

WG

 WHITEGLOVE



NEW CCS program

CCS wants to make sure you have time to do the 2 most important things: Book and Shoot! We want to take the back-office work off your shoulders!

This service is available for those who shoot team and individual sports pictures using a pre-pay or speculation marketing method. CCS will enter athlete data, enter orders, and identify images (for speculation and online remarketing from pre-pay). CCS will also set up your event online and set-up email campaigns (for pre-pay re-marketing OR initial marketing in the case of speculation), print & mail photo proofs and print your pre-pay order forms or speculation sequence cards. You only need CCS Uploader.



NEW CCS program

What does CCS provide with this program?

- Pre-pay
 - Order & data entry, image ID + managed reorder program
- View First
 - Data Entry, image ID for + managed marketing with
 - Emails (including bounce back management)
 - Paper Proof creation & mailing (optional)
- Order form & sequence card printing



NEW CCS program

Use this program:

- so you do not need to learn software such as CORE
- so you do not need to hire/schedule additional office staff during your busy times
- So you do not need to hire & manage office staff for data entry
- so you can focus on booking and shooting in your office

This program can be used with View First or Pre-Pay.



NEW CCS program

What are the program limitations?

- Not for Attitude shoots at this time
- Not for Virtual groups at this time
- Not for events that require PIN protection
- Not for events where CCS is used purely for re-orders on a pre-pay event at this time
- Only for use with our Default Sports Offer (you can customize with your own pricing)
- Images must come in via CCS Uploader
- Order forms and Sequence cards must come in via CCS Uploader to your given “White Glove” event number



NEW CCS program

What is the workflow?

- Complete a White Glove Account Request Form (WGACRF) to have this service added to your account
- Complete the Default Offer Pricing Modification Spreadsheet if applicable
- Send both the scanned form (WGACRF) and the saved spreadsheet to whiteglove@candid.com

White Glove Account Request Form
Updated August 14, 2013 page 1 of 2

Submit to:
Refer to the White Glove How-To document for pricing and more details.

General Information required

Business Name: _____ Today's Date: _____
Contact Name: _____ Expected Date of 1st job: _____
Contact Number: _____ Is your logo on file with CCS? _____
Contact email: _____
Current CCS account number: _____

Select ONE. Are you currently using:
 CORE Only
 Quicpost Only*
 Both CORE and Quicpost
 Have not used either program yet.

* If you do not currently have a CORE account with CCS, we will open one for this White Glove service. You do not need to learn CORE, but the location where you log in for Quicpost account may change.

Select ONE. Offers:
 You will use the CCS Sports Default offers and pricing.
 You will use a MODIFIED version of the sports default offers.
NOTE: You MUST complete the White Glove Offer Pricing Sheet if you select this option.

Customer Service Information required

- Receive a White Glove CORE account (if applicable) number via email
- Receive a “White Glove Event Number” (WGEN) via email



NEW CCS program

What is the workflow?

- Upload a White Glove Job Request Form (WGJRF) to your “White Glove Event Number” (WGEN) (a separate roll for each new job)
- You will be provided with an event number for your images via email
(Image Event Number- IEN)
- Upload scanned sequence cards or order forms to your “White Glove Event Number” (the same roll where you placed the Job Request form)
- Upload your images to the Image Event Number (IEN)

White Glove Job Request Form Updated August 14, 2013

Basics:

Before your job/event

- Make sure you have a White Glove account. If you are not sure, please contact Customer Support. The White Glove Account Request form is available on [CandidNet](#). You will be assigned a White Glove event number on your account.
- Upload this complete White Glove Job Request form (saved as a JPEG) to your specified White Glove event number. Use a different roll number for EACH new job/event.
- You will receive an event number where your images should go during upload.

