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Virtual Engineering

An Innovation In Design Engineering



The Future of Design
Engineering is Here

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VIRTUAL ENGINEERING

At **USCO**, we continually strive to improve the level of service we provide our customers... service that is second none. Through innovation and today's expanding technology we have enhanced this level of service by developing a state of the art website enabling our customers access to important information about their orders 24/7 365 days a year. This innovation is known as **USCO's VIRTUAL ENGINEERING**.

Contact the **USCO** factory today to set up your account on **USCO'S VE** Site and experience an innovation in design engineering.



What Does the Site Do?

- Virtual Engineering is an FTP (File Transfer Protocol) site enabling customers and agents access to important information about their orders 24/7 365 days a year.
- The site allows for electronic drawing transmittal and storage as well as all documentation pertinent to a specific order in a secure password protected environment.
- Customers can obtain information regarding engineering and shipping status as well as download engineered drawings for review, distribution, or to annotate/markup and return for approval via the site.
- Customers will have an account for the virtual engineering site and be provided a username and password. The account maintains a primary email contact and unlimited secondary email contacts for the customer as well as the agent's email assigned to that customer.

How Does the Process Work?

- When **USCO** accepts an order from a customer, a record for that order is created on the virtual engineering site showing the customer's PO, the **USCO** sales order number, a job name (if provided), the engineering status, and the scheduled ship date.
- Communication with the customer regarding an order occurs via email to the primary customer contact and any selected secondary contacts. The customer will receive an email stating for example, that engineered drawings have been uploaded to the site and the email will include a hyperlink to the login screen of the virtual engineering site. The customer can access the information, take the required action and then upload the file/files back to the site. At that point the original sender from **USCO** is automatically notified that information has been returned from XYZ customer regarding ABC order.
- As the number of orders grows, the customer can log onto the site and search by their PO, our sales order number or by job name to access detailed information about an order. They will be able to download drawings, review and markup those drawings and then upload them back to the site.

