

Weekly Billing Email Requirements

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Team

- **Design** - Derek Johnson
- **PA** - Alexander Skorichenko
- **PM** - Stanislav Stankov
- **Team** - Reporting Team
- **Consult** - Yury Pats (new email framework), BPA, HR, CE

Framing the problem

1. Email is broken:
 - a. Client get billed more than what we state;
 - b. We do not send emails to Users that need it most;
 - c. Notification settings are not honored;
 - d. Client Expectation are not meet;
2. Email was designed for VSB, with a couple of ongoing jobs, and do not cover SB & Enterprise needs:
 - a. Access for Hiring Manager;
 - b. Access for Contact Person;
 - c. Group view of many ongoing jobs;
 - d. Easily sharing weekly payment details with accountant or other persons;

Read more in [Presentation](#)

Main Points:

1. Email have 3 different versions, targeting different type clients - Company Owner, Hiring Manager and Financial Admin;
2. Hiring Manager email have 2 levels of filtering:
 - a. Show information related to his team;
 - b. Show information where he is contact person;
3. Email data grouping:
 - a. Group data per teams - if more than X items;
 - b. Group

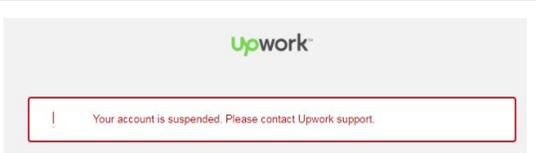
Email Template Sections

Email sections shows all sections with their alternatives based on the case. Current design can be found also in: <https://scene.zeplin.io/project/59e5222f4e5d1cec2dd0f4cb>

Email Subject

Based on email different versions, user will receive email with different subject:

Role	Subject Copy
Company Owner	{Company Owner First Name}, your weekly billing summary is here
Hiring Manager	[HM First Name], here's your billing summary for {Company Name} as Hiring Manager
Financial Admin	[FA First Name], here's your billing summary for {Company Name} as Finance Admin

Header + Alert Section	Copy
 The screenshot shows the top part of an email. On the left, there is the Upwork logo. Below it, there is a red-bordered alert box with a small exclamation mark icon and the text "Your account is suspended. Please contact Upwork support.".	Subject: <Company Owner First Name>, your weekly billing summary is here Upwork Logo Alert Section: Your account is suspended. Please contact Upwork support.

Billing summary Section

Copy

Billing summary for Johnson&Johnson

Monday, Aug 15 - Sunday, Aug 21

\$170.28

Total charges to your account

This is a summary of your charges for the past week. [How does this work?](#)

Timesheets	1:40 hrs manual time	\$14.00
Fixed-price & other payments		\$215.28
Featured posts		\$67.00
Processing fees*		\$14.00
Adjustments (refunds, credits, reversals)		+\$140.00

Total charges to your account **\$170.28**

[View Weekly Summary](#)

[Download CSV](#)

*Processing fees includes fees for charges on Monday, Aug 22nd

Note: You have until Friday, Aug 26 at 9:59 AM PST to dispute any hourly charges. [Learn how to dispute](#)

Billing summary for {Company name}

Billing summary for {Company name} as Finance Admin

Billing summary for {Company name} as Hiring Manager

{start day}, {start Month} {start date}–{end day}, {end Month} {end date}

#{total weekly amount}

Total charges to your account

This is a summary of your charges for the past week. How does this work?

