



# SUPPLY CHAIN STANDARD OFFERING Performance Olefins & Derivatives (PO&D) BUSINESS

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



# Contents

3

How do I place an order with ExxonMobil?

6

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

7

How much lead time do I need to provide?

8

What quantities can I order?

10

How can we load product from ExxonMobil Terminal?

11

How do I count demurrage and detention days?

12

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

13

How do I unload a product?

## *INTRODUCTION*

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

This document gives a complete guide to 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 an 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 times provided are at local time.:



### China

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



### Taiwan / Hong Kong

☎ (00/001) 80061600184  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon – Fri  
🕒 08:30 – 17:30



### India

☎ 0008000504066  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon – Fri  
🕒 06:30 – 15:30



### Other Countries

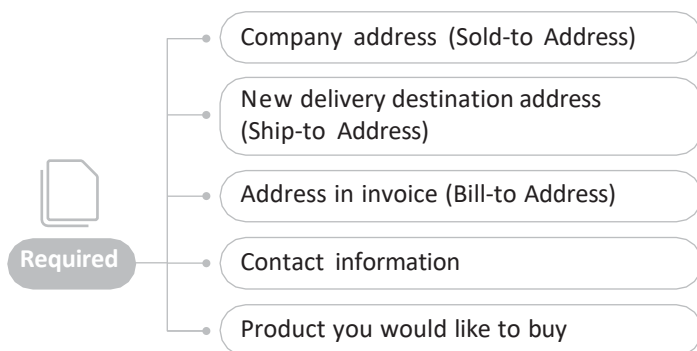
☎ +6620268399  
✉ [chemical-ci@exxonmobil.com](mailto:chemical-ci@exxonmobil.com)  
📅 Mon – Fri  
🕒 Varies depending on country, please contact Customer Service for operating hours

## Ordering



### 1 New Account Set Up

For first time customers, or existing customers who would like to add new delivery destinations to their account, the below information is required.



#### Account Set Up Lead Time



customer self pick up



company delivery

In some situations (e.g. incomplete information received, additional information required, site assessment completion date, etc.), account set up it may take longer than the above timeframes.



### 2 Order Process

#### Online

English: <https://exxonmobilchemical.force.com/oneconnect/login>  
Chinese: <https://oneconnect.exxonmobilchemical.com.cn>

Online platform (OneConnect) is 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 check order lead time in Page 7 to ensure your expected arrival date can be met.

#### Manual Order

Alternatively, please send below information to our email address.



#### 1 Onshore

- Purchase order number
- Delivery address or Destination
- Product
- Quantity
- Required Delivery Date

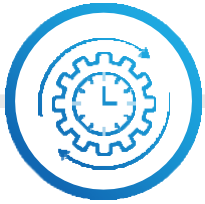


#### 2 Marine

- Purchase order number
- Product
- Quantity
- Destination port
- Required Delivery Date
- Shipping documents instruction for example; Consignee, Notify party, 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 Order Cutoff Time



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

Order received within cut-off time will be processed same day for next day loading. If order is received after cutoff time, it will be processed in the next working day.

For marine order, to ensure your product is delivered within your expected time frame, please place an online order or contact Customer Service for manual order placement with sufficient lead time (Refer Page 7) to allow us to check product and truck vessel availability.



### 4 Order status

#### Order Commitment

Order Confirmation will be automatically sent to you once your order is confirmed and shipment has been scheduled.

#### Shipment Delivery Notification



Please refer to details on Order Confirmation. Customer Service will contact you if any changes.



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



Please refer to vessel nomination details. Customer Service will contact you if any changes from vessel nomination.



### 5 Mode of Transport

We provide varieties of transport which are



Onshore truck



Bulk marine



Marine  
Isocontainer

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

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

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

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

- For prepayment customer, order will be processed upon received payment within cutoff time.
- For L/C customer, order will be processed upon receipt of clean L/C.



# How do I place an order with ExxonMobil?



## How will I be billed?

For onshore delivery, invoice will be sent automatically as an electronic copy to you via email.

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.

T/T

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

SWIFT

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

L/C

**Letter of Credit (L/C):** Please check with Customer Service to open the L/C with our acceptable bank list, and provide your L/C draft to our Customer Service to review before opening 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 timeframe, please place order in advance before the minimum lead time mentioned in below table. Estimated minimum lead time includes loading process lead time and transit time from our loading point to your unloading point. Please note that the actual lead time will be subject to availability of product, vessel/truck and loading slot.

