

AcudocX

SCAN | SELECT | TRANSLATE | CERTIFY

PROVIDER HANDBOOK

Version 08.10.21

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WELCOME

AcudocX's software-as-a-service (SAAS) platform aims to provide seamless translation services between freelancers, LSPs and customers. To facilitate an efficient system, translators act as editors or quality controllers of translation jobs – adding or editing translation fields that are provided by the customer. The translator is able to set a starting fee and may charge for edits when the customer has left fields empty or incorrectly entered details. This enables a quick, efficient and fair system for both translators and customers.

This handbook will provide you with all the necessary steps and functions to using AcudocX's platform.



A note on our system's available document templates:

AcudocX offers to customers extract translations or full translations.

Extract translations are prepared in a similar way to full translations; however, any information that is considered non-essential to the purpose of the translation is often omitted from the final translated document.

AcudocX's extract template options have all been sourced from available AUSIT templates, although are customised to a degree in order to meet the specific document requirements of each language.

If you are not familiar with extract translations, we recommend you familiarise yourself with some extract template examples available in your certified language/s before you begin accepting translation jobs. Some examples of final extract exports on AcudocX are shown below.

EXTRACT TRANSLATION OF GERMAN BIRTH RECORD	
ISSUING AUTHORITY	
N/A	
COUNTRY OF ISSUE	PLACE OF ISSUE
N/A	N/A
DATE OF ISSUE	NUMBER/ID
N/A	N/A
PARTICULARS OF BEARER	
GIVEN NAME(S)	FAMILY NAME(S)
N/A	N/A
COUNTRY OF BIRTH	PLACE OF BIRTH
N/A	N/A
DATE OF BIRTH	SEX
N/A	N/A
NATIONALITY	
N/A	
PARENT 1'S FULL NAME(S)	
N/A	
PARENT 2'S FULL NAME(S)	
N/A	
ADDITIONAL ESSENTIAL INFORMATION	
N/A	

Notes: [translated from an electronic copy, dates converted]

EXTRACT TRANSLATION OF GERMAN DEATH CERTIFICATE	
ISSUING AUTHORITY	
N/A	
COUNTRY OF ISSUE	ID NUMBER
N/A	N/A
DATE OF ISSUE	
N/A	
PARTICULARS OF BEARER	
GIVEN NAME(S)	FAMILY NAME(S)
N/A	N/A
OCCUPATION	ADDRESS
N/A	N/A
MARITAL STATUS	SEX
N/A	N/A
AGE	TIME OF DEATH
N/A	N/A
CAUSE OF DEATH	TREATED BY
N/A	N/A
TREATING HOSPITAL	LENGTH OF STAY AT HOSPITAL
N/A	N/A
DEATH CERTIFICATE LETTER NO.	NATIONALITY
N/A	N/A
ADDITIONAL ESSENTIAL INFORMATION	
N/A	

Notes: [translated from an electronic copy, dates converted]

BECOMING A PROVIDER

If you are interested in becoming a provider with AcudocX, please fill in the following details on this Google form: [click here!](#) and we will sign you up.

Full name
ABN
NAATI credentials (language(s), certification number & expiry date)
NAATI stamp (signed and scanned with exact measurement of 610px x 480px. Please leave date field empty)
Accounting details (Name, BSB, Account Number)
Email address
Mobile number
Address
Short description about yourself as a NAATI-certified translator
Long description about yourself as a NAATI-certified translator

Providers: Once our admin team has completed your sign up, you will receive a username and password to log in.

1. Go to <https://app.acudocx.com.au/provider>
2. Log in with your provided email and password.
3. Set up two-factor authentication by scanning the QR code on screen with Google Authenticator or a similar app. You will be required to enter in your code upon each log-in.

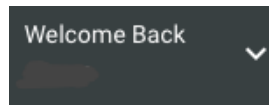


To begin using your account, please scan this QR code with Google Authenticator (or a similar app).

Enter the code in the field below to set up two-factor authentication.

--	--	--	--	--	--

- Under the top-right drop-down arrow, click **'Provider Profile'**



This is where you can view and change all your provider information, upload your logo and banner, and where you see your stamp.

- Select **EDIT** and fill in your details. You can update these fields at any time.

A screenshot of the "Edit Provider Profile" form. At the top are "SAVE" and "CANCEL" buttons. The form is titled "Edit Provider Profile" and includes a sub-header "Please use the form below to edit your provider profile". It contains several input fields: Name, ABN, UIC, Email, Phone, Address, Suburb, Short Description, Long Description, Accounting Name, and Business Number. Some fields have placeholder text.

Please fill in every field in the Provider Profile. All fields including GST registry must be filled out and your logo and banner uploaded in order for the system to recognise you as a provider.

The banner will be visible on the top left-hand corner in the letterhead of all your exported translations, and your logo on the bottom right. If you don't have a banner or logo, we suggest for you to upload an image of your name in text or a blank white image instead.

A screenshot of the "Provider Details" page. At the top are buttons for "BACK", "EDIT", "REMOVE", and "PURGE DOCS". Below these are tabs for "DETAILS" and "TRANSLATION SERVICES". The "DETAILS" tab is active. The page shows a "Quick Link" to the provider's profile, followed by input fields for Name, ABN, Email, Phone, and Address. On the right side, there are two preview boxes: "Logo (200x200)" showing a stylized "AX" logo, and "Banner (700x200)" showing the "AcudocX" logo with the tagline "SCAN | SELECT | TRANSLATE | CERTIFY".

- Begin using the AcudocX system.

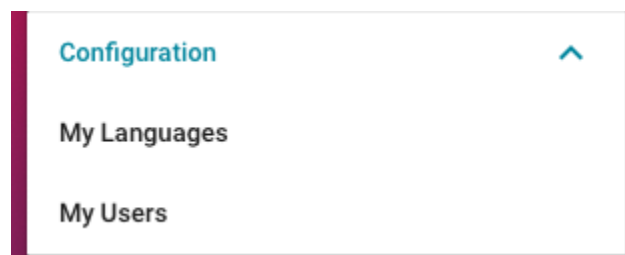
SETTING UP BEFORE YOU BEGIN

Welcome to AcudocX.

Now that you are officially one of our providers, please read this handbook before you begin using our AcudocX services.

As a provider, it is important that you set up your configuration accurately using the navigation menu on the left. Under **Configuration**, please set up your pricing structures for your languages and the extract templates you will offer – see the steps in the following pages.

Once these are completed, you can begin receiving translation jobs and use the other services available on the platform.



SET YOUR PRICE & TEMPLATES

Setting your pricing

You must set pricing structures for your language(s). If you choose to offer them, you will need to set pricing for:

- Extract templates and,
- Full document translations.

Extract templates allows you to set:

- default pricing (applies to all templates of your language) and,
- custom pricing for a [a specific price for a template you will offer].

There are two types of extract templates. A **self-service extract** and a **standard extract**.

A **self-service extract** is a time-efficient service for providers. Your customers will complete part of the translation process: first uploading their documents, then selecting and translating the fields, before it is sent to you for review.

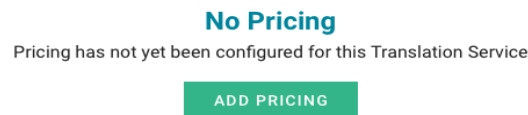
A **standard extract** only requires customers to submit their documents through the system before it is sent to you to translate and complete within AcudocX.

All providers must set their own pricing within the system. Please note AcudocX has no control over the price of translations other than implementing a \$10 minimum for the system to function.

