



# Customer First Time Login

WITH THE [www.robisonoil.com](http://www.robisonoil.com) CUSTOMER LOGIN

1

From our main website at [www.robisonoil.com](http://www.robisonoil.com), click on the **My Account** button:



2

## First Time Login Instructions

Please enter your **Account Number** and your **temporary password**, which is the digits from the street number of your mailing address. For example, if your mailing address is '39 Elm Street' your temporary password would be '39' (without the quotes). If you received an email with a password, use that password instead of your street number. When you log in for the first time, you will be asked to choose a new password and provide an email address.

Email Address or Account Number

Password

Login

3

From the drop-down menu, select your **Account** to view your current account information

## Account Select

Please select any one of your accounts to continue. If you don't see one of your accounts, call customer service at (914) 347-5700 and choose option 1.

Or email us at [webhelp@robisonoil.com](mailto:webhelp@robisonoil.com)

Select Your Account ▼

Select Your Account

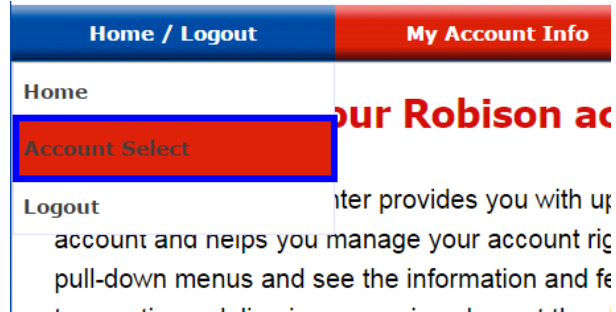
SMICR, MR. JOHN SMITH, BIO, 555 MAIN STREET, ROBISON, NY 00000



# Customer Online Bill Pay

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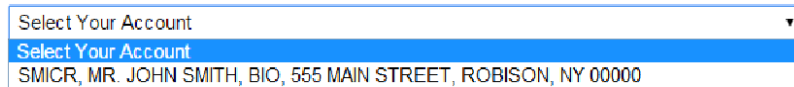
**1** After logging onto your account, select **Account Select** from the **Home/Logout** menu bar



**2** Select the **Account** associated with the invoice (s) that require payment. After your selection, the website will display your current account information

## Account Select

Please select any one of your accounts to continue. If you don't see one of your accounts, call customer service at (914) 347-5700 and choose option 1. Or email us at [webhelp@robisonoil.com](mailto:webhelp@robisonoil.com)



**3** From the **Payments** menu bar, select **Make a payment**



**4** Select transaction or enter amount you wish to pay, then select **Payment Method**, and select **Next**

## Make a Payment

DATE	DESCRIPTION	UNITS	UNIT PRICE	AMOUNT DUE	AMOUNT PAID	CURRENT DUE	PAY NOW
2014-12-27	B20 BIO HEAT	501.00	\$3.199	\$1650.77	\$0.00	\$1650.77	<input type="checkbox"/>

Pay Total Amount: \$0.00

Please check the item(s) you wish to pay above. You may modify the amount to pay in the "Pay Total Amount" box.

Payment Method  Credit Card  eCheck

**5** Enter Credit Card Information, then select **Submit**

Amount Due \$1000.00

Apply Coupon

## Enter Credit Card Information

Payment Method \*  Card Number \*  Expiration Date \*

Save this payment information.

[Review Our Payment Policies](#)

[Privacy Policy](#)

[Delivery Policy](#)

**6** Payment Confirmation

## Payment Receipt

### Payment Details

Date: April 29, 2014

Account Number: SMIMA

Amount Charger: \$1,904.99

Payment Confirmation Number: 0012345

Contract Confirmation Number: 012345



# My Transactions

WITH THE [www.robisonoil.com](http://www.robisonoil.com) CUSTOMER LOGIN

1 From the menu bar, choose **My Account Info** and select **My Transactions**

<b>Home / Logout</b>		<b>My Account Info</b>		<b>Payments</b>	<b>Manage Account</b>	<b>Plan Enrollment</b>
<b>My Transactions</b>		My Deliveries				
		<b>My Transactions</b>				
<b>Date</b>		<b>Description</b>	<b>Qty</b>	<b>Price</b>	<b>Amount</b>	
2014-12-27	B:	My Service Plans	501.00	\$3.199	\$1650.77	

2 Upon selecting **My Transactions**, you will see your recent transaction history

## My Transactions

Date	Description	Qty	Price	Amount
2014-12-12	BILLED SERVICE CALL	0.00	\$0.000	
2014-12-03	CASH PAYMENT	0.00	\$0.000	\$-398.22
2014-11-24	CASH PAYMENT	0.00	\$0.000	\$-203.48
2014-11-20	OIL SALE	123.60	\$3.128	\$398.22
2014-11-04	CASH PAYMENT	0.00	\$0.000	\$-373.23
2014-11-30	SVC PLAN RENEWAL	0.00	\$0.000	\$203.48
2014-09-24	OIL SALE	108.20	\$3.349	\$373.23
2014-05-15	BILLED SERVICE CALL	0.00	\$0.000	
2014-05-06	CASH PAYMENT	0.00	\$0.000	\$-386.99
2014-04-30	BILLED SERVICE CALL	0.00	\$0.000	
2014-04-29	OIL SALE	98.90	\$3.799	\$386.99



