



# Frequently Asked Questions

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# About this Guide

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This document provides answers to questions that a freelance translator or any other professionals who participate in the translation process may have.

## About the Recruitment Process

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### How can I recommend someone else?

To recommend someone else, please follow these steps:

1. Ask the translator to register here: <http://www.trustedtranslations.com/jobs.asp>
2. Send an email to [vendor\\_manager@trustedtranslations.com](mailto:vendor_manager@trustedtranslations.com) recommending that candidate.

### I have already registered, what is the next step?

After registering, our recruiter will contact you once a new campaign for your language pair starts. There is no deadline for our recruiter to contact you. Your request will remain in our candidate database until a new campaign starts.

### What does the recruitment involve?

The process consists of the following steps:

1. The recruiter will ask you for an updated resume by email.
2. The recruiter will inform you of our working conditions and current rates for your language pair.
3. Once you have accepted our conditions and rates, you will be asked to take a short online translation test. The test is mandatory.
5. Once you have completed the test, the recruiter will send your test to an evaluator. In approximately 10 days, the recruiter will inform you of the result.
6. If you pass the test, the recruiter will send you some documents for you to fill in and sign, including:
  - a. A tax form, required for all our independent contractors.
  - b. A contract, stating the rates agreed and our working conditions.
  - c. A photo ID, required to verify your identity.
7. Once you submit all the requested documentation, the recruiter will verify it and update your profile so you can start receiving translation jobs.
8. You will receive an email confirmation and your credentials to access our online platforms.

### How long does the entire process take?

In general, the entire recruitment process will take between 2 to 3 two weeks, as long as we receive an immediate response from you.

# About our Portals

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## Our Vendor Portal: Plunet

Plunet is an online tool we use to manage our translation projects. In the Vendor Portal, you can keep track of your jobs and invoices, and keep your contact information up to date.

### Can I access Plunet after registering?

No. A profile is created for you when first registering, but you will only have access to the portal once you start working with us. All you will see is a summary of your registration.

## Our Translation Portal: Memsource

Memsource is our main translation software. Most projects are handled through Memsource, and we provide temporary licenses to all our vendors.

### What is a temporary license?

Having a temporary license means that you can only access Memsource when you have a project in progress. That is, when one of Project Managers assigns you a task.

### Can I access Memsource after registering?

No. You will only be able to access Memsource once you have been selected as a supplier and a task is assigned to you.

### I have never used/ do not want to use Computer Assisted Translation Tools. Can I work with Trusted Translations?

Of course you can!

If you have never worked with CAT Tools, we will provide some manuals and tutorials, and we will assist you during your first jobs with us.

If you do not want to use CAT Tools, you can work with us too, but you will most likely receive fewer offers than those who do work with CATs.

### What are the benefits of using Computer Assisted Translation Tools?

CAT Tools help you save time and they make it easier for you to maintain consistency in and between projects.

Memsource has both translation memories and termbases, and it offers spellcheck, text navigation, QA checks, among other useful tools. Once you start working with us, you will learn how to use these tools.

If you want to know more about CAT Tools, [check out this article from our Blog!](#)

## Do I need to pay a fee for using any of these portals?

No. The tools provided in Plunet and Memsource are free of cost for all our vendors.

# About Job Assignments

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## When will I receive my first job offer?

Times may vary depending on the volume of projects available for the language pairs that you work with and your specialties.

Usually, after a couple of days of receiving your welcome email with your username and password, you will start receiving jobs offers from Trusted Translations. Please try to answer all emails quickly, whether you are available or not, so that our Project Managers take you into consideration for future projects.

## How do I find out when there is work available?

The Project Managers will contact you through different means. They may use the automated job offering system in Plunet (Job Requests), or send you a personal email. They may also contact you through Skype, WhatsApp or by phone.

In either case, the Project Managers select a group of resources ahead of time, according to their registered qualifications, and make a job offer to them. You will receive an email with the details of the offer.

## I have not received my first job offer yet. What can I do?

If a couple of weeks have passed, and you still have not been contacted by one of our Project Managers, please contact our Vendor Manager at [vendor\\_manager@trustedtranslations.com](mailto:vendor_manager@trustedtranslations.com).

## Should I respond if I cannot take a project?

Yes. The lack of a response to an offer is considered as a negative point when it comes to prioritizing resources.

# About Payments

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Payments are processed in Plunet. In you Vendor Portal, you can create new invoices for approved jobs and monitor the payment status of invoices that have already been submitted.

## How do I create an invoice?

You do not have to! Plunet will create your invoices automatically by default. On the 20<sup>th</sup> of every month, Plunet will create an invoice including all your approved jobs.

Invoices created this way are not ready yet! You will need to check all details and submit them. *Otherwise, they will not be processed.*

## How do I submit an invoice?

Once an invoice is created, you will receive an email stating that you have a new invoice ready for revision. Once you go over all details, you will be prompted to submit the invoice for approval.

If more than one invoice is ready for revision, you will have to go into each one and submit them individually.

## Can I send my own invoice to Trusted Translations?

No. All jobs should be invoiced in Plunet. If you need to create your own invoices for legal purposes, you can do so, but you need not send them to us.

We will only process invoices created in the [Plunet Vendor Portal](#).

## Can I delay submitting my invoices?

Yes. Plunet will create an invoice for you, but you can submit them at a later date.

For more information, please refer to our Plunet User Manual you received upon becoming one of our vendors. If you did not receive it, or have additional questions, please contact us at [vendor\\_manager@trustedtranslations.com](mailto:vendor_manager@trustedtranslations.com).

