

Spring 2024 Newsletter



NEW REFERRAL PROGRAM

Beginning April 5, 2024, any current or previous client who refers someone that books us for their event will receive a **\$100 gift card**. The new client will also receive **\$100 off their invoice**. Clients have the option of gifting the \$100 as an invoice credit to the person they referred as well.

Complete details are available on the Client Portal page.

CLIENT PORTAL ACCESS

A new layer of security has been added to our Client Portal. Due to the complexity of the firewall, we are still learning about the best methods to access the portal without it blocking legitimate clients.

When initially accessing any protected pages **since the upgrade**, you will need to register by clicking the **SIGN UP** link on the **LOG IN** page that appears. The **FORGOT PASSWORD** feature will not work prior to registering.

If you need assistance, refer to the most up-to-date instructions on the "Welcome Page" on the Client Portal Page or email us at: ccc@flashjamdjs.com



FRAMED VS FRAMELESS MIRROR BOOTH

Please be aware that we now have two versions of the Mirror Booth. One has a frame around the mirror and the other (*pictured on the left*) does not. If you have already booked a Mirror Booth and prefer the framed version, please let us know via email so we can reserve that version for you. Clients adding a booth will be able to request the preferred version.

SAVE or SUBMIT the ITINERARY?

When completing sections within the online Itinerary Builder, you have the option to **SAVE FOR LATER** or **SUBMIT** the form at the bottom of each page.

When using the **SAVE FOR LATER** option, you have the choice of receiving a link via email which allows you to return to a specific section, exactly where you left off. This allows you to construct your itinerary as a “*work in-progress*”, then submit it once you are ready to work with us on a draft.

You should only click the **SUBMIT** button when you are satisfied with your entries and are ready for us to review them. You should also be **within 90 days (changed from 60 days)** of your event date **before** submitting your itinerary.

Once a section of the Itinerary Builder is submitted, **you cannot edit that portion of the form in the portal**. It is now in our queue awaiting the creation of a formatted Word document. We can make changes together, if needed at the Itinerary meeting.

To summarize: Click the **SAVE FOR LATER** button to go back later to modify, change, or edit. Click the **SUBMIT** button when you are within 90 days of your event, and ready to receive a formatted draft—which you can then make necessary changes directly onto the document.

FYI: The Payments page has moved to the bottom right side of the Client Portal.

FYI: You can now submit the online itinerary **within 90 days of your event date** instead of the previous requirement of 60 days.



M.E. DANCE FLOOR LIGHTING UPGRADE

Flash Jam Entertainment’s M.E. (*mood enhanced*) dance floor software brings high-end club lighting to the elegant environment of weddings. Lights are synchronized to each song played during open dancing, using 3-4 **nearly invisible** LED fixtures.

We strongly recommend this add-on if your guestlist includes an energetic dance crowd.



WELCOME PAGE & TIMELINE

The **Welcome Page & Timeline** is the recommended starting point for answers to many questions you may have about the Client Portal and planning process with us. This page provides a clear timeline of what is needed and when you should submit those items.