# My Projects

WITH THE [www.robisonoil.com](http://www.robisonoil.com) CUSTOMER LOGIN

1 From the menu bar - choose **My Account Info**, then select **My Projects**

<b>Home / Logout</b>	<b>My Account Info</b>	<b>Payments</b>	<b>Manage Account</b>	<b>Plan Enrollment</b>
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## My Projects

Project: Natural Gas Conversion

Task		Status	Notes	Target Completion Date
Proposal authorized	<b>My Deliveries</b>	Complete - Mar 03, 2014		
Down payment submitted	<b>My Transactions</b>	To Do		
NYSERDA FINANCING MILESTONES	<b>My Service Plans</b>			
PROJECT MILESTONES	<b>My Price Plans</b>			
Gas and plumbing work requests filed v	<b>My Coupons</b>			
Point of Entry Meeting scheduled with F	<b>My Projects</b>	Complete - Mar 03, 2014		
	<b>My Documents</b>	To Do		

2 View the status of your project (s) along with the target completion date

Project: Oil Tank Installation

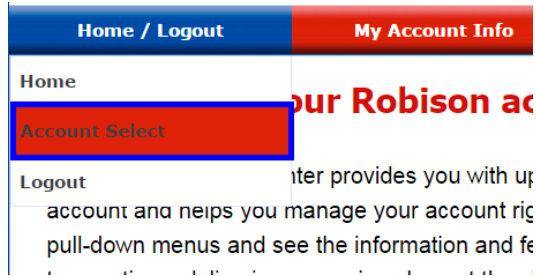
Task	Status	Notes	Target Completion Date
Drawings Submitted	Complete - Nov 30, -0001		
Permits Applications sent to customer (if applicable)	To Do		
Cement Slab poured if necessary	Complete - Nov 30, -0001		
Installation date scheduled	Complete - Nov 30, -0001		
Inspection Completed	To Do		
Fill and inventory updated on account	Complete - Nov 30, -0001		



# Schedule Annual Maintenance

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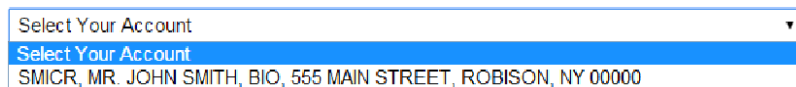
**1** After logging onto your account, select **Account Select** from the **Home/Logout** menu bar



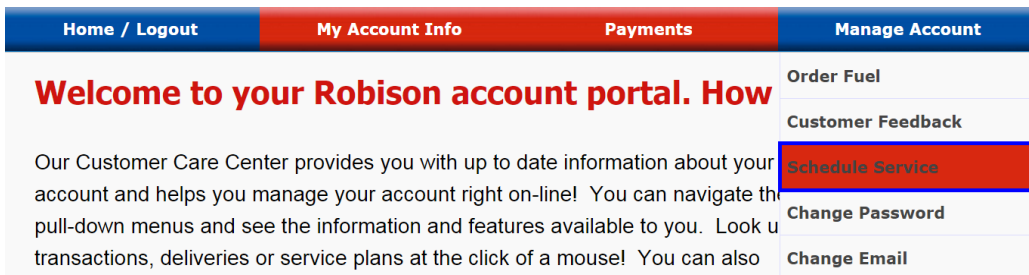
**2** Select the **Account** associated with the unit (s) that requires service. After your selection, the website will display your current account information

## Account Select

Please select any one of your accounts to continue. If you don't see one of your accounts, call customer service at (914) 347-5700 and choose option 1. Or email us at [webhelp@robisonoil.com](mailto:webhelp@robisonoil.com)



**3** From the menu bar, choose **Manage Account** and select **Schedule Service**



**4** Choose the date and time frame you wish to schedule, then click **Select Time**

(AM for 8am-1pm; PM for 12pm-5pm)

## Schedule Annual Maintenance

Account Number: SMIMA  
[0001, wm hw boiler, 555 MAIN STREET, ROBISON, NY 00000]

Please select the location and product you would like to schedule annual maintenance for Service Location (list box)

Day	Date	8am-1pm	12pm-5pm
TUESDAY	3/24/2015	<input type="radio"/>	<input type="radio"/>
THURSDAY	3/26/2015	<input type="radio"/>	<input type="radio"/>
TUESDAY	3/31/2015	<input type="radio"/>	<input type="radio"/>
TUESDAY	4/7/2015	<input type="radio"/>	<input type="radio"/>
WEDNESDAY	4/8/2015	<input type="radio"/>	<input type="radio"/>
THURSDAY	4/9/2015	<input type="radio"/>	<input type="radio"/>
TUESDAY	4/14/2015	<input type="radio"/>	<input type="radio"/>

Select Time

**5** You will receive a **Confirmation Number** to print for your records

Thank you for scheduling your Annual Maintenance.  
Account Number: SMIMA  
Confirmation Number: 1113

Service: Oil Tune-up  
Date: Tuesday, May 20th, 2014

Print this page

Close Window