

TopRemoteStaff Proofreading QC Guideline

(v2.1 Mar/22/2022)

Job Description

As a Proofreading QC Staff, you are expected to perform the following tasks:

- Proofread the document approved by the Editor and make necessary corrections and adjustments to improve the document sentence structure, clarity, punctuation, spelling and overall organization.

NOTE: We require a 99% accuracy in ALL documents that you submit, so make sure to polish and edit the document to the best of your ability.

You must proofread and edit every word of the document. You are hired based on an advanced English test which required a 95%+ accuracy. – only 1 in 50 applicants gets hired as a proofreading QC!



Compensation, Rewards & Penalties

Payment

Payment for your services will be credited to you via PayPal weekly. For work done the previous week (Monday – Sunday), it will be paid on or before next Monday. Example, if you have worked on **July 1-7**, you will receive your pay for that week on the **July 16th**. We use US Eastern Time.

Payment for each file is written next to the File.

Example:

	test \$\$\$ Extra Bonus Due: 2 Hrs from now	 88967.txt File Size: 1MB Words: 945 English: US English - Style: American Psychological Association (APA) \$1.84***30% Extra Pay
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It means that US\$1.83 is the fixed pay for this file which includes a 30% bonus.

Payment ranges from US\$1.00 - \$3.00 per 1000 words depending on the difficulty & urgency of the file.

Fulltime Staff Bonus

When you dedicate your career to TopRemoteStaff, we will reward you with a weekly 25% bonus pay! Just make sure you work **40 hours a week** by complete 50,000-word credits, and we will automatically **add 25% extra to your payroll**. 25% bonus is automatically added to your weekly payroll for every week you complete 40,000-word credits. **The bonus payment will NOT appear on your online reporting.**

AI Quality Check

Our system will automatically insert, modify certain words in the document as a part of our quality checking system. This is why **you must proofread every word of the document** and make necessary corrections to every mistake you can find.

Nevertheless, we understand that no one is perfect and everyone makes mistakes. We have set a pay allowance for the quality check system to reject your work **20%** of the time. As such, you are guaranteed with **85% pay** for as long as you remove 85% of the computer-generated errors. These payment schemes, however, will **not be** reflected on your online report as it will be manually added when you receive your weekly payroll. You will receive a weekly email for the allowance earned. Make sure to complete **at least** 10,000-word credits, a week to be eligible for the AI Quality Check Payment Guarantee program.

If you encounter a long **and** difficult file, we usually grant full payment on compassionate grounds as long as good attempt is made. You may e-mail help@topremotestaff.com to request full payment.

You may read our full AI Quality Check & Payment Guarantee Policies at <http://www.topremotestaff.com/aiqualitycheck.pdf>

*****IMPORTANT: READ CAREFULLY *** ***IMPORTANT: READ CAREFULLY*****

Once you have picked a file to work on, you are allowed 1 and half hours to work on 1000 words.

For example, if document is 2000 words, you will have a maximum time of 3 hours to proofread it. If you are not able to finish the project within 3 hours, you may request for time extension in the system. Every extension allows for extra 2 hours. You may request unlimited extensions.

***** ALL JOBS UNDER 6000 WORDS MUST COMPLETE WITHIN 24 HOURS ****

AFTER YOU REQUEST EXTENSION, YOU MUST CONTINUOUSLY WORK ON THE FILE TO HAVE IT FINISHED ASAP, BECAUSE THE FILE IS ALREADY LATE. ANYONE FOUND TO BE HOARDING ON TO A FILE AND REQUESTING EXTENSION WITHOUT ACTIVELY WORKING ON THE FILE WILL RESULT IN IMMEDIATE JOB TERMINATION WITH ALL PAY FORFEITED!

ONCE YOU CHOSE A PROJECT, YOU MUST WORK ON IT IMMEDIATELY. IF YOU DO NOT SUBMIT WORK MORE THAN 10% OF THE TIME, YOUR ACCOUNT WILL BE PUT INTO REVIEW FOR POSSIBLE JOB TERMINATION. ANY FILE THAT EXPIRES WILL COST 1x THE FULL CREDIT OF THE FILE IN PENALTY.

