

Capture Relevant Customer Data

Company & group related data, (if any) (Address)

Industry

Products to be analyzed /

Sample matrix

Focus of the analyzes

(e.g. allergens, contaminants, nutritional values, microbiology, etc.)

Extra Services

(e.g. on weekends or public holidays, express samples; concerns which analyses)

Madatory specifications are required before the results are transmitted

(release-relevant analyses)

Primary contact for orders

(Name, e-mail, telephone number)

Contact for urgent issues / crises

(Name, e-mail, telephone number)

Number of samples

(Per week/month/year)

Delivery period of samples

(e.g. daily, twice daily, weekly)

First simple shipment from

Interface for importing and exporting samples desired?

yes

no, only test reports

only import or export, because of

Reporting specifics

(e.g. specification of cost centers or purchase order number, invoice address different from order location)

Contact for test reports

(E-mail, telephone number)

Contact for invoices

(E-mail, telephone number)

Contact person for dunning issues

(E-mail, telephone number)

Other

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