



SUPPLY CHAIN STANDARD OFFERING POLYETHYLENE AND POLYPROPYLENE

EXXONMOBIL LUBRICANTS PRIVATE LIMITED – CHEMICAL DIVISION



Contents

3

How do I place an order with ExxonMobil?

8

-What quantities can I order?
-Order Self-Pickup

6

- How will I be billed?
- How do I change/cancel my order?
- How can I pay my bill?

9

- Can I expedite the shipping of my order?
- What type of documents will I receive with my shipment?
- How do I provide feedback to ExxonMobil?

7

How can I find the pickup address?

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.

Acronym

PE: Polyethylene
PP : Polypropylene

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 :



India

PE

0008000504062

chem.peisc.icon.onshore@exxonmobil.com

Mon - Fri

09:00 - 18:00



India

PP

0008000504062

chemcs.southasia.pp@exxonmobil.com

Mon - Fri

09:00 - 18:00

Business	Country	Toll Free Tel	Email	Working Day	Your Local Operating Hours
PE	India	0008000504062	chem.peisc.icon.onshore@exxonmobil.com	Mon-Fri (Excluding India Public Holiday)	09:00-18:00
PP	India	0008000504062	chemcs.southasia.pp@exxonmobil.com	Mon-Fri (Excluding India Public Holiday)	09:00-18:00

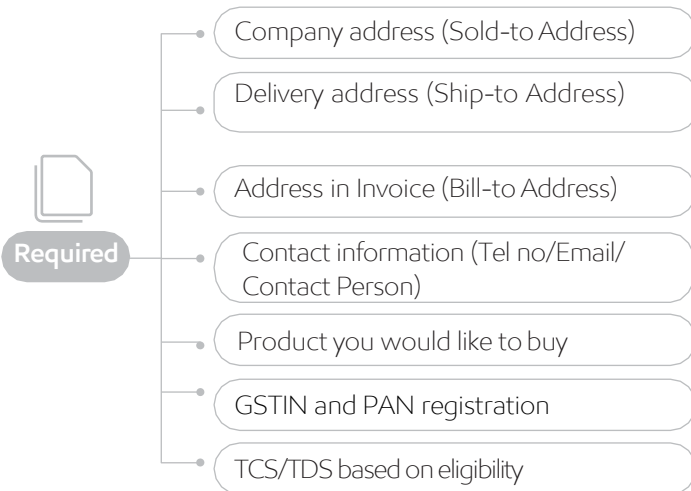
Ordering



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:



Account Set Up Lead Time



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 order lead time to ensure your expected arrival date can be met.

Manual Order

Alternatively, please send below information to your Sales representative or Sales coordinator email address

1



Self-Pick up

- Product and Quantity
- Required Loading Date
- PO Number
- Ship-to address
- Truck Number
- GSTIN of transporter
- Lorry receipt

**Additional details may be requested as needed.*



3 Order Cutoff Time



13:00

To achieve optimum loading time and planning, we recommend you to provide purchasing order latest by 13.00 (India local time) upon planned loading date.

Order Cut-off time	Warehouse loading Cut-off time	Loading date
13:00 (India local time)	16:00 (India local time)	Mon-Fri (Exclude India public holiday)

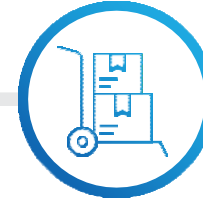
Cut-off Time



4 Order status

Order Commitment

Order confirmation will be sent out automatically to you once your order is confirmed and ready for pick-up.



5 Channel of Supply

We provide self-pick up as our method of supply.



Self-pick up

Did you know ?

It is important for you to verify the details in order confirmation against your Purchasing Order and reply back to Customer Service if any discrepancies found before the planned pick-up date.

Did you know ?

For prepayment, order will be processed when cash transfer within cut-off time.



How will I be billed?

Invoice with e-Invoice details will be sent as an electronic copy to you on the loading date or the following day.

How do I change/ cancel my order?

For self pick-up, you may request for order changes or cancellation latest by 13.00 upon planned loading date.

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.

How can I pay my bill?

Bank of America is our main service bank. The payment method that we offer is Wire Transfer or Online Transfer. For example, National Electronic Funds Transfer (NEFT), Real Time Gross Settlement (RTGS) etc.

Please make sure to provide our company invoice number when remitting the payment for our reference.

For prepayment, please provide your bank slip to our Customer Service for further process and booking.

Did you know ?

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

How can I find the pickup address?

Warehouse Location

Please refer to Packing list details/ Pre-shipment notification details or Sales representative/Sales coordinator will inform you.



What quantities can I order?

The minimum quantity for order is 10 MT (Metric ton). However the optimum quantity for the order is based on country specific limit per truck type.

Any deviation of quantity should be consulted with Sales Representative or Sales coordinator before order placement.

Order Self-Pickup



Instruction for Customer Self-Pick up

1. Overload is not allowed
2. Driver must show up at warehouse by 16:00 India local time
3. Driver must carry all relevant documents as below:

For loading:

- Heavy driver license
- Personal ID card (Aadhaar)
- Lorry receipt.

During transportation:

- Packing list
- Tax Invoice with e-Invoice details
- E-Waybill
- Etc.



Can I expedite the delivery of my order?

In case you need to pick up the product earlier than standard lead time, please contact our Sales Representative and Sales coordinator to check the possibility of a rush order. Kindly note that rush order may result in additional charges.

How do I provide feedback to ExxonMobil?

Your feedback is very valuable to us in order to improve customer experience. You can provide your feedback through our Sales representative as primary contact or through our 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
Self- pick up	<ul style="list-style-type: none">• Order Confirmation• Packing list (For pick up registration if required)• Certification of Analysis• Commercial Tax Invoice with E-Invoice details• E-way bill

Documents Offering



ExxonMobil Lubricants Pvt.Ltd.

{Chemical Division}

5th Floor, Tower A, Crescent-1, Prestige
Shantiniketan Building, Whitefield Main
Road, Bangalore 560048

www.exxonmobilchemical.com

Statements:

- 1) Company shall have the right to revise this Standard Offering at any time without notifying the customers, provided that any such revision shall not lower the offer and service standard that the customers have already enjoyed. ExxonMobil shall also notify the customers of such revision within a reasonable period after such revision.
- 2) Standard Offering mentioned in this document is typical service offering we provide to our customer. Informations for example, but not limited to, lead time, order cutoff time, **warehouse** operating hours, standard documents and etc. can be vary depends on specific situation.

CORPORATE SEPARATENESS NOTICE:

The terms "we," "our," "ExxonMobil Chemical" and "ExxonMobil" are each used for convenience, and may include any one or more of ExxonMobil Chemical Company, Exxon Mobil Corporation, or any affiliate either directly or indirectly stewarded. Management of each affiliate or other local entity implementing this guidance retains ultimate responsibility for adopting and implementing this guidance in its country or area of operation. Each affiliate or other local entity has chosen to adopt and implement this guidance following its appropriate decision making procedures. Working relationships discussed in this document do not necessarily represent a reporting connection, but may reflect a functional guidance, stewardship or service relationship. Where shareholder consideration of a local entity matter is contemplated by this document, responsibility for action remains with the local entity. Nothing contained in this document is intended to override corporate separateness of local entities.