

Sales & Consultant's Leads - Customer's Handling SOP:

I. Initial Customer Inquiry Stage

Process:

1. Information Entry

- Source channels include walk-in, Facebook, and other online platforms.

Customer Follow-Up & Contact Procedure (For Free Consultation Booking)

1. Initial Response Time:

- All customer inquiries must be replied to **within 3 hours** of receiving the message.

2. Daily Follow-Up:

- Continue **daily follow-ups** via WhatsApp and phone calls until the customer successfully books a free consultation.

3. Call Frequency & Rotation:

- Make follow-up calls **every 3 hours**, using **different company phone numbers** (staff mobile numbers) to increase pickup rates.

4. Follow-Up Duration:

- Maintain this follow-up process consistently for up to **6 consecutive days** or until the customer answers or books the appointment.

- All inquiries must be recorded using the work phone system.

- Required information includes:

- Lead / Customer
- Customer full name
- Date of first inquiry

For example, (Lead) Steven Goh Hong Hui 251225 * After customers paid, update (Lead) to (Customer) , for example, (Customer) Steven Goh Hong Hui 251225

- Accuracy of entry is essential for proper tracking, scheduling, and follow-up.

2. Sales Team Assignment

- Sales team initiates follow-up through WhatsApp, Facebook Messenger, or in-person consultation.

3. Consultation and Conversion

- The sales team provides professional consultation using past successful cases and treatment visuals.
- Once the lead is convinced, proceed to book the first appointment - FREE Consultation & FREE Demo.

II. Sales Conversion and Appointment Stage

Process:

1. Manual Appointment Reminders

- Send WhatsApp reminders (With Before & After Success Customer Stories + Google / Facebook Review Screenshot - text & voice message) & Call at four intervals:

- Three days before the appointment (Google Review)

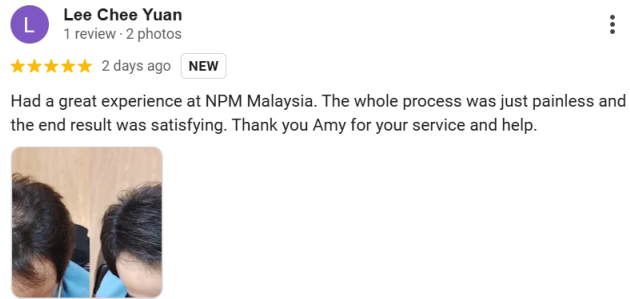


Nyaw Kelvin



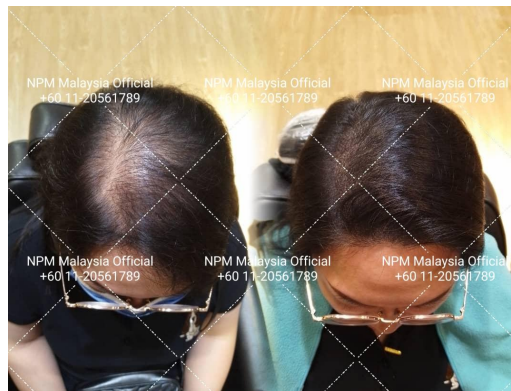
★★★★★ a day ago **NEW**

I've been dealing with hair loss for a long time. Today, I tried a new treatment and saw immediate results. The staff were very friendly, and I'm looking forward to seeing the changes in the coming months.



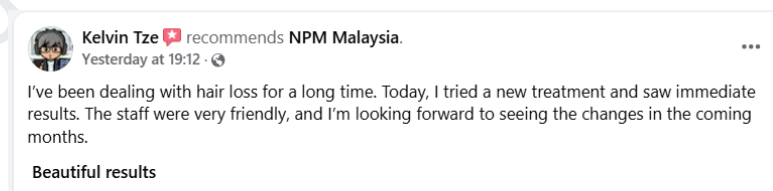
- Find those reviews that mentioned ' Immediate results and good results. Best is to use the reviews that have before & after photo.

■ Two days before (Before & After Photo)



* Add Watermark on before & after photo (With Brand Name / Main line number

■ One day before (Facebook Review)



 **Aik Leong Ng** recommends NPM Malaysia.
Yesterday at 16:10 · 🌐

My 1st treatment here - an awesome result & service at NPM!
Ms Amy patient & skills top notch!
Highly recommended for whoever need a hair loss transformation!



- On the appointment day itself

Whatsapp Template:

Hi Mr. Jack, this is _____ from _____ 🙌

Just a gentle reminder that your **FREE Demo & AI Scalp Scanning session (worth RM199)** is scheduled for **[today/tomorrow]**. 🎉

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As this is a limited-time FREE offer, we have specially prepared the equipment and tools for your session. Our specialist has also reserved their valuable time just for you to provide this complimentary consultation. We truly hope you will attend as planned, and we kindly ask to avoid any rescheduling or cancellation. Your cooperation is greatly appreciated. 🙏

📍 **Location:** [Insert Address]

📅 **Date:** [Insert Date]

📅 **Day:** [Insert Day]

🕒 **Time:** [Insert Time]

📝 **Agenda:**

- ☒ FREE Consultation
- ☒ FREE AI Scalp Scanning
- ☒ FREE Product Demo

Please reply “**Yes**” to confirm your appointment. Looking forward to seeing you! 😊

嗨 Jack 先生, 您好, 我是 _____ 来自 _____ 🙌
温馨提醒您, 您预约的 免费头皮AI扫描及免费**Demo**(价值**RM199**) 将在 [今天 / 明天] 进行 🎉

由于这是限时免费优惠, 我们已经为您特别准备了所需的设备和工具。我们的专家也已安排宝贵时间为您提供这次免费咨询。我们真诚期待您如期前来, 也恳请您尽量避免改期或取消。感谢您的理解与配合。🙏

📍 地址:[插入地址]

📅 日期:[插入日期]

📅 星期:[插入星期]

🕒 时间:[插入时间]

📝 内容安排:

- ☒ 免费头皮护理咨询
- ☒ 免费AI头皮扫描
- ☒ 免费Demo

请回复 “**Yes**” 以确认您的预约。期待见到您! 😊

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Hi Encik Jack, saya _____ dari _____ 🙌

Ini adalah peringatan mesra bahawa sesi **Demo PERCUMA & Imbasan Kulit Kepala AI (bernilai RM199)** anda dijadualkan pada **[hari ini / esok]**. 🎉

Memandangkan ini adalah tawaran PERCUMA untuk masa terhad, kami telah menyediakan semua peralatan dan alat khas untuk sesi anda. Pakar kami juga telah memperuntukkan masa berharga mereka untuk memberikan konsultasi secara percuma kepada anda. Kami amat berharap anda dapat hadir seperti dijadualkan, dan mohon kerjasama agar tiada penjadualan semula atau pembatalan. Terima kasih atas kerjasama anda. 🙏

