

vWorker Migration FAQ

What are the advantages of Freelancer?

- Freelancer.com is the **world's largest online outsourcing marketplace**. That means **many more jobs!** Around 3,000 jobs a day are posted on Freelancer. It also means **many more freelancers!** There's now **6.6 million** skilled professionals in **over 600 job categories**. So if you need something done, we've got the talent!
- **Freelancer.com charges less!** By upgrading your membership, you can reduce your commissions. Freelancers can reduce their commissions to only 3%, while employers with Standard or Premium membership pay no commission at all!

Please note, you can post projects and bid on projects without a membership. Our memberships are just an added benefit that our customers can optionally purchase. For more information, [view a detailed list of our Membership benefits](#).

- A truly **global experience** - Freelancer.com has dedicated regional marketplaces in **24 countries** covering **10 languages** and **15 currencies** with a **multi-lingual support team!**
- Freelancer.com's **seamless and intuitive UI** is a part of the reason the platform is trusted by professionals all across the world.
- Freelancer **innovates faster** than the competition - our functionality and features are always improving to ensure that you get the best experience!

Does Freelancer have any features that vWorker does not?

Yes! Freelancer has lots of extra features - here are a few of them:

- **Faster, more frequent withdrawals.** We process withdrawals twice a week, every week (except in the Christmas/New Year's Eve week).
- **Freelancer Rewards.** Earn credits as you complete your profile and work on the site which can be spent for benefits on-site, and free products like our great jet black Freelancer Tee! For more information, please [click here](#).
- **Freemarket.com** digital goods marketplace - sell your files and digital creations in our marketplace to earn passive income!
- An extensive **financial dashboard**, providing a complete accounting package, with the ability to send invoices to international clients and receive payment. For more information, please [click here](#).
- Our **personalisable profiles** allow you to display an extensive number of qualifications, previous work, and feedback.

- **24x7x365 always-on support** - we have **120 staff** in our **multilingual support team**. Languages spoken include **English, Spanish, German, French, Filipino, Indonesian** and **Dutch**. Contact them anytime via email at support@freelancer.com or through our [support desk](#)..

What are the main differences between vWorker & Freelancer?

- On vWorker, all bids are hidden from other workers until the project is awarded. This is not true on Freelancer. If you wish to hide bids on Freelancer.com, select the “Sealed” upgrade.
- On Freelancer.com, the fees for a project are charged once discussions between the freelancer and employer are finished and the project is awarded.
- NDA projects on vWorker require a physical signature. On Freelancer, NDA projects use a virtual signature.
- Once an employer awards a project, a freelancer has a 36 hour time-frame to accept the project.
- You need relevant skills to be able to bid on a project on Freelancer.com. This is to improve bid quality in the marketplace and reduce spam. You can choose your skills by editing your profile.

Are you offering vWorker members any promotions to smooth their transition onto Freelancer.com?

Yes! To smooth your transition onto Freelancer.com, we are giving away the following deals:

For vWorker employers:

- **12 months of FREE Premium Membership + 12 months of FREE Featured Projects + 100,000 Freelancer Credits** for any employer who has spent over \$50,000 on vWorker.
- **9 months of FREE Premium Membership + 9 months of FREE Featured Projects + 20,000 Freelancer Credits** for any employer who has spent over \$5,000 on vWorker.
- **6 months of FREE Premium Membership + 6 months of FREE Featured Projects + 15,000 Freelancer Credits** for any employer who has spent over \$3,000 on vWorker.
- **3 months of FREE Premium Membership + 3 months of FREE Featured Projects + 10,000 Freelancer Credits** for any employer who has spent over \$100 on vWorker.

For vWorker workers:

- **3 months of FREE Standard Membership + 10,000 Freelancer Credits** for any worker who has earned over \$5,000 on vWorker.
- **2 months of FREE Standard Membership + 7,000 Freelancer Credits** for any worker who has earned over \$3,000 on vWorker.

- **1 month of FREE Standard Membership + 5,000 Freelancer Credits** for any worker who has earned over \$1,000 on vWorker.
- **1 month of FREE Basic Membership + 2,000 Freelancer Credits** for any worker who has earned \$1,000 or less on vWorker.

