

Blue: done by myself

Green: done by customer

Sends inquiry form

Completes inquiry form and sends copy of document

- Details of job length, content, deadline, etc. ([Note 1](#))

Sends quotation

- Deadline, price, and details of work included and not included

Accepts quotation

Corrects document

- Also raises queries and makes suggestions as necessary

Sends two copies to customer

- One with changes, comments, and queries, and a 'clean' version with no comments or queries and all changes accepted

Reviews corrections, makes changes, and returns document

- See [Note 2](#)

Final check of document

- Focuses on customer changes and eliminates remaining errors

Sends final copy to customer with invoice

Pays invoice within one month of receipt

[Note 1](#): A copy of the document is necessary to assess whether the editing or proofreading service is more appropriate.

[Note 2](#): Any substantial further changes *unrelated to the queries, suggestions, and changes I have made* will incur an additional cost at the agreed price per word.