

# SUPPLY CHAIN STANDARD OFFERING CHEMICAL INTERMEDIATES BUSINESS

EXXONMOBIL CHEMICAL ASIA PACIFIC  
(A DIVISION OF EXXONMOBIL ASIA PACIFIC PTE LTD)



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## *INTRODUCTION*

At ExxonMobil, we are dedicated to provide an exceptional customer experience with years of supply chain knowledge, capability and experience.

This document gives a complete guide for all our Supply Chain Standard Offering available to our valued customers. Any non-standard services required can also be offered to our customers upon request and may incur additional fee accordingly.

Our Sales representatives and Customer Service teams are readily available through many channels, if you would like to learn more about our service offerings.

# How do I place an order with ExxonMobil?

## Contact Information

Customer Service will be your key contact point for ordering, invoicing, payment, feedback and related issues. Weekdays and operating hours are shown below. All time mentions are at local time :



### Singapore

☎ 18007231394  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon - Fri  
🕒 09:00 - 18:00



### Malaysia

☎ 1800885684  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon - Fri  
🕒 08:30 - 17:30



### China

☎ 4008423317  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon - Fri  
🕒 08:30 - 17:30



### Taiwan/ Hong Kong

☎ 80061600184  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon - Fri  
🕒 08:30 - 17:30



### Korea

☎ +6620268399  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon - Fri  
🕒 09:30 - 18:30



### Japan

☎ 00531650493  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon - Fri  
🕒 09:00 - 18:00



### India

☎ 8000504066  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon - Fri  
🕒 08:00 - 17:00



### Other countries

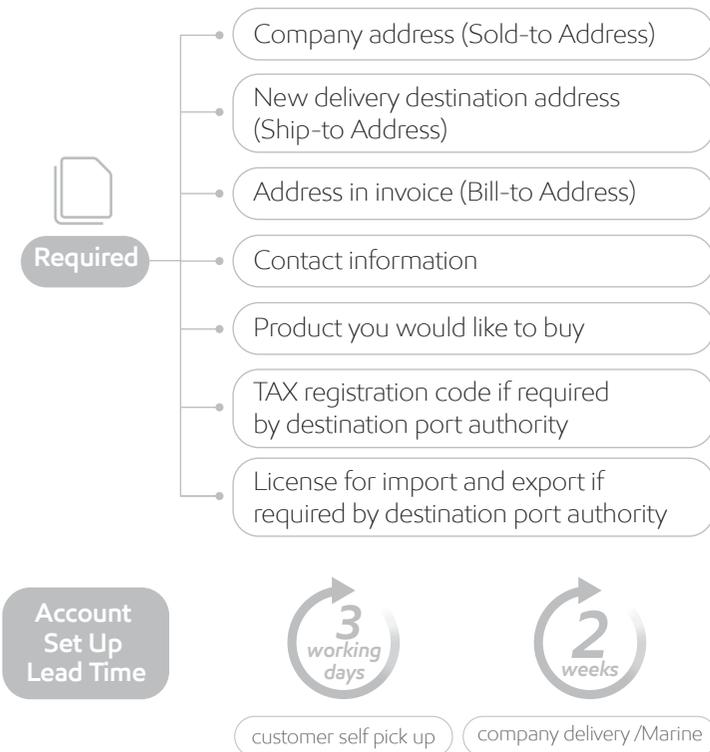
☎ +6620268399  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon - Fri  
🕒 Vary depends on country, please contact Customer Service for operating hours

# Ordering



## 1 New Account Set Up

For first time customers or existing customers who would like to add new delivery destinations to their accounts, the following information is required for new accounts and new delivery destinations:



There may be some lead time required in the set up of your account.



## 2 Order Process

### Online

Online platforms are highly recommended with first time access set up required.

- 1 Please contact our Customer Service and we will assist you with the access immediately.
- 2 Before order placement, we recommend that you to check your order lead time to ensure your expected arrival date can be met.

### Manual Order

Alternatively, please send below information to our email address.

- 1 **Onshore**
  - Purchase order
  - Delivery address or Destination
  - Product
  - Quantity
  - Required Delivery Date

- 2 **Marine**
  - Purchase order
  - Product
  - Quantity
  - Destination port
  - Required Delivery Date
  - Shipping documents instruction for example; Consignee, Notify party, email recipients, dispatch address Banks details for bank term customer, etc.

