

MFO Frequently Asked Questions

August 2025

Queries	
Order Cancellation	<p>1. Can I cancel an order after it's been placed? Yes, you can cancel your order, but it must be done before fuel is dispatched. Once the fuel has been dispatched or delivered, cancellation is no longer possible.</p> <p>2. How do I cancel an order? To cancel an order, contact our customer Success team directly via phone or email. Provide your Order Reference Number (e.g. #850238) and your reason for cancellation.</p> <p>3. Will I receive a refund if I cancel an order? Refunds are available if the order is cancelled before dispatch. Refunds will be credited back to your MFO account.</p> <p>4. Can My Fuel Orders cancel my order? Yes, Fuel Orders reserves the right to cancel an order in cases of:</p> <ul style="list-style-type: none">• Product unavailability• Supply constraints• Incorrect order details
For Admin (MFO)	<ul style="list-style-type: none">• Go to the "Orders" Section <i>From the main menu on the left-hand side, click on "Orders" to view all the placed orders.</i>• Search for the Specific Order <i>In the search bar at the top, enter the MFO number associated with the order you wish to cancel.</i>• Access Order Options <i>On the far right of the order row, click on the three-dot menu (:) to open additional options.</i>• Select "Cancel Order" <i>From the dropdown options, click "Cancel Order."</i>• Choose a Cancellation Reason <i>A dropdown menu will appear. Select the most relevant reason for cancellation — for example, "Wrong litres ordered" or another applicable reason.</i>

	<ul style="list-style-type: none"> • Agree to the Terms and Conditions <i>Tick the checkbox to confirm that you agree with the cancellation terms and conditions.</i> • Confirm Cancellation <i>Click "OK" to finalize and submit your cancellation request.</i>
Credit Note	<p>1. What is a credit note? A credit note is an official document issued to adjust or reverse part or all of a previously invoiced amount. It is typically issued when there has been order cancellation, or pricing error.</p> <p>2. When is a credit note issued by Fuel Orders? Credit notes are issued under the following circumstances:</p> <ul style="list-style-type: none"> • Delivery of incorrect quantities • Pricing discrepancies <p>3. How do I request a credit note? To request a credit note, contact our support or accounts team via email. Include the original invoice number, order reference, and a brief explanation of the issue.</p> <p>4. How long does it take to process a credit note? Credit notes are processed immediately once your query is received and verified.</p> <p>5. How will I receive my credit note? You will receive the credit note via email and through your MFO account portal, under the "Order list" section.</p>
For Admin (MFO)	<ul style="list-style-type: none"> • Navigate to the Credit Note Section From the main menu bar, click on "Credit Note" to begin the process. • Enter the MFO Number In the search field, input the specific MFO number associated with the order you need to adjust. • Update the Voucher Date Adjust the date fields to match the original voucher date for accurate referencing and alignment. Please note: <i>You cannot adjust the date with the voucher date if the voucher is for a previous month. In that case the current date is used</i> • Amend the Litres Update the litres field to reflect the corrected quantity that should be credited.

	<ul style="list-style-type: none"> • Initiate Credit Note Processing Click on "Process Credit Note" to move to the next step in the workflow. • Provide the Reason for Cancellation In the relevant field, clearly select or type the reason for issuing the credit note (e.g., over-delivery, cancelled order, incorrect quantity). • Submit and Finalize Click "Process Credit Note" to complete the credit note transaction.
<p>Invoices</p>	<p>1. When will I receive my invoice? Invoices are typically generated and sent via email or made available on your MFO account immediately after the order is dispatched or delivered.</p> <p>2. Where can I find my past invoices? You can easily view and download your past invoices by logging into your MFO account. Follow these steps:</p> <ul style="list-style-type: none"> • Use the search bar to enter your MFO number and locate the specific order. • On the far right of the order row, click the three-dot menu (:) to access more options. • Select "View Invoice" to open and download the invoice. • <p>3. Can I request a copy of an invoice? Yes, if you did not receive or can't find your invoice, you can request a copy by contacting our accounts department via email or phone. Be sure to provide your MFO number or order reference.</p> <p>4. What should I do if there's an error on my invoice? If you notice a discrepancy (such as incorrect litres, pricing, or billing details) please contact our accounts team immediately. A corrected invoice and a credit note (if applicable) will be issued.</p>
<p>For Admin (MFO)</p>	<p>Applicable when an invoice is not attached to the order</p> <ul style="list-style-type: none"> • Log in to Sage Evolution Launch the Sage Evo application and log in using your credentials. • Navigate to Transactions On the top menu bar, click on "Transactions". • Access Order Entry From the dropdown list, select "Order Entry".

