HOLLISTER-WHITNEY ENGINEERING DEPARTMENT
2603 N. 24th, P.O. Box 4025, Quincy, IL 62301 Phone: (217) 222-0466 Fax: (217) 222-0493

FREQUENTLY ASKED QUESTIONS FOR LAYOUT DRAWINGS

(WHAT IS THE STATUS OF LAYOUT DRAWINGS?)

HAVE YOU SUBMITTED A REQUEST FOR A QUOTE TO SALES WITH BASIC JOB INFORMATION?

- NO → CONTACT SALES AT SALES@HWEC.COM TO PROVIDE INFORMATION FOR QUOTING. USE FORM *#E-166 ESTIMATION AND ORDER FORM*, (AVAILABLE ONLINE AT WWW.HOLLISTERWHITNEY.COM).
- YES ↓

HAVE YOU REVIEWED THE QUOTE AND ISSUED A PURCHASE ORDER?

- NO → SEND PURCHASE ORDER TO THE SALES DEPARTMENT AT SALES@HWEC.COM.
- YES ↓

DOES YOUR ORDER REQUIRE LAYOUT DRAWINGS?

- NO → CONTRACT ENGINEERING WILL CONTACT YOU WITH ANY JOB RELATED QUESTIONS WHILE ENGINEERING YOUR EQUIPMENT. YOU MAY CONTACT THEM AT ENGINEERING@HWEC.COM
- YES ↓

HAVE YOU BEEN CONTACTED BY THE LAYOUT DEPARTMENT TO REQUEST INFORMATION, OR BEEN ADVISED THAT THE JOB HAS BEEN PLACED INTO THE LAYOUT SCHEDULE?

- NO → FILL OUT & SEND FORM *E-120 LAYOUT DRAWINGS INFORMATION* AND ALL REQUIRED INFO TO LAYOUTS@HWEC.COM (THIS FORM AND FIELD SURVEYS ARE AVAILABLE ONLINE AT OUR WEBSITE WWW.HOLLISTERWHITNEY.COM)
- YES ↓

HAS A LAYOUT DRAFTER CONTACTED YOU REGARDING ANY ISSUES?

- NO → YOUR ORDER IS EITHER IN QUEUE IN THE LAYOUT SCHEDULE, OR IN PROCESS OF BEING DRAWN. YOU MAY INQUIRE ABOUT THE CURRENT STATUS OF THE LAYOUT AT LAYOUTS@HWEC.COM.
- YES ↓

HAS THE LAYOUT DRAFTER EMAILED YOU ANY PRELIMINARY LAYOUT DRAWINGS OR A TRANSMITTAL LETTER ASKING *FOR APPROVAL*?

- NO → PLEASE CONTACT THE LAYOUT DRAFTER ASSIGNED TO THIS JOB TO DISCUSS AND RESOLVE ANY ISSUES. YOU MAY CONTACT LAYOUTS@HWEC.COM TO FIND THE DRAFTER ASSIGNED TO THE DRAWINGS.
- YES ↓

HAVE YOU ADDRESSED ALL ISSUES ON THE TRANSMITTAL LETTER & APPROVED THE PRELIMINARY LAYOUT DRAWINGS?

- NO → PROMPTLY ADDRESS ALL ISSUES NOTED ON THE LETTER OF TRANSMITTAL, VERIFY ALL DIMENSIONS SHOWN ON THE DRAWINGS, AND SEND THE MARKED-UP TRANSMITTAL LETTER ALONG WITH SIGNED AND DATED APPROVED DRAWINGS TO THE LAYOUT DRAFTER.
- YES ↓

HAVE YOU RECEIVED AN EMAIL NOTIFICATION THAT YOUR ORDER IS *PROCEEDING TO FINAL ENGINEERING*?

- NO → A LAYOUT DRAFTER IS UPDATING THE LAYOUT DRAWINGS AND PREPARING THE ORDER TO BE FINAL ENGINEERED. THIS MAY ALSO REQUIRE THE DRAWINGS TO BE *REVISED AND RESUBMITTED* FOR APPROVAL.
- YES ↓

HAVE YOU RECEIVED EMAILS FROM H-W CONTAINING THE *FINAL LAYOUT* DRAWINGS, UPDATED ORDER AND FINAL *CUSTOMER ENGINEERING DRAWINGS*?

- NO → YOUR ORDER IS BEING FINAL ENGINEERED AND PREPARED FOR PRODUCTION. YOU MAY INQUIRE ABOUT THE CURRENT STATUS OF ENGINEERING AT ENGINEERING@HWEC.COM.
- YES ↓

YOUR ORDER HAS BEEN RELEASED TO PRODUCTION, CONTACT TERI SILL AT TSILL@HWEC.COM FOR PRODUCTION SCHEDULING AND LEAD TIMES.