After your job/event

- Upload your scanned event sequence cards or order forms (saved as JPEGs) to the exact roll where you uploaded the job request form (on your White Glove event number) using [CCS Uploader](#).
- Upload your images to the event number that was assigned to you by CCS after submitting your job request form. Be sure to follow the sequencing rules and other guidelines provided in the White Glove How-To document. CCS will do the rest!

Step 1: **EVENT DATA** **ALL REQUIRED INFORMATION**

Today's date: _____
Business Name: _____
CCS White Glove account number: _____
Contact name (in your office) for this event: _____
Contact number: _____
Contact email address: _____
([this](#) is where all communication for this event will be directed)
Event Date(s): _____

NOTE: All uploads are done with CCS Uploader



NEW CCS program

What is the workflow?

- You can also submit data via a spreadsheet to whitegloveOE@candid.com. Make sure you receive confirmation of the receipt of your data.
- CCS will ID your images, enter the orders or data and set up & send emails and paper proofs where appropriate
- Orders will be produced and returned in the method selected by the photographer (mail to end customer or return in box)
- Please contact CCS customer support with questions about your orders



Your White Glove Account

Your White Glove account will be in CCS' software program called CORE.

If you are currently sending work to CCS using Quicpost

You will either (a) need a separate account number for this service which uses CORE or (b) your log in for Quicpost will change locations as CORE will become your account default program.

If you are currently sending work to CCS using CORE

CCS will assign a White Glove Event Number (WGEN) within your CORE account.



NEW CCS program

What does it cost? (for the remainder of 2013)

Pricing part 1 of 3

- \$.40 per card or form
- \$.35 per card or form with email addresses!
You get a discount for collecting emails!

NOTE: The above pricing is regardless of how many images are submitted per name/email. This pricing is dependent on following the instructions laid out in this How-To. Failure to follow the guidelines can incur additional fees.

If you are interested in this service using a custom offer or custom forms, please contact us for pricing.



NEW CCS program

What does it cost? (for the remainder of 2013)

Pricing part 2 of 3

Spreadsheet Upload FREE +
\$.25 per athlete to ID



NEW CCS program

What does it cost? (for the remainder of 2013)

Pricing part 3 of 3

Out of sequence work :

If work is submitted with cards or forms out-of-sequence, we will do our best to ID the job.

We cannot guarantee our stated service times for out-of-sequence work. Out of sequence work will be charged the following in addition to the per card/form fee:

- \$5 per team or group that is out of sequence for groups with 15 or less athletes
 - \$10 per group for 16-49 athletes
 - \$20 per group for 50+ athletes



NEW CCS program

Cost example

So, an event of 250 kids with an email address for each would cost \$87.50 to enter orders & data or just data.

With a \$35 sales avg., 50% order rate and total sales of \$4375...
This service would cost 2% of sales.

Additionally, we expect that by using email marketing the ongoing sales from this event would be ever higher and thus the White Glove cost as a % of sales would decrease.



Sequencing How-To

Image sequencing **MUST** be done in our suggested manner which would consist of:

- number the team or group (i.e. team 1, team 2)
- provide the order in which the athletes are shot within the team/group

i.e. athletes 1 and 2 for team 1 would be labeled 1-1 and 1-2

NOTE: this is regardless of how many images you take of each athlete.

See the approved sequence card and pre-pay order form layouts.



Sequencing How-To

- Groups or teams should be grouped together during upload

Suggestions:

- make a card or form for each group/team image as well
 - At the shoot you can rubber-band this card on top of the athlete cards or forms
- Record names using a digital voice recorder
 - If your sequence gets disrupted you can make arrangements to send CCS the audio
- “Slate” by taking a picture of the athlete with their form or card close up

NOTE: jobs that are not properly sequenced will incur an additional fee. See the Pricing section for details.



Uploading Sequence cards & order forms

- When you Upload a White Glove Job Request Form (WGJRF) to your “White Glove Event Number” (WGEN) you will be provided with an image event number for your images via email
(Image Event Number- IEN)
- Upload your images to that provided Image Event Number (IEN)
- Upload your scanned sequence cards or order forms TO YOUR WGEN. But create a folder using the same Image event number on your “White Glove Event Number.”

