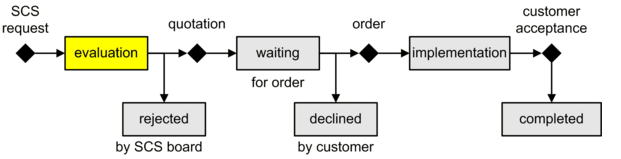
**SCS (Special Customer Solution) Request template**

Overview - **Generic Flow process for SCS** 

1. **To accelerate the response, please take the time to fill-in all mandatory information completely!!**
2. **Please specify any item not included in Microscopy price list that is necessary to close that sale.**
3. **Submit the completed form to Team Mailbox Microscopy SCS (email: scs.microscopy@zeiss.com)**
4. **For current status of your SCS request – please see ZEISS Microscopy SCS Database**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Contact Information**  **Customer (Name, Address, Zeiss Contact Person, Telephone, Email, Fax)** | | | | | | | |
| **Customer Name**: | Teoh Yi Hearn, Lawrence | | | **Company/ University:** | | | MSD International GmbH(Singapore Branch) |
| **Address**:  50 Tuas West Drive, API, SINGAPORE 638408 | | | | | | | |
| **Zeiss Contact Person**: | | Chow Kah Heng | | | **Country:** Singapore | | |
| **Phone**: +65 9650 9697 | | | **E-Mail**: kahheng.chow@zeiss.com | | | **Fax**: +65 6567 5131 | |

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| **SCS request date** | Date (dd.mm.yyyy): 23 Mar 2021 | |
| **Type of instrument** | Model: Axioscope 7  Software Product / Version: Zen Core 3.2  other: | New Instrument: Yes  Retrofit to existing system  Serial Number  Software License Number  Computer Configuration |
| **Related BG MIC Market Segment** | Pharmaceutical | |
| **Is this SCS request related to a Discount request?** | no  yes, please specify …… | |

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|  | |
| Mandatory | 1. **Why should it be modified? Describe the Application in detail.** |
| What does the customer want to do with the modification? What is the application? Please be as precise as possible! | Add new software module (OAD) to improve Feret Measurements |
| Mandatory | 1. **What needs to be modified?** |
| Details necessary, sketches welcomed, web addresses, anything to help understand the wanted modification; please attach additional documents in email if available. | An OAD script needs to be added |
| Optional | 1. **How should/could it be done?** |
| Suggest a technical implementation idea: By what means should it be done? (Substitute/change item such and such…) | Custom module through OAD |
| Mandatory | 1. **Time frame for the project until delivery?** |
| Time-line for the purchase? Will the customer accept partial delivery? | End of April 2021 |
| Mandatory | 1. **Customer Budget for the individual modification(Specify Currency)** |
| How much is the customer willing to pay for the above specified problem? | The Custom Application development costs has been included in the quotation. |
| Mandatory | 1. **Customer Budget for the whole system (Specify Currency)** |
| What is the content in equipment and the total amount of money for the quotation (Including the modification)? | SGD 378,000.00 |
| Optional | 1. **Key buying factor?** |
| How much is the SCS contributing to the customer decision (in %)? | Digital solutions including GXP and custom solutions |
| Optional | 1. **How many other (future) projects will request the same modification?** |
| How many other customers need the same item in your region during one year & are willing to pay the same price for the modification? | Similar requirements are expected across several similar pharma manufacturing projects. |
| Mandatory | 1. **Competitor solution(s)?** |
| What solution(s) (price in specified currency & technical specs) do the competitors (which competitors) offer? Any known patent conflicts? Do we need to match or exceed specs? Competitive SW application known? | Leica is a competition but cannot offer the package of digital solutions including GxP. |
| Mandatory | 1. **Any Software Modification Required? Please give a description.** |
| Which Software version? Specify! | No modification to the core software required. Only need for OAD script for modified FERET measuremnts. |
| Mandatory in case of SW SCS | 1. **Customer Specific Software Application required ?**   Requirement: OAD module for modified Feret measurement  Description: Image Enhancement module to perform the following:   1. The customer requires a modification to the FERET measurements through a script   Number of Units Required: 2 |
| Description of software application  Sample Type and Images  Legal requirements (GxP, FDA 21 CFR part 11, | GxP is required. |
| Mandatory | 1. **Configuration** |
| Describe complete tool configuration or attach the configurator sheet.  For Software Application:  Camera  Accessories controlled by software (Mot. Stage, Sample Feeder)  Computer Configuration  Third Party Software | Axioscope 7 |