



## **Associate's manual**

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## Contents

1. Introduction	3
2. Availability status in the Fast translate system	3
3. Associates	3
4. Translation and/or Editing skills	4
5. Your availability status in the Fast Translate system	5
6. Front-line vs. Back-up translators	5
7. Front-line translators	5
8. Back-up translators	6
9. What do I do when I wish to go on vacations?	6
10. I don't want you to allocate new jobs to me because I need to rest!	6
11. Waiting for translation	7
12. System's adapting behaviour on decision making	7
13. Working conditions	7
14. What do I do when I receive a job?	8
15. How do I send the translated document back to the client?	8
16. How do I communicate with the service?	8
17. Personal settings and Translation skills	8
18. How can I become more desirable to your system?	8
19. System's adapting behaviour on decision making	9
20. Direct deposit into your account	10
21. A typical invoice should include	10
22. Payments	11
23. Calculation of fees	11
24. How much does it cost to join your network?	12
25. How fast can I receive jobs from you?	12
26. How can I convince you that I am a good associate?	12
27. If there are many associates for few jobs how do you decide which associate will be preferred?	12
28. What does Fast Translate expect of me when I accept a project?	12
29. What should I do if I discover I may not be able to meet the deadline you wish?	13
30. If I have questions about the source document, whom should I contact and what information should I provide?	13
31. If I am performing an edit, proof or quality assessment, what should I do if I feel the quality of the translation is not acceptable?	13
32. Payment for my project is late, whom should I contact?	13
33. What if my work is unacceptable by Fast Translate?	13
34. What should I do if I am having a problem with the service representatives?	13
35. What is a multipart translation or editing?	14
36. Misconduct and fraud	14
37. Client misconduct and fraud attempts	14
38. Associate misconduct and fraud attempts	14
39. Difference of opinion on the quality of a translation	14

## **1. Introduction**

This manual will help an associate become an efficient user of the Fast Translate on-line system.

We are particularly interested to know the parts of the system that cause you difficulties or the parts you most enjoy. Your constructive comments will help us identify weaknesses and strengths in our system, so that we can improve it for the benefit of all.

If the procedure to be followed by associates sounds too complex, don't worry. Once you complete your first job with us you will find it extremely easy the next time. We have written this manual, so that most problems and misunderstandings are eliminated beforehand.

## **2. Availability status in the Fast Translate system**

Waiting for translation or editing:

Our system will notify you by email and SMS message to your mobile phone. The system will also provide you with all necessary information. You will be able to read the source documents and communicate with the Fast Translate representatives managing that particular job. Finally you will be required to either Accept or Decline the job.

It is very important to Accept or Decline the job as soon as possible to enable the system to find a suitable associate and meet the client's deadline.

Once you accept a job, the system will indicate that you are working on a translation or editing. While in this status, the system will not assign any new jobs to you until you complete the job you have accepted.

Associates who have shown to be consistent and produce good quality work will be given the privilege to take more jobs. If you wish to be granted this privilege you must prove us that you can deliver any jobs assigned to you within the set deadline and that you can be trusted.

When you deliver a job, the system will automatically record it to your account and indicate your status: working, available, not working.

## **3. Associates**

They will receive an e-mail notification and SMS message to their mobile telephone, and are required to respond as soon as possible. Fast Translate relies on these professionals.

- The vast majority of Fast Translate jobs is allocated to them.
- They must have a valid email address and inspect it regularly.
- They must have a valid mobile telephone, and be familiar with reading SMS messages (messages to mobile telephones).
- They must respond instantly once a notification for a new job is delivered.
- They have familiarised themselves with the contents of this manual in order to respond quickly.

#### 4. Translation and/or Editing skills

After registering your personal details, please go to the bottom of the page and click on Translation and/or Editing button to indicate, whether you wish to receive translating or editing work and/ or both.

- The target language must always be your mother tongue.

