



Client 101: **Our Checkout & Project Details FAQ Guide**

FAQs (click to go directly to your question):

- How do I submit my details?
- Can I give my input vocally (instead of filling out a form)?
- How do I request the same writer?
- Can I edit my details after I submit them?
- How do I communicate with my writer/project manager after my project details are submitted?
- How do I answer comments left by the Express Writers' team in my account?
- Can I speak with my writer directly?
- How do I get my content back when it's done? / What happens after I fill out my form?
- How long will my content take?
- How do I request a revision?
- What are these reminders I'm receiving called "Project Details Needed / Project Details Followup"?
- Can I order a bunch of projects in one order and submit details for all in one form?
- How do you handle bulk input (uploading a spreadsheet, etc.)?
- Where can I find order history?
- Where do I deposit funds at?
- Where is my receipt?

Other Useful Links: [Our Writing Levels](#) | [Our Process](#) | [Pricing](#) | [About the Team](#)

Questions? Email us at hello@expresswriters.com or call in at 512-253-8030.

How does the checkout process work?

Step 1. Order.

After building a cart or receiving a cart link from a support specialist at Express Writers, you will be prompted to checkout. Your project details will be gathered immediately after the checkout process.

The screenshot shows the Express Writers website header with navigation links: LEARN, ABOUT, TOUR, SAY HELLO, and a CONTENT SHOP button. A user profile for Julia with a balance of \$50.00 is visible. Below the header is a progress bar with three steps: 1. ORDERS (highlighted in green), 2. PAYMENT, and 3. CHECKOUT. A message box with a question mark icon states: "Submit your order details immediately after ordering. [See Our Process.](#)". Below this is a cart item: "Blogs - :350-500 Words - \$35 + \$35.00" with a quantity of 1 and a price of \$35.00. There is a coupon code field with an "APPLY" button. The subtotal is shown as "SUB TOTAL: \$35.00". A large green button at the bottom right says "▶ CONTINUE CHECKOUT".

Step 2. Select Payment Option, Review.

Pay with a credit card, PayPal, or a balance you previously applied under the Make a Deposit option (deposits are placed here: <https://expresswriters.com/make-deposit/>). *In the example, we're paying with a deposit balance.*

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Julia \$50.00

1 2 3

ORDERS PAYMENT CHECKOUT

Please select your payment option.

☐ PayPal PayPal ☐ stripe Stripe - Credit Card ☒ \$50.00 Account Balance

SUB TOTAL: \$35.00

BACK REVIEW YOUR ORDER


Step 3. Checkout.

Click Review Your Order to proceed to Step 3. You'll see a green button prompting you to pay.

1 2 3

ORDERS PAYMENT CHECKOUT

After checkout, you will be able to submit your project details.

	Blogs - :350-500 Words - \$35 + \$35.00	1	QTY: 1	\$35.00
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SUB TOTAL: \$35.00

ACCOUNT BALANCE: \$50.00



BACK PAY WITH BALANCE


You will need to check the Terms and Conditions (<http://expresswriters.com/policy>) before you click Pay.

PAY WITH BALANCE

☒ I agree to the [terms and conditions](#).

Your order is confirmed! The next screen will show you an order confirmation, which prompts you with a green button to submit order details (which we'll talk about in the next question).

 [LEARN](#) [ABOUT](#) [TOUR](#) [SAY HELLO](#) [CONTENT SHOP](#)  Julia \$15.00

 Thanks Julia! You're on your way to great content! Your order ID is: **EW10531**

[SUBMIT ORDER DETAILS](#) [PLACE ANOTHER ORDER](#)

PRODUCT	TOTAL
Blogs × 1 : 350-500 Words - \$35 \$35.00	\$35.00
SUBTOTAL:	(ex. tax) \$35.00
PAYMENT METHOD:	Account Balance
TOTAL:	\$35.00

How do I submit my details? 2 simple steps: title your project, fill out your form.

You can submit your details by clicking **Submit Order Details** after you order, or logging into our site and going to the **My Account** area. Remember, if you don't fill these out, our system will send you automated reminders to fill out your form via email.

