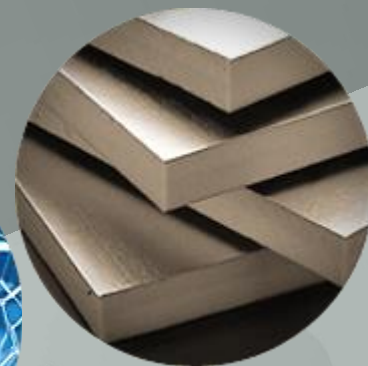
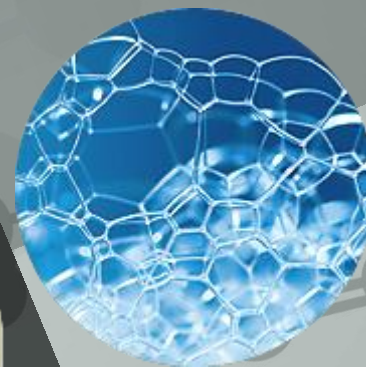



# Customer Service and Delivery Standards



**Stepan** 

For Customers in the U.S. and Canada

# Welcome

Stepan Company appreciates your business and strives to meet your service expectations the first time, every time.

This guide provides our service and delivery standards. Your Order Management Representative (OMR) will assist you with all phases of order fulfillment.



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# Order Placement

Sales orders can be placed by phone, email or through an eBusiness solution.

## Stepan U.S. & Stepan Canada

### Customer Service

Phone: (800) 457-7673 (US only)

Phone: (847) 446-7500 (Direct)

Fax: (847) 501-2464

Website: [www.stepan.com](http://www.stepan.com)

Email: [order.placement@stepan.com](mailto:order.placement@stepan.com)

Hours: 7:00 AM to 5:30 PM Central Time

## Stepan Mexico

### Customer Service & Technical Service Order Placement

\*Polymer customers contact Stepan U.S.

Phone: 011- 52-555-533-1697

Fax: 011- 52-555-514-5448

Website: [www.stepan.com](http://www.stepan.com)

Email: [order.placement@stepan.com](mailto:order.placement@stepan.com)

Hours: 8:30 AM to 5:30 PM Central Time

## Stepan eBusiness Solutions for Customers

Stepan's eBusiness platform offers our customers a portfolio of solutions that:

- Improve the accuracy & speed of communication,
- Reduce the risk of misplaced documents, and
- Result in improved service.

These tools also contribute to the reduction of significant amounts of paper waste, promoting a more environmentally friendly workplace.

EDI is Stepan's preferred eBusiness solution. Direct electronic connection with partners enable asynchronous communication between B2B ERP systems. This solution is for partners with frequent order activity or partners connected to the Elemica Network.

Processes in the customer sales order cycle that are enabled by EDI include:

1. Customer Order Acceptance
2. Confirmation of Order Acceptance
3. Order Change Acceptance
4. Transmission of Advance Shipping Notice
5. Transmission of Customer Invoice
6. Electronic Payment

If you are interested in conducting business electronically with Stepan, please contact [ebusinessforcustomers@stepan.com](mailto:ebusinessforcustomers@stepan.com)

# Order Management

## Standard Lead Time

Please consider our Standard Lead Times when planning for your forecasted demand.

Lead time is defined as the time between order receipt and shipment, excluding Saturdays, Sundays and holidays. Our lead time represents the average time it takes for Stepan to manufacture and prepare your order.

Lead times do not include transit time.

## Made-to-Stock Products

*Bulk Products – railcars and tank trucks*

- Five (5) business days prior to shipment for orders received by **2:30 PM Central Time**

*Packaged Products*

- Four (4) business days prior to shipment for orders received by **2:30 PM Central Time**

## Made-to-Order Products

Please Contact your OMR for product specific lead times.





# Order Management

Stepan Company recognizes that changes occur in your business. Stepan offers expedited services, when possible, based on the parameters below.

## **Rush/Expedited Orders**

### **Made-to-Stock Products**

Orders placed with less than Standard Lead Times may be fulfilled based on the availability of material and transportation and are accepted at Stepan's discretion. If accepted, these orders will be subject to a 250 USD/CAD surcharge per order.

### **Made-to-Order Products**

If accepted, these orders will be subject to a 250 USD/CAD surcharge per order plus any additional costs incurred. Please contact your OMR for details.

