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Phone Correspondence

1. Will there be a change in contacting the Account Specialists via phone? What # will the customers call?

There is no change in contacting the Account Specialist by phone. Call 1-888-777-0232 and you will be directed to the appropriate Account Specialist.

2. Will the Account Specialist create a request ticket from a phone call?

There is no change to how stakeholders contact the Account Specialists by phone.

- The Account Specialist will manually create tickets from the telephone calls, if needed.
- The manual ticket creation process includes a field to add descriptions. There is no change in how you contact an Account Specialist by telephone. The Account Specialist will continue to recap these conversations but will do so with ServiceX and email you a summary.

Email Correspondence

3. What if I have an email that has two separate requests? Should I send two different emails or just one?

Sending an email for each request is best practice. However, you may submit multiple requests in a single email. Please provide the identifying number for each request. For example, if you have changes to three orders, please provide the order number for each of three separate orders. The Account Specialist will either work them from the original request or separate them out into their own ServiceX Tickets depending on the complexity of the requests.

4. What if I need to send an email but the order number does not exist yet? What do I put?

For orders placed that do not have an identifier, you can add your PO (Purchase Order) number (formatted PO#12345). In addition, the system recognizes your contact email and will route to the Account Specialist team using that information.

5. Why do customers need to add 'identifying data' in the email subject line?

The identifiers have two purposes. First, new requests trigger the creation of a ServiceX ticket, and the identifier is used to automatically pull data into the ticket, so the Account Specialist does not have to search for it. Second, in addition to the customer's contact information, the system uses the identifier to ensure correct routing of the request.

New requests on existing orders require the request initiator to add an identifier in Subject line or body of the email to **create a ServiceX ticket that autofill the customer information for the new request.**

1. LYB Sales order numbers in the format [SO#**12345678**] – prefix optional



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2. LYB Delivery number / BOL in the format [DL#8102345678] – prefix optional
3. LYB Invoice number INV#001234 – prefix optional
4. Customer Purchase Order (PO) number – prefix PO# REQUIRED
 - a. PO Number must be greater than or equal to 4 digits (excluding the prefix)
 - b. PO number must be continuous and must not have any "Space" or "Comma" in between
 - c. PO Number must not be completely alphabetic

Examples	
✓ PO#1234567 - Works	≠ 1234567 - Doesn't work
✓ PO#123ABCDE - Works	≠ PO 1234567 - Doesn't work
✓ PO#123abcd-45 - Works	≠ PO1234567 - Doesn't work
✓ PO#123abcd/45 - Works	≠ PO#12346,AB - Doesn't work
✓ PO#PO1234 - Works	≠ PO#ABCDEFGY - Doesn't work

5. For current tickets, keep the ticket number in the subject line
6. Does every email generate a ticket number?

Not necessarily. Every service request will be assigned a ServiceX ticket number. Correspondence about a request is associated to the open request (via the ticket number). There can be multiple email chains within a single ticket working all on one request (i.e., the email chain with customer, separate from a Planning email chain on the same order/topic).
7. I get the 'ticket' approach, but how do I keep the 'personal' touch with my Account Specialist?

There will be no change in the interactions between the customer and the Account Specialist. The key difference is that the email exchanges will occur via a new solution that gives the Account Specialist much better visibility to the status and history of your request. The emails from the Account Specialist will contain their personal signature line, and telephone contact between the customer and Account Specialist is not changing.
8. Will internal questions come through this tool and be treated as tickets?

Internal email communication can either result in the creation of a new ServiceX ticket or be added to an existing ServiceX ticket.
9. What are the best practices we need to use to help with routing my request?

New requests on existing orders require the request initiator to add an identifier in Subject line or body of the email to create an auto filled ticket for the new request.

 1. LYB Sales order number [Example: Subject: SO#5012345678 | Order delivery status] – prefix optional
 2. LYB Delivery number / BOL [Example: Subject: DL#8108765432 | Load documentation verification] – prefix optional
 3. LYB Invoice number [Example: Subject: INV#93987654 | Topic here] – prefix optional
 4. Customer Purchase Order (PO) number – prefix PO# REQUIRED



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- PO Number must be greater than or equal to 4 digits (excluding the prefix)
- PO number must be continuous and must not have any "Space" or "Comma" in between
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Examples	
✓ PO#1234567 - Works	≠ 1234567 - Doesn't work
✓ PO#123ABCDE - Works	≠ PO 1234567 - Doesn't work
✓ PO#123abcd-45 - Works	≠ PO1234567 - Doesn't work
✓ PO#123abcd/45 - Works	≠ PO#12346,AB - Doesn't work
○ PO#PO1234 - Works	≠ PO#ABCDEFGY - Doesn't work

- 6. For inquiries from existing customers with no identifiers in either the subject line or email body, the solution will use Customer Contact details (Email IDs) to route to the assigned Account Specialist or team

Where there are no identifiers in the subject line or body of the email, a ticket will be created, and it goes into an unassigned queue which is monitored by the Account Specialist lead.

Collaborative Teams

1. How will collaborative teams work? Will more than one Account Specialist work the same ticket?

For those customers who are served by a dedicated Account Specialist team, separate incoming requests trigger the creation of separate tickets that will route to the dedicated Account Specialist team. Tickets are picked up and worked by one of the Account Specialists on the team. You will know who is assigned to work your request by the signature line in their reply to your request.

2. I am serviced by a dedicated Account Specialist team; how will I know which Account Specialist is working on my ticket?

When an Account Specialist picks up a ticket from the shared queue, they will inform the customer via a response to the customer's email. All emails sent from ServiceX will have the name of the person servicing the ticket in the signature line.

3. Sometimes, I like to call and give the Account Specialist a 'heads up' of what I am sending. For a collaborative team, how will I know who to call if it has not yet been assigned to one of Account Specialists to work on?

If you call the customer service telephone number, it will route to the appropriate team where it will be picked up by an Account Specialist. The Account Specialist will capture the conversation and send you a summary of the conversation. You can reply to that correspondence to submit details of your request. Alternatively, while on the call, the Account Specialist can enter your request into ServiceX and will then work the ticket until resolution.