Unit 5:
Completing a full translation job

AcudocX

SCAN | SELECT | TRANSLATE | CERTIFY

This unit will teach you job submission by customers and how to complete a full translation job.

About full translations on Acudocx

- For full translation jobs, AcudocX functions as a secure file transfer system. Unlike AcudocX's template translation process, providers accepting full translation jobs will not make edits within the system. Instead, you will download the source documents and our system allows you to upload copies of documents you have translated. The customer will upload each of their files and you will upload the completed files for review and then manually add your e-stamp to complete the job and/ or print, stamp, sign and post if the customer has selected postage.

Completing full translation

- The customer uploads their document. Once finished, they are taken to their job summary screen.

Completing full translation

- The customer clicks SUBMIT JOB
- The customer will make their payment before the job is sent to you
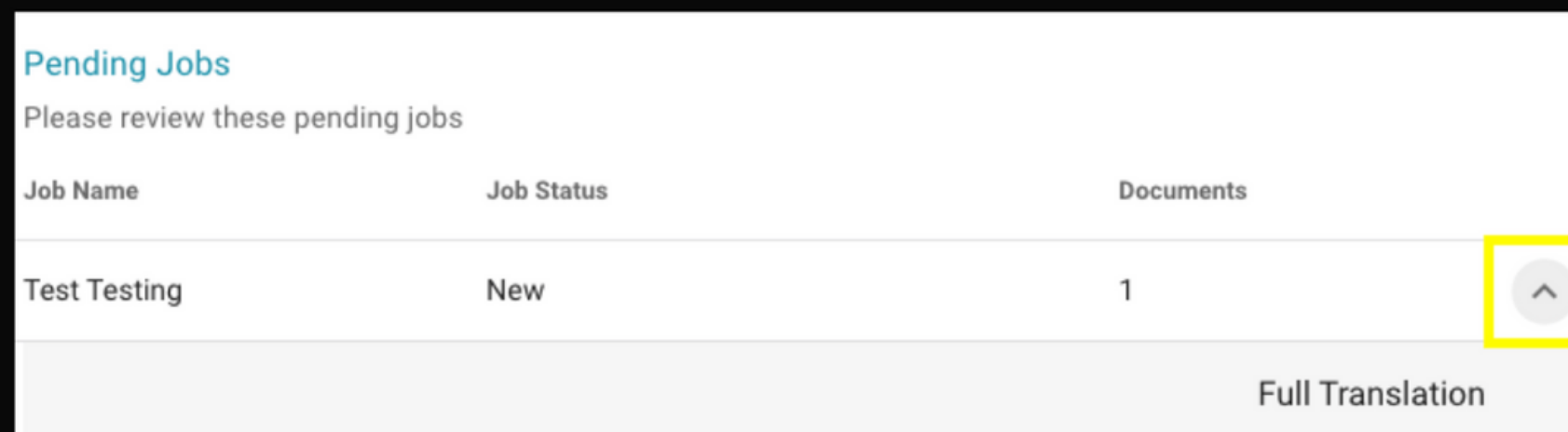
Completing full translation

