# Editors'
Guide

HOW TO USE vappingo
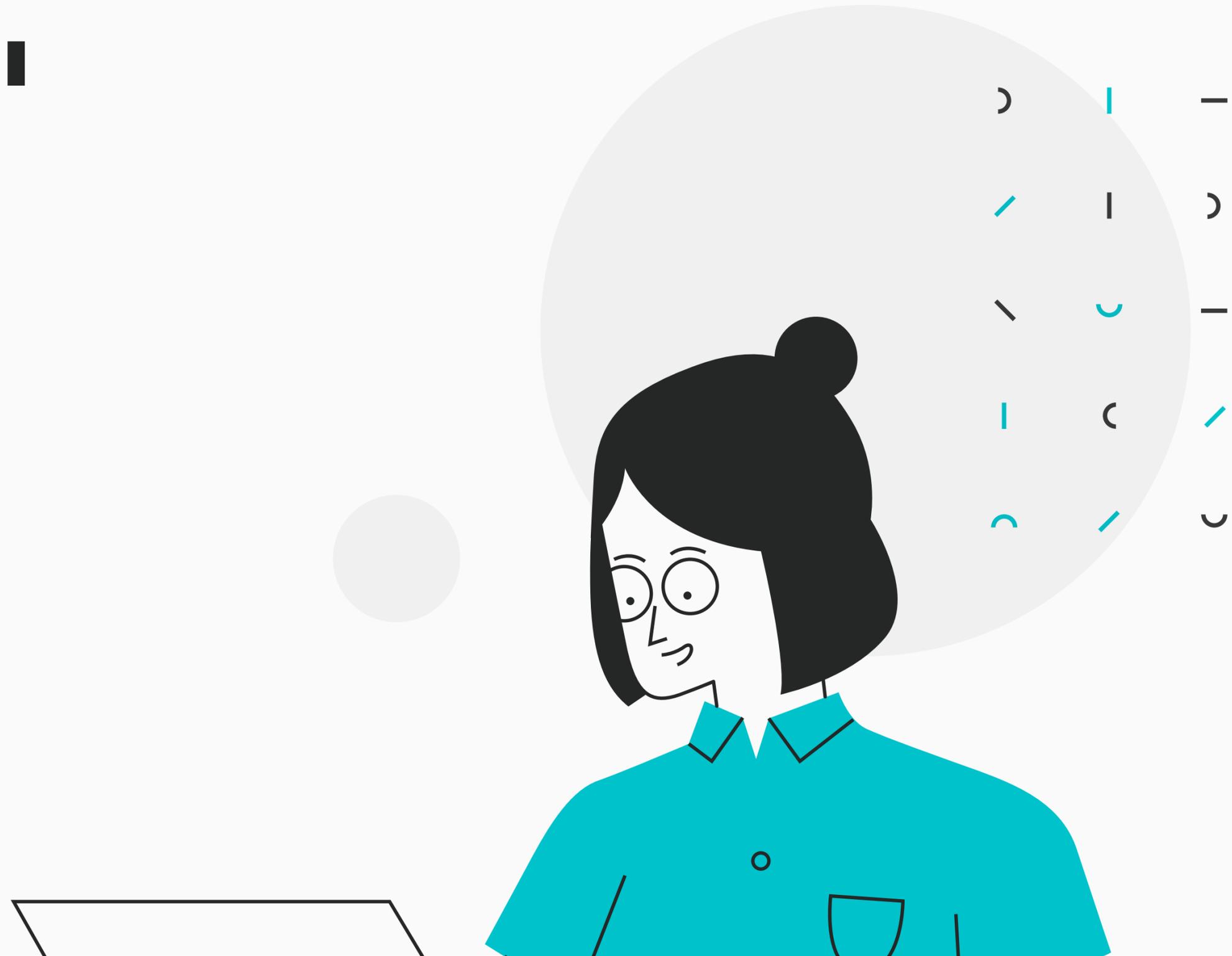
Welcome to Vappingo

WE'RE DELIGHTED TO HAVE YOU ON THE TEAM!

