This sample of edited work shows three stages: first, the original text as we received it; second, what changes were made, and why; third, the final document as delivered to the client.

Original document text

Direct access
Direct access to the work schedules is now an accomplished fact. The lengthy fax procedure is thus consigned to the past, and replaced by the generation of worksheets in the central system. If there is a change in the schedule for a particular day, the system naturally alerts the claims assessor immediately.

Direct processing
Damage inspections can now be registered by the claims assessor on location via an input screen in the display of his wireless device. The central application of the insurance company then processes the data received in real time – without the intervention of a typist. The result:

- no reading or interpretation errors (and end to many lost hours);
- the regional office is able to undertake further action immediately, and ensure a quick processing of the claim;
- and the invoice, if required, is already underway.

In addition, if the client wants to check the status of a particular claim being processed, the claims assessor can call up the current status immediately on the screen. Providing an extra service at no extra cost.

Markup document text (Tier 3)

Direct access
Direct access to the work schedules is now an accomplished fact. The lengthy fax procedure ~~is thus~~ has been consigned to the past, and in its place worksheets are generated ~~replaced by the generation of worksheets~~ ~~in~~ from within the central system. If there is a change in the schedule for a particular day, the system ~~naturally~~ will, of course, ~~alerts~~ alert the claims assessor immediately.

Direct processing
~~Damage inspections can now be registered by the claims assessor on location via an input screen in the display of his wireless device.~~ [This is all passive voice. Changed to active voice] **The claims assessor can now register damage inspections whilst at the actual location, using an input screen on the display of his wireless device.** The central application of the insurance company then processes the data received in real time – without the intervention of a typist. The result**s include**:

- no reading or interpretation errors (and **the** end to many lost hours);
- the regional office is able to undertake further action immediately, and ensure ~~a~~ **the** quick processing of the claim; **and**
- ~~and~~ the invoice, if required, is already underway.

In addition, if the client wants to check the status of a particular claim being processed, the claims assessor can call up the current status immediately on the **wireless device** screen~~.~~ **,** ~~Providing~~ **providing** an extra service at no extra cost. [I wouldn't have this sentence as a stand alone sentence. It is in a style called "telegraphese" whereby you shorten sentences to make them "punchy". It is used in advertising and in…..

Final document text

Direct access

Direct access to the work schedules is now an accomplished fact. The lengthy fax procedure has been consigned to the past, and in its place worksheets are generated from within the central system. If there is a change in the schedule for a particular day, the system will, of course, alert the claims assessor immediately.

Direct processing

The claims assessor can now register damage inspections whilst at the actual location, using an input screen on the display of his wireless device. The central application of the insurance company then processes the data received in real time – without the intervention of a typist. The results include:

- no reading or interpretation errors (and the end to many lost hours);
- the regional office is able to undertake further action immediately, and ensure the quick processing of the claim; and
- the invoice, if required, is already underway.

In addition, if the client wants to check the status of a particular claim being processed, the claims assessor can call up the current status immediately on the wireless device screen, providing an extra service at no extra cost.