



SUPPLY CHAIN STANDARD OFFERING FLUIDS BUSINESS

EXXONMOBIL LUBRICANTS PRIVATE LIMITED – CHEMICAL DIVISION



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INTRODUCTION

At ExxonMobil, we are dedicated to providing 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 fees 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 related issues.

Working days and operating hours are shown as below.
All time mentions are at India local time.



India

☎ 008000504066

✉ chemcs.southasia.int@exxonmobil.com

📅 Monday – Friday

🕒 07:30 - 16:30

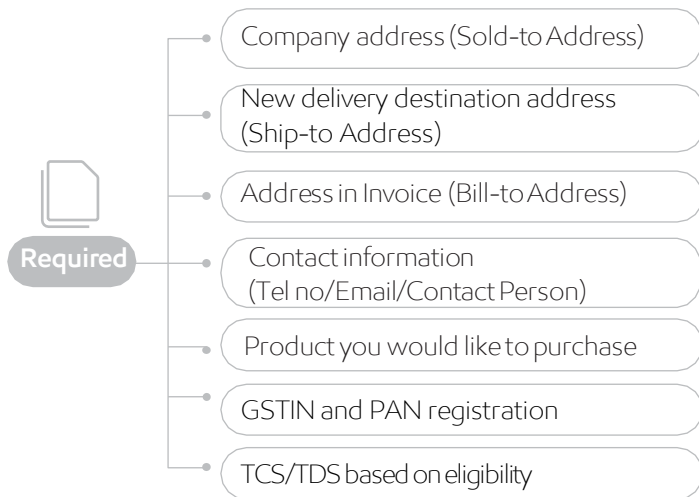


Ordering



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

There may be instances where it may take longer than what has been mentioned.



2 Order Process

Online

ENGLISH: <https://exxonmobilchemical.force.com/oneconnect/login>

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 you to check order lead time in Page 8 to ensure your expected arrival date could be met.

Manual

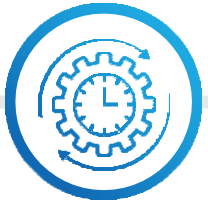
Alternatively, please send below information to our email address.



Onshore

- Purchase order
- Delivery address or Destination
- Product
- Quantity
- Required Delivery Date/loading date for self pick up

**Additional details may be requested as needed.*



3 Order Cutoff Time



1-2 WD

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.

Mode of Transport	Order Cut-Off date
Self-pick up	1 working day in advance by 15:00 India local time
Onshore truck delivery	2 working days in advance by 13:00 India local time



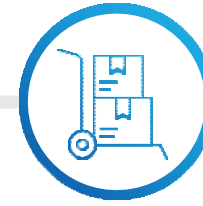
4 Order status

Order Commitment

Order confirmation will be automatically sent to you once your order is acknowledged.

Alternatively, Customer Service will send email to confirm your 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.



5 Mode of Transport

We provide **self-pick up** and **onshore truck delivery** as our modes of transport.



Self-pick up



Onshore truck delivery

Did you know ?

For prepayment customer, order will be processed upon received payment slip within cutoff time.



How will I be billed?

Invoice with e-Invoice details will be given to truck driver as hard copy on the loading date.

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 15:00 PM of the day before loading date. For loading during Saturday or public holiday, please inform Customer Service within 15:00 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?

Bank of America is our main service bank. The payment method that we offer is Wire Transfer or Online Transfer. For example, National Electronic Funds Transfer (NEFT), Real Time Gross Settlement (RTGS) etc.

Please make sure to 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 processing and booking your order.

Remark: For TDS customer, please ensure to deduct the TDS amount before making the payment.

Did you know ?

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

Order Self-Pick up

Terminal Working Hours

Country	Terminal	Operations	Working Day	Working Hours (IST)
India	Vopak India	Truck Loading	Mon-Sat (ex. Terminal Holiday)	09:00 – 18:00



Instruction for Customer Self-Pick up

1. Overload is not allowed
2. Driver must show up at terminal by 15:00 India local time for loading
3. Driver must carry all relevant documents as below for loading:
 1. ExxonMobil Pre-Shipment notification document
 2. Valid Driver's driving license
 3. Valid Chemical training certificate of driver
 4. Valid Calibration certificate of tanker
 5. Authorization letter for transporter representative.
 6. Tanker Registration Certificate
 7. Loading Indent Certificate
 8. Form no.11 issued by The Petroleum and Explosives Safety Organization (PESO).





