



### Hamrick Activities

### Customer Deliverables

#### Quote Provided | Accepted

- Request engineering samples
- Down payment invoice sent
- Review project billing schedule
- Initiate order fulfillment process
- Manage project schedule

Hard copy PO received

- Bill to and ship to address
- Contact name, job title, telephone #, fax # and email
- Options purchased from quote

#### Project Manager Introduction

- Provide Project Timeline document

Key Customer Deliverables

- Down payment provided
  - Engineering samples provided
  - **Lead time starts\***
- \*After receipt of customer deliverables*



#### System Configuration Final Review

- Provide "Engineering Spec Sheet" for sign off

Project Released to Engineering

- Sign off on "Engineering Spec Sheet" and return to Hamrick

#### Design Phase

- Establish sample requirements & dates
- Begin relevant design activity
- Service Introduction-send "Service Policy"
- 1 month prior to FAT, request production samples (15-20 cases of product)

Engineering Release to Production

- Production samples shipped

#### System Build | Test

- Production samples received
- Assembly
- Quality assurance
- Factory Test Acceptance (if applicable) or video acceptance
- Schedule service if not already purchased
- Pre-shipment payment invoiced
- Service provides startup & training estimate
- Provides shipping estimate
- Ship notification sent to customer
- Final payment invoice sent to customer
- Service phone call to finalize startup and training schedule and ensure prerequisites are met

Ship

- Sign off on FAT or video
- Pre-shipment payment received

#### Startup | Training | Follow Up

- Machine startup complete
- Customer training complete
- Phone call or email contact to ensure Hamrick machine(s) are stable and expectations are met

Follow Up and Finalize

- Startup and training payment provided
- Final machine payment provided