STEP 1: Intake, Review & Estimate

- **Project Request Form** is submitted by client to ANR Communications. (download at ancom.msu.edu)
  - Check form for missing info. such as account number, deadline. Determine if immediate response is needed. (e.g. ASAP deadline) (Kate Menge)
  - Contact client to let them know form is received. If pertinent details are missing, request that they be provided. Let client know they will be contacted by a team member to start project and explain process. (Kate Menge)
  - Decide if client meeting/call is needed to discuss project needs, timeline, budget, etc. (Becky Hubert)
  - If "fast track" job, go immediately to assigning staff for production and notify client. (Becky Hubert) OR
  - If time allows, bring form to weekly Product Team meeting and assign production staff then. (Becky Hubert)
  - Project scope is determined after reviewing manuscript, client information. Editor and designer provide estimates to Becky Hubert who sends to client for review. Once approved, production can begin.

STEP 2: Production

- Assign project number (Kate Menge)
- Enter project in Intervals and onto production chart (Kate Menge)
- Put PDF of intake form and pertinent documents into Intervals (NOTE: No intellectual property should be uploaded per MSU policy. Hard copies may be filed for reference.) (Kate Menge)
- If necessary, create paper file (note in Intervals if there is a paper file and where located)
- Notify production staff assigned to project that job is in Intervals. (Kate Menge)
- Everyone involved in the project enters project time, project notes, print estimates and other pertinent information in Intervals. Job updates are entered into production chart before weekly team meetings.
- Monitor time spent on project and notify client if production time may exceed initial estimate due to changes or unforeseen issues that arise during production. (Becky Hubert)
- If the project will be used online, accessibility workflows are added to editing, design and PDF preparation.
- If the project requires purchasing printing or other processes, follow these steps: Obtain print bids, notify client of costs, determine if final printing can be purchased on P-Card or if a requisition is required. Projects align with client delivery date and are monitored accordingly. (Kate Menge)

STEP 3: Distribution

- If job will be distributed through the bookstore, determine pricing. (Becky Hubert)
- Provide files or products, description and cover thumbnail image to MSUE Bookstore manager or web communications staff depending on where it will be distributed. (Designer provides files and thumbnail; description provided by editor or Becky Hubert)

STEP 4: Billing

- Designer and editor notify Becky Hubert that project is completed and hours are in Intervals.
- Becky Hubert will notify Jerreil Blackwell that job can be billed.
- Jerreil Blackwell creates invoice using Intervals and sends to client.

STEP 5: Archiving

- **Production Team** staff archive files, fonts, manuscripts, correspondence, purchasing information - any pertinent information needed to reprint or revise job in future.
- Accounting staff archives project in Intervals after billing is completed. Invoice will be available in the Project Information.
- If project is "ongoing" there is no need to archive.