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OUR NEW JOB REQUEST TRACKING AND FULFILLMENT SYSTEM.
SELECT BOX TO LEARN MORE.

Introduction

Welcome to floorHub, our new job request tracking and fulfillment system.

This system is designed to become an entry point to communicate with your designated Marketing Specialist and request anything from **promotional campaigns**, **digital marketing**, **traditional advertising**, **co-branding**, **website customization**, **copywriting** and everything else in between.

Promotional
Campaigns

Digital
Marketing

Traditional
Advertising

Co-Branding

Website

Copy
Writing



General Questions

**Contact your Marketing Specialist
by phone or their direct email to
avoid creating a Case.**

Select the tabs below to view contact information

Phone

Email

Requesting Work & Production Turnaround

It's simple - just send an email to connect@floorhub.com and attach any relevant files.

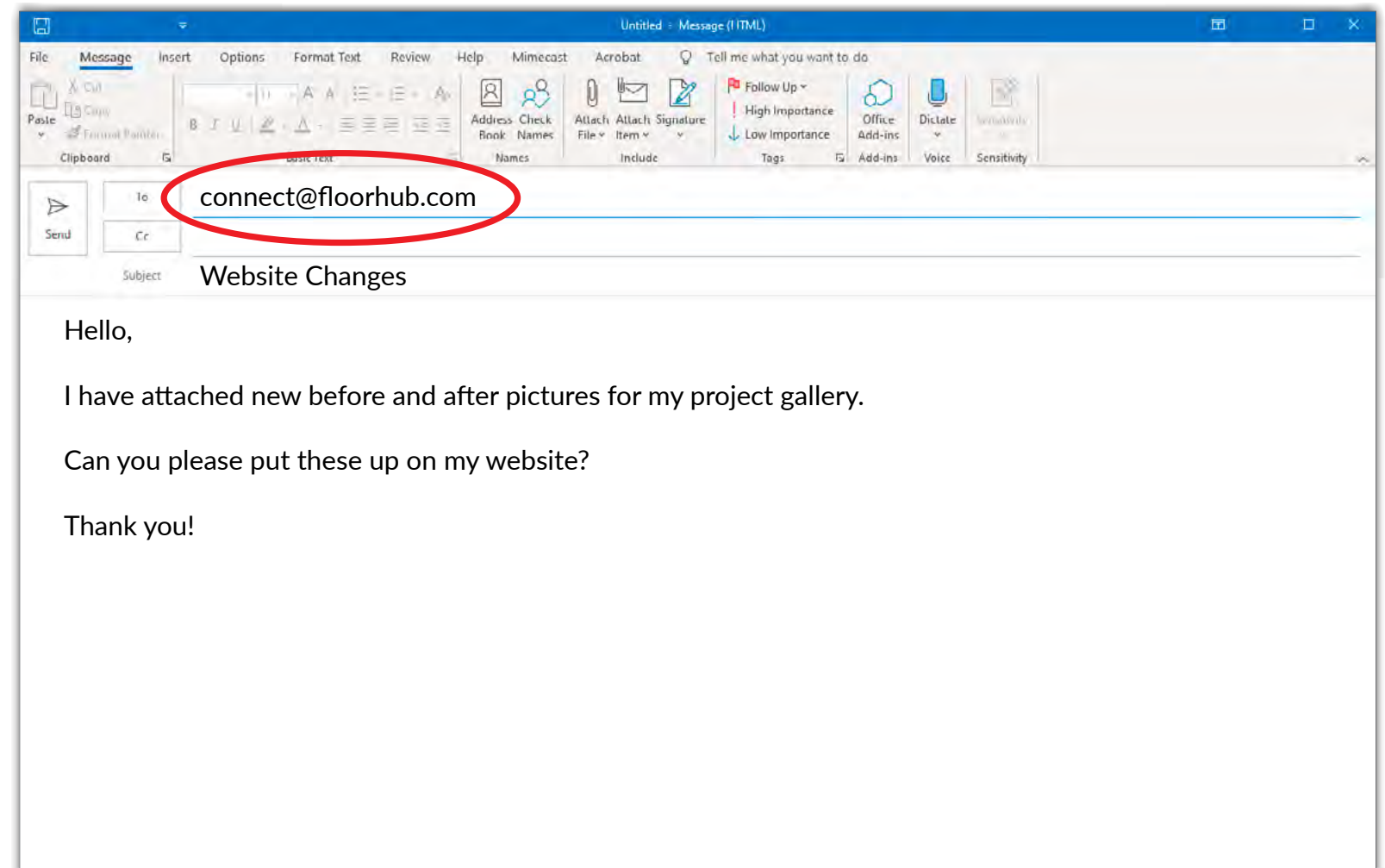
Please discontinue using: webhelp@abbeycarpet.net and digitalmarketing@abbeycarpet.net.

