

# Pre-Sales Process

## Aroma - Overview

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SINOPRINCIPLE

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

## Pre-Sales Process - By Product

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

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

## Pre-Sales Process - Authorized applications for catechol

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Need help?

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