



ulatus™

**JAPANESE TO ENGLISH
TRANSLATION GUIDELINES**

Welcome to the Ulatus family!

We are happy to have you onboard and look forward to a fruitful long lasting relationship with you. To clearly understand the role of a Translator at Ulatus, please read these guidelines before commencing your translation work. [This Handbook is meant to be a complete guide to working as a freelance Translator for Ulatus.](#)

Copyright Statement

All information and content in this document is the intellectual property of Crimson Interactive Private Limited, hereafter referred to as CIPL. The use of this information and content in whole or in part is forbidden unless express written permission has been granted by CIPL.

If you are viewing this document or any component hereof without express authorization or instruction from CIPL or its authorized representatives, please STOP and do not proceed further. Prior permission to view this document should be sought from the authorized representatives of CIPL at joinus@ulatus.com.

Individuals accessing this document and its component documents and/or files are NOT GRANTED license to the following:

- Share the URL or distribute the printed matter from this document without the express written permission of CIPL
- Retrieve or print a copy of the document
- Establish a link or links to this document in any other online or offline resource
- Disclose the specific contents, structure, and organization of this document (in so far as it relates to material not in the public domain) to any third party in any form whatsoever

Individuals accessing this document agree to keep all its contents protected under the terms of this license private and confidential. Any breach of these terms will be considered a violation of the terms of use of this document and may invite legal action.

Ulatus™, Crimson Interactive Pvt. Ltd.

Table of content

1	COMPANY BACKGROUND & GOAL	02-02
	▶ About Crimson Interactive	
	▶ Achievements	
	▶ About Ulatus	
2	OUR CLIENTS	03-04
	▶ Who are our Clients?	
	▶ Client Expectations	
3	ULATUS SERVICES AND TRANSLATION LEVELS	05-05
4	TRANSLATION QUALITY PARAMETERS	06-15
	▶ Subject Matter Expertise	
	▶ Mistranslation	
	▶ Omission	
	▶ Fluency	
	▶ Grammar, Spelling, and Punctuation	
5	TRANSLATION ASSIGNMENT WORKFLOW	16-24
	▶ Allocation of Assignments to You	
	▶ Accepting/Rejecting Allocated Assignments	
	▶ Delivery of Assignments	
6	PROTOCOLS FOR THE TRANSLATION PROCESS	25-36
	▶ Assignment Translation Process	
	▶ Handling File Formats	
	▶ Reference Files	

Table of content

- ▶ Communicating with the Client and All Parties
- ▶ Technical Checklist
- ▶ Formatting

7 AFTER SALES SERVICE—CLIENT QUESTIONS POST TRANSLATION 37-39

- ▶ Process for handling client questions

8 COMMUNICATION BETWEEN YOU AND ULATUS 40-44

- ▶ Recruitment Team
- ▶ Project Management Team
- ▶ Quality and Feedback Team
- ▶ Accounts Team

9 TRANSLATION QUALITY MANAGEMENT 45-49

- ▶ Client Complaints
- ▶ Client Relationship Management (CRM)
- ▶ Performance Management

10 ANNEXURES 50-85

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common Errors by Japanese Native Speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic Formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

OVERALL WORKING PRINCIPLES AND EXPECTATIONS OF ULATUS

Before you move onto reading all the detailed sections, we have listed some critical pointers or important take away messages from the handbook. In a nutshell, these points emphasize on the values and working principles of Ulatus and overall expectations from you:

Key messages:

- High quality translation is a MUST. We set high standards for ourselves and our translation team.
- Clients come first. We aim to provide high quality along with a delightful experience to maintain a long-term relationship with our clients.
- Deliver accurate and fluent translation. The translation should read as if the text is written in the target language directly.
- Focus on meeting the Service Expectations (for all 3 Translation Levels) and Quality Parameters.
- Exhibit ownership for your translation. It is unprofessional to shy away from requests related to your assignment after it is delivered.
- Do not accept an assignment if you are not a subject expert. Your acceptance indicates that you possess the required subject expertise.
- Strictly adhere to and respect deadlines.
- Follow all client instructions, adhere to the technical checklist, and use the reference files. Our clients expect you to be vigilant.
- Follow the Assignment Translation Processes carefully. Detailed information is provided for your convenience.
- Adopt a collaborative approach to translation using our 3 channels of communication. Discuss and clarify doubts before submitting the translation.
- Be proactive! Our clients carefully review delivered assignments, so addressing any questions prior to delivery will save everyone the time/expense, and prevent any damage resulting from correcting inaccurate translations after delivery.
- Accurately fill all the necessary information in the upload form. Any critical information regarding the file shared after it is delivered to the client will not benefit the client.
- After sales service is an integral part of our translation service. If a client comes back with a question, we expect you to fully co-operate and provide helpful objective responses. A poor experience at the Question & Answer stage can leave a very bad impression on our clients and jeopardize all your efforts.
- Know about the teams you interact with. For your convenience and streamlining communication, we have specific teams to manage your work and address your questions.
- We strive to manage your performance through our Quality Management System (QMS), which facilitates continuous improvement. Score high grades by delivering high quality translation.
- Check your Monthly Performance Reports carefully. It presents information related to your performance and assignments handled in a month.
- Help us give you more work. If your grade is high and if a client likes your quality, we give you all the work coming from that client.
- Sub-standard work may have monetary implications at the client end and at your end too.
- Feel free to communicate with us for all issues, big or small. Be a part of our team.

Please read the detailed guidelines presented below to understand your role, our expectations, and processes. The Handbook has many details, which are important for producing high quality translation.

1 COMPANY BACKGROUND & GOAL

About Crimson Interactive

Crimson Interactive Private Limited (CIPL) is an ISO-certified organization of member brands providing Japanese and English language solutions to individuals and corporate customers in the Far East. While we are headquartered in Mumbai (India), CIPL has physical presence in Tokyo (Japan) and the U.S. Our member firms deliver services in three professional areas: Editing, Translation, and Transcription. We have served several clients, handled documents in various languages, and are proud to be amongst the top players in Japan. [We are dedicated not only to customer satisfaction but also to converting that satisfaction into delight!](#)

Achievements

Our dedication towards achieving customer delight has enabled CIPL to forge strategic alliances with Japanese publishing giants such as [MARUZEN](#) and [DNP](#). Also worthwhile mentioning is the fact that in 2010, our services won us the [“Red Herring Award”](#) for being one of world's top 100 most promising companies. In 2012, we also won the [“World Quality Commitment Award”](#) under the Gold Category for our continual commitment to excellence in quality.

About Ulatus

Ulatus is a division of Crimson Interactive Pvt. Ltd. offering translation services to our clients. Our goal is to become the [global experts in Japanese translation](#). Since our inception, we have moved from strength to strength and now have a team of around 500 freelance translation experts operating all over the globe.

With the help of a capable and expert team of Translators (Ts), dedicated Translation Checkers (TCs), and editors, we hope to serve the needs of the global community when it comes to translation to and from Japanese. Our vision, therefore, is to be recognized internationally as the go-to people for Japanese translation services.



Japanese language expert
A team size of 500+

Company background
& goal

Our clients

- ▶ Who are our Clients?
- ▶ Client Expectations

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

2 OUR CLIENTS

I. Who are our Clients?

Ulatus provides language solutions to clients from primarily non-native English-speaking countries and having diverse backgrounds: universities, corporate entities, government organizations, non-profit organizations, national institutes, and agencies, among many more.

