

Error category name	Category definition	Error category examples	Category Weight	Severity level examples
Translation Errors	Translation issues that may impair the conveying of the original message.	<p><b>Addition:</b> Translation includes the information that is not present in the source, and the addition distorts the meaning of the message, does not fit with the text style and tone or overall context of the message.</p> <p><b>Omission:</b> Translation is missing the information that is present in the source, and the missing part is essential to render the meaning and the tone of the original message.</p> <p><b>Mistranslation:</b> Translation does not accurately represent the source content.</p> <p><b>Untranslated:</b> Content that should have been translated has been left untranslated.</p>	0.5	<p><b>Addition Minor</b> A minor addition to "San Francisco, the heart of the Bay Area" turns it into "San Francisco, the vibrant and cosmopolitan heart of the Bay Area". It does not change the idea of the text, however makes the translation the unnecessarily lengthy.</p> <p><b>Omission Minor</b> The word "local" missing from "Big American names like Dean &amp; Deluca blend with big-time local brands like The Buffet Bar and Vertigo Bar"</p> <p><b>Mistranslation Minor</b> "Attend an intimate John Legend performance" is translated as "Attend the chamber concert of Johnny Legend".</p> <p><b>Untranslated Minor</b> If a foreign word used in the language, the translator chooses to keep it in English in the target text, without transliteration or not choosing a corresponding native word.</p>
			2	<p><b>Addition Major</b> A translation includes portions of another translation that were inadvertently pasted into the document. This addition adds irrelevant information that can confuse the user.</p> <p><b>Omission Major</b> For example, a paragraph present in the source is missing in the translation, and the lack of essential information causes unexpected behavior of the user.</p> <p><b>Mistranslation Major</b> Translating "Awaiting payment" as "Payment not complete" OR "Your personal information is not viewable by the guest" translated as "Your personal information is viewable by the guest."</p> <p><b>Untranslated Major</b> A sentence in a Japanese document translated into English is left in Japanese, and the user is not getting the information in full, since they cannot understand a part of document.</p>
Terminology and Translation Consistency	Any violation of company guidelines, instructions or ignoring the information provided in the reference resources, including the violation of Notion glossary.	<p><b>Terminology:</b> A term is used inconsistently with a specified term base.</p> <p><b>Style Guide:</b> The text violates company-specific style guidelines.</p> <p><b>Project Instruction:</b> Translation shows that projects instructions were not taken into account.</p>	0.5	<p><b>Terminology Minor</b> Translating "FAQ" into something different from the glossary, however synonymous.</p> <p><b>Style Guide Minor</b> For example, company style guide states that passive sentences may not be used but the text uses passive sentences.</p> <p><b>Project Instruction Minor</b> For example, out of 5 project instructions one has been missed or followed inconsistently.</p>
			2	<p><b>Style Guide Major</b> For example, the style guide specifies to use the informal tone when addressing the user but the translation had a formal tone.</p> <p><b>Terminology Major</b> Translating "You can edit your calendar by clicking on Manage My Listings" in a different translation compared to existing translation of "Manage My Listings" on the site. OR Translating the company slogan "Belong Anywhere" in a different way.</p> <p><b>Project Instruction Major</b> For example, the project description suggests each title should not exceed 38 characters, and the translated titles vary between 24 and 45 characters.</p>
Language Quality	Any issue that can be proven by official linguistic reference sources.	<p><b>Punctuation:</b> Punctuation is used incorrectly (for the locale or style).</p> <p><b>Spelling:</b> Issues related to spelling of words, including typos.</p> <p><b>Grammar:</b> Issues related to the grammar or syntax of the text, other than spelling and orthography.</p>	0.5	<p><b>Punctuation Minor:</b> For example, English text uses a semicolon where a comma should be used.</p> <p><b>Spelling Minor:</b> For example, The German word Zustellung is spelled Zustetlugn.</p> <p><b>Grammar Minor</b> Translating "Get a \$50 travel credit for your first business trip " with "Get a \$50 travel credit for your first Business Business trip."</p> <p><b>Locale Minor</b> For example, a text in France uses feet and inches and Fahrenheit temperatures.</p>
			2	<p><b>Punctuation Major:</b> Misplaced commas make the meaning of the sentence ambiguous, because it can read differently, depending on where the comma is.</p> <p><b>Spelling Major:</b> In Experience description it is said that the guests will need to "use their palate and be creative" (rather than "palette").</p> <p><b>Grammar Major</b> A typo that turns a word into an offensive word OR Misspelling of the Company Name</p> <p><b>Locale Major</b> US date format is kept in the target text (MM/DD/YYYY) which will confuse Russian user who is used to DD/MM/YYYY can cause the plan interruption for the host or the guest</p>
Style	The style of the translation is not suitable for the content type or the target audience, translation does not sound and feel native; literal or awkward translation.	<p><b>Inconsistent style or tone:</b> Style is inconsistent within a text.</p> <p><b>Readability:</b> Translation does not read well (due to heavy sentence structure, frequent repetitions, etc.).</p>	0.5	<p><b>Style Minor</b> "Why didn't I receive my email notification or verification email?" translated with a style that is not appropriate for FAQ.</p> <p><b>Readability Minor</b> Translating "put a face to the name" literally in "Add a photo so potential hosts can put a face to the name once you're ready to book."</p> <p><b>Unidiomatic Minor</b> For example, the following text appears in an English translation of a German letter: "We thanked him with heart" where "with heart" is an understandable, but non-idiomatic rendering, better stated as "heartily".</p>
			2	<p><b>Style Major</b> "I know that this may be stressful, but we take these matters extremely seriously. Please rest assured that we will be doing everything we can to help get things back on track for you." translated in a style that is not serious. OR Switching from a formal tone to a casual one - or the other way around - in the same piece of content."</p> <p><b>Readability Major</b> Due to numerous issues one cannot get the meaning of the text or needs to read a few times to get the idea.</p> <p><b>Unidiomatic Major</b> When the idiom is translated literally and does not make any sense: "You changed the password! It was roll with a butter" (In Polish "Bułka z masłem" (literally "roll with butter") means "It was really easy")</p>
Tag Issues	Tags are handled incorrectly on Matecat resulting in layout and formatting issues in the target text	If a Tag is omitted, duplicated, misplaced or misused, this should be classified as Tag issue.	0.5	<b>Tag Issue Minor</b>
			2	<b>Tag Issue Major</b>

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Terminology and Translation Consistency	Any violation of company guidelines, instructions or ignoring the information provided in the reference resources, including the violation of Notion glossary.	<p><i>Repeated Errors &amp; Neutral Edits</i></p> <p>- <b>Neutral edit:</b> Translation is in line with the Notion Quality Framework, meaning, there is no quantifiable error and the translation is already fluent and natural, but the reviewer refines the translation style even further.</p> <p>- <b>Repeat:</b> A repeated error is the repeated occurrence of a single error. Please note that typos should not be seen as repeated errors.</p>
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