



# ZONO CUSTOMER JOURNEY

Simple. Safe. Sustainable.



## It's not just business - **It's people!**

You now have a partner in the fight against viruses, bacteria, and odor! As a ZONO customer, you will have access to our exclusive online customer portal which contains valuable information and marketing material to allow you to share information about the ZONO. You may also easily submit service requests via our new service help center. Thank you for your business!



### **Discovery/Inquire**

We start by listening to our customers to fully understand their needs. We then determine which ZONO Ozone Disinfecting and Sanitizing Cabinet aligns with their needs to provide a total solution.



### **Quotation**

Once a Certified ZONO Technologist has determined and understood the needs of the customer and sufficiently answered any questions, price requests are filled, delivery requirements are specified, and payment terms are negotiated in the form of an official quotation.



### **Purchase Agreement**

The customer has chosen to initiate the order. The ZONO team completes a purchase agreement to submit to accounting to request signature approval.



### **Invoice & Payment**

Upon acquiring signatures from all parties, an invoice will be submitted to the customer to complete payment according to the payment terms. Once the customer has chosen and completed payment, the order can be initiated with manufacturing.



### **Initiate Production & Manufacture**

After the order is submitted to manufacturing, production will begin. Lead times vary but are always estimated in the quotation phase. From here, an estimated delivery date is provided to the customer.



### **Shipping & ZONO Delivery**

Manufacturing will communicate with the ZONO Operations team that an order has shipped. ZONO will communicate with the customer by offering details in preparation of the delivery. Tracking information will be provided. The customer will receive a call from the delivery service in advance to schedule a delivery time, giving the customer time to prepare and set up for delivery. On delivery day, the delivery service should follow the service requirements the customer has requested in the quotation phase. All deliveries come with the necessary manuals and documents for start-up.



### **Welcome to the ZONO Family**

You now have the ultimate partner in the fight against viruses+, bacteria\*, and odor; not to mention the competitive advantage! As a ZONO customer, you get access to our exclusive online customer portal which contains valuable information and marketing material to support your new purchase. You may also easily submit service requests via our new service help center. Thank you for your business!



ZONO Technologies  
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+Norovirus, Influenza A, Respiratory Syncytial Virus (RSV) on non-porous surfaces. \*Staphylococcus aureus, Methicillin-Resistant Staphylococcus aureus, Escherichia Coli, Streptococcus Pyogenes, Shigella dysenteriae, Salmonella Enteritidis, and Pseudomonas Aeruginosa on non-porous, semi-porous and porous surfaces.