

Customer Lounge Today's Pricing

+ Quick Reference Guide



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Welcome to Today's Pricing

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- ✦ Today's Pricing is a new feature of the Customer Lounge* designed to enhance the speed, accuracy and efficiency of your online ordering process with Shell Chemicals.
- ✦ Today's Pricing allows you to see your product prices online and to 'lock in' the price and confirm delivery dates instantly while placing your orders. It means you don't have to contact your Shell customer representative every time you want to place an order.
- ✦ Before you start using the new functionality please take time to read the [Today's Pricing Business Rules \(page 13\)](#).

[*Customer Lounge is a Shell Trademark]

About the new functionality

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- ✚ Today's Pricing allows you to:
 - **View current product prices** - Today's Pricing gives you access to your tailored product catalogue along with prices and any surcharges or discounts applicable to your account
 - **Place orders with the current price locked in** - the price in your product catalogue at the time an order is placed is the price you will be invoiced for that quantity
 - **Receive immediate notification of product availability and delivery date** - your order details are instantly checked by our system to confirm whether we can meet your requirements
 - **View or cancel orders online** - view all your current orders and cancel orders within the cancellation window
 - **Continue to enjoy the security and convenience of other Customer Lounge features** - including access to your order history, order-related documents and product and technical information

Placing orders with Today's Pricing

- + Login to the Customer Lounge as normal and go to the **My Account** tab - you will see a new **Products and pricing** portlet on the top left of the screen.
- + Click on **Today's Pricing** to bring up a list of the products you regularly buy and their current price. Changes to product prices are automatically updated by our system so you will always see the current price.
- + **Tip:** You can also access **Today's Pricing** directly from the **Quick Links** portlet on the **Home** tab.

[Prices shown are notional and for the purpose of demonstration only]

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Shell Chemicals Customer Lounge

Home My account

Products and pricing

Click here to review your current prices
Click here to view the current prices for your products

- [Today's pricing](#)
- [View/cancel orders](#)

Quick links

Click here to Service US, and Canada.

- [Today's pricing](#)
- [My current orders](#)

Communications

Users at my company
your company(s) who are registered in the Customer Lounge system, and take the responsibility for orders that only those individuals can place.

Product and price catalog - Microsoft Internet Explorer provided by GE-D

Step 1 of 4: Select products

business rules

Customer *
[Stapan Deutschland GmbH - Wesseling]

Deliver to
ABC Chemical Company

Select	Product list	Base price per UoM
<input type="checkbox"/>	Shell Product 1	1000.00 EUR / 1 TO
<input checked="" type="checkbox"/>	Shell Product 2	1000.00 EUR / 1 TO
<input type="checkbox"/>	Shell Product 3	400.00 EUR / 1000 KG
<input type="checkbox"/>	Shell Product 4	450.00 EUR / 1000 KG

View products 1 - 4 of 4

*All fields should be filled before creating an order.

Click "Clear selection" to clear the selections.
Click "Cancel" to cancel this process.
Click "Next" to continue.

Done

Ordering process (1)

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Ordering using Today's Pricing is a simple 4-step process:

+ Step 1 - Select product

Select your customer name and delivery location from the drop down menus and check the box(es) next to the product(s) that you wish to buy – then click **Next**.

+ Step 2 - Order details

Select the Delivery terms and Mode of Transport and enter your PO number.

Enter the quantity required and the preferred arrival date within the delivery window. The delivery window is highlighted by the bold dates within the pop-up calendar and may vary from product to product. Click **Next**.

Tip: If we cannot meet your requested delivery date the system may suggest a suitable alternative date within the delivery window

Select	Product list
<input type="checkbox"/>	Shell Product 1
<input checked="" type="checkbox"/>	Shell Product 2
<input type="checkbox"/>	Shell Product 3
<input type="checkbox"/>	Shell Product 4

*** All fields should be filled before creating**

Click "Clear selection" to clear the selections.
Click "Cancel" to cancel this process.
Click "Next" to continue.

Arrival date * (DD-Mon-YYYY)	Copy/Remove
<input type="text"/>	

< June > < 2009 >						
S	M	T	W	T	F	S
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11
Today						

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Ordering process (2)

+ Step 3 - Finalise order

Our system checks your order and if everything is OK provides a summary screen with the details and estimated invoice total – including any discounts or surcharges that may apply to your account.

