

Voices.com

Official Voices.com User Guide

A Talent's Guide to Getting Started at Voices.com

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Welcome to Voices.com

Congratulations for making the decision to join the #1 Voice Marketplace, Voices.com. We want to help you get off to a superb start with this guide.

Ready to go?

About This Document

At Voices.com, we want to help you succeed, and a way of doing just that is giving you the tools and guidance necessary to achieve that highly sought objective.

About Voices.com

More than just a marketplace, Voices.com is your premiere destination for marketing your voice and auditioning for quality voice over job opportunities. We've designed the site with you and your needs in mind to be a practical and enjoyable part of your business operations and promotional activities.

Voices.com Highlights

When you work with Voices.com, you'll enjoy the highest standard of service, use the best tools available and gain access to industry resources through our award-winning web service.

Sign-Up

Signing up for a membership at Voices.com is very easy. There are paid subscription options with unlimited service as well as free, basic accounts to help you meet your goals.

Selecting Your Account Type

There are two different kinds of memberships at Voices.com. One type is for people who are professional voice over talent seeking work (paid subscriptions) and the other is for people who are starting out in their career and need to build a portfolio (free).

Selecting Your Plan

Once you have determined which of those two membership types you require, you can choose between several tiers of service. As a professional, you can register for either the Premium or Preferred account. If you are an aspiring voice over talent, select the Guest membership.

My Account

My Account is your headquarters for managing all aspects of the activities you do at Voices.com.

As a voice talent, you are able to create and customize your own website to feature your portfolio of work and upload voice over samples for prospective clients to hear. You are also able to manage your Public and Private Jobs as well as relationships with clients you are working with at Voices.com using SurePay to help you invoice and receive payment for your finished work.

Account Details

Your Account Information houses your registration details, status and details of your membership, including applicable renewal dates. This is also where you may update your billing information. For your convenience, there are handy links to the webstore at Voices.com should you want to upgrade your service and also ways to receive help if you need some.

Transaction History

You'll be able to view any transactions that have taken place between you and Voices.com such as your membership subscriptions, for example.

Preferences

In your Preferences, you can opt to be automatically logged in upon visiting the Voices.com website, the kind of email you receive from our team (plain text or HTML) and budget ranges for Job Notifications. This is also where you confirm your PayPal email address so that you can be paid out through PayPal in the future if you prefer that method for work secured through our escrow service, SurePay

Top 100

The Featured Voice Talent are the most active community members at Voices.com. The Top 10 are listed on our home page and the Top 100 are listed on a separate page dedicated to the Top 100. The categories include New Voices, Most Listens, Recently Hired and Top Favorites.

Who is on the New List?

These are the newest Premium and Preferred voice talent members who have registered at the website or recently renewed their accounts. It's a way for them to gain some immediate exposure as well as a way to make a quick return on investment.

Who is featured on the Most Listens list?

Voice talent who receive the most plays or downloads of their audio files at Voices.com are recognized on this list. You can view three different Most Listens lists, including "All Time", "This Week" and "This Month".

What is the Recently Hired list?

Recently Hired identifies voice talent who have been hired within the past several hours by clients using the Voices.com SurePay escrow service. This list updates as audio files are accepted and approved by clients hiring talent. You can view three different Recently Hired lists, including "All Time", "This Week" and "This Month".

What is the Top Favorites List?

Finally, the fourth list is called "Top Favorites". People in this list have been most favored by clients. You can view three different Top Favorites lists, including "All Time", "This Week" and "This Month". How do I rank higher on the Favorites list? Clients who are logged in to their accounts can favorite voice talents by clicking the "Add to Favorites" link in the search results, audition submissions or on a voice talent website at Voices.com.

Summary

In this chapter, we discovered some of the features and benefits of using Voices.com. You now know what to expect when registering for a membership and what each membership comprises of. We also learned about some of the aspects that makes Voices.com a fun and practical environment to do business in. Let's learn more about the service, shall we?

