

ID Translation: e-Toro specific SERVICE SHEET

What is it?

A translation service for when specific details from a document (ID, birth/death/marriage certificate, bills, etc.) are required for information or website verification purposes. The specific details can include: name of the person, date of birth, issue date and/or expiration date.

How does it work?

1 component: Translation

- The translation project is assigned to one professional linguist
- We follow general client requirements and project-specific instructions as per service-specific briefing guidelines
- The translation project is not processed in our Translation Management System

Quality and scope of service

High-level Error Categories

DQF	Accuracy	Addition	
		Improper exact TM match	
		Mistranslation	Ambiguous translation
		Mistranslation	Mistranslation of technical relationship Overly literal
		Omission	Omitted variable
		Untranslated	
	Locale Convention	Address format	Postal code
		Date format	
		Currency format	
		Measurement format	
		Shortcut key	
		Telephone format	
	Fluency	Character encoding	
		Grammar	
		Inconsistency	Inconsistency with external reference
		Link/cross-reference	
		Punctuation	
		Spelling	

Source: The harmonised DQF-MQM error typology

For a granular view of these error categories and error types, refer to the service Annex <Harmonized DQF-MQM Error Typology>. The annex provides a detailed description of each error category including definitions and examples.

High-level Error Category Weight

DQF	Accuracy	Multiplier: 3
	Fluency	Multiplier: 1
	Locale convention	Multiplier: 1

Error Severity Levels

Severity Level	Definition	Multiplier
Minor	Errors that don't lead to loss of meaning 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 or hinder proper use of the product/service due to significant change in meaning or because errors appear in a visible or important part of the content.	5
Critical	Errors that may 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

The quality pass/fail threshold is 95%.

The quality pass/fail threshold is based on:

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

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

- Preferential changes: both the original translation and the revised version have equal merit and are correct; either can be used
- Stylistic improvements: stylistic changes which improve the flow and readability but are equal in accuracy
- Unsupported changes: changes not in line with the general client requirements and project-specific instructions, changes not in line with the source content, not consistent with the client approved TM or changes containing errors.

Impact on Quality

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

- Lack of editing by a second linguist

Adherence to service scope

- Supplier assignment as per criteria listed above
- Briefing process between client and Lingo24
- Briefing process between Lingo24 and suppliers
- Query management and Issue Clarification: questions, issues, assumptions will only be flagged up upon delivery

- Supplier self-editing prior to delivery

Step 1: Feedback from customer, if in line with <Client Review> service scope, is assessed to determine the category:

- Confirmed changes: the changes address confirmed errors in the translation
- Preferential changes
- Unsupported changes

Step 2: Instances of feedback that improve the quality of the translation, specifically a and b will be incorporated in a revised translation, if requested and/or stored as reference for future orders

Step 3: Communication of findings.

Service Prerequisites

- Source file format and content to be supplied as per the agreed template
- Final version of the source file
- Service level specific briefing process completed
- Receipt confirmation within 1 business day
- Explicit service acceptance within 3 business days, otherwise acceptance is implied. Customer specific service acceptance timeframes and criteria can be requested.

Service Advisories

We do not recommend this service for content which will be published or widely distributed.

Disclaimers of Service

- Where source file format and content are not compliant with our <Standard File Filtering> service, we will recommend the <File Engineering Services> in our Service Catalogue
- Where source file format is not in line with <Standard File Filtering> and, following <File Engineering Services> cannot be processed in Lingo24's Translation Management System, the service provision will be done offline
- Where the target translation is destined for publication, distribution or any other type of usage for authorities and institutions, we recommend <Professional Translation> in our Service Catalogue
- If publication or distribution are needed after completion of this service, we recommend <Checking and Editing> in our Service Catalogue
- For shorter turnaround times, we recommend <Rush & Split> in our Service Catalogue
- When making revisions or additions to the source content after order confirmation and with service provision in progress, we recommend <Revision Handling> in our Service Catalogue
- For feedback provision, we recommend <Client Review> in our Service Catalogue
- If feedback is not in line with <Client Review> in our Service Catalogue and assessment and implementation is required:
 - We recommend <File Engineering> for technical file comparison
 - We recommend <Premium Account and Project Management> for manual file comparison
 - Lingo24 reserves the right to decline feedback assessment and implementation if file comparison via the above services is not possible

Service Price

- Based upon a fixed rate

Service Level & Availability

- All language combinations
- Output capacity: up to 1,700 words per language / business day

- Output capacity is influenced by requirements for value-added services
- Default service availability: 24 hours a day/5 days a week
- Permanent or ad-hoc 24/7 value-added services are available on demand following assessment of service requirements and validation of capability and capacity for service provision. Refer to <24/7> in our Service Catalogue.