



# PCB Library Administration

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## Q: Can you maintain the standards of my library?

**A:** Yes, we will build components to your company's standards, not ours. We want you to think of us as an extension of your internal library group, aka Virtual Librarian. At the start of every engagement, one of our library program managers will review your library and supporting documentation to get a clear picture of how you do things. We will document anything unique, and then have an online meeting with your team to discuss and make sure we're all on the same page.

## Q: What if I don't have standards for my library?

**A:** Not a problem, Optimum has a well documented library standard that can be adapted to what works best for you.

## Q: What tools do you support?

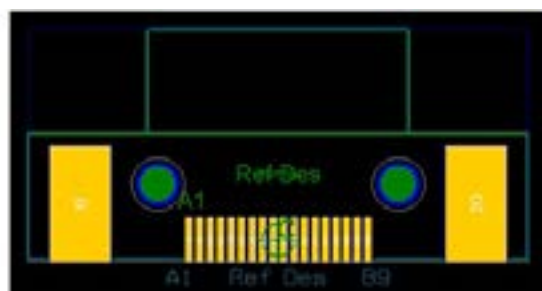
**A:** In general, we support the same tool flows as we do for our layout services:

- Mentor Graphics DxDesigner / Expedition
- Mentor Graphics DxDesigner / PADS
- Cadence Orcad / Allegro
- Altium

## Q: How much time does a component take to make?

**A:** First and foremost, Optimum librarians are trained to be fast and efficient, but how long a symbol or footprint takes to create is dependent on a few variables. Below are some examples:

- For schematic symbols, the amount of time is dependent on number of pins and style. A typical 20 pin box style IC takes approx 20 minutes.
- For footprints, it has more to do with mechanical complexity than number of pins. A typical 20 pin IPC class SOIC to create and check will take approx 35 minutes. A 20 pin SMT connector to create and check might take approx 60 minutes.



**Note:** Times above do not include database entry, datasheet retrieval, or library transfer times.

## Q: What do I get charged if the part already exists in the library?

**A:** If the part (symbol or footprint) already exists in your library, we only charge for the time to identify it to the datasheet (typically 5-10 minutes).

## Q: How do I pay?

**A:** By credit card, or by issuing a PO (US customers only). Once we have either one of these, we will bill immediately. In the case of a PO, credit terms are net 30 from date of invoice.

## Q: Will I lose my hours if I don't use them?

**A:** Yes, but only if you don't utilize your purchased hours within 12 consecutive months from the time we received your purchase order (PO). We do this so we can ensure we always have enough library resources available to turn your requests within 24-48 hours.

## Q: When I submit a part request, when will I get it back?

**A:** As quickly as possible, but essentially we have a *Standard* and an *Expedited* delivery.

### Standard (2 day turn)

Requests submitted by 10:00 a.m. (Pacific Standard Time) on a US business workday will be delivered by 10:00 a.m. on the 2nd business day.

### Examples: (based on Pacific Standard Time)

- Request submitted on Tuesday at 8:25 a.m. Expect delivery by Thursday at 5:00 p.m.
- Request submitted on Thursday at 10:00 a.m. Expect delivery by Monday at 5:00 p.m.
- Request submitted on Tuesday at 7:00 p.m. Expect delivery by Friday at 5:00 p.m.
- Request submitted on Friday at 4:45 p.m. Expect delivery by Tuesday at 5:00 p.m.

### Expedite (1 day turn, 50% premium)

Requests submitted by 10:00 a.m. (Pacific Standard Time) on a US business workday will be delivered by 10:00 a.m. on the 2nd business day.

### Examples: (based on Pacific Standard Time)

- Request submitted on Monday at 6:00 a.m. Expect delivery by Tuesday at 5:00 p.m.
- Request submitted on Friday at 10:00 a.m. Expect delivery by Monday at 5:00 p.m.
- Request submitted on Wednesday at 5:45 p.m. Expect delivery by Friday at 5:00 p.m.

- Request submitted on Thursday at 7:00 p.m. Expect delivery by Monday at 5:00 p.m.

### **Notes:**

- Standard requests are expected to be delivered within 2 business days, but not guaranteed. Conversely, if it is possible to have parts to you sooner, we will.
- Expedited requests may not be accepted due to a variety of reasons; shop loading, complexity of part, etc. If the expedited delivery is accepted but not delivered on-time, standard delivery pricing applies.
- Within 3-6 hours of a request, an email notification will be sent to the requestor with the expected delivery date.
- No more than 10 part number requests per day per requestor, (simple discrete components that only require a new value excluded).
- Request data must be complete: i.e. valid MFG part number, MFG name, Internal Part Number (if required), and Datasheet (optional, saves time on requests).

### **Q: What is your quality process to ensure my part is correct?**

**A:** Quality and consistency is our number one priority. Every footprint and schematic symbol is built by a member of our library team using a predefined checklist and then double-checked by a member of our quality team. Additionally, all new footprints are DFA (design for assembly) checked with our Valor tool in which 1:1 models are compared to the land pattern.

**Note:** Although we strive for 100% accuracy and consistency, there are times where a mistake may occur. If at any time you become aware of a library entity that we created incorrectly, please inform us immediately and we will correct it at no charge to you. Beyond correcting the incorrect library entity, Optimum is not liable for any damages. Please review our [Terms and Conditions](#) for further clarification.

### **Q: How do I request a part?**

**A:** All requests are to our online library request tracker at [www.optimumlibrary.com](http://www.optimumlibrary.com). This is our central point for all of our library requests and is how our library team prioritizes what needs to be created that day. ([See video instructions](#)).

**Q: How do I track the status of my part request?**

**A:** On-line tracker at [www.optimumlibrary.com](http://www.optimumlibrary.com) (see video instructions).

**Q: How do I get my parts back from Optimum?**

**A:** Parts are put into a copy of your master library or an empty replica of your master library, and then transferred to you via e-mail, Sharefile, FTP, VPN, etc., depending on what fits best for your company requirements.

**Q: How can I tell how much time I have left?**

**A:** Online tracker at [www.optimumlibrary.com](http://www.optimumlibrary.com) (see video instructions).

**Q: Who can I contact if I have any questions?**

For all *Technical* questions:

**Email:** [library@optimumdesign.com](mailto:library@optimumdesign.com)

**Phone:** 925-241-4131 (6am to 5 pm Pacific Standard Time)

For all *Sales* questions

**Email:** [sales@optimumdesign.com](mailto:sales@optimumdesign.com)