\* You click on Translation [you receive translating work]

Source Language	Target Language	Content	Pages/day	Rate	Translation	Editing
-Choose-	-Choose-	- Choose -	- ? -	€	<input checked="" type="checkbox"/>	<input type="checkbox"/>

\* You click on Editing [you receive editing work]

Source Language	Target Language	Content	Pages/day	Rate	Translation	Editing
-Choose-	-Choose-	- Choose -	- ? -	€	<input type="checkbox"/>	<input checked="" type="checkbox"/>

\* You click on Translation / Editing [you receive both]

Source Language	Target Language	Content	Pages/day	Rate	Translation	Editing
-Choose-	-Choose-	- Choose -	- ? -	€	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

\* After your registration is completed, you can use your username and password so that you login your account. After you enter go to the left and click on "Languages", here you can add as many language combinations as you want.

#### Insert new language:

Source Language:  to:

Category:

Pages per day:

Translation:

Editing:

Translation Cost:   € (per word)

Editing Cost:   € (per word)

## 5. Your availability status in the Fast Translate system

Our system is designed to apply to both full-time and part-time translators. It is also designed to easily allow translators choose their vacation time, or engagement in other activities, without requiring any prior consultation with us.

In the Fast Translate system there is an option indicating your availability **"My status"** at any given time.

When you select this option **"Active"** the system may assign jobs to you. When there is a new job for you, the system will notify you by email and an SMS message to your mobile phone. The system will also provide you with all necessary information. You will be able to read the source documents and communicate with the Fast Translate representatives managing that particular job. Finally you will be required to either Accept or Reject the job.

It is important to respond to our message as soon as possible to enable us to find a suitable translator and meet the client's deadline.

Once you accept a job, the system will indicate that you are working on a translation. While in this status, the system will not assign any new jobs to you until you complete the job you have accepted.

Translators who have shown to be consistent and produce good quality work will be given the privilege to take more than one jobs at the same time. If you wish to be granted this privilege you must prove us that you can deliver any jobs assigned to you within the set deadline and that you can be trusted.

Your status is currently: Active 

[Set my status Active](#)

### b. Not available

While in this status **"Inactive"**, you don't exist for the system. You may wish to choose this status if you cannot accept any translation, editing from us e.g. want to go on vacations, work on another project, rest or have other engagements.

Your status is currently: Inactive 

[Set my status Inactive](#)

## 6. Front-line vs. Back-up translators

Fast Translate services are provided by freelance translators worldwide. Our translators may be full-time professionals or translators already working for other companies, who wish to earn some extra income. Because of this, we need to know which translators can really support us when we need them. The distinction between front-line and back-up translators is very similar to the meanings of full-time and part-time translators.

All new translators are by default members of the Back-up group, unless they explicitly request to join our Front-line group.

## 7. Front-line translators

Front-line translators are given preference on new jobs. They will receive an e-mail notification and an SMS message to their mobile telephone, and are required to respond as soon as possible. Fast Translate relies on these professionals.

Advantages:

- The vast majority of Fast Translate jobs is allocated to them.

Disadvantages:

- Provided we have enough jobs to keep them busy, they will not have the flexibility to engage themselves to other employers.

Commitments:

- They must have a valid email address and inspect it regularly.

- They must have a valid mobile telephone, and be familiar with reading SMS messages (messages to mobile telephones).

- They must respond instantly once a notification for a new job is delivered.

- They have familiarised themselves with the contents of this manual in order to respond quickly.

## **8. Back-up translators**

Back-up translators are translators who work for other employers and wish to have an extra income. Compared to front-line translators, they will receive fewer jobs.

Advantages:

- They can work for us and another employer.

Disadvantages:

- They are assigned significantly fewer jobs than front-line translators.

Commitments:

- They must have a valid email address and inspect it regularly.

- They must have a valid mobile telephone, and be familiar with reading SMS messages (messages to mobile telephones).

- They have familiarised themselves with the contents of this manual in order to respond quickly.

## **9. What do I do when I wish to go on vacations?**

You may use the "Job control" link from the panel on the left of your screen to change your availability status to **"Inactive"**. The system will not allocate any jobs to you while you are away.

When you return from your vacation, follow the same steps to change your availability status back to Waiting for translation **"Active"**.

