

Non-standard File Filtering

What is it?

Non-standard File Filtering is the transformation of files to extract/isolate content marked for translation, either through automated or manual means, that cannot be handled by default through a Computer Assisted Translation Tool (see <Standard File Filtering Service for details>). It includes the process of optimising the source files for translation to pre-emptively eliminate any issues that might arise after the Computer Assisted Translation process.

How does it work?

- Ordered via our secure client portal (Ease / API)
- Assigned to Lingo24 DTP or File Engineering specialist depending on the source file format.
- Project-related information and specifications to be provided
- This service comprises three parts, each of which can be performed in isolation for the others:
 - **Assessment** – during which our DTP or File Engineering specialist will assess the best course of action for the file / content in question, and where not provided, agree a specification for the requirements.
 - **Pre-translation Filtering** – during which content is filtered to extract/isolate the text marked for translation using specific workflows and tools by adjusting or correcting source file structure, text formatting, layout or content in order to meet agreed requirements.
 - **Post-translation Filtering** - during which content that was filtered in the Pre-Translation Filtering stage and translated is repackaged to the initial format using specific workflows and tools.
- Output capacity:
 - Low complexity files 20 pages/hour:
 - Source file is Adobe InDesign or FrameMaker
 - High complexity files 10 pages/hour:
 - Source file is MS Office (Word, Powerpoint, Publisher)
- Delivery is made via the original ordering portal (Ease / API), with its related notifications
- Default service availability: 24 hours a day/5 days a week.

Service Price

- Based upon a per hour pricing scheme
- Minimum charges per language combination apply

Adherence to service scope

Project Management oversees implementation of and monitors adherence to project configuration:

- Client-Lingo24 agreement, project-related client information and DTP/FE specifications are documented and communicated
- The DTP or FE specialist assigned meet the Lingo24 standard requirements for competences and qualifications
- Assignment to a second Lingo24 DTP specialist can be added for DTP peer review purposes

- Ongoing Query Management and Issue Clarification
- Use of relevant tools and programs: Adobe In Design, Illustrator, Frame Maker, MS Word, MS Excel, PowerPoint, Publisher, Visio
- Workflow steps set up
- Lingo24's <Post Layout Checking> service can be added to ensure the highest degree of layout similarity and text integrity with the source file.

Client Feedback

- Client to confirm receipt of deliverables within 1 business day, if validation is specifically requested either by Lingo24 or by the client
- Explicit service acceptance within 3 business days, otherwise acceptance is implied (unless customer specific service acceptance timeframes and criteria have been requested and confirmed by Lingo24)
- Client feedback assessed by the Quality and Experience team when quality questions have been raised and appropriate corrections and/or corrective actions implemented, if necessary.

Quality and Scope of service

High-level Error Categories

Accuracy	Text extraction	Fail to extract non editable text from images. Fail to remove not needed content.
	Table of contents	Fail to generate a table of contents that mirrors the one in the source file.
	Graphics	Incorrect use of graphics.
	Omission	Fail to localize the country specific elements, such as PNs, phone numbers, addresses etc.
	Truncation/ text expansion	Missing text or text flowing outside text boxes.
	Callouts	The callouts or the leaders do not mirror the source file.
	Interactivity	Links, cross-reference and other variables are inconsistent in the text.
Technical requirements	CAT tool related	Providing improper CAT tool friendly files
	File optimization	Fail to implement file/client optimization standards
	File management	Fail to respect the file management standards.
	Workflow	Fail to respect the standard or client specific DTP workflow.
	Printing specs	Fail to respect the printing instructions received from the client.
	Delivery package	Fail to respect client's standards for the delivery files.
Layout	Mirror the source	Fail to match the general source style and to preserve the overall visual impact of the page.
	Layout Framework	Change the position or dimension of layout/design components.
	Page attributes	Fail to mirror the source page size, margins and columns dimensions.
	Text handling	Text boxes are overlapping with each other or with images.
Design style	Company style	Text formatting done outside the standards set by specific client workflows.
		Fail to use the latest image elements.

