**New Communications Request Process for MaC Support**

To help us manage workload effectively and provide high-quality support, the Marketing and Communications (MaC) team is introducing a new ticketing system for communications requests. Please see the guidelines below:

1. **Submit Requests via Email:**  
   Email [helpdesk.communications@rhn.org.uk](mailto:helpdesk.communications@rhn.org.uk) with your request details and desired completion date.
2. **Plan Ahead:**  
   Whenever possible, submit requests at least two weeks in advance. We will confirm receipt of your request within 1-2 working days.
3. **Advance Notice Required:**  
   To manage our capacity, we are unable to accept same-day or last-minute requests. Requests related to events or internal publications should be submitted well in advance, and photography requests must be submitted via the request form 7 days prior.

Below is a breakdown of timelines when making communication requests:

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| **Design work** | At least 10 working days from the date of receipt of the request. |
| **Externally designed publications/documents/artwork** | Need to be signed off by MaC. |
| **Photography** | At least 7 days’ notice from the date of receipt of the request with completion and return of photography and filming support request form via ticketing system. |
| **Events support** | At least one month’s notice from the date of receipt of the request. |
| **Filming** | 21 days from the date of receipt of the request (includes preparation and editing of footage). |
| **Social media posts** | MaC can post these immediately as long as the content is already drafted. |
| **Social media campaigns** | At least 10 working days from the date of receipt of the request. |
| **Internal communications:**   * **Weekly Bulletin** (Monday) * **Weekly Exec update** (Friday) | Submit content no later than 4pm Friday. Alternatively, feel free to post about it on [Workplace](https://work.me/g/bzEKv7cgD/MZ7hyraK).  Submit content no later than 4pm Wednesday. Exec decides what content is shared via this communication. |