Table of Contents

Types of Submissions

- Print Requests
  - Banners
  - Posters
  - Flyers
  - Invitations
  - Full list price list available on: https://www.51fss.marketing/
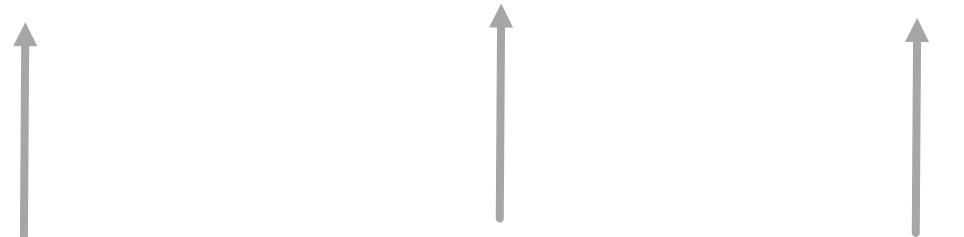
Features

- E-mail confirmations/alerts
- Ticket ID to view/track orders
- Proofs emailed through the system

Web link

- https://www.51fss.marketing/

Submit requests here

Mobile Viewing is remarkable!

When displaying on NIPR computers recommend opening in Google Chrome to display and function correctly. To display on Internet Explorer ensure to add 51fss.marketing to "Websites added to Compatibility View" from the Internet Browser Settings.

Main Page

Resolve Internet Explorer Display Issue

Open 51fss.marketing in Internet Explorer.

Click on the wretch icon in the top right corner of the window.

Resolve Internet Explorer Display Issue

From the drop-down menu select "Compatibility View Settings"

Resolve Internet Explorer Display Issue

Add 51fss.marketing to "Websites you've added to Compatibility View"

Resolve Internet Explorer Display Issue

Compatibility View Settings   ✕

Change Compatibility View Settings

Add this website:

[   ]   Add

Websites you've added to Compatibility View:

51fss.marketing   Remove

☑ Display intranet sites in Compatibility View
☐ Use Microsoft compatibility lists

Learn more by reading the Internet Explorer privacy statement

                                          Close

Contact Webmaster   Sponsorship Request   After Action

Marketing Department

📄 **Submit Marketing Request Tic[**
Marketing requests are due three

Calendar
View FSS Events Calendar

Submit After Action Report
After Action Reports are due FIVE

Submit Large Scale Event Requ
Large scale event requests must b
to the event date

Once 51fss.marketing is added to "Websites you've added to Compatibility View" click the "Close" button

Resolve Internet Explorer Display Issue

51fss.marketing should properly display and function on a Internet Explorer browser.

How to Submit a Marketing Request

How to Submit a Marketing Request

Marketing Department   # Home   ◆ Ticket ▾   ❬❭ Contact Webmaster   ☑ Sponsorship Request   💬 After Action Report   📊 Marketing Request

The Marketing Department - 51st Force Support Squadron / Marketing Department / Submit a Ticket

Please choose your facility

Studio 51 Print Shop Customers ▾

Click to continue

Select your facility or the option that best applies to you using the drop down menu

Studio 51 Customers select "Studio 51 Print Shop Customers"

How to Submit a Marketing Request

General Information

POC Name *
`Kevin`

Your Email , Flight Chief Email *
`kevin.dorn@us.af.mil, chun_yong.hong.kr@us.af.mil`

Direct Phone Number *
`784-4007`

Target Audience *
- ☑ Military Personnel
- ☐ Spouses
- ☐ Civilians
- ☐ Families
- ☐ Singles
- ☐ Couples
- ☐ Men
- ☐ Women
- ☐ 21+ Only
- ☐ Retirees
- ☐ Youth 12 Years & Under
- ☐ Youth Teens
- ☐ All of the Above

To list more than one email address separate by commas

On this screen as seen to the left you will enter all of the pertinent information regarding your facilities event. **a.** POC Name/ This is the person who will approve all submissions (One approver/POC please only)