Your Profile

Your Profile gives you the opportunity to customize and brand your Voices.com website as well as display resume information, feature voice over work, and monitor your Feedback Ratings and Reviews.

Profile

Your Profile is a multi-faceted wonder of creative engineering that simplifies the process of marketing your business. Easily edit text, distribute multimedia files and actively help thousands of people discover what you can do for them!

General Info

Type in general information about your voice and capabilities in this section of your profile. This includes contact details as well as everything from areas of expertise through to your equipment and turnaround time.

Demos

You can upload audio, video, and documents to your Profile which can then be featured if you wish. Each demo will have its own page so be sure to include as much information about the file as possible for potential clients. You can also order your demos and track the number of listens that each of your demos has received.

Products

Create and showcase your own products to sell in your store and also through the Voices.com Store to be found by clients looking for specific service offerings at a set price. Pick a category for your product, set a price, choose the order you want your products to be shown in, and also monitor how many listens your product samples have received.



Feedback

Keep track of what others are saying about your work through your ratings and reviews. Get feedback from clients who hire you using SurePay and also accept comments from people who listen to your audio.

Photo

Upload a picture of yourself or a graphic that represents who you are as a voice over artist and businessperson. For best results, upload a square image with equal dimensions.

Summary

In this chapter, we learned more about how your Profile works and how you can leverage it to gain more exposure at Voices.com. Completing your Profile is a golden opportunity for you to be creative and let your talent shine.

Inbox

Want to manage all of your Voices.com related communications in one central location? You'll love your new Inbox.

Inbox

At Voices.com, you can manage all incoming and outgoing messages, including system messages from Voices.com and individual conversations with clients through the site. The beauty of the Inbox is that even if you encounter issues receiving Voices.com emails through your own email service provider, you can still send and receive messages inside your account when logged in and using our website.

Received

All messages sent to you, including system admin messages from Voices.com and also messages to you from clients, will be filed in your "Received" folder in your Inbox for easy reference and archiving.

Sent

If you've replied to a client email or have sent any messages using Voices.com, they will be filed in your "Sent" folder in your Inbox.

Templates

Why reinvent the wheel? If you want to communicate with clients using a template response, you can create templates which are filed away in your "Templates" folder. Create as many as you like for a variety of uses. You can always customize each template on the go when auditioning to personalize the message for your clients.

Jobs

As a voice over professional, you are qualified to receive job leads at Voices.com, including Public Jobs and Private Jobs. Let's explore the differences here.

Public Jobs

A Public Job is a job posted by a client that all eligible Premium and Preferred voice talent members can apply for. Usually dozens of talent will apply for these job postings. Clients who post Public Job would like to hear from as many professionals as possible before making a hiring, also referred to as voice casting, decision. You will know that it is a Public Job by the subject line of the notification email.

Private Jobs

A Private Job is an invitation to audition for a Private Job posting at Voices.com wherein only a handful of pre-selected voice over talent are eligible to audition. Clients who post Private Jobs are more likely to have several voices in mind and simply want to compare responses from those individuals rather than open themselves up to dozens of replies from a variety of voice over talents. When you receive a Private Job, it is differentiated in the email subject line that notifies you of the personal invitation to apply.

Replying to Public and Private Jobs

As a Premium or Preferred voice talent member of Voices.com, you have full access to Public Jobs and may be contacted to apply for Private Jobs that correspond with your notification preferences, artistic, and technical abilities. When replying to a job, all you need to do is click through the email, review the job details, submit an appropriate demo, write a proposal and indicate how much you would charge to provide the services requested by a client for a given job opportunity. You also have the ability to preview your auditions and can submit them with assurance and ease.

Putting your Best Foot Forward

When applying for a job, be sure to read all of the details carefully to determine if you would like to participate as an applicant. As mentioned above, you can double check that your audio is properly uploaded and your proposal and quote are tailored to the specific needs of a client. Always personalize your correspondence and be yourself.

