

WalkMe Marketplace FAQ - Sellers

Brief Overview

The following article contains some common facts and questions that Sellers may have when using the WalkMe Marketplace.

How can I be hired?

Once you are registered on the platform as a seller, you can get hired by publishing your service offerings or by sending custom offers to buyers' project requests.

- Publish your services
Publishing services will instantly place you where buyers are looking to hire. When creating your service offering, you'll be able to provide different information to showcase your offering at its best.
- Sending custom requests
On the available projects page, you'll find open requests from clients actively looking for services. If you find a project you think you'd be a great match for, you can send a custom offer to the requester, specifying your details, price, and the expected delivery time.

Registration

In order to use the full functionality of the platform, you need to be logged in as a user. If you don't have a username, first you need to register.

The registration process is very easy and straightforward:

- Choose your user type. Seller (if you are looking for new clients) or Buyer (If you are looking to hire).
- Choose your username. This name will be publicly visible.
- Choose your email address. Make sure to use a usable email address. Important updates and notifications will be sent to this address.
- Choose your password.

Setting up your profile

After registering, you'll be instantly redirected to your public profile page. On this page, potential clients will be able to learn about you.

Make sure you pay attention to every detail on this page. Select a great profile picture, and carefully write all the other relevant fields such as your background, languages, skills, etc.

How can I update my location?

Your country can be updated on the settings page.

When updating your country, clients will be able to see it on your profile and services page.

It is essential to update your location, so potential clients will know where you are from, estimate the timezone, etc.

Posting a new service

When posting a new service, you create the product buyers will see, evaluate, and eventually purchase. Make sure to use a clean, informative, and straightforward title. Also, in the description section, make sure to be as informative as possible. Write down what you are offering, specify what the client will get by buying this service, and describe your background, expertise, and knowledge. In other words - make sure to sell your service with your words.

Lastly, make sure to add a great picture that represents your service, choose the price type best fits your service (it can be fixed or an hourly rate), and place it in the most relevant category.

What happens after a client hires me?

When a client decides to hire you for a project, you'll be notified both on the platform's website and your personal email. To activate the project and let your client know you agree to the terms, you need to accept the hiring. If you don't accept the project within 24 hours, the project will be automatically terminated, and it'll be canceled.

If you don't agree to the project, you can communicate with the client on the offer page or deny it.

The new project will be listed on your personal "My Projects" page, where you'll see all your current projects and their status.

Delivering a project

Once you are done with the project you were hired for, it's time to mark it as delivered.

To submit your project, go to the order's page (the one you used to accept the project from the buyer), and click on "Mark as Delivered".

Once you've done so, the buyer now has to mark it as completed as well, or, request modifications.

Only after both you and the buyer marked the project as delivered, the project will be tagged as completed, and the buyer will be able to rate your services.

Getting hired & paid

WalkMe is not responsible for the payment process. The contract details between you and the customers should be agreed upon independently. The payment process takes place outside of the marketplace, directly between the two parties.

Pictures technical specs

- Profile picture:
 - Aspect ratio: 1:1 (square).
 - Min. size: 300 x 300 pixels.
- Profile cover picture:
 - Min. size: 1,140 x 200 pixels.
- Service main picture:
 - Aspect ratio: 5:3.
 - Min. size: 700 x 480 pixels.