Translation Process

1 Translation request - via Email, APT HUB or Phone

- Please include: Service Required; Translation, Interpreting, Proofreading, etc
- Language(s) required
- The document(s) you need
- Desired delivery

2 Check In & Scoping

- We check in your work by assigning a unique number on our CRM
- Our tech team scopes your work - aligning text to your Translation Memory, checking layout needs and ensuring all text is captured
- Clarification questions may be asked

3 Pricing & Delivery

- Accurate pricing is submitted
- Estimated delivery is provided with the quotation

4 Instruction to Proceed

- We will require an instruction to proceed
- On instruction, it is essential we receive: PO (if required), Name & Address to be billed, method of invoicing

5 Your Project Starts

- Your work is underway and our projects team contacts you regarding delivery
- During the project you may be asked questions

6 Delivery of Work

- Your work is delivered on or before the expected delivery
- Any feedback on the translation is gratefully received where we will update the document(s) and our translation memory

7 Archive

- All work is archived for 1-year for future reference

8 Invoicing

- An invoice is submitted

Get in Touch

There are several ways you can reach us, for either a discussion or for a quotation:

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