

COMMON ISSUES

HARSH LIGHTING

ISSUE: EXPOSURE IS OFTEN LIFTED TOO MUCH, MEANING THAT THE IMAGE BLOWS OUT IN THE HIGHLIGHTS.

NOTES: IF THE IMAGE HAS BEEN SHOT LIKE THIS, THEN THE PHOTOGRAPHER HAS DONE IT ON PURPOSE AND WISHES TO KEEP THE SHADOWS.

SOLUTION: BE CAREFUL NOT TO BLOW HIGHLIGHTS. DO NOT RAISE SHADOWS TOO MUCH SO THAT THE IMAGE APPEARS HDR.

MAIN TAKEAWAY: ALL ABOUT ACHIEVING A BALANCE. ENSURE WHITES ARE NOT GREY FROM RECOVERY AND SHADOWS ARE NOT TOO BRIGHT (WHERE SHADOWS ARE NOISY). IMAGE SHOULD KEEP OVERALL APPEARANCE AND FEEL.



EXAMPLE RAW



OUR EDIT

ADVANCED TOOLS PASTED

ADVANCED ADJUSTMENTS SHOULD NOT BE OBVIOUS

ISSUE: ADVANCED TOOL MASKS ARE NOT EDITED WHEN PASTED.

NOTES: E.G OFTEN HALOS ARE SEEN FROM RADIAL FILTERS, OR BRUSHING ON SKIN/SUBJECTS IS NOT CORRECT

SOLUTION: BE SURE TO MAKE THE ADVANCED FEATURES LOOK NATURAL. YOU SHOULD NOT BE ABLE TO SEE THAT THE ADVANCED FEATURES HAVE BEEN USED. THE END GOAL IS THAT THE ADVANCED TOOLS ARE SUBTLE.



DO NOT DO



OUR EDIT

ADVANCED TOOLS PASTED

USING THE SYNC SETTINGS INSTEAD OF PASTING

ISSUE: PASTING OVER SETTINGS WHERE THE SPOT REMOVAL TOOL HAS BEEN USED

NOTES: AS SEEN BELOW THE SPOT REMOVAL TOOL HAS BEEN PASTED INTO THE NEXT IMAGE AND WHERE IT'S NOT IN THE SAME PLACE IT'S CAUSED DUPLICATION AND BLEEDING

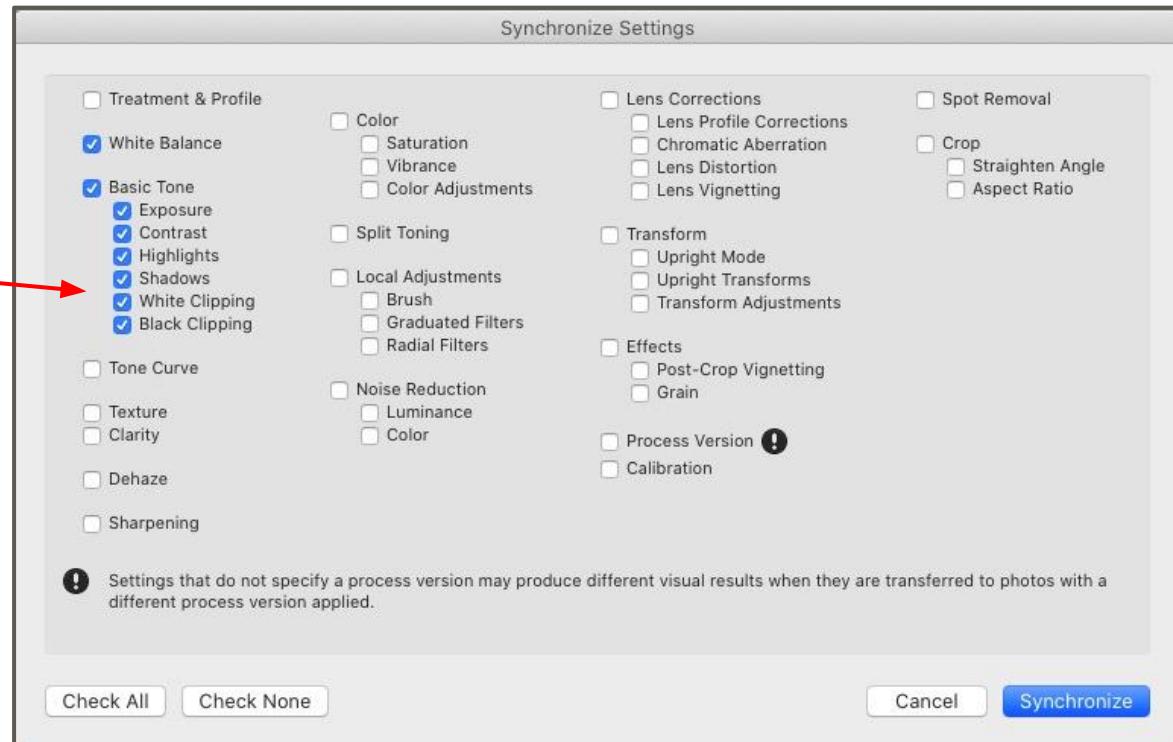
SOLUTION: IF YOU'RE USING ADVANCED TOOLS OR IF ADVANCED TOOLS HAVE BEEN USED ON REFERENCES THEN NEVER PASTE BETWEEN IMAGES. IF YOU NEED TO, USE THE SYNC SETTINGS FUNCTION AND ENSURE ALL THE ADVANCED TOOLS ARE TURNED OFF



ADVANCED TOOLS PASTED

USING THE SYNC SETTINGS INSTEAD OF PASTING

WHEN THE PRESET HAS ALREADY
BEEN APPLIED AND YOU WANT
TO PASTE YOUR BASIC SETTINGS
TO THE NEXT IMAGE IN A
SEQUENCE YOU ONLY NEED TO
SYNC THESE SETTINGS



MIXED LIGHTING

IMAGES WITH MIXED COLOUR TEMPERATURES

ISSUE: A WINDOW BEHIND THE SUBJECT IS LIGHTING THE BACKGROUND BUT ARTIFICIAL LIGHT FROM THE FRONT IS LIGHTING THE SUBJECT. ADJUSTING TEMPERATURE FOR BACKGROUND WILL MEAN THE SKIN TONE OF THE SUBJECT IS VERY YELLOW. ADJUSTING FOR THE SKIN TONE WILL MEAN THAT THE BACKGROUND BECOMES TOO BLUE.

NOTES: IMPORTANT TO FIND BALANCE HERE. IN A LOT OF SITUATIONS THERE WILL NOT BE A PERFECT SETTING. FOCUS ON SKIN TONE.

INSTRUCTION: FIND A MIDDLE BALANCE WHERE THE WB. BE SURE TO FOCUS ON SKIN TONE. SLIGHT REDUCTION IN ORANGE SAT AND SLIGHT BOOST IN ORANGE LUMINANCE CAN HELP.

FOR ADVANCED CUSTOMERS A GRADIENT FILTER ON THE BACKGROUND WHICH INCREASES THE COLOUR TEMP COULD HELP.