For the email, FOR BEST COMMUNICATION, IT IS ADVISED YOU USE YOUR FACILITY ORG BOX AND ADD YOUR PERSONAL EMAIL IF DESIRED.
ALLOWS FOR COMMUNICATION SHOULD YOU BE OUT OF THE OFFICE, **ensure to have your supervisor and/or flight chief's or other POCs email on the ticket in the case you are out at any point.**

How to Submit a Marketing Request

Further Details

Event Name / Request Subject *
R4R Banner

Request Details *
I would like a banner printed to be placed at the front gate. I have attached a word document.

Event Date

Date Required
2019-07-05

Date required must be at least ten business days for submission.

Event Time

Event Location

Cost to Customer

Is there also a Member/Special Price?

Media Option 1
10ft Banner - Horizontal

Qty Option 1
1

Further Details: Event Name, How you want the event to be known. These details would be what the event is and any additional information you would like to be present on your advertising.
The : WHEN, WHERE, WHAT, & WHY WOULD THEY ATTEND OR BE INTERESTED.
Include a location. This is usually one of the top questions we receive on Facebook. Time?
Ensure to include if there is any cost to the costumer.
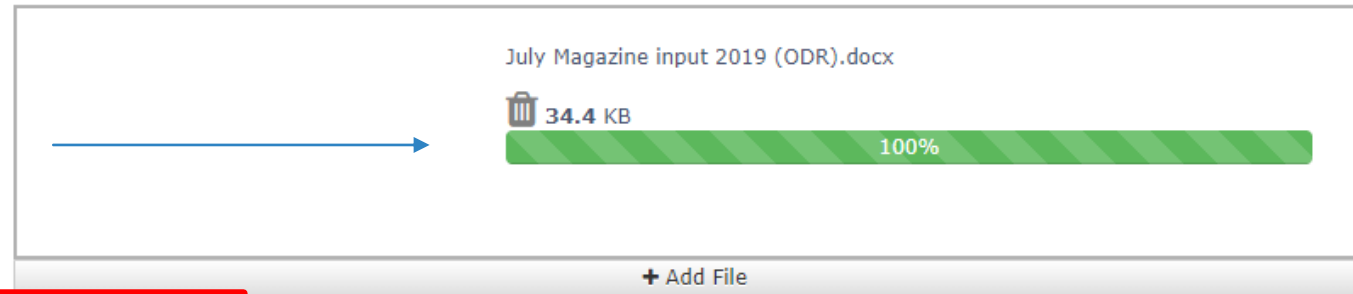
When do you need your request?

Select what you need printed i.e. posters, flyers, banners etc.

State how many items you need printed

How to Submit a Marketing Request

Attachments :

