Introduction to ACUCOCX

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.



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.



Thank you for joining AcudocX

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





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

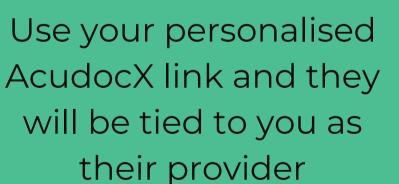
Search the Acudocx directory for a translator

Directly begin a job through AcudocX by choosing a provider

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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.



What methods can the customer use to create an account?

Select all correct options

Google

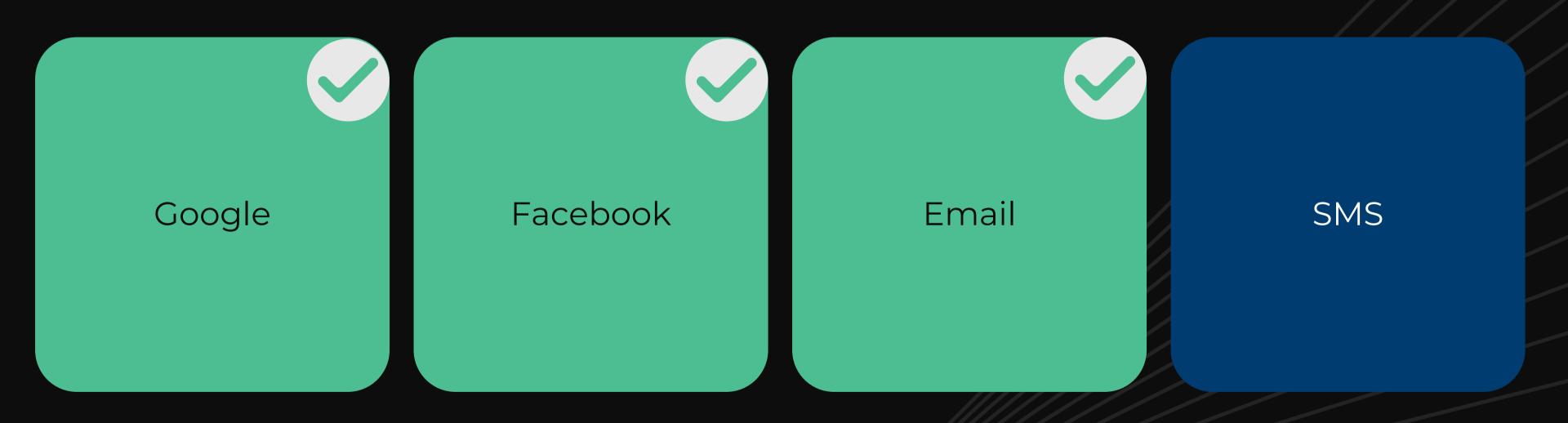
Facebook

Email

SMS

What methods can the customer use to create an account?

Select all correct options



After a customer assigns you a translation

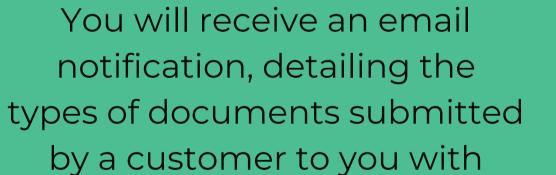
You will get a call from the AcudocX team asking if you are available for a job

