Every time a client uploads a file:

1. you will receive **an e-mail.**

2. go to the **transcription jobs page** and choose **the files** you want to **transcribe**.

   Information:

   a. **turnaround time**,

   b. text format (**clean or full verbatim**)

   c. **timestamping type**, if one is required.

3. After your **transcription** is uploaded, see your **current earnings** on the **stats page.**

4. **average rating** is better than **4.5**, you can try to become **an editor.**

5. "**Sometimes, the quality of audio or video files is horrible, so please let us know about that. We will contact the client and provide a refund for that file.**"

6. **Transcribe** everything in US **spelling** unless the **client** asks for a **different spelling** in his **Comments.**

Different types of _Transcriptions_:-

FULL VERBATIM:

SYNTAX:-

- Speech errors. "I went to the bank on Tu-Thursday."

- False starts. "I, um, wanted- I wanted to be a musician."

- Filler words such as "like", "you know", "yeah", "mm hmm", "uh huh", "umm", "uh, um", "sort of", "so", "oh" et cetera.

- **Slang words**, such as gonna, wanna, gotta, kinda, 'cause, should be kept in the transcription. In addition, "you know", "I mean" should also be transcribed.

- Stutters and repetitions.

- Only use these forms for the affirmative/negative:

   Mm-hmm (affirmative) or **Mm-mm** (negative)

   Uh-huh (affirmative) or **Uh-uh** (negative)

CLEAN VERBATIM:

SYNTAX:-

The transcribed text does <u>not</u> include:

Speech errors:

- False starts (unless they add information)

- Filler words. Note that some of them can have a different function. For example, in the phrase "Oh my God", "oh" is not a filler word, but a part of the expression, therefore it must be kept.

- **Slang words** must be written as "going to" instead of "gonna", "want to" instead of "wanna", et cetera.

- "Yeah", "yep", "yap", "yup" must be written as "yes"; "alright" must be written as "all right".

- Never spell "Ok" or "OK". It must always be spelled as "Okay".

- Never change spoken contractions (e.g. do not → don't or don't → do not)

- Don't start phrases with conjunctions in clean verbatim. If you really need to add the conjunction, just expand the phrase. For example: I went outside, **but** forgot to bring my umbrella.

Note: omit all the "umm-hmm", "yeah", "yes" reactions to retain a fluent text, unless they are answers to given questions. **[Mind the verbatim** ex. Don't write "umm-hmm" as an answer in clean verbatim, replace it with "yes"**]** Also, "like" can be kept if it is not a filler word, for example: "I paid something like 200 bucks" or when it introduces a quote: I was like, "Okay".
DO NOT remove filler words if they change the meaning of the phrase. E.g. I was kind of happy; It was like three days ago- leave them in

EXAMPLE:

Speaker 1: I went to the store yesterday.

Speaker 2: Yeah.

Speaker 1: I wanted to buy some bread.

Speaker 2: Mm-hmm.

Speaker 1: There was none left. Can you believe that?

Speaker 2: Yeah.

BECOMES:

Speaker 1: I went to the store yesterday. I wanted to buy some bread. There was none left. Can you believe that?

Speaker 2: Yes.

TIMESTAMPING TYPES:

Timestamping time format must be: **[00:00:00]** (always in **bold**)

ALWAYS CONSIDER THE WHOLE FILE WHEN YOU'RE TIME STAMPING.

For example, if you do the 20-30 minutes part, your time stamping should start at **20**, not **00**

a. If there's a comment next to the audio file saying, "Please use the embedded time" or "burned-in time", you will need to download the file in order to watch the video and use the correct time.

b. Paragraphs shouldn't be longer than 500 symbols (about 100 words or 3-4 lines in the transcription tool).

c. In general, short and logical, grammatically correct sentences are preferred. When a speaker is using conjunctions like 'and', 'so', or 'but' to connect longer stretches of thought, it's often a good idea to create sentence divisions in those places. Also, don't forget to cut out the conjunctions in those places when they're not necessary

d. Do not correct errors made by the speakers. Use [sic] instead. For example: "All of my childrens [sic] are in school".

EXCEPTION: Correct egregious phonetic and pronunciation errors that inhibit readability or understanding

Example: if a speaker pronounces "refrigerator, washer and dryer" as "refrigurator, washar and dryear", please use the correct word and spelling based on your context of the audio.

NOTE: Editors should not penalize transcribers for using/not using [sic]

5) Everything with a time-stamp, (e.g. [unintelligible 00:04:24]; [inaudible 00:02:24]) should be bolded.

6) Nothing else besides the speaker labels and marks with time-stamps should be bolded.

So [laughs],

   [coughs],

   [laughter] or [crosstalk]

 shouldn't be bolded.

7) Never use () instead of []

8) Every sentence should end with a punctuation mark.

9)The beginning of every sentence should be capitalized.

10) Use

'--' instead of '...'.

Example: "I wanted to say something,

but…" becomes "I wanted to say something, *but--"*

11) Expansions for

"it's",

"that's",

"you've",

et cetera are not considered mistakes, but it's preferable to transcribe them exactly as they are spoken.

Example: If the speaker says "it's",

it should be kept as "it's" regardless of the verbatim.

12) Never use exclamation marks.