Timesheet	{XX}:{XX} hrs manual time	#{amount}
Fixed-price & other payments		#{amount}
Featured posts		#{amount}
Processing fees*		#{amount}
Adjustments (refunds, credits, reversals)		+#{amount}

Total charges to your account **#{total weekly amount}**

CTA: [View Weekly Summary](#) CTA: [Download CSV](#)

*Processing fees includes fees for charges on {end day + 1}, {end Month} {end date + 1}

Note: You have until {day}, {Month} {end date} at {HH:MM} am PST to dispute any hourly charges. [Learn how to dispute](#)

Timesheet Section V1

Copy

<div style="border: 1px solid #ccc; padding: 5px;"> <p>Timesheets View timesheet details</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;"> Emily Peters <small>Mobile App development projects</small></td> <td style="text-align: center; padding: 2px;"><div style="width: 80%; height: 5px; background: linear-gradient(to right, orange, red);"></div>43 of 50 hrs <small>2:50 hrs manual time</small></td> <td style="text-align: right; padding: 2px;">\$200.51</td> </tr> <tr> <td style="padding: 2px;"> Kathryn Cunningham <small>Concurrent Contracts Testing</small></td> <td style="text-align: center; padding: 2px;"><div style="width: 30%; height: 5px; background: linear-gradient(to right, green, blue);"></div>17 hrs <small>1:40 hrs manual time</small></td> <td style="text-align: right; padding: 2px;">\$146.51</td> </tr> <tr> <td style="padding: 2px;"> Paul Cook <small>Projects with so very long contract title</small></td> <td style="text-align: center; padding: 2px;"><div style="width: 100%; height: 5px; background: linear-gradient(to right, red, orange, yellow, green, blue, purple);"></div>168 of 168 hrs <small>168:00 hrs manual time</small></td> <td style="text-align: right; padding: 2px;">\$168,725.59</td> </tr> <tr> <td style="padding: 2px;"> Abraham-Alessandro Washington-Rodriguez <small>Php and javascript test development</small></td> <td style="text-align: center; padding: 2px;"><div style="width: 25%; height: 5px; background: linear-gradient(to right, green, blue);"></div>10 of 40 hrs <small>0:30 hrs manual time</small></td> <td style="text-align: right; padding: 2px;">\$425.08</td> </tr> <tr> <td colspan="2" style="padding: 2px;">Total for all</td> <td style="text-align: right; padding: 2px;">\$169,497.69</td> </tr> </table> </div>	Emily Peters <small>Mobile App development projects</small>	<div style="width: 80%; height: 5px; background: linear-gradient(to right, orange, red);"></div> 43 of 50 hrs <small>2:50 hrs manual time</small>	\$200.51	Kathryn Cunningham <small>Concurrent Contracts Testing</small>	<div style="width: 30%; height: 5px; background: linear-gradient(to right, green, blue);"></div> 17 hrs <small>1:40 hrs manual time</small>	\$146.51	Paul Cook <small>Projects with so very long contract title</small>	<div style="width: 100%; height: 5px; background: linear-gradient(to right, red, orange, yellow, green, blue, purple);"></div> 168 of 168 hrs <small>168:00 hrs manual time</small>	\$168,725.59	Abraham-Alessandro Washington-Rodriguez <small>Php and javascript test development</small>	<div style="width: 25%; height: 5px; background: linear-gradient(to right, green, blue);"></div> 10 of 40 hrs <small>0:30 hrs manual time</small>	\$425.08	Total for all		\$169,497.69	<ul style="list-style-type: none"> ● <i>Company with NO team</i> ● <i><= 10 Active Hourly Contracts</i> <hr/> <p><i>Progress bar #37A000 - Green</i></p> <ul style="list-style-type: none"> ● <i>Links to hours https://goo.gl/Fwq3FW</i> ● <i>Non-link color for contracts:</i>
Emily Peters <small>Mobile App development projects</small>	<div style="width: 80%; height: 5px; background: linear-gradient(to right, orange, red);"></div> 43 of 50 hrs <small>2:50 hrs manual time</small>	\$200.51														
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{First Lastname} \${amount} {Contract Name} {X} of {Y} hrs {HH:MM} hrs manual time																
Total: \${amount of all}																

