

ExxonMobil's online ordering solution is a robust, easy to use Web-based tool that allows you to handle all of your order management transactions.

Online Ordering

> Our online ordering system gives you the flexibility of a single tool that not only allows you to place orders, but review invoices and payment information, track the progress of your orders, generate reports on sales history and usage across your sites and more!

> Now you can get all the information you need at the touch of a button. You decide what you want to see and when you need to see it.

> Key functions of online ordering are:

- Reliable and accessible, virtually 24 hours a day
- Provides automated reports tracking and trend analysis
- Keep in contact online via email
- Provides email order acknowledgement and order confirmation
- Online ordering capability allows for multiple user access at each location
- Product catalogue search
- Order confirmation and planned delivery date
- Order status
- Pricing of order
- Secure system for tracking billing and payment information
- Quick access to invoice information, copy invoices
- Account balance
- Bespoke order templates to make ordering easy
- Sales history and sales value reports

As one of the biggest oil companies in the world, we continue to strive to meet your need to receive fast, efficient customer service at the touch of a button.

ExxonMobil now offers customers an innovative online ordering solution. Our electronic ordering system makes our lubricants and information services more available than ever before.

- ExxonMobil's easy to use order management tools help you stay focused on your core business functions.
- ExxonMobil is committed to providing a secure environment for your transactions. We use the latest technology to protect your information.
- In terms of Technical capabilities, the only application that you need is Internet Explorer 5.5.
- In order to register for use, all that we need is the number of people and their specific user access. We'll complete the registration process and provide you with the information you need to get started. All you need is an Internet browser and your user id.
- Once you are registered, we will give you time to review the programme and then contact you to provide you with any user training that your staff requires.

Additional to this leaflet, we can provide a step by step user guide to take you through placing that first order.

**To test drive online ordering:
VISIT www.ExxonMobil.com/BuylubeseOM - PUTTING
YOU IN THE DRIVING SEAT**

Testimonials

In the UK

- > **Robert Hopewell**, head of Procurement at Combined Power (CP), explains how eOM conveniently incorporates the tools needed to manage CP's procurement process efficiently; "The system allows us to easily place orders for our engineer's requirements at numerous sites around the U.K. Also, the availability of various Financial and Purchase order reports allows useful analysis of procurement history by both product and by site. Such information is helpful in determining the most cost-effective use of oil storage and replenishment". Robert summarises by giving an overall verdict on eOM, "The online ordering system is easy to use and serves as a useful tool to monitor current orders and analyse purchase history".
- > **David Burgess**, the Assistant Area Parts Manager for Mercedes says: "The system is very simple and easy to use. After minimal training, anyone should, be able to use it with confidence. We order oil here for seven MB Retail sites in NW London". David continues by stating how Mercedes has benefited since adopting this new Internet facility," we (Mercedes) have benefited in many ways, we are now able to centrally control oil ordering and stocking". Mercedes say this is achieved by, "looking at the sales history reports for both bulk & packed deliveries. These reports enable us to see what oil has been ordered by each site within our market area. They also show us at a glance what is still waiting to be delivered".

"It is very important for me that I have the freedom to create purchase orders any time I like and ExxonMobil's eOrder Management system allows me to do this."

In Norway

The following is a short interview with Norwegian customer "Volvo Maskin AS", who is an importer of Volvo Construction Equipment. Harald Skjonhaug, who is responsible for purchasing lubricants in Norway, was interviewed.

> *What is your opinion of ExxonMobil's online ordering system?*

"My opinion is that the system is very easy to use, and well arranged. I have really no negative comments about the eOM system. I have just been using the ordering functions so far, and it is almost perfect! I especially like the fact that I get an order confirmation both on screen and to my fax. eOM works very well for me"

"It is very important for me that I have the freedom to create purchase orders any time I like, and ExxonMobil's eOM system allows me to do this."

> *How is the Internet speed when using the eOM system?*

"We had some problems in the beginning, but the reason was the low capacity with our computers and a slow Internet connection. The computers and our connection have now been improved, so now it works very well."

"Our former oil supplier also had a similar e-ordering system, but ExxonMobil's eOM system is far better organized. In particular, the use of templates when ordering makes it very easy to place orders, and my former e-ordering system could not offer this. *All in all, I am very happy with ExxonMobil's eOM system!*"

Spare parts manager Jani Lindgren, at car dealer Lohjanportin Auto Oy, was interviewed about the ExxonMobil online ordering system. Jani Lindgren is responsible for ordering for two locations for this dealer, including Volvo, Renault, Mitsubishi and Skoda, located in Southern Finland.

At the end of 2003, the local ExxonMobil territory manager told Jani he could now place orders online, and showed him how to use the online ordering system. Now after one year, Jani Lindgren uses eOM for placing orders. In addition, Jani follows order status by using the order history function. Jani commented: "ExxonMobil's online ordering system is easy to use and fast for placing orders. I can place orders whenever it suits me best. I place orders by utilising order templates, so that I do not have to remember product codes."