## **Order Changes and/or Cancellations**

### **Made-to-Stock Products**

Order changes or cancellations made inside of the Standard Lead Times will be subject to a 250 USD/CAD surcharge per order.

### **Made-to-Order Products**

Order changes or cancellations made inside of the Standard Lead Times will be subject to a 250 USD/CAD surcharge per order plus any additional costs incurred. Please contact your OMR for details.



# Order Management

## Standard Order Quantities

### Made-to-Stock Products

Mode	Order Type	Standard Order Quantities				Minimum Order Quantities
Bulk Tank Trucks & Isotainers	Standard	45,000lb or 20,000kg				<ul style="list-style-type: none"><li>• Orders placed for less than 40,000lb or 18,000kg are subject to a surcharge of 250 USD/CAD per order.</li><li>• Compartment Trucks are subject to a surcharge of 250 USD/CAD per order.</li></ul>
	Compartment Trucks	43,000lb or 19,500kg				
Rail Car		185,000lb or 84,000kg				
Packaged	Direct	1 super sack	1 IBC	4 drums/ 1 pallet	standard bags/ 1 pallet	<ul style="list-style-type: none"><li>• Orders placed for less than full pallet increments are subject to a surcharge of 250 USD/CAD per item.</li><li>• Select exceptions apply. Your OMR can assist you with product specific details.</li></ul>
	Distributor	Full truckload	18 IBCs	88 drums	22 pallets	
Export 20 Foot Full Container		18 IBCs		78 drums		

### Made-to-Order Products

Mode	Standard Order Quantities
Bulk Trucks	Production Batch Size
Packaged	Production Batch Size
Please contact OMR for product specific details.	



# Transportation & Shipping Services

## Delivery Documents

The following documents will accompany your domestic shipments.

- Bill of Lading
- Certificate of Analysis
- Weight Ticket (bulk shipments)
- Safety Data Sheets (bulk shipments)
- Packing List (packaged shipments)

Please contact your OMR regarding export documentation.

## Transportation Accessorials

- Stainless Steel Pumps will be provided at a cost of 165 USD/CAD per shipment.
- In-transit Heat will be provided at a cost of 150 USD/CAD per shipment.
- Other requests will be evaluated on a case-by-case basis. Please contact your OMR for details.



# Transportation & Shipping Services

## Prepaid Freight Arrangements

Shipping services using Stepan-contracted carriers includes the following:

1. Stepan will tender the customer shipment through our TMS system.
2. Stepan arranges and is responsible for freight payments.

## Customer Collect/Preferred Carrier Arrangements

At the time of order placement, please inform your OMR if you choose to use your own carrier.

Standard Lead Times and other Stepan Transportation Terms apply.

### Collect / Customer Pick Up

1. Your OMR will confirm the pick-up time and provide a shipping number to the customer, carrier, or designated third party.
2. Your carrier must present this number to the Stepan plant or warehouse personnel upon arrival.
3. Customer arranges and is responsible for freight payments.
4. Carriers that arrive beyond 3 hours of complimentary time after the scheduled appointment time for bulk or day of for packaged will be charged 250 USD/CAD for Missed Appointments.

### Collect / Utilizing Stepan's Preferred Carriers

1. Stepan will tender a customer shipment through Stepan's TMS system utilizing a single customer carrier. Multiple carriers cannot be accommodated.
2. Customer is responsible for freight payments.

## Customer Preferred Carrier Arrangements

Stepan will arrange the following at cost of 100 USD/CAD per shipment.

1. Stepan will arrange transportation with the customers transportation department, directly with a carrier or with a logistics service provider.
2. Stepan will utilize a customer's data portal or other shipping template to confirm arrangements with both the carrier and the customer.



# Transportation & Shipping Services

## Detention Policy

Stepan's North America Detention Policies were developed in response to changes in the transportation industry capabilities, capacity and the cost of transportation services.

## Bulk Tank Truck and Isotainer Detention

Stepan's policy allows for two (2) hours of standard unloading time and three (3) hours for select products. After this time, detention will be billed at 110 USD/CAD per hour.

Truck detention incurred at the unloading location will be billed to the customer by either the carrier or Stepan depending upon the carrier relationship terms and conditions.



## Rail Car Detention

A railcar is "Constructively Placed" when the rail service provider notifies customer that the railcar has been placed on the customer's rail siding or service tracks, and thus is available for customer use.

A railcar is "Released" by the customer to the rail service provider when the rail service provider acknowledges that the railcar is released.