Timesheet Section V2

Copy

<div style="border: 1px solid #ccc; padding: 5px; background-color: #fff9c4;"> <p>Timesheets View timesheet details</p> <p style="margin-top: 10px;">Total for 15 freelancers \$169,497.69</p> </div>	<ul style="list-style-type: none"> ● <i>Company with NO team</i> ● <i>>= 10 Active Hourly Contracts</i> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Timesheets</td> <td style="text-align: right;">View timesheet details</td> </tr> <tr> <td style="padding-top: 10px;">Total for {X} contacts</td> <td style="text-align: right;">\${amount}</td> </tr> </table>	Timesheets	View timesheet details	Total for {X} contacts	\${amount}
Timesheets	View timesheet details				
Total for {X} contacts	\${amount}				

Timesheet Section V3

Copy

Fixed-price & other payments [View transaction history](#)

Total for 15 freelancers \$431.00

[View All Contracts](#)

Total for {X} contacts \${amount}

Escrow Payments \${amount}

{Non-contract payment } \${amount}

Total: \$ \${amount of all payments}

Fixed-price & other payments
Section V3

Copy

Fixed-price & other payments	
Tiger team	\$479.38
Lion team	\$66.52
General credit	\$14.00
Pending offers	\$457.08
Total for all teams	\$1,015.98

- *Company WITH team*
- *> 10 Fixed-Priced Visual Items in all teams*

Fixed-price & other payments

{Team 1 Name} \${Team 1 total amount}

{Team 2 Name} \${Team 2 total amount}

{Non-contract payment } \${amount}

Total \${amount}

Fixed-price & other payments
Section V4

Copy

- *Company WITH team*
- *<= 10 Fixed-Priced Visual Items*

Fixed-price & other payments	
Tiger team	\$479.38
 Jay DuBuque <small>Fixed-price contract title</small>	\$92.04 Bonus
 Alex Robinson <small>FP contract for testing google tools</small>	\$387.34 Fixed Price
Lion team	\$65.52
 Brandon Lee <small>One time job: convert PDF to HTML with twitter bootstrap</small>	\$9.04 Bonus
 Megan Medina <small>Translate two books from Russian into English</small>	\$56.48 Expense
General credit	\$14.00
Pending offers	\$457.08
Total for all teams	\$1,015.98

Fixed-price & other payments

{Team 1 Name}	\${team 1 total amount}
{First Lastname}	\${amount}
{Contract Name}	{payment reason}
{First Lastname}	\${amount}
{Contract Name}	{payment reason}
{Team 2 Name}	\${team 2 total amount}
{First Lastname}	\${amount}
{Contract Name}	{payment reason}
{First Lastname}	\${amount}
{Contract Name}	{payment reason}
{Non-contract payment }	\${amount}
Total	\${amount}

Featured Posts Section

Copy

FEATURED JOBS

Featured jobs

UX/UI specialist to improve current design of IOS/Android
Proposals (16)
Unanswered invites (7)

Add button to interview rooms for freelancers and clients to "View Proposal"
Hires (2)

New staff augment job
Proposals (8)
Unanswered invites (2)

Total \$150.00

Featured jobs

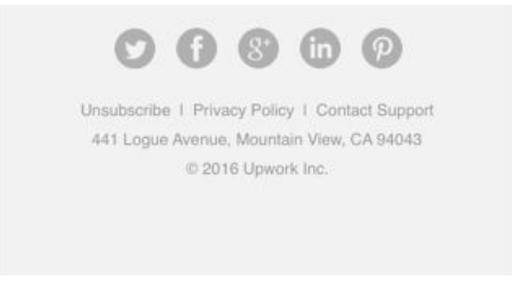
{Job Title 1}
Proposals ({Y})
Unanswered invites ({X})

{Job Title 2}
Hires({Z})

{Job Title 3}
Proposals ({K})
Unanswered invites ({L})

Total \${amount}

Tip Section	Copy
<div data-bbox="118 226 630 363"> <p>Upwork Tip</p> <p>The French Revolution constituted for the conscience of the dominant aristocratic class a fall from innocence, and upturning of the natural chain of events that resounded all over Europe.</p> </div>	<p>Upwork Tip</p> <p>{upwork tip - html text}</p>

