



# SUPPLY CHAIN STANDARD OFFERING FLUIDS BUSINESS

ESSO (THAILAND) PUBLIC COMPANY LIMITED



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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. All time mentions are at local time :



### Thailand

☎ 1800010152

✉ [chemcs.th.int@exxonmobil.com](mailto:chemcs.th.int@exxonmobil.com)

📅 Mon - Fri

🕒 08:00 - 17:00

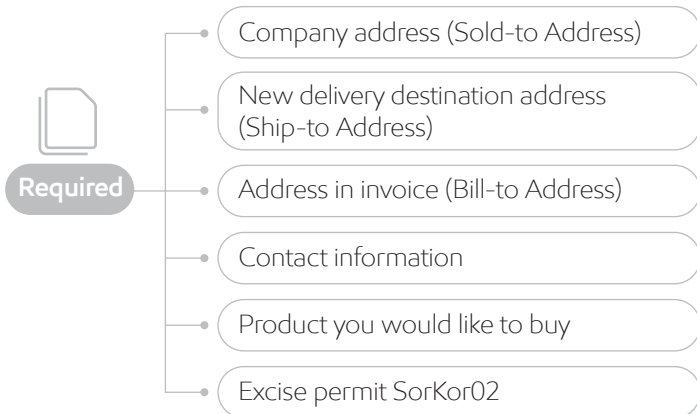


## Ordering



### 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

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. In the event that the additional information is required, our Customer Service will contact you.

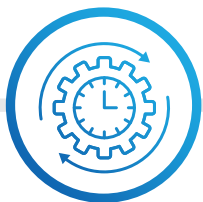


#### Onshore

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

#### 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 Order Cutoff Time



company delivery



customer self pick up

For cutoff time for onshore deliveries, please place an online order or contact Customer Service for a manual order placement before **01:00 pm** for company delivery or **03:00 pm** for customer self pick up (Thailand local time) to allow us check product and/or truck availability.

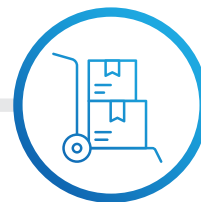


### 4 Order status

#### 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.



### 5 Mode of Transport



Onshore truck

We provide onshore truck for customers who are located in Thailand

#### **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?

Invoice will be sent to you together with truck.

## 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.

## 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 mention 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.

GBU	Transportation Mode	Loading Country	Destination Area	Total Lead time (days)
Fluids	Onshore	Thailand	AYUDTHAYA	2
			BANGKOK	2
			CHACHOENGSAO	2
			CHONBURI	2
			NAKHON NAYOK	2
			NAKHORNPATHOM	2
			NONTHABURI	2
			PATHUMTHANI	2
			SAMUTPRAKARN	2
			SAMUTSAKORN	2
			SUPHANBURI	2
			SARABURI	2
			CHAINART	3
			LAMPHUN	3
			NAKORNRAHASIMA	3
			PHITSANULOK	3
			PRACHINBURI	3
			RANONG	3
			RAYONG	3
			SINGBURI	3
			SONGKHLA	3
			UDON THANI	3

Lead time = order preparation and transit time



# What quantities can I order?



## Onshore Truck for company delivery

Below tables are 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.



Thailand

Mode of Transport	Rigid Truck	Semi-Trailer Truck
Onshore Truck	15,000 Litres	38,000 Litres

*Suggested Order Quantity for Onshore Trucking – Thailand*



# How can we load product from ExxonMobil Terminal?

## Operating Hours

Each terminal has different working days and hours. Please noted their normal working day and hours when you plan to arrange truck loading at our terminal. We suggested you to arrange truck loading within terminal working day and hours to avoid additional cost that may incur to you. Overtime arrangement for off-hours loading need to be done directly with terminal and it's at your cost. Please contact Sales Representative if you have special requirement regarding loading hours.