Here is how....



Uploading Sequence cards & order forms

- Create a “folder” in your WGEN labeled with the same number being used for your EIN.
- Under Advanced Options in the CCS Uploader program, type in the folder name you want to use.
- Then, when you browse for or drag the order form images in, they will go into that “roll/folder”.










Pre-Pay forms

Use the White Glove Pre-Pay Order Form

Please complete the information on the envelope portion of this form.
 Please send envelope and payment with your child on Picture Day. **We need an envelope completed for each player, even if you are not ordering.**
VOUCHER CODE: «CustomName1»

PACKAGE SPECIALS – SAVE \$											
HALL-OF-FAME PACKAGE 2-8x10, 2-5x7, 2-3x5, 8-wallets 1-Magnet 2-Photo Buttons 1-8X10 Group 1-Player Plaque PREMIUM FINISH \$120 STANDARD FINISH \$85	PRO PACKAGE 1-8x10, 2-5x7, 2-3x5, 8-wallets 1-Magnet 2-Photo Buttons 1-8X10 Group PREMIUM FINISH \$95 STANDARD FINISH \$65	VARSITY PACKAGE 2-5x7, 2-3x5, 8-wallets 1-8X10 Group 2-Photo Buttons PREMIUM FINISH \$55 STANDARD FINISH \$40									
INDIVIDUAL PRINTS											
JR VARSITY PACKAGE 2-5x7, 2-3x5, 8-wallets PREMIUM FINISH \$35 STANDARD FINISH \$25	PEEWEE PACKAGE 1-5x7, 2-3x5, 4-wallets PREMIUM FINISH \$25 STANDARD FINISH \$15	JPEG IMAGES & PRINTS Full Resolution JPEG Download \$35 1-8x10 PREMIUM \$15 1-8x10 STANDARD \$10 2-5x7 PREMIUM \$20 2-5x7 STANDARD \$15									
LEVEL II CUSTOM PRINTS (customized to match your team colors)											
INFINITE STYLE  16X20 \$50 8X10 \$30	EXO STYLE  16X20 \$50 8X10 \$25	CHROME MOON STYLE  16X20 \$50 8X10 \$25	CATALYST STYLE  7.5x20 \$30	HELLO WORLD STYLE  10X30 \$40							
SPECIALTY PRODUCTS											
Memory Mate Plaque \$40	Player Plaque \$30	Statuette \$30	Super Ticket \$30	Photo Mug \$25	12-Trader Cards \$20	2-Buttons \$10	All Access Pass \$15	Memory Mate \$15	Magazine Cover \$15	Calendar \$15	Bag Tag \$5

PLEASE FILL OUT ONE ENVELOPE PER CHILD EVEN IF NOT ORDERING
 PLACE PAYMENT INSIDE ENVELOPE AND CLOSE SECURELY. PLEASE ENCLOSE CORRECT AMOUNT.

Player First Name: [Grid]
 Player Last Name: [Grid]
 Male or Female: [] Age: [] Hair Color: [] Hair: long / short / ponytail / hat
 Height: [] Position: [] Jersey #: [] Jersey Color: []
 Team Name: [] League: []
 Coach: []
 Ship To Name: []
 Address: []
 Email: []
 Phone: () []

HALL-OF-FAME PKG Premium \$110
 PRO PKG Premium \$95
 VARSITY PKG Premium \$55
 JR VARSITY PKG Premium \$35
 PEEWEE PKG Premium \$25

JPEG Print Quality \$35 (MUST PROVIDE EMAIL ADDRESS)
 8x10 Premium \$15 Standard \$10
 2-5x7 Premium \$20 Standard \$15

INFINITE STYLE 16x20 \$50 8x10 \$30
 EXO STYLE 16x20 \$50 8x10 \$25
 CHROME STYLE 16x20 \$50 8x10 \$25
 CATALYST STYLE 7.5x20 \$30
 HELLO STYLE 10x30 \$40

More exciting products are available online!

