

TOWNE FAMILY OF COMPANIES

BULLETIN

TO: Operations and Production/**Wholesale**

Date: September 21, 2017

SUBJECT: **GENERAL NOTIFICATION OF PROCESS CHANGE FOR SALES SUPPORT**

BULLETIN: 17-15

***** IMPORTANT NOTICE *****

Clarification of Department Vision for Sales Support and Introduction of Fogbugz Request Processing

FogBugz Processing of Sales Support Requests:

Requests for Sales Support assistance need to be entered into the "FogBugz" system from processing. This system will allow us to track requests; more efficiently communicate statuses, and better identify areas requiring training and/or process improvement. **In order to submit a request, please email Sales.Support@TowneMortgage.com.** This email will trigger a new ticket in the FogBugz system. Remitters will receive a conformation email that the request was submitted and a ticket number to reference for future inquiries about the issue. ***Members of the department are required to only work on items that have been entered into FogBugz and have an assigned ticket number.***

General questions can still be addressed by calling 800-979-9977, extension 1477.

Additional "ask":

Please remove sales.support@townemortgage.com from mass distribution lists, as these will generate Fogbugz tickets each time.

Thank you,
Jim Bell
Deputy Director of Operations
Towne Family of Companies