The system will also notify you if there are any additional charges due to a non-standard order being placed (ie a rush order or a less than full truck load order) as set out in our [Service and Delivery Standards](#).

If there are no issues with the order and you are happy with the order details check both the **Accept** and **Accept exclusive terms of this order** boxes - then click **Place order**.

Tip: You can place multiple orders for the same product and volume for different arrival dates within the delivery window by using the **Copy item** link on the Order details screen.

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Step 3 of 4: Finalize order

Business rules

Customer	Deliver to
ABC Chemical Company	ABC Chemical Company
Atlanta	Atlanta
Georgia	Georgia

Delivery terms	Mode of transport	Customer PO number *
CPT	Road Tank Truck	PO1234

Accept	Products	Quantity	Unit	Req. arrival date	Est. arrival date	Freight	
<input checked="" type="checkbox"/>	Shell Product 2	22	TO	19-May-2009	19-May-2009	INCL	Es

Prices do not include VAT, sales or other taxes owed on invoiced quantities.

* All fields should be filled before creating an order.

[Accept the exclusive terms of this order](#)

Click "Modify" to return to order details.

Click "Cancel" to cancel this process.

Click "Place order" to create order.

Quantity	Unit	Req. arrival date	Est. arrival date	Freight	
22	TO	19-May-2009	19-May-2009	INCL	Es

er taxes owed on invoiced quantities.

creating an order.

[I accept the exclusive terms of this order](#)

Ordering process (3)

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+ Step 4 - Order notification

When you **Place** your order, you will receive both an onscreen and e-mail acknowledgement.

Once the order is processed in our system an order confirmation will automatically be sent to you by e-mail.

Step 4 of 4: Order acknowledgement

Business rules

Your order has been submitted! Customer PO number: P01234

Thank you for your order. This is an acknowledgement that you have submitted your order to company Customer Centre. Please note that this only an acknowledgement of receipt. Acceptance dependent on approval by the appropriate Shell Chemical Company and will be confirmed if received via a separate notification.

Your Shell Chemicals company Customer Service Centre will review your order during normal hours. If you have any problems or questions related to this order, please contact your Customer Service Centre via the Contact us link above.

You will also receive an e-mail that provides you with a copy of your product order request.

Please note down the web order number for your records.

[Place new order](#)

[Terms and Conditions](#) | [Privacy Policy](#) | [Glossary & Trademarks](#)
©2009, Shell Chemicals Limited. "Shell Chemicals" refers to the various Shell Companies engaged in the chemical business.

Resolving order queries

✚ If there are issues with your order - such as we are not able to meet your volume requirements or arrival date, or some order details have not been entered correctly - these issues will be flagged by a red asterisk(s) and error message at the top of the order summary screen.

All flagged issues need to be resolved before you can proceed with placing the order. You can use the **Modify** button to try entering alternative order details.

If there are issues with an order that cannot be resolved online then please use the enhanced **Contact us** feature within Today's Pricing to notify your Shell Chemicals representative.

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[Contact us](#) | [Close window](#)

number *

al	Freight	Base price	Value
----	---------	------------	-------

Contact us: Your message

Use this form either to tell us your views about the Web site or to ask us anything about our companies or their products or if you have a product or service related complaint.

We will do our best to give you a prompt reply.

Customer

Shell contacts

This feedback is a

Request new user Comment Pricing

Complaint Inquiry Product availability

Enter your Comments here:

Click "Reset" to reset to defaults.
Click "Cancel" to cancel this process.
Click "Submit" to send message.

Viewing or cancelling orders

+ Clicking on the View/cancel order link within the **Products and pricing** portlet will bring up a list of all your current orders.

If you need to cancel a current order, click on the appropriate **cancel** link and then **confirm**.

Please provide details of the reason for cancellation so that we can use this information to further improve our service.

If no cancellation link is visible it means the order has been processed and delivery documents prepared. The order may not be cancelled within Customer Lounge. In this case you should contact your Shell Chemicals representative and they will try to resolve the issue for you.

When you cancel an order online you will receive an onscreen acknowledgement and then confirmation of the cancellation will be sent automatically to you by e-mail.