If you're reading this, you have made it through our recruitment process and will now have access to the editors' section of Vappingo.

This guide is designed to help you understand what we do, get to grips with our requirements, and learn how to use the system. Please print this document out and refer to it when completing orders.

Welcome aboard!

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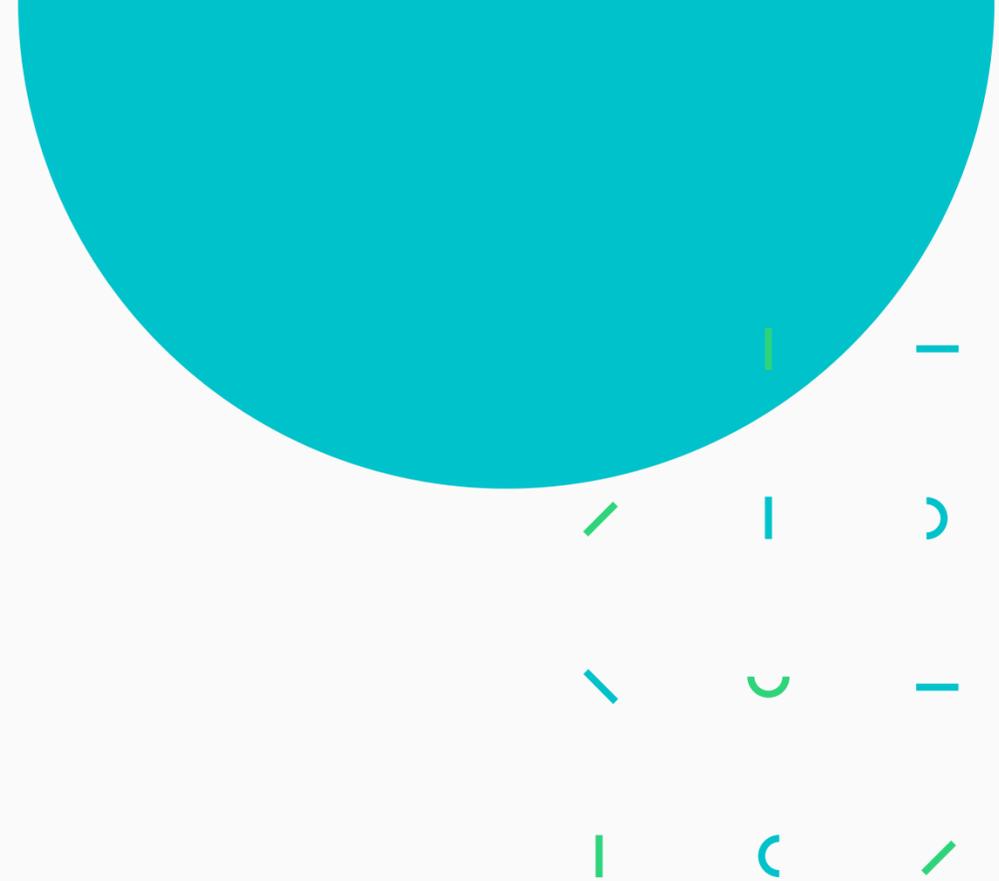
The basics
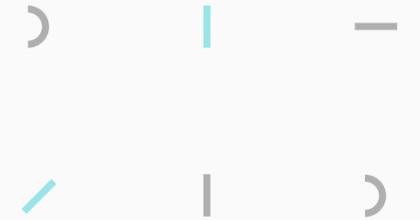
Our role is to improve our customer's English. Please treat each and every document as if it were your own work. Please make a concerted effort to edit to the highest standard possible. This is what matters the most to the people who order our services.

Bear in mind that many of our customers are not simply looking for their English to be corrected; they need help to express themselves in a more powerful and logical manner. Our job is to transform documents from good to great!