Standard Production Turnaround Time is 5 to 10 Working Days

To produce most of your production needs, we ask you submit requests, directions and details 10 working days ahead of when it needs to be delivered, sent or published.

In many cases (including quick website changes), turnaround time will be less.

Please contact your Marketing Specialist to discuss your needs and establish delivery.



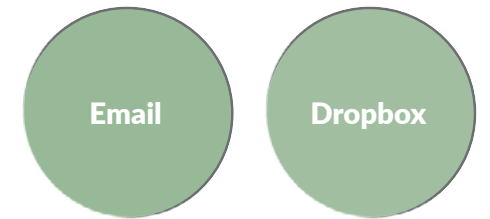
Classifying Your Request

Use one of the keywords in the email Subject Line. This routes to the right team and helps complete your request faster.

- **Digital** - for any Digital Marketing Services including PPC, Google Display, Remarketing or Social Engagement.
- **Website** - for any non-Digital Marketing changes to any of your web pages.
- **Traditional** - print ads or materials like Brochures, Posters, Signage, Logo or Business Cards.

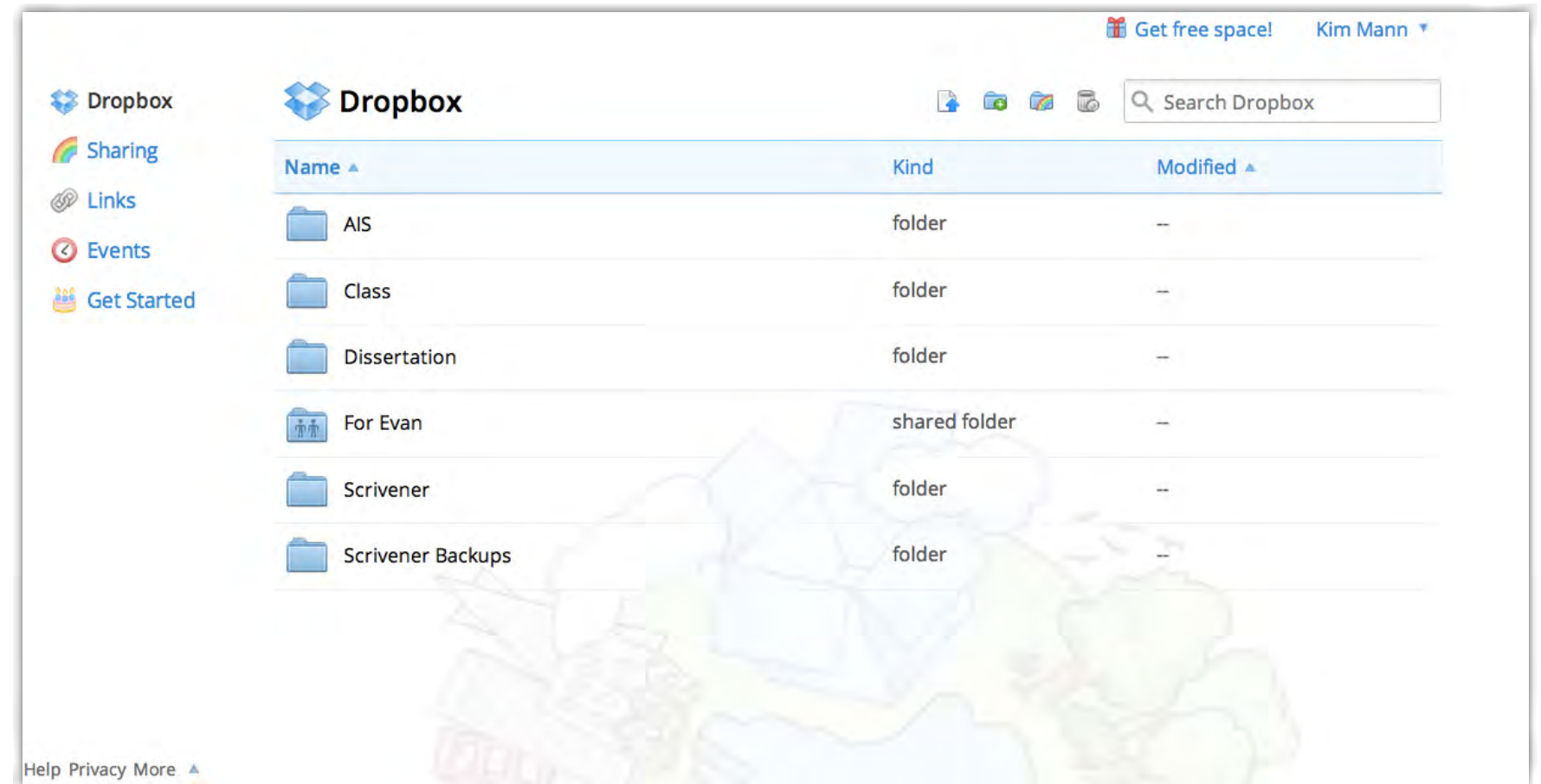


Emailing Photos or Files



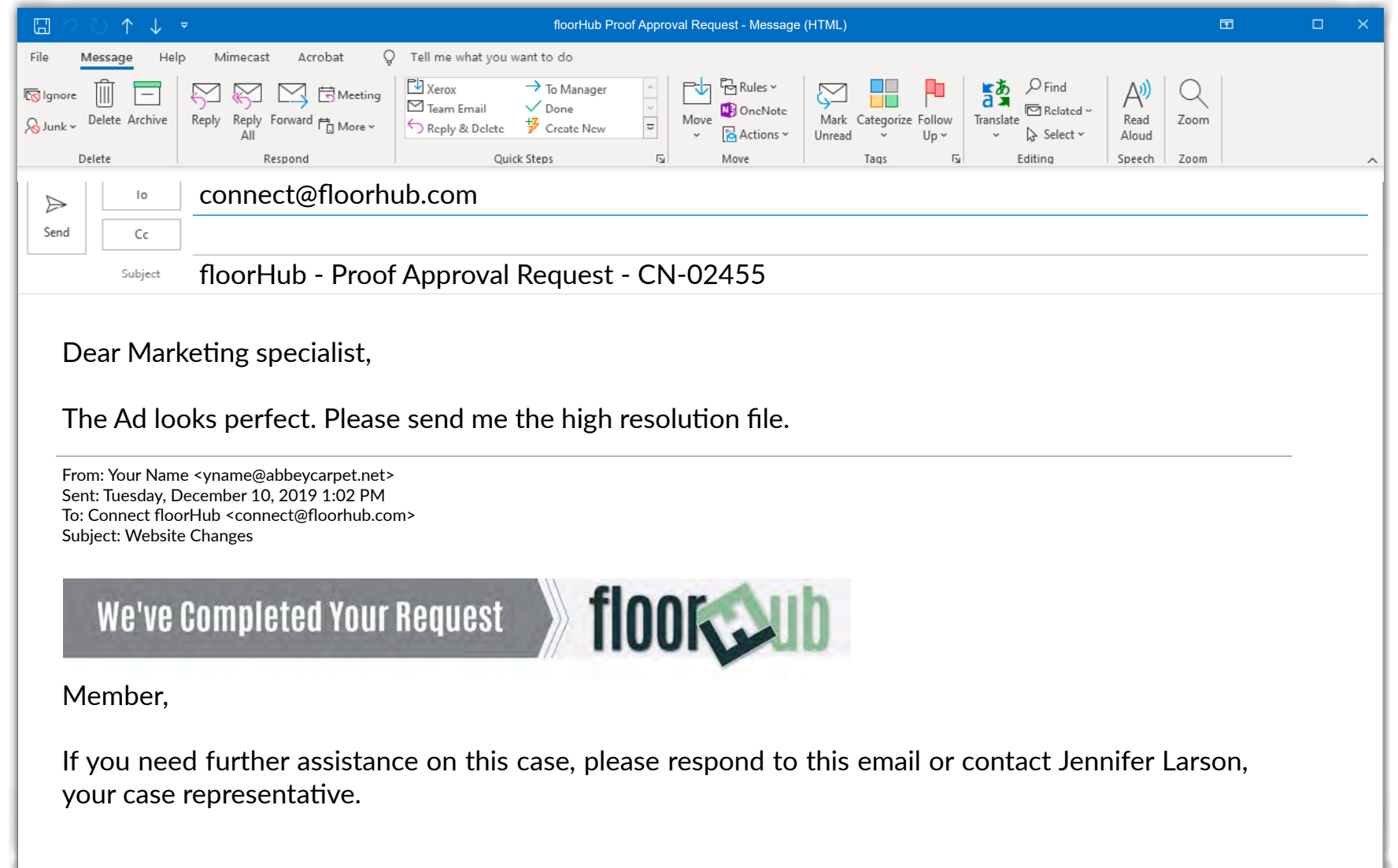
Please try to attach all files to a single email work request, instead of sending multiple emails with separate images.

