

FORMAT AS SOURCE SERVICE SHEET

What is it?

- As part of translation process, Lingo24 separate the content for translation from the style within the source document. This means that once the translated content is returned into the file, the formatting may require further adjustment where language expansion or contraction impacts layout.
- The Format as Source Service is the optional adjustment or correction of the target file layout to obtain formatting similarity with the source file either following an <OCR for Non-Editable Files> conversion or translation (typically Microsoft Office formats).
- This service is always followed by Lingo24's <Post Layout Checking> service to ensure the highest degree of layout similarity and text integrity with the source file.
- It is offered in relation to any translation project or as a standalone service for:
 - Low complexity level documents:
 - Editable source available: MS Word, MS Powerpoint
 - Latin script languages
 - No images
 - Simple layout: flowing text, no charts or tables
 - The level of formatting requested by the client is of up to 80% similarity with the source in terms of layout.
 - High complexity level documents:
 - Editable source not available/non editable: PDFs, scanned documents
 - Layout contains images
 - Latin, Cyrillic, Asian scripts, right to left languages
 - Complex layout: tables, charts or other graphics, discontinued paragraphs etc
 - The level of formatting requested by the client is of up to 80% similarity with the source in terms of layout.
 - This service is often followed by Lingo24's <Post Layout Checking> service to ensure the linguistic merits of the translation are retained post adjustment.
- Typical corrections/adjustments include:
 - Alignment in general (paragraphs, titles, headers, footers, tables, images)
 - Broken paragraphs/columns/tables
 - Spacing expansion and retraction (not between words)
 - Empty rows/columns (docx/xlsx)
 - Adjustment of chart layout (PowerPoint).

How does it work?

1 component: Format as source

- The Format as Source task is assigned to the Lingo24 DTP artist by Lingo24 Project Managers using our Service Desk. This is then used to track progress.

- The Lingo24 DTP artist will perform adjustments on the target (i.e. translated) file(s) to match as closely as possible the Source File layout to result in a useable form, whilst taking into consideration language contraction/expansion.
- Where there is a query regarding the appropriate action to resolve a formatting adjustment, the Lingo24 DTP artist will liaise with the client via the Lingo24 Project Manager.
- We will follow Lingo 24 text formatting standards, client specific workflows and project-specific instructions provided by the client as part of the overarching translation project.

Quality and Scope of service

High-level Error Categories

As per core service package

High-level Error Category Weight

As per core service package

Error Severity Levels

As per core service package

Quality Threshold

When providing this service, Lingo24 allows the quality pass/fail threshold of the core service to reduce by up to 4% and that of the Design error category of the core service to be a minimum of 75%.

Impact on Quality

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

- The output of the process will have 75% to 100% similarity with the source in terms of layout, depending on the file type and the target language.

Adherence to service scope

Adherence to service scope is ensured through:

- Assignment as per criteria listed above
- Briefing process between client and Lingo24 Project Manager
- Briefing between Lingo24 Project Manager and/or Client Technical Lead and Lingo24 DTP artist
- Ongoing Query management and Issue Clarification

Service Prerequisites

- Source file format to be supplied either as MS Office or as per <OCR for Non-editable Files> file formats
- Final version of the source file, as per core service package
- Service level-specific briefing process completed, as per core service package

- Receipt confirmation within 1 business day, as per core service package
- Explicit service acceptance within 3 working days, otherwise acceptance is assumed, as per core service package. Customer-specific service acceptance timeframes and criteria can be requested.

Disclaimers of Service

1. Following assessment of Format as Source 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
- To suggest a different service package.

2. For source file formats that require specialized software and typesetting such as InDesign or FrameMaker, we recommend <DTP> in our Service Catalogue.

3. Disclaimers of the core service package still apply.

Service Price

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

Service Level & Availability

- All languages
- Output capacity is advised on a case by case basis
- Output capacity is influenced by the complexity of the request:
 - For low complexity level, up to 30 pages A4 size per language / hour
 - For high complexity level, up to 15 pages A4 size per language / hour
- Default service availability: 24 hours a day/5 days a week