Footer Section	Copy
	<p>Text link - Unsubscribe Text link - Privacy Policy Text link - Upwork Customer Support</p> <p>***UPWORK ADDRESS= 441 Logue Avenue, Mountain View, CA 94043 © 2017 Upwork Inc.</p>

JIRA epics

- <https://jira.odesk.com/browse/RF-3887>
- <https://jira.odesk.com/browse/ORPC-7595>

Version of email

There 3 possible versions for this email, based on who will received it. The fullest version of information is the one send to Company Owner, while the other 2 shows only part of that information.

1. **Company Owner** version
 - **Receiver** - Company owner;
 - **Content** - Email have all details and payments inside the email;
2. **Hiring Manager** version
 - **Receiver** - person with full hiring manager permissions in that company team's;
 - **Content** - Email have all details related to contracts: Timesheet details, Contract Adjustment and Feature Job Post. Email will not show amounts of PPF or FPF, non-contact adjustments or alert sections.
 - **Special** - based on option [*Notification Settings > Other Upwork Email Updates > Contracts > Receive contract email for*], hiring manager can filter for what exactly contracts email should be based on:
 - *Freelancers My Team Hired* - include all contracts in teams user is Hiring Manager with full permission;

- *Only Freelancers I Hired* - include only contracts where user is marked as Contact Person;

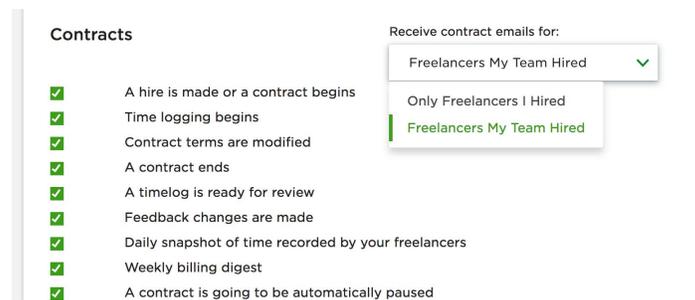
3. Admin (Finance or Full) version

- **Receive** - person with admin permissions in that company; Applied to global level no matter of the team;
- **Content** - same as company owner, but only the billing summary part.

Email Requirements

Notifications Settings

Email can be stopped by unchecking the "Weekly billing digest" from *Notification Settings > Other Upwork Email Updates > Contracts*. This applies to all version of emails.



Email Restrictions

Emails won't be send to:

1. Enterprise companies - including all 3 versions;
2. Company is suspended - including all 3 versions;

Trigger

Email will be send as soon as batch processing is done each Monday, for the previous week. If client was not billed for anything this week, we won't send email to him, finance admins and hiring permissions for that company.

mail Visual Structure

List of all section in the email:

1. Alerts
2. Billing summary
3. Timesheet
4. Fixed-price & other payments
5. Featured jobs
6. Tips

In sections *Timesheet* and *Fixed-price & other payments* client can have multiple contracts making the email too long for read. In case contracts email will show contracts based on team level, or if no teams, we will group contract information.

Email Configuration

In order to be able to quickly update how information is presented once we release the email on production, I want to set the following variables upfront:

- **max_items_per_fixed_priced_selection = 10;** - how many contract items we can see in Fixed Price Section uncollapsed;
- **max_items_per_timesheet_selection = 10;** - how many contracts items we can see in Timesheet Section uncollapsed;

Email Text Version

By default we send HTML version of email, however we want to be able to support sending both HTML and plain text version of email (Multi-Part MIME).

