Client delivery support

A four-week pilot for a six-person creative agency.

04

WEEK PILOT

Three accounts, one approvals queue

Fieldwork has three retainers in production. Feedback arrives in email, chat, and review links, so account leads spend time checking which version is approved.

01

Capture incoming requests

Record the brief, source link, owner, and due date. Flag incomplete requests for the account lead.

02

Keep approvals moving

Track the current version, reviewer, and next action. Draft follow-ups for the account lead to send.

03

Prepare the Friday handoff

Summarize final approvals, due dates at risk, and decisions the team needs before Monday.

SAMPLE DELIVERABLE

What the team sees on Monday

ACCOUNT	DELIVERABLE	STATUS	NEXT ACTION	OWNER / DUE
Harbor Coffee	Launch carousel	**Needs approval**	Confirm the price on slide 3	Nia / Tue
Moss & Rail	Homepage copy	**Revisions due**	Combine reviewer notes in one brief	Leon / Wed
Formline Goods	Email mockup	**Approved**	Package final files and send to lead	Nia / Thu

Escalation rule

Flag approvals due within one business day and bring conflicting feedback to the account lead before assigning revisions.

Four weeks and a clear handoff

WEEK 1	**Set up the queue**	Confirm account owners, open requests, and where feedback lives.
WEEKS 2–3	**Run the workflow**	Review the queue each business day. Send the lead a Friday summary.
WEEK 4	**Review and hand off**	Compare approval turnaround and missed due dates with week one. Deliver the tracker and handoff notes.

Fieldwork approves outbound client messages and final work.

$900

Illustrative fixed fee for four weeks

$450 at kickoff and $450 at handoff.

Pilot scope

Up to 3 active accounts and 20 support hours. Includes tracker setup, queue upkeep, four weekly summaries, and final handoff.

Additional hours require written approval and a separate quote.