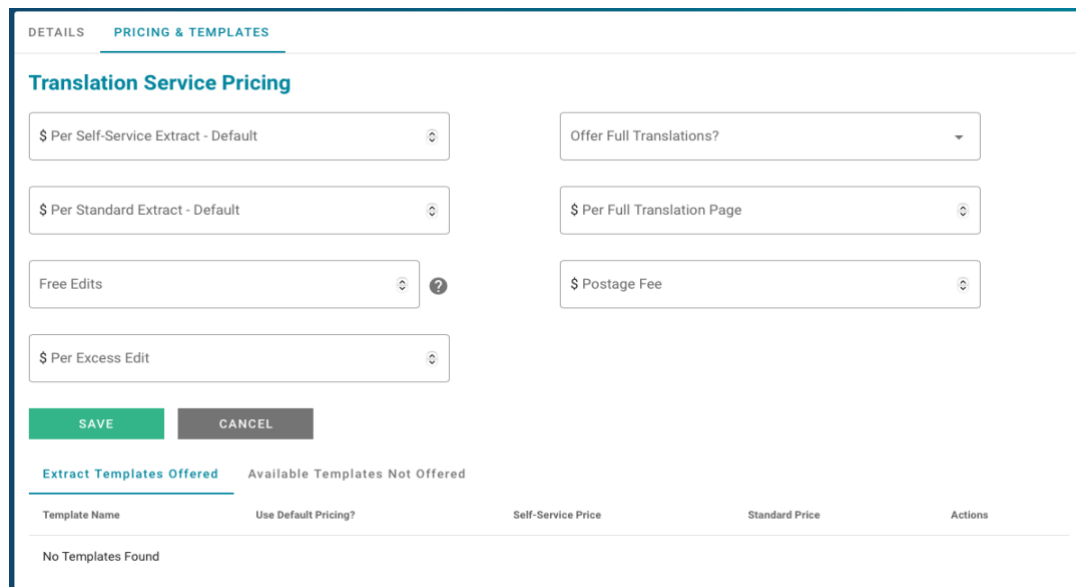


-
1. Navigate to the main navigation menu (left side).
 2. Under **Configuration**, select **My Languages**.
 3. For your language that appears, navigate to the right drop down arrow and select **View**.

4. Select the tab called **Pricing & Templates** then choose **ADD PRICING**.



5. Fill in your pricing details, then select **SAVE**. You must fill in your extract default prices here before you can set custom extract prices (see section below)



Extract Templates Offered		Available Templates Not Offered		
Template Name	Use Default Pricing?	Self-Service Price	Standard Price	Actions
No Templates Found				

**what are free edits? These free edits apply to self-service extract templates. Edits are any corrections you make to a customer's translation field, or additional translations you add yourself. After your set free edit quota has been reached, the system will charge the customer for each additional edit you make, charging the 'excess edit' fee you set. However, you can prevent the system from doing so by deselecting the 'charge' tickbox when completing a translation job.*

6. To edit your pricing details at any time, select the pen icon next to **Translation Service Pricing**. (This icon will appear once you have entered in your details)



If you are certified in more than one language, repeat the above steps to configure pricing for additional languages.

*For custom template pricing, continue reading **Setting your templates** below.

Pricing for each document template is locked when the job is created, meaning any pricing changes will not apply to jobs that have already been created (i.e., if the job is in customer draft mode, or already accepted by the translator).









Pricing changes will apply to all new jobs and **reactivated jobs**. Reactivated jobs are draft jobs started by the customer but have expired after a certain date. To reactivate the job, the customer agrees to any pricing changes

Setting your extract templates

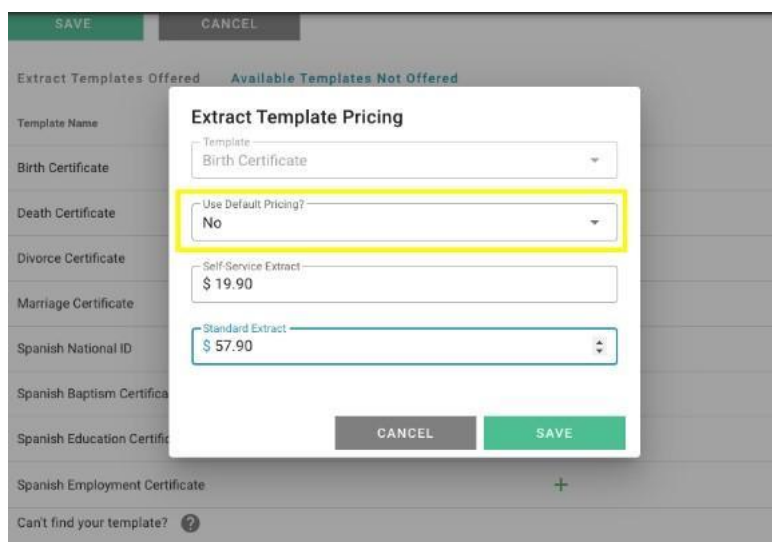
After you have configured your pricing, please select which templates you will offer.

1. After setting pricing for your language, navigate to the **Pricing & Templates** tab.
2. The tab called **Extract Templates Offered** contains all available templates for your language.

For each template you do not wish to offer, click the red bin icon and it will be moved to the tab **Available Templates Not Offered**. You can remove templates and add them back to your offered list at any time.

Template Name	Use Default Pricing?	Self-Service Price	Standard Price	Actions
Birth Certificate	Yes	\$10.00	\$18.00	 
Death Certificate	Yes	\$10.00	\$18.00	 
Family Name Change	Yes	\$10.00	\$18.00	 

If you would like a specific template to have custom pricing, select the green pen icon and choose 'No' under **Use Default Pricing?** then enter new details. Custom prices will apply to the selected template only. (prices can be adjusted at any time)



SAVE CANCEL

Extract Templates Offered Available Templates Not Offered

Template Name

Birth Certificate

Death Certificate

Divorce Certificate

Marriage Certificate

Spanish National ID

Spanish Baptism Certificate

Spanish Education Certificate

Spanish Employment Certificate

Can't find your template?

Extract Template Pricing

Template Birth Certificate

Use Default Pricing? No

Self-Service Extract \$ 19.90

Standard Extract \$ 57.90

CANCEL SAVE

3. Press **SAVE**.
4. Repeat steps for each template you wish to offer custom pricing.

You can add a template to your offered list again by pressing the green plus icon.

Extract Templates Offered	Available Templates Not Offered
Template Name	Actions
Birth Certificate	+
Death Certificate	+
Can't find your template? ?	

Requesting to add a new template

If you wish to offer a template not currently available on the system, we are able to add or make minor formatting changes to a template unique to your provider account. Please send an email to our AcudocX support team at admin@acudocx.com.au to request a new template giving as much detail as possible, including:

- Name of the extract template
- Name of the extract template your customers will see
- A copy of your document format (a translated document showing formatting) and,
- Relevant information fields where possible

		<small>Dylan J Hartmann Address: 70 McCaul Street Taringa QLD 4068 ABN: 4302 729 0635</small>	
EXTRACT TRANSLATION OF THAI BIRTH CERTIFICATE			
ISSUING AUTHORITY			
COUNTRY OF ISSUE		PLACE OF ISSUE	
N/A		SES	
DATE OF ISSUE		BIRTH CERTIFICATE NUMBER/ID	
01/04/2021		123456	
PARTICULARS OF BEARER			
GIVEN NAME(S)		FAMILY NAME(S)	
N/A		N/A	
PLACE OF BIRTH		COUNTRY OF BIRTH	
N/A		N/A	

PRICING CHANGES ON DRAFT AND INACTIVE JOBS

Jobs submitted by the customer run on a **timer system**.

Draft jobs created are set to expire after 72 hours, at which point the job will become inactive, and the customer will need to reactivate the job before they can proceed with submission.

