**AIM:**

-When the order is late, we send emails to the customer to lessen their frustration.

-We will flag designers for their late orders/revisions.

**AUTOMATED EMAIL TO BE SENT TO CLIENT WHEN AN ORDER IS LATE**

1. Every time an order/revision is marked as LATE (passed the deadline) on the admin panel, we should send an automated email to our client.
2. The automated email must have a unique PROMO CODE that our clients can use within 30 days from the time that the email was sent. This means that we will provide unique PROMO CODE for every client with late orders/revisions. The PROMO CODE will expire 30 days after the email was sent. This PROMO CODE must be saved too on the admin panel promo code tab with all the details. The promo code will give 20% to the client. The promo code must be readable and easy to remember. Do not use promo code with long numbers. I am unsure if we do have a PROMO CODE system for 50dollarlogo and 25poundlogo. If we do not, remove the promo code part of the email.
3. **The automated email must be from:**

[info@logodesignguarantee.com](mailto:info@logodesignguarantee.com) –LDG US

[info@logodesignguarantee.co.uk](mailto:info@logodesignguarantee.co.uk) –LDG UK

[info@50dollarlogo.com](mailto:info@50dollarlogo.com) – 50DOLLARLOGO

[info@25poundlogo.co.uk](mailto:info@25poundlogo.co.uk) – 25POUNDLOGO

1. **The body of the email must be:**

**For LDG US**

SUBJECT LINE: WE ARE SORRY FOR THE LATE DELIVERY

BODY:

Hi (client first’s name),

We are sorry for the late delivery.

We are still working on your designs.

As compensation, we would like to give you 20% discount on all design services for your future orders.

You can use the promo code (the unique promo code that will be generated by the system) for 30 days to avail the discount.

You can use the promo code on our website [www.logodesignguarantee.com](http://www.logodesignguarantee.com) or you can call us directly at (US number).

Thank you so much,

Logodesignguarantee.com

**For LDG UK**

SUBJECT LINE: WE ARE SORRY FOR THE LATE DELIVERY

BODY:

Hi (client first’s name),

We are sorry for the late delivery.

We are still working on your designs.

As compensation, we would like to give you 20% discount on all design services for your future orders.

You can use the promo code (the unique promo code that will be generated by the system) for 30 days to avail the discount.

You can use the promo code on our website [www.logodesignguarantee.co.uk](http://www.logodesignguarantee.co.uk) or you can call us directly at (UK number).

Thank you so much,

Logodesignguarantee.co.uk

**For 50dollar**

SUBJECT LINE: WE ARE SORRY FOR THE LATE DELIVERY

BODY:

Hi (client first’s name),

We are sorry for the late delivery.

We are still working on your designs.

As compensation, we would like to give you 20% discount on all design services for your future orders.

You can use the promo code (the unique promo code that will be generated by the system) for 30 days to avail the discount.

You can use the promo code on our website www.50dollarlogo.com or you can reach us here (provide the live chat link).

Thank you so much,

50dollarlogo.com

**For 25poundlogo**

SUBJECT LINE: WE ARE SORRY FOR THE LATE DELIVERY

BODY:

Hi (client first’s name),

We are sorry for the late delivery.

We are still working on your designs.

As compensation, we would like to give you 20% discount on all design services for your future orders.

You can use the promo code (the unique promo code that will be generated by the system) for 30 days to avail the discount.

You can use the promo code on our website [www.25poundlogo.co.uk](http://www.25poundlogo.co.uk) or you can reach us here (provide the live chat link).

Thank you so much,

25poundlogo.co.uk

1. Pls make sure that once we shift to our 6hr service, you can just change the time frame quickly. Apply this coding where in you can just easily switch the schedule of the emails. You should not start again from scratch if we will switch to 6hr service to 3 business days turn around or 24 hour turn around.
2. For the design of the automated emails, pls reuse our template for web design half price promotion.
3. **Pls make sure that the email will be sent if the order/revision is not sent to the client within:**

**For new orders/current time**: 72 hours after the order is paid

**For new orders with 24hr service/current time:** 24 hours after the order is paid

**For revisions/current time:** 24 hours after the revision is sent on the client panel

**For new orders/6hr service**: 6 hours after the order is paid

**For revisions/6hr service:** 24 hours after the revision is sent on the client panel

**EMAIL TO BE SENT TO DESIGNERS FOR LATE ORDERS/REVISION**

-Pls advise if we already have this system on play. Pls explain how the email is being sent.

**EMAIL TO BE SENT TO CLIENTS WHEN THEY CALLED TO FOLLOW UP THEIR ORDER**

-Clients may still call us to follow up their late orders/revision. Our phone staffs must sent email to the client and to the designer.