- If the images are too large, try adjusting your phone's photo capture size or let us know so we can create a shared DropBox folder for you.
- There's a **10MB** limit for each attached file and maximum **24MB** total size per email.
- This helps organize all the files and completes the work request faster.



Changes to Previous Work Request

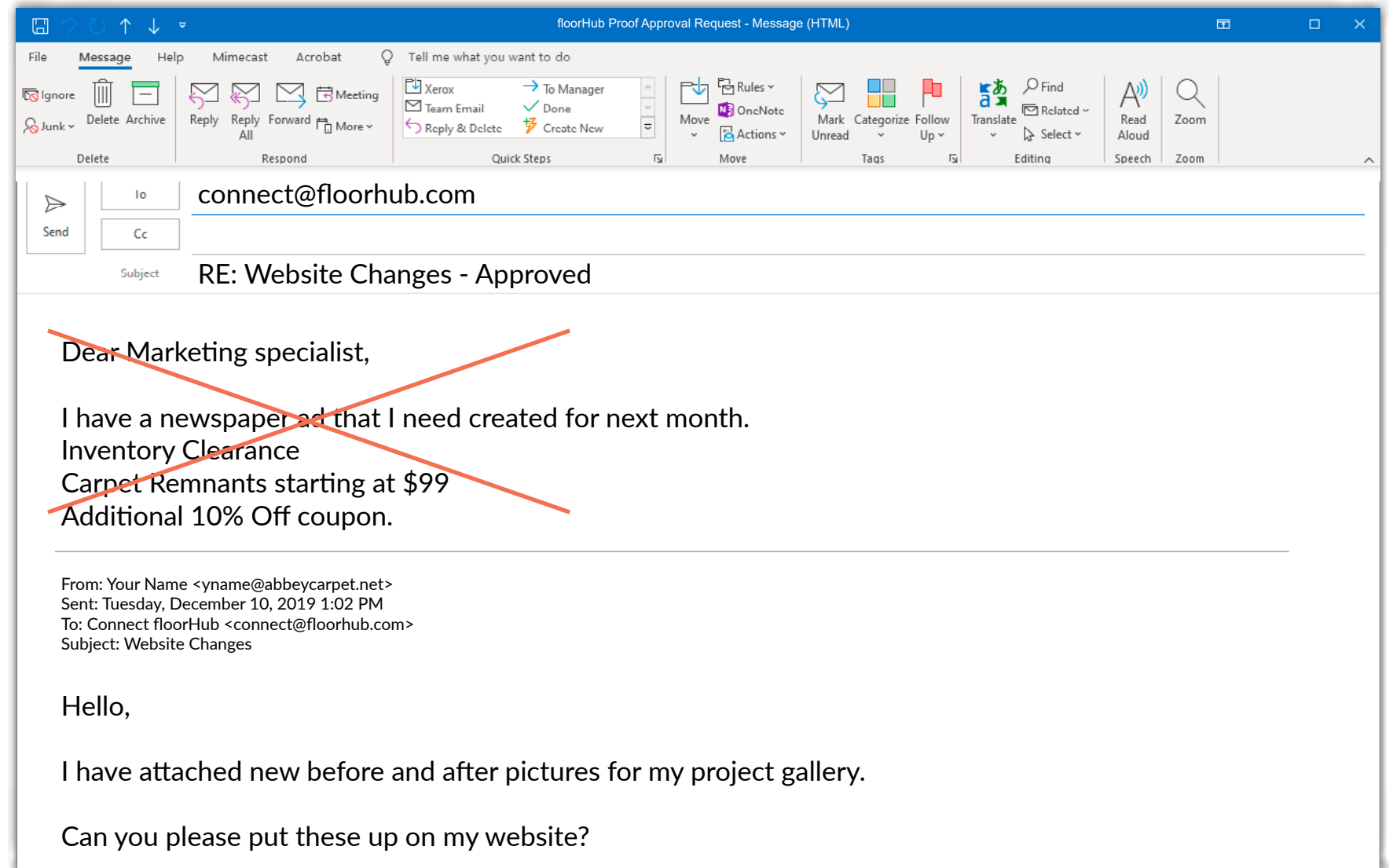
Just reply to the Case email received when the work was first requested and floorHub automatically adds it to your original Case, keeping everything synced up.



When NOT to Reply

Do not reply to previous floorHub email with unrelated requests.

- This will cause your new request to be added to the existing case instead of creating a new one.



Work Approval

Work Approval Process:

You'll receive an email to approve our work from connect@floorhub.com

- If all is good, type the word Approved in the subject line
- Or, if modifications are needed, type Changes in the subject line
- Make sure connect@floorhub.com is in the TO: field and SEND away
- This streamlines the process and helps complete your work request faster!