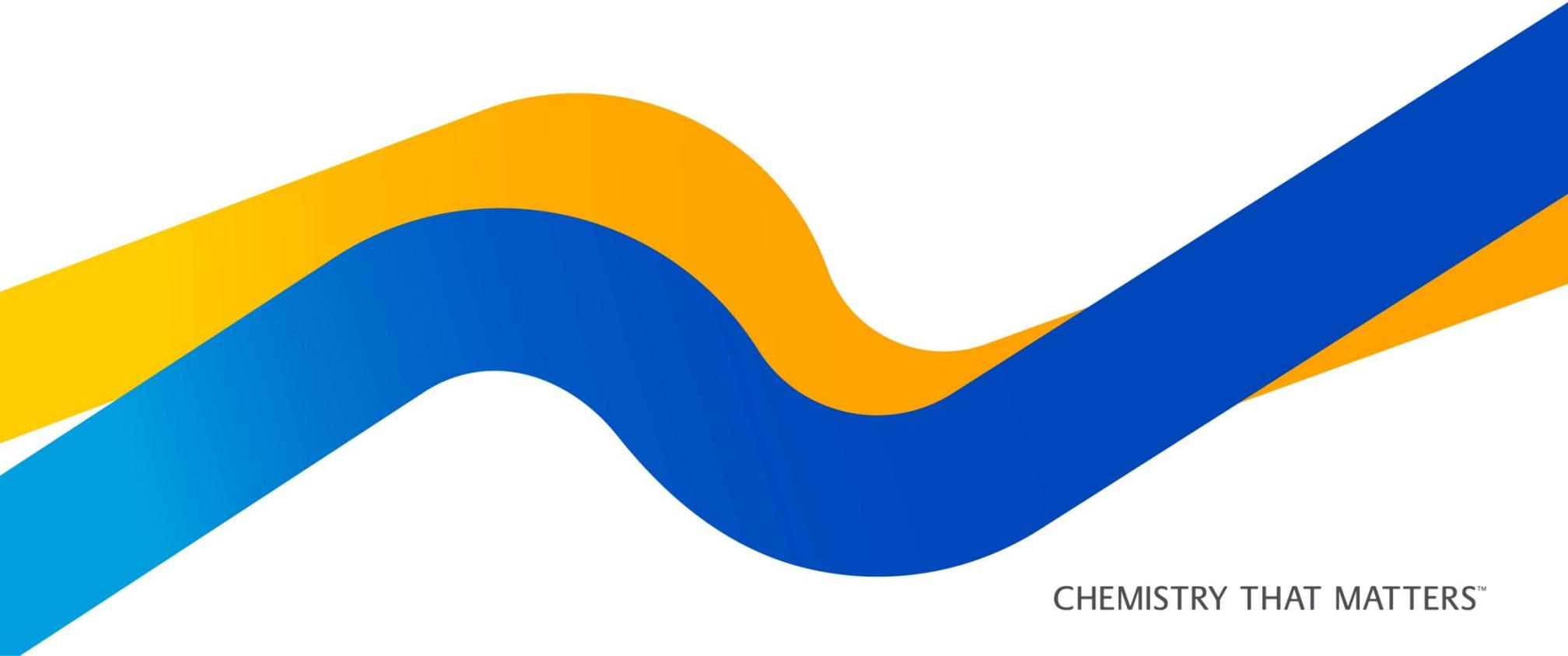




TECHNICAL QUESTIONS RECEIVED ON NEW SABIC E-BUSINESS PORTAL

Version 1 -- June 3rd 2015

A decorative graphic at the bottom of the page features two overlapping, wavy lines. The top line is orange and the bottom line is blue, both curving across the width of the page.

CHEMISTRY THAT MATTERS™

REPORTED ISSUE #1 – CONTINUOUS LOADING OF PAGES

Description of issue

An issue has been reported that after accessing the portal, it will continuously remain in a 'page downloading' state

Result of issue

User is not able to place orders within new SABIC portal

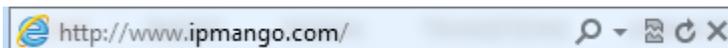
Background of issue

The issue is not related to the portal itself but relates to connectivity and/or compatibility settings

Suggested resolution

1. Delete cookies and temporary internet files
2. If not resolved, check firewall settings with your IT department
3. If not resolved, provide screenshot of IPMANGO and send it to the eCommerce@SABIC.com

Note: IPMANGO screenshot can be created by typing IPMANGO.COM in the address bar of your internet browser



REPORTED ISSUE #2 – PORTAL NOT SUPPORTING GOOGLE CHROME BROWSER

Description of issue

An issue has been reported that the new SABIC eBusiness portal is not compatible with the Google Chrome browser

Results of issue

User is not able to work with the new SABIC portal

Suggested resolution

Until further notice the eShop will not be compatible with Google Chrome.

The alternative solution is to work on the new SABIC portal through Microsoft Internet Explorer or Mozilla Firefox



REPORTED ISSUE #3 – USER IS NOT SET-UP CORRECTLY

Description of issue

An issue has been reported that the user for the new SABIC eBusiness portal is not set-up fully correct in terms of authorizations or sold-to/ship-to details

Results of issue

User is not fully able to perform all required activities within the new SABIC portal

Suggested resolution

1. Please contact your SABIC Sales Representative who is able to make the required changes into your user profile directly
2. In case your SABIC Sales Representative is not able to make the changes him/herself, the eCommerce team is available to provide further support

REPORTED ISSUE #4 – FORGOT/LOCKED PASSWORD

Description of issue

An issue has been reported that the password of the user has expired, the password received is incorrect or the password is locked

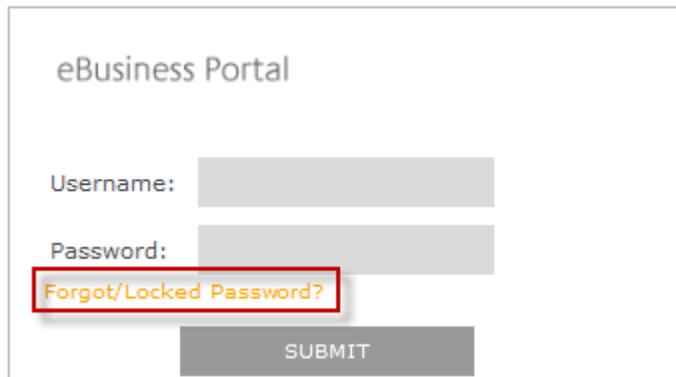
Results of issue

User is not able to log-on to the new SABIC portal

Suggested resolution

You can request a password reset directly on the log-in screen of the new SABIC portal

1. Go to <https://ebusiness.sabic.com>
2. Click on Forgot/Locked Password and following the instructions provided to you



eBusiness Portal

Username:

Password:

[Forgot/Locked Password?](#)

SUBMIT