

# Web-Translations Supplier Guidelines 2016

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## Part 1: Registering with Web-Translations

### Rates

- ➔ When the supplier registers with Web-Translations they must provide an up-to-date rate for translation, proofreading and any other services offered (e.g. DTP). Any match discounts should be outlined, along with any minimum charge fee for small jobs.
- ➔ WT will pay the supplier for jobs based upon these rates. As such, if there are any changes to the supplier’s information, this must be communicated to WT as soon as possible. Increased rates or minimum charges will not be added to a purchase order in retrospect.

## Part 2: Job timeline

Please note that ‘job’ refers to a particular file or group of files assigned to the supplier for delivery within a specified timeframe. All ‘jobs’ are marked by a corresponding purchase order. For a regular client account, the purchase order may cover multiple jobs.

### Accepting jobs

- ➔ WT will notify the supplier of an open job via email. In most circumstances the following information will be provided:
  - File format
  - Subject matter (domain)
  - Word count
  - Deadline
- ➔ The supplier must accept or decline the job via email response. If they accept the job, they must then wait for a confirmation email from WT; a

purchase order will come shortly after. WT is **not liable** for any work carried out without a relevant confirmation email and purchase order.

- By accepting the job the supplier confirms that they are capable of completing the work to the expected standard, for delivery within the specified deadline. It will be assumed that the supplier has read the source text and is aware of the level of complexity, as well as any specialist terminology.

### Communication during a job

- The supplier **must** communicate any queries to WT as soon as they arise. If the query is likely to require further consultation from the client then the supplier should be mindful of this.
- If unforeseen circumstances affect delivery time, then the supplier should communicate this to WT immediately. Any such communication should also include an updated estimated delivery time.

### File delivery

- Unless otherwise instructed the supplier should deliver the file(s) in the format(s) in which they were received.
- The supplier must wait for confirmation of receipt from WT. If there are any issues (broken file, missing segments, wrong version sent), then the supplier must respond quickly and send the required versions. Failure to do so may render the file ‘undelivered’.

### Follow-up

- By submitting the work, the supplier confirms that the files are of the expected standard and quality (see Part 3). If this is later found not to be

the case, then the supplier agrees to comply with the relevant penalty procedure.

### **Part 3: Expectations for a WT commissioned translation, proofreading or DTP job**

By accepting a job, the supplier acknowledges that they are aware of these expectations and remains committed to fulfilling them throughout.

#### **TRANSLATION**

A Web-Translations commissioned translation is the full rendering of the source text into the target language. The supplier may use a CAT tool or glossary. The supplier may not post-edit machine translation; this is **not** the service being paid for.

- All segments should be translated in full.
- The translation should be accurate; all information from the source text should be communicated clearly.
- The written style of the source text should be replicated *as far as is reasonably possible*. However, the translated text should also be written in a style consistent with conventional grammar rules for the target language.
- Cultural references or ambiguities should be discussed with the PM, and a solution agreed upon for translation. Where relevant, a comment should be left for the proofreader explaining the choice made.
- The supplier should make full use of the resources provided for a given text (TM, glossary, style guide, instructions, visual reference).
- Repeated words/phrases should be translated consistently throughout the text.

- Capital letter rules for the target language should be adhered to: do not over-capitalise a phrase simply because this has been done in English!

## **PROOFREADING**

A Web-Translations commissioned proofreading task is primarily an error-checking task. The supplier should not treat this as a copy-editing task.

- All segments should be checked and verified in full.
- By completing the proofreading task, the supplier confirms that, to the best of their knowledge, the text is free from:
  - Mistranslations (where meaning is lost)
  - Spelling mistakes and typos
  - Incorrect verb conjugations
  - Inconsistent use of tenses
  - Inconsistent translations of repeated words/phrases
  - Missing translations
  - Spacing errors (missing/double space)
- The supplier should ensure that CAT tool tags are intact, and any hyperlinks, numbers and addresses have been copied successfully.