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

Completing full translation

- View the job's details on screen. Click START JOB or ABANDON (If you abandon the job, you must refund the customer - see later Units for details)
- If the customer uploaded many documents, there will be several tabs.
- Click on the document name to work on each document.
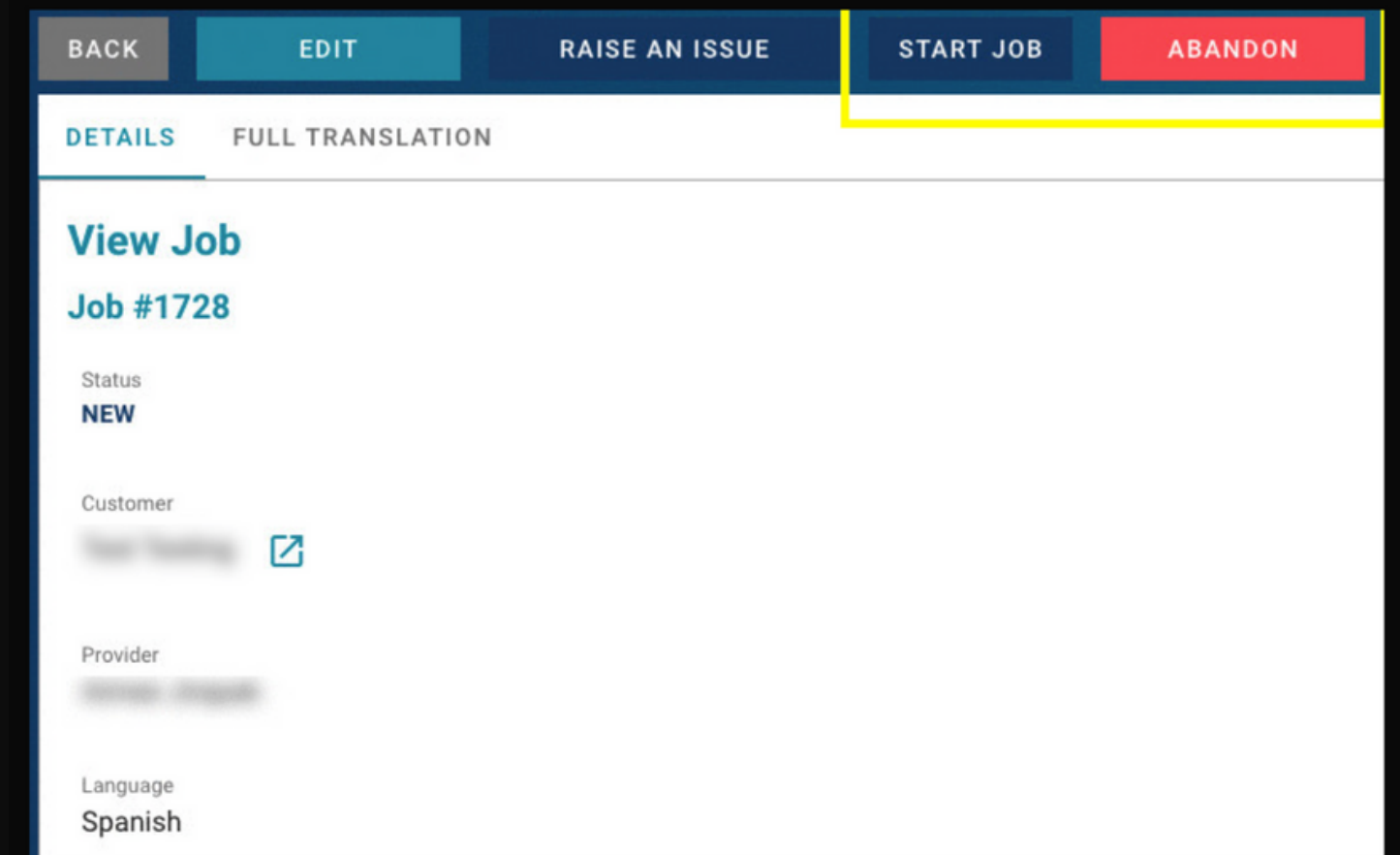
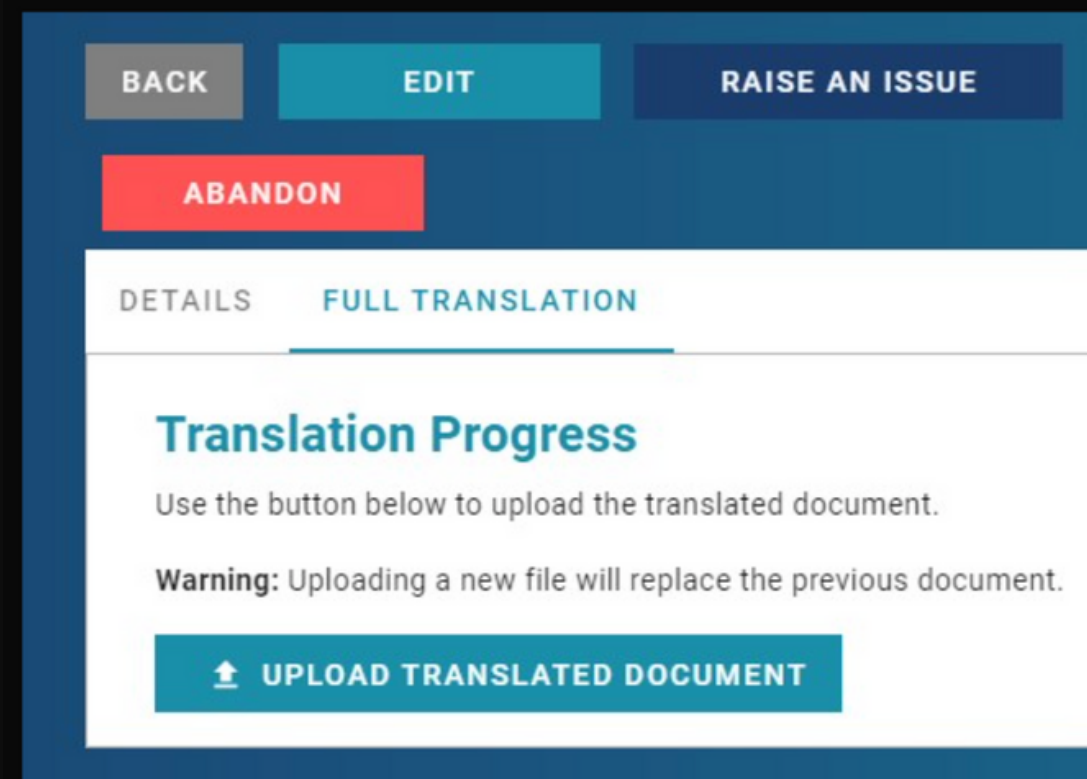# Completing full translation

