

**2019**

# **UPWORK**

## **TIPS & TRICKS**



**free eBook**

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## INTRO

Hi, my name is Yevhenii Zapletin and this is the first page of the book about **freelancing on Upwork**.

I have been blogging for several years about freelance and Upwork – [jff.name](#) (in Russian) and **I am often asked questions about freelancing and Upwork**. Also during several years of blogging (from 2013), I've accumulated a lot of articles about freelance, remote work, and Upwork, so I decided to write this book.

In this book, you will find some tips and tricks about how to start freelancing on Upwork easy and efficient. The book reflects my personal opinion on how **to work on Upwork effectively**, which is sometimes different from the other people's. But all the described **ideas work not only for me** (I create applications for Android smartphones) **but also for other freelancers**, whom I helped to start working on Upwork: designers, illustrators, translators, programmers, QA, system administrators etc.

The most **important topics of this book**:

- Why do you need a niche?;
- How to get the first job?
- Filling a profile;
- Searching for a job;
- Writing Cover Letter;
- Fixed vs Hourly projects.

My native languages are Russian and Ukrainian, so English in this book is not clear and have spelling mistakes. But English will be **simple** so even people with **basic English level can read this book**.

If you like this book and want to know more information, than please check out my complete guide: "[How to freelance on Upwork](#)".

If you have any questions or want to discuss something with other freelancers you can join [our Facebook freelancers community](#).

You can also subscribe to new articles for our How To Freelance [Facebook](#) or [Twitter](#).

Also, you can hire me as a mobile developer or [consultant about Upwork](#). Feel free to contact [zapletin.yevhenii@gmail.com](mailto:zapletin.yevhenii@gmail.com) or [LinkedIn](#).

## HOW MUCH CAN YOU EARN?

The most popular question about Upwork is: How much can I earn on Upwork?

### Hourly rates by professions

The **minimum hourly rate on Upwork is \$3 per hour** but in fact, you can work at a lower rate. For example, if you take a project with a fixed-price budget of \$100 and spend 100 hours on it.

**Projects without special skills (Data Entry/Virtual Assistant) usually have an hourly rate equal to \$5-\$10 per hour.** Some freelancers work with \$3-\$5 hourly rates, but they can earn more if [find the right client](#).

**Freelancers with professional skills usually earn \$10-\$15 per hour.** This is an hourly rate for those who know how to do a job but don't understand how to sell it to client.

**Confident in own professional skills freelancers earn \$15-\$30 per hour.** The fact is that your chances of finding a job for \$15 per hour and for \$30 per hour are roughly the same. It is important to believe in yourself and to present yourself to client in the most advantageous way.

Almost all freelancers on Upwork **increase their hourly rate 2-3 times** after several months on Upwork. One of the points of this book is to help freelancers to estimate the price of work rightly and efficiently sale their skills to client.

You will not find a big difference between hourly rates in professions. **A good photographer and a good programmer will have a similar hourly rate.**

Hourly rates **\$50 and above exist on Upwork but aren't easy to achieve**. In most cases, this is the salary of highly specialized employees and lawyers working for the US market.

Anyway, a lot of my friends earn much more, than \$50 by working on fixed-price projects and making job quickly and qualitatively. For example, a job budget is \$1000 and you can do it by 10 hours, so your hourly rate is **\$100 per hour**. But working in this way is not easy and risky. In addition to good professional skills, you should be confident in yourself and know how to sell your services well.

## HOW TO GET FIRST JOB?

Here is a checklist of what is worth doing to increase your chances of taking the first job on Upwork.

### Registration

Usually, people (especially those who plan to work remotely) do not have problems with registering on any website, but the situation with Upwork is slightly different. It is better to know some rules and features in advance:

- You can create a profile on Upwork only once, multi-accounts are prohibited and will be banned;
- It is important to immediately specify your correct name and address to avoid problems with the confirmation of your identity in the future;
- You will be prompted to enter data (Title, Overview, Photo), which can be changed in the future, but it is better to spend time filling in this information to increase chances of confirming of your profile.

### Profile confirmation

You may be refused to activate the profile after registration even if you did everything correctly.