Basic Questions

What will happen to my vWorker account now that Freelancer has acquired vWorker?

vWorker will be merged into the Freelancer marketplace. This means that all accounts, including feedback, reviews and account balances will be automatically migrated to Freelancer. In addition, all projects, active and closed, and private messages will be migrated.

I have an account on both Freelancer and vWorker. What about me?

If the emails used to register the accounts are identical, we will merge your accounts. Your profile on vWorker will not be migrated, but all your feedback will be, and your vWorker reputation will be integrated with your Freelancer.com reputation. You will be eligible to receive any promotions that other vWorker users receive and will receive the special Foundation vWorker member badge.

I haven't received an email about the progress of my account migration yet!

We will send you an email on or before 9am EDT on the 21st of November 2012 with your Freelancer.com login details and instructions. If you haven't received your email by then, please check your spam folder, and then email support@freelancer.com. We'll be more than happy to assist!

I've been issued with a temporary username and password. Can I change these?

Yes! When you first login to Freelancer.com, you will be given an opportunity to change both your temporary username and password. Where possible we have tried to retain your vWorker username, but in some circumstances this hasn't always been possible. You can change your password at any time thereafter, but your choice of username is final once selected. This final username will be displayed publicly.

What are Freelancer memberships? What benefits do they give?

Freelancer.com offers a membership system which allows you to reduce the amount of commission you pay. Employers can pay as low as 0% project commissions, and freelancers as low as 3%, which is the lowest project commission structure in the industry. On top of this reduced commission, the memberships come with a number of additional perks, including extra bids and the ability to spend hard-earned credits. To explore our membership plans, please [click here](#).

I've been given free featured projects. What advantage do these give me?

Featured projects appear prominently on the homepage, and attract greater numbers of higher quality bids. [Post a featured project now!](#)

I've been given free Freelancer credits. What can these get me?

Freelancer credits can be used to purchase extra bids, a Freelancer.com T-shirt, or even a skype session with the CEO! To view a list of things your credits can buy, [please click here](#).

What will happen to vWorker?

All vWorker users will be fully transitioned across to the Freelancer.com system. vWorker will remain in a read-only state. You will be able to log in and access your data, but not able to post new projects or send new messages. If you do not want to have your account migrated please let support@freelancer.com know, we will close it and arrange to send you your remaining balance.

Account Balance Migration Questions

What will you do with the money in my account?

Your current account balance on vWorker will be migrated to Freelancer.com. Once migrated, you may withdraw at any time. Freelancer processes withdrawals twice a week (8 times per month)- much more frequently than vWorker. The next withdrawal cutoff time is 5pm EDT Wednesday the 21st November 2012.

How can you withdraw money on Freelancer.com?

You can withdraw via Paypal, Moneybookers, Payoneer and Wire Transfer (min \$500 USD). In some countries we also have Express Withdrawals which is a free and fast way to withdraw direct to your bank account if you are on a membership plan. Withdrawing money on Freelancer.com is cheaper and faster than on vWorker - most methods are free.

How can you deposit money on Freelancer.com?

You can deposit money using Paypal, Moneybookers, Wire Transfer, Webmoney and your credit card. In some countries other local methods are available.

I have an existing withdrawal request on vWorker. What will happen to it?

All withdrawals were processed on vWorker and new withdrawal requests have stopped temporarily until migration is complete.

My account shows \$0, even after migration has been completed. Why?

Freelancer.com is a multicurrency site, whilst vWorker operated on a single currency, USD - and this is the currency your vWorker funds will be migrated in. If you come from a country other than the United States, your default currency may be set to the home currency of your country. To view the USD in your account that was migrated from vWorker, simply hover over the \$0 at the top of the page and it should be there. You can change your default currency to USD by [clicking here](#), or convert the USD in your account to another currency by [clicking here](#).

Does Freelancer.com support Western Union?

Not right now - but we are looking into it!

Will my transaction history be migrated?

We will migrate escrow history in the next two weeks. However, we recommend you log in to vWorker and download your full transaction history for your own references.

Account Migration Questions

I've been told my account will be migrated to Freelancer.com. Does that mean my profile too?

Yes! We'll be transferring over your personal details and profile picture. We will also be giving you a special Foundation vWorker member badge to signify your history. We will also bring across your feedback and ratings. Also any exam results will also come across.

