

KEY STRATEGIC SUB-CONTRACTOR ROLE

If you've been authorized to begin work been awarded a task as a sub-contractor with The Track Group and for this task, we consider you a key strategic partner. What does this mean?

For specifically identified tasks such as this one, we request that you serve as the primary client interface after the initial kick off meeting with the client. We ask the following of you:

1. You should not discuss cost of the current task order or any additional work that may be required.
2. If you learn of any future follow-on opportunities as you interact with the client, you will alert your Track Group project manager immediately and request that the client speak directly with an account manager at The Track Group.
3. Any questions about the deliverables or scope of work should be directed to The Track Group project manager.
4. All client communications should be logged into MyTrackg.com. See <http://www.trackg.com/mytrackg.pdf> for more details on using this portal to track projects. Your project manager will be providing you with a log-on name and password. You should enter milestones, messages, and upload files to keep all people involved in the project up to date. If you send an email outside of the portal, you should cut and paste the contents into MyTrackg.com. Ideally, you would post a new message and click "send a copy" to the client and your project manager. The client will receive an email with the message embedded, and to reply, they will need to log-on and post a new message. **DO NOT SEND EMAILS DIRECTLY FROM YOUR PERSONAL EMAIL ACCOUNT.**
5. If at anytime the identified schedule seems in jeopardy, you should alert your Track Group project manager. Also, proactively identify any potential problems that may occur and discuss them with your project manager.
6. At the kick off meeting, you will be introduced as the primary day to day client interface and identified as a member of The Track Group or a key sub-contractor. If anyone should ever request more details on the relationship between your firm and our company, direct the question to an account manager at The Track Group.
7. If anyone asks if you are an employee or sub-contractor, you can tell them you are a sub-contractor on the project.
8. If you would like to hand out a business card, please use Alan Minton's card and let anyone interested know that to discuss future needs, they should contact Alan. He is your representative to future business. Please do not provide your personal business card and contact information.