

GITTINGS

GLOBAL

PHOTOGRAPHERS CONFERENCE 2025

Chicago, Illinois

GITTINGS
GLOBAL





Client Success Team

CLIENT SUCCESS TEAM



Trish Warren

Client Success Manager

- › Manages CS department
- › Photographer payments & Client invoices
- › Assists with department responsibilities when necessary
- › Responsible for staffing and training, etc.
- › Training
- › Monitors Zendesk/Client requests
- › Schedules appointments



Charlotte Allen

Client Success Specialist

- › Monitors Zendesk/Client requests
- › Schedules appointments
- › Trains clients on how to schedule in new system



Amy Bettinger

Client Success Specialist

- › GMS client integration
- › Data entry
- › Portal assistance
- › Zendesk Tickets



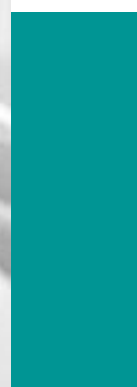
Lyndsay Rembert

Client Success Specialist

- › New project coordinator
- › Monitors Zendesk/Client requests



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When In Doubt...



support@gittingsglobal.com

Client Request vs. Confirmed appointment

Request a New Studio Session

Please select one of the available dates and start times for the session based on the availability of Gittings photographers in the area near the selected location.

Showing Availability of:

All photographers between 8 AM and 6 PM

Time Zone: Chicago

Duration: 30 minutes

July 2025

Tuesday 15th July

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	01	02
03	04	05	06	07	08	09

8:00 AM - 8:30 AM (CDT)


8:30 AM - 9:00 AM (CDT)

5:00 PM - 5:30 PM (CDT)

5:30 PM - 6:00 PM (CDT)

Select the Photographer:

Mike Rivera at 1806 West Cuyler Studio 2F Chicago



Mike Rivera

* If a specific date and time you desire is not available, please email us the information and we will see if an alternate solution is available.

NYC	15 Tuesday
8 AM	
9 AM	[GMS]: Segal McCambridge Photography Session Travel/Setup (SES-2957) 777 Third Avenue Suite 2400 New York, NY 10017 United States of America
10 AM	[GMS]: Segal McCambridge Photography Session (SES-2957) 777 Third Avenue Suite 2400 New York, NY 10017 United States of America
11 AM	[GMS]: Segal McCambridge Photography Session Breakdown (SES-2957)
12 PM	

Need to confirm vs Confirmed

A Session has been requested that you need to confirm.

Review the information below and use the Session link to confi

Session: [SES-2957](#)

Client: Segal McCambridge

Client Office: New York

Room: Conference Room

Local Contact: None Provided

Local Contact Phone: None Provided

Local Mobile Phone: None Provided

Session Type: Firm Standard Session

Date: Tuesday, July 15, 2025

Start Time (first click): 10:00 AM

Scheduled Duration: 1:00 (hours:minutes)

Brief: [Click Here](#)

If you have any questions, please contact the Client Success team at support@gittingsglobal.com

The following Session has been Confirmed:

Session: [SES-2957](#)

Client: Segal McCambridge

Client Office: New York

Room: Conference Room

Local Contact: None Provided

Local Contact Phone: None Provided

Local Mobile Phone: None Provided

Session Type: Firm Standard Session

Date: Tuesday, July 15, 2025

Start Time (first click): 10:00 AM

Scheduled Duration: 1:00 (hours:minutes)

Brief: [Click Here](#)

If you have any questions, please contact the Client Success team at support@gittingsglobal.com

- › Can confirm online
- › Can confirm via text

Confirmation Process

- › Photographers have **120 minutes to reply** and confirm the job by clicking on the Session Link in the email or replying YES via text.
- › If you do not reply it will time out and a ticket will be created in Zendesk.
- › Client Success will reach out to photographers to see if they can take the session.
- › If you can do the shoot, but didn't respond in time, please forward the email request to support@gittingsglobal.com letting the team know you are available.
- › If the photographer denies the request, Client Success we will advise the client to select another day, unless the photographer provides an alternative time that we will offer to the client.

