

# WHAT HAPPENS NEXT – CUSTOMER JOURNEY

If you're reading this document, it's likely you've bought one of our hoists. From all the team at Southwell, we wanted to start your journey by saying **THANK YOU!**  
Now, let's have a look at What Happens Next...

Stage	1. Placing an Order	2. GA Drawing	3. Manufacturing	4. Delivery & Installation	5. Commissioning & Handover	6. Service
Milestones	a. Quote Signed & Received, or b. Purchase Order Received, or c. Subcontract Agreed	GA Issued by Southwell and approved by the customer	a. Manufacturing Begins, and b. Site visit	a. Hoist is delivered b. Installation begins	a. Deed of Release b. You've received User Manuals	a. Scheduled Service
Timeline	N/A	2-6 weeks	10-24 weeks	1-6 weeks	1-2 weeks	20-30+ Years
Steps	<ul style="list-style-type: none"> <li>Requirements gathered</li> <li>Quotation(s) sent and reviewed with specifications stated as close to what will be manufactured as possible (we prefer our standard sizing!)</li> <li>Upon placing an order, we will ask for updated DWG's</li> <li>High-level project planning, installation requirements, terms and pricing agreed upon</li> <li>Contracts reviewed and approved</li> </ul>	<ul style="list-style-type: none"> <li>Our Sales team handover your project to our <b>Project Engineer</b></li> <li>Project Engineer will contact you and arrange a time to meet and <b>confirm the specifications</b>, we prefer a <b>site visit</b> if possible</li> <li><b>Final specification</b> is handed to our Design Engineer</li> <li>A <b>GA</b> is drawn, <b>issued</b> and reviewed by you</li> <li><b>GA Approved</b> through receiving accepted GA Drawing</li> </ul>	<ul style="list-style-type: none"> <li>On GA Approval, your job will be handed over to our <b>Installation Coordinator</b> and Production Manager</li> <li>A Design Engineer works with a team of Draftsmen to draw each component (<b>Production Drawings</b>), Production team <b>order parts</b> and <b>manufacturing begins</b></li> <li>By this stage it is difficult to 'stop' a project. Please contact Southwell if there any delays</li> </ul>	<ul style="list-style-type: none"> <li>As we approach the last month of manufacturing, our Installation Coordinator will <b>confirm delivery and installation dates</b></li> <li><b>Crane hire</b> and other key installation requirements are scheduled</li> <li>Southwell provides our <b>WHS Plan</b> covering our Installation Technicians, SWMS and Policies</li> <li>Our <b>Project team</b> will be working with you every step of the way, ensuring onsite delivery and installation works in line with your expectations, specific site requirement and timelines.</li> </ul>	<ul style="list-style-type: none"> <li><b>Final handover</b> of the unit by a Southwell employee (typically Installation Coordinator)</li> <li><b>Final invoice</b> will be issued on proof of signed handover documentation</li> <li>On site <b>permanent power</b> required</li> <li><b>Warranty</b> begins on handover</li> </ul>	<ul style="list-style-type: none"> <li>Our Service Team will <b>make contact</b> with you regarding the maintenance of your hoist (if they haven't already!)</li> <li>A <b>service contract</b> can be agreed upon</li> <li><b>Preventative and Comprehensive</b> Maintenance Agreements are available</li> </ul>
Invoicing	<b>Terms agreed</b> Typically 3-4 stages of invoicing	<b>Payment 1</b> 30% due on order	<b>Payment 2</b> 30% due on commencement of manufacture	<b>Payment 3</b> 35% due on delivery	<b>Payment 4</b> 5% due on handover	Per Service Agreement
Your Southwell Team	<p><b>Primary</b> Sales</p> <p><b>Secondary</b> Installations Coordinator Engineering Accounts Team</p>	<p><b>Primary</b> Project Engineer</p> <p><b>Secondary</b> Sales Accounts</p>	<p><b>Primary</b> Installation Coordinator Project Engineer</p> <p><b>Secondary</b> Accounts Sales Production Engineering</p>	<p><b>Primary</b> Installation Coordinator Installers &amp; Technicians</p> <p><b>Secondary</b> Accounts Sales Production</p>	<p><b>Primary</b> Installation Coordinator</p> <p><b>Secondary</b> Accounts Sales Service</p>	<p><b>Primary</b> Service Coordinator Service Manager Technician</p>