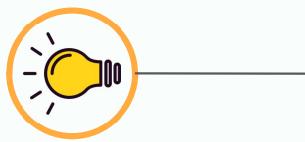


Developer KAM Sales

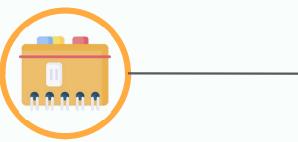


Daily Operations

A well planned is half done.



Topics Covered



Daily Operation Procedures:

How do Execute an order and every order?

Daily Operation Procedures: How do Execute an order and every order?

- Review each order requirement **VERY CLOSELY as soon as they come in**. If everything looks good, please send the “**Thank you**” message by using the message **Template 1**.
- If login or further details are required, make sure to request the client as soon as the client submits an order by using the message template **Template 2. “Need additional information”**.
- Prepare a sample and send it for client approval when requested or when you are confused/promised. Use the message template “**Work sample**” message **Template 3**. Use the exact same template when the client requests a sample prior to submitting an order.
- If the client provides any feedback after reviewing the sample, please adjust the work as per client feedback and delegate the task to the team.
- **CLOSELY monitor** the work while the team is working **AGAIN and AGAIN**.

1st Part

Daily Operation Procedures: How do Execute an order and every order?

2nd Part

- Do a **quality audit/spot check** after a team completed the work - **NO EXCUSES.**
- Tell the team to fix if there are any issues found during **quality audit** before delivery.
- Read all the messages, do a final quality check, and prepare the file for delivery. Only deliver if you are **100% satisfied** with the work.
- Don't allow the team to leave the office until the order is delivered. Tell them to **wait at least 30 min** to see if the client provides any revision request.
- Manage time to follow up/take actions when you say, "**I will review and get back to you**" OR "**I will send you a sample within the next 24h**". It's a commitment and once committed, you can't ignore anyone. It's simple business ethics.

House: 11-13, Road 5, Block C,
Banasree, Dhaka, Bangladesh.

How to Deliver an Order

How to Deliver an Order:

- Fully completed project; Please use the "Generic delivery message" **Template 4.**
- Partially completed project/Explain briefly (USE customize **Template 5**)
- **NEVER send a blank delivery to avoid Fiverr/Upwork warning;**
USE at least a screenshot and attach it if there is nothing to attach for an order. (USE customize **Template 6**)

How to Handle Revision

How to Handle Revision:

- ❖ Reply instantly when you receive a revision request. (**USE Template 7: Revision Request Received**). Ask questions if you need further clarification.
- ❖ Make the changes with the highest priority.
- ❖ Clearly explain everything that you have done with the revised file. (**USE Template 8: Revision Done**)

How to submit a review?

How to submit a review?

- ❖ Write a review for every single order ([Template 12: Feedback/Rating Randomly](#))
 - ❖ Share feedback on the seller page after receiving feedback.
 - ❖ ([Template 12: Feedback/Rating Randomly](#))

House: 11-13, Road 5, Block C,
Banasree, Dhaka, Bangladesh.

How to close an order?

How to close an order?

- ❖ If all is well and a client is happy with our services, please send **Template 13:** Thank you for rating/Future Engagement; this will bring him back directly with new order in the future

Additional Message Templates:

Additional Message Templates:

- ❖ We don't share personal contacts such as email address or Skype -
It's against Fiverr/Upwork policy, Use [Template 10](#)
- ❖ We don't offer any help to freelancers, Use [Template 11](#)
- ❖ We don't outsource any work, Use [Template 11](#)

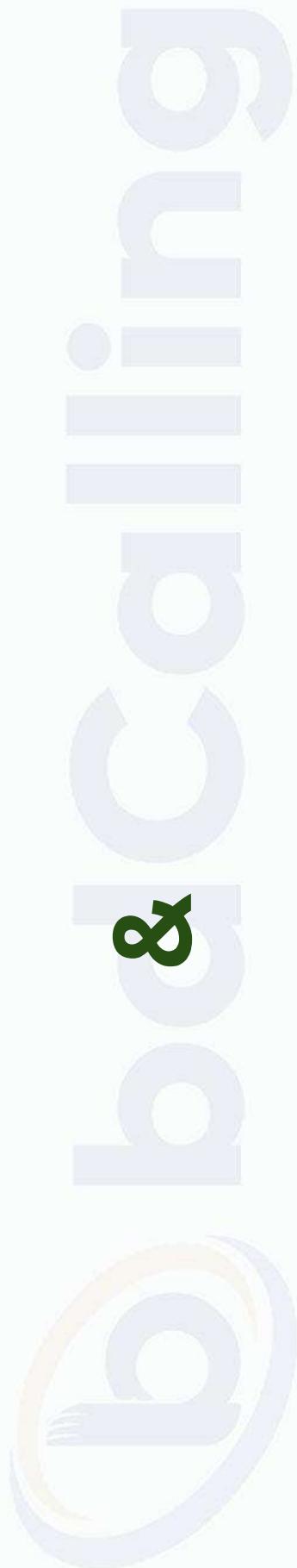
How to Keep Clients Engaged?