📍 Lokasi: [Masukkan Alamat]

📅 17 Tarikh: [Masukkan Tarikh]

📅 Hari: [Masukkan Hari]

🕒 Masa: [Masukkan Masa]

📝 Agenda:

- ✓ Konsultasi PERCUMA
- ✓ Imbasan AI Kulit Kepala PERCUMA
- ✓ Demo PERCUMA

Sila balas **“Yes”** untuk sahkan kehadiran anda. Kami nantikan kehadiran anda! 😊

2. Online Appointment Entry

- Enter booking into the company's appointment website

<https://my.tochat.be/npmmalaysia>

<https://my.tochat.be/follidocmalaysia>

<https://my.tochat.be/anggunpakarrambut>

<https://my.tochat.be/follidocsibu>

- Even though the system ([tochat.be](https://my.tochat.be)) sends automatic reminders, manual WhatsApp confirmations are still mandatory by the consultant for double-checking.

III. In-Store Customer Arrival and Scanning Stage

Process:

1. Tablet Information Entry

- Record basic details using the in-store Scanning tablet:
 - Name
 - Age
 - Phone number
- Ensure all data is accurate before beginning the scan.

2. Hair/Scalp Scanning

- Create Profile for customer in scan scalp tablet.
- Perform the scan under the correct customer profile so the photo of before & after will be saved in the customer's profile.
- Take "Before / After" photos and send them to the customer via WhatsApp for their records.
- Send the "Before" photos to the company whatsapp group and write Customer's Name, contact number and Date.

IV. Simulation & Stimulation Treatment Appointment and Execution Stage

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Process:

1. Simulation & Stimulation Treatment Booking Confirmation

- Confirm appointment through both online booking system and WhatsApp reminders (sent 3 days, 2 days, and 1 day before treatment).
- <https://my.tochat.be/npmmalaysia>
- <https://my.tochat.be/follidocmalaysia>
- <https://my.tochat.be/anggunpakarrambut>
- <https://my.tochat.be/follidocsibu>

2. Consent Form Completion

- Have the customer fill out the Consent Form including:

<https://form.drstevengoh.vip/npmmalaysia>

<https://form.drstevengoh.vip/anggun>

<https://form.drstevengoh.vip/follidocsibu>

<https://form.drstevengoh.vip/follidockl>

- Correct treatment package selected

Offer Choice:

1) RM1999

Offer Choice *

☒ 1 Session

☐ 2 Sessions

☐ Top Up

Entitlement*

☐ FREE LLLT

☐ FREE Product

☒ None

2) RM2999 Free 12 Sessions LLLT + Free 5 Products

Offer Choice *

☐ 1 Session

☒ 2 Sessions

☐ Top Up

Entitlement*

☒ FREE LLLT

☐ FREE Product

☐ None

** Do not tick FREE Product (Just tick FREE LLLT)*

3) RM2999 Free 12 Products

Offer Choice *

☐ 1 Session

☒ 2 Sessions

☐ Top Up

Entitlement*

☐ FREE LLLT

☒ FREE Product

☐ None

- Valid contact information
- Upload customer's Before photo in the form.

Upload Customer Before's Photo 上載顧客做前的照片

 Choose a file or drag it here.

You can upload one or more files.

After customers click Submit, they will receive auto Whatsapp & Email from the company on the same day.

1. Thank you message
2. Reminder about Aftercare Tips
3. Reminder about 6 months Expiry for FREE 12 sessions LLLT treatment
4. Reminder about 2 years FREE support

Customers will also receive monthly reminders by call & whatsapp about FREE LLLT redemption.

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3. Photo Documentation

- Capture treatment area with four angle photos:
 - Front ,Back, Side, Top



- Upload the photos into the designated treatment consent form as mentioned above.

Upload Customer Before's Photo 上載顧客做前的照片

 Choose a file or drag it here.

You can upload one or more files.

- Confirm the images with the customer and submit the completed form.
- Send photos to the internal whatsapp group (Before & After Group) with Name, Contact & Date of Simulation & Stimulation.

V. Post-Treatment Follow-Up Stage (Using TimeTree Reminders)

On Treatment Day (Day 0):

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- Send comparison photos (before and after: 4 angles) after Simulation & Stimulation to the customer via staff company WhatsApp phone.



- Provide a 30-day post-treatment scalp care guide.

<http://aftercaretips.drstevengoh.vip/>

* Refer to this:-

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Summary: Important Care Steps After Simulation & Stimulation

(Based on Dr. Steven Goh's Guide)

Acute Phase (0–5 Days)

Care Steps:

 **Saline Solution Cleaning:** Clean the scalp vertically with saline solution (sodium chloride) every 2 hours. Avoid rubbing to prevent black factor (pigment effect) loss or infection.

 **Cold Treatment:** Apply a cold compress for up to 5 minutes if redness or swelling occurs.

 **Sleep Position:** Use sterile gauze and a clean black towel under your head to avoid side pressure.

 **Keep Head Upright:** Remain upright for 30 minutes post-treatment to promote blood circulation.

Additional Tips:

 **Avoid touching with unwashed hands:** Only touch the treated area with clean, sanitized hands.

 **Use lukewarm water:** When rinsing, use lukewarm water to prevent irritation.

Risk of Non-Compliance:

 **Friction or improper cleaning** may cause infection, black factor (pigment effect) loss, or delayed healing.

Crust Period (4–7 Days)

Care Steps:

 **Avoid Scratching:** Do not pick or scratch the crusts to prevent 30–40% black factor (pigment effect) loss.

 **Nighttime Recovery Cream:** Apply a thin layer of recovery cream to relieve itching, then wash it off the next morning.

Risk of Non-Compliance:

 **Scratching** may disrupt pigment adhesion, leading to uneven results or infection.

Peeling Period (8–14 Days)

Care Steps:

💧 **Special Shampoo:** Use a pH5.5 mild shampoo or Dr. M Shampoo (size of a 10-cent coin) to cleanse the scalp gently.

💨 **Cool Air Drying:** Use a cool hairdryer held 20 cm away from the scalp.

👉 **Gentle Massage:** Massage the scalp with your fingertips for 2–3 minutes during shampooing.

Additional Tips:

🧻 **Pat dry gently:** After cleansing, gently pat the scalp dry instead of rubbing.

🚫 **Avoid harsh hair products:** Refrain from using styling gels, sprays, or other chemical products that might irritate the scalp.