Job Statuses

You'll notice that you can view your jobs by their status. All jobs you have posted that are open for auditions will be shown as "Hiring Open". When your hiring deadline has passed (and you have not yet selected a voice), the status will change from "Hiring Open" to "Hiring Closed". When you select a voice and hire a professional for a job, you'll become familiar with the statuses "Finalized", "Working", and "Complete" as part of the SurePay process.

Summary

In this chapter, we learned how you can receive job notifications, how to apply for jobs that match your preferences and abilities as well as how to put your best foot forward when applying for a job posted at Voices.com.

Job Offers

Discover more about how to initiate and successfully navigate your way through the process of sending a Job Offer at Voices.com.

Jobs

When you are offering a job to a voice talent, rest assured that there is a system in place that can help you to manage all aspects of the hiring process, including presenting an offer, negotiating phases, agreements, the recording of a voice over, file delivery and approval process... it's called SurePay. Before we get into that, let's look at the process of getting the ball rolling with Jobs and Job Offers.

The Job Offer

The process starts with a "Job Offer". Job offers originate from one of three places. A job offer can be received:

1. After responding to a "Public Job" that many people have received being selected as the voice talent the client desires to work with.
2. After responding to a "Private Job" that a few people were invited to being selected as the voice talent the client desires to work with.
3. Directly from a voice talent personal website at Voices.com. Clients often listen to several voice talents when they first visit Voices.com then contact the person they'd like to work with. In this situation, there is no need for an audition (they already love your voice), so the client can simply send you a "Job Offer".

Viewing the Job Offer

You can view all "Job Offers" under the new "Jobs" tab within your account at Voices.com. The Job Offer consists of four unique sections:

Contact Information

Complete contact information is displayed from both parties (you and the client), so you'll know who is offering you the contract and which company they work for. If you need to clarify some details you can pick a phone and call them or send them an email.

Job Details

Each job has a unique ID as well as the job title and final script as a file attachment. It's recommended that you download the script and read it in its entirety before accepting any job offers.

Payment Details

In this section, you'll see the deadline for completing the work, terms of payment and your professional fee (ex. \$1000.00). You'll also see the SurePay Escrow fee, which is 10% added on top of your professional fee (ex. \$100.00) and the total to be deposited by the client (\$1100.00). SurePay conveniently calculates the escrow fee for you and then adds that fee on top of what you want to be paid for the voice over. The quote the clients sees the final total inclusive of the escrow fee, making it easier for them to move ahead knowing in advance what the final total will be.

Agreement Details

If the client has any special instructions regarding technical requirements or artistic direction, you'll see those comments in the Agreement Details.

The Counter Offer

If you've sent a "Counter Offer" back to the client, they now have the option to click "Yes, I Accept", "Make Counter Offer" or "Sorry, I Decline".

- When the client clicks "Yes, I Accept", you've got a deal!
- When the client clicks "Make Counter Offer", the counter offer is sent back to you and the cycle continues, until you reach a deal by someone clicking "Yes, I Accept". If you've ever purchased a home, this is often how the transaction occurs. This is negotiation in its simplest form.
- If no deal can be reached, either party can click "Sorry, I Decline" at anytime, and the negotiation is terminated.

Most jobs will result in a fair agreement (you did negotiate after all) and so the next step is for the client to make a deposit.

The Agreement

The Agreement is what you and your voice talent have agreed upon regarding the project details, fee for recording, voice acting or technical requirements, final script, and so on.

Summary

In this chapter, we discussed how talent can be hired directly through a Job Offer. Job Offers are presented to the person a wants to hire to record their voice over project. We also explored the offering of a job, acceptance of a job offer, and negotiating tools available at Voices.com that document the entire process, making it easy to manage and refer to correspondence and contractual agreements online from anywhere in the world.

Payments

Making payments is easy when you have the help of Voices.com's SurePay escrow service. Learn more about SurePay and its benefits for you in this chapter.

