



أدنوك  
ADNOC

# Rahal Card System User Manual

# Introduction

ADNOC Distribution is an integrated energy company. Founded in 1973, it markets and distributes petroleum products and services within the United Arab Emirates and internationally. As one of the largest and most innovative government-owned petroleum companies in the Arab Gulf, ADNOC Distribution is renowned and respected for the exceptional quality and reliability of its products and services.

Rahal Card website grants Smart Card holder an access to their invoices, statements and account information.

This application can be access through ADNOC Distribution website [www.adnocdistribution.ae](http://www.adnocdistribution.ae)

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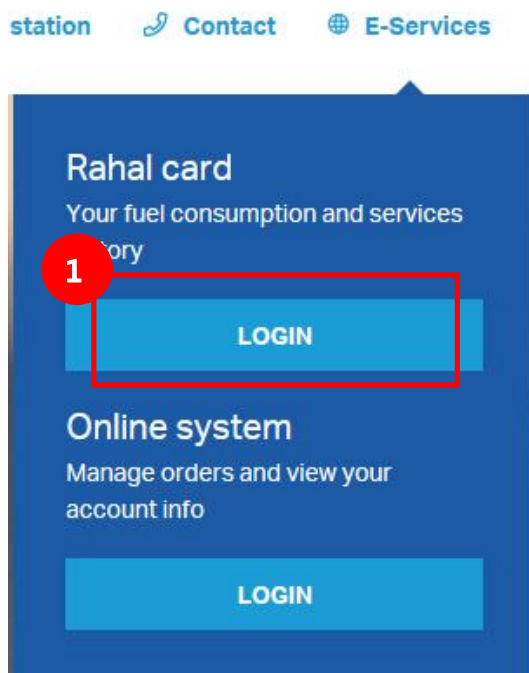
# Using the best practice website

## Getting started

Using the Rahal Card website best practice website is simple. The site provides the ability to view their invoices, statements, receipts and account information. The website is easy to use and navigate.

The website is for Smart Card holders, if you would like to access this website, please read the [Registration](#) section in page 10.

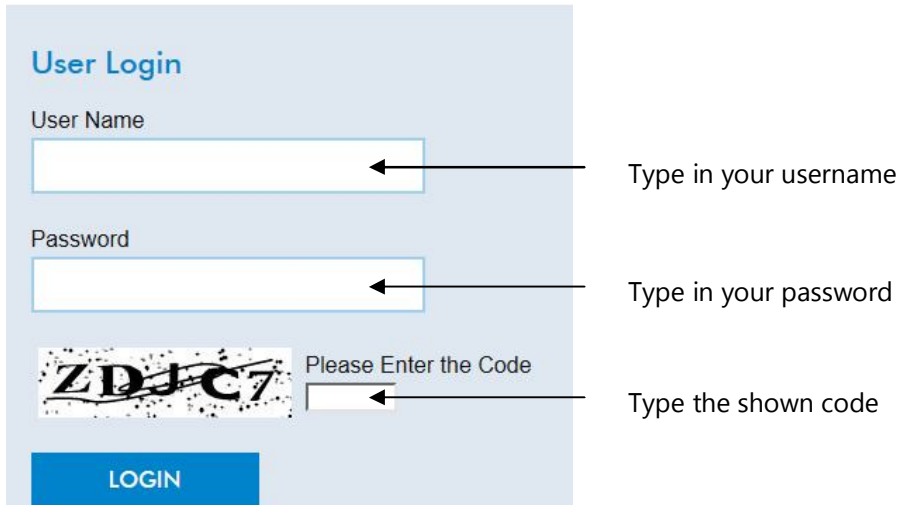
To enter this website, go to [www.adnocdistribution.ae](http://www.adnocdistribution.ae), and then click on Login in the top menu, then Login button for Rahal card box.



You can get to the site directly through <http://rahal.adnocdistribution.ae>

## Logging in / out

To log in the website, enter your user name (Ex. SCA[Customer Code] / SCD[Account Code]), password and the shown code (for security) in the User Login Information form, then click Login button.



The image shows a 'User Login' form with three input fields and a 'LOGIN' button. Annotations with arrows point to each field:

- User Name:** Type in your username
- Password:** Type in your password
- Please Enter the Code:** Type the shown code

The form includes a CAPTCHA image showing the code 'ZDJC7'.