MIXED LIGHTING

IMAGES WITH MIXED COLOUR TEMPERATURES

HASN'T FIXED BLUE TONE ENTIRELY, BUT BALANCE IS GOOD
AS YELLOWS ARE NOT TOO YELLOW



WITHOUT BRUSH WORK

NOTE THAT HIGHLIGHTS ON THE RIGHT HAND
SIDE OF IMAGE ARE NO LONGER SO BLUE



WITH BRUSHWORK

MIXED LIGHTING

IMAGES WITH MIXED COLOUR TEMPERATURES - PARTY SHOTS



IT'S COMMON FOR THE PARTY SHOTS AT THE END OF THE CATALOG TO HAVE CRAZY MIXED LIGHTING WHERE THE COLOURFUL LIGHTS ARE CASTING COLOURS ONTO SKIN AND OBJECTS

GENERALLY TOO MUCH EDITING CAN MAKE THE IMAGES WORSE

THE BEST WAY TO MANAGE THIS IS TO GET THEM AS CONSISTENT AS POSSIBLE SKIN WISE BUT WHERE THE COLOUR LIGHT IT TOO STRONG DO NOT OVER CORRECT IT. IF THE CORRECTION LOOKS ODD THEN YOU'VE GONE TOO FAR.

MIXED LIGHTING

IMAGES WITH MIXED COLOUR TEMPERATURES - PARTY SHOTS



RAW IMAGE



IT'S OBVIOUS THAT THERE IS A PINK LIGHT HERE AND IT WILL BE IMPOSSIBLE TO GET RID OF. WHEN TRYING TO COUNTERACT THE PINK LIGHT IT HAS STARTED TO MAKE THE IMAGE GREEN. THIS IS A SIGN THAT YOU'VE GONE TOO FAR

MIXED LIGHTING

IMAGES WITH MIXED COLOUR TEMPERATURES - PARTY SHOTS



WE'VE INCREASED THE EXPOSURE
AND DROPPED THE MAGENTA
SLIGHTLY.

AS IT'S IMPOSSIBLE TO
COMPLETELY RID OF THE PINK
LIGHT THERE IS NO POINT IN
OVER EDITING THE PICTURE.

MIXED LIGHTING

IMAGES WITH MIXED COLOUR TEMPERATURES - PARTY SHOTS



WE'VE FOCUSED ON SKIN TONES AND EXPOSURE BUT HAVEN'T OVER-CORRECTED THE LIGHTING COLOURS AS THEY ARE IMPOSSIBLE TO GET RID OF.

THERE IS A GENERAL CONSISTENT LOOK BUT YOU WILL NEVER BEEN ABLE TO CORRECT COLOURED LIGHTING

IF THE COLOUR BEGINS TO SHIT TOO MUCH THE OTHER WAY (WARM TO COOL ETC.) THEN YOU HAVE GONE TOO FAR

SILHOUETTES/OFF CAMERA FLASH

HOW TO EDIT SILHOUETTED IMAGES OR IMAGES TAKEN WITH FLASH AT DARK

ISSUE: EXPOSURE IS OFTEN LIFTED TOO MUCH, MEANING THAT THE IMAGE APPEARS TO BE TOO BRIGHT. IMAGES ARE SHOT AT NIGHT SO THEY SHOULD NOT LOOK LIKE THEY ARE SHOT IN THE DAYLIGHT.

NOTES: IF THE IMAGE HAS BEEN SHOT LIKE THIS, THEN THE PHOTOGRAPHER HAS DONE IT ON PURPOSE.

SOLUTION: DO NOT RAISE EXPOSURE MORE THAN 1/2 STOP. ENSURE THAT MAJORITY OF THE IMAGE IS STILL DARK, AND THAT IF BACKLIT THE RIM LIGHTING POPS (TRY BOOSTING THE WHITES A LITTLE TO ADD CONTRAST).

SILHOUETTES/OFF CAMERA FLASH

HOW TO EDIT SILHOUETTED IMAGES OR IMAGES TAKEN WITH FLASH AT DARK



EXAMPLE RAW



DO NOT DO



OUR EDIT

PLEASE REFER TO THE BLACK AND WHITES SLIDE FOR BEST PRACTICE WITH SILHOUETTES

SKIN SMOOTHING

WHAT TO REMOVE. WHAT TO KEEP. INTENSITY.

ISSUE: SKIN SMOOTHING IS OFTEN TOO HARSH, MAKING THE SKIN LOOK PLASTIC. PERMANENT FEATURES ARE REMOVED

NOTES: SKIN SMOOTHING SHOULD APPEAR NATURAL. USE THE 'FREEDOM SKIN BRUSH' AS A STARTING PLACE. DO NOT 'SPOT REMOVE' ANY PERMANENT FEATURES SUCH AS FRECKLES OR BIRTHMARKS/BEAUTY SPOTS,

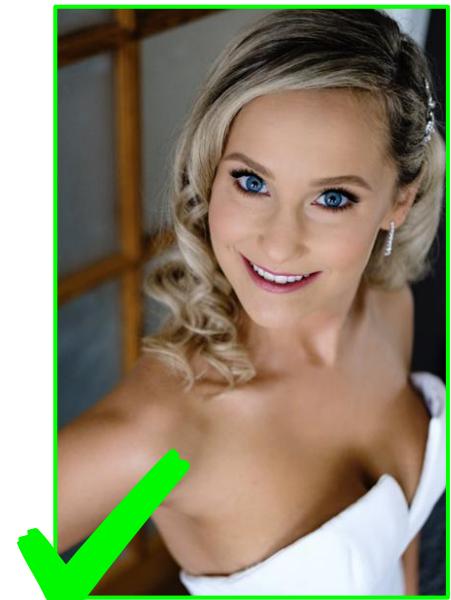
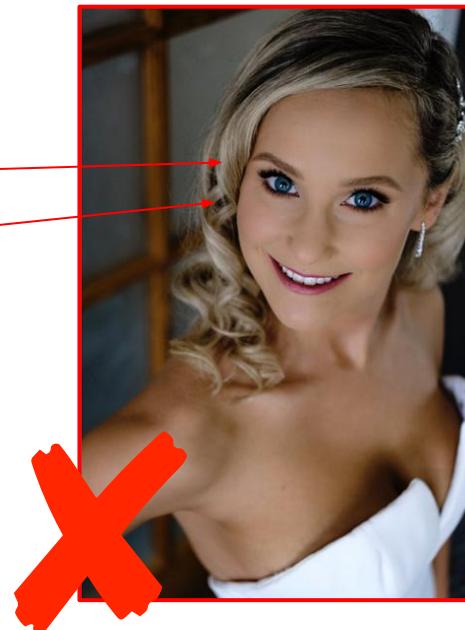
SOLUTION: REMOVE ANY SPOTS OR TEMPORARY IMPERFECTIONS FIRST WITH SPOT TOOL. USE 'FREEDOM SKIN BRUSH' AS STARTING PLACE AND ADJUST CLARITY ACCORDINGLY.

