

# Flying Fingers

## Transcription Services

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## POLICIES and PROCEDURES

In order to provide our clients with superior service we've outlined our policies and procedures for you. If there is anything here you have questions or concerns about we will be happy to discuss them with you.

### PROJECT REQUEST FORMS

Our standard **Project Request Form** is required for each order. This form details specific information needed to complete your order. We suggest you either fax the request form prior to sending your tapes or simply attach it to your order. By filling out your company information and making photocopies for yourself you'll save time on future projects. Keep in mind, unannounced tapes cannot be guaranteed. You must schedule your order by phone, fax or email to guarantee your turnaround time.

### TURN AROUND TIME

Our standard turn-around time for orders received between the hours of 9am - 3pm, Monday through Thursday is 24-48 hours. (*This is not a guarantee on all projects*). Work received after 3pm cannot be guaranteed on a 24-48 hour turnaround, however if you call ahead of time we will try to accommodate you. Work received by 3pm on Friday will be completed by Monday. In times of high volume our workload is based on a first in/first out basis [*Except for rush jobs*].

### RUSH SERVICES

Rush services are available, however they require advanced notice. We try and accommodate all our clients but cannot guarantee rush services will be available at all times, due to high volume and workloads.

### RUSH FEES

- Any turnaround required in less than 24 hours . . . . . 50%
- Any turnaround required in less than 12 hours . . . . . 100%
- Tapes needed during holidays . . . . . 100%
- Special arrangements can be made for rush projects where transcribers are reserved ahead of time for a rapid turnaround. **24-hour notice of cancellation** is required. If a 24-hour cancellation is not made, you will be charged a minimum fee of \$50.00 per tape plus rush charges.

### UNSCHEDULED ORDERS. NIGHT AND WEEKEND DROP OFFS

We make every effort to provide our clients with quick and accurate transcripts. Unfortunately, when orders arrive without notice, in the evenings or weekends especially, it becomes difficult for us to schedule your job within your ideal timeframe. It is always best to call, email, or fax your work order form, so we know your job is coming and we can make room in our schedule for you.

### TRANSCRIPTION RATES

You will find that not all transcription companies charge by the same method. In our years of experience we've found the "per page rate" is much simpler and fairer for standard one-on-one interviews. This makes partial tapes, transcripts needing in and out codes and verbatim questions easier to calculate. For reality-TV shows we charge hourly because these tapes require more time to complete and produce a high volume of pages for the client. Based on the complexity of the script a flat rate is charged for as broadcast/continuity/dialogue list scripts.

### QUALITY STANDARDS for tape and digital recordings

#### **Our standard price is based on the following:**

- Source must contain clear, professionally recorded audio.
- Recording must be standard, professionally miked, one-on-one studio interviews.
- Interviewees must not have heavy foreign accents.
- All sources must be marked clearly.
- If only certain portions are to be transcribed, time-coded sections must be listed.

#### **Various surcharges may be assessed on the following:**

- Poor audio quality
- Multiple concurrent interviewees
- Heavy accents
- Non-studio or poorly miked interviews – field or otherwise
- Focus groups, panel discussions, lectures, etc.
- Micro-cassettes and telephone interviews
- Any scanning because portions are blank or because portions contain non-interview or are unintelligible.

If we find your source has problems such as the ones describe above, we will notify you immediately of any additional charges before we proceed with your project. If you are not available, we will suspend your job until we can speak with you.

### TRANSCRIPTION ACCURACY

Having been in the transcription business for over 10 years, we take pride in our reputation for providing accurately produced, on-time transcripts. However, on a "single pass" transcription we cannot guarantee absolute error-free accuracy. You may request our **Accuracy Plus+** service where we will go through your tape a second time to clean up any errors.

### FLYING FINGERS SATISFACTION POLICY

***Should you be dissatisfied with any transcription job, please inform our office within 72-hours and we will immediately redo any work not meeting our high standards.***

### SPECIAL FEES

- Extra disks \$2.00 per disk
- Faxing \$.50 per page
- Scanning rate: \$30 per hour
- Minimum charge for any order \$25
- Modification of our general transcription format: \$150 - 300 set-up fee, depending on complexity.
- Extra Transcript Copies \$.50 per page.

### FREE SERVICES

- E-mail (multiple addresses)
- Complimentary 3.5 Disk
- Archiving of your transcripts, un-archiving and resending old transcripts.
- Video/CD/DVD to audio dubs
- Weekend Email service

### CANCELLATION FEES

Any order cancelled after you have dropped off or emailed your source may be subject to a cancellation fee. This will include a \$50 per 30 minutes charge plus additional rush fees.

### BILLING

#### **Billing Clients**

All billing clients are placed on a net 15 cycle (unless otherwise established). Billing clients must complete a credit application. Even if you provide your own form our application must be signed and returned before we can begin work on your project.

#### **COD**

Transcripts are delivered to the client once we receive payment. To expedite your job a 50% deposit can be made.

#### **PayPal**

Clients wishing to use this service simply log onto [www.paypal.com](http://www.paypal.com) and make their electronic check or credit card payment to [flyingfingers@sbcglobal.net](mailto:flyingfingers@sbcglobal.net).

We try to be flexible in our terms and billing cycle, however at times it might become necessary to impose the following penalties:

- A \$25 fee will be charged for bounced checks (at which time cash or money order is required)
- A 1.5% monthly late fee will be assessed for any overdue invoices -- without exception.
- The person placing the order is ultimately responsible for non-payment and collection fees – without exception.

# Flying Fingers Transcription Services

## Client Agreement Form

I have read the policies and procedures for Flying Fingers Transcription Services. By my signature below, I understand and agree to all the terms and policies. Specifically I agree to the following basic terms:

### I Agree That All Prices Are Based On The Following:

- \*Source must contain clear, professionally recorded audio.
- \*Recordings must be a standard, professionally miked, one-on-one interview.
- \*Interviewees must not have heavy foreign accents.
- \*All sources must be clearly labeled and numbered.
- \*If only certain portions are to be transcribed, time-code ranges must be listed clearly and accurately.

### I Agree That Surcharges May Be Accessed On The Following:

- \*Poor audio quality.
- \*Heavy accents.
- \*Non-studio or poorly miked interviews.
- \*Focus groups, panel discussions, lectures, etc.
- \*Most micro cassettes and telephone conversations.
- \*Reality footage - walk and talks - places where scanning is required.
- \*Having to scan source for any other reason such as mislabeling, blank portions of tape, or non-interview, unintelligible audio.

### I Agree That Rush Surcharges Apply Under The Following:

- \*Any turnaround required in less than 24 hours . . . . 50%
- \*Any turnaround required in less than 12 hours . . . . 100%
- \*Any turnaround required during holidays . . . . .100%
- \* Special arrangements for rush projects where transcribers are reserved ahead of time for a rapid turnaround. **24-hour notice of cancellation** is required. If a 24-hour cancellation is not made, you will be charged a minimum fee of \$50.00 per tape promised plus additional rush charges.

### I Agree To The Following Billing Terms:

- \*A \$25 fee will be charged for bounced checks (at which time a money order is required).
- \*A 1.5% monthly late fee will be assessed to any overdue invoices -- without exception.
- \*The person placing the order is ultimately responsible for non-payment and collection of fees -- without exception.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Company

\_\_\_\_\_  
Date

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