Blocking Travel Time

› Travel & Setup Time



› Shoot Time

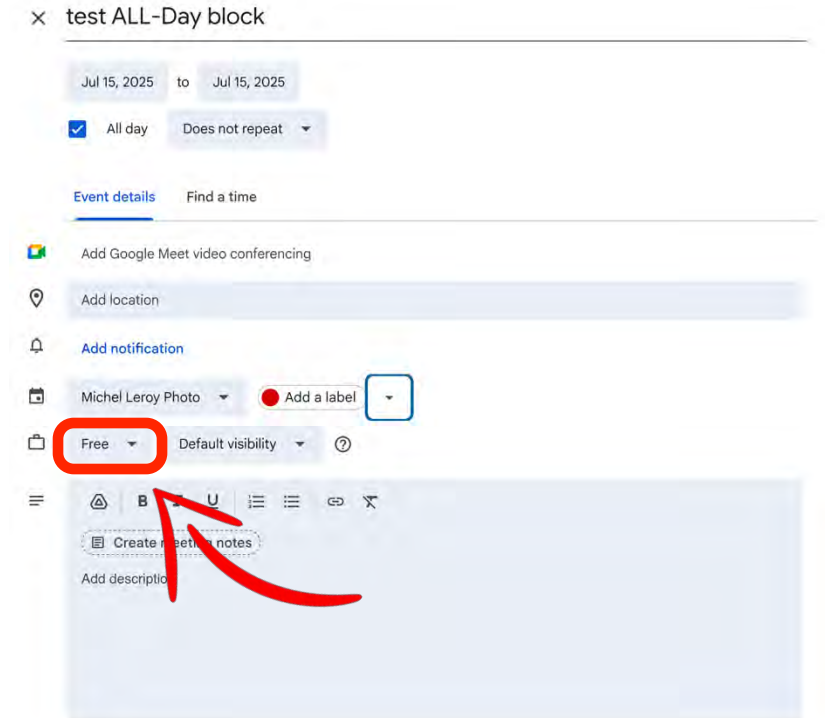
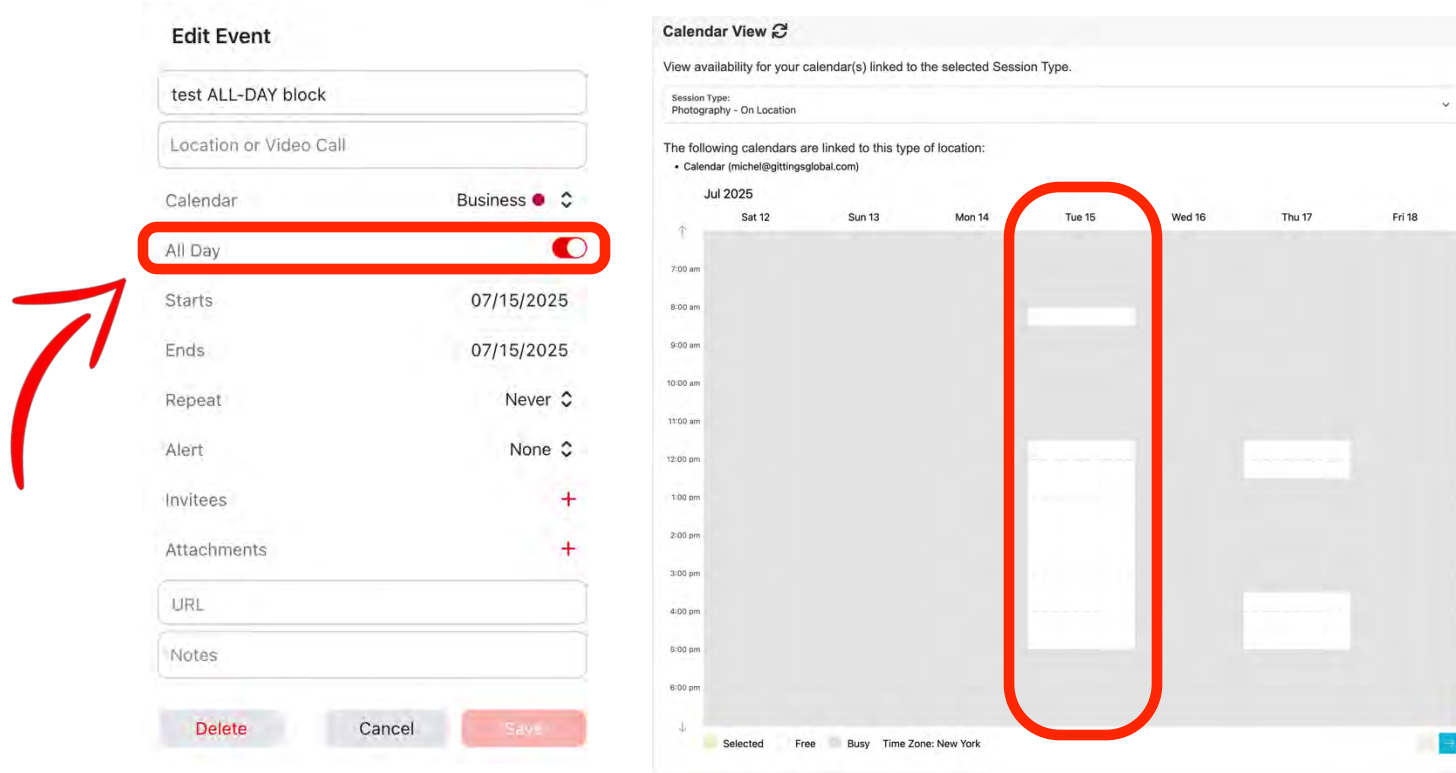


