VENDOR FAQs

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Intrinz Inc.
12175 Visionary Way
Fishers, Indiana 46038

1. **How do you ensure confidentiality and security of the documents I'll be handling?**

We have strict confidentiality protocols in place, including encryption methods for data transfer and storage. Additionally, all vendors are required to sign non-disclosure agreements (NDAs) to maintain client confidentiality.

2. **Could you specify which languages and subject areas you specialize in or have projects available for?**

We work with a diverse range of languages and subject areas to accommodate diverse client needs. Some of our frequently translated languages from English include Spanish, French, Korean, Chinese, Japanese, Arabic, and many more.

In terms of subject areas, we have projects available in various fields such as technical, healthcare, legal, marketing, finance, IT, utilities, and more. We strive to match translators with projects that align with their language skills and subject matter expertise to ensure high-quality translations and client satisfaction. Based on the information you provide we'll do our best to match you with suitable projects.

3. **What are your expectations regarding due dates and turnaround times?**

We aim to provide realistic deadlines based on project scope and complexity. It's important for us to understand your availability and capacity to meet project deadlines. If you receive a job offer that you cannot complete due to the timeline, please let us know. Also, if you receive a job offer that you could complete with an added rush fee, please tell us that too.

4. **What is your process for assigning and managing translation projects?**

Our project management process involves assigning projects based on translator expertise and availability. We prioritize matching translators with projects that align with their language skills and subject matter expertise. We do our best to avoid sending out mass job offers, and instead will offer a job to a few linguists first, and then if it is not accepted, we will send out the job offer to other vendors. We assign projects on a first come, first served basis.

5. Do you provide feedback and support during the translation process?

Yes, we offer support throughout the translation process, including feedback on completed translations and assistance with any questions or issues that may arise. You are welcome to email your project manager at any time with any issues that come up during the linguistic process.

6. How do you handle payment and invoicing?

Our payment terms are NET30 (from the date the invoice is submitted in the Vendor Portal.) Check out the Vendor Portal Guide for more information regarding invoicing.

7. Do you utilize machine translation or AI?

Yes, we offer machine translation post-editing. If we have a project that requires review of machine translation or AI output, we will always let you know that is the type of material you will be working with to ensure you are properly prepared for the task. We will never knowingly ask you to review AI or machine translated materials without informing you or without your consent.

8. Can I specify preferred tools or software for translation work?

We're open to accommodating translators' preferences regarding tools and software if they meet our compatibility and security standards. To use a preferred tool, it must be compatible with an .sdlxliff (Trados Studio XLIFF) file. Please note that if you choose to use a tool that alters the word count, we will not be able to honor the price change.

9. How do you handle disputes or issues with clients?

We strive to maintain open communication and resolve any disputes or issues in a fair and timely manner. Our goal is to ensure a positive working relationship between translators and clients. If negative feedback on a translation is received, our team may ask for clarification or explanation of your work regarding client feedback. Any disputed text will be reviewed by a third party to ensure there is a fair appraisal of the work. We will provide as many resources as possible to our vendors to ensure all work aligns with client expectations.

10. How do you ensure the quality of translations?

We have a comprehensive quality assurance process including rounds of review by proofreaders and usage of quality assurance software. When possible, we provide translators with access to project translation memory and style guides to ensure consistency and accuracy.

11. Do you offer training or resources for translators?

For specific project types that require additional training, we provide materials and training sessions as required. For client-specific preferences, we provide style guides and translation memory to support linguist work. If there is additional training or resources you'd like to see, please let us know!

12. How can we contact you?

You can always reach out to a project manager or email us at translation@intrinzincorp.com with any other questions you might have.