Frequently Asked Questions

Below is a list of questions you can anticipate being asked when launching, executing, and scaling your freelance program.

Creating a Project Post:

Q: What information should I include in my project post?

Q: How can I use a freelancer in cases where our requirements are difficult to communicate or meet?

Q: Do I need a budget to post a project?

Q: Do I need a purchase order to post a project?

IP and Confidential Information:

Q: What is considered confidential information?

Q. What information can I share with freelancers? What information am I not permitted to share with freelancers?

Q: To complete the deliverable, a freelancer needs access to information that is only available in non-cloud, legacy systems (such as style guide, brand requirements, etc.). Can I grant access?

Q: What is Intellectual Property and why is it important?

Q: Why does legal need to review when IP is created?

Q: Am I required to reach out to legal for every project that results in IP?

Pricing Projects:

Q: What is the difference between a Fixed Fee and Hourly Rate?

Q: How do I determine the price I should post for the project or task?

Q: Will the bidding freelancers see the budget figure I include on the project post?

Q: What if the scope of my project increases? How can I adjust my budget?

Freelancers on Upwork:

Q: Are freelancers employed by Upwork?

Q: Is there a limit to how long I can engage a specific freelancer?

Q: How are freelancers selected to join Upwork?

Q: Can I refer someone to Upwork so I can select them as a freelancer?

Q: I have an agency supplier with whom I work today. Can I ask them to be onboarded into the Upwork pilot program to receive and respond to project posts?

Q: Where are the freelancers located? What if the freelancer is outside of my time zone?

Q: How can I find and ramp-up a freelancer without spending a lot of time?

Q: I have contractors who need little oversight. I don't want to lose these relationships or add yet another contact to maintain.

Q: As an FTE, can I participate on the Upwork platform as a freelancer in my spare time?

Selecting a Freelancer:

Q: How will I know if the freelancer is qualified?

Q. Can I interview freelancers or check references?

Q: I want to select a particular freelancer who has submitted a high bid. Can I negotiate price with the freelancer?

Q: Can I bring my own freelancer to the Upwork platform?

Reviewing and Accepting Project Deliverables:

Q: Does Upwork guarantee the output of its freelancers? Am I obligated to keep a freelancer once the project begins?

Q: Am I obligated to keep a specific freelancer once work begins?

Q: How does a freelancer get paid?

Q: What do I do if I'm not satisfied with the freelancer's deliverable(s)?

Q: How can I achieve consistent quality across a large body of work?

Ownership of Work:

Q: Who owns the work completed by the freelancer?

Q: Can a freelancer reference that they have completed project work for us or use our logo on their site?

Creating an Upwork User Account:

Q: How can I create a new user account on Upwork?

Q: Which email address do I use to create my Upwork account? What if I already have a personal account with Upwork?

Q : Can my suppliers establish a user account and use the program on my behalf?

Contact:

Q: I have additional questions about the Freelance pilot program. Who should I contact?

Q: I am a pilot participant, and I need help with a project, or I have general questions about activities on the platform. Who should I contact?