› Breakdown Time



← Today < > July 15, 2025 ▾	
NYC	15 Tuesday
8 AM	
	[GMS]: Segal McCambridge Photography Session Travel/Setup (SES-2957) 777 Third Avenue Suite 2400 New York, NY 10017 United States of America
9 AM	
10 AM	[GMS]: Segal McCambridge Photography Session (SES-2957) 777 Third Avenue Suite 2400 New York, NY 10017 United States of America
11 AM	[GMS]: Segal McCambridge Photography Session Breakdown (SES-2957)

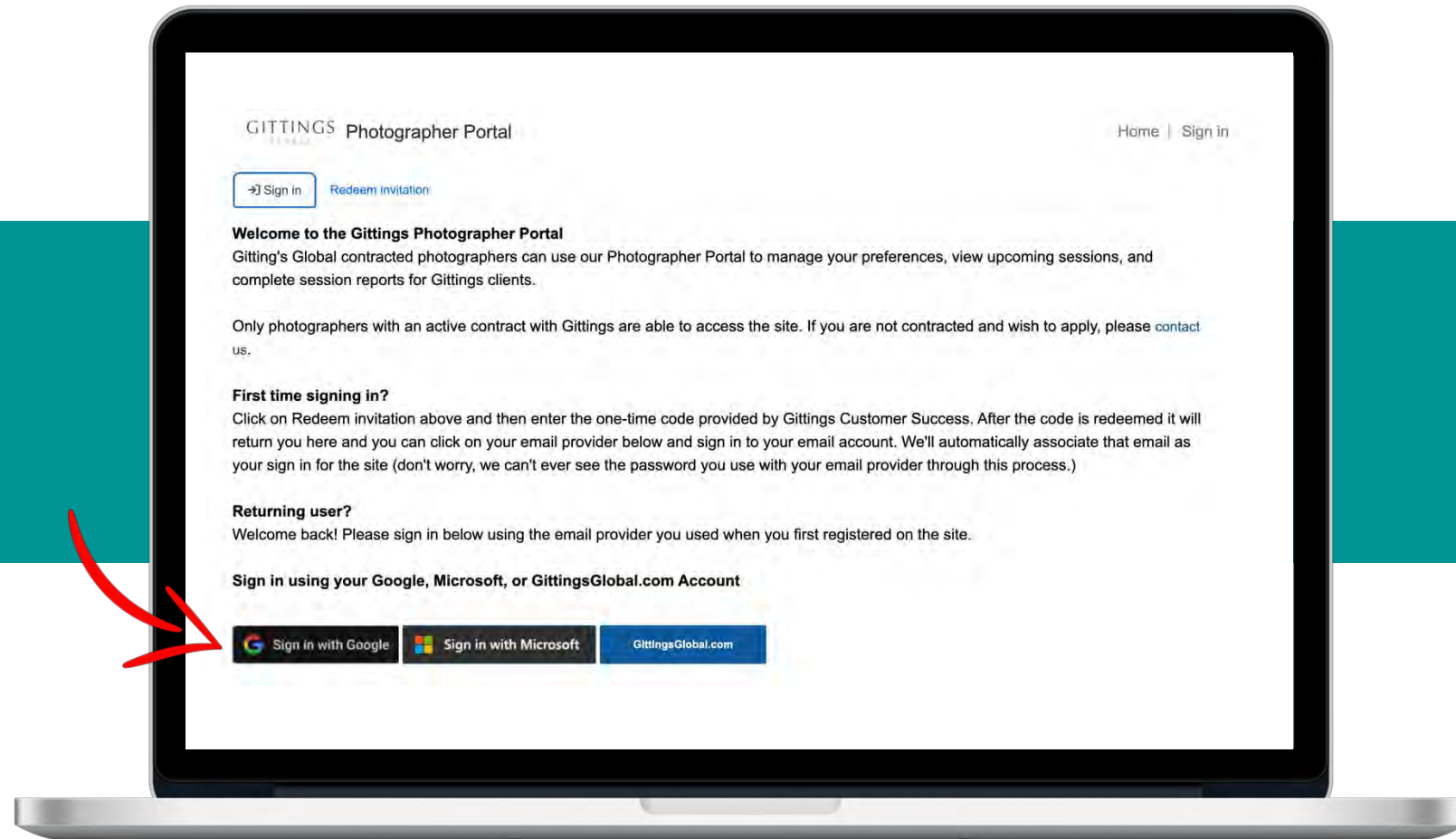
Blocking Calendars as “Busy”



