

# The Evergreen Transcript

Thank you for choosing to use The Evergreen Transcript proofreading service. I hope you enjoy the service and become a regular client.

## Rates

Turnaround Time	Price per page
Regular (within 72 hours)	\$0.50
Rush (within 1 to 2 business days)	\$0.65
Expedite (between 12 and 24 hours)	\$0.85
Daily/ASAP (less than 12 hours)	\$1.00

Upcharges	Price per page
Heavy technical/medical terminology	\$0.10
75%+ pages returned with errors	\$0.10

[www.theevergreentranscript.com](http://www.theevergreentranscript.com)  
Email: [charlene@theevergreentranscript.com](mailto:charlene@theevergreentranscript.com)



The Evergreen  
TRANSCRIPT

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## Practices

Transcripts should be sent in PDF format. I will return to you via email with green and highlighted markings. Please make sure you have the latest version of Adobe Reader to see all of my corrections. Contact me if you need help converting files to PDF.

Please send a clean, already-scoped transcript. Transcripts should be sent fully scoped and ready to proofread. I reserve the right to charge a fee of \$0.10 per page for exclusively 'messy' transcripts. This will be discussed with you before proceeding further.

If the document is a longer job (more than 200 pages) or urgent turnaround, please send it in sections of approximately 50 pages. This allows us to both be working on it at the same time and reduces your turnaround time.

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Work received after 9p.m. EST will be counted as received at 8a.m. EST the next business day. Otherwise, rates are based on the time stamp of the email.

### Weekend Turnarounds

I can accept and turnaround work over weekends as needed, excluding Sundays (please check first for availability), therefore Sundays are NOT counted in my turnaround times. As an example, if you send me a file at 9a.m. on a Friday and need it back by Monday 9.a.m. (the following Monday), I would count this as a 48 hour turnaround around and charge you my Rush rate of \$0.65 per page.

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## **Policies**

### **Payment Terms**

Payment is accepted by either PayPal or Stripe.

For new clients, the first invoice is emailed along with the completed transcript and payment is due within 7 days.

For existing clients, invoices are emailed either on the 1st or the 15th of every month and payment is due within 15 days.

Payments not received by the due date are considered late and will incur a 10% late fee. An additional 10% fee will then be added for every additional 30 days overdue.

No new jobs will be accepted if an invoice is past 30 days overdue.

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## **The Evergreen Transcript Process**

**Step 1:** Contact me with your interest either via email, LinkedIn or my website.

**Step 2:** Upon request of the Evergreen Transcript service, I will confirm my availability and send you the Reporter Preference sheet for you to complete and return to me via email.

**Step 3:** Upon confirmation of the Evergreen Transcript proofreading service, email me your transcript in PDF form. I will respond to confirm receipt of the Transcript and the relevant rate per page. Transcripts should be fully scoped and spell-checked, or an upcharge fee will be applied (please refer to rates sheet).

**Step 4:** Your transcript will begin to be proofread. If there are any queries from me, I will contact you via email.

**Step 5:** I will return the corrected transcript to you via email by the agreed deadline. For your convenience, only annotated pages will be returned to you (unless you request otherwise).

**Step 6:** If you are a new client, an invoice will be issued to you along with your first completed transcript. Existing clients are billed either on the 1st or 15th of every month (see the rate sheet for details).

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