1. Email plain text version should reflect as much as possible the HTML version;
2. If email have text link, it will be presented as "text (link_for_text)";

Alert Section

All alerts are related to financial issues, for this reason they will be visible only in: Company Owner and Financial Admin version. Hiring Manager email version won't have them. Current alerts:

1. "Your credit card has expired." with CTA: "Update now.";
2. "Bank account <name> has been suspended. Please contact Upwork support."
3. "Your Primary payment method was declined. Update now."
4. "~~Your primary credit card will expire in <X> days. Update now"~~
5. "You have not set a primary payment method. Update now"

Billing summary Section

1. Total Charges on top of the section and in the bottom of the section should be the same;
2. Breakdown of all charges should add to the total;
3. We can have "+" only in front of "Adjustments (refunds, credits, reversals)" breakdown item;
4. Breakdown sections - represents all billing items client should pay (or paid) for that week grouped by different criteria. If some of the breakdown items do not have any transactions or payments for that week, for example, CL did not have any timesheet charges, he won't see that item in breakdown section;
5. Breakdown items:
 - **Timesheets**
 - Per email version:
 1. Company Owner - section indicate total amount of billed from hourly rate contracts for all teams in company;

2. Finance Admin - (same as Company Owner) section indicate total amount of billed from hourly rate contracts for all teams in company;
 3. Hiring Manager -section indicate total amount of billed from hourly rate contracts for:
 - all teams that user is with full Hiring Manager Permissions;
 - OR all contracts that user is added as Contact Person;
- "HH:MM hrs manual time ", represent the total amount of manual hours client is billed that week. If manual hours is 0, do not show it.
 1. Manual time for Hiring Manager is sum of the hourly contacts he sees in the email;
- **Fixed-price & other payments**
 - Section include all fixed price payments related to contracts (Bonuses, Milestones payments, Weekly Minimum, Weekly Salary, etc) and all non-contract fixed price adjustments amonths as sum, except amounts that we return to client - refunds, referrals and credits;
 - All adjustments like refunds, reversals, credits are calculated in different section - Adjustments. This is done so that client can see clearly all amont he is paid back;
 - Per email version:
 1. Company Owner - sees sum of all billings as described above;
 2. Finance Admin - (same as Company Owner) sees sum of all billings as described above;
 3. Hiring Manager - similar to Timesheet he amount is total for the contracts he can see (per team or per contact person);
 - **(Payment) Processing fee (PPF)**
 - This is the total amount of fees client paid for that week - this include the total sum of PPF on all charges for that week.
 - Sometimes this total fee can include partly fee from charges done on Monday next day (unrelated to week stated in email), in this case we will show asterisks after breakdown item and provide further explanation later in section. (Currently there is no way know how much of the Monday shared fee is for this week vs next week. See: [Why Payment Processing Fee can include fee from next Monday](#))
 - **Flat monthly processing fee (FPF)** - Clients opt in for "[Alternative Flat \\$25 Monthly Processing Fee](#)" in this case he won't have PPF - so we won't show it. However each 4th week, he will be billed for that FPF. In this case we will include only that fee. In this case use title "Monthly processing fee" in email.
 - Per email version:
 1. Company Owner - it is visible;
 2. Finance Admin - (same as Company Owner) it is visible;
 3. Hiring Manager - NOT visible. Do not show PPF or FPF in this version;
 - **Adjustments (refunds, credits, reversals)**
 - Those includes all credits clients received for that week based on contract or non-contract related.
 - As those sums are returned to client, we will have "+" in front of them to state them more clearly. However in total calculation they are minus of the client billing for that week;
 - Per email version:
 1. Company Owner - it is visible for all adjustments - contact or non-contract based;
 2. Finance Admin - (same as Company Owner) it is visible for all adjustments - contact or non-contract based;

