

ChampionX and Artificial Lift Online Store Login and Site Guide

1. Access the championxstore.merchorders.com. You will be automatically brought to the main landing page. Here you will see a “Select Your Group” button.

The screenshot shows the ChampionX online store landing page. At the top, the ChampionX logo is on the left, and navigation links for "Sign Up for Deals", "Product Suggestions", "FAQs", and "Guides" are on the right. Below the logo, there is a "Shop" dropdown menu and a search bar with a magnifying glass icon. To the right of the search bar is a shopping cart icon labeled "Cart (0)". The main content area has a dark blue background with the ChampionX logo at the top left. Below the logo, there are five sections of text, each with a heading in orange and a bullet point in white. The sections are: "CHAMPIONX PERSONAL ORDERS:" (bullet: PURCHASE CHAMPIONX BRANDED ITEMS WITH PERSONAL CREDIT CARD.), "CHAMPIONX ARTIFICIAL LIFT PERSONAL ORDERS:" (bullet: PURCHASE ARTIFICIAL LIFT AND CO-BRANDED ITEMS WITH PERSONAL CREDIT CARD.), "CHAMPIONX BUSINESS ORDERS:" (bullet: PURCHASE CHAMPIONX BRANDED ITEMS WITH COMPANY CREDIT CARD (APPROVAL REQUIRED).), "CHAMPIONX ARTIFICIAL LIFT BUSINESS ORDERS:" (bullet: PURCHASE ARTIFICIAL LIFT AND CO-BRANDED ITEMS WITH COMPANY CREDIT CARD (APPROVAL REQUIRED).), and "CHAMPIONX/CHAMPIONX ARTIFICIAL LIFT ADMIN:" (bullet: RESTRICTED ACCESS FOR SELECT PERSONNEL TO MAKE BULK COMPANY PURCHASES.). At the bottom of this section, the text "WELCOME TO THE ONLINE STORE" is displayed in white. Below this is a light gray navigation bar with the ChampionX logo and links for "Order Status", "Returns", "Gift Certificates", "FAQs", "Sign Up for Deals", and "Product Suggestions". The footer is dark blue and contains the text "Advanced-Online A Follett company", "Contact Us", phone numbers "972-471-5400" and "1-877-471-5410 (Toll Free)", and the email "customerservice@advanced-online.com". At the very bottom, there are links for "Terms of Use", "Privacy Policy", and a copyright notice: "Copyright © 2021 Advanced-Online, A Follett Company. All Rights Reserved."

CHAMPIONX

Sign Up for Deals Product Suggestions FAQs Guides

Shop Order Status Returns Gift Certificates

Search   Cart (0)

CHAMPIONX

CHAMPIONX PERSONAL ORDERS:
• PURCHASE CHAMPIONX BRANDED ITEMS WITH PERSONAL CREDIT CARD.

CHAMPIONX ARTIFICIAL LIFT PERSONAL ORDERS:
• PURCHASE ARTIFICIAL LIFT AND CO-BRANDED ITEMS WITH PERSONAL CREDIT CARD.

CHAMPIONX BUSINESS ORDERS:
• PURCHASE CHAMPIONX BRANDED ITEMS WITH COMPANY CREDIT CARD (APPROVAL REQUIRED).

CHAMPIONX ARTIFICIAL LIFT BUSINESS ORDERS:
• PURCHASE ARTIFICIAL LIFT AND CO-BRANDED ITEMS WITH COMPANY CREDIT CARD (APPROVAL REQUIRED).

CHAMPIONX/CHAMPIONX ARTIFICIAL LIFT ADMIN:
• RESTRICTED ACCESS FOR SELECT PERSONNEL TO MAKE BULK COMPANY PURCHASES.

WELCOME TO THE ONLINE STORE

 Order Status Returns Gift Certificates FAQs Sign Up for Deals Product Suggestions

Advanced-Online A Follett company **Contact Us**  972-471-5400 | 1-877-471-5410 (Toll Free)  customerservice@advanced-online.com

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2. When you press on that button you will see a drop down with different groups available. There are a total of six groups.

- **ChampionX Personal Orders** – Purchase ChampionX branded items with personal credit card.
- **CHX Artificial Lift Personal Orders** – Purchase Artificial Lift and Co-Branded Items with personal credit card.
- **ChampionX Business Orders** – Purchase ChampionX branded items with company credit card (Approval Required).
- **CHX Artificial Lift Business Orders** – Purchase Artificial Lift and Co-Branded items with company credit card (Approval Required).
- **ChampionX Admin** – Restricted Access for select personnel to make bulk company purchases
- **CHX Artificial Lift Admin** – Restricted Access for select personnel to make bulk company purchases



FAQs

Select Your Group ▲

ChampionX Personal Orders

ChampionX Business Orders

ChampionX Admin

CHX Artificial Lift Personal Orders

CHX Artificial Lift Business Orders

CHX Artificial Lift Admin



CHAMPIONX PERSONAL ORDERS:

• PURCHASE CHAMPIONX BRANDED ITEMS WITH PERSONAL CREDIT CARD.

