



**AIR LIQUIDE**

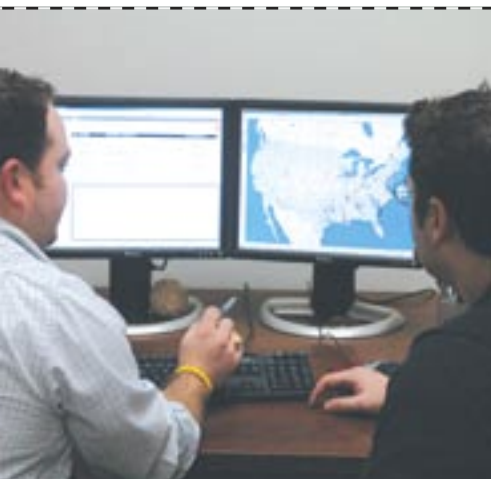
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# Reliable Bulk Gas Supply Services

Air Liquide provides the supply for your demand 24 hours a day—7 days a week



# Forecasting and planning deliveries.



Our National Scheduling Center will be forecasting and planning your deliveries.

Thank you for choosing Air Liquide as your quality supplier for cryogenic liquid, compressed gases, carbon dioxide and dry ice. The following information will familiarize you with the National Scheduling Center's product scheduling procedures and customer service operation.

## National Scheduling Center

Our National Scheduling Center is located in Houston, Texas. Dialing **1-800-323-1970** will connect you to the appropriate Logistics Analyst who will schedule your deliveries. Please refer to the enclosed business card for the name of the analyst managing your account.

## Delivery Scheduling

You and the Logistics Analyst will plan your deliveries. The National Scheduling Center uses a Computerized Planning and Forecasting System to assist in scheduling your deliveries. The system calculates your company's average hourly usage based on prior delivery information and forecasts approximately when your next delivery should be made. Your usage variability will require the Logistics Analyst to call periodically for a liquid level reading.

If your rate of gas or liquid usage varies widely, or if an uninterrupted supply of gas is critical to your process, you might consider Air Liquide's telemonitoring service, DATAL™, for an added measure of security.

Please help our delivery professionals and technicians by allowing us to access your storage vessel and tanks 24 hours a day, 7 days a week, if possible. Also, be sure the area surrounding the vessel is accessible to the tractor trailers delivering to your facility.

## How to Obtain a Liquid Level Reading

The liquid level gauge is calibrated in inches of water, pounds, tons or percentages. Air Liquide has placed two red arrows on the gauge. The "Full" arrow indicates when the vessel is full. The "reorder point" arrow indicates you have reached the level to call your Logistics Analyst to schedule a delivery. The reorder point is based on your usage, usage variability, vessel size, and distance from the product source.



**The reading you provide determines when the delivery should be made; therefore, it is very important to report this information as accurately as possible.**

# Customer service and safety.

Ongoing communication plays a vital role in our efforts to keep your company supplied with product.



## Customer Service Department

Contact our Customer Service department at **1-800-527-4374** if you have questions or concerns regarding your installation.

The following may indicate a potential problem:

- Excessive icing on the vessel.
- A loud hissing noise.
- Dense vapor or mist coming from the vessel or piping.
- A liquid level gauge with a “jumpy” indicator.
- A liquid level gauge that has not decreased over an extended period of time.
- Vessel pressure outside the prescribed range noted on the vessel label.

**There is a second gauge on your vessel. It is marked "PSI" and indicates vessel pressure. It should be monitored in accordance with your specific application pressure requirements.**



National  
Scheduling Center  
1-800-323-1970

Customer Service  
1-800-527-4374



**Please use this phone sticker to keep our numbers close at hand.**

# Usage variability.

Notify your Logistics Analyst if your usage will sharply increase or decrease.



Our Computerized Planning and Forecasting System is based on your prior average usage. When your usage increases or decreases, our ability to provide quality service to you is dependent on information provided by you advising us of the change. Ongoing communication plays a vital role in our efforts to keep your company supplied with product.

Please notify your Logistics Analyst if your usage will sharply increase or decrease. Some factors that affect usage are:

- Adding or deleting shifts.
- Working additional days of the week.
- Running a new product line or adding additional lines.

