

Post Processor Creation/Modification Acknowledgement

Due to the differences in machine options, as well as customer purchased controller options, most customers need post processor modifications of varying extents. Below is a brief outline of the post processor creation/modification flow:

1. Post Creation/Modification Received
2. Initial review of information is performed prior to passing to Posting Department. This review is to ensure the required basic information is included.
3. Posting ticket is created and passed to the Post Processor department for their Initial review.
4. Any additional information that is required based on the specific cycle is then requested.
5. Once all information is collected, the Post Processor ticket is then passed into the Post Development Queue and the customer is notified of the estimated timeline to complete. Posting technicians process the posting tickets in the order they are received based on when we receive all necessary information.
6. Once a Posting Technician begins on a ticket, the customer is contacted to let them know the process on their post processor has begun.
7. Base post is created and delivered to customers for testing.
8. Once the customer testing is complete and results have been received by the posting technician, any changes and modifications are completed. (Last two steps will loop until all testing is completed and successful by customer)
9. Final post processor and machine definition is delivered to the customer and the posting ticket is closed.

To reduce any delays in the creation/modification of any needed post processor work all customers need to understand and agree to the following:

BobCAD-CAM post processor department staff require correct and accurate information to complete post creation/modification. If all required and requested information is not able to be delivered by the customer a solution to how this information will be obtained must be established at the beginning of the post request cycle or significant delays can be expected.

BobCAD-CAM assumes no responsibility for correct code output for customers who are unable/unwilling to deliver all necessary information requested by BobCAD-CAM Posting Department staff.

Refunds will not be approved if required data to complete post processor modification/creation is not submitted and received.

During the post processor creation/modification process, it is often necessary for the customer to perform testing on the customer's machine to verify the correct function of the code being generated by the post processor. The BobCAD-CAM post processor department staff rely on the customer providing detailed results of the completed testing in a reasonably short timeframe. When testing has been requested of the customer, BobCAD-CAM Posting Department staff will attempt to make follow up contact with the customer no less than 3 times in a 2 week period. If the customer does not respond or provide testing results within the 2 weeks, the ticket will be noted as "Non Responsive" and the ticket will be closed. When/If the customer responds after the ticket has been closed, the ticket will be re-opened however they have forfeit their position in the queue and will have to wait for their queue position to be reached.