Dear Valued Customer,

SABIC is moving to a best-in-class SAP S/4HANA global enterprise resource planning system that will enable us to adopt future technologies and streamline operations with the intention to serve you better.

We are providing you with information that is important during the next few months while we transfer over to the new system and, therefore, ask for your support and collaboration:

**Orders**

To allow us to plan in advance and avoid potential interruptions of supply, **please issue your planned orders for October as noted below**:

1. For PE and PP resins - before 06th October.
2. **For PP compounds and STAMAX™ resins - before 29th August.**
3. **For ETP\* resins and compounds - if not already placed, please place orders before 29th August.**

**Transition Period**

There will be a system outage during the transition period from Thursday 16th October @ 4:00pm USA CDT to Monday 20th October @ 8:00am:

1. The web-portal will not be accessible.
2. We will not be able to change and register orders.
3. We will not be able to provide invoices and credit or debit notes.

**Delivery times**

Agreed delivery times will remain unchanged.

Lastly, we will inform you of our successful conversion, when ready for use.

We would like to take this opportunity to thank you for your understanding and support during our system conversion to SAP S/4HANA.

If you have any questions, please get in touch with us.

**Note:**

\*ETP (Engineering Thermoplastics):

* LEXAN™ PC Resins & Compounds
* CYCOLAC™ ABS Resins & Compounds
* CYCOLOY™ PC/ABS Resins & Compounds
* VALOX™ PBT™ Resins & Compounds
* XENOY™ PC/PBT Resins & Compounds
* XYLEX™ PC/Polyester Resins & Compounds
* GELOY™ ASA Resins & Compounds