



Marketing Ticketing System User Tutorial

This complete guide will assist in the navigation of the Marketing Ticketing System. This guide includes:

- Step by step instructions on how to submit a ticket
- How to track your ticket & communicate with the Marketing Team
- How to view your open tickets



Submitting A Ticket

Step by step instructions on how to submit a Ticket on the Marketing Ticketing System

- www.52fss.marketing

Step 1: Ticketing System Website

To Submit A Ticket

- Please go to www.52fss.marketing
- Click "Submit a Marketing Request Ticket"
- ****Please Notice****

The Marketing Department requests a 60-Day Lead Time. This allows the Marketing Department time to create the advertisement, produce the advertisement, and 1 month + of advertising for the event.

The screenshot shows the Marketing Department ticketing system website. The header is dark blue with 'Marketing Department' and navigation links for 'Home' and 'Ticket'. Below the header, a breadcrumb trail reads 'The Marketing Department - 52d Force Support Squadron / Marketing Department'. A light blue notification box titled 'Email Notifications' contains text about email links and attachments. A yellow warning box titled '60-Day Lead Time' states that tickets must be submitted 60 days in advance. The main content area has a light gray background and contains three white boxes. The first box, 'View ticket', has a 'Ticket tracking ID:' label, an input field, and a 'View ticket' button. The second box, 'Submit Marketing Request Ticket', is highlighted with a red border and contains a plus icon, the title, and text stating requests are due two months prior. The third box, 'Submit Flash Inputs', contains a checkmark icon, the title, and text stating flash inputs are due 60 days prior. A fourth box, 'View my open tickets', contains a document icon, the title, and text stating it shows tickets submitted in the past.

Marketing Department [Home](#) [Ticket](#)

The Marketing Department - 52d Force Support Squadron / Marketing Department

Email Notifications
Please make sure to click on the link that you receive in your email notification. We may have a question or response back that does not have an attachment. Please still view the ticket to review and reply to us.

60-Day Lead Time
Please keep in mind the 60 day lead time when submitting your tickets in order to receive enough advertising on the events and programs that you are submitting.

View ticket

Ticket tracking ID:

[View ticket](#)

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

Submit Flash Inputs
Flash Inputs are due 60 DAYS prior

View my open tickets
View tickets you submitted in the past

Please choose your facility

✓ Please select

Airman & Family Readiness Center

Arts & Crafts Center

Auto Hobby

Child Development Center

Club Eifel

Eifel Community Center

Eifel Lanes Bowling Center

Eifel Mountain Golf Course

Information, Tickets and Travel

Kuhl Beanz

Library

Marketing

Mosel Dining Facility

Outdoor Recreation

Saber Pet Lodge

Spangdahlem Fitness Center & Combat Fit

Youth Programs

Note

- Please select your correct facility.
- Marketing is selected as an example

Step 2: Select Your Facility

Step 3:

Information for Ticket

Submit a ticket

If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible.

General Information

Name *

Email *

Event Date *

Target Audience

- ☐ Military personnel
- ☐ Spouses
- ☐ Civilians
- ☐ Families
- ☐ Singles
- ☐ Men
- ☐ Women
- ☐ Youth-under 5
- ☐ Youth-school age
- ☐ Youth-teens
- ☐ 18+ Only

Direct Phone Number *

Sponsorship Required *

Your Marketing Request

Subject *

Event Details *

- Note the “**Quick Help**” section on the top left corner of the page. Please read this thoroughly as it will help guide you in making a proper entry into our system.
- **Name:** Enter the name of the individual submitting the request.
- **Email:** Enter your email or any additional emails of persons who would like to receive proofs. Please separate each email with a comma.
- **Event Date:** Enter the date of the event. Not the day you are submitting the Ticket.
- **Target Audience:** Please choose as many that apply. These modifiers will ensure the best design and promotional presentation for your event. Generating more awareness and maximum exposure.
- **Direct Phone Number:** We ask that you submit the best phone number for a Marketing staff member to reach you for additional questions, DSN is preferred.
- **Sponsorship Required:** If you are requesting sponsorship for your event please select “Yes”. The Commercial Sponsorship Coordinator will contact you once the Ticket is submitted.
- **Subject:** Is for the name of your event.
- **Event Details:** Please enter as much information you feel is helpful, this includes:
 - Date
 - Time
 - Location
 - Prices

• Printing Options

- We have 7 separate sections to accommodate your printing needs. Each option has it's own drop down selection with every available printing combination.
- Under each option please input the corresponding quantity. Keep in mind that printed materials are not your only advertising option.
- Try to be selective and try to be aware of which advertisements were most effective and which ones were left behind.

• Additional Comments:

- Is for anything else you would like the Marketing Team to know, ensuring proper communication.
- If you selected Commercial Sponsorship in the "General Information Section" please input more information about the event.
 - Attendance Projection
 - Event activities/details
 - What sponsorship would be going towards. For Example: Prizes, Medals/ Trophies, Offset Costs
 - Any useful information to sell the potential sponsor on the event

• Attachments

- This option should only be used to add additional informative files, that includes word documents with your specific phrasing, additional logos, photos or previous poster designs.
- If you have found a photo online that aligns with your specific vision for the advertisement please attach it here.

