



# SUPPLY CHAIN STANDARD OFFERING FLUIDS 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 :



### Thailand

☎ 1800010152  
✉ [chem.intermediates@exxonmobil.com](mailto:chem.intermediates@exxonmobil.com)  
📅 Mon – Fri  
🕒 08:00 - 17:00



### Taiwan/ Hong Kong

☎ 00180061600184  
✉ [apgcs.fld.sh@exxonmobil.com](mailto:apgcs.fld.sh@exxonmobil.com)  
📅 Mon - Fri  
🕒 08:30 - 17:30



### India

☎ 0008000504066  
✉ [chemcs.southasia.int@exxonmobil.com](mailto:chemcs.southasia.int@exxonmobil.com)  
📅 Mon - Fri  
🕒 07:30 - 16:30



### Malaysia

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



### Korea

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



### Singapore

☎ 18007231394  
✉ [chem.intermediates@exxonmobil.com](mailto:chem.intermediates@exxonmobil.com)  
📅 Mon - Fri  
🕒 08:30 - 17:30



### China Mainland

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



### Japan

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



### Other countries

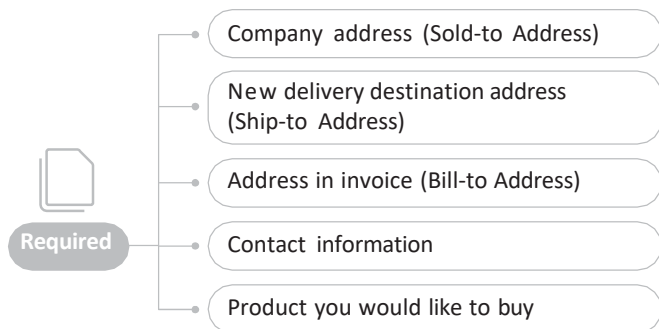
☎ +6620268399  
✉ [chem.intermediates@exxonmobil.com](mailto:chem.intermediates@exxonmobil.com) (ASEAN & Oceania)  
✉ [chemcs.southasia.int@exxonmobil.com](mailto:chemcs.southasia.int@exxonmobil.com) (South Asia)  
📅 Mon - Fri  
🕒 Vary depends on country, please contact Customer Service for operating hours

## Ordering



### 1 New Account Set Up

For first time customers or existing customers who would like to add new delivery destinations to your account, below information is required for account/new delivery destination creation:



#### Account Set Up Lead Time



customer self pick up



company delivery

In some situation e.g. incomplete information received, additional information required, site assessment completion date, etc., it may take longer than what has been mentioned.



### 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 to check order lead time in Page 7 to ensure your expected arrival date could 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.



### 3 Order Cutoff Time



For 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 today for next day loading. If order is received after cutoff time, it will be processed in the next working day.



### 4 Order status

#### Order Commitment

Order Confirmation will be automatically sent to you once your order is confirmed and ready for shipment 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



Flexitank

To find more details in 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 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 received clean L/C





## How will I be billed?

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

For Malaysia onshore delivery, invoice will be provided to you by our truck driver together with other documents.

For Malaysia self pick-up customers, invoice will be provided to your driver together with other documents once complete loading at terminal.

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 dead freight incurred, order could not be changed after vessel acceptance.

## How can I pay my bill?

Bank of America Merrill Lynch is our main service bank. There are 3 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 process your order

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 on time delivery per Exxonmobil delivery lead time, please place order in advance before the minimum transportation transit time mentioned in below table. Estimated transportation transit time includes loading and transit time from our loading point to your unloading point. Please note that the transportation transit time mentioned will be subject to product and vessel/truck availability.