Customer satisfaction is extremely important to us. We appreciate editors and proofreaders who go the extra mile for our customers. We have a very successful satisfaction track record and strive to keep it that way. Happy customers = more orders = more work for you!

Before editing your first order, please change the user information on your word processor to your first name and last initial, and use the Vappingo ID that has been assigned to you for your initials; e.g., Sarah M V001. You can do this in Microsoft Word by visiting preferences > user information
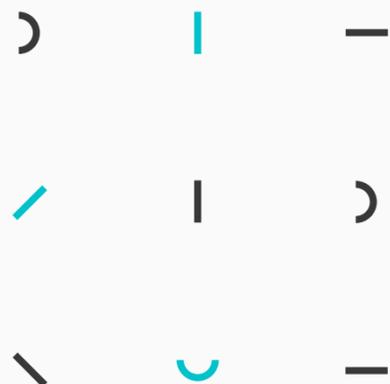
Taking orders

STEP 2

When you have found an order you want to complete, click "Accept this work". The order will be assigned to you. Once an order has been assigned, it can not be reassigned.

STEP 4

Track all changes while editing or rewriting the file. Save two versions of the edited file: One clean (all changes accepted) and one tracked (changes displayed).

Editing the file

STEP 5

Navigate to your order by clicking on "My tasks" and then "In progress" to view your outstanding orders.
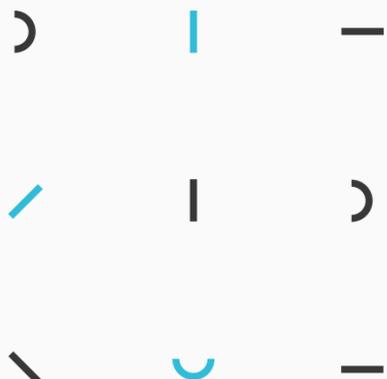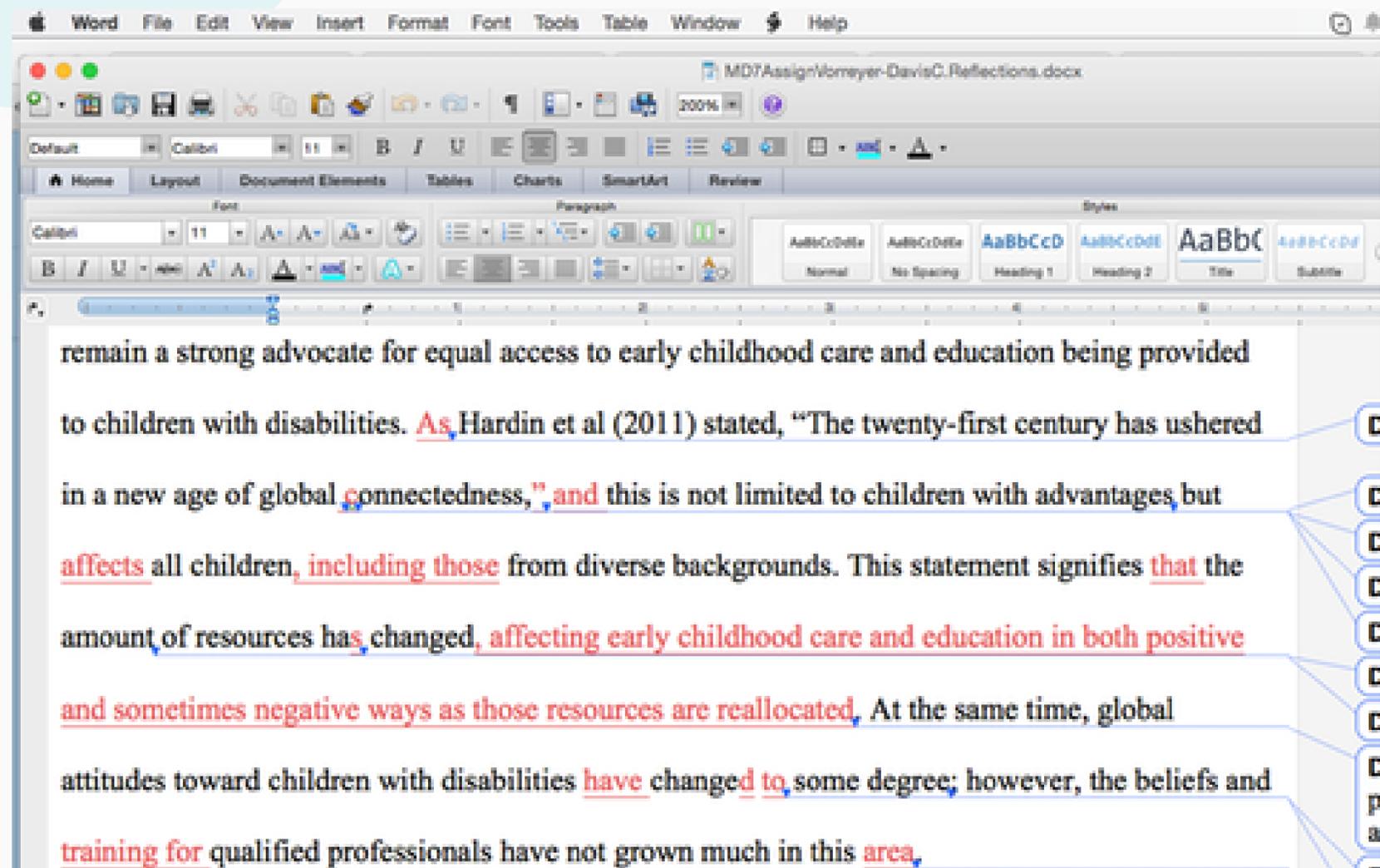
Uploading the edited file