1. Title your project.

My Account

[MY ORDERS](#)[MY PROFILE](#)[ORDER HISTORY](#)

Hello Julia, from this area you can check the status of your orders, or download your completed project files.

NEW PROJECTS(1)

WAITING(1)

ID#10531/1

QTY: 1

 Blo...[✓ START PROJECT](#)

To start giving us your order details, first **title your project** and then click **Start Project**.

Let's say we're setting up a blog for a client's flower shop. We're going to type in the title, then hit Start Project:

NEW PROJECTS(1)

WAITING(1)

ID#10531/1

QTY: 1

 Blo...[✓ START PROJECT](#)

2. Fill out your input form.

The input form pops up. This is where you'll give us the details of your project: title, keywords, things to mention, the tone of voice for the writer to use, any style examples you have, etc.

PROJECT TITLE: Amys Flower Shop ✕

Please answer a few questions and we'll be on the road to creating awesome blog content for you.

What is the website we're blogging for? *

Please copy/paste the blog topic(s) that we can write about.

Things to Mention:

Give us some ideas of what to mention in your content.

What is your focus keyword(s)?

Please paste any additional keywords here for optimizing the blogs with.

SUBMIT PROJECT

Be sure to scroll down and fill out all the details before you hit Submit Project. *(Hitting the Enter key will also trigger the Submit button.)*

Once you hit submit, a popup will show notifying you that the project forms have been filled out successfully.

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Julia \$490.00

Project Details Confirmation ✕

✓ Thank you for submitting your project details! Quality content takes time. Please refer to our policy page for the [turnaround times chart](#). Your project order ID is: **#10547/1**

i Hello Julia, from this area you can check the status of your orders, or download your completed project files.

Be sure to save your order ID. You'll need to reference it when you call in, chat with our representatives, or email us about your order progress.

Can I give my input vocally (instead of or along with filling out a form)?

Some clients are better at talking out their thoughts rather than writing them in a form. You can now provide information in a securely recorded message to go along with your input form straight to your writer. Call in to our automated input system at 512-256-8661 to leave a voice message that will go straight to the Content Manager.

(Need a real person? If you'd like to talk to someone instead, our main line is 512-253-8030.)

How do I request the same writer?

You can request your same writer inside your input form. Scroll to the bottom of the form and you'll see an *Optional: Request the same writer* field. You will need the order ID where you had a writer assigned that you really liked and want to request on your projects, or the writer's name/initials.

PROJECT TITLE: Amys Flower Shop

If you ordered a monthly blogging plan or the posting add-on, please send us your blog login credentials here.

(WP blog admin link, username, and password). We work best with WordPress. If you have another platform, check with us to ensure we are able to post.

Optional: Do you want to request a previous writer again on this project?

☒ Yes (input order ID or writer initials below)

☐ No, pick the best writer for me

To request your same writer, type in the order ID that you experienced success with and want the same writer from, or the writer's initials/name.

Add any 1:1 notes for your writer here.

Thanks for filling out your order details! For turnaround times, please see the time chart on our policy page: www.expresswriters.com/policy

SUBMIT PROJECT

Scroll to the bottom of your input form to access the request-a-writer field.

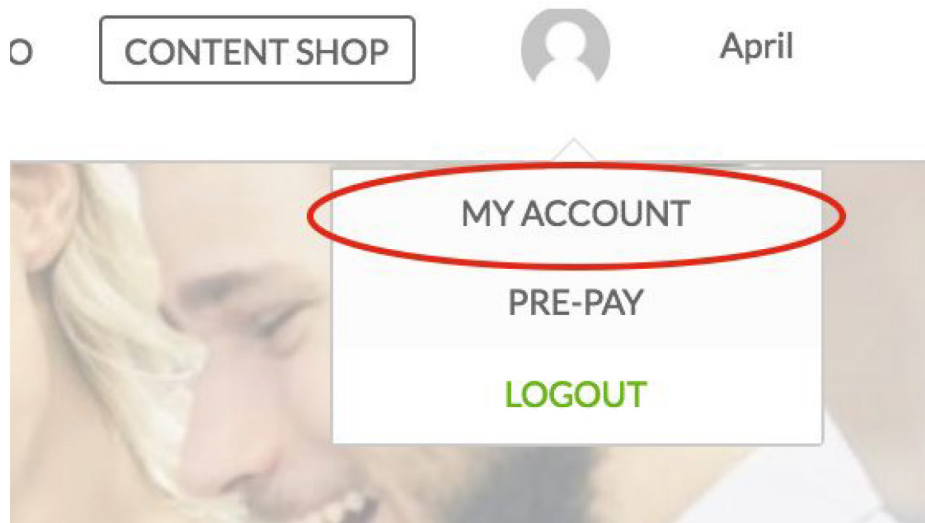
You can also send in a note in to request this (include the successful order ID or writer's initials) straight to katria@expresswriters.com.