- Hospitals – large increase in patient load over a short period of time.
- Seasonal demands of your production.
- Scheduled plant shutdowns.

It is important to contact your Logistics Analyst before any of these events occur.

### **Scheduled Plant Shutdowns**

(Pertains to all liquid systems except carbon dioxide.)

The product in your vessel is continuously trying to change from liquid to gas. While your operation is shut down, this process will cause pressure to build in the vessel. As a result, product may be vented through relief valves to the atmosphere.

This is a normal process and during a shutdown you should anticipate product loss. The longer the shutdown, the greater the loss.

To ensure a proper product inventory, you should schedule with your Logistics Analyst a delivery to arrive before your anticipated start-up. We also recommend that you contact our Customer Service Department before the shutdown. Some preventative maintenance may need to be scheduled for your installation while it's not in use.



**Your specific vessel reorder point and pressure requirements are indicated on the vessel information label, affixed to the vessel.**

# DATAL™ keeps you ahead of the curve.

Giving you more, so that you can do more. From automatically managing your bulk tank deliveries to driving a feedback loop that optimizes your process, DATAL's™ advanced industrial computing tools are flexible enough to meet your requirements.



## DATAL™ is an Air Liquide service, which:

- Manages your inventory.
- Notifies Air Liquide's 24/7 National Scheduling Center when re-supply levels are reached.

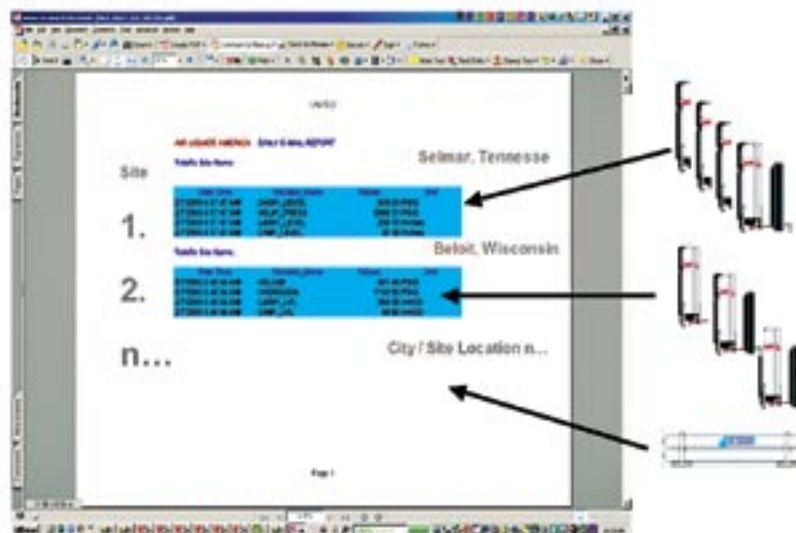
## In addition, DATAL™ offers:

- DATAL™ Mail
  - A daily report sent via email that gives level readings from the customer's vessel(s) or other consumable resource.
  - A historical report that indicates the consumption history of a given resource. The information in this report is recorded in hourly, daily and monthly intervals.
  - These files can be inserted into spreadsheet models for further analysis.

## • iDATAL™

- A premium real-time information service on the customer's network (intranet) that allows the customer to view level readings or other consumption information through a web browser.
- Provides real-time and historical reports on resource consumption so that you can allocate costs to a given cost center, product line or department.
- These files can be inserted into spreadsheet models for further analysis.
- Notifies the customer of any resource anomalies and allows for immediate action on those anomalies.

## DATAL™: Daily Multi-Site Report



DATAL™ Mail sends customers their vessel levels, consumption, and other historical information on daily, weekly or monthly intervals.

## Contacts

AIR LIQUIDE  
2700 Post Oak Boulevard  
Houston, Texas 77056-8229  
Customer Service: 1-800-527-4374  
National Scheduling Center: 1-800-323-1970  
[us.info@airliquide.com](mailto:us.info@airliquide.com)



Founded in 1902 and now present in 70 countries with 36,000 employees, **Air Liquide** is the **world leader** in industrial and medical gases and related services. The Group offers **innovative solutions** based on constantly enhanced **technologies** to help manufacture many indispensable everyday products and preserve life.

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