vappingo   Browse Work   My Tasks   Payment Request ▾

My Tasks

| 0 | 3 | 2 | 4 |
| Awaiting assignment | In progress | Requested for revision | Completed |

Statement of purpose editing

ORD-000016

In progress

Fee payable $0.080

I need to ensure that my SOP is under 1000 words long

Service Type
Premium Substantive Editing

Assignment/Paper Type
Statement of Purpose

Deadline
10-Jun-2021 15:15:56

Submitting the order
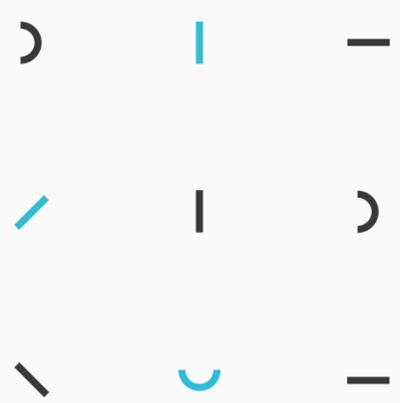
STEP 6

Upload the clean and tracked versions of the files and click "Submit."

Submit your work

Your Message *

Dear Customers,

I am pleased to tell you that your order is complete.

Attachment

| W≡ | **64106_Clean** | × |
| | DOCX | 28 KB |

| W≡ | **64109_Tracked** | × |
| | DOCX | 21 KB |

☁ Choose your files

File Types: zip, rar, 7zip, doc, docx, xlsx, xls, csv, pdf

⟁ Submit

YOUR MESSAGE

You can edit the customer message template slightly to share any feedback you have or provide additional information about your edits. Please sign off the message using your first name only.

RETURNING ORDERS AHEAD OF THE DEADLINE

Do not return orders any earlier than 24 hours before the deadline. Take them and complete them by all means, but please do not submit them until the deadline is approaching.

NEED HELP FROM SUPPORT?

You can contact support at any time during the process by writing a message in the Admin-writer communication box and clicking on "Send."

INCORRECT FILE ATTACHED?

