



VITRO  
*CONCIERGE*  
PROGRAM.®

Projects. Products. Peace of Mind.



# VITRO CONCIERGE PROGRAM<sup>®</sup>

## PROGRAM OVERVIEW

The *Vitro Concierge Program*<sup>®</sup> is designed to help ensure supply-chain success for large or complex construction projects fabricated with products from Vitro Architectural Glass (formerly PPG Glass). It's available at no cost to members of the *Vitro Certified*<sup>®</sup> Network and their glazing contractor customers in the U.S. and Canada.

While most projects, even very large ones, can be handled effectively by the *Vitro Certified*<sup>®</sup> Network's normal supply chain approach and with standard Vitro inventory, some unique projects with atypical glass configurations or non-standard glass components require extra production and logistics management. The *Vitro Concierge Program*<sup>®</sup> provides customized coordination through a dedicated *Vitro Concierge Program*<sup>®</sup> Manager who will align Vitro inventory and timing, even providing priority access, reserving inventory and coordinating glass production schedules.

# HOW IT WORKS

Both **fabricators** and **glazing contractors** are encouraged to register projects through the VITRO CONCIERGE PROGRAM®.

Step 1: Register the project or reserve the glass.

**Vitro Certified® Glass Fabricating Customers:** RESERVE your project's estimated glass requirements using the online form at [conciERGE.vitroglazings.com](http://conciERGE.vitroglazings.com) or by calling **412.820.8004**.

**Glazing Contractors:** REGISTER your new project using the online form at [conciERGE.vitroglazings.com](http://conciERGE.vitroglazings.com) or call **412.820.8004**.

Step 2: Provide project information, overall timing and required glass delivery dates.

Once registered, the *Vitro Concierge Program*® Manager will initiate conversations to understand the full scope of the project, identify milestones and drive the planning process. The program manager will remain in contact with you throughout the project because it is essential to keep project details up to date and consistent with actual progress at the construction jobsite.

Step 3: Succeed with *Vitro Certified*® fabricated glass arriving in the right quantities and sizes and within the required project timetables.

The *Vitro Concierge Program*® Manager will communicate the project's glass requirements to Vitro personnel, including logistics, production, customer service and sales, so the glass you need will arrive in the right quantities on time.

## Concierge Project Qualifications

Projects that meet **any** of the following qualifications are eligible for the *Vitro Concierge Program*®:

- 50,000 sq. ft. or more of low-e coated tinted, *Starphire Ultra-Clear*® or *Acuity*® low-iron glass by Vitro
- 100,000 sq. ft. or more of low-e coated clear glass by Vitro
- 25,000 sq. ft. or more of non-clear, low-e coated jumbo glass by Vitro
- High-profile projects, including Class-A offices, skyscrapers, architectural showcases or projects for prominent clients (any amount of glass)
- Projects requiring new product offerings from Vitro (any amount of glass)
- Non-standard glass thickness (any amount of glass)

Register. Reserve. Relax.

Our customers appreciate the customized project coordination provided by a dedicated *Vitro Concierge Program*® Manager.

**“We utilized the Concierge Program for a substantial job we completed mid-year and had no supply issues.”**

**“The Concierge Program has given us the ability to source single-run glass for a project, keeping the color spec tight.”**

**“I like that I can submit a project to the Concierge Manager that may not be a real big project but it has a made-to-order glass type. The manager will follow up to make sure the glass is there and coated when we need it.”**



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PROGRAM®

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**Vitro**®  
Architectural Glass

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