

Aroma - Order Handling / Sales Process

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Rovanil 1kg - Overview

Concerned profiles:

SINOPRINCIPLE

SOLVAY - SZC SITE ACCOUNTANT

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Step-By-Step Rhovanil 1kg

Order Handling Process - Payment reception	
<p>SINOPRINCIPLE</p> <p>SinoPrinciple confirms reception of payment, collects customer info and shares with Solvay</p>	
Order Handling Activities	<ul style="list-style-type: none"> • After each customer payment: <ul style="list-style-type: none"> ◦ Record the Online Sales form () ◦ Verify Business ID Code / verify if the customer is buying for a company (B2B) and not as an individual (B2C) ◦ Twice a day (12:00 & 16:00): Send the form by e-mail to Zhu Jia (SBS accountant - jia.zhu@solvay.com), Chen ShiPing (Logisitcs - shiping.chen@solvay.com) and Chen Xiaoli (xiaoli.chen@solvay.com)
Traceability activities	<ul style="list-style-type: none"> • Every week: <ul style="list-style-type: none"> ◦ Record the Traceability file for Online Sales () and send to Stacy Shen (stacy.shen@solvay.com)

Order Handling Process -Invoice	
<p>SOLVAY - SZC SITE ACCOUNTANT</p> <p>Solvay Zhenjiang Site Accountant prepares invoice</p>	
Note	You will receive up to twice a day at 12:00 and 16:00 an email from SinoPrinciple (Kelly Chen) with the Online Sales form () for all recent online orders (already paid)
Activities	<p>At email reception:</p> <ul style="list-style-type: none"> • Issue VAT invoice • Send invoice to the SZC Logistics Team (they will add the invoice in the pack for delivery)

Order Handling Process - Packaging and delivery	
<p>SOLVAY - SZC LOGISTICS (AROMA)</p> <p>Solvay Zhenjiang Logistics picks & packs & updates delivery number & status in 1688</p>	
Note	You will receive up to twice a day at 12:00 and 16:00 an email from SinoPrinciple (Kelly Chen) with the Online Sales form () for all recent online orders and the VAT invoice from the SZC Site Accountant

Activities	<p>At email reception:</p> <ul style="list-style-type: none"> • Pick & pack the products according to the form • Add documents in the package: PDS, SDS, COA, Product Application Guide, GHS (Global Harmonized System) and the VAT Invoice • Send for delivery through the Express Agency <ul style="list-style-type: none"> ◦ For orders received at 12:00 : send the same day ◦ For orders received at 16:00 : send the next day • Record batch number and delivery number in 1688 system (See 1688 guide for Logistics - how to update delivery number and status.pdf)
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Rhovaniil 25 kg & Rhodiarome - Overview

Concerned profiles: SINOPRINCIPLE SOLVAY - SZC SITE ACCOUNTANT SOLVAY - SZC LOGISTICS (AROMA)

Catechol - Overview

Concerned profiles: SINOPRINCIPLE SOLVAY - SZC SITE ACCOUNTANT SOLVAY - SZC LOGISTICS (AROMA)

Step-By-Step Catechol

<h3>Order Handling Process - Payment reception</h3> <p>SINOPRINCIPLE</p> <p>SinoPrinciple confirms reception of payment to Solvay with customer data & license to handle catechol, & informs Milkyway warehouse</p>	
Activities	<ul style="list-style-type: none"> • After each customer payment: <ul style="list-style-type: none"> ◦ Record the Online Sales form () ◦ Verify Business ID Code / verify if the customer is buying for a company (B2B) and not as an individual (B2C) ◦ Inform customer about the applications / market in accordance with Solvay guidelines ◦ Send the Online Sales form () to Milkyway for delivery • Twice a week (every Monday and Thursday): Send the Consolidated Online Sales form () by e-mail to Zhu Jia (SBS accountant - jia.zhu@solvay.com)
Traceability activities	<ul style="list-style-type: none"> • Every week: <ul style="list-style-type: none"> ◦ Record the Traceability file for Online Sales () and send to Stacy Shen (stacy.shen@solvay.com)

<h3>Order Handling Process -Invoice</h3> <p>SOLVAY - SZC SITE ACCOUNTANT</p> <p>Solvay Zhenjiang Site Accountant prepares invoice + Solvay SZC Logisitcs sends the invoice to the customer and record invoice delivery number in 1688</p>	
Note	You will receive up to twice a week (every Monday and Thursday) an email from SinoPrinciple (Kelly Chen) with the Online Sales form () f or all recent online orders over the last days
Activities	<p>At email reception:</p> <ul style="list-style-type: none"> • SZC Site Accountant: Issue VAT invoice • SZC Logistics: Send the VAT invoice to customers by express mail & record invoice delivery number in 1688

Attention: Online sales terms specify that VAT invoice will be sent max. 7 working days after payment.

<h3>Order Handling Process - Packaging and delivery</h3> <p>MILKYWAY</p> <p>Logistics partners (Milkyway) picks & packs & delivers the goods</p>	
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Note	You will receive an email from SinoPrinciple (Kelly Chen) with the delivery information for all recent online orders
Activities	<p>At email reception:</p> <ul style="list-style-type: none">• Pick & pack the products according to the form• Add documents in the package: PDS, SDS, COA• Send for delivery through the Express Agency<ul style="list-style-type: none">◦ Payment before 4pm send the same day◦ Payment after 4pm send the next working day• Share delivery number and batch number with SinoPrinciple to record in 1688

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