



# Logistics & Customer Service Standards

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Procter & Gamble Chemicals (PGC) is committed to providing quality customer service to our valued customers. We created this brochure 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.

## Key Contacts

### Customer Service Operations Team

- Queries on Shipment arrangement and documentations post PO confirmed and received

Email address
asiachemcs.im@pg.com

\* This is a common email address for all Customer Operations Managers

### Sales

- Queries on product, price, quality and purchase- please contact your Sales Representative

Name as Sept'20	Email address
Chaube, Anay	chaube.a@pg.com
Wong ChenHui	wong.c.12@pg.com
Ng, Petrina	ng.p@pg.com
Liu Chang	liu.c.20@pg.com
Ng Cheryl	cheryl.n@pg.com
Vu Tran	tran.vh@pg.com

## Customer Operations

**P&G Customer Service Operating hours:** Vary from contact to contact. We aim to always have a member of the team available between 09:00 – 1800 (SG time) Monday to Friday, except on Singapore Public Holidays.

## Documents

P&G Chemicals is pleased to have a website [www.pgchemicals.com](http://www.pgchemicals.com) that offers 24/7 access to documents such as Material Safety Data Sheets.

If a document is not found on the website, please contact your Sales Representative or submit a request through the website at <https://www.pgchemicals.com/request>

## Sample Requests

All sample requests must be submitted through the website [www.pgchemicals.com/request](http://www.pgchemicals.com/request).

We will review and process your request and ship the sample as soon as possible.

## Order Placement

Please submit all orders via email to your Sales Representative, copying the Customer Service Operations team at [asiachemcs.im@pg.com](mailto:asiachemcs.im@pg.com). Customers should always provide the following information in PO when placing an order;

1. Purchase Order Number
2. Consignee Name and address [Same as \*Customer Fact Sheet]
3. Product Name
4. Quantity
5. Requested Delivery Date
6. Price
7. Port Of Destination
8. Packaging Type
9. Incoterm
10. Payment Term

**Customer Fact Sheet-** This is an important document that captures all your documentation needs along with any special requests that we may have mutually aligned. You should have received this from your Sales Representative before order placement. We need this document filled by the customer before we process any shipment.

## Order Changes

Any changes to agreed sailing schedule must be communicated in writing to the Customer Service Operations Team ([asiachemcs.im@pg.com](mailto:asiachemcs.im@pg.com)) no less than 3 weeks prior to the confirmed ETS, subject to internal approval. Any additional costs incurred will be charged to the customer.

## Order Acknowledgement

Your Sales representative will provide you the Sale Confirmation Letter as confirmation to your Purchase Order.

P&G Chemicals will acknowledge receipt of orders v via an order acknowledgement email will be sent from [iport-noreply@pg.com](mailto:iport-noreply@pg.com) viz. a PGC automated system (2-4W days after PO confirmation)

## Shipment Confirmation

A shipment confirmation will be sent from [iport-noreply@pg.com](mailto:iport-noreply@pg.com) as soon as we are able to confirm loading and shipment dates with our loading site and carriers. The timing of the same will depend on payment terms and RETA dates we have agreed on

## Standard Order Lead Time

Payment Term	Lead Time
Open Term	<p>3 weeks from receipt of new order to sailing date</p> <p>For example</p> <p>Order is placed on 21<sup>st</sup> Jan 2020</p> <p>We will ship after 3 weeks viz after 14 Feb 2020</p>
Letter of Credit/ Cash-in-Advance	<p>Upon receipt of Final LC confirmed/payment sighted in P&amp;G Bank , 3 weeks to sailing date</p> <p>For example</p> <p>Order is placed on 21<sup>st</sup> Jan 2020</p> <p>LC is only finalised on 7 Feb 2020</p> <p>Order will ship after 28 Feb 2020</p>

The delivery date for your order will depend upon the transit time required from our loading location to your requested delivery destination. See also section 'Delivery guidelines' for further details on this. Whilst we will make every effort to accommodate any urgent order, we ask that you send the order in good time so that we can adhere to the lead-times given by our suppliers and carriers.

If we are unable to meet the requested delivery date before or after an order has been confirmed, we will keep you informed of the progress of the order.