Transportation Mode	Loading Country	Destination Area	Minimum lead time (days)
Marine Isocontainer	Singapore	South Korea	23-28
		Japan	25-35
		China	18-31
		Taiwan	19-23
		Thailand	20
		Malaysia	18
		India	21-26
		Australia	22-32
	Netherlands	Japan	67
		Thailand	55
		India	52
		Australia	77
	Belgium	China	52-62
		Thailand	61
		India	42-57
	US	South Korea	50-70
		Japan	68-92
		China	48-77
		Taiwan	49-77
		Thailand	49-77
		India	44-89
		Australia	66


Transportation Mode	Loading Country	Destination Area	Minimum direct sailing time (days)
Bulk Liquid Marine	Singapore	Thailand	3
		Malaysia	3
		Vietnam	5
		Indonesia	5
		China	7
		Japan	20 - 22
		South Korea	14
		India	14 - 30
	Netherlands	India	30
		South Korea	60
	US	South Korea	60

**For BULK shipment**, please inform your Sales Representative on your product requirement 3 months in advance and place order 1 month in advance to allow sufficient time for product and vessel arrangement. Minimum direct sailing time above is transit time from our loading point directly to your unloading point (subject to number of port calls and port rotation).

Transportation Mode	Loading Country	Destination Area	Minimum lead time (days)
Onshore	Singapore	Within Singapore	1



# 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. 7



Singapore

Mode of Transport	Product	Metric tons
Onshore Truck	EXXAL 8 ROP VL	19
	EXXAL 10 AP	19
	EXXAL 11 ROP VL	19.8
	EXXAL 13 BR	19
	NEO DEC PRIME BR VL	20.5
	EXXAL 9S AP VL	19

Suggested Order Quantity for Onshore Trucking



# What quantities can I order?



## Marine Isocontainer

We provide delivery in marine Isocontainer for both DG and non DG grades. We can accommodate maximum of 9 Isocontainers for shipments from AP/EU and 4 Isocontainers for shipment from US . Below table is optimum quantity for Isocontainer.

Mode of Transport	Material Name	Metric Tons
Marine Isocontainer	JAYFLEX™ DIDP	21.5 (supply source EU) 21 (supply source China)
	JAYFLEX™ MB10	22 (CN destination port) 22.4 (TH destination port)
	NEO DECANOIC ACID	20.5 (supply source EU) 20 (supply source US)
	EXXONMOBIL™ NPA	20
	ELEVEXX™ 1400 AO	18
	ELEVEXX™ 1600 AO	18.5
	ELEVEXX™ 1800 AO	18.5
	ELEVEXX™ 2024 AO	19
	EXXONMOBIL™ Nonene	17
	EXXAL™ 10	19 (supply source SG) 19.7 (supply source EU)
	EXXAL™ 11	19.8
	EXXAL™ 13	19
	EXXAL™ 8	19
	EXXAL™ 1315 LE	19
	EXXAL™ 9S	19
	VAMMAR™ D10	20

*Suggested Order Quantity for Isocontainer, subject to country road limitation*



## Bulk Marine

Subject to minimum port call quantity, below is typical minimum 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 Asia Pacific)	200 metric tons/product
Bulk Marine (Cross region)	Ex-US 200metric tons/product Ex-EU 500metric 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	Contact details
Singapore	Vopak Penjuru	Truck Loading	Mon - Fri (ex. PH)	08:30 - 16:30 (Timeslot booking for loading is required)	<ul style="list-style-type: none"> <li>Customer Service Coordinator:                             <ul style="list-style-type: none"> <li>- Jonathan Chan e-mail: jonathan.chan@vopak.com T: +65 68679146, HP: +65 97862904</li> </ul> </li> <li>Copy the following persons in loop                             <ul style="list-style-type: none"> <li>- Keith Ting (Senior SSHE officers) e-mail: Keith.ting@vopak.com HP: +65 98379048</li> <li>- Ken Foo e-mail: ken.foo@vopak.com HP: +6588761935</li> </ul> </li> </ul>
Singapore	Stolt Haven	Truck Loading	Mon - Fri (ex. PH)	08:30 – 17:30 (Last loading starts at 16:30)	<ul style="list-style-type: none"> <li>All Email correspondence to be addressed to SHVNSPCSE@stolt.com</li> <li>Customer Service Coordinator:                             <ul style="list-style-type: none"> <li>- Muhammad Hairil Azlan Bin Azli (Hairil) e-mail: m.bin.azli@stolt.com T: +65 64506353</li> <li>- Beng Ai Kee - Back up e-mail: b.kee@stolt.com</li> </ul> </li> <li>In event of last minute requirement, please call up Stolthaven Customer Service department: +65 6477 4535 / 4537 / 4564 / 4567</li> </ul>
Singapore	PAC Refinery	Truck Loading	Mon - Fri (ex. PH)	09:00 – 17:30 for all products Remarks: PAC gate is open from 8am onwards but the loading operations will only start at 9am.	<ul style="list-style-type: none"> <li>Contact person:                             <ul style="list-style-type: none"> <li>- Hany Natasha Binte Mohd Jalil (Hany) e-mail: hany.n.mohdjalil@exxonmobil.com</li> <li>- Balasubramaniam, Sugunam (Su) e-mail: sugunam.balasubramaniam@exxonmobil.com</li> </ul> </li> <li>Frequency: Every Tuesday via Zoom</li> </ul>
Singapore	COGENT (ISOHUB)	Truck Loading	Mon - Fri (ex. PH)	08:30 - 16:30 (Timeslot booking for loading is required)	<ul style="list-style-type: none"> <li>Ms. Diane Flores Salang e-mail: Diane.Salang@sh-cogent.com.sg T: +65 6266 6161 / 6727 7778 DID: +65 6727 7730</li> </ul>