July Magazine input 2019 (ODR).docx

🗑 **34.4** KB

Upload attachments here ➡

100%
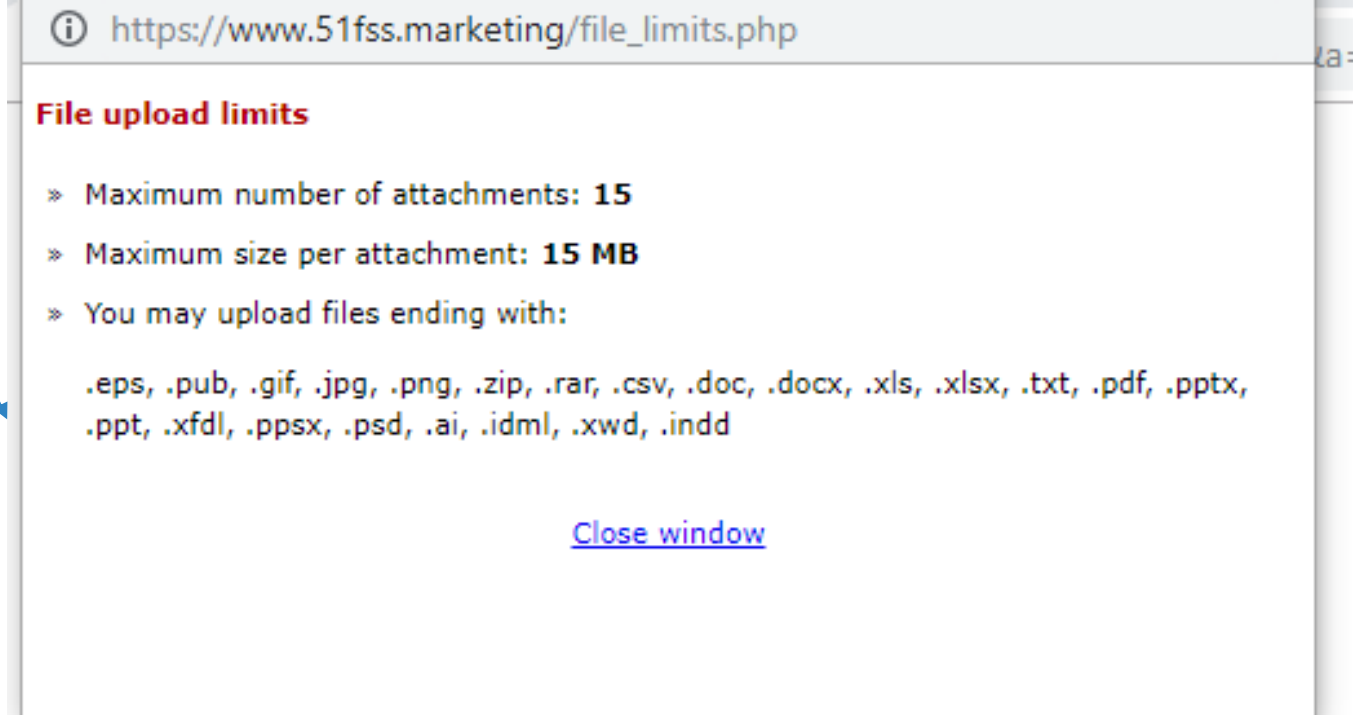
＋ Add File

File upload limits

ⓘ https://www.51fss.marketing/file_limits.php

la=

File upload limits

» Maximum number of attachments: **15**

» Maximum size per attachment: **15 MB**

» You may upload files ending with:

.eps, .pub, .gif, .jpg, .png, .zip, .rar, .csv, .doc, .docx, .xls, .xlsx, .txt, .pdf, .pptx, .ppt, .xfdl, .ppsx, .psd, .ai, .idml, .xwd, .indd

Close window

How to Submit a Marketing Request

Attachments :

July Magazine input 2019 (ODR).docx

🗑 **34.4 KB**

100%

+ Add File

File upload limits

SPAM Prevention: *

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Ensure you check the box "I'm not a robot"

Before submitting please make sure of the following
- All necessary information has been filled out.
- All information is correct and error-free.
- If this request is not submitted by an FSS facility; I understand this is a fee based service.

We have:
- 132.61.176.129 recorded as your IP Address
- recorded the time of your submission