A majority of our clients can be classified as “academic,” with “non-academic” or **corporate clients** making up the remainder.

i. Academic Clients:

Our clients fall under two categories:

- Individuals: Researchers, scholars, professors, lecturers, and graduate students
- Institutions: Universities, governmental departments, agencies, and ministries; non-profit organizations; scientific organizations

ii. Non-academic Clients: Non-academic or corporate clients are usually companies requiring translation services for internal documentation or external circulation. They are quite circumspect about confidentiality; therefore, we can only state that our clients comprise several Fortune 500 companies, such as Royal Bank of Scotland, Honda, Sanofi Aventis, Toyota, and Pfizer.

II. Client Expectations

Our clients and translation teams come from different cultures and are located in different geographies; hence, it is imperative to convey the client’s perspective to our translation teams. Without a client perspective, professional translation is difficult.

All clients have the following basic expectation from us. They expect translations that

- are handled by professionals with a high degree of **subject matter expertise**
- are complete, **with all the required elements translated**
- accurately express the **meaning** and nuance of the original text
- show **fluency** in the target language and read as if written by a native speaker of the target language

Company background
& goal

Our clients

- ▶ Who are our Clients?
- ▶ Client Expectations

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

Given the differences between academic and non-academic styles, our clients too have domain-specific expectations.

- Academic: The ultimate goal of researchers/academicians is to get their work published and reach their target audience, be it a manuscript in a scholarly journal, a conference presentation, a position paper, a university website, or perhaps even a peer review. Therefore, their primary expectation is *the translation **must** serve the intended purpose perfectly and be accurate*. The translation must suit the readership, the scope of the journal, and the conventions of the discipline.
- Non-academic: Non-academic or corporate clients aim to reach out to their target audience in terms of information dissemination or commercial goals through a plethora of mediums—financial/technical reports, website content, marketing/promotional material, technical and user manuals, and legal/regulatory documentation among others. Therefore, their primary expectation is that *the translation **must** impart clear, accurate, localized information*.

Key messages:

- Our clients
 - ☑ Mainly from non-native English speaking countries
 - ☑ [Academic clients](#): Individuals and Institutions
 - ☑ [Non-academic or Corporate clients](#)
- Clients expect bilingual subject experts to deliver complete, accurate, and fluent translations that meet their publication requirements or business purpose, i.e., **[HIGH QUALITY TRANSLATION EXPECTED!](#)**

[↑ Table of content](#) | [↑ Our Clients](#)

3 ULATUS SERVICES AND TRANSLATION LEVELS

Ulatus provides various service levels to cater to different needs of different clients. These are outlined in Table 1 below.

Table 1. Japanese to English Translation Service Levels

	Level 1	Level 2	Level 3
Services	Translation only	Translation ↓ Translation Check	Translation ↓ Copyediting by an English Expert ↓ Translation Check ↓ Proofreading
Description	A bilingual subject expert Translator translates the document	After a document is translated by a bilingual subject expert Translator, it is then checked by a Translation Checker who is bilingual and a subject expert.	After a document is translated by a bilingual subject expert Translator, it is edited by an English + Subject expert, then checked by a Translation Checker who is bilingual and a subject expert as well, and finally proofread in house for English language refinement.

Company background
& goal

Our clients

Ulatus services and
translation levels

**Translation quality
parameters**

- ▶ **Subject Matter Expertise**
- ▶ Mistranslation
- ▶ Omission
- ▶ Fluency
- ▶ Grammar, Spelling, and Punctuation

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

4 TRANSLATION QUALITY PARAMETERS

From the client's viewpoint, a near-perfect translation is judged as one having minimal to zero mistranslations, omissions, and inconsistencies (grammar) as well as fluent readability. Even a minor error in a translated assignment engenders distrust of the overall quality and experience for a client. A thorough translation of the document assures the clients of its quality and wins their trust in our services.

There are five critical Quality Parameters you, as a Translator, need to focus on:

- I. [Subject Matter Expertise](#)
- II. [Mistranslations](#)
- III. [Omissions](#)
- IV. [Fluency](#)
- V. [Grammar, Spelling, and Punctuation](#)

*Note: For each quality parameter, we have provided examples for better understanding of our expectations from you. We have used track changes in the examples to highlight the level of translation expected and facilitate learning.

I. Subject Matter Expertise

"Correct technical expressions following scientific/academic/industry/subject conventions"

A successful translation is one that conveys the explicit and implicit meaning of the source language into the target language as fully and accurately as possible. Thus, the terminology used and the sentences written must be **accurate and contextual, keeping scientific and academic conventions in mind**. Moreover, the translation **must be done as per the target audience and purpose**. For example, an article on atomic physics should use relevant terminology and expressions that are commonly used in the discipline; the symbols, equations, and other physics/mathematics conventions should be followed. Similarly, a report intended for journal publication must be translated keeping in mind academic style and conventions, with zero wordiness or colloquialism. In addition, **context plays an important role** in the understanding and translation of a text. Only with subject matter expertise (SME) skills can a Translator render the best suitable content in the target language. Hence, it is imperative that you carefully check the context and produce a good contextualized translation. This parameter also entails informing the client of ambiguous terms in the source text, particularly when little context is provided. For example, you may be working on a partial manuscript or just the title, with no reference files or helpful information. Clients pay great heed to and appreciate such remarks.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality parameters

- ▶ Subject Matter Expertise
- ▶ Mistranslation
- ▶ Omission
- ▶ Fluency
- ▶ Grammar, Spelling, and Punctuation

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

E
X
A
M
P
L
E
S

Example # 1 Subject Matter Expertise

Original

症例の概要：20歳の女性。左側歯列低位による咬合不全を有し、2度にわたり矯正学的治療を行ったが左側の咬合を獲得できなかった。欠損部を含め左側の咬合支持の獲得を目標とし、硬質レジン前装連結冠と陶材焼付け鑄造冠ブリッジにて最終補綴を行った。

Poor SME

Case Summary: The patient was a 20-year-old female suffering from malocclusion due to infraversion in the left dentition. Although orthodontic treatment was performed twice, occlusion was unable to be achieved. Final restoration was performed using resin-bonded veneer crowns and porcelain fused to metal crown/bridge with the aim of achieving occlusal support on the left side including the missing areas.

Expectation from you

Case Summary: The patient was a 20-year-old female suffering from who developed dental malocclusion due to left-sided infraversion in the left dentition. Although orthodontic treatment was performed twice, complete occlusion was unable to could not be achieved. Final restoration was performed using resin-bonded porcelain veneer crowns and porcelain fused to with metal crown/bridge with the aim of achieving substructure reinforcement to provide able occlusal support on the left side including the missing areas.

Example # 2 General knowledge

Original

丸山古墳は東京東部、港区の芝公園内の丸山丘に位置しています。

Poor Translation

The Maruyama Kofun is located on Maruyama hill, within Minato City's Shiba Park, which is situated in the eastern part of Tokyo.

Expectation from you

The Maruyama Kofun is located on Maruyama hill, within Minato City's Ward's Shiba Park, which is situated in the eastern part of Tokyo.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality parameters

- ▶ Subject Matter Expertise
- ▶ **Mistranslation**
- ▶ Omission
- ▶ Fluency
- ▶ Grammar, Spelling, and Punctuation

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

E
X
A
M
P
L
E
S

Example # 3 Contextual word choice

Original

そして言語復興運動は、コーンウォールにおける地域意識醸成の「触媒」としての中心的な役割を果たした（木村2003a）

Poor Translation

In the process, the Cornish revival movement served a pivotal role as a medium for incubating a new regional consciousness in Cornwall (Kimura 2003a).

Expectation from you

In the process, the Cornish revival movement served a pivotal role as a medium for **incubating engendering** a new regional consciousness in Cornwall (Kimura 2003a).