MM Plaque \$40
 Player Plaque \$30
 Statuette \$30
 Super Ticket \$30
 Photo Mug \$25
 Trader Cards \$20
 2-Buttons \$10
 All Access Pass \$15
 Memory Mate \$15
 Magazine Cover \$15
 Calendar \$15
 Bag Tag \$5

VOUCHER CODE: «CustomName1»
 (OFFICE USE ONLY) TEAM # [] Photographer Sequence: SEQUENCE # []
 TOTAL AMOUNT DUE & ENCLOSED: []

You can include additional ID information such as hair and eye color here

Enter Sequence number here



Pre-Pay forms

Submitting the White Glove Pre-Pay Order Form to CCS

IMPORTANT: CCS CANNOT ACCEPT Credit CARD INFORMATION

Please complete the information on the envelope portion of this form.

Please send envelope and payment with your order.

This pre-pay form is design so that you may keep the envelope side AND CUT OFF the payment tab (see the scissor graphic) located to the left of the order form before scanning it to send to CCS. Alternatively, you can black out the credit card number with a marker.

Be sure to cut off the payment info before sending forms to CCS.

Varsity Package
2-5x7, 2-3x5, 8-wallets
1-8X10 Group
2-Photo Buttons

PREMIUM FINISH \$55
STANDARD FINISH \$40

IMAGES & PRINTS

Resolution JPEG Download \$35
1-8x10 PREMIUM \$15
1-8x10 STANDARD \$10
2-5x7 PREMIUM \$20
2-5x7 STANDARD \$15

STYLES

HELLO WORLD STYLE	16X20 \$50	8X10 \$30
HELLO WORLD STYLE	16X20 \$50	8X10 \$25
HELLO WORLD STYLE	16X20 \$50	8X10 \$25
HELLO WORLD STYLE	7.5x20 \$30	
HELLO WORLD STYLE	10X30 \$40	

SPECIALTY PRODUCTS

Memory Mate Plaque \$40	Player Plaque \$30	Statuette \$30	Super Ticket \$30	Photo Mug \$25	12-1/2" Fader Cards \$20	2-Buttons \$10	All Access Pass \$15	Memory Mate \$15	Magazine Cover \$15	Calendar \$15	Bag Tag \$5
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PLEASE FILL OUT ONE ENVELOPE PER CHILD
PLACE PAYMENT INSIDE ENVELOPE AND CLOSE SECURELY.

Player First Name: _____
Player Last Name: _____

Male or Female: _____ Age: _____ Hair Color: _____
Height: _____ Weight: _____ Position: _____ Jersey #: _____
Team Name: _____ League: _____
Coach: _____
Ship To Name: _____
Address: _____ City: _____
Email: _____
Phone: (____) _____

HALL-OF-FAME PKG Premium \$120 Standard \$55

PRO PKG Premium \$95 Standard \$65

VARSITY PKG Premium \$55 Standard \$40

JR VARSITY PKG Premium \$35 Standard \$25

PEEWEE PKG Premium \$25 Standard \$15

JPEG Print Quality \$35 (MUST PROVIDE EMAIL ADDRESS)

8X10 Premium \$15 Standard \$10

2-5x7 Premium \$20 Standard \$15

INFINITE STYLE 16x20 \$50 8x10 \$30

EXO STYLE 16x20 \$50 8x10 \$25

CHROME STYLE 16x20 \$50 8x10 \$25

CATALYST STYLE 7.5x20 \$30

HELLO STYLE 10X30 \$40

More exciting products are available online!

