

PHASE	TASK	REQUIRED TO PROCEED	DEADLINE FOR PLACE	SERVICE LEVEL AGREEMENT FROM IDEALIST	OWNER
1 CONFIRMATION	Confirm Order	Signed Form 6 Approved marketing quote Payment via CampaignAgent	Following vendor approval of quote	N/A	Agent Support
	Order Receipt Confirmation	Photography shoot date confirmation Tentative launch timing agreed	N/A	Within 30 minutes of order confirmation email notification	Idealist
2 PREPARATION	Photography	Confirmed booking Purchase Order	Images required 7 business hours prior to agreed launch	N/A	Agent Support & Photographer
	Marketing Copy Submission	Copy submission in Campaigntrack	Submission required 7 business hours prior to agreed launch	N/A	Agent Support
	Copywriting	Photos in Campaigntrack Copy submission in Campaigntrack Property details in REX	Copy to be approved by 4pm for launch by COB	Value Pack within 6 business hours of images & copy submission received Place Pack within 6 business hours of images & copy submission received Power Pack within 12 business hours of site visit	Idealist
3 LAUNCH	Online Launch	Approved Copy Launch approval email Compliance REX approval from Agent / Agent Support	N/A	Same day by 5.30pm where capacity for copywriting and launches allows if: Images and copy submission received by 10am that day and compliance in place by 5pm Next day by 12pm if: Images & copy submission received after 10am and/or launch approval not in place by 5pm the previous day	Idealist
4 PRODUCTION	Signboard Artwork Submission	Photos and copy in Campaigntrack	Required by 2pm for next day installation	N/A	Agent Support
	Signboard Artwork QA & Dispatch	Artwork Submission by Agent Support	N/A	QA checks will be completed within 60 minutes of artwork approval via Campaigntrack	Idealist
	Brochure Artwork Submission	Photos & copy in Campaigntrack	Required by 10am Tuesday for Wednesday delivery Required by 10am Thursday for Friday delivery	N/A	Agent Support
	Brochure Artwork QA & Dispatch	Artwork Submission by Agent Support	N/A	QA checks will be completed within 60 minutes of artwork approval via Campaigntrack	Idealist

PRODUCT	DEADLINE	DELIVERY
BROCHURES	10am Tuesday 10am Thursday	Wednesday Friday
POSTCARDS	10am Daily	Two Days i.e. 10am Wednesday for Friday delivery
SIGNS	2pm Daily	Next Day Monday – Friday
COURIER MAIL BOOKINGS	10am Monday	Saturday
COURIER MAIL ARTWORK	12pm Tuesday	Wednesday