



# SUPPLY CHAIN STANDARD OFFERING FLUIDS BUSINESS

EXXONMOBIL CHEMICAL SERVICES (SHANGHAI) CO., 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.  
Working days and operating hours are shown below :



### Chinese Mainland

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



### Hongkong

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

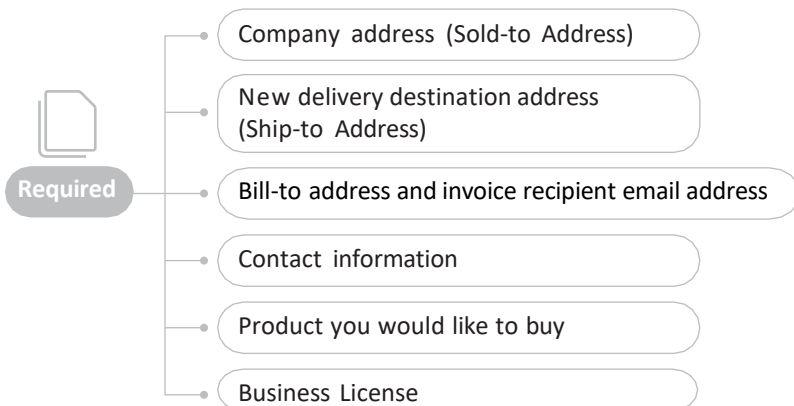


## Ordering



### 1 New Account Set Up

For first time customer or existing customer who would like to add new delivery destination 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, it may take longer than what has been mentioned.



### 2 Order Process

#### Online

Hong Kong: <https://exxonmobilchemical.force.com/oneconnect/login>  
Mainland China: <https://oneconnect.exxonmobilchemical.com.cn>

Online platform 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 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.



#### Company delivery

- Delivery address or destination
- Purchase order (if any)
- Product name
- Product quantity
- Required delivery date
- Delivery or entry requirements (if any)

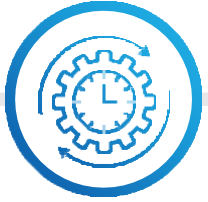


#### Customer self pick up

- Loading terminal
- Purchase order (if any)
- Product name
- Product quantity
- Loading date
- Truck and driver information

#### Did you know ?

For onshore delivery, Bill-to address shall be in line with Business License.



### 3 Order Cutoff Time



To ensure sufficient lead time for product availability check and truck arrangement, please place an online order or contact Customer Service for manual order placement according to below cutoff time.

**Self pick-up:**

Before **02:00 pm.** (China local time) of the day before loading date.

**Delivery:**

Before **02:00 pm.** (China local time) of the day before loading date.  
Please refer to delivery lead time on page 7.



### 4 Order status

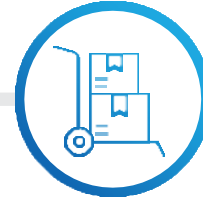
Order Commitment

Once your order is received and reviewed, order confirmation will be automatically sent to you.

Alternatively, Customer Service will send email to confirm you on order status.

It is important for you to verify the details in order confirmation or Customer Service's email against your purchase order and inform Customer Service if any discrepancies are found to ensure correct loading and delivery arrangement.

Delivery schedule confirmation will be informed separately by Customer Service in case that your requested delivery schedule is not available.



### 5 Mode of Transport



**Company delivery:**

We provide onshore truck delivery for customer located in Mainland China.

**Customer self pick up:**

Customer can load product at ExxonMobil terminal in Mainland China.

**Did you know ?**

- For prepayment customer, order will be processed upon received payment slip within cutoff time (01:00 PM).





## How will I be billed?

E-VAT invoice will be sent to customer via email.

## How do I change/ cancel my order?

You are able to make changes or cancel your orders as long as the order has not been confirmed. Please contact our Customer Service to check order status for immediate support.

If any changes, please inform Customer Service within 12:00 PM of the day before loading date. For loading during weekends or holiday, please inform Customer Service within 12:00 PM of the last working day before loading.

Any changes after the order confirmation may result in additional charges.

## How can I pay my bill?

There are 2 payment methods that we offer including Telegraphic Transfer and Electronic Bank Acceptance Draft.

Please remit your payment to below bank details.

**RMB transaction:** Bank of America N.A. Shanghai Branch A/C 404223 - 10378018

**USD transaction:** Bank of America N.A. Shanghai Branch A/C 10378026

### Did you know ?

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

T/T

**Telegraphic Transfer (T/T):** Please 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 your order.

E-BAD

**Electronics Bank Acceptance Draft:** We have criteria to accept the e-BAD, kindly contact Customer Service before remittance e-BAD. Please be noted that the physical BAD will not be accepted.



## How much lead time do I need to provide?

To ensure your product is delivered within your expected time frame, please place order before lead time mentioned in below table.

Estimated standard lead time includes order placement and transportation lead time from our loading point to your delivery location.

