

# Welcome to The Gallery Manual

Please keep a link to this manual in an accessible place for your daily use.

[Click Here](#) for the CGnet Manual

CLICK ON THE SECTIONS BELOW TO NAVIGATE THROUGH, LOOKING OUT FOR GLOWING INTERACTIVE AREAS TO ENGAGE WITH ON EVERY PAGE.



Client & Gallery  
Services



E-Commerce



Website, Marketing &  
Studio



Manufacturing &  
Logistics



Order Processing



Stock Control



Finance



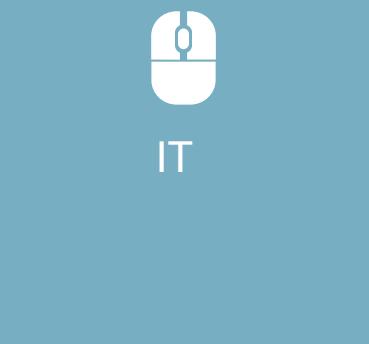
AML & KYC



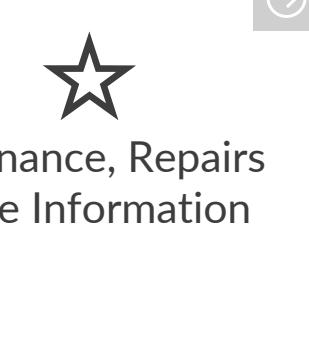
Originals & Artist  
Management



HR, Payroll & Health  
and Safety



IT



Maintenance, Repairs  
& More Information



## Client & Gallery Services

Watch this space for emails from Sam Wood with updates to the team and their processes. If you have any questions please contact the emails below!



[CLICK HERE TO GET IN TOUCH WITH GALLERY SERVICES](#) AND [HERE TO CONTACT CLIENT SERVICES](#)



[Client Services Info](#)



[Client Services Contacts](#)



[Gallery Services Info](#)



[Gallery Services Contacts](#)





## E-Commerce

[Hello@castlefineart.com](mailto:Hello@castlefineart.com)

0121 655 0610



Web Orders in the Gallery



Cancelling, Exchanging & Balances





# Website, Marketing & Studio

Coming Soon...



## Manufacturing & Logistics

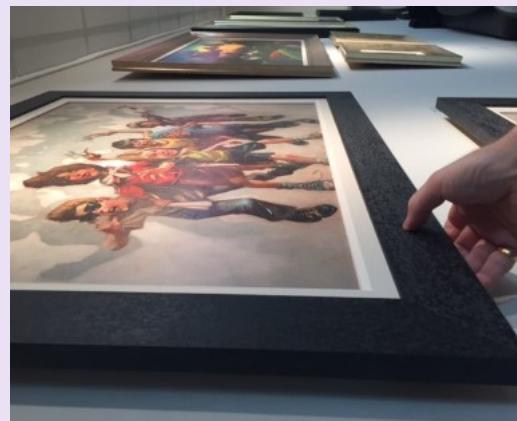
[Meet the Managers](#)



CLICK THE SECTIONS BELOW TO FIND OUT MORE ABOUT MOUNT PRODUCTION, FRAMING AND LOGISTICS. [CLICK HERE](#) FOR LOGISTICS CONTACTS.



Framing & Frame Handling →



Mount Production →



Deliveries → Installations →

### Guides

Glass → Damaged Artwork →

RRO Artwork → Damaged Artwork →

Specialised Wrapping → Wrapping Box Canvas →

Wrapping Canvas on Board → Unwrapping Artwork →

Sundry Request Form:  
send to [CGSupplies@castlefineart.com](mailto:CGSupplies@castlefineart.com) →

[!\[\]\(d0a1791f26d167e866e44ebbf83efebe\_img.jpg\) Back to Home](#)



# Order Processing

[Click here to meet the team](#)

SELECT THE BUTTONS BELOW FOR MORE INFORMATION & CLICK [HERE](#) TO OPEN AN EMAIL TO ORDER PROCESSING



Roles & Responsibilities



Returning Artwork



Gallery Instructions



Item Status Codes



Order Statuses



 [Back to Home](#)



# Stock Control

[stockcontrol@castlefineart.com](mailto:stockcontrol@castlefineart.com)

0121 3848139



SELECT THE BUTTONS BELOW FOR MORE INFORMATION & CLICK [HERE](#) TO OPEN AN EMAIL TO THE STOCK TEAM



Who's Who



Gallery Instructions



Selling Priorities



Halcyon Stock





# Finance

## *Contacts*

[Click here for the IFC Retailer Guide](#)

OUR FINANCE TEAM IS HERE TO SUPPORT YOU IN A VARIETY OF WAYS, CLICK BELOW TO FIND OUT MORE...



Gallery Payment Policy 



PDQ & Card Payments 



IFC's Support 



Stock Take Process 



Stripe Support 



Petty Cash 



Reconciliation 



## AML & KYC

*Meet the Team*



SELECT THE BUTTONS BELOW FOR MORE INFORMATION & CLICK [HERE](#) TO OPEN AN EMAIL TO THE AML TEAM.



Introduction to AML



Reporting Suspicious  
Activity



GDPR



FAQ



Employee Screening





# Originals & Artist Management



## Artist Management

### Meet the team

What do we do?



Dedications



Commissions



Artist Submissions



## Originals

### Meet the team

Originals Information



Originals Availability



Art Box



DNS Stock Codes



Symbolic Sales Process



Original Requests





# HR, Payroll & Health and Safety

Meet the team



Information to Note	
Recruitment & Joining 	Performance 
Dress Code 	EAP Scheme 
Payroll & Pension 	Commission & Bonus 
Holiday & Absence 	Leaving the Company 

### Useful Links



[Employee Handbook](#)   
[Training](#)  [Kronos](#) 

Health & Safety	
Overview 	Responsibilities 
Employee Safety Handbook 	Fire Safety 
Lone Working 	Security & CCTV 
Manual Handling 	First Aid 



## IT Support

Meet the team

Castle Fine Art & Washington Green are both supported by Cardonet for our IT services, alongside Andy and Marc. If you have a problem with any IT equipment, software or emails you should contact Cardonet first. You can also contact our in-house team who can help directly or forward your issue to Cardonet.

Contact



cardonet



CLICK BELOW TO LEARN MORE AND [GET IN TOUCH](#) IF YOU HAVE ANY QUERIES.



Gallery Technology



Downloading Office Authenticator



Our In-House Systems



# ★ Maintenance, Repairs and More Information



LEARN MORE USING THE SECTIONS BELOW AND [GET IN TOUCH](#) IF YOU HAVE ANY QUERIES.



Maintenance



Repairs Process



E-mail Press here:



Feedback & Updates

