



# SUPPLY CHAIN STANDARD OFFERING SYNTHETICS 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?

9

How can we load product from ExxonMobil Terminal?

10

How do I count demurrage and detention days?

11

- 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?

12

How do I unload a product?

## *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. All time mentions are at local time :



### Singapore

☎ 18007231394

✉ chemcs-synthetics@exxonmobil.com

📅 Mon - Fri

🕒 08:30 - 17:30



### Japan

☎ 00531650493

✉ chemcs-synthetics@exxonmobil.com

📅 Mon - Fri

🕒 09:00 - 18:00



### Australia

☎ +66 20268399

✉ chemcs-synthetics@exxonmobil.com

📅 Mon - Fri

🕒 10:00-19:00



### Chinese Mainland

☎ 4008423317

✉ chemcs-synthetics@exxonmobil.com

📅 Mon - Fri

🕒 08:30 - 17:30



### Thailand

☎ +66 20268399

✉ chemcs-synthetics@exxonmobil.com

📅 Mon - Fri

🕒 08:00-16:30



### Other countries

☎ +66 20268399

✉ chemcs-synthetics@exxonmobil.com

📅 Mon - Fri

🕒 Vary depends on country, please contact Customer Service for operating hours



### India

☎ 8000504066

✉ chemcs-synthetics@exxonmobil.com

📅 Mon - Fri

🕒 08:00 - 17:00



### Korea

☎ +66 20268399

✉ chemcs-synthetics@exxonmobil.com

📅 Mon - Fri

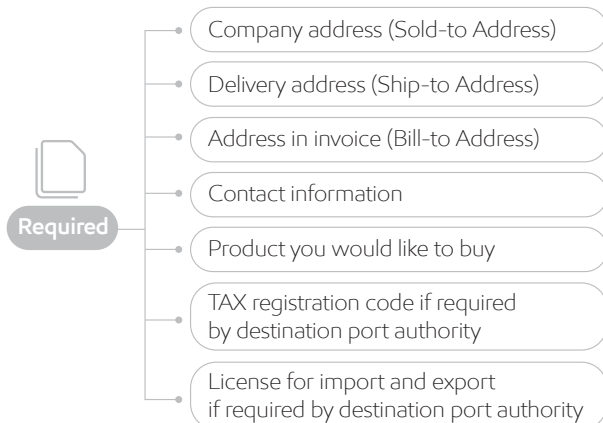
🕒 09:00-18:00

## 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



customer self pick up



company delivery



adding of new material for existing customer

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

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

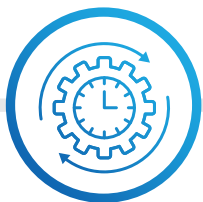


#### Marine

- Purchase order
- Product
- Quantity
- Destination port
- Required Delivery Date
- Shipping documents instruction for example; Consignee, Notify party, email recipients, Dispatch address, 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 Onshore Order Cutoff Time



Cutoff time is critical to allow us manage your order placement most effectively.

Please place an online order or contact Customer Service for manual order placement or order change before **02:00 pm.** (China, Singapore, and Malaysia local time) for loading in next 3 working days. After cutoff time, your order will be processed in 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 acknowledged. Alternatively, Customer Service will send an email to confirm you on order status.

#### Shipment Delivery Notification



Please refer to vessel nomination details. Vessel owner/Ship agent will contact you with any updates from vessel nomination.



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



### 5 Mode of Transport

We provide three modes of transportation



Onshore truck



Bulk marine



Marine  
Isocontainer

To learn more details about 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 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 upon receipt of the clean L/C



## How will I be billed?

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

For Telegraphic Transfer (T/T), please mention 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. To prevent any impact on your future order, please make payment before due date stated in the invoice.

### **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.

Transportation Mode	Loading Country	Destination Area	Estimated Total Lead time (Calendar days)*
Bulk Liquid Marine	Europe	China	95
		Singapore	95
	USA	Japan	110
Marine Isotank/ Flexitank	Singapore	China	23-35
		Japan/Korea	26-32
		Thailand	18-21
		India	25-30
		Australia	31-35
	Europe	China	51-78
		Japan/Korea	53-64
		Singapore	52-55
		India	39-50
		Australia	47-59
	USA	China	58-78
		Japan/Korea	65-90
		Singapore	75-80
		Thailand	70-80
		India	71-75
		Australia	47-50

*\*From Vessel finding, Order placement, to port of destination lead time*

# 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, if you wish to order more than one truck worth of product. If you wish to order a quantity that is less than the volume stipulated below, please contact our Sales Representative.

