**1- Is it allowed to share contact details?**

**With the Recruiters permission, it is alright to share contact details with an employer. It is crucial to ask first.**

**2- Is sending or stating your contact details or mentioning other sites where your information or your portfolio are displayed allowed?**

You are allowed to share after the recruiter project has been awarded. Should the project not be awarded you need to request permission from the recruiter on the project first.

**3- True or false: you are allowed to provide contact details on your profile and/or bids**

False

**4- What should I do when an employer asks for contact details?**

Write ‘Unfortunately’ it is against T&C and not advised to take communication offsite. In order to do so I need to first ask the recruiter for permission.

**5- What should I do when employer asks to pay directly using PayPal or another payment gateway?**

**Tel**l the Employer payments should remain in the site and notify the recruiter on the project.

**6- What should I do if an employer wants to have a skype call about the project before it is awarded?**

Contact a Recruiter and ask for permission to share offsite communication details with the employer.

**7- Would it be considered offsite communication if the employer shares their contact details first the project is awarded?**

**Yes, should you need to engage with them off-site,** you need to gain permission from a recruiter first.

**8- Would it be considered off-siting if an employer shared login credentials of their website with you** **or asked you to use team-viewer to discuss a project?**

No

**9- When should you turn off your preferred freelancer badge?**

When you are unavailable, going on vacation, or too busy to take on new projects

**10- Where you can turn off your preferred freelancer badge?**

Under settings and then account

**11- Do you pay preferred freelancer project fees on recruiter projects if your badge if turned off?**

YES

**12- Would you be penalized for not communicating with an employer that you would be away or need to delayed the agreed time-delivery of a project?**

Yes, you would be penalized as it is important to communicate with an employer and update them on the status of a project especially should you not be able to complete a deliverable on time.

**13- What should you do when chat is opened for you by a recruiter and employer is unavailable?**

Send a short message, introducing yourself and letting the employer know your working hours and when you will be available to discuss the project with them.

**14- What is an upfront payment ?**

Discussing a brief with an employer and once awarded the first milestone is requested before delivering any work.

**15- What happens when you request an upfront payment?**

Withdrawals will be frozen until work is delivered.

**16- If you do research for establishing if you can take on a project, would you be allowed to request** **a milestone release for that without delivering any work yet?**

No

**17- If you need to buy something for the project, be it a license, template or program to work on** **the project, what do you do?**

Include it in the first milestone, but make sure that it is also followed by the agreed to deliverables.  
No milestones should be released without work done.

**18- You are allowed to charge 50% at the beginning of a recruiter project?**

No that would be an upfront payment.

**19- Are you allowed to discuss project fees with the employers?**

No discussion of fees is not allowed, you should always include the fee in the total price you gave  
to the employer.

**20- What should you do if your employer wants you to create a secondary project from a recruiter project, through ‘Hire-me’ or a normal project?**

Notify a recruiter about this as you were invited to this project via the preferred freelancer program and let them know what the project ID is.

**21- What will happen when you circumvent fees?**

**You need to pay 30% of the awarded value of the project or be removed**from the program.

**22- Are you allowed to request reviews or rating before the project is completed?**

You can ask for them once project is completed.

**23- Would it be considered fee avoidance if a recruiter hourly project was closed to create a non-recruiter**  
**fix price project?**

YES

**24- How should you respond to an invitation to a project?**

**By telling the recruiter about your experience and sending relevant**examples of work.

**25- What would happen if you blackmailed, threatened or unprofessional communication with an employer?**

You will be immediately removed from the PFP.

**26- How should you FIRST address the employer?**

Hi there

**27- Under what circumstances should you spam the employer with messages?**

Never

**28- What percentage of disputes can you have in a six month period and still meet the minimum**  
**requirements to stay in the PFP?**

10%

**29- What percentage of the projects do you need to accept to stay in the program?**

85%

**30- What percentage of the completed projects do you need to maintain?**

85%

**31- What is a ‘Timeout’?**

A ‘timeout’ is issued when you have broken the rules of the service agreement and will be given no invitations for three days.

**32- As a preferred freelancer are you allowed to consistently be awarded projects that you then break down into smaller parts for other freelancers to complete?**

No

**33- Are you allowed to have a duplicate preferred freelancer account in the program?**

No and if you do you will have to close one or both will be closed.

**34- If you are a company and not an individual what kind of photo should you have on your profile?**

A professional company logo

**35- What kind of photo should you have on your profile if you are an individual freelancer?**

A professional individual photo

**36- What if you want to add another skill to the preferred freelancer program?**

You will need to email [preferred@freelancer.com](mailto:preferred@freelancer.com) or make ticket to be removed from the programmed and apply again with all the additional skills you wish to add.

**37- When is it ok to ask the employer to release the milestone?**

Once you have delivered the work corresponding to it and the employer has already given you positive feedback.

**38- When should I accept the award and start working on the project?**

After you have cleared every single detail of the project with the employer, updated your bid, if necessary, have agreed on a structure of milestone and the employer has created at least one milestone.

**39- What happens if you have too many incoming milestones?**

You will not receive recruiter invitations until those projects are completed.

**40- What will happen when you circumvent fees?**  
You need to pay 30% of the awarded value of the project or be removed from the program.

**41-What fees do you pay on an external Quote?**

The freelancer pays 3% fees and your client pays 0%fees.

**42-What is a scenario in which you should be sending quotes?**

When you have an idea for a new piece of work that could help your client.

**43-What is a scenario in which you should NOT be sending quotes?**

When your client mentions they would like additional work done.

**44-Who should you send a quote to?**

To a generic email list of all your external clients.

**45-What is one of the differences between quotes and milestone requests?**

Milestone requests can be sent directly to clients outside the platform.

**46- I sent a Quote to a client who I met on a Recruiter project that is still open and pending. What will happen to the Quote project?**

It will get upgraded to Recruiter and 15% is charged.

**47- What percentage of completed projects do you need to maintain?**

85%