Paying Attention to Critical Details

Companies/individuals have experienced disastrous consequences when the little details have been ignored. Errors in details such as dose quantity, numbers, dates, measurement units, etc. have proven exorbitantly costly to the reputation and the wallet of companies/individuals who believe that attention to detail is not as important as the translation itself. Lives too are at stake where these details are confirmed. Hence, we expect meticulous attention to detail from you. Numbers, dates, dose quantities, chemical symbols, etc. must be transferred to the target language accurately. Any deviance from the source text data will result in dire consequences not only for you but also for Ulatus equally.

Read [Annexure 1](#) for more information on *Research and Technical Content*

II. Mistranslation

“Failure to convey the message of the source language accurately”

There are multiple ways to translate the original text, and you should ensure that your **translated version has kept the author’s meaning intact and that no mistranslations have occurred.**

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality parameters

- ▶ Subject Matter Expertise
- ▶ Mistranslation
- ▶ Omission
- ▶ Fluency
- ▶ Grammar, Spelling, and Punctuation

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

The following examples are some typical cases of mistranslation:

E
X
A
M
P
L
E
S

Example # 1 Clause level

Original

日本保険医学会誌を紐解くと1980年代後半には、**査定サポートなどの仕組みなど、査定の機械化、自動化**に関する多くの報告が見られる。

Poor Translation

Examining research on Association of Insurance Medicine of Japan (AIMJ), one finds many articles on digitization and automation of underwriting support systems, particularly in the latter half of the 1980s.

Expectation from you

On Examining ~~research on~~ Association of Insurance Medicine of Japan (AIMJ) journals, one can finds many articles on the digitization and automation of underwriting support systems, particularly on its support systems, in the latter half of the 1980s.
(2 mistranslations corrected)

Example # 2 Phrase level

Original

環境に適応する方策を常に模索している組織だけが、**環境の変化に耐えることができるという意味で、あらゆる組織に共通した「戦略的マネジメント」の問題**と言えます。

Poor Translation

Organizations are constantly grasping for ways to adapt to environments, but being able to endure changes in the environment is one common problem in the “strategic management” of all organizations.

Expectation from you

Only ~~o~~rganizations that are constantly grasping looking for ways to adapt to the environments, are-but-being able to endure changes in the environment. In this sense, it can be said that~~is one common problem in the~~ “strategic management” is a problem common ofto all organizations.
(2 mistranslations corrected)

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality parameters

- ▶ Subject Matter Expertise
- ▶ Mistranslation
- ▶ Omission
- ▶ Fluency
- ▶ Grammar, Spelling, and Punctuation

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

E
X
A
M
P
L
E
S

Example # 3 Word level

Original

ひらがな、カタカナは書けるようになったが、面談時に担任の先生から、言語面で混乱しており**発話**が苦手だと言われた。

Poor Translation

She is able to write in hiragana and katakana, but her homeroom teacher told Ms. I during a meeting that she gets linguistically confused, and her pronunciation is bad.

Expectation from you

She is able to write in hiragana and katakana, but her homeroom teacher told Ms. I during a meeting that she gets linguistically confused, and her **speech pronunciation** is poor.
(1 mistranslation corrected)

Read [Annexure 2](#) for some Recommended Translation Techniques

III. Omission

"Missing source text in the translated file"

There is **absolutely no justification for omissions** in the final document. Omissions at character, word, phrase, and sentence levels are all equally critical. Therefore, please take extreme care to ensure no omissions in your translated documents. Please note that intentional exclusion of repeated or redundant information is NOT CLASSIFIED as an omission, and we actually encourage this in the interest of better **fluency**. However, for a high number of intentional exclusions, provide specific reasons in the form of English remarks or notes to the client.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality parameters

- ▶ Subject Matter Expertise
- ▶ Mistranslation
- ▶ Omission
- ▶ Fluency
- ▶ Grammar, Spelling, and Punctuation

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

The following are typical examples of omissions:

E
X
A
M
P
L
E
S

Example # 1 Kanji

Original

彼女は2007年8月に脳出血を発症したことが原因で摂食・**嚥下障害**をもち食事摂取が困難となった。

Poor Translation

She had anorexia due to intracranial hemorrhage, which occurred in 2007, thereby making dietary intake difficult.

Expectation from you

She had anorexia **and dysphagia** due to intracranial hemorrhage, which occurred in **August** 2007, thereby making dietary intake difficult.
(2 omissions caught)

Example # 2 Figures/Numbers

Original:

1日の投与栄養量はエネルギー**1200 kcal**、蛋白質42.0 g、脂質34.0 g、糖質179 g、カリウム360 mg、**リン420 mg**、カルシウム360 mgである。

Poor Translation

The daily nutrition quantities given were as follows: energy, 120 kcal; protein, 42.0 g; lipids, 34.0 g; glucide, 179 g; potassium, 360 mg; and calcium, 360 mg.

Expectation from you

The daily nutrition quantities were as follows: energy, **1200 kcal**; protein, 42.0 g; lipids, 34.0 g; glucide, 179 g; potassium, 360 mg; **phosphorus, 420 mg**; and calcium, 360 mg.
(2 omissions caught)

Read [Annexure 2](#) for some Recommended Translation Techniques

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality parameters

- ▶ Subject Matter Expertise
- ▶ Mistranslation
- ▶ Omission
- ▶ Fluency
- ▶ Grammar, Spelling, and Punctuation

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

IV. Fluency

“Clear target language for easy comprehension of the text”

Written Japanese tends to be lengthier than written English. Translation of a Japanese sentence into English may result in lengthy, awkward sentences because of the Japanese syntax. An important part of your job is **to use natural-sounding target language**. If you do not understand the translation, the client will not either.

Taking a reader-oriented approach is critical for good fluency. *Your goal should be to ensure that the translated document reads as if it has been written originally in the target language.* If you think a Japanese sentence is too long and its translation into a single English sentence may result in loss of fluency, please feel free to divide the translation into two sentences for better clarity and readability. Do not be afraid of paraphrasing or editing.

Role of Paraphrasing in fluency

In translation practice, paraphrasing is the restructuring of text to convey the essence of the source text. Paraphrasing adopts the sense-for-sense approach, rather than the word-for-word one, the goal being to produce the closest equivalent meaning of the original text for the reader. Note that this translation strategy does not alter the meaning of the source text and should not result in omission. Literal translation is inappropriate for translation between Japanese and English, two linguistically and culturally distinctive languages, except for very specialized fields like patents.

Note:

Paraphrasing translation should be followed for all our assignments, unless we explicitly state otherwise.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality parameters

- ▶ Subject Matter Expertise
- ▶ Mistranslation
- ▶ Omission
- ▶ Fluency
- ▶ Grammar, Spelling, and Punctuation

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

E
X
A
M
P
L
E
S

Example # 1 Sentence structure

Original

この細則は、XX社会福祉専門学校学則第25条4項及び指定養成施設に関する指定基準・規則・指導要領等に基づき、本校入学以前4年制大学・短期大学並びに同等又はそれ以上の教育内容を有する学校において、既に修得した単位を本校における修得単位としてみなし、認定することについて定める。

Poor Translation

This regulation is based on the regulations of the XX School of Social Welfare's article 25, item 4 and the designated training centers' basic standards, regulations, and official guidelines for school teaching. The regulation enters the statement that it shall recognize credits already earned from institutions with course content which are on a level equal to or a level that is higher than *the levels of four-year and two-year (junior colleges) universities, shall be recognized by the school.*

Expectation from you

This regulation is based on article 25, item 4 of the regulations of the XX School of Social Welfare's ~~article 25, item 4~~ and the designated training centers' basic standards, regulations, and official guidelines for school teaching. The regulation stipulates that the school enters the statement that it shall recognize credits already ~~earned~~acquired from institutions providing education of either with course content which are on a level equal to or a level that is higher than *the ~~level~~those of four-year and two-year (junior colleges) universities, shall be recognized by the school.*

Read [Annexure 3](#) for more information on improving target text Language and [Annexure 5](#) for Common Errors by Japanese Native Speakers

V. Grammar, Spelling, and Punctuation

Ensure that grammar and punctuation rules are followed.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality parameters

- ▶ Subject Matter Expertise
- ▶ Mistranslation
- ▶ Omission
- ▶ Fluency
- ▶ Grammar, Spelling, and Punctuation

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

E
X
A
M
P
L
E
S

Example # 1

Original

A がBを吸収することを彼らは示した。

Translated text

They demonstrates that A absorbs B.

