Transcription Staff QC Guideline (PROMOTION)
(v9 Nov/2/2024)

**USE EARPHONES OR HEADSET, IT WILL IMPROVE SOUND QUALITY DRAMATICALLY **

CONGRADUATIONS, YOU HAVE BEEN PROMOTED!

Job Description

As a Transcription Staff Proofreader, you are expected to perform the following tasks:

- Listen to the client's audio file and proofread the transcription documents based on the audio file; and
- Make necessary corrections and adjustments to transcription mistakes and try to fix as much "[inaudible]" and "[?]" as possible.

NOTE: Transcription Staff requires a 99% accuracy in all of its transcription documents so make sure to polish and edit the document to the best of your ability.

You must proofread and edit every second of the audio. You are promoted based on positive feedback from customers and fellow proofreaders, well done!

You may read our full AI Quality Check & Payment Guarantee Policies at
http://transcriptionstaff.com/aiqualitycheck.pdf

Compensation, Rewards & Penalties

Payment

Payment for your services will be credited to you via PayPal weekly. For work done the previous week (Monday – Sunday), it will be paid on or before next Monday. Example, if you have worked on July 1-7, you will receive your pay for that week on the 16th. We use US Eastern Time.

Payment for each file is written next to the Audio Credits.

Example:

Audio Time: **161 Minutes** Audio Credits : **6.8x ($24.57)**

It means that US$24.57 is the fixed pay for this file and recommended completion time is 6.8x the length of audio, i.e. you should spend around 6.8 hours to complete 1 audio hour.

Payment ranges from US $5 - $11.4 per audio hour depending on the difficulty of the file based on the number of speakers, accent, and background noises.

Fulltime Staff Bonus

When you dedicate your career to Transcription Staff, we will reward you with a weekly 25% bonus pay! Just make sure you complete 40 credits in a week, and we will automatically **add 25% extra to your payroll.** 25% bonus is automatically added to your weekly payroll for every week you complete 40+ credits. The bonus payment will NOT appear on your online reporting.

AI Quality Check

Our system will automatically insert, delete, and modify certain words in the transcription as a part of our quality checking system. This is why **you must listen to every second of the audio** and make necessary corrections to every mistake you can find.

Nevertheless, we understand that no one is perfect and everyone makes mistakes. We have set a pay allowance for the quality check system to reject your work **25%** of the time. As such, if you remove at least 85% of the computer-generated errors, you are guaranteed with **80% pay** for all files under 60 minutes, and **full pay** for files over 60 minutes. These payment schemes, however, will **not be** reflected on your online report as it will be manually added when you receive your weekly payroll. You will receive a weekly email for the allowance earned. Make sure to complete *at least* 10 credits in a week to be eligible for the AI Quality Check Payment Guarantee program.

Incomplete Files

If any transcriber submits an incomplete file, you may choose to do any of the following:

Option 1: Finish transcribing the file and report to account management via live chat or e-mail (help@transcriptionstaff.com). You will be paid **extra** (US$12/audio hour) to transcribe the file. However, it is important that you ****MUST**** notify account management. Otherwise you may not be paid for the hours you worked in transcribing the file.

Option 2: Cancel the project and report to account management via live chat or email (help@transcriptionstaff.com).

Either option you take, you **MUST** report the incident to account management, so that proper action can be undertaken. **NEVER EVER SUBMIT INCOMPLETE FILE.** IF THE CLIENT RECEIVES AN INCOMPLETE FILE FROM YOUR ACCOUNT, IT WILL RESULT IN **INSTANT TERMINATION OF YOUR ACCOUNT WITH ALL PAY FORFEITED FOR FRAUD. REMEMBER: THE REASON YOUR JOB EXISTS IS TO ENSURE CUSTOMER RECEIVES HIGH QUALITY TRANSCRIPTION!**

If live chat unavailable, you may also email: help@transcriptionstaff.com.

IMPORTANT: READ CAREFULLY *** ***IMPORTANT: READ CAREFULLY

Once you have picked a file to work on, you have four times the audio time to proofread it.
For example, if the audio file is 2 hours, you will have a maximum time of 8 hours to proofread it. If you

are not able to finish the project within 8 hours, you may request for time extension in the system. Every extension allows for extra 2 hours. You may request unlimited extensions.