Your pricing changes will apply to all new jobs and reactivated jobs. Customers are asked to agree to any pricing changes before they are able to reactivate a job.

Job 1761: DRAFT

Translation Summary

Translation Details **TIME REMAINING: 2D 23H 59M**

Review your details and costs before submitting the translation job.

If you have not submitted the job before the time expires, the job will become inactive. To reactivate the job, you may have to agree to new prices.

TYPE OF DOCUMENT	STATUS
Death Certificate (Self-Service)	DRAFT

Job 1736: INACTIVE

Translation Summary

Translation Details **TIME REMAINING: 0D 0H 0M 0S**

Review your details and costs before submitting the translation job.

This Job is inactive. Reactivate job to continue. [REACTIVATE](#)

TYPE OF DOCUMENT
Death Certificate (Self-Service) VIEW >

THE DASHBOARD

Once you have completed the above steps, customers will now be able to select you as a provider for service.

On the provider's dashboard, you can view 'New & Current Jobs', 'Pending Jobs', and 'Job History'.

The dashboard is divided into four main sections:

- Go to Job:** A search bar with the label "Job ID" and a "GO TO JOB" button. Below it, a note says "Use this section to go straight to a specific job by entering the job's ID in the field below."
- Pending Jobs:** A table titled "Please review these pending jobs" with columns for Job Name, Job Status, and Documents. It lists 10 "Test Testing" jobs with various statuses and document counts.
- Check Your Progress:** A section with a circular progress indicator showing 79%. It lists 6 jobs with their current status (e.g., Review Completed, Customer Action Required, In Progress, Requires Customer Review). A "VIEW JOBS LIST" button is at the bottom.
- Job History:** A section titled "View the previous jobs submitted." showing a list of 6 "Test Testing" jobs with their final status (Completed, Customer Action Required, or In Progress). A "VIEW ALL JOBS" button is at the bottom.

Each category shows the following:

- The customer's name(s) and **their language of their documents**
- The number of documents submitted by that customer
- Job Status (new, in progress, etc.)

PENDING JOBS

You can view the jobs submitted by each customer and check the job status whether a job is new, requires customer review, review completed, requires customer action, in progress, or completed.

You can choose to accept the job, or in the situation that you are unable to take the job, refund the customer and abandon the job.

When checking a translation job, if you make any edits, the job is then sent back to the customer for review (otherwise you may choose to complete the job). You can also request customer action, which can occur due to a bad source copy, and hence requires a customer to resend the source document.

CHECK YOUR PROGRESS

You can view existing translation jobs that are still in progress.

Once clicked into each job, you can view the details of each job as well as the cost summary. You may also edit the job details, raise an issue or abandon the job by providing reasons for taking such action.

JOB HISTORY

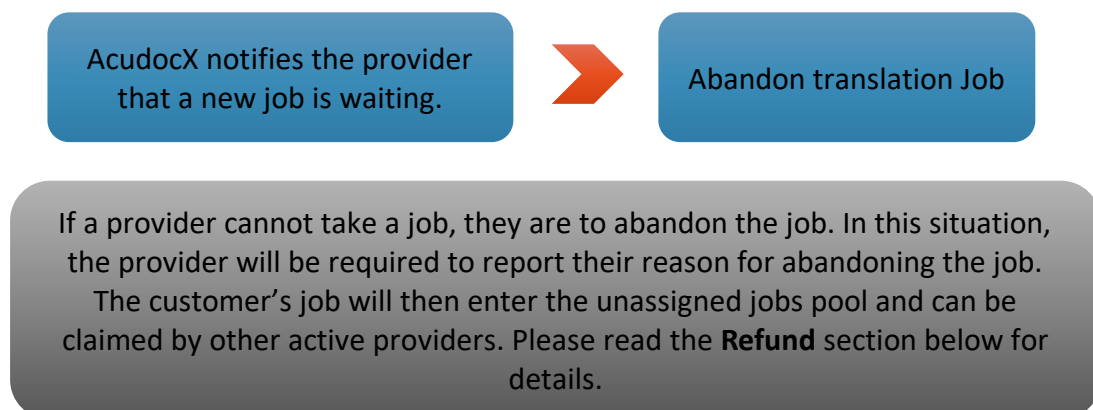
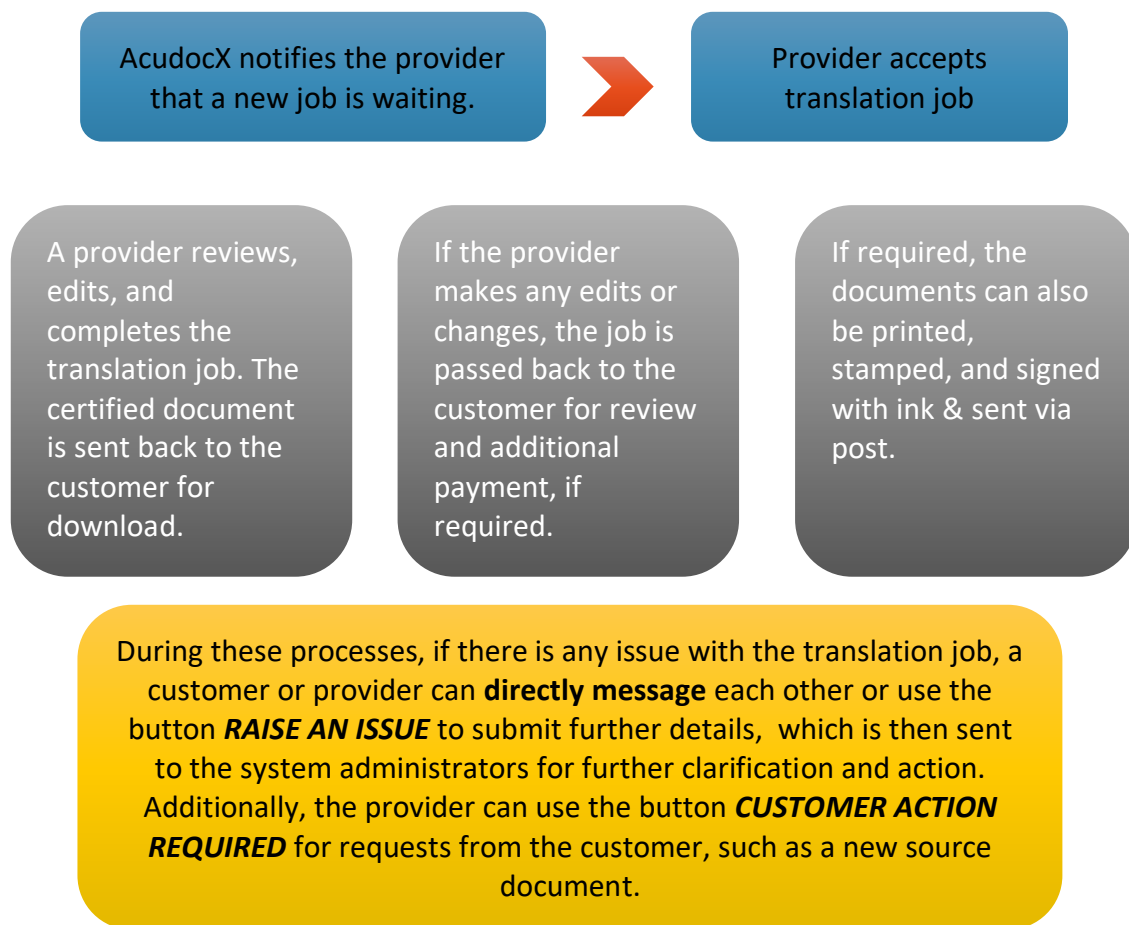
You may view the previous jobs submitted.