Expectation from you

They demonstratess that A absorbs B.

Example # 2

Original

他の方法を選ぼうと思えばあった。

Translated text

We can have used an alternative procedure.

Expectation from you

We canmight have used an alternative procedure.

Read [Annexure 4](#) for more information on improving Grammar and [Annexure 5](#) for Common Errors by Japanese Native Speakers

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality parameters

- ▶ Subject Matter Expertise
- ▶ Mistranslation
- ▶ Omission
- ▶ Fluency
- ▶ Grammar, Spelling, and Punctuation

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

Key messages:

Summarizing Quality Parameters

▶ **Subject Matter Expertise**

- Technical Word Accuracy
- Scientific Nomenclature Accuracy
- Adherence to **Technical Checklist** (if provided by the client)
- Pointing gaps, if any, through remarks for the text

▶ **Mistranslation**

- Accuracy of information and content at word, phrase, sentence, and paragraph level for translation
- No impact change (change in the emphasis laid by the author to persuade the reader) at word or phrase level

▶ **Omission**: No omission at

- Phrase level
- Sentence level
- Paragraph level
- Word level *

▶ **Language (Fluency and Grammar & Spelling)**

- Functional Clarity and Readability - the meaning you are trying to convey is captured in the translation, so the function of language (i.e., clear communication) is met.
- Accurate Word/Phrase Choice
- Correct Grammar Expressions (adjectives/adverbs, tense, voice, relative clause)
- Sufficient Clarity and Readability
- Parallelism
- Concise and Succinct Expressions

*Optional if a word can be omitted to eliminate wordiness

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation assignment workflow

- ▶ Allocation of Assignments to You
- ▶ Accepting/Rejecting Allocated Assignments
- ▶ Delivery of Assignments

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

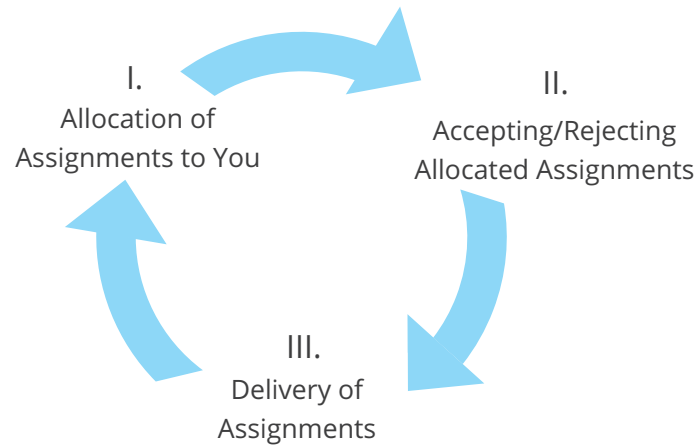
Annexures

5 TRANSLATION ASSIGNMENT WORKFLOW

After clarifying the quality parameters under [Section 4](#), we now move on to discussing the assignment flow. This will enable you to understand the workflow or cycle of every translation assignment. Following workflow details are very critical, as they will help us maintain transparency in our communication.

Workflow for each assignment has three main stages:

- I. [Allocation of Assignments to You](#)
- II. [Accepting/Rejecting Allocated Assignments](#)
- III. [Delivery of Assignments](#)



I. Allocation of Assignments to You

We operate under the “One assignment–One Translator” system. Unless stated otherwise in the allocation email, please assume that the assignment has been allocated to you

i. Contacting you

The [Project Management team](#) will send emails from translation@ulatus.com with the following subject line for example:

[Japanese to English: ABCDE-1] 1336 characters/Friday, July 31, 2012, 18:30 IST

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

- ▶ Allocation of Assignments to You
- ▶ **Accepting/Rejecting Allocated Assignments**
- ▶ Delivery of Assignments

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

Exceptions:

- When we have assigned it to [more than 1 Translator](#) because of urgency of deadline
[[DO NOT START]] [Japanese to English: ABCDE-1] 1336 characters/Friday, July 31, 2012, 18:30 IST

The above assignment will contain a START tag when you want to start.
[[START]] [Japanese to English: ABCDE-1] 1336 characters/Friday, July 31, 2012, 18:30 IST
- When we want to [cancel](#) an offered assignment
[[Cancelled]] [Japanese to English: ABCDE-1] 1336 characters/Friday, July 31, 2012, 18:30 IST

ii. Your Confirmation

Please hit “Reply All” when you communicate with the [Project Management team](#). If you compose a fresh email, please [use the same subject line and add the same email addresses](#) from which you have received the email.

Using the same subject line helps us in smoothly tracking emails. Our spam filters are specially configured to route emails to the [Project Management team](#) based on the subject lines framed in the standard format. If a different subject line is used, the filters may accidentally categorize the email as spam.

iii. Starting your work

Once we have sent this email, no further communication from us is necessary—you can start immediately. For more details on the TRANSLATION PROCESS, refer to the [next section](#).

II. Accepting/Rejecting Allocated Assignments

Please note you are free to confirm or reject an assignment that is offered. Our assignments usually operate under the “One assignment–One Translator” system. Therefore, please reply as soon as possible and confirm the assignment.

i. Selecting Translators

Our assignments deal with very specific topics, and thus, we select Translators who meet the following criteria:

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

- ▶ Allocation of Assignments to You
- ▶ **Accepting/Rejecting Allocated Assignments**
- ▶ Delivery of Assignments

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

- Your subject preference given at the time of [recruitment](#) matches that of the document
- Comparing your time zone and delivery deadline of client
- Speed of translation
- Quality history
- Availability

ii. Decision on confirming/rejecting assignments

You should take the decision of accepting an assignment after you have considered the below pointers:

➤ *Subject expertise*

The allocated assignment's subject area is within the scope of your expertise and you are confident of doing complete justice to the translation and [meeting the quality parameters](#).

! *Accepting an assignment means that you have taken complete ownership of the translation and technical content of the file.*

➤ *Adhering to instructions*

The information presented in the assignment email is critical to a proper understanding of the [client's requirements](#). We expect our translators to adhere to all instructions sent with an assignment.

! *If you cannot comply with any of the instructions, you are required to intimate us before accepting the assignment.*

➤ *Adhering to deadline*

Workloads and schedules are assigned on the basis of turnaround time (TAT) and volume. Furthermore, our assignments are allocated based on the accuracy of following information provided by you in the recruitment form:

- a. Working Hours (in IST)
- b. Work on Weekends
- c. Email Availability
- d. Turnaround Time (in words or characters translated per day)

For most of the assignments, our [Project Management team](#) will send you intimation for your better planning. However, if there is any major delay, we shall adjust your deadlines accordingly.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation assignment workflow

- ▶ Allocation of
Assignments to You
- ▶ Accepting/Rejecting
Allocated Assignments
- ▶ **Delivery of Assignments**

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

! STRICT DON'Ts

- ▶ Please **DO NOT ASK** for extension in the middle of an ongoing assignment. It is strictly discouraged because our clients have submission deadlines for their thesis, journal, presentation etc., which are impossible to extend. Also, delay at your end will affect the quality of work of the next person in the workflow, thus jeopardizing the further processing of the assignment. As a professional, we expect you to manage your time well. If you feel extension is needed, please ask so before accepting the assignment.
- ▶ Please **DO NOT REJECT** assignments without stating reasons. Please reply to the assignment email by enquiring about the possibility of an extension. Please mention the following:
 - a. Reason for an extension OR reason for rejection
 - b. Earliest deadline by which you can complete the assignment, if you are able to accept with an extension

The [Project Management team](#) will reply stating whether the extension of deadline is possible, or will propose an alternative deadline.

