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POLICIES AND PROCEDURES

(As of 06/01/2016)

TRANSCRIPTION ORDER FORMS

We ask all our clients to complete and include a Transcription Order Form for every incoming order, including each batch of files that may be delivered on separate days. This very important form is how we make sure we give you exactly what you want the way you want it. We cannot process your order until we receive this.

Please use our fast and easy [Online Order Form](#) to place your order. You may then upload your files directly to our website, provide a link for us to download your files, or let us know any other manner you will be delivering your materials.

OUR TRANSCRIPTION RATES

Alpha Dog Transcriptions charges a flat per-minute rate for most of its services, so you only pay for what we transcribe. Other transcription companies will give you an “estimate” and then charge more on the backend, so your actual costs will almost always exceed their estimate. As you can see on our rate sheets our rates are easy to calculate, making staying within your budget much easier.

CORPORATE, LEGAL, ACADEMIC, AND GENERAL TRANSCRIPTION BASICS

Alpha Dog Transcriptions offers a wide variety of transcription services for businesses and individuals. If it's recorded, we can transcribe it! From simple digital dictation, to business conferences, to court hearings and everything in between, Alpha Dog Transcriptions turns your audio and video files into a Word document for use as research, reference, and or even evidentiary material in a court proceeding.

All people speaking on your source material(s) are transcribed verbatim. We will note every uh, um, stuttered and/or repeated word, if the speakers laugh, cough, etc. We can also “clean up” the transcripts so these items are removed, just let us know if you prefer a “cleaned up” transcript on your Transcription Order Form. Please be aware Alpha Dog Transcriptions does not correct grammar, proof-read, edit for clarity or correctness, or provide other such copy-editing services.

Alpha Dog Transcriptions can also add running time stamps to your transcripts, which can make referencing sections much easier. We are also one of the only transcription companies that offer Transcript Certification: a sworn statement verifying the authenticity and accuracy of the transcript that can be used in legal proceedings.

We offer three turnaround options so you can choose which fits best for your budget. We also can “rush” your material if necessary. Please see our GENERAL/LEGAL/CORPORATE RATE SHEET for more information and specific pricing.

PRODUCTION/ENTERTAINMENT TRANSCRIPTION BASICS

We offer Production/Entertainment Transcripts in three formats:

1. **ONE-ON-ONE INTERVIEWS – JUST AUDIO TRANSCRIBED**

These are professionally recorded interviews where one interviewer asks one interviewee a variety of questions. Generally, the interviewer's questions are considered "off camera" and are summarized for your reference. The audio is transcribed without time codes or time stamps.

2. **ONE-ON-ONE INTERVIEWS – WITH TIME CODES OR TIME STAMPS**

This is the same single-person material as stated above, but you have either included a window burn-in time code on each file, or want us to do a "time stamp" (see below). Since the interviewer's questions are being summarized, we do not time code these. We time code the beginning of each of the interviewee's answers and break up longer paragraphs with a time code approximately every 30 seconds.

(If you don't have a window burn-in time code on your files, we can add what we call a reference "time stamp" by using the counter on QuickTime or Windows Media Player. It will always start at 00:00:00 but will give you points of reference throughout the transcript.)

3. **NATURAL SOUND MATERIAL – "NAT"**

"Nat" is an abbreviation for "natural sound" and covers pretty much everything that isn't a one-on-one interview: multi-person interviews, reality footage, field tapes, walk-and-talks, OTF, SOT, production meetings, panel discussions, etc. – any material that is considered conversational in nature where you need everything everyone says verbatim.

