Leadtime (Indicative Value)

Owner

Customer

SAFRAN

Forms

Customer

SAFRAN

FREP confirms troubleshooting and validates the AOG situation?

No → Refer to standard process

Yes

Customer

AOG Request → PO | AOG Form

Is this PO covered by SBH?

No → CSR quote and inform customer about AOG fees

Yes

SAFRAN

24 hours from reception of complete AOG up to acknowledgement sent to customer

Informs the customer

Are all the parts available at SafranHE Asia or other site

No

Yes

SAFRAN

AOG receipt Acknowledgmentnt

SAFRAN

Initiates the AOG order with SafranHE

SAFRAN

Final order acknowledgment to customer (lead time, AOG fees if any)

SAFRAN

2 working days for delivery of AOG request if the part is from other sites.

Allocation of parts to customer PO

SAFRAN

AOG order available at the dock

2 working days for organizing shipment once parts are ready for collection

Forwarding Agent

Material | pro forma invoice | delivery note ← Shipping ← Forwarder / shipment organization

Incoterms (ex works, FCA)

Invoice after shipment (if no covered by SBH)

2 working days for invoicing

Process of Payment

AOG FORM + AOG Form USERGUIDE

Purchase Order must mention:
- Customer's and end user's name
- Engine type
- PN of each item
- Quantity for each item
- Price of each item
- Leadtime for each item
- Certficate requested
- Delivery term
- Payment Term