3. Hiring Manager - visible only part of them related to contracts hiring manager filter;
6. Other:
 - **Processing fees includes fees for charges on {end day + 1}, {end Month} {end date + 1}* - this is shown only when we have fee included in this billing email from the next week. Date is next after Monday after weekly billing period;
 - *You have until {day}, {Month} {end date} at {HH:MM} am <Timezone> to dispute any hourly charges.* - date is next Friday after weekly billing period 23:59 UTC, calculated for that client timezone;
 7. CTAs:
 - **"View Weekly Summary"**
 - Will redirect to that week summary report. Link: <https://www.upwork.com/reports/company/dashboard?week=<w>&year=<y>&companyReference=<id>>
 - **"Download CSV"**
 - Will allow client to download CVS with the following format - [here](#);
 - Per email version:
 1. Company Owner - it is visible;
 2. Finance Admin - (same as Company Owner) it is visible;
 3. Hiring Manager - NOT visible.
 8. Links:
 - How does this work? - <https://support.upwork.com/hc/en-us/articles/115010696387>
 - Learn how to dispute - <https://support.upwork.com/hc/en-us/articles/211062158-How-and-when-can-I-file-an-hourly-contract-dispute->

Timesheet Section

1. Section will hold only billing for hourly based contracts. If there are none, email won't show it;
2. Total amount at the end of the section should be equal to the one in summary billing section;
3. If clients have Teams feature enabled, contracts will be shown under Team names;
4. If client have greater than **max_items_per_timesheet_selection** contracts, we will not show single contract items, but only team summary ([Timesheet Section V4](#)). In case client do not have teams enabled and have more items, we will compact all items as in design: [Timesheet Section V2](#)

Fixed-price & other payments

1. Section name, based on what we have in section, we will show 2 different names:
 - a. Section is consisting of:
 - i. Escrows, fixed priced deposits, bonuses, weekly minimum, weekly salary - we will show "Fixed-price & bonuses"
 - b. Section is having:
 - i. Non-contract or returns/refunds - "we will show "Fixed-price & other payments"
 - c. - Escrows First milestone deposits (still no contract, but only job post);
 - d. - Bonuses;
 - e. - Weekly Minimum Adjustments (Team Builder);

- f. - Weekly Salary (weekly bonus to the hourly rate contract);
 - g. - Non-Contract Adjustments;
2. Fixed-priced section will be based on payments information from:
 - a. Fixed Price Contracts - deposits;
 - b. Escrows as first milestone;
 - c. Non-Contract related adjustments;
 3. If client did not deposit milestone or escrow or have non-contract adjustments, email won't have this section;
 4. Total amount at the end of the section should be equal to the billing summary section {Fixed-price & other Payments} - {Adjustments (refunds, credits, reversals)};
 5. Section will include of information:
 - a. All fixed-price contract adjustments - bonuses, milestones, weekly minimum, deposits, weekly salary, etc. Accepts payment released;
 - b. Escrow to offers listed after teams and before non-contract adjustments;
 - c. All non-contract adjustments;
 6. If clients have Teams feature enabled, contracts will be shown under Team names;
 7. All non-contract adjustments will be listed by transaction after contracts related items (if any);
 8. If client have greater than **max_items_per_fixed_priced_selection** contracts, we will not show single contract items, but only team summary ([Fixed-price & other payments Section V4](#)). In case client do not have teams enabled and have more items, we will compact all items as in design: [Fixed-price & other payments Section V2](#)
 - 9.

Featured Posts Section

1. Section will all payments related to feature job posts. If there are none, email won't show it;
2. Total amount on this section should equal the Featured job item on billing summary section;
3. Visual items:
 - a. {job post title} - is the Job Posted title and link to it;
 - b. If job have hires, show:
 - i. Hires ({X}), where X is the total hires on that job so far. Skip the line if number is 0;
 - c. If job do not have hires, show:
 - i. Proposals {Y}, where Y is the total proposals so far. Skip that line if number is 0;
 - ii. Unanswered Invites {Z}, where Z is showing how many not answered messages client have on it. Skip that line if number is 0;
4. Per email version:
 - a. Company Owner - will see all featured job posts, done in that week;
 - b. Finance Admin - (same as Company Owner) will see all featured job posts, done in that week, however links to that specific job post should not set;
 - c. Hiring Manager - will see only feature job posts created by him;

Tip Section

Random selection of all available. Text can include HTML formatting.