Mode of Transport	Product	Metric tons
Onshore Truck	SpectraSyn™ 6	19.5
	All other grades	19

*Suggested Order Quantity for Onshore Trucking – Singapore*



## Bulk Marine

Subject to minimum port call quantity, below is typical minimum quantity for bulk marine. Please confirm with our Sales Representative on order quantity before placing order.

Mode of Transport	Minimum Order Quantity
Bulk Marine (Cross region)	500 metric tons/product

*Suggested Order Quantity for Bulk Marine*



## Marine Isocontainer

Suggested order quantity is per below details. We can accommodate maximum of 9 tanks.

Mode of Transport	Product	Isocontainer (metric tons)
Isocontainer	SpectraSyn™ 2	18 TM
	SpectraSyn™ 2C	
	SpectraSyn™ 6	19.5 TM
	SpectraSyn™ 8	
	SpectraSyn™ 10	
	Elevast™ A80	
	Other grades	19 TM

*Suggested Order Quantity for Isocontainer/Flexitank*



# How can we load product from ExxonMobil Terminal?

## Operating Hours

Please note terminal working days and hours for truck loading plan. Please contact Sales Representative if you have special requirements regarding loading hours. The maximum waiting time for a Self-pick up customer starting from loading until leaving terminal with documents is approximately 45 mins.

Country	Operations	Working Day
Singapore	Truck Loading	Mon-Fri 8:30 – 17:30 (excluding public holidays)

*Terminals Operating Hours*

## Truck/Driver Registration

For first time access, inspection and registration at terminal of customer's pick up truck is required. Customer's driver will also need to be trained before you can perform first load. These requirements must be satisfied for any change/modification in prime mover or tanker after registration. Please make an appointment in advance with Terminal and prepare required documents to perform truck inspection, registration and driver training before first loading to avoid unintended loading interruption.

Country	Contact Number
Singapore	Ai Zhen Zhang Phone: +65 6277 6179 Email : a.zhang@stolt.com

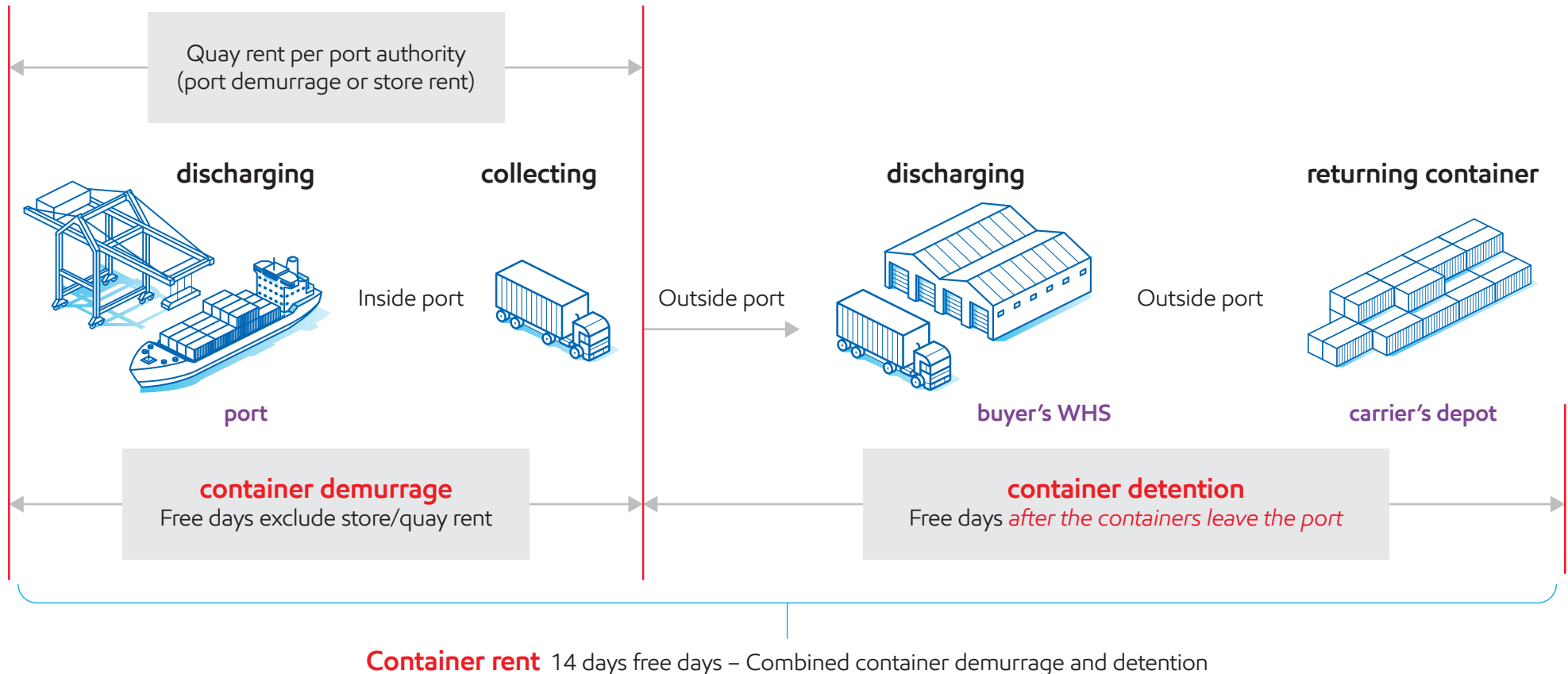
*Terminals Contact Information for Truck/Driver Registration*



