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## General instructions for sending material for quotation or production to Confluent Translations, LLC

### For quotation and production:

1. Your complete contact information, including department - include names of contacts for technical questions, production questions, or billing if it will be different than the person sending the request for quote or production.
2. We need to know what you can provide for us to work from, for both the quote and the actual job:
  - ~ Hard copy only
  - ~ Electronic files - what kind of platform (PC, MAC), and Software (QuarkXpress, InDesign, FrameMaker, Word, etc.)
  - ~ Confluent receives all fonts and graphics to be used
  - ~ PDF only
3. Source Language and Target Language(s)
4. Target Countries - Confluent needs this to make sure we are translating the correct target language. For example, many people assume Dutch is used in Belgium, but it is actually Flemish, and depending on the exact location in Belgium, you may need French. Confluent also needs to make sure we are translating the correction version of a particular language, such as Traditional or Simplified Chinese, or Spanish for use in Mexico, Spain, or Latin America.
5. Next Confluent needs to know in as much detail as possible, what you, or your client, would like back as final deliverable and the type of service(s) required:
  - ~ translation and editing only
  - ~ desktop publishing and proofreading
    - ~ Will the same exact graphics be used as in the English and can they be provided electronically.
    - ~ Will the client be updating or replacing any graphics, such as a new logo or new symbols.
    - ~ If adding graphics that were not part of the source, Confluent will need instructions on the exact placement of those graphics.
    - ~ Will any graphics need to be localized (any screen shots of translated software, or photo of translated labeling). If so, who will replace them - Confluent or client?
    - ~ Does the translated material need to remain page-for-page, and if we are allowed to reduce line spacing and point sizes, or if all font sizes remain the same and text can flow on to additional pages and layout adjusted accordingly.



- ~ design
  - ~ complete specifications required
  - ~ sample
  - ~ final size - font requirements or restrictions
  - ~ folded size and how it will be folded
  - ~ the software Confluent is to use to create the piece
  - ~ final production
  - ~ single language
    - ~ new product code or language codes
  - ~ multilingual, if so, how many languages
    - ~ specific order of the languages, convention for labeling where each language starts
  - ~ common text that would not get translated or remain on cover or back page
  - ~ approval process
  - ~ printer requirements
- ~ proofreading desktop publishing done by client
- ~ video or DVDs
- ~ interpreting
- ~ websites
- ~ software localization
- ~ narration

Are there specific internal delivery dates you require the material that Confluent needs to be made aware of that might influence how we structure the project, and if rush charges will need to be applied.

If the final source material is not yet available, when will it be, and will that affect the delivery date or Confluent turnaround.

Will there be any localization of the product that will affect the final English for translation. (Will the new IC affect any sterilization requirements due to the differences in weight or size, will voltage or amps change for specific in-country use of the equipment?)

**For production:**

1. Confluent has the proper signature on quote and / or PO if required prior to starting the project.
2. Any information or questions left unanswered from above list need addressed (For example, you may know you only need one version of Spanish, but are not sure for which country.)
3. Final files for translation production only. (For example, if we quoted on a PDF while we were waiting on location of Word files or receipt of PPT files, we would need those files at the time of production.)



4. Will the client have a qualified Language Advisor for Technical Terminology to review any part of the translation? Confluent will provide the proper instructions to be sent with the preliminary Word file of the translations along with the original source text. If the translation is reviewed at the proper time and according to our instructions, there are no additional charges.
5. Instruction on text for translation
  - ~ Is reference material available?
  - ~ Product names that would not get translated.
  - ~ Instruction on English and Metric measurements - client will convert, if not already done so, or is Confluent to convert, remove or leave in the English, change order the text order if English and metric are requested (For example, if the English has English measurements listed first, then metric in parentheses, Confluent will list the metric first and English measurements in parentheses in the translated version).
  - ~ Meaning of abbreviations and any acronyms.
  - ~ Removal of 800 phone numbers or replace them with numbers that can be dialed internationally.
  - ~ If the software or screen shots will remain in English, how translator should handle their reference in the text.
6. Receipt of all desktop publishing files, graphics and fonts
  - ~ Replacement graphics clearly indicated.
  - ~ File naming conventions that the client may prefer
  - ~ Screen shots of translated software or photo of translated labeling
7. If there will be an internal review of the desktop publishing for the foreign language versions and what that approval process will be? Please note that any changes made to the original design or text for translation will incur additional costs to implement at this final proofreading stage.
8. Change requests are clearly indicated and full instructions provided. Changes may incur additional charges. Confluent would need to know 1.) If the client requests a quote for the additional work, or 2.) If we just invoice as necessary at the end of the job with the additional costs itemized. If the client requires a quotation, we need to know if we are to put a hold on the job until approval is given, or continue with production.