MANAGING TRANSLATION JOBS

When there is a new translation job, providers will receive an email notification with a link to view the submitted job.

New jobs also appear under the **Pending Jobs/Check Your Progress** menu

The translation process **for self-service extracts** is shown below:



EDITING TRANSLATION JOBS: SELF-SERVICE EXTRACT

To accept the job, select **START JOB** and navigate to the corresponding template tab (in this case, **BIRTH CERTIFICATE Self-Service Extract**)



Before you start editing:

On self-service extracts, if you notice your customer has not made any translations (if all translation fields are left blank) we recommend you send a message to the customer to check if they have intentionally left fields blank or are unaware that they are required to enter their own translations. Please also ensure your customer is aware they may be required to pay for any additional charges for extra translation edits you make.



Select **START JOB**, then choose **CUSTOMER ACTION REQUIRED** and select 'empty translation fields', as shown in step 4 below. The suggested message below can be put in the optional message space.

A suggested message to send is:

*Hi! Thank you for submitting your translation via AcudocX.
To avoid any additional charges, would you kindly enter as much of the required information into the translation fields as you can. When you're ready, please click 'return to provider' and I'll be able to complete the job for you.
Best regards,
XXXX*

Once you accept a job, you can begin **reviewing** and **editing** the job by following these steps:

1. Check the accuracy of the translation input completed by the customer with the corresponding source fields.

Don't forget to check if your customer has selected **postage**. Our recommendation is to write the customer's name on a new postage envelope before beginning the job, to avoid overlooking postage once job is completed.





[BACK](#)
[EDIT](#)
[RAISE AN ISSUE](#)
[COMPLETE JOB](#)
[SEND TO CUSTOMER](#)
[CUSTOMER ACTION REQUIRED](#)

[ABANDON](#)

DETAILS **BIRTH CERTIFICATE**
Self-Service Extract

Translation Progress Edits: 0

[VIEW SOURCE DOCUMENTS](#)
[CROP SOURCE DOCUMENTS](#)

Field	Original	Translation	Edits	Charge	Not Applicable	Action
Issuing Authority		Registrar	<input type="text" value="Add edit"/> 0 / 255	<input type="checkbox"/>	<input type="checkbox"/>	
Place of Issue			<input type="text" value="Add edit"/> 0 / 255	<input type="checkbox"/>	<input type="checkbox"/>	

- View source documents
- Check if all relevant fields are present in the source document
- Check if the customer's included translations are accurate under the column called **Translation**.
- Additional information can be added to the **Additional Essential Information** field, along with translator's notes and country of issue.

Additional Fields

Field	Value	Action
Additional Essential Information	<input type="text" value="Add edit"/> 0 / 255	
Country of Issue	<input type="text" value="Add edit"/> 0 / 255	
Translator's Notes	<input type="text" value="Add edit"/> 0 / 255	

2. If required, you can add in a correction for any incorrect or missing translations:

Edits	Charge	Not Applicable	Action
<input type="text" value="Add edit"/> 0 / 255	<input type="checkbox"/>	<input type="checkbox"/>	



- Press the green pen icon to enter a correction. Type in your edit.
- Press the **green save icon** after entering your edit. Please always ensure to select save afterwards for every edit you make.

3. You can set a number of free included edits for each translation.

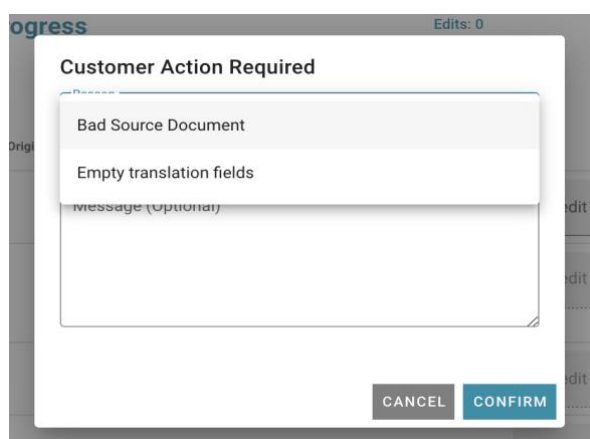
- You can also decide whether to charge for each edit made by ticking the 'Charge' box.

Edits	Charge	Not Applicable	Action
<div>Add edit</div> <div>Municipal Office</div> <div>16 / 255</div>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<div></div> <div></div>

- If a field is not applicable for the template, tick the box 'Not Applicable' and all text will be overridden and replaced with N/A on the final document export.

Edits	Charge	Not Applicable	Action
N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<div></div> <div></div>

- A customer must pay for any edits exceeding your number of free edits before the customer receives their final certified document.
4. If the source document is for instance, poor quality, illegible, or if you like to request the customer fill in any empty fields, click '**CUSTOMER ACTION REQUIRED**' at the top of your screen and fill in your message to the customer.



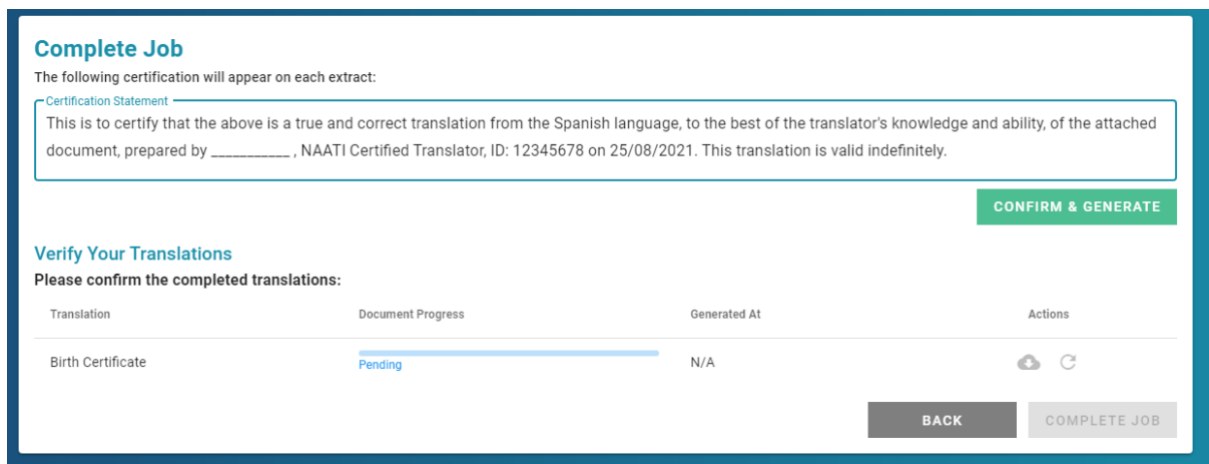
5. If there is any other issue with the translation job that requires customer's attention or action, you can either click **RAISE AN ISSUE** button (please see the **ISSUES** section) to submit further details **OR** you may send a personal message to the customer via the **MESSAGES** function (please see the **MESSAGES** section).

6. After you finish reviewing and editing the translation job, you should then send the job back to the customer for review by clicking **SEND TO CUSTOMER**.

Note that if you choose to charge for edits and these edits exceed your maximum specified number, you must send the job to the customer for review before you can complete the job.



7. Once the customer finishes their review, you will be able to press **COMPLETE JOB**.



8. Edit your digital certification if required, then click **CONFIRM & GENERATE**.

You can download the generated files if required by click the download cloud icon. Re-generate the file by clicking the reload icon.

9. Click **COMPLETE JOB** to finish and send the completed translation to the customer.

EDITING TRANSLATION JOBS: STANDARD EXTRACT

Like a self-service extract, start the job by selecting **START JOB** then navigating to the template (**BIRTH CERTIFICATE Self-Service Extract**).