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orders Page size

Order to		Sales order	Cancel
MoT	Delivery terms	Est. ship date	
Company, Atlanta, Georgia		1000878705	Cancel
Tank Truck	CPT	09-May-2009	
Company, Atlanta, Georgia		1000878831	Cancel
Tank Truck	CPT	09-May-2009	
Company, Atlanta, Georgia		1000878817	Cancel
Tank Truck	CPT	09-May-2009	
Company, Atlanta, Georgia		1000878818	Cancel
Tank Truck	CPT	09-May-2009	

Confirm cancellation

Order	Customer PO number	Material
	PO1234	Ethylene Gly

Select reason for cancellation

Select reason for cancellation

- Pricing
- Delivery date
- Others

Yes No

Other features

+ As a Customer Lounge user you will continue to enjoy online access to:

- + **Your current orders and order history**
- + **Order related documents for all orders including duplicate invoices, Material Safety Data Sheets, Bills of lading and Certificates of Analysis**
- + **Product, technical and HSE information**

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Change password | Logout

Order tracking

- My current orders
- Certificate of analysis
- My order history

Material Safety Data Sheets: search

Material Safety Data Sheets (MSDS) are available for products supplied by the Shell chemicals company. They describe the hazards of a product and provides information on how a product can be safely handled, used and stored.

To search for a specific MSDS, you must fill in one of the four search fields (for example, product name, product code, CAS number or MSDS number). You can further refine your search by using the dropdown menus to select either the language or country of interest.

Product name	Product code	CAS number	MSDS number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If you are not able to find the MSDS you are searching for, please [contact us](#) and we will try to help you.

Note: These MSDS are for **Shell Chemicals products only**.

For other MSDS categories please contact the appropriate Shell business via the [Shell Group website](#).

Shell chemicals companies will continue to provide MSDS directly to customers who purchase the products.

Want to get started?

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- ✦ To start taking advantage of the **Today's Pricing** functionality please talk to your Shell Chemicals representative.

[View our animated demo of Today's Pricing](#)

For more information and support on Customer Lounge please go to:

www.shell.com/chemicals/customerlounge

Today's Pricing Business Rules (1)

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+ Pricing

- + Pricing is Shell's determination of a market-based price.
- + Shell assures and Customer agrees that, whether or not a signed contract is in place, for Products ordered via the **Today's Pricing portlet**, Product is priced at time of order placement. The price shown on your order summary is the price at which you will be invoiced.

Ordering & Delivery Window

- + Orders may be placed for loading at the supply source the next day, where practical, and with estimated arrival at destination up to 14 days (for Truck & Rail in Europe and Truck in the US and Canada) or 24 days (for Rail in the US and Canada). However, Shell does not guarantee arrival at destination within these or other specific time periods.
- + Orders placed with a short lead-time may be assessed for a Rush Order surcharge, as per [Shell Chemicals Service and Delivery Standards](#).

Today's Pricing Business Rules (2)

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✦ **Order Modification and Cancellation**

- ✦ Orders may be modified by cancelling the existing order and placing a new order. The new order is subject to current pricing and product availability.
- ✦ Orders may be cancelled up to 2 days before load date. Order cancellation by Customer may be subject to a service charge, as per [Shell Chemicals Service and Delivery Standards](#).
- ✦ Customer is solely responsible for completing in the manner required all steps for proper placement / cancellation of orders and Shell will have no liability for Customer errors. Customer remains responsible for acceptance and payment for quantities Customer orders which are not properly and timely cancelled. Customer remains responsible for restricting access to user id's and passwords to only authorised staff.

Today's Pricing Business Rules (3)

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+ Shell reserves the right, prior to loading, to adjust downward the volumes ordered via the Today's Pricing portlet where: (a) the quantities exceed periodic maximum quantities permitted by the contract in effect between the parties or the general requirement that orders be evenly spread over the period of the contract, or (b) Shell determines in its discretion that Product has become unavailable, whether or not caused by force majeure or other cause. In each case this right applies whether or not the Today's Pricing portlet issues a confirmation based on the order.

+ **Payment Terms**

Standard payment terms are 30 days after date of invoice unless customer has a signed agreement that states different terms. Shell's standard payment method is Direct Debit, but in certain circumstances, other Electronic Funds Transfer methods will be considered.

Today's Pricing Business Rules (4)

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+ **Terms and Conditions of Sale**

Unless superseded by a signed contract, all orders are subject to [Shell Chemicals General Terms & Conditions](#).

+ **Customer Support and Communications**

Customer Lounge is designed to provide a streamlined approach for customers. Dialogue will be primarily via e-mail.