

Unit 4: Completing an extract (self-service/standard) translation job

AcudocX

SCAN | SELECT | TRANSLATE | CERTIFY

This unit will help you understand job submission by customers and how to complete an extract or template translation job

Understanding customer job submission

- For your customers to get started using AcudocX, provide your customers with your personalised quick link and let them know to proceed with signup and begin a job.
- Alternatively, direct them to <https://app.acudocx.com.au> where they can select you from the list of providers, if you have agreed to be shown on the public directory.
- Afterwards, the customer selects language and chooses their document type, selects required fields, fills in details then makes payment and submits the job to you.

Customer portal

- Customers can use your personalised link, or select you from a list of providers. The customer selects language and if using your link, they will be locked to you as their provider. The customer then chooses 'Self-Service/Extract Translation' or a 'Full Translation'.

Select the Type of Translation
Choose the type of translation you need.

[CHOOSE A SELF-SERVICE/EXTRACT OR FULL TRANSLATION](#)
For a better understanding of the type of translations, see our [documentation](#).

<input type="radio"/> Self-Service/Extract Translation	<input type="radio"/> Full Translation
Prices starting at \$29⁹⁵*	Prices starting at \$145⁹⁵*
NAATI-certified self-service and extract translations are used to prove evidence for all official purposes in Australia, including for citizenship or visa applications, etc. Only the relevant information is translated, following official templates.	Full translations are exact replications of the foreign-language document, translated into English. Everything is included in the translation. This is suitable when full translations are stated as being a requirement.
*Excluding service fee of 5% + \$4	*Excluding service fee of 5% + \$4

Customer portal

- The customer selects their required document template
- The customer chooses 'I want to do it myself' (self-service) or 'I want the translator to do it' (standard)

Select an Option

Complete the steps below to create and submit a new translation job.

SELECT THE DOCUMENT TEMPLATE

Choose a template

Birth Certificate สูติบัตร/หนังสือรับรองการเกิด

If your translation template does not appear, [click here to go to Full Translation](#)

HOW INVOLVED WOULD YOU LIKE TO BE IN THE TRANSLATION?

<input type="radio"/> I want to do it myself	Starting at \$44^{95*}	<input type="radio"/> I want the translator to do it	Starting at \$54^{95*}
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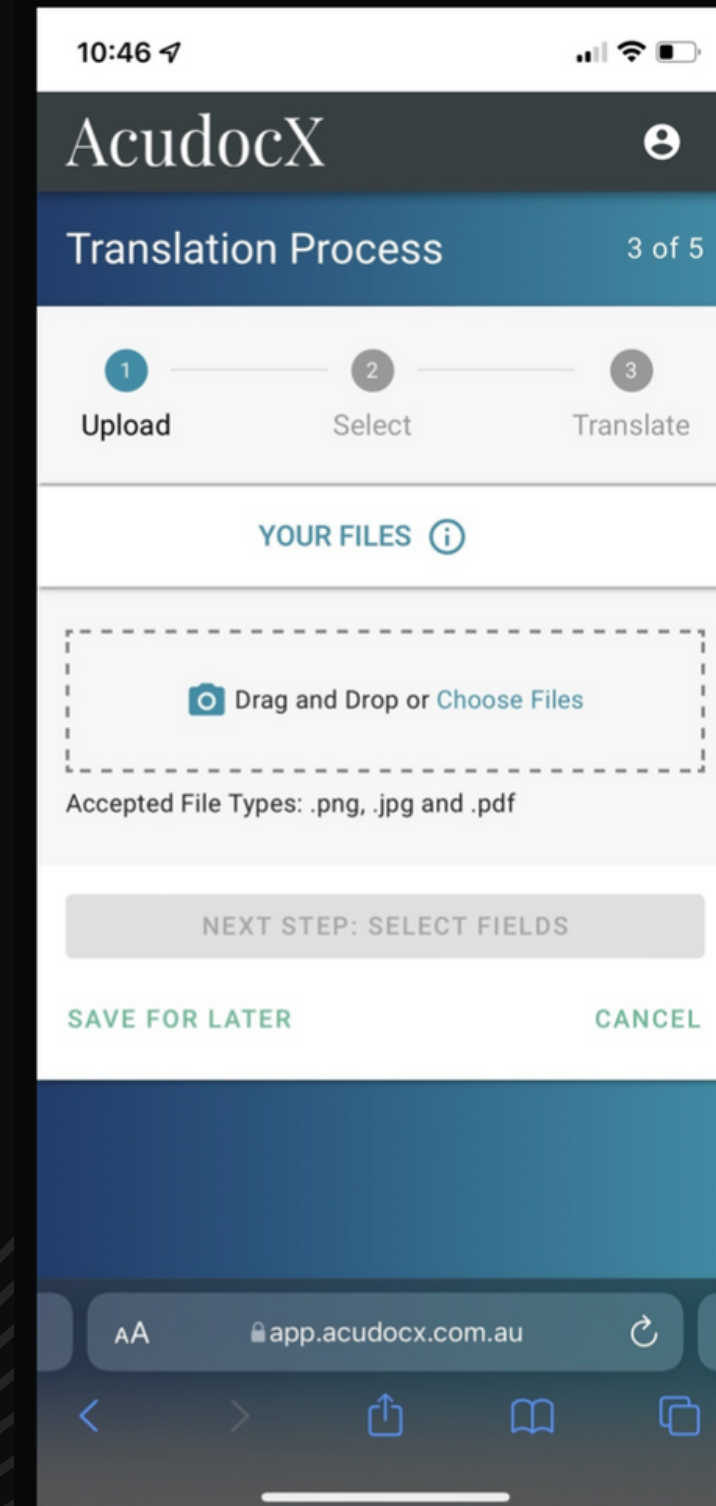
You will be able to complete the translation template to the best of your knowledge before submitting for review.