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



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

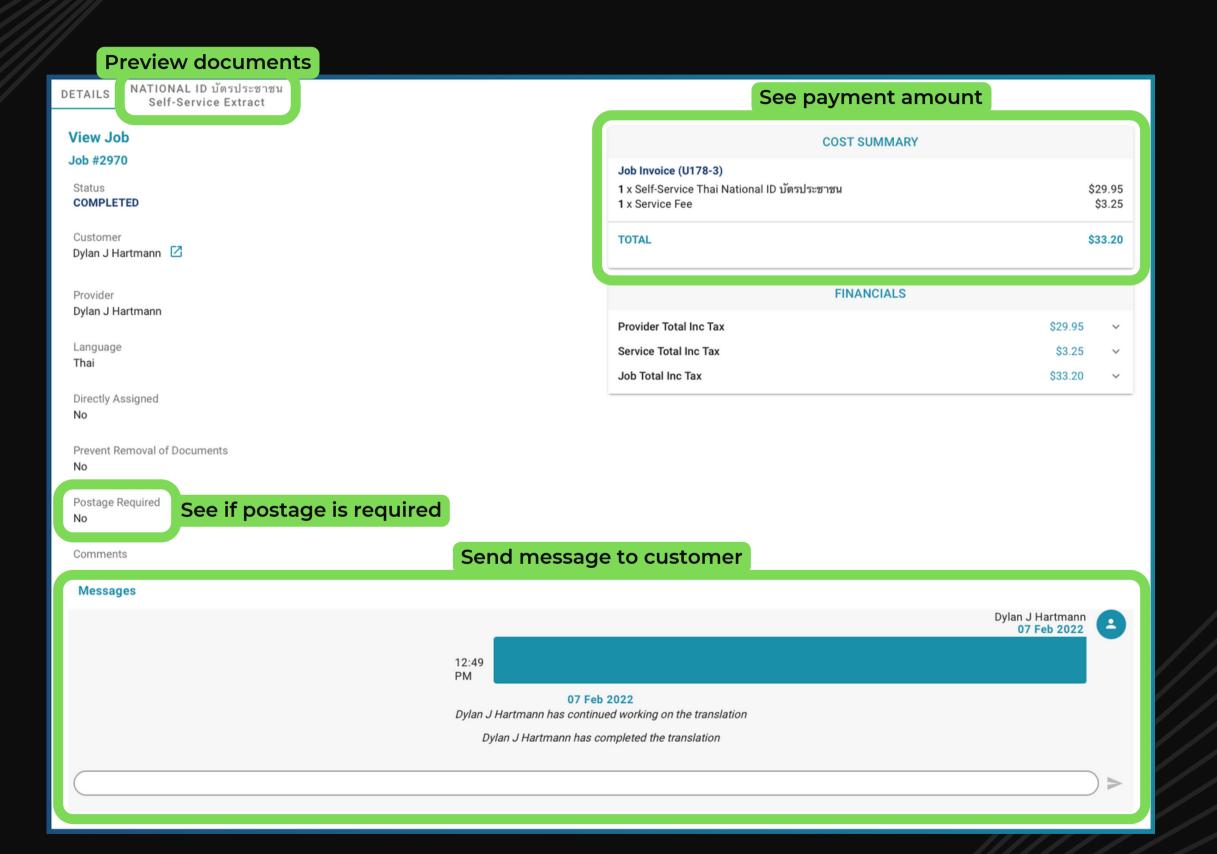
Customer details, source documents, payment amount, translations provided by customer, messages sent by customer, postage information

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

Example of job details before 'starting' job



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

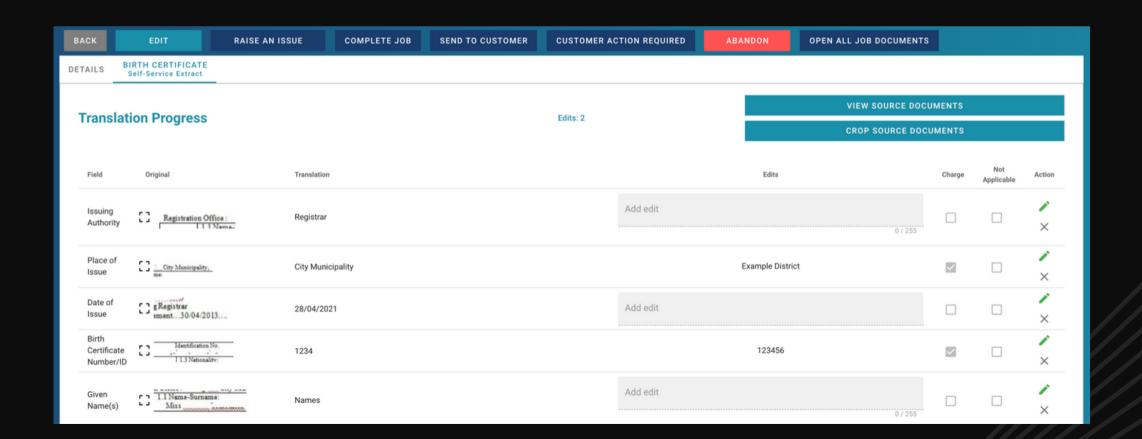
Yes

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



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.