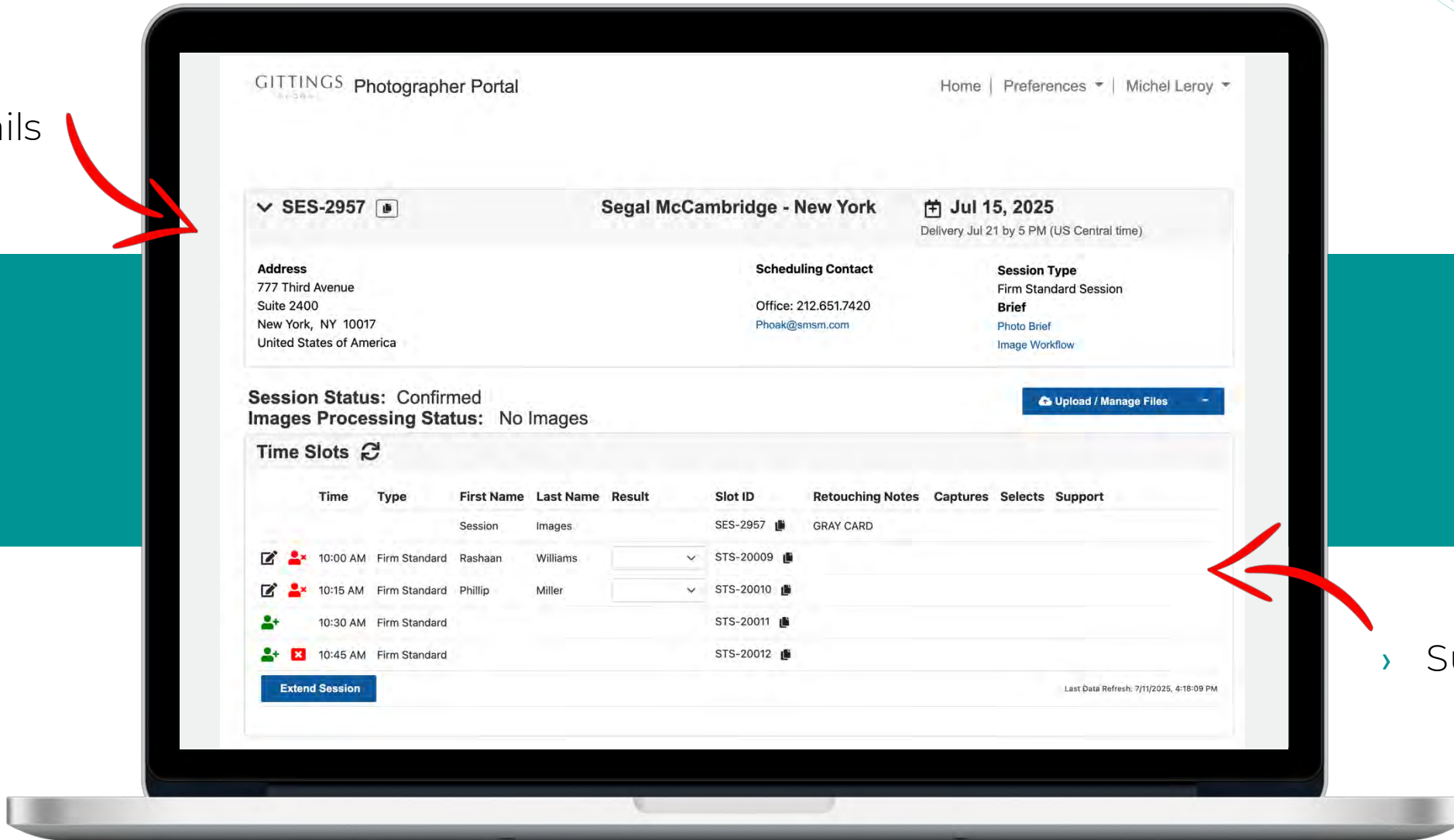
- › Apple Calendar
- › All-Day blocks default to Free

- › Google Calendar
- › All-Day blocks default to Free

Photographer Portal Session Reports



› Job Details



› Subject Details

Adding a Subject

- › There are occasions when you arrive on location and there are no names listed, meaning, the client never entered the names of the subjects being photographed. Not to worry, you can enter names yourself on the photoshoot.
- › Ask for the subject's name and email address to enter them yourself.
- › If the subject does not have a *company* email address (this is critical), you should use the Scheduling or Local Contact email.



Session Status: In Process
Images Processing Status: No Images

[Upload / Manage Files](#)

Time Slots

	Time	Type	First Name	Last Name	Result	Slot ID	Retouching Notes	Captures	Selects	Support
			Session	Images		SES-2957	GRAY CARD			
		10:00 AM	Firm Standard	Rashaan	Williams	<input type="text"/>	STS-20009			
		10:15 AM	Firm Standard	Phillip	Miller	<input type="text"/>	STS-20010			
		10:30 AM	Firm Standard				STS-20011			
		10:45 AM	Firm Standard				STS-20012			

1) Edit Time Slot STS-20011 - 10:30 AM

Search By Email:

mleoy@smsm.com

If the subject does not have a corporate email yet, please use the scheduling contact's email.

Next

Cancel

2) Edit Time Slot STS-20011 - 10:30 AM

Search By Email:

mleoy@smsm.com

If the subject does not have a corporate email yet, please use the scheduling contact's email.

No matches found.

No subjects were found for this email address.

Press [Create New Subject](#) to create a new subject record for this email address.

Change the email entered above and press [Search](#) to start over.