The translator will complete the translation template for you. This does not incur editing fees.

[CANCEL](#) [CONFIRM](#)

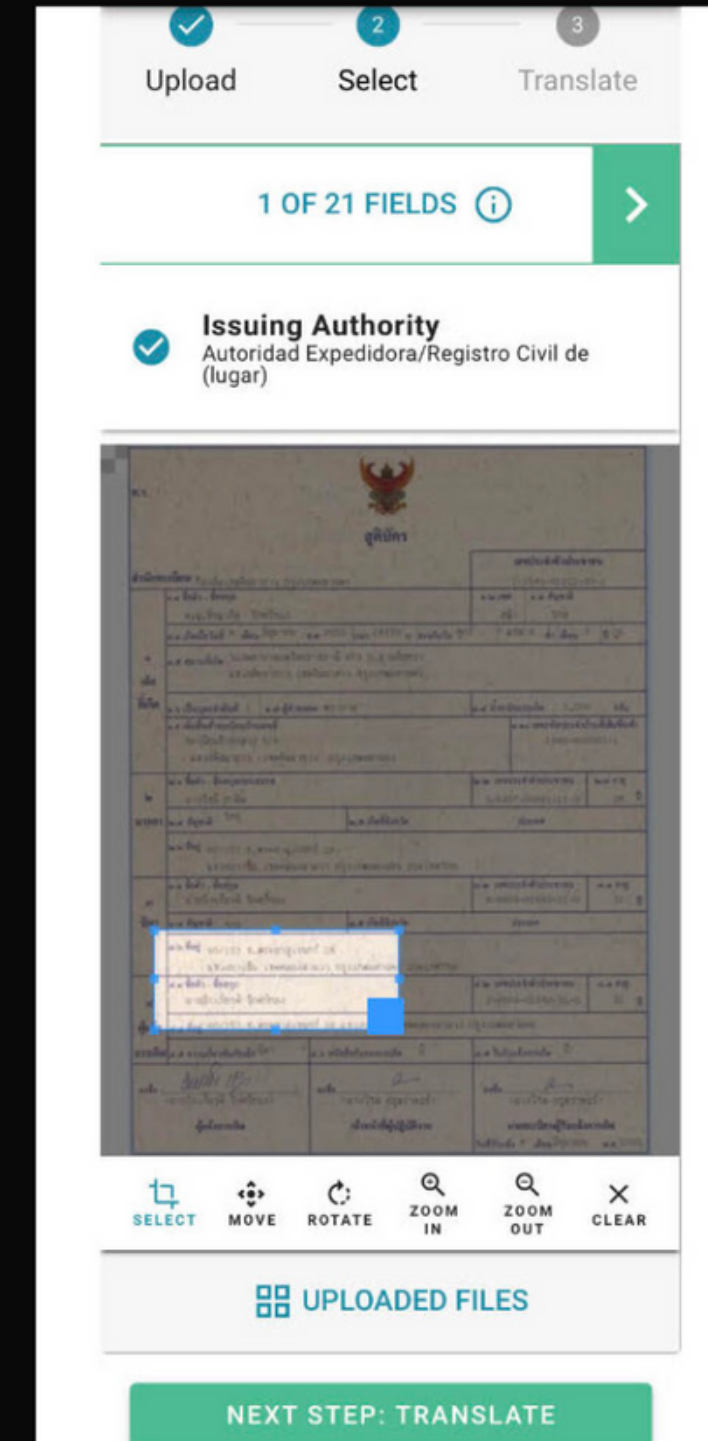
Customer portal

- Customers then upload their documents. On a phone or tablet, customers can use the camera on their device to take a photo and upload the document directly into AcudocX.