*** ALL JOBS UNDER 2 HOURS MUST COMPLETE WITHIN 24 HOURS **

AFTER YOU REQUEST EXTENSION, YOU MUST CONTINOUSLY WORK ON THE FILE TO HAVE IT FINISHED ASAP, BECAUSE THE FILE IS ALREADY LATE. ANYONE FOUND TO BE HOARDING ON TO A FILE AND REQUESTING EXTENSION WITHOUT ACTIVELY WORKING ON THE FILE WILL RESULT IN IMMEDIATE JOB TERMINATION WITH ALL PAY FORFEITED!

ONCE YOU CHOSE A PROJECT, YOU MUST WORK ON IT IMMEDIATELY. IF YOU DO NOT SUBMIT WORK MORE THAN 10% OF THE TIME, YOUR ACCOUNT WILL BE PUT INTO REVIEW FOR POSSIBLE JOB TERMINATION. ANY FILE THAT EXPIRES WILL COST 1x THE FULL CREDIT OF THE FILE IN PENALTY.

**NEVER PICK A JOB UNLESS YOU ARE READY TO IMMEDIATELY WORK ON IT AND KNOW YOU CAN SUBMIT IT BEFORE THE DEADLINE **

Penalties

Please take note of the following penalties:

- **File expires and returns to the pool:** Equals to full credit for the file. (Click Request Extension if you cannot complete work on time. Cancel with your mobile phone if you have an emergency. NEVER pick any file unless you are ready to start immediately). Repeat offense will result in your job termination **WITHOUT NOTICE**.

- **Customer Complaint:** You will not be paid for file if the client makes a complaint about quality of your work and the revision showed more than 3% changes.

- **File Hoarding:** Picking a file and holding on to it without immediately start working on it will result in **JOB TERMINATION with **ALL PAY** forfeited.** Please NEVER pick a job unless you are ready to commit immediately! If you have an emergency or power outage, cancel the project right away with your phone or send an email to support. **NEVER EVER EXTEND** if you have an emergency or power outage. It will result in account termination and cancellation of ALL payment due. We have a **ZERO TOLERANCE** POLICY for file hoarding.

- **Not following client instruction**: 1 full credit of the file + instant job termination for new staff.

SOME WORK HAS SPECIAL CLIENT INSTRUCTIONS. YOU MUST READ CLIENT INSTRUCTIONS CAREFULLY!!!

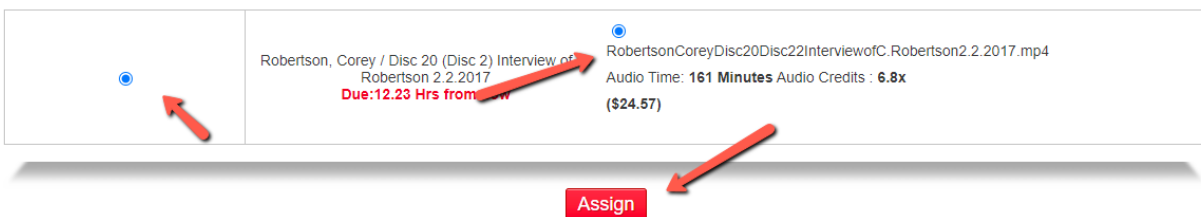****CLIENT INSTRUCTIONS OVERRIDES ALL OUR INTERNAL GUIDELINES!****

HOW IT WORKS

Choosing a File to Work on

When a new job is available, an email automatically notifies you and all QC agents. You may login to your control panel to pick up the work. However, if it's not listed there anymore, it means that the file has been picked up by another proofreader.


Once you log into the panel, you may choose the project and the audio files that's associated with it, and click **Assign**. (see image above). The job will be assigned to you.

How to get file to work on

Once a file is assigned to you, you may start working on it immediately by either 1) streaming file directly in the browser or 2) downloading the file and work offline.

