



[DOWNLOAD THE WORD PROCESSING WORK ORDER SUBMISSION FORM HERE](#)

[DOWNLOAD THE TRANSCRIPTION WORK ORDER SUBMISSION FORM HERE](#)

**SPECIAL INSTRUCTIONS FOR SUBMITTING WORK ORDERS**

When submitting your work orders, it is helpful to remember the following:

- Work is completed in the order that it is received.
- Work requests may not always be accepted due to occasional heavy workloads.

**Submitting Documents.** You must use the Word Processing Work Order Submission Form when submitting documents and no audio. If you have typed or handwritten documents that you need to send to us with your work order, you can send them by fax to (206) 312-0126, by [email](#) (as a scanned document), via mail or courier. Please inquire about our address for courier deliveries. Please DO NOT submit handwritten documents with very illegible handwriting. We'll get your typed documents back to you in the fastest time possible. **NOTE: DO NOT send FedEx or other courier deliveries to our post office mailing address, because they cannot be delivered to post office boxes.**

**Submitting Recordings.** You must use the Transcription Work Order Submission Form when submitting audio. When submitting audio tapes, it's helpful to remember the following: 1) send originals only and keep at least one copy for yourself, 2) make sure the speaker(s) are clearly identified on the tapes, where appropriate, 3) spell out any technical terms, where appropriate, and 4) please specify what format(s), if any, to type the documents in.

Recorded materials may be submitted on standard-size audio tapes (no microcassettes or minicassettes), VHS tapes, DVDs and CDs or as digital files in the following formats: \*.wav, \*.mp3, \*.msv, \*.wma, \*.mid. Other formats may be acceptable if we determine that our software can convert the files to readable formats. It is not necessary to spell out terms on *medical* documents and dictation tapes. Please DO NOT submit grossly poor-audio recordings.

**For transcription work orders, we require that you categorize your tapes into one of the following categories, so that we are better aware of what to expect beforehand. Prices for the different audio types are fixed according to their perceived difficulty. You can see our rates [here](#).**

Type 1 Audio	<ul style="list-style-type: none"> <li>• Single person dictation, interview or standard one-on-one interview recorded in digital format, standard cassette, or video format.</li> </ul>
Type 2 Audio	<ul style="list-style-type: none"> <li>• Any audio or interviews with a total of 3 people.</li> <li>• Any audio with significant noise in the background.</li> <li>• Any audio that has voices that are difficult to understand (i.e. poor recording, soft voices, overlapping voices, etc.)</li> </ul> <p><i>(Depending on sound quality, type 2 audio may or may not be accepted)</i></p>
Type 3 Audio	<ul style="list-style-type: none"> <li>• Any audio with 4 or more speakers.</li> <li>• Presentations dealing with highly scientific terminology (medical terminology or foreign language, for example) or very thick accents.</li> <li>• Panel discussions, focus groups, conference calls, seminars with multiple participants.</li> </ul> <p><i>(Depending on sound quality, type 3 audio may or may not be accepted)</i></p>

**Submitting Mailing Lists/Data Entry Jobs.** Use the Word Processing Work Order Submission Form for mailing lists/data entry jobs. If you simply need to have your mailing lists typed and/or printed onto standard address labels, please submit a printed copy of names and addresses or the mailing list file in Microsoft Word format for merging. You can also supply a printed directory list or link to an online directory that you want typed in Microsoft Word's address label format. We can also enter your mailing list data from a printed or electronic source into an Excel spreadsheet.



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**Need Help With Submission Forms?**  
**THE TRANSCRIPTION WORK ORDER SUBMISSION FORM EXPLAINED**

