

## CUSTOM SITE SERVICE

1

.....  
*Complete your  
questionnaire*

2

.....  
*Schedule your initial  
consultation*

3

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

4

.....  
*Gather and submit  
your content*

5

.....  
*Receive initial site  
design of core pages*

6

.....  
*Review your initial  
site design (provide  
first revisions)*

7

.....  
*Receive & review your  
revised site (second &  
third revisions)*

8

.....  
*Receive final design*

9

.....  
*Launch your custom  
site design*

# HOW IT WORKS

1

## COMPLETE YOUR QUESTIONNAIRE

When you purchase a Custom Site 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. This service includes designing up to 10 pages on your website, not including a Store, Forms, or Blog.*



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](mailto:proservices@photobiz.com).*

3

## MEET WITH YOUR ACCOUNT MANAGER

Talk on the phone with your Pro Services Account Manager to review the goals for your Custom Site, based on the information provided in your questionnaire.

**Goal:** **30 minute** conversation.

4

## GATHER AND SUBMIT YOUR CONTENT

After you submit your questionnaire your Pro Services Account Manager will set up a Dropbox file request and/or shared folder for you to load your website content to. You are also welcome to set up and share your own Dropbox folder. Please organize your images into folders based on the pages you want them displayed on and set up a text document (e.g., Word or Google) to share the copy for your website.

**Goal:** Receive content from you within **10 business days** of initial consultation.

*Note: We will not begin the design process until all of your content has been received. We do not prepare copy for your website as a part of this service. If you need or wish for stock images to be used on your site, we can use images from Unsplash or you may purchase and provide stock images to be used on your site.*



Revised 12.1.2020

5

## RECEIVE INITIAL SITE DESIGN OF CORE PAGES

Once we receive all of your website content, we will do an initial site design of three pages (this includes your home page and 2 additional pages) and send you a link to review it. We want to make sure we have the right look and feel before we set up all the pages on your site.

**Goal:** Provide to you **within 7 business days** of receiving all website content.

*Note: Your site will be designed on Zibster's template platform. This design service provides a custom touch within the framework of the platform.*

6

## REVIEW YOUR INITIAL SITE DESIGN

(Provide First Revisions)



Please provide a written list of edits (by email) to your Pro Services Account Manager. Please be detailed and feel free to include screenshots with markups.

**Goal:** Receive your feedback **within 5 business days** of providing the design.

7

## RECEIVE & REVIEW YOUR REVISED SITE

(Provide Second & Third Revisions)

We will implement your edits and send you a link to review your updated site design.

**Goal:** Provide each design revision **within 7 business days**.

*Note: Based on your feedback we may design all of the pages of your website (up to 10 pages are included in the service), during the second round of revisions, or we may redesign your home page to get approval of the look before proceeding with the other pages during the third revisions.*

8

## RECEIVE FINAL DESIGN

We will implement your final edits, make the site mobile friendly, and send you a link to see your final site design.

**Goal:** Provide final design **within 7 business days**.

9

## LAUNCH YOUR CUSTOM SITE DESIGN



Our team will help you make any domain updates to your account and launch your site. If you have questions about how to manage and make further updates to your site, our Customer Support Team is available Monday-Friday, 9 AM-8 PM ET.

**Goal: Within 30 business days** of your initial consultation. The actual timeline is dependent on how quickly we receive your questionnaire, content, and feedback.