### Did you know ?

Please return sales contract along with your company stamp and authorized signature to our Customer Service prior to order placement (if applicable).



### 3 Onshore Order Cutoff Time



For onshore deliveries cutoff time, please place an online order or contact Customer Service for a manual order placement before **02:00 pm.** (Singapore, and Malaysia local time).



### 4 Order status

#### Order Commitment

Order confirmation or Sales contract will be automatically sent to you once your order is confirmed and ready for delivery. Alternatively, Customer Service will send email to confirm your order status.

#### Shipment Delivery Notification



Customer Service will contact you once your order is being scheduled.



Shipment schedule will be sent to you through freight forwarder email or Customer Service. Estimated arrival date may be different from your initial requested date due to vessel availability.



Please refer to vessel nomination details. Vessel owner/Ship agent will contact you with any updates from vessel nomination.



### 5 Mode of Transport

We provide three modes of transportation



Onshore truck



Bulk marine



Marine Isocontainer

To learn more details about each mode in order to meet your expected arrival date from your location, please contact our Customer Service.

#### **Did you know ?**

It is important for you to verify the details in the order confirmation or with the Customer Service email against your purchase order and inform Customer Service if any discrepancies are found.

#### **Did you know ?**

- For customers with prepayment arrangements, your order will be processed upon receipt of the payment slip within the cutoff time.
- For L/C customers, your order will be processed upon receipt of the clean L/C



## How will I be billed?

For onshore delivery, invoice will be sent automatically as an electronic copy to you via email. While for marine order, invoice will be sent together with shipping documents from freight forwarder.

## How do I change/cancel my order?

You are able to make changes to your orders as long as the order has not been confirmed or booked. Please contact our Customer Service to check order status for immediate support. Any changes after the order confirmation or booking may result in additional charges.

For Bulk marine order, to prevent incurring dead freight, order may not be changed after vessel acceptance.

## How can I pay my bill?

Bank of America Merrill Lynch is our main service bank. There are three main payment methods that we offer including Telegraphic Transfer, bank swift and Letter of Credit.



**Telegraphic Transfer (T/T):** Please mention our company your invoice number when remitting the payment for our reference. For prepayment, please provide your bank slip to our Customer Service for further processing.



**Bank Swift Transfer:** Remittance via bank swift code applies to document against acceptance and document against payment method only.



**Letter of Credit (L/C):** Please check with Customer Service to open the L/C with one of the banks on our list, and provide your L/C draft to our Customer Service to review before opening the original L/C. This is to prevent any extra charge from L/C amendment after submission.

### Did you know ?

To prevent any impact on your future order, please make payment before due date stated in the invoice.



# How much lead time do I need to provide?

To ensure your product is delivered within your expected time frame, please place the order within the lead time mentioned in table below. Estimated standard lead time includes order preparation and transit time from our loading point to your unloading point. Please note that the standard lead time mentioned will be subject to vessel/truck availability.

GBU	Transportation Mode	Loading Country	Destination Area	Total Lead time (days)	
CI	Onshore	Singapore	Within Singapore	2	
			Malaysia (All states except Perlis)	4	
			Malaysia (Perlis)	5	
	Bulk Liquid Marine		Malaysia	20	
			Thailand	24	
			Vietnam	25	
			Indonesia	26	
			South China	39	
			Philippines	40	
			Central China / Taiwan	45	
			Japan/Korea	52	
			India (West Coast)	55	
			Europe	Thailand	95
				Korea	95
			USA	Japan	110
				Korea	110

GBU	Transportation Mode	Loading Country	Destination Area	Total Lead time (days)
CI	Marine Isocontainer	Singapore	Thailand	18 – 21
			Malaysia	20
			Indonesia	20
			India	30
			Vietnam	20
			Philippines	18
			China	20 – 33
			Japan/Korea	25 – 30
			Belgium	China
		Japan/Korea		60 – 70
		SEA		50 – 60
		USA	India	45 – 60
			China	65 – 90
			Japan/Korea	70 – 90
			India	70 – 90

Lead time = order preparation and transit time



# What quantities can I order?



## Onshore Truck for company Delivery

Below tables detail the recommended order volumes per truck. Multiply these volumes by the number of trucks, if you wish to order more than one truck worth of product. If you wish to order a quantity that is less than the volume stipulated below, please contact our Sales Representative.