1. Select **VIEW SOURCE DOCUMENT** to check if all relevant fields are in the document.

CUSTOMER ACTION REQUIRED ABANDON OPEN ALL JOB DOCUMENTS



DETAILS BIRTH CERTIFICATE Standard Extract

Translation Progress









VIEW SOURCE DOCUMENTS

CROP SOURCE DOCUMENTS

2. Enter in the translation for each field by pressing the green pen icon for the corresponding field.

Edits	Charge	Not Applicable	Action
Add edit	<input type="checkbox"/>	<input type="checkbox"/>	
0 / 255			

3. Enter any additional information under **ADDITIONAL FIELDS**

Additional Fields		
Field	Value	Action
Country of Birth	Add edit	 
	0 / 255	
Additional Essential Information	Add edit	 
	0 / 255	
Country of Issue	Add edit	 
	0 / 255	
Translator's Notes	translated from an electronic copy, dates converted	 

4. Once complete, you can choose between two steps:

Send the job to the customer for review by pressing **SEND TO CUSTOMER**.

After the job is sent back to you, you can make additional changes by selecting **MAKE CHANGES**, otherwise choose **COMPLETE JOB**, confirm your digital certification, and send the finished job back to the customer

BACK EDIT RAISE AN ISSUE COMPLETE JOB MAKE CHANGES ABANDON

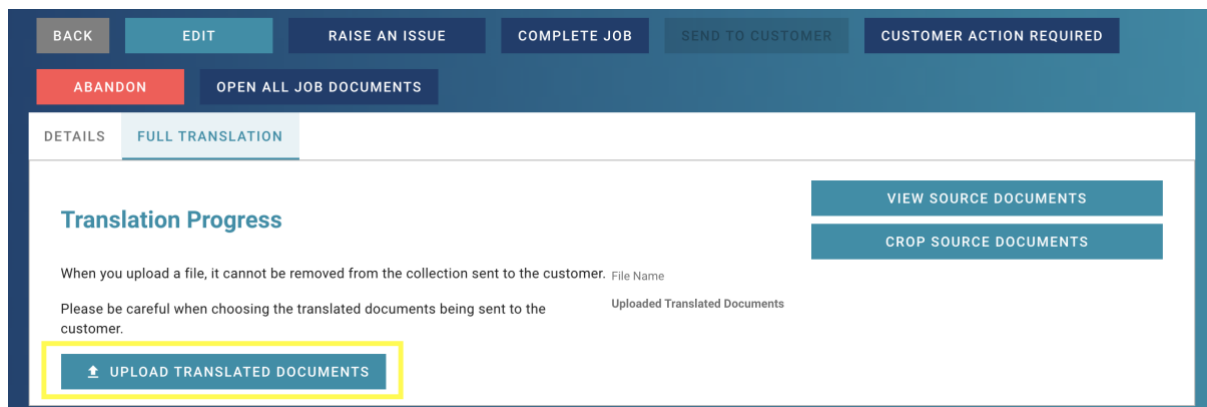
OPEN ALL JOB DOCUMENTS

DETAILS BIRTH CERTIFICATE Standard Extract

FULL TRANSLATIONS

A full translation job is different to extract translations:

Providers accepting this job will not make edits straight into the AcudocX system. Instead, the system allows you to upload copies of documents you have translated. For full translations, AcudocX functions like a secure file transfer platform. The customer upload each of their files as a full translation and the translator uploads the completed files for review and then completion. If the full translation document requires your NAATI stamp, you must upload a stamped version of the completed translation. The system does not yet place a signed/dated stamp on the document for full translations.



Providers will be unable to complete the job and send to customers until translated documents have been uploaded.



When uploading documents, you are not able to upload multiple files. Any uploaded file will replace the previously uploaded file and be available for you or the customer to download.

Note: New uploaded files will replace the previously uploaded files. If a customer uploads several different translation documents together as one file, the translator should upload their translation as one file.



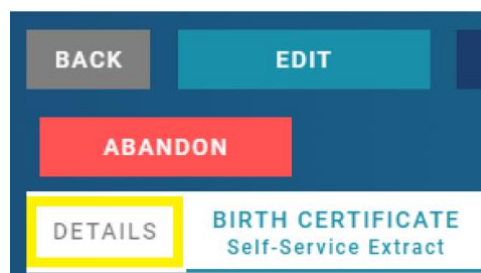
Don't forget to check if customer selected postage. Our recommendation is to write the customer's name on a new postage envelope before beginning the job, to avoid overlooking postage once job is completed.

MESSAGES

Messages is a function in the AcudocX system that allows the provider and customer to communicate with each other, simply by typing in the message in the area provided.

When there is a new message, you will be notified via email and with the appearance of a message icon on your Dashboard.

Access your messages under the **View job page**, under the **DETAILS** tab. Scroll down to the bottom of your screen.




Note: You will be unable to send messages to a customer if the job has not yet been accepted.




MESSAGES

Communicate with your customer



No messages have been sent.
Use the input below to send messages to your customer



POSTAGE

Your customers may require a hard copy of the translation posted to them. AcudocX will show you the customer's postal address on the job screen.

Postage Required	
Yes	
Postage Address	
1 Charlotte St	
Postage Suburb	
Brisbane City	
Postage Country	
Australia	
Postage State	Postage Postcode
QLD	4000

Please ensure you check if postage is requested. A good tip is to fill in the address on the envelope before commencing your translation and sending the express post tracking number immediately after completing the job.

Our recommendations for postage are as follows:

Postage type: Express Post
Size: B4, large

Place the translated documents in a plastic sleeve, and inside a manila folder or similar. Provide your customers with the **tracking number**. You can do so through the AcudocX messaging system.



CUSTOMERS

From your left navigation menu, select **Customers** to view a full list of all your assigned customers here.

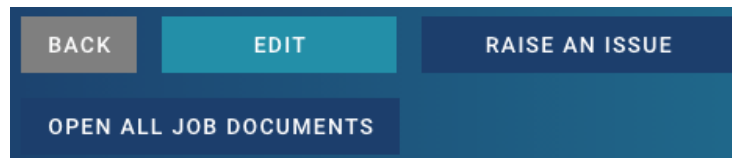
You can view details:

- Name
- Email
- Status
- Last Access Time
- Last Login Time
- Comments

Customers						
<input type="text" value="Search Customer Surname"/>			APPLY	CUSTOMISE	Reset to Default	EXPORT PAGE
Given Name	Surname	Email	Last Access Time	Last Login Time ↓	Status	Actions
Customer DJ	Hartmann	dylanhartmann@gmail.com	-	4/18/2021, 4:59:55 PM	Active	▼
Mr Dylan	Hartmann (customer)	register@acudocx.com.au	-	4/15/2021, 12:56:35 PM	Active	▼
Pedr	Horley	pedrhorley@hotmail.com	-	2/20/2021, 5:24:46 PM	Active	▼
Mareeya	Phoonsin	mareeya@djhartmann.com	-	2/16/2021, 12:56:07 PM	Active	▼
Rows per page: 10 14 of 4 < >						

