

DEDICATED ACCOUNT MANAGER

1

.....
*Complete your
questionnaire*

2

.....
*Schedule your initial
consultation*

3

.....
*Meet with your
Account Manager*

4

.....
*Account Manager
gets to work*

5

.....
Review completed work

6

.....
*Schedule next
month's call*

HOW IT WORKS

1

COMPLETE YOUR QUESTIONNAIRE

When you purchase our Dedicated Account Manager service you will receive a questionnaire to help our team learn more about your business and your goals for the service. Our work begins once you complete the [questionnaire](#).



Goal: Receive completed questionnaire from you **within 10 business days**.

Note: The submission of the questionnaire constitutes the start of the Service and our work. Once a Service has begun, the money-back guarantee no longer applies, and the service will not be refunded.

2

SCHEDULE YOUR INITIAL CONSULTATION

After you complete your questionnaire you will receive a link (by email and on your screen) to schedule a consultation with your Pro Services Account Manager. Please select a day and time that works well for you.

Goal: Meet within **5 business days** of completing your questionnaire.

Note: If you misplace the scheduling link, please email proservices@photobiz.com.

3

MEET WITH YOUR ACCOUNT MANAGER

Talk on the phone with your Account Manager to review the goals for your service, based on the information provided in your questionnaire.

Goal: **30 minute** conversation.

Note: Each month you'll get one (1) hour of your Account Manager's time including phone calls and time spent working on your account. This can include setting up forms, blog posts, email marketing campaigns, and modifying content on the website. This service does not include custom work from a graphic designer or copywriting.



4

ACCOUNT MANAGER GETS TO WORK

Your Account Manager will complete the work discussed during your initial consultation.

Goal: Complete tasks **within 7 business days**.

Revised 2.11.2021

5

REVIEW COMPLETED WORK

Once the agreed upon tasks are completed, your Account Manager will let you know by email so that you can look it over. If you have any feedback or revision requests, please provide a written list of your edits (by email) to your Account Manager. Please be detailed and feel free to include screenshots with markups.

Goal: Receive your feedback **within 5 business days**.

6

SCHEDULE NEXT MONTH'S CALL

After you have reviewed the completed work, you will receive a link (by email) to schedule your next consultation with your Pro Services Account Manager. Please select a day and time that works well for you.

Goal: Meet **once a month**.

Note: If you misplace the scheduling link, please email proservices@photobiz.com.