## Stepan-Arranged Rail Car Terms

Once "Constructively Placed", railcars can be held up to ten (10) days free of charge. On day 11, a detention charge of 100 USD/CAD per day will be assessed on each railcar until it is released. Detention charges will be calculated and billed on a quarterly netting basis.

## Other Incremental Freight Expenses

Incremental freight expenses include truck spotting, redelivery, layover, pickup empty / bobtail, and other services provided with an actual cost and an admin fee of \$50 each item.

# Returned Material

Stepan Company recognizes that on occasion, you may need to return previously purchased stocked material.

- Your OMR will facilitate the return process.
- Your return must be pre-approved.
- Return authorization paperwork must accompany all returns.
- Return fees are application for all customer requested returns.

## Made-to-Stock Products

Pails and partial containers are not acceptable for return.

Product Type	Original Shipping Container	Requirements	Material Age	Restocking Charge
Bulk Materials	Tank truck, isotainer, railcar	Product must have remained in the original shipping container.	N/A	300 USD/CAD plus applicable return freight
Packaged Materials	Drums, IBCs , super sacks & pallets of bags	The following conditions apply: <ul style="list-style-type: none"><li>▪ Unopened</li><li>▪ Undamaged, including free from dents, rips, holes, etc.</li><li>▪ Seals intact</li><li>▪ Clean and rust-free</li><li>▪ Original labels attached</li><li>▪ No additional customer markings, such as stencils or labels applied</li></ul>	Returned within 12-months of receipt	25% of the original invoice amount plus applicable return freight
			Returned after 12-months but within 18-months of receipt	50% of the original invoice amount plus applicable return freight
			Returned after 18-months of receipt	100% of the original invoice amount plus applicable return freight

## Made-to-Order Products

Made-to-order products are not accepted for return.

# Invoicing & Payments

## Invoices

Your order will invoice within twenty-four (24) hours of shipment from our plant. Stepan Company will send your invoice via EDI, standard mail or email.

## Payments

Stepan's standard methods of payment receipt include Automated Clearing House (ACH) or wire transfer.

A line of credit will be established upon approval of your credit application.

Stepan Company Accounts Receivable

Phone: (847) 501-2297

Fax: (847) 446-2843

Email: [ar@stepan.com](mailto:ar@stepan.com)



## Additional Information

### Quality Management

Stepan Company is ISO 9001:2015 certified.

Your satisfaction with the product and services you receive from Stepan and our affiliates is important to us.

Please contact your OMR with any questions or concerns.

### North American Technical Service Department

Technical Service manages our commercial sample order placement process and works closely with our fulfillment centers to ensure timely delivery of sample shipments. We assist our direct sellers, authorized-distributors and customers with Stepan product recommendation, formulation guidance and troubleshooting, surveys/questionnaires, certification statements and technical training upon request. Technical Service are content managers of Stepan website and many documents such as our U.S. OSHA GHS-compliant safety data sheets, technical bulletins and marketing brochures can be found directly on our website at [www.stepan.com](http://www.stepan.com).

### Authorized Distributors:

Stepan has a network of Authorized Distributors to meet your needs for quantities that fall below Stepan minimum order requirements. Please visit our website at [www.stepan.com](http://www.stepan.com) or contact the Customer Service Department for a complete list of Authorized Distributors.

North American Technical Service  
Phone: (800) 745-STEP (7837) U.S. & Canada  
Fax: (847) 446-3925  
Email: [techserv@stepan.com](mailto:techserv@stepan.com)  
Stepan website: [www.stepan.com](http://www.stepan.com)  
Hours: 7:30 AM to 5:00 PM Central Time





*Stepan Company and its subsidiaries have their own separate identities but in this brochure we may sometimes use "Stepan", "Stepan Company", "we", "our" or "us" when we refer to this group in general or where no useful purpose is served by identifying any particular group company.*

*In the event of a conflict between your contract with Stepan Company and the Stepan Customer Service & Delivery Standards, your contract will control. Stepan Company may update the Stepan Customer Service & Delivery Standards from time to time. If we do, then we may send you a new brochure and/or publish the Stepan Customer Service & Delivery Standards on our website at [www.stepan.com](http://www.stepan.com). Stepan S<sup>®</sup> and Stepan<sup>®</sup> are registered trademarks of Stepan Company, ©2018. Stepan Company. All rights reserved*