oneword.

Guidelines for Working Together with oneword

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1. Assigning Jobs

- **How does oneword assign jobs, and to whom?**

  When we assign a job, it is always to only one translator per language. We then wait until that translator confirms that they can accept the job. If they inform us that they are unable to take on the job, we then ask another translator to do so. Of course, if a job is extremely urgent, we can't wait very long for a response. The e-mail about the job will include a note about this. If another translator is unable to do the job, we then cancel it. We usually assume that a job has been declined if we don't hear back from the translator within 24 hours.
  A job always has a PO (project order) and the project's name and number in the e-mail Subject line.

- **When is a job regarded as confirmed?**

  At oneword, a job is regarded as confirmed when the translator informs the project manager that they accept the job (with a PO), either verbally or in writing. The project manager does not usually follow this up with an additional confirmation. We try to keep our processes as streamlined as possible, and avoid unnecessary mail traffic. For this reason, we hope you'll understand if you don't get a second confirmation from us. We've used this system for a number of years now, and it's proven itself to be the best approach, in practice.

- **What time zone are the times given in?**

  The times in our POs are always in "CET". This stands for "Central European Time". CET also takes summer time and winter time into account. In other words: our delivery times are **always** in German time.

- **What about collective enquiries, asking multiple translators if they can take on a job?**

  In general, we try not to use collective enquiries. Despite that, we may sometimes need to do this as an emergency solution for extremely urgent projects. We send these types of enquiries without a PO, and they are always clearly marked as an "Enquiry". We might also attach the original file to the e-mail, so translators can read it. We don't send out the PO and the translation project to a translator until they confirm they can do the job. (So please don't start translating the source file without a TMS (translation memory system).)

- **What happens if I can't do the translation by the requested deadline?**

  If you can't do the job by the given deadline, it's always helpful if you can give us an alternative delivery date, or let us know when you're free to do the work. This means we can decide whether the alternative delivery date is suitable, or whether we need to ask another translator to do the work, to ensure no time is lost.
  We can then enter the information about your availability in our database, so that all the PMs (project managers) know what's going on.

- **What do I do if I can't meet the deadline I confirmed for a job?**

  No one can predict the future, and it does sometimes happen that, for reasons of illness, technical problems, or simply because the job needs more time, you can't deliver it by the agreed deadline. In this case, please inform the responsible PM (project manager) as soon as you can, so that they have enough time to react and take any additional steps that are necessary.

- **Who assigns the jobs? How are project management tasks split up?**

  At oneword, the project management team does everything themselves: preparing and post-processing the files (except for DTP work), scheduling the project, communicating with customers, translators and the DTP team, and performing the final quality assurance checks. Every customer has their own dedicated PM at oneword, and also usually, a fixed deputy PM. Customers who require a large number of translations sometimes have two main PMs who handle their jobs.

- **What are "customer-specific instructions", and where do I find them?**

  "Customer-specific instructions" come either directly from the customer or are instructions that are relevant to customer-specific projects. These are usually translation guidelines or style templates. Some customers also have their own style guide. Either the PMs will include these instructions in the e-mail they send you (especially if project-specific instructions are involved) or you will find them in the PO, particularly if these are more general instructions that always have to be taken into account. The PO can also include a range of different access data (for FTP transfers, access to an online terminology database, etc.).

- **How do I return the translation to oneword?**

  You should always return the translation by e-mail, or at least send us an e-mail about it (for example, if you are returning the translation in Across or by FTP). The most effective method is to simply include it in the e-mail exchange about that particular project. Always return your translation to the PM who is responsible for the job.
  If possible, don't change the e-mail's subject line.
  Studio return packages must always have the relevant language code (just add it after the file name, e.g."Project name_EN", "Project name_FR"). This is important if the project involves a number of languages, because it's all too easy to overwrite a file.
  Please don't change the e-mail's subject line, because we need this to be able to assign the project correctly.

2. Queries

- **When should I send my queries?**

  We are always happy to receive any queries you have about a job, and you can send them in at any time before the deadline. Please gather your queries together and send them to us in good time (at least 1 day before the deadline if possible). If you don't send us your queries until you actually deliver the job, we often won't have enough time to ask the client about them, and then send their responses back to you to be included in your project.

- **How should I send my queries?**

  Use our feedback form to send us your queries. Every PO we send has a download link to this file.

- **Can I make comments in the translation tool I use, and how do I do that?**

  Yes, you can use the functions in translation memory systems to make comments. However, you should only make comments that provide information (for the reviser, PM or customer). If you have queries about the translation itself, please follow the steps described above. When you return your translation, let us know if you've made comments directly in your translation tool: this means we won't miss them, and also prevents us sending out the translations together with the comments to our customers, although this might be useful in some cases.

