

SHIMGE TIMES

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Shimge Pump Industry Group Co., Ltd.

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To Be the Best or Nothing

SHIMGE at the 119th Canton Fair

Lynn Fan

Manager of Overseas Marketing Dept.

China Import and Export Fair (Canton Fair) Exhibition Phase I was held as scheduled in Guangzhou during April 15th to 19th, 2016. As a leading and renowned enterprise in the water pump industry of China, SHIMGE appeared at the exhibition as usual and showcased its advanced products in Hall No. 8.1. Highlight exhibits were domestic intelligent water pump and integrated water pumps with intelligent control system of frequency conversion, which were developed by SHIMGE itself based on demands of market and customers, and cutting-edge technologies. Besides, products exhibited also include submersible pumps, sewage pumps, surface pumps, circulation pumps, stainless steel pumps, deep well pumps and other water pumps with wide application, which have attracted the attention of many purchasers and become a highlight in Hall No. 8.1.

Canton Fair, as an indicator of China's economic prospect, is the most grand trade fair in China. As shown by official reports, the turnover of this year's trade fair has reached US\$28.084 billion, up 0.1% compared to that of last year. The turnover has been under US\$30 billion for four consecutive years, which reflected a severe export climate that China would continue to face in current stage. Having realized the current severe foreign trade environment, SHIMGE turned to the construction of self-owned brand overseas and product marketing and have made positive achievements with high-quality and cost-effective products and service, scientific research and innovation on the basis of market demands. Crisis will breed opportunities. SHIMGE will keep marching forward.



Mr. Miao Xu, the Secretary of the Municipal Party Committee of Wenling came to Shimge booth talking with Mr. Mintian Xu, the Chairman and CEO of Shimge Group.



Moreover, SHIMGE, having stood out from over 20,000 competitors, received Green Decoration Award in the green decoration competition at the 118th Canton Fair Exhibition Phase I. SHIMGE were highly recognized regarding the product design, material, environmental friendliness, safe erection and dismantling, brand demonstration and other features. This award is designed to promote the green development, transformation and upgrading of Canton Fair, and to gradually eliminate sectors against ecological and environmental protection during the development of Canton Fair.

Shimge

Never Cease to Create New

Allen
Assistant of VP

Everything&everywhere requires development, and no matter by the form of creation or innovation, the most conspicuous feature is "new". New, is the original drive force of development, which have more than thousands of cases to prove such point. Like the life, old gone to welcome the new birth; tools developed from handmade till wooden & stone types, but then metal & mechanical or even electrical ones, till robot of nowadays.

Due to "new" relate to development, thus should have someone to push forward, no matter by his own will or to be forced, and it really happens everyday as undoubted truth and influence everyone at everyday. That's to say, all of us neither fall into such changes nor to be a one to push changes, while sometimes not yet feel.

However, while clearly know will benefit from "new", but curiosity that people automatically has habit to afraid in acceptance, like new products & new mode & new conception, etc. Thus, new could explain as:

A.The courage to say "No";

B.Capable to destroy old by powerful "Energy";

C.Then has possibility to "Win". So, combine the first letter of each one is the "New".

Shimge, as responsible producer, put the clients' credit more important than anything else, thus:

A. For the point of say "No"

1.Never OEM "Shimge" brand from outside, which means all pumps on catalogues with Shimge logo are 100% produced by itself.

2.Shimge, only produce 100% copper wires motor to refuse the lure of benefit.

3.Only focus investment on pump & water, well control benefit attraction to avoid any cross-filed investment.

B. "Energy" of Shimge

1.Named as professional private enterprise with more than 32 years' history for accumulation.

2.Certified as state level lab by CNAS with fully cooperation of TUV.

3.Awarded as China well-known trademark plus the highest honor on China technology.

4.R & D center was granted the state level technology center, but also set fully cooperation with top famous related universities.

5.As executive VP member of the "Drainage & Irrigation Machinery Organization"

6.Team leader of the submersible pump, national agriculture machinery standardization committee, which draw up the national standard for all producers.

7.Advanced imported equipment & automatic system.

8.Be well-known & fully reorganization of Shimge quality by more than 100 countries of the world.