PLASTIC VS. WHAT IT SHOULD LOOK LIKE

DO NOT REMOVE FRECKLES

ALWAYS USE THE [FREEDOM DEFAULT BRUSH
SETTING IN THE ADVANCED TOOLS SLIDE](#)

UNLESS STATED OTHERWISE IN THE CLIENT
DATA



CLIENT REFERENCE IMAGES

ENSURE REFERENCES ARE MOVED TO THE BEGINNING OF THE SEQUENCE

ISSUE: EDITOR DOES NOT NOTICE THAT THE CLIENT HAS LEFT REFERENCES IN A SEQUENCE OF IMAGES. EDITS 5 PHOTOS, THEN GETS TO THE CLIENT REFERENCE AND THEN PASTES THE CLIENTS REFERENCES SETTINGS TO THE NEXT IMAGE. THIS WILL MEAN THAT THE SMALL SEQUENCE OF IMAGES IS NOT CONSISTENT.

NOTES: WE HAVE TO TAKE ON BOARD THE CLIENTS REFERENCES. ENSURE THAT SEQUENCES OF IMAGES ARE CONSISTENT.

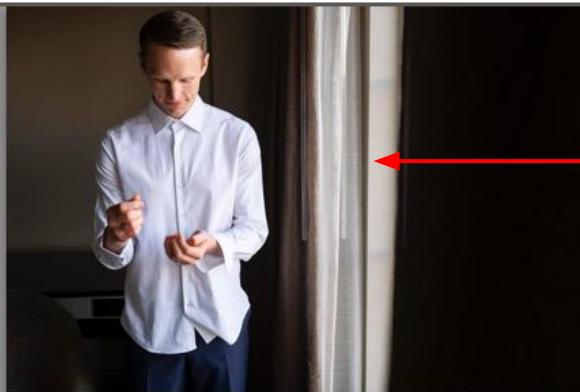
SOLUTION: BEFORE STARTING THE EDIT PICK OUT THE CLIENTS REFERENCES AND MOVE THEM TO THE BEGINNING OF THE SEQUENCE SO THAT YOU USE THAT REFERENCE TO EDIT THE OTHER IMAGES IN THE COLLECTION.



CLIENTS REFERENCE IMAGE IS AT THE END OF THE SEQUENCE

CLIENT REFERENCE IMAGES

ENSURE REFERENCES ARE MOVED TO THE BEGINNING OF THE SEQUENCE



THE EDITOR HASN'T NOTICED THE REFERENCE IMAGE AT THE END OF THE SEQUENCE SO NOW THE IMAGES BEFORE THE REFERENCE ARE INCONSISTENT WHEN THE REFERENCE IMAGE IS INCLUDED.



CLIENT REFERENCE IMAGES

ENSURE REFERENCES ARE MOVED TO THE BEGINNING OF THE SEQUENCE



ALWAYS BRING THE REFERENCE IMAGE TO THE START OF THE SEQUENCE

CLIENT REFERENCE IMAGES

ENSURE REFERENCES ARE MOVED TO THE BEGINNING OF THE SEQUENCE



NOW WE HAVE SYNCED JUST THE BASIC SETTINGS FROM THE REFERENCE IMAGE AT THE START OF THE SEQUENCE. ALL OF THE IMAGES ARE CONSISTENT.

[YOU CAN REFER TO SYNCING JUST THE BASIC SETTINGS IN THIS SLIDE](#)



CLIENT REF'S ARE NOT CONSISTENT

WHAT TO DO IF THE CLIENT'S REFERENCES NOT CONSISTENT

IN THE FOLLOWING SLIDE, THE CLIENTS REFERENCES ARE NOT CONSISTENT. FIRST IMAGE HAS MAGENTA TINT, SECOND IMAGE HAS GREEN TINT

ENSURE THAT THE SEQUENCE FOLLOWING MATCHES THE CLIENTS REFERENCE IMAGE AND THAT THE REFERENCE IMAGE IS PLACED AT THE START OF THE SEQUENCE.

EACH SEQUENCE OF IMAGES SHOULD MATCH THE REFERENCE FOR THAT SEQUENCE DESPITE THE CLIENTS REFERENCES BEING INCONSISTENT.

