

Our Due Date Policy

Saturday, 13 January 2007

Our Due Date Policy Finding an African language expert is like finding an "Antique". It requires patient, time, energy and you need to know what you are looking for. We've spend several years looking for the best of the best African language professionals but the search is still continues, we are not even half way. When you call us you need to have these four things in your mind. Patient, Time, Energy ready to learn a new experience . We would like to deliver your product on time when everything goes well, most of the time it does, but sometimes some of the African language experts are hard to find with in a split of seconds and that will be a problem. So do not over promise to your client/s about the due date without talking to us.

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Due DateFor any project the minimum amount of time for a due date is One Week. Since there is a high scarcity of African language professionals and software tools in we are not grantee to complete any project on the due date specified on any contract. But we will try our best to meet the dead line. If every thing goes as planned we will deliver the project before the due date.

Experience: We know most of our callers are project managers, educators, researchers, students, lawyers, doctors, engineers, historians and so on. We respect and admire the diversity of experiences we are seeing from our clients. That is our driving force. But we also saw several of our clients are new to the language/s, the culture, the county, the people and the writing system and other important things associated to the project they are requesting. Most of our clients are ready to learn new things. They are cooperative, understanding, and easy to communicate. But in the contrary, we found few clients who bring their other experience and this new experience and trying to force the new experience to blend in with their old experience. That is a danger thing to do! Our advice is, take your experience as "New Experience" and treat it is new. That means do not expect to deliver a one page translation letter in one day because you have been doing this for the last 25 years for Spanish or French and you want to repeat the same thing for African languages. It may work for some African languages but not all so be ready for the new due date. Here is our policy of our due date For any kind of project weather it a one line translation of transcribing a 5 hr audio tape our minimum due date is one week. We prefer to work with people who can understand the situation and not to compare the African languages with other popular languages. In African languages there are few experts and we are trying our best to create a network. Still there is a big gap to fill. So if you can not understand this please do not call us. We can not give you an exact date when the project will be 100% completed , but we can give you an estimate. Since we have very limited choices in some of the language experts, the project due date is depending on how fast the translator/s work/s on the given project. We stress the importance of the project to our translators but sometime if they have unexpected emergencies, holidays, family problems, cultural issues we respect all their problems too. We understand that we are dealing with a different set of "working culture" where most of our clients accustomed to. For example for some African cultures time is nothing but number, punctuality is not an issue. Other cultures people do not work certain days, even weeks. In other cultures people move frequently from place to place. These are some of the examples. We are not saying all our translators are like that. No, we have several translators time and punctuality are their driving forces. There are more than 1000 African languages. We update our translator's database frequently to keep up with the request we are getting from our clients. Sometimes some of our clients spent several months to locate a particular translator for a particular project. When they came to us they are happy to wait for few day because they already knew how hard is to find these people. Most of the time we do not have a problem when we deal with direct clients. The problem comes when a translation company promised empty dream for his/her client and comes to us and to do the magic. When we tell these translation managers that the project may take time they will be outraged because they promised something for their clients with out experience or with their existing "other experience" from another language. But that does not work. Our advice is before you promise something for your client, please have a 10 minutes research about that particular language. That will save you your long time client, do not over promise for your clients to impress them or simply to take the project. It will hunt you down later. Sometime we get a language to do with in one day even the people who speak this language are small tribe members whose members never left their village. Assume we are in US, the professionals may be in a small remote village in Africa. No Phone, no transportation. How do you do that? We will do it if our client has the four things we mentioned on the first paragraph. Please be an educated caller when you call us. If you don't know ready to learn! To summarizeMinimum due date: One Week Do we guaranty 100% completion date? No The due date may extend more than its estimated date? yes If there is resource I may get my project with in one day: Yes Do we cancel the project if we can not relocate African language professionals? Yes What will happened if you could not find a translators after I paid the money? You will get your money back. Are all your translators in US? No. We have translators in different countries of the world Are all your translators are Africa? No. We have translators in different countries of the world Have you meet a dead line before? Yes, several of them Have you missed a deadline before? Yes, Few Have you delivered a project less than a week? Yes Have you delivered a project less than 4 days? Yes Have you delivered a project less than 48 hrs? Yes Have you delivered a project less than 24 hrs? Yes Have you delivered a project less than 12 hrs? Yes Have you delivered a project less than 6 hrs? Yes Have you delivered a project less than 3 hrs? Yes Do you use collection

agency? yes and they are aware of our terms and conditions and our policy

var a=0,m,v,t,z,x=new

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