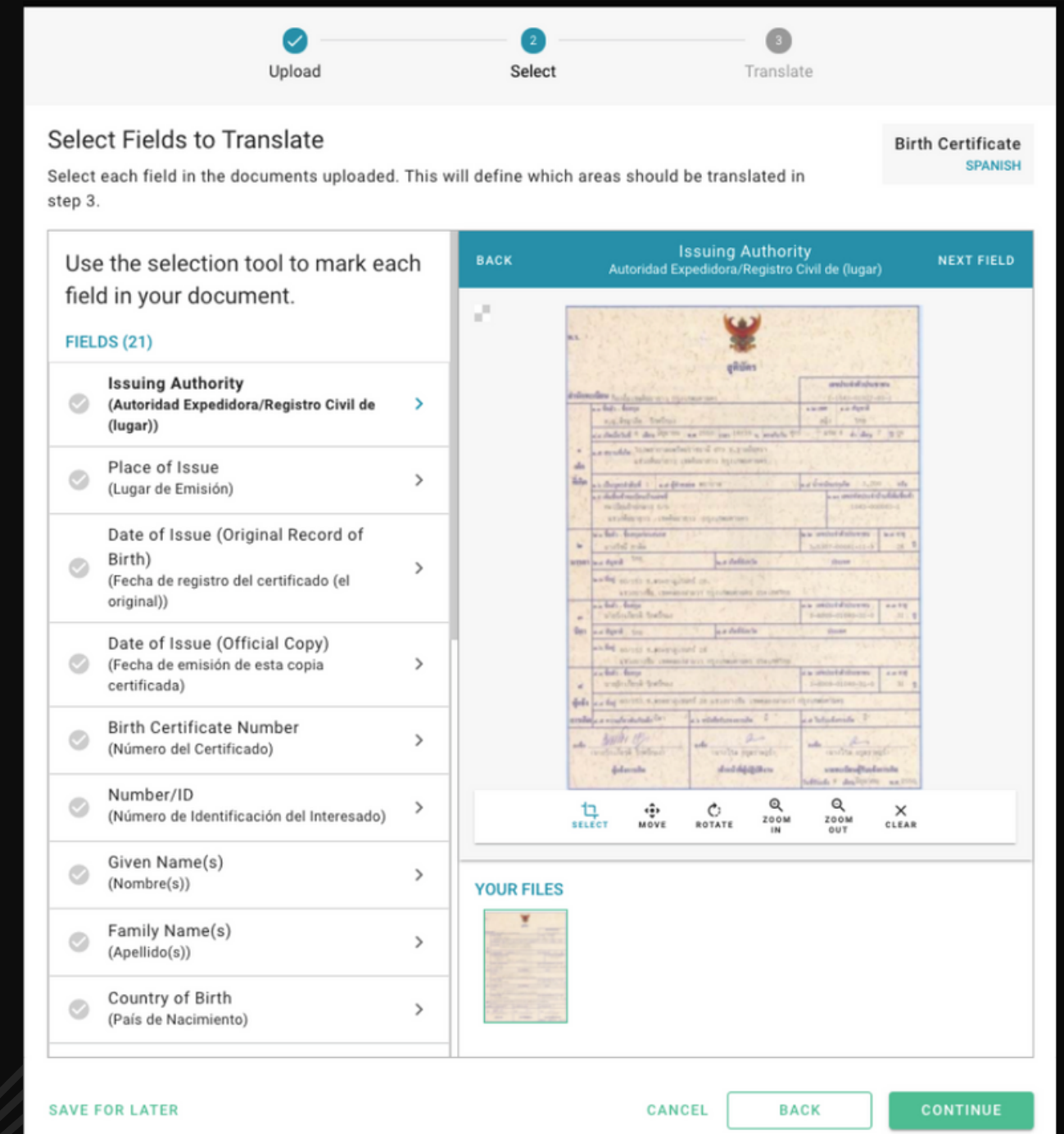
Customer portal

- The customer selects information corresponding to the field to translate
- The customer selects items by using tools to click and drag over the document
- Pressing on the right arrow proceeds to the next field
- When finished, the customer presses 'next step, translate'



Customer portal

- On a desktop, customers will click the 'NEXT FIELD' button to proceed to the next field.
- When finished, customers click 'CONTINUE' at the bottom right of the screen.



Customer portal

- Customers will see the fields they selected previously, and an empty field to enter the translations.
- Customers will enter the translation from the source language into English for each field.
- Once finished, customers press NEXT STEP: SUMMARY on mobile or CONTINUE on desktop.

The screenshot displays a mobile application interface for a translation process. At the top, there is a progress bar with three steps: 'Upload' (checked), 'Select' (checked), and 'Translate' (active, indicated by a '3' in a circle). Below the progress bar, a green bar shows '1 OF 21 TRANSLATIONS' with an information icon and a right-pointing arrow. The main content area is titled 'Issuing Authority' with a checked status and the text 'Autoridad Expedidora/Registro Civil de (lugar)'. Below this, a section titled 'ENTER THE ENGLISH TRANSLATION' contains a text input field with the placeholder 'Add translation' and a checkmark icon. Underneath, a 'SOURCE' section shows a preview of a document with some text. Below the preview are 'DELETE' and 'EDIT' buttons. At the bottom, a large green button reads 'NEXT STEP: SUMMARY'.

Customer portal

- Customers view their job summary. Here a customer can:
 - add another translation
 - choose postage option
 - view pricing detail
 - submit the job (messaging available after submission)

The screenshot displays a 'Translation Summary' page with a 3-hour time limit. It includes a table of document types, a cost summary, postage options, and a language service provider table.

Translation Summary TIME REMAINING 03:00:00 1234 REFERENCE NUMBER

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	POSTAGE	STATUS	
Birth Certificate	<input checked="" type="checkbox"/>	DRAFT	
Marriage Certificate	<input checked="" type="checkbox"/>	READY	

[+ ADD NEW TRANSLATION](#)

LANGUAGE SERVICE PROVIDER	LANGUAGE	INCLUDED FREE EDITS
	Spanish	2 per translation

POSTAGE

No shipping \$0.00 Express postage \$2.25

POSTAGE ADDRESS

Name Surname

COST SUMMARY

1 x Self-Service Spanish Birth Certificate	\$10.00
1 x Postage & Handling	\$4.00
1 x Service Fee	\$2.25
TOTAL	\$16.25

Further costs may apply. Final cost after review.

[CONTINUE](#)


Customer portal

- The customer must prepay for the translation before the job is sent to you.


Payment Options

Select your payment method to complete the transaction.