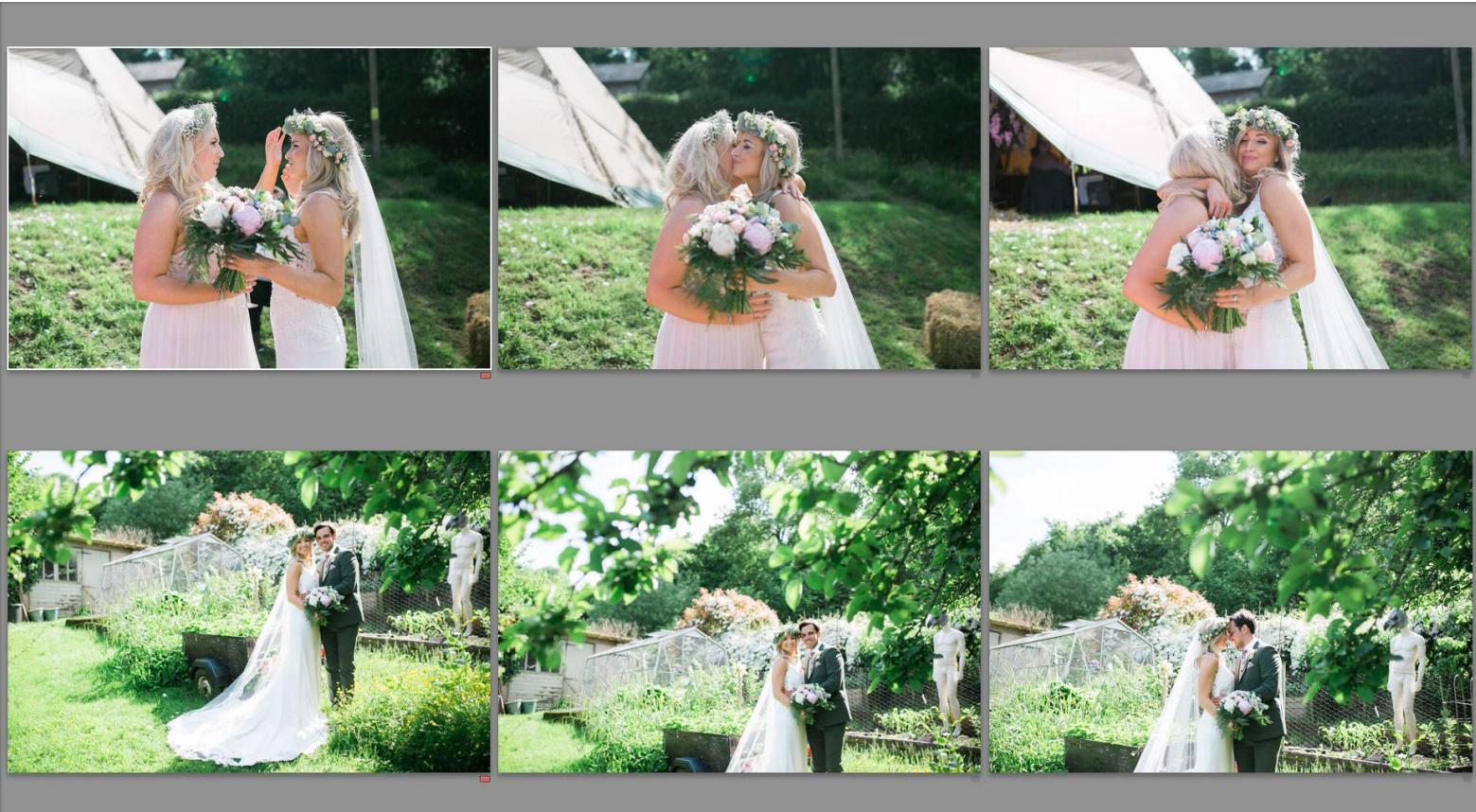
CLIENT
REFERENCE
WITH MAGENTA
TONE



CLIENT
REFERENCE
WITH GREEN
TONE



EDIT TO ENSURE
THE SET
SEQUENCE IS
CONSISTENT.
EVEN THOUGH
THE REFERENCES
THEMSELVES ARE
INCONSISTENT
YOU CAN STILL
MATCH THE
TONES, COLOUR
AND EXPOSURE
FOR THE SIMILAR
IMAGES IN THAT
SET.



HOW TO CHECK CONSISTENCY

EXAMPLES OF OUR TEMPERATURE CHOICES

HEAVY GREEN BIAS



GREEN BIAS



NEUTRAL



MAGENTA BIAS



HEAVY MAGENTA BIAS

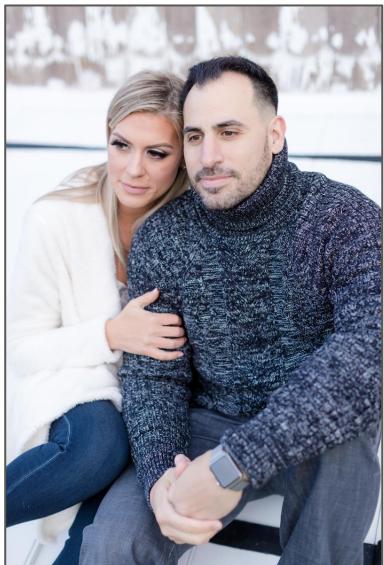


FOR MORE EXAMPLES OF TEMPERATURE PLEASE REFER TO THE REFERENCES SLIDE

HOW TO CHECK CONSISTENCY

EXAMPLES OF OUR TINT CHOICES

NEUTRAL - COLD



NEUTRAL



NEUTRAL - SLIGHTLY WARM



NEUTRAL - WARM



WARM



[FOR MORE EXAMPLES OF TINT PLEASE REFER TO THE REFERENCES SLIDE](#)

NOISE REDUCTION

AVOID IMAGES LOOKING TOO SMOOTH

ISSUE: TOO MUCH NOISE REDUCTION IS USED MAKING THE IMAGE APPEAR FAKE/POOR QUALITY IN SOME CASES

NOTES: GRAIN/NOISE IS NOT A BAD THING. WE AIM TO REDUCE IT - NOT REMOVE IT. GRAIN/NOISE ADDS TO THE ATMOSPHERE, NO NEED TO REMOVE COMPLETELY, JUST SOFTEN.

SOLUTION: SEE RECOMMENDED NOISE REDUCTION SETTINGS BELOW FOR WHAT SETTINGS TO USE.



EXAMPLE RAW



DO NOT DO

NOISE REDUCTION

AVOID IMAGES LOOKING TOO SMOOTH



OUR EDIT

NOISE REDUCTION

AVOID IMAGES LOOKING TOO SMOOTH



RAW IMAGE



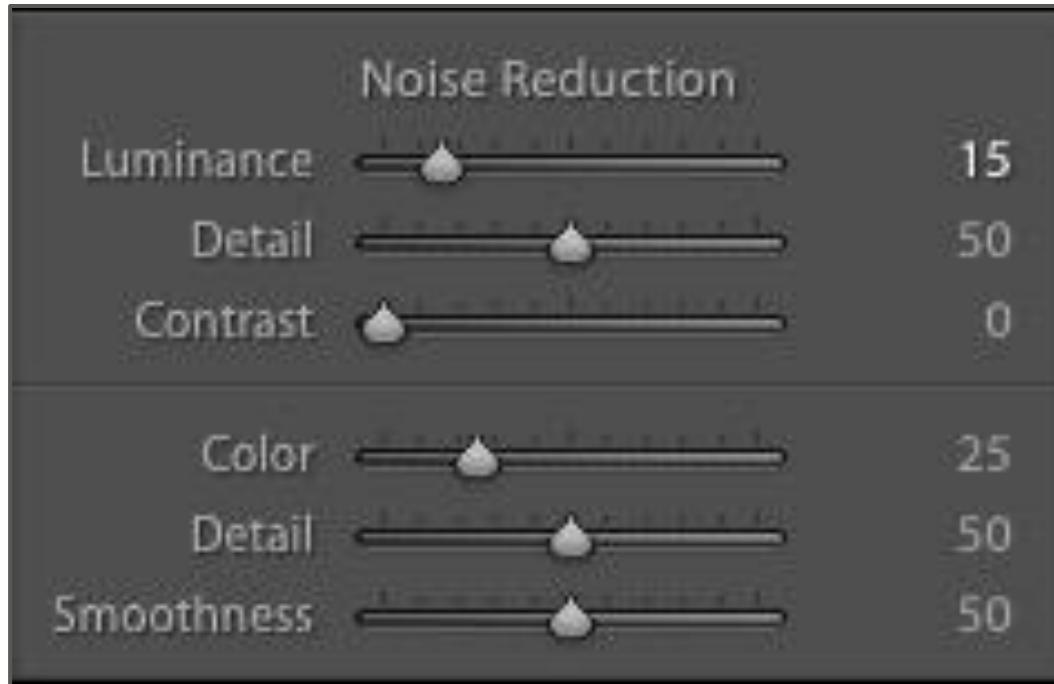
CORRECT



TOO MUCH

NOISE REDUCTION

BASIC FREEDOM NOISE REDUCTION SETTINGS



ADVANCED TOOLS ARE TOO HARSH

ADVANCED ADJUSTMENTS SHOULD NOT BE OBVIOUS

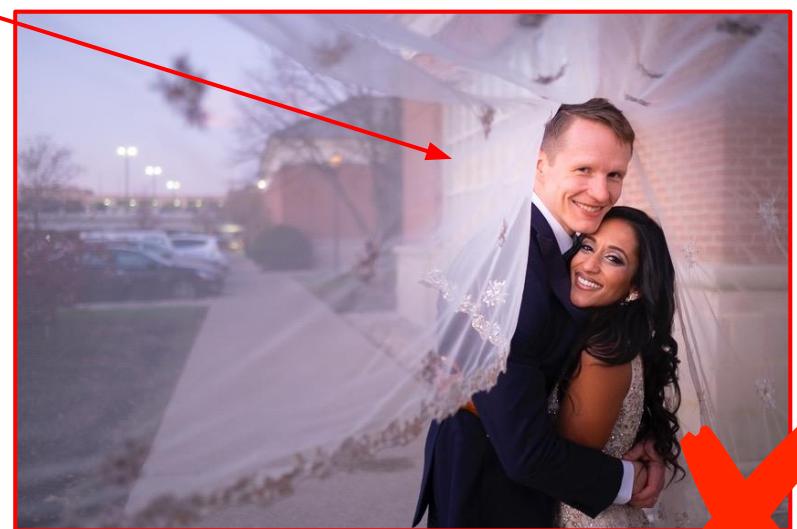
ISSUE: ADVANCED TOOLS ARE NOT SUBTLE ENOUGH.

