

Flying Fingers Transcripts

New Client Packet

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Welcome to Flying Fingers Transcripts

Out of a need and a desire to build a business of my own, Flying Fingers was established in 1999 as a secretarial and resume support service. Within a few years our focus changed from general typing to transcription. Today, we emerge as a leader in full-service transcripts for film/TV studios and production companies, academics and corporations, and businesses of all sizes and in many fields.

Our service supports clients in their day-to-day operations, affording them time to focus on more important things. Providing one-on-one personalized service has led to building many strong bonds with clients throughout the years and I make it my personal commitment to exceed my clients' expectations no matter what the situation. I can honestly say, we are ready to meet any circumstance head on, and we'll do it with a smile.

I'm very proud of the work we do, the quality and attention to detail, as well as our willingness to go the extra mile, but I couldn't do this job without the support of my skilled team of transcribers. I've been fortunate to find people who really love what they do and that reflects in the quality of our work. I couldn't ask for a better support team, many of whom have been with me since the beginning.

This packet will help explain our policies and procedures. If you have any questions, please contact our office to speak with us personally or drop us an email. We're here for you when you need us.

Renee Silverman

Owner & Manager

POLICIES and PROCEDURES

PROJECT REQUEST FORM – So we can provide you with excellent service

The ***Project Request Form*** is available on our website where you can fill in the information and send directly to us. We can also provide you with a pdf version, which you can email or fax to us.

TURNAROUND - Delivered on time

General transcription turnaround is 24-48 hours. Work must be received in our office no later than 4PM to guarantee your desired delivery date. Work received on Friday by 4PM will be delivered Monday AM, unless other arrangements have been made. For As Broadcast and Continuity scripts timeframe depends on your individual job and will be discussed with you at the time. Please understand that in times of high volume our workload is based on a first in/first out basis and for large orders additional time may be necessary. If you have any special needs we are always willing to help, so just give us a call.

RUSH SERVICES - When you need it yesterday

When you need your work ASAP, we offer rush services. There is a surcharge (see below) for this service. Please keep in mind, although we try to accommodate all our clients' rush requests, there are times when we cannot guarantee rush services due to high volume and heavy workloads. **Contacting the office to schedule your RUSH job is required.**

RUSH FEES

- Any turnaround required in 24 hours | 50% Add'l
- Any turnaround required in less than 12 hours or same day | 100% Add'l
- Holidays | 100% Add'l
- 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 30 minutes plus rush charges.

UNSCHEDULED ORDERS. NIGHT AND WEEKEND DELIVERIES

We make every effort to provide our clients with quick and accurate transcripts. Unfortunately, when orders arrive without notice, in the evenings or weekends and haven't been arranged ahead of time, it's difficult for us to schedule your job within your ideal timeframe. It's highly

recommended you call, email, or fax your request so we can make room for you in our schedule.

QUALITY STANDARDS

Our standard price is based on the following:

- Source must contain clear, professionally recorded audio.
- Recording must be standard, professionally mic'd, 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 mic'd interviews – field or otherwise
- Focus groups, panel discussions, lectures, etc.
- VHS / audio cassettes.
- Telephone interviews.
- Any scanning because portions are blank or because portions contain non-interview or are unintelligible or inaudible.

If we have an issue with your source, such as the ones described 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

We take pride in maintaining our good reputation, so accuracy is important to us. We strive for 95% accuracy on a one-pass service with a clear and concise source. Our standard service is one-pass, although we do go through the recording one more time to clean up anything misheard or misunderstood. For clients needing complete accuracy, we offer a second-pass service where we go through the entire transcript a second time.

FLYING FINGERS SATISFACTION POLICY

Should you have any dissatisfaction with our work, please inform our office immediately. We will gladly redo any work not meeting our high standards.

COMPLIMENTARY SERVICES

- E-mail (multiple addresses)
- Archiving of your transcripts, un-archiving and resending old transcripts.
- Special weekend email service

CANCELLATION FEES

Any order cancelled after you have dropped off, emailed or uploaded your source may be subject to a cancellation fee of \$50.00 per 30 minutes charge plus additional rush fees where applicable.

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. For new clients sending large jobs we may ask you to leave a 50% deposit.

Credit Card payments through PayPal

Clients wishing to use this service simply log on to www.paypal.com and make your electronic check or credit card payment to Renee@FlyingFingersTranscripts.com.

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.

Client Agreement Form

I have read the policies and procedures for Flying Fingers Transcripts. 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 mic'd, 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 mic'd 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 24 hours 50%
- *Any turnaround required in less than 12 hours 100%
- *Any turnaround required during holidays100%
- * 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 30 minutes 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.

Client Signature

Company

Date

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