Shimge, a keep-developing company with continuous innovation and always offer new image for each partner, be active not only join the changes of the world but also as the one to push the change, from the new workshops, new production lines, new products, plus the new color, new promotion activities, new brand establishment, etc.

Be new then will future, thus start from say "No", by the support from "Energy", therefore, "Win" will on the way to welcome at destination.

Brand & Label

Everyone knows "Apple", not only because of its good in taste and strong to healthy, but more because of it so renowned in electronic & internet field around the world, but also the symbol of "fashion", like "I watch"; "I PHONE"; "I Pad", etc. So, that's brand. Remember once heard one sentence but forget from where. It is said by the boss of "Coca Cola", that is "I can rebuilt Coca Cola kingdom in one day, if I have the brand in hand, even the factories all destroyed". So, this is brand.

During more than 13 years experiences of sales, easily heard everyday that "I am doing brand" from somewhere by someone, no matter you know or unknown him. Brand in their mouths sounds so easy, but while others keep on doing for more than hundreds of years by uncountable efforts. So, what's the brand?

Brand definition is invisible capital which has economy value with the features of abstraction, unique, but could be identified, able to express the differences and orientation with right position in people understanding and influent while making choice in selection for any purchase activities, by various promotions through any possibilities.

What's the difference between brand & label?

What called brand, is the reflection of value & reputation, but the label is just the symbol of logo & products.

Brand is the impression in mind that could be automatic remind when has demands, but the label is just the logo which you only could know when you look at the products facefully.

Brand has vitality to offer right strong

support in development, but for the label is just the label to recognize.

Brand is systematic project including enterprise culture & history, plus all kinds of promotion and market activities, but label is just the single name to recognize. Based on above narration, it's easy to know the significance to build up a brand.

Believe each of us has same will that is to make the label not only to be a brand, but be strong brand, Shimge, is not an exception, even truly it's extremely hard, however, already insist on more than 32 years, we have no excuse but only motive to continue in pursuit & realization.

Hope partners of the world is able to recognize the changes of Shimge, but willing to join together in brand establishment by active & positive execution and then, share the success always together hand in hand.

SHIMGE Smart Pumps Make a better life

Scott
Product Manager

It has all the functions and features which other normal variable frequency pump has and moreover it is more than that, new features are appended to the product such as small-size, light-weight, integration and intelligent. The advanced designs made it easy to be maintained and measured, high efficiency, stable pressure, auto fault measuring and auto protection. In a word, it is a world-class level product. The application fields of the produce is very wide including domestic water supply (water pressurizing for high-rise buildings, apartments, villas and household, etc.), public establishments (schools, restaurants, bus stations, hospitals, gyms, etc.), business mansions(hotels, office buildings, shopping malls) and irrigation using(for farmland, orchards, parks, etc.).

Basic technical data

Input voltage: 220V/50HZ/60HZ(160V-250V).
Input power: 1.45kw
Pressure setting: 10 levels
Display mode: LED
Control mode: visible buttons
Power factor: >0.95
Certification: CE
Waterproof grade: IP65

Development background

Under the demands of developing economical society, and deepening of the lifestyle of green, environment-friendly and lower carbon, our integrated variable frequency pump became more and more popular instead of the old normal variable frequency pumps and water supply equipment because it has some unique advantages that the normal ones do not such as in the dimensions of energy-saving, high efficiency and maintainability. While, not every factory has the ability of producing such requirement-meet pumps and at the other hand, most of the able factories just do the assembling and plus things, but not the really creative ones.

The real creative dimension

1. The smart integration of the pump body and the motor rises higher demands of the good-looking of appearance, the



Products' Name: Intelligent Variable Frequency Pump

compatibility, etc. So the normal variable frequency pumps with frequency transformers are not qualified. Those depend on not only the capability of developing and producing, but also the development and application level of software.

2. The requirements of easy-maintaining, intelligent, humanization design, sample control and working stability.

3. The requirements of safety, high-efficiency and environment-friendly. Especially the standard of lower noise. Because the low noise decides if the pump can be accepted by most families like an appliance.