How to Stream File

We suggest that you use our online streaming software to work on transcription files. Aside from a play/pause button, you can also control the speed of audio playback, do a single key rewind and use the fast forward feature.
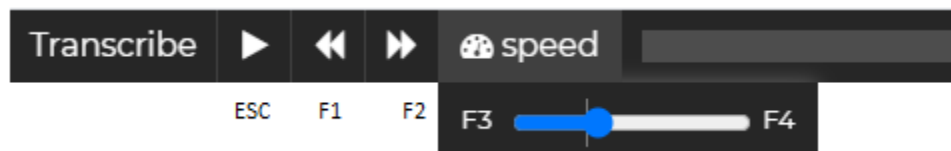
Here are some shortcuts for your guidance:
- Press **ESC** to Play or Pause the Audio.
- Press **F1** to rewind, and **F2** to fast forward. Each time you press it, it rewinds or fast forwards a few seconds more.
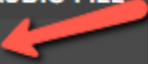
- Press **F3** and **F4** to control the audio playback speed, we suggest that you slow down the audio by press F3 once when you start. The audio will slow down by about 30%.

TIP: Press F3 to slow down the play back speed, and use ESC to pause the audio if it's playing too fast for you to type and Press F1 to re-listen to the previous 1 second of the audio. It works really efficiently when used in combination.
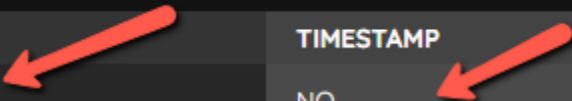
How to Download Audio Files

If you prefer to use your own transcription software or if you have a peddle, you may click on the link below **Download Audio File** to download the audio and work offline. **** However, please remember to update your completed work into the work panel once every hour!** Failure to do so may trigger the automated anti-hoarding system. You may lose the file you want to work on and get penalized for it.

DOWNLOAD AUDIO FILE	VERBATIM	TIMESTAMP
holding.mp3	NO	NO

Verbatim / Timestamping

DOWNLOAD AUDIO FILE	VERBATIM	TIMESTAMP
holding.mp3	NO	NO

When proofreading, make sure to check if the client has made request for Verbatim and/or Timestamp.

Verbatim: If chosen, the transcriptionist should transcribe **EVERYTHING** including all filler words ("umms", "arrs", "you know", etc.), just **EXACTLY** as it is heard. No alteration or editing must be made (please refer to the format guide for more info on Verbatim).

Non-Verbatim: A transcriptionist who does non-verbatim or "intelligent" transcription, rather than typing the words exactly the way they are spoken, captures the fundamental meaning behind them. Errors in grammar are rectified and words or sounds that don't contribute to the underlying message are removed. If fillers or repetitions occur naturally in the speakers' speech patterns, they are simply removed by the transcriptionist. In other instances, paraphrasing of a statement is required which conveys the same idea, but more succinctly. A non-verbatim transcript can be published online without edits, or it can serve as a marketing piece.

Timestamp: A timestamp is a record of time integrated into the transcription. **This is a job assigned specifically to Proofreaders**. For multiple files merged together in one transcription (files over 30min), if only the 1st part has a timestamp, your job is to put the correct timestamp in the **entire** document. You will see the following options in the timestamp window panel:

- **NO** – Do not insert timestamp.

- **EVERY 2 MINUTES** – Insert timestamp every 2 minutes.

- **SPEAKER CHANGE** – Insert timestamp every time there's a change of speaker.

Examples

[(0:00)] John: This is an example of a transcription and [(01:00)] this is an example of a timestamp.

Susan: Okay, this is [(02:00)] great.
[END]

ON SPEAKER CHANGE – Insert timestamp whenever there's a change of speaker.

[(0:00)] John: This is an example of a transcription and this is an example of a timestamp.

