5/11/2019 Display Hold



## HOLD NOTICE

We need your help to resolve the following issues before we can continue processing your order. Our goal is to minimize delays, so it is very important that we hear from you immediately!

Orders are put on hold based upon our standard specifications. If your design cannot be modified to resolve these issues we might be able to accomodate these with premium capabilities that we have available. Please contact your sales representative so that your order can be reviewed and possibly re-quoted.

ATTN: Kaveh Pezeshki

COMPANY: Harvey Mudd College

Phone: 6503099081

Fax:

email: kpezeshki@g.hmc.edu CAM Engineer: Emily Tsang

AC Work Order #: 60779 AC Reference #: 0 Customer #: 10469 Customer P.O. #: E155 Fall 19

**PART #: 1** 

ISSUES FOR RESOLUTION:

File provided has one open broken net.

FYI:File sent has edge connector, but you did not order board to have any gold. We will build boards with no gold on edge connector.

RECOMMENDED SOLUTION:

Please see attach screen shot and verify if the broken net is per design, or send in a revise file.

View Images

PLEASE RESPOND VIA ONE OF THE FOLLOWING:

TIME & DATE ORDER ON HOLD: 5/10/2019 3:55:53

EMAIL - Attachments, answers, waivers, and approvals

Hold@4pcb.com

FAX: 1-888-224-3291

RECEIVED ANSWER:

Tech Support Questions PH: 1-800-289-1724 ext. 1336 REVISED SHIP DATE:

OUR HOLD POLICY

- 1. We hate to put orders on HOLD! But, as your partner, we check files carefully to make sure you get exactly what you expect and that it is error-free.
- 2. If you respond immediately, we may be able to avoid impacting your ship date. If not, orders are usually delayed by one business day for every day the order is on HOLD. If your order is impacted, you will be notified with an OFF-HOLD notice.
- 3. If you have questions, or if an impacted ship date creates a problem for you, please contact us at

You can be proactive about minimizing HOLD notices by using our free new Design for Manufacturability service, FreeDFM, located at www.FreeDFM.com . At this site, you can upload your files and then - within minutes - receive a written report complete with color diagrams highlighting missing data or other manufacturability issues that need your attention. It's just another way we are working to make "Holds" a thing of the past!

"FreeDFM - it's like having a CAM engineer giving you advice before you place your order."



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