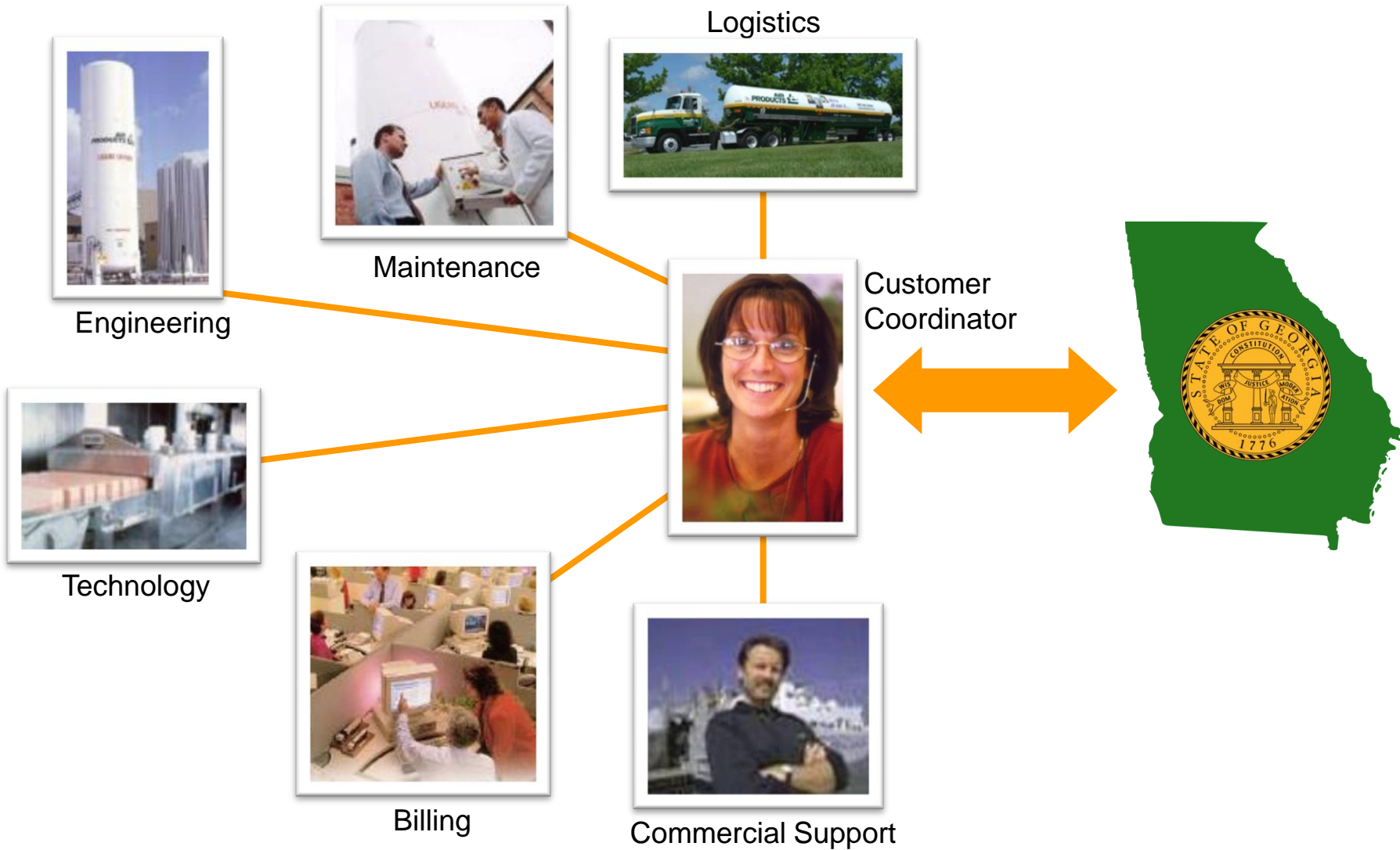


Who is Air Products?

- Global atmospheric, process and specialty gases, performance materials, equipment and services provider
- Serving industrial, energy, technology and healthcare markets worldwide
- Fortune 500 company
- Operations in over 40 countries
- ~21,000 employees worldwide
- Known for our innovative culture and operational excellence
- Corporate responsibility commitment
- Handle the needs of over 7,500 customers in the United States



Account Management -Your Support Team



APDirect® Customer Portal

- **Invoice/Shipper**
 - See on-line copies of invoices or delivery tickets
- **Vendor Managed Inventory**
 - View multiple tank readings on your “Favorites” screen
 - Ability to view up to 30 days historical data on screen in a graphical format.
 - Access to Historical Usage Data that can be downloaded to the your computer
- **Reports**
 - Delivery Reports
- **Helpful Links**
 - Free Safety Training, Spanish and Global MSDS, Conversion Tables

TELALERT® Telemetry

Reliability Systems to help prevent run outs

- Automatically monitor gas product levels, usage rates, and pressures.
- Monitor multiple product supply systems
- Eliminate need to provide tank readings under normal operating conditions
- Alert our Customer Service Center when service is required



Getting Started

- **Determine when equipment can be swapped**
- **Schedule site visits**
 - **Meet site contacts**
 - **Complete engineering checklist**
- **Set-up new account**
- **Schedule equipment change out**

