**Creation of Webpage for Flow Translation**

**Objective:**

To create a webpage for Flow Translations where clients can upload documents to be translated

To create a page where they can pay with a link to PayPal or to our bank.

To create a page with a link to send to clients to request feedback.

Process Flow:

1. Receipt of document for translation
   1. Client needs to enter our website ([www.flowtranslate.com](http://www.flowtranslate.com))
   2. Go to Contact Us page
   3. Need added functionality for a ACCESS code entry and an Upload Button, and an Optional Case Manager name?
   4. Client uploads a document in the page and enters special Access Code
      1. Documents to upload can be .doc, .pdf, .jpg, .png
      2. Need capability to upload 1 or more documents that will be grouped as one work-order bundle.
      3. System generates automatically a Work Order number to the document/group of documents).
         1. (Uploaded document is kept in a server or )
         2. Uploaded document is emailed to administrator
   5. Administrator is alerted that there is document for translation (email to administrator or other alert?)
      1. Email includes all the client information such as name, email address, phone number. Attached is the uploaded document and Work Order Number.
   6. Administrator determines number of pages and cost per page and sends invoice manually to client via email
   7. Client pays for the job and send proof of payment to Administrator REFERENCING the Work Order number
      1. How to receive the payment evidence?
      2. If Paypal, it will notify automatically
2. Start translation
   1. Once 1.g. is verified, the document is sent to assigned translator
      1. (Via link or)
      2. Via email
   2. Translator does the translation
   3. Translation is completed and file is returned to Administrator
      1. (Saved in the server and the administrator is simply informed that it is done or)
      2. Via email back to the Administrator
3. Proofreading
   1. Administrator sends document to assigned proofreader
      1. (Via link or)
      2. Via email
   2. Proofreader does revision
   3. Proofreading is completed and returned to Administrator
      1. (Via link or)
      2. Via email
4. Administrator returns translated document to client
   1. Administrator sends the document back to client via email address provided initially
   2. Possible to cc the Catholic Charities case manager?

Assumptions:

1. Clients know how to access and use internet
2. Internet page has to be in Spanish or bilingual
3. Client has email address and is a user
4. Client is able to pay via Paypal – need to ensure that we can receive all forms of payment (cash?, western union, ACH, credit card, paypal, venmo, zelle, etc…) and get alerted to it.

**Comments /questions from Muhammed**

**Muhammed:** If invoice is different for every user (or some users) - then you (Super Admin) would have to send that as well (on receiving the document)

**Answer**: yes, Administrator will send the invoice individually via email

**Muhammed**: Is PayPal good enough for you as a payment gateway?

**Answer**: Yes, but we should allow other payment methods

**Muhammed**: But yes, the link generation is certainly better and a less tiring process than creating accounts

**Answer**: Rather than Links or accounts, it could be ACCESS CODES

**Muhammed**:  how will the Translator show you the translated document? And how do you plan on sending it to Proofreader? All through personal Emails?

**Answer**: It seems simpler to continue the way we currently operate, that is, via email.

**Unsolved issues:**

1. Will we continue to work through email, sending the document to the translator, etc, or the translator accesses the document through a link to the webpage? It seems simpler to continue communicating with translators via email as usual.
2. How will new clients send the document? Through direct upload in the page? For old clients and CCSC, we give them an ACCESS CODE to upload? So how does the uploading work? Each client gets an ACCESS CODE? (eg: CCSC, CCSF, Orchard, SELPA, etc, so we know which client sends what)
3. Do we store the documents in the page, using a server? Doesn’t that generates a monthly cost? Or we continue storing them in my computer as usual and only use the page for uploads- -and Paypal link?

**Diagram of Workflow**

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| Document Uploaded |

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| 1. Quote Template generation |

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| 1.b Generates link to share with translator |

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| 2. Quote sent back to client |

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| 3. Client pays using the link to Paypal |

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| 4. We send the link to Translator |
| 5. Translator sends back the translation |
| 6. Document sent to Proofreader |
| 7. Proofreader return the document |

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| 8. Document is sent to the client |