Current list of tips:

- Screen your applicants by the quality of their cover letter, previous client comments, work history, and portfolio.
- Once you've narrowed down the pack, we recommend both interviewing your top candidates and hiring your favorites for a short "test drive" project.
- You may be working with a freelancer for whom English is a second (or third!) language. Use clear and straightforward communication by avoiding metaphors and using easy-to-understand vocabulary. Try slowing down a bit when you speak.
- The most effective interviews happen via voice or, better yet, video call.
- ~~● Listen to your instincts...if you have doubts about their ability or work compatibility, keep looking.~~
- —

Appendix

Why Payment Processing Fee can include fee from next Monday;

Currently we cannot know how much processing fee we had charge clients per week. This is because we can include into weekly fees, fees from Monday if CL had made any FP charges. Let's review the following case, with actors:

- Black - client created a fixed price payment;
- Red - system processes;

So based on the following case bellow we will have payment processing fee:

- Week #1, we include:
 - Tue - $\$300 * 2.75 = \8.25
 - Tue - $\$200 * 2.75 = \5.5
 - Thu $\$100 * 2.75 = \2.75
 - Mon (W2) $\$200 * 2.75 = \5.5 - as the batch process is still not completed.
 - Total fee: \$22
- Week #2, we include:
 - Total fee: \$0 - as it was included into previous week;

Week #1						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00 - Batch process start	00:00 - Batch process start	00:00 - Batch process start	00:00 - Batch process start	00:00 - Batch process start	00:00 - Batch process start	00:00 - Batch process start
01:00 - Batch process complete.	10:00 - Batch process complete because of timesheets.	01:00 - Batch process complete. 4:00 - FP contract A - 300\$ 23:00 - FP contract A - 200\$	01:00 - Batch process complete.	00:30 - FP contract C - 100\$ 01:00 - Batch process complete.	01:00 - Batch process complete.	01:00 - Batch process complete.
Week #2						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00 - Batch process start	00:00 - Batch process start. WD closed for Week #1	00:00 - Batch process start	00:00 - Batch process start	00:00 - Batch process start	00:00 - Batch process start	00:00 - Batch process start
01:00 - Batch		01:00 - Batch	01:00 - Batch	01:00 - Batch	01:00 - Batch	01:00 - Batch

process complete.	closed. 4:00 - FP contract A - 300\$ 10:00 - Batch process complete because of timesheets.	process complete.				
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Downloaded CSV File Format

Client	{Client name>}
From	{YYYY-MM-DD}
To	{YYYY-MM-DD}
Total	\$292.28
Breakdown:	
Timesheet	\$215.28
Fixed-price & other payments	
Featured posts	\$67.00
Payment Processing fee	\$10.00
Adjustments (refunds, credits, reversals)	-\$140
Timesheet	\$215.28
Note: You have until Friday, August 26, to dispute any hourly charges.	

Call Meeting notes from BPA team

What we need

1. We need to send "Weekly Billing Email" after all transactions are done for the week, because;
2. We will need to get somehow the following data (for the passed week):
 - Client payment fees (if any);

- Client membership (if any)
- Get premium job posts (if any);
- Get escrow offers (if any);* offer amount can goes up and down, down we do not referral)
- Get all Adjustment to CL without contract (if any);!
- Weekly Minimum Payments - will be become WorkRoom adjustments, so we do not need them;
- Timesheets
- Fixed Fixed & Other Payments (contact related - bonuses, refunds, adjustments);
- !!! Charge that was not paid previous week - due payments;
-

W1: M - S - we do not care about it;

W2: M - S - billing W1;

W3: M -this is where we send email for W2 billing;

How we want to approach this change:

1. Understand how we can get all that information via API and start adding in email;
 - Invoices and Charge

2. Understand more about when all week transition are calculated and how we can start sending emails, after company transactions are in place;

How we will approach the project:

1. Have email design ready and implemented;
2. Have email postponed after transaction are done;
3. Start to including the the missing payments;