- ▶ Please **DO NOT WAIT** until the last possible minute to inform us that you cannot meet the agreed-upon deadline
- ▶ Please **DO NOT ABANDON** or give up on an assignment midway due to the difficulty level. We believe this kind of behavior is unprofessional. Your [Monthly Performance Report](#) tracks all these critical points.

III. Delivery of Assignments

The last step after you complete the translation is to deliver the files to us. The link to upload the assignment is [\[http://www.ulatus.com/careers/translationupload/indexssl.htm\]](http://www.ulatus.com/careers/translationupload/indexssl.htm)

To read the detailed guide for filling each question in the upload form, please click on the icon “?” on the website upload form and [Annexure 6](#). Some important points for filling the form are provided below.

The form is divided into three main sections:

- i. [Assignment Details](#)
- ii. [Translation Summary](#)
- iii. [File Upload](#)

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

**Translation
assignment workflow**

- ▶ Allocation of
Assignments to You
- ▶ Accepting/Rejecting
Allocated Assignments
- ▶ **Delivery of Assignments**

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

i. Assignment Details

The first section captures your personal and assignment details.

Read [Annexure 6 \(I\)](#) for more details.

ii. Translation Summary

This section gathers your opinion on the translation process and obtains feedback for various aspects. It is very important that you [understand the significance of each question](#) and provide ratings accurately.

a. Please rate the level of original Japanese

This section is for you to identify the difficulty level of the source text and provide the corresponding accurate rating as Very poor, Poor, Average, Well written, or Excellent.

The rubric provided in [Annexure 6 \(II\) \(i\)](#) will help in deciding the ratings.

Important Points:

- Producing a high quality translation from a poorly composed source text is quite challenging, particularly with such structurally different language pairs as English and Japanese.
- Thus, analyzing the level of source text helps in deciding on the efforts needed for a good translation output and accordingly deciding your translation strategy. We expect you to have a good judgment of how well the original article is written.

If the source text prevents you from delivering the best quality, [you are obliged to give examples in the file or give specific comments in the upload form](#). This way the client is encouraged to provide clarifications and not assume that the translation is incorrect.

We have noticed that on receiving client comments/questions/feedback when

- Translators or Translation Checkers are contacted, some respond saying “the source text was ambiguous” or “text was poorly written.” By sharing such inputs with us at the time of delivery (and not at a later date), you help the [Project Management Team](#) and [Quality and Feedback Team](#) take necessary action. Where necessary, we share such information with the clients along with the delivery of the file and give them necessary guidance.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

- ▶ Allocation of Assignments to You
- ▶ Accepting/Rejecting Allocated Assignments
- ▶ Delivery of Assignments

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

b. Please comment on the readiness for use of the translated manuscript

Some points post translation need author intervention. If you have used [ulatusCommunicate/Questions sheet](#), then you can use these as a reference point to see what aspects the author needs to address after you have uploaded the file. Accordingly, you can rate if the file Needs heavy intervention before use, Needs some intervention before use, or File is ready for use.

The rubric provided in [Annexure 6 \(II\) \(ii\)](#) will help in deciding the ratings.

Important points:

- This is not rating the quality of translation after you have worked on it. This rating pertains to your observation that the translated file still has gaps, it needs further work to be made suitable for the intended audience, or it has logical and content issues.
- Bringing these points to the client's notice at the time of delivery will help in delivering better service and in turn, help our clients work towards improving their work.
- For example, if you rate an assignment low for Readiness for Use, then it can be checked by one of our translation quality experts from the [Quality And Feedback Team](#) or the [Project Management team](#), and necessary corrective measures can be taken.

c. Please describe any problems/ambiguities in the original document that may have affected your translation

Any comments or suggestions about the translation should be provided to the [Project Management Team](#). If you have followed a particular style or want to share any information that you have used while translating the file, you can mention it here. Any information regarding handling the file type, reference files, communication, technical checklist, and formatting can also be given here.

As mentioned above, we have noticed that when Translators/Translation Checkers are contacted after receiving a client question, complaint, or issue, they share the issues faced with the file. [To preempt the situation, please share any information with us through this form.](#)

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation assignment workflow

- ▶ Allocation of Assignments to You
- ▶ Accepting/Rejecting Allocated Assignments
- ▶ Delivery of Assignments

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

iii. File Upload

The last section captures details regarding file upload. Please submit the form after all the following points have been answered. If you are unable to upload the file(s) due to some technical problems, please ensure that you mail the file(s) to us.

- Was the time provided sufficient for this assignment?
- Time taken to complete the assignment: Please indicate the time taken
- Comments for the [Project Management team](#): We encourage you to share any information about the assignment that you may want us to know
- Upload File
- No. of files
- [ulatusCommunicate/Question Sheet/Remarks](#) added or used? We encourage you to use these platforms, as team work is imperative for any high quality translation work

Read [Annexure 6 \(III\)](#) for more details.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

- ▶ Allocation of Assignments to You
- ▶ Accepting/Rejecting Allocated Assignments
- ▶ Delivery of Assignments

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

F.A.Q.

Q. How do you calculate character count?

A. At Ulatus, character counts of editable content are done using a proprietary software tool. *The following table (Table 2) provides further explanation:*

Table 2. Character Count

Japanese to English		
Process	Editable component	Embedded component
How is the count taken?	<i>Proprietary character count tool</i>	<i>Manual character counts</i>
What is included in the count?	All Kanji and Kana in the document (including Rubi, if any)	
What is excluded from the count?	English text, numbers, and special characters (symbols)	

The overriding principle at Ulatus is that all content in the files for translation check is included in the character count and is hence meant to be translated, unless specified otherwise. This includes

1. Body or main text
2. Figures, tables, and charts, whether editable or embedded
3. Any text embedded within an image or object
4. References, bibliography, and citations
5. Footnotes and endnotes
6. Author-inserted comments, unless they are instructions for the translation team

You will need to translate all of the above. Only in case there are specific instructions, can portions of the text be excluded from the translation. For example:

- “Translate from page 2 to page 6 (both pages inclusive) of the file”
- “Translate Section 4 (Discussion) and Section 5 (Conclusion)”
- “Do not translate the text in the figures, but translate the captions”

Q. Do you assign batch-wise deadlines for a single assignment? What are the general rules to be followed for such assignments?