Transportation Mode	Loading Country	Destination Area	Average transportation transit time (days)
Marine Isocontainer /Flexitank	Singapore	Australia	22-32
		Bangladesh	17
		China	20-24
		HongKong	16
		Indonesia	12-15
		India	18-23
		Japan	26
		Srilanka	17
		Newzealand	44
		Papua New Guinea	28
		Philippines	18
		Pakistan	22
		Thailand	13-15
		Taiwan	16
		Vietnam	13-15
	Belgium	Australia	68
		China	55-62
		Indonesia	47
		India	43-60
		Japan	55-67
		Malaysia	45
		Singapore	42
		Thailand	62
		Vietnam	59
	US	Australia	51-66
		China	55-77
		Hong Kong	51
		Indonesia	67
		India	65-75
		Japan	66-80
		Korea	57
		Malaysia	65-70
		Singapore	55
		Thailand	62-84
		Taiwan	57-69
		Vietnam	53-65

Transportation Mode	Loading Country	Destination Area	Average transportation transit time (days)
Onshore	Singapore	Within Singapore	1
		Malaysia (All states except Perlis)	2
		Malaysia (Perlis)	4

For bulk shipment, please inform your Sales Representative on your product requirement 3 months and place order 1 month in advance to allow sufficient time for product and vessel arrangement.

Minimum sailing time below is transit time from our loading point to your unloading point (subject to number of port calls and port rotation).

Transportation Mode	Loading Country	Destination Area	Average sailing time (days)
Bulk Liquid Marine	Singapore	Malaysia	3
		Pakistan	21 - 30
		Vietnam	5
		Indonesia	5
		South China	7
		Philippines	5
		Chinese Mainland/ Taiwan	7
		Japan	20 - 22
		Korea	14
		India	14 - 30
	US	Japan	30
		Korea	30



# What can I order?



Mode of Transport	Product	Metric tons
Onshore Truck	ACTREL 1100NHD AP VL	15.5
	ACTREL 1140L AP VL	17.5
	ACTREL 1178L AP VL	18
	ACTREL 3356L AP VL	17
	CFX 2000 AP VL	17.5
	ESCAID 110 AP VL	18
	ESCAID PATHFRAC AP VL	18
	EXXSOL D110 AP	18
	EXXSOL D40 AP	17.5
	EXXSOL D60 AP	18
	EXXSOL D80 AP	18
	EXX-WASH 190	20
	EXX-WASH 270S	22.5
	EXXSOL DSP 80/100 AP VL	16
	EXXSOL HEPTANE AP VL	15.5
	EXXSOL HEXANE AP VL	14.5 for MY and 15 for SG
	EXXSOL HEXANE SP AP VL	14.5 for MY and 15 for SG
	ISOPAR H AP VL	17
	ISOPAR L AP VL	17.5
	ISOPAR M AP	18
	SOLVESSO 100 AP VL	20
	SOLVESSO 150 AP VL	20
	SOMENTOR 32 S AP VL STD	18

*Suggested Order Quantity for Onshore Trucking*





## Marine Isocontainer/ Flexitank

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 Isocontainers or maximum of 5 Flexitanks in one order. Below table is optimum quantity for Isocontainer, please contact Customer Service for Flexitank optimum quantity

Mode of Transport	Product	Metric tons
Isocontainer	CFX 2000 AP	17.5
	ESCAID 110 AP	18
	ESCAID PATHFRAC AP	18
	EXXSOL D100 ULA ANT	18.5
	EXXSOL D100 ANT	18.5
	EXXSOL D110 BT	19
	EXXSOL D130 BT	19.5
	EXXSOL D30 ANT	17.8
	EXXSOL D40 AP	17.5
	EXXSOL D60 AP	18
	EXXSOL D80 AP	18
	EXXSOL D95 AP	18
	EXXSOL DSP 100/140 ANT	17
	EXXSOL D145 AP	19.5
	EXXSOL D145 BT	20.5
	EXXSOL DSP 145/160 ANT	17.5
	EXXSOL DSP 80/100 AP	15.5
	EXXSOL HEPTANE AP	15.5
	EXXSOL HEXANE AP	15
	EXXSOL ISOHEXANE ANT	14.8
	EXXSOL ISOPENTANE S ANT	14.7
	IPA BR	18.5
	IPA-PHARMA BR	18.5
	ISOPAR C BT	16.6
	ISOPAR E BT	17
	ISOPAR G ANT	17.8
	ISOPAR G BT	17.5

