



# **P&G Chemicals**

## **Logistics and Customer Service Standards**

**(Shipments originating from the United States)**

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P&G Chemicals is committed to providing quality customer service to our valued customers.

P&G Chemicals created these standards to present an overview of the way we do business. Our goal is to provide you with useful information about order placement, logistics and payment procedures.

## Sample Requests

All sample requests must be submitted through the P&G Chemicals' website [www.pgchemicals.com](http://www.pgchemicals.com). We will review and process your request as soon as possible.

## Order Placement

### P&G Chemicals Customer Online - Web-Based Application

Customer Online is P&G's Global Standard Tool for online order acquisition to drive a better customer experience whilst doing business with us. It offers key features targeted at simplification for our customers. Customer Online allows secure access 24/7 to users and ensures higher efficiency of the order submission/acquisition transaction. Some of the benefits to you are as follows:

- Completely secure web-based system with 24/7 access and >99% system reliability
- No ongoing operation cost to Registered Customers
- Customer Online orders reduce opportunity for errors from wrong keystrokes, lost orders, misunderstood customer requests
- Customer Online orders received instantaneously into the SAP system enabling faster order confirmation and seamless back-up coverage
- Receipt of all Customer Online orders automatically acknowledged back to the customer
- Minimal investment of time for initial set up – no more than 5-10 minutes for training

Features and functionalities include:

- "My Favorites" list and Quick Reordering functionality
- Capability to enter your order in the following UOMs (Metric Tonne, Pounds or Kilograms)
- Full Truck & Multiple order placement with just one click
- Full order history with Online Order Status
- Easy to search product catalog, attributes & download of product documentation (SDS, Technical Data Sheets, Product Specifications)
- Invoice PDF download
- Abandon Cart email alert
- New features are being developed and released ongoing

## Order Changes and Cancellations

All order cancellations should be communicated to the Customer Service Logistics Analyst via an email three business days (72 hours) prior to shipment date/pick-up time. In general, once a special made-to-order material has been produced, it can no longer be cancelled.

Returns/Refusal that occur in-transit or at destination: **See Returns/Refusals section.**

Order changes require additional effort and securing transportation may not be possible. Therefore, we ask that changes be kept to a minimum and requested as soon as feasible, but no later than 5 business days prior to the scheduled ship date.

Order changes 72 hours of shipping and/or en-route when a delivery change or order cancellation is requested, **may incur additional transportation costs, and can impact the ability to deliver future shipments.**

Any costs associated with a late cancellation or late order change inside of the 72-hour policy will be the responsibility of the customer and may be billed directly by the carrier.

## Order Acknowledgement

You will receive an acknowledgement within 24 business hours of receipt and entry of your order request.

## Order Confirmation

You will receive an order confirmation ten calendar days prior to the ship date.

Please contact your Customer Service Logistics Analyst if you do not receive an order acknowledgement or order confirmation.

## Lead Times

Leadtime is measured by the number of business days from time the order is placed to when it ships from a P&G Chemicals terminal or plant. The day the order is placed or changed is considered day zero, provided the order or any changes are placed by 3:30 PM EST on a normal business day. Lead times vary based on product, transportation mode and destination. As such, please contact your P&G Chemicals Sales representative or Customer Service Logistics Analyst to determine the appropriate lead time to place your order.

## Minimum Order Quantity

**Bulk Truck customers** must order a minimum of 9.989 Metric Tonne (22,015 pounds) on CPU loads and 18.144 Metric Tonne (40,000 pounds) on truck loads delivered by P&G Chemicals.

## Customer Shipping Requirements Database

P&G Chemicals maintains a database of all customer requirements. In order to ensure that our carriers provide the proper equipment, please make sure your requirements and specifications are on file and up-to-date. Contact your Sales representative or Customer Service Logistics Analyst for support or more information.

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# P&G Chemicals Truck Equipment

## National Formulary Grade & Chemical Truck Standards

The following items are standard for national formulary and chemical shipments.

- 6,500 to 6,800 gallon capacity
- Steam capable
- Rear off-load
- Center off-load (by exception, if available) upon request
- Carbon steel pumps\*
- Air compressor\*
- Air off-load capable\*

\*Must be in Customer Shipping Requirements database to ensure the carrier provides the necessary equipment.