If you attach an incorrect file by accident or wish to edit the message you have sent to the customer, open the order and click on the "Submitted works" tab. From there, you can delete the file and make adjustments.

Our Services
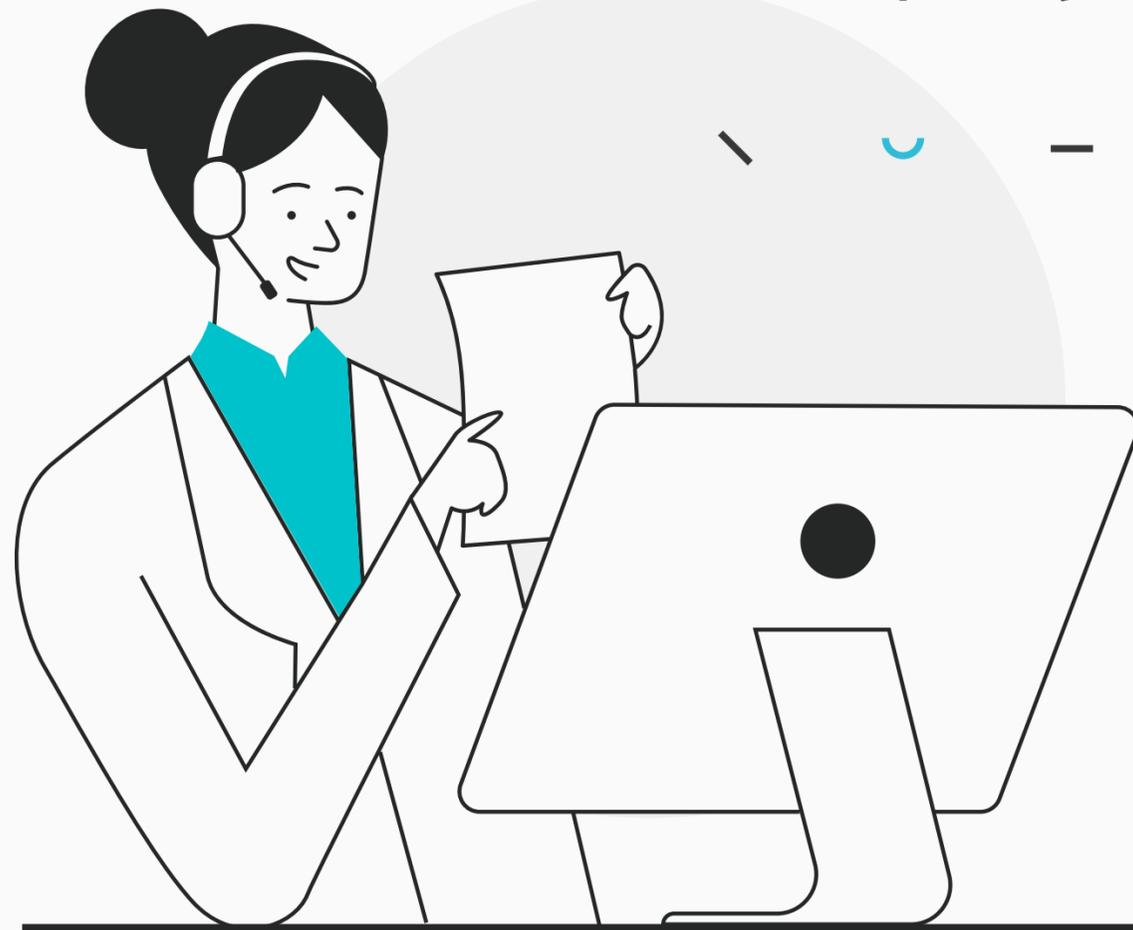
EDITING AND PROOFREADING

Correction of grammatical, punctuation, and spelling errors. Minor improvements to flow and readability. Where substantial restructuring is needed, suggestions can be made (if solutions are obvious); otherwise, it is sufficient to highlight the problem area to the customer.

