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

Financing and Paid Pilot Paths

C. Equipment Financing

1. **Application**
   Client applies through a financing company or their own bank.
2. **Approval Terms**
   Provider sets rate, term, down payment, and monthly amount.
3. **Funding Check**
   Confirm invoice, serial number, insurance, and acceptance requirements.
4. **Order & Deploy**
   Order starts once acceptable funding conditions are confirmed.
5. **Monthly Payment**
   Client repays the financing provider directly.

D. Paid Pilot / Trial-to-Purchase

1. **Pilot Proposal**
   Define period, test area, target workflow, and support scope.
2. **Pilot Fee**
   Client pays pilot fee; damage deposit may apply.
3. **2-4 Week Trial**
   Robot operates in the real site while performance is tracked.
4. **Review**
   Assess labour savings, cleaning result, and operational fit.
5. **Convert or Return**
   Client purchases, finances, or returns equipment after inspection.

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.

Do not proceed without funding

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

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.

Final balance rule

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

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.

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