[(01:15)] Susan: Okay, this is great.
[END]
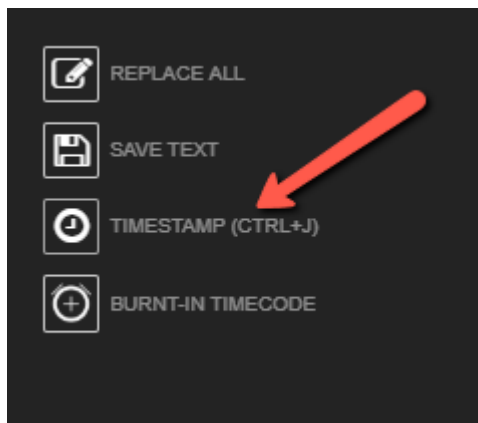
TIP: If you are working with our online editor, pressing **Control+J** will insert the timestamp automatically. You may also press the timestamp button.

John Lee: I know. But I do think what you said about the scaling up and scaling down and not being obvious to people.

Susan Avery: Yeah, it should be made obvious.

[END]

The work you submit should be in the exact format above. Some other guidelines in using Timestamp:

- **DO NOT** put timestamp next to "[inaudible]" - **Correct:** [Inaudible] **Wrong:** [Inaudible 21:00]
- **YES** Use correct punctuation and spelling.
- **YES** When speaker changes, start a new paragraph and use single space.
- **YES** Always finish the transcription with [END].
- **YES** Make sure that the words you use makes sense in the context of the whole sentence.

Completed Transcription File
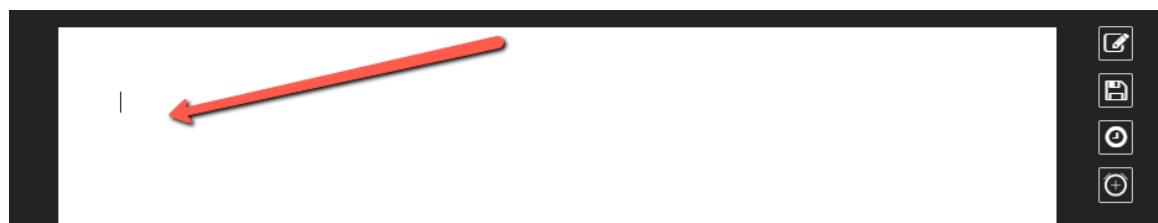
If you downloaded the audio file, just copy and paste the completed transcription into the text box. If you are using our browser transcription system to transcribe, please type directly into the text box. Before submitting your work, please make sure that it's accurate and complete for customer viewing (at least 98% accuracy). **ALWAYS RUN A SPELL CHECK.**
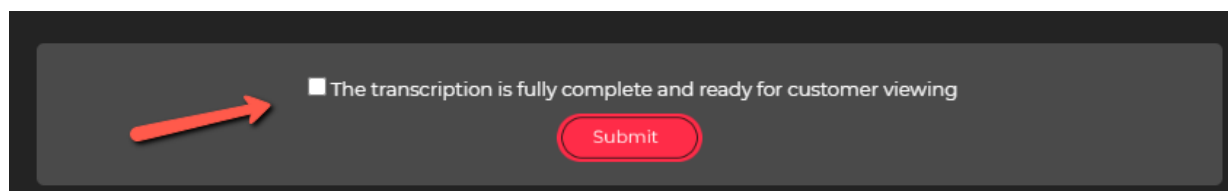
Once your work is completed and done with required timestamp/verbatim (only if requested) then please check off the box and click **Submit**.

Saving Your Work
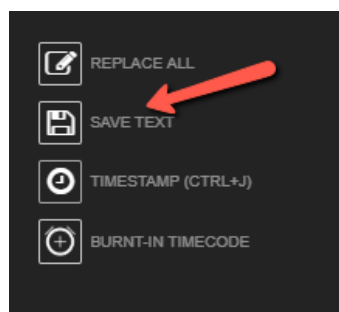
If you are using our transcription editor to transcribe or proofread your work, you may press the **SAVE TEXT** icon (top right) to **save** the text directly to our server. Your saved text will automatically load the next time you access the project.

"I can't understand a certain part of the audio, what do I do?"

Please do your best attempt to understand it. **Google** it, if you can. However, if you have exhausted all possible means and you really can't understand any word, put [inaudible]. (**NOTE:** Please do not abuse this system, if you put [inaudible] for any word or words, and customer complaints, we will have another proofreader review your work, and if the reviewer can understand it, it will affect your accuracy score as it will be marked as an error). If review shows there are more than 3% error, you won't be paid for the job. PS. It's recommended to google anything you can't spell.