Risk of Non-Compliance:

🔥 **Harsh products or residue** may irritate the scalp and compromise results.

Stability Period (15–30 Days)

Care Steps:

🔧 **Color Adjustment:** Schedule a touch-up at 6 months if needed to refine uneven pigmentation or density.

🚫 **Avoid Self-Treatment:** Do not dye or perm your hair, as it may damage the black factor (pigment effect).

Risk of Non-Compliance:

🔥 **Delayed touch-ups** may cause fading or unsatisfactory results.

Maintenance Period (After 30 Days)

Care Steps:

💧 **Folli-Fix (5% Minoxidil):** Apply daily to maintain density.

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 LLLT Treatment: Undergo periodic sessions (once every 2 weeks) to support follicle health.

 Sun Protection: Wear a hat outdoors to prevent UV-induced fading.

 Gentle Products: Avoid salicylic acid products.

Risk of Non-Compliance:

 Skipping maintenance may lead to faster fading or increased hair loss.

Additional Aftercare Tips:

 Hygiene & Cleanliness: Maintain clean bedding and frequently change pillowcases to reduce bacterial exposure.

 Limit Physical Activity: Avoid intense exercise that leads to excessive sweating, as it can interfere with healing.

 Follow Prescribed Medications: Use any topical treatments or prescribed medications as directed.

 Stay Hydrated & Eat Balanced: Drinking plenty of water and consuming nutrient-rich foods helps support overall healing.

 Monitor Healing

Critical Reminders:

 No Swimming/Sweating: Avoid swimming for 4 weeks to prevent black factor (pigment effect) damage.

 Avoid Sea & Beach Activities: Do not expose your scalp to seawater during healing.

 No Sauna & Steam Room: Heat and excessive sweating in saunas or steam rooms can affect pigment retention.

 Diet Restrictions: Avoid spicy food, seafood, and allergy-triggering foods to reduce inflammation.

 MRI Exams: Delay MRI scans for 2 months to prevent image interference.

Why Following the Timeline Matters:

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 Proper Healing: Adhering to these steps ensures healing, stabilization of the black factor (pigment effect), and long-term results.

 Risk Reduction: Friction in the acute phase can erase up to 40% of results, and improper care may increase the risk of infection.

Final Note:

 Simulation & Stimulation is a semi-permanent procedure that requires active care. Following Dr. Steven Goh's expert guidelines and these additional aftercare tips will help maximize results and ensure a natural, long-lasting outcome.

For more detailed guidelines, please log on to

Click here: <https://access.drstevengoh.vip/login>

Password: bevip

MUST DOWNLOAD AND READ for best results.

P.S. This is an automated reminder from our system. If you have any questions, please contact your consultant directly. For any further assistance or to speak with our CEO, feel free to email info@drstevengoh.com. Your satisfaction is our top priority.

你好, 请仔细遵循护理说明, 以确保最佳效果。

有关详细指导, 请登录我们的VIP网站。我们将全程支持您。

摘要: 拟发疗程后的重要护理步骤

(根据Dr. Steven Goh的指南)

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急性期 (0-5天)

护理步骤:

💧 生理盐水清洁: 每2小时使用生理盐水(氯化钠)垂直清洁头皮, 避免摩擦, 以防黑色因子(色素效果)丧失或感染。

❄️ 冷敷: 如果出现红肿或肿胀现象, 请冷敷5分钟。

🛏️ 睡眠姿势: 头下垫上无菌纱布和干净的黑色毛巾, 避免侧面压力。

🧑 保持头部竖直: 治疗后30分钟保持竖直姿势, 以促进血液循环。

额外小贴士:

💧 避免用未洗手的手触碰: 只用干净、消毒过的手触摸治疗区域。

🚿 使用温水: 冲洗时使用温水, 以避免刺激。不遵守的风险:

🔥 摩擦或不当清洁可能导致感染、黑色因子(色素效果)丧失或愈合延迟。

结痂期 (4-7天)

护理步骤:

🙅 避免抓挠: 请勿挑拣或抓挠结痂, 以防止30-40%黑色因子(色素效果)丧失。

🌙 夜间恢复霜: 涂抹薄层恢复霜以缓解瘙痒, 次日早晨洗净。

不遵守的风险:

🔥 抓挠可能会干扰色素效果的附着, 导致不均匀的效果或感染。

脱皮期 (8-14天)

护理步骤:

💧 专用洗发水: 使用pH5.5的温和洗发水或Dr. M洗发水(10分钱硬币大小)轻柔清洁头皮。

💨 冷风吹干: 使用冷风吹风机, 距离头皮20厘米吹干。

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👉 轻柔按摩：在洗发时，用指尖轻柔按摩头皮2-3分钟。

额外小贴士：

🧻 轻拍干：清洗后，请轻拍头皮，而不是摩擦。

🚫 避免使用强力护发产品：避免使用发胶、发喷雾或其他可能刺激头皮的化学产品。

不遵守的风险：

🔥 强烈的产品或残留物可能刺激头皮，影响效果。

稳定期(15-30天)

护理步骤：

🔧 颜色调整：如有需要，请在6个月内预约修补，以改善不均匀的色素或密度。

🚫 避免自我治疗：请勿染发或烫发，以免损害黑色因子(色素效果)。

不遵守的风险：

🔥 延迟修补可能导致褪色或效果不佳。

维护期(30天后)

护理步骤：

💊 Folli-Fix(5%米诺地尔)：每天使用以保持密度。

💡 LLLT治疗：定期进行(每两周一次)，以支持毛囊健康。

☀️ 防晒：外出时戴帽子，防止紫外线褪色。

💧 温和产品：避免含水杨酸的产品。

不遵守的风险：

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 漏掉护理可能导致褪色加速或头发脱落加重。

其他护理小贴士：

 卫生与清洁：保持床上用品清洁，并经常更换枕套，以减少细菌暴露。

 限制剧烈运动：避免进行剧烈运动导致大量出汗，干扰愈合。

 遵循开具的药物：按指示使用任何外用治疗或药物。

 保持水分和平衡饮食：多喝水和食用富含营养的食物有助于整体愈合。

 监控愈合

关键提醒：

 禁止游泳/出汗：避免在4周内游泳，以防黑色因子(色素效果)损害。

 避免海水和沙滩活动：治疗期间避免接触海水。

 禁止桑拿与蒸汽房：桑拿或蒸汽房中的高温与大量出汗可能影响色素效果的保持。

 饮食限制：避免辛辣食物、海鲜和可能引起过敏的食物，以减少炎症。

 磁共振检查：延迟2个月进行MRI扫描，以避免影像干扰。

为什么遵循时间表很重要：

 正确愈合：遵循这些步骤可以确保愈合、黑色因子(色素效果)的稳定，并获得长期效果。

 风险降低：急性期的摩擦可能消除多达40%的效果，错误护理会增加感染风险。

最终说明： 拟发疗程 是一种半永久性的治疗，需积极护理。遵循Dr. Steven Goh的专家指导和这些额外的护理建议，将有助于最大化效果，并确保自然、持久的效果。

欲获取更多详细指导，请登录 点击此处：<https://access.drstevengoh.vip/login>

密码：bevip

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必须下载并阅读，以获得最佳效果。

P.S. 这是我们的系统自动提醒。如果您有任何疑问，请直接联系您的顾问。如有进一步帮助或想与我们CEO沟通，欢迎发送邮件至info@drstevengoh.com。您的满意是我们最优先考虑的事项。

Hello, sila ikuti arahan penjagaan selepas rawatan dengan teliti untuk memastikan hasil yang terbaik.