The main reasons why Upwork may refuse to activate your profile:

- Your full name looks fictional;
- At the moment, Upwork doesn't need freelancers with your skills;
- Moon phase;
- A support employee spilled coffee on himself and decided to put his



anger on you.

As you can see from the reasons, there is no specific recipe for profile activation, but you can send a profile for activation more than once, so if you have patience, then this problem can be solved.

## Specialization (niche)

A lot of freelancers do not think about the importance of a niche in freelancing. Clients who are willing to pay a lot do not need employees, who can do many different things. Clients need a professional who can very well perform his current task.

It is not necessary to write in your profile that you can both program and draw, it will put you in a bad light. Detailed information on this topic you can find in the chapter about [specialization \(niche\)](#).

## Filling in your profile

If you have already decided which niche to choose, then it's time to fill in the profile. Spending connections with a bad profile is a bad idea.

Profile structure:

- Title
- Photo
- Overview
- Skills
- Hourly rate
- Video
- Work History and Feedback

- Portfolio
- Tests
- Education
- Employment history
- Certifications
- Other experience

I want to highlight common points about filling in your profile:

- Spend a lot of time to fill in the profile. In my opinion, 30 hours of work is the optimal amount of time to fill the entire profile;
- Make a profile video. Many people forget about it, but you can stand out;
- If you have such an opportunity, create a specialized profile on Upwork.

If you have a good profile with a popular niche, then there is a big chance that clients will invite you to work.

More about filling profile in [the next chapter](#).

## Search for projects

The most important aspects of the search for projects on Upwork:

- You can use Advanced Search, which helps you not to miss projects in which a client has not indicated popular keywords for your niche or made it with an error;
- Try to respond as quickly as possible. Set up notifications about new projects;

- Do not write a cover letter for all projects in a row. A lot of projects are bad, for example, if the hire rate of a client is less than 50%;
- Do not abandon projects with a small budget; very often this is only the budget for the first part of the project;
- Fixed-price or Hourly? There is no difference, in both cases, you can earn good money.

Detailed information is in the part about [Job Search on Upwork](#).

## Cover Letter

There are many different tips of how to write Cover Letter on Upwork:

- Write one or two sentences and if client answers, then waste time on him;
- Create a template response and send it to everyone. If the client will be interested in it, then spend time on him;
- Study the project, write a detailed cover letter, spend at least 15 minutes on each job offer, try to sell yourself in the first letter.

Despite the fact that these bits of advice are controversial, you will find freelancers who successfully work on each of the approaches.

In my opinion, the most correct approach is when you write the most detailed cover letter. For beginners, it is especially important to have a high response rate in order to avoid a ban for a low response rate from customers.

You can read [detailed information about Cover Letter on Upwork](#) in this book.

## Rising Talent

Even before receiving the first order, you can get the Rising Talent badge, which is issued to almost all beginners who have at least somehow filled in their profiles and started sending applications.

In my opinion, it doesn't give particularly big bonuses, but of course, it's better to have it.

## SPECIALIZATION (NICHE)

If you want to earn big money on Upwork you should be professional in a small area of work. Clients want freelancers, who can do work well and fast on their specific task instead of workers, who can do everything but without quality. So you should be superb professional in one specialization.

**Narrow niche examples:** “Travel video” for video editing; “Zend Framework” for PHP development, “Medical content” for translations and so on.

**Wide niche examples:** Web developer, English-Russian Translator, Data Entry specialist.

There are several **Pros** of niche selection:

- More chances to get a job;
- You can ask for more money for your work;
- You get a lot of experience in a certain specialization, not everywhere in a little bit;
- You only do what you are interested in.

**Cons** of niche selection:

- Less jobs coverage;
- You can't try something new.

Three criteria are important for me when **choosing a niche on Upwork:**

- Number of projects published in this niche for the last day;
- Average number of responses to a project;

- The total number of projects on the stock exchange in this niche.

When choosing a niche, also take into account your interest in the niche, the average hourly rates, the availability of long-term projects.