## Truck/Driver Registration

For first time access, customer pick-up trucks loading for both road tanker and Iso-tank need to comply with truck filling rules except for compartmentalized road tanker and baffled Iso-tank. Customer to ensure the tank is clean and dry, failing which such trucks may be refused the right to proceed with loading activities due to product quality concerns. SIC (Safety Induction Course) is also required for the new driver before entering terminal.

As such, kindly contact below persons in charge for truck registration process and SIC in advance of first loading to avoid unintended loading interruption.

**Remark:** Any changes/modifications to prime mover or tanker after registration also need to liaise below persons in charge before arranging next loading.

## Did you know ?

Terminal will not operate on public holidays.

# How do I count demurrage and detention days?

## 1 Isocontainer and Flexitank

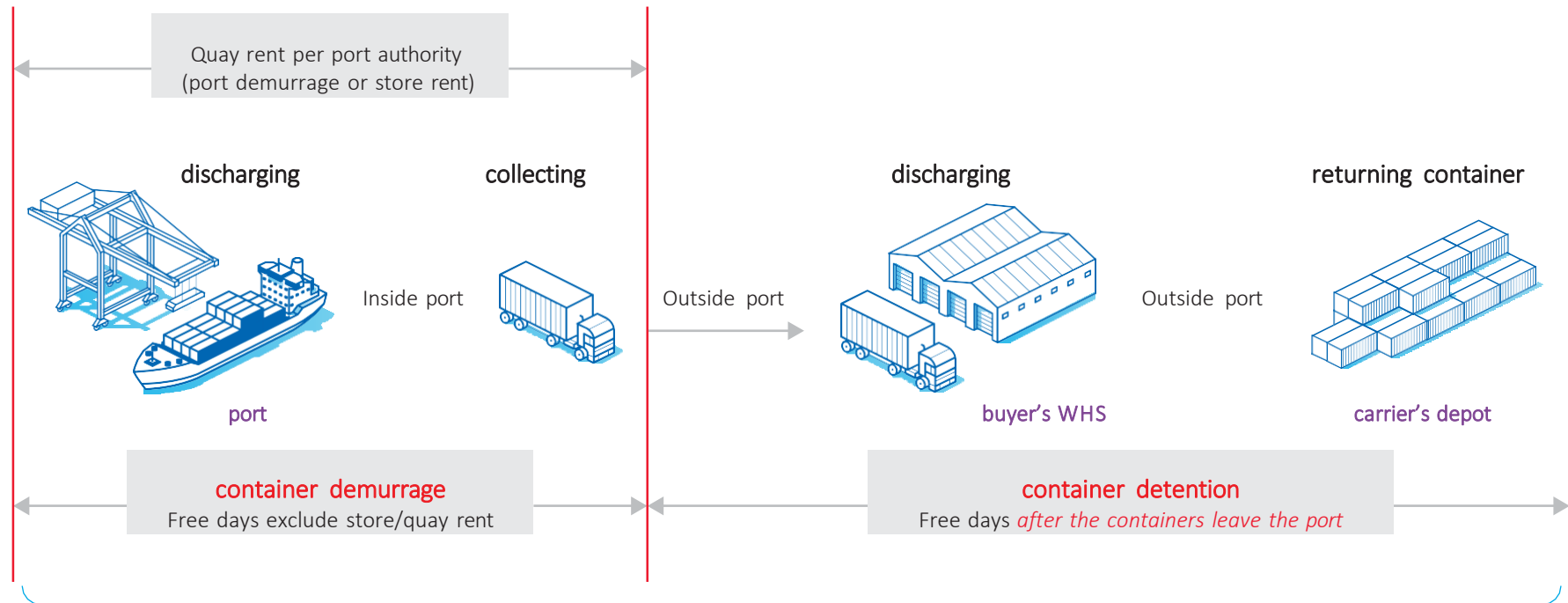
### Isocontainer

We provide 10 or 14 free calendar days of Isocontainer rent which counts from the first day that the container is discharged at destination port, however the number of Isocontainer free days could vary for each Port of loading and Port of destination and does not include port demurrage. Customer can refer to the actual Isotainer free day for your shipment on BL.

### Flexitank

We provide 14 days free days for Flexitank rent (10 days for MSC shipping line) which counts from the first day that the container is discharged at destination port, however the number of Flexitank free days does not include port demurrage.

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



