

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

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