

SUBMITTING DIRECTIVES

REQUIREMENTS, TIMELINE &
EXTENSIONS



BASIC TIMELINE

1. After the in-service inspection has been completed, the invoice and inspection report are sent to the owner/agent. If the elevator maintenance provider is listed in the file, a copy of the inspection report will be sent to them as a courtesy. We do not search for this information. It is the owner/agent's responsibility to forward a copy of the inspection report to the elevator maintenance provider.
2. Inspection Reports are to be submitted to reports@aedarsa.com, not sent to individual team members, unless specifically requested.



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3. Reports are to be sent as individual pdfs. Include one attachment per device with the device number and/or building name in the subject line. It is preferable to receive the attachment labeled with the E number, but not required. Devices can be grouped by building in a single Email, but not as a single pdf attachment.
4. Inspection reports that are received without signatures/dates are not entered in AEDARSA oNe. Please be sure to clearly indicate which directives have been completed by initialing next to the completed directive. If the submitted document is unclear or vague, the directive will not be entered in AEDARSA oNe. Please be sure to clearly print your name where indicated in section 2.
5. You are not required to submit inspection reports for devices that have no directives. Maintenance Providers are asked NOT to submit reports that are blank, or that only contain owner directives that have not been completed.



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6. The owner/agent should be cc'd on the submitted reports and notified of responsibilities. Simply indicating 'owner' is not a sign off, the directive will remain open.
7. It is fine to submit reports for the same device more than once as directives are signed off. Reports are now being saved under individual device numbers in AEDARSA oNe.
8. Emails received with multiple attachments for different locations will no longer be accepted.



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9. Delinquency **reminders** are sent out automatically to owner/agents from AEDARSA

5 days before the due date.

10. Delinquency notices are sent out automatically at 21 days overdue and again at 42

days overdue.

11. Overdue directives are also emailed to agents, along with overdue proposals and

overdue invoices.

****These are sent if ANY directives are overdue on a device.****



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12. Please keep in mind that ultimately, it is the owner/agent's responsibility to submit all completed directives by their due dates. Clear communication between the elevator maintenance provider and the owner/agent is pivotal in this process.

13. Please allow 48 hours for data entry.

14. Note that if inspection reports are sent to any other inbox besides reports@aedarsa.com, additional time may be required.



DIRECTIVE EXTENSION REQUESTS

Our updated inspection reports now include a section for directive extension requests. Please be advised of our process:

1. If you require an extension for a directive, please complete section 3 of the inspection report indicating which directive requires the extension and the requested new due date.
2. The request must be received before the original due date indicated on the inspection report.



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3. Completed directives will be noted in AEDARSA oNe, and the request will be forwarded to the responsible SCO. The SCO will respond. If more information is required, someone from our offices will contact whoever originally made the request.

If an extension is granted, the due date will be changed and an updated inspection report will be issued. File notes will be updated at every juncture.

4. Reasons extensions will be granted include having to wait for a part to come in, etc. Not having manpower to complete a job is not a sufficient reason to request an extension.



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5. Reminders and notices will continue to be sent automatically.

6. Section 3 of the inspection report is not required to be sent in unless an extension is requested.

Reports received that do not meet the requirements as documented will be rejected



QUESTIONS/DISCUSSION

Please send all Alberta inspection reports to: reports@aedarsa.com