If Kosher Wash under Rabbinical Supervision is required, it must be in our Customer Shipping Requirements database. Per P&G Chemicals Standards, no ship site may waive or change the documented Customer Shipping Requirements on contracted lanes without permission from P&G Chemicals.

## Standard Food Grade Glycerin Trucks

P&G Chemicals has established the highest standard for the handling of food grade shipments. All vessels are Kosher washed using food grade standards, meeting or exceeding quality control standards of global food and pharmaceutical companies. Our glycerin is transported strictly via a food grade carrier.

For Food Grade loads, these are the standard items we can offer:

- Trailers able to accommodate up to 22 Metric Ton (48,500 pound) deliveries
- Rear off-load
- Center off-load (by exception if available) upon request
- Stainless steel pump
- Christmas Tree (Chicago Fitting)
- Air off-load capable

## Dropped Trailers

Dropped trailers are an exception and need to be arranged in advance. The normal expectation is to offload within two hours of delivery. If a customer requests a trailer drop at their site, the carrier will invoice the customer directly for additional expenses incurred. Customer Service Logistics Analyst will request a billing contact to allow the carrier to submit their invoice.

## Railcar Equipment Information

Our newer railcars are all top-unload and bottom-unload equipped. If you must have a top-unload capable railcar, please be sure to indicate this requirement in your Customer Shipping Requirements. Railcars are lined or unlined based on the product characteristics and our shipping standards. P&G Chemicals does not provide lined cars for products which do not require linings based on our shipping standard.

### *Standard Railcar Capacity per product family*

<b>Product</b>	<b>Full Railcar in LBS</b>	<b>Full Railcar in TNE</b>
Glycerin	185,188	84.0
Esters (CE)	162,481	73.7
Fatty Acids	162,481	73.7
Alcohols C6 – C10 (Light Cut)	154,985	70.3
Alcohols C12 – C14 (Mid Cut)	154,985	70.3
Alcohols C16 – C18 (Heavy Cuts)	145,946	66.2
Side streams	154,985	70.3

*All major points of entry and discharge must be sealed before releasing the railcar back to the shipper (empty or full) with seal numbers documented on BOL/return documentation.*

## Delivery Guidelines

*P&G Chemicals strives to consistently achieve on-time delivery results driven from customer requirement.*

### *Timing*

Consistent with industry standards, we expect our **truck shipments** to arrive at destination within the agreed delivery window. P&G Chemicals collaborates closely with our carriers and have demonstrated 90% on-time capability within +/-30 minutes for many of our lanes.

Our experience indicates that customers in large metropolitan areas (New York City, Chicago, Los Angeles, Detroit) can improve on-time deliveries by requesting off-hour deliveries (8:00 PM-6:00 AM). Allowing flexibility to deliver within a time range of the requested hour will help in securing carriers in times of constrained trucking environment.

**Rail shipments** constructively placed +/- 4 days from requested delivery are considered an on-time delivery, provided your site is switched daily including weekends and holidays.

## Temperature Management

P&G Chemicals delivers product in accordance with the delivery temperature ranges specified in our Storage and Handling Standards. **Requests for deliveries OUTSIDE the P&G Chemicals specified temperature range can be accepted with a signed Waiver & Release of Liability form on file.** Customer requested delivery temperature should be a 10-degree F range, as we are not able to guarantee deliveries at a specific temperature. It is recommended that customers who receive temperature sensitive materials have a thermal gun available at their site. If a truck arrives with a temperature lower than the temperature range stated on the Customer Shipping Requirement, then the truck can be sent away to steam to the temperature instructed on per their requirements.

## Heel Management

The customer is expected to completely unload all material. If a heel remains, the customer can steam the material, either away or on-site, at their cost, or can pay for disposal. The carrier may bill the customer directly. Order Management will request a billing contact to allow the carrier to submit their invoice.

## Demurrage

### *Truck*

Customers have two hours to unload a truck. After this two-hour window, the **customer is responsible for all demurrage charges** and may be billed directly by the carrier or by Procter and Gamble Chemicals.