How to Keep Clients Engaged?

- ❖ Use the message template Template 13 each time when a client left a tip or 5 star ratings or tips.
 - ❖ Send follow up messages, Template 16; use them very carefully. Don't attempt until you become a master using this technique.

How to Resolve a Conflict?



Please Contact for Escalation:

How to Resolve a Conflict?

- ❖ Conflict Resolutions Strategy
- ❖ Please contact Mehedi + Arafin if you need any new template/help/suggestions.

Please Contact for Escalation:

House: 11-13, Road 5, Block C,
Banasree, Dhaka, Bangladesh.

Messages Templates:

bdCalling



Template 1: Thank you for order confirmation

Hi {username},

Thanks for your order!

I'll review everything and complete this order as soon as possible.

I just confirmed the login credentials and we are all set to go!

I will send you a message if I need any help/clarification.

Thanks,
Topniches1

Template 2: Thank you + asking for additional information

Hi {username},

Thank you so much for the order.

Unfortunately, the login you sent is not working at my end.

I need the following information to start working with your order.

1. It seems you forgot to attach the file "xyz" filename as discussed. Can you please check and send me the file?
2. The login you sent is not working, please see the errors screenshot attached. Please have a look and send me the correct login.
3. I will require the login verification code to log in to your Gmail/LinkedIn. Can you pass me the code if I try to log in now?

Thanks,
TopNiches1

Template 3: Work Sample attached.

Hi {username},

As promised/per your order instruction, I have completed 5/10 samples, please have a look at the spreadsheet below.

<<Insert spreadsheet link>>

Please review and let me know if you need any changes.

Thanks,
TopNiches1

Template 4: Generic delivery message

Hi {username},

Great news, I have completed your order. Please find the result in the attached file.

If everything looks great, please accept the job and spend a couple of minutes to write your experience with the Fiverr/Upwork community. You have been a pleasure to work with and I promise to do the same for you!

For some reason, if you need any changes, then just hit the "Request Revision" button and let me know.

Thanks,
TopNiches1

Template 5: Customize Delivery Message/Upselling

Hi {username},

As per your order, we have completed 6h of work and collected 600 members' information from your given directory. Please find the result in the attached file.

Also, be noted: Your given directory has a total of 3852 members listed. Still, 3252 needs to be completed. We will need an additional 32h to complete the remaining project. So, I'll charge you $(32h * \$5) = \160 to complete the remaining project. If you are interested let me know. I'll send you a custom offer.

If everything looks great, please accept the job and spend a couple of minutes to write your experience with the Fiverr/Upwork community. You have been a pleasure to work with and I promise to do the same for you!

For some reason, if you need any changes, then just hit the "Request Revision" button and let me know.

Thanks,
TopNiches1

Template 6: Blank Delivery

Hi {username},

Great news, I have completed your order. Please find the result in your systems.

I just attached a screenshot as a proof of my work for Fiverr/Upwork reference only.

If everything looks great, please accept the job and spend a couple of minutes to write your experience with the Fiverr/Upwork community. You have been a pleasure to work with and I promise to do the same for you!

For some reason, if you need any changes, then just hit the "Request Revision" button and let me know.

Thanks,
TopNiches1

Template 7: Revision Request acknowledgement.

Hi {username},

I just received your revision request.

- 1) Ok, Will make the changes as advised
- 2) Ok, I'll double-check and get back to you within the next 24h.
- 3) My team had left for the day today and I will get back to you within the next 24h.
Please bear with me a little more.
- 4) I'll make changes and get back to you within the next 24h. Please bear with me a little more.

Thanks,
TopNiches1

Template 8: Revision Done/Re-deliver message

Hi {username},

As advised, please find the attached revised file.