# How do I count demurrage and detention days?

## 1 Isocontainer

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.



## 2 Bulk Marine

Demurrage detail and laytime allowed will be informed during vessel nomination process. Please ensure bulk marine completely discharged once arrived at port to prevent the additional demurrage charges incurred.

# 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?

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.

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

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

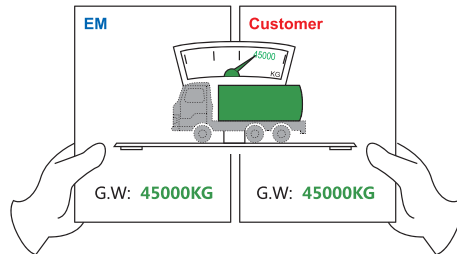
Transportation Mode	Documents Offering
Onshore Truck	<ul style="list-style-type: none"><li>• Delivery Note</li><li>• Certificate of Analysis (COA)</li><li>• Commercial Invoice</li></ul>
Marine Isotainer/Flexitank	<ul style="list-style-type: none"><li>• Bill of Lading (B/L) 3/3</li><li>• Commercial Invoice 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>E-documents (Seaway Bill/Surrendered B/L, etc.) can be alternative option, please contact our Customer Service to check if your payment method applicable</p> <p>Typical lead time for copy of shipping documentations are 2 working days after vessel departs from ex-SG and 4 working days from ex-EU/US.</p>
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.</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.

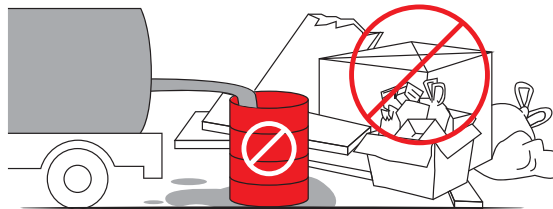
# How do I unload a product?

1



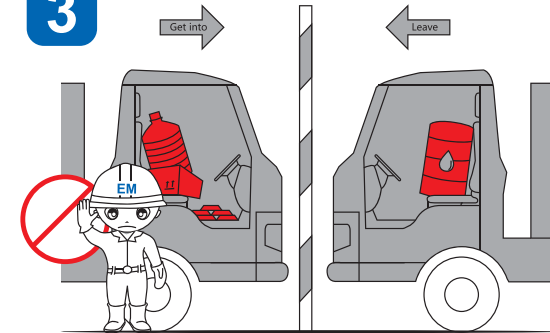
- ✓ Compare gross wt reading from the one ex-loading point. Weigh-bridge should be calibrated regularly and ensure it's within valid period

2



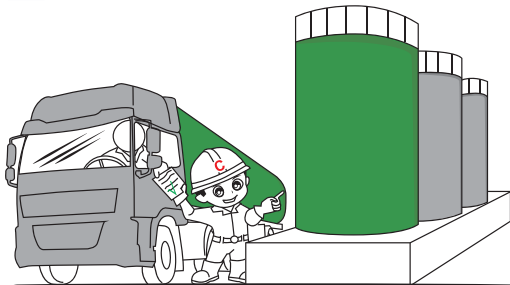
- ✓ Maintain good discharging environment. No drumming and discharging outside customer's premises

3



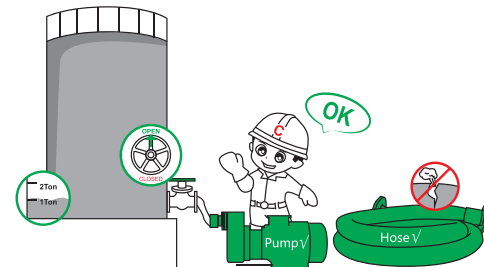
- ✓ No pail(s) with water, heavy metals. No cargo been taken out by driver

