



# Doing business with Allegion

Canada reference guide



Dear valued Allegion partner,

Allegion is built from a strong legacy of industry-leading innovation and a team of professionals with a strong commitment to supporting our valued partners.

Our continued success is based on a strong and loyal customer base and programs that support mutual growth. We thank you for your commitment to Allegion, and to help you in making the most of our partnership you can find Allegion's policies at [www.allegion.com/corp/en/footer/policies.html](http://www.allegion.com/corp/en/footer/policies.html) as well as the following pages that outline valuable information related to doing business with Allegion.

Thank you for your confidence in Allegion's brands and solutions. We know you have a choice in products, and we appreciate that you have chosen Allegion.

We appreciate your support and look forward to strengthening our business partnership with you in the future. If you have any questions on Allegion, you can visit [allegion.ca](http://allegion.ca) or contact your local Allegion Canada Inc. Account Manager.

Kind Regards,

David Golych, AHC  
General Manager Canada/Directeur General Canada

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# Brands in scope

This document is valid for the following Allegion brands.

<b>FALCON</b> ®	<b>GLYNN-JOHNSON</b> ®	<b>ISONAS</b> ™	<b>IVES</b> ®
<b>LCN</b> ®	<b>LOCKNETICS</b> ®		<b>STANLEY</b> ® Access Technologies
<b>VON DUPRIN</b> ®			



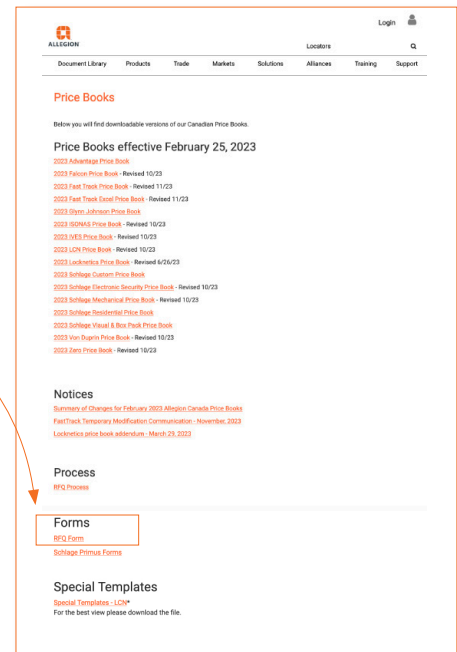
# Requesting quotes

- For more details about the RFQ process, please contact your Allegion Sales Consultant. If you're unsure about who your Allegion Sales Consultant is, please contact Sales Operations at [Canada\\_Sales\\_Operations@allegion.com](mailto:Canada_Sales_Operations@allegion.com) for further assistance.
- RFQ Form is available on the Allegion Canada website [www.allegion.ca/en/home/price-books.html](https://www.allegion.ca/en/home/price-books.html)

At Allegion Canada, we understand the importance of a smooth and efficient quoting process. We strive to make it as seamless as possible by providing the necessary tools and support. We value your business and look forward to serving your needs with our high-quality products and exceptional customer experience.

## Price Books and Forms

- Allegion Canada Price Books and Forms can be found on this link: <https://www.allegion.ca/en/home/price-books.html>
- Contact your Allegion Sales Consultant for additional guidance.



# Placing orders

You can place orders with Allegion via the fax number or email:

Order Management

Fax: 1-800-209-4734

Email: [canada.orders.service@allegion.com](mailto:canada.orders.service@allegion.com)

To ensure that your order is processed smoothly, please make sure to follow these guidelines:

- \* Provide clear and complete masterkeying instructions.
- \* Include a valid quote number.
- \* If you require a fastrack order, please mark it clearly as such.
- \* For delayed ship dates, please indicate the date at the top of the order form as “DO NOT SHIP BEFORE (date)”.

## **Allegion Canada Do Not Ship Before Policy**

To provide a timely and consistent experience, if conditions prevent you from receiving delivery before a certain date, we ask that you familiarize yourself with the policy below.

Please note that Allegion ships upon current production capacities, material or component availability, and inventory and may be changed by the Company as conditions require. If conditions prevent you from receiving delivery before a certain date, you must clearly note on your PO the following language: “DO NOT SHIP BEFORE [INSERT DATE].”