MM Plaque \$40	Player Plaque \$30	Statuette \$30	Super Ticket \$30	Photo Mug \$25	Trader Cards \$20
2-Buttons \$10	All Access Pass \$15	Memory Mate \$15	Magazine Cover \$15	Calendar \$15	Bag Tag \$5

VOUCHER CODE: «CustomName11»
(OFFICE USE ONLY) Photographer Sequence: _____
TEAM # _____ **SEQUENCE #** _____

TOTAL AMOUNT DUE & ENCLOSED: _____



Pre-Pay Forms

Order form purchases for Pre-Pay events

- We ask that you use the White Glove order form layout for Pre-Pay events. (shown at right)
- CCS can print and ship these forms to you or you can download the Pre-pay layout for White Glove on CandidNet and print them on your own.
- You may also order blank sports envelopes and overprint them in your office as needed.

Please complete the information on the envelope portion of this form.
Please send envelope and payment with your child on Picture Day. We need an envelope completed for each player, even if you are not ordering.
VOUCHER CODE: «CustomName11»

PACKAGE SPECIALS – SAVE \$											
HALL-OF-FAME PACKAGE 2-8x10, 2-5x7, 2-3x5, 8-wallets 1-Magnet 2-Photo Buttons 1-8X10 Group 1-Player Plaque PREMIUM FINISH \$120 STANDARD FINISH \$85	PRO PACKAGE 1-8x10, 2-5x7, 2-3x5, 8-wallets 1-Magnet 2-Photo Buttons 1-8X10 Group PREMIUM FINISH \$95 STANDARD FINISH \$65	VARSITY PACKAGE 2-5x7, 2-3x5, 8-wallets 1-8X10 Group 2-Photo Buttons PREMIUM FINISH \$55 STANDARD FINISH \$40									
INDIVIDUAL PRINTS											
JR VARSITY PACKAGE 2-5x7, 2-3x5, 8-wallets PREMIUM FINISH \$35 STANDARD FINISH \$25	PEEWEE PACKAGE 1-5x7, 2-3x5, 4-wallets PREMIUM FINISH \$25 STANDARD FINISH \$15	JPEG IMAGES & PRINTS Full Resolution JPEG Download \$35 1-8x10 PREMIUM \$15 1-8x10 STANDARD \$10 2-5x7 PREMIUM \$20 2-5x7 STANDARD \$15									
LEVEL II CUSTOM PRINTS (customized to match your team colors)											
INFINITE STYLE 16x20 \$50 8x10 \$30	EXO STYLE 16x20 \$50 8x10 \$25	CHROME MOON STYLE 16x20 \$50 8x10 \$25	CATALYST STYLE 7.5x20 \$30	HELLO WORLD STYLE 10x30 \$40							
SPECIALTY PRODUCTS											
Memory More Plaque \$40	Plaque \$30	Schedule \$30	Super Ticket \$30	Photo Mug \$25	12-Photo Cards \$20	2-Buttons \$10	All Access Pass \$15	Memory Mate \$15	Magazine Cover \$15	Calendar \$15	Bag Tag \$5

PLEASE FILL OUT ONE ENVELOPE PER CHILD EVEN IF NOT ORDERING
PLACE PAYMENT INSIDE ENVELOPE AND CLOSE SECURELY. PLEASE ENCLOSE CORRECT AMOUNT.

Player First Name: _____
Player Last Name: _____
Date of Birth: _____ Age: _____ Hair Color: _____ Hair: long/short pony tail/braids/tail
Height: _____ Weight: _____ Position: _____ Jersey #: _____ Jersey Color: _____ Shorts Color: _____
Team Name: _____ League: _____
Coach: _____
Ship To Name: _____ City: _____ St: _____ Zip: _____
Address: _____
Email: _____
Phone: (____) _____

