Client creates new Jira project request, ticket status ***open***

ODC reviews Jira ticket, ticket status ***in progress***

REQUEST FALLS OUTSIDE OF ODC'S SCOPE OF WORK

Request is **closed,** resolution: ***declined***

TICKET IS INCOMPLETE

ODC asks the client for more info via the Jira ticket, ticket status ***waiting for client***

Client does not respond within two days

Client provides all missing info

ODC nudges client, moves dates back by two days

Client does not respond within two days

Ticket is permanently **closed,** resolution: ***incomplete*** or ***canceled***

Designer 'grays out' project proof date on *Master ODC Calendar*

TICKET INFORMATION IS COMPLETE

- Project ticket is assigned to a designer
- The ticket number, designer's color code and proof date are added to the *Master ODC Calendar*
- Service level label is attached to the ticket. If level-3, a client-designer meeting will be set via Jira, ticket status ***waiting for appointment***

Design work begins, ticket status changed to ***production***

OIC or other department needs to review request/content. ODC submits materials to appropriate party, ticket status ***waiting other department***

Designer proofs work internally to supervisor or peer, ticket status ***waiting internal***

If professional printing is needed, the designer will obtain a vendor quote and notify client of cost via Jira

Client approves or rejects quote on the Jira ticket. If quote is rejected, this process is reiterated until the quote is approved or the project is canceled.

After internal review or 24 hours, designer sends first proofs to client by proof date, ticket status ***waiting for approval***

Client does not respond within two days

ODC nudges client, moves dates back by two days

Client does not respond within two days

Ticket is permanently **closed,** resolution: ***incomplete*** or ***canceled***

Designer 'grays out' project proof date on *Master ODC Calendar*

Client provides feedback, ticket status changed to ***production***

Changes requested

Designer makes changes, (status: ***production***) revised proof is sent to client, ticket status ***waiting for approval***

No changes requested

Designer creates additional formats if requested. Final proofs sent to client for approval. Ticket status ***waiting for approval***

Client provides final approval on all formats

If client prints in-house, designer sends print-ready files and the ticket is **closed,** resolution: ***done***

Designer 'grays out' project proof date on *Master ODC Calendar*

PROFESSIONAL PRINTING IS NEEDED

Designer closes creative ticket, clones it, adds 'VO:' to title of vendor ticket

Project ticket is **closed,** resolution: ***done***

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- Designer comments to client on the vendor ticket saying they'll add order status updates and forward the invoice once it's ready
- Designer adds invoice to expenses sheet

Ticket is **closed,** resolution: ***done***

Client has materials ready to re-start project

Client inaction

Client action

Ticket closure. NOTE: If a request is closed at any time as a result of unforeseen circumstances, the resolution is ***canceled***

ODC action