Reliable Bulk Gas Supply Services

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

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™ 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 includes 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.

• 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

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.

NOTE: This brochure is intended for general information purposes only and is not intended as a representation or warranty of any kind, or as a statement of any terms or conditions of sale. The information herein is believed to be correct, but is not warranted for correctness or completeness, or for applicability to any particular customer or situation.

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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.

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

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

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 truck/tanker 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.

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.

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

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 operation, you may consider Air Liquide’s Telemonitoring service, DATAL Monitor, for an added measure of security.

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 long on the vessel.
- A loud hissing noise.
- Dense vapor or mist coming from the vessel or piping.
- A liquid level gauge with a “jumpy” indication.
- Excessive icing on the vessel.

If any of these events occur, please notify your Logistics Analyst before any of these events occur.

Usage variability.

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.

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

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 before it’s not in use.

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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.
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•  A loud hissing noise.
•  Denies vapor or liquid from the vessel or piping.
•  A liquid level gauge with a "jumpy" indication.
•  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.

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

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Please notify your Logistics Analyst if your usage will sharply increase or decrease. Some factors that affect usage are:
•  Adding or closing units.
•  Historical additional days of the week.
•  Planning a new product line or adding additional time.
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Customer service and safety.

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• 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.

• DATAL™
  — A premium multi-site 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.

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