Note: If you are a member of the Front-line group it would be much appreciated if you let us know earlier.

## **10. I don't want you to allocate new jobs to me because I need to rest!**

It is perfectly understandable. If you are currently working on a job, you don't need to take any action at all. If your availability status is Waiting for translation, click on the "Job control" link on the panel to the left of your screen and use the available control button to change to **"Inactive"**.

When you are ready to start accepting work again, follow the same steps to change to Waiting for translation **"Active"**.

## 11. Waiting for translation "Active"

While in this state, the system is allowed to assign you a job any time of the day. When a new job arrives the system will send you an email notification and an SMS notification to your mobile phone. It is very important to respond as soon as possible. The next sections describe what are your options when you have been allocated the job.

If you don't want the system to send you notifications when you sleep or when you are engaged in other activities you can enter the "Job control" page and use the available control buttons to change your status to "**Inactive**".

## 12. System's adapting behaviour on decision making

You have chosen to be in "**Inactive**".state.

You may choose to be in this state for a number of reasons. The most common ones are: you wish to rest without being worried if the system will assign you new jobs, you are engaged to activities unrelated to Fast Translate, you are on vacation etc.

When you become available again you can simply click the "Job control" link and use the available button to change to "**Active**" state.

It is important to respond to our call as soon as possible because if you choose to decline the job we will need much more time to find a suitable translator, and at the same time the client's deadline will be coming closer to its end.

Our system keeps statistics on your response speed and translators with good response speed will be preferred against others with bad response speeds.

**IMPORTANT:** You are required to ensure that the document contains the exact number of words that is reported in the job summary. Your payment is depended on the number of words in the source document! If you find that the reported word count is by far less than what it actually is, you should not start the work at all! This way we can protect you and our system from fraud attempts.

**ALERT for suspect documents:** If you believe that the source document is suspect in any way, abusive, offensive, libellous, or has an indecent content for people, tangible/intangible or intellectual goods, you are required to contact our service representatives for further instructions!

**Confidentiality agreement:** Once you are assigned a job we expect you to send us a confidentiality agreement for the job. You must sign and send this agreement either via FAX to +30 210 8813020 or post it to the address: Fast Translate, Kipselis 64, TK.11362, Kipseli, Athens, GREECE and of course email at [service@fasttranslate.com](mailto:service@fasttranslate.com)

\* To locate this agreement:

Go to your panel and on the left at the bottom you can easily find and print it.

## 13. Working conditions

As you have probably realised you are not required to work from a specific place. You are free to work from home or anywhere else, provided you have access to the Internet so that we may communicate to you any requirements about the jobs you undertake.

### Working hours

You can work any time of the day you wish provided you deliver the job within the deadline set.

## **Job delivery**

When you complete a translation or editing you simply upload it to our website. The client will be automatically notified and asked to download your translation or editing from our website.

## **Obligations**

In addition to our expectations for good quality and timely delivery of translations or editing we also require that you mail or fax to us a confidentiality agreement for each separate job you undertake. This should be viewed as part of the quality assurance we offer to our clients.

### **14. What do I do when I receive a job?**

We assume that you have received a notification via an email or SMS message to your mobile telephone informing you that a new job has been waiting for you. When you login to our system, the system will alert you that a new translation or editing is awaiting for your response. Login to the Fast Translate website and choose the job. It's so easy!

### **15. How do I send the translated or edited document back to the client?**

Login to the Fast Translate website and send the Job from the menu.  
It's so easy!

### **16. How do I communicate with the service?**

If you wish to discuss about a specific job, then type your comment and post it. You may also send an email to [service@fastranslate.com](mailto:service@fastranslate.com).

### **17. Personal settings and Translation / Editing skills**

Use this facility to add your personal data and new translation or editing or both skills. Further review the rates you agreed with us.

This page holds all your personal settings exactly as you entered them on your registration.

Amongst the presented information we are particularly interested in your email and mobile telephone number. We need that information to be accurate and verified before allocating any jobs to you. The good name of our company (Fast Translate) demands that jobs are delivered in the minimum time possible.

