



Biffi Sales and Service Contacts

Request for

New Quotation or Order
Spare Parts
Service and Maintenance

biffisales@emerson.com
biffispares@emerson.com
biffiservice@emerson.com

Information Required

1. Request for Quotation

Compulsory Sales Information

Project Name	✓
End User Name	✓
EPC Name	✓
Final Destination Country	✓
Valve Manufacturer Name	✓
Entity type (Interco / INtraco / OEM / Distributor / LBP)*	✓
Deadline to receive the quote	✓
*Refer to Global Spare Parts Price List	

Technical Information

Please remember to attach all relevant documents for a quote.

- Project specs in English
- Datasheets if available
- Valve torque tables or thrust and travel table
- Safety factor if not present on specifications or datasheets
- Sizing pressure
- Fail action (in particular for linear please define spring fail up or fail down) – for linear, please complete a specific file
- Actuator type and / or fluid type
- Supplier vendor list if available
- Highlight any special requirements (i.e. paint, test, certificates, 3rd party inspection etc. etc.)
- Specify unit measure: imperial or metric
- More if available

2. Order

Before proceeding with an order placement please check below list

- ✓ a) Are T&C (EMR standards) applicable?
- ✓ b) Credit check: Is the payment term agreed with the customer acceptable for Biffi? If you need support contact the Credit Management and ask for the Credit limit module (form: Affidamenti Biffi)
European.Risk@Emerson.com
- ✓ c) Does the SAP customer code already exist? Please check with Biffi sales assistants:
biffisales@emerson.com
biffispares@emerson.com

If not, ask them for the relevant form and send it to the customer to fill it in
- ✓ d) Is a due diligence required? (Emerson Standards)

If yes, please contact **biffisales@emerson.com**, before order placement (two weeks in advance preferably).

Technical Information

- Identify the END USER
- Identify the specific APPLICATION for your transaction (must reflect the actual use of items by the End-User)
- Identify where exactly and the PURPOSE your product is going to be used for
- Indicate the FINAL DESTINATION COUNTRY of the goods
- If the APPLICATION is a sensitive one (nuclear, military, chemical/biological weapons, missile, rockets/space and terrorism), please give as much details as you can
- If the PO has Russia as the final destination, clearly specify the application: arctic offshore, deep water, shale projects and oil extraction

End User Examples

Chemical Production	Offshore Oil Platform	Pharmaceutical	Coal Power Plant
Pulp & Paper	Glass Factory	Military Artillery	Copper Mine
Oil and Gas Extraction	Sugar Mill	Water Treatment	Nuclear Power Plant
Dairy Production	Uranium Mining	Oil Refining	Stock

Note:

End User may be combined with information from one or more of the categories mentioned above: (e.g. Measure flow in a sugar mill, repair parts for a chemical factory)

3. Spare Request for Quote

Compulsory Sales Information

- Project Name ✓
 - End User Name ✓
 - EPC Name ✓
 - Final Destination Country ✓
 - Valve Manufacturer Name ✓
 - Entity type (Interco / INtraco / OEM / Distributor / LBP)* ✓
 - Deadline to receive the quote ✓
- *Refer to Global Spare Parts Price List

Technical Information

Please remember to attach all relevant documents for a quote.

- Actuator serial number or TAG plate photo
- Code of requested spare parts (refer to IOM) if different from maintenance soft seal replacement
- In case of modification, provide a clear description of new requested features

Biffi Sales Tool Kit

Useful Links

-  Website
www.biffi.it
-  LinkedIn
<https://vn.linkedin.com/company/biffi-italia-srl>
-  YouTube Channel
<https://www.youtube.com/user/BiffiItaliaSrl>

Please contact respective Product Managers for the following materials

- Sales Presentation
- Reference List
- Product /Application Photos
- Sizing Tool Instructions