We have made the following changes as requested.

- First name and last name separated in different columns
- City, State and Zip separated in different columns
- Verify and fix the red cells data.
- Removed duplicates.

If everything looks great, please accept the job and spend a couple of minutes to write your experience with the Fiverr/Upwork community. You have been a pleasure to work with and I promise to do the same for you!

For some reason, if you need any changes, then just hit the "Request Revision" button and let me know.

Thanks,
TopNiches1

Template 9: When buyer ask for Email/Skype/phone number/Violation of Fiverr/Upwork Terms

Hi {username},

Unfortunately, I am not allowed to share my email address for personal communication. It is against Fiverr/Upwork policy.

However, you can find my email address in the order requirement section after you confirm an order.

I already sent you a custom order as discussed. Feel free to submit an order and send me details.

I am not allowed to share my email address on this platform unfortunately. Sharing such information is against the Fiverr/Upwork policy.

1st Part

Template 9: When buyer ask for Email/Skype/phone number/Violation of Fiverr/Upwork Terms

2nd Part

I am not allowed to share my email address on this platform unfortunately. Sharing such information is against the Fiverr/Upwork policy.

- Can you upload all the images into a Google Drive folder and send me the folder link?
- You can send me a screenshot video with detailed instructions - I will take care of the rest.
- I can do the first 5 sample invoices and send you for review. You will review the sample and provide me feedback after review. I will complete the rest of the project as per your feedback.
- You need to send us the login credential via order page to your resources (Website, Google Docs, Dropbox etc) if it's absolutely necessary to complete your order.

Thanks,
TopNiches1

Template 10: We don't offer any help/when other seller ask for help/tips

Hi {username},

Thank you so much for your message.

I usually get a 10~30 similar message each day. I am a busy seller, and I
don't have time to respond to such queries, unfortunately!

You can join the Fiverr/Upwork forum (URL: <https://forum.com/>) and ask
any question or request for help.

Fiverr/Upwork is NOT a social networking site. Asking for help through
the inbox message is not a good practice.

Thanks,
TopNiches1

Template 11: We don't Outsource/When other sellers ask for order/jobs.

Hi {username},

Thank you so much for your message.

As like you, I am also a seller, and we don't outsource any work OR offer any help to other sellers, unfortunately.

we have an in-house team of 40+ people, and we are well capable of handling our orders.

Thanks,
TopNiches1

Template 12: Feedback/Rating

Template 12: Feedback/Rating: Excellent Comments for Review Feedback

- ❖ Thanks very much for the Tip!! Really appreciated. Looking forward to the next order.
- ❖ Customer satisfaction is my first priority, Thank you so much and best of luck.
- ❖ Thanks for the appreciation, I always try to deliver as promised.
- ❖ Thank you for appreciating my work and keeping a close eye on my services that will be my pleasure.
- ❖ I always provide detailed proofs so my customer's know where they invested their hard money, Thank you very much for appreciation.
- ❖ Thanks for the kind and inspiring words, your words make me work even harder.

1st Part

Template 12: Feedback/Rating: Excellent Comments for Review Feedback

2nd Part

- ❖ Thanks for your continued business and communication. Let me know if you need anything in the future..
- ❖ He is a professional one of a kind business person, I am glad that he uses my services, Thank you so much.
- ❖ Thank you for your valuable feedback. It was a pleasure to work with you.
- ❖ Great communication with the buyer! Cool experience.
- ❖ Quick response to questions, and clear directions. I'm looking forward to working with you again.
- ❖ I'm glad that you're finding a great benefit to my services. Wish you the best of luck and much success.
- ❖ Very kind, ultra professional, his clear instructions helped me to complete the desired work. Many thanks.

Template 12: Feedback/Rating: Excellent Comments for Review Feedback

3rd Part

- ❖ Your welcome, Such a Gentleman, Thank you.
- ❖ Outstanding Experience! Thank you so much for choosing me as your service provider.
- ❖ Great Buyer!!! Thumbs Up!! Always available for you anytime!
- ❖ It's always a pleasure to work with you. Thanks for your cooperation.
- ❖ Thanks, I'm glad you got what you wanted. I would love to work with you again.
- ❖ Much appreciated, Thank you. Hope we can establish a long-term business relationship.
- ❖ Thank you so much for your review, customer satisfaction is truly important to me and I am glad you noticed it.