- **Tape No.** -- Please number your tapes for better organization. Then fill in this column with each corresponding tape. Going across this entire row should be all the data pertaining to each particular tape.
- **Participants** -- If you want us to identify each speaker in the transcript, please enter their names here. If you don't want specific names in the transcript, enter what you would like in place of names, i.e., Interviewer and Respondent, I and R, Facilitator and [person's name], etc.
- **Length** -- Self explanatory. Enter the length of each individual tape in hours and minutes. If unsure of exact time length, make an educated guess.
- **Audio Format** -- Types 1, 2 and 3 audio are explained further above.
- **Delivery (Turn around time)** -- Standard turn around time for transcription is based on 7 hours of audio or less. If you have more than 7 hours of audio, we will call or email you with an estimated delivery date based on other pending work orders and our staff availability on a case by case basis. Rush orders cannot exceed 5 hours of audio. Please call us regarding any bulk orders that you need to submit prior to submitting this form.
- **Format** -- If you are submitting a digital file, please indicate what type of file, i.e., WAV, MP3, WMA, MSV, etc.
- **Special Instructions** -- Indicate here any special formatting or other comment you feel we should know.
- **Contact Information** -- It is only necessary to fill this entire section out each time you have a new work order for one of two reasons: 1) you are a new client or 2) you are an existing client and your information has changed since your last work order. Existing clients do need to at least print their name and sign for identification purposes. Signing this form and checking the "I agree" box indicates your agreement with all terms of service.
- **Payment Information Section** -- PayPal is our preferred choice for payment, because you can pay instantly and securely online using credit card, debit card, or e-check, which most people also find convenient. Please indicate your PayPal email and check the PayPal box if you plan to pay this way. You can go directly to PayPal's website at [www.paypal.com](http://www.paypal.com) to make your payment or click the link under the "Payment Information" box to pay directly from our website. Click the POSTAL money order box if you are sending a money order with your tapes.
- **Delivery Method Section** -- All delivery charges are now billed to the client. We will need your Fed Ex account number if you want your tapes returned this way. You can send a return mail box or envelope with postage already applied if you want to and circle the "Return Mailer Enclosed" item. Internet delivery is free, of course, if you have digital files to submit. If you want your tapes destroyed and not returned, circle the first choice. All transcripts are sent via the Internet, and no longer on hard copy. You can choose to have them sent via email (using Microsoft Word's read/write protect feature) or sent via our secure server. If you have more than three tapes to submit at one time, fill out an additional sheet, which you can get by clicking on the link below the Transcription Work Order Submission Form Link above.

**FAX THIS COMPLETED FORM TO 206-312-0126 OR SEND WITH YOUR MAIL/COURIER PACKAGES.**



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**Need Help With Submission Forms?**  
**WORD PROCESSING WORK ORDER SUBMISSION FORM EXPLAINED**

- **No.** -- List in any particular order by number, preferably in order of priority, each job that you are submitting in this box.
- **Job Type** -- Check one of the boxes for each row. For "Other," please indicate on the line what type of **word processing** job you are submitting, i.e., research paper.
- **Page Length** -- Enter the number of pages your job or document contains.
- **Current Format** -- Indicate whether your pages are typed, handwritten, double or single spaced.
- **Delivery (Turn Around Time)** -- Standard turn around time is based on 200 double-spaced or 100 single-spaced typed pages or less. If you have more than 200 typed pages, we will call or email you with an estimated delivery date based on other pending work orders and our staff availability on a case by case basis. Rush orders cannot exceed 100 double-spaced or 50 single-spaced typed pages. Please call or email us regarding any bulk orders (201+ typed pages) prior to submitting this form. Sometimes our work load may be too great to accept work orders or to complete them in our standard time frame or otherwise. We will let you know in advance if yours is a special case such as this.
- **Special Instructions** -- Indicate any special formatting or any other comment you might want us to know.
- **Contact Information** -- It is only necessary to fill this entire section out each time you have a new work order for one of two reasons: 1) you are a new client or 2) you are an existing client and your information has changed since your last work order. Existing clients do need to at least print their name and sign for identification purposes. Signing this form and checking the "I agree" box indicates your agreement with all terms of service.
- **Payment Information Section** -- PayPal is our preferred choice for payment, because you can pay instantly and securely online using credit card, debit card, or e-check, which most people also find convenient. Please indicate your PayPal email and check the PayPal box if you plan to pay this way. You can go directly to PayPal's website at [www.paypal.com](http://www.paypal.com) to make your payment or click the link under the "Payment Information" box to pay directly from our website. Click the POSTAL money order box if you are sending a money order with your tapes.
- **Delivery Method Section** -- All delivery charges are now billed to the client. You can send a return mail box or envelope with postage already applied if you want to and circle the "Return Mailer Enclosed" item. If you want your books or materials destroyed and not returned, circle the first choice. All completed documents are sent via the Internet, and no longer on hard copy. You can choose to have them sent via email (using Microsoft Word's read/write protect feature) or sent via our secure server. If you have more than five documents or jobs to submit at one time, fill out an additional sheet (renumber your jobs), minus the contact section if you so choose.

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