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

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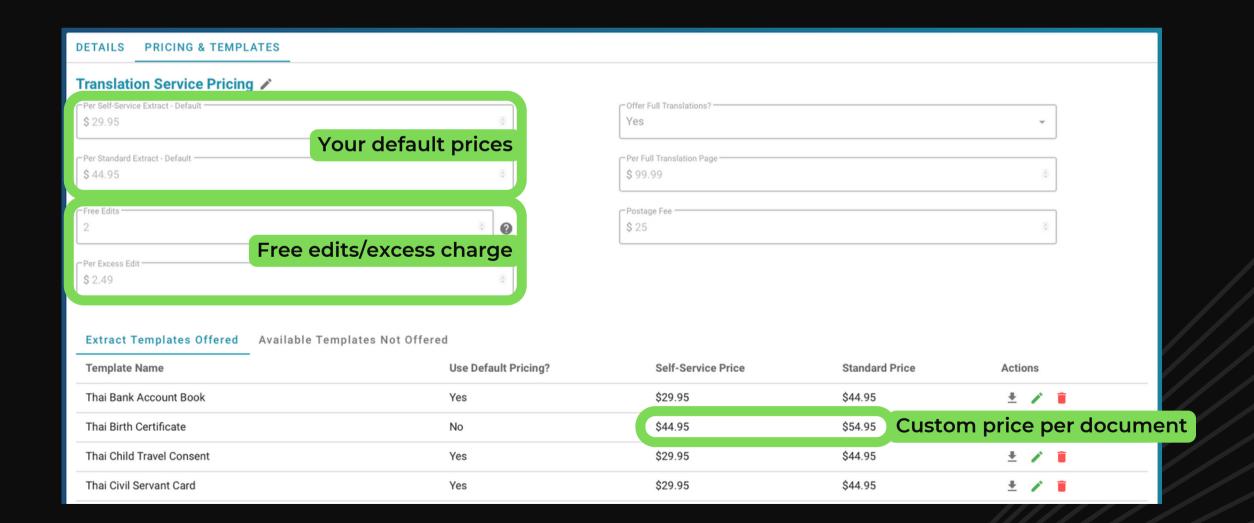
Deselecting 'Charge' tickbox

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



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

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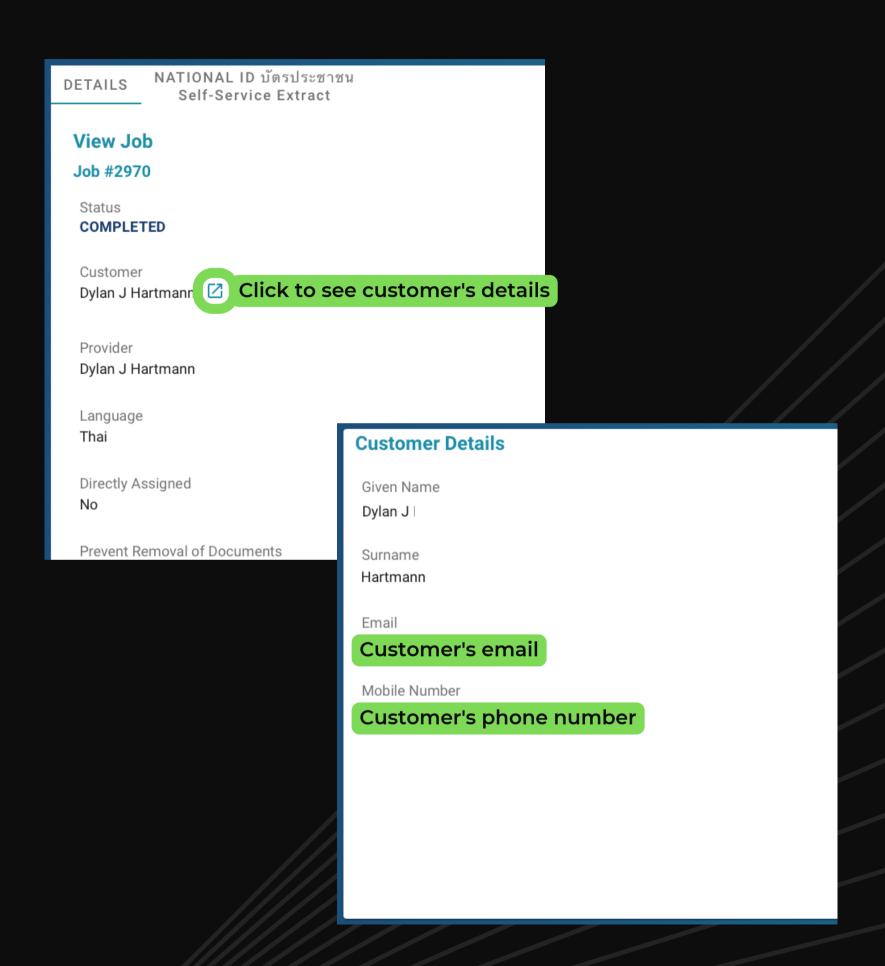
Use the messaging function

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.