- After starting the job, click on the Full Translation tab,
- Click on VIEW SOURCE DOCUMENTS
- Click on the download icon in the pop-up box. A new tab will open and you can view the customer's documents.
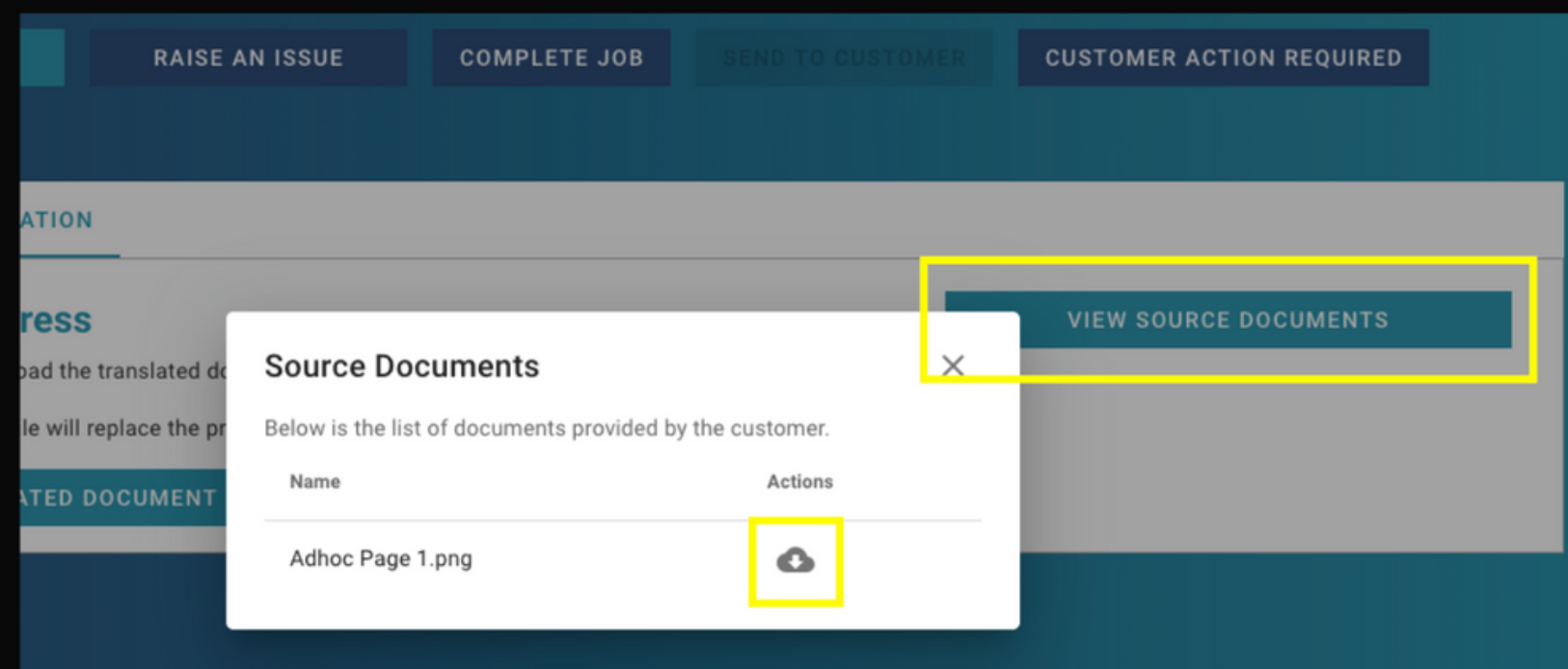
Completing full translation