4. The normal variable frequency pumps are relied on the frequency transformer sets and checked the working situation according to a complex control system called PLC. While, SHIMGE BLE achieved to adjust the speed automatically by an important liquid return signal to make the pump walking in the best mode to save almost 40% energy than other similar water supply equipment. What is more, SHIMGE BLE has the advantages including constant voltage variable frequency working, lower noise, easy-controlling, compact design

and free water hammer. The features attached to the product are the protection of water shortage, automatic pressure adjustment, over-heating and overloading protections. SHIMGE BLE is fully integrated and can be connected directly with pipes. medical and health treatment



Application Case of BLEs

The Leisure and Basic Medical Service Center of the First Affiliated Hospital of Xiamen University is located at Xiamen City which is known as the Oriented Hawaii. The comprehensive service center provides various kinds of

services and information. At the same time, there are a big swimming pool and multipurpose gym. To ensure the best running of that such big and comprehensive building under the requirement of energy-saving and environment-friendly, it



needs some series of high standard products. Finally they chose SHIMGE. The pump system has been designed jointly by Shime Pump and SHIMGE Pump (Hangzhou) and produced by Shime ShangMa Producing Base. The program based on the requirement of energy-saving and moreover carbon-reducing. Shime provides intelligent variable frequency pumps BLE and BWE series which are both suitable in the hot and cold water system. Also BL series stainless steel pumps are chosen to use with variable frequency constant pressure water supply systems. As the rising trend of needs of health care services, similar service centers will set up continually and play more and more important roles in the social medical services. While

with the high-efficiency pumps systems, they will run better.



SHIMGE PUMP: HELLO! INDIA

Young
Director of South Asia Dept.



Main representatives of SHIMGE PUMP and our dear local partner in India

On March 19th, 2016, after 3 months preparation, The First Distributors' Conference of SHIMGE Pump Industry Group was held in Delhi, India smoothly. This conference is aimed at Delhi customers, 55 customers attended this meeting in total which continued for 1 hour, the agenda includes: enterprise introduction, product introduction and the promotion policy declaration, placing orders in the meeting. We also arranged products display area in the Hall. After the meeting, we prepared a delicious dinner for dealers.



The reception area of the conference, everything is ok waiting for distinguish guests



Products display area in the Hall

In 2016, SHIMGE has an annual plan to hold several regional meeting in India, including in Delhi, Mumbai, Kolkata, Hyderabad and other major cities. Through this kind of conference, SHIMGE finds a new way to promote our brand and set up the relation with customers, our dealers also can acquire a more profound understanding of the SHIMGE enterprise, SHIMGE's products and culture. After the meeting, the customers are given a very high evaluation to SHIMGE company as well as this meeting form, they hope SHIMGE to organize more this kind of meeting in the future!

SHARE THE BRIGHT FUTURE of SHIMGE PUMP

Conghua Ran
Product Manager

In May 2016, Sales manager and I, product manager made a business trip to Central Asia and did deep marketing research. Through the deep visiting and investigating, we find it's a potential market and very suitable for SHIMGE products to come in. And we found some great potential partners who have the similar great company culture and high requirement of products as we do.

One of the potential partners is an very professional enterprise focus on HVAC who has more than 1000 staff and its annual sales volume reached 100 million.



On 12th, May, we decided to visit this company. Firstly, we went to one of its direct-sale stores and we saw SHIMGE pumps at an obvious position, we felt very happy. The manager introduced recent developing situation of the store to us.

After visiting the store, under the recommend of the manager of procurement dept. We came to its headquarter and visited its factories, via our observing we found that it is a very great corporation with good management, high quality staff and modern storehouse.

The procurement manager led us visiting their factory one after another department and told us stories about their company and how to choose good cooperating suppliers. After then, we held a communication meeting. They said they have heard SHIMGE brand for a long time but did not know much. We made a brief introduction to them about Shimege Pump Industry Group, an listed corporation whose mission is to provide the best pump and pump solutions to the world and create a better life for people all over the world. Shimege focuses on pump industry for more than 31 years since its foundation in 1984 and has a high reputation in China. Recently, we embark on build SHIMGE brand globally, we want to find partners who has the similar corporation culture and brand pursuing. We warmly welcomed them to come to China and visit our company and factories.

Through this visiting and conference, we have known each other deeply and made good base of a great cooperation. Shimege, aims to build SHIMGE into a world-class pump brand and we have walked on nearly to touch our dream one step more.