### *Railcar*

Railcars must be reverse routed by the 10th day after constructively placed or requested delivery date, whichever is greater. Railcars held over 10 days will incur a cost of \$150 per day. Charges will end when the railcar is released to the railroad for return to Procter & Gamble's terminal.

## Customer Pick-up (CPU) Truck

**Truck & Equipment Requirements:** It is the responsibility of the customer to ensure that their trailer meets their required quality standards. P&G Chemicals is not responsible for inspecting or testing the customer's equipment, including but not limited to trailers or hoses, prior cargo, cleanliness (clean/dry/odor-free), presence of seals, or wash status. We will adhere to all existing and applicable state and federal transportation regulations. Customer takes ownership of material at time of loading.

P&G Chemicals reserves the right to reject Customer-managed vessels (CPUs) for failure to meet required DOT (or equivalent), safety standards or for general uncleanliness of the vessel.

**Shipment Origin:** P&G will designate the loading location based on specific lead-time availability. Every effort will be made to provide a preferred shipping location.

**Scheduling an appointment date and time:** It is the customer's responsibility to contact the P&G shipping location and arrange the loading appointment. The emailed order confirmation includes the Ship-From address and telephone number and is sent to the customer contact on file. Additionally, the order pickup information is also available for users of the Customer Online order application tool. Typically, carriers make this arrangement. To schedule a loading appointment, the carrier's name, consignee's name, P&G shipment number, and the requested date and time for loading must be provided to the designated shipping location. The carrier must arrive within 30 minutes of the assigned arrival time.

**Off Schedule Arrivals or Failure to Pick Up:** If the carrier arrives late (beyond the 30-minute arrival time window), they may be asked to reschedule. Any loading detention will be the responsibility of the customer.

**Dock Loading Time:** Normal loading is estimated to be completed in two hours.

**P&G Plants & Terminal Scales:** Where available, P&G Plant or terminal scales will be used to provide weigh tare and gross weight. Customers are responsible for ensuring the carrier arrives with the correct calibration chart. Terminal charges for topping off or off-loading trailers and any applicable overtime will be the responsibility of the customer. P&G does not offer facilities to measure axle weight.

**Security:** All aspects of normal plant or terminal security will apply.

**Driver Activity:** Carrier drivers must follow shipping location instructions. Use of tobacco products is not permitted on P&G Plant or terminal property, except in designated areas.

**Damage & Count Discrepancies:** The customer takes title of the product at the point of loading and assumes all responsibility for any in-transit product damage including product contamination. In the case of a dispute, the retain sample at the point of shipment (prior to loading in the trailer) stored at the shipping facility will govern.

**Temperature Management:** P&G release temperature is determined by the temperature of the storage tank on the day of loading. Temperature Management in transit is considered to be standard transportation costs which are assumed by the CPU customer. This includes steaming cost, any out of route miles, and driver delay time at the steaming facility.



## Returns/Refusals

All refusals and returns must be authorized by your P&G Chemicals Customer Service Logistics Analyst. You will be given an official return authorization number to notate on all documentation accompanying the return

shipment. Costs associated with an unauthorized return or refusal will be the responsibility of the customer. Returns/Refusals that occur in-transit or at destination, for reasons that are not caused by P&G or their contracted carriers, will incur a restocking fee.

**Refusals** can occur anytime within 72 hours of receipt of product in the U.S. and only at the time of delivery in Canada, Mexico, and Latin America. **In all cases product must remain in its original vessel with no portion of the order unloaded and seals must be intact. If the seals have been broken, alignment with P&G Chemicals must occur prior to refusal.**

*All major points of entry and discharge must be sealed before releasing equipment back to the shipper with seal numbers documented on BOL/return documentation.*

### Authorized Reasons for Returns/Refusals

#### 1. *Quality Issue*

Examples include contaminated material; material does not meet agreed customer specification, defective packaging, etc.

**Customer must provide sample/pictures to be tested by P&G Chemicals.** Based on the results of the test, the return will be validated or denied within **72 hours** of receipt of the sample.

P&G Chemicals recommends our customers confirm product acceptance prior to unloading, as material in the possession of customer (either via CPU or transfers of material into their tanks) may not be subject to return.

