

# eCOMMERCE China 1688.com

## Objective of this guidebook eCOMMERCE China 1688.com

- Provide a common understanding of the new processes in place to manage online sales on Solvay 1688.com flagship store
- Provide a step/by/step guide to ensure smooth order handling and month/end processing
- Provide contact details in case of any issue or question

### What's new?

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## Process covered in this document

CUSTOMER RELATED Operational Processes		
<b>A. Customer Service (pre-sales)</b>	<b>B. Order Handling &amp; Delivery</b>	<b>C. Complaints Management</b>
Processing customer requests, answering questions, providing documentation, ...	Handling orders, including payment, invoicing, delivery customer	After sales complaints management process, product return

  

INTERNAL Processes		
<b>D. Monthly Reporting and Billing</b>	<b>E. Service Providers' Payment</b>	<b>F. Forecasting and stock management</b>
Monthly reporting and billing in SAP, including stock and payment reconciliation	Monthly reporting and billing in SAP, including stock and payment reconciliation	<b>Under construction -</b> Forecasting for online and management of stock levels, including timely importation of products



## Get started

- [eCommerce China - Who is who](#)
- [Shop Open](#)
- [New product launch](#)
- [Online sales operation process](#)

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## FAQ

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## How-to

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## Troubleshooting

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