Can I edit my details after I submit them?

Unfortunately, no. This is something we're building out in the upcoming Content Shop, V2. But, you can send in order notes at any time instead. Refer to the next question for assistance on that.

How do I communicate with my writer/project manager after my project details are submitted?

Once you're logged in to your account at Express Writers (via <https://expresswriters.com/sign-in/>), look for the gray headshot (or your picture), then hover and click on the My Account page to see your orders:



From the My Account area (<https://expresswriters.com/account/>), you'll be able to access your orders and communicate with us on open projects:

My Account

[MY ORDERS](#)[MY PROFILE](#)[ORDER HISTORY](#)

Hello Julia, from this area you can check the status of your orders, or download your completed project files.

WAITING(2)

STARTED(1)



ID#10547/1

QTY: 15

 Blo...

PROJECT STARTED

To communicate with the content manager and leave a note for your writer, **click the envelope symbol** next to your project ID, on the left.



MY ORDERS



MY PROFILE



ORDER HISTORY



Hello Julia, from this area you can check the status of your orders, or de

WAITING(2)

STARTED(1)



ID#10547/1

QTY: 15



Blo...

PROJECT S

When you click the envelope, a note box will pop up where you can leave a note for your writer:

ss Writers™

LEARN ▾ ABOUT ▾ TOUR ▾ SAY HELLO CONTENT SHOP

Ju

Add your note for Order ID: #10547/1 TITLE: 15 blogs for NPO.com

There aren't any notes for your order.

UPLOAD Choose File

ADD COMMENT

Type in your comment and upload any document (.doc, .docx) attachments for the writer. Click Add Comment to submit, and your order notes will post and instantly land in our Content Manager's inbox where we'll share it with your writer.

Add your note for Order ID: #10547/1 TITLE: 15 blogs for NPO.com

Julia

Hey, can you share this note with my writer? Thanks!


ADDED 1 MIN AGO COMMENT ATTACHMENT

UPLOAD Choose File

ADD COMMENT

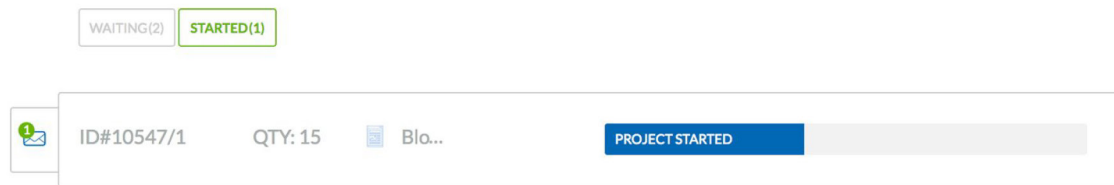
How do I answer comments left by the Express Writers' team in my account?

When you receive a comment back from our team on your project, you'll receive an email like this:

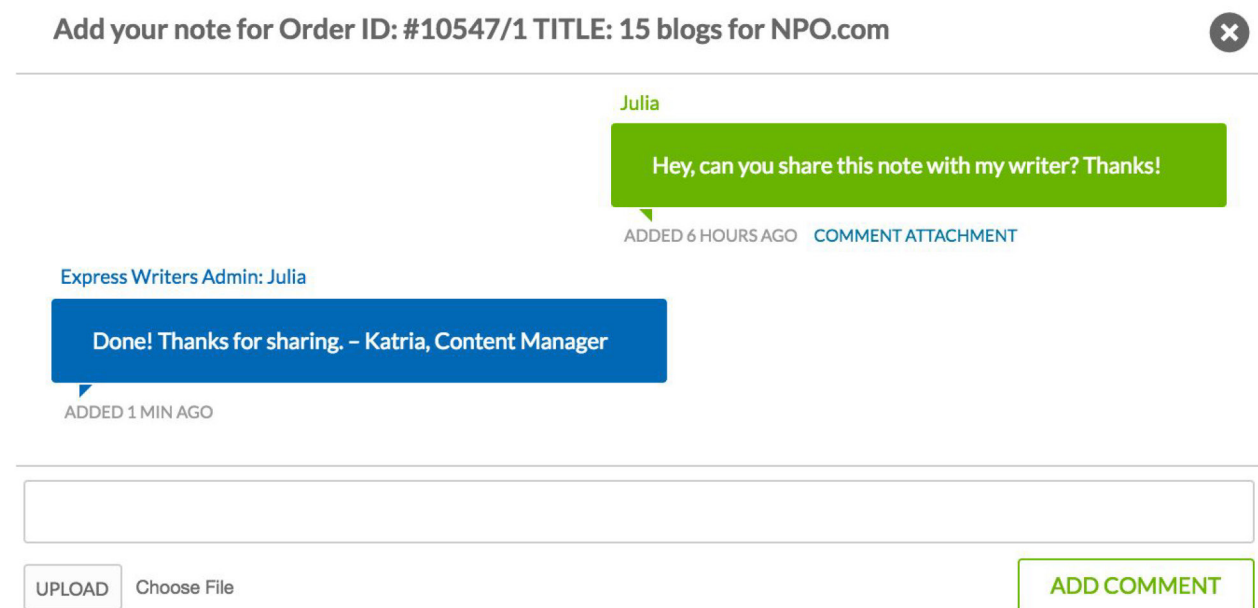
 **Express Writers**
Content Manager Has Added Project Notes

To answer the note and access the conversation thread, login to your account.

Then, from My Orders under My Account, click on the **Started** tab to access the projects that you sent in details regarding and are waiting to receive.



Look for message box on the left with the outstanding (1) notification. You can click on that and open it to read the messages left for you on your project, by our team. Example:



Can I speak with my writer directly?

We monitor, manage, and have an editorial team in place to ensure the content of our writers' stays superb, and typically do not allow 1:1 contact for the client and the writer. Instead, our content manager manages all orders and picks the best writer for each project. This process typically enables our clients to experience less hassle, and us to stay successful and monitor everything we create for the highest possible quality.

However, all your input forms and order notes (see last question) are sent from the content manager straight to your writer. We also facilitate writer contact on specific content products where it makes sense: conducting interviews, creating case studies, etc.

How long will my content take?

Our policy page (<https://expresswriters.com/policy/>) has a chart that states our turnaround times:

PIECES OF CONTENT (PAGES)	BUSINESS DAYS
1-10	3-5
10-25	5-7
25-50	7-15
50-100	12-17
100-200	15-25
200-500 pieces of content	*1 month; contact us .
500+ pieces of content	*1 month; contact us .
Note: Authority Content takes 8 days to complete. Check in to validate turnaround times.	
	Contact us .

Many times, we are able to confirm a custom turnaround time with you that's slightly faster than our chart (a 20% rush fee may apply).

How do I get my content back when it's done? / What happens after I fill out my form?

We have several tabs that appear under the My Orders area to keep your content organized and queued as it moves through completion stages:

- **Waiting:** This tab shows orders that you haven't filled out forms for yet. *(Ignore this if you have a project manager or specialist on your account placing and managing orders for you.)* Time to move in queue: depends on when you fill out your form.
- **Started:** This tab appears when you have orders that you've filled out forms for, and they are in the progress queue for assigning, creation, editing and delivery inside our team. Time to move in queue: depends on our content manager and the writers/creators involved in your project (reference the turnaround times question).

- **Completed:** This tab appears when the content manager uploads your content ready for your review and approval.
- **Revision:** This tab appears when you request a revision on your content.

Here's an example of an account with orders open at the waiting, started, and completed stages to give you an idea of each of the main queues and corresponding tabs that appear. (The revision queue is detailed in the next FAQ question.)