## PROFILE

It is not easy and takes a lot of time to make a good profile (30 hours for a good profile). But detailed profile for narrow niche can highly increase response rate and number of invites from clients. There a lot of recommendations about filling profile. More tips available in the full book [“How to freelance on Upwork”](#).

### Title

Upwork recommends something similar to “Expert Android developer”, but as for me words like “Expert” are not necessary for a title because they are not useful. Almost all freelancers on Upwork put “Expert” in profile, so clients don’t recognize it. I prefer something like “Android developer”. But do not use an abstract title e.g. “Web developer”, it’s better to write a specific technology, framework or area/functionality of work.

### Overview

My guidelines:

- Recheck your text for mistakes several times;
- Don’t put your name. It is already in you Profile header;
- Don’t put abstract phrases, which you can find in almost all profiles, like “Hello, I have 5 years experience in ...”. Tell clients how you can be useful for them instead;
- Don’t add any link (forbidden by ToS);
- Don’t use lists. Convert all information in several sentences;
- Tell about your past experience related to current Upwork profile

specialization. Don't put information about design if you have developer profile;

- Describe software, technologies, which you use for work.

## Skills

Additionally, you should specify your **skills**. Start writing the name of the skill and select it from the drop-down list. Usually, these are names of the technologies, software, techniques which are relative to your work. I would recommend you to choose 5-6 skills most related to your specialization.

## Photo

- You should upload only your photo: images, logos etc will not work;
- A photo should be without obvious signs of photo correction, otherwise, it will not be accepted;
- Your face should be clearly visible on the photo and centered so it will look good when Upwork frame photo into a circle;
- Photo must be of good quality;
- Use photos without noise background because the accent might be on you.

## Education

In education, it is better to specify university (if it is not in the drop-down list, then just type in its name as text). If you did not study in any university then indicate your school instead. Add name of the educational institution, year of study and **degree**, which you must select from the drop-down list. For students who have been studying for 5 years, this is



usually “Master of ...”. Area of Study is optional but highly recommended. In the description, you can add information about the courses and areas that you have studied, but this is not necessary at this stage.

## Employment History

Describe only related to your current Upwork profile specialization work experience:

- Company name in English
- City and Country;
- Position and role of your business in the company
- Years of work;
- In the description, you can add technologies and projects you participated in.

## Tests

Upwork tries to force freelancers to pass tests as much as possible (even updated many of them in last years). However, almost all tests do not show practical skills and are an indicator of the theoretical knowledge of a freelancer and his ability to search via Google.

Usually, **20-60 questions and about 1 minute per question are given.** In some tests, questions are divided by complexity, and for easy questions less time is given (sometimes only 20 secs), and for complex questions – up to 2 minutes. If you do not have time to send the answer (even if you have chosen, but have not sent) answer will be counted as wrong. If you have chosen not all correct variants (for example, only 5 answers, 3 of them are correct, and you have chosen only 2 correct ones), then your answer is counted as completely incorrect.

During exam Upwork can count the **result in advance, usually, it occurs after passing 70-80% of questions** and finish the test. But this does not work on all tests.

You cannot copy the text of a question or answer: JavaScript page prevents selection of text. But no one forbids to save the whole page or make a screenshot to study question if you plan to re-pass test in the future.

## Portfolio

Portfolio shows your professional skills level to client. I highly recommend to add at least 4 items to portfolio in any case. Clients are not interested in what problems you have and why you didn't show the results of your work. Novices without a reputation on Upwork should not start looking for a job without a portfolio.

It is necessary to add minimum 4 jobs to portfolio because **Upwork display exactly 4 places for the first page in the profile**, and they need to be filled so you don't look like a freelancer who has nothing to show.

But remember, that quality is more important than quantity. Add only the best of your projects. It is better not to add projects that you do not like or that do not belong to your niche on Upwork. It is better to add more hobby projects than to show contract work but poorly-looking. If you have specialized profiles, it is better to add at least 4 projects to each of the profiles.

## ENGLISH

Upwork is an international freelance platform with a high average hourly rate for remote work. But a lot of freelancers don't try working remotely because they don't know English very well. I want to assure you that everyone can start working on Upwork even with basic English level with help of Google Translate, but good English level will be a huge plus.

