

Introduction to AcudocX

SCAN | SELECT | TRANSLATE | CERTIFY

This training will help you get started using the system

Thank you for joining AcudocX

AcudocX is a free-to-use system for NAATI-certified translators.

It automates time-consuming tasks and gives customers the option to fill in their own details in extract translation.

The image features two large, white, serif capital letters 'A' and 'A' positioned on the right side of the slide. The letters are highly stylized, with a classic, elegant font. The background is dark with a subtle pattern of thin, light-colored lines radiating from the top-left corner.

Thank you for joining AcudocX

The software exports completed and certified translations, allowing customers to securely download them from the system.

This allows the translation process to be completed and delivered in minutes and allows customers to submit work directly to you 24/7.

The image features the letters 'A' and 'Y' in a large, white, serif font. The 'A' is on the left and the 'Y' is on the right, both rendered in a classic, elegant style with thin strokes and a slight shadow effect. They are set against a dark, textured background that has a subtle pattern of fine, light-colored lines.

Thank you for joining AcudocX

Please watch the following video
and complete the quizzes to
complete the first round of training.

AA



AcudocX

SCAN | SELECT | TRANSLATE | CERTIFY

Select the two ways customers can start a job with you on AcudocX

Select all correct options

Send you an email with documents for you to upload into the system

Use your personalised AcudocX link and they will be tied to you as their provider

Search the Acudocx directory for a translator

Directly begin a job through AcudocX by choosing a provider

Select the two ways customers can start a job with you on AcudocX

Select all correct options

Send you an email with documents for you to upload into the system



Use your personalised AcudocX link and they will be tied to you as their provider

Search the Acudocx directory for a translator



Directly begin a job through AcudocX by choosing a provider

**If we don't provide customers
with our personalised link**

they will be able to choose from
any one of the providers in a
language pair from a drop-down
list of providers.

AY

What methods can the customer use to create an account?

Select all correct options

Google

Facebook

Email

SMS

What methods can the customer use to create an account?

Select all correct options



Google



Facebook



Email

SMS

After a customer assigns you a translation

You will get a call from the AcudocX team asking if you are available for a job

One of AcudocX's project managers will email you, telling you there is a job available and asking for you to quote

You will receive an email notification, detailing the types of documents submitted by a customer to you with a link to view the job

After a customer assigns you a translation

You will get a call from the AcudocX team asking if you are available for a job

One of AcudocX's project managers will email you, telling you there is a job available and asking for you to quote

You will receive an email notification, detailing the types of documents submitted by a customer to you with a link to view the job



**When you click the email link,
what can you see before accepting the job?**

Nothing, everything is hidden until
you accept the job

Customer details, source documents,
payment amount, translations provided
by customer, messages sent by customer,
postage information

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Example of job details before 'starting' job

Preview documents

DETAILS NATIONAL ID บัตรประชาชน
Self-Service Extract

View Job
Job #2970

Status
COMPLETED

Customer
Dylan J Hartmann [🔗](#)

Provider
Dylan J Hartmann

Language
Thai

Directly Assigned
No

Prevent Removal of Documents
No

Postage Required
No

Comments

See payment amount

COST SUMMARY

Job Invoice (U178-3)	
1 x Self-Service Thai National ID บัตรประชาชน	\$29.95
1 x Service Fee	\$3.25
TOTAL	\$33.20


FINANCIALS


Provider Total Inc Tax	\$29.95	▼
Service Total Inc Tax	\$3.25	▼
Job Total Inc Tax	\$33.20	▼

See if postage is required

Send message to customer

Messages

Dylan J Hartmann
07 Feb 2022 

12:49 PM 

07 Feb 2022

Dylan J Hartmann has continued working on the translation

Dylan J Hartmann has completed the translation

**Before starting a job,
can you make any edits to the customer's translation?**

Yes

No

Before starting a job,
can you make any edits to the customer's translation?