SHIMGE's After-service: The Foundation of Global Branding

Seed

Sales manager of the Middle East Dept.

SHIMGE[®]
..... ————— *for better life*



Mr. Rain and Miss. Connie and I are on the way.

With careful planning, we started the three-country visit 20 days ago to Saudi Arabia, Jordan and Oman. This team also has three people, Mr Rain, the after-sale service manager, Miss Connie, the regional manager and I, the assistant to Laila, the director of the middle east market. Actually, this is the first time for SHIMGE to send a commercial and technical team to three countries at one time. We expect this business visit to be fruitful by orders and meaningful by the SHIMGE brand improvement. And the results turned out to be positive and constructive. My appreciation firstly goes to all the distributors this these three countries, especially for their kind

efforts to well organize the presentation meetings and the training time for the salesmen and important clients. Though these activities, we tried to inform them of SHIMGE wide products range and SHIMGE determination to build a reliable and respectable brand in water pumps business.

When we discussed the branding work, it is inevitable to encounter the after-sale service. In terms of after-sale service, SHIMGE engineer has their own understanding. As Mr Rain, the after-sale service manager said, "after-sale service is more than fixing a damaged pumps". The after-sale service should be present in three stages as illustrated below.

Firstly, how to select the right pump for the customer? This question can be small on the one hand, but on the other hand, it is also complicated. It is a small question because the shop-keeper can just give the pump that customer asks. And it can be complicated because the shop-keeper should know more information of the application field and calculate the head the flow rate for the right pump. The distribution network is from the importer to shop-keepers, and from shop-keepers to end users. So, the importer should educate the shop-keepers with full range of SHIMGE product information and collect enough local market information to continuously improve the database of end-users' demand in different market. No matter how the economy changes, the company that has the exact information of customer's demand always wins.



Learned with each other with our local partners.

Secondly, how to install the pump on site? According to our market survey, there is a group of plumbers waiting to be called to install the pump by the shop keepers in the market. It is very important to educate these plumbers with enough information of how to install the SHIMGE pumps. Many plumbers are new to this business. If the first lesson they had is from SHIMGE company, it will greatly help improve the reputation of the our pumps. Most of the SHIMGE products has specific requirement for the way of installation. We will try best to make these pumps knowledge become the common sense of most of the plumbers of installation.

Thirdly, how to reply the customers complaint? This is the case where the customer find the pump working improperly and take the pump to the shop keepers. The most important is to figure out what's the reason for the damage. It is not suggested to replace the old pump with a new one without any analysis on the problem. It is very important to let the customer know why the pump stop working. Otherwise, the brand reputation will be damaged because the pump get damaged from improper application field. Customer's satisfaction is what we are trying best to wind, but without compromise on quality.

From this year, SHIMGE is going to move forward strongly in terms of brand building. Hope to work SHIMGE partners to do more to improve SHIMGE after-sale service around the globe.

(Las Vegas, NV – May 6, 2016) The National Hardware Show® got off to a great start on May 4th. It is a housing after-market show that brings together manufacturers and distributors of all products used for remodeling, repairing, maintaining and decorating the houses and gardens.

The Show features Lawn & Garden World, Homewares and New Product World. The combined events provide a preview of the entire home enhancement marketplace with over 150 product categories.

SHIMGE Pump Industry Group has attended this show since 2015 year. Compared to last time show in 2015, Shinge brings two star products series for the 2016 National Hardware Show: Sump pump and Sewage pump. Now, let us explain you those two series pump.

Sump pump, which is the popular home-use water pump. It is used to remove remove water that has accumulated in a water collecting sump basin, commonly found in the basement of homes. The water may enter via the perimeter drains of a basement waterproofing system, funneling into the basin