## How many payments will I receive per month?

We issue one payment per person per month.

## When will I receive my payments?

Each cycle, we process all invoices that are over 30 days old (for freelancers), or are over 45 days old (for translation agencies). Our monthly cutoff date is on the 25th of each month. Payments are issued once a month, between the 1st and the 10th.

For example, if you submit an invoice created on May 20th, the invoice turns 30 days old on June 20th. It will be settled in the cycle that closes on June 25th and the payment issued between July 1st and 10th.

Payment dates are calculated automatically and will show on you invoice under *Due Date*.

## What happens if...

### I forget to submit my invoice?

If you forget to submit your invoice, you can do so at a later date. If its due date has passed, it will be included automatically in your next payment.

### One of the items in my invoice is wrong?

If you are about to submit your invoice and notice that something is wrong, do not submit it. Please contact us immediately at [vendor\\_manager@trustedtranslations.com](mailto:vendor_manager@trustedtranslations.com). We will go over the invoice and make sure everything is correct before it is processed.

# About Payment Methods

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## What payment methods are available to me?

The payment methods available are:

Payment Method	Minimum Amount	Comments
PayPal	No minimum amount	All countries. <a href="http://www.paypal.com">www.paypal.com</a>
ACH Direct Deposit	10	Only to Bank accounts in the United States.
Check	10	Only to U.S. addresses
International Bank Transfer	200	All countries.
Western Union	100	All countries. <a href="http://www.westernunion.com">www.westernunion.com</a>
Payoneer	No minimum amount	All countries. <a href="http://www.payoneer.com">www.payoneer.com</a>

Some methods might require you to send us [further details](#). Please remember to include them when you select your payment method.

## What is the minimum amount?

Some methods of payment require a minimum balance for you to collect your payment. If the total amount to be paid in a cycle does not exceed the minimum amount for your selected payment method, that payment remains outstanding until the minimum is exceeded in future cycles.

For example, if you have selected international bank transfer, but only have one invoice for USD 150, that invoice will not be paid until you reach the minimum USD 200 required, or you change your payment method.

## Do I need to provide any other information?

Depending on the payment method chosen:

Payment Method	Payment Method Information needed
PayPal	Your PayPal account. It is usually an email
ACH Direct Deposit	<ul style="list-style-type: none"><li>• Bank Name</li><li>• Bank Direct Deposit ACH 9-digit routing number. This information appears at the bottom of your bank checks.</li><li>• Bank Account Number</li></ul>
Check	An address in the United States.
International Bank Wire	<ul style="list-style-type: none"><li>• Bank Name</li><li>• Bank SWIFT/BIC code (it is an alphabetic code)</li><li>• Bank Account Number or IBAN</li><li>• Bank account holder's name</li><li>• Bank account holder's address (address registered with the bank)</li></ul>
Western Union	No extra information needed
Payoneer	US Global Payment Service Account details: <ul style="list-style-type: none"><li>• Bank Account Number</li><li>• Bank Direct Deposit ACH 9-digit routing number.</li><li>• Bank Name</li></ul>

## How do I notify that I want to change payment methods?

If you wish to change your payment method, please contact us at [vendor\\_manager@trustedtranslations.com](mailto:vendor_manager@trustedtranslations.com). Remember to include all the required information for the selected payment method.

## Can I request that my payments be received by another person?

No. Payments are only made to the person who completed the job.



# About the Ongoing Evaluation Process

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## Do you evaluate my work?

Yes, we do. Occasionally, we choose some projects at random, and we take a sample of 500 words approximately to measure linguistic performance. This process is called *Linguist Quality Assessment (LQA)*. We use the TAUS MQM/DQF method to classify errors objectively, and the result—PASS or FAIL—is automatically calculated in the evaluation form. The reviewer can also add some comments for every mistake.

## Will I receive any kind of feedback?

You will receive an email with the evaluation forms and some recommendations, if necessary. We advise you to analyze every evaluation and read all the comments—even though the result is a PASS!

## How do I rate the quality of the previous step to mine?

By completing the Checklist form. There is a link to this form in all the POs you receive.

## How do I ask for extraordinary compensation?

By completing the Checklist form. There is a link to this form in all the POs you receive. You should include as many examples as you can find of errors that you detected, along with the type of error that corresponds to each. You do not need to report all the errors, but you must report enough so that we understand the type of errors that were detected in the text.

The process may last a few weeks, since every compensation request is individually evaluated by our Quality Committee.

# Updating your profile

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## How do I update my personal information?

You can update your personal information directly in Plunet. To do so, login to Plunet and in your personal window, select *My Profile*.

You will be able to change your contact information, manage your weekly schedule and add absences.

## I am moving to another country, should I do something other than inform the company?

Yes. If you move to a different country, you must send in a new W8-BEN form. You can download the latest version directly from the [IRS website](#), and then send in a scanned copy to [vendor\\_manager@trustedtranslations.com](mailto:vendor_manager@trustedtranslations.com).

## How can I add new skills to my profile?

If you wish to add new skills to your profile, please fill in [this form](#). We will confirm receipt and update your profile accordingly.

## How do I stop collaborating with Trusted Translations?

Send an email to [vendor\\_manager@trustedtranslations.com](mailto:vendor_manager@trustedtranslations.com) requesting that you be removed from our database.

## Other questions

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If you have additional questions, please contact our Vendor Manager at [vendor\\_manager@trustedtranslations.com](mailto:vendor_manager@trustedtranslations.com).