Untuk panduan terperinci, log masuk ke laman web VIP kami.

Kami di sini untuk menyokong anda sepanjang perjalanan.

Ringkasan: Langkah Penjagaan Penting Selepas Simulation & Stimulation

(Berdasarkan Panduan Dr. Steven Goh)

Fasa Akut (0–5 Hari)

Langkah Penjagaan:

 **Pembersihan dengan Larutan Saline:** Bersihkan kulit kepala secara menegak dengan larutan saline (sodium klorida) setiap 2 jam. Elakkan menggosok untuk mengelakkan kehilangan faktor hitam (kesan pigmen) atau jangkitan.

 **Rawatan Sejuk:** Sapukan kompres sejuk selama 5 minit jika kemerahan atau bengkak berlaku.

 **Posisi Tidur:** Gunakan pembalut steril dan tuala hitam yang bersih di bawah kepala untuk mengelakkan tekanan dari sisi.

 **Kekalkan Kepala Tegak:** Kekal tegak selama 30 minit selepas rawatan untuk merangsang peredaran darah.

Petua Tambahan:

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💧 Elakkan menyentuh dengan tangan yang tidak dicuci: Hanya sentuh kawasan yang dirawat dengan tangan yang bersih dan telah disanitasi.

🌊 Gunakan air suam: Semasa membilas, gunakan air suam untuk mengelakkan iritasi.

Risiko Tidak Mematuhi:

🔥 Geseran atau pembersihan yang tidak betul boleh menyebabkan jangkitan, kehilangan faktor hitam (kesan pigmen), atau penyembuhan yang lewat.

Fasa Kerak (4–7 Hari)

Langkah Penjagaan:

👉 Elakkan Menggaru: Jangan picit atau garu kerak untuk mengelakkan kehilangan 30-40% faktor hitam (kesan pigmen).

🌙 Krim Pemulihan Malam: Sapukan lapisan nipis krim pemulihan untuk melegakan gatal, kemudian basuh pada keesokan harinya.

Risiko Tidak Mematuhi:

🔥 Menggaru boleh mengganggu penempelan pigmen, menyebabkan hasil yang tidak sekata atau jangkitan.

Fasa Pengelupasan (8–14 Hari)

Langkah Penjagaan:

💧 Shampoo Khas: Gunakan shampoo pH5.5 yang lembut atau shampoo Dr. M (saiz syiling 10 sen) untuk membersihkan kulit kepala dengan lembut.

🌬️ Pengering Angin Sejuk: Gunakan pengering rambut sejuk yang dipegang 20 cm dari kulit kepala.

👉 Urutan Lembut: Urut kulit kepala dengan hujung jari selama 2-3 minit semasa mencuci rambut.

Petua Tambahan:

🧻 Tepuk kering dengan lembut: Selepas membersihkan, tepuk kulit kepala dengan lembut dan bukan menggosok.

🚫 Elakkan produk rambut yang keras: Jangan guna gel rambut, semburan atau produk kimia lain yang boleh mengiritasi kulit kepala.

Risiko Tidak Mematuhi:

🔥 Produk yang keras atau sisa boleh mengiritasi kulit kepala dan menjejaskan hasil.

Fasa Kestabilan (15–30 Hari)

Langkah Penjagaan:

🔧 Penyesuaian Warna: Jadualkan sentuhan semula dalam 6 bulan jika perlu untuk memperbaiki warna atau ketumpatan yang tidak sekata.

🚫 Elakkan Rawatan Sendiri: Jangan mewarnakan atau meluruskan rambut, kerana ia boleh merosakkan faktor hitam (kesan pigmen).

Risiko Tidak Mematuhi:

🔥 Sentuhan semula yang tertunda boleh menyebabkan pemudaran atau hasil yang tidak memuaskan.

Fasa Penyelenggaraan (Selepas 30 Hari)

Langkah Penjagaan:

💧 Folli-Fix (5% Minoxidil): Sapukan setiap hari untuk mengekalkan ketumpatan.

👨‍🦱 Rawatan LLLT: Jalani sesi berkala (sekali setiap 2 minggu) untuk menyokong kesihatan folikel.

🧢 Perlindungan Matahari: Pakai topi ketika berada di luar untuk mengelakkan pemudaran akibat UV.

💧 Produk Lembut: Elakkan produk yang mengandungi asid salisilik.

Risiko Tidak Mematuhi:

🔥 Mengabaikan penjagaan boleh menyebabkan pemudaran yang lebih cepat atau kehilangan rambut yang lebih banyak.

Petua Penjagaan Lain:

💧 Kebersihan & Kejernihan: Pastikan cadar dan sarung bantal bersih, dan tukar secara berkala untuk mengurangkan pendedahan kepada bakteria.

💧 Hadkan Aktiviti Fizikal: Elakkan senaman yang berat yang menyebabkan peluh berlebihan, kerana ia boleh mengganggu proses penyembuhan.

💧 Ikut Ubat Yang Disarankan: Gunakan mana-mana rawatan topikal atau ubat yang telah disarankan.

💧 Minum Air & Makan Seimbang: Minum banyak air dan makan makanan yang kaya dengan nutrisi untuk menyokong proses penyembuhan secara keseluruhan.

💧 Pantau Penyembuhan

⚠️ Peringatan Kritikal:

🚫 Tiada Berenang/Peluh: Elakkan berenang selama 4 minggu untuk mengelakkan kerosakan pada black factor (kesan pigmen).

🚫 Elakkan Aktiviti Laut & Pantai: Jangan dedahkan kulit kepala kepada air laut semasa proses penyembuhan.

🚫 Tiada Sauna & Bilik Stim: Panas dan peluh yang berlebihan di sauna atau bilik stim boleh menjejaskan pengekalan pigmen.