NOTES: E.G OFTEN HALOS ARE SEEN FROM RADIAL FILTERS

SOLUTION: BE SURE TO NOT MAKE THE ADVANCED FEATURES LOOK UNNATURAL. YOU SHOULD NOT BE ABLE TO SEE THAT THE ADVANCED FEATURES HAVE BEEN USED.



EXAMPLE RAW



DO NOT DO

ADVANCED TOOLS ARE TOO HARSH

ADVANCED ADJUSTMENTS SHOULD NOT BE OBVIOUS



OUR EDIT

OVER CROPPING

WIDE SHOTS CROPPED TOO TIGHT

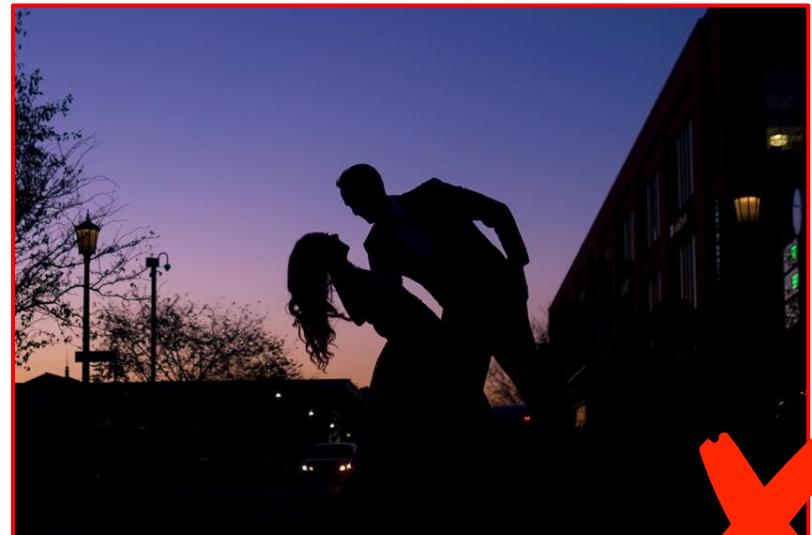
ISSUE: A WIDE COUPLE SHOT HAS BEEN CROPPED TOO TIGHT

NOTES: THE IMAGE HAS BEEN SHOT THAT WAY INTENTIONALLY AND SHOULD HAVE HAD MINIMAL CROPPING

SOLUTION: BE SURE TO ONLY CROP OUT MINIMAL DISTRACTIONS AND STRAIGHTEN THE IMAGE



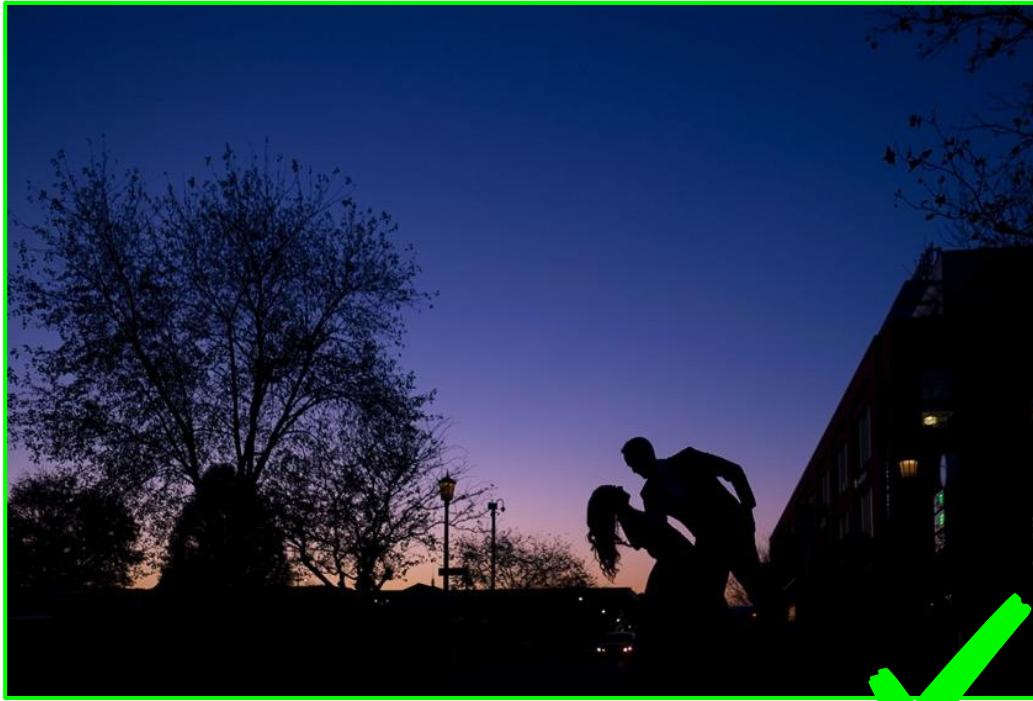
EXAMPLE RAW



DO NOT DO

OVER CROPPING

WIDE SHOTS CROPPED TOO TIGHT



OUR EDIT

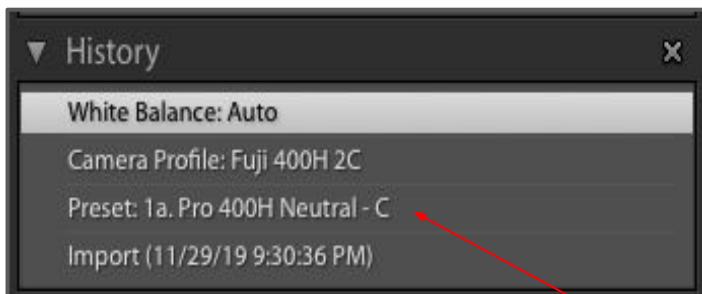
[PLEASE REFERRING TO THE CROPPING GUIDE FOR MORE INFORMATION ON CORRECT CROPPING](#)