1. Create a new ACTION FEATURE that will appear on the ACTION column on the LOGO TAB- NEW ORDERS and ASSIGNED ORDERS. This must be a red flag icon that will be named “Follow up”. This is the action that can use by our phone team once a client called to follow up their order. Once the flag is clicked, it will send an email to the client and to the assigned designer.

2. **The email must be from:**

[info@logodesignguarantee.com](mailto:info@logodesignguarantee.com) –LDG US

[info@logodesignguarantee.co.uk](mailto:info@logodesignguarantee.co.uk) –LDG UK

[info@50dollarlogo.com](mailto:info@50dollarlogo.com) – 50DOLLARLOGO

[info@25poundlogo.co.uk](mailto:info@25poundlogo.co.uk) – 25POUNDLOGO

3. **The body of the email that will be sent to client must be:**

**For LDG US**

SUBJECT LINE: A FOLLOW UP HAS BEEN SENT FOR YOUR DESIGNS

BODY:

Hi (client first’s name),

Thank you for your call today.

We are sorry for the late delivery.

We have communicated with our designers and they are working on your designs.

We set it as urgent so it will be prioritized.

Your reference number is (the order num).

Thank you so much,

Logodesignguarantee.com

**For LDG UK**

SUBJECT LINE: A FOLLOW UP HAS BEEN SENT FOR YOUR DESIGNS

BODY:

Hi (client first’s name),

Thank you for your call today.

We are sorry for the late delivery.

We have communicated with our designers and they are working on your designs.

We set it as urgent so it will be prioritized.

Your reference number is (the order num).

Thank you so much,

Logodesignguarantee.co.uk

**For 50dollarlogo**

SUBJECT LINE: A FOLLOW UP HAS BEEN SENT FOR YOUR DESIGNS

BODY:

Hi (client first’s name),

Thank you for your call today.

We are sorry for the late delivery.

We have communicated with our designers and they are working on your designs.

We set it as urgent so it will be prioritized.

Your reference number is (the order num).

Thank you so much,

50dollarlogo.com

**For 25poundlogo**

SUBJECT LINE: A FOLLOW UP HAS BEEN SENT FOR YOUR DESIGNS

BODY:

Hi (client first’s name),

Thank you for your call today.

We are sorry for the late delivery.

We have communicated with our designers and they are working on your designs.

We set it as urgent so it will be prioritized.

Your reference number is (the order num).

Thank you so much,

25poundlogo.co.uk

4. **The body of the email that will be sent to the assigned designer must be:**

**For LDG UK, LDG US, 50dollarlogo and 25poundlogo**

SUBJECT LINE: FOLLOW UP ON DESIGNS (ORDER NUMBER)

BODY:

Hi (name of designer),

This client called today to follow up on his late designs.

Pls prioritize.

Thank you so much,

Phone Team

5. Once the order is flagged, the flag icon is clicked on the admin panel, pls send a confirmation saying “A follow up has been sent.” We should also have a new tab on the new admin panel that will show all flagged orders. Pls create a new tab named “FOLLOW UP”. This tab will show a table with the following columns:

**Date**-the date and time that it was flagged in NPT

**Order Number**

**Company Name**

**Package**

**Extra Package**

**Assigned Date-**same data shown in the Assigned orders tab

**Due Time**-the date and time of due

**Order** –must indicate if it is a revision or a new order

**Assigned To**-name of the assigned designer

**Status** -This will show “SENT” if the designer noted it as sent on his designer panel. I will discuss this further later below. If no feedback from the designer, it should be blank.

**Delete function** –This will allow us to delete the entry.

**NOTE: The entries must be arranged being the oldest flagged order on top.**

6. On the designer panel of the designers, pls create a new tab that will be named “FLAGGED ORDERS”. Once the order is flagged by the phone staff on the admin panel (the flag icon is clicked on the admin panel), the order details must be shown here. It must show a table with the following columns:

**Date**-the date and time that it was flagged in NPT

**Order Number**

**Company Name**

**Package**

**Extra Package**

**Assigned Date**-the date and time that the new order/revision is assigned

**Due Time**-the date and time of due

**Order** (new or revision)

**SENT b**utton-The designer can click on this button if he already sent the designs of the client who requested for the follow up. Once SENT is clicked, the entry will automatically be deleted from the table.

**NOTE: The entries must be arranged being the oldest flagged order on top.**

**OTHER REMARKS:**

>Pls update me once you have tested fully and if you think that it will be ready to go live so I can test on my end.

>Pls inform me if we have to test by processing orders with real payments.

>Once the flag is clicked on the admin panel, 2 emails will be sent. 1 for the client and 1 for the assigned designer.