Two star products in the NRHA, 2016

Ray
Sales Manager of America



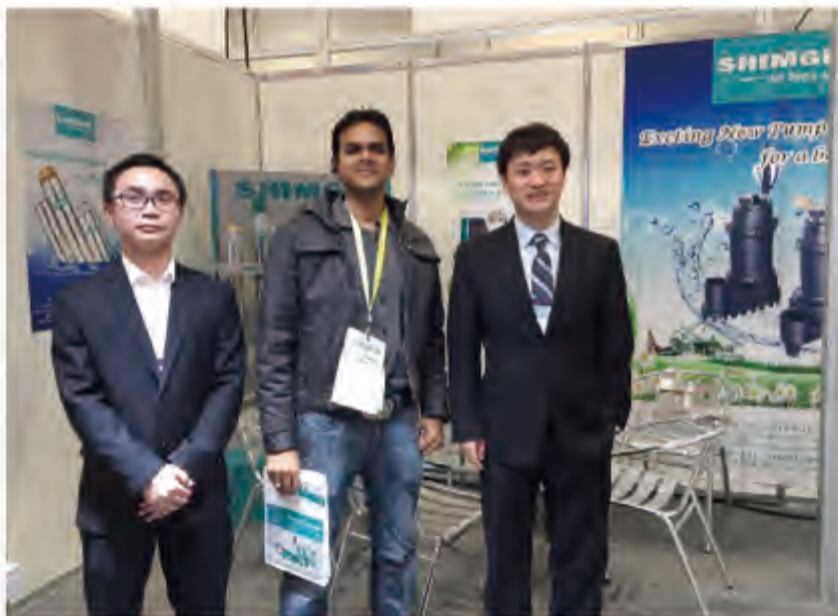
Sewage pumping became popular in the early 1960s, when a guide-rail system was developed to lift the submersible pump out of the pump station for repair, and ended the dirty and sometimes dangerous task of sending people into the sewage or wet pit. Growth of the submersible pump for sewage pumping since has been dramatic, as an increasing number of specifiers and developers learned of their advantages.

Three classes of submersible pumps exist:

- Smaller submersible pumps, used in domestic and light commercial applications, normally handle up to 55 millimeters (2.2 in) spherical solids and range from 0.75 to 2.2 kilowatts (1.01 to 2.95 hp).

- Larger submersible pumps, handle 65 millimetres (2.6 in) and larger solids and normally have a minimum of 80 millimeters (3.1 in) discharge. They are generally used in municipal and industrial applications for pumping sewage and all types of industrial waste water.

- Submersible chopper pumps, which are used to handle larger concentrations of solids and/or tougher solids that conventional sewage pumps cannot handle. Chopper pumps are generally used in municipal and industrial waste water applications and provide clog-free operation by macerating those solids that might clog other types of submersible pumps.



or because of rain or natural ground water, if the basement is below the water table level.

Sump pumps are used where basement flooding happens regularly and to solve dampness where the water table is above the foundation of a home. Sump pumps send water away from a house to any place where it is no longer problematic, such as a municipal storm drain or a dry well.

There are generally two types of sump pumps – pedestal and submersible. The pedestal pump's motor is mounted above the sump, where it is more easily serviced, but is also more conspicuous. The pump impeller is driven by a long, vertical extension shaft and the impeller is in a scroll housing in the base of the pump. The submersible pump is entirely mounted inside the sump, and is specially sealed to prevent electrical short circuits. There is debate about which variety of sump pump is better. Pedestal sump pumps usually last longer (25 to 30 years) if they are installed properly and kept free of debris. They are less expensive and easier to remove. Submersible pumps will only last 5 to 15 years. They are more expensive to purchase but can take up debris without clogging.

SHIMGE products model No.: SSP250, SSP370, are the most popular model in Submersible Sump Pump area. SSP250 is 250w rated power (1/3Hp). SSP370 is 370w rated power (1/2Hp).

Not only sump pump, SHIMGE also bring sewage pump to this show. SEP370, SEP550, which are submersible sewage pump.

SHIMGE model SEP370 is 370w (1/2Hp), SEP550 is 550w (3/4Hp), which are most popular in U.S.A home-use market. SHIMGE, with "double-high strategies", that is providing products and service with high quality and high cost performance. We are on the way to U.S.A market. In the future, you can find more and more SHIMGE pump in the United States.



SHIMGE, with "double-high strategy", we can supply more and more products for this market. Everyone who worked in SHIMGE family, both have the proud of what SHIMGE have done! SHIMGE, for better life!

America, we are coming.

