

## Customer Request Form

### Section 1: Storage and Handling Requirements

- 1.1. Customer Name: [Click here to enter text.](#)
- 1.2. Product Name: [Click here to enter text.](#)
- 1.3. Tank Capacity (m<sup>3</sup>): [Click here to enter text.](#)
- 1.4. Storage Tank/s: [Click here to enter text.](#)
- 1.5. Please Select the required inbound method:
- Ship:  Road:  Rail:  BTT Pipeline Transfer:
- 1.6. Please Select the required outbound method:
- Ship:  Road:  Rail:  BTT Pipeline Transfer:
- 1.7. Estimated annual inbound quantities (m<sup>3</sup>):
- 1.8. Estimated annual outbound quantities (m<sup>3</sup>):
- 1.9. Inbound Temperature (°C): [Click here to enter text.](#)
- 1.10. Outbound Temperature (°C): [Click here to enter text.](#)
- 1.11. Storage Temperature (°C): [Click here to enter text.](#)
- 1.12. Has an updated MSDS not older than 5 years been provided? Yes:  No:
- 1.13. Does the customer require the following:
- 1.11.1. Circulation: Yes:  No:
- 1.11.2. Nitrogen Blanketing: Yes:  No:
- 1.11.3. Inter-tank Transfer: Yes:  No:
- 1.11.4. Blending/Mixing: Yes:  No:
- If yes, please specify details: [Click here to enter text.](#)
- 1.11.5. Additive Dosing: Yes:  No:
- If yes, please specify details: [Click here to enter text.](#)
- 1.11.6. Filtration: Yes:  No:
- If yes, please specify filter micron size: [Click here to enter text.](#)

## **Section 2: Technical Requirements**

2.1. Please provide the following Physical and Chemical Data:

2.1.1. Composition: [Click here to enter text.](#)

2.1.2. Flash Point (°C): [Click here to enter text.](#)

2.1.3. Flammable/ Explosive Limits (% Vol): [Click here to enter text.](#)

2.1.4. Boiling Point (°C): [Click here to enter text.](#)

2.1.5. Freezing / Melting Point (°C): [Click here to enter text.](#)

2.1.6. Density at storage temperature (kg/m<sup>3</sup>): [Click here to enter text.](#)

2.1.7. Base Density [Density at 20°C in vacuum] (kg/m<sup>3</sup>): [Click here to enter text.](#)

2.1.8. Density Correction Factor: [Click here to enter text.](#)

2.1.9. Vapour Density: [Click here to enter text.](#)

2.1.10. Viscosity (Pa.s): [Click here to enter text.](#)

2.1.11. Vapour pressure at storage temperature (kPa): [Click here to enter text.](#)

2.1.12. Electrical Conductivity (Ps/m): [Click here to enter text.](#)

2.1.13. Latent Heat of Vaporisation (J/kg): [Click here to enter text.](#)

2.1.14. pH: [Click here to enter text.](#)

2.1.15. Appearance: [Click here to enter text.](#)

2.1.16. Odour: [Click here to enter text.](#)

2.1.17. Odour Threshold: [Click here to enter text.](#)

2.1.18. Occupational Exposure Limits: TWA: [Click here to enter text.](#)

STEL: [Click here to enter text.](#)

2.1.19. Chemical Product Incompatibilities: [Click here to enter text.](#)

2.1.20. Solubility: [Click here to enter text.](#)

2.1.21. Combustion Products: [Click here to enter text.](#)

### Section 3: Appendix

Item	Note	Guidelines
<b>Storage and Handling Requirements</b>		
Product name	For identification purposes.	BTT Policy
Customer	For identification purposes.	BTT Policy
Inbound Method	To check the equipment and pipeline routing.	BTT Policy
Outbound Method		
Inbound Temperature	To determine if heating/cooling or insulation is required.	BTT Policy
Outbound Temperature		
Storage Temperature		
Tank Capacity	To assess capacity available.	BTT Policy
Circulation	To assess if modifications on the tank are required.	API 2003/ SANS 10089-2
Nitrogen blanket	To assess if modifications on the tank are required. Also for quality/ flammability and static assessment.	API 2003/ SANS 10089-2
Filtration requirements	Quality requirements and static assessment.	API 2003/ SANS 10089-2
Storage tanks	To assess compatibility, AEL and Trade effluent requirements.	BTT Policy
Inter-tank transfer	To assess if equipment and pipeline modifications are required.	BTT Policy
Current MSDS (No older than 5 years)	To ensure that information received is up to date.	BTT Policy
Blending/ mixing	To check if BTT has the equipment required and to conduct a static assessment.	API 2003/ SANS 10089-2
Additive Dosing	To check if BTT has the equipment/ resources required.	BTT Policy
<b>Technical requirements</b>		
Composition	To understand the product constituents for storage and handling.	BTT Policy
Flash point	To assess flammability and the probability of combustion.	NFPA 30
Flammable/ explosive limits	To assess the flammability vapour space condition.	NFPA 30
Density	For stock calculations and tank filling levels.	SANS 10089-2
Viscosity	To determine the type of pump to be used and if heating is required to ease handling.	BTT Policy
Freezing point	To assess if heating/ heat tracing and / or insulation is required.	BTT Policy
Electrical conductivity	To assess static and probability of static discharge.	API 2003/ SANS 10089-2
Latent heat of vaporisation	To assess emergency tank venting requirements.	API 2000
Vapour pressure	Required for air quality assessment and to understand vapour control requirements.	NEMA AQA
Appearance	For operational handling information.	BTT Policy
pH	To determine material compatibility.	BTT Policy
Odour	For operational handling information.	BTT Policy
Odour Threshold	For operational handling information.	BTT Policy
TWA and STEL	To determine occupational exposure limits.	OSH ACT
Vapour Density	To assess if possible vapour clouds will sink to the ground or disperse in atmosphere (flammability assessment).	NFPA 30
Boiling Point	To assess the if tank can handle the vapour pressure under equilibrium conditions.	BTT Policy
Incompatibilities	To ensure that no reactions occur.	BTT Policy
Solubility	To understand possible cleaning requirements.	BTT Policy
Combustion Products	To understand the type of products released during fire scenarios.	OSH ACT MHI Regulations