### **How to approach stylistic errors**

WT only works with translators whom we believe capable of fulfilling the brief. If however a proofreader finds the written style of a text to be inappropriate, they should act as follows:

- 1) If the issue is isolated to one or two phrases, then the proofreader should amend these.
- 2) If the issue is more widespread, then the supplier should inform WT, stating the degree of severity; essentially, whether the text can be used for its intended purpose or not. An explanation will be expected.

## **How to approach small files**

WT often commissions the completion of small translation and proofreading assignments for regular client accounts. When the word count is particularly low (200 words or less) it is possible that a text may not require any corrections or amendments.

If this is the case then the supplier should summarise the quality of the text in two sentences, and re-attach the file in their response email. Examples of summaries could be: comments on translation accuracy, vocabulary choice, written style.

### **DTP**

- All requested files and file formats should be delivered in an accessible format within the given timeframe.
- By submitting design files, the supplier confirms that the translated text has been typeset accurately, and that no additional errors have been introduced.

## **Part 4: Failure to meet guidelines**

The following scenarios are considered instances of failure to meet the guidelines specified in Parts 2 and 3.

### **LATE, MISSING OR INCOMPLETE WORK**

- The supplier has failed to deliver within the deadline. The PM was not forewarned with adequate notice (at least 1.5 hours in advance).

- The supplier has delivered an incomplete or broken file, and has not responded to the PM’s request for the correct file within a reasonable timeframe (within 1 hour of the agreed deadline).
- The supplier has provided a file with incomplete segments, and has not responded to the PM’s request for the missing segments within a reasonable timeframe (within 1 hour of the agreed deadline).

#### **POOR TRANSLATION**

- The translation guidelines specified in Part 3 have not been adhered to. This may be identified by the proofreader or PM.

#### **POOR PROOFREADING**

- The proofreading guidelines specified in Part 3 have not been adhered to. This may be identified by the PM, translator or client.

#### **POOR DTP**

- The DTP guidelines specified in Part 3 have not been adhered to. This may be identified by the PM, translator, proofreader or client.

### **Part 5: Penalties for infractions**

Penalties for the infractions outlined in Part 4 will be applied on a case-by-case basis at the discretion of the PM. The supplier will be consulted throughout.

#### **FILE AMENDMENTS FREE OF CHARGE**

If the client deadline has not passed and we believe the supplier capable of fixing the problem themselves, we may send the file to be amended. The problem areas will be highlighted, with explanation provided where relevant.

#### **REDUCTION OF INVOICE TOTAL/INVOICE VOID**

If the files cannot be amended in time, or any other action on the part of the supplier results in late or poor quality delivery, WT may reduce the amount



on the job invoice or void the invoice altogether. This is to cover the costs of having the issues rectified by another supplier and/or to absorb the loss made by a reduction of the client’s bill. In such cases an explanation of the infraction will be given (with examples of linguistic issues). This penalty is imposed to avoid overall financial loss for the business.

**REMOVAL FROM POSITION AS SELECTED ‘TRANSLATOR’ ‘PROOFREADER’ OR ‘DESIGNER’ FOR A FIXED CLIENT ACCOUNT**

In the case of infractions identified by the client, the supplier may be removed from their position immediately at the client’s request. In cases of infractions identified by another supplier or by the Projects Team, a ‘three strike’ policy will be applied. Each ‘strike’ will be communicated clearly to the supplier.

**REMOVAL FROM WEB-TRANSLATIONS DATABASE**

In some cases of persistent infractions, or one particularly severe infraction, WT reserve the right to remove the supplier from the database. The supplier is permitted to submit invoices for any outstanding purchase orders not related to the job in question. Payment for the job in question will be discussed with the PM on a case-by-case basis.

**Part 6: Expectations of address**

Web-Translations outline their guidelines with the intent of making clear what is expected from all suppliers that work with us. We understand that grievances can be difficult for both parties, and will always endeavour to communicate respectfully with suppliers, looking to reach an optimal outcome for the business and (where appropriate) a continued partnership. We expect our suppliers to show us a similar level of respect, and will not tolerate any form of bullying, harassment or abuse towards our staff.

*By accepting work from Web-Translations, the supplier agrees to adhere to these guidelines to the best of their abilities. For our full translator Terms and Conditions, please see: <http://www.web-translations.com/TranslatorT&Cs.pdf>*