• Click "Submit Ticket"

Printing Option 1

A6 – 4.1 x 5.8" (1/4 page)
A5 – 5.8 x 8.3" (1/2 page)
A4 – 8.3 x 11.7" (full page)
A3 – 11.7 x 16.5" (large page)
A1 – 24 x 33" (poster)
Monitor Ad (1920 x 1080px)
Punch Cards (3.5" x 2")
Table tents
Brochure – 8.3 x 11.7" (tri-fold)
Booklet – 8.3 x 11.7" (half-fold)
Business Cards – 3.5 x 2"

Quantity Opt. 1

Printing Option 2

Quantity Opt. 2

Printing Option 3

Quantity Opt. 3

Printing Option 4

Quantity Opt. 4

Printing Option 5

Quantity Opt. 5

Printing Option 6

Quantity Opt. 6

Printing Option 7

Quantity Opt. 7

Additional Comments

Attachments :

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

File upload limits

Before submitting please make sure of the following

- All necessary information has been filled out.
- All information is correct and error-free.

We have:

- 62.224.231.152 recorded as your IP Address
- recorded the time of your submission

Ticket System

Step 4: Production Options

Step 4:

Ticket Confirmation

Reminder

- If you do not receive a confirmation email within a few minutes, please check your Junk or Spam folders!
- If you still do not receive an email, contact the Marketing Department.

Success: Ticket submitted

Your ticket has been successfully submitted! Ticket ID: **VXX-3E1-Z674**

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](#)



Tracking Your Ticket & Communication

Step by step instructions on how to track
your ticket & communicate with the
Marketing Department

Hello Facility Name,

Thank you for submitting a work request “Ticket Request Name Here” to the 52dFSS Marketing Department. We will begin working on your project so you can get promotional materials in a timely manner.

If we have any questions on the information you submitted, we will contact you.

Tracking ID: XXX-XXX-XXXX

<<https://www.52fss.marketing/email-template/spacer10.gif>>

<<https://www.52fss.marketing/email-template/spacer10.gif>>

Marketing Request Status: New

Event Details will be shown here.

<<https://www.52fss.marketing/email-template/spacer10.gif>>

<<https://www.52fss.marketing/email-template/spacer10.gif>>

You can follow the actual status and/or the history of this ticket here:

Ticket Received

- After you submit a ticket, the email shown on the left, will be sent to the email(s) you entered in the ticket.
- This email states that the Marketing Department has received your ticket & is starting to work on it.

Step 1: Marketing Response

Step 2:

Missing Information

Missing Information

- If your ticket is missing any necessary information, you will receive the email shown on the right.
- Simply reply to the email to respond to the Marketing Department with the information requested.

Hello Facility Name,

Marketing has updated the work request with the subject “Ticket Request Name Here”.

Tracking ID: XXX-XXX-XXXX

<<https://www.52fss.marketing/email-template/spacer10.gif>>

<<https://www.52fss.marketing/email-template/spacer10.gif>>

Marketing Request Status: Waiting Reply

Thank you for submitting a ticket with the 52d FSS Marketing Department. We would love to start working on your project, however we are missing some important information.

Please provide us with:

1. Information Needed
2. Information Needed
3. Information Needed

V/R

Marketing Department Staff

Hello Facility Name,

Marketing has updated the work request with the subject “Ticket Request Name Here”.

Tracking ID: XXX-XXX-XXXX

<<https://www.52fss.marketing/email-template/spacer10.gif>>

<<https://www.52fss.marketing/email-template/spacer10.gif>>

Marketing Request Status: Waiting Reply

Dear Facility Name,

Attached is a proof created per your submitted ticket. Please double check the dates, times, costs, details, and any other information listed for corrections before approving. Upon your approval we will begin printing your requested items.

Thank you!

V/R

Marketing Department Staff

Proof

- Once the Marketing Department has created a proof of your ticket you will receive the email shown on the left.
- The proof will be attached in the email.
- Please review the proof and reply to the email with any changes.
- If the proof is satisfactory, please reply with your consent to continue production as soon as possible.

Step 3: Ticket Proof

Step 3:

Ticket Complete

Ticket Complete

- Once the Marketing Department has printed the ticket, you will receive the email shown on the right.
- Please pick up your prints within **2 days** of receiving this email.

Hello Facility Name,

Marketing has updated the work request with the subject "Ticket Request Name Here".

Tracking ID: XXX-XXX-XXXX

<<https://www.52fss.marketing/email-template/spacer10.gif>>

<<https://www.52fss.marketing/email-template/spacer10.gif>>

Marketing Request Status: Waiting Reply

Dear Facility Name,

Your support ticket has been completed and is ready for you to be picked up!

Please use the final and correct image to post to your Facebook page for a wider customer reach!

Our office is open Monday through Friday, 0800-1530, Bldg 126, second floor

V/R

Marketing Department Staff



Viewing Open Tickets

Step by step instructions on how to view
your open tickets in the Ticketing System.

View ticket

Ticket tracking ID:

View ticket

View Open Tickets

- Go to 52fss.marketing
- Enter Tracking ID
- The Ticket Tracking ID can be found in any of your emails from the Marketing Department.

Open Tickets Option 1

Open Tickets Option 2

View Open Tickets

- Go to 52fss.marketing
- Click “View My Open Tickets”
- Once again click “View My Open Tickets”
- Enter the email address used to submit tickets
- Check the “Send me all my tickets”
- This option will send you an email to all the tickets you have submitted (under the corresponding email) & the Tracking ID



View my open tickets

View tickets you submitted in the past

View my open tickets

Ticket tracking ID

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:

Email

☒ Send me only open tickets

☐ Send me all my tickets

Send me my tracking ID



Questions?

Please reach out to the Marketing Department
DSN 452-6466