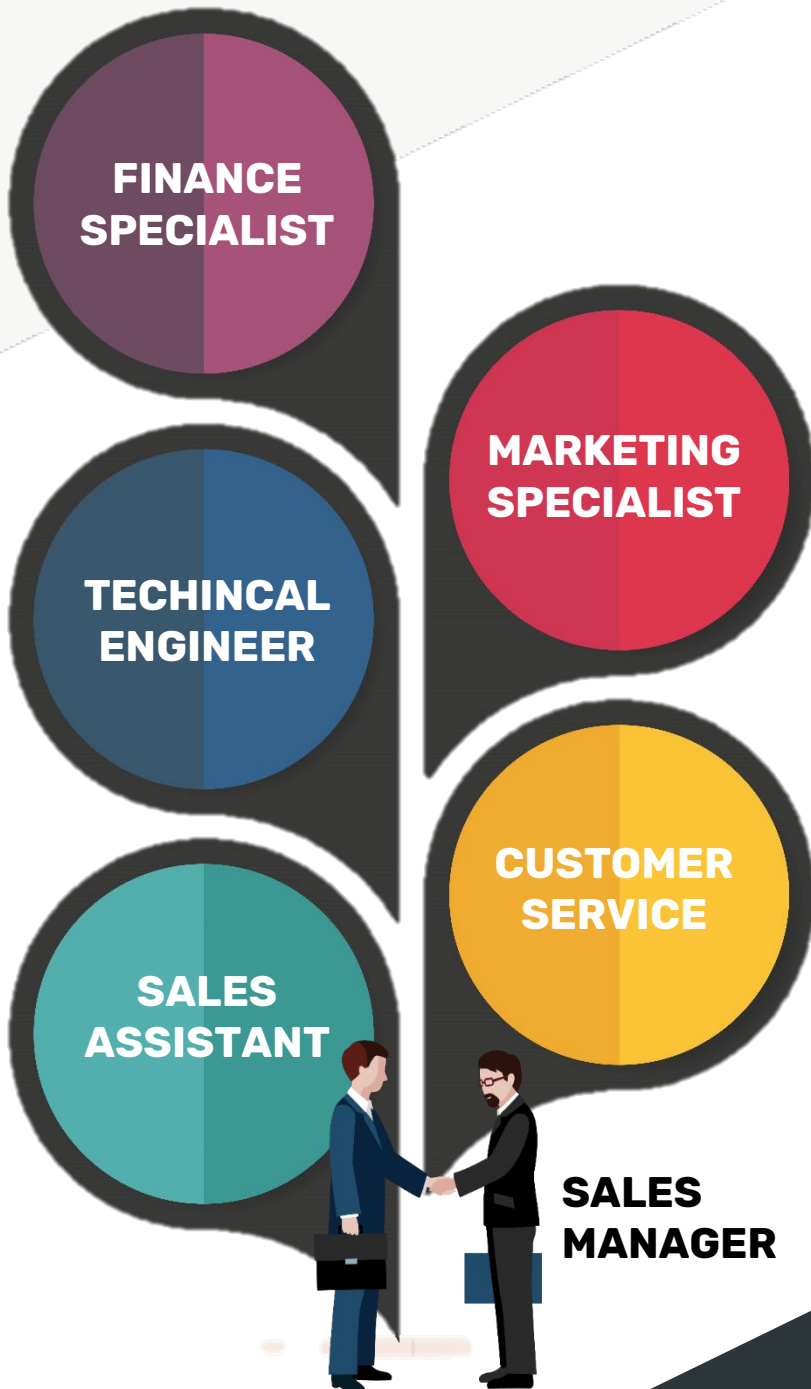




# DELFIN CUSTOMER SERVICE CHAIN

## MORE THAN A CUSTOMER SERVICE, A CUSTOMER TEAM

We have created for our customers a dedicated and specialized team with specific skills, to always guarantee a direct communication with Delfin, without any filters



### BENEFITS FOR YOU

- ✓ Direct communication, without any filters
- ✓ Know-how always within reach
- ✓ Fast answers
- ✓ Team of experts at your disposal
- ✓ Double satisfaction : service quality and qualified staff taking care of your needs

# HOW WE CREATE VALUE

**Have a request but still don't know where to turn for help ?  
Here is the answer : who to talk to and for which topic**

## SALES & TECHNICAL MANAGER



- ✓ Quotations and orders handling for customized machines
- ✓ Product and application related questions
- ✓ Advice and comparison with competitors' products
- ✓ Commercial and pricing questions
- ✓ Technical Service (after sales issues)
- ✓ Technical explanations about previous technical sales

## SALES & TECHNICAL ASSISTANT



- ✓ Quotations about accessories, spare parts and products in Delfin price list
- ✓ Requests for technical documentation (exploded views; dimensional drawings; manuals; electrical layouts; motors performance curves; certificates)
- ✓ Support for using Delfin platforms to find manuals and technical data sheets
- ✓ Support for identifying codes for your orders

## MARKETING



- ✓ Media : products photos and videos; logos
- ✓ Support for templates making; marketing material and gadgets
- ✓ Content : brochures, catalogues, leaflets, editorial support, layout, templates, brand images
- ✓ Web marketing support: SEO, online advertising; social media
- ✓ Event planning support : design and strategy for trade fair booths

## CUSTOMER SERVICE



- ✓ Orders handling and orders status
- ✓ Advice for goods ready to be shipped
- ✓ Logistics services
- ✓ Tracking number and update on shipping status
- ✓ Shipping documents update/EUR1/customs bill/certificate of origin
- ✓ Communications and update of company data
- ✓ Questions on invoices (not for payments → see "Finance")

## FINANCE



- ✓ Requests for Delfin credit note payment
- ✓ Invoice and payments status
- ✓ Doubts on : electronic invoices; bank receipt; letter of credit/Cad
- ✓ Pec sending/receipt
- ✓ Requests for invoices; clarification on invoiced prices; clarification on terms of payment
- ✓ Bank statement requests
- ✓ Communications on invoices payment
- ✓ Communications on personal/company data modifications