



SUPPLY CHAIN STANDARD OFFERING POLYETHYLENE, POLYPROPYLENE, VISTAMAXX AND ADHESION

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.

Acronym:

PE: Polyethylene

PVA: Polypropylene, Vistamaxx, Adhesion

PP: Polypropylene

VMX: Vistamaxx

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 :



North & Inland China

☎ PE
☎ 4008423319 | 6620268402
✉ appo-sh-pe3@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



East China

☎ PE
☎ 4008423319 | 6620268402
✉ appo-sh-pe2@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



South China

☎ PE
☎ 4008423319 | 6620268402
✉ appo-sh-pe1@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



China Distribution

☎ PE
☎ 4008423318 | 6620268401
✉ APPO-SH-DIST@exxonmobil.com
appo-sh-frep@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



North China

☎ PP/VMX
☎ 4008423321
✉ appo-nprc-pp@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



South China

☎ PP/VMX
☎ 4008423321
✉ appo-sprc-pp@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



China

☎ Adhesion
☎ 4008423321 (CH) | 80061600183 (HK/TW) |
007986610217 (KR)
✉ apgcs.aib.sh@exxonmobil.com
📅 Mon - Fri
🕒 08:30 - 17:30



Korea/Japan

☎ PE
☎ 007986610217 (KR) | 0120676737 (JP)
✉ appo3.offshore@exxonmobil.com
📅 Mon - Fri
🕒 08:00 - 17:00



West India

☎ PE
☎ 8000504062 | 8000504065
✉ chemcs.southasia.pe@exxonmobil.com
📅 Mon - Fri
🕒 09:00 - 18:00



North India

☎ PE
☎ 8000504062 | 8000504065
✉ chemcs.southasia.pe2@exxonmobil.com
📅 Mon - Fri
🕒 09:00 - 18:00



India

☎ PP/VMX
☎ 8000504062 | 8000504065 (Ext: 171)
✉ chemcs.southasia.pp@exxonmobil.com
📅 Mon - Fri
🕒 09:00 - 18:00



ASEAN

☎ PE
☎ 18007231392 (SG) | 1800885797 (MY) |
1800010159 (PH, TH, VN, ID)
✉ appo.onshore@exxonmobil.com
appo1.offshore@exxonmobil.com
appo2.offshore@exxonmobil.com
📅 Mon - Fri
🕒 08:00 - 17:00



ASEAN

☎ PP/VMX
☎ 1800010159 (TH) | 8007231392 (SG) |
1800885797 (MY) | 6620268407 (Other countries)
✉ APPO-SEA-PP@exxonmobil.com
📅 Mon - Fri
🕒 08:00 - 17:00



India & ASEAN

☎ Adhesion
☎ 8000504062/8000504065 (IN) | 531660044 (JP) | 1800010159 (TH) |
18007231392 (SG) | 1800885797 (MY) | 6620268407 (others)
✉ chem-bkkgcs-aib@exxonmobil.com
📅 Mon - Fri
🕒 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 your order lead time to ensure your expected arrival date can be met.

Manual Order

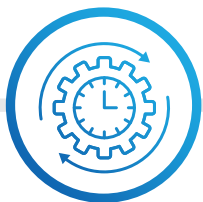
Alternatively, please send below information to our email address.

-  **Onshore**
 - Product and Quantity
 - Required Delivery Date
 - Delivery address
 - PO Number
-  **Marine**
 - Product and Quantity
 - Required Delivery Date
 - Destination port
 - PO Number
 - Consignee and Notify party
 - Document dispatch recipient address and email

**Additional details may depend on country requirements*

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 Onshore Order Cutoff Time



For cutoff time for onshore deliveries, please place an online order or contact Customer Service for a manual order placement before **01:00 pm.** (Singapore and Malaysia local time).

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



4 Order status

Order Commitment

An order confirmation or Sales contract will be automatically sent to you once your order is confirmed and ready for shipment. Alternatively, Customer Service will send an email to confirm you on order status.



Shipment Delivery Notification



A Shipment schedule will be sent to you through an email from the freight forwarder. Please note the estimated arrival date may be different from your initial requested date subject to vessel availability.

After the vessel has departed from the loading port, our freight forwarder will send the shipping documents to you. You can track the shipment status via the designated carrier website by referring to the Bill of Lading number and container number.



