

Website Task Turnaround Times

The following is a general guideline of what turnaround times usually look like at Church Media Squad. During busier church media seasons like Christmas and Easter, turnaround timeframes might be extended. Church Media Squad always recommends that you plan your media needs as far in advance as possible.

Support Requests

MONDAY SERMON POSTING

- WEEKEND SERMONS WILL BE GIVEN PRIORITY: In order to **guarantee** sermons are posted on Monday, requests must be submitted by **MONDAY AT 12PM CENTRAL**.

Please allow up to **1-2 BUSINESS DAYS** for weekend sermons submitted throughout the week.

2-3 BUSINESS DAYS

- ADD, REMOVE, MODIFY EVENTS: Submit at least **ONE WEEK** before you need to make the event public.
- ADD, REMOVE, MODIFY, MINISTRY INFORMATION: Submit at least **ONE WEEK** before you need to make the information public.
- GENERAL TEXT/MEDIA UPDATE: Submit at least **ONE WEEK** before you need to make the information public.

4-5 BUSINESS DAYS

- CREATE A WEBPAGE: Submit at least **TWO WEEKS** before you need to share the page with your congregation to allow time for any edits.

Holidays

CHRISTMAS/EASTER LANDING PAGES

- A Project Manager will notify you of the turnaround time, when scheduling.
- Turnaround times will depend heavily on the type of page needed. Layouts that are very text-heavy with minimal infographics, illustrations, or other design assets will take less time than those that require asset creation.
- Please reach out to a Project Manager with the content for a time estimate on Holiday pages.

Revisions

WITHIN 24 HOURS

- When you need a revision on your open support task, we aim to complete these **WITHIN A FEW BUSINESS HOURS**, but please allow up to the next business day in some cases.

Scheduled Reviews

HOMEPAGE, MIDWAY & FINAL REVIEW FEEDBACK

- Feedback turnaround times for scheduled Homepage or Midway reviews will be updated by the subsequent review date. Please consult your Key Milestones document for precise dates.
- For feedback given during a scheduled Final review, the turnaround times will be updated within 2-3 business days.
- Please note that these turnaround times rely on prompt responses and adherence to the stipulated review deadlines.

SQUAD WORKING DAYS & TIMES:

The Squad is 100% remote, with Squad Members located worldwide. Generally, the Squad works on projects during regular US business days and hours, Monday-Friday. Church Media Squad is closed on Saturdays and Sundays to allow our staff to spend time with their friends and families and serve in their local churches.

In addition, the Squad is out of the office on the following days:

- Thursday/Friday of Thanksgiving
 - Extended Christmas break (usually Dec 23-Jan 3)
 - Some US Federal Holidays (Memorial Day, July 4th, Labor Day)
- Occasionally, our various Squads gather together in person, which may temporarily reduce our capacity. Rest assured, we'll always provide advanced notice regarding these times.