



PRESTIGIOUS CARD GRADING

KNOCKLAUNCH OS x PCG

FULLY MANAGED WORKSPACE PROPOSAL

A custom-built operating system and managed admin partnership designed to streamline intake, grading workflow, customer communication, website publishing, eBay listing support, payments, and fulfillment.

MANAGED PARTNERSHIP

\$500 / WEEK

PCG workspace + ongoing buildout + workflow refinement + active management

\$1,500 SETUP FEE WAIVED • \$0

**Not another dashboard.
A system that gets operated
with you.**

PCG keeps control of the grading business. KnockLaunch carries the digital and admin load around it.

Prepared for Prestigious Card Grading

WHAT PCG GETS



A purpose-built operating system that reduces manual handling, tightens the customer experience, and keeps the full card workflow under control.

CORE OPERATING SYSTEM

- 1 Card intake and job tracking from arrival to completion.
- 2 Batch photo upload for cards, orders, and supporting media.
- 3 Status, notes, labels, tasks, and searchable records in one place.
- 4 Customer and order history tied to the card/job record.

CUSTOMER-FACING EXPERIENCE

- 1 Branded progress portal so customers can check status without chasing the shop.
- 2 Approved card images and details can publish to the website from the same record.
- 3 Completion notifications, final card-image delivery, and customer communication support.
- 4 Payment, shipment, and tracking information stay connected to the job.

WHY THIS MATTERS

One master record means less retyping, fewer missed handoffs, cleaner operations, and a customer experience that feels deliberate from intake through delivery.

BUILT AROUND PCG'S ACTUAL CONCERNS



No generic CRM filler. The build is centered on the workflow problems PCG actually has to solve.

01 BATCH UPLOADING

Upload card images and related assets in volume, attach them to the correct card/job record, and make them available everywhere they are needed.

02 WEBSITE PUBLISHING

Approved card data and media can flow from the workspace into the public website without rebuilding the same record from scratch.

03 eBAY / MARKETPLACE

Turn the same card record into a marketplace-ready listing workflow. Use authorized automation where supported; the managed admin layer handles steps eBay still requires to remain manual.

04 CUSTOMER STATUS

Give customers a branded place to see progress, reducing unnecessary status calls, texts, and back-and-forth.