5 Mode of Transport

We provide two modes of transportation



Onshore truck
(Side Curtain Trucks)

for customers who are located in Singapore and Malaysia



Marine container

for international customers

Each mode of transportation has different requirements and lead times.

We also provide different packaging types which you refer to on Page 8

Did you know ?

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.

Did you know ?

- For customers with prepayment arrangements, your order will be processed upon receipt of the payment slip within the cutoff time.
- For L/C customers, your order will be processed L/C



How will I be billed?

For Singapore truck deliveries, the invoice will be sent automatically as an electronic copy to you.

For Malaysia cross border deliveries, the invoice will be sent together with the truck delivery.

For marine containers, invoices will be sent together with the shipping document set.

How do I change/cancel my order?

Any change to an existing order should be informed to the GCS immediately to check delivery status and it will not be permitted if product is loaded.

Any changes to an existing order will be considered as a new order, and the Standard Lead Times (defined in page 7) will apply.

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 your invoice 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 one of the banks on our list, and provide your draft to our Customer Service to review before opening the original L/C. This is to prevent any extra charge from L/C amendments 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 time frame, please place the order within the lead time mentioned in table below.

Estimated standard lead time includes order preparation and transit time from our loading point to your unloading point. Please note that the standard lead time mentioned will be subject to vessel/truck availability.



Onshore Truck

Warehouse	Destination	Total Lead time (days)	Delivery date
Singapore	Singapore	2	Mon - Fri
	Malaysia	4	Tue - Sat

Lead time = order preparation and transit time



Marine container

Loading Country	Destination Country	Total Lead time (days)
Singapore/ Malaysia	China	18-25
	India	11-23
	ASEAN	11-15
	Oceania	23-33
Europe	China	46-61
	India	46-61
	ASEAN	46-61
	Oceania	46-61
USA	China	71-81
	India	71-81
	ASEAN	71-81
	Oceania	71-81

Lead time = order preparation and transit time

What quantities can I order?

The optimum quantity is a full truck load for truck deliveries and a full container for marine delivery as mentioned below. Any difference should be raised with our Customer Service or Sales Representative before the order placement.

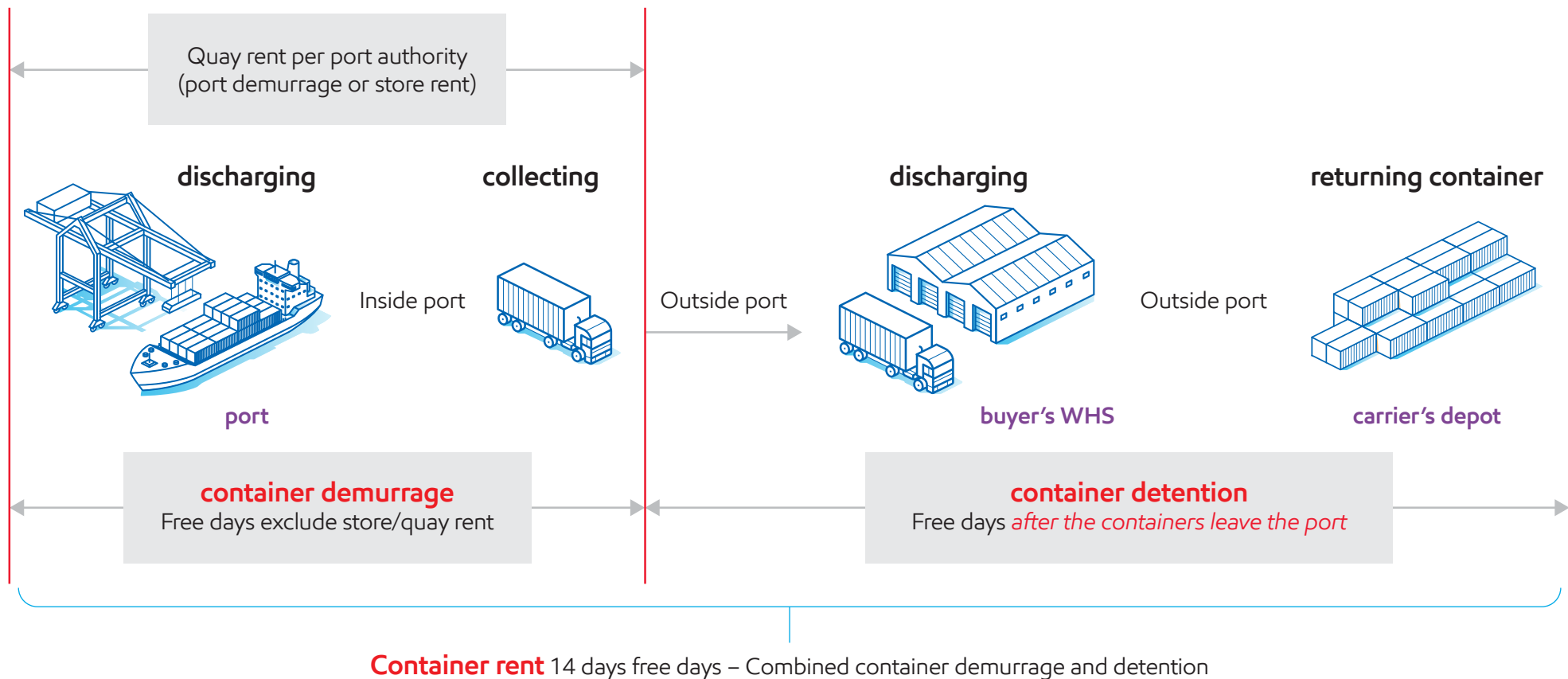
Mode of shipment	Packaging	Packaging Configuration	Full load	UOM
Truck delivery	Bag (BG)	25KGX55	24.75	MT (Metric ton)
Truck delivery	Bag (BG)	25KGX60	25.50	
Marine container delivery	Bag (BG)	25KGX55	23.375 - 24.75	
Marine container delivery	Bag (BG)	25KGX60	24 - 25.50	
Marine container delivery	Bag (BG)	25KGX45	20.25	
Marine container delivery	Bag (BG)	25KGX50	22.5	
Marine container delivery	Bulk	SEABULK	16.5 - 17.0	
Marine container delivery	Super sack	650KG	23.4 - 24.7	