4



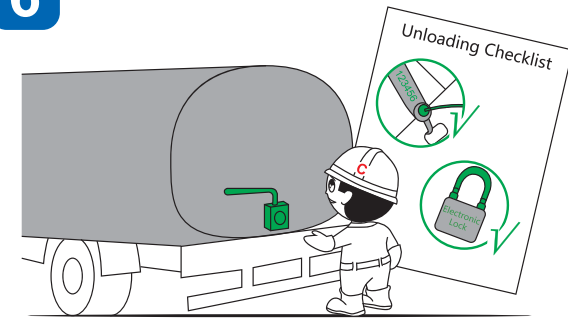
- ✓ Confirm right cargo come and arrange proper tank to receive

5



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

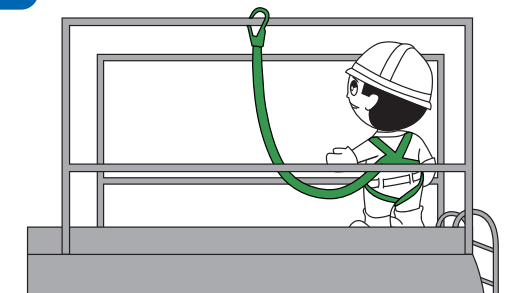
6



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

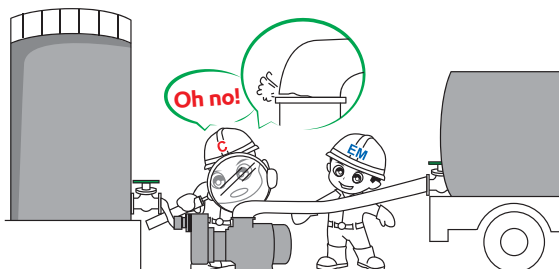


7



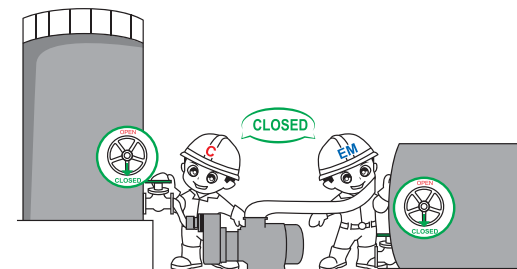
PPE including safety harness must be used for both drivers and customers

8



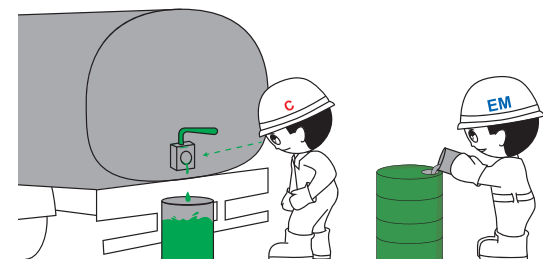
✓ Witness the entire unloading operations and report to ExxonMobil if any abnormal

9



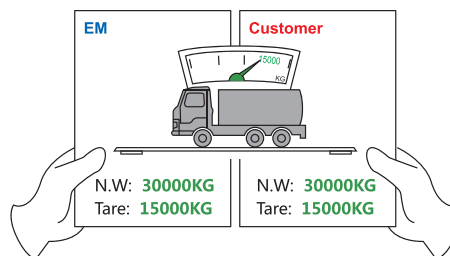
Making or breaking connections, co-operation between driver and operator is very important to avoid incidents

10



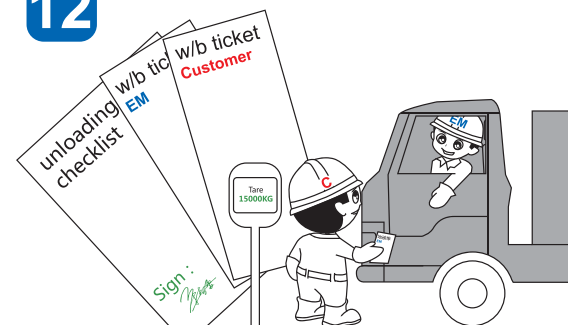
✓ Provide the drum/container to collect the remnant. Visual checking through foot valve (for non DG only)

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



## ExxonMobil Chemical Asia Pacific

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

1 HarbourFront Place, #06-00,

HarbourFront Tower One, Singapore 098633

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

### Statements:

- 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:

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.