3. Revision

- **What does "revision" actually mean, and what do I need to do?**

  Revision means checking a translated text again, to ensure it is correct and fit for purpose. This includes: checking the grammar and spelling, comparing the source text with the target text and ensuring that the terminology is consistent and that the language register and style of the translation are appropriate. The standard QA checks are also required (refer to the "Quality Assurance" section), as are checking that you have complied with the customer- and project-specific instructions, style guides etc.

  Unless otherwise specified in the customer-specific instructions or the project-specific instructions sent by the project manager, you must check pretranslated matches for formal consistency and correctness, and check their contents. Please inform us without delay if you find any discrepancies, or make trackable changes to identify them (see below). Finally, evaluate the translation in our feedback form and send it back to us, along with the corrected translation.

- **How should I send my corrections or integrate them in the text?**

  You should always make your corrections directly in the translation, using your translation tool.

  Trados Studio: use the “Track Changes" function to mark your corrections directly in the text. This allows the PM or, if necessary, the translator, to decide which corrections will be accepted. Please only make comments in case of doubt. Then send us the Studio return package with the tracked changes. Do not accept the changes before this stage.

  Across: make all your corrections directly in the translation. However, please tell your PM if you have to change 100 %-matches. You should only make comments here in case of doubt. Then return the translation via Across (our preferred method) or by e-mail as a CRU file.

- **What is the feedback form?**

  We use the feedback form to evaluate and document the quality of our translation partners. You must always send this form when you supply a revision (in accordance with the requirements of ISO 17100). It includes a number of important criteria which must be evaluated, and an overall score. We then save this overall score in the associated project. There is also room on the form for you to add your own comments if you want to give more detailed reasons for your comments or corrections. On the second page, you will find an explanation of how to assess the severity of the errors.
  Every PO for a revision job has a download link to the feedback form.
  Please add the relevant language code to the file before sending it back to us.

- **What happens if I can't finish the job on time? Or if I simply stop after the specified deadline?**

  Usually, your PM will give you a specific deadline or time period for a revision job. This is calculated on the basis of the volume of text involved and our experience. However, it can happen that you simply don't have enough time to complete the job, either because the quality of the translation is poor or because the text is extremely complex. Please contact your PM as soon as you realise that the amount of time assigned to you won't be sufficient, or if the quality of the translation is simply unacceptable. Your PM can then decide how to proceed (budget, time, second round of corrections by the translator). Please don't just decide to take longer over the job. If you do, we can't guarantee we will be able to pay you for the extra hours of work.
  In contrast, if you finish the revision in less time than originally allocated by the PM (i.e. the job goes quicker than expected), we would really appreciate it if you could let us know.

4. Quality Assurance

- **What does "quality assurance" (QA) actually mean, and what do I need to do?**

  Quality assurance is always mandatory, no matter whether you're working on a translation or revising a text. Your PO will always include this requirement.
  For us, at oneword, quality assurance means performing all the formal checks available to you in your translation tool.

  Trados Studio: in this case, quality assurance involves two separate steps: checking the spelling (F7) and then "verifying" the translation (F8). The verification process generates messages for each category of check. You need to work through this list, message by message (even if there are a lot of them). The verification checks formal criteria such as numbers, punctuation, blank segments, inconsistent segments, terminology, etc.

  Across: in this case, go to the Quality management ("ABC") tab in the open task in crossView, right-click on the file name (right at the top) and then click on "Check Now". This process checks all the categories that were predefined by the customer.
  As in Trados Studio, you need to work through all the messages here. Note: remember to ignore errors for mandatory criteria (right-click -> Ignore), otherwise you won't be able to close the task. Please enter this text in the comment field: "Mandatory criterion ignored. Not an error."

5. Terminology/Online Terminology Databases

- **What is a terminology database, and what do I need to look out for when working with terminology databases?**

  A terminology database contains a customer's company- and subject-specific terminology. We usually work closely together with the customer to create this database.

  Studio: In Studio, you can see the embedded terminology database (MultiTerm, but called "Termbase" in Studio) in the Editor. There are two different windows:
  1. Term Recognition: Terms that occur in the source text and are already stored in the database are identified and the appropriate translation is displayed.
  2. Termbase Search: This is where you can search for specific terms. It may be useful to use * in your search term so that you can find terms that have the same stem (for example: tab* -> tab, table, tablet, etc.).
  The hitlist settings in MultiTerm are important when you are working with a termbase. In these settings, you specify which additional information is displayed about a term (for example, Usage, Source). All our termbases include additional fields that provide information about the term. To display the hitlist settings, click on the icon with the grey folder tree in the "Term Recognition" window.
  For some of our customers, a server termbase is embedded in the Studio project. More information about this is given below.

  Across: The customer (often working together with oneword) maintains the terminology that is stored in crossTerm. crossTerm usually opens as a window. Terms stored here are identified in the segment and the required translation is displayed in crossTerm. All the extra information is stored as a mouse-over text. The icons to the right of the terms (green tick, red cross) show whether the term is permitted or forbidden. You can now double-click on the source term to open the entry in crossTerm (displayed in a separate window), so you can see the additional information, for example, graphics. Then simply double-click on the required target language term to insert it directly into the text.