[MY ORDERS](#)
[MY PROFILE](#)
[ORDER HISTORY](#)

Hello Julia, from this area you can check the status of your orders, or download your completed project files.

WAITING(1)
STARTED(1)
COMPLETED(1)

ID#10507/1
QTY: 1
Press Relea...

CONTINUE PROJECT

[MY ORDERS](#)
[MY PROFILE](#)
[ORDER HISTORY](#)

Hello Julia, from this area you can check the status of your orders, or download your completed project files.

WAITING(1)
STARTED(1)
COMPLETED(1)

ID#10531/1
QTY: 1
Blo...

PROJECT STARTED



Hello Julia, from this area you can check the status of your orders, or download your completed project files.

WAITING(1)

STARTED(1)

COMPLETED(1)



ID#10547/1

QTY: 15

Blo...



DOWNLOAD YOUR FILES

APPROVE

REVISE

The **COMPLETED** tab in my orders is where you can access your content. Download your files, and approve or revise from this area.

How do I request a revision?

When your work is delivered by our content team, and it's not exactly what you were looking for, you'll be able to request a revision. Per our policy, we allow two free revisions and are typically able to fulfill 100% of what the client needs within those revisions.

Login to your Account and click My Orders, then the Completed tab to access the Revision request feature:

Once



Hello Julia, from this area you can check the status of your orders, or download your completed project files.

WAITING(2)

COMPLETED(1)



ID#10547/1

QTY: 15

Blo...