🚫 Larangan Diet: Elakkan makanan pedas, makanan laut, dan makanan yang boleh menyebabkan alergi untuk mengurangkan keradangan.

🚫 Pemeriksaan MRI: Tangguhkan imbasan MRI selama 2 bulan untuk mengelakkan gangguan imej.

Kenapa Mengikuti Garis Masa Ini Penting:

Penyembuhan yang Betul: Mematuhi langkah-langkah ini memastikan penyembuhan yang betul, penstabilan black factor (kesan pigmen), dan hasil jangka panjang.

Pengurangan Risiko: Geseran pada fasa akut boleh menghapuskan sehingga 40% hasil rawatan, dan penjagaan yang tidak betul boleh meningkatkan risiko jangkitan.

Nota Akhir:

Simulation & Stimulation adalah prosedur semi-permanen yang memerlukan penjagaan aktif. Mengikuti garis panduan pakar Dr. Steven Goh dan petua penjagaan selepas ini akan membantu memaksimumkan hasil dan memastikan kesan yang semulajadi serta tahan lama.

 Untuk panduan terperinci, sila log masuk ke

Klik di sini: <https://access.drstevengoh.vip/login>

Kata laluan: bevip

WAJIB MUAT TURUN DAN BACA untuk hasil terbaik. 

P.S. Ini adalah peringatan automatik daripada sistem kami. Jika anda mempunyai sebarang pertanyaan, sila hubungi perunding anda secara terus. Untuk bantuan lanjut atau untuk berbincang dengan CEO kami, sila emel ke info@drstevengoh.com. Kepuasan anda adalah keutamaan kami.

- **Set TimeTree reminders for long-term follow-up (MUST BE DONE on the same day) -**

1. Next Simulation & Stimulation *RM1999 to upsell & RM2999 to schedule Reminder (5th month),

2. Next FREE Check Up (20 days later before - Especially to show customers that we care & to decide if customer's scalp is ready to set FREE LLLT Redemption),

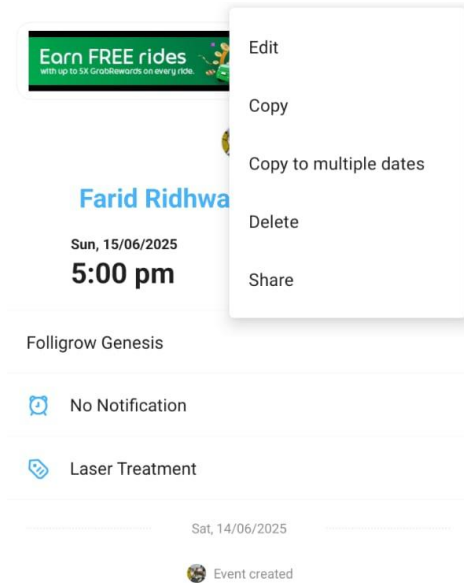
3. Next Dr. M Shampoo (Dr. M shampoo -1 bottle last 2 months, if customers redeemed 2 bottles: Set reminder every 2 months later then 'copy to multiple dates' up to 12 times at least)

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4. Dr. M Tonic (Dr. M is every 2 months reminder up to 12 times)
5. Folli-Fix (Every 3 months reminders up to 12 times)
6. Folli-Activ (Depending customers hair loss condition: Mild- 3 months once, Medium- 2 months once, Serious- every month up to 12 times
7. Upcoming 6 months LLLT reminders (1 month 2 times Reminder up to 6 months)
8. Reminder to contact the customer to ask about their healing progress and address any concerns (Day 7)

*** Please ensure that the 'Disappearing Messages' feature is turned OFF when communicating with customers via WhatsApp.**

Some customers have it set to auto-delete messages after 24 hours, which can cause important follow-up records to be lost. This may lead to misunderstandings or disputes where customers claim they were not contacted.

To avoid this, kindly double-check and turn off the 'Disappearing Messages' setting during your conversation with customers. Thank you for your cooperation.

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Follow-Ups Task- Action via Whatsapp / Call:

Order	Reminder Task / Action	Purpose / Notes	When to Perform / Set	Repeat Frequency	Repeat Count / Duration
1	Send Thank You Message + 4-Angle Before/After Photos	Build trust & relationship. Show visible result after Simulation & Stimulation.	Same Day (Day 0)	None	One-time
2	Send 30-Day Scalp Care Guide				
	aftercaretips.drstevenkoh.vip	Educate customer on proper care after treatment	Same Day (Day 0)	None	One-time
3	Healing Progress Follow-Up	Contact customer to check recovery & address any concerns	Day 7	None	One-time

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4	FREE Check-Up Reminder	Remind customer to return for scalp review and FREE LLLT readiness check	Day 20	None	One-time
5	Folli-Activ (Serious Condition)	For severe hair loss cases	Month 1 after First Use	Monthly	Up to 12 times
6	LLLTT Reminder	Follow up on treatment commitment	Start in Month 1	2x per month	For 6 months (12 total reminders)
7	Dr. M Shampoo	Reminder for repurchase/use continuity	2 Months after First Redemption	Every 2 months	Up to 12 times
8	Dr. M Tonic	Reminder to maintain routine	2 Months after First Use	Every 2 months	Up to 12 times
9	Folli-Activ (Medium)	For moderate hair loss cases	2 Months after First	Every 2 months	Up to 12 times
10	Folli-Fix Reminder	Follow-up for supplement	3 Months after First Use	Every 3 months	Up to 12 times
11	Folli-Activ (Mild Condition)	For light hair loss cases	3 Months after First Use	Every 3 months	Up to 12 times
12	Simulation & Stimulation RM1999 / RM2999 Reminder	Upsell or schedule next package	5th Month after First Visit	None	One-time

*Call or WhatsApp follow-up tasks to the **company phone only**.

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VI. Package-Specific Follow-Up Timeline

RM2999 Package (Buy 1 Free 1 + LLLT Included)

- On Treatment Day (Day 0): Set all follow-up reminders.
- Month 5:
 - Invite for the second touch-up session.
 - Notify customer about free upgrade: 2 sessions of Hair Growth Treatment using Placenta + Caviar Lyophilized Powder (valued at RM399 each).
- Month 6:
 - Confirm the appointment for the free LLLT treatment upgrade.
 - Conduct in-store consultation to upsell the full Hair Growth Treatment Package.
- Every 2 weeks from Month 1 to 6:
 - Send reminders to book and attend 12 sessions of free LLLT.
- Every 2.5 months:
 - Remind customers to repeat order their FolliFix or FolliActive products.
- 6 months later (Up to 24 months):
 - Remind customers repeat order their Dr. M Products

RM1999 Package

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- Month 5:
 - Request RM1000 top-up payment for the second touch-up session.
- Every 2.5 months:
 - Send product usage reminders for FolliFix or FolliActive.
- Every months up to 6 months:
 - Remind FREE LLLT Treatment (If customers choose FREE 12 sessions LLLT)

Dr. M Haircare Products

- 12 Bottle Purchasers:
 - Set a repurchase reminder for Month 14.
- 6 Bottle Purchasers:
 - Set reminders every 8 months over a 2-year period to encourage consistent usage and timely repurchase.