A. Yes, we do assign batch-wise deadlines when the assignment is long. This is mainly to facilitate work by the other stakeholders on the file within the deadline stipulated by the client.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

- ▶ Allocation of Assignments to You
- ▶ Accepting/Rejecting Allocated Assignments
- ▶ **Delivery of Assignments**

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

The deadlines will be mentioned in the assignment email as follows:

This is a special assignment, so please be extra careful while translating this document and give it your best input. Due to the size of the assignment, please deliver it in equal-sized batches in the following schedule:

Batch 1: Saturday, December 8, 2012, 12:00 IST

Batch 2: Monday, December 10, 2012, 12:00 IST

Batch 3: Wednesday, December 12, 2012, 12:00 IST

The important points to keep in mind are as follows:

- ▶ Divide the file in equal parts as per the number of batches, e.g., in the above case, the 15,000-character file should be divided into 3 batches of 5000 characters each.
- ▶ All batches should contain only batch-related content (original and translation). Content from previous and subsequent batches should not be present. While working on subsequent batches, if you realize that you need to revise a previous batch, please do so and mention this in your email with supporting reasons.
- ▶ On rare occasions, one translation assignment is divided among different translators and then sent to you. Ensure that term/style consistency is

Key messages:

- ▶ The [Project Management team](#) will manage your overall translation work predominantly through emails. Ensure to follow all email requirements and processes.
- ▶ We operate under the “One assignment–One Translator” system. Therefore, please reply as soon as possible and confirm the assignment.
- ▶ We expect high ownership from you once you have accepted an assignment. So please adhere to the deadlines and avoid requests for extensions. **DO NOT REJECT assignments without stating reasons.**
- ▶ While uploading the file, fill all the necessary information in the upload form accurately. It is designed to capture critical information from you right at the time of uploading the file. Any critical information regarding the file shared after it is delivered to the client will not benefit the client.
- ▶ Your [Monthly Performance Report](#) presents information related to the workflow and assignments handled in a month.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ Communicating with the Client and All Parties
- ▶ Technical Checklist
- ▶ Formatting

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

6 PROTOCOLS FOR THE TRANSLATION PROCESS

[Section 5 \(TRANSLATION ASSIGNMENT WORKFLOW\)](#) covered the entire workflow for our assignments. This section deals with the specific protocols related to the actual translation process:

- I. [Assignment Translation Process](#)
- II. [Handling File Formats](#)
- III. [Reference Files](#)
- IV. [Communicating with the Client and All Parties](#)
 - i. [ulatusCommunicate](#)
 - ii. [Questions Sheet](#)
 - iii. [Remarks](#)
- V. [Technical Checklist](#)
- VI. [Formatting](#)

I. Assignment Translation Process

In this section, we outline the process of file handling right from receiving it to the upload stage. Some systems that are a part of translating a file are explained in detail in the following sections.

For all translation assignments, we will send you the following:

- ✦ Email with complete assignment details
- ✦ Original Japanese file
- ✦ [Reference files](#) (if any)
- ✦ [Technical checklist](#) (if any)
- ✦ [Questions Sheet](#)

Key Responsibilities

- i. **Start:** [Make a copy of the original file](#). Rename this file as *OriginalFilename_Translator.doc* (e.g. ABCDE-1_Translator.doc).
- ii. **Protocols:** Keep in mind the points on how to proceed with [handling file types](#), [reference files](#), and [formatting](#).
- iii. **Quality:** Focus on meeting the [service expectations and quality parameters](#).

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ Communicating with the Client and All Parties
- ▶ Technical Checklist
- ▶ Formatting

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

iv. Technical Checklist: Make sure that the [technical checklist](#) has been strictly followed and its terms are highlighted in [the translated file](#). In case you feel that the term suggested by the client is incorrect, then revise the technical term and add a [remark](#) for the client in English.

v. Ready-to-use output: Ensure the translation is clear and [fluent](#). Check the overall language and tone of the file. Ensure there are no technical gaps in the paper. The client's expectation from us is a ready-to-use file meeting [quality standards](#). If the email mentions "Translation Only" assignment, then this assignment will be delivered straight to the client once you complete the translation. Therefore, please be careful about the quality of the assignment. In case you have any questions or doubts to be resolved, please let us know during the translation itself. We recommend that you be very sure of the output you send us as it will be directly sent to the client.

vi. Communication with Client: If you are unsure of the translated text and require client clarification, use [ulatusCommunicate/Questions Sheet](#) to query the author. In case the client is unavailable, please write a remark for the client in English in the [Remarks file](#).

vii. Communication with Client: Notify the client of any valid instance of liberal translation (e.g., addition of content) in the [Remarks file](#).

viii. Ensure that you

- ✦ use Roman (English) font (size 12) for all English text in the document. [Please do not use Mincho fonts for the English text](#).
- ✦ run spell check and ensure that the file is error free.

ix. Upload: Fill the assignment upload form and give accurate ratings. The [Translation Summary](#) section is a very critical section that collects information on the assignment. Your inputs at this stage can help us take any necessary action to further improve the quality of the file. Please read [Section 5 \(iii\)](#) for more information

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ **Handling File Formats**
- ▶ Reference Files
- ▶ Communicating with the Client and All Parties
- ▶ Technical Checklist
- ▶ Formatting

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

II. Handling File Formats

Depending on the input and output file formats (i.e., MS Word, MS PowerPoint, MS Excel, or PDF), the translation process will vary. Broadly speaking, our requirements fall in the categories given below.

Table 3. MS Word >> MS Word

If translation is needed for	Text	Editable chart/table/figure	Embedded chart/table/figure
Translation method	Bilingual, with both Japanese and English in the same file, separated paragraph by paragraph	Make a copy of the chart/figure/table, and replace the text with its corresponding translation	Type out the embedded text below the object, along with the translation OR Alternatively, place the translation within text boxes, and superimpose the text boxes on top of the embedded object

Table 4. MS PowerPoint >> MS PowerPoint

If translation is needed for	Text	Editable chart/table/figure	Embedded chart/table/figure	"Author Notes"
Translation method	Replace the text with its translation directly. Bilingual format is not required since it disturbs the PPT formatting	Replace the text with its translation directly	Type out the embedded text below the object, along with the translation OR Place the translation within text boxes, and superimpose the text boxes on top of the embedded object	Replace the text with its translation directly

Table 5. MS Excel >> MS Excel

If translation is needed for	Text	Editable chart/table/figure	Embedded chart/table/figure
Translation method	Replace the text with its translation directly. Bilingual format is not required since it disturbs Excel formatting	Replace the text with its translation directly	Place the translation within text boxes, and superimpose the text boxes on top of the embedded object

Company background
& goal

Our clients

Ulatius services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ Communicating with the Client and All Parties
- ▶ Technical Checklist
- ▶ Formatting

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

Table 6. PDF >> MS Word

If translation is needed for	Text	Embedded chart/table/figure
Translation method	Start translating in a New MS Word file. Only the target language will be in the file	Type out the text in the MS Word file and indicate chart/table/figure number

III. Reference Files

Please read the reference material sent with an assignment—including the attached files and/or URLs. These help in understanding [client expectations](#). Clients expect us to thoroughly refer to any reference material they have provided. It may contain a [technical checklist](#) or any other file that would aid the translation process. Sometimes, previous assignments of the client are sent as reference material. We strongly recommend that consistency be maintained across all assignments from a client; this ensures a certain degree of uniformity in output delivered to the client. If you are not clear about the purpose of a reference file, please contact us at the earliest for clarification by emailing us at translation@ulatus.com.

IV. Communicating with the Client and All Parties

While working on your translation assignment, you may need to contact the client or other members working on the translation assignment for clarifications or suggestions. At Ulatius, we have 3 mediums available ([ulatusCommunicate](#), [Questions Sheet](#), and [Remarks](#)) that enable convenient interaction among all stakeholders working on the translation, including the client. [Table 7](#) will help you determine which medium to select during the translation stages. The details of each medium are provided after the table:

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ **Communicating with the Client and All Parties**
- ▶ Technical Checklist
- ▶ Formatting

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

Table 7. Channels of Communication

Points	ulatusCommunicate	Questions Sheet	Remarks
Objective	To enable the translation team get queries/doubts resolved by asking questions while translating		To inform the client about key aspects of the translation and content
To be used to communicate with?	Client (if s/he has opted for it), Translation Checkers, Editor 1, Editor 2, Project Management team	Client	Client
When to use?	As the first preference while the assignment is on-going, if the client has opted for this option	As the second preference while the assignment is on-going, if the client has NOT opted for ulatusCommunicate	At the time of delivering the assignment
Appropriate use for clients	Asking the client to resolve issues on <ul style="list-style-type: none"> - SME - Source text ambiguity - Source context ambiguity - Author-related queries - Journal-related queries - Factual errors in source text - Technical Checklist 		<ul style="list-style-type: none"> - Justifying the translation with explanations- - Recommending the addition or modification of content to better suit the target audience - Indicating typos and discrepancies in source
Inappropriate use for clients	<ul style="list-style-type: none"> - Asking the client to check points that online research will easily yield. - Asking trivial or frivolous questions 		Asking the client to check accuracy of translation or address unresolved clarifications if any.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ Communicating with the Client and All Parties
- ▶ Technical Checklist
- ▶ Formatting

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

i. ulatusCommunicate—Communication platform to interact with all parties while working on an assignment

We at Ulatus believe that outstanding teamwork is key to achieving high quality of translation. Thus, it is imperative that all parties involved in the translation chain (including the client if s/he opts for it) interact continually and effectively with ease. This communication platform facilitates effective and prompt communication among all parties. Through this platform, all members can collaborate on an assignment by discussing and resolving any doubts/queries/clarifications while the assignment is in progress.

