

What can I expect?

Thank you for your interest in my proofreading service. This guide is intended to help you decide whether proofreading is the right service for you and to give you an idea of what to expect during and after the proofreading process.

The scope of the proofreading service

Proofreading is not copy-editing, rewriting, restructuring or creating new content. The Society for Editors and Proofreaders (SfEP) describes proofreading as the final “[quality check and tidy-up](#)”. My [terms and conditions](#) are very clear about the remit of my services for private clients:

The proofreading service provided will cover the following, as agreed:

- Correcting basic errors in spelling, grammar and punctuation.
- Correcting or highlighting omissions and inconsistencies in typography, layout and content.
- Ensuring consistent styles of spelling, capitalisation and hyphenation.
- Identifying incorrect word usage and areas where the meaning of the text is unclear.
- Minor language suggestions or light editorial advice may be given if appropriate. **However, the proofreading service does not include extensive editing, rewriting or restructuring.** The Client will require a copy-editor or specialist service provider for this task.
- Checking page numbers and page headings (if required).
- Removing inelegant or confusing word, column and page breaks (if required).
- Checking the table of contents and ensuring that illustrations, captions and labels correspond with each other and with the text (if required).

If you have any questions about whether the help you require is covered by the above, please don't hesitate to contact me. I will do my best to clarify anything you aren't sure about.

Your proofreading service sounds just the thing for my project! What happens now?

Please check my [contact page](#) for the information I need to provide you with a quote. If you have already received a quote, please respond confirming you would like to go ahead with the work. I will tell you at or before this stage if an advance payment will be required.

Once you confirm you are happy with my quote, I will send you a project agreement. It will give your name, the project name and word count, the brief, the start and completion dates (or agreed timeframe), the total cost, any advance payment required, and when payment is due. You will need to fill in the form with your name, contact number and address before returning it to me. You will also need to sign to say you accept the terms in the document and the [terms and conditions](#) on my website. It is really important that you read them; they are there to protect both of us.

Advance payments have to be received before I can confirm the project in my schedule. You will receive an invoice for the amount, and the invoice will contain the details you need to make a bank transfer. I only accept payment via bank transfer. Once the payment is showing in the account, I will send an email to confirm the project and start date with you.

I have completed the project agreement and paid any applicable advance. What's next?

I am happy for you to send me the file as soon as you can, but providing it the day before proofreading is about to commence is often ideal. This makes sure I can spend all of the agreed start date working on your project and often get it back to you quicker than you might expect! When I receive your document I will email you to confirm I have it and the date it will be returned by. If you have any particular areas you would like me to pay special attention to, or any style choices you would like me to make sure have been implemented, please let me know before I start work.

I've sent you my work. What will my document look like when you've finished?

Most of my projects are marked up using Microsoft Word's track changes feature. If you would like me to mark up a PDF using British Standards Institution (BSI) marks or highlighting with written notes, please let me know. I am also happy to work on a paper hard copy but postage costs and the extended timescale will have to be taken into account.

A file marked up using track changes will look like this:

The screenshot shows a document titled "PROOFREADING SAMPLE" with a paragraph of text. The text is marked with track changes: red lines for insertions and deletions, and a yellow highlight. A comment pane on the right side of the document shows several comments from "Hannah McCall". The comments include: "Deleted: .", "An eq dash is used to express connection or relation (you can think of it as meaning 'and' or 'to').", "Deleted: -", "Repetition of 'even'. You may wish to rewrite slightly to avoid this.", "Perhaps consider referring to the US-EU relationship directly here as 'it' can be ambiguous.", "Deleted: e", "Deleted: e", "Deleted: e", "March 14, 2016 While 'who' can be used to refer to an organisation regarded in terms of its members, 'which' is appropriate here.", and "Deleted: e".

Track changes will show you any changes I have made, including insertions, deletions, format changes and moved matter.

The screenshot shows a document with a list of references. The references are marked with track changes: red lines for insertions and deletions, and a yellow highlight. A comment pane on the right side of the document shows several comments from "Hannah McCall". The comments include: "Deleted: in", "Deleted: .", "Moved down [1]: Webber, M (2007) Inclusion, Exclusion and the Governance of European Security, Manchester: Manchester University Press.", "Formatted: Font: Italic", "Moved (insertion) [1]", and "Formatted: Font: Italic".

I will amend grammar, spelling and punctuation where I am sure I am respecting your meaning. If I'm not sure what you meant or intended, I will explain the problem and/or give you suggested changes to choose from. I will also make the appropriate changes to maintain or create a consistent style (usually punctuation, spelling and capitalisation). I will often use comments to explain changes I have made if I feel you might want or need more information. Any suggestions I have to improve clarity or meaning will be marked using comments, and I will use comments if I have any queries.

You will be able to accept or reject my amendments individually as you go through the file. If you would like more information on how track changes works, you can visit the Microsoft Office [support pages](#).

If you would like a 'clean' version of the file – where all the changes have been implemented without tracking and the comments have been removed – I am happy to provide one for an extra fee. Please let me know when you request the initial quote if you would like this. However, I cannot provide a 'clean' file for student clients.

What will you send me when proofreading is finished?

Unless we have agreed otherwise, I will send you an email titled 'Proofreading completed'. It will have the following documents attached:

- The proofread document with mark up
- The 'clean' file (if you have requested one)
- The style sheet for the project
- The invoice for the work
- The client sign-off form

I compile a style sheet for all my jobs – it tracks your style choices (e.g. use of serial commas, *-ise* or *-ize* suffixes) and changes I have made for consistency or to conform to publishing standards – and I will send this to you for your future reference. You can see a sample style sheet on the [Resources](#) page of my website. (A style sheet may not be provided for very small projects as it would be so limited it would have little to no value.)

The invoice will contain the details required for you to make the payment for the work. I accept payment by bank transfer. I will also provide a sign-off form for you to confirm that I have completed the project according to our project agreement and my terms and conditions.

I have a question about a change you've made or I would like some more advice.

Please don't hesitate to send me an email with any queries you have. I am happy to try to explain more or differently, and I can refer you to any appropriate resources for additional information. I can also help you to make changes in response to any queries I had.

If you would like me to proofread new or additional content, I would be delighted to provide you with a quote for that work.

I've paid your invoice. Thanks Hannah!

Thank you! I will send you an email to confirm I have received the payment once it is showing in the account. If you would be prepared to provide a testimonial for my website, or allow me to use the artwork for your project in my portfolio, please get in touch. It would be greatly appreciated!