PREMIUM EDITING

Premium editing involves all the tasks involved with the editing and proofreading service but includes substantive editing and rephrasing content to ensure it is the best version it can be. Think of it as a heavy edit; the more input you can provide, the better.

REWRITING

Rewriting/paraphrasing involves creating a unique version of a piece of text that communicates the same meaning as the original document but uses different words. The end file should be plagiarism free.

Editors' checklist

BEFORE RETURNING THE DOCUMENT TO THE CUSTOMER, PLEASE ENSURE THAT YOU HAVE CARRIED OUT THE FOLLOWING TASKS:

- Corrected all grammar, punctuation, spelling and usage
- Used language that is appropriate to the subject matter and the audience
- Achieved consistency in terms of writing style, argument and format
- Eliminated ambiguity
- Checked that internal cross-references are accurate
- Verified that references and citations are formatted appropriately
- Ensured that the formatting of headings, bulleted lists and other displayed matter is consistent
- Ensured that figures and illustrations are appropriate and correctly labelled and captioned
- Ensured that the document is free from blank lines, unwanted spaces and other unnecessary additions
- Used Word's track changes (or the equivalent in other word processors) and created two versions of the document, one tracked and one clean

Revision Requests

REVISION REQUESTS

We offer our customers unlimited revisions for a one-week period for many services. You are required to collaborate with the customer to address any revision requests. We have created some revision request guidelines to help customers understand what constitutes a valid revision request under our current policy. You can find them here: Revision service scope

Customers are asked to consult these prior to requesting a revision. However, in the event someone places a revision request that extends beyond the service provision, please direct them to the guidelines.

DIFFICULT CUSTOMERS

Please always remain professional and polite when responding to customer queries, messages, and feedback. If you experience a difficult customer, please try and resolve the matter in a calm and restrained manner. If you are unable to address the customer's concern, please refer the matter to support. You can message support through the system or email support@vappingo.com.
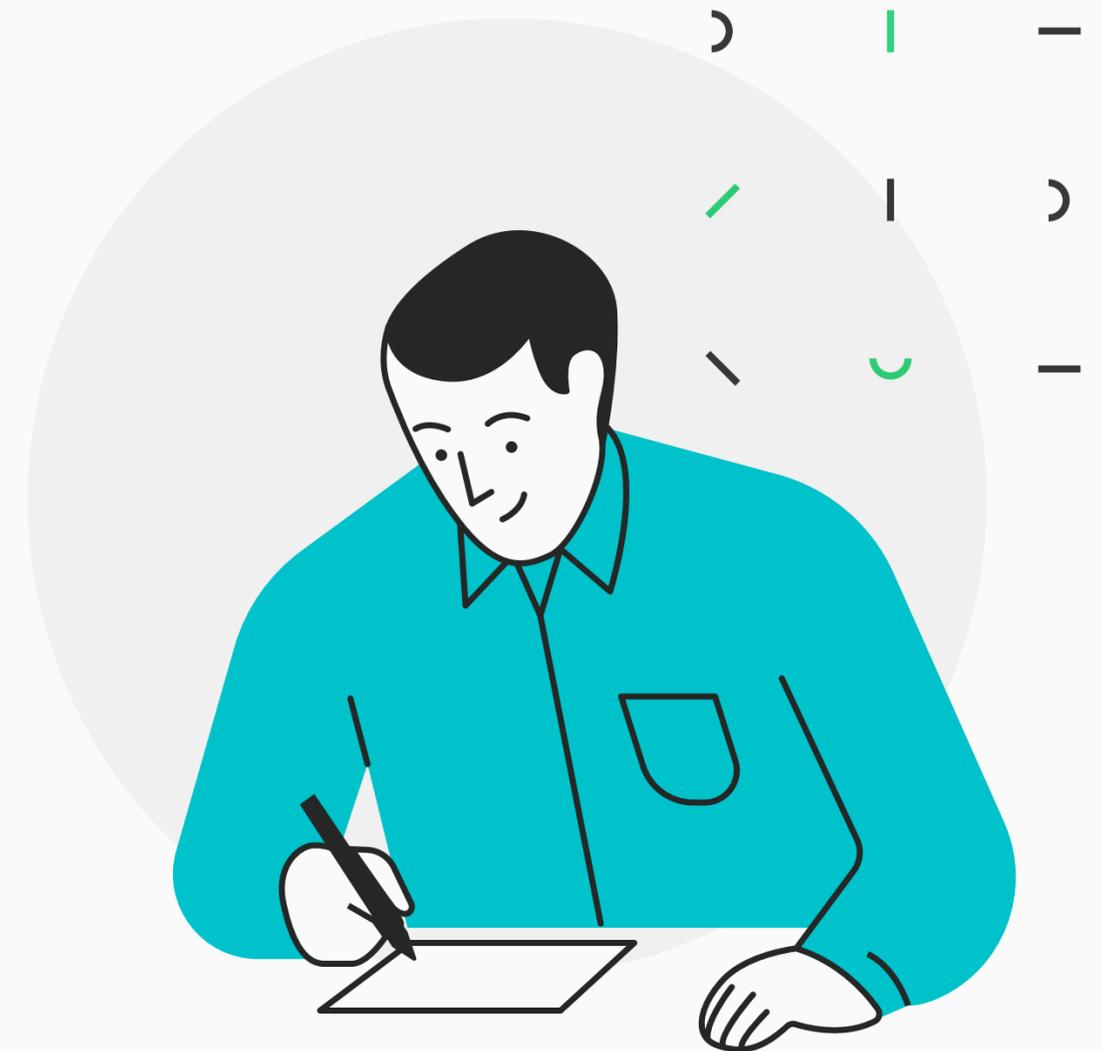
Invoicing