Abandoning a Project
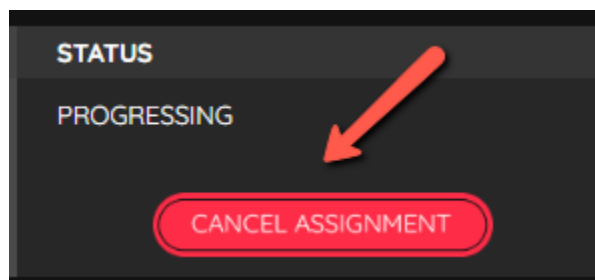
If you are unable to complete the work or do not have enough time to complete the project, you must press **Cancel Assignment** so the project will go back to the system. Our job is time critical, so **NEVER EVER JUST LEAVE IT THERE. IT WILL HAVE A PERMANENT RECORD ON YOUR ACCOUNT AND IT MAY LEAD TO JOB TERMINATION AS WELL AS FINANCIAL PENALTY!**

Closed Captions

Closed captions are text that appear on-screen to help the audience better understand the video. Thus, you must sync audio with text after you transcribed or proofread it. You do not need to label speakers but make a note when there's a change of speaker with "- ". You do not need to worry about paragraphs. Proper punctuation use is also a must!

Change of Speaker Rule (FOR CLOSE CAPTION ONLY!)

You do not need to label speakers with closed captions when there's a change of Speaker, separate it with a "- ". For example:

- Hello, how are you?
- I am all well, thank you.
- That's Great!

Transcribe All Sound (Annotations)

Captions are prepared for those who are deaf and hard of hearing; thus, you need to transcribe **every utterance**, including those that are **not spoken**. i.e. [Upbeat Music], [Laughter], [Pause], [Silence], [Clearing Throat]. The system will **automatically reject** your work if non-spoken noises are not transcribed.
Special Note on Music: Describe music in detail. Avoid using [Music] – instead, provide a specific description, such as [Upbeat Music]. Use ChatGPT for assistance if you need help finding the right words.

New Sentence, New Caption

Always end a caption at the end of a sentence. In most cases, avoid starting a new sentence within the same caption. If having multiple sentences in one caption affects readability, split them. However, short sentences can be grouped together if they are easy to read (e.g., "Stop! Go back.").
If a sentence is too long, break it at a logical point (e.g., at a comma) and continue in the next caption.

Audio Control
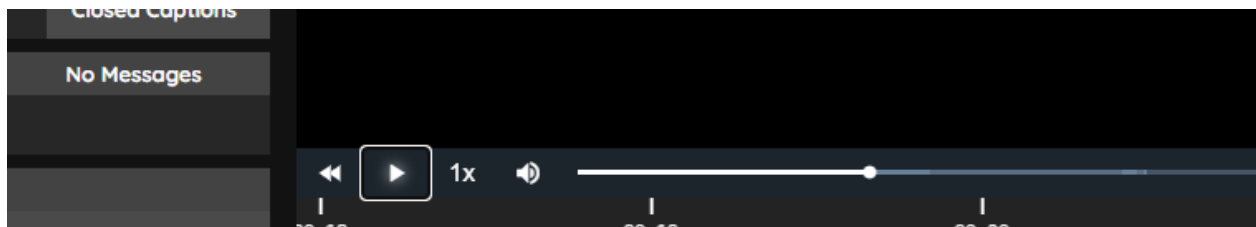
- Click the Play button to play OR pause audio or use a shortcut key: **[ESC]**.
- Click the Rewind button to go back 2 seconds every time you click or use shortcut key: **F1**.
- You can adjust the playback speed to 1x 0.75x or 0.5x, **we recommend you playback at 0.75x speed**.
- You can also adjust the volume of the audio.