## Expedited Orders

An expedited order is defined as any order that is placed or changed with less than PGC's standard lead time of 3 weeks. Exceptionally, P&G Chemicals may accept expedited orders on a "reasonable effort" basis. Due to short lead time PGC will assume no liability for potential delivery issues.

## Minimum Order Quantity

Product	Product Family	Density (g/cm3)	Isotank	Flexibag	Container	
			iPort Loading (MT)	iPort Loading (MT)	20ft	40ft
AE1	ETHOXYLATES BRAND	0.9	20	NA	NA	NA
AE3	ETHOXYLATES BRAND	0.9	21.4	NA	NA	NA
AE7	ETHOXYLATES BRAND	0.9	20	NA	NA	NA
CE-1214	#N/A	0.9	20	NA	NA	NA
CE-1618	#N/A	0.9	20	20	NA	NA
CE-1875	ESTERS HEAVY CUT BRAND	0.9	20	20	NA	NA
CE810	ESTERS LIGHT CUT BRAND	0.9	20	20	NA	NA
CO1214	ALCOHOLS MID-CUT BRAND	0.8	20	NA	NA	NA
CO1270	ALCOHOLS MID-CUT BRAND	0.8	20	NA	NA	NA
CO1698 (liquid)	ALCOHOLS CETYL BRAND	0.8	20	NA	NA	NA
CO1899 (liquid)	ALCOHOLS CETYL BRAND	0.8	18.5	NA	NA	NA
CO1698 (25kg)	ALCOHOLS CETYL BRAND	0.8	NA	NA	12	24
CO1899 (25kg)	ALCOHOLS STEARYL BRAND	0.8	NA	NA	12	24
CO1698 (500kg)	ALCOHOLS STEARYL BRAND	0.8	NA	NA	10	20
CO1899 (500kg)	ALCOHOLS STEARYL BRAND	0.8	NA	NA	10	20
Fatty Alcohol Bottom		Not available	NA	NA	NA	NA
Glycerin (liquid)	GLYCERINE	1.25	24	24	NA	NA
Glycerin (1.25MT/IBC)	GLYCERINE	1.25	NA	NA	22.5	40
Glycerin (850kg/IBC)	GLYCERINE	1.25	NA	NA	8.5	40
Glycerine (250kg/drum)	GLYCERINE	1.25	NA	NA	20	40
TA1618 (liquid)	ALCOHOLS HEAVY CUT BRAND	0.8	NA	NA	NA	NA
TA1618 (25kg)	ALCOHOLS HEAVY CUT BRAND	0.8	NA	NA	12	24
TA1618 (500kg)	ALCOHOLS HEAVY CUT BRAND	0.8	NA	NA	10	20

\*Above Isotank tank loading QTY are base on arrangement by P&G for DAP term.

\* LCL options could be worked in exceptional basis.

## Loaded Weight Tolerance

PGC may deliver within a weight tolerance of +/- 5% of ordered quantity. Invoice will be based on the actual weight of product loaded as recorded in our weight bridge ticket.

## Customer Shipping Requirements

PGC maintains a database of all customer shipping requirements. PGC works with the customer prior to start of service to create the initial requirement documents. In the event of any changes to the documents below, customer to inform [asiachemcs.im@pg.com](mailto:asiachemcs.im@pg.com) for prompt update in our system.

### 1. Customer Fact Sheet

This document should be share prior to New Customer Setup/ PO receive from New Customer [See attached sample]



Customer Factsheet  
2020.xlsx

**Note: Consignee Name and Address in Customer Fact Sheet should be same as Consignee Name and Address in Bill Of Loading**

### 2. Health Cert Application Letter – Valid for 6 months in which meant for Food Grade customers. [See attached sample]



Health Cert  
Application Letter.doc

## P&G Chemicals Equipment

- PGC provides equipment for all delivered lanes that meet the customer's requirements as defined in the customer shipping requirements including all equipment required to discharge the equipment and as necessary to meet your safety requirements.
- PGC's carriers provide vehicles which are safe, road-worthy, well presented, clean externally & internally, and supplied with all the necessary equipment to meet both the loading site and customer delivery requirements.
- Equipment provided meets all applicable regulations such as IMDG as applicable to the mode of transport undertaken and the specific product carried.
- All equipments delivered from PGC will be sealed with the seal numbers noted. If seal found broken/ tampered at port of arrival, please notify the Customer Operations team immediately and do not unload the vehicle.

