

2021 Update

GOOD TIMES ARE (HOPEFULLY) HERE AGAIN!



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BUSINESS SOMEWHAT USUAL

I am happy to state the Flash Jam staff is healthy, strong, and ready to provide fantastic service at your event!

Some of you have called or emailed us to check-in and make sure all is well. Rest assured, we still have you on our calendar, and will follow all guidelines your venue has established regarding Covid.

DATE CHANGE ITINERARY ACCESS

If you had to reschedule your event because of the pandemic, use the original username and password (email address and original event date) established when you initially booked.

The format is as follows:
MMDDYEAR (ex. 04062020)

ITINERARY GLITCH

Recently, Section #3 of the Itinerary Builder would not allow users to scroll down enough to submit their music selections. This was due to a formatting glitch that has since been corrected. Special thanks to Jessica P. for reporting the issue to us and testing the update.



MAILING ITEMS TO OUR OFFICE

Due to the unpredictable state of mail delivery, please notify us via email prior to sending anything to our office using the United States Postal Service. This will allow us to monitor and be aware of items being sent.

SAVE or SUBMIT the ITINERARY?

When completing the sections within the online Itinerary Builder, you have the option to save or submit the form at the bottom of each page.

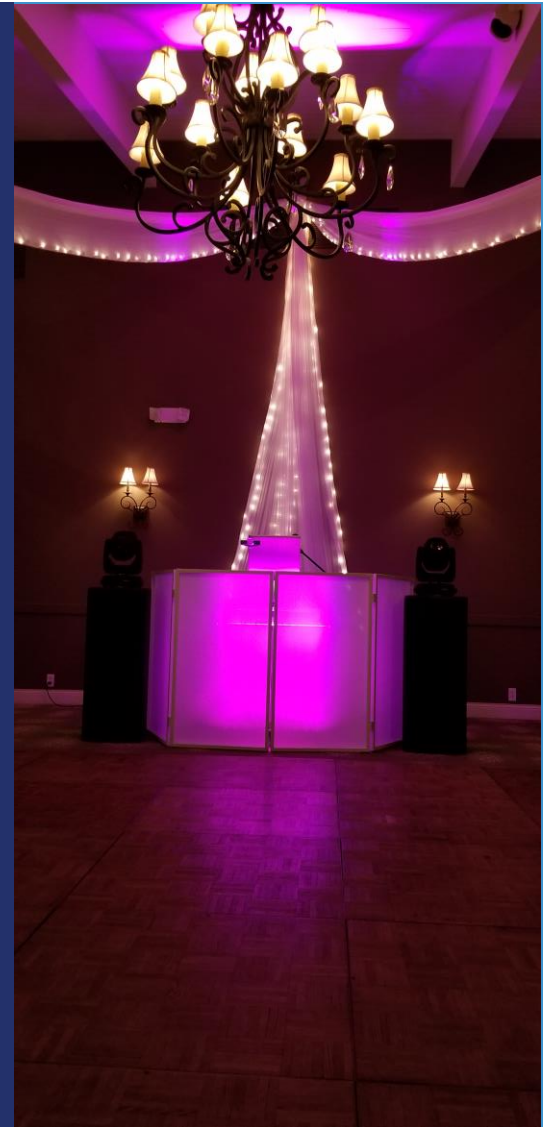
Many clients are clicking the **SUBMIT** button when they should be selecting the **SAVE FOR LATER** option.

You should only click the **SUBMIT** button when you are satisfied with your entries and do not foresee the need to make any changes...at least not before receiving a formatted draft from us. You should also be **within 60 days** of your event date **before** submitting your itinerary.

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

Once a section of the Itinerary Builder is submitted, you cannot edit the form. It is now in our queue awaiting the creation of a formatted Word document.

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 60 days of your event, and ready to receive a formatted draft—which you can then make necessary changes directly onto the document.



WELCOME PAGE & TIMELINE

A newly revamped and easier to read **Welcome Page & Timeline** is now available on our website.

This page will provide instructions on how to access and use the online Client Tools, along with much clearer guidance on the deadline to complete and submit items for your wedding or special event.

FYI: Our office is now located in Seven Hills.

If your invoice has our old Mayfield address listed, we will email you an updated copy soon.

DJ PROFILE PAGE

A new page with images of each member of the Flash Jam Entertainment DJ team is also now available. You will be able to access by clicking “**About Us**” from the main navigation bar. Use this page, and the social media links from the site to get a sense of our personalities.