





WCP Packages

Scope of Work / Inclusions

wcp	wcp+	wcp PRO	wcp CUSTOM
For basic professional service websites	For small eCommerce shops, membership websites & eLearning platforms	For large eCommerce shops, complex membership websites & multiple course eLearning platforms	For the website that needs a unique & customised solution
			 ONE OF A KIND



Timing Guidelines

Our basic timing guidelines for tasks covered by each package are outlined below:



wcp

Small Tasks

A **SMALL** WordPress job is a task that typically takes no longer than 30 min in total. *



wcp +

Medium Tasks

A **MEDIUM** WordPress job is a task that typically takes no longer than 60 min in total. *



wcp **PRO**

Large Tasks

A **LARGE** WordPress job is a task that typically takes no longer than 90 min in total. *

We ask that all requests are logged one at a time via our help-desk. This is subject to a fair use policy. Any larger tasks or projects will need to be quoted on a time & materials basis.

*Subject to a fair use policy (see below)

We Can Assist With

Although not exhaustive, here's a list of the sort of tasks we may be able to help you with.

- ✓ Website Maintenance
- ✓ Content Management
- ✓ General
- ✓ Onsite SEO
- ✓ Speed Optimization
- ✓ Technical issues and Troubleshooting
- ✓ Social / Email Marketing
- ✓ Hosting and Domains
- ✓ Design
- ✓ Reporting
- ✓ WooCommerce / Gravity Forms
(WCP+ and WCP Pro only)





Website Maintenance

- ✓ Monthly Scheduled updates to the WordPress core (If an update is available)
- ✓ Monthly Scheduled update to all active Plugins (if an update is available). If an update becomes available after our scheduled updates, this will be updated in the following month.

Content Management

- ✓ Adding blog posts to existing blog area
- ✓ Adding podcasts to existing podcast area
- ✓ Creating or editing simple content tables
- ✓ Adding new pages based on a pre-existing page templates
- ✓ Splitting page content into 2, 3 or more columns
- ✓ Adding videos, audio or PDFs to your WordPress pages or posts

General

- ✓ Basic updates to Header and Footer (Images, Content, Alignment)
- ✓ Editing or restructuring WordPress menus
- ✓ Update Images in Image Gallery
- ✓ Troubleshoot Image Gallery issues
- ✓ Removing / Updating footer links
- ✓ Minor WordPress theme css editing (eg changing font style, colour or size)
- ✓ Resetting or recovering the Administrator username and password
- ✓ Setting up image sliders and galleries
- ✓ Setting up basic forms
- ✓ Aligning content / images
- ✓ Add new features - CTA's, Basic Popups, Sticky notification Strips
- ✓ Fix minor issues with mobile responsiveness
- ✓ Widget setup like testimonials, carousel, image slider and so on.



Onsite SEO

- ✓ Install Yoast SEO
- ✓ Tweak Title Tags & Meta Descriptions (based on details provided)
- ✓ Create better internal linking structure
- ✓ Performing basic onsite search engine optimisation on your WordPress site

Speed/Optimisation

- ✓ Tweaking the site to make the pages load faster
- ✓ Compress Images
- ✓ Assess site for any issues on request
- ✓ Address the cause of the above issues (Depending on the details this may take longer to complete and may need to be quoted)

Technical & Troubleshooting

- ✓ Installing or uninstalling WordPress plugins
- ✓ Troubleshooting issues with pre-existing RSS feeds and posts that are automatically generated from an external source
- ✓ Installing Google Analytics and other statistics modules
- ✓ Setting up an automatic backup facility
- ✓ Integrating Google Reviews widget to your site
- ✓ Setup & configure website security
- ✓ Installation and Configuration of simple plugins
- ✓ Troubleshoot Plugin, WordPress and Database Errors
- ✓ Troubleshoot Wordpress Compatibility Issues
- ✓ Cross Browser compatibility issuesv
- ✓ Solution for improperly embedded code, iframe and APIs.
- ✓ Issues with Contact Forms, Member Sign-ups and Logins



Social/Email Marketing

- ✓ Installing Facebook Pixel on the sites
- ✓ Adding Facebook, Instagram and Twitter Links to you web site
- ✓ Basic Email marketing Integrations
- ✓ Adding an Instagram Gallery to your site
- ✓ Adding a Facebook feed to your Home page

Hosting & Domains

- ✓ Setting up sub-domains
- ✓ Backing up your WordPress web site
- ✓ Restoring Backups (in the event of a major error)

Design

- ✓ Design tweaks
- ✓ Changing WordPress header, footer or sidebar graphics
- ✓ Rebranding and image enhancement for faster page loading
- ✓ Tweaking theme colour schemes

Reporting

- ✓ Monthly Scheduled Website Analytics Report delivered via Email



Woocommerce/Gravity Form Stores

- ✓ Assist with adding new basic product (using existing template)
- ✓ Update Existing Product details (Images, Content)
- ✓ Configure Payment Gateways (ie: Stripe, eWay, Paypal, SplitIt, CyberSource)
- ✓ Troubleshoot issues with existing payment gateways
- ✓ WooCommerce small bugs related to layout, shipping, cart etc. (Customisation however will need to be quoted accordingly)

Memberships / Courses

- ✓ Reset member logins - on request
- ✓ Troubleshoot issues with Memberships
- ✓ Add Resources and Training Videos
- ✓ Update existing Resources and Training Videos
- ✓ Add and Update Downloadable pdfs
- ✓ Update member content



Examples of Tasks That May Need to Be Quoted @ an Hourly Rate of \$150 + GST

- ✓ Tasks taking longer than the specified package's designated max time to complete (at the discretion of the Support Manager)
- ✓ Pro or Paid Plugins will need to be purchased by the client
- ✓ Plugins with Subscriptions need to be managed by the client
- ✓ Configuration of Complex Plugins
- ✓ Setting up a new WooCommerce Store
- ✓ Complex Forms with payment integrations
- ✓ Complex Forms with further backend functionality
- ✓ New landing Pages not based on existing page template
- ✓ New Product Pages not based on existing product template
- ✓ Fixing the layout and functionality of pages the client has created - only if over the specified package's designated max time to complete
- ✓ Custom designed Landing pages/Products/Post types
- ✓ Design and Development of a new Post type
- ✓ New WordPress installation – blog setup, layout configuration
- ✓ WP site backup & migration from one server to another
- ✓ WordPress installation – theme demo import and demo setup
- ✓ Setting up a new Memberships system within the existing site.

*Fair Use Policy

WCP: 0-3 hrs | WCP+: 0 - 5 hrs | WCP Pro: 0 - 10 hr

If we feel you're on a lower package level than you need to be on, based on the types and size of tasks you send through regularly, we will contact you to discuss this.