

Typical Working Procedure between SGV and Client

Step	Party	Action
1	Both	Establish contact
2(Optional)	Both	Agent/Distributor/OEM/ODM Negotiation Or Agreement
3	Client	<p>Enquiry</p> <p>Send enquiry with specific requirement</p> <p>Usually an enquiry should include necessary information: Size, Pressure, Valve Type (gate valve, globe valve, check...), Connection, Actuator, Body material, Qty, Price Term (FOB/CFR/CIF...)</p> <p>Other: Disc material, Seat material, Trim material, Valve type in detail(eccentric butterfly valve, triple offset butterfly valve),Painting, Actuator brand and requirement, packing, delivery time requirement... Enquiry Deadline, Quotation validity, Technical data, Kinds of Standard: Design/Inspection/Connection/Face-to-face</p>
4	SGV	<p>Quotation</p> <p>SGV reply/offer quotation within 24hour, usually 10hour.</p>
5	SGV	Tracking
6(Optional)	Client	<p>Visit</p> <p>Client inform SGV Visit Plan: Usually include Visitor No, Visit Time, Visitor Position, Language, Visit Arrangement, Pick up Place, Other preparation requirement for SGV</p> <p>SGV will check and response within 24hours. Hotel booking, Scheduling, Pick up is available if required.</p>
7	Client	Order Planning
8	Both	<p>PO with Commercial and Technical Checking</p> <p>Usually SGV will offer an PI and drawing for final Checking.</p> <p>Client should be serious and cautious to avoid amend after Order</p> <p>Usually Include: Price, Delivery time, Valve Description, Painting, Packing, Logo, Marking, Document Requirement, and others</p>
9	SGV	Advance payment and Start Production

10	SGV	SGV sale connect Client SGV sale tracking PO time SGV inspector monitor PO quality
11(Optional)	Client	Client Inspection or Third party Inspection SGV inform client one week in advance, if client inspection or Third party inspection is required in PO SGV play an support role during Inspection
12(Optional)	Client	Pass Client inform SGV pass inspection
13	Client	Release and Balance Payment Client inform SGV release PO
14	SGV	Deliver and Shipment FOB: SGV cooperate with forwarder to shipment CFR/CIF:SGV arrange PO to oversea port SGV will prepare relevant buyer side's document required in PO(like C/O, IBR certificate)
15	SGV	Deliver Tracking SGV tracking PO, offer support to client until custom clearance
16	SGV	Installation and Usage SGV offer relevant support for Installation, Usage and Maintenance
17(Optional)	Client	Feedback SGV will offer a Feedback Questionnaire, improve continuously.
18(Optional)	Client	Complaint SGV will reply within 24hours(usually),resolve properly.

Note: Above working procedure is just a typical Business Cooperation Model between SGV and Client, to help our respected client understand us better. SGV is flexible enough to suit other route as long as our respected client need.

SGV TEAM