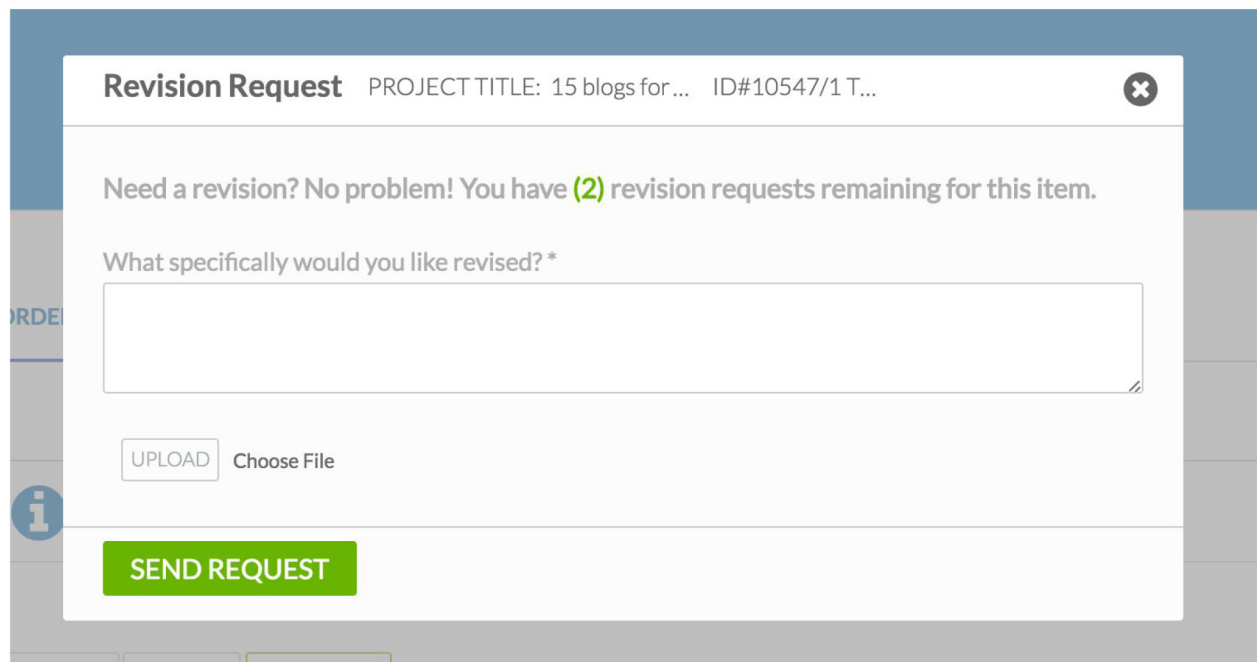


DOWNLOAD YOUR FILES

APPROVE

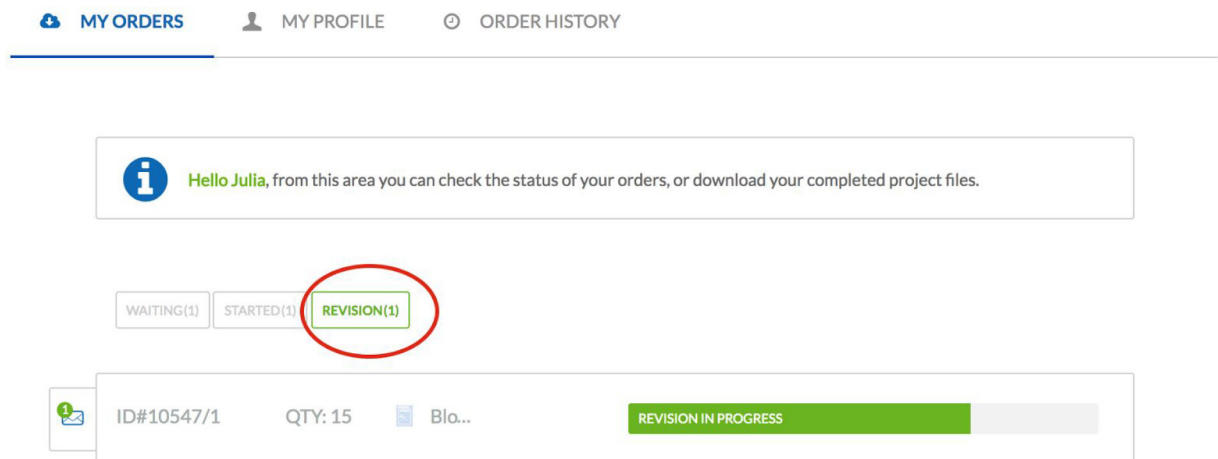
REVISE

Click Revise, and you'll see this message box pop up. You can attach a document with your return message:



A modal window titled "Revision Request" with a close button (X) in the top right corner. The header shows "PROJECT TITLE: 15 blogs for ..." and "ID#10547/1 T...". The main text says "Need a revision? No problem! You have (2) revision requests remaining for this item." Below this is a text input field with the label "What specifically would you like revised? *". At the bottom left, there is an "UPLOAD" button and a "Choose File" link. At the bottom center, there is a large green button labeled "SEND REQUEST".

After you finish writing a note about the revision you need and click "Send Request", a new queue will appear for **REVISION** in your orders section:

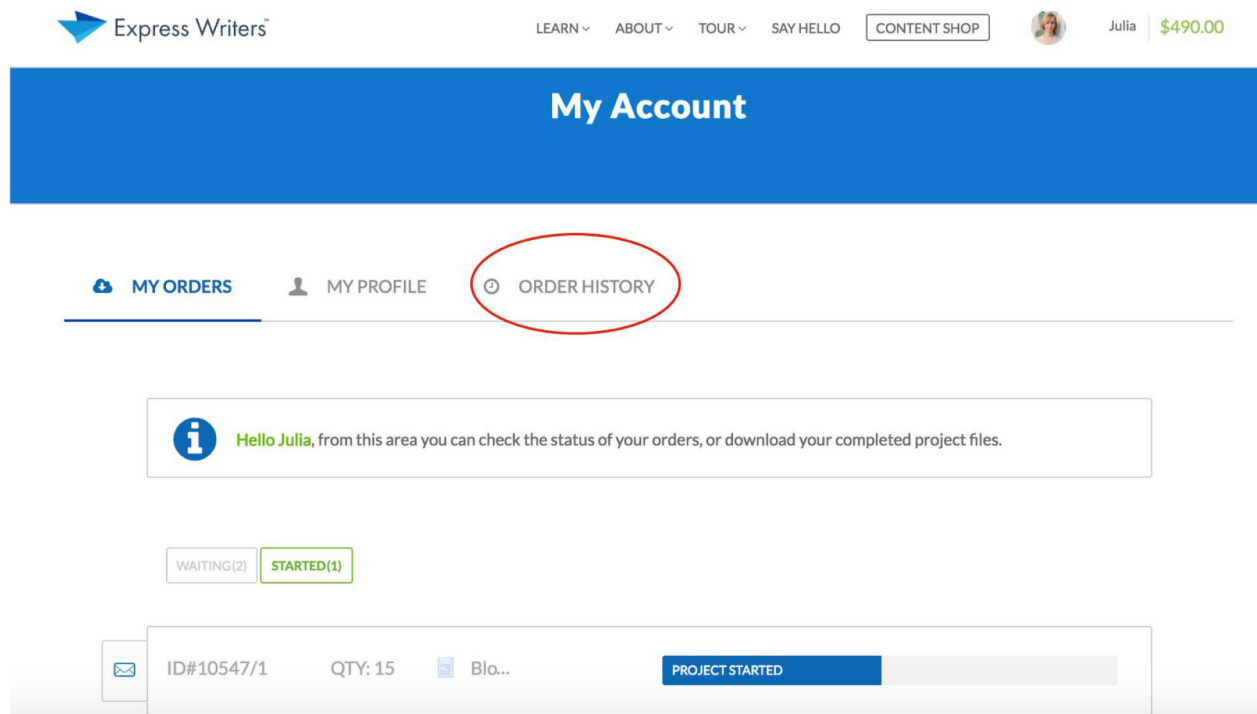
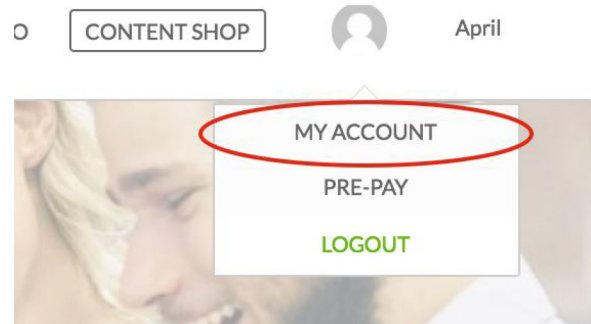


The dashboard shows navigation links: "MY ORDERS" (active), "MY PROFILE", and "ORDER HISTORY". Below is a welcome message: "Hello Julia, from this area you can check the status of your orders, or download your completed project files." Underneath are three tabs: "WAITING(1)", "STARTED(1)", and "REVISION(1)". The "REVISION(1)" tab is circled in red. Below the tabs is an order card for "ID#10547/1" with "QTY: 15" and a truncated title "Blo...". A green progress bar labeled "REVISION IN PROGRESS" is shown at the bottom right of the order card.

This queue will move to completed again when we deliver the revision.

Where can I access my order history?

From the My Account area (<https://expresswriters.com/account/>), you'll be able to access My Orders and Order History.



Note: order history only shows when input forms are completed by the client, the work is delivered by our team, and you have approved your content.

What are these reminders I'm receiving called "Project Details Needed / Project Details Followup"?

If you haven't filled out an input form on-site, our system will automatically email you daily reminders to fill out your forms that look like this:



Project Detail Followup

Hi Julia,

Please fill out the remaining form details for project [My Press Release](#).

Thank You, EW Admin and it's Order Id is #10507 / 1.

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Filling out your input form starts your order. If you've already talked to a content specialist or had a project manager start your order for you, you can ignore those notifications.

Can I order a bunch of projects in one order and submit details for all in one form?

Yes! Just order the quantity you need and put the details for each in one input form. Let's say we're setting up 15 blogs for a client, NPO.com. We just title the project *15 Blogs - NPO*, click Start Project, and send the details for all 15 pieces in the input form.

NEW PROJECTS(1) WAITING(2)

ID#10547/1

QTY: 15

 Blo...