*Suggested Order Quantity for Isocontainer/Flexitank*

Mode of Transport	Product	Metric tons
Isocontainer	ISOPAR H BT	18
	ISOPAR H AP	17
	ISOPAR L AP	17.5
	ISOPAR M BT	18.5
	SOLVESSO 100 AP	20
	SOLVESSO 100 ULC	20.5
	SOLVESSO 150 AP	20
	SOLVESSO 150 ND ANT	21
	SOLVESSO 150 ND NA	21
	SOLVESSO 200 NA	20.5
	SOLVESSO 200 ND ANT	22.2
	SOLVESSO 200 ULN BT	20.5
	SOMENTOR 31 AP	18
	SOMENTOR 32 S AP	18
	SOMENTOR 35 BT	19



## 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 be aware of their normal working day and hours when planning to arrange truck loading at our terminal. We recommend scheduling truck loading within terminal working day and hours.

For self pick-up customers at Vopak Penjuruterminal, driver must arrive at terminal before or within designated time slot. Failure to do so may result in loading being rejected. Any overtime request, is subjected to Terminal approval and may incur additional costs.

For Malaysia self pick-up customers, please arrive at Singapore terminal by 03:00 pm. to ensure sufficient lead time for loading and export permit preparation.

Country	Terminal	Operations	Working Day	Working Hours (SG time)
Singapore	Vopak Penjuruterminal	Truck Loading	Mon-Fri (ex.PH)	08:30 am. – 04:30 pm. (Timeslot booking for loading is required)
Singapore	PAC Refinery	Truck Loading	Mon-Fri (ex.PH)	<p>➤ 09:00 am. – 05:30 pm. for all products except Isopar L, CFX2000, Univolt3013</p> <p>➤ 01:00 pm. - 05:30 pm. For Isopar L, CFX2000, Univolt3013</p> <p>Remarks: PAC gate is open from 8am onwards but the loading operations will only start at 9am.</p>

Operating Hours of Each Terminal

## Truck/Driver Registration

For first time access, customer pick-up trucks loading for both road tanker and Iso-tank must comply with truck filling rules, except for compartmentalized road tanker and baffled Iso-tank. Additionally, tanks must be clean and dry; otherwise, trucks may be refused loading due to product quality concerns. SIC (Safety Induction Course) is mandatory for the new drivers before entering terminal.

Please contact below persons in charge for truck registration process and SIC in advance before first loading to avoid unintended loading interruption.

**Remark:** Any changes/modifications to prime mover or tanker after registration must be communicated to the persons in charge before arranging the next loading.

Country	Terminal	Contact Number
Singapore	Vopak Penjuruterminal	<ul style="list-style-type: none"><li>• Customer Service (Ong Chin Siong) (chin.siong.ong@vopak.com) T: +65 68679146, HP: +65 91297750</li><li>• Copy the following persons in loop - Ken Foo (ken.foo@vopak.com) HP: +6588761935</li></ul>
Singapore	PAC Refinery	<ul style="list-style-type: none"><li>• Contact person: Hany Natasha Binte Mohd Jalil (Hany) ; Balasubramaniam, Sugunam (Su)</li><li>• Contact emails: <a href="mailto:hany.n.mohdjalil@exxonmobil.com">hany.n.mohdjalil@exxonmobil.com</a> ; <a href="mailto:sugunam.balasubramaniam@exxonmobil.com">sugunam.balasubramaniam@exxonmobil.com</a></li><li>• SIC Frequency: Every Tuesday via Zoom</li></ul>