Get to Know the Submersible Pump Department of Shimge

Shuxin Tang
 Manager of Submersible Pump Dept.



The Submersible Pump Business Division is an integrated production division specialized in R&D and production of small submersible pumps, sewage pumps and deep well pumps. Now it has more than 500 employees, including more than 80 technical and management personnel. Its maximum annual production capacity is 850,000 units/sets. The Business Division now can supply Q(D)X classical type, ordinary type and iron-casing dry small submersible pump, QY oil-immersed electric submersible pump, Q(D) dry electric submersible pump, WSD stainless steel electric submersible sewage pump, QT electric submersible sewage pump, QS water-filled electric submersible pump, 4SEm-T series oil-filled well pump, 3.5SEm-T series oil-filled well pump, 3SGm series oil-filled well pump, 4SGm series oil-filled well pump, WQ(D) electric submersible



sewage pump, WQAS-CB cutting electric submersible sewage pump, DWE series pump, and WQK series pump. The Business Division is equipped with foreign advanced product assembly lines and parts production equipment such as automatic well pump motor assembly line imported from Italy, QDX automatic mounting and packing line, automatic motor production line, high-speed punching machine, and machining center, and the products manufactured are of stable quality and high reliability in use.



The key part oil cavity adopts high-precision CNC machining center production, imported tools cutting and one-time clamping techniques to effectively guarantee the machining precision of products; pump shaft is straightened by automatic straightening machine with multi-point automatic detection and full-automatic straightening to ensure its straightness; rotor is machined by high-precision grinding machine with automatic feeding. Synchronous machining

and detection ensure that the precision tolerance of key dimension is within 0.005mm; stator/rotor sheet is produced by high-speed punching machine with automatic lamination to ensure that the inner hole of iron core is smooth without burr, and the height tolerance of stator is within 0.5mm. On-line full inspection is carried out for key dimensions and precision to effectively guarantee the finished product's qualification rate of 100%.

The Business Division introduces the most internationally advanced automatic assembly line, which can realize automatic positioning of parts, ABB picture taking and instruction of mounting position, precise and quantitative oil filling, water-free gas test, and full-automatic packing, sealing and stacking, and can automatically screen out non-conforming products, so as to reduce the dependence of high-quality products on worker skill and ensure that water pumps are 100% qualified.





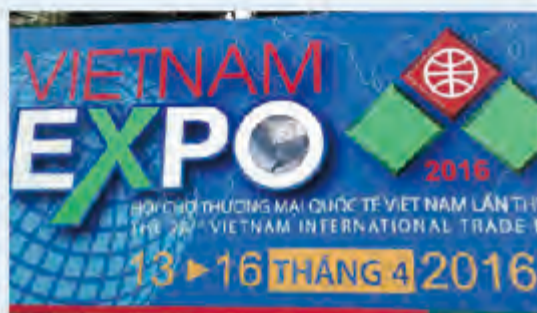
Keep Going, Keep Changing

Jessica Dai
Sales Manager of the Southeast Asia Dept.

"Stay hungry, stay foolish" Steven Jobs once said in Stanford University. He use these words from Whole Earth Catalog to encourage young people to strive for their dream. This also become my motto, encouraging me to choose the challenging job to fight for a different and changeable life. Overseas business is not easy to handle, yet still can motivate people to explore their huge potential to make a man thoughtful and comprehensive. This is why I choose it as my whole life occupation firmly no matter how many thistles and thorns it has.

As for a Shimgge overseas salesman, it is not hard for us to go abroad to widen our business. However, as a green hand in there, I feel exhilarated and apprehensive to be chosen to take an overseas business travel with my manager. This is my first time to go abroad and also the first time to take a plane, so when I was in the plane I can't help imaging how wonderful the trip is, how delicious the food is, how cozy we were when we arrived Vietnam. Nevertheless, this truth is that is only my imagination. Everyday we have to work until midnight to prepare another day's schedule. Even though I still thankful for this wonderful opportunity.