15 blogs for NPO.com

✓ START PROJECT

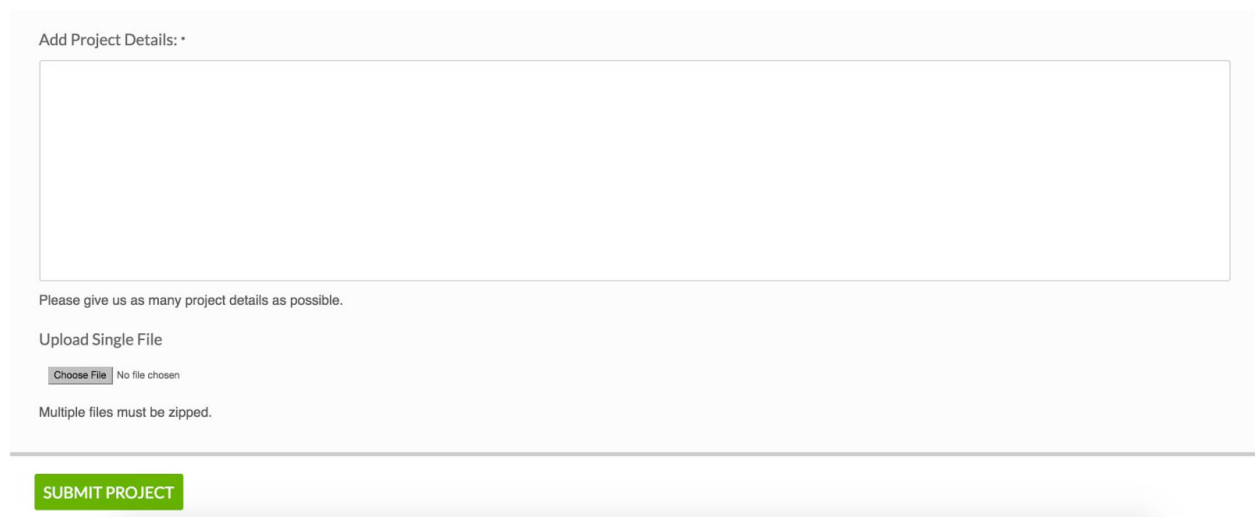
Can I get a bulk topic uploader?

Do you have multiple topics for a large quantity of content?

You can request what we call “a simple uploader” to upload a spreadsheet for high volume topic input at once. Using this method, we have clients that upload up to 400+ blog topics at one time.

This has to be manually enabled and requested, but decreases all input fields to two questions: *Add project details*, and an upload button.

When this option is manually enabled, it will apply to your entire account. After you place your order and click Submit Order Details, you’ll type in a project title and click Start Project. Then, your form (no matter what product you ordered) will popup and look like this:



Add Project Details: *

Please give us as many project details as possible.

Upload Single File

No file chosen

Multiple files must be zipped.

SUBMIT PROJECT

This allows you to upload your input easily for a batch of content at once.

How do I make the input process completely hands-off and get a dedicated project manager?

Don't have time to set up your order details? We have a product for that: project management! You will receive a dedicated project manager and get hands-off order management once you place your orders. Project management fees apply. Contact us at hello@expresswriters.com to set this up for your account.

Where do I deposit funds at?

Deposit money here: <https://expresswriters.com/make-deposit/> Deposits start in increments of \$500.



Pre-Pay Deposits expire in 60 Days.

Amount : \$500

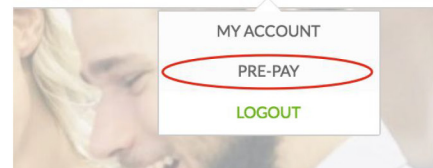


ADD PRE-PAY DEPOSIT

You can also access the Make a Deposit page right from your profile. Click on your image (or blank headshot fill image), and you'll see Pre-Pay as an option.

[CONTENT SHOP](#)

April



Where is my receipt?

Receipts are automatically emailed to you by our system, immediately after you place an order. Feel free to print this for your records. Here's what the receipt email looks like:



Me

10:05 PM • 📧 • EW BUSINESS



info@expresswriters.com



Thank you for your order

Hi **Julia McCoy**,

Your order has been received and is now being processed. Your order details are shown below for your reference:

Order: EW10531

Product	Quantity	Price
Blogs : 350-500 Words - \$35 \$35.00	1	\$35.00
Subtotal:		\$35.00 (ex. tax)
Payment Method:		Account Balance
Total:		\$35.00

Please add info@expresswriters.com to your address book and check your spam if you don't see it. Keep in mind that our staff do not receive these receipt emails, so we encourage you to save, print or file your copy.