Create New Subject

Search

Cancel

3) Edit Time Slot STS-20011 - 10:30 AM

First Name *

Michel

Last Name *

Leroy

Email *

mleoy@smsm.com

If the subject does not have a corporate email yet, please use the scheduling contact's email.

Role *

Firm Standard

Employee Id

Mobile Phone:

(201) 555-0123

By providing a mobile phone number you agree to receive SMS/text messages regarding any scheduled appointments.

Image Retouching Notes

Enter notes for the lab regarding retouching for this subject.

Client Services Notes

Enter notes to be sent to Client Services requesting any actions needed for this time slot (this will create a help ticket).

Save

Cancel

Retouching Notes vs Support Notes

- › There are (3) kinds of notes photographers can leave on a job:
- › 1) **Retouching Notes** for the entire time slot – The advantage of these notes is you can add them before you upload any photos.
- › 2) **Client Support Notes** for the CS team. Leaving a note in this section will send the job directly to the CS team for investigation, not to the lab for retouching.
 - › Be cautious about how and when you use CS Notes
- › 3) **Individual Image Retouching Notes** that relate to a single image – You can only add these notes once an image has been uploaded because the note only relates to the single image

Edit Time Slot STS-19455 - 8:00 AM

If the subject's name, email or employee id shown here are incorrect, please leave a change request in the client services note.



First Name *

Rachel

Last Name *

Kessler

Email *

Rachel.Kessler@us.dlapiper.com

If the subject does not have a corporate email yet, please use the scheduling contact's email.

Role *

Firm Standard

Employee Id

Mobile Phone:

(201) 555-0123

By providing a mobile phone number you agree to receive SMS/text messages regarding any scheduled appointments.

Image Retouching Notes

Remove the birthmark on the forehead, camera left side.

Client Services Notes

The client would like to buy an additional photo and asked for a contact sheet.

Save

Cancel

Time Slots ↻

Time	Type	First Name	Last Name	Result	Slot ID	Retouching Notes	Captures	Selects	Support
		Session	Images		SES-2838	GRAY CARD			
8:00 AM	Firm Standard	Rachel	Kessler	Complete	STS-19455	Remove the birthmark on the...	5	1	0

- › 1) Retouching Notes for the entire time slot
- › 2) Client Support Notes for the CS team. Leaving a note in this section will send the job directly to the CS team for investigation, not to the lab for retouching.
- › Be cautious how and when you use CS Notes

- › 3) Individual Image Retouching Notes that relate to a single image – You can only add these notes once an image has been uploaded because the note only relates to the single image

[<< RETURN TO SESSION DETAIL](#)

▼ SES-2838

DLA Piper - New York

📅 Jul 16, 2025
Delivery Jul 22 by 5 PM (US Central time)

Proof Sheet

Rachel Kessler

STS-19455

Delete All




Image Id:

SID-216095

File Name:

STS-19455_Rachel_Kessler_04.dng

Status:

Complete

Rating:

★★★★★

Image Type:

Subject

Pose:

