

eNews Email Process



Days Until Launch



Scheduling



Design Development & Targeting



Email Set-up and Targeting

48

47

46

45

44

43

42

41

40

39

38

37

 Marriott
REWARDS

 THE RITZ-CARLTON®

 spg Starwood
Preferred
Guest

Campaign
Manager (CM)
sends
reminder to
business
partners (BPs)
for content

Content/
URLs due to
CM from BPs

Monday prior
to asset
submission:
Editorial
planning with
RC and EM

Submit assets
to Responsys

Kick-off with
Responsys

36

35

34

33

32

31

30

29

28

27

26

25

 Marriott
REWARDS

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Preferred
Guest

CM finalizes
content
matrix

Creative
kickoff with
YLM

YLM presents
Round 1
Design to CM
in Sitecore

Responsys
provides R1
design; EM
forwards to
stakeholders
for review

Feedback from
RC and
stakeholders
due to EM

Responsys
provides R2
design;
reviewed only
by Lisa/TT

EM compiles
R2 feedback

Responsys
sends R3
design

EM approves &
provides Link
Matrix to code

eNews Email Process



Days Until Launch



Scheduling



Design Development & Targeting



Email Set-up and Targeting

24

23

22

21

20

19

18

17

16

15

14

13

Marriott
REWARDS

CM sends
Round 1
feedback to
YLM

YLM sends
Round 2
Design to CM

CM sends
designs to
BPs for
review

BPs send
feedback to
CM; CM
sends to
YLM

YLM
provides
final design

CM approves
final design;
publishes
content &
links in
Sitecore

THE RITZ-CARLTON®

Field Marketing
provides offers
for Geo-Targeted
Quick Links

EM submits
Unica request

Responsys
sends final
assets

EM submits
assets, images,
link matrix,
and test list to
Epsilon

EM/Epsilon
Asset Review
Call

spg Starwood
Preferred
Guest

12

11

10

9

8

7

6

5

4

3

2

1

Marriott
REWARDS

CIA sends
customer file
to Marketing
Systems

Epsilon
provides test
messages;
release to round
1 stakeholders
for review

URLs from
BPs must be
live

Epsilon
sends first
test
messages

EM provides
changes to Epsilon
via CRF

Marketing Systems
posts data file to
Epsilon FTP site;
send seed list to
Epsilon

Epsilon provides
Round 2 tests; EM
distributes to key
stakeholders as final

Epsilon provides
lives/t-tests to
ensure data
accuracy

EM provides
remaining
changes to
Epsilon via
CRF

Epsilon provides
counts to EM; EM
provides
approval;
campaign is
scheduled

EM notifies
email
campaign
notification list

THE RITZ-CARLTON®

spg Starwood
Preferred
Guest