

## **OCS ID Deactivation: Frequently Asked Questions**

### **Q: Why is my OCS ID being deactivated?**

A: The current system/platform that OCS is built on will be discontinued by end of 2021. We have commenced phased deactivation of customers' OCS IDs to smoothen transition to the more robust cloud-based OneConnect customer portal.

### **Q: How are customers identified for deactivation?**

A: Customers are identified for their OCS IDs to be deactivated where our system activity data shows the customer has been using OneConnect for all ordering and online activities for three (3) consecutive months with no login/activity in OCS in the same period.

### **Q: How do I know if my OCS ID is up for deactivation?**

A: We will be sending customers who are identified for OCS ID deactivation three (3) email notifications across four (4) weeks, to give every customer sufficient lead time to transition fully to OneConnect platform.

### **Q: What if I need to go back into OCS to perform other functions not covered in OneConnect?**

A: If you have not received any notification from us on being selected for upcoming OCS ID deactivation, then your OCS ID is not due for deactivation and your access to OCS remains intact until your turn comes.

If you have been identified to have your OCS ID deactivated, it is likely that you are already using OneConnect for all your online engagement and that your online transactional or support requirements are available in OneConnect. This insight is validated by system generated user activity data from both OCS and OneConnect systems.

Should you have specific circumstances that require you to log into OCS or delay deactivation of your OCS ID, please contact your Customer Account Specialist for assistance as soon as possible.

### **Q: Can I choose to keep my OCS ID even if I'm identified to have my OCS ID deactivated?**

A: Since OCS platform will discontinue by year end, it is imperative for us to transition all customers who are ready and well positioned to use OneConnect for all their online needs well before year end, to ensure orderly transition and steady support to customers during the process.

Hence, once deactivated, the OCS ID will not be available to the user to access OCS.

### **Q: I have more than one OCS ID, what happens then?**

A: The OCS ID deactivation is determined by user ID, not account. This means we will review user activity by specific individual user ID in OCS and ascertain if that user ID meets the criterion for deactivation which is based on prolonged non-login/inactivity in OCS.

### **Q: Can I get into OCS from OneConnect?**

A: No it is not possible to access OCS from OneConnect. OCS and OneConnect operate on different technology platforms and OneConnect is designated to replace OCS by the end of 2021 for all ExxonMobil Chemical customers.

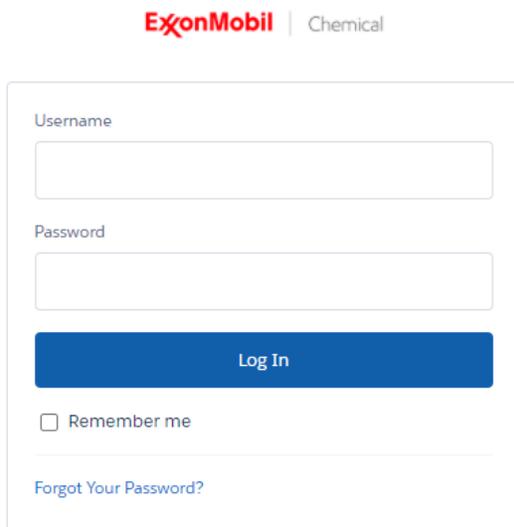
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OneConnect will have similar functionality of OCS and offers more features than OCS. Customers will be expected to transition fully to OneConnect once they are determined to be ready for and well supported by OneConnect platform entirely.

### **Q: What do I have to do before my OCS ID gets deactivated or when it is scheduled to be deactivated?**

A: You won't need to do anything specific for the deactivation of your OCS ID as the process is automated in the backend. You will be notified three (3) times before your OCS ID gets deactivated.

We would encourage you to bookmark the OneConnect URL in your browser or the most convenient workspaces on your PC for easy 24x7 access: <https://exxonmobilchemical.force.com/oneconnect/login>



ExxonMobil | Chemical

Username

Password

Log In

Remember me

[Forgot Your Password?](#)

### **Q: What if I need to get into OCS for my business need but my OCS ID is already deactivated?**

A: Please contact your Customer Account Specialist if you have a business critical case to go back to OCS after your ID is deactivated. We will look into each request on a case by case basis. Note that OCS will no longer be available by end of 2021.

### **Q: Is there a hotline to call to find out about the OCS ID deactivation?**

A: You may contact your Customer Account Specialist for any query or information on the OCS ID deactivation program which will take place through 2021.

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