

# Frequent Writer

Some frequently asked questions to help you with your campaigns;



## Waiting for 1st card approval

Write and upload the first card in your job to make sure the layout and text is correct. Your reviewer receives an email when that first card is uploaded (**it has to be the first card in the set or they won't be notified!**) Once it has been approved, or rewritten according to feedback and then approved, you can go ahead to write the rest in that particular job number :) Some scribes like to write their envelopes while waiting for the first card to be approved. Our amazing review team work tirelessly to get through everyone as quickly as they can!



## The Scribe Manual

Most questions and queries can be resolved through your Scribe Manual such as layout and the QA process.



## Stationery & Ink

Reach out to the team to order more stationery when you are running low either by email or through **Zendesk** (The little blue help icon on your portal). Make sure you order ahead of time so you don't run out just before new jobs arrive. If stationery does not arrive in time jobs may need to be reassigned.



**We need at least 3 days notice to order, print and send out stationery, then it takes a day or two to reach you. Please tell us what campaign you need stationery for, what stationery you have remaining and the postcode for your address so we can double check we have the right one.**

For **Ink**, we ask that scribes buy the Parker Pen compatible ink cartridges and raise a credit note, we will reimburse the value of the Inkpact approved cartridges. If you are unable to purchase ink cartridges please reach out to the team.



## When do I need to upload my cards?

**By 4pm on the QA Deadline day.** It is vital that you write and upload your cards before this so the Review team can review them. It may seem small to leave 10 cards waiting, but if 10 writers do the same that's 100 cards! Now imagine it over multiple campaigns at once!!



## How do I get jobs?

After receiving a notification that jobs are available, simply log onto the platform to request them. Jobs become available when clients upload them so some weeks there may be more jobs that come up than others. **Only request jobs you have stationery at home for.**



## How many jobs can I request?

**Only request jobs that you**

- Have stationery for
- Are able to complete before the QA deadline and post on the Postal Deadline
- Are able to complete any rewrites for if any are failed



## Can I write cards from memory?

**Nope!**

The client is able to customise each card for their customer so every card may be different. Always follow the platform and upload as you go to catch any errors before you write more.



## I'm not receiving notifications for jobs!

Some weeks have more jobs and occasionally there will be a week with no jobs. If you think you aren't receiving notifications at all please go into your writers account and check your notifications are switched on. Some regions have better phone reception than others so you may receive emails and no text depending on your network coverage. If nothing else helps reach out to the team and we can check the tech side!