Template 13: Thank you for rating to Keep Client Engaged.

Hi {username},

Thank you so much for the rating/tips; you are a fantastic person!

1. Let me know if you need more lawyers from other regions or any additional help in the future.
2. As discussed on the order page, can you send me the details about your other projects where you may need my help?
3. If you need to skip tracing service in the future, please feel free to contact me here. We do offer a 10% discount to the repeat buyer. You need to contact me before submitting an order to avail discount. (**VVI: Please send it to first time buyer only, don't send it to repeat buyers**)

Regards,
Sabina

Template 14: Need more details (Before order confirmation)

Hi {username},

Sure, I would love to help.

Can you send me more details about the job, instructions on how to do it, etc?

I would love to send you a custom offer after reviewing the details.

Regards,
Sabina

Template 15: Login Required (Before order confirmation)

Hi {username},

I reviewed your request. I need to login to your system to review further.

Can you send me your Pipedrive access where I can get an address or company?

Regards,
Sabina

Template 16: Follow up message templates

Client Engagement Strategy:

Keep all past clients engaging without violating marketplace terms. For instance, Send greetings to the clients on special occasions like christmas day, labor day, Eid Festivals.

You can also use the following templates as needed.

Template 16-1: Follow up message to loyal clients.

Hello Again,

Good Morning!

I am wondering if you need my help today? I am available and looking for work from my loyal clients.

It's Monday today and I am looking for a job from my old loyal client. Is there anything available?

I hope you are doing great. I am wondering if you have something for me this week.

Is this task still available? I am happy to help if it's still available. Just let me know.

I am wondering if you are still interested in my offer?

I hope you are doing great. I am wondering if you have something for me this week?

Regards,
Sabina

Template 16-2: Follow up message after sending an offer.

Hello Again,

As discussed, I sent you an offer on May "date" for the job "job-name".
I am following up to see if you see my gig offer? I am happy to adjust the offer if you need any changes.

Just to let you know, we work over the weekend. I can complete your job over this weekend if you confirm an order today.

Just let me know your thoughts.

Regards,
Sabina

Template 16-3: Follow up message when client rejects an offer?

Hello Again,

I just noticed you just reject my offer.

May I know the reason? I am happy to negotiate the cost if it's a price issue.

Regards,
Sabina

Template 16-3(a): Send follow up messages if an order is automatically completed to Keep Client Engaged

Dear {username},

I have not heard from you after the delivery.

I also noticed Fiverr/Upwork automatically marked this order as completed today.

I would love to know if everything is fine with the work delivered. Please let me know if there is anything I can do for you.

Regards,
Sabina

Template 16-3(b): Send follow up messages when you can partial project

Hi Joshua,

I reviewed your request, and I would love to help.

I can do both task 1 and task 2 (except OUTBOUND Calls).

If we consider 2h per day; thus, you will need 10h per week or 40h per month services.
I usually charge \$7.5 per hour for this type of committed job. Thus \$75 per week or \$300 per month
for a 40h job request. Please be noted; we may need to adjust the amount based on the actual hours
spent on your tasks.

We can start a trial week for 10h (\$75) so that you can see my performance. How does this sound?

Regards
Sabina

Template 17: Referral clients/When other buyer refere a new buyer

Hi {username},

Nice to meet you.

Please say my sincere thanks to Richard Merry for the kind referral.

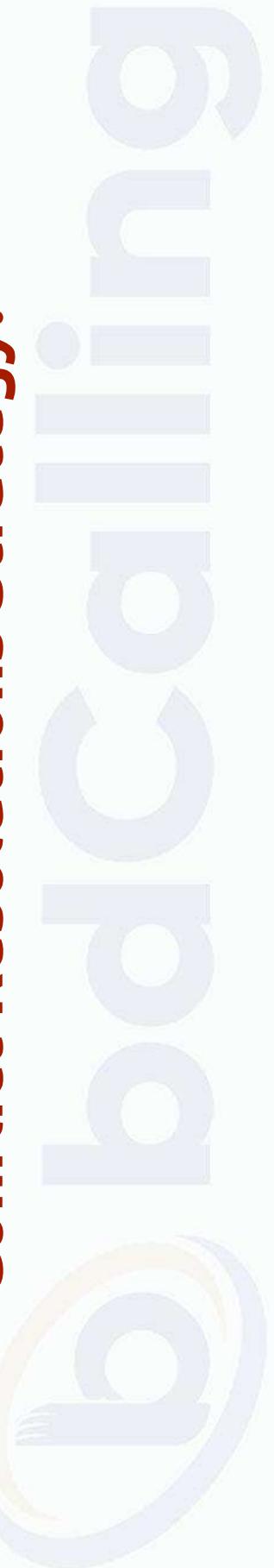
Yes, I can make a list based on keyword+city and first page.
Please send me more details when you are ready. I will send you a custom gig after reviewing your requirement.