### How to work on Upwork with bad English?

I would advise the following algorithm:

Write text in your native language, try to **avoid complex constructions**. It is desirable that each phrase doesn't depend on context and can be interpreted unequivocally. Write simple sentences, put them into logical paragraphs;

**Translate text through Google Translate.** Click on the translation options that Google tool offers you. If you leave the translation options suggested by default, the text will not be very good;

**Check the text in [Grammarly](#).**

**Manually edit resulting text in English.** Whichever level of language proficiency you have, you will be able to notice sentences or figures of speech that look wrong. Try to read the text aloud, correct the construction of sentences that cut the hearing;

**Check text through Grammarly again ;**

**Translate the text from English to your native language via Google Translate and make sure that the original meaning has not changed .**

# Grammarly

[Grammarly](#) helps freelancers to communicate in English on Upwork: fix spelling and grammar errors in cover letters and messages. Grammarly doesn't replace good English skill but can help you write qualitative texts fast.

Grammarly is a tool that allows you to significantly improve your text in English. The main functionality of the service is finding spelling and grammar errors in a text. Grammarly works on a similar principle with alike services from **Google** or **Microsoft**: highlights misspelled words and offers a fix. But in contrast to the products of other companies, this functionality is main in **Grammarly**, so in my opinion, it works better. The service has a paid version, but I and many of my friends use a free version, and all of our needs are covered by 100%.

## JOB SEARCH

There are a lot of jobs posted on Upwork each day and not all of them are profitable. Freelancer should estimate project description and client's history to choose a better job. I described typical job postings which will correspond to a long-term partnership with clients and big earning for a freelancer.

# How to properly estimate the project?

When a new job is published on Upwork first you need to do is to evaluate it in order to get really interesting and profitable one. Take a look at **my criteria for evaluating the quality** of job on Upwork, it will help you get a general idea of a job. In descending order of importance:

- Interest in the performance of the task from a professional point of view;
- The opportunity to earn more money even if you need to risk it;
- Get less risk of negative reputation on Upwork.

### **Job's title and description**

- The more information about the job is described, the better;
- Basically, I look at the amount of valuable information about the project and the extent to which **client understands technical details of implementation**;
- Preferable projects are those where clients describe in detail what he wants.

## Hours per week for hourly projects

- This is the **maximum number of hours per week** freelancer can work with **Upwork Desktop App** (could be less than 10 hours/week; 10-30 hours/week; more than 30 hours/week);
- To exceed this limit it will be necessary to negotiate additional with the client;
- It is better to specify minimum employment in personal correspondence with client.

## Budget for fixed-price projects

- The fact is that very **often clients put a budget only for the first part of the project**;
- I advise you to read full job description regardless of it's budget, even if it seems very tiny for such a job. It is very likely that you will find out in the description of a job that client is willing to pay more;
- Also, note that often people put a small budget (\$5-\$50) when **they can not estimate the cost and wait for estimates from freelancers**. So I would not advise to filter projects by the cost in search.

## Duration

My **attention is attracted only by the boundary values**: If client has chosen the duration less than a week or less than a month for a rather complex project, this is one of the reasons to be wary. And if the duration is more than 6 months, for me it is a positive sign that **client wants a qualitative implementation**, rather than chasing fast money.

## Experience and hourly rate

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Entry \$	Up to \$15 per hour
Intermediate \$ \$	\$15-\$30 per hour
Expert \$ \$ \$	More \$30 per hour

## Questions in the project on Upwork

- Most projects have additional questions in the description;
- Projects with questions is a good option to stand out among the crowd;
- Note, that **answers to the questions are displayed before Cover Letter** when client is viewing your application.

## Preferred qualifications

- The most popular requirements are related to the level of language proficiency, badges (Top rated/Rising Talent) and JSS;
- A **mismatch of at least one of the requirements** means that your application will be displayed at the very bottom of the list of submitting freelancers.