LLLT (Low-Level Laser Therapy) Reminders

- Day 30:
 - Remind the customer to book their first session.
- From Month 1 to Month 6:
 - Send bi-weekly reminders for the 12 free LLLT sessions.

Highlight:

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Month 5	Invite for second touch-up session.	RM1999 / RM2999 Package
	Notify about free upgrade: 2 Hair Growth Treatments (Placenta + Caviar).	RM2999 Package
	Request RM1000 top-up for second touch-up.	RM1999 Package
Month 6	Confirm appointment for LLLT upgrade.	RM2999 Package
	Conduct in-store upsell consultation for Hair Growth Treatment Package.	RM2999 Package

VII. Upgrade and Upsell Opportunities (Month 6 Strategy)

1. When the customer comes in for the free upgrade treatment:
 - Consultant explains the full upgraded Hair Growth Treatment Package.
 - Emphasize key selling points:
 - Premium ingredients (Placenta and Caviar Lyophilized Powder)
 - Proven results with visual evidence
 - Long-term benefits of continued treatment
 - Encourage transition to a recurring treatment plan to build customer loyalty and maximize retention & staff can continue to get Commission upon closing.

VIII. End-to-End Timeline Summary

1. Initial Lead Inquiry:

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- Record and assign to sales immediately.
2. Sales Process:
- Follow up and consult.
 - Close sale and book appointment.
3. Pre-Appointment:
- Send WhatsApp reminders at 3, 2, 1 day, and same-day intervals.
 - Log appointment in the online booking platform.
4. In-Store Visit:
- Enter customer data in tablet.
 - Perform scan.
 - Send "Before" photo to customer.
5. Treatment Day:
- Complete consent form.
 - Take 4-angle photos.
 - Upload, confirm, and submit.
 - Send all records to customer and workgroup.
6. Post-Treatment:
- Send before-and-after photo comparison.
 - Send thank you message and care guide.
 - Set TimeTree reminders for:

- Day 7 recovery check
- Day 20 scalp check-up
- Day 30 LLLT start

7. Package-Specific Follow-Up:

- RM2999: Touch-up and upgrade at Month 5–6, bi-weekly LLLT reminders, FolliFix/FolliActive usage every 2.5 months.
- RM1999: Request RM1000 top-up at Month 5, same product reminders.
- Doctor M: Remind for repurchase at Month 14 or every 8 months depending on package.
- LLLT: Day 30 booking reminder, 12 total sessions bi-weekly.

8. Upsell Opportunity:

- Use Month 6 upgrade session to pitch advanced treatment plans and increase customer lifetime value.

Important Websites / app:

Lead to Customers SOP (From Beginning to Follow Up)

https://access.drstevegoh.vip/lead-customer_followup_sop

LLLT Upgraded Steps

<https://access.drstevegoh.vip/LLLTUpgradedSteps>

Staff forgot bring Work Phone (Access to Company Phone Whatsapp & Facebook & IG)

<https://channel.response360.online/>

support@drstevegoh.com PW:@drstevegoh.

Customer Upload Video Testimonial for Lucky Draw

<https://luckydraw.drstevegoh.vip/eng>

Staff wants to know about customer's health condition and numb cream application concern:

<https://special.drstevegoh.vip/numbcream>

Staff Self Reminder Calendar / customers booking calendar:

TimeTree

Customers' Aftercare website:

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Main website for customers to see & chat with Ai ask questions if staff is not able reply:
<http://aftercaretips.drstevengoh.vip/> which includes:

<https://access.drstevengoh.vip/login> (Website that contained detailed all products info and also before and after Simulation & Stimulation steps: Password - Customers will receive in whatsapp & email)

Customer Play game during Simulation & Stimulation (to redeem Folli-Care:

<https://productgame.drstevengoh.vip/>

Calendar for booking appointment (auto reminder) to be keyed in by consultat/ sales:

<https://my.tochat.be/npmmalaysia>

<https://my.tochat.be/follidocmalaysia>

<https://my.tochat.be/anggunpakarrambut>

<https://my.tochat.be/follidocsibu>

Consent Forms:

<https://form.drstevengoh.vip/anggun>

<https://form.drstevengoh.vip/follidocsibu>

<https://form.drstevengoh.vip/follidockl>

<https://form.drstevengoh.vip/npmmalaysia>

Customer Referral commission redemption:

<https://form.drstevengoh.vip/referral>

Customer Consent Form to Buy Supplement

<https://form.drstevengoh.vip/medicine>

Staff Email Login:

<https://webmail.stackmail.com/>

@follidocsg.com:

adam@follidocsg.com,

apple@follidocsg.com

@npmmalaysia.com:

amy@npmmalaysia.com,

gooi@npmmalaysia.com,

pan@npmmalaysia.com,

Yuna@npmmalaysia.com

@anggunpakarrambut.com:

farah@anggunpakarrambut.com,

zizi@anggunpakarrambut.com,

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popo@anggunpakarrambut.com

@drstevengoh.com:

info@drstevengoh.com,

support@drstevengoh.com

* Can ask Dr. Steven Goh to reset email password if forgot the password.

Company Websites:

NPM:

 <https://www.npmmalaysia.com.my>

 <https://www.npmmalaysia.com>

Folli-Doc:

 <https://www.follidocsg.com/>

 <https://www.follidoc.vip/>

 <https://partner.follidoc.uk>

Anggun Pakar Rambut:

 <https://www.anggunhair.com.my/>

 <https://www.anggunpakarrambut.com/>

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 <https://www.drstevengoh.com>

 <https://www.drstevengoh.vip/>

 <https://offer.drstevengoh.vip/info>

Customer's Live Chat with AI:

 <https://livechatenglish.drstevengoh.vip/>

Hair System:

<https://www.hairyporter.com/>

<https://www.hairpromax.com/malay>

<https://www.hairpromax.com/>

FREE Demo Webinar Live:

<https://freedemo.drstevengoh.vip/webinarlive> (Malay)

https://grabnow.drstevengoh.vip/webinarlive_chinese (Chinese)

https://freedemo.drstevengoh.vip/webinarlive_english (English)

Public Booking for Consultation:

 <https://booking.drstevengoh.vip>

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Coming soon:

- <https://follidoc.uk>
- <https://follifix.uk>
- <https://drmhaircare.uk>
- <https://npmsingapore.com>
- <https://folliactiv.uk>

Whatsapp template for Follow Up

Remind Customer to do LLLT

[ENGLISH VERSION]

Hi [Customer Name] 🙌

Just checking in! Can't believe it's already your [**1st/2nd/3rd/LAST**] month since starting your hair journey with us 😊 You're doing amazing so far!