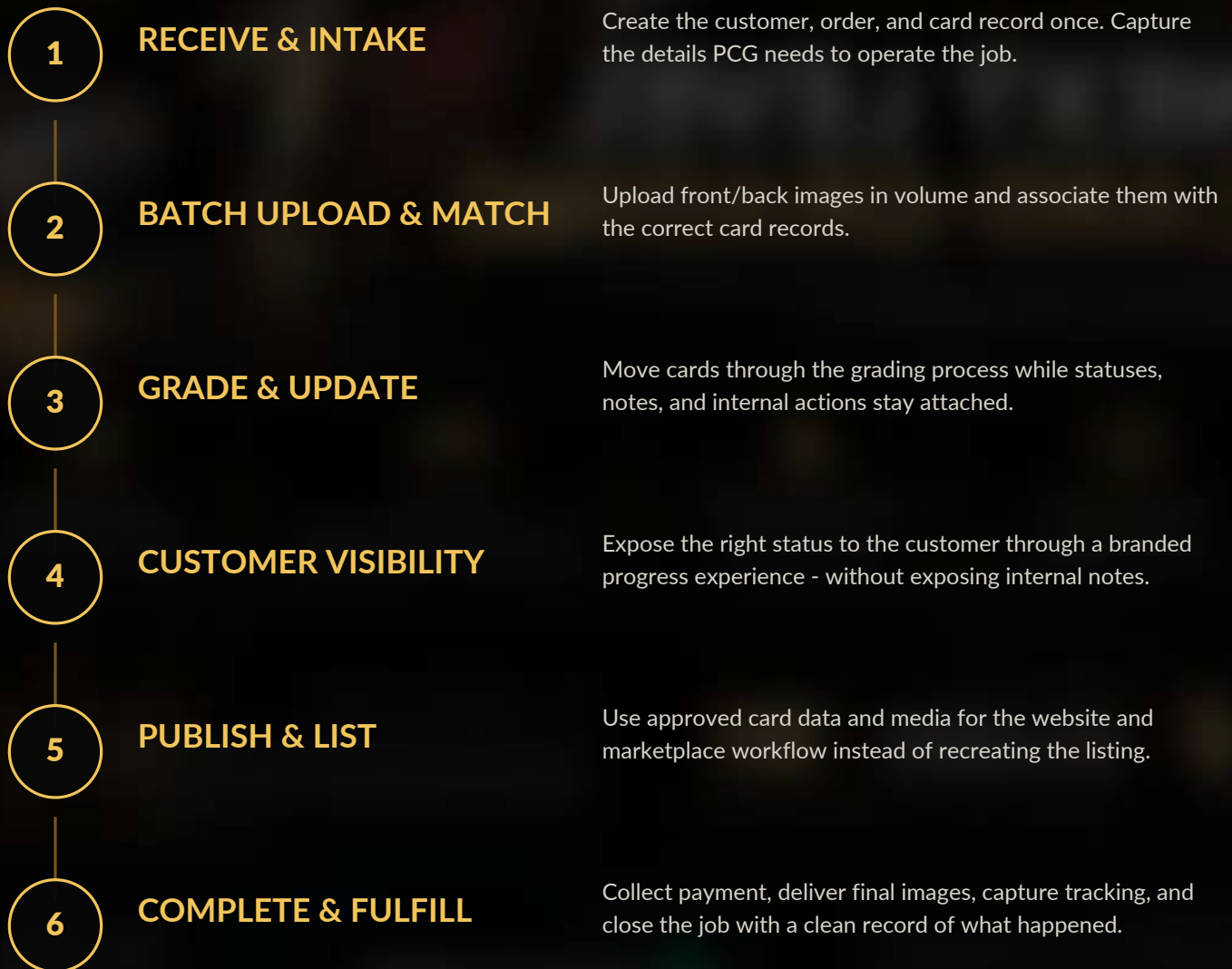
05 OPERATIONAL CONTROL

Keep customers, jobs, card images, communication, payment, and fulfillment details organized instead of scattered across tools.



THE END-TO-END CARD WORKFLOW

The goal is simple: card information should not restart every time the job moves to a new stage.



NO DATA RESTARTS. NO "WHERE DID THAT GO?" HANDOFFS.

UPLOAD ONCE. USE IT EVERYWHERE.



The workspace becomes the source record. Website and marketplace work start from the same information instead of creating a second and third version of it.

MASTER CARD RECORD

Images • card details • grade • cert info
• pricing notes • status

WEBSITE

Approved cards and media can publish into the customer-facing site from the same record. No second round of manual entry just to get it online.

eBAY / MARKETPLACE

Create a listing-ready workflow from that same card record. Use authorized eBay capabilities where available; Noel manages the operational gaps where eBay requires manual steps.

WHEN A CARD SELLS

Sale status, customer/order context, and fulfillment follow-through should reconcile back to the internal record so PCG is not left with a website that says one thing and an internal list that says another.

A PREMIUM CUSTOMER EXPERIENCE



The software should make PCG easier to do business with - and reduce the amount of time the team spends answering avoidable questions.

PROGRESS PORTAL

Customers can see where their submission stands through a branded, simple experience.

PAYMENTS

Keep payment status tied to the order and support a cleaner path to getting balances handled.

COMPLETION

Deliver final card images, completion communication, and certificate information in one consistent flow.

SHIPPING & TRACKING

Keep tracking and fulfillment details connected to the same job record so handoff stays clean.

THE RESULT

Fewer “where is my order?” interruptions, a more professional customer journey, and a digital experience that matches the trust PCG wants its grading service to represent.

NOEL'S ROLE: MANAGED ADMIN PARTNER



PCG is not being handed a dashboard and told to figure it out. Noel remains actively involved in operating and improving the digital side of the business.

WHAT NOEL HANDLES

- Ongoing workspace setup, refinement, and operational tuning.
- Workflow administration, data cleanup, and keeping the system organized.
- Website/content updates tied to PCG records and approved publishing.
- eBay / marketplace listing support and managed follow-through.
- Customer communication support, reminders, and digital follow-up.
- Bug resolution, quality checks, and continuous improvement as PCG uses the system.

WHAT PCG KEEPS CONTROL OF

- Physical card handling and grading decisions.
- Final grades, certification choices, and business approvals.
- Policies, pricing decisions, and customer exceptions.
- Physical packing / shipment execution unless separately assigned.

PCG keeps control of the grading business. Noel carries the digital/admin load around it.

INVESTMENT & NEXT STEP



A managed operating partnership - software, ongoing buildout, and the admin layer that keeps it useful.

MANAGED PARTNERSHIP

\$500 / WEEK

Workspace • ongoing improvements • workflow refinement • active managed-admin support

\$1,500 SETUP FEE WAIVED — \$0 DUE FOR SETUP

WHAT YOU ARE APPROVING

- PCG-specific managed workspace and customer-facing progress experience.
- Batch-upload, website-publishing, and marketplace/eBay workflow support.
- Ongoing platform improvements and issue resolution as the operation evolves.
- Noel acting as the active digital/admin partner for the workspace at \$500 per week.

NEXT STEP

Approve the managed partnership, confirm PCG's first launch priorities, and move directly into onboarding and rollout.

Third-party payment processing, postage/carrier, marketplace, advertising, or other vendor fees remain charges from those providers.