

Typist Guidelines and Rules 06.28.10

Here are some guidelines and rules regarding Quicktate.

Please read very carefully.

Some of the information below is new.

Note that some of the voice files contain voicemail messages, while others are recordings of the customer dictating a document, memo, letter, etc.

- Some customers test Quicktate by playing the radio or television into the phone. These types of recordings should **not** be typed, unless it's brief, and very clear that this is what the customer wants typed. However, **if** there is a note on the typist screen says that there's a 150-word limit on this job, then you should absolutely not type the radio or television.
- Skip "ahs" and "ums".
- The material that you type is absolutely confidential and NO INFORMATION is to be discussed with anyone, including family members. Note that you electronically signed a Confidentiality Agreement when you sign up as a typist. Legal action will absolutely be pursued against violators.
- If you see a note that says, "There is NO limit on word count for this job" on the typist screen, you should type the entire message.
- When the person dictating is giving you instructions, these instructions are for YOU; they're **not to be typed**. If caller says, "this is a list", just type the following material **as a list**, you **don't** have to write, "this is a list". Each item on the list should be in its own row. If a caller says "bullet point", insert a bullet point... DON'T write out the WORDS "bullet point"! If a caller says "one" write 1. Rather than writing one if dictating a list. Listen to what the caller says and use your judgment to determine if you should type something, or if the caller is giving you instructions.
- If a word is spelled out for you, you **DON'T** have to S P E L L I T O U T; just write the word properly.
- Sometimes there is a Spanish voicemail prompt that starts out "Para Activatar..." If you hear this, just leave the text box empty and hit "Submit".
- Spelling and punctuation must be correct. We have provided a spell-checker. You should write **** if you don't understand the word.
- If the language is not English or Spanish, Select 'Other' from the language dropdown" the system types that string automatically now.
- If you are an English typist and the voice file is in Spanish, you can click the Spanish box (While leaving the text box empty) and the message will go to a Spanish-speaking typist.
- Sometimes voicemail prompts get recorded, i.e. "press 1 to save, 2 to delete..." These types of recordings should not be typed. **Sometimes there is a valid message following these prompts, which of course should be typed.** So be careful not to miss the message.

- For some of the recordings, there is a button to "slow down" or "speed up".
- If the voice bar moves slowly, but you cannot hear anything, then perhaps there is an issue with your browser or your speakers... In this case, do **NOT** hit submit, but just let it time out, and refresh your page to bring up the next message to type. If this happens again, please report this problem to typistsupport@quicktate.com and try a different browser. If the voicebar moves slowly (indicative of there being something recorded), but you are unable to hear anything, you can hit the "Skip" button and the file will go to another typist.
- If there is profanity, you should type it out.
- Please note, that if you ignore the job that is playing on your computer, or you stop typing for 45 seconds, the job will go to someone else, even if you started it. That other person will get credit for the entire job.
- Some jobs are very long. Please note that if you type 200 words, for example, and then take a break for longer than 45 seconds, the entire job will "time out" and you will lose your work. We are currently working on a solution to avoid losing what you have already typed. But for now, keep this in mind before you start the job. Based on the speed of the voice bar, you can determine if it is a short or long file.
- If you are sure there was nothing recorded, do **NOT** type anything before submitting. Simply **leave the text box empty**, and then submit.
- If you are instructed to only type a certain number of words, i.e. 21 words, STOP typing at 21 words. Do NOT type "...", and do NOT type "more". Just STOP.
- When you hear the words "VR Plus", or what may sound like "ZR Plus" this should be typed as VR+.
- Always use proper case (UPPER CASE and lower case).
- The time should be written as 5:30, NOT five thirty.
- The date should be written as March 1 or March 1st, NOT March first.
- Documents should be left justified (no indenting), unless caller instructs otherwise.
- When someone dictates the company name "iDictate", the first letter ("i") should be lower case, and the second letter ("D") should be upper case. iDictate should be written as ONE word.
- Please refer your friends and colleagues to type for Quicktate. You should be the only one transcribing under your account. New typist accounts can be created at <http://quicktate.com/quicktate/transcribers/transcribers/signup>
- Please stay connected to Quicktate as much as you can.
- Typists are paid on the 15th and last day of each month; If the 15th or last day of the month is on a weekend or holiday, you will be paid on the next business day. The 15th is for the period of the 16th to end of the month, the last day of the month is for the 1st to 15th of the month.