Singapore

Mode of Transport	Product	Metric tons
Onshore Truck	EXXAL 8 ROP VL	19
	EXXAL 10 AP	19
	EXXAL 13 BR	19
	NEO DEC PRIME BR	20.5

*Suggested Order Quantity for Onshore Trucking*



### Marine Isocontainer

We provide delivery in marine Isocontainer for both DG and non DG grades and Flexitank for some non DG grades. We can accommodate maximum of 9 for shipment from AP/EU and 4 Isocontainers for shipment from US

Mode of Transport	Product	Metric tons
Marine Isocontainer	EXXAL 8 BR	19
	EXXAL 9S AP	19
	EXXAL 10 AP	19
	EXXAL 11 ROP	19
	EXXAL 13 BR	19
	NEO DEC PRIME BR	20.5
	NEO-PENTANOIC BR	20
	NONENE AP	17
VAMMAR D10	20	

*Suggested Order Quantity for Isocontainer/Flexitank subject to country road limitation*



### Bulk Marine

Subject to minimum port call quantity, below is suggested quantity for Bulk Marine mode, however, please confirm with our Sales Representative on order quantity before placing order:

Mode of Transport	Minimum Order Quantity
Bulk Marine (within SEA)	200 metric tons/product
Bulk Marine (within Asia Pacific, except SEA)	500 metric tons/product
Bulk Marine (Cross region)	500 metric tons/product

*Suggested Order Quantity for Bulk Marine*



# How can we load product from ExxonMobil Terminal?

## Operating Hours

Each terminal has different working days and hours. Please note the relevant terminal's normal working day and hours when you plan to arrange truck loading at such terminal. We suggest that you arrange truck loading within the terminal's normal working day and hours to avoid incurring additional costs. Overtime arrangement for off-hours loading are to be made directly with terminal and at customer's cost. Please contact Sales Representative if you have special requirements regarding loading hours.

Country	Terminal	Operations	Working Day	Working Hours
Singapore	Vopak Penjuru	Truck Loading	Mon-Fri (ex.PH)	08:30 – 17:30
Singapore	Stolt Haven	Truck Loading	Mon-Fri (ex.PH)	08:00 – 17:00 (Last loading starts at 16:00)
Singapore	PAC Refinery	Truck Loading	Mon-Fri	08:00 – 17:00 Latest time truck can enter PAC for loading is 16:15.

Terminals Operating Hours

## Truck/Driver Registration

For first time access, inspection and registration at terminal of customer's pick up truck is required. Customer's driver will also need to be trained before you can perform first load. These requirements must be satisfied for any change/modification in prime mover or tanker after registration. Please make an appointment in advance with Terminal and prepare required documents to perform truck inspection, registration and driver training before first loading

Country	Terminal	Contact Number
Singapore	Vopak Penjuru	<ul style="list-style-type: none"> <li>• Customer Service Coordinator, Jonathan Chan (jonathan.chan@vopak.com) T: +65 68679146, HP: +65 97862904</li> <li>• Copy the following persons in loop               <ul style="list-style-type: none"> <li>- Keith Ting (Senior SSHE officers), Keith.ting@vopak.com, HP: +65 98379048</li> <li>- Aaron Leong (SHE officer), aaron.leong@vopak.com, HP: +65 92991109</li> </ul> </li> </ul>
Singapore	Stolt Haven	Ong Hwa Ming (Customer Service Manager) Phone: +65 6477 4537 / +65 9127 8317
Singapore	PAC Refinery	Self- registration via website (www.ipi.org.sg)