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

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



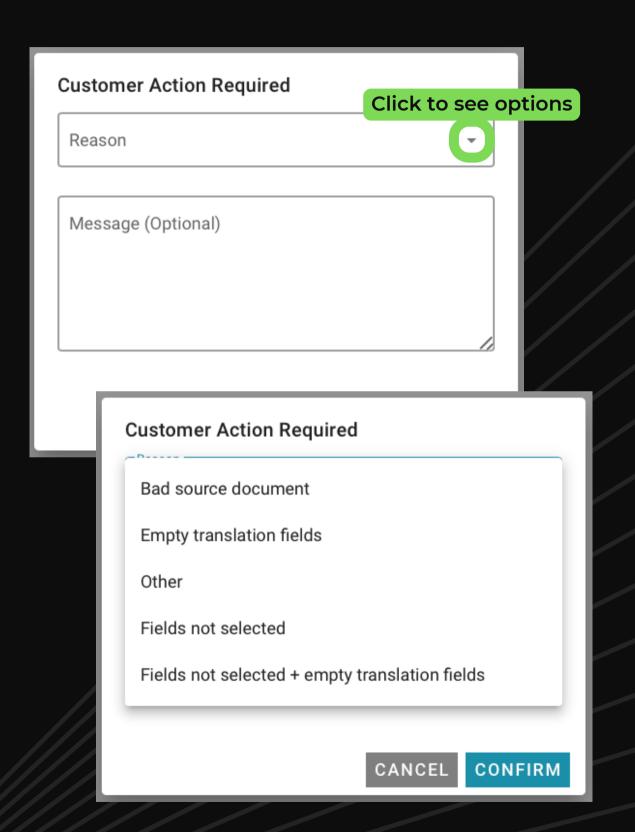
Illegible text due to poor quality image



Customer 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.



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.

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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?

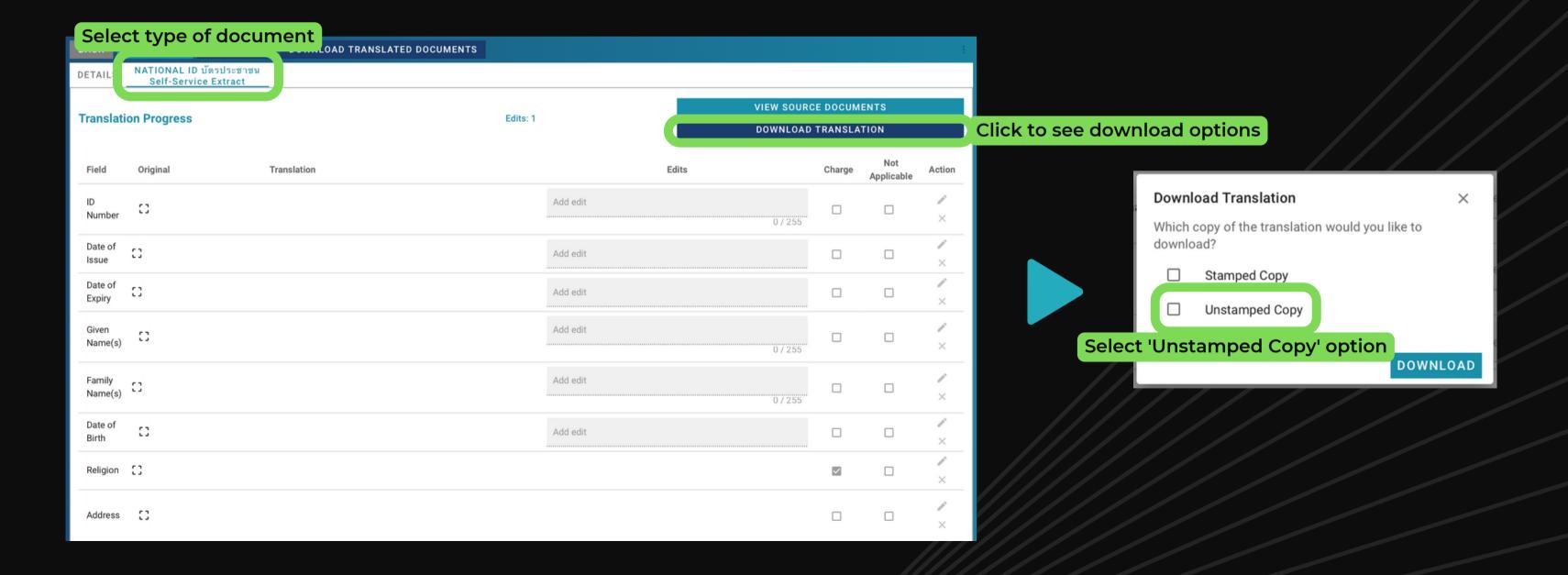
Message AcudocX, asking for help to override the system

Click 'DOWNLOAD TRANSLATED DOCUMENTS'





How to download unstamped version of final translation





Congratulations

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

Please move onto Unit 2.