Yes

No



On the translation page, you can see the required fields (far left), the source text selected by the customer (original column), the customer's translation, empty fields for you to insert edits, an option to charge for edits, an N/A box and action pencil.

At the top right, you can click to view source documents and crop or rotate them if needed. Once you click 'STAT JOB' you can make any required edits to the customer's translations.

Navigation: BACK, EDIT, RAISE AN ISSUE, COMPLETE JOB, SEND TO CUSTOMER, CUSTOMER ACTION REQUIRED, ABANDON, OPEN ALL JOB DOCUMENTS

DETAILS: BIRTH CERTIFICATE Self-Service Extract

Translation Progress Edits: 2 [VIEW SOURCE DOCUMENTS](#) [CROP SOURCE DOCUMENTS](#)

Field	Original	Translation	Edits	Charge	Not Applicable	Action
Issuing Authority	Registration Office: [Redacted]	Registrar	Add edit [0 / 255]	<input type="checkbox"/>	<input type="checkbox"/>	
Place of Issue	City Municipality: [Redacted]	City Municipality	Example District	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Date of Issue	Registrar [Redacted] 30/04/2013...	28/04/2021	Add edit	<input type="checkbox"/>	<input type="checkbox"/>	
Birth Certificate Number/ID	Identification No. [Redacted]	1234	123456	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Given Name(s)	T.I Name-Surname: [Redacted]	Names	Add edit [0 / 255]	<input type="checkbox"/>	<input type="checkbox"/>	

When you create your pricing structure, you'll be asked how many free edits to offer. After this free edit quota has been reached, the system will begin charging the customer for each additional edit you make, charging the 'excess edit fee' that you set. You can override this by:

Contacting the AcudocX staff and asking for no additional charges to be made for this job

Deselecting 'Charge' tickbox

When you create your pricing structure, you'll be asked how many free edits to offer. After this free edit quota has been reached, the system will begin charging the customer for each additional edit you make, charging the 'excess edit fee' that you set. You can override this by:

Contacting the AcudocX staff and asking for no additional charges to be made for this job

 Deselecting 'Charge' tickbox

Customers try their best to avoid additional charges by carefully completing the fields


In our experience, very few customers require more than two edits per page and these edits are usually preferential. Two free edits is our recommended number to offer and you can override this with the click of a button if you feel that an edit is not worth charging for.


(an example is if you have to fix capitalisation in their translation, you might not want to charge for this)



Customers try their best to avoid additional charges by carefully completing the fields


DETAILS PRICING & TEMPLATES


Translation Service Pricing


Per Self-Service Extract - Default
\$ 29.95 


Per Standard Extract - Default
\$ 44.95 

Free Edits
2  













Per Excess Edit
\$ 2.49 

Offer Full Translations?
Yes 

Per Full Translation Page
\$ 99.99 

Postage Fee
\$ 25 

Extract Templates Offered Available Templates Not Offered

Template Name	Use Default Pricing?	Self-Service Price	Standard Price	Actions
Thai Bank Account Book	Yes	\$29.95	\$44.95	  
Thai Birth Certificate	No	\$44.95	\$54.95	  
Thai Child Travel Consent	Yes	\$29.95	\$44.95	  
Thai Civil Servant Card	Yes	\$29.95	\$44.95	  

Your default prices

Free edits/excess charge

Custom price per document

If I need to ask the customer a question about their translation, what is the best way to contact them?

Use the messaging function

Call them on the number they provided,
or send them an email

If I need to ask the customer a question about their translation, what is the best way to contact them?

Use the messaging function



Call them on the number they provided,
or send them an email

AcudocX messaging

The messaging function allows all relevant communications with the customer to be accessible on the details page for that job.

You also don't need to go back and filter through your inbox to find their email or phone number. The customer's contact information is immediately available on the job details page if you need to call or email them.