HALL-OF-FAME PKG	<input type="checkbox"/> Premium \$120	<input type="checkbox"/> Standard \$85
PRO PKG	<input type="checkbox"/> Premium \$95	<input type="checkbox"/> Standard \$65
VARSITY PKG	<input type="checkbox"/> Premium \$55	<input type="checkbox"/> Standard \$40
JR VARSITY PKG	<input type="checkbox"/> Premium \$35	<input type="checkbox"/> Standard \$25
PEEWEE PKG	<input type="checkbox"/> Premium \$25	<input type="checkbox"/> Standard \$15
JPEG	<input type="checkbox"/> Print Quality \$35 (MUST PROVIDE EMAIL ADDRESS)	
8x10	<input type="checkbox"/> Premium \$15	<input type="checkbox"/> Standard \$10
2-5x7	<input type="checkbox"/> Premium \$20	<input type="checkbox"/> Standard \$15
INFINITE STYLE	<input type="checkbox"/> 16x20 \$50	<input type="checkbox"/> 8x10 \$30
EXO STYLE	<input type="checkbox"/> 16x20 \$50	<input type="checkbox"/> 8x10 \$25
CHROME STYLE	<input type="checkbox"/> 16x20 \$50	<input type="checkbox"/> 8x10 \$25
CATALYST STYLE	<input type="checkbox"/> 7.5x20 \$30	
HELLO STYLE	<input type="checkbox"/> 10x30 \$40	

More exciting products are available online!

HM Plaque	Blazer Plaque	Schedule	Super Ticket	Photo Mug	Trailer Cards
<input type="checkbox"/> \$40	<input type="checkbox"/> \$30	<input type="checkbox"/> \$30	<input type="checkbox"/> \$30	<input type="checkbox"/> \$25	<input type="checkbox"/> \$20
<input type="checkbox"/> \$10	<input type="checkbox"/> \$15	<input type="checkbox"/> \$15	<input type="checkbox"/> \$15	<input type="checkbox"/> \$15	<input type="checkbox"/> \$5

VOUCHER CODE: «CustomName11»
(OFFICE USE ONLY) Photographic Sequence: _____
TEAM # _____ SEQUENCE # _____ TOTAL AMOUNT DUE & ENCLOSED: _____

- Pricing in this document
- Free return in box for the photographer



Sequence Cards

Sequence card purchases for View First events

- We ask that you use the White Glove sequence card layout for speculation/ View First events. (shown at right)
- CCS can print and ship these cards to you or you can download the Sequence card layout for White Glove on CandidNet and print them on your own.
- For cards printed at CCS:
 - Printed 3-up on 65# cardstock
 - CCS price code 13018- \$.18/sheet (8.5x11)
 - CCS cuts the cards before shipping
 - Free return in box for the photographer

Team Name: _____ Coach's Name: _____
Athlete First Name: _____ Last Name: _____
Parent's Email Address: [Grid]
Player Email Address: [Grid]
Address: _____ City: _____ State: _____ Zip: _____
2nd Parent's Address: _____ City: _____ State: _____ Zip: _____
Parent's Name: _____ Parent's Phone: _____
Jersey #: _____ Jersey Color: _____ Hair Color: _____
Position: _____ Grade: _____ MALE/FEMALE (circle one)
HS (circle one) VARSITY JV FRESHMAN OTHER: _____

Sequence #
Photog. Use ONLY.
Ex: 1-2, 1-3, 1-4

Team Name: _____ Coach's Name: _____
Athlete First Name: _____ Last Name: _____
Parent's Email Address: [Grid]
Player Email Address: [Grid]
Address: _____ City: _____ State: _____ Zip: _____
2nd Parent's Address: _____ City: _____ State: _____ Zip: _____
Parent's Name: _____ Parent's Phone: _____
Jersey #: _____ Jersey Color: _____ Hair Color: _____
Position: _____ Grade: _____ MALE/FEMALE (circle one)
HS (circle one) VARSITY JV FRESHMAN OTHER: _____