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 Delivery	Vopak India	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 shows 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 – India

Plant	Product	Metric tons
Vopak	EXXSOL D80	21/28
	ESCAID 110	21/28

Apart from product mentioned above, if you would like to request delivery for other products, please contact Sales Representative.



Onshore Customer Self-Pickup

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 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">• Delivery Note• Terminal Gate pass (Weighbridge Ticket)• Certificate of Analysis (COA)• Tax Invoice

Can I expedite the delivery of my order?

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

Can I request a sample from ExxonMobil?

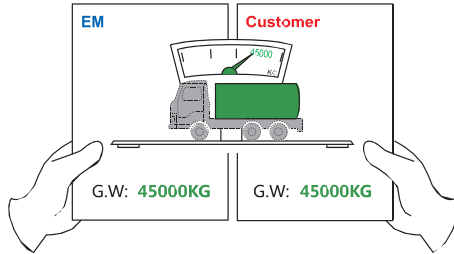
If you would like to request product sample, please contact our Sales Representative or alternatively please key in sample request in online platform (OneConnect).

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 (OneConnect).

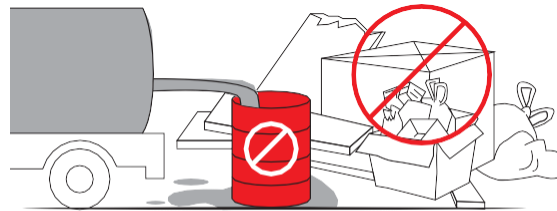
How do I unload a product?

1



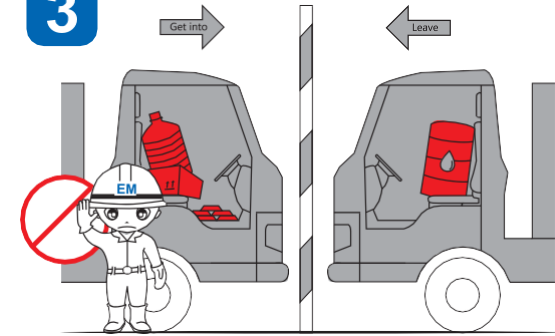
- ✓ Compare gross wt reading from the one ex-loading point. Weighbridge should be calibrated regularly and ensure it's within valid period

2



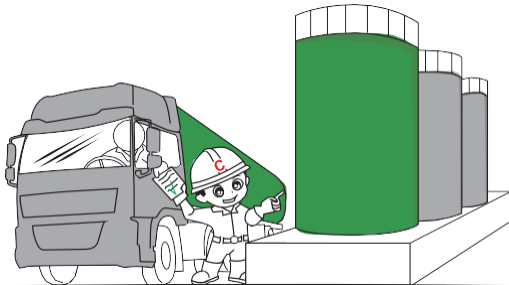
- ✓ Maintain good discharging environment. No drumming and discharging outside customer's premises

3



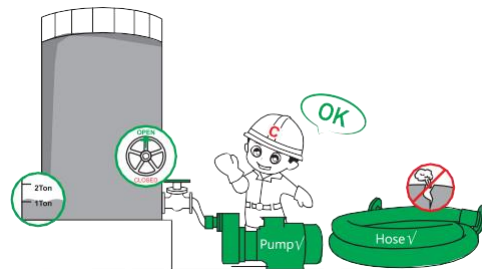
- ✓ No pail(s) with water, heavy metals. No cargo been taken out by driver

4



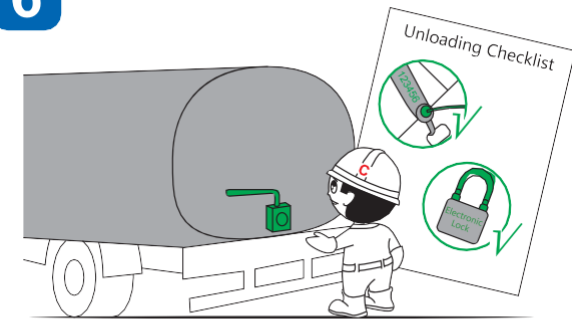
- ✓ Confirm right cargo come and arrange proper tank to receive