CHAMPIONX ARTIFICIAL LIFT PERSONAL ORDERS:

• PURCHASE ARTIFICIAL LIFT AND CO-BRANDED ITEMS WITH PERSONAL CREDIT CARD.

CHAMPIONX BUSINESS ORDER:

• PURCHASE CHAMPIONX BRANDED ITEMS WITH COMPANY CREDIT CARD (APPROVAL REQUIRED).

CHAMPIONX ARTIFICIAL LIFT BUSINESS ORDERS:

• PURCHASE ARTIFICIAL LIFT AND CO-BRANDED ITEMS WITH COMPANY CREDIT CARD (APPROVAL REQUIRED).

CHAMPIONX/CHAMPIONX ARTIFICIAL LIFT ADMIN:

• RESTRICTED ACCESS FOR SELECT PERSONNEL TO MAKE BULK COMPANY PURCHASES.

WELCOME TO THE ONLINE STORE

3. Select the group that you belong to or wish to order under. If you selected a business/admin group, then please see steps 4.A – 4.B below for login instructions. If you selected a personal order group, then please look at the retail checkout guide for site and ordering instructions. **If you are not sure which group to select, please look at the center graphic for a breakdown of each group.**
4. If you select a business/admin group, then you will be brought to a sign in page. Type in your email and password (If this is your first time accessing the site then you will have a temporary password. Your temporary password is your Last name and first initial). If you are a new user, please jump to step 4.A. **If you are not a new user and do not remember your password or need to reset it, please press reset/forgot password, and see steps 4.A - 4.E.**



Sign in

Group

ChampionX Business Orders

E-mail

.....

Password [Show password](#)

.....

Log in

[Forgot Password?](#)



If after you press log in, you see the below screen and are prompted to a “web registration” this means that you are not registered under the group that you are trying to access. Please double check and make sure you selected the correct group. The admin groups are closed to specific personnel. If you believe you have selected the correct group, complete the registration form (as seen below). A store agent will reach out to you with further instructions.



Registration Help

We're sorry, your email address does not appear in our database of customers.
dsantos@advanced-online.com
was not found.

If incorrect, then [TRY AGAIN](#)

To Register, please fill out the following

Name

Company name

Email address

Phone

Request account

Cancel

Assuming you are qualified, you will be added to our website within a few minutes. We will then contact you by email or phone to let you know that you can logon to the site.

Thank you for your patience!

Customer Service:

972.471.5400 or 877.471.5410

Monday - Friday

7:30a - 5:30p Central

A.) New users: Type in your email and your temporary password. This is the first step in creating your account.



Sign in

Group

E-mail

Password

[Show password](#)



[Order Status](#) [Returns](#) [FAQs](#) [Product Suggestions](#)

Temporary Password: last name followed by first initial.

EX: smithj

B.) If you have access to the group, then you will be prompted to send a code to your email. Click on the send code button.

C.) Once the code has been generated press continue and check your email for the code. **Note: Be sure to check your spam folder. We recommend that you whitelist Advanced Online to ensure you receive all future emails.**



Security Message

Due to a security upgrade, we are requiring all users to update their passwords. Please follow the steps outlined below:

Click the button below and a reset code will be sent to your email address.

Send Code

Your email address is: [REDACTED]
Use this code to reset your password.

Cancel

Reply Reply All Forward IM

Mon 11/16/2020 10:56 AM



Customer Service <customerservice@advanced-online.com>

Password Reset

To Daniel de los Santos

The reset code for your account is: 96736968.

This code is valid for 10 minutes.

Thank you again for shopping with us, we appreciate your business.

The reset code is does have a time limit and expire after 10 minutes. If 10 minutes have passed and you have not reset your password, you will need to request a new code.

D.) Type in the code in the Reset Code box. Then Type in the password you wish to use in the following boxes. **Note: The password criteria will turn green once your password has met the rules.**



Check Your Email

We sent an email with a reset code to:
dsantos@advanced-online.com

Reset Code

Continue

Back



Reset Password

New Password

Show password

Passwords must include:

- ✓ 8 - 20 characters in length
- ✓ at least one lowercase letter
- ✓ at least one uppercase letter
- ✓ at least one number
- ✓ at least one special character

Re-enter new password

Show password

Reset password

Back

E. Once you have set up your password the account creation process is complete. You will be prompted back to the original login screen. Login once again with your email and newly created password.



Sign in

Group

ChampionX Business Orders

E-mail

[Redacted email address]

Password

Show password

.....

Log in

Forgot Password?



Order Status Returns FAQs Product Suggestions

You have successfully completed registration!