

Freelancer Client Onboarding Guide (Fiverr & Upwork)

1. First Reply to Client – How to Impress

Your first reply is very important. It should be clear, professional, and friendly.

- 1 Greet the client and use their name if available
- 2 Show that you understood their requirement
- 3 Ask 2–4 clear and smart questions
- 4 Mention your relevant experience or past work
- 5 Keep the tone polite, confident, and helpful

Sample First Reply Message

Hi [Client Name],

Thank you for contacting me. I've reviewed your requirement and understand that you need [brief description of work].

I have experience working on similar projects and I'm confident I can help you achieve the result you're looking for.

To proceed smoothly, I'd like to confirm a few details:

1. Specific features or expectations
2. Deadline or preferred timeline
3. Any reference or sample you like

Once I have these details, I can suggest the best solution for you.

Best regards,
[Your Name]

2. Things to Check Before Accepting the Work

1) Project Requirements

- 1 Exact scope of work
- 2 Any reference, sample, or competitor example
- 3 Tools, platform, or file format required

2) Timeline

- 1 Delivery deadline
- 2 Is the deadline fixed or flexible?

3) Pricing / Budget

- 1 Check if budget matches your gig or proposal
- 2 Confirm if price is fixed or hourly (Upwork)
- 3 Mention what is included in the price

4) Revisions Policy

- 1 Number of revisions included
- 2 What type of changes are allowed

5) Platform Rules & Order System (Modified)

- 1 Keep all communication inside Fiverr or Upwork chat
- 2 Start work only after the order/contract is active
- 3 Use custom offers or proposals for clear scope
- 4 Follow platform policies to stay safe

3. How to Convert Chat into an Order

After all details are clear, confidently summarize the project and price.

Example:

Based on your requirements, I can complete this project in [X days] for [\$X]. This includes all discussed features and [number] revisions. I'll send you a custom offer/proposal now.

4. Common Mistakes to Avoid

- 1 Accepting work without clear requirements
- 2 Using generic copy-paste replies
- 3 Agreeing to unlimited revisions
- 4 Starting work without an active order

5. Final Checklist Before Starting Work

- 1 Requirements confirmed
- 2 Timeline agreed
- 3 Price finalized
- 4 Revisions defined
- 5 Order/contract active on platform