

Airgas.com User Guide

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Access MORE with Airgas.com!

Are you an existing Airgas customer with an Airgas customer number from a previous invoice or quote? If so, it's easy to use your customer number to register online.

What if I have not been invoiced or received a quote? There is a slightly different process for new customers. Start by clicking 'Register' at the top right of any page. From the Airgas.com registration page, under 'NO, My business does not have an existing Airgas customer number,' click on 'Create An All New Account,' then click on 'Register For An Online Account.'

How do I find my Airgas customer number? It will be shown on the bottom of any prior Airgas invoice. You can use either your Ship to No. (6 digit) or Account Number (6 digit).

What's my username for when I log in in the future? Your email address will be used as your username and you will also need to remember the password you create while registering.

What does my password need to include? Your password must be a minimum of seven characters and have at least one number.

Are there online videos to help me out with registration? Yes. Navigate to Airgas.com, click on 'Resources' at the top of the page and then 'Tutorials'

What if I can't find an invoice number? You can still register with your customer number, but it may take longer to activate the account.

Can I still purchase from Airgas.com while my account is in review? Yes, but while your account is in review, please call your sales representative to make sure you get your contract pricing. Once your account is activated, you will get contract pricing for online purchases.

What if my account has been in pending status for more than a week? Please contact either eservice@airgas.com or call 1.866.935.3370 and select option two to speak to a representative.



Registering online as an existing Airgas customer:

- Click on 'Register' at the top of the screen
- On the Airgas.com registration page, choose the 'Yes, My business has an existing Airgas customer number' tile only if you have an established Airgas customer number
- With your recent Airgas.com invoice in-hand, check the designated box ('I have a recent invoice.')
- Click 'Register My Existing Account Online'
- Fill in your contact information (such as name and email address) then click 'Continue'
- Fill in your company's customer number, invoice number and corresponding monetary amount, then click 'Register'
- You will receive a confirmation email that we are processing your registration
- Once submitted, an Airgas representative will review the registration
- If you registered with a dollar amount, account and invoice number, you will have immediate limited online access until this review is complete. You will not be able to pay on account or ship to an alternative address. If not, your account will be pending until this review is complete
- Once your account is activated, you will receive a welcome email with your customer number and user name



