



# Alliance Elevator Solutions

Customer Journey



## 1. Qualify Lead/ Receive Accurate Quote

### ADVANTAGE PRICING (standard)

- Log into the ToolBOX™
- Retrieve instant ADVANTAGE™ Quote

### NON-ADVANTAGE PRICING (custom)

- Contact your AES Account Manager
  - Submit Architectural Prints and Material specifications if available
- Custom Quotes have a 72 hour turnaround



## 2. New Order Documents are submitted

### ADVANTAGE (standard)

- Open Order Form via the ToolBOX™
  - Complete Order Form
  - Submit Order
- The AES team is automatically notified

### NON-ADVANTAGE (custom)

- Customer sends to Account Manager the following:
  - Signed Quote
  - Company PO
  - Order Form



## 5. Customer Provides AES Approved as Noted Drawings

- Field survey to verify actual hoistway conditions is highly recommended at this time
- Upload signed and approved submittal drawings to the ToolBOX™
- AES Team is automatically notified of the upload
- First payment required



## 4. Engineering Process is Initiated

- Project management is notified of Order
- Preliminary Drawings are generated
- Revise and Resubmit (RNR) drawings are produced (if applicable).
- Drawings will be uploaded to the ToolBOX™ by project management once available
- Initial payment is requested



## 3. AES Acknowledges the New Order

ADVANTAGE (standard): Within 24 Hours  
Non-ADVANTAGE (custom): Within 72 Hours

- New Order is created in the ToolBOX™
- Order Acknowledgement email is sent



## 6. Final Engineering Review is performed

- Calculations and drawings are reviewed for accuracy
- Drawings undergo a two-step process for accuracy
- Manufactured drawings are created
- Project approved for Release, dependent on Change Order Approval



## 7. Change Order is sent to customer/ Project is released to Manufacturing

- Change Order must be acknowledged/approved via the ToolBOX™ within one week to ensure manufactured lead times
- Once the change order is approved, final drawings are sent to customer (up-to 4 weeks)
- Shipment payment requested (approximately 20 days prior to shipment)



## 8. Logistics/ Shipping Coordination

- Shipment payment required (invoice sent approximately 20 days earlier)
- Shipping verification email sent once all equipment is received in AES's warehouse
- Equipment cleared to ship by AES Logistics and Accounting.



## 11. Install Elevator

- Send final payment for passcode (if applicable)



## 10. Project Arrives on Site

- Material delivery inspection (performed by the customer with-in 24 hours of delivery)



## 9. Project Ships

- Photos and Shipping documents uploaded to the ToolBOX™
- Customer POC is contacted 24 hours prior to delivery