Country	Terminal	Operations	Working Day	Working Hours
Thailand	Siam Chemical Terminal	Truck Loading	Mon-Sat (ex.PH)	07:30 – 15:30
Thailand	Sriracha Terminal	Truck Loading	Mon-Sun	01:00 – 21:00

*Terminals Operating Hours*

## Truck/Driver Registration

For first time access, Customer pick up truck is required for inspection and registration at terminal, as well as your driver will need to be trained before you can perform first load. This requirement is included 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	Terminal	Contact Number
Thailand	Siam Chemical Terminal	Safety Contact (+66) 982565356
Thailand	Sriracha Terminal	Contact Sales or Customer Service prior to make appointment with Sriracha Terminal Assistant Terminal Manager: (+66) 033142966/ (+66) 033142929

*Terminals Contact Information for Truck/Driver Registration*

## Did you know ?

Terminal will not in operate in public holiday except Sriracha Terminals where they operate 365 days/year.



## How do I count demurrage and detention days?

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

## 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>• Vat invoice</li><li>• Delivery Ticket for Hydrocarbon</li></ul>

*Documents Offering*

## 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?

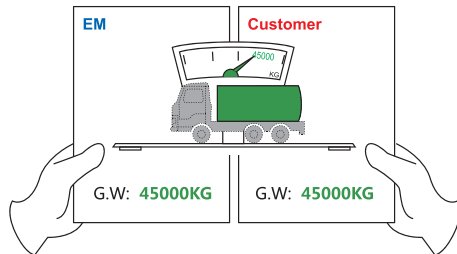
If you would like to request product sample, please contact our Sales Representative or alternatively please key in sample request in online platform.

## 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.

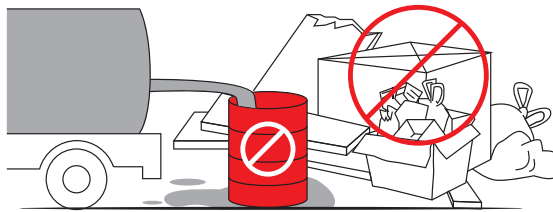
# How do I unload a product?

1



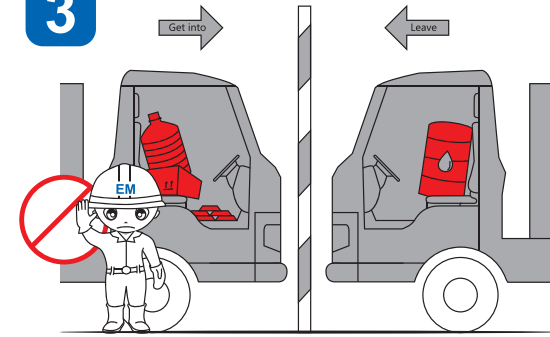
- ✓ Compare gross wt reading from the one ex-loading point. Weigh-bridge should be calibrated regularly and ensure it's within valid period

2



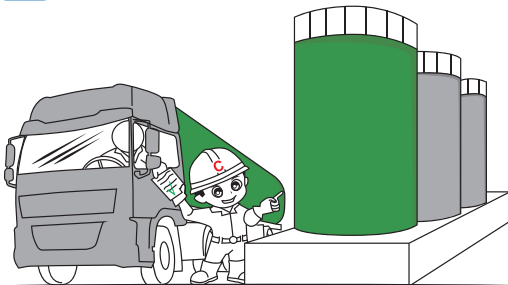
- ✓ Maintain good discharging environment. No drumming and discharging outside customer's premises

3



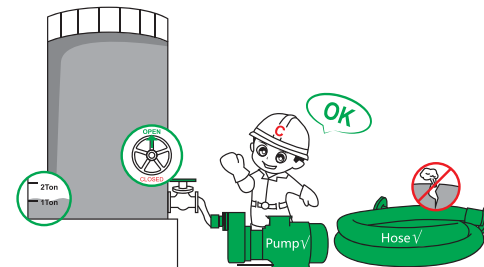
- ✓ No pail(s) with water, heavy metals. No cargo been taken out by driver