## Activity on the project

- First of all look at the average **number of applications** for jobs in your category for the last 24 hours;
- If number of applications for current job has already reached the average mark in my category, apply only if you are really interested in this job and the other criteria of job evaluation don't confuse you;
- If this number is small compared to the average, this is the ideal moment for filing a cover letter;
- Do not apply If client already starts at least one **interview**;

- The exception is the case when the client sent me an invitation and the total number of invitations is small (up to 5). In this case, you are already interested in the client and have a great chance to get the project.

## Advanced Search

- I advise you to **maximize your search results** by using “any of these words”, including most relevant words to your profession here;
- If there are a lot of **projects that are unnecessary** for you (for example, on request “Android mobile” will be a lot of iOS projects that are not interesting for me), it is worth to **Exclude** them through the “Exclude these Words” field.

## Notifications about new jobs

- The simplest and thus free option is the **RSS/Atom feed** of your search on Upwork;
- Take the RSS/Atom link, paste it into a handy reader or a service (like Feedly) and get **job results updates** for your search query. You can even set up a reader application to notify you when a new project appears;
- **RSS/Atom feed** is updated rarely, **about once every 15 minutes**;
- RSS feed does not contain all the projects that are displayed when a normal search is made through the site.



## JOB APPLICATION & COVER LETTER

This is a guide of how to write Cover Letter on Upwork. A lot of freelancers create a template and copy-paste it without changes for all proposals and so they have a small response rate from clients. I suggest make a unique Cover Letter for each job and send proposals quickly.

- Do not rush to apply in the first 10-15 minutes, and spend time to create a good cover letter;
- Try to make an application within 1 hour after the publication of the project;
- If project is already more than 4 hours on the platform, it should be very interesting for me to apply for it;
- If project is already more than 24 hours on the stock exchange, in 99% of cases I am not interested in it;
- If client has already started to interview someone, in 99% I will pass by.
- **The first interviews usually appear about 1-4 hours after project publication.**
- Study all information about the project, which was provided by the client and **immediately in cover letter propose a solution to the problem, time and budget estimation;**
- Do not send copy-paste template cover letters! There is even an opinion among freelancers that **Upwork has a special algorithm** that tracks the similarity of all freelancer's cover letters. It is said that the more identical words there will be in your cover letters, the lower your application will be ranked in the list of freelancers. You should not make your cover letters completely unique, but their main parts (70-

80%) should be original.

- **Clients always have no time**, they did not come to Upwork to just chat, so try to provide maximum useful information about client's project. Customers have a clear task that they need to accomplish and the less time they will spend, the better it will be for them.
- It is not necessary to annoy client with details in a cover letter and the first messages, but **before acceptance of an offer, it is necessary to discuss all requirements**.
- It is very difficult for most clients to tell clearly what they want. So the task of a freelancer is to help them. **It is important to interview the client**, propose your ideas about the project and issue them in a document that will clearly describe all aspects of your cooperation.

### Cover letter structure

How I will perform client's task (with technical details);

My experience of working on similar projects or technologies.  
Here I write examples with justification, how this experience will be useful;

Time estimation in hours and deadline;

A budget based on the number of hours;

Questions about the project;

Proposals and ideas;

Work process.

## Cover Letter Example for Android UI project

Hello, my name is Yevhenii and I am android developer from Ukraine (UTC +3). I want take your project, because I have a lot of experience in creating android xml layout. I understand how to make layout resizable and really fast. The main idea is use small amount of simple elements. So if i can use always LinearLayout instead RelativeLayout, this is very

important for performance. Unfortunately i can't share this projects, because i signed NDA. But i can do test job for you, which should be payed after you accept me as freelancer for whole project.

You want simple white label, so i will not use any libraries. But in the future, if you want material design I know how to implement it even on old android phones.

I think each screen take 2-4 hours to me. Let's take 3 hours as average.

10 screens \* 3 = 30 hours

Price: 30 hours \* 50\$ (my rate) = 1500\$.

But I want take project for long term partnership, so i will do this part for 1000\$ for you.