Typing Panel & Adjusting Captions
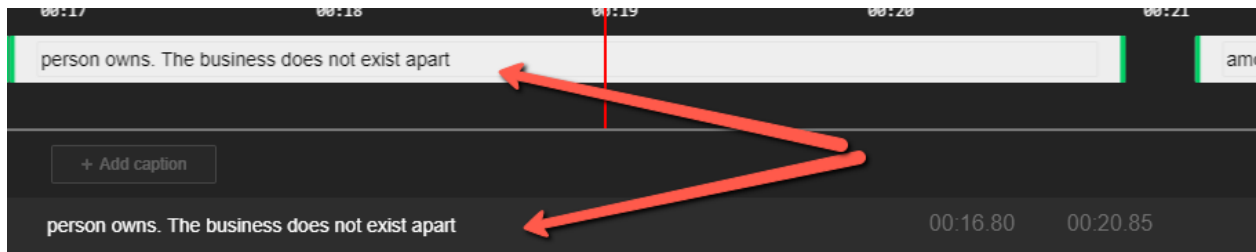
You can type the text in the top adjustment bar or bottom typing panel.

If you are typing from scratch, please use the bottom typing panel as it's much easier to type words, press "Enter/CR" for a new line or click "+Add After".
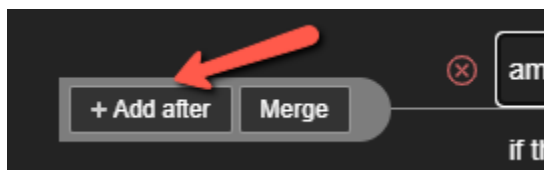
When you sync audio with text and proofread, it is easier to make small changes with the adjustment bar at the top.
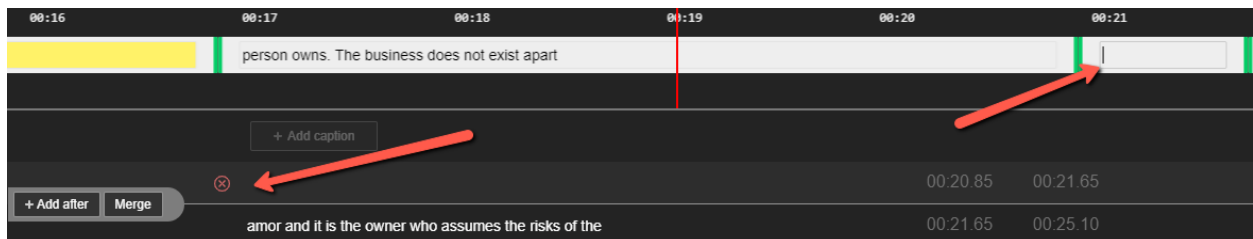
*We recommend you use the bottom panel to finish typing the rough draft, and use the top adjustment bar to sync audio with text and proofread. *
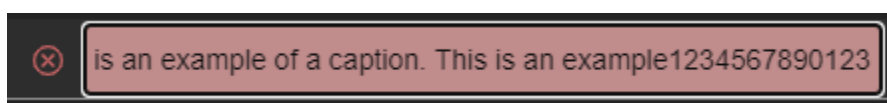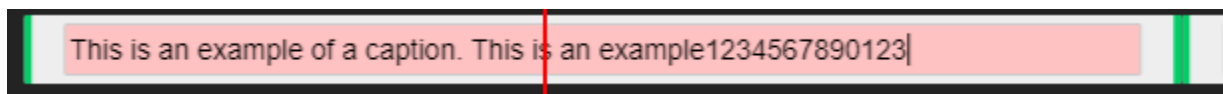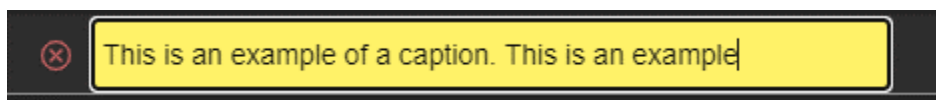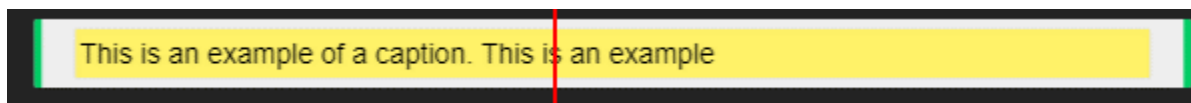
When the caption box turns amber, you can type **13** characters more.