FINISHED SHOW MATERIAL/CONTINUITY SCRIPTS

Transcribing finished show material (simple continuity scripts) for the entertainment industry is one of our specialties. The three types of finished show scripts we offer are:

a) **Dialogue List**

This is an verbatim list of all dialogue spoken. Each line is time coded down to the second with each character's name, scene/act breaks (if possible) and SFX. Action description and camera framing is not including in this type of script, since this is primarily used for translation and voice dubbing purposes.

b) **3 Column As-Broadcast**

This is an industry standard finished show script. It is formatted in a 3 column table for time codes, action, and dialogue. Time codes are logged every 15-20 seconds, a summary of on screen action is noted, dialogue is transcribed verbatim with name slates, and all (on-screen text) is noted.

c) **Budget As-Broadcast**

We realize that sometimes you don't need all the bells and whistles of a 3 Column As Broadcast, and you don't necessarily need every line of dialogue time coded. Our Budget As Broadcast was designed to save you money while giving you an exact transcript of your show. This format resembles our standard transcription: we time code dialogue in 30 seconds increments, note scene/act breaks, but do not include SFX or action description in this type of script.

We want to give you exactly what you need and these scripts can be adjusted to your network, studio or sales agent's specifications.

B-ROLL

We have logged thousands of hours of B-roll for our clients. All B-roll is logged as "light" (basic shot descriptions) but we do offer logging of "detailed" B-roll as well, which is a time code notation of all cuts, pans, pulls, etc. Our basic transcription rate covers either light B-roll or transcription of dialogue but not

both simultaneously. We can offer you a separate B-roll transcript if requested at an additional charge.

TURNAROUND TIMES AND SUBMISSION OF MATERIALS DEADLINE

Our business hours 9am – 5pm Monday through Friday. Our deadline for submission of orders and all accompanying materials is 2pm PST. **Any material delivered after 2pm PST will be processed the next business day.** If you submit a partial order, (or fail to include any materials necessary to perform the transcription of our order, including Credit Card Authorization form, title of files and running times, list of speaker names, specific instructions, etc.) your order will be processed until all files and necessary accompanying materials have been received, which may effect the turnaround delivery.

Our most common turnaround options are as follows and do not include weekends or holidays:

Standard 2 day by 4pm
Budget 4 day by 4pm
Economy 6 day by 4pm

We also offer rush rates for a less than two-day turnaround but all rush orders must be **pre-scheduled** with us. Please call ahead before requesting a rush order as these are subject to our availability. See appropriate rate sheet for rush order rates and other information.

OPTIONS FOR SUBMITTING YOUR MATERIAL

You can deliver your source material in a number ways:

1. Use our upload page during the order submission process;
2. Provide a link for us to download your files from a website such as your private FTP, Google Drive, Dropbox, Vimeo, Youtube, etc. (please be sure you have given us permission to DOWNLOAD from that site, not just VIEW);
3. Use a file sharing service such as YouSendIt, WeTransfer, etc.;
4. Send to us via USPS, FedEx, UPS (if using this type of method, be aware you assume all liability for sent materials, and your requested turnaround time may be affected). Also, we only accept copies of your original material. DO NOT send us your master material. If you require us to return any of your submitted materials, shipping charges will be applied to your order.

WHAT YOU SEND US IS WHAT WE TRANSCRIBE

We recommend previewing your digital files before submission to insure you're sending us only the material you want transcribed. We transcribe all submitted files in their entirety. If you have specific sections you want omitted, you must edit your digital files to exclude those sections before submission to us. You may give us a list of specific start and stop time codes ("ins" and "outs") per file, however those can only apply to the top and/or bottom of each file. In other words, one "in" and one "out" per file. We do not offer fractional or "piecemeal" transcription.

90% ACCURACY VS. 100% ACCURACY

We stake our reputation on providing accurate transcripts to our clients. Our select group of transcribers are among the best in the business. Our basic transcription rate will give you single pass transcripts using information you have provided regarding names, show titles, locations, etc. No transcript can ever be 100% perfect, as the spoken word can be subjective and consists of run-on sentences, colloquialisms, slang, and grammatically incorrect language. Also, the audio quality may affect the accuracy of the transcription as well. Alpha Dog Transcriptions does not correct grammar, proof-read, or edit for clarity. Our transcripts are generally considered above 90% accurate. We do offer a Second Pass Service, where our transcribers listen to each file a final time to achieve a higher accuracy so we can give you as close to 99.9% as possible.

FORMATTING REQUESTS

We use a standard transcription template that is simple, easy to read, and according to feedback from our clients, superior to most other formats. We do accommodate simple formatting requests regarding font type, size, and line spacing at no additional charge. More extensive formatting requests are available as an additional service at a per-minute rate.