ISSUES

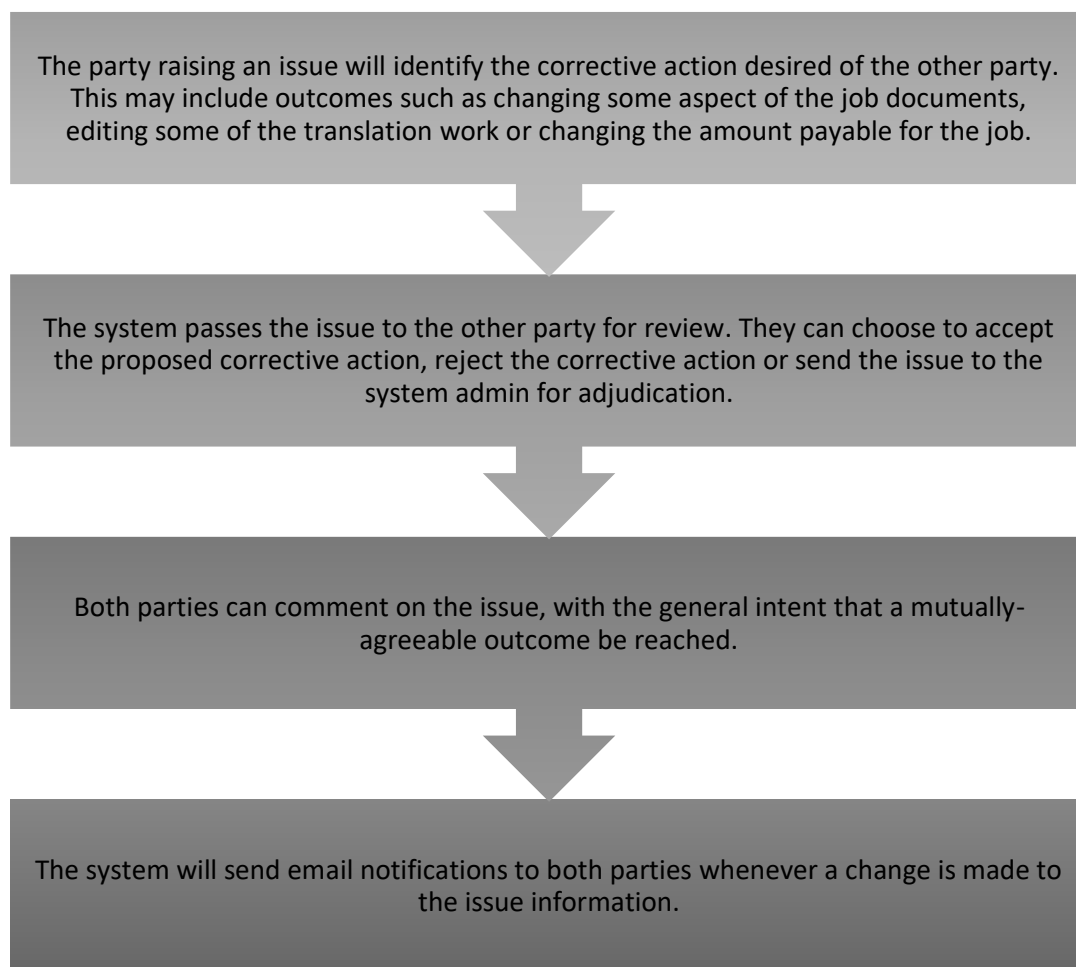
Issues is a function in the AcudocX system that allows either a customer or a provider to **raise an issue** to register a disagreement about some aspect of the translation job that has recently been completed.



Our current issues include the following:

- Resend translation
- Refund (please see page 18 for more information)

ISSUES WORKFLOW



JOBS

From your left navigation menu, select **Jobs** to view a full list of all your processed jobs.

You can view the following details:

- Customer
- Language
- Cost
- Date submitted/commenced
- Status

You can also access the job's details and documents from this list.

Job List							
<input type="text" value="Search Customer Name"/>				APPLY	CUSTOMISE	Reset to Default	EXPORT PAGE
ID	Customer	Language	Total Cost	Submitted	Commenced	Status	Actions
1220	Mr Dylan Hartmann (customer)	Thai	\$52.50	03/11/2020 - 08:12 pm	03/11/2020 - 08:17 pm	Completed	▼
1260	Mr Dylan Hartmann (customer)	Thai	\$52.50	10/03/2021 - 08:41 pm	10/03/2021 - 08:45 pm	Completed	▼
1261	Mr Dylan Hartmann (customer)	Thai	\$52.50	07/11/2020 - 09:48 am	07/11/2020 - 10:09 am	Completed	▼
1267	Mr Dylan Hartmann (customer)	Thai	\$80.63	10/11/2020 - 10:50 am	10/11/2020 - 10:57 am	Completed	▼
1271	Mr Dylan Hartmann (customer)	Thai	\$67.50	10/11/2020 - 11:54 am	10/11/2020 - 11:55 am	Completed	▼
1274	Mr Dylan Hartmann (customer)	Thai	\$41.25	11/11/2020 - 08:10 pm	11/11/2020 - 08:13 pm	Completed	▼
1275	Mr Dylan Hartmann (customer)	Thai	\$41.25	12/11/2020 - 07:29 am	12/11/2020 - 03:56 pm	Completed	▼
1277	Mr Dylan Hartmann (customer)	Thai	\$43.88	12/11/2020 - 02:47 pm	12/11/2020 - 04:00 pm	Completed	▼
1293	Mr Dylan Hartmann (customer)	Thai	\$105.00	13/11/2020 - 03:43 pm	14/11/2020 - 11:31 am	Completed	▼
1294	Mr Dylan Hartmann (customer)	Thai	\$105.00	16/03/2021 - 02:38 pm	16/03/2021 - 02:39 pm	Requires Customer Review	▼
Rows per page: 10 1-10 of 24 < >							

REPORTING

Select **Reporting** under the left navigation menu to view your provider and accounting report.

Provider report:

The provider report contains basic information on jobs, status, cost, and duration.

Accounting report:

The accounting report contains full information for an accountant or bookkeeper.

The screenshot displays a web interface with two distinct report generation sections. The top section, titled 'Provider Report', includes a prompt to 'Please select the date range that you wish to generate the provider report.' Below this, there are two input fields: 'Date from' and 'Date to', each accompanied by a calendar icon. A 'GENERATE REPORT' button is positioned beneath these fields. The bottom section, titled 'Accounting Report', mirrors this layout with the same prompt, date range inputs, and a 'GENERATE REPORT' button. The entire interface is framed by a dark blue sidebar on the left and a matching footer bar at the bottom.

MY DISBURSEMENTS

Select **My Disbursements** under the left navigation menu to view a list of all disbursements (payments sent to you as a provider)

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Date	Transaction Date Time	Transaction Receipt	Transaction Reference	Transaction Amount	Provider Total Inc Tax	Provider Tax	Provider Total Ex Tax	Service Fee Total Inc Tax	Service Fee Tax	Service Fee Total Ex Tax	Total Ex Tax	Total Inc Tax	Total Tax	Postage Fee Total Inc Tax	Net Disbursement Amount
10/03/2021	10/03/2021 20:03	ch_11TPU9CAHIdFpQkIa12E1rq	C40-3	52.5	50	4.55	45.45	2.5	0.23	2.27	47.72	52.5	4.78	0	50
16/03/2021	16/03/2021 14:03	ch_11VUfCtCAHIdFpQkIa12E1rq	C40-14	105	100	9.09	90.91	5	0.45	4.55	95.46	105	9.54	0	100
03/03/2021	03/03/2021 22:03	ch_11Q1T0CAHIdFpQkIa12E1rq	C40-18	26.25	25	2.27	22.73	1.25	0.11	1.14	23.87	26.25	2.38	0	25
26/03/2021	26/03/2021 14:03	ch_11Z7BcCAHIdFpQkIa12E1rq	C40-25	54.25	50	4.55	45.45	4.25	0.39	3.86	49.31	54.25	4.94	0	50
15/04/2021	15/04/2021 13:04	ch_11g1XcCAHIdFpQkIa12E1rq	C40-26	54.25	50	4.55	45.45	4.25	0.39	3.86	49.31	54.25	4.94	0	50
15/04/2021	15/04/2021 13:04	ch_11g1XcCAHIdFpQkIa12E1rq	C40-27	54.25	50	4.55	45.45	4.25	0.39	3.86	49.31	54.25	4.94	0	50
17/04/2021	17/04/2021 12:04	ch_11h3M6CAHIdFpQkIa12E1rq	C21-1	20.64	17.99	1.64	16.35	2.65	0.24	2.41	18.76	20.64	1.88	0	17.99

Disbursements are sent within 2 business days. Once our system becomes fully automated, the frequency of disbursements will be increased.