Terminals Contact Information for Truck/Driver Registration

## Did you know ?

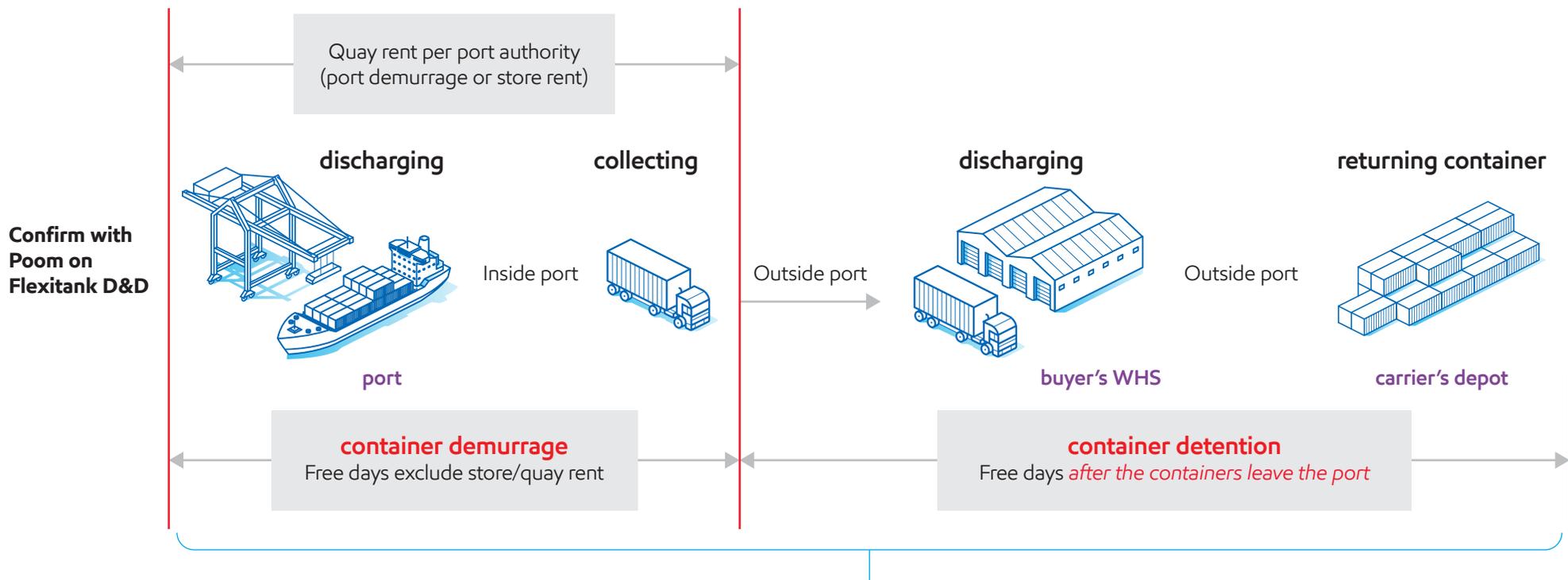
Terminal will not operate on public holidays.

# How do I count demurrage and detention days?

## 1 Isocontainer

We provide 10 free calendar days of Isocontainer rent which counts from the first day that the container is discharged at destination port, however this does not include port charges.

Please ensure empty containers are returned within 10 calendar days to prevent incurring additional rental charges. For further information, please contact Customer Service.



**Container rent** 10 days free day for Isocontainer – Combined container demurrage and detention

## 2 OnshoreTruck

Please ensure truck is completely discharged as early as possible to prevent additional truck detention charges for unloading overnight.

## 3 Bulk Marine

Demurrage detail and laytime allowed will be informed during vessel nomination process. Please ensure Bulk marine vessel is completely discharged as early as possible to prevent incurring additional demurrage charges.

# Can I expedite the shipping of my order?

In case you need the product at your site earlier than standard lead time, please contact our Customer Service to check the possibility of an expedited order. Kindly note that it may result in additional charges.

# Can I request a sample from ExxonMobil?

If you would like to request product sample, please contact our Sales Representative or alternatively please key in sample request in online platform

# How do I provide feedback to ExxonMobil?

Your feedback is valuable to us in order to improve customer experience. You can provide your feedback through our Customer Service or through online platform.

