



Website Order & Production Process

Thank you for taking an interest in our services.

Our focus is on turn around time, attention to detail and remaining as competitive in price as possible.

Please note that the process below is a guideline and subject to change.

Full Client Process from time of Request to Time of post follow up

(Example of process - subject to change)

Websitedesign.co.za offers a very unique service. While services are similar to those of any website design firm, the process from the way we find clients, to the way we process requests, and finalize products is very unique. Our focus is regular and fast communication, attention to detail and access to helpful and informative information and resources.

Summary of processes:

1. Client makes contact
2. First response
3. Assistance with package selection
4. Formal Quote
5. Quote acceptance
6. Deposit / first Payment
7. Website Brief / Project Brief required
8. Domain registered / transferred / FTP settings provided
9. Designer allocation
10. Designer / Client communications
11. Confirmation of preview
12. Final payment
13. Website Uploaded and checked
14. Introduction to our many value added services

Any questions can be directed to info@websitedesign.co.za

Process

1. **Client makes contact** with websitedesign.co.za generally via:

E-mail

request form

request phone line

directly with consultant

2. Websitedesign.co.za **guarantees a first response** by e-mail within 12 working hours or less (with an average response time of less than 2 hours).

A first response will generally be sent either a sales representative, or from the project manager depending on your requirements.

This will contain...

- Reference containing your unique WD number – this is helpful for us to keep track of requests and projects.
- An overview of the price for the package you have selected
- A request for further information (should your initial enquiry not suffice)
- Our website brief – blank – for future reference
- Our Step by Step guide in visual format

3. Assistance with Package Selection.

Your sales consultant, or the project Manager, will first liase via e-mail and phone to establish what the best possible website package is to suit both your budget, and your needs. Once this has been established a request to you will be made to proceed to the formal quotation and service agreement forms which must be signed and faxed back to us.

4. In the instance that a consultant prepares a **formal quote**,

A copy of the terms on a service agreement can be viewed at the following link: <Click Here>

Quotes are sent from quotes@sa-online-services.co.za because formal quotes are sent from SA Online's admin department and there they are proofed for errors, adobed and then e-mailed; and when details are provided faxed as well as a sms notification.

The following Monday, SA Online will send a follow up e-mail to rate the overall service thus far.

5. Quote Acceptance

Within 12 working hours a consultant / sales person must contact a client to confirm that they received the quote as well as offer to explain of any terms and answer any questions they may have regarding the service agreement. This must be done via e-mail and/or phone.

Should the client wish to accept, then full instructions may be found on page 2 step 5 of the service agreement.

6. Deposit / First payment

Once an **invoice is issued**, a client will have a period of time to make a payment - such details will be included on the formal quote and either a deposit or full payment depending on the circumstances of the services purchased.

Please take note the service agreement / quotation does not contain our banking details, no payments may be made prior to our admin department raising your invoice, which they will only do once they have received all signed quotation and service agreement in full as required.

Once **payment has been made** (payment slips are sent to payments@sa-online-services.co.za) the consultant's next job is to ensure that all requirements are met by the client to enable the project to be activated. At this point the project manager will be in touch, and will assist as required.

7. Website brief / Project Brief Required

Once payment has been made, there are 2 items which must be finalized **before** any project can be activated and allocated to a designer. One of them been a full and complete website brief for the website.

A guideline as to what information we require will be sent to you on the very first day you enquire with us, at this point we would need to get that brief back, and needs to be approved by the project manager. The designer will also need to approve the brief prior to accepting the project.

8. Domain registration / Domain transfer / Provision of FTP Access.

Before a project can commence, the domain must be finalized. Any preview during production will be uploaded to your domain in a preview folder. The project manager will therefore discuss your domain choice, and prepare the necessary information ready for the designer for the day of project allocation.

9. Designer Allocation

Once the first payment has been made, website brief approved by the project manager, and domain / ftp details finalized, then the project manager can allocate the project to a designer. This is done on Mondays only, unless otherwise arranged with the project manager. All brief need to be supplied and approved before 12 Noon on a Friday in order to start the following Monday.

Summary of process when a project is activated

1. Designer accepts the job card for the project
2. Client is notified via email and SMS with the Designers contact details
3. Designer and Client communicate further directly with each other, while cc'ing the email address pm@websitedesign.co.za (project management email address)

10. Designer / Client Communications

This is a key part of the process. Firstly – all feedback and instructions related to the project must be provided via e-mail, and the project manager assigned to the project must be cc'd in on all correspondence, both from the designer to the client, and from the client to the designer.

There will be regular progress made by the designer on your website.

Idly we want a client to offer daily feedback on work done by a designer

Project timelines will be disclosed on the date of activation with a designer.

Important points in the process that will need to be approved :

1. Layout approval – an email from the client to the designer is required clearly stating that the layout the designer has created for you is approved, and that the designer may proceed with the next stage of development. (Failure to confirm a layout can cause delays as the designer will not be authorized to proceed without this)
2. Content approval – once the inner pages and content is in, then the client will need to review all pages and give their final feedback on what still needs to be attended to
3. Project Signoff – at this stage, the client approves the preview and is required to pay their balance in order for the designer to be giving the go ahead to upload your website to your domain

11. Confirmation of Preview

At this point the client approved a complete preview which will be on your domain/preview1/2/3/ etc

The final invoice, should this not already have been issued, may be requested so payment can be made and the designer will then, after payment has been received, be given the go ahead to upload your website.

12. Final Payment

Once final payment is made, your website will be uploaded to your domain. At this point you may also gain access to your email account settings so you can start using your email accounts. Should you wish to use your email accounts sooner, then final invoice payment is required.

13. Website Uploaded and Checked

Once your website has been completed and uploaded, the designer will do a final check list on your website. This is done via a secure online form which sends a notice to the project manager once complete.

14. Introduction to our many value added services.

Once your website is completed, you will have the opportunity to review all our value added services. These are optional and mostly deal with the marketing of your business. Examples of such services are, but not only:

- SEO Essentials – A Search Engine Optimisation to do list <click here for information on this service>
- Google Adwords Research Campaign - <Click here for information on this service>
- Business Design, printing and delivery
- Flyer design, printing and delivery
- Company Profile design
- Letter head designer
- Email signature design
- Newsletter design and distribution
- And many more