Please remember to sign out when you have finished a session. This is because your system will stay signed for few minutes and will not sign out until you

- Quit your web browser or
- Shut down your computer, or
- Sign out.

If other people can get to your computer while it is signed in, they can enter information using your name. You don't want this to happen.

To sign out, click on sign out link on the right top, below the top menu.

## Change Password

In order to change you password, click on the Change password link on the right top, below the top menu.

Enter your user name then old, and new, and then confirm the new password after that Generate Password button.

You to remember that this password will not be send to you by SMS or E-mail, for security purpose.

### Change Password

Please remember your password as it will not be sent to you via e-mail or SMS, for security purposes

User Name	← Type in your User Name
Old Password	← Type in your old password
New Password Customer code and '123456' are not allowed!	← Type in your new password
Confirm Password	← Type in your new password again
<input type="button" value="SUBMIT"/>	

Then you will get the below note and an email to notify you that you password have been changed.

### Note!

The new password have been updated successfully. [Click Here](#).

### Email message:

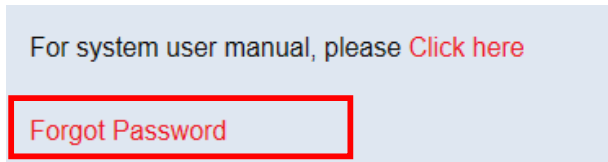
Dear

Your password has been changed.

If you did not initiate the request or you do not have account in ADNOC Distribution System, you need to contact 800ADNOC / 80023662 or send email to [webmaster@adnoc-dist.ae](mailto:webmaster@adnoc-dist.ae)

## Forget Password

If you forget the password, you can request new password by clicking Forget Password link under the login box in the home page.



Enter your user name and email (The email should be provided before – if not, please send the email address to the concern person in ADNOC Distribution)

### Forget Password

Please remember to change your password for security purposes as it will be sent to you by e-mail

User Name	<input type="text"/>	← Type in your User Name
Email	<input type="text"/>	← Type in your email
<input type="button" value="SEND REQUEST"/>		

Please make sure to change the password after you received the new password for security purpose.

## Browsing information

You can navigate easily through the top menu to browse the website. In the menu you can view Customer, Financial information, Card Reports, Statement of Account, Invoices and Receipts pages.

In Customer information page, you will see Edit link, where you can update the company or account information.

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Member Profile

> [Edit Profile](#)

In Card Report you need to select one of boxes to view the desired report.

**Card Details**  
(Please fill at least one field)

Card No.

Expiry Date  
01-Dec-2013

Expiry From  
01-Dec-2013

Expiry To  
01-Dec-2013

Status  
Active

Account

**SEARCH**

Search for a card

**Transaction Report**  
(Please fill all fields)

Card No.

From Date  
Eg. 01-Dec-2013

To Date  
Eg. 01-Dec-2013

**VIEW REPORT**

**Card List**

Status  
Active

Account

**LIST CARD**

For the Statement page, you need to enter the date and select the account and the type of statement to view the Statement.

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### Statement of Account

\*Start Date: 01-Jan-2010  \*End Date: 01-Dec-2010

Account  
Test Customer / 100002

Statement Type  
Full Statement



**SUBMIT**




In Invoices page, you need to enter the date and select the account to list the invoice, but in un-billed transaction and receipts page, you need only to select the account.

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### Invoices

Start Date\* 01-Jan-2010  End Date\* 01-Dec-2010 

Test Customer / 100002 

**SUBMIT**

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### Unbilled Transactions

Test Customer / 100002 

**SUBMIT**

## Registration

This website is available only for Rahal Card holder. If you would like to register and access the website, please contact the Smart Card Department for registration through ADNOC Distribution Phone Number +9712 – 6771300 or through the email [800adnoc@adnoc-dist.ae](mailto:800adnoc@adnoc-dist.ae)

## Getting help and advice

If you have any problem, question or comments regarding using the website or any issue related to the data shown in the website, click on Contact Us in the top menu.

Fill the feedback form in the contact us page with your information such company name and email, then select the type of you feedback, and enter you feedback message, then click Send button.

The feedback message will be send to the concern person to communicate with you to solve the issue or give you advice.

## Technical help

If you have problems using the site, please email [webmaster@adnoc-dist.ae](mailto:webmaster@adnoc-dist.ae) with a description of your problem.

Please include your name, phone number and email address, and describe as clearly as possible what your problem is, including any error messages which you have seen. Our support staff will respond as quickly as possible.