Quick reminder: you still have **FREE LLLT sessions** (worth RM299 each!) waiting for you – this is our gift to thank you for trusting us ❤️ The full value is **RM3,588 (12 sessions)**!

 Research shows doing LLLT **once every 2 weeks** gives the best results for scalp health and hair growth, so don't skip it 💪

 Just remember to redeem all sessions within **6 months** from your first Simulation & Stimulation treatment. No extensions ya!

If you haven't booked yet, just **contact me directly here** and I'll help arrange a comfy slot for you 🙌🙌

Let's keep your scalp happy and hair growing strong ✨

— [Your Name]

(P.S. You're one of our VIPs, so I want you to get the absolute most out of this!)

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[中文版本]

亲爱的 [客户名字]~ 🙌

时间过得真快！不知不觉已经是您疗程的 第[1/2/最后一个]个月了~太棒了 🎉

贴心提醒：您还有免费的LLLT疗程没用哦~每次价值RM299，总共12次，总值高达**RM3,588**！这可是我们送给您的专属福利 ❤️

 建议每两周做一次LLLT，这样效果最好，头皮更健康，头发生长也更强劲！

 请记得在您首次拟发疗程后的**6个月内**把疗程都预约完毕哦~过期就不能延期啦！

如果还没安排，请直接找我预约就可以啦~我会帮您安排一个舒服的时间 🧑🧑

让我们继续一起努力~让头皮健康，头发茁壮成长 ✨

— [您的名字]

(P.S. 您是我们的VIP，我当然希望您获得最大效果！)

[BAHASA MELAYU VERSION]

Hi [Nama Pelanggan] 🙌

Tak sangka dah masuk **bulan ke-[1/2/ TERAKHIR]** rawatan awak dengan kami 😍 Terima kasih sebab terus percaya dengan kami!

Cuma nak ingatkan — awak masih ada **rawatan LLLT PERCUMA** yang belum ditebus. Setiap sesi bernilai RM299, jadi keseluruhannya ialah **RM3,588 untuk 12 sesi!** 🎁

 Rawatan LLLT **dua kali sebulan (setiap 2 minggu)** sangat disarankan untuk rangsangan terbaik kepada folikel rambut dan kulit kepala.

 Pastikan awak habiskan kesemua rawatan ni dalam tempoh **6 bulan dari sesi pertama**. Lepas tu dah tak boleh sambung ya 😊

Kalau belum tempah, awak boleh **hubungi saya terus** kat sini — saya bantu aturkan slot yang paling sesuai dan selesa 🧑🧑

Jom teruskan momentum ni — rambut makin kuat, kulit kepala makin sihat!

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— [Nama Anda]

(P.S. Awak antara VIP kami, jadi saya nak awak dapat hasil paling maksimum!)

Remind Customer Repeat Folli-Fix

ENGLISH VERSION

Hi [Customer Name] 😊✨

Just popping in to check on you 💬💕

How's everything going with your hair care lately? 💧🌿

I was thinking about you and your Folli-Fix spray 💖

If you've been using it daily, you might be close to finishing your bottle (or maybe already did?)
— especially since many customers start noticing little baby hairs 👶 and stronger roots 🌱 after the **2nd to 3rd bottle**.

Folli-Fix has that powerful **5% Minoxidil**, plus calming **ginger & lemongrass extract** — perfect combo to support growth and keep your scalp feeling fresh 🌸💧

If you're running low, just let me know — I'll help you arrange a refill so you can stay consistent



No pressure at all — I'm always here if you need anything 🤗

Take care & talk soon! 💖

— [Your Name] 🌻

中文版本

嗨 [客户名字] 😊💬

想来问问你最近的头皮护理怎么样啦～ 💧💖

你还在用Folli-Fix喷雾吗？ 🌿✨

如果你每天都有坚持使用，可能已经用到差不多了吧？ 📦

很多顾客在使用第**2**或第**3**瓶的时候，就会开始看到小绒毛 👶，还有头皮更稳定健康的变化 🌱

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Folli-Fix里有**5%米诺地尔**，还有温和的**生姜+香茅提取物**，不只刺激毛囊，也让头皮很舒服清爽



如果你快用完了，可以告诉我，我帮你安排补货～保持规律真的很重要呢！📅 17 ✨

不急不催哈～有需要就来找我～💕

祝你头皮健康，越来越靓💛

— [您的名字] 🌸

BAHASA MELAYU VERSION

Hi [Nama Pelanggan] 😊🌿

Saya nak tanya sikit je 💬💕

Macam mana keadaan rambut dan kulit kepala sekarang? 💧✨

Saya terfikir pasal awak dan Folli-Fix tu 😊

Kalau dah guna setiap hari, mungkin botol awak dah nak habis kan? 📦

Ramai pelanggan mula nampak anak rambut baru 🧒 dan akar makin kuat 🌱 lepas **botol ke-2 ke ke-3**.

Dengan **5% Minoxidil + halia & serai wangi**, Folli-Fix bantu rangsang pertumbuhan & segarkan kulit kepala 🌸💧

Kalau nak top up, beritahu je — saya boleh bantu aturkan supaya rawatan tak terputus 📅 17 🌿

Tak perlu risau, mesej saya bila-bila pun okay 💕

Semoga rambut terus sihat dan makin cantik! 💛

— [Nama Anda] 🌸

Remind Customer Repeat Order Dr. M Tonic

ENGLISH VERSION

Hi [Customer Name] 😊🌿

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Just wanted to check in and see how you're doing 🗨️
How's your scalp and hair feeling lately? 💧 ✨

Hope you've been using your **Dr. M Tonic** consistently — it's packed with **hydrolyzed protein**, which helps nourish your roots and reduce hair fall 🌱 💪

A lot of customers tell me they feel their scalp getting stronger and less itchy after using it for a while 🧡

If you're almost running low or already finished, just let me know — I can help arrange a top-up before you miss a day 📦 17

Consistency really makes a difference with hair care — especially with this kind of scalp booster 🧠 💧

