Core C&D Q4 Reminders

Turnaround Time (Traditional Communications)

- Orders placed after 3 p.m. local time will be reviewed and processed the following business day.
- Project timelines are strictly enforced—we CANNOT complete orders in fewer days than the minimum time frames outlined below.
  - » 2-Page Guides: 5+ business days
  - » 4-Page Guides: 7–10+ business days
  - » 8-Page Guides: 10+ business days

Reorders

If you have a reorder (an existing core deliverable that needs updates for the coming year), be sure to place your order on **orderhubcd.com**, rather than emailing us directly. This will ensure that your request is prioritized and not missed.

Good news! For true reorders, there is no need to fill out a new source doc—unless you're moving from a four-page guide to an eight-page guide/eGuide. If you plan to stick to the same size and type of deliverable, you'll make updates to the existing source doc. If you can't seem to find it, or if you want to make sure you've got the latest and greatest from last year, reach out to **communications@hubinternational.com** and we will grab it for you.

Benefit Spot

- A project manager will contact you within one business day of your order date with an update on our team's current scheduling.
- Project timelines are strictly enforced—we CANNOT complete new app builds in fewer than 15 business days.
- If you have a recurring app order, contact your project manager. Depending on the level of changes, we will either ask you to provide updates on the most recent app source doc, or will gather the plan changes from your guide source doc.