Order Quantity



How do I count demurrage and detention days?

We provide 14 free calendar days of container rent which begins from the first day that the container is discharged at the destination port. However, this does not include port charges. Please ensure the empty containers are returned within 14 calendar days to prevent incurring additional rental charges. For further information, please contact Customer Service.



Can I expedite the shipping of my order?

In case you need the product at your site earlier than standard lead time, please contact our Customer Service to check the possibility of a expedited order. Kindly note that it may result in additional charges.

Can I request a sample from ExxonMobil?

We are happy to provide our product samples to you. If you would like to request product sample, please place a sample request in our online portal or you may also contact our Sales Representative.

Product	Minimum Quantity
Polyethylene	1Bag/box

Minimum sample order size and quantity

How do I provide feedback to ExxonMobil?

Your feedback is very valuable to us in order to improve the customer experience. You can provide your feedback through our Customer Service 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
Onshore Truck	<ul style="list-style-type: none">• Delivery note• Certificate of Analysis• Commercial Invoice<ul style="list-style-type: none">*For Singapore, invoice will be sent automatically as an electronic copy to you.For Malaysia, it will be sent together with the truck.• For Malaysia cross-border deliveries, additional documents include:<ul style="list-style-type: none">- Custom document: Export permit/ Cargo Clearance Permit on behalf of ExxonMobil* [Not Applicable for SG Bill-to customer]- Custom document: K1 receipt/Resit Rasmi (proof of ExxonMobil Customers' import tax/duty payment)- Form D (only applicable for some customers such as Singapore bill to, Malaysia ship to)
Marine Container	<ul style="list-style-type: none">• Ocean Bill of Lading/ Seaway Bill 3/3• Certificate of Origin 1/1• Certificate of Analysis 1/1• Certificate of Insurance (applicable to CIF) 1/1• Packing List 1/1• Commercial Invoice 1/1• Free Trade Agreement Document 1/1*FTA document, please contact sales representative prior to order placement

Documents Offering



ExxonMobil Chemical Asia Pacific

(A division of ExxonMobil Asia Pacific Pte. Ltd.)

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HarbourFront Tower One, Singapore 098633

Statements:

This document sets out the service standards that a chemicals customer can typically expect when transacting with ExxonMobil. Actual services may vary due to differences between countries and international shipping. For the avoidance of doubt, nothing in this document shall constitute a contract between ExxonMobil and the customer, whether on its own or as part of a separate contract for the sale of products to the customer.

ExxonMobil shall have the right to revise this Standard Offering at any time without notifying customers

CORPORATE SEPARATENESS NOTICE:

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