My Disbursements

CUSTOMISE [Reset to Default](#)

EXPORT PAGE

ID	Invoice	Amount	Paid?	Voided?
14	Spanish Translation (Job #1213)	\$10.00	No	Yes
16	Spanish Translation Corrections (Job #1213)	\$4.00	No	No
17	Spanish Translation (Job #1216)	\$10.00	No	Yes
18	Spanish Translation Corrections (Job #1216)	\$4.00	No	Yes
19	Spanish Translation (Job #1217)	\$10.00	No	No
20	Spanish Translation Corrections (Job #1217)	\$4.00	No	No
21	Spanish Translation (Job #1218)	\$10.00	No	Yes
22	Spanish Translation (Job #1219)	\$10.00	No	No

MY CUSTOMER INVOICES

Select **My Customer Invoices** in the left navigation menu to view a full list of customer invoices.

You can see details such as:

- Invoice type (Job or Correction)
- Customer's name
- Total cost
- Total tax

You can also issue a refund from this page.

My Customer Invoices

Search Reference

APPLY

CUSTOMISE

Reset to Default

EXPORT

ID	Job #	Invoice Type	Customer Name	Account Number	Invoice Number	Total Cost	Total Tax	Actions
25	1220	Job	Mr Dylan Hartmann (customer)	C40	C40-2	\$52.50	\$4.78	▼
69	1260	Job	Mr Dylan Hartmann (customer)	C40	C40-3	\$52.50	\$4.78	▼
70	1261	Job	Mr Dylan Hartmann (customer)	C40	C40-4	\$52.50	\$4.78	▼
78	1267	Job	Mr Dylan Hartmann (customer)	C40	C40-5	\$67.50	\$6.14	▼
80	1267	Correction	Mr Dylan Hartmann (customer)	C40	C40-6	\$13.13	\$1.20	▼
84	1271	Job	Mr Dylan Hartmann (customer)	C40	C40-7	\$67.50	\$6.14	▼
87	1274	Job	Mr Dylan Hartmann (customer)	C40	C40-8	\$41.25	\$3.74	▼
88	1275	Job	Mr Dylan Hartmann (customer)	C40	C40-9	\$41.25	\$3.74	▼
90	1277	Job	Mr Dylan Hartmann (customer)	C40	C40-11	\$41.25	\$3.74	▼
91	1277	Correction	Mr Dylan Hartmann (customer)	C40	C40-12	\$2.63	\$0.24	▼

Rows per page: 101-10 of 24<>

Invoices are automatically generated on behalf of you to your customer. Invoices will include AcudocX's service fee of 5% + \$1.75.

The service fee is automatically deducted before disbursement.

DJHartmann

Translation

Tax Receipt

Mr Dylan Hartmann (customer)
register@acudocx.com.au

Invoice Date
21/04/2021

Account Number
C40

Invoice Number
C40-28

Reference
Thai Translation (Job #1617)

ABN
4302 729 0635

Dylan J Hartmann
70 McCaul Street
Taringa QLD 4068

Description	Quantity	Unit Price	Amount AUD
Self-Service Thai Family Name Change	1	\$17.99	\$17.99
Service Fee	1	\$2.65	\$2.65
		Subtotal	\$20.64
		Includes GST of \$1.88	
		PAID	\$20.64
		TOTAL AUD	\$0.00

MY RECEIPTS

Select **My Receipts** under the left navigation menu to view a full list of receipts issued on behalf of you, as a provider, to AcudocX (for payment of service fees).

My Receipts

[APPLY](#)[CUSTOMISE](#)[Reset to Default](#)

ID	Reference	Account Number	Invoice Number	Total Cost	Total Tax	Actions
1	Service Fee Receipt (Batch #4)	P6	P6-1	\$1.80	\$0.16	▼
2	Service Fee Receipt (Batch #7)	P6	P6-2	\$18.40	\$1.64	▼
4	Service Fee Receipt (Batch #11)	P6	P6-3	\$2.00	\$0.20	▼

This is an accounting exercise.

AcudocX is **not an employer**, but a tool used by providers. The service fee tax receipt is issued by AcudocX to the provider for all fees that were charged to customers.

AcudocX

SCAN | SELECT | TRANSLATE | CERTIFY

Tax Receipt

Dylan J Hartmann
info@djhartmann.com

Invoice Date
18/01/2021

Account Number
P5

Invoice Number
P5-2

Reference
Service Fee Receipt (Batch #2)

ABN
53637695286

AcudocX Pty Ltd
70 McCaul Street
Taringa Queensland 4068

Description	Quantity	Unit Price	Amount AUD
Service Fee (Job #1203)	1	\$2.50	\$2.50
Service Fee (Job #1205)	1	\$1.25	\$1.25
Service Fee (Job #1210)	1	\$1.25	\$1.25
Service Fee (Job #1236)	1	\$3.25	\$3.25
Service Fee (Job #1216)	1	\$2.75	\$2.75
Service Fee (Job #1214)	1	\$1.25	\$1.25
Service Fee (Job #1244)	1	\$3.75	\$3.75
Service Fee (Job #1243)	1	\$2.50	\$2.50
Service Fee (Job #1237)	1	\$6.50	\$6.50
Service Fee (Job #1241)	1	\$3.25	\$3.25
Service Fee (Job #1245)	1	\$5.00	\$5.00
Service Fee (Job #1246)	1	\$0.50	\$0.50
Service Fee (Job #1243)	1	\$0.10	\$0.10
Service Fee (Job #1253)	1	\$2.25	\$2.25
Service Fee (Job #1255)	1	\$2.25	\$2.25
Service Fee (Job #1254)	1	\$2.25	\$2.25
Service Fee (Job #1256)	1	\$2.25	\$2.25
Service Fee (Job #1263)	1	\$2.25	\$2.25
Service Fee (Job #1263)	1	\$2.00	\$2.00
Subtotal			\$47.10
			Includes GST of \$4.26
PAID			\$47.10
TOTAL AUD			\$0.00

MY TRANSACTIONS

Select **My Transactions** under the left navigation menu to view a detailed list of every transaction.

My Transactions

[CUSTOMISE](#)[Reset to Default](#)[EXPORT](#)

Bucket	Event Source	Related Source	Amount	Date
Provider Total Inc Tax	Job Invoice (#15)	Job (#1213)	\$10.00	03 Nov 2020 - 04:06 PM
Provider Total Ex Tax	Job Invoice (#15)	Job (#1213)	\$9.09	03 Nov 2020 - 04:06 PM
Provider Tax	Job Invoice (#15)	Job (#1213)	\$0.91	03 Nov 2020 - 04:06 PM
Service Fee Total Inc Tax	Job Invoice (#15)	Job (#1213)	\$0.50	03 Nov 2020 - 04:06 PM
Service Fee Total Ex Tax	Job Invoice (#15)	Job (#1213)	\$0.45	03 Nov 2020 - 04:06 PM
Service Fee Tax	Job Invoice (#15)	Job (#1213)	\$0.05	03 Nov 2020 - 04:06 PM

MY USERS

Select **My Users** under the left navigation menu to add additional users.