Drag the green bar to sync audio with text. Make sure that when the audio ends, the text also ends. Audio and text should sync perfectly on the screen.

You can press "Enter/CR" or click "+ Add After" to create a new bar if you run out of space or see if it is better to separate the text into two captions. To delete a caption box, click on the red X in the bottom typing panel.

If you want to merge the content of two captions together, click Merge. It will merge with the caption below that.

Saving & Submitting Work
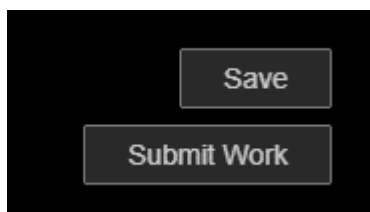
Click **SAVE** to save your current work. **Save regularly and make sure you have a stable internet connection! Otherwise, if you refresh the page without saving, all the work may be lost!**

When you are finished with your work, be sure to sync the audio with text and proofread your transcript. After you are sure that everything is perfect, click **Submit Work** and you are done!

PERFORMANCE / EARNINGS REPORT

PERFORMANCE REPORT

Please Select: Month Jul ▾ Year 2018 ▾ **Report**

TRANSCRIBER REPORT:TTT

Date	Audio ID	Project Name		Penalty Value	Reason
Date	Audio ID	Project Name	Pay	QC Rating	QC Comment
07/26/2018 05:36:56	24845-1	!!!!!!!!!testing do not pick!!!!!!!!!!!!!	$11.98(29.05/$0.165/2.50x)		
07/17/2018 11:55:35	35640-8	Legal Proceeding	$15.13(30.57/$0.165/3.00x)	⭐⭐⭐⭐	

Choose the **Month** and **Year** and click **Report** to see the performance of your work. It will detail every work you've done during the time period. It also features any comment you got from the customer.

If it does not show, double check the month and year if you have inputted the correct month and year. 100% of the errors are caused by inputting the wrong month/year.

Message System

CLIENT INSTRUCTIONS   ✉

Example of Extra Client Instruction

INTERNAL MEMO

Internal Memo Example - 08/06/2020 22:05

If the client has any special request and the he/she sent you a message, you may see it in the **message panel**. You can also reply to the client here. If the management/customer service has any special instruction, it will be in Internal Memo area. **ALWAYS CHECK FOR CLIENT MESSAGE AND REQUEST.**

Activating Your Account

Once you have completed reading this guide, please read the format guide for proofreaders.
NOTE: Please read the QC guideline carefully, all QC must strictly follow the standards:
http://transcriptionstaff.com/transcriptionformat.pdf
Once you complete with the format guide, you may upgrade your account to do proofreading work with the password: "upgradeaccount" and click **Active Proofreader Account** button.

General Questions

Please contact account management via Help Center (Live Chat) or by e-mail
help@transcriptionstaff.com. We are available 24 hours a day, 7 days a week. Please be specific with your request and ALWAYS include your login (staff ID) and audio ID (if any).   Please understand that you need to present us with all the relevant information that you think will help us address your concern.

YOU MUST include your login and audio ID (if any), otherwise we cannot help you.

Technical Support & Emergency Escalation

If you have encountered any technical issue or problem in your work, please contact the account management by click on Live Chat Button (bottom left of your work panel) or send us an email at help@transcriptionstaff.com **IMMEDIATELY.**

It's essential that you supply these **THREE** pieces of information:

1. **Audio ID:** This is the most critical part, without Audio ID there's nothing we can do. There are hundreds of projects in system, and we need the Audio ID to identify the correct project.

2. **Staff ID:**   We need your staff ID (e.g. if101), otherwise we will not be able to identify who you are.

3. **Screen Capture & Issue Description:** Capture a screenshot of the issue with the "Printscreen" button (paste it into paint, save as .jpg or send the exact error message). You also need to describe the exact issue and how it occurred. Please be as detailed as possible.

[END] **and Welcome to the team!** 😊