### **18. How can I become more desirable to your system?**

Our system is automated, selecting associates for new jobs.

Each associate has a score derived from statistical information on his/her performance:

The average time you needed to respond when we allocated new jobs to you.

How competitive your rates are against those of other associates.

Average time you needed to complete translation or editing or both.

The coordinator will always keep a general score of good behaviour and the number of good and bad comments of jobs you delivered within set deadlines. This is to penalise associates who create disorder to our system for various reasons.

## 19. System's adapting behaviour on decision making

Jobs are automatically classified into one of the following four categories with respect to their deadline:

### Deadlines

#### **Irrational deadlines ::**

An associate must translate or profread at least 35 pages per day to deliver the job. The associate receives many extra points and points received are proportional to the period of the delay.

#### **Short deadlines ::**

An associate must translate or profread 15 to 34 pages per day to deliver the job. The associate receives many extra points and points received are proportional to the period of the delay.

#### **Normal deadlines ::**

An associate must translate or profread 5 to 14 pages per day to deliver the job. The associate receives points and is penalised with analogous negative points.

#### **Long deadlines ::**

An associate may translate or profread 1 to 4 pages per day to deliver the job. The associate receives few points, depending on the duration of the delay. The associate is penalised with analogous negative points.

For example if we have a job of 10 words we want it to be translated or profread and delivered immediately. Therefore we will give a bigger significance on the performance element Response speed and smaller significance on the performance element Translation or profread speed. On the other hand if we have a 50,000 words job we will give much more significance to the Translation or profread speed and Deadlines performance elements and less on the Response speed.

Whatever the adapting behaviour of our models is, we are happy when our associates maintain a good status on all performance elements!

## 20. Direct deposit into your account

**Bank details:** you must fill in all the fields of the table, so that we safely remit money to your Bank. You must sign and send your " Invoice " to :: [service@fasttranslate.com](mailto:service@fasttranslate.com)

**Please invoice within 12 days of completion of your project. Fill in the fields below, sign and send it to [service@fasttranslate.com](mailto:service@fasttranslate.com) and by Fax 0030210 6853419**

* Money will be remitted to ::	
* The IBAN number of your BANK account ::	
* Your Bank ::	
* The address of your Bank ::	
* Country of your Bank ::	
* [ BIC ] – SWIFT CODE- ::	

<b>Translator details</b>	
* Your name ::	
* Your address ::	
* Country ::	
e-mail ::	
* URL (if you have one) ::	
<b>Job details</b>	
Services provided and Full description of the Job ::	Translation & proofreading
Title of the Job ::	
Source language to target language ::	
Words x Rate € per source word ::	
Date of delivery to Fast Translate::	
Date of payment ::	

## 21. A typical invoice should include:

Neglecting to provide all the information on your Invoice will result in payment delays. We need all the following information.

You should Fax your invoice to 0030210-8813020 and also post it to the address: Fast Translate, Kathy Korkou, 64 Kypselis Str., Postal code 11362, Kypseli, Athens, Greece.

Fast Translate will pay you within 30 days after the receipt of your invoice. We pay according to when the invoice is received and approved by the Project Manager.

We will remit money via wire transfer. This will be done free of charge for payments of € 1 000.00 or over. For payments under € 1 000.00 , the remittance fee for the wire transfer or shipment will be deducted from the payment. Please, notify our accounting department at [accounts@fastranslate.com](mailto:accounts@fastranslate.com)

## 22. Payments

The Payments page is meant to keep a log of your fees for jobs you completed, a log of payments that Fast Translate has made to you, and indicate the current balance.

The page will show a list of fees for jobs you have completed and payments made by Fast Translate to you.