30 hours it is approximate 1-2 weeks of my job (because i need time for communicating, testing and feedback from you)

I think we can divide project in next milestones:

1. 5 first screens – 400\$
2. 5 second screens – 400\$
3. Bug fix, feedback , testing – 100\$.

Last part is guarantee for you , that i will finish whole project.

Of course this estimating can be changed, after you give more info and answer my questions.

I know and understand how to work with agile, scrum, cvs, bug-tracking systems, slack, and other team systems. I can make report each day about current progress. less

**Please describe your latest major Android UI challenge/obstacle – in details. Also describe the solution(s) you have implemented for it and why this is the chosen solution.**

My latest major challenge with Android UI is problem with animations when fragment changes on Android 2.3+. In this case we should use android support library and it have some broken behaviour: when you press back on phone, old fragment don't disappear after animation. I added additional hack anim, which move fragment out of phone view and then destroy it. I choose it, because i have found similar solution on stackoverflow, but it is not suit for me and i upgrade it by adding code for delete old fragment.

## More about Cover Letter

What volume should a cover letter be? How to answer questions in a cover letter? Can I provide links in a cover letter? Answers to these and other questions and detailed explanation of all of the items listed above you can find in a [full book](#). Also, check our [Facebook community](#) for more info.

## FIXED VS HOURLY

Upwork provides two payment options for a job:

- Hourly – freelancer tracks time via Upwork Desktop App and client pays him weekly;
- Fixed-price – a job is divided into milestones and client pays partially or the whole budget for a project.

Anyway, Upwork gives money protection for both types.

Many of my acquaintances like to work **Hourly**. This option is simpler, more stable and less risky. If you spend more time than originally planned, there will be fewer problems. If a client wants to change requirements, that was not in the original job you just work more hours and get payments for them.

When working by **Fixed-Price**, payment depends not on the number of hours spent, the client pays once a job is completed. I believe that it is possible to do a complicated job quickly. In this case, I can receive payment of the **appropriate benefit**, which will be received by the client.

**Try both options**, each of them has the right to live. In the end, you choose the most convenient option for you, depending on your specialization, goals, style of work. For me, the option of Fixed-price is preferable, but I am happy to do an interesting project with hourly payment.

### Fixed-price

- Work is divided into milestones. Any fixed-price work has at least one milestone. **Client creates budget and deadline for each**

**stage**, as well as tasks to freelancer, which should be done during this milestone.

- As soon as client creates a new milestone and specifies budget, Upwork attempts to freeze required amount from client's bank account. This is a guarantee that client will pay money for freelancer's work.
- But **not always Upwork can freeze money** (for example, no money on the client's bank account), so it is necessary to check the description of a milestone. If you find words "\$ xxx funded" in it then money is frozen.
- Even before the start of the project/milestone, it is necessary to specify requirements, time and budget as much as possible to avoid possible problems in the future.

## Hourly

- **When you work hourly** client pays you per working hours;
- Freelancer tracks the number of hours worked through a special application Upwork Desktop App. **Payment occurs weekly on Wednesday.**
- It is worth remembering that this is not payment for the last week. Client had to check **freelancer's work diary until Friday after the end of the working week.** Client can also contest it in case of disagreement. Then comes the "security" period until next week's Wednesday, after which money will transfer to freelancer's account.
- A freelancer cannot work more time per week than client has allowed. Upwork Desktop App will simply not let you track more if the limit is exceeded. Client can increase this limit at any time.

- Upwork guarantees payment for all hours that are tracked by Upwork Desktop App on hourly projects. Even if client gives you new tasks, you simply turn on the tracker and get the money for the work.

Read in [the full book](#): problems with fixed-price projects and how to deal with them; how to protect yourself working on a fixed-price project; answers to the most frequently asked questions, payment protection for both fixed-price and hourly projects.

## WORK PROCESS

Below I have described the main stages of work process on Upwork. From sending job application or receiving an invite and up to closing a contract with mutual feedback. These steps will help you follow Upwork's guidelines and avoid a lot of problems.