Contact Information for Truck/Driver Registration of Each Terminal

# How do I count demurrage and detention days?

## 1 Isocontainer and Flexitank

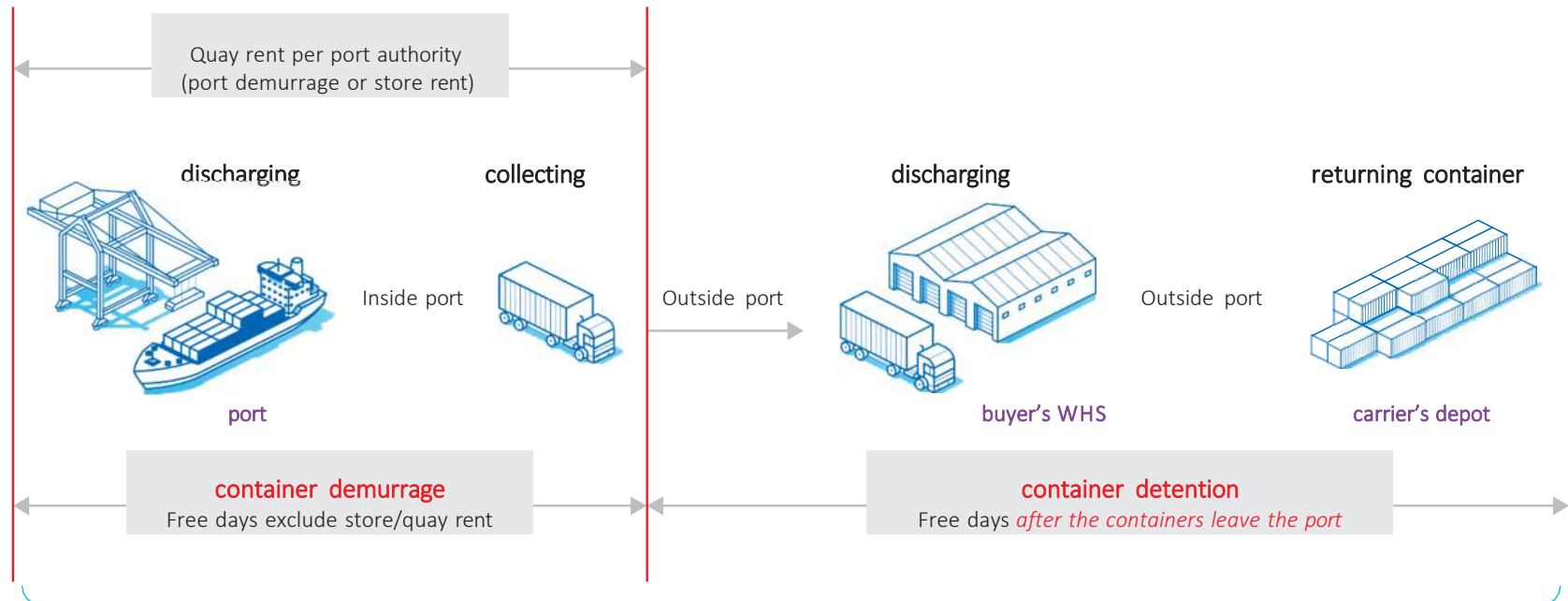
### Isocontainer

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 (14 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 returned within required calendar days to prevent the additional rental charges. For further information, please contact Customer Service if any inquiry.



**Container rent** 14 days free days for Flexitank(10 days for MSC shipping line) and 10-14 days free day for Isocontainer – Combined container demurrage and detention

## 2 OnshoreTruck

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

## 3 Bulk Marine

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

## Can I expedite the shipping of my order?

In case that 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 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.

Timely customer feedback is critical to MCT. Please be aware that the carrier and GFF will not conduct investigations if the Customer Feedback (CFB) is filed more than one month after the Actual Time of Arrival (ATA).

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

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

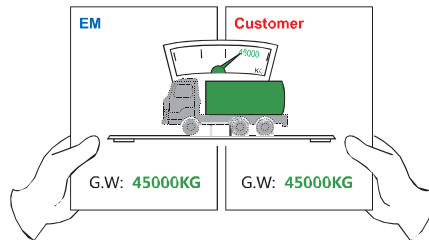
Transportation Mode	Documents Offering
Onshore Truck	<ul style="list-style-type: none"><li>• Delivery Note</li><li>• Weighbridge Ticket</li><li>• Certificate of Analysis (COA)</li><li>• Commercial Invoice</li></ul>
Marine Isotainer and Flexitank	<ul style="list-style-type: none"><li>• Bill of Lading (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 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 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 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

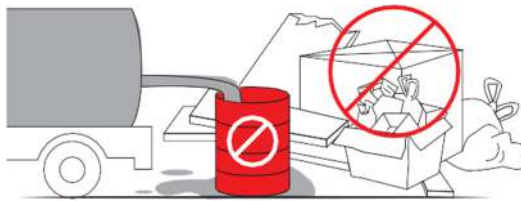
# How do I unload a product?