Sequence #
Photog. Use ONLY.
Ex: 1-2, 1-3, 1-4

Team Name: _____ Coach's Name: _____
Athlete First Name: _____ Last Name: _____
Parent's Email Address: [Grid]
Player Email Address: [Grid]
Address: _____ City: _____ State: _____ Zip: _____
2nd Parent's Address: _____ City: _____ State: _____ Zip: _____
Parent's Name: _____ Parent's Phone: _____
Jersey #: _____ Jersey Color: _____ Hair Color: _____
Position: _____ Grade: _____ MALE/FEMALE (circle one)
HS (circle one) VARSITY JV FRESHMAN OTHER: _____

Sequence #
Photog. Use ONLY.
Ex: 1-2, 1-3, 1-4



Printed Proofs for View First

All costs broken down for a Legal proof:

CCS Code 13020 Legal 8.5x14 proof \$.17 each

Letter Shop Services Fee:

\$0.039 – Fold Insert Meter Seal

\$0.013 – Inkjet Return Address

\$0.035 – Supply # 9 Non Window Envelope

Presort Services Fee:

\$0.03430 - Presorted First Class Auto Letters (per Piece)

Postage:

\$0.384 – 0-2 oz @ Commercial Auto Letter rate

The above cost includes two envelopes. One that it is mailed in and one that is stuffed with the proof to return. The cost for the one stuffed is included in “Fold insert meter seal”.

Total \$0.2913 each without postage

Total \$0.6753 per proof

One is created per physical address for each ID'd athlete.



Additional Orders



- Subsequent orders can come in via mail, phone, email and fax.
- CCS can conduct customer service/ entry for these orders. Select this option on the White Glove Account request form.
- If you choose to handle your own customer service and therefore receive additional orders via one of the methods listed above, you have a few entry options.
 - Write the order on a form just like it was pre-pay and upload to the same roll number as your original cards or forms. We will enter the ORDER ONLY. We cannot accept credit card data!
 - Enter the order on our retail website for your event where the credit card will be cleared using our website.
 - Enter order data in a spreadsheet (no credit card data) and submit to whitegloveOE@candid.com with your account number, your white glove event number, the job roll number and your image event number.



Scanning cards & forms

- All cards and forms must be scanned, saved as JPEGs and submitted to CCS using CCS Uploader.
- REMINDER: CCS CANNOT ACCEPT CREDIT CARD DATA on the scanned forms. See the Pre-Pay Form page in this document for more information.
- Here is one scanner that a CCS customer has had success with for scanning the cards they send to CCS.
the Fujitsu 6145 \$1200
- Or you can use a local service such as Kinko's.



View First / Speculation events

- All events will be ID'ed and have email campaigns turned on.
- CCS cannot conduct View First marketing where email addresses have not been collected.
- View First events will be made ACTIVE automatically in this program to increase the likelihood of the best sales. This means that email campaigns will begin as planned once data is entered, images are uploaded and images are ID'ed. This will occur within 24 hours if the event has been pre-scheduled more than 5 business days in advance.
- Online orders will automatically drop into the lab once they are entered and they will be mailed directly to the retail customer.
- CCS is not responsible for alerting customers about individual athlete data that is missing an email address.



Pre-Pay events

- All events will be ID'ed and have email campaigns turned on unless the option to forgo this is selected.
- If Pre-Pay data & order form do NOT include email addresses then manual orders will simply be placed
- Pre-Pay events will be made ACTIVE automatically in this program to increase the likelihood of the best reorder/additional sales. This means that email campaigns will begin as planned once orders & data are entered, images are uploaded and images are ID'ed. This will occur within 24 hours if the event has been pre-scheduled more than 5 business days in advance.
- Orders entered from order forms submitted to the lab will automatically drop into production.
- Orders will be mailed to individuals where that option has been selected and where address information is provided.
- Online orders will automatically drop into the lab once they are entered and will be mailed directly to retail customers.
- CCS is not responsible for alerting lab customers about individual athlete data that is missing an email address.
- We suggest that you provide alternative pre-pay, reorder pricing on the default offer. i.e. higher prices for the reorder phase.

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