Please note that the standard lead time mentioned will be subject to truck availability.

GBU	Transportation Mode	Loading Plant Location	Distance from Loading Plant	Total Lead time (days)
Fluids	Onshore	Shanghai and Dongguan	Within 400 km	2
			401-800 km	3
			801-1200 km	4
			>1201 km	5

*\*Add 1 day for every 400 km  
Standard Lead Time*





# What quantities can I order?



## Onshore Truck for company delivery

Below table are recommended order quantity for 1 truck. If you would like to order lower than recommended quantity, please contact our Customer Service or Sales Representative.

*Suggested Order Quantity for Onshore Trucking – China*

Plant	Product	Metric tons
Dongguan	ISOPAR L AP	18.5
	ISOPAR H AP	18.5
	ISOPAR M AP	22
Shanghai	ISOPAR L AP	18.7
	ACTREL 3363L AP	18.7
	ISOPAR H AP	18.7
	EXXSOL D40 AP	19
	EXXSOL D80 AP	19.5
	ESCAID 110 AP	19.5
	SOLVESSO 100 AP	20
	SOLVESSO 150 AP	20.5



## Onshore Customer pick up

For stability, portable tanks carrying liquids shall not be offered for transport with a degree of filling 20-80% **UNLESS** baffles tanks are used Therefore, degree of filling for portable tanks shall be > 80% or < 20%



# How can we load product from ExxonMobil Terminal?

## Operating Hours

Each of our terminal has different working day and hours. We suggest you to arrange truck loading within each terminal working day and hours to avoid additional cost that may incur to you. Please contact our customer service for overtime arrangement in case there is urgent need for off-hours loading.

Country	Terminal	Operating day	Working Hours
China	Dongguan	Mon-Sun (exclude Public Holiday and Month End)	08:00 – 17:00
	Shanghai	Mon-Sun (exclude Month End)	08:30 – 16:30 (allow 24 Hours loading)

*Terminals Operating Hours*

## Truck/Driver Registration

For self pick up customer's first time loading, to avoid unintended loading interruption, truck and driver registration may be required. Please contact customer service in advance for truck and driver registration process.



## How to avoid overnight charge?

Please ensure truck completely unloaded as early as possible to prevent additional charges for overnight parking.

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

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

Transportation Mode	Documents Offering
Onshore Truck	<ul style="list-style-type: none"><li>• Delivery Note (Only provide in working hours)</li><li>• Weighbridge Ticket</li><li>• Certificate of Analysis (COA)</li></ul>

## 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?

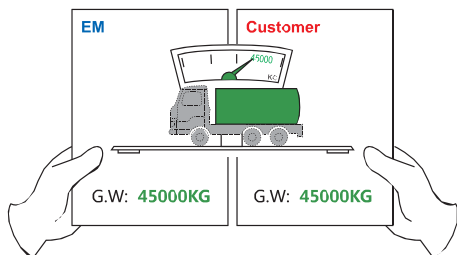
If you would like to request product sample, please contact our Sales Representative or alternatively please key in sample request in online platform (OneConnect).

## 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.

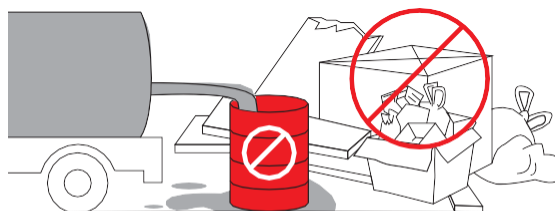
# How do I unload a product?

1



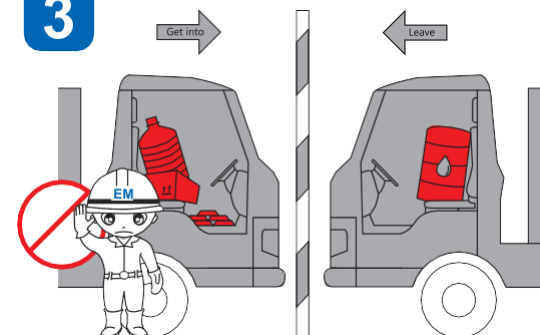
- ✓ Compare gross wt reading from the one ex-loading point. Weigh-bridge should be calibrated regularly and ensure it's within valid period

2



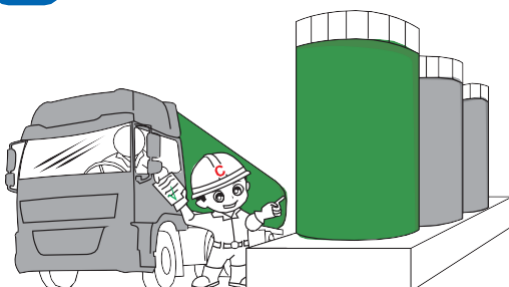
- ✓ Maintain good discharging environment. No drumming and discharging outside customer's premises

