

Translation – FAQ

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The term 'translation' in this FAQ means, a 'written communication' in a second language having the same meaning as the written communication in a first language. For queries on games, software or website localization and consecutive or simultaneous interpreting projects or other language services please contact info@allingus.com

Q1. Is there a standard procedure before ordering a translation project from allingus?

A1. Yes! Our clients first define their needs and request a quotation. Then we quickly analyze the nature of the project and submit a proposal. Negotiate, if necessary. In affirmative case; our clients send the Final Purchase Order; provide us with available contemporary, online reference resources, translation memories; assign a responsible contact for the project. This process takes usually less than half a day. Then the translation begins.

Q2. Which types of document does allingus process and can you keep the original format of my document during translation?

A2. We have a large software library for text and graphic editing in PC environment. So, unless otherwise requested by our client, we produce a mirror-copy of the source content in target document. Image files such as scanned documents are converted to editable text format.

Q3. How does allingus ensure privacy of my documents?

A3. We treat every information from our clients as confidential. Unless it is required by law to communicate such information, all of our staff are required to sign a legally binding non-disclosure and confidentiality agreement with us for privacy of your information. There has never been an incident of misuse yet we can still sign a confidentiality agreement with you.

Q4. Is allingus familiar with translation memory tools and do you offer discounts?

A4. Yes! Our expert staff are constantly following the latest developments in translation technologies and we have been operating with TM tools since 2001. We are experienced in Trados, Transit-TermStar, Alchemy Catalyst, Visual Localize. Yes, we offer reasonable discounts! Please see 2006 Standard Rates Table for details.

Q5. How many pages can allingus translate a day?

A5. For each and every one of our clients, our daily translation capacity is 4000 words / 25 pages.

Q6. How does allingus set its rates for translation services?

A6. Our rates are based on word count in source document and vary depending on specific nature of projects such as required language combination, subject matter, volume, staff, delivery deadline, software, etc.

Q7. Does allingus also charge for small translation requests?

A7. No! - when its less than 100 words, we provide free translation services. Our clients are always welcome to consult our staff in our forum free of charge.

Q8. Does allingus give 'online-human-translation' services?

A8. Yes! We are available at Skype and provide instant messaging translations. However, this service is limited between TURKISH and some major IE & Altaic languages only. Please feel free to add allingus to your Skype contacts list.

Q9. How can I transfer very large sized documents to allingus?

A9. We have the option to create new FTP accounts with unlimited quota in our own servers. Our clients can upload source files and download their translated target versions from these servers securely. For a better transfer performance we recommend you to use WS_FTP or CUTE FTP programs.

Q10. Does allingus do partial deliveries?

A10. Yes! Although we do not recommend this practice for every project, we are flexible to partial deliveries, when required! We prepare a draft schedule and offer it to our client for review. However, once agreed and started, this cannot be changed or altered.

Q11. Does allingus provide affidavit or certified translation?

A11. Yes! We are registered provider of several regional public notaries in Turkey and also some courts of justice in EU and USA. Please request information for your specific needs.

Q12. Does allingus collaborate with other translation agencies?

A12. Yes! We have been effectively collaborating with and subcontracting projects of colleague agencies from Belgium, England, France, Germany, Italy, Luxembourg, Austria, Holland, Finland and USA in scope of a wide variety of fields from mobile information technologies, energy, environment, transport, agriculture, textiles, military weapons, law, medical devices, petroleum and oil products, etc. since 2001.

Q13. Can allingus provide interpreters outside of Antalya or Istanbul?

A13. Yes! allingus is the largest network of Turkish language specialists from around the globe. We have registered interpreters in most of the major North American, European and Asian cities as well as in Australia. Please check for the availability at least -5- days earlier.

Q14. How do I pay for the service?

A14. allingus can accept payments in cash via bank wire transfer or Paypal.