	<ul style="list-style-type: none"> • Open Sales Order Click on "Sales Order", then select "Open" to proceed. • Open Filter Options At the bottom-left corner, click the small orange filter icon to access the filtering options. • Filter by Internal No. In the filter options, click on "Internal No" and select "Document Printed" from the dropdown. • Set Document Printed to Zero Under the "Empty" field, input 0 to filter for unprinted documents. • Check Document Status In the top-right corner, ensure the status is set to "Archived". • Apply Filter Click "Apply", then click "OK" to confirm and close the filter window. • Search by External Order Number (MFO Number) In the "External Order" field, enter the relevant MFO number and click Search. <i>alternatively</i> You can also search with Customer Code in the Account field, it will show all the customers invoice history, click on the MFO number you want to reprint • Reprint the Invoice <ul style="list-style-type: none"> • Locate and left click on the correct order from the results. • Select "Reprint" from the menu. • Choose either "Sales Order Invoice" for local currency or "Foreign Sales Order Invoice" if the invoice is in USD. • Retrieve and Send the Invoice Attach file only if the customer has urgently requested otherwise once reprinted it will take 10-15mins for the invoice to automatically show on MFO
<p>Statements</p>	<p>1. What is a statement of account? A statement of account is a summary of all transactions on your account over a specified period. It includes invoices, credit notes, payments, and your current balance.</p> <p>2. How often are statements issued? Statements are typically issued monthly, but clients may request weekly or ad hoc statements depending on their account agreement.</p> <p>3. How can I request a statement? You can request a statement by:</p> <ul style="list-style-type: none"> • Reaching out to Customer Support with your customer code or account number. <p>4. Can I receive statements automatically? Yes. We can schedule your statement to be emailed to you automatically on a set day of each month. Contact accounts to activate this service.</p>

	<p>5. Can I request a statement for a specific date range? Absolutely. Just indicate the start and end date when making your request, and we'll generate the statement accordingly.</p> <p>6. Who should I contact if I notice a discrepancy on my statement? Please contact our Accounts Team immediately. Provide the statement date, reference number, and a description of the issue so we can investigate and resolve it promptly.</p> <p>7. Are payment receipts included in the statement? Your statement provides a detailed summary of all transactions over the period, including any payment receipts as proof of payments made. Each entry shows the date, amount, payment reference, and recipient for your records.</p> <p>8. Can I get my statement in PDF or Excel format? Yes, we can provide your statement in either PDF or Excel format—just let us know your preference when requesting it.</p>
For Admin (MFO)	<ul style="list-style-type: none"> • Login to Sage Evo. • Navigate to Accounts Receivable. • Select Statements. • Under Options, adjust the From and To dates for the period you want the statement to cover. • Go to Report and, in the FROM and TO fields, enter the Customer Code. • In the Age By field, select Monthly Date Statement from the dropdown menu. • Open Layout Options and choose MFO Statement. • Click Print. • In the Name dropdown, select either PDF or Excel, depending on the format the customer has requested. • Click OK. • Navigate to your designated folders to locate the saved statement.
Add a Driver	1. How do I add a new driver to my account?

	<p>To add a new driver, log into your MFO account and go to the "Drivers" section. Click "Add Driver", then fill in the required details such as name, ID number.</p> <p>2. What information is required to register a driver? You will need to provide the following:</p> <ul style="list-style-type: none"> • Full name of the driver • Driver's ID number or passport number • Contact number (optional) • Driver photo (optional) <p>3. Can I register multiple drivers under one account? Yes, you can register and manage multiple drivers under a single company account. Each driver can be linked to different vehicles or delivery locations.</p> <p>4. How long does it take for a new driver to be approved? Drivers are Approved immediately.</p> <p>5. Can I edit or remove a driver after adding them? Yes. You can edit driver details or deactivate a driver at any time through your MFO account under the "Drivers" tab.</p> <p>6. Is there a limit to how many drivers I can add? There is no strict limit. However, for security and system performance, we recommend keeping your active driver list up to date by removing unused or inactive profiles.</p>
<p>Placing a single order</p>	<p>1. How do I place a single fuel order? Log into your MFO account, go to the "Place an Order" section, and fill in the required fields such as Depot, Customer Order number, Vehicle and Number of Litres then click Add.</p> <p>2. What details are required when placing an order? You will need to provide:</p> <ul style="list-style-type: none"> • Litres required • Depot name • Vehicle registration number • Order number <p>3. Can I place an order without a registered driver? Yes, you can place an order without a registered driver, it's not compulsory—you can complete your order without registering one.</p> <p>4. How will I know if my order was successfully placed?</p>