1234
REFERENCE NUMBER

Credit/Debit Card 

CARD DETAILS

Paypal 

COST SUMMARY

1 x Self-Service Spanish Birth Certificate	\$10.00
1 x Postage & Handling	\$4.00
1 x Service Fee	\$2.25
TOTAL	\$16.25

Further costs may apply. Final cost after review.

SUBMIT AND PAY

[BACK](#)

Claiming jobs

- Jobs submitted through agencies will appear on your provider Dashboard (under 'Job Pool' section for you to claim.
- Other providers with the same language pair will also see and can claim the jobs that come through.
- Click the claim icon to claim. Jobs claimed by you will appear under your 'Pending Jobs' section.

Completing jobs

- You will receive an email notification once a customer has submitted their job to you.
- You can access the job directly from the email or through your AcudocX provider Dashboard (under your 'Pending Jobs')

Job Name	Job Status	Documents
		2 ^
	Birth Certificate สูติบัตร/หนังสือรับรองการเกิด	
	Birth Certificate สูติบัตร/หนังสือรับรองการเกิด	

*Jobs submitted directly to you do not have to be claimed.
They will automatically appear in your 'Pending Jobs'*

How will you be notified that a customer has submitted a job to you?

Select all correct options

A text message on your phone

An email notification

On your AcudocX Dashboard, under Pending Jobs

How will you be notified that a customer has submitted a job to you?

Select all correct options

A text message on your phone

An email notification

On your AcudocX Dashboard, under Pending Jobs

Completing jobs

- On screen you will be able to view the job details. Click '**START JOB**' or '**ABANDON**' (If you abandon the job, you must refund the customer - see later Units)
- If the customer uploaded many documents, there will be several tabs. Click on the document name to work on each document.

Example of job details before 'starting' job

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 [Redacted]

07 Feb 2022

Dylan J Hartmann has continued working on the translation

Dylan J Hartmann has completed the translation

[Input field]

Completing jobs

- Click 'VIEW SOURCE DOCUMENTS' and then the download icon in the pop-up box. A new tab will open.
- We recommend you open this tab side-by-side with the AcudocX window to compare the document with the customer's selections.

BACK EDIT RAISE AN ISSUE SURRENDER MAKE CHANGES

DETAILS BIRTH CERTIFICATE สูติบัตร/หนังสือรับรองการเกิด BIRTH CERTIFICATE สูติบัตร/หนังสือรับรองการเกิด
Standard Extract Standard Extract

Translation Progress

Field	Translation	Action
Issuing Authority	Registrar	
Place of Issue	Phaya Thai District	
Date of Issue	30 Jul 1984	

VIEW SOURCE DOCUMENTS
CROP SOURCE DOCUMENTS



Source Documents

Below is the list of documents provided by the customer.

Here you can hide documents from the final extract. At least 1 document must be visible to be included as part of the final export.

Name	Actions
Birth Certificate_Apinna (Original).pdf	

Completing jobs

- Make revisions by clicking the green pen icon and typing in an edit, then click the save icon.
- If a certain field has been entered by customer but is not applicable for the translation, tick the box 'Not Applicable' and N/A will appear under this field in the final exported translation. If fields are left empty, an N/A will appear automatically.

Field	Original	Translation	Edits	Charge	Not Applicable	Action
Issuing Authority		Central Register	Central Trade Register	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Place of Issue		Madrid Municipal Office	Add edit	<input type="checkbox"/>	<input type="checkbox"/>	
Date of Issue (Original Record of Birth)		12 Sep 2020	Add edit	<input type="checkbox"/>	<input type="checkbox"/>	

Completing jobs



- Un-tick the charge checkbox if you don't wish to charge for an edit. Customers are only charged if edits exceed the number of specified free edits that you specified in your pricing structure.
- If the customer is charged, you cannot complete the job before the customer review. Click 'SEND TO CUSTOMER'.
- If no extra charges are required, customer review is optional and you can click 'COMPLETE JOB'

COMPLETE JOB SEND TO CUSTOMER CUSTOMER ACTION REQUIRED

Edits: 1

VIEW SOURCE DOCUMENTS

CROP SOURCE DOCUMENTS

Edits	Charge	Not Applicable	Action
Add edit Central Trade Register 22 / 255	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 X
Add edit Office 0 / 255	<input type="checkbox"/>	<input type="checkbox"/>	 X

Completing jobs

- The customer will receive an email notification to review the job and pay for the edits.
- The customer can check any revisions made by clicking the expand icon next to each translation.
- Clicking on 'CONFIRM REVIEW' will send the job back to the provider. Customer will be asked to make additional payments for excess edits, if applicable.

Job Details CUSTOMER REVIEW

Translation Details 1726 REFERENCE NUMBER

Here is where you can view the job in progress, complete reviews of your document(s) and monitor the total costs.

TRANSLATION STATUS RAISE ISSUE >

Translation Submitted 30/07/2021 In Review by Provider 30/07/2021 Customer Review Completed

Please review the translated documents and confirm your review to obtain the final documents.

REVIEW DOCUMENTS


Confirm that you have reviewed the following translated documents to obtain the final files.

