



TRANSLATION PROJECT PLANNER

December 22, 2010

CUSTOMER: (Contact Person, Company, Billing Address, Phone Numbers, Email, etc.)	
Source Language & Dialect (Translating from:)	
Target Language(s) & Dialect(s) (Translating to:)	
Number of words & pages in document	
Topic or type of document:	
May we see the documents in order to provide a more accurate estimate?	
Do you need a "Certificate of Accuracy"? (notarized statement attesting to correct translation by a professional translator) How many certified copies do you need?	
What is the client's ideal timeline?	
List of Services Requested: (Full descriptions can be found on Pages 3 & 4):	Translation Editing Proofreading Quality Assurance Project Management
File format: We generally strive to make the translation appear as similar as possible to the original file. This <i>may</i> entail a certain amount of graphic design work, depending on how complex the layout is and what software is involved. Oregon Translation works with a broad range of formats, but MS Word is still the most common and easiest for translators. Certain other file types, particularly those with a lot of formatting or graphics, may entail specialized graphic design. In particular, describe how you would like for us to handle images with embedded text or captions or legends?	
File format(s) of original documents:	
What file format(s) for deliverables?	
Does your document contain images with embedded text, captions, or legends? If so, what was the original format of these? Do you wish for us to insert the translation into the original graphics?	
Special desktop publishing instructions:	
Describe the intended audience and/or the purpose of the translation? Dialect (e.g., Latin American Spanish vs. Castilian Spanish), reader's education level, internal memo vs. for-publication. Such information may help us write a translation that is customized best for your reader.	
Is there specific terminology we should use or avoid? Every company has its own internal nomenclature (job titles, departments, widgets). Many specialty industries use specialty jargon. We wish to synchronize our translations with the vocabulary you and your audience are accustomed to reading. To further improve consistency with existing documentation, do you have any useful reference materials we may consult? <ul style="list-style-type: none"> ▪ Have you written out any acronyms or abbreviations in the source document; • bilingual or monolingual glossaries unique to Client's company or industry; ▪ previous translations (please provide both languages, where possible); 	



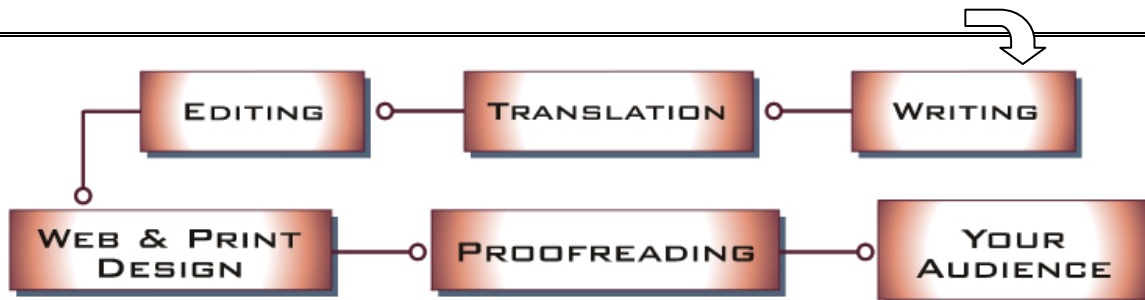
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<ul style="list-style-type: none">▪ bilingual or monolingual reference materials;▪ examples of similar writing styles that the Client prefers or rejects;▪ untranslatable terms (trademarks, proprietary names, company divisions, job titles);▪ preferred transliteration for names of people/companies going into/from non-Western languages? This last point can be vitally important for business cards and immigrations paperwork going to Asia, Russia, or the Middle East.	
<p>Do you have any other special instructions for us? Should we convert measurements (Metric v. Imperial) and currencies? Are there cultural issues about which we should be aware? Iconography and symbols? Legal concerns affecting translation?</p>	
<p>How did you learn about Oregon Translation?</p>	<p>Previous customer Friend Word of mouth Government office, which one: Professional association, which one: Search engine by searching for the phrase: Other, please describe:</p>