# What type of documents will I receive with my shipment?

The standard documentation set will be provided to you as follows:

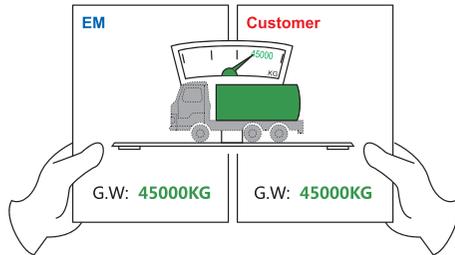
Transportation Mode	Documents Offering
Onshore Truck	<ul style="list-style-type: none"><li>• Delivery Note</li><li>• Weighbridge Ticket</li><li>• Certificate of Analysis (COA)</li><li>• Commercial Invoice</li><li>• Vat invoice</li><li>• Duty free documents if required</li></ul>
Marine Isotainer	<ul style="list-style-type: none"><li>• Bill of Lading (B/L) 3/3</li><li>• Commercial Invoice 1/1</li><li>• Packing list 1/1</li><li>• Certificate of Origin (COO) 1/1</li><li>• Certificate of Analysis (COA) 1/1</li></ul> <p>E-documents (Seaway Bill/Surrendered B/L, etc.) can be alternative option, please contact our Customer Service to check if your payment method applicable</p>
Bulk Marine	<ul style="list-style-type: none"><li>• Bill of Lading (B/L)*</li><li>• Surveyor Report at Load port</li><li>• Commercial Invoice 1/1</li><li>• Packing list 1/1</li><li>• Certificate of Origin (COO) 1/1</li><li>• Certificate of Analysis (COA) 1/1</li></ul> <p>*In case Original B/L could not be issued timely due to short transit lead time, customer will be requested to issue Letter of Indemnity (LOI) to vessel owner to allow discharging product without Original B/L.</p>

## Documents Offering

For additional shipping documents required such as Preferential Certificates of Origin (PCOO), e.g., ASEAN Trade in Goods Form D, or any other specific importing country documentation, please indicate your requirement in your PO or contact Customer Service

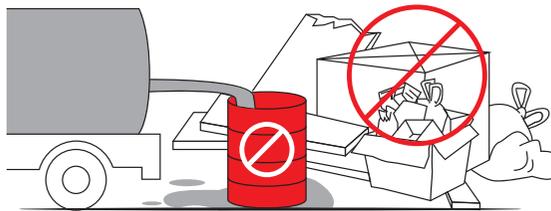
# How do I unload a product?

1



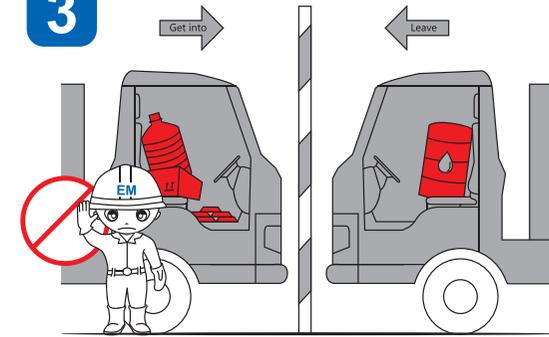
- ✓ Compare gross wt reading from the one ex-loading point. Weigh-bridge should be calibrated regularly and ensure it's within valid period

2



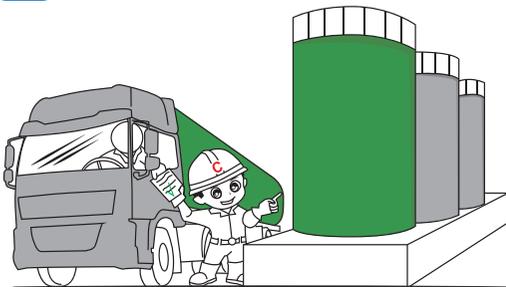
- ✓ Maintain good discharging environment. No drumming and discharging outside customer's premises

3



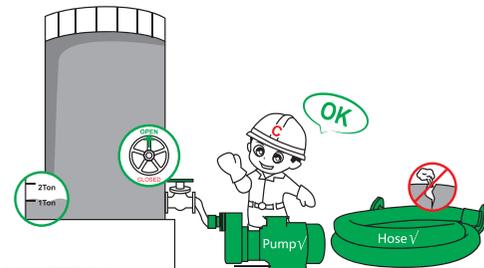
- ✓ No pail(s) with water, heavy metals. No cargo been taken out by driver