DELIVERY OF YOUR TRANSCRIPTS

We e-mail your transcripts directly to you and however many other email addresses you request. Simply note the e-mail address(es) on your Transcript Order Form and your transcripts will be delivered to those mailbox(es). It is our policy to only email the addresses that are listed on each incoming Transcription Order Form. We do not keep the email addresses on file or in a group listing as we know that employees and contacts come and go. We greatly value your privacy and don't want to send a sensitive document to a person who no longer is working on your project.

Our transcripts are delivered in Microsoft Office Word format (.doc) and can be easily imported into other programs. If you wish to have us deliver Adobe Acrobat (.pdf) versions of your transcripts, just note that on your Transcription Request Form under "special instructions."

We can also print hard copies and/or burn your transcripts to a CD. Please see our "Additional Services" on our rate sheet for more information.

BILLING

We accept business checks, money orders, MasterCard, Visa, Discover, and Amex. All incoming orders from clients not on a deferred payment account must be accompanied by a 50% deposit with the balance due before delivery.

Established businesses with excellent credit references are welcome to apply for a deferred payment account at any time by filling out our Deferred Payment Account Application. Please allow 3 business days to establish your account. A \$35 fee will be charged for any checks returned for insufficient funds. All invoices are Net 15 unless other arrangements are made. Any invoice not paid in 30 days shall accrue a 1.5% per month finance charge until paid in full, in addition to a \$29.00 per month late fee per invoice until paid in full.

BASIC STANDARDS FOR SOURCE MATERIAL

Below is a short summary of our policies and standards. Please see our [Terms of Service](#) available on our website for Alpha Dog Transcriptions' complete list of standards, policies and procedures.

- All media must be 60 minutes or less per file. Any file longer than 60 minutes may have to be split and will incur an additional fee.
- All uploaded media must also be 80 MB or less per 30 minute section. Any files larger than this size requirement will need to be compressed, which will incur an additional fee.
- You will receive one transcript per file submitted. We do offer additional services of combining multiple files into a single transcript, as well as splitting out transcripts from one source file.
- There is a 5 minute minimum per file. If you submit files that are 5 minutes or less, they will be charged at the 5 minute rate.
- Source material must contain clear, professionally recorded audio or an additional fee may be added for files with difficult audio issues.
- Interviewer questions will be paraphrased unless requested "Questions Verbatim," which is available as an additional service.
- We accept material for transcription on DVD, CD, hard drives, USB flash drives, and uploaded digital formats (.mp3, .mp4, .mov, .wmv, .aiff, .wav, etc.) We do not accept VHS, standard size audio cas-

ettes, mini or micro cassettes, or proprietary media files that require specific software.

- Please do not send us your master files or tape stock. We assume no liability for lost or damaged materials.
- If you cancel your order, in whole or in part, after processing has begun, a Cancellation Fee will be assessed.

TRANSCRIPT STORAGE

We offer our clients complimentary file storage of their transcripts for 6 months. During that time if you need a copy of a transcript just give us a call and we will email it to you at no charge. After 6 months your transcripts will be purged from our backup server and no recovery will be possible. If you do not want us to retain copies for any period of time after delivering your transcripts, please let us know and all files will be deleted within 2 business days of completing your order.

ASSESSED FEES

Occasionally, issues may arise on any given order. We will work with you to resolve any problems that occur, but every once in a while we have to put in additional hours to make sure your transcripts are done on time and to the best of our ability. Alpha Dog Transcriptions will never charge you a fee without contacting you first and giving you the opportunity to review whatever the issue might be, and making a decision to either go forward with the order as is, or uploading new files. Please see our rate sheet for a list of Assessed Fees and visit our website to download our complete Terms of Service.

Our goal at Alpha Dog Transcriptions is to keep our clients happy and to make your job easier, faster, and more streamlined. Please don't hesitate to call if you have any questions regarding our policies and procedures.

We look forward to working with you and providing you with the best transcription service possible.

Whitney Boe
President