4



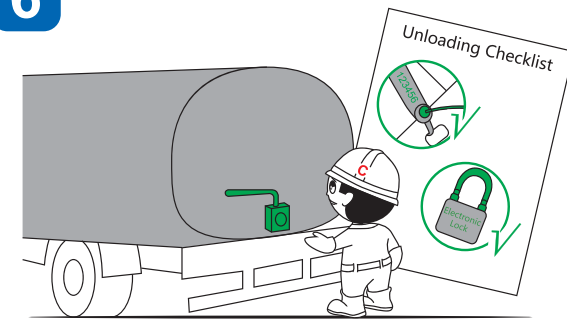
- ✓ Confirm right cargo come and arrange proper tank to receive

5



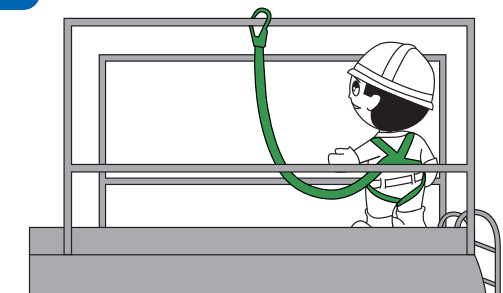
- ✓ Check tank valve status; Verify tank capacity and sign name on unloading checklist

6



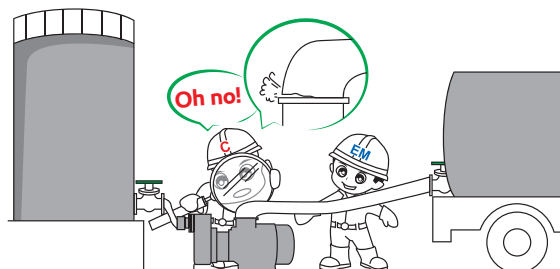
- ✓ Reconcile seals number, check Elock status, and follow unloading checklist to perform unloading operation

7



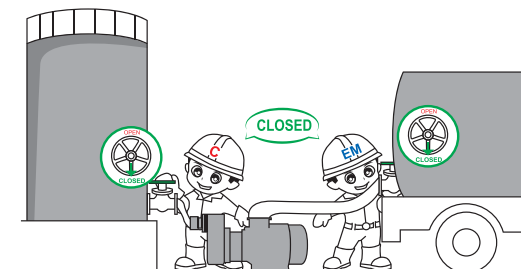
PPE including safety harness must be used for both drivers and customers

8



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

9



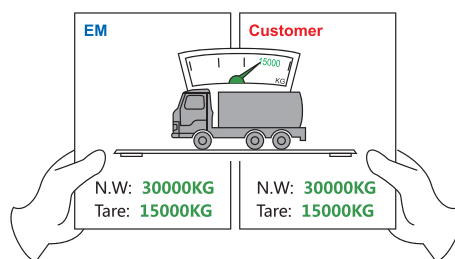
Making or breaking connections, co-operation between driver and operator is very important to avoid incidents

10



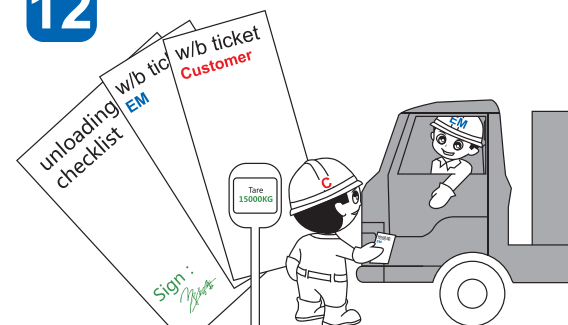
✓ Provide the drum/container to collect the remnant .Visual checking through foot valve (for non DG only)

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





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Klong Toey District, Bangkok,

10110, Thailand

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**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.