Yes, I can make databases for you if you send the details.
For 300-400 leads, I will charge you the US \$100 for each list. Thus, 200 for two lists and I can deliver by Monday or Tuesday as needed.

Please send me details when you are ready.

Regards,
Sabina

Conflict Resolutions Strategy:



Conflict Resolutions Strategy:

- It does not matter if it's online and offline business; conflict is unavoidable. We can't avoid them but we will amicably resolve any dispute with buyers.
- Please try not to involve Fiverr/Upwork for any resolution but use a resolution center when needed

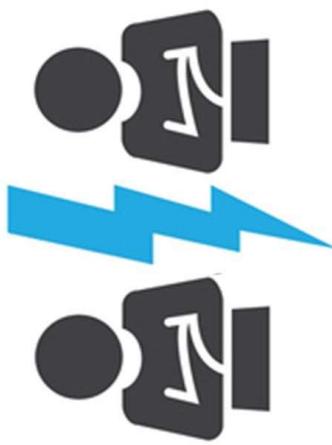
Conflict & Dispute Resolutions

Strategy



Conflict & Dispute





It does not matter if it's online and offline business.

Conflict/Dispute is unavoidable.

Most of the dispute coming from “misunderstanding”

The disputes/conflicts need to be handled, managed, and resolved in a timely and cost-effective manner.

Please try **not to involve the marketplace (Fiverr/Upwork)** for any resolution but use a resolution/dispute center when needed.

Dispute - What & When?

The business dispute definition relates to any kind of disagreement between two businesses over the terms of an agreement signed by both parties involved. They can happen in any form of business relationship and are damaging for a company's survival.

The most frequent contract disputes are between a business and certain contractors, suppliers or clients. They usually happen when one of the parties believes either the amount of money paid, the delivered good or service were not executed according to the original agreement.

What Does **Feeling + Behaviour + Impact** Mean?

F

FEELING

I feel anxious, insecure with my investment. I have invested around 1Cr in your property.

B

BEHAVIOUR

When you call over the phone and ask to close the relationship, that feels

IMPACT

If you continue to do this, I cannot trust you and lose respect, essential for our relationship.

What Does Situation-Behavior-Impact Mean?

House: 11-13, Road 5, Block C,
Banasree, Dhaka, Bangladesh.

S

Situation

Describe the specific situation in which the behavior occurred.
Be specific about when and where it occurred.