Standard Headshot

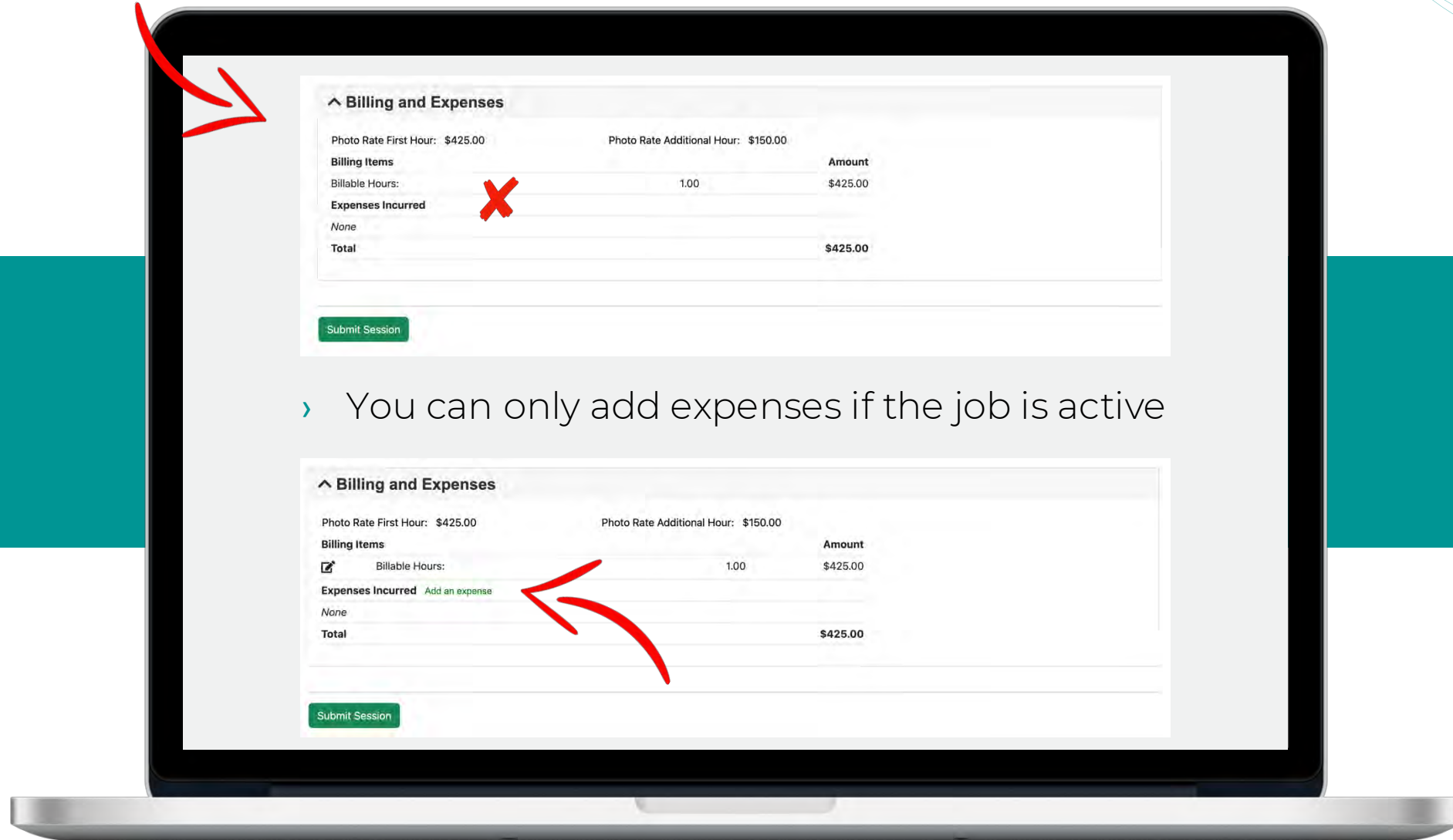
Retouching Note: ✎

Remove hair under the chin on camera right.

Save Delete

Changes saved.

› Billing Details



Billing and Expenses

- › You can only **Add an Expense** once the job is *active*, meaning you have uploaded a DNG, or added a subject.
- › Travel outside your home area is paid at \$75 USD per hour of travel, or \$1.25 per minute. You must calculate your own travel time and **Add an Expense**.
- › Ensure all **Images are Uploaded**, all **Retouching Notes** for the session have been entered and **Expenses** have been entered *before* you Submit the Session
- › Once the job is submitted there is no way for photographers to change the session report in any way. **Double check everything before you Submit Session.**
- › If there is a mistake with anything on the Session Report, and you have submitted it, you must email support@gittingsglobal.com to request a change.

CLIENT SUCCESS

- FAQ'S

- › Can I get another opinion before I decide?
- › Can I get proofs so I can show my spouse?
- › Can I face the other way, so you get my good side?
- › “I can’t decide” ... can I just get both?
- › Can you schedule (or reschedule) my appointment for me?
- › Can I order some of these pictures (for personal use)?



When In Doubt...



support@gittingsglobal.com