1



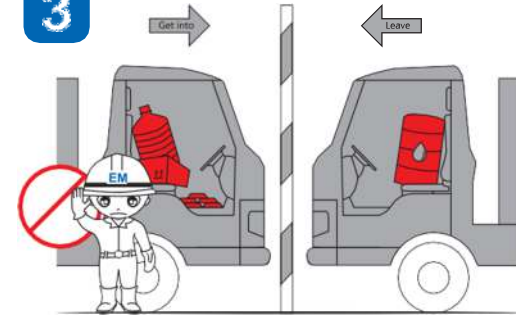
- ✓ Compare gross wt reading from the one ex-loading point. Weigh-bridge should be calibrated regularly and ensure it's within valid period

2



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

3



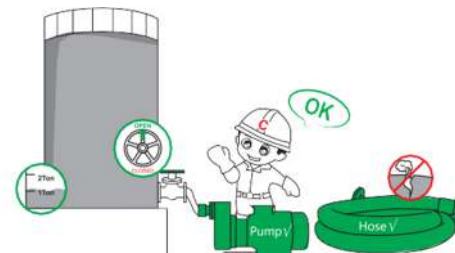
- ✓ No pail(s) with water, heavy metals. No cargo been taken out by driver

4



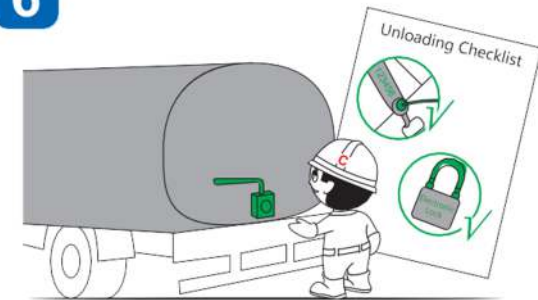
- ✓ Confirm right cargo come and arrange proper tank to receive

5



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

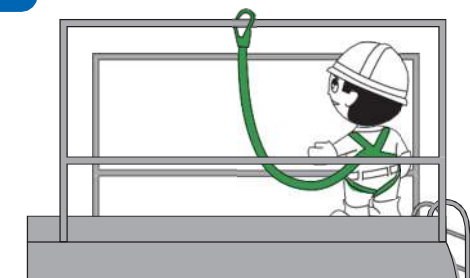
6



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



7



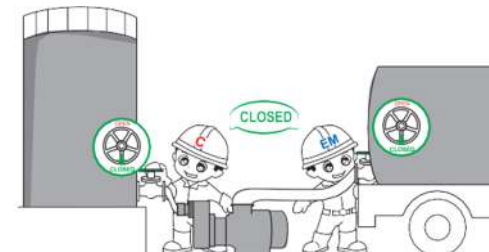
PPE including safety harness must be used for both drivers and customers

8



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

9



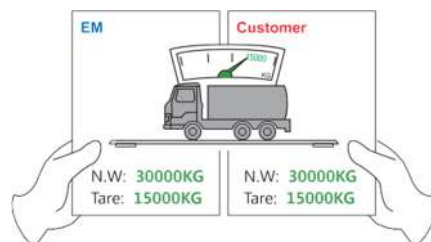
Making or breaking connections, co-operation between driver and operator is very important to avoid incidents

10



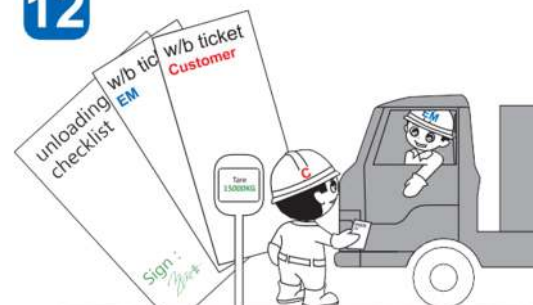
✓ Provide the drum/container to collect the remnant. Visual checking through foot valve (for non DG only)

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



**ExxonMobil Chemical Asia Pacific**  
(A division of ExxonMobil Asia Pacific Pte. Ltd.)  
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- 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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