- **How do you check that the correct terminology is being used?**

  Checking the terminology is part of the automatic quality assurance process in all the CAT tools we use at oneword. These checks are performed by the translator and the reviser, and then during the final quality assurance by oneword. Incorrectly used terminology is highlighted (for example, crossTerm check in Across, terminology verification in Trados Studio). The important thing here is that some of the entries in our databases include synonyms, which are defined as permitted or forbidden in a specific field (e.g. "Usage"). If a number of different terms are displayed for a single German term, it is important that you take the additional information into account (for more information see **Hitlist settings** or Icons in Across above).

- **What is an online terminology database, and what do I need to look out for when working with online terminology databases?**

  An online terminology database is a server-based terminology database. At oneword, this is based on SDL's MultiTerm. "Online termbases", as they are known in Studio, are created in the same way as local termbases, but show changes in real time. This means the translator and the customer can always access the most recent version of the database, and any changes are immediately visible to everyone. This is why we also use online termbases for large-scale projects involving several translators, so that we can guarantee the consistency of the terminology.
  However, the important thing for translators to remember is that they must log onto the online termbase when they open the project in Trados Studio. You will find the access data in your job text or in the PO. If you have any questions, the PM responsible for the job will be happy to help. You must ensure that the online termbase is correctly embedded, so that you can use the term recognition functions.

- **Where do I find the access data, and what rights do I have for the online termbase?**

  The access data is usually provided in your job text or in the PO (at the start of the "Customer-specific working instructions").
  Translators usually only have the right to read the termbase, i.e. you can't add any new terms to it. In some databases, translators also have the right to enter terms in their language, so that new terms can be added at any time. In these situations, the PM who assigns the job will also allocate you the tasks and the workflow for doing so when they send you the project.

- **Can I create entries myself?**

  In some cases, translators are given the right to add entries to the online termbase for the project they are working on (see above). However, you can't add entries to the database if you are using local MultiTerm databases or crossTerm.

- **Should I suggest terminology or changes? How do I tell oneword about these?**

  Please let us know if you have any suggestions about changes to a customer's existing terminology, or if you want to add terms to a database. We view every terminology database as a "work in progress", which can be extended and improved at any time to make it easier to produce future translations, and make them more uniform.
  You can send in your suggestions either when you deliver the translation, as comments in the e-mail, or gather them together in an Excel spreadsheet and send them to us. Depending on the workflow, the PM will then have these suggestions approved by the customer and enter them in the database.
  Some customers actively engage in adding to terminology, and encourage us to suggest new terms for every project. In these cases, we will either send you a separate terminology job along with the translation job, or the PM responsible for the job will ask you to make terminology suggestions.

6. Transferring Data

- **How do I send you big files or Studio packages?**

  It sometimes happens that you'll need to deliver really big files which can't simply be attached to an e-mail. In these cases, simply use our FTP server to send them. If you don't already have an FTP folder, or if you can't find the projects folder for the particular customer, just ask your PM for the relevant access data. But please remember to tell your PM when you upload a file to the FTP server. We don't automatically get a message about an upload.
  If you have your own FTP server, you can also use it to deliver files, and send us the access data. However, please don't use online platforms such as "wetransfer".

- **Does oneword also use FTP servers?**

  Yes, we do. Each job has a personal folder for the translator or folders to which the projects from a specific customer are assigned. The access data is usually provided in your job text or in the PO (at the start of the "Customer-specific working instructions"). Each of the folders is subdivided into "to_oneword" (deliveries from the translator to oneword) and "from_oneword" (files for the translator). You can also use these folders to deliver translations, as described above. But please remember to tell your PM when you upload a file to the FTP server. We don't automatically get a message about an upload.
  Please add the relevant language code to each of the Studio return packages (just attach it at the end). This is important if the project involves a number of languages, because it's all too easy to overwrite a file.

- **How do I access an FTP folder?**

  The access data is usually provided in your job text or in the PO (at the start of the "Customer-specific working instructions").
  You can then access it via a browser or an FTP client. The difference is that you need to enter the server address in a slightly different way: ftp://oneword.softwarezentrum.de (browser) or oneword.softwarezentrum.de (FTP client).
  Please note that you can only upload files using an FTP client (e.g. FileZilla).

7. Glossary

CET	Central European Time
div	Means "different languages": used at the end of Studio package names in projects where the source language is being translated into multiple target languages
FTP	An FTP server is a server that is designed for data exchange
PM	Project Manager
PO	Project order. Contains all the important information you need for a job.
QA	Quality assurance
Revision	Means the checking and correction of a translation in accordance with the guidelines in ISO 17100