It is critical for these exact words to be used. Our system will not recognize variations. If accepted, orders may be shipped on or after the date requested pursuant to Company’s Term and Condition of Sale and Service.



# Paying Invoices

**For each brand, payments should be sent to the following locations:**

Canada Post Address:	Allegion Canada Inc C/O Lockbox #919000 PO Box 4090 STN A, Toronto, ON, M5W 0E9
Courier Overnight (FedEx, UPS, etc.):	Bank of America Lockbox Services Lockbox: 919000 181 Bay Street 5th Floor Toronto, ON, M5J 2V8

For credit-related inquiries, and questions regarding paying invoices, remittance addresses and account receivables balances, please contact your Allegion sales consultant.

## Faster and More Convenient Payment Processing

We're excited to introduce our new Self-Serve Accounts Receivable Portal at [360portal.allegion.com](https://360portal.allegion.com). This portal streamlines credit card and ACH payment processing, making it easier and more efficient for you.

### Here's what you need to know:

**Access the Portal:** You'll find an app on the 360 portal launchpad. If not, click the "+" sign in the top right corner to view available apps. Add the portal to the launchpad for easy access.

**Credit Memos:** When making payments, deduct any credit memo(s) from your account using the portal. Email your brand credit analyst with the credit memo number(s) and desired application details.

**Paying Invoices:** The portal allows you to pay invoices for all brands simultaneously. Keep in mind that invoice updates occur each morning after payment. Avoid paying the same invoice twice in a day.

Contact your Allegion Sales Consultant for any assistance.

EFT and Direct Transfer remittance advice / supporting details should be sent by email to:

[Canada.Receivables@Allegion.com](mailto:Canada.Receivables@Allegion.com)

## Credit Inquiries

For credit-related inquiries, contact the analyst below:

Kevin Coughlin  
Phone: 317-401-3613  
Email: [Kevin.Coughlin@allegion.com](mailto:Kevin.Coughlin@allegion.com)







# Customer Experience and Technical Support

For order related or product support, contact us by phone or email.

## Operating Hours :

Monday to Friday, 8:00am to 5:30pm EST

## Contact Reasons :

Our dedicated customer experience team is available to assist you with any inquiries regarding pre-orders, post-order issues, pricing, availability/lead time, expedite requests, order problems, and technical support.

Customer Experience and Technical Support queues are available in both English and French languages, ensuring that we can effectively communicate and support you in your preferred language.

## Customer Experience Canada :

Phone: 1-800-900-4734

Fax: 1-800-209-4734

TTY: 1-866-620-4011

Email: [canada.customerservice@allegion.com](mailto:canada.customerservice@allegion.com)

## Technical Support Canada :

Phone: 1-800-900-4734

Fax: 1-800-209-4734

Email: [canada.techservices@allegion.com](mailto:canada.techservices@allegion.com)

## Expedite Requests :

We understand that certain situations may require urgent attention. For urgent requests, including expedited shipping, please email [Canada.customerservice@allegion.com](mailto:Canada.customerservice@allegion.com) with the CO/PO# and the quantity of product required to be expedited.

## Order Change or Cancellation :

If you would like to request a change or cancellation to an order not yet invoiced, please email [Canada.orders.service@allegion.com](mailto:Canada.orders.service@allegion.com).

## Product Damages (Received)\*:

If you have received a product that is damaged upon receipt, please email [Canada.customerservice@allegion.com](mailto:Canada.customerservice@allegion.com) with the CO/PO# and provide details of the damaged item. All claims for damages must be submitted within thirty-five (35) days from the date of invoice.

## Product Damages (Post-Installation/Warranty)\*:

For any product damages that occur after installation or fall under warranty, please email [Canada.customerservice@allegion.com](mailto:Canada.customerservice@allegion.com) with the CO/PO# and provide details of the damaged item.

## Missing/ Incorrect Product\*:

If you have missing items within your shipment or if parts of a product are missing, please send an email to [Canada.customerservice@allegion.com](mailto:Canada.customerservice@allegion.com), including the CO/PO#. If you have received an incorrect product, please include a photo of the product label and the incorrect item. This will greatly help expedite the process.

## Warranty :

Information about warranty on Allegion Products is available on these links:

[Allegion Commercial Warranty](#)

[Allegion Residential Warranty](#)

## Policies :

\*Terms & Conditions Apply. Please visit

<https://www.allegion.ca/en/home/policies.html>

for more details on General Terms and Conditions and other policies/documents.