No pressure at all — just here if you need me anytime 🤗
Take care & sending good hair vibes your way 🧡
— [Your Name] 🌻

中文版本

嗨 [客户名字] 😊 🌱

想跟你打声招呼～最近头皮和头发还好吗？💧 ✨
希望你有持续使用**Dr. M Tonic**哦！

它含有水解蛋白(**Hydrolyzed Protein**)，可以强化发根，减少掉发，头皮也会变得更健康🌱 💪

有些顾客用了一阵子之后，跟我说头皮不再那么敏感、头发更稳了🧡
如果你快用完了或者已经用完了，随时跟我说，我可以帮你安排补货📦 ✨

这种护发产品最重要就是坚持～真的会看到慢慢的变化🧠 17

不用担心，我随时都在～需要就联系我就好 🤗
祝你头皮健康，越长越多头发！🧡
— [您的名字] 🌻

BAHASA MELAYU VERSION

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Hi [Nama Pelanggan] 🌱😊

Saya cuma nak tanya, macam mana keadaan kulit kepala dan rambut awak sekarang? 💧✨
Awak masih guna **Dr. M Tonic** ke?

Tonic ni kaya dengan **hydrolyzed protein**, bagus sangat untuk kuatkan akar rambut dan kurangkan keguguran 🌱💪

Ramai pelanggan kata lepas guna secara konsisten, kulit kepala jadi lebih sihat dan rambut gugur pun makin kurang 🧡

Kalau awak dah nak habis atau dah habis guna, boleh je bagitahu saya — saya bantu awak aturkan supaya tak terputus rawatan 📦📅17

Rawatan ni perlukan konsistensi, barulah hasil lebih nampak 🧠🌸

Jangan risau, saya bukan nak paksa — saya cuma di sini kalau awak perlukan apa-apa 🧡
Jaga diri & semoga rambut makin lebat ya! 🧡

— [Nama Anda] 🌻

Remind Customer Repeat Dr. M Hokkaido Kelp Shampoo

ENGLISH VERSION

Hey [Customer Name] 🙋

I was just going through some stock checks and thought of you —
Are you still using the **Dr. M Hokkaido Kelp Shampoo**?

We've been hearing great feedback from customers lately — especially how it helps reduce hair fall after just a few weeks 💧🌱

The formula is really gentle on the scalp, so it's perfect if your scalp needs something calming yet effective.

Also, just between us — we've got a little promo running this week on the shampoo (hasn't been announced publicly yet 😊)

If you're running low or thinking to continue, this might be a good time to grab it.
No pressure at all — just thought I'd check in and share something good with you 🧡

Want me to send you the promo details? Just let me know 😊

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— [Your Name]

中文版本

嗨 [客户名字] 🙌

刚刚在整理库存的时候突然想到你～
还在用**Dr. M北海道海带洗发水**吗？💧🌿

最近很多顾客给我们反馈，说用了一阵子之后，掉发明显减少了！✨
这款洗发水特别温和，很适合头皮容易敏感或出油的朋友，能帮助头皮慢慢恢复健康状态～

对了，我们这周有一个“偷偷进行中”的优惠活动，刚好是针对这款洗发水👁️
目前还没对外公布，我先来提醒你一声🤫

如果你快用完或想继续用下去，或许是个好时机💬
当然没强迫的意思～只是想让你第一时间知道这个消息😊

想了解优惠的话，随时告诉我，我立刻发给你！

— [你的名字]

BAHASA MELAYU VERSION

Hai [Nama Pelanggan] 🙌

Tengah semak stok tadi, tiba-tiba teringat kat awak.
Masih guna **Shampoo Dr. M Hokkaido Kelp** sekarang?

Ramai pelanggan share yang mereka nampak perubahan — rambut kurang gugur lepas beberapa minggu guna 💧🌿
Shampoo ni memang lembut sangat pada kulit kepala, jadi sesuai untuk yang sensitif atau mudah berminyak juga.

Lagi satu... kita tengah buat **promosi istimewa minggu ni**, khas untuk shampoo ni (belum umum secara rasmi lagi 😊)

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Kalau awak dah hampir habis atau nak teruskan guna, ini masa sesuai untuk top up.
Jangan risau, saya tak paksa beli — cuma nak share berita baik 🤍

Kalau nak tahu promonya, reply je “nak” ya — saya share terus 😊

— [Nama Anda]

Remind Customers to come back for 2nd session simulation & stimulation (RM1999/RM2999)

✅ 1. English Version

Hey [Customer Name] 🤝🤍

Just wanted to check in — it's already been around **5 months** since your first Simulation & Stimulation session 😱

Now is actually the **best time** to come back for your **2nd session**!

These 1–2 months are your **golden window** 🌟 to help **activate your hair follicles** again while they're still responsive 🧑🏻💡

Doing your 2nd session now can help the effect from your first session **last longer**, and give you even fuller, healthier hair 💪

Let me know when you're free — I'll help book a nice time for you 💬

P/S: This month is the **last chance to redeem** (with just RM1,000 top-up.
After this, the price goes back to RM2,999 😞)

✅ 2. 中文版

嗨 [客户名字] 🤝🤍

想提醒你一下～上次做模拟刺激疗程已经差不多**5个月**了！时间过得好快呀 😱

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现在其实是做第二次疗程的黄金时期 ✨

这两个月毛囊还很活跃，我们可以再次激活毛囊，让效果更好 🧑🌿

趁现在做第二次，可以把第一次的效果延长，让头发更浓密、更健康 💪

你有空的话告诉我，我来帮你安排时间 💬

P/S: 这个月是最后机会 (用RM1,000加额兑换第二次疗程，

下个月起就恢复RM2,999了～别错过咯 😞)

✓ 3. Bahasa Malaysia

Hai [Nama Pelanggan] 🙌❤️

Saya nak ingatkan sikit — dah lebih kurang **5 bulan** sejak sesi Simulasi & Stimulasi pertama awak 😬

Sekarang ni memang waktu paling **sesuai** untuk buat **sesi ke-2!**

Bulan ni dan bulan depan ialah *waktu emas* ☀️ untuk bantu **aktifkan semula folikel rambut** awak sementara ia masih responsif 🧑✨

Kalau buat sesi ke-2 sekarang, kesan dari sesi pertama boleh **tahan lebih lama**, dan rambut pun akan jadi lebih lebat & sihat 💪

Kalau awak free, bagitahu je — saya tolong set appointment 💬

P/S: Bulan ni adalah **peluang terakhir** untuk tebus (dengan top-up RM1,000 sahaja.

Lepas ni harga akan naik semula ke RM2,999 😞)