Adding more users will allow you to register additional emails under the same provider profile, each with their individual two-factor authentication.

Select the **CREATE** button to get started.

REFUNDS

If the provider and customer have come to a mutual agreement on a refund through the messages function, providers may make customer refunds **within the system.**

Providers may choose to refund either a translation job or any corrections (edits) from a job.

1. Go to the left navigation menu
2. Select **Customer Invoices**
3. Find the Invoice you wish to refund the customer.

Note: The 'Job' invoice type is the price of your document (extract or full)
The 'Correction' invoice type is the total price of any additional edits in a job that the customer has paid.

4. Under actions, press View.
5. Press **REFUND**



View Customer Invoice

6. Select the tab **DASHBOARD** from the left navigation menu.
7. Find the refunded job in your pending jobs
8. Select to view the job, then choose **ABANDON JOB**

Refunding only applies to **one** invoice you select at a time.

Hence, please ensure you refund the correct invoice.

BOOKKEEPING RECOMMENDATIONS

The AcudocX platform automatically generates tax invoices on your behalf. The Australian Taxation Office (ATO) requirement is to provide a valid tax invoice for each job. This can be satisfied by the AcudocX platform.

Below are recommendations for bookkeeping reconciliation, from TNR Tax Accountants:

Option 1:

Record the deposit in your bank account as income and allow for the GST component, if you are registered for GST.

Each disbursement you receive from AcudocX will be made in the form of individual payments, with each transaction referencing the individual job number in the bank transaction details. This is enough to satisfy bookkeeping requirements. If at any point you need the tax invoice, this is stored on your AcudocX account and can be downloaded.

To further simplify the process, if you use an accounting software program, we suggest you consult with your software provider for specific instructions on how to process these types of recurring transactions.

An example is provided below:

In your accounting program create a rule for money in (selecting your bank account).

Include the details: Description Contains 'Transfer Acudocx Pty Ltd'

Then assign transaction type: Deposit, category: Sales (Australia), payee: AcudocX

This transaction type can then be set to auto-confirm.

Option 2:

Enter the **invoice** into your own software systems as accounts receivable (debtor), recording the 'AcudocX Job' as Income and the 'Service Fee' as an Expense (allowing for the GST component, where applicable).

Next, record the deposit in your bank account as part payment of the invoice.

Then, create a **credit note** for the 'Service Fee', applying it to the balance outstanding on the **invoice**.

Again, if you use an accounting software program, we suggest you consult with the software provider for specific instructions on how to create invoices and credit notes.

(The first option outlined is simpler and the method we recommend. However, either option is possible for you. You can also get advice from your own tax accountant or bookkeeper.)

HOW TO USE LIST FUNCTIONS

Under **Customers, Issues, Jobs, Customer Invoices, My Languages** and **My Users**, you can customise and filter your search.

Job List

APPLY**CUSTOMISE***Reset to Default***EXPORT PAGE**

Here is how to use these functions.

To search for jobs containing your chosen words:

1. Type into the search field, then choose **APPLY**
2. A filter for your word should appear as active, arranging jobs containing the search first.

Customer Contains 'Test' 

ID	Customer	Language
1213	Test Testing	Spanish
1216	Test Testing	Spanish

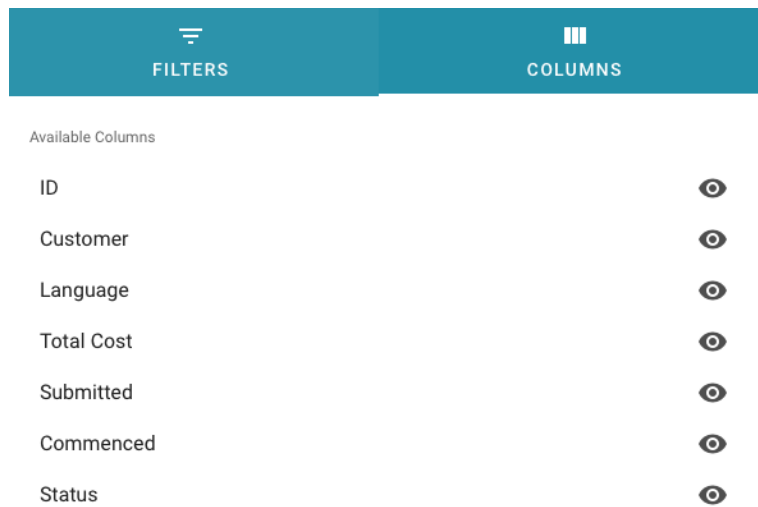
3. You can activate or deactivate the filter by clicking on it, or the eye icon under **CUSTOMISE**

Customer Contains 'Test' 

ID	Customer	La
----	----------	----

A provider can also hide or display certain columns, including ID, Language, Total Cost, etc.

1. Select the button **CUSTOMISE**, then choose **COLUMNS**.



2. Press the eye icon for the desired column you wish to hide or display.

The button **Reset to Default** removes all filters and unhides all columns.

EXPORTING PAGES

Providers can export data from their provider account to an excel spreadsheet (.xlsx file).

To export a page, press **EXPORT PAGE/EXPORT** on the right of the screen.

Customers

APPLY

CUSTOMISE

Reset to Default

EXPORT PAGE

The pages which you can export are:

- **Customers**
- **Issues**
- **Jobs**
- **My Disbursements, My Customer Invoices, My Receipts, My Transactions.**
- **My Languages**
- **My Users**

Exporting specific information

If you would like to **filter specific information**, for instance, only correction (edit) invoices in **My Customer Invoices**, you can do so in two ways:

1. Enter your required information in the search bar, select the **CUSTOMISE** button, then press **EXPORT** (choose **All entries matching the provided filters**).

My Customer Invoices

APPLY

CUSTOMISE

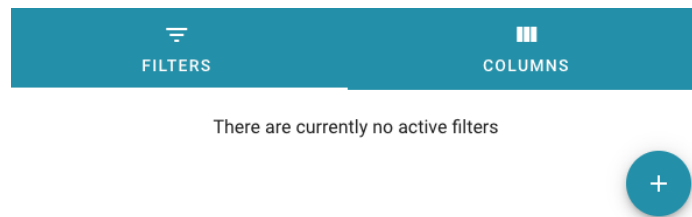
Reset to Default

EXPORT

Note: The search bar is **limited to the text stated in the bar**. For the **Customers** search bar, you will only be able to search the Customer's Surname, for instance (see above image). Searching for other fields, i.e., the customer's email using this search bar will yield no results. Instead, **follow option 2**.



2. Press on **CUSTOMISE**.



- Press the add button, then choose which column your search will fall under (i.e., to filter a customer's name, choose the column 'Customer Name')
- Choose the filter you require
- Enter in your search
- Press **ADD**

A screenshot of the 'FILTERS' tab in the software interface. It shows a form to add a new filter. The text 'Here you can add a new filter to the data table.' is at the top. Below it are three dropdown menus: 'Column' with 'Customer Name' selected, 'Filter' with 'Equals' selected, and 'Value' with 'Name' entered. At the bottom of the form are two buttons: 'CANCEL' and 'ADD'. The 'ADD' button is highlighted in blue.

The page will display with the information you have customised.

Note: To show more rows of data on your export, at the bottom of your screen, please ensure to change the number of rows per page (otherwise, only the default number of rows per page will be exported.)

A screenshot of the pagination controls at the bottom of the screen. It includes a label 'Rows per page:' followed by a dropdown menu showing '25'. To the right of the dropdown is the text '1-25 of 163'. Further right are two navigation arrows, a left arrow and a right arrow.

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