What is SurePay?

SurePay is an online payment system developed by Voices.com for the voice marketplace. It allows clients to quickly and easily hire voice over talent for work opportunities.

Who uses it?

SurePay is available to both those who need to hire freelance voice over professionals and to professionals who would like to invoice their clients in a safe, payment-guaranteed manner online, assuring payment within 24 -72 hours once a finished work has been completed and delivered.

How does SurePay work?

The process starts with a Job Offer to a voice talent from a client. If the work is accepted and an agreement reached, the next steps include the depositing of funds in an escrow account, the recording of the voice over, delivery of the files and approval of work completed. Once approval is received, the funds will be released to the voice talent either through PayPal or by check.

Why should I use SurePay?

The Internet is a wonderful tool that has made our lives easier in many ways, including doing business. Invoicing and making payment for services provided online through a trusted neutral party is one of the best ways to ensure your success and achieving your goals, whether you are the buyer of the services or the seller of the services. SurePay takes the guesswork out of doing business online.

Deposits and Payments Received Through SurePay

If you have received a deposit or a payment for your voice over recordings through SurePay, it will be noted under "Payments" for your reference and convenience where you can view "Deposits Received" and "Payments Sent".

Summary

In this chapter, we learned about what SurePay is, who uses it, how it is used and why SurePay is an excellent addition to doing business online safely and securely, saving you from hassles and ensuring that all aspects of agreements are honored via a trusted, neutral party, Voices.com.

Help

If you need a helping hand, resources are available to you at Voices.com 24 hours a day to help you succeed and learn at your own pace.

What Kind of Help is Available?

The Help section of the Voices.com website includes resources such as a Frequently Asked Questions Knowledge Base, user guides, blogs, podcasts, music and sound effects, videos, webinars, and the Voices.com webstore.

How Do I Use the FAQs?

If you have a question about how to use the website, how much to budget for your voice over and so on, you can search the FAQs. As always, this help is ready when you are and at your fingertips. If you can't find the answer that you are looking for, ask us via email and we'll add the solution to the knowledge base.

What are Blogs and Podcasts?

A blog is an online publication that you can subscribe to by email that updates regularly. The blogs at Voices.com are chock full of goodies including voice over industry news, videos, and articles that you can learn from and comment on, participating with your colleagues as part of the Voices.com community. VOX Daily is the official Voices.com blog, however, you'll soon discover that it truly belongs to the voice over community. VOX Daily keeps you in the loop with informative voice over articles that encourage community involvement, conversation and intelligent debate.

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We also offer free podcasts and video blogs. A podcast is like an online radio show with the bonus that it is available to you whenever you want to listen. VOX Talk is the official Voices.com podcast. You can subscribe via iTunes as well as listen to individual episodes at the VOX Talk blog.

Another podcast that we recommend for professional development and business ideas is the Voice Over Experts podcast. Each week, hear from some of the top voice over instructors, authors and voice acting celebrities from around the world as they share some of their knowledge, available to you free of charge. As a client seeking out voice over services who may work in casting, directing or audio production, you may wish to join the conversations on the blogs, podcasts, or videos. We're happy to have you participate!

To listen to some podcasts now, go to:
<http://podcasts.voices.com>

To read some articles, check out:
<http://blogs.voices.com>

To watch some voice over videos, visit:
<http://videos.voices.com>



Webstore

If you want to learn more about some of the services we provide, you can visit the Voices.com webstore linked from the Help section.

Summary

In this chapter, you learned about the many ways you can access helpful resources, advice, assistance, and upgrade your service at Voices.com.



Go For It

Now you have tools and knowledge - put them to use!

Ready to take the next step? Start your experience today by joining Voices.com, the #1 Voice Marketplace. Enjoy access to business and voice over resources, friendly customer care representatives, and most importantly, find the perfect voice for your projects.

To launch your career, create your free account at Voices.com