

PAYMENT PROCESS OVERVIEW

Payment Path Flowchart

A concise client-facing process for selecting payment path, confirming funding, deploying the robot, completing acceptance, and starting ongoing support.

Client Payment Path Overview

Entry

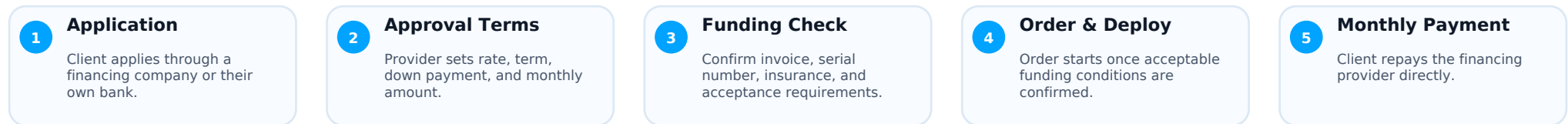
Payment milestone

Risk control point

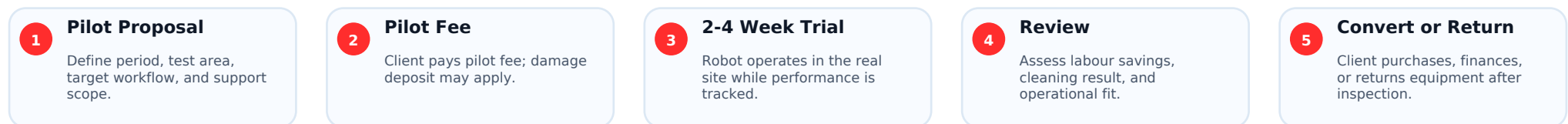
General Process	Site Assessment	Recommendation	Payment Path	Agreement / Funding	Deployment
	Confirm site area, floor type, levels, operating time, and tasks.	Select robot model, service package, and delivery timeline.	Full payment, staged payment, financing, or paid pilot.	Confirm price, scope, milestones, and acceptance terms.	Delivery, mapping, training, acceptance, support launch.
A Full Payment	Client accepts equipment and deployment plan	Invoice issued; client pays full amount	Equipment reserved or ordered from supplier	Mapping, setup, and operator training completed	Warranty and support period begins
	Client accepts equipment and deployment plan.	Invoice issued; client pays full amount.	Equipment reserved or ordered from supplier.	Mapping, setup, and operator training completed.	Warranty and support period begins.
B1 In-Stock Staged	20% deposit confirms the order and reserves Canadian inventory	Delivery and deployment schedule is arranged	Operating areas and basic tasks are configured	Acceptance form is signed by client	80% balance normally due within 3 business days
	20% deposit confirms the order and reserves Canadian inventory.	Delivery and deployment schedule is arranged.	Operating areas and basic tasks are configured.	Acceptance form is signed by client.	80% balance normally due within 3 business days.
B2 Imported Staged	25% deposit activates supplier purchase order	Equipment arrives in Canada or is ready locally	50% progress payment covers import and pre-delivery costs	Mapping, setup, and training completed	25% final balance; ownership transfers after full settlement
	25% deposit activates supplier purchase order.	Equipment arrives in Canada or is ready locally.	50% progress payment covers import and pre-delivery costs.	Mapping, setup, and training completed.	25% final balance; ownership transfers after full settlement.

Financing and Paid Pilot Paths

C. Equipment Financing



D. Paid Pilot / Trial-to-Purchase



Risk Control Rule: financing approval is not payment confirmation. Procurement begins only after deposit, formal funding commitment, or confirmed funds are received.

Internal Execution Decision Flow

If the client wants direct purchase

If in stock, use 20% deposit + 80% after acceptance. If imported, use 25% deposit + 50% on arrival + 25% after acceptance.

If the client wants monthly payments

Use third-party equipment financing or the client's own bank. We provide quotation, specifications, and pro forma invoice.

If the client is not ready to commit

Offer a paid pilot. Avoid long free trials. After the pilot, the client may purchase, finance, or return the equipment.

Do not proceed without funding

Do not start China procurement, import, or deployment without a deposit, formal funding commitment, or confirmed funds.

Final balance rule

Final balance is normally due within three business days after acceptance. Ownership should not transfer before settlement.

Financing rule

Approval is not payment. Confirm when the provider pays and whether invoice, serial number, insurance, or acceptance certificate is required.

Scenario	Recommended Action	Not Recommended
New cleaning company	Paid pilot or third-party financing	Importing equipment after only a 20% deposit
Established cleaning company	Financing or 25/50/25 staged payment	Self-funded long-term instalments
Building owner with in-house cleaning	Pilot, then purchase or financing	Long-term service promise without pilot validation
Building with outsourced cleaning	Clarify owner, cleaning contractor, usage, and maintenance responsibility	Selling equipment before responsibilities are clear