



Standard Operating Procedure (SOP) for Freelancers

1. Purpose

This Standard Operating Procedure (SOP) provides guidelines for freelancers working with MyDeep Technologies. It outlines the processes for onboarding, navigating the platform, completing projects, maintaining quality standards, communication protocols, tracking hours, and receiving payments.

The goal is to ensure consistency, efficiency, accountability, and high-quality project delivery across all freelance engagements.

2. Scope

This SOP applies to all freelancers engaged through the MyDeep Technologies platform, including but not limited to:

- Data Annotators
- Text Labelers
- Image and Video Classifiers
- Audio/Video Transcribers
- AI Training Data Specialists
- Other Project-Based Freelancers

3. Getting Started

3.1 Registration and Account Setup

To begin working on the MyDeep Technologies platform:

1. Visit <https://www.mydeeptech.ng/>
2. Create a freelancer account.
3. Complete your profile with:
 - Full legal name
 - Active email address
 - Skills and area of expertise
 - Resume or CV (if available)
4. Verify your email address to activate your account.

Freelancers are responsible for ensuring that their profile information is accurate and up to date at all times.

4. Understanding Projects

4.1 Types of Work Available

Freelancers may be assigned or allowed to apply for tasks including:

- Data annotation and labeling
- Text classification and tagging
- Image and video annotation
- Audio transcription and processing
- AI training data preparation
- Other specialized technical or research tasks

4.2 Reviewing Project Details

Before applying for any project, freelancers must:

- Carefully read the project description
- Understand the task requirements

Freelancers should only apply for projects they are confident they can complete within the required timeframe.

4.3 Project Eligibility & English Assessment

Before a freelancer can **apply for projects**, they must pass the **English assessment**. This ensures all freelancers can understand project instructions and communicate effectively.

Process:

1. English Assessment:

- Freelancers take the English assessment on the platform.
- Passing the assessment is required to gain access to apply for projects.

2. Applying for Projects:

- After passing the English assessment, freelancers may browse and apply for available projects.
- Each project has specific requirements that must be met to be approved.

3. Project Approval:

- Freelancers who meet the project requirements are approved to work on the project.
- Freelancers who do not meet the requirements will not be approved but may apply for other projects for which they qualify.

 **Important:**

- Only freelancers who have passed the English assessment can apply for projects.
- Passing the assessment does not automatically guarantee project approval.

5. Accepting and Completing Tasks

5.1 Accepting Tasks / Project Onboarding

1. Log in to your freelancer dashboard.
2. Apply for projects after passing the English assessment.
3. If approved for a project:
 - You will be **invited to the project-specific Slack channel**.

- Project instructions and resources will be shared in this channel.

5.2 Tracking Work

During the project, freelancers must:

- **Log all working hours on the tracker sheet** provided by MyDeep Technologies.
- Ensure all hours worked are accurately recorded to guarantee proper payment.
- Update the tracker sheet daily or as instructed by the shift manager.

5.3 Completing and Submitting Work

Freelancers must:

- Follow all project guidelines strictly
- Maintain accuracy and consistency
- Use recommended tools or templates provided
- Complete assigned tasks before the deadline
- Submit work through the designated platform submission method
- Confirm that all hours are properly logged in the tracker sheet

6. Deadlines and Time Management

Freelancers are expected to:

- Track project deadlines carefully
- Submit tasks on or before deadlines
- Notify the shift manager immediately via Slack if delays are anticipated

Late submissions may affect freelancer ratings and eligibility for future opportunities.

7. Quality Assurance

7.1 Quality Standards

Freelancers must:

- Follow all project guidelines and training materials
- Double-check submissions for errors
- Maintain consistency in labeling and annotation tasks

7.2 Revisions

If submitted work requires revision:

- Carefully review feedback provided
- Make required corrections promptly
- Resubmit within the specified timeframe

Repeated quality issues may affect continued participation in projects.

8. Communication Policy (Mandatory)

8.1 Official Communication Channel

- All freelancers approved for a project must use the **project-specific Slack channel** for all project-related communication.
- Slack channels will be used for:
 - Sharing instructions and resources
 - Asking project-related questions
 - Updating progress and reporting issues
 - Receiving feedback and approvals

8.2 Prohibited Communication Channels

Freelancers are strictly prohibited from:

- Messaging MyDeep Technologies staff or administrators privately on WhatsApp
- Contacting staff via personal phone numbers

- Sending direct private messages outside official Slack channels (unless explicitly instructed)

 **Failure to comply** may result in warnings, removal from projects, or suspension from the platform.

9. Payment Process

9.1 Updating Payment Details (Mandatory)

All freelancers must update and maintain accurate payment details on the MyDeep Technologies platform before starting any project.

Steps to Update Payment Details:

1. Log in to your MyDeepTech dashboard
2. Navigate to **Profile / Account Settings**
3. Select **Payment Details**
4. Enter or update:
 - Bank account name (must match registered freelancer name)
 - Bank name
 - Account number
 - Country of bank account
 - Currency of account
5. Save and confirm changes

Home Country Account Requirement

Freelancers must provide a valid bank account from their home country.

Examples:

- Nigerian freelancers must provide a **Nigerian Naira (NGN) bank account**
- Freelancers in other countries must provide a valid local bank account e.g **MPESA for Kenya**

Important:

- The account must belong to the registered freelancer

- Third-party accounts are not permitted
- Incorrect information may result in payment delays
- MyDeep Technologies is not responsible for failed payments caused by incorrect details

9.2 Monthly Invoicing Process

- Freelancers will be invoiced during the **first week of the following month**
- The invoice reflects all completed and approved work within that month
- Only approved tasks and logged hours will be included in the invoice

Freelancers should ensure all tasks are approved and hours logged before the invoicing period.

9.3 Payment Schedule

- Payments are processed after invoicing and approval
- Approved payments will be made **between the 1st and 5th business working days of the following month**
- Only completed, approved, and invoiced tasks are included

Example:

If work is approved in March:

- You will be invoiced during the first week of April
- Payment will be processed between April 1st - 5th (business days only)

10. Code of Conduct

Freelancers are expected to:

- Maintain confidentiality of all project data
- Avoid plagiarism or copying third-party work
- Follow ethical data handling practices
- Maintain professionalism in all interactions
- Comply with all MyDeep Technologies policies

Violation of these standards may result in suspension or termination.

11. Performance Expectations

Freelancers can improve their success by:

- Delivering accurate and timely work
- Maintaining high-quality standards
- Communicating professionally via Slack
- Logging all hours correctly
- Reviewing instructions thoroughly before starting

High-performing freelancers may receive priority access to future projects.

12. Support and Assistance

For platform-related or project-related issues:

- Use the appropriate Slack support channel
- Tag the relevant shift/project manager where necessary

13. Acknowledgment

By working on the MyDeep Technologies platform, freelancers confirm that they have read, understood, and agreed to comply with this SOP and all platform policies.