13) Speaker labels:

a. If there is more than one speaker, their names (if they are known) must be used. If not - mark them as **"Speaker 1"**, **"Speaker 2"** and so on

Always use a speaker label, even if there's only one speaker. **Speaker:**

Make each speaker's role in the audio as descriptive as possible.

For example, **"Interviewer"**, **"Interviewee"**, **"Host"**, **"Reviewer"**, **"Caller"**, **"Receiver"**,

b. If the speaker's full name is used at some point (for example, **David Butterfield:**), later in the transcription, the last name can be dropped (for example, **David Butterfield:** becomes just **David:**). The same goes for the titles (Doctor, Pastor, et cetera). This is optional and is not considered to be an error.

c. If you cannot identify who exactly is speaking, add a question mark before the speaker label. For example, **?Speaker 2**, **?Interviewee 3**.

   But if you cannot identify who is speaking throughout most of the transcript, it's better to then mark the speakers with a generic label like **Interviewee** or **Participant**. Still, it's important that you are able to at least identify the person asking questions or leading the discussion.

d.Speaker labels must be written in **bold**, followed by **a colon and a space.**

   NEVER use the Tab button, only <u>one</u> click of the Space button.

      EXAMPLE:

   Mark: Hello.
   Speaker 1: Some text.
   Speaker 2: Some more text.

NOTE:

Occasionally, customers dictate instructions to format the transcription while they are speaking. These instructions should be followed when possible, but never transcribed.

Follow customer requests for spoken directions such as new paragraph, comma, period or bullet point (use a dash). Do not type out the instruction.

14) Italicize film, book, magazine, song titles, as well as artworks, plays, TV and radio programs, foreign expressions et cetera.

Example: I watched an episode of *Friends* the other day.

NOTE: There is no need to italicize social media sites, company names, the Bible, books within the Bible, versions of it or other sacred writings (Koran, New Testament, Genesis, et cetera).

If a speaker spells a word or a name, do this: My name is Anna. A-N-N-A.

NOTE: Abbreviations and acronyms should not contain dashes. Right: USA.

Wrong: U-S-A.

NOTE: Always research the proper capitalization e.g. iPhone, UCLA, SaaS

15.Percentages should be written as "%". **Example**: 2%, 50%.

16.But if the speaker says "A small percentage of the responders", never replace "percentage" by "%"

Never write them like this: w w w dot facebook dot com slash client page

17.Always write links like this: www.facebook.com/clientpage Use international monetary symbols to mark currency (in most cases). **Do this**: $50, €155. Standard abbreviations (USD, EUR) are also acceptable.

DO NOT spell out amounts. Right: $195 Wrong: a hundred and 95 dollars.

Proper nouns: Article III of the Constitution, Genesis 1:1

Measurement: eight inches, 10' x 4', 223 pounds, 6'4"

18) Sound events:

Sound events that are significant to the audio should also be noted. Use brackets [ ] for notes.

The notes are always written in lower case regardless of the position in a sentence.

For example:

[laughter] - when more than one person laughs -separate line;

[laughs] - when one speaker laughs, written in the same line;

[screaming], [background noise] - separate line;

[applause], [silence] - separate line;

[crying], [sarcastically], [crosstalk] – same line

(when 2 or more speakers all talk at the same time) et cetera should be used appropriately.

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19.If a foreign language or a word (in this case, a language that is not English) is spoken, mark it as [foreign language], [foreign word] or [French language], [German language], et cetera if it can be identified

Note: Authors/titles/personalities/common sense things are an exception from this rule and must always be researched. For example: *carpe diem*, **Jacques Chirac, Frédéric Chopin,** *alea jacta est* **et cetera.**

20) [pause 00:00:00] is used to demonstrate a pause significant in a speech. It must be longer than *10 seconds* **for it to be marked**.

A) [phone rings] – when the phone rings once;

B) [phone ringing] - when the phone keeps ringing;

C) [dial tone] - when you hear the dial tone on the line - These tags should be on a separate line.

D).When the audio is cut or edited, use [sound cut] on a separate line

16) Numbers:

A). Spell out numbers from 0-9: zero, one, two, three, four, five, six, seven, eight, nine (this does not include phone numbers).

B). Numbers from 10 and up are written in numerals: 10, 11, 20, 25, 99, et cetera

NOTE: It is okay to break this rule if it improves readability or consistency (e.g. in a list of items)

C). Thousands should be written in digits. Do this: 600,000, 5,000

Note that there's a difference between "a thousand" (spelled out) and "one thousand" (digits).

D). Always spell out big numbers like "million", "billion", "trillion", et cetera.

Do this: 40million,10 billion. Numbers under 10 should be spelled out (two million).

E). Times of the day and dates: always capitalize AM and PM. Do this: 2:45 PM, 5:00 AM. When using o'clock, spell out the numbers: eleven o'clock, nine o'clock.

F). Time periods should be written with an apostrophe: '60s, '70s style; however, "that man is in his 70s" (no apostrophe).

G). When the speaker uses symbols or equations (like a Math lecture) it's the editor's job to save transcription in Word format and to insert those formulas and symbols and then send that Word version to info@gotranscript.com. That's because our tool does not support symbols or formulas. Transcribers **should do their best to transcribe those things using the tool, like writing formulas using regular symbols $x = x + 2$.**