	<p>Once submitted, you will receive a confirmation message or email with your MFO order number. You can also track the order under the "Orders" tab in your account.</p> <p>5. Can I edit my order after submitting it? Orders cannot be edited after submission. If you need to make changes, contact our support team to cancel the order and place a new one.</p> <p>6. What should I do if I receive an error while placing the order? If an error occurs, double-check all fields for missing or invalid information. If the issue persists, contact our support team for help.</p> <p>7. How can I check the status of my order? Go to the "Orders" tab in your account dashboard. You can view each order's status (e.g., Approved, Cancelled) in real time.</p>
<p>Place Bulk Order</p>	<p>1. How do I place a bulk fuel order? To place a bulk order, log into your MFO account, click on "Place an Order", then select the "Bulk Order" tab. From there, download the provided Excel template, fill in your order details, and upload the completed file to submit.</p> <p>2. Where do I get the bulk order template? The Excel template is available on the "Bulk Order" tab after selecting "Place an Order". This template ensures your order data is correctly formatted for system processing.</p> <p>3. What information must be included in the bulk order template? Each row in the Excel file should include:</p> <ul style="list-style-type: none"> • Order Number • Depot • Driver • VRN • Litres <p>4. Can I reuse the same template for future orders? Yes. You may reuse the template if the structure stays the same. Just delete old data and insert new order information.</p> <p>5. How do I upload the completed template? After filling out the Excel file:</p> <ul style="list-style-type: none"> • Go to "Place an Order" > "Bulk Order"

	<ul style="list-style-type: none"> • Click "Upload" • Select your saved file • Click "Submit" to send it for processing <p>6. How will I know if my bulk order upload was successful? You'll receive a confirmation message, and valid orders will appear under the "Orders" section with their individual statuses.</p> <p>7. What should I do if some entries in my file fail to upload? The system will notify you of any issues. Review the flagged entries, correct the errors in the Excel file, and re-upload only the corrected lines.</p> <p>8. Can I cancel or edit orders submitted through a bulk upload? Unfortunately, orders submitted through a bulk upload cannot be edited or changed. If you need to cancel an order, we recommend contacting our Support Team so you can cancel it and place a new order</p> <p>9. Is there a maximum number of orders I can upload at once? There is no hard limit, but for best performance and faster processing, ensure the data is accurate and clean before uploading large batches.</p>
<p>Add Vehicle</p>	<p>1. Why do I need to add a vehicle? Adding a vehicle ensures that fuel orders are correctly linked to the vehicle that will collect the fuel. It also helps depots verify vehicle details for security and operational efficiency.</p> <p>2. How do I add a vehicle in MFO?</p> <ul style="list-style-type: none"> • Log in to your MFO account. • Go to the Vehicles tab from the main menu. • Click Add Vehicle. • Fill in the required details such as vehicle registration number, fleet number. • Click Save to register the vehicle. <p>3. Can I edit vehicle details after adding it? Yes. Go to Settings > Vehicles, select the vehicle, make changes, and click Save.</p> <p>4. Can I remove a vehicle from my account? Yes. You can remove or deactivate a vehicle through Settings > Vehicles. Make sure the vehicle is not linked to any active orders before removing it.</p> <p>5. Is there a limit to how many vehicles I can add?</p>

	<p>No. You can add multiple vehicles to your account to support your operations.</p> <p>6. Do vehicles need to be linked to a driver? You can add a vehicle without linking a driver but connecting one can help make your orders smoother and faster.</p>
<p>Password Reset</p>	<p>1. How do I reset my password? On the MFO login page, click "Forgot Password?". Enter your registered email address, and you will receive a link to create a new password.</p> <p>2. I didn't receive the password reset email. What should I do? If you don't see the reset email in your inbox:</p> <ul style="list-style-type: none"> • Check your Spam or Junk folder. • Make sure you entered the correct email address. • If the problem continues, contact our Support Team for assistance. <p>3. Can I reset my password while logged into my account? Yes. Go to your Account Settings or Profile, then select "Reset password".</p> <p>You will receive an email with the link to reset your password.</p> <p>4. What are the password requirements? Your password should meet the following criteria:</p> <ul style="list-style-type: none"> • At least 8 characters long • Contain uppercase and lowercase letters • Include at least one number • Special characters (e.g., @, #, \$) are recommended for stronger security <p>5. Can someone reset my password on my behalf? No. For security reasons, only the account holder can reset the password using their registered email address.</p> <p>6. What should I do if I no longer have access to my registered email? Please contact our Support Team directly. You may be required to verify your identity before we can update your email address and help you regain access.</p>

<p>Depot location</p>	<p>1. How can I find the nearest depot to me? Go to our MFO website, click on Depots from the main landing page, and use the search bar to find and view the depot closest to your location.</p> <p>2. Can I choose a specific depot when placing my order? Yes. When placing an order, you can select your preferred depot from the drop-down menu.</p> <p>3. How do I get directions to a depot? In the Depot Locations tab, click on the depot name to view its map location. You can then open the map in Google Maps or your preferred navigation app for step-by-step directions.</p> <p>4. Are depot operating hours the same across all locations? Depot hours can differ from depot to depot. We recommend checking the information on the Depot Locations tab on our website or the app.</p> <p>5. Can I change my depot after placing an order? Depot changes aren't possible after an order is placed. Please contact our Support Team for cancellation using 'Wrong depot' as the reason and then place a new order with the correct depot.</p>

FAQs Examples:

- <https://www.booking.com/help> **BOOKINGS**
- <https://help.bolt.eu> **BOLT (ride hailing)**
- <https://www.airbnb.com/help> **AIRBNB**