



## Frequently Asked Questions

### 1) How can I order drawings for my supplier?

*When ordering drawings you can add your supplier to the distribution list found on the Check Out screen. The drawings will be charged to you but can be delivered directly to your supplier.*

*Another option you have is to call PLANNING's Online Planroom Administrator and provide them with the Supplier's contact information. We will then issue the Supplier a username and password. The Supplier will be given permission to enter that project to view, download and order drawings and documents.*

### 2) Will bid results be posted using Online Planroom?

*Bid results will not be posted in the Online Planroom.*

### 3) Which size drawings are to scale when printed?

*As long as you download and print to a large format printer the full sized drawings and the half sized drawings should be to scale. Any drawing size 11x17 or smaller will not be to scale.*

### 4) Can documents be downloaded when viewing or do we have to go through checkout process?

*In order to get the best quality resolutions you should go through the checkout process to download drawings and documents. There is no charge for downloading drawings and documents.*

### 5) How quickly can I receive my drawings after I have ordered them?

*Our reprographic partner is committed to provide you with your prints as expediently as possible. Delivery times may vary due distance, time order and shipping method requested.*

### 6) Can we go into the Online Planroom and order more plans at any time?

*Yes. Drawings and documents can be ordered at any time or can be downloaded at any time.*

### 7) Will we be notified of an addendum through the Online Planroom?

*PLANNING will notify subcontractors when there is an addendum. Our main source of communication will be by email but may also be by fax.*

**8) How do I know my password? What if I forget my password?**

*Your password will be assigned to you. When you receive your first notification of a bidding opportunity your username and password will be provided to you in that communication. Your username and password will remain the same for all projects you are associated with, unless of course you choose to change your password.*

*If you forget your password just contact the Online Planroom Administrator and we can provide you with the information. If you send us an email requesting your forgotten password be sure to send your e-mail using the e-mail address listed in your registration; be advised that as a security measure we will respond only to that e-mail address.*

**9) Do we still need to fax our bids back in?**

*Bids are required to be faxed to our offices at PLANNING Design Build, Inc.*

**10) If the software isn't working and I can't display the drawings who should I call?**

*Email or call PLANNING's Online Planroom Administrator at [planroom@planningdesignbuild.com](mailto:planroom@planningdesignbuild.com) call 608-836-8055 and ask for the Online Planroom Administrator.*

**11) Will PLANNING upload consultant drawings into our drawing sets?**

*The Online Planroom will include our consultant's drawings.*

**12) How do I know the set or drawing I order is the most current?**

*You have several resources available to you to check this. The Drawing Log is a comprehensive list of all drawings issued for field use and this can be found in the content section of the project. After you are awarded a project you will have access to the Field Issued Drawings. These will always be the most current set of drawings.*