

Quality Check & Payment Guarantee Policies

(v6.0 Updated Oct/28/2023)

To be eligible for the payment guarantee, a minimum of 10 credits of proofreading work must be completed in a week. This allowance scheme is reserved for dedicated full-time and part-time staff.

Our primary goal is to ensure the quality of transcriptions. To achieve this, we have implemented an automated and manual quality checking system. **The automated system inserts, deletes, and modifies certain words in the transcription automatically.** Our proofreaders' main responsibility is to thoroughly check every second of the audio and ensure that the transcription remains accurate and faithful to the audio.

Here are some of the things you should take note of:

1. Make sure that the document **makes sense**, and the right words are used.

Right: "Please take a U-turn at the next intersection." (Correct!)

Wrong: "Please take a you turn at the next intersection" (Improper word use)

2. Ensure that there are **no missing sentences** or **essential words**.

Audio: "I have two dogs. One is named "Benji," and the other one is named "Bailey." I love them so much!" (Correct!)

Transcription: "I have two dogs. I love them so much!" (Missing sentence)

3. Make sure **punctuations are correct**.

Right: "I love you, Sir Marco." (Correct!)

Wrong: "I love, you, Sir Marco." (Improper punctuation)

4. Spell check. Make sure that all **spelling is correct**.

Right: "The result of the immunology tests was given yesterday." (Correct)

Wrong: "The result of the imunolofy tests was given yesterfay." (Misspelt Words)

PRO TIP: Listen to every second of the audio carefully. Make necessary corrections to every mistake you can find! We suggest you download [Grammarly](#) to help you with proofreading, however **NEVER** change or add words that are not spoken.

**"I have reviewed my work twice, but
the system still rejects it!"**

We understand that making mistakes is a natural part of the learning process, and that everyone has room for improvement. To support your ongoing growth and development, we have implemented a system that allows for up to **25%** of the transcriptions to be revised. These metrics are reset on a weekly basis (Monday to Sunday, US EST).

We encourage you to approach the review process as an opportunity to enhance the accuracy of your work and to continually improve your proofreading skills. Don't be afraid to take advantage of this system, as it will help you to produce even better results in the future. It helps to take a short break and go back to it.

BIG DATA:

FACT: 87.2% of the files PASS Quality Check the first time.

Allowance (Payment Guarantee)

Please take note of the following payment guarantee guidelines:

- **Files returned by AI:** If you remove at least 80% of the AI generated mistakes, we will guarantee you **80%** of the payment.
- **Files returned by the Evaluation Team:** We will guarantee you **80% of the payment**.

Please note, the allowance payments will **not** reflect on your online reporting and will be manually added to your weekly payroll. You will receive a weekly email for the allowance earned.

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