Submit ticket

123 ticket system
CUSTOMER SUPPORT SOLUTION

How to Submit a Marketing Request
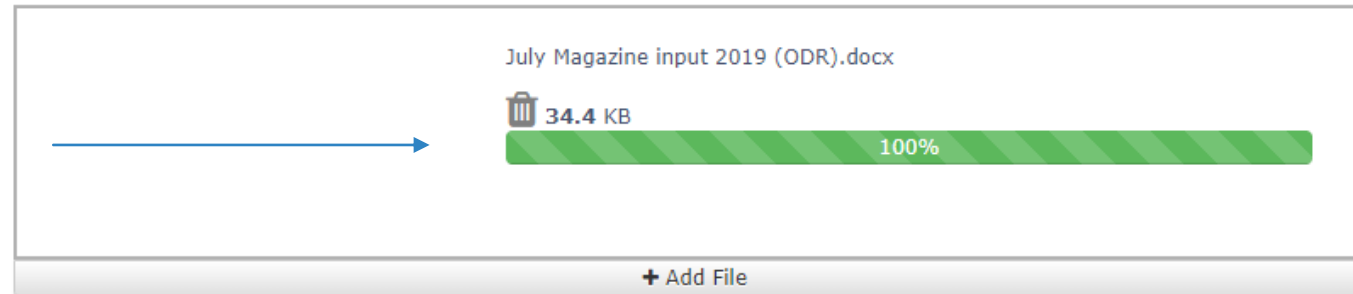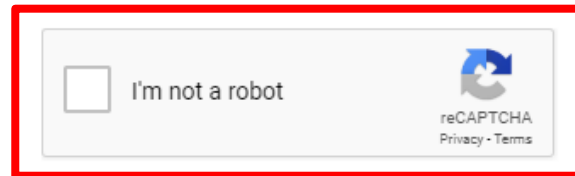

Attachments :
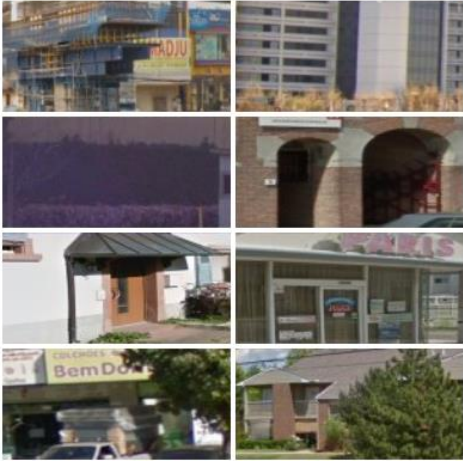
July Magazine input 2019 (ODR).docx

34.4 KB

100%

+ Add File

File upload limits

Select all images with a
store front

Select correct images

of the following
n filled out.
-free.
an FSS facility; I understand this is a fee based service.

IP Address
ion

Submit ticket

VERIFY

123 ticket system
CUSTOMER SUPPORT SOLUTION

1:20 PM
6/12/20

How to Submit a Marketing Request

Attachments :

July Magazine input 2019 (ODR).docx

🗑 **34.4 KB**

100%

+ Add File

File upload limits

SPAM Prevention: *

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Before submitting please make sure of the following
- All necessary information has been filled out.
- All information is correct and error-free.
- If this request is not submitted by an FSS facility; I understand this is a fee based service.

We have:
- 132.61.176.129 recorded as your IP Address
- recorded the time of your submission

Submit ticket

⟵ Then, click "Submit Ticket"

(123) ticket system
CUSTOMER SUPPORT SOLUTION

How to Submit a Marketing Request

Save your Ticket ID!

You can track your ticket by searching for the email address of the facility, by facility name, by the tracking code emailed to you after submission.

How to Submit a Marketing Request

Marketing Department   🏠 Home   🎟 Ticket ▾   ◇ Contact Webmaster   ☑ Sponsorship Request   ☍ After Action Report   📊 Marketing Request

The Marketing Department - 51st Force Support Squadron / Marketing Department / Tracking ID sent

Success: Ticket submitted

Your ticket has been successfully submitted! Ticket ID: **DB8-GSA-H6TH**

No confirmation email?
We sent a confirmation message to your email address. If you do not receive it within a few minutes, please check your Junk, Bulk or Spam folders. Mark the message as **Not SPAM** to avoid problems receiving our correspondence in the future.

View your ticket

123 ticket system
CUSTOMER SUPPORT SOLUTION

CHECK YOUR JUNK – CLICK NOT JUNK !!!

It is a good idea to write this down or print it.
Save your Tracking confirmation emails. This tracking ID is also the easiest way to search for tickets, whether past, current, open or closed.