A TYPICAL PROJECT LIFE CYCLE & DESCRIPTIONS OF SERVICES



Oregon Translation aims to customize our service offering to suit your unique needs. Please check off the services you are requesting for your translation project:

- TRANSLATION:** The experienced translator renders an original document into a second language. To generate the best quality translations, the translator is a native speaker of the target language and fluent in the source language. The translator is custom selected for each project because of her background knowledge in the specific subject matter at hand.
- EDITING:** The fully bilingual editor revises the translation against the source document to compare the tenor and content of both languages and to adapt the writing style of the translation to suit normal patterns in the target language while maintaining the integrity of the original message. The editor also checks for missing words or phrases, mistranslations, and grammatical errors.
- DESKTOP PUBLISHING:** The dual purposes are to establish a high-quality, print- or Web- ready artwork for the customer and to give the translation the same polished look as the original files. This usually includes integrating the translation into the original design layout and re-formatting as necessary to accommodate the longer translated text and to update tables of contents or indices. Our graphic designers have formal training on using specialty graphics software like Adobe InDesign, Illustrator, Freehand, and Photoshop, as well as print pre-press and Web design.
- PROOFREADING:** The translation is reviewed once again – without reference to the source text, focusing particularly on grammar, typographical, and formatting issues. The proofreader discusses changes with the rest of the translation team and project manager until all are satisfied with the final document. It is particularly valuable to proofread a translation after it undergoes graphic design for publication in a print or Web layout to verify the proper use of fonts, hyphenation, capitalization and word placement in the target language.
- PROJECT MANAGEMENT:** The Project Manager is the single point of contact for a given project or Customer. The PM gathers requirements from Customer, custom-matches and schedules the translation team, instructs each team member on their role and duties, fields questions from Customer and translation team, assists with terminology research, and reviews the completed translation to check for completeness and compliance with special instructions.
- NOTARIZED CERTIFICATE OF ACCURACY:** A sworn statement, signed before a notary, in which the translator attests that the translation is true and accurate to the best of his/her information, knowledge, and belief. The Customer must provide the original, hardcopy document to be affixed to this certificate and the translation.
- ABSTRACTING (aka Summarizing):** A bilingual professional is reads documentation in one language and provides a summary or report in another language. Completely customizable service based on your specific project needs.
- THIRD-PARTY / IN-COUNTRY REVIEW:** A professional translator who was not involved in earlier stages of translation is asked to evaluate and revise the completed translation for quality or end-user suitability. This is called in-country review when performed by a reviewer operating in the target country. Completely customizable service based on your specific



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needs.

TERMINOLOGY MANAGEMENT: We can create a **termbase** or **translation memory** just for your company to ensure that your authors and our translators use consistent wording across multiple projects or multiple languages for all your documentation.

Termbase is a multilingual glossary of individual terms. This entails a collaborative process with the customer to research, define, and translate your proprietary, technical, or industry-specific terms to ensure consistency throughout all of your projects, as well as maintaining and updating an electronic database of these terms.

Translation memory is a database of translated whole sentences or segments. When similar sentences are found in future documents, the database suggests the pre-existing translation, which the human translator can then adapt to suit the new context.

AUDIOVISUAL SERVICES: Services to suit customers' needs related to transcribing and translating audio recordings or producing audiovisual media in a foreign language (voice over or subtitles).

A/V TRANSCRIPTION The transcriptionist listens to an audio or video recording and makes a written record of the conversation. The transcript is divided into logical segments of 1–3 minutes in length. Accurate start- and end-times for each segment are included within the transcript. Additional details such as visuals and sound effects may be included in the transcript as per customer's instructions. Transcript may be translated or used as subtitles.

A/V VOICE RECORDING: A spoken recording of the translated script is made using voice talent (Customer specifies gender, accent, and age range). The service includes voice talent, studio, sound engineer, and audio QA review by a native-speaker. We offer you a choice between recordings done by professional or non-professional voice talent. We recommend using professional voice talents and have a set of voice talents who have done many previous recordings for similar projects. Oregon Translation shall provide voice samples so the Customer can select her two favorite voices.

