

# CLIENT PRODUCT INTRODUCTION



Adopting a fresh way of tracking and processing change order requests through the use of a different product can be difficult in the construction industry. We've found it helpful to make a small introduction of your new and improved process by sending out a letter to clients describing what they should come to expect from FWO. Feel free to customize the letter below to send an introduction to your client base.

Good Day,

We look forward to working with your team on the **(Project Name)** project.

For this project **(Your Company Name)** is going paperless on Work Orders. Please expect a couple of confirming emails associated with tag work to hit your inbox before we process the Change Order Request. Our Project Manager will still reach out to you first to verify if work potentially outside of the original scope should be priced or tracked on a tag, and with our new program, you can authorize extra work tracked on a tag through and from any device where you access your email.

Emails will be coming from "**Field Work Order - (Your Company Name)**" and will look like this:

Email letting you know we have given our foreman permission to proceed with the work on a tag.

**FWO - (Your Company Name) Review: FWA R00000 - FWA Request Approved**

Email with Electronic Copy of Field Work Order that has been signed by you (PM, Super or other Authorized Team Member).

**FWO - (Your Company Name) GC Signature Completed: FWO 000000 -**

Processed Change Order Request

**FWO - (Your Company Name) GC Action Required: FWO Change Order Request 000000 - Project Name**

The benefits to using this new mobile app allows us to get a copy of the signed work order to your team's inbox the minute it is signed on the app and sent. You can also opt to review and sign the tag remotely if our foreman and your authorized signer are not in the same place at the same time. Lastly, as soon as the tag is signed, it is ready for processing and has the potential of shortening your Change Order Request turnaround time by at least **(5)** days!

Thank you,

**(Your Name, Your Company Name)**