

Pre-Sales Process

Aroma - Overview

Table of content

Concerned profiles:

SINOPRINCIPLE

- [Aroma - Overview](#)
 - [Step-By-Step](#)
 - [A.1 - Pre-Sales Process](#)
 - [Pre-Sales Process - By Product](#)
 - [Pre-Sales Process - Authorized applications for catechol](#)
- [Related articles](#)
- [Need help?](#)

Step-By-Step

A.1 - Pre-Sales Process

SINOPRINCIPLE











SinoPrinciple Customer Service processes the requests and logs leads into excel file

1. Address Customer Requests	<ul style="list-style-type: none"> • Send documentation if needed (PDS, SDS=, reply to questions) • Price negotiation: <ul style="list-style-type: none"> ◦ Rhovanil 1kg: No negotiation ◦ Catechol, Rhovanil 25 kg, and Rhodiarome: negotiation possible - Transfer request to Furong Luo (furong.luo@solvay.com) with Stacy Shen (stacy.shen@solvay.com) in CC. please record the leads provider to Furong Luo • Customer wants to buy offline or needs contract - Need to understand the reasons. <ul style="list-style-type: none"> ◦ Ask the customers the reasons for offline sales or contract ◦ Transfer requests to Furong Luo (furong.luo@solvay.com) with Stacy Shen in cc please record the leads provider to Furong Luo
2. Collect Customer Data	<ul style="list-style-type: none"> • Verify Business ID Code / verify if the customer is buying for a company (B2B) and not as an individual (B2C) • Inform customers about authorized industry / applications following Solvay guidelines (see below) If any questions for catechol, contact Ming Zhang (Product Steward - ming.zhang@solvay.com) • Register Customer Communication Form () and send weekly to Stacy Shen • Register Frequently Asked Questions (as part of the Customer Communication Form)

Pre-Sales Process - By Product

SINOPRINCIPLE

	Activities	Rhovanil 1 kg	Rhovanil 25 kg	Rhodiarome	Catechol	Comments / Contact persons
1. Address Customer Requests	Send documentation, address questions, ...					Contact Furong Luo (furong.luo@solvay.com)
	Price Negotiation					
	Offline sales or contract needed	?	?	?	?	Collect the reasons, if not willing to pay online, transfer to Furong Luo (furong.luo@solvay.com)
2. Collect / record customer data	Check Business ID / tax ID (buying on behalf of a company)					See below - Contact for catechol: Ming

Inform about Applications / Market according to Solvay guidelines					Zhang (Product Steward) Share the Form weekly with Stacy Shen (stacy.shen@solvay.com)
Register Customer Communication Form ()					
Register Frequently Asked Questions					

Pre-Sales Process - Authorized applications for catechol

SINOPRINCIPLE

- cGMP
-
-
-
-
-
-

Related articles

Need help?