INCORRECT PRESETS / PROFILES

PRESET ON CLIENT REFERENCES IS DIFFERENT TO THAT SPECIFIED ON AIRTABLE



THE CLIENT WANTS YOU TO USE THEIR REFERENCE IMAGES



YOU HAVE OPENED THE CATALOG TO CHECK THE PRESET AND PROFILE USED TO CHECK AGAINST THE CLIENT DATA ON AIRTABLE

INCORRECT PRESETS / PROFILES

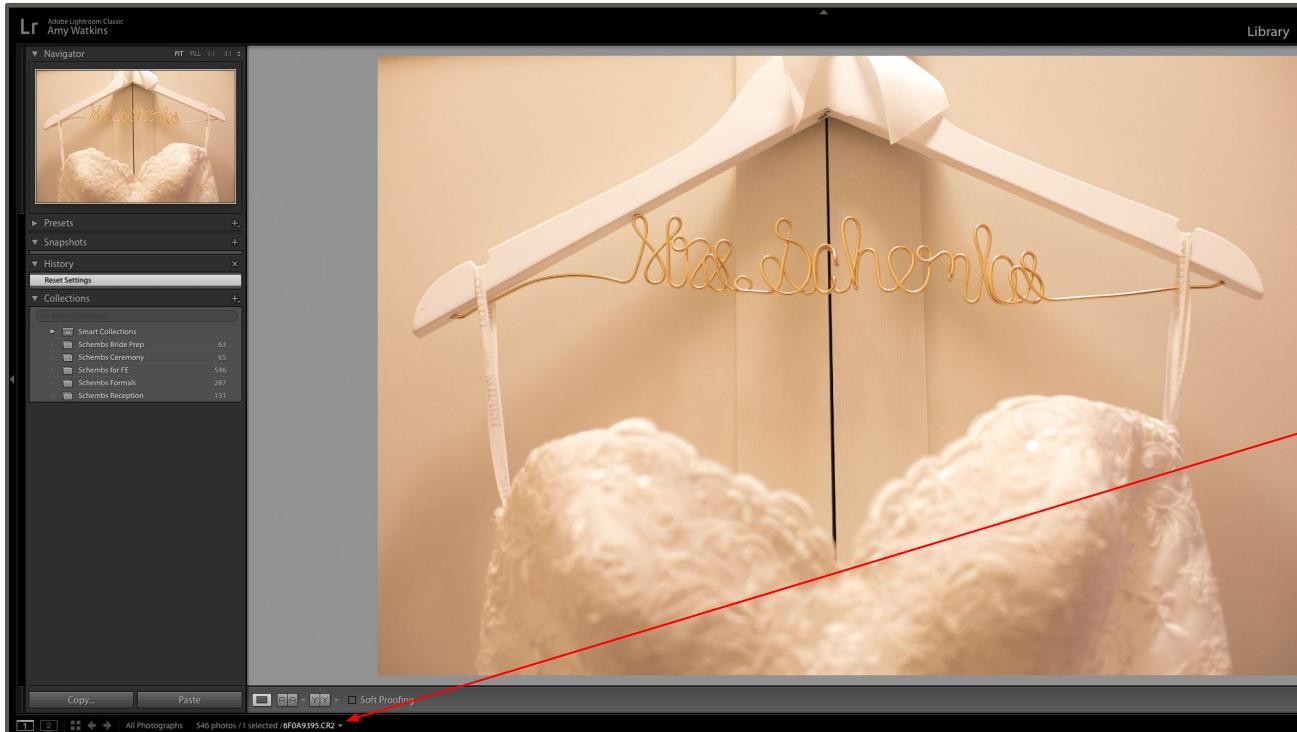
PRESET ON CLIENT REFERENCES IS DIFFERENT TO THAT SPECIFIED ON AIRTABLE



IN THESE INSTANCE~~S~~, PLEASE FOLLOW THE SCENARIOS IN THE REFERENCING GUIDE, OR CONTACT THE ACCOUNT HANDLER FOR INSTRUCTIONS OF WHAT TO DO.

INCORRECT PRESETS / PROFILES

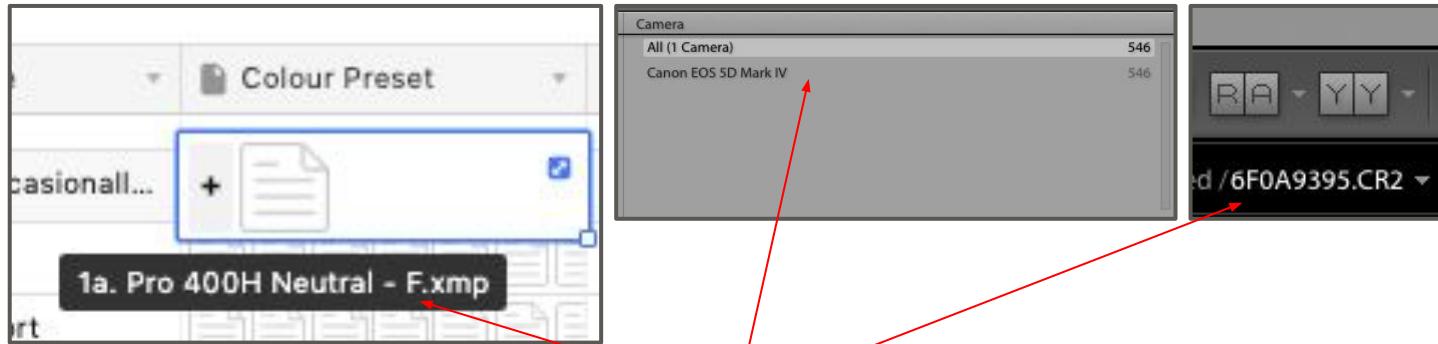
PRESET PROVIDED IF FOR A DIFFERENT CAMERA THAN WHAT IS USED IN THE CATALOG



THE CLIENT HAS USED A CANON
CAMERA, BUT THEY NORMALLY
SHOOT WITH A FUJI

INCORRECT PRESETS / PROFILES

PRESET PROVIDED IF FOR A DIFFERENT CAMERA THAN WHAT IS USED IN THE CATALOG

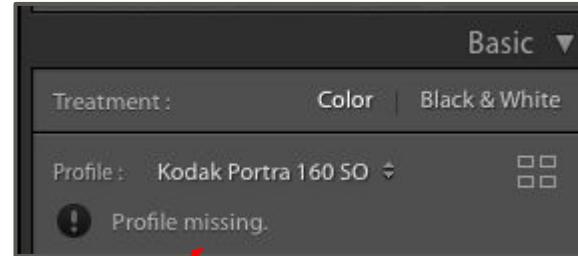
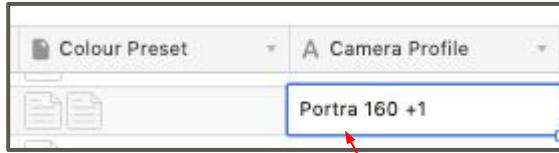


YOU'VE CHECKED AIRTABLE AND THE CLIENT HAS ONLY PROVIDED THE FUJI VERSION OF THIS PRESET (INDICATED BY THE - F ON THE END OF THE PRESET.)

IF YOU ALREADY HAVE THE CANON VERSION (- C) THEN CONTINUE AND USE THE CORRECT VERSION, IF YOU DO NOT HAVE THE CORRECT PRESET PLEASE CONTACT THE ACCOUNT HANDLER SO THAT CAN OBTAIN IT FOR YOU.