# Allegion Customer 360 Portal

Quick reference and customer guide



Online ordering is available through Overtur™ Estimate and Order (OEO)

## Quick links

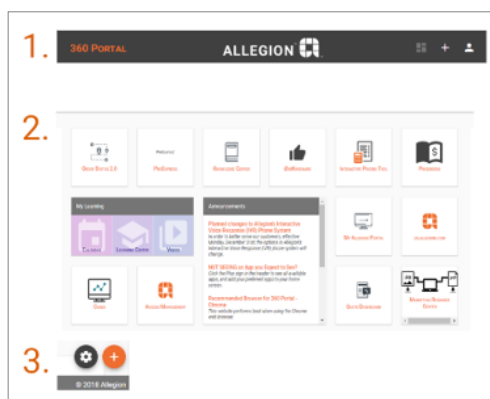
[Creating your 360 Portal Profile](#)

## Welcome notice

The 360 Portal is your single source for access to all of your Allegion digital tools and resources.

## Feedback

We would love to hear your feedback. The best way for you to submit feedback related to the 360 Portal is to click on the “Have Feedback?” tab at the bottom of your 360 Portal screen, and complete the short survey. We look forward to learning about your experience.



## Navigation

The 360 Portal has three navigation areas (see image).

OEO offers much more than placing online orders including:

- Provides net price for direct customers and list price for indirect customers, integrator partners and end-users
- Online Ordering for direct customers
- Automated price updates
- Ability to export price lists and cross-reference guides in Excel
- Configuration and configuration reports, including e-lock configurations
- Request a quote or quote revision from an estimate
- Keying Guide
- Library pre-built hardware sets

### How to get it:

1. Login or register at <http://360portal.allegion.com>
2. Find the Estimate and Order Icon and follow the instructions to request access
3. The Online Ordering team will begin working on your access with your Allegion Sales Consultant

## Traditional ordering methods

✉ [Canada.Orders.Service@allegion.com](mailto:Canada.Orders.Service@allegion.com)

☎ 1-800-209-4734

### Training and Troubleshooting



Scan the QR Code to access our resource center or visit

<https://support.oeo.allegion.com/hc/en-us>

Questions or issues should be reported to [Online.Ordering.Support@allegion.com](mailto:Online.Ordering.Support@allegion.com) for escalation

## Where do I go for...

**Lead times:** For the most convenient and up-to-date lead time information, we recommend accessing the **Allegion Customer 360 Portal**. This online platform provides a comprehensive view of lead times for our products. Alternatively, you can also call our dedicated team at **1-800-900-4734**, and they will be happy to assist you with any lead time inquiries.

**Pricing:** To access our pricing information conveniently, we encourage you to utilize the **Allegion Customer 360 Portal**. Within the portal, you will find helpful tools such as the Interactive Pricing Tool or Pricebook, which provide detailed pricing information. Should you prefer to speak with a representative directly, you can also reach out to us at **1-800-900-4734**.





# We'd love to hear from you.

## Hours of operation:

Monday to Friday, 8:00 am EST - 5:30 pm EST

## Contact Information

### Customer Experience Canada

Phone: 1-800-900-4734

Fax: 1-800-209-4734

TTY: 1-866-620-4011

Email: [canada.customerservice@allegion.com](mailto:canada.customerservice@allegion.com)

### Technical Support Canada

Phone: 1-800-900-4734

Fax: 1-800-209-4734

Email: [canada.techservices@allegion.com](mailto:canada.techservices@allegion.com)

### Order Management

Fax: 1-800-209-4734

Email: [canada.orders.service@allegion.com](mailto:canada.orders.service@allegion.com)

### Masterkey

Fax: 1-800-209-4734

Email: [canada.masterkey@allegion.com](mailto:canada.masterkey@allegion.com)

### Marketing

Fax: 1-800-209-4734

Email: [canada.marketing@allegion.com](mailto:canada.marketing@allegion.com)

## About Allegion

Allegion (NYSE: ALLE) is a global pioneer in seamless access. We keep people and their assets safe, wherever they are, bringing together simple solutions, convenient access and advanced technology.

For more, visit [www.allegion.ca](http://www.allegion.ca)

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