#### 2. *Shipping Errors*

Special steps should be taken when a customer is confronted with "wrong product" at the point of delivery. In this situation, the product should be refused and returned to P&G Chemicals. Customers should hold any unordered goods safe from harm and should comply with P&G Chemicals' instructions as to the disposition of the material.

When the wrong product is shipped due to a customer error (e.g., shipped as ordered), then the customer can return the material, but the customer is responsible for all associated freight, handling, and re-stocking costs.

#### 3. *Shortages/Overages (outside of 5% normal tolerance)*

When P&G Chemicals shipping error causes a shortage or overage, the customer is authorized to refuse/return either the full shipment or part of the shipment.

When the wrong quantity is shipped due to a customer error (e.g., shipped as ordered), the customer can return the material only if approved by P&G Chemicals. The customer may be responsible for all associated freight, handling, and re-stocking costs.

#### Unauthorized/Invalid Reasons for Returns/Refusal:

1. *Off-Quality Material in Customer's Possession*  
Once the customer takes possession of the material (either via CPU or transfers material into their tank), P&G Chemicals is not liable for damage caused by the customer or unknown causes. P&G Chemicals will not accept return of material once product has been completely or partially unloaded.
2. *Brands Discontinued (or De-listed) by a customer*
3. *Material in Customer's Possession at time of Division, Closing or Acquisition*
4. *Customer Over-Stock (tank full)*

## Payment Terms and Service Guidelines

#### *Volume and Billing*

P&G Chemicals will load within 3% of Bill of Lading quantity.

According to Terms of Sale, the customer agrees to pay based on the P&G Chemicals weight ticket as reported on the Bill of Lading. Invoices are billed in US dollars and priced per Metric Tonne.

P&G Chemicals certifies the accuracy of its scales; the scales are calibrated annually (at a minimum). Weight discrepancies should be reported to your Customer Service Logistics Analyst or Account Executive. Exceptions will not be approved if the received weight is within .05 of 1% (5 lbs. per 1000) of the invoiced weight.

**Example:** Based on a 45,000 lb. trailer, the acceptable variance is +/- 225 lbs.

#### *Volume Discrepancy and Deductions*

P&G Chemicals will investigate all claims related to discrepancies but must be provided proper support in order to investigate. For example, in the event of a shortage, damage, etc., we require all customers to provide us with a copy of the claim and a copy of the POD noting the claimed shortages or damages. Scale ticket is needed as proof of volume discrepancy. We will investigate the validity of the claim and issue credit if we find it is due to the customer.

Deductions which are received without support are outside our standard procedures. The deduction will be escalated and could potentially result in shipment hold if the proper support or repayment is not received from the customer.

#### *Payment Terms*

P&G Chemicals standard payment terms are net cash 30 days from date of invoice to postmark of check. Terms begin with the invoice date, which is the date of shipment and end with the postmark of your check. Payment performance is measured on a dollar weighted basis with the expectation that the monthly performance equals 30 days. Payments should be sent to:

Procter & Gamble  
Distributing LLC 24367  
Network Place  
Chicago, IL 60673-1243

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### Wire Transfers

For international remittances, please include the customer's name, customer account number and all invoice numbers associated with the payment. All payments must be in US dollars. Payments should be sent to:

FINANCIAL INSTITUTION INFORMATION	
NAME:	JPMorgan Chase
ADDRESS:	One Chase Plaza, Chicago, IL 60670
NINE DIGIT ROUTING TRANSIT NUMBER:	071000013
DEPOSITOR ACCOUNT TITLE:	Procter & Gamble
ACCOUNT NUMBER:	5301858
TYPE OF ACCOUNT:	Checking
SWIFT NUMBER:	CHASUS33
DUNS NUMBER:	0019022120000

COMPANY INFORMATION	
NAME:	Procter & Gamble Distributing Company
ADDRESS:	2 Procter & Gamble Plaza, Cincinnati, OH 45202
CONTACT EMAIL:	ardeductionsup.im@pg.com
ELECTRONIC PAYMENT INQUIRIES EMAIL:	ardeductionsup.im@pg.com

P&G Chemicals Customer Service Contact Information			
Customer Service	<a href="mailto:Nachemorder.im@pg.com">Nachemorder.im@pg.com</a>	Hours	8AM-5PM EST

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