- | | | | |
|--|---------------------------------|---------------------------------------|-----------------------|
| <input type="checkbox"/> Timed or "synchronized" recording | <input type="checkbox"/> Mono | <input type="checkbox"/> Male voice | Age range_____ |
| <input type="checkbox"/> Untimed recording | <input type="checkbox"/> Stereo | <input type="checkbox"/> Female voice | MHz or bit rate _____ |

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A/V SYNCHRONIZATION: Linguist listens to the foreign language audio to identify and report the time stamps for the different segments vis-à-vis different frames of the video. This report is given to the Customer for A/V post-production work in Final Cut. Customer provides final video to Oregon Translation as an Adobe Flash format for a final QA pass to ensure that audio and visual elements are properly synchronized.

LOCALIZATION SERVICES: Services to suit customers' needs related to producing Web sites, software, or online training in a foreign language.

LOCALIZATION ENGINEERING: The dual purposes are to establish a high-quality Web- ready file for the customer and to give the translation the same polished look as the original files. This usually includes integrating the translation into the original HTML or XML template and reformatting to suit the longer translated language. Our Web engineers have formal training in both Web design and Web programming (esp. HTML, XML, CFM, PHP, and JavaScript).

LOCALIZATION QUALITY ASSURANCE: Quality assurance testing shall be performed by language professionals fluent in the locale's language and culture and with near perfect fluency in English. In order to adhere to industry standards for quality, all testing is performed by separate, technical localization professionals distinct from the translators



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involved in earlier stages of this project. Localization QA shall cover: a) correct display of non-Western fonts, encoding, and text direction; b) contextual and cultural suitability of the translation and imagery; c) cultural acceptance of colors, symbols, and gestures; d) synchronized timing between screen elements, display text, subtitles, and audio; e) proper display, placement, and word-wrapping of translated text; f) properly sized dialog boxes and buttons; g) no truncated or concatenated strings; h) data formatting: numerals, date, time, calendar, address, currency; i) a second pass to re-check bugs reported as a result of the first pass of testing.

INTERPRETING: Spoken services to assist during meetings between an English speaker and a speaker of a foreign language. These services are scheduled in advance and may be made available in-person or over the phone , depending on circumstances and language pair involved. **Check here if you require an interpreter who is certified** by the Oregon Judicial Department (Spanish, Russian, or Vietnamese only), by the State of Washington DSHS (Cambodian, Chinese-Cantonese, Chinese-Mandarin, Korean, Laotian, Russian, Spanish, and Vietnamese only), or who holds any other form certification (Specify: _____).

CONSECUTIVE MODE: The consecutive interpreter begins speaking only after the speaker has verbalized a set of sentences. The speaker stops every 1-2 minutes (usually at the end of every "paragraph" or complete thought). The interpreter then steps in to render what was said into the target language. Consecutive interpreters work in pairs for sessions lasting 4 four or more hours. This form of interpreting is used most often for person-to-person communication, during which the interpreter is positioned near both parties.

SIMULTANEOUS MODE: The simultaneous interpreter listens to the beginning of the speaker's statement and starts conveying a sentence while the speaker continues talking. Therefore, the interpreter must simultaneously speak Sentence 1 and listen and comprehend Sentence 2. Because this work requires a high degree of concentration, simultaneous interpreters work in pairs, with each interpreting for 20- to 30-minute periods. Simultaneous interpreters often use specialized transmitter/receiver equipment. This type of interpreting is required at international conferences and is sometimes used in the courts.

SIGHT TRANSLATION: Sight translation is really a cross-over between the written role of a translator and the oral role of an interpreter. The input is visual (the written word) rather than oral (the spoken word), but the interpreter still has to process a thought in the source language and speak aloud the target language version of that thought, while simultaneously processing the next source language thought.