How to Submit a Marketing Request

Marketing Department   ⌂ Home   ✒ Ticket ▾   ⟨⟩ Contact Webmaster   ☑ Sponsorship Request   ☏ After Action Report   📊 Marketing Request

The Marketing Department - 51st Force Support Squadron / Marketing Department / Tracking ID sent

Success: Ticket submitted

Your ticket has been successfully submitted! Ticket ID: **DB8-GSA-H6TH**

No confirmation email?
We sent a confirmation message to your email address. If you do not receive it within a few minutes, please check your Junk, Bulk or Spam folders. Mark the message as **Not SPAM** to avoid problems receiving our correspondence in the future.

View your ticket

123 ticket system
CUSTOMER SUPPORT SOLUTION

Click "View your ticket" to view submitted ticket

Make Changes to Request

View ticket: DB8-GSA-H6TH (Ticket number: 292)

R4R Banner
Created: 12-Jun-2019 1:29pm   Updated : 12-Jun-2019 1:29pm   ↻ Refresh this page

STATUS	LAST REPLIER	FACILITY	REPLIES
New	Kevin Dorn	Outdoor Recreation	0

Add reply

ALL CHANGES MUST BE SUBMITTED THROUGH THE SYSTEM. NO EMAILS SENT DIRECTLY TO MARKETING. NO PHONE CALLS.

Message : *

[text box]

← Submit changes here

Attachments :

Drag files here or click the 'Add File' button below to select files to upload.

+ Add File

File upload limits

← Add any additional attachments here

Submit reply ← Click "Submit reply" to send revisions

Remove Future Emails From Junk Folder

Remove Future Emails From Junk Folder

Find the "i" blue circle icon located at the top of the email near the subject line.

Click this icon.

Remove Future Emails From Junk Folder
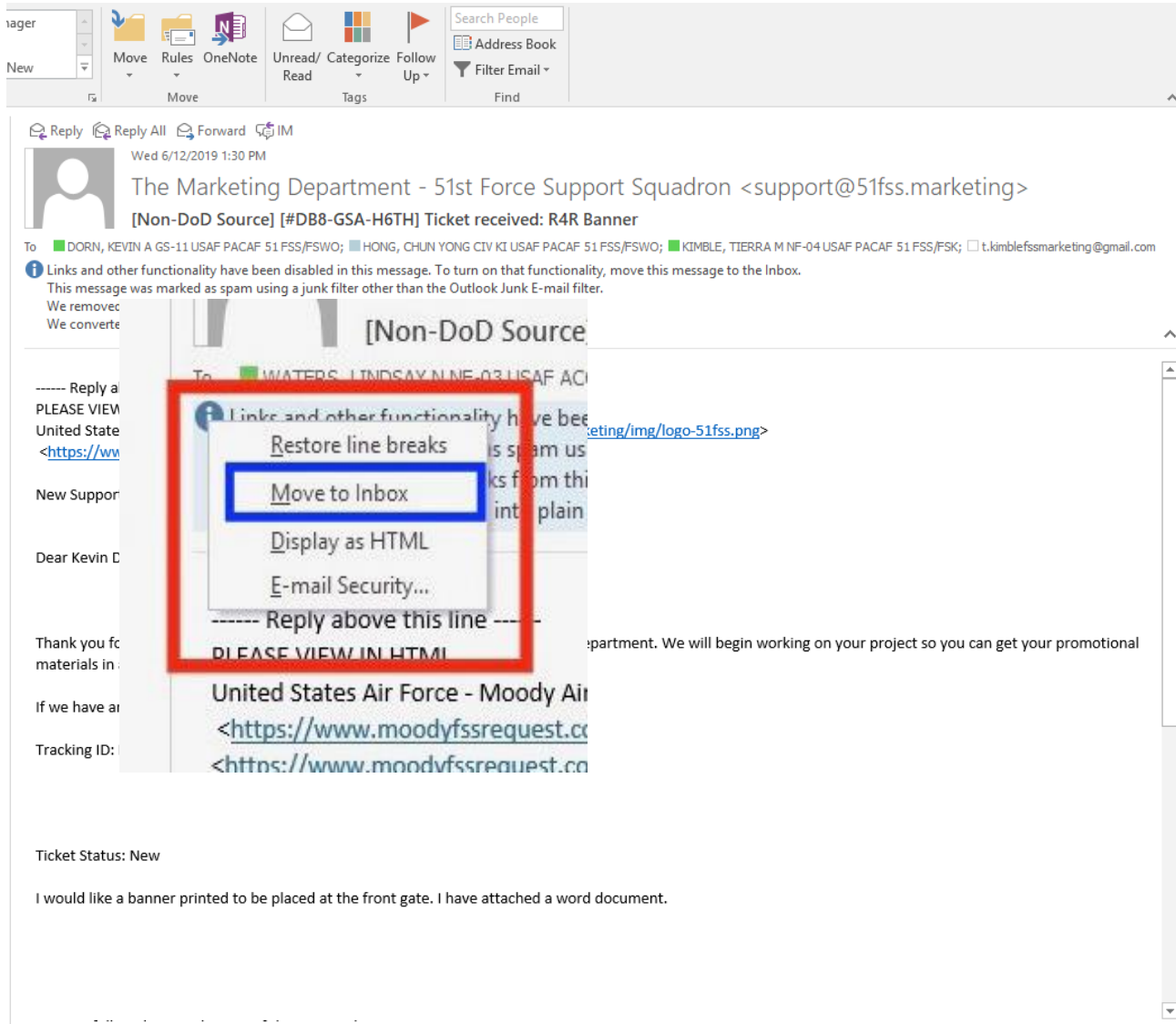
A drop-down menu will appear as seen in the image to the left.