Birth Certificate

CONFIRM REVIEW

COST SUMMARY Payment complete

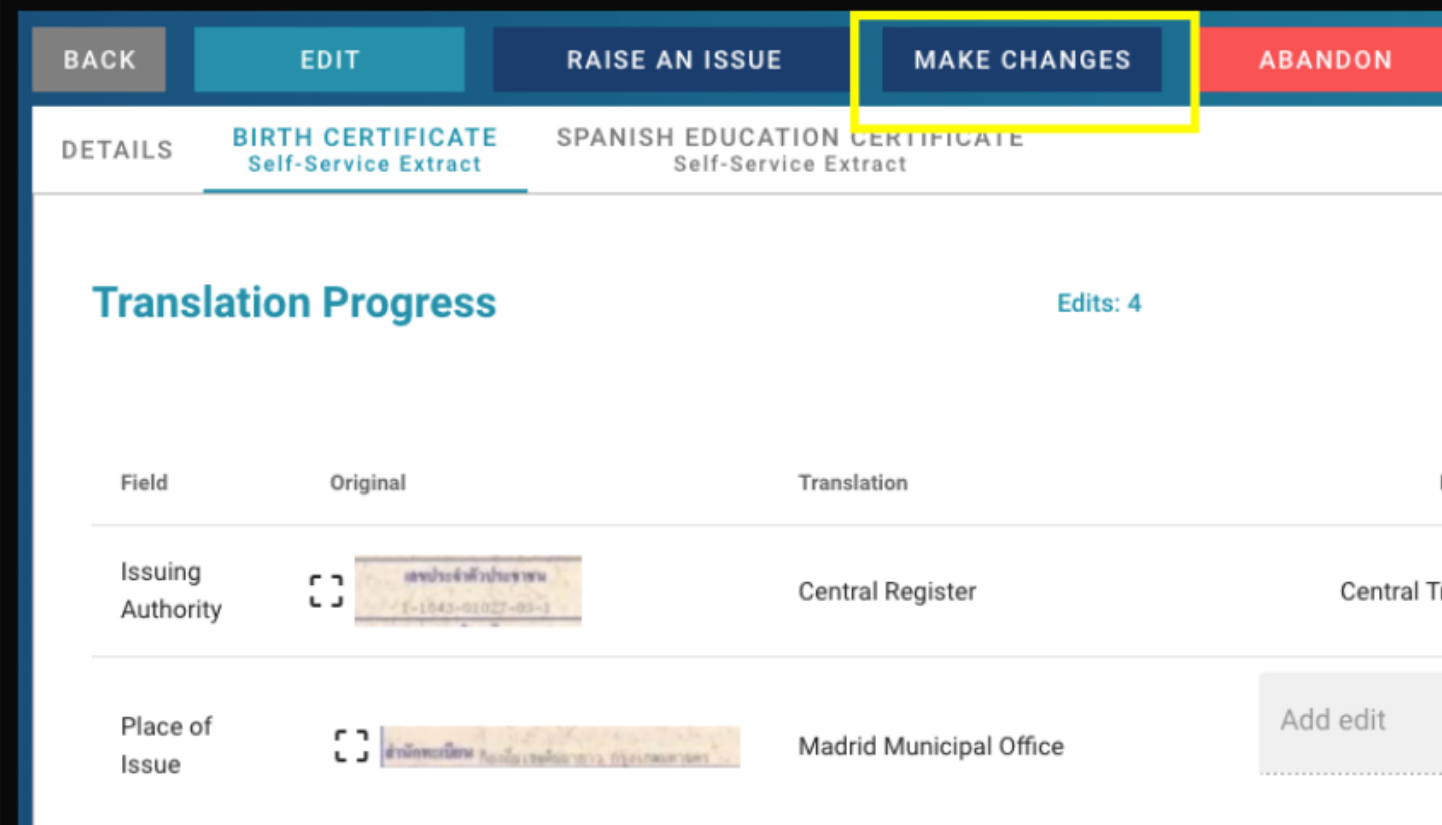
1 x Self-Service Thai Birth Certificate	\$14.99
1 x Service Fee	\$2.50
TOTAL	\$17.49

TYPE OF DOCUMENT	STATUS
Birth Certificate (Self-Service)	READY 

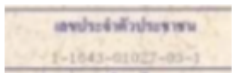

LANGUAGE SERVICE PROVIDER	LANGUAGE	INCLUDED FREE EDITS
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Completing jobs

- While your job is awaiting for customer to review (or has already been completed), your customer may send you edit requests via messaging.
- You can re-edit the job by clicking 'MAKE CHANGES'. The job can be sent to the customer again for review if needed.