- Please complete your profile in full before submitting an invoice.

- Unless agreed otherwise, invoices should be submitted on the first day of each month.

- You can submit your invoice by clicking on payment request > request for payment. Please input your PayPal address and any comments related to the invoice in the notes box before requesting payment.

- The invoice generated will include all orders that have been completed and returned to the customer. Any orders that are still in progress will be rolled over to the next invoice.

- Your payments will be processed within five working days.

- Note that you are responsible for the payment of taxes or insurance contributions in your country of residence.

General rules

- Ensure all information provided during the registration process is true and accurate.
- Read and understand all the terms and conditions.
- Sign in to the system regularly to check for customer messages and revision requests.
- Ensure all work you submit is plagiarism-free, original, and is not owned by any third party, fully or partially.*
- Communicate with the support department immediately if you are unable to complete an order or you expect to submit an order late.
- Ensure that all contact between yourself and the customer takes place through the Vappingo messaging system.*
- Try to accommodate all customer requirements and requests where reasonable.
- Notify customer services if you feel any changes requested by the customer represent a significant deviation from the original order.

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General rules cont.

- Submit top-quality work at all times. Use Grammarly to check the grammar, spelling, and format of your work before submitting it.
- Provide customers with any revisions they request until they are satisfied with your work.
- Note that you are responsible for the payment of taxes or insurance contributions in your country of residence.
- Study the Vappingo Style Guide carefully and check document requirements before submitting an order.
- Do not open more than one account; do not open a customer account.*
- Do not disclose, copy, or reproduce any processes, designs, operating procedures, business methods, and innovations utilized by the company during the term of this agreement, or at any time thereafter.*
- Do not take an order unless you are certain that you can meet the requirements within the specified timescale.*
- Do not give your personal contact details to a customer.*
- Do not send any rude, aggressive, or unprofessional emails to the customer.

* – Failure to complete orders or meet deadlines, unsatisfactory work, unacceptable conduct, failure to meet customer requirements or copying and plagiarism will result in revocation of membership and termination of your account.