



# VEGA PHARMA LIMITED

Add: 9F, Eastern tower of IBC, 600 Jinsha avenue, xiasha, Hangzhou 310018, China

Tel:+86 571 88398112 Davi@vegapharma.com www.vegapharma.com

---

## Question:

### What's the order procedures in Vega ?

Bellowing is the brief order procedure of Vega, share with you, in order to help you to know Vega more clearly, help to quickly establish co-operations with Vega, and as well, you can give any suggestions to Vega, to help us to improve services for customers.

Bellowing are brief steps:

#### 1. Inquires and offers

Once get inquiries from Vega, sales managers of Vega team will discuss with customers on all necessary infos of inquiries, and Vega committed to give offers within 1 working day.

#### 2. Prepare and Release official SC, PI

1) Collect all necessary infos for SC, PI

correct company name, address, phone no

investigate the credit recordings and credit amount of the company via Sinosure

correct product name, specification, standard, packing size, quantity, price terms, unit prices, delivery destination port, delivery period, payment terms, packing and labels requirements, documents requirements, norminated forwarder or not.

2) If customer's credit recordings and credit amount is good, then go ahead to 3), if not good, have to do payment terms: 100% TT advance

3) Apply official SC, PI in Vega's ERP system, once general manager approved the SC, then release official SC, PI to customer within 1 working day by email or on-line tools.

4) Vega sales managers will ask customers to officially sign back the SC, PI with signature and stamps. Only SC officially signed back to Vega, then the SC is take into effective.

#### 3. Prepayment or LC/ BC opening and Cargos preparing

1) In SC, if payment has prepayment, or LC/ BC, Vega regularly ask customers to arrange prepayments or LC/ BC opening within 1 week. Only after prepayments or original LC/ BC arrived at Vega, then go steps to 2)

2) Vega sales persons place order to sourcing team, preparing cargos.

#### 4. Arrange delivery schedules and do shipment booking

1) Vega sales persons double check with customer all the detailed info needed for bill of lading, and shipping documents

2) Arrange delivery schedules, and feedback to customer. Show packing and labels infos to customers for approval in meantime.

3) Arrange shipment booking via Vega shipping department, and in time feedback to customer.

#### 5. Cargos delivery, loading, exports handlings

1) Vega will check again the customer's credit recordings and credit amount via Sinosure, only if the customer now not in black lists of sinosure, then go ahead to 3). If the customer listed onto black lists of sinosure, only after 100% payment of the SC is paid to vega, then go ahead to 3).

2) If the remaining payment not yet paid as per agreed in SC ( payment terms: 100% payment before delivery), once 100% payment is paid to Vega, then can go ahead to 3).



# VEGA PHARMA LIMITED

Add: 9F, Eastern tower of IBC, 600 Jinsha avenue, xiasha, Hangzhou 310018, China

Tel:+86 571 88398112 [Davi@vegapharma.com](mailto:Davi@vegapharma.com) [www.vegapharma.com](http://www.vegapharma.com)

---

- 3) Cargos delivery to Vega warehouses in Shanghai, Qingdao, Tianjin, Dalian, etc.  
Vega warehouse staffs will take pictures of packing, labels, pallets, and report to Vega shipping department, to check the cargos and packing & labels are correct or not.
- 4) Export handling by Vega shipping department  
Labeling or check again for packing and labels, Palleting and loading, Custom declaring.  
Vega sales persons collect correct pictures of packing, labels, palleting, in time feedback to customer for approval again before loading. And report the estimate ETD, ETA to customer.
- 5) Vega sales persons will check the infos on bill of ladings with customer.
6. **Draft shipping documents**  
Vega sales persons show draft shipping documents to customers for approval within 2 working days before ship ETD.
7. **Show copy of correct shipping documents to customer within 1-3 days after ETD**
8. **Once payment is TT copy, waiting customer to release payment.**  
**In meantime, Vega finance department to cover the insurance via Sinosure for all the cargos after ETD.**
9. Original shipping documents release to bank or send to customer by courier.
10. Vega sales persons inform customer the documents' tracking no, follow the payment of the order, and provide the after-sales services.