

Customer Service

1. I have a MarketNet ID but I don't see or know my USER ID to log in.
 - a. Contact Lubes Customer Services at 1-800-331-4068 and select option 2.
2. How often do I need to sign into to MarketNet?
 - a. To keep your account active, you must sign in every 30 days.
3. When reporting National Account delivery, I don't see the customer in my dropdown list.
 - a. In the bottom right corner ► Request a New Ship To.
4. When reporting National Account delivery, I don't see the product in the list.
 - a. In the bottom right corner ► Request a New Product.
5. How do I find out what products are available in a specific container?
 - a. Navigate to Plant ► Product Availability and then select a material or enter first six digits in material number.
6. How do I print invoices?
 - a. Account Management ► Invoices ► Enter Invoice Number ► Find Invoices.
7. How do I get pricing on a product?
 - a. Navigate to Account Management ► Pricing.
8. Where do I find Safety Data Sheet?
 - a. Navigate to Product Information ► Safety Data Sheets.

Advertising and Promotion

1. Where do I find the branded logos?
 - a. Marketing Toolbox ► Brand Logos
2. How do I find my Business Development fund balance?
 - a. Account Management ► Program Status. Enter information and select Business Development Fund.
3. How do I find the preferred Vendor for Merchandise?
 - a. Marketing Tool Box ► Preferred Vendors & Merchandise.
4. How do I find out what is covered under Business Development Funds?
 - a. Click on the CITGO Marketing Support button on the homepage of MarketNet.