Click "Move to Inbox"

Remove Future Emails From Junk Folder

Once the email has been moved to your inbox, then, click on the "i" blue circle icon again.

Another drop-down menu will appear as seen in the image to the left.

In the drop down menu you will choose the option, " Add Sender to Safe Sender List."

Remove Future Emails From Junk Folder

When the pop-up box generates, click "Don't show this message again." (As seen in the image to the left)

All emails regarding the ticketing system will show in your inbox for easier access.

Confirmation Email

View in HTML

In the confirmation email you have the ticket tracking ID as well as a link to view any changes or replies to your ticket.

Again ensure to keep this information for tracking purposes

Proofing Process

Customer will receive email from the system with the proof attached.

Proofing Process

Customer will view proof.

Proofing Process

Activity Manager will response **directly to the ticket email** with any revisions or a confirmation that the proof is correct to print.

ALL CHANGES MUST BE SUBMITTED THROUGH THE SYSTEM. NO EMAILS SENT DIRECTLY TO MARKETING. NO PHONE CALLS.

Proofing Process

[#DB8-GSA-H6TH] New reply to: R4R Banner 📨 Inbox ✕

👤 **The Marketing Department - 51st Force Support Squadron**   4:19 PM (6 minutes ago)
   to kevin.dorn, chun_yong.hong.1.ki, tierra.kimble.1, me ▾

------ Reply above this line ------

PLEASE VIEW IN HTML,
United States Air Force - Osan Air Base   ➤ **FORCE** SUPPORT SQUADRON

New Reply By Marketing

Dear Kevin Dorn,

Marketing has updated the work request with the subject "R4R Banner".

Tracking ID: DB8-GSA-H6TH

Ticket Status: Waiting reply

Dear Kevin Dorn,

Your marketing request has been completed and your materials are ready for pick up in Studio 51 in Bldg 937 Room 106.

Marketing Department
51st Force Support Squadron
DSN 784-5609 | (031) 661-8061
Office Hours: Mon - Fri 7:30 a.m. to 4:30 p.m.

Thank you,

Tierra Kimble

Marketing Director
51st Force Support Squadron
DSN: 315-784-5609/8061
COMM: 031-661-5609/8061

Activity Manager will receive an email once materials are ready for pick-up.

Ticket Complete

When the ticket is closed out the Activity Manager will receive an email.