- Equipments used are general-purpose equipments. Any requirement for a Food-Grade equipment should be shared by the customer with the Customer Operations team at point of ordering.
- All ISO containers have a built-in walkway at the TOP of the framework with a permanent fixed ladder at the back of the ISO directly below and on the same side as the walkway.

## Delivery Guidelines

### Timing

Consistent with industry standards, shipments are considered on time if:

- a) Sea: Actual sailing is +/- 5 days vs estimated sailing date in booking confirmation
- b) Truck: Delivered per request delivery date

### Delivery Lead Times

Please contact either your Customer Service Operations Owner for end to end lead times (=order lead time to loading date plus transit time from loading date to receipt of material at customer). Any order requested with a shorter overall lead time than this will be considered a non-standard order; in keeping with section 'expedited orders', PGC will assume no liability for potential delivery issues (i.e. late delivery, equipment issues, etc.)

## Demurrage and Claims

PGC will investigate all claims related to discrepancies, but must be provided with proper support [Example D&D and Claim Invoice from Carrier/Equipment] in order to investigate. In the case of a volume discrepancy, P&G's weighbridge ticket will be final.

## Customer Pick-Up Pre-requirements for Ex-works, FOB/FCA Inco terms

Some of our facilities are first come, first serve; others require shipment appointments as outlined:

1. For Sea shipments:
  - a. Customer to share appointed agent name and contact at point of ordering.
  - b. Customer to ensure their appointed agent [Carrier/Equipment provider] are aware of Port of destination and Requested Date of Arrival whom act on behalf in vessel booking.
  - c. Customer's appointed agent to provide vessel booking confirmation 3 workdays upon confirmation of schedule by PGC Customer Service Team or PGC appointed Freight Forwarder



2. Truck:

- a. Customer's appointed agent to provide truck details 1 workday Plant/Freight Forwarder prior to collection.
- b. Customer to check on cargo readiness with CSO at least 3- 5 workdays before collection.

For shipments in bulk like isotank and flexibag where the iso or flexi provided by the customer, we will require you to sign our standard Customer Pick Up form (CPU)



P&G Chemical  
Customer Pickup [CPI]

## Returns/Refusals of Shipped Products

All refusals must be notified immediately to the Customer Operations Team and Sales in addition to the carrier's operative

### Authorized Reasons for Returns/Refusals

#### 1. Quality and equipment issues

Examples include: contaminated material, material does not meet agreed customer specification, equipment does not meet agreed unloading specification and substantially hinders or makes impossible safe unloading on site. If requested by PGC, please provide pictures of the equipment and/or the material to enable our investigation.

#### 2. Shipping Errors

If the "wrong product" is delivered to you, please notify PGC immediately via the Customer Operations Team and Sales whom will advise on the next course of action. In the meantime, customers should hold any unordered or incorrect goods safe from harm and should comply with P&G Chemical's instructions for onward handling. The customer may be responsible for all associated costs for the order if a customer error is responsible for the situation.

### 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

## Payment Terms and Service Guidelines

### Volume and Billing

P&G Chemicals may deliver against Buyer's order in excess or deficiency up to 5% of weight or volume ordered. P&G shall use all reasonable endeavours to ensure all deliveries are within the said 5% range.

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

### Payment Terms

Payment terms will follow the Sales Confirmation Letter unless mutually agreed and documented otherwise begin with the invoice date, which is the date of shipment and end in accordance to the credit term outlined

Customers shall pay for the product in accordance with terms set out on the invoice.

However, PGC reserves the right to vary the due date for payment,

### Bank details

Beneficiary Name	PROCTER & GAMBLE INTERNATIONAL OPERATIONS SA SINGAPORE BRANCH
Bank Name	CITIBANK NA
Bank Address	8 MARINA VIEW 21-00 ASIA SQUARE TOWER 1
Account No/IBAN code	0816269016
SWIFT Code	CITISGSG
Your Contact Person	
Name :	
E-mail Address :	
Telephone no. :	
Fax no. :	