






Operation/Task:	Managing change orders/revisions, external and internal.			Equipment:	N/A
Owner:	Client Services Manager	Date Prepared:	6/1/2015	Department Responsibilities:	
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

Purpose: This SOP/work instruction documents procedure changes.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		<p>The Customer Service Account Specialist must be notified when changes are being made or need to be made to a job. The changes can come via the Customer, Account Executive or Production Staff. The ticket must be updated both electronically and physically for all changes made.</p> <p>Update Ticket through ERP System when change order is needed.</p>	<ul style="list-style-type: none"> • If production work <u>has not</u> been started make the change to the ticket through the ERP system. • If production <u>has been</u> completed add the change through the ERP system, alterations area, include the following: <ul style="list-style-type: none"> ○ Add date the change is requested. ○ Indicate if edit is to be made by Data Processing or Premedia. ○ Indicate if the change is to be charged AA or as Rework. ○ Add due date and time change is needed back for approval. ○ Indicate what type of proof type is required. ○ Number changes on both the ticket and on the proof supplied back to production to make changes. ○ Always add most recent round of changes to the top of the alteration instruction area. 	Facilitate changes to jobs in an orderly and consistent manor to production.

2	♦ <input checked="" type="checkbox"/>	Print out job ticket/changes and review before releasing to production.	<ul style="list-style-type: none"> Review your ticket to make sure that change requests made are correct and any additional area of the ticket that is affected by the change is updated appropriately before turning back into production. Submit Alt to Premedia or Data Processing via Smartsheet. Route marked up proofs to appropriate Preproduction bin. 	To catch and minimize questions on vague or conflicting information in the ticket before entering production.
3	♦	Apply correct color sticker to the ticket if applicable.	<ul style="list-style-type: none"> The sticker ticket is the only valid job ticket. <i>See definitions of colored stickers in the definition section of this SOP</i> 	The ticket color indicates what facility it originated from and what area of production will be working the job. It helps billing quickly identify what facility is credited for the work. <i>See definitions of colored stickers in the definition section of this SOP</i>
4	♦	Email notifications.	<ul style="list-style-type: none"> If change affects price notify Account Executive. If change affects Production, reply all to the launch e-mail. Call out changes and attach updated copy of ticket. 	Email notifications sent to the Account Executives, Scheduling, Purchasing and Outside Services, indicate action items for those departments to update/adjust what is needed for the job based on changes.

Notes:

AA or Author Alterations are chargeable alterations to the job requested by the customer.

Rework Alterations are non-chargeable alterations to the customer and are to be entered into the CI Rework System on the ENPOINTE intranet for tracking.

Please see standalone SOP for handling Ticket Creation/Job Preparation for Production and PHI/SPII work.

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Julie Robinson	6/1/15
Rev 2	Added Revision History table	Julie Robinson	8/1/16
Rev 3	Updated to current SOP format: gray header box; branding updated: font size/type, changed GLS references to ENPOINTE; changed Project Manager to Account Specialist in Step 1 What To Do.	Liz Nourse	4/19/21
Rev 4	Updated step 1, 2 and 3 How to Do it section. Removed reference to colored stickers.	Liz Nourse	6/9/23