

INITIAL CONTACT



1. You contact us at 317-800-6500 or Service@midwestsigns.com

- Submit Request for Bid or Service PO

2. You are connected to a Project Specialist

- Need assessment
- Goals established
- Confirm project budget/NTE

- Confirm project deadlines
- Confirm scope of work & company terms
- Confirm any other special requirements



SERVICE REQUEST

INSTALLATION REQUEST



1. Submit your PO Use email: Service@midwestsigns.com

2. Confirmation email sent

3. Job is entered into our Project Management System

4. Job is scheduled for service
- Service schedule email sent

5. Techs are dispatched w/ complete job details and any special requirements

6. Confirmation email sent w/ ETA

7. IVR Log In or Arrival Confirmation sent, if required

8. Techs complete service request
- If scope of work changes customer is immediately notified, an estimate is provided and approval is secured w/ revised PO before any further service

9. All requested photos and documentation sent from the field and included electronically in the job file.

10. Confirmation of job status/-completion email sent

11. Customer is promptly invoiced with all requested documentation

12. Customer confirms receipt of all appropriate information, invoice and payment terms

13. Project Specialist calls/emails with customer satisfaction and review

PO



1. Submit your Bid Request and Documents
- Use email: Service@midwestsigns.com

2. Confirmation email sent

3. Estimate is Prepared and sent

4. Estimate approved or PO received from customer

5. Confirmation email sent to customer

6. Job is entered into our Project Management

7. Date confirmed for Midwest to receive customers inventory

8. Job is scheduled and installation date confirmed with customer

9. Site survey completed or Confirmation of site readiness customer advised of status.

10. Permits/Variances Secured

- LOA acquired - Site Plan acquired - Elevation Drawing acquired or created - Application with municipality made Application Fee Pd.
- Invoice for actual cost of permit sent(s) - Permit(s) picked up and sent to customer upon receipt of payment for permit(s)

11. Techs are dispatched w/ complete job details and any special requirements needed to complete task

12. Confirmation email sen w/ ETA

13. IVR Log in or Arrival Confirmation sent, if required

14. Techs complete service request
- If scope of work changes customer is immediately notified, an estimate is provided and approval is secured w/ revised PO before further service

15. All requested photos and documentation sent from the field and included electronically in the job file.

16. Confirmation of job status/completion email sent

17. Customer is promptly invoiced with all requested documentation

18. Customer confirms receipt of all appropriate information, invoice and payment terms

19. Project Specialist calls/emails with customer satisfaction and review