- Regarding Paypal Accounts After you set up your Paypal account, please go through the Paypal "confirmation" process, and let us know by email once your are confirmed (tier2support@quicktate.com).
- If you encounter a file that has multiple speakers, indicate speaker 1 and speaker 2, or use their names if you know them. Start each speaker with a new line. Be sure to double space between speakers. Example:

Speaker 1 How are you today?

Speaker 2 I am doing fine, thank you. How are you?

Speaker 1 Doing wonderful.

- Phone numbers should be typed as a single word. For example, 415-321-1234.
- Credit cards numbers, account numbers and zip codes should also be typed as single words.
- If speaker says "Quote blah-blah-blah-blah end quote", you should type this as "Blah-blah-blah-blah". Do not write the word quote.
- If speaker says "Parens" or "Open Parens", you should type ().
- Do not type any messages that appear to be automated calls from prisons or prisoners.
- If you can type in both Spanish and in English, the only way this will work is if you open two different types of browsers, for example, Safari and Firefox. Of course make sure you have a Spanish typist account set up.
- When you are typing a voicemail or other message, note that you may see instructions (usually in red, and prominent) telling you the maximum number of words to type for THAT message. You MUST stop at the maximum number of words. If you type beyond that, you will not be paid for excess words.
- Watch out for messages (English and Spanish) regarding winning money, or winning a million dollars... These should not be typed. If you hear this message in Spanish, even if you don't speak Spanish, you may be able to determine that it should not be typed. If you believe that it should not be typed, just hit "Submit" without typing anything.
- If you are unable to hear the speaker, just write: "too quiet", and click submit.
- If you believe something was recorded and you cannot hear it or cannot type it, you should refresh your page rather than clicking "submit".
- It is imperative that you stay connected to Yahoo Messenger at all times while you are working. It is advisable that you stay logged in at all times. We suggest that you always keep "My Status" updated, to show, for example: "Typing Now", "Out Today", or whatever.
- You must use Safari or Firefox; Do not use Internet Explorer.

- Type both Solicitation and Collections Calls
- If the persons speaking or dictating correct themselves, you should type the corrected version of what they are saying.
- If the person speaking is dictating a list, you should always (unless instructed otherwise): single space, type it as a list rather than as a paragraph, and NOT number the items.
- If you hear any messages like this, they are NOT to be typed: "This is the second notice that the factory warranty on your vehicle may have expired....".
- If you wish to refer a prospective typist to Quicktate, please do NOT provide them with our Yahoo Instant Message address. Until someone is hired, they should contact us ONLY via email at typistsupport@quicktate.com.
- Whenever you hear a recording where the speaker says "Hash" or "Hashtag", you should type # A few letters will generally follow the #. There should be NO spaces between the # and the letters. For example #AIGT. FYI: This pertains to Twitter.
- This is an open quote “
- This is an open quote and a closed quote “bla bla bla”. Sometimes the speaker will say “end quote” instead of “closed quote”.
- This is an open parens (short for parentheses).
- This is an open parens and a closed parens (short for parentheses).
- Do not number items in a list unless you are told to do so, or unless the person dictating (speaking) is numbering them as he/she speaks. Numbered items in a list should be written as digits, not words. For example:
 1. Bananas
 2. Cherries
 3. Butter
 4. Cheese
 You should NOT write the word “one”.
- BLOGS. As a reminder to our new team members, some of our customers have asked that we not blog about them in any public forums. Please respect their wishes and refrain from discussing or mentioning any of our customers by name or inference. In other words- please don't initiate or participate in any discussions about customers even if you don't mention their names. (This message is going to everyone, not to any one person in particular.)
- If you are able to type Spanish files, and you hear one, just go ahead and type it; there is no need to re-categorize it s “Spanish” . The only reason for changing language to Spanish is so that a Spanish typist gets the file. But if you can type it – just do it.

- Lastly, and most important, the material that you type is absolutely confidential and NO INFORMATION is to be discussed with anyone, including family members. Note that you electronically signed a Confidentiality Agreement when you sign up as a typist. Legal action will absolutely be pursued against violators.