

FAQ (suppliers)

How do I join lingoowl?

We welcome all highly skilled and passionate language specialists. Creating an account is as easy as 1-2-3.

We do have some very strict requirements regarding your skills though.

What do I sign up to?

Creating a profile does not obligate you to anything. It's simply a professional profile where you display your skills.

From there it's entirely up to you if you bid on jobs.

What happens with my information?

All your information is stored on secure servers.

Sensitive information, such as payment details, are stored with the payment provider in compliance with the strictest security protocols.

Payment and company details are not required until we actually need it from you.

What does it cost to join?

Absolutely nothing. Not now, not ever!

Why am I forced to use a specific CAT tool?

We understand that you're likely to have a preferred tool.

However, to make the wheels of the lingoowl platform turn, we need to make sure that all file formats are compatible – allowing the use of various tools could disrupt this. And we really don't want that to happen!

But we promise we've made our best efforts to find a tool that's top notch. You'll find tutorials and more inside the platform.

How do I find relevant jobs?

Don't worry about it, they'll find you. We'll automatically notify you of all jobs that match your profile.

How do I bid on a job?

When you're invited to bid on a job, you'll get all relevant information.

Why can I only choose one native language?

Because we're committed to delivering on our promise to our customers – that they get great work done by native speakers.

We're aware that this is a limitation to those who actually have two – or even more – native languages. Please choose one and we promise to include you in all the jobs that match your skills.

Can I make changes once I have submitted my work?

Unfortunately, not. We're concerned this could cause confusion about versioning.

However, you can easily leave a message for the customer on a specific job, to sort out any misunderstandings.

Why do you decide the price of jobs?

That's to make the ordering process as smooth and fast as possible for our customers.

We've chosen to use the average rates from proz.com – we think that's a fair deal. And it also means you won't be thrown into bidding wars to win projects.

How am I chosen for a job?

That's really simple – you just have to be the best suited.

Based on AI, we'll pinpoint the best candidate based on the individual preferences of the customer.

Customers have the option to add you as a favourite – that will give you preferred status when placing a bid.

Do I have to create invoices for the work I've done?

Nope! We've automated the process, so you can spend your time doing what you do best. Just make sure your payment method is up-to-date and valid. We'll take care of the rest.

How do I get paid?

We simply transfer into your account once the project is completed. No invoices, no admin work, no hassle. Can it get any simpler?

What if one of my jobs get rejected?

Well, that's something you're likely to experience. Usually, it's a matter of minor misunderstandings.

Most disputes are sorted out with a few corrections and updates. If you can't agree with the customer, we'll step in to find a fair solution for everyone.

How am I rated?

That's something we've put a lot of effort into defining. We didn't want to use subjective reviews – simply because they're usually few in numbers and don't offer useful information.

So, we've come up with a set of data points that gives a more relevant comparison. Delivering on time, getting your work accepted and getting lots of experience on the lingoowl platform is generally a very good idea.

What if I didn't find the answer to all my questions?

Then you just reach out to us, we're here to help. It seems people don't really love those infinite phone switchboard loops after all – who could've known?! So instead, we suggest you catch us through our chat. That'll take you directly to the person who can help you solve your problem.

We're there all weekdays 9-17 CET and we respond as quickly as possible. If we're away, just leave us a message and we'll get back to you a.s.a.p.

Naturally, you're also welcome to drop us an e-mail.