		There is a problem relating to design aspects (vs. linguistic aspects) of the content.
	Local formatting	Issues related to local formatting (rather than to overall layout concerns).
	Length	There is a significant discrepancy between the source and the target text lengths.
Other	PDC	Fail to implement all the amends suggested by the reviewer in the post DTP checking stage.
		Any other issues.

High-level Error Category Weight

Accuracy	Multiplier: 3
Technical requirements	Multiplier: 3
Layout	Multiplier: 2
Design style	Multiplier: 2
Other	Multiplier: 1

Error Severity Levels

Severity Level	Definition	Multiplier
Minor	Errors that don't lead to loss of meaning layout or design and wouldn't confuse or mislead the user but would be noticed, would decrease stylistic quality, fluency or clarity, or would make the content less appealing.	1
Major	Errors that may confuse or mislead the user due to significant change in meaning, layout or design, or because errors appear in a visible or important part of the content.	5
Critical	Errors that may render the document unusable for its intended purpose, carry health, safety, legal or financial implications, violate geopolitical usage guidelines, damage the company's reputation, cause the application to crash or negatively modify/misrepresent the functionality of a product or service, or which could be seen as offensive.	10

Quality Threshold

Professional DTP file formats such as the ones provided by Adobe offer more control over text and layout allowing for enhanced similarity with the source. The quality pass/fail threshold for these file formats is 98%.

MS Office file formats offer less control over their contents, therefore the similarity with the source is diminished. The quality pass/fail threshold for these file formats is 75%.

The quality pass/fail threshold is based on:

- Number of confirmed errors per high-level error category
- The error category weight
- Error severity level and multiplier
- Number of pages.

We do not label as confirmed errors, customer revisions or feedback on Lingo24's DTP which are:

- Preferential changes: both the original layout and the revised version have equal merit and are correct; either can be used
- Unsupported changes: changes not in line with the general client requirements and DTP specifications, changes not in line with the source layout, or changes containing errors.

Impact on Quality

The service-specific risk factors that can have a negative impact on all quality categories of this service are:

- The impact of the language expansion or contraction on the layout
- Lack of compatibility between the source file fonts and the requirements of the target language.

Consultancy

Get in touch with your Account Manager / Project Manager for any custom requirements:

- Shorter turnaround times
- Source file format and content not compliant with the service standard
- Revisions or additions to the source content after order confirmation and with service provision in progress
- Developing a brand new layout
- Handling non-editable content and or images
- Weekend and 24/7 coverage.

Disclaimers

- Following assessment of <Non-Standard File Filtering> requirements, capabilities and capacity, Lingo24 reserves the right to agree one or more of the following:
 - Longer order confirmation times
 - Longer turnaround times than requested by client
 - To decline requests if no agreement can be reached and service provision cannot be guaranteed (incomplete DTP specifications: missing links, missing fonts, ambiguous information about the content to be translated, etc.)
 - To suggest a different service package
- Linguistic changes received after the DTP/FE service has been completed will trigger the provision of our <Feedback Implementation> service for the implementation of these changes in the TM, followed by additional <DTP> service provision for implementation of these changes in the final deliverable.
- Lingo24 will filter the content in the files in respect to layout and formatting only. Where linguistic or content changes (replacements, splitting into phrases, hyphenation, etc.) happen in the source files as a product of layout or formatting arrangements, we recommend <Monolingual Proofreading> in our Service Catalogue. We cannot guarantee outcome / service quality if changes are made without <Monolingual Proofreading>.
- Lingo24 will only separate multi-lingual files into a translatable format when the content is clearly marked in the files accordingly (i.e. there is a clear identifier or marker each language) and the software used in processing the files has the option for doing so.

- Lingo24 DTP/FE Specialists will advise on any file / content specific risk factors per project. Where the client has a service agreement, any specific file / content specific risks known as part of the service will be documented in Schedule X.
- Disclaimers of the core service package still apply.