

## Frequently Asked Questions

### What is your Quality Control process?

We use a variety of Quality Control measures including one or more of the following:

- Independent review by a second, native speaker
- Back translation
- Multiple levels of checklist-driven reviews
- Project manager review
- QA/QC software review
- Customized, proprietary QA/QC tools

### How do you manage translations?

We developed our own proprietary translation management software that allows you to submit your request on-line through our secure internet site. You may also approve quotes, track job progress in real-time, view your invoice history and update your personal information.

### Is your system secure?

#### What type of security do you have?

Our system is secured several ways:

- Our internet site uses modern encryption technology to ensure your transactions are kept private.
- Our database does not allow anyone else to view your data except you and our internal management staff responsible for working on your project.
- We do not sell client data. We value our clients and want them to stay with us for a long time, so we take every precaution to protect their data.
- Your data is protected from loss through the use of backup procedures and fault tolerant systems.

### How do you ensure the confidentiality of translated materials?

We take the responsibility of client confidentiality very seriously. Since we are a technical translation service, much of the work we do involves proprietary material. All our employees and sub-contractors sign non-disclosure agreements, as well as our Code of Conduct policy agreement.

In addition to the documents above, for large clients, we are often required to sign their specific corporate non-disclosure agreements.

Finally, our translators are professionals, and as such, operate under the ethical guidelines of their local organizations or governing translator accreditation agencies.

### Do you have specific business category certifications?

We are:

- Small Business Administration 8(a) Certified
- Economically Disadvantaged Woman Owned Small Business Certified

### What standards do you follow?

We are ISO 9001:2015 Certified for our translation processes to include:

- Receiving client requests and sending quotes
- Translation related processes for:
  - Human Translation (HT)
  - Machine-Aided Translation (MAT)
  - Machine Translation (MT)
- QA/QC of the translations
- Delivery of completed work
- Accounts Receivable
- Accounts Payable
- Archiving



### Are your translators certified?

Some are certified by the American Translators Association (ATA) or other local accrediting agencies. However, rather than rely upon external evaluations which are often non-technical and more general in nature, we have our own more stringent internal evaluation process. Each translator must complete a sample document, which is then evaluated for:

- Spelling and grammar errors
- Consistent terminology usage
- Technical/regulatory accuracy
- Conveyance of original intent

### Who else have you done work for?

Our clients cover a wide range, from providing foreign driver's license translations to the Michigan Secretary of State's office, to projects of all sizes for many Fortune 100 companies. We can provide references upon request; however, due to the proprietary nature of the material, we are not at liberty to go into any detail regarding project specifics.

### Have you done government contract work?

Yes, we started providing services to the U.S. Army at Fort Benning under contract W911SF-09-D-0002, and have since worked for a variety of government agencies, including the FAA and TACOM. Performance reviews and references available upon request.

### Are you on a GSA schedule?

We are not listed on a GSA schedule, but we are listed in SAM and as an SBA 8(a) Certified, small, minority female-owned business. We are listed under the following numbers:

DUNS Number: 129419458  
SIC Number: 7389  
NAICS Number: 541930  
CAGE Number: 3CXH1

### Can you integrate with an API?

Yes. We have developers on staff who can integrate our Translation Management System (TMS) with your API, or we have our own API that we can adapt to work with whatever system you specify.

### What are your rates?

Our rates vary based upon factors such as document complexity, translator skill level required, urgency of the request and overall job volume. Volume discounts are available, as well as analysis of repetitions. Our pricing is generally done in US dollars per source document word, although we can price per page or per hour.

### Can you translate technical or legal documents?

We can translate any type of material you may have. Specific examples include: marketing material, web sites, legal documents, training manuals, patents, SDS, product data sheets, product labels, corporate policies, calendars, books and a host of other document types.

### Do you certify your translations?

Yes, we certify our translations at no additional cost and stand behind our work.

### Do you have experience with SAP translations?

Yes, we completed the primary translation services for several companies implementing SAP R/3 and have extensive experience with SAP terminology.

### What organizations are you a member of?

GLTaC is a member of:

- The Association of Language Companies (ALC) [www.alcus.org](http://www.alcus.org)
- The Society for Chemical Hazard Communication (SCHC) [schc.org](http://schc.org)
- ASTM International, voting member of Sub-Committee F43.05

### Learn More

To find out how GLTaC can support your translation needs, visit [gltac.com](http://gltac.com) or email us at [info@gltac.com](mailto:info@gltac.com).

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