



One-Touch Automation, Inc.

Westfield, IN

Office: 317.896.1393

Fax: 317.614.7197

E-mail: info@one-touchautomation.com

TYPE 4 PM INITIAL LETTER

Subject: Welcome to Your Home Technology Project!

Dear {Contact},

My name is {Project Manager}, and I am excited to be your Project Manager for your the home technology side of your new home. I will be your primary contact for coordination and installation, ensuring that {Salesperson} and your vision for your home is realized.

To ensure you have a great experience, I would like to provide you with information and a timeline for your project. You have already signed the contract, which has set the process in motion. Below is the full project timeline. The parts highlighted in blue are the areas where you will be directly involved:

1. Contract Signed
2. Deposit Invoice Sent
3. Deposit Invoice Paid and Received
4. Rough-In Scheduled
5. On-Site Walkthrough
6. Rough-In Completed
7. Pre-Drywall Walkthrough
8. Progress Payment Invoice
9. Progress Payment Paid and Received
10. Trim Scheduled
11. Trim Phase Completed
12. Progress Payment Invoice
13. Progress Payment Paid and Received
14. Equipment Order
15. Equipment Received
16. ISP (Internet Service Provider) Scheduled
17. Final Installation Scheduled
18. Equipment Pre-Configured, Programmed, and Tested at Our Shop
19. User Experience Meeting
20. Final Installation
21. Final QC
22. Client Training and Official Handoff to Service Team
23. Final Invoice Sent
24. Final Invoice Paid and Received
25. Client Follow-Up

I will be working through each step to ensure a successful project.

Additionally, to keep you fully informed, you will have access to all project folders, including Current Contract, Archived Contracts, Design Documentation, Project Photos, and Punch Lists. Below is a link to your Google Shared Folder. Please save this link for easy access to your project files anytime:

[Google Link]

I will coordinate with your {Builder/Project Superintendent} to schedule the various phases.

Throughout the process, if you have any changes in the project scope, please reach out and I will make sure to get you a Scope Revision to review and sign off on.

During the Pre-Configuration and Programming phase, we will reach out for the information you want included in the configuration.

I look forward to working with you. If you have any questions at any point, please feel free to reach out. My normal working hours are Monday-Friday, 8:00 AM - 5:00 PM. You can contact me via phone or text at 317-896-1393 or via email at {pm}@one-touchautomation.com.

Sincerely,

{Project Manager}
Project Manager
One-Touch Automation