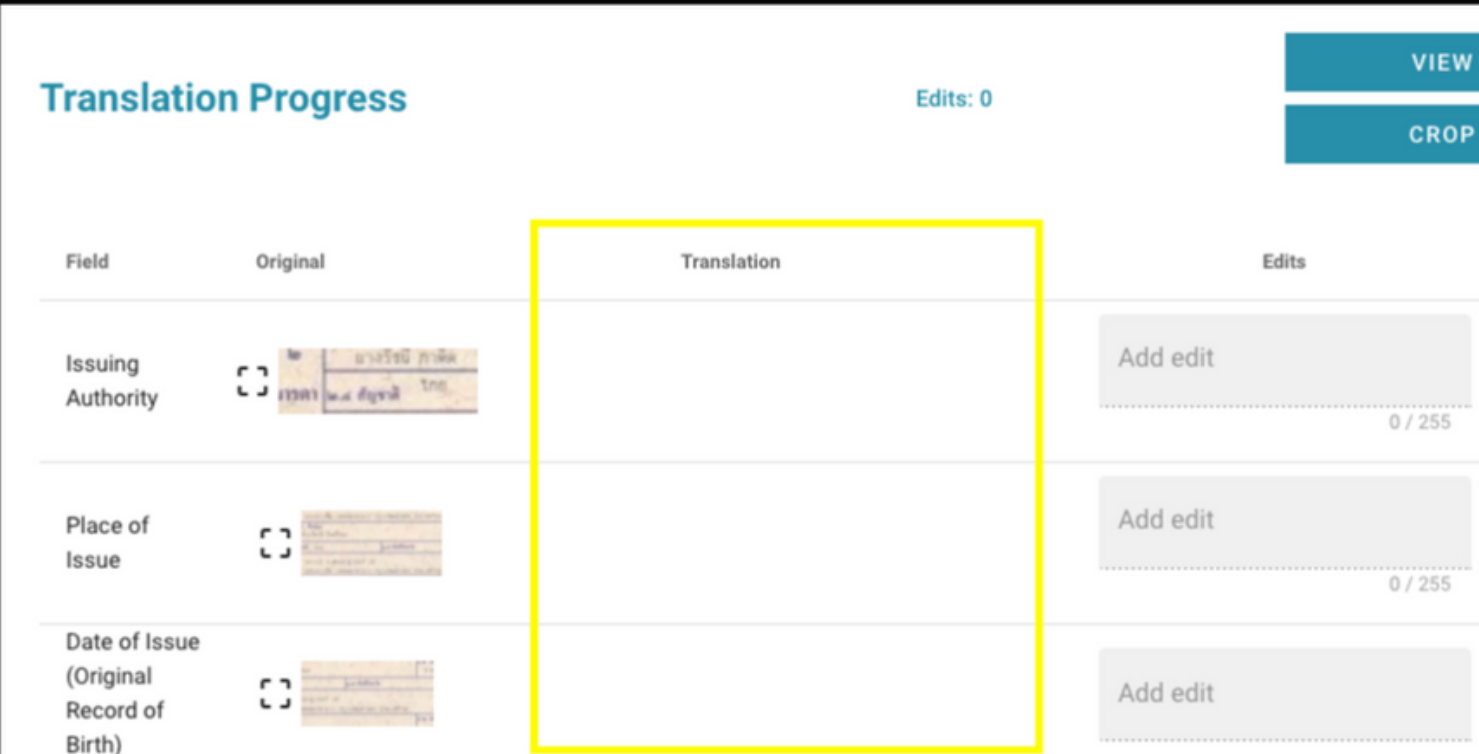


The screenshot displays a web interface for managing a job. At the top, there is a navigation bar with five buttons: 'BACK' (grey), 'EDIT' (teal), 'RAISE AN ISSUE' (blue), 'MAKE CHANGES' (blue, highlighted with a yellow border), and 'ABANDON' (red). Below the navigation bar, there are two tabs: 'BIRTH CERTIFICATE Self-Service Extract' (active) and 'SPANISH EDUCATION CERTIFICATE Self-Service Extract'. The main content area is titled 'Translation Progress' with 'Edits: 4' on the right. Below this, there is a table with columns for 'Field', 'Original', 'Translation', and 'Edits'. The table contains two rows of data, each with a small thumbnail icon to the left of the 'Original' column.

Field	Original	Translation	Edits
Issuing Authority		Central Register	Central Tra
Place of Issue		Madrid Municipal Office	Add edit

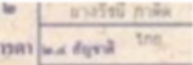
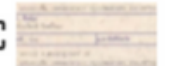
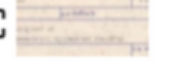
Completing jobs

- Every now and then a customer submits a self-service translation leaving some or all translation fields empty, or the source document they uploaded is poor quality and illegible.
- Before proceeding with the job, it is best to check if the customer can fix this problem (see next slide).



Translation Progress Edits: 0

VIEW SOURCE CROP SOURCE

Field	Original	Translation	Edits
Issuing Authority			Add edit 0 / 255
Place of Issue			Add edit 0 / 255
Date of Issue (Original Record of Birth)			Add edit

Completing jobs

- After clicking 'START JOB', click 'CUSTOMER ACTION REQUIRED'. Select one of the available options and the job will be returned to the customer to complete the necessary actions.
- You can include a message in your customer's language to help explain what they need to do.

Customer Action Required

Click to see options

Reason

Message (Optional)

Customer Action Required

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

CANCEL CONFIRM

What is the best thing to do if a customer has left translation fields empty in a self-service translation, or uploaded a poor quality document?

Contact them via email if or provided, their phone number

Choose **CUSTOMER ACTION REQUIRED**, select issue, fill in message details and send to customer

Send them a message via AcudocX's messaging system

What is the best thing to do if a customer has left translation fields empty in a self-service translation, or uploaded a poor quality document?

Contact them via email if or provided, their phone number

Choose CUSTOMER ACTION REQUIRED, select issue, fill in message details and send to customer

Send them a message via AcudocX's messaging system

If you choose to charge the customer for additional edits, and this number exceeds your number of specified free edits, you are not required to send the job to the customer for review

True

False

If you choose to charge the customer for additional edits, and this number exceeds your number of specified free edits, you are not required to send the job to the customer for review

True

False



How do you make changes to a job if you already submitted it to the customer for review?

