

**WANT TO
CHANGE
THINGS UP?**



Sorted.

WHAT QUALIFIES FOR A CHANGE REQUEST?

As you continue your journey with Sorted you may want to add new services to help you grow. No problem.

Whether you want to request bespoke reporting, make changes to your label customisation, use existing or request additional platform features, or start using a new carrier or carrier service, we're here to help.

HOW DO I SUBMIT MY REQUEST?

It's simple. Speak to your customer success manager, fill out our change request form and you're good to go.

WHAT'S THE PROCESS?

1. You submit your change request form (your customer success manager can provide the form and help with this).
2. We'll be in touch within 6 working days to confirm your request and let you know estimated delivery timelines (and the cost, if applicable). If we need to discuss your request further, we'll arrange a chat with you to dig into the detail and understand your business requirements.
3. If you confirm you'd like to go ahead, we'll supply the full Statement of Work for countersignature.
4. Your additional services or features will be delivered to our agreed timelines.