INCORRECT PRESETS / PROFILES

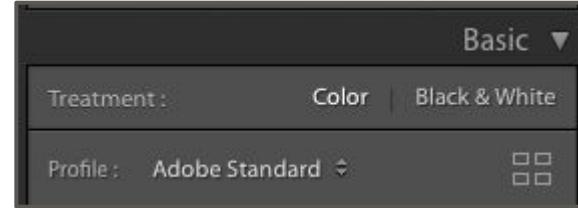
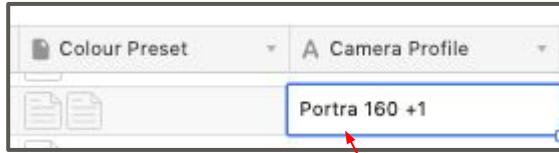
DO NOT HAVE THE CORRECT CAMERA PROFILE



YOU'VE APPLIED THE CORRECT PRESET, BUT YOU DO NOT HAVE THE CAMERA PROFILE. TRY TO SEARCH FOR THE PROFILE MANUALLY, BUT IF YOU DO NOT HAVE IT DO NOT CONTINUE WITH THE EDIT, PLEASE CONTACT THE ACCOUNT HANDLER SO THEY CAN OBTAIN IT FOR YOU

INCORRECT PRESETS / PROFILES

CAMERA PROFILE DOES NOT EXIST FOR CAMERA USED



IF YOU APPLY THE PRESET BUT IT DOES NOT PICK UP A CAMERA PROFILE, THIS MAY BE BECAUSE THE CAMERA MODEL IS NEW AND WE MAY NOT HAVE THEM, OR THEY MAY NOT EXIST.

CONTACT THE ACCOUNT HANDLER SO THEY CAN RESEARCH THIS FOR YOU. IT MAY BE THAT WE ARE UNABLE TO GET ONE FOR THIS CAMERA THE PRESET MAY NEED TO BE ADJUSTED.

REQUESTING UPDATED SAMPLES

CLIENT SAMPLES DON'T REPRESENT AIRTABLE SAMPLES AND NEED UPDATING

Client To Be Updated

Client Serial Number *

Please Copy + Paste From Airtable NO SPACES

Information About Update *

Why does this need updating?

Submit

IF A CLIENTS SAMPLE EDITS ON THE CLIENT DATA ARE OLD OR NO LONGER REFLECT THE CLIENTS STYLE IN THEIR REFERENCE IMAGES ETC.
PLEASE FILL OUT THE FORM AT THE FOLLOWING LINK:

<https://form.jotform.com/200633530574045>

REQUESTING UPDATED SAMPLES

CLIENT SAMPLES DON'T REPRESENT AIRTABLE SAMPLES AND NEED UPDATING

A screenshot of the Airtable interface. The top navigation bar includes 'Schedule', 'Client Data', 'PPM Registration', and 'Feedback'. Under 'Client Data', there's a dropdown for 'MMP - Client Data' with 169 hidden fields and 2 filters. Below this, a table row shows 'Client Serial Number' (EBP0001-MB) and 'Example Update Reason' (Example). A red arrow points from the 'Client Serial Number' field in the table to the 'Client Serial Number' field in the 'Client To Be Updated' form.

PLEASE MAKE SURE YOU COPY AND PASTE THE SERIAL
NUMBER FROM AIRTABLE AS IT HAS TO BE EXACT FOR IT TO
FIND IT ON AIRTABLE. OTHERWISE WE WILL NOT RECEIVE
THE REQUEST

PLEASE ALSO PROVIDE THE REASON YOU NEED THEM TO BE
UPDATED.

I.E. 'THE CLIENT SAMPLES ON AIRTABLE DO NOT REFLECT
THE CLIENT'S STYLE IN THEIR MOST RECENT CATALOG'

The form is titled 'Client To Be Updated'. It has two main sections: 'Client Serial Number *' (with a note 'Please Copy + Paste From Airtable NO SPACES') and 'Information About Update *' (with a note 'Why does this need updating?'). A red arrow points from the 'Client Serial Number' field in the Airtable screenshot to the 'Client Serial Number' field here. Another red arrow points from the 'Information About Update' note in the Airtable screenshot to the 'Information About Update' section here. A 'Submit' button is at the bottom right.

Client To Be Updated

Client Serial Number *

Please Copy + Paste From Airtable NO SPACES

Information About Update *

Why does this need updating?

Submit

REQUESTING UPDATED SAMPLES

CLIENT SAMPLES DON'T REPRESENT AIRTABLE SAMPLES AND NEED UPDATING

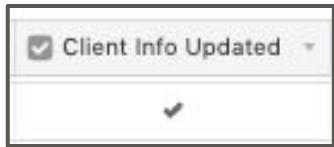
ONCE YOU HAVE SUBMITTED THE FORM, AIRTABLE SHOULD UPDATE
(TAKES A FEW MINUTES SOMETIMES)
AND DISPLAY ON THE CLIENT DATA
LIKE THIS



MMP - Client Data		
	Client Serial Number	Example Update Reason
69	RWP0001	Client Examples are too dark ... 

REQUESTING UPDATED SAMPLES

CLIENT SAMPLES DON'T REPRESENT AIRTABLE SAMPLES AND NEED UPDATING



Client Serial No. SYP-4586-MB

Date Updated: 2020-03-10

Update Info: Updated examples & Colour profile info after customer complaint - 10/3/20

