Integrated Institutional Business Portal

User manual for Institutional Customers
URL address for Integrated Institutional Business Portal is https://spandan.indianoil.co.in/BCBP/

And Home Page will be as shown below:

1. **Functionalities available without registration**
   a. **Contact Us**

   User can contact IOC officer using Contact Us option and by giving state and district details as shown below.
d. **Product Support**

User can view support and frequently asked questions data of different products using Product Support option under Products tab.

![Product Support]

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e. **Marine Products**

Marine products can be used using the option Marine Products.

2. **Registration and Login**

   a. **Login**

   Login can be done using Customer ID / Mobile / Email as login code and password.
If multiple customers are mapped to same Email/mobile then after login they will be redirected to a page where they can merge all customer codes to a single ship to code as shown below.

**b. Forgot Password**

Password can be reset by giving mobile / email id and new password will be send to respective email and mobile.
c. **Registration**

Users can register by giving their Name, Company Name, Designation, Contact No, Email ID, State, District, Customer Group (either Institutional Business or Marine or both), Customer Code (SAP Code – not mandatory) and password.

After giving above details and submitting it user can view all his details and an option to enter OTP which will be sent to given mobile no.

After confirmation of correct OTP number user registration is successful and he can able to see IOC officer details belonging to his location.
3. Functionalities Available after Login
   a. Prospective Customer

   If user is not mapped to any ship to party, sold to party, payer and bill to party then he is a prospective customer (Mappings will be done by respective IOC Officer)

   Functionalities for Prospective Customer:
   i. Product Search
   ii. Product Specification
   iii. Product Support
   iv. Contact Us
   v. Feedback

   Using this option he can give feedback about the portal.
vi. **Requirement/Query**

Using Post Requirement/Query option he can post any requirement or query and in return he will get reply from IOC officer and he can keep a track of all requirements / queries posted by him using Track Requirement/Query option.

vii. **View general Details**

viii. **Change Password**