DETAILS NATIONAL ID บัตรประชาชน
Self-Service Extract

View Job
Job #2970

Status
COMPLETED

Customer
Dylan J Hartmann [Click to see customer's details](#)

Provider
Dylan J Hartmann

Language
Thai

Directly Assigned
No

Prevent Removal of Documents

Customer Details

Given Name
Dylan J I

Surname
Hartmann

Email
Customer's email

Mobile Number
Customer's phone number

If the customer completed an extract translation and no edits are required, I can click complete and the final certified stamped and dated electronic copy of the document will be sent immediately to the customer, without the need for customer review.

True

False

If the customer completed an extract translation and no edits are required, I can click complete and the final certified stamped and dated electronic copy of the document will be sent immediately to the customer, without the need for customer review.



True

False

Select all possible issues with a translation

Select all correct options

Wrong source document

Illegible text due to
poor quality image

Customer left all fields empty

Select all possible issues with a translation

Select all correct options



Wrong source document



Illegible text due to
poor quality image



Customer left all fields empty

Customer actions

The system has a number of pre-defined options when customer action required.

The customer can be asked to re-upload their document and return to provider, or to fill in as many fields as they can to avoid additional charges.

The image shows two overlapping screenshots of a 'Customer Action Required' dialog box. The top screenshot shows the form with a dropdown menu for 'Reason' and a text area for 'Message (Optional)'. A green callout bubble with the text 'Click to see options' points to the dropdown arrow. The bottom screenshot shows the dropdown menu expanded, listing five options: 'Bad source document', 'Empty translation fields', 'Other', 'Fields not selected', and 'Fields not selected + empty translation fields'. At the bottom of the dialog are 'CANCEL' and 'CONFIRM' buttons.

Customer Action Required

Reason Click to see options

Message (Optional)

Customer Action Required

- Bad source document
- Empty translation fields
- Other
- Fields not selected
- Fields not selected + empty translation fields

CANCEL CONFIRM


How do you add your stamp to the final translation?

Download and print the finished translation, stamp and sign the document, then scan and upload the certified translation into AcudocX.

Digitally certify the translation by ticking the box then clicking 'confirm and send to customer'. The software then adds our stamp to the translated document and adds the date of translation.

How do you add your stamp to the final translation?

Download and print the finished translation, stamp and sign the document, then scan and upload the certified translation into AcudocX.

 Digitally certify the translation by ticking the box then clicking 'confirm and send to customer'. The software then adds our stamp to the translated document and adds the date of translation.

How do you download an unstamped version to stamp and sign in ink, if the customer selected postage?

Message AcudocX, asking for
help to override the system

Click 'DOWNLOAD TRANSLATED
DOCUMENTS'

Click on translated document
and then
'DOWNLOAD TRANSLATION'

How do you download an unstamped version to stamp and sign in ink, if the customer selected postage?

Message AcudocX, asking for help to override the system

Click 'DOWNLOAD TRANSLATED DOCUMENTS'

Click on translated document and then 'DOWNLOAD TRANSLATION'



How to download unstamped version of final translation

Select type of document

NATIONAL ID บัตรประชาชน
Self-Service Extract

VIEW SOURCE DOCUMENTS

Click to see download options

DOWNLOAD TRANSLATION

Translation Progress Edits: 1

Field	Original	Translation	Edits	Charge	Not Applicable	Action
ID Number	↔		Add edit 0 / 255	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date of Issue	↔		Add edit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date of Expiry	↔		Add edit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Given Name(s)	↔		Add edit 0 / 255	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Name(s)	↔		Add edit 0 / 255	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date of Birth	↔		Add edit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion	↔			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address	↔			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Select 'Unstamped Copy' option

Download Translation

Which copy of the translation would you like to download?

Stamped Copy

Unstamped Copy

DOWNLOAD

AcudocX

SCAN | SELECT | TRANSLATE | CERTIFY

Congratulations

You have now completed round one
of AcudocX training, well done!

Please move onto Unit 2.