You may request us to send you any outstanding balance at a time of your choice, provided that your invoices had reached our office at least 30 days earlier. Fast Translate uses either the services of Western Union (<http://www.westernunion.com>) or Eurobank (<http://www.eurobank.gr>) to send your fees. However the money to be sent will be charged with a remittance fee. The remittance fee is paid by you or us, depending on the amount of money to be sent. If the amount is 1000 euros or over, the remittance fee is paid by us. If the amount is lower than 1000 euros the remittance fee is deducted from the amount that finally reaches your account. Since our agency is based in Greece, Greek associates do not pay any remittance fee; therefore this issue applies to non-Greek associates. Remittance fees are scalable and based on the amount to be transferred. They start from 9.5 euros. Evidently, non-Greek associates cannot claim their fees if their sum is an amount smaller than 9.5 euros.

**Example 1:** You are an associate based in France and invoiced us for the amount of 1050 euros. This amount corresponds to invoices that reached our offices 35 days ago. We pay you 1050

euros and absorb the remittance fee.

**Example 2:** You are an associate based in France and you invoiced us for the amount of 800 euros. This amount corresponds to invoices that reached our offices 35 days ago. We deduct the remittance fee from the 800 euros and send you the remaining amount.

**Example 3:** You are an associate based in France and you invoiced us for the amount of 5 euros. This amount corresponds to invoices that reached our offices 35 days ago. Normally the remittance fee is much larger than 5 euros so we cannot send this amount.

**Example 4:** You are an associate based in France and you invoiced us for the amount of 1500 euros. This amount corresponds to invoices that reached our offices 5 days ago. We cannot send you your fees because there is a minimum requirement of 30 days since we received your invoices.

### **Why should you wait for 30 whole days until you receive your fees?**

Fast Translate network is based on freelance associates around the globe. We can never be 100% certain that our associates are good professionals. Therefore we must keep a suitable time period in which the client can review the translated document and be able to respond if the translation is of unacceptable quality. In such cases there is a pre-defined sequence of actions to be taken.

## **23. Calculation of fees**

We calculate your fee based on the agreed rate for the particular language pair. Your payment is calculated by multiplying your rate with the number of words of the source document.

### **How can I view my current financial information?**

Your agreed rates are accessible from the "Translation and Editing skills". Should you wish to change them please link to request a service representative to make the change for you.

### **How do I get paid?**

The payment procedure is automated. Once you deliver a job, your fee is credited to your account. Your fee is calculated by multiplying your rate and the number of words of the source document.

## **24. How much does it cost to join your network?**

It costs nothing! It is 100% free to join our network. The difficulty is to convince us that you are a good associate.

## **25. How fast can I receive jobs from you?**

When you first register to our network you have to pass through a verification process that will convince us that you are a good associate. Once this process is complete the job assignment will be a result of how many jobs exist for you and the number of relevant associates for each job.

## **26. How can I convince you that I am a good associate?**

This is a result of your curriculum vitae (CV), the credentials you can show us from past jobs and the verification process from editors that we will run for you.

## **27. If there are many associates for few jobs how do you decide which associate will be preferred?**

This is a decision based on many factors. The system keeps records on the performance of each associate and it automatically decides on who is the best associate for each job. The most important factor is how many jobs did the associate managed to deliver within the deadline limits. Another important factor is the quality of his/her translations or editing. The quality is based on the clients' comments and the periodic quality assurance proof reads our administrators run. Response speed is also a critical factor for a associate. When the system assigns a job to a associate, the associate has to respond the fastest possible to accept or decline the job. This is the response speed and it is very seriously taken into account from the system. Depending on the nature of the translation or editing the system makes different decisions. For example for short translation or editing the system will give more importance to the response speed, and for large translation or editing it will give more importance to the deadline performance.

## **28. What does Fast Translate expect of me when I accept a project?**

We expect that the translator will provide us with a proofed translation and the editor with an edited translation. That you will look over your translation for grammar mistakes, typos, etc. and use a spell checker, before you send us your files. This is especially critical if you are sending us the final deliverable. We expect you to confirm receipt of the files, instructions, etc. and that you will ask us detailed, specific and pertinent questions early in the project, not once you are ready to deliver.

## **29. What should I do if I discover I may not be able to meet the deadline you wish?**

You should immediately contact us and explain the situation. Please let us know of the reason for the delay and your proposed delivery time, and then you should wait for until the approval from the Project Manager.