B

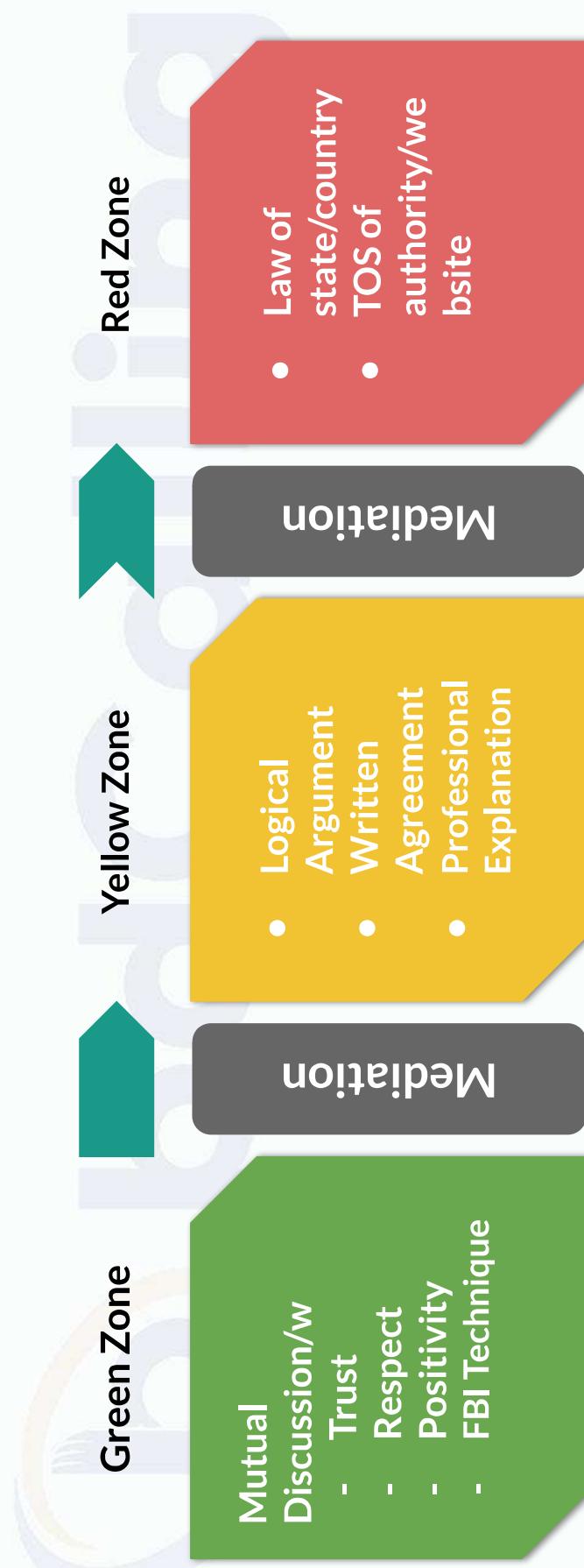
Behavior

Describe the actual, observable behavior.
Keep to the facts. Don't insert opinions or judgments.

Impact

Describe the results of the behavior. Because you're describing exactly what happened and explaining your true feelings; not passing judgment; the listener is more likely to absorb what you're saying.

3 Different Phases of Handling Dispute



Here are phases can be used:



Here are phases can be used:

Thank you so much for your message. I am so sorry for disappointing you.
I quoted you \$30 based on your initial estimate of 200 attendees and I did not check myself until you confirm an order.

TBH, I would not raise any issue if the number of attendees remains near 200~300, but as you can see, the total amount is nowhere near your estimated number.

And I understand we are all human, and we can make mistakes. Anyway. I will give you a 50% discount for the remaining lists.

Thus, I will charge you \$70 and complete within the next couple of days.

Please confirm an add on a gig to get started.

Here are some resolution phrases that can help.

1. I will offer you a \$20 discount with your next order.

1st Part

Here are phases can be used:

2nd Part

Here are some resolution phrases that can help.

1. I will offer you a \$20 discount with your next order.
2. I will offer you 10h of free work with your next order.
3. I can offer you 50 leads for free as a compensation for this order.
4. A 50% discount strategy on existing order

Don't accept mutual cancellation when the client agreed to make a partial payment.

Instead do the following:

1. Send a new offer for partial payment.
2. Once the client approves the order, then open a support ticket to close the old order.
Make sure to implement this immediately.

Important Rules & Things to Avoid:

Things to Avoid:

- Don't share **personal contact information** on Fiverr/Upwork (**Email, Skype, Phone, PayPal, Social media link**) in any situation, not even on the order page. Don't try to be smart and trick with the Fiverr/Upwork system. **Be loyal and respectful to Fiverr/Upwork TOS and stay safe.**
- Don't send a **blank/partial completed delivery**. Make sure to attach at least a link/screenshot of the work as a proof work if there is nothing to attach.
- Don't fight/engage with a client. Be kind, professional and humble with every single conversion even with the world's worst client. If you believe someone is being very illogical, then give him a detailed explanation of the situation on the order page - that will be a piece of evidence for the future. Try your best to be honest, professional and clear in communication when explaining to the clients. If someone is still being an idiot like Donald J. Trump, ask help from the Fiverr/Upwork support.

1st Part

Things to Avoid:

2nd Part

- Don't be late on any order delivery. Late delivery not only negatively hurts but also can lead to account suspension. Recently, There have been several sellers who lost their profiles for late delivery.
- Don't log in to our accounts from a new network or devices/don't allow anyone to use our network to log in to somebody else accounts - NEVER EVER for any marketplaces.
- Avoid sharing personal and emotional things on social media. An **Emotion does not last**, but the personality does. Don't ruin things (read personality) that last forever.

House: 11-13, Road 5, Block C,
Banasree, Dhaka, Bangladesh.



Got a question? Ask me anything!

Thank You!!!