****NEVER PICK A JOB UNLESS YOU ARE READY TO IMMEDIATELY WORK ON IT AND KNOW YOU CAN SUBMIT IT BEFORE THE DEADLINE ****

Penalties

Please take note of the following penalties:

- **File expires and returns to the pool:** Equals to full credit for the file. (Click Request Extension if you cannot complete work on time. Cancel with your mobile phone if you have an emergency. NEVER pick any file unless you are ready to start immediately). Repeat offense will result in your job termination **WITHOUT NOTICE**.
- **Customer Complaint:** You will not be paid for file if the client makes a complaint about quality of your work and the revision showed more than 3% changes.
- **File Hoarding:** Picking a file and holding on to it without immediately start working on it will result in **JOB TERMINATION with **ALL PAY** forfeited**. Please NEVER pick a job unless you are ready to commit immediately! If you have an emergency or power outage, cancel the project right away with your phone or send an email to support (help@topremotestaff.com). **NEVER EVER EXTEND** if you have an emergency or power outage. It will result in account termination and cancellation of ALL payment due. We have a **ZERO TOLERANCE** POLICY for file hoarding.
- **Not following client instruction:** 1 full credit of the file + instant job termination for new staff.

SOME WORK HAS SPECIAL CLIENT INSTRUCTIONS. YOU MUST READ CLIENT INSTRUCTIONS CAREFULLY!!!

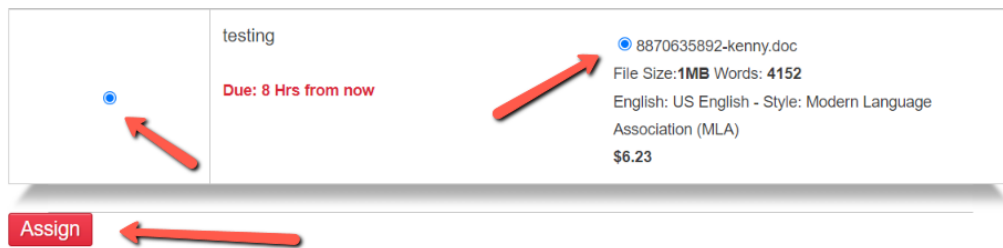
****CLIENT INSTRUCTIONS OVERRIDES ALL OUR INTERNAL GUIDELINES!****

ANYONE WHO DOES NOT FOLLOW CLIENT INSTRUCTION WILL NOT BE PAID FOR THE FILE, AND NEW STAFF WILL BE TERMINATED ON SPOT!

HOW IT WORKS

Choosing a File to Work on

When a new job is available, an email automatically notifies you and all QC agents. You may login to your control panel to pick up the work. However, if it's not listed there anymore, it means that the file has been picked up by another proofreader.



Once you log into the panel, you may choose the project and the document that's associated with it, and click **Assign**. (see image above). The job will be assigned to you.

How to get file to work on

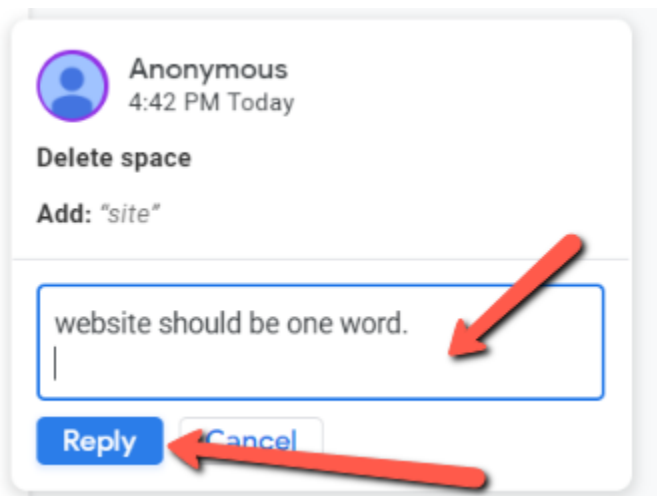
Once a file is assigned to you, you ****MUST**** start working on it immediately.

Changes are marked as suggestions.

All changes you make are made as suggestions in Google Docs. You can also review and modify modifications made by the Editor to make sure it's all correct. Please do write comments to back your reasons for change as you see fit.

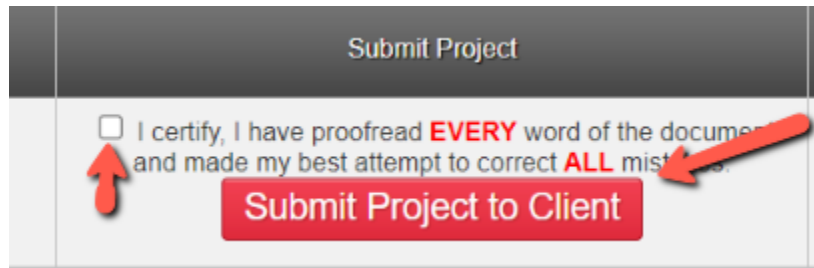
Website Site Development Proposal

necessary.