Click on the button 'MAKE CHANGES' to edit job.
If required, send the job to the customer again for review.

Changes can not be made if the job has already been sent to the customer.

How do you make changes to a job if you already submitted it to the customer for review?



Click on the button 'MAKE CHANGES' to edit job.
If required, send the job to the customer again for review.

Changes can not be made if the job has already been sent to the customer.

Completing jobs

- You will be sent an email notification when your customer has finished reviewing.
- You can now click on 'COMPLETE JOB'

Navigation buttons: BACK, EDIT, RAISE AN ISSUE, **COMPLETE JOB**, MAKE CHANGES, ABANDON

Details: BIRTH CERTIFICATE Self-Service Extract, SPANISH EDUCATION CERTIFICATE Self-Service Extract

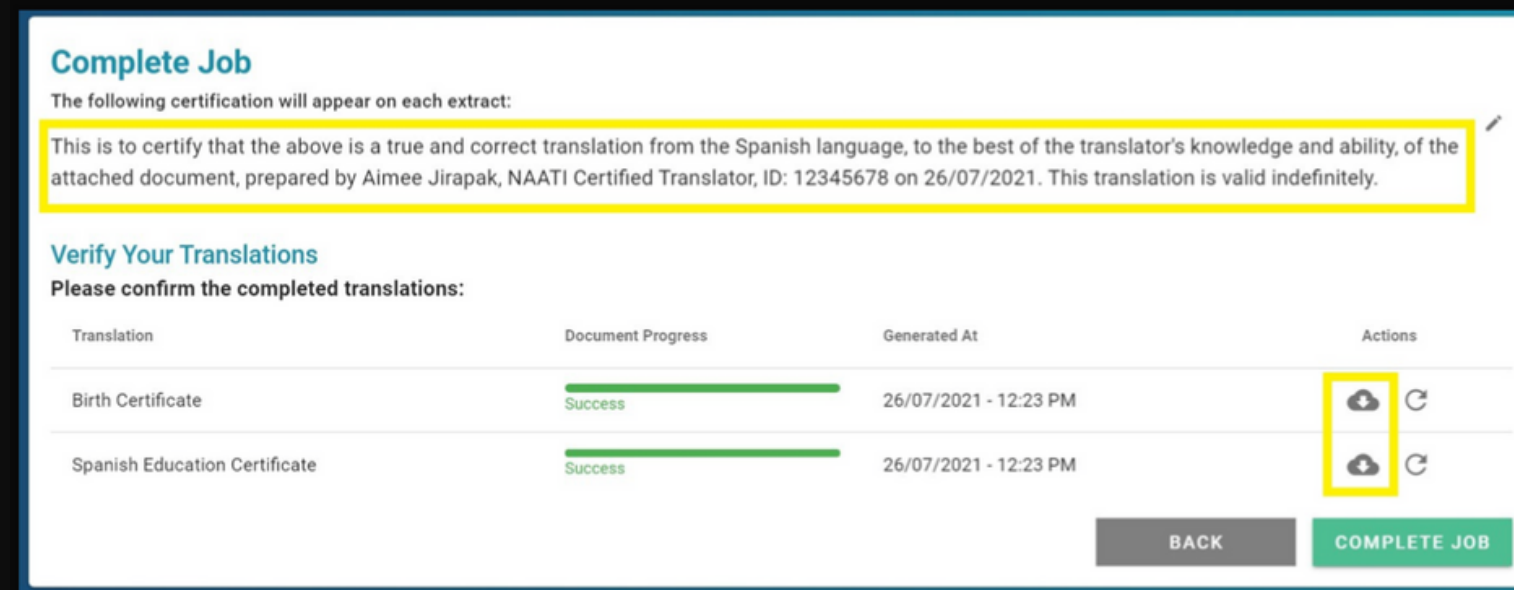
Translation Progress Edits: 4 [VIEW SOURCE DOC](#) [CROP SOURCE DOC](#)

Field	Original	Translation	Edits	Charge
Issuing Authority		Central Register	Central Trade Register	<input checked="" type="checkbox"/>
Place of Issue		Madrid Municipal Office	<input type="text" value="Add edit"/>	<input type="checkbox"/>

0 / 255

Completing jobs

- You may preview the final translations by clicking the download icon.
- Once you are happy with everything, click COMPLETE JOB and it'll be sent to customer. Your payment will then be authorised.
- On this screen you may change your digital certification statement, as necessary. Click the edit pencil and type changes straight into the box. When happy with everything, click on the button 'CONFIRM & GENERATE'.







Complete Job

The following certification will appear on each extract:

This is to certify that the above is a true and correct translation from the Spanish language, to the best of the translator's knowledge and ability, of the attached document, prepared by Aimee Jirapak, NAATI Certified Translator, ID: 12345678 on 26/07/2021. This translation is valid indefinitely.