4



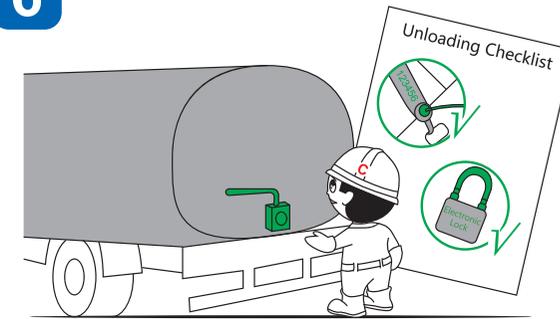
- ✓ Confirm right cargo come and arrange proper tank to receive

5



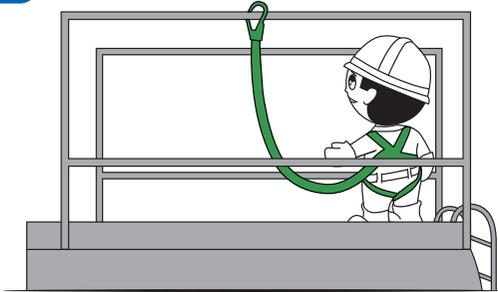
- ✓ Check tank valve status; Verify tank capacity and sign name on unloading checklist

6



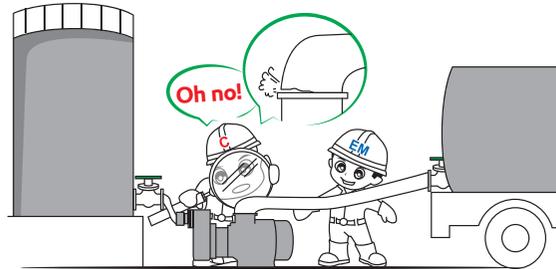
- ✓ Reconcile seals number, check Elock status, and follow unloading checklist to perform unloading operation

7



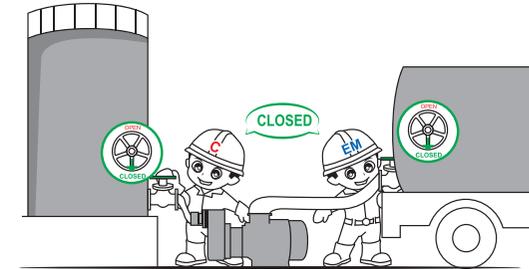
PPE including safety harness must be used for both drivers and customers

8



Witness the entire unloading operations and report to ExxonMobil if any abnormal

9



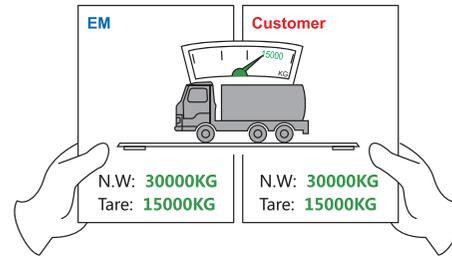
Making or breaking connections, co-operation between driver and operator is very important to avoid incidents

10



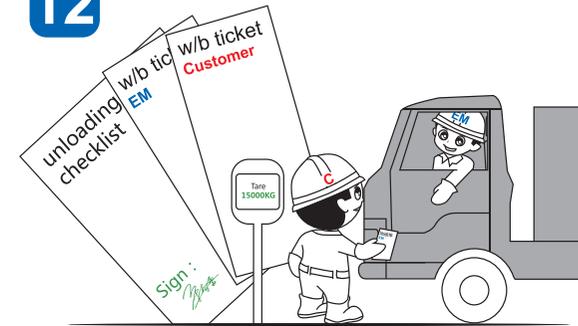
Provide the drum/container to collect the remnant .Visual checking through foot valve (for non DG only)

11



Measure the tare weight / Net Weight and report to EM if beyond agreed threshold

12



Pass one copy of weighbridge ticket to driver and keep one .Sign off the unloading checklist with the actual receiving quantity



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(A division of ExxonMobil Asia Pacific Pte. Ltd.)  
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**Statements:**

- 1) Company shall have the right to revise this Standard Offering at any time without notifying customers, provided that any such revision shall not lower the offer and service standard that customers enjoy. ExxonMobil shall notify customers of any such revision(s) within a reasonable period after such revision(s).
- 2) The Standard Offering described in this document is the typical service offering Company provides to its customers. Informations provided by Company herein, including, but not limited to, lead time, order cutoff time, terminal operating hours, and standard documents may vary dependings on the specific situation.

**CORPORATE SEPARATENESS NOTICE:**

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