

## **Welcome to TNT Media, LLC - Your Onboarding Guide**

---

Greetings, Friend!

We are thrilled to welcome you to TNT Media, LLC! Our team is committed to elevating your HVAC business's presence through targeted Facebook advertising. To ensure a smooth and efficient onboarding process, please follow the steps outlined below:

---

### **Payment and Invoice Processing:**

Upon engagement, you'll receive an invoice detailing our services and costs via email, complete with a convenient payment link. This invoice will detail the services to be provided and the associated costs. For your convenience, the invoice will include a clickable link for easy online payment.

It is important to note that we require the invoice to be paid in full before we can commence work on your campaign. Prompt payment ensures that we can start deploying our resources and expertise towards achieving your advertising goals without delay.

Should you have any questions regarding the invoice or the payment process, please do not hesitate to contact us!

—

### **Flexible Payment Options for Your Convenience:**

At TNT Media LLC, we understand the importance of providing secure and convenient payment methods to suit your business needs. That's why we offer two primary payment options for our services:

Immediate Processing with Card Payments: Use your credit or debit card for swift service through our secure portal at [pay.tntpromedia.com](https://pay.tntpromedia.com).

You can also pay by clicking the button at the bottom of this webpage labeled "Pay". This link will take you to our secure pay portal.

- For the fastest service, we recommend using your credit or debit card. You can securely make payments through our dedicated payment portal at (<https://pay.tntpromedia.com>). This method allows us to initiate your campaign immediately, ensuring there are no delays in kickstarting your advertising goals.

ACH Debit for Added Security: Prefer ACH? Process securely via Stripe, but allow 4-6 business days for transaction completion.

- For those who prefer ACH debit, we partner with Stripe, a leading payment processor known for its stringent security measures. ACH payments are exclusively processed through Stripe to ensure the highest level of transaction security. Please note, ACH transactions typically require 4-6 business days to process, starting from the day the payment is initiated. Opting for ACH debit may result in a slight delay in the commencement of your campaign, as we await the confirmation of funds.

### Security and Efficiency at the Forefront:

Regardless of your chosen payment method, we prioritize the security of your transactions and the confidentiality of your payment information. Our streamlined payment process is designed to offer peace of mind and efficiency, allowing you to focus on what matters most—growing your business.

Should you have any questions or require assistance with the payment process, we're here to help. Please reach out to us at any time.

#### 1. **Join Our Slack Channel:**

- We use Slack for streamlined communication, updates, and quick queries.

##### - **Personalized Slack Invite:**

- You will receive a personalized invitation via email to join our Slack workspace.

- This invitation will add you directly to a dedicated channel specifically created for your company. In this channel, you'll find our team and your designated Facebook Ads team member.

##### - **Getting Started on Slack:**

- Once you receive the invite, please follow the link to join our workspace.

##### - **Collaborative Communication:**

- The dedicated channel is your go-to place for all project-related discussions, questions, and updates.

- Feel free to communicate with your FB Ads team member and our team directly in this channel for efficient collaboration.

Please look out for the Slack invite in your email inbox. We're excited to start this journey of effective communication and successful collaboration with you on Slack!

#### 2. **Share Your Business Facebook Page:**

- To manage and create ads, we need access to your Facebook Business Page.

- Please go to your Page Settings > Page Roles > Add "TNT Media LLC" as an Admin.

- Alternatively, you can email us the link to your Facebook Page at [tyler@tntpromedia.com], and we'll send a request for access.

### **3. Setting Up Your Ad Spend for Facebook Campaigns:**

- To facilitate the ad spend process, we utilize Facebook's billing system.
- Please follow these steps to set up your billing details:
  1. Go to your Facebook Business Page and click on 'Settings'.
  2. In the 'Settings' menu, select 'Billing'.
  3. Click on 'Payment Settings' and add your preferred payment method for the ad spend (credit/debit card, PayPal, etc.).
  4. Once added, please inform us so we can align the budget with your campaigns.

### **4. Managing Your Ad Spend:**

- Our team will closely monitor the performance of your ads and make budget adjustments as needed for optimal results.
- You will receive regular updates and recommendations on your ad spend, ensuring the best ROI.

### **5. Primary Points of Contact:**

- For general inquiries and support, please contact us at [tyler@tntpromedia.com]
- For urgent matters, you can reach us at: (321) 325-8788

### **7. Agreement & Compliance:**

- Please review and e-sign the marketing service agreement sent via Sign Now.
- Ensure your compliance with our data and privacy policies.

Compliance Reminder: Your data's security is paramount. Please ensure all shared materials comply with relevant data protection regulations.

### **8. Confirmation of Onboarding Completion:**

Once you have completed all the steps in the onboarding process, we kindly request you to send us a confirmation email. This helps us ensure that everything is set up correctly and we are ready to move forward.

#### **Please follow these guidelines for your confirmation email:**

- Email Address: Send the email to the email account you have been corresponding with.
- Subject Line: Use a clear and specific subject line. We suggest formatting it as “[Your Company Name] - Onboarding Completed”.
- Email Content: In the body of the email, feel free to mention any queries or additional information you think we should know. If everything went smoothly, a simple message stating that you have completed the onboarding steps is sufficient.

This email will serve as a green light for us to start working on your campaign. We appreciate your cooperation in this process and look forward to a productive partnership.

Feedback Invitation: We value your input! Please share your onboarding experience feedback to help us improve.

**Sharing Your Brand Marketing Materials:**

To effectively communicate your brand's essence through our targeted Facebook advertising campaigns, we request that you share with us all relevant personal brand marketing materials. This includes logos, brand guidelines, key messaging documents, and any other collateral that defines your brand identity.

**- Preferred Medium for Submission:**

- We find that the most efficient way to exchange these materials is through our dedicated Slack channel. Upon joining, you will have direct access to your designated Facebook Ads team member and our broader team, ensuring a seamless flow of information and materials.

**- How to Share Your Materials:**

- Once you're in the Slack channel, you can easily upload files by clicking the "+" icon next to the message input box, then selecting "Your computer" to upload files directly from your device. For larger files or a collection of materials, consider using a file compression tool before uploading, or share a link to a cloud storage folder.

This process not only ensures that we maintain a high level of organization and accessibility to your materials but also allows us to start crafting campaigns that resonate with your brand's unique voice and identity.

---

We are dedicated to providing you with exceptional service and look forward to a successful partnership. Should you have any questions or need further assistance during your onboarding process, please do not hesitate to reach out.

Warm regards,

Tyler Montgomery  
Co-President  
TNT Media, LLC

Tyler Jarvis  
Co-President  
TNT Media, LLC