- To upload translated documents, click the button UPLOAD TRANSLATED DOCUMENTS
- Now you can send the job for customer review, if necessary

Completing full translation

- *When finished and you have uploaded a final stamped, certified translation to the system, click on COMPLETE JOB*
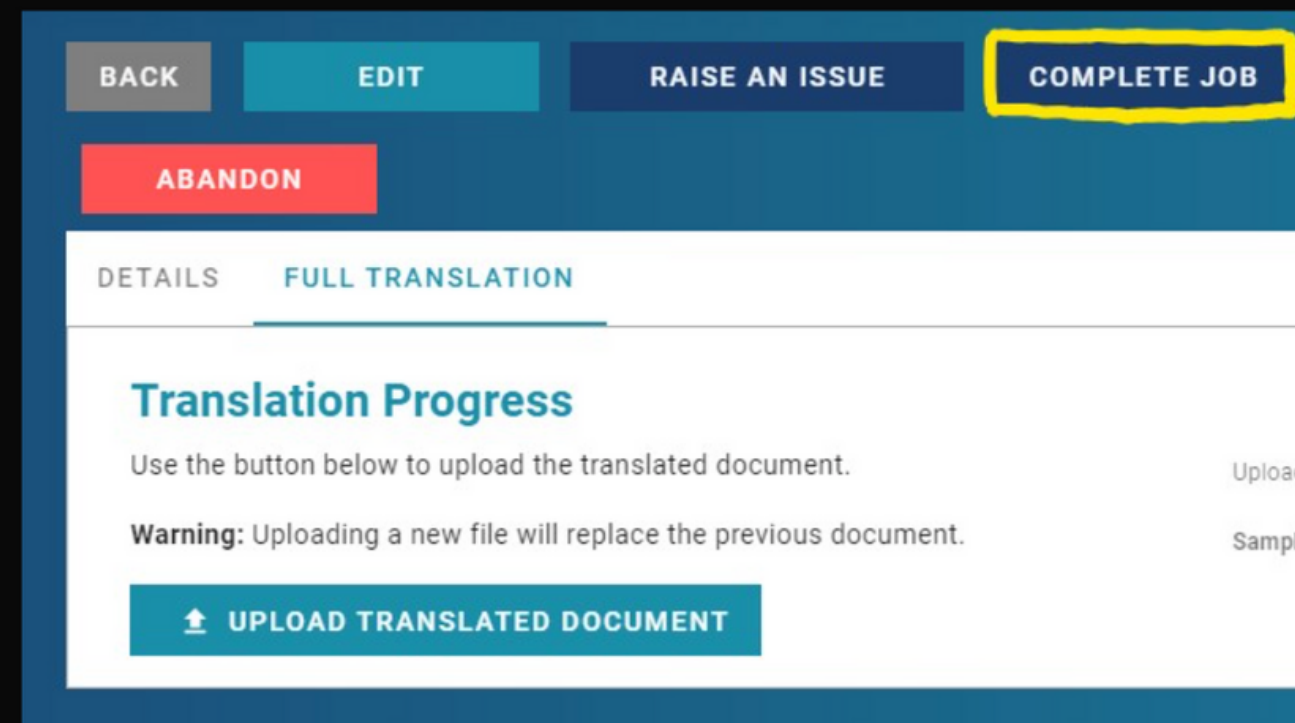
Completing full translation

- *On this screen, click the button COMPLETE JOB to send the job back to the customer. Your payment will then be authorised*

Completing full translation

- *You can now:*
  - *View your job or;*
  - *Go back to your Dashboard*

AcudocX automatically adds my stamp to Full Translation

True

False

AcudocX automatically adds my stamp to Full Translation

True

False

AcudocX does not add your stamp to full translations

- *You must manually add your e-stamp before uploading the final translation to the system.*
- *Offering full-translations is optional, and can be selected in your pricing & templates screen*

Offer Full Translations?
Yes ▾

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Unit 5 Complete!

Well done! You have finished all essential units of the course. Please move onto Unit 6 to review the tasks required to get started as a provider.

Please see the Provider's Handbook for more details about refunds, dispute resolution, menu items and bookkeeping.