The objective of ulatusCommunicate is effective and prompt communication

- between you and the client
- among Translator, Translation Checker, [Project Management team](#), and Editors

For a detailed background on ulatusCommunicate, we advise you to refer to http://communicate.ulatus.jp/Guidelines/UlatusCommunicate_UserGuidelines.pdf

***IMPORTANT NOTE:** The client may or may not choose to be a part of the forum.

- If s/he chooses to use the forum, all queries should be posted on the same for the client
- If not, then please use the Questions Sheet for the client

ii. Questions Sheet—Ask the client a doubt(s)

As mentioned earlier, if the client has not opted for [ulatusCommunicate](#), the Questions Sheet is the next option to ask any query/clarify any doubt with the client. This sheet allows you to ask questions to the client and receive a response while the assignment is in progress. The Questions Sheet is an Excel sheet wherein you can enter queries for the client. The objective of this facility is to improve the quality of translation and eliminate client dissatisfaction after the translation is delivered.

F.A.Q.

Q. When and for what do we use the Questions Sheet?

A. You should use this option when the client has not opted for [ulatusCommunicate](#). It can be used for any assignment when it is being translated by you or at the time of upload. We are giving you the opportunity to have the client clarify your doubts. However, please keep the following in mind:

- Ensure to not ask language- or grammar-related questions, since this is not the client's specialty.
- The Questions Sheet is not a substitute for terminology or background research. Please limit your questions to aspects that only the client can address, responses to which cannot be found online or using standard translation resources. If the answer can be found online, please refrain from asking the client.
- Ensure to not ask trivial questions. Clients trust us to handle their translations, and they doubt our skills if we ask questions for which the client's input is not strictly necessary.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ Communicating with the Client and All Parties
- ▶ Technical Checklist
- ▶ Formatting

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

Q. How do we use the Questions Sheet?

A. The Questions Sheet is sent to all Translators/Translation Checkers with each assignment email. Given below are the steps to follow while using the Questions Sheet:

- Make a copy of the sheet and re-name it as per the assignment, e.g., QuestionsSheet_ABCDE-1.xls. All fields marked in (*) are mandatory in Question Sheet.
- Select the category of the question under the heading “分類(Category)” from the dropdown list. In the adjacent columns, you are required to enter the original and/or translated text being queried along with the page number of the original file. These details help the client in locating the exact reference to your question.
- Enter your query in Japanese only under the heading “こちらにご質問をご記入願います。” Our clients are not fluent in English, so it is best to phrase all queries in Japanese.
- Please DO NOT highlight your question in the original file and mail it as

Once you have entered all your queries, please save the sheet and send it to the Ulatus [Project Management team](#) via email. We will send your queries to the client and seek his/her clarification. Once the client responds, we will send you the Questions Sheet with the client responses.

Q. How do we incorporate the client response?

A. When the client response is received, the following situations may arise:

- You are still working on the translation: Please make the necessary revisions in line with the client response and upload the assignment as usual.
- You have already uploaded the files: We will contact you and request you to make the required revisions. Please wait to hear from us—if we do not revert, please consider the matter resolved.

Note that the client’s responses cannot be overlooked. By providing responses, the client has proactively participated in the translation and expects that his/her responses are handled well. Overlooking client communication amounts to ignoring the client, which culminates in client dissatisfaction.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ Communicating with the Client and All Parties
- ▶ Technical Checklist
- ▶ Formatting

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

Q. How often may we use the Questions Sheet for a single assignment?

A. There is no set limit to the number of times you can use the Questions Sheet, but please try and minimize this to avoid giving clients the wrong impression. For especially long assignments, you may initially send a batch of queries using the Questions Sheet, but may discover that later on, more queries arise. In such cases, it is fine to send us another batch of queries.

iii. Remarks

The [ulatusCommunicate](#) (first preference)/[Question Sheet](#) (second preference) system is designed to elicit quick and specific responses from clients while the translation is on-going. However, the following scenarios may arise:

- ▶ The client is not available to respond to our queries, or they do not reply in a timely fashion.
- ▶ We do not have any specific queries, but only want to bring certain facts/observations to the client's notice.
- ▶ Content (not present in the original Japanese text) needs to be or has been added by you for clarity to the readers. This needs to be brought to the client's notice as s/he may consider it an error.

For the above scenarios, the Remarks file is the mode of communication between the client and us. Given your subject matter expertise, you are the best judge of content issues, and we appreciate your efforts to communicate any apparent anomaly to the client. Please **DO NOT** use the "Insert Comments" feature in any Ulatus translation, since our clients do not prefer this system. We send only "clean" translated files to clients.

How to Use Remarks?

Step 1: Highlight the text about which you wish to comment in yellow in your file, and add a numbered Remark tag: **[Remark #]**.

Step 2: In a separate MS Word file (Remarks file template), frame the Remark in English.

The client will review the translation page by page. When s/he comes across text highlighted along with a Remark, s/he can check the corresponding numbered Remark

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ **Communicating with the Client and All Parties**
- ▶ Technical Checklist
- ▶ Formatting

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

Examples of text with Remarks:

E
X
A
M
P
L
E
S

Example # 1 Clarification

We administered **treatment XYZ [Remark 1]** to 34 male subjects suffering from condition ABC. After a period of two weeks, 12 patients showed significant improvement, with the remainder showing only slight or no improvement. Since the control group showed similar results, we concluded that XYZ therapy is ineffective in treating **condition ABC. [Remark 2]**

⬇ Corresponding Remarks file:

[Remark 1]: Please consider specifying dosage and supplier information for treatment XYZ.

[Remark 2]: The conclusion may represent a generalization that is not supported by the limited scope of this research. Perhaps a better presentation would be to specify the conditions under which treatment XYZ is ineffective for sufferers of ABC.

Example # 2 Notification of Discrepancy

⬇ ORIGINAL [別刷]

初校時に図書館情報メディア機構事務部に申し込むこと。別刷の費用は、著者又は所属分野が負担すること。

⬇ Translation

Reprints

Reprints of the manuscript should be applied for at the time of the first revision [Remark 1] at the Administrative Office of the Institute for Library and Media Information Technology. The cost of reprints shall be borne by the contributor or the contributor's section or department.

⬇ Corresponding Remarks File

[Remark 1] Usually, reprints are ordered after publication of the document; however, you have specified that reprints need to be ordered at the time of first revision. In general, off-prints are ordered before publication, at the time of submission. Please check if the highlighted text conveys your intended meaning and revise accordingly.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ Communicating with the Client and All Parties
- ▶ **Technical Checklist**
- ▶ Formatting

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

What to use Remarks for

- Explaining why a non-conventional term or phrase has been used in the translation.
- Recommending that certain extra information be included in the translation for clarity, e.g., expanding the literature survey section or adding supplier information.
- Making recommendations for enhancing the appeal of the translation for the target audience, i.e., for an academic article, recommending that the client add a separate Discussion section to discuss the results of the study.
- Pointing out any errors or ambiguity in the source text, which the client may want to correct.
- Notifying the client of a term used which is different from the one in the technical checklist. This should be accompanied by a valid reason.