## **30. If I have questions about the source document, whom should I contact and what information should I provide?**

Contact immediately the Customer Service via email at [service@FastTranslate.com](mailto:service@FastTranslate.com). You should specify the job, file name and the location in the file where you have a question, and the question. The more informative and specific your question is the more efficiently the Customer Service will be able to provide you with an effective answer. If you do not hear back from the Customer Service, please immediately contact them directly by fax 0030 210 8813020 or telephone 0030 210 8810167.

**31. If I am performing an edit, proof or quality assessment, what should I do if I feel the quality of the translation is not acceptable?**

Contact immediately the Customer Service with a list of specific issues you have outlined. The Customer Service will evaluate your request and the issues presented and will go back to the person who worked on the document to fix the problems, or ask you to fix the problems and report the additional numbers of hours spent on the task. Please do not go forward with the additional work until you have had the approval from the Project Manager.

**32. Payment for my project is late, whom should I contact?**

Please, contact accounting directly at [accounts@FastTranslate.com](mailto:accounts@FastTranslate.com) or by fax at 0030 210 8813020. Please be sure to reference your invoice number in your e-mail, and include your name or company name, and your user name to our system.

**33. What if my work is unacceptable by Fast Translate?**

If you can't correct the problems, then the person who noted the errors (e.g. the editor) will correct the errors and a portion of the associate's payment will be reduced, according to the actual time spent to correct the document. If Fast Translate repeatedly receives poor quality from the same person, he/she may be disqualified from doing any further work with Fast Translate.

**34. What should I do if I am having a problem with the service representatives?**

Discuss this situation with the Project Manager by email at [info@fastranslate.com](mailto:info@fastranslate.com)

**35. What is a multipart translation or editing?**

Occasionally clients request simultaneous translation or editing for many languages. For example a client may wish to translate and proofread a document from Italian to Greek, English, French, Spanish etc. In case there are no available associates to translate or proofread directly from Italian to Greek and English and French and Spanish we use this method to cover the client's request: We translate and proofread the Italian document to English, and from English to all the other languages. In such cases the associate assigned to work from English to French will have to wait until the Italian to English associate delivers his/her work. Special cases analogous to this example are called multipart translations or proofread.

**36. Misconduct and fraud**

We have worked hard to build our on-line translation service. We value the hard work and commitment of our associates and the trust of our clients.

We are prepared to be very strict on either clients or associates who will wish to create trouble to our work.

### **37. Client misconduct and fraud attempts**

The majority of our clients pay in advance for their translation, editing. No matter the trouble client causes, an associate who has already started working on a job will be paid. Any possible loss from such a case will be absorbed by us. If an associate is asked to cancel a job that s/he has already started, s/he will be paid for the portion s/he managed to complete.

At this point we need to alert our associates for cases of suspect documents. If the associate considers a document to be suspect in any way, abusive, offensive, libellous, or has an indecent content for people, tangible/intangible or intellectual goods, s/he should contact our service representatives for further instructions! If the associate does not obey instructions, we are prepared to be very strict on associates who will create trouble to our work.

### **38. Associate misconduct and fraud attempts**

Depending on the nature and the seriousness of the case the associate may be regarded as a source of bad reputation for Fast Translate. If the case requires it, Fast Translate is ready to take legal action against anyone acting against clients and other associates. Such legal action will be taken in Greece (the country of our base).

### **39. Difference of opinion on the quality of a translation**

In the event that a client claims that the translation is of unacceptable quality we will investigate the issue and act accordingly. Such an investigation will be conducted by a qualified editor.

#### **If based on the editor's opinion the translation is of an acceptable quality:**

Depending on the level of quality of the translation, the editor's fee will be absorbed either by us or charged to the client. Also, Fast Translate management will decide on whether to characterise the client as a trouble-maker. In extreme cases, the client's account may be cancelled.

#### **If based on the editor's opinion the translation is indeed of an unacceptable quality:**

The editor's fee will be deducted from the associate's earnings. Depending on how 'bad' the quality of the translation is, Fast Translate management may discontinue the cooperation with the associate, or just add this complain to a list of comments about the associate.