**Container rent** 14 days free days for Flexitank (10 days for MSC shipping line) and 10 or 14 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 minimize incurring additional demurrage charges

## Can I expedite the shipping of my order?

Where you would like to receive product at your site earlier than the standard lead time, please contact our Customer Service to check the possibility of a rush order. Please note that rush order 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.

## 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:

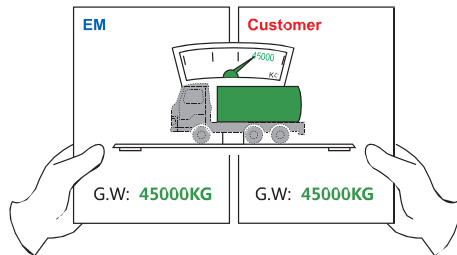
Transportation Mode	Documents Offering
Onshore Truck	<ul style="list-style-type: none"><li>• Delivery Note</li><li>• Weighbridge Ticket</li><li>• Certificate of Analysis (COA)</li><li>• Commercial Invoice</li></ul>
Marine Isotainer	<ul style="list-style-type: none"><li>• Bill of Lading (B/L)</li><li>• Commercial Invoice</li><li>• Packing list</li><li>• Certificate of Origin (COO)</li><li>• Certificate of Analysis (COA)</li></ul>
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</li><li>• Packing list</li><li>• Certificate of Origin (COO)</li><li>• Certificate of Analysis (COA)</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 to avoid potential demurrage. Customer is still required to present B/L for custom purpose.</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.

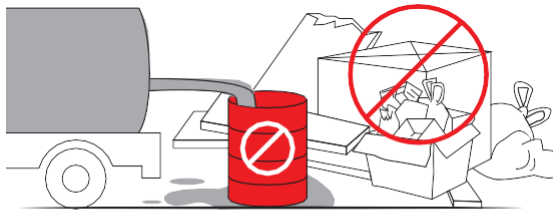
# How do I unload a product?

1



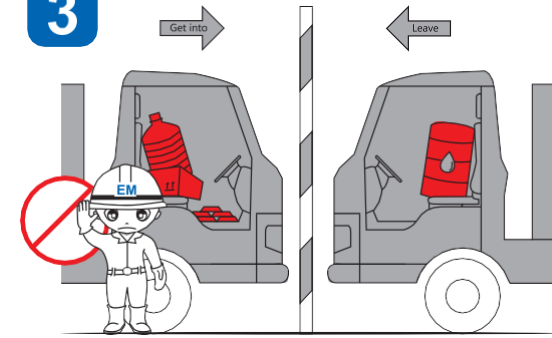
- ✓ Compare gross wt reading from the one ex-loading point. Weigh-bridge should be calibrated regularly and ensure it's within valid period

2



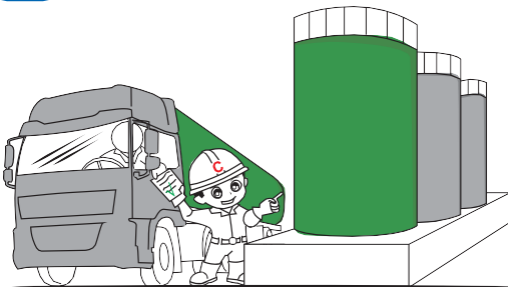
- ✓ Maintain good discharging environment. No drumming and discharging outside customer's premises

