

Web Management

Use this document to reference communication with our Team



Thank you for selecting Conceptualized Design for your website management plan! Please print and keep safe.

While your maintenance plan is in 'active' status, we can provide the following changes and updates as necessary. Please note the time frame for these changes. For any new tasks, please send a request to the e-mail address we have provided for you. Any changes requested outside of this management plan may incur additional charges.

Point of Contact (POC): Jordan Erickson / startsomething@conceptualizeddesign.com / Office Number: (785) 236-1777

Hourly allotment per month: ___ hour(s)

How to Send an Email Request to POC:

1. The Email Subject should be the **Task Name; one email per request.**
2. Body – Include as much as possible about the change or update, **including a requested timeframe.**
3. Attachments – **Please include as many files as possible.** If you have over 20 megabytes of files, please contact us so that we may be able to accommodate a file transfer.
4. Screenshots – Include any screenshots that may help us define the request.

Each month, a Monthly Web Management reminder will be sent to you to remind you of any monthly website changes so you do not lose this time. It is important to note that changes to your account may occur. Please help us by utilizing the email request format. If you have any questions about billing, please contact accounts@conceptualizeddesign.com.

Type	Description	Typical Turnaround
Content	We can update any content including text, contest rules, etc. <ul style="list-style-type: none">• Must already have content ready including any edits• Must be on existing pages, new pages may be at an additional cost• Usually only takes 15-20 minutes to update	24-48 hours
Images	You can submit a request for us to add or replace any images in the template. <ul style="list-style-type: none">• Must already have image ready, any cropping or customization that need to be performed by us will accrue additional time.	2-3 days
Forms	You may need to change a form: <ul style="list-style-type: none">• Adding, removing, editing a form field that doesn't consist of custom coding• Must already have a form already present on the website to edit• Any new form creations will accrue additional time and may at an additional cost.	2-3 days
Coding	We may be required to change custom coding required per your request. It will be determined by the scheduling team and we can respond according to update. Any items that go beyond the hourly allotment will be at our current hourly rate. <ul style="list-style-type: none">• Third Party Integrations• Form Validations• Custom CSS• Small Programming	7-10 days

Please contact us at (785) 236-1777 or email us if you have any questions or issues. All information subject to change.