q: I’m in an Artificial Lift business and pressing on the middle graphic for the business unit merchandise but it doesn’t do anything?

A: Unfortunately, this graphic is not linked anywhere. Since there are multiple business units this graphic cannot be linked to all of them. To order business unit merchandise press on the top “shop” button and select the business unit you wish to order from.
Q: I am in the final step of check out and am unable to complete my order. There is a message that says I have exceed the spending limit?

A: There is a maximum limit of $2000 for credit card orders. If you exceed this limit you will not be able to complete your order. Either go back and adjust your cart or contact customer service at 972-471-5400 or customerservice@advanced-online.com