3



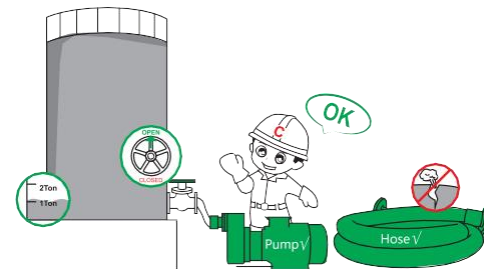
- ✓ No pail(s) with water, heavy metals. No cargo been taken out by driver

4



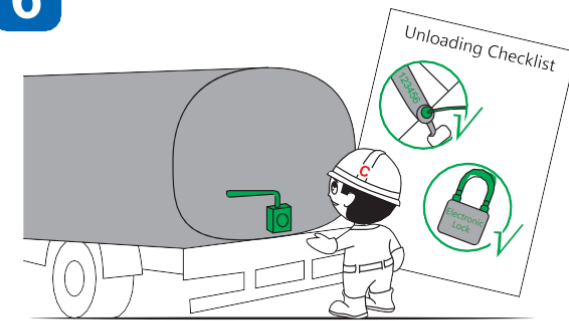
- ✓ Confirm right cargo come and arrange proper tank to receive

5



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

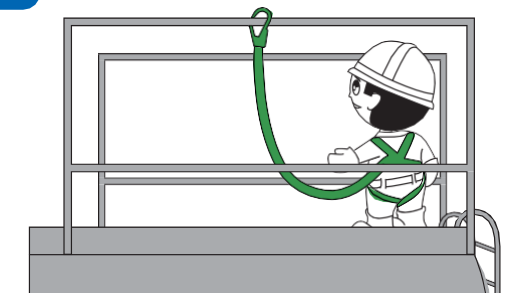
6



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

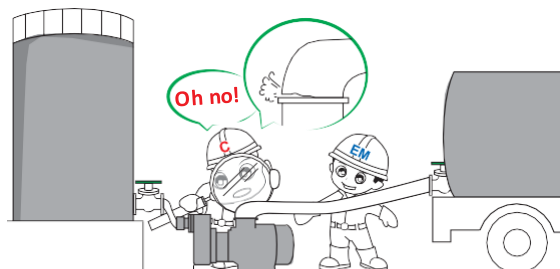


7



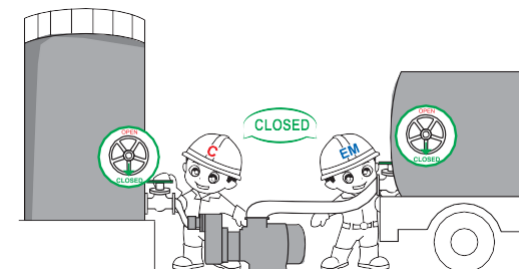
PPE including safety harness must be used for both drivers and customers

8



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

9



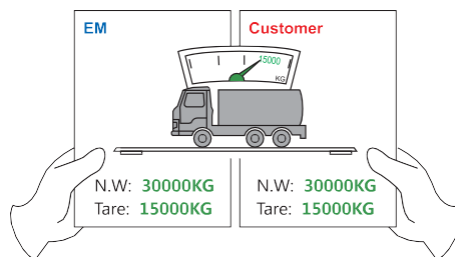
Making or breaking connections, co-operation between driver and operator is very important to avoid incidents

10



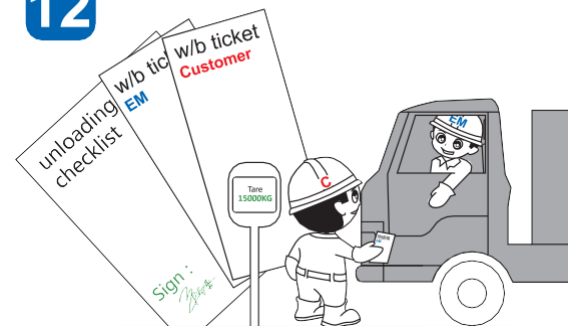
✓ Provide the drum/container to collect the remnant .Visual checking through foot valve (for non DG only)

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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**Statements:**

- 1) Company shall have the right to revise this Standard Offering at any time without notifying customers, provided that any such revision(s) 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. Information provided by Company herein, including, but not limited to, lead time, order cutoff time, terminal operating hours, and standard documents may vary depending on the 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 **Product Solutions** Company, ExxonMobil 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.