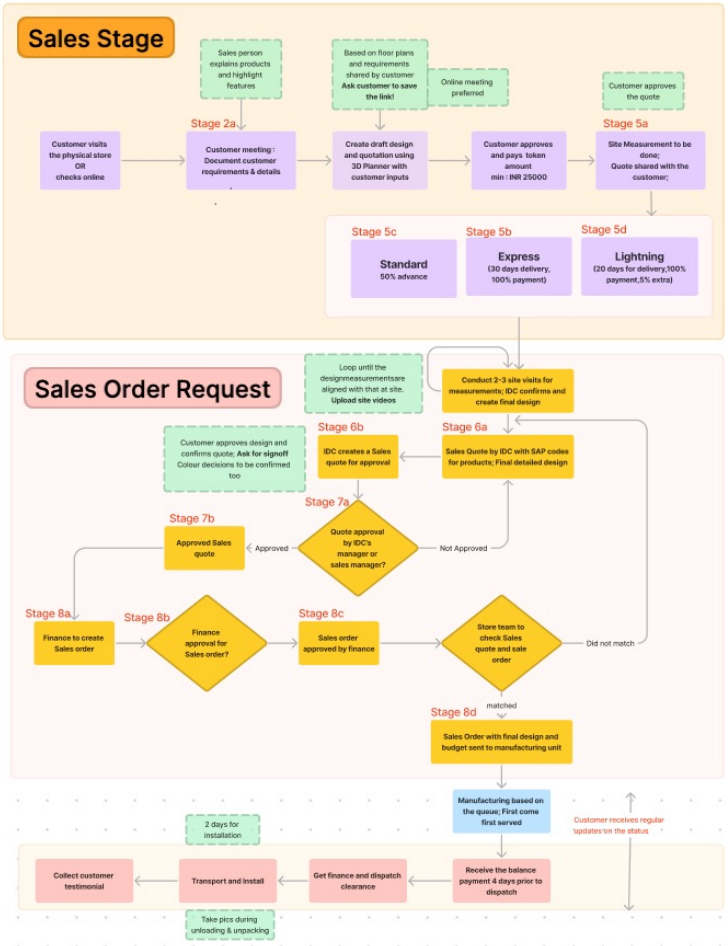
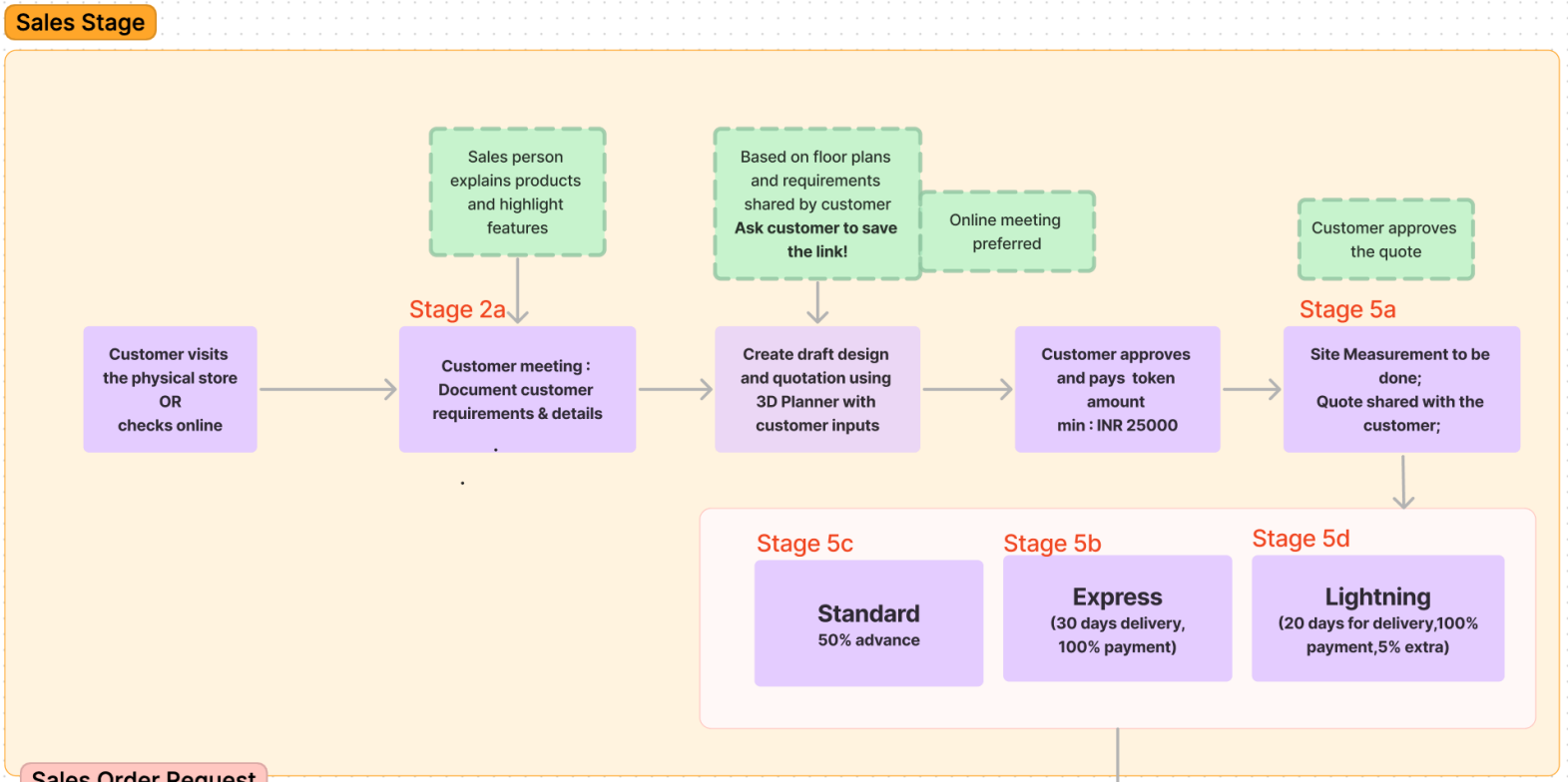
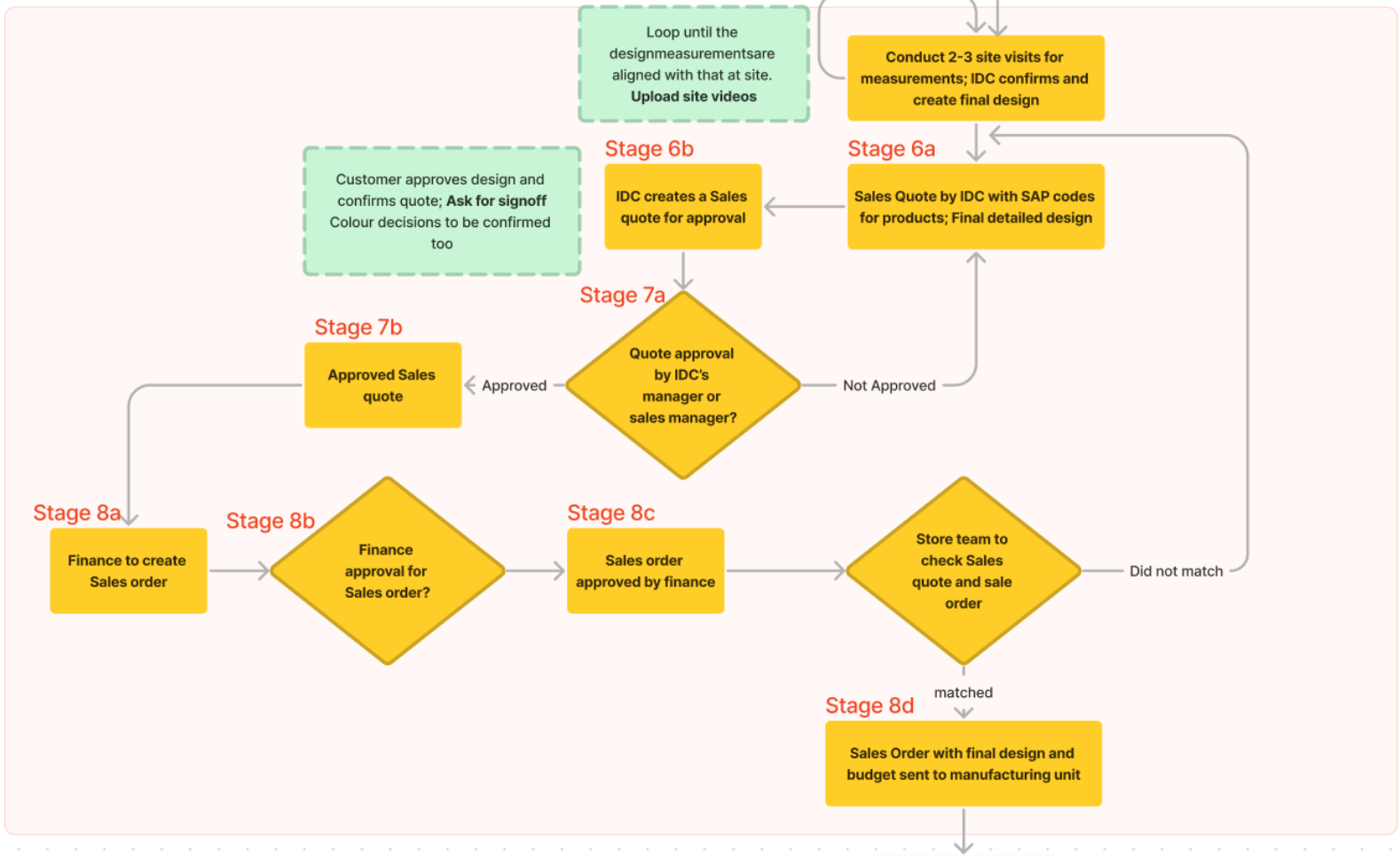
# CRM Process

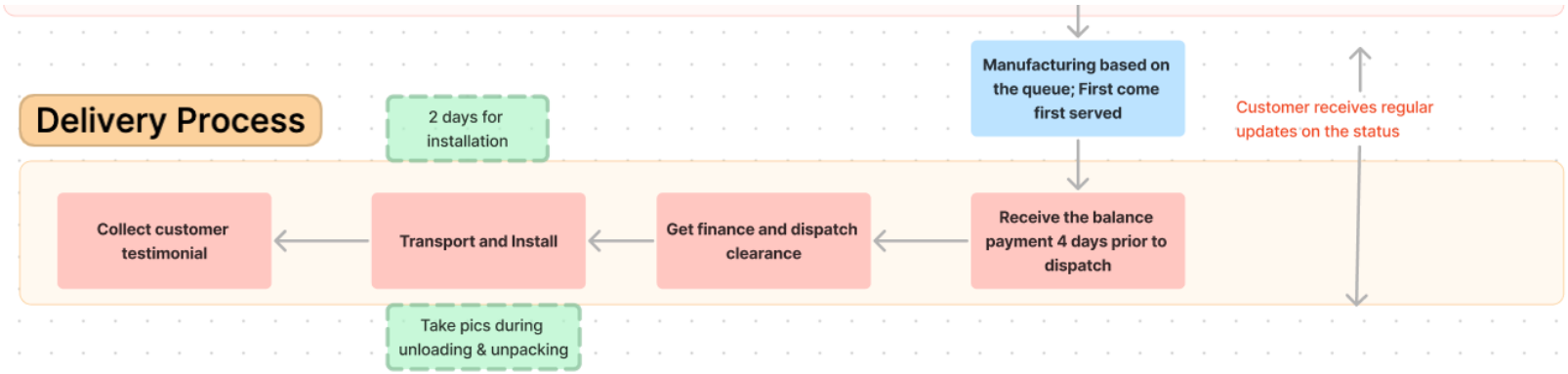
# Bethliving's CRM Process




Sales Stage
Sales person explains products and highlight features
Based on floor plans and requirements shared by customer Ask customer to save the link!
Online meeting preferred
Customer approves the quote
Stage 2a
Stage 5a
Customer visits the physical store OR checks online
Customer meeting : Document customer requirements & details
Create draft design and quotation using 3D Planner with customer inputs
Customer approves and pays token amount min : INR 25000
Site Measurement to be done; Quote shared with the customer;
Stage 5c
Stage 5b
Stage 5d
Standard
50% advance
Express
(30 days delivery, 100% payment)
Lightning
(20 days for delivery,100% payment,5% extra)
Sales Order Request

# Sales Order Request




Delivery Process
2 days for installation
Manufacturing based on the queue; First come first served
Customer receives regular updates on the status
Collect customer testimonial
Transport and Install
Get finance and dispatch clearance
Receive the balance payment 4 days prior to dispatch
Take pics during unloading & unpacking