



### **A Day in the Life of “Dear Neri, please add this event to my website”**

This happens more often than not, slightly funny I suppose... unless you are me

- Read client's email, assume which page it's going on, because they didn't say
- Login to website cPanel (control panel), copy & paste the format of similar event, if one already exists
- Otherwise; style the section of the page where the new event is to be displayed, and a separate section for mobile if needed
- Copy and paste new event information from email or Word doc, if client has sent PDF, convert PDF to Word doc before being able to copy and paste anything
- Notice an error of time or day/date, email for clarification
- Add a button to go to the registration form for event, if needed
- If there isn't a button already in use, build a registration form and button for the event
- Add a paypal button if paying via website and test (potentially cannot login as client has changed password, email back for details) or,
- Add a link to Stickytickets if client wants to use a third party event website
- Set up Stickytickets account for client, if they don't want to/can't themselves
- Check spelling, read details as an 'outsider', save and send page to client for approval

### **“Thanks Neri, I also need a Facebook Event Page Banner and flyer for Facebook”**

- me “sigh”.. “that would have been good to know first up as now I know I will have to charge for the work as it's gone over the 15 minutes, but I have already started the job”

OR,

- “I really don't have to time complete this today, as I didn't know you wanted this as well, so you will have to wait until next work day”



- Go to Photoshop and open Facebook Event Page Banner Template, use client's web/logo images and make up event details for Facebook Event Page Banner
- Still have not heard back re day/date error so leave as is until then
- Next day get correction and finish and send event banner for approval

#### **“How do I add an event to Facebook?”**

- I sigh “Google it” - but find the information online and email client “here is the link to setting up an Event Page on Facebook, let me know if you get stuck”
- I think, “I must make that a new article on my website” so I don't keep answering the same questions over and over.... wait, why don't people just Google things? - Oh because they have me... “I must do something about that”
- Send client bill for extra time, client complains

#### **EXAMPLES OF INFORMATION NEEDED WHEN ASKING FOR WORK TO BE COMPLETED**

Click [here](#) for Online Work Request Form - Example Only

#### **General Website Updates**

Basic updates with image resizing/improvements if needed

2 separate 15 minute updates per month, per client is free or charge.

- Text/Images Only
- Add Video (must be on YouTube already and public)
- Add Buttons/Website Links
- PayPal/BuyNow Button – Add/Edits to existing information
- Blog Post Upload (Existing Blog)



**The following are not included in the monthly free 15x2 minute offer**

Newsletters, PDFs - Content and images converted to PDFs as Newsletters or Manuals etc

- Newsletters (PDFs for Emailing)
- Text to PDF/Presentations (Manuals, Workshop)

Blogs - Design and new Posts

- Blog Design (New Blog)

Graphic Design - Please be clear about use

- Graphic Design for Printing (Flyers etc)
- Graphic Design for Printing and Email/Web (Flyers etc)
- Graphic Design for Email/Web Use Only (Flyers etc)

**\*\* Please note, if you are having something professionally printed you MUST add printing and postage time. Preferably giving me a 10 day - 2 week lead from WHEN YOU WANT TO RECEIVE IT IN THE POST or BY COURIER**

Social Media

- Facebook Posters (Personal Page Only)
- Facebook Business Ad (Business Page Only)
- Facebook Page Banner

Optimisation

- Website Optimisation



Please state your preferred time for completion of this work request.

It is my goal to have general editing/updating work completed by the end of the day, two working days from submission, as long as the work submission is complete and all information is presented clearly.

Work submitted Monday by 4pm, should be done by the very latest, Thursday 4pm.. work submitted on a Tuesday by the Friday.

*(As I am currently not working Wednesdays, do not count that day)*

Work requests needing clarification or re-submission due to further edits and changes, will take longer overall.

Is there a deadline for print/postage/submission - when you need to receive in the post, send to a printer, send to a publisher?

☐ Yes ☐ No

Details



## Instructions/Other Information

Instructions/Other Information

PLEASE NOTE: All aspects of a Work Request must be sent, communicated clearly, before any expectation of work completion timeframe. Please try to send me everything I need to complete the task on time, efficiently and with minimal back and forth emailing.

This includes any passwords which may have been changed which I will need. Please do not send me "try this/try that". Check yourself online, before sending me new passwords.

I believe I have sent all that is needed.

- ☐ Yes
- ☐ No

I do have more information coming, I will send further by email.

- ☐ Yes
- ☐ No