WHEN THE ACCOUNT HANDLER HAS
UPDATED THE INFORMATION
NECESSARY IT WILL DISPLAY ON
AIRTABLE

IT WILL ALSO EMAIL YOU TO LET YOU
KNOW IT HAS BEEN UPDATED

REQUESTING ADDITIONAL REFERENCES

NO REFERENCES SUPPLIED, BUT NEED THEM TO REFERENCE / EDIT THE CATALOG



CHECKING FOR BAD FEEDBACK

HOW TO VIEW BAD FEEDBACK ON THE NEW ORDER VIEW / CLIENT DATA

THIS INFO CAN BE VIEWED
IN THE EDITING TAB, THE
CLIENT DATA TAB AND THE
FEEDBACK TAB

THE BLACK HEART
INDICATES IF THEY'VE EVER
SUBMITTED BAD
FEEDBACK

THE 'ALL FEEDBACK' TAB
WILL GIVE YOU A DATED
VIEW OF ALL FEEDBACK
EVER GIVEN BY THE
CUSTOMER

Date R...	I...	Bad Feedback	All Feedback	Notes ...	W...	P...	Client Se...	Client Name	Order Name	F...	J...	M...	Job St...
**JOB STATUS TEST - T	Count 1												
**JOB STATUS PD - NE	Count 18												
2	10 March 2...	♥	04-02-2020 Mostly...	reference ph...	(PPI) PPH0002	Paris Hawken Photogra...	Lynda and Olly - Freedom Ed...	No ✓	PD - NEW O...				
3	11 March 20...			1 star rating ...	(PPM) PIX0001-MB	Pixiao / Samuel Ng - PP...	James Michelle	No ✓	PD - NEW O...				
4	11 March 20...			1 star rating ...	(PPM) PIX0001-MB	Pixiao / Samuel Ng - PP...	GH JY	No ✓	PD - NEW O...				
5	11 March 20...		28-02-2020 Notes ...		(PPM) LPI-4615-MB	Lightly Photography In...	JA - Brianna & Ben Wed	No ✓	PD - NEW O...				
6	11 March 20...			Anything ma...	(PPM) MRP-4445-MA	Mattea Rose Photograp...	Megan&Don-MatteaRosePho...	No ✓	PD - NEW O...				
7	11 March 20...	♥	06-02-2020 Notes ...	PLEASE use ...	(PPM) SYP-4586-MB	Slavik Yasinsky Photogr...	SYP - Ben & Summer - TO E...	No ✓	PD - NEW O...				
8	11 March 20...		02-03-2020 Notes ...	Flagged ima...	(PPM) A&J-4692-MB	Alex & Jana Photograp...	Jacque & Josh	No ✓	PD - NEW O...				
9	12 March 2...	♥	11-04-2019 Sunset/...	Hey there, A...	(PPM) NSP0001-MB	Nick Skinner Photograp...	Karl & Ben	No ✓	PD - NEW O...				
10	12 March 2...		17-12-2019 Nic! Th...		(PPM) ALP0006-MB	Amber Lea Photograph...	Webster Family Spring 2020	No ✓	PD - NEW O...				
11	12 March 2...	♥	24-01-2020 Just lo...		(PPM) HAC0001-MA	Harily & Co / Sarah Hul...	Baby Reign	No ✓	PD - NEW O...				
12	12 March 2...	♥	11-04-2019 Sunset/...	Hey there, A...	(PPM) NSP0001-MB	Nick Skinner Photograp...	Amy & Blake	No ✓	PD - NEW O...				
13	12 March 2...		19-09-2019 Aweso...	There are 65...	(PPM) PER0001-MB	Perspectives Photogra...	Tim & Emma	No ✓	PD - NEW O...				
14	12 March 2...	♥	01-07-2019 Hi !! Pl...	As long the i...	(PPM) JNV0001-MA	Jnvphotography - PPM	Linh & Tai Wedding	No	PD - NEW O...				
15	12 March 2...			The images t...	(PPM) EBP-4658-MA	Eric Brushett Photogra...	Anne and Miguel - Eric Brush...	No	PD - NEW O...				
16	12 March 2...		25-11-2019 Very cl...	1. Flagged i...	(PPM) SBP0003-MA	Sophie Baker Photogra...	20.02.22 Henry & Shannen	No	PD - NEW O...				
17	11 March 20...				(PPM) PIX0001-MB	Pixiao / Samuel Ng - PP...	SMxSM	No ✓	PD - NEW O...				
18	11 March 20...			1 star rating ...	(PPM) PIX0001-MB	Pixiao / Samuel Ng - PP...	Tim Jenn	No ✓	PD - NEW O...				
19	11 March 20...	♥	08-04-2019 Croppi...	Hi! Please pa...	(PPI) BJ0002	Brogen Jessup Photogr...	Sara & Drew- FE	No ✓	PD - NEW O...				

CHECKING FOR BAD FEEDBACK

HOW TO VIEW BAD FEEDBACK ON THE NEW ORDER VIEW / CLIENT DATA

04-02-2020
Mostly happy, but just a few tweaks for future edits if that's ok!

- Overall, the photos were too bright as I always expose for the highlights. I just found them a little too blown out
- They could all be a touch warmer
- Quite a few horizon lines were crooked, it's important to me that the horizon line is always straight
- if there are distractions right on the edge of the photo, they could be cropped out (eg. half a persons face)
- Generally I won't make any ceremony or really bright day time photos/flower photos in black and white
- A few photos were cropped with the couple off centre, I prefer them to be bang in the middle (if that's how the photo was shot)
- I don't like negative space being left at the bottom of photos with cropping, I prefer the couple to be closer to the bottom of the frame when cropping

But overall really happy :) thank you!

<https://www.dropbox.com/work/Post%20Order%20-%20Customer%20Feedback/FE11497>

THE FEEDBACK WILL ALWAYS BE HEADED BY THE DATE

THE FEEDBACK WILL FOLLOW

A LINK TO IMAGES WHICH SUPPORT THE FEEDBACK WILL BE HERE (EITHER UPLOADED BY THE CLIENT, OR THE ACCOUNT HANDLER)

IT IS VERY IMPORTANT THAT YOU SCROLL DOWN AND REVIEW ALL OF THE FEEDBACK THAT HAS BEEN GIVEN, NOT JUST THE MOST RECENT FEEDBACK WHICH WILL BE AT THE BOTTOM

%20Customer%20Feedback/FE11497
, 24-02-2020
The color edits were MUCH closer! There were a few things that were synced and the clone stamps were off, and then a couple detail shots that were so far off from my editing style I'm really confused what was happening. (like gritty, super contrasty, see screenshots for example)

The black and white images were still far to dark. It seems they used my b&w preset and then changed so many of the settings it looked so far from what I wanted it to. If the preset is used, minor if any changes need to be made. See reference images for comparison, my style is the brighter style.

All the images that have "-2" after the filename are how I edit.

@Miles Glazier-Hart Can you please forward the screenshots to us?
@Nitin Rawat I'll email them over now
<https://www.dropbox.com/work/Post%20Order%20-%20Customer%20Feedback/FE11946>

CHECKING FOR BAD FEEDBACK

HOW TO VIEW BAD FEEDBACK ON THE NEW ORDER VIEW / CLIENT DATA

Freedom Edits > Post Order - Customer Feedback > FE11946

Overview

Click here to describe this folder and turn it into a Space

Show examples

Create new file ▾

Name ↗

Modified ↗

Members ↗

	ScottishStyled268-2.jpg	24/2/2020 9:10 pm	Only you
	ScottishStyled268.jpg	24/2/2020 9:10 pm	Only you
	ScottishStyled307-2.jpg	24/2/2020 9:10 pm	Only you
	ScottishStyled307.jpg	24/2/2020 9:10 pm	Only you
	ScottishStyled859-2.jpg	24/2/2020 9:10 pm	Only you
	ScottishStyled859.jpg	24/2/2020 9:10 pm	Only you
	ScottishStyled887-2.jpg	24/2/2020 9:10 pm	Only you
	ScottishStyled887.jpg	24/2/2020 9:10 pm	Only you
	ScottishStyled898-2.jpg	24/2/2020 9:10 pm	Only you
	ScottishStyled898.jpg	24/2/2020 9:11 pm	Only you
	ScottishStyled920-2.jpg	24/2/2020 9:11 pm	Only you

THE FEEDBACK WILL ALWAYS GO TO THE SAME LOCATION AND THE FOLDER NAME IS ALWAYS THE ORDER NUMBER

IN THE CLIENT'S NOTES THEY HAVE STATED THAT EVERYTHING ENDING IN '-2' IS THERE EDIT, SO IT'S IMPORTANT TO REFER TO THE FEEDBACK TO SUPPORT THE IMAGES.