- Send job application (within 1-4 hours after publication) or receive Invite;
- Client responds to the application (within 4-16 hours after publication);
- We communicate in Upwork's chat or any other Messenger (text or voice), I ask all the questions I am interested in and give an estimation of time and money (24-48 hours after publication);
- Client refuses me or decides to hire and send offer;
- I do not accept offer (it may hang unanswered several days);
- I create a document that clearly describes all the requirements, with all possible exceptional situations, with clear deadlines and budgets. I also prescribe the duties of the client (for example, he should provide the design and I should develop application based on it), and if client does not fulfill his duties, terms of work on the project may be changed or project can even be canceled. Time spent by me to create a requirements document is usually paid as the first milestone.
- Client read requirements document and propose changes;
- Client agrees with my requirements document via Upwork's chat;
- I accept an offer;
- Client pays for work on requirements document;

- Client creates a new milestone (fixed-price projects only). As long as client has not frozen money for milestone, I do not start working, and this is written in the requirements document;
- I begin to work on the first stage of work;
- Every day in a predetermined time I share information about current progress with client;
- Once a week or at the request from client I send him an intermediate result;
- In a predetermined time, I call/chat with client, usually once in 2-3 days.
- When I completed milestone completely I immediately post work through Upwork's site (on fixed-price);
- Until client checked the work, confirmed milestone and froze money for a new milestone, I do not start working.
- If client wants to change original tasks or add new ones, this is not a problem: I create a new requirements document and we work on it. The only thing is not to change tasks for current milestone (usually milestone duration is one week, so it is not so important).
- After completing all tasks agreed initially, client usually wants to continue to cooperate and gives new big tasks. But now we are not bound by any agreements and, in fact, project is over, at this time you can ask for payment increase;
- After the project is fully completed and there will be no new tasks, I ask client to complete the contract (Freelancer also has an END contract button, but if Freelancer initiates closing of the contract, it may have a bad effect on JSS);
- I and customer leave feedback within 13 days after closing the project.



## HOW TO AVOID BAN?

Getting a ban on Upwork is easy because many of the rules of the freelance platform are not obvious, especially for novices. In most cases ban is not permanent and freelancer can fix violation and work more, but not always. So here are some tips about how to avoid bans on Upwork.

- Fill in your profile as best as possible for your niche, otherwise, Upwork may not approve your profile;
- Apply only for relevant projects and write good cover letters to avoid ban associated with **small responserate**;
- If your account was banned due to small response rate, you will receive email. Upwork can unban your account. You should go to the link from the letter, where you are offered to provide more information about yourself and write the following:

Repent that you did not know how to work on the platform and you will spend much more time on a profile and proposals;

Provide scans or links to certificates of your specialization;

Provide scans of your University documents;

Give links to working projects you've done before. It is important to have an English version of the product;

If you have not had a well-defined specialization before, you should tell about your plans on what niche you will work on Upwork after unbanning;

**You can be unbanned just once, so be careful with the second chance.**

- Do not **mention contact information** or link to personal website in

any part of your profile;

- It is possible to add them to the description of the portfolio, work experience, education etc;
- It is necessary to specify **your name truthful and set your own photo**. Otherwise, you may be banned when confirming your profile;
- **According to Upwork rules**, all freelancers **must be 18 or more years old**. If you have not reached this age, I recommend you not to create an account for yourself;
- Upwork does not prohibit **to use one computer for several people**. But **Upwork tracks visiting the website**, using **Upwork Desktop App**, mobile application. It is better to force every person in the office or home to use a unique computer to work on Upwork;
- Upwork prohibits to **use one profile by several people**;
- The best option is **not to share your profile in any situation**;
- Do not use fake projects and reviews in your profile. Be ready to provide to the platform a confirmation that the project was real: screenshots, technical specifications, chat history, source code etc.
- Do not **ask client for a good review**;
- Do not offer to do work at a discount (or even for free) for a good review;
- **You should not ask clients to pay for work outside Upwork**: You will be **banned forever**;
- If you want to leave the platform and continue to work outside the Upwork you should pay the **opt-out fee**;
- You cannot have **two or more accounts** on Upwork;
- **If your old account was banned, you can not create a new one, you can only try to unban the old one.**

## PAYOUT METHODS

In my opinion, you should think about payout methods before start working on Upwork, because freelancers from some countries don't have easy solutions to receive money from abroad.