Retrieve Tracking IDs

Submit Marketing Request Ticket
Marketing requests are due three months prior to event date

Calendar
View FSS Events Calendar

Submit After Action Report
After Action Reports are due FIVE days after the event

Submit Large Scale Event Request Ticket
Large scale event requests must be submitted THREE MONTHS prior to the event date

View my open tickets
View tickets you submitted in the past

Submit Webmaster Request Ticket
Regular requests will be processed within 48 business hours.
Emergency requests (<2 business days) will only be processed after approval by the Marketing Director.

Submit Sponsorship Request Ticket
Sponsorship requests are due FOUR months prior to event date

Submit Magazine Content Request Ticket
Magazine content submissions are due TWO MONTHS prior from the magazine publishing date

Click "View my open tickets"

Retrieve Tracking IDs

View my open tickets

Ticket tracking ID   [Ticket tracking ID]

[View ticket]

View my open tickets

123 ticket system
CUSTOMER SUPPORT SOLUTION

Click "View my open tickets"

Retrieve Tracking IDs

View my open tickets

Ticket tracking ID
GQY-9J2-MXRA

View ticket

View my open tickets

Please enter your **Email address** and we will send you a list with open tickets and your tracking ID right away:

Your Email , Flight Chief Email
katherine.garcia.5@us.af.mil

◉ Send me only open tickets
○ Send me all my tickets

Type in your email associated with your ticket IDs

Send me my tracking ID

123 ticket system
CUSTOMER SUPPORT SOLUTION

Retrieve Tracking IDs

View my open tickets

Ticket tracking ID GQY-9J2-MXRA

View ticket

View my open tickets

Please enter your **Email address** and we will send you a list with open tickets and your tracking ID right away:

Your Email , Flight Chief Email katherine.garcia.5@us.af.mil

- ● Send me only open tickets
- ○ Send me all my tickets

Select one of the following options "Send me only open tickets" or "Send me all my tickets"

Send me my tracking ID

123 ticket system
CUSTOMER SUPPORT SOLUTION

Retrieve Tracking IDs

View my open tickets

Ticket tracking ID   GQY-9J2-MXRA

[View ticket]

View my open tickets

Please enter your **Email address** and we will send you a list with open tickets and your tracking ID right away:

Your Email , Flight Chief Email   katherine.garcia.5@us.af.mil

◉ Send me only open tickets
◯ Send me all my tickets

[Send me my tracking ID]

Click "Send me my tracking ID" to retrieve your ticket ID which will be sent to your email

123 ticket system
CUSTOMER SUPPORT SOLUTION

Rush Orders

Rush Orders

Marketing Department   # Home   ◆ Ticket ▾   🖹 Knowledgebase   <> Contact Webmaster   ☑ Sponsorship Request   ✆ After Action Report   📊 Marketing Request

The Marketing Department - 51st Force Support Squadron / Marketing Department / Submit a Ticket

Please choose your facility or most applicable

Rush Order ▾

Click to continue

Select "Rush Order"

Rush Orders

Click the "Click to continue" button

Rush Orders

The form is exactly the same as the other Marketing Request form except the following options:

Marketing Director Approved?

Rush Date Required

General Information

POC Name *

POC Name

Please enter your name

Your Email , Flight Chief Email *

Your Email , Flight Chief Email

Direct Phone Number *

784-4007

Marketing Director Approved? *

Please select ▾

Has this marketing request been approved by the Marketing Director?

Rush Date Required *

Rush Orders

Marketing Director Approved? * | Please select ▼ |

Has this marketing request been approved by the Marketing Director?

Marketing Director Approved? * | Please select ▼ |

| Please select |
| Yes, It has been approved |
| No, It has NOT been approved |

Rush Date Required *

Activity Manager must contact Marketing Director via phone or email for approval of rush orders.

Marketing Director can be can be contacted via email at tierra.kimble.1@us.af.mil or phone DSN 784-5609 or COM 031-661-5609/8061.