What about my reputation and feedback?

We have migrated your reputation from vWorker onto our site. You may notice slight discrepancies - this is because we calculate reputation slightly differently to vWorker. We have made every effort to keep the reputation values as consistent as possible and the skill mappings the same.

I've completed some exams on vWorker. Will you migrate those too?

The majority of vWorker exams have an equivalent on Freelancer.com, and any of these will be migrated to our site. A small minority of vWorker exams have no equivalent on Freelancer.com - these will not be migrated.

Will private messages and attachments be migrated?

Any private messages between an employer and freelancer on an active project will be migrated immediately. We will follow with all messages shortly afterwards. You will still be able to log into the read-only vWorker site during this time to access all your communications history.

Attachments will be migrated next. We expect this migration to be completed within 2 weeks as there is a lot of data to bring across. We will migrate the most recent attachments first. You will still be able to access your attachments by logging into the vWorker read-only site during this time.

I have a current dispute open. Will this be migrated too?

Any open disputes on vWorker will be migrated into Freelancer.com's dispute system. Please [click here](#) for more information about our dispute system.

What about my contacts?

These will be migrated into your contact list on Freelancer.

What about the Affiliate Program?

The vWorker affiliate program will terminate as the site will be closing- however check out our affiliate program! Please [click here](#) for more information.

Project Migration Questions

I have an active project - will this be migrated over?

Of course! In addition, to more closely replicate the way projects work on vWorker.com, we'll be giving a free sealed upgrade to any projects that have not been awarded. Please note that bids on sealed projects are visible after the project is closed.

I currently have a payment in Escrow. What will happen to it?

Employer escrows will be migrated into our Milestone Payment System, which is an escrow-like system very similar to the one on vWorker. For more information on our Milestone Payment System, please [click here](#). You can find all your payments on Freelancer by [clicking here](#).

Expert Guarantees will be refunded into your balance and then your balance will be migrated.

I made several bids on a project, why is only one bid showing?

Freelancer.com only supports a single bid per project per freelancer. When we migrated the projects over, we only copied the last bid made. Other bids have been converted into private messages. You may change the amount of this bid at any time. Private message negotiations that occurred before the worker put in their first bid will not be migrated.

What happens if I miss my project deadline due to this?

Our disputes team will take this into account if the project enters arbitration.

Freelancer.com Feature Questions

Do my notifications arrive in real-time?

Freelancer.com has an integrated real-time notifications system that you can access through the header of the site when logged in. Updates are shown as soon as they happen including notifications for projects, contests, bids, and messages.

What is Freemarket?

Freelancer.com has a specialised virtual content marketplace, [Freemarket!](#) You can find all sorts of things on Freemarket, including logos, website templates, stock images, sound files, SEO packages and more!

Why isn't AccuTime working?

During the migration, the AccuTime service will not be working. It will be up and running again shortly after the migration is complete.

Does Freelancer.com have an AccuTime card equivalent?

We are in the process of integrating the AccuTime service into Freelancer. Stay tuned!

What about one-on-one projects?

On Freelancer.com we have the 'Hire Me' button that allows an Employer to seek out a Freelancer directly, bypassing the bidding process. The 'Hire Me' button can be found on each individual Freelancer's profile and in the Freelancer Directory. However, unlike one-on-one projects, these are not hidden from other users.

What about private projects?

You can select a private upgrade to a project on Freelancer. This hides the project from search engines and logged-out users, but logged-in users can still see and bid on the project.

Other Questions

What will happen to my vWorker Payoneer card?

Your vWorker payoneer card will function normally on Freelancer.com. On Freelancer, our payoneer card is called the Freelancer Debit Card. For more information on Payoneer, [click here](#)

What about my contests?

We will not be migrating active contests onto our platform. We will be refunding the contest amount back to your balance and then our dedicated concierge will create a contest for you on the Freelancer.com platform, waiving all fees. A concierge support member will be contacting you to assist.

Completed contests will be migrated and converted into fixed-price projects. The value of your contest will become the value of the project, and the winning entry will become the winning bid.

If you have a question not answered in the FAQ, please contact support@freelancer.com at any time!

For more information about the acquisition, [see the press release](#).