

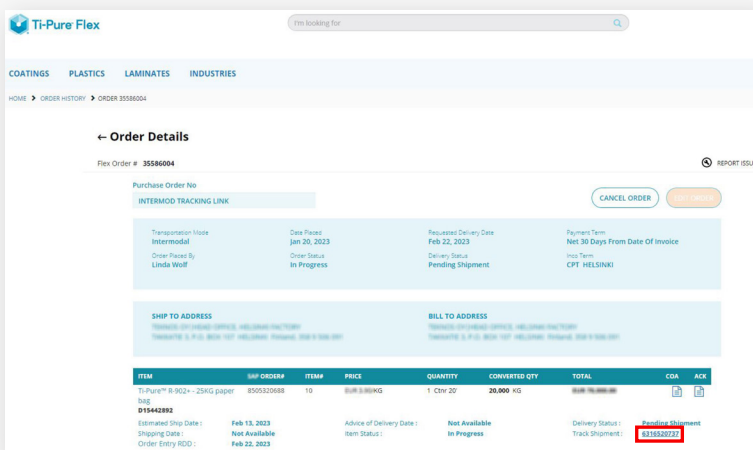
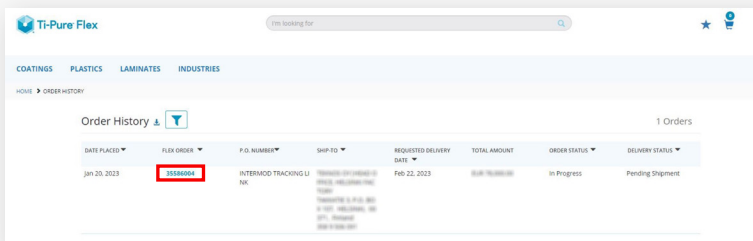
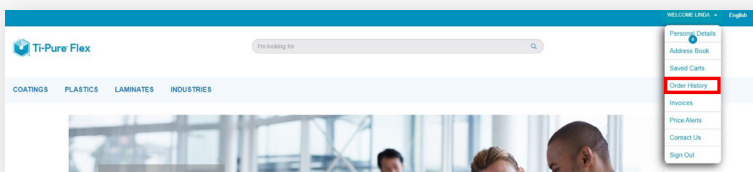
# Introducing **Track and Trace** on the Ti-Pure™ Flex portal.

## Real-time tracking with the click of a button!

We are pleased to announce a new Ti-Pure™ Flex portal feature: Track and Trace, providing you with increased visibility into your order location and status. This state-of-the-art technology allows real-time updates of your shipment—whether it’s in the middle of an ocean or down the street from your facility. This will provide more accurate delivery date information and real-time order status when available.

## How to Access Track and Trace

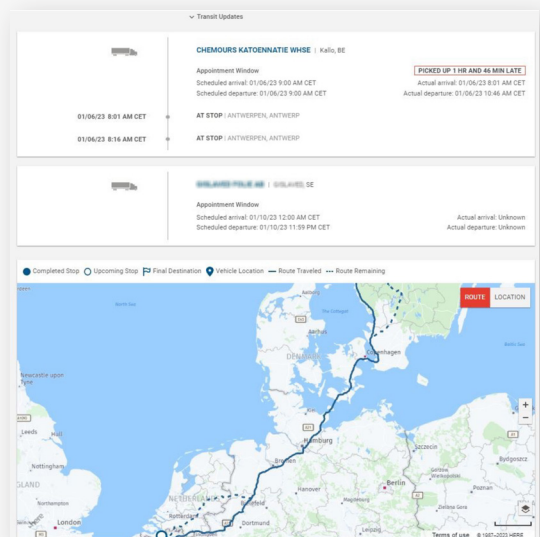
- 1 Log into the Ti-Pure™ Flex portal and click on your name at the top of the homepage
- 2 Click on order history
- 3 Locate order you would like to view tracking information for and click on the tracking URL link



## Let us know what you think!

Please note this feature is currently a beta version that is still in development. Tracking links may not yet be available for all destinations. We will continuously monitor its performance and make upgrades. We appreciate all feedback.

Please **click here** to share your feedback via a one-minute survey.





### What is *track and trace*?

Now you can get shipment tracking information for your order. This state-of-the-art technology allows real-time updates of your shipment—whether it's in the middle of an ocean or down the street from your facility.

### What type of orders will be tracked? Where?

- Ocean tracking will be available globally
- Road/truck tracking will be available in North America and Europe

### When will truck/road *track and trace* be available in other regions?

At this time we do not have plans to expand truck *track and trace* to other regions, but when/if that changes we will certainly let you know.

### Where can I access *track and trace*?

- Click on your name at the top of the homepage and select Order History
- Click on the order you would like to view tracking information for and click on the Tracking URL link

### When will ocean tracking begin?

Ocean tracking will begin when a container ID is assigned. Orders will not be tracked from our plants to the port

### What does “beta version” mean?

This means that the tool is still in development. Tracking links may not yet be available for all destinations.

*(continued on next page)*



## Who should I contact if I have a question or issues with *track and trace*?

- If you are a Flex customer, please reach out to the email below based on your region:
  - North America: [tipure.flex.na@chemours.com](mailto:tipure.flex.na@chemours.com)
  - Europe, Middle East, and Africa: [tipure.flex.emea@chemours.com](mailto:tipure.flex.emea@chemours.com)
  - Latin America: [tipure.flex.la@chemours.com](mailto:tipure.flex.la@chemours.com)
  - Asia Pacific (Excluding China): [tipure.flex.apx@chemours.com](mailto:tipure.flex.apx@chemours.com)
  - Greater China: [tipure.flex.gc@chemours.com](mailto:tipure.flex.gc@chemours.com)

## What are the definitions and data sources for ocean shipments?

- Gate out empty: Empty container picked up
- Gate in full: Full container returned to port
- Load: Loading time on the vessel
- Departure from stop: estimated & actual departure date from the shipping port (captured in real time based on the vessel's satellite info.)
- Arrival at stop: arrival at destination port (estimated, scheduled and actuals)
  - Estimated date of departure (ETD): based on carrier's provided ETD and real-time vessel sailing schedule
  - Estimated date of arrival: calculated based on AI or «the captain's date»
  - Scheduled date of arrival (Planned) = based on carrier information. If the vessel is operated by several carriers, the date of each carrier will appear at container level only
- Discharge: scheduled, estimated and actual container discharge event
- Gate out full: container picked up from destination terminal

## What are the definitions and data sources for truck shipments?

- Scheduled arrival/departure at the origin warehouse: Based on carrier's pick-up appointment (range). If not available, the date showed is the Chemours estimated scheduled arrival and departure
- Intransit: Updated every 15 min real time
- Scheduled arrival to/departure from the customer: Based on estimated delivery date
- Estimated Time of Arrival: based on a number of variables, including traffic, weather, route selection, etc.
- Actual arrival at customer: based on real-time location, arrival is triggered when location update hits geofence
- Actual departure from customer: based on real-time location, departure is triggered when the location update is outside the geofence for the first time