Reading make a full man; conference a ready man; and writing an exact man, which is what Bacon said in Of Study. However I want to add traveling make a thoughtful and comprehensive man. Thanks for such wonderful trip, I learned a lot. For the first day, we booked a taxi for a whole day to investigate the local pump market. We drove along the road from the city down town to the rural place and once there has a hardware or pump shop we will stop to ask their agent information. However, getting useful information in a strange country is not that easy. Luckily through this kindof investigation we could know what the popular



brand in Vietnam and the price information. Meanwhile through the first day trip, I found the house of Vietnam is higher than our Chinese ones, which means the head of our pumps is the most important. By the way, we discovered that the water purifier is selling well in Vietnam, which is the key information for us that there is a huge market for our stainless steel multistage pumps BL and BW, which can be used to pump up the water to high floors.

As the saying goes, opportunity favors only those prepared mind. Preparation can shorten the path of success. However we didn't get full preparation this time. For a business trip, preparation is the most important thing that can make your job more smooth and success. Such as for the beginning, you could search plenty of information about the potential customers from SE. And then you should contact with them one by one through any kind of methods, for example calling for a visitation time, emailing for the available date. Last but not least, you should prepare a lot for the meeting. For instance, you should keep clear what is your purpose for this meeting, what is the main efforts you want to up to and what would you do after the meeting. At last, a delicate gift is sweet. By the way, if English is not popular in the country you will

visit, please first find an experienced interpreter, which will work a lot for you. If you get full preparation that means you have completed a half to success. Thus the other significant way is communication which is also the key to distinguish the experienced salesman and fresh man. So in this trip what I learned most is the way to communicate with customers. First is keep smiling. Someone once said that to light the world is not the sunshine but your smile. So always keep smile, even sometimes talking something is not good for your side. Smile left good impression for everyone, especially in the negotiation with foreigners. Second is keep logical. Sometimes talking about the price which is a tough task for sellers, customers always says the other's price is lower than us or some price is more competitive in the market, at that time you should always keep logical and composure. Only in this way, you could explain thoughtfully and reasonably to customers. Third is persisting. There's a potential customer we find in the yellow page, Rosalia and I went to visit him. However the address is wrong, we find from one place to another, still not find. But Rosalia still didn't give up, and finally we find it. The other thing is when we talked with foreign distributors, Rosalia even tried to write down the algorithm way of the price and ask again and again with the customer. This spirit is what I should learn and insist. Although the business trip is exhausted and not like what I imaged at all, yet I still love it and hope I will have more business trips like that to make me more experienced and thoughtful. Overseas business is challenging you never know what your next customers are. That is just like a parallel there never have a cross, everyday everything is changing, so just keep going keep changing.



Winston
Sales Manager of Euro. II Dept.

Hello, my friends, see you again. Please stay tuned to SHIMGE TIMES, here you will see what SHIMGE focus on, the development tendency of SHIMGE and new product introduction. Casually, you will see some interesting episodes in it. I also warmly welcome world-wide customers contribute

articles, like your thought or your suggestion to SHIMGE, we will repay a surprise gift for it. In the previous paper, I talked about why I choose this job and my internship phase in SHIMGE. In this part, I will talk about my mixed emotion when deal with foreign trade process. Two months passed away in a twinkle, my learning product knowledge in workshop came to an end. I gradually assisted to my manager to deal with

some small items. It's also in this period, I was access to receive an inquiry, quote price, make a call to customer, price negotiation, packing design follow up, production follow up, book space, deliver goods, customs clearance etc. I will never forget the first time I made a call to customer. It's seems very easy in peacetime, however became tough at that time. I got a paper and pen, preparing a draft accompany my palm wet through. I practiced a lot of times and supposed what customer will ask, then I called to my customer. Fortunately, everything went well, we understood each other. After nearly three times calling, I got used to it. All things are difficult before they became easy. And language is only a communication tool, the most important thing is that we can understand each other. To clear up the foreign trade processes as soon as possible, working overtime become a normalcy for me. The most difficulty to me is that I can't ravel out all the items together. It's a system not separate pieces. For quite a long time, I was embarrassed and confused to get my idea into shape. At least two or three times that I wanted to give up. It's not like I don't like the job anymore, but it's too hard for me who was fresh to this business. Thanks to Mr. Longbik and Ms. Jenny, through nearly tracking of five orders, I finally disentangled the mixed emotion. Something interesting happened afterwards, to know more details, please focus on the next SHIMGE TIMES.