Verify Your Translations
Please confirm the completed translations:

Translation	Document Progress	Generated At	Actions
Birth Certificate	Success	26/07/2021 - 12:23 PM	 
Spanish Education Certificate	Success	26/07/2021 - 12:23 PM	 

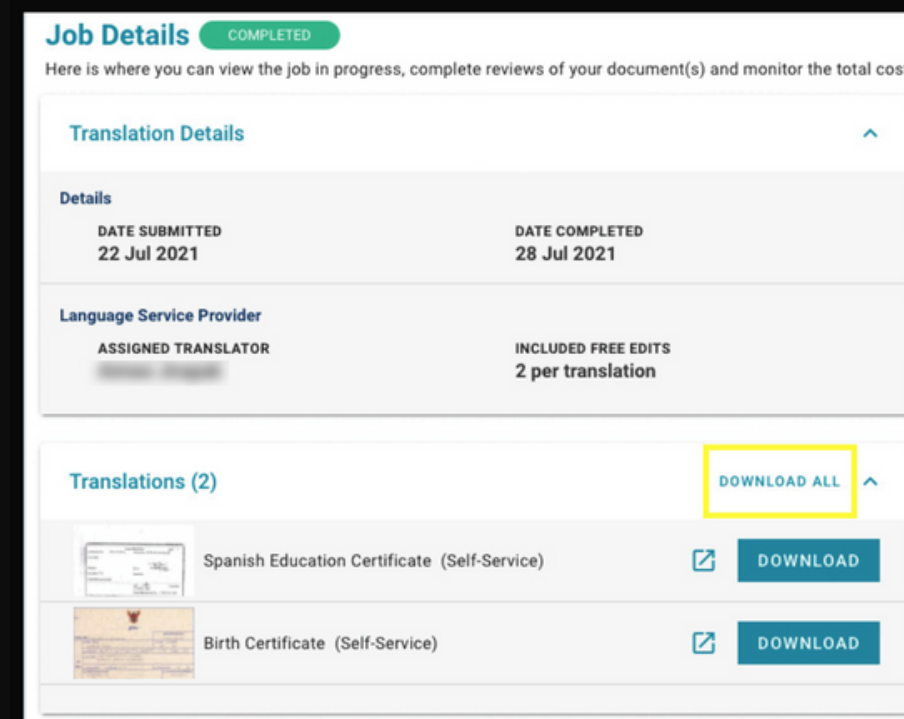
BACK **COMPLETE JOB**

Completing jobs

- Your job has been completed!
- You may
 - choose to view your job (where you may reopen the job or download translated documents)
 - or, return to your dashboard.
- At this stage, we recommend double-checking if the customer selected postage by clicking 'view job. Then you can then download the unstamped copies and print them straight away.

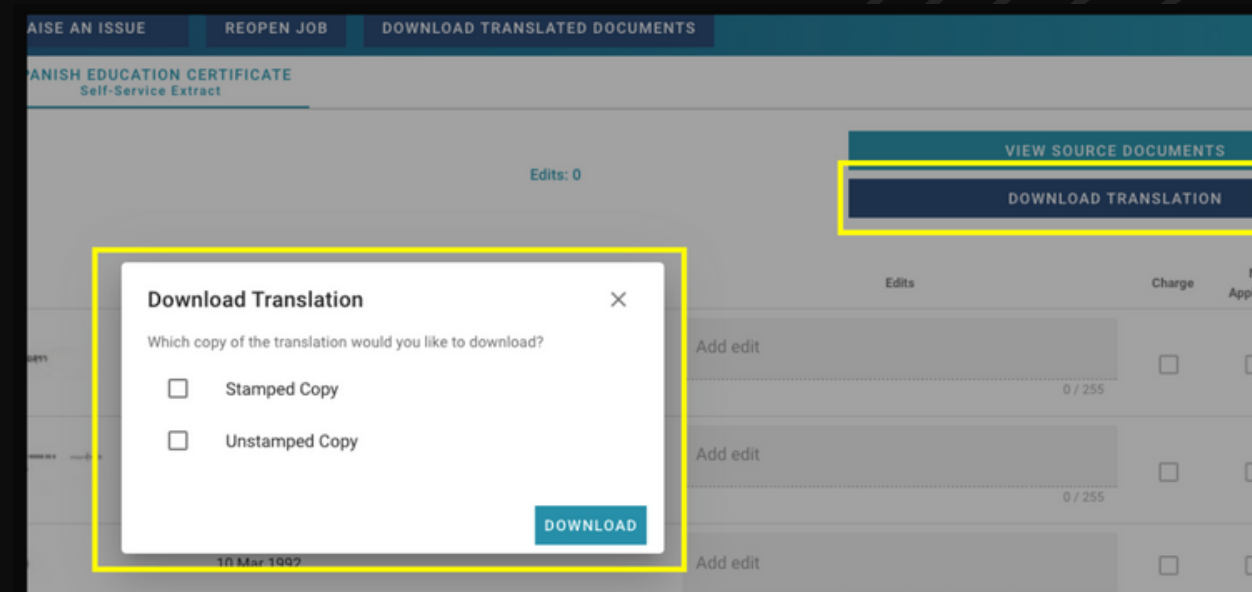
Completing jobs

- All exported translated documents are in pdf format.
- If a customer clicks 'DOWNLOAD ALL', a Zip file will be downloaded containing all translated documents.
- If the customer clicks individual 'DOWNLOAD' button for each document, a pdf will open in a new browser/mobile browser tab.



Completing jobs

- If the customer selected postage, you can download an unstamped copy of the job.
- First, go to view the job. Click on document type (if there are multiple tabs).
- Click **DOWNLOAD TRANSLATION** then select unstamped version to print and stamp/sign in ink.



AcudocX

SCAN | SELECT | TRANSLATE | CERTIFY

You have completed Unit 4!

Congratulations!

Please move onto Unit 5 to learn how to complete a Full Translation job.