3



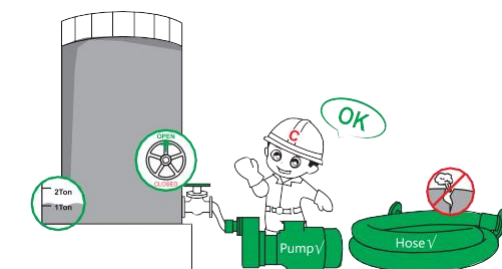
- ✓ No pail(s) with water, heavy metals. No cargo been taken out by driver

4



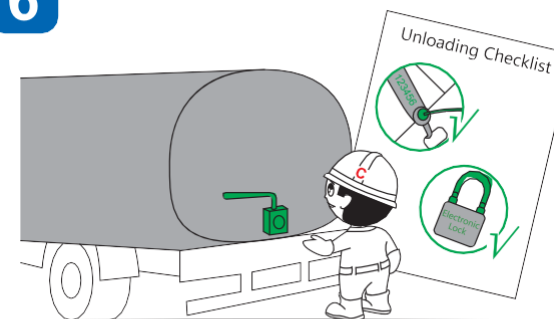
- ✓ Confirm right cargo come and arrange proper tank to receive

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

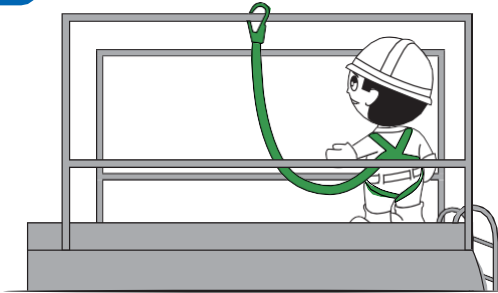
6



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

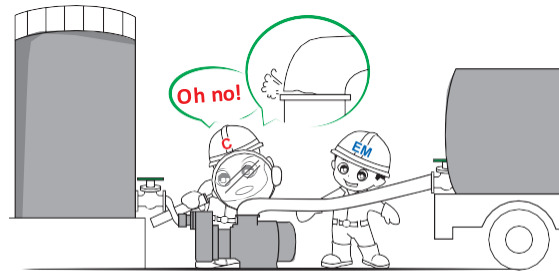


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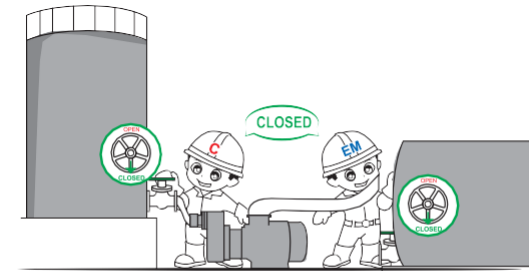
PPE including safety harness must be used for both drivers and customers

8



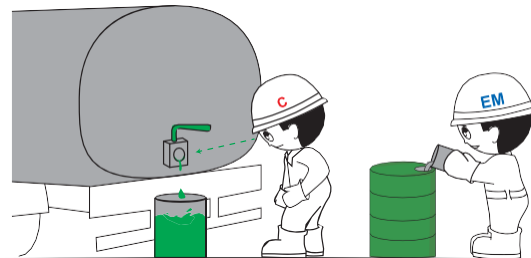
✓ Witness the entire unloading operations and report to ExxonMobil if any abnormal

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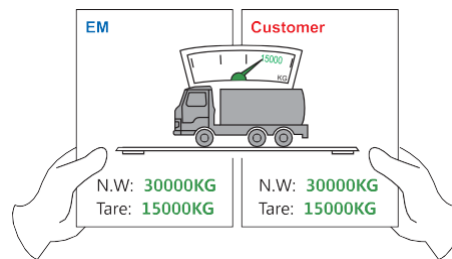
Making or breaking connections, co-operation between driver and operator is very important to avoid incidents

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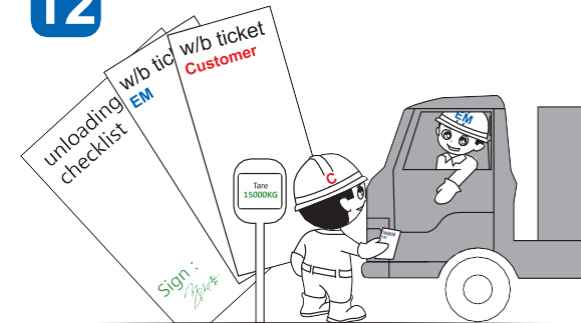
✓ Provide the drum/container to collect the remnant. Visual checking through foot valve (for non DG only)

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✓ 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 Services  
(Shanghai) Co., Ltd**

1099 Zixing Road, Minhang District  
Shanghai 200241

[www.exxonmobilchemical.com.cn](http://www.exxonmobilchemical.com.cn)

**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. **Information**s for example, but not limited to, lead time, order cutoff time, terminal 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.