

## 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?**

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### 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?**

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### 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?**

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## **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?**

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## **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?**

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## **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?**

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## **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 CELA need to review when IP is created?**

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

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## **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?**

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## **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?**