What NOT to use Remarks for

- Discussing any difference of opinion within the translation team. These should be resolved within the team while translation is in progress.
- Asking the client to check the accuracy of the translation or the correctness of language use (“Please check if this has been translated correctly”). It is the translation team’s job to ensure an accurate translation, not the client’s.

V. Technical Checklist

Some clients are very specific with their preferences, particularly those in niche, super-specialized, or interdisciplinary fields. Such clients provide a “technical checklist” containing the preferred translation for terms.

Note:

- The technical checklist may be sent as a separate [Reference file](#), or it may be appended within the document itself. Please scan through to the end of all files to check if the client has added a technical checklist.
- When a technical checklist is to be adhered to, the original Japanese file will contain the checklist terms highlighted in [magenta](#)
- Please follow the technical checklist strictly, even if this conflicts with your usual technical word choice.
- If the client’s chosen term is incorrect, inappropriate, or misspelled, check with the client via [ulatusCommunicate/Questions Sheet](#). Use the [Remarks file](#) in case you notice this at the time of delivery. It is critical that you bring this discrepancy to the author’s notice through our communication mediums.
- [Our clients are very particular about technical checklist compliance](#). Please ensure that the translation of terms in the client’s checklist is done correctly and consistently.
- For large projects without a client-submitted [technical checklist](#), we may ask our translation team to compile a glossary of technical terms used in the translation. This will then be sent to the client for approval.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ Communicating with the Client and All Parties
- ▶ Technical Checklist
- ▶ **Formatting**

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

- ▶ Create a glossary per the assignment. A best professional practice is each translator/translation checker maintaining a customized glossary during translation. You can create and share the glossary with the translation team (or client) through ulatusCommunicate. Stakeholders add, discuss, and finalize the terms, ensuring that consistency is maintained across files. So even if a technical checklist has not been provided by the client, do maintain glossaries for your assignments.

VI. Formatting

Formatting refers to the presentation/layout of the document. A client's initial impressions of a document are formed on a quick glance through the document. [A poorly formatted document fails to make a positive impact on the client.](#) Translations that are intended for publication should be particularly well formatted, since these will be viewed by a mass audience.

You will be notified of Formatting in the assignment mail as any ONE of the following:

i. Format, same as original

Strictly maintain the same presentation style of the source text.

ii. Journal formatting required

Ensure that language and style comply with the journal guidelines.

The journal link or name will be provided to you. Alternatively, the journal guidelines will be in the [Reference](#) folder. The link should take you directly to the Guidelines page. Look for words such as "Manuscript Submission Guidelines," "Guidelines for Authors," "Manuscript Preparation," or "Instructions for Authors." If the link is not functional, navigate to the home page and look for the above-mentioned keywords.

In case the link is not given but the journal name is, a simple Google search will take you to the journal website.

E
X
A
M
P
L
E
S

Example: References section

For a Level 3 assignment, the journal stipulates that author names in the References section be ordered on a last name-first name basis. If you have not read the journal guidelines, you may follow the first name-last name order. The English-native copyeditors working next on the file have no knowledge of Japanese, and will not be able to identify first and last names. Thus, references will be delivered to the client in an incorrect format, leading to a dissatisfied client.

iii. No, do not format

No formatting required

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

- ▶ Assignment Translation Process
- ▶ Handling File Formats
- ▶ Reference Files
- ▶ Communicating with the Client and All Parties
- ▶ Technical Checklist
- ▶ **Formatting**

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

Additional points:

- ▶ Japanese and English texts occupy different amounts of space. Therefore, the formatting of some elements, especially tables and charts, may need to be adjusted to fit the translated text within them. This also affects page layout, e.g., text that fits within a single page in Japanese may expand to two pages in English after translation.
- ▶ In case the client has provided a reference file, e.g., a template or set of guidelines for formatting, [please follow this as closely as possible and write remarks/notes if any gaps are visible](#).

For more information on structural aspects of Formatting, see [Annexure 7\(I\)](#)

Key messages:

- ▶ Follow the Assignment [Translation](#) Processes carefully. Use Roman (English) font for all English text in the document.
- ▶ [Handling File Formats](#) correctly is critical to ensure that the client gets a clean file and there are no inadvertent omissions in the file.
- ▶ Please refer to the [Reference Files](#) provided—they greatly aid translation.
- ▶ Communicate more with client as well as other parties in the translation chain—this is key to high quality translation.
- ▶ Three mediums to communicate – [ulatusCommunicate](#) (with all parties while translating; first option for communicating with the client), [Questions sheet](#) (second option for communicating with the client while translating), and [Remarks](#) (at the time of delivery, communicate points that need high author intervention).
- ▶ Strictly adhere to the [Technical Checklist](#)—we have no good justification to give to the client for not following the checklist.
- ▶ [Format](#) the document well (the degree will depend on whether the client has specifically asked for it or not).
- ▶ High quality translation is a MUST. Clients expect this from us—our objective is not met if a translated file is not of good quality. Focus on meeting the Service Expectations and [Quality Parameters](#).

Company background
& goal

Our clients

Ulatus services and
translation levelsTranslation quality
parametersTranslation
assignment workflowProtocols for the
translation process**After sales service—client
questions post translation**▶ Process for handling
client questionsCommunication between
you and ulatusTranslation quality
management

Annexures

7 AFTER SALES SERVICE—CLIENT QUESTIONS POST TRANSLATION

Any highly respected service offering is marked by a caring, efficient after sales service, a natural phase in achieving customer delight. Ulatus gives high importance to after sales service, as its efficient management is crucial in building loyal, delighted clients. “Client Questions” is one critical feature of this phase. Hence, all parties involved in the translation product are responsible for ensuring a successful after sales service.

We are all well aware that translation entails an element of subjectivity, especially with languages as diverse as English and Japanese. Clients generally send queries on the translation if they wish to clarify their stance or if the translation seems to divert from their intended meaning. Ulatus encourages clients to use our [free Question & Answer service](#) to resolve doubts and gain confidence about the translation service. Through this communication, they evaluate our post-translation service critically so that they can decide on building a long-lasting association with Ulatus.

It is the responsibility of the translation team (Translator/Translation Checker) to address the client’s questions and provide helpful objective responses. The different types of questions we receive pertain to

- Clarification of remarks/notes on the assignment
- Queries on the usage of [technical terms](#)
- Clarification of the translation in case of source text ambiguity
- Queries on language use
- Seeking the translation team’s advice on the appropriateness of conveying the client’s intent in the target language
- Incorporation of preferential expressions or terms

At this crucial stage, we should aim to achieve the following

- Clear the client’s doubts, by responding fully and in detail to all questions.
- Correct minor errors in our translation detected by clients.

Process for handling client questions:

Step 1: The Ulatus team will send you an Excel sheet with client questions in Japanese or English, the main file, and reference files (if needed).

Step 2: Translate the client questions in the column labeled Translation of client questions in English

Step 3: Type out your response to the questions in the column labeled T Comments, and if need be make appropriate revisions in the translated file.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

▶ Process for handling client questions

Communication between you and ulatus

Translation quality management

Annexures

IMPORTANT NOTE: The client’s queries are for the translation that was delivered to them; our internal processes are not relevant to clients. Therefore, when you address the client’s questions, please base your responses on the translation that was delivered to them, and do not point at the translation checker’s, editor’s, or coordinator’s work in the response for the client. You can share your comments in the email with the [Project Management Team](#).

E
X
A