### Payout solutions

To be able to withdraw money from Upwork, you need to add a withdrawal option in the Get Paid section of **Settings**.

Upwork allows you to withdraw money in the following ways:

- **PayPal** – This is **the easiest** option for freelancers from Europe and the USA, but for people from other countries it could be unavailable;
- **Payoneer** – Payoneer provides financial services for freelancers worldwide: easy-to-use functional to receive money from any client all over the world, integration (as payout solution) with popular platforms (Upwork, Amazon, Airbnb etc). Payoneer also proposes several ways how to use your money on Payoneer account (withdraw to your country (local) bank account, request Payoneer Mastercard debit card and use it offline in ATM or shops and online payments). The advantage of Payoneer before PayPal is that it works in almost all countries in the world. Additionally, you can earn a **\$50 bonus by using my [affiliate link for registration](#)**;
- **Direct transfer to any bank (Wire Transfer – SWIFT)** -You ask your local bank for the (SWIFT) code and add it to Upwork. Usually, money transfer takes 2-3 working days;
- **Direct withdrawal to the US bank (ACH)** – Most efficient option for US freelancers. For freelancers from other countries this option doesn't work.

## PAYONEER

Payoneer is one of payout option of big companies (Upwork, Airbnb, Amazon etc) and clients worldwide.

Here are some advantages of using Payoneer:

- Unlike Paypal, you can use Payoneer almost all over the world including Philippines, Pakistan, Bangladesh, India, Jamaica, Madagascar, Sri Lanka, Armenia etc;
- You can receive \$50 bonus to your Payoneer account once you earn the first 1000\$ by registering on Payoneer using my [affiliate link](#). Note that in order to receive a bonus you need to register your account immediately after clicking on the link, as Payoneer doesn't use **browser cookies**;
- Payoneer, in addition, has on average fewer fees than PayPal and Wire Transfer when withdrawing money from your Upwork account. Upwork takes \$2 per withdrawal to Payoneer and Payoneer takes 2-3% (withdraw to a local bank account) or \$2 – \$4 per operation if you use a debit card;
- Money from Upwork to Payoneer is usually credited within 2 business days and it takes about 2 more days if you want to transfer money from your Payoneer account to your bank account.
- You can easily **order Payoneer Debit Mastercard** in US dollars (USD), euro (EUR) and pounds (GBP);
- You can withdraw money to your bank account using Payoneer instead of Wire Transfer:

smaller fees when withdrawing amounts of up to \$1500 at one time;

approximately equal fees for withdrawal of amounts of \$1500 – \$2000 at one time;

the ability to receive money from Upwork, from other international companies, and from foreign clients directly;

the ability to save money in USD until you want to use it (in some countries there are laws requiring you to change a portion of foreign currency to a national one when you receive funds).

I've developed a special tool to help you [calculate fees and exchange rates](#) when using Payoneer card in ATM or bank office. It will help you choose the best bank for your country and currency to withdraw from Payoneer.

## AFTERWORDS

I want to thank you very much for reading the book to the end! I really hope that your time has been spent with the benefit and **you will be able to earn a lot on Upwork**, and at the same time you will **apply less effort**.

If **you have questions or want to discuss something with other freelancers** you can ask them on [Facebook freelancer's community](#).

You can also subscribe to new articles and news for our How To Freelance [Facebook](#) or [Twitter](#).

Also, you can hire me as a mobile developer or [consultant about Upwork](#). Feel free to contact [zapletin.yevhenii@gmail.com](mailto:zapletin.yevhenii@gmail.com) or via [LinkedIn](#).

The information given in this free book is sufficient for a successful start of a freelance career on Upwork, but it's not the end of your development as a freelancer. There is a [full version of this book](#) where I described some useful features of Upwork such as Upwork Plus, Upwork desktop App, Upwork Pro, Upwork Team Builder, Rules and ToS of Upwork and much more. I also collected some ideas of how to increase your earnings even more and how to work on Upwork as an Agency, not a single freelancer.