Completed Proofreading Document

After you are sure that everything is perfect, please certify, and click **Submit**.



Submit Project


☐ I certify, I have proofread **EVERY** word of the document and made my best attempt to correct **ALL** mistakes.

Submit Project to Client

Saving Your Work

Make sure you are online, and your work is automatically saved by Google Docs.

Abandoning a Project



TopRemoteStaff Server Time: 03/26/2022 04:41 Logout	Package Name	Document ID	Deadline (Server Time)	Doc Format	Status	Submit Project	Client Message(s)
	testing	36042	Due 03/26/2022 12:36 Due in 7h 49m 19s Request Extension	Version of English: US English Document Style: Modern Language Association (MLA)	PROGRESSING Cancel Assignment	<input type="checkbox"/> I certify, I have proofread EVERY word of the document and made my best attempt to correct ALL mistakes. Submit Project to Client	No Message to reply

If you are unable to complete the work or do not have enough time to complete the project, you must press **Cancel Assignment** so the project will go back to the system. Our job is time critical, so **NEVER EVER JUST LEAVE IT THERE. IT WILL HAVE A PERMANENT RECORD ON YOUR ACCOUNT AND IT MAY LEAD TO **JOB TERMINATION** AS WELL AS FINANCIAL PENALTY!**

Message System

TopRemoteStaff
.com

Server Time: 03/26/2022 04:41

Logout

Package Name	Document ID	Deadline (Server Time)	Doc Format
testing	36042	Due:03/26/2022 12:36 Due in:7h 48m 5s Request Extension	Version of English English Document Style:Mo Language Association

Internal Memo:
Special Instructions: test



36042-8870635892-kenny-PROOFREADER



File Edit View Insert Format Tools Add-ons Help Last edit was 6 minutes ago

Client Message(s)

No Message to reply

Sign in

If the client has any special request and they sent you a message, you may see it in the **message panel**. You can also reply to the client here. If the management/customer service has any special instruction, it will be in the Internal Memo area. **ALWAYS CHECK FOR CLIENT MESSAGES AND REQUESTS.**

PERFORMANCE / EARNINGS REPORT

PERFORMANCE REPORT

Please Select: Month Year

[Report](#)

TRANSCRIBER REPORT:TTT

Date	Audio ID	Project Name	Penalty Value	Reason	
Date	Audio ID	Project Name	Pay	QC Rating	QC Comment
07/26/2018 05:36:56	24845-1	!!!!!!testing do not pick!!!!!!	\$11.98(29.05/\$0.165/2.50x)		
07/17/2018 11:55:35	35640-8	Legal Proceeding	\$15.13(30.57/\$0.165/3.00x)	★★★★★	

Choose the **Month** and **Year** and click **Report** to see the performance of your work. It will detail every work you've done during the time period. It also features any comment you got from the customer.

If it does not show, double check the month and year if you have inputted the correct month and year. 100% of the errors are caused by inputting the wrong month/year.

System Login

You should to login the backend system when you are ready to work daily. Once you finish this citation <http://www.topremotestaff.com/citation.pdf>, you may attempt the test at: <http://www.topremotestaff.com/onboard/>

If you did not get 100% on your first try, it's ok. Study the correct answers carefully and re-read the guides. You will see the instruction to create your account once you complete the test and go through the answers.

You may login @ <http://proofreading.topremotestaff.com> after you create your account.

General Questions

Please contact account management via Help Center (Live Chat) or by e-mail help@topremotestaff.com. We are available 24 hours a day, 7 days a week. Please be specific with your request and ALWAYS include your login (staff ID) and Document ID (if any). Please understand that you need to present us with all the relevant information that you think will help us address your concern.

YOU MUST include your login and Document ID (if any), otherwise we cannot help you.

Technical Support & Emergency Escalation

If you have encountered any technical issue or problem in your work, please contact the account management by click on Live Chat Button (bottom left of your work panel) or send us an email at help@topremotestaff.com **IMMEDIATELY.**

It's essential that you supply these **THREE** pieces of information:

1. **Document ID:** This is the most critical part, without Document ID there's nothing we can do. There are hundreds of projects in system, and we need the Document ID to identify the correct project.
2. **Staff ID:** We need your staff ID (e.g. rq101), otherwise we will not be able to identify who you are.
3. **Screen Capture & Issue Description:** Capture a screenshot of the issue with the "Printscreen" button (paste it into paint, save as .jpg or send the exact error message). You also need to describe the exact issue and how it occurred. Please be as detailed as possible.

[END] and Welcome to the team! 😊