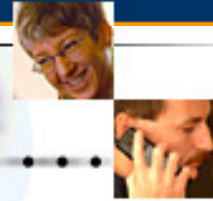


May 28th, 2002 v. 5

E-BUSINESSUPDATE



FEATURES:

E-Business
at Air Products

Events

Welcome.

The following is an update of current E-Business activities covering relevant Industry and E-Business news, our alliance and partnering activities, and internal projects — such as Air Products Direct (APDIRECTSM). Additional information can be obtained at our E-Business Web site, www.airproducts.com/ebusiness.

FRANÇAIS

Pour lire cette lettre d'information en français, cliquer ici.

E-Business at Air Products

MSDS Via the Web Gets High Marks

MSDS (MATERIAL SAFETY DATA SHEETS) online is the single largest Internet tool used by customers. Air Products supplies almost 90 percent of the total MSDS requests by customers online.

DEUTSCH

Newsletter auf Deutsch anzeigen, hier klicken.

Recently, a Chemicals' customer commented, "I am writing to you because I would like to comment on your online MSDS directory. A couple of weeks ago I took on the task to replace all of our old MSDS sheets with new ones. In doing so, I have found not many companies have their MSDS material online. Your company however, has a great MSDS directory online. It is very convenient and easy to use. I just wanted to say thank you and keep up the great work!"

NEDERLANDS

Klik hier om deze nieuwsbrief in het Nederlands te bekijken.

National language MSDS for gases are now available online for the following countries: USA, UK, Germany, Belgium, Spain, Netherlands, and France. MSDS for chemicals are currently available online in English. Multilingual versions for our Chemicals customers will be available for European countries in Summer 2002.

APDIRECTSM Update Goes Multilingual

Air Products has made its EBusiness Update E-newsletter multilingual and is offering it to customers in four languages — English, French, German and Spanish. Commenting on this E-comms achievement, John Dodds, Global Marketing Communications Director said, "We pride ourselves in building lasting relationships with customers in all of the countries that we serve. It is important that ideas and knowledge are shared in local languages. Our E-business APDIRECT newsletter now offers that opportunity."

APDIRECTSM Customer Portal

The APDIRECT customer portal is Air Products' Internet portal application — the gateway or point of entry — that connects registered users to information and applications that are not available in the public domain.

CofA Application Extended to Asia

Our Electronics business has made Certificates of Analysis (CofA's) for all US-sourced products available to its Asian customers and offices through the APDIRECT Customer Portal. Benefits to our regional customers include more reliable supply, in terms of knowing when an item was shipped from AP and

Click Here
to send this
e-update
to a friend

facilitated IQC (specification checking part) activity.

APDIRECT Ordering Extended to Canada

Until recently, customers in Canada could not transact through the APDIRECT Customer Portal. After reviewing required documentation and tax laws, the company was able to extend the portal to Canadian customers and distributors. If, as a customer, you wish to experience our online ordering, order history and other functionality please either contact your customer services representative to confirm its availability, or register on our Web site — link from the home page at www.airproducts.com.

FDA Letters Accessible Online

Food and Drug Administration (FDA) letters for select products are now available via airproducts.com. This customizable approach to generating documents is a first for Air Products. This technology, which can be applied to other similarly handled document requests, is available 24/7 and results in a faster customer response time. We have combined individual isolated processes into a single process and, at the same time, eliminated repetitive manual work.

Public Web Sites

Country Web Site Launches

The following country Web sites were recently launched:

Ireland Web Site - <http://www.airproducts.ie/>

Italy Web Site - <http://www.airproducts.it>

South Africa Web Site - <http://www.airproducts.co.za>

Polyurethane Additives Web Site Introduced to Customers in Latin America and Asia

Air Products has introduced its comprehensive Polyurethane Additives Web site to its customers in Latin America and Asia. The site — www.airproducts.com/puradditives — meets the global and regional needs of customers and prospective customers, by offering them instant access to detailed information on its extensive line of polyurethane additives, marketed under the Dabco®, Polycat® and LK® trademarks.

E-Procurement

The Company's Diversified Approach to Procurement

APDIRECT procurement is a comprehensive, diversified approach to managing procurement. It includes evaluating the entire requisition to pay process and utilizing the best of traditional processes and newer electronic applications. Tell me more: <http://www.airproducts.com/ebusiness/suppliers.asp>.

Events

Check out where our e-business team members have been speaking. Presentations are available post-event at: <http://www.airproducts.com/ebusiness/presentations.asp>

Date	Event	Air Products Presentation/Presenter
5-6 Feb	E-Business Adoption for Chemicals London	E-Procurement: A Changing World at Air Products <i>Colin Robson, Director European E-Business Marketing</i>

12-14 Mar	Eyeforchem — Strategic Sourcing and Procurement for Chemicals San Antonio, Texas	How to Build a Diversified Procurement Strategy Combining the Best of Bricks and Clicks <i>Tim Tullio, Manager of E-Procurement</i>
25-26 Apr	E-Chemmerce Best Practices for ROI — What's Now? What's Next? Philadelphia, Pennsylvania	Global Materials Procurement <i>Tim Tullio, Manager of E-Procurement</i>
8 May	SEMICON® Singapore 2002 — e-Business Solutions Forum: Developing Strategic Agility Singapore	TBD
17-18 Jun	EyeforChem Europe 2002 Amsterdam	Air Products' Successes in E-Business TBD

Technical Support

For APDIRECT technical support, contact our Web desk at APDIRECT@apci.com or call the APDIRECT Customer Service Center at:

1-800-245-2741

or

+32 2255 2900

Click Here to REGISTER NOW! www.airproducts.com/APDIRECT

Click Here for Air Products E-Business Information: www.airproducts.com/ebusiness

Would you like more information? [tell me more](#)

Copyright © 1996 - 2002 by Air Products and Chemicals, Inc.

If you prefer to receive future volumes of this E-Newsletter in a different language, [click here](#) to change your profile settings.

To Subscribe

If you have received this email from a friend or colleague and would like to become a subscriber, please [Click Here](#).

To Unsubscribe

If you have received E-Business Update in error or would like to unsubscribe, please [Click Here](#).

LEGAL NOTICE