5



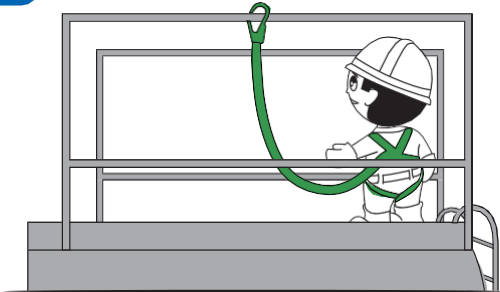
- ✓ Check tank valve status; Verify tank capacity and sign name on unloading checklist

6



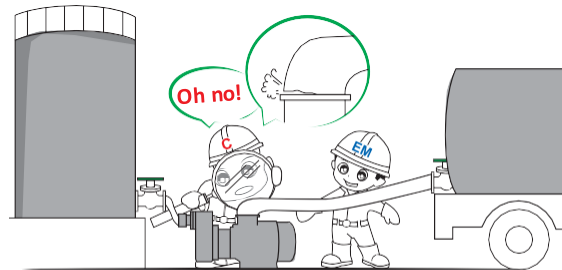
- ✓ Reconcile seals number, check Elock status, and follow unloading checklist to perform unloading operation

7



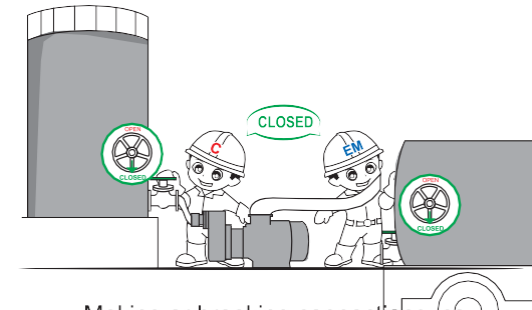
PPE including safety harness must be used for both drivers and customers

8



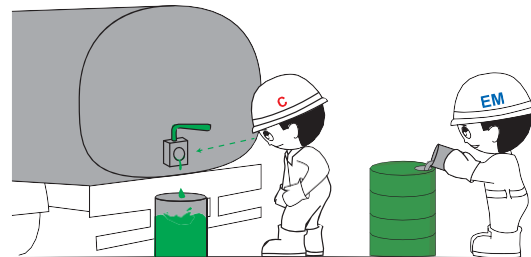
✓ Witness the entire unloading operations and report to ExxonMobil if any abnormal

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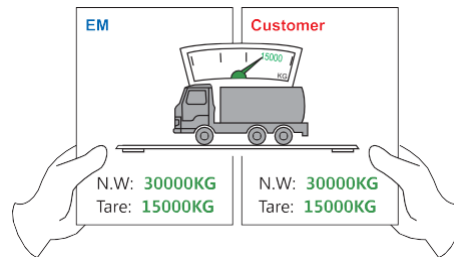
Making or breaking connections, co-operation between driver and operator is very important to avoid incidents

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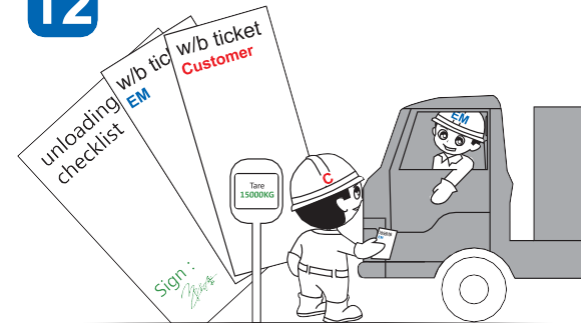
✓ Provide the drum/container to collect the remnant. Visual checking through foot valve (for non DG only)

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✓ Measure the tare weight / Net Weight and report to EM if beyond agreed threshold

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✓ Pass one copy of weighbridge ticket to driver and keep one. Sign off the unloading checklist with the actual receiving quantity



ExxonMobil

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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. Informations for example, but not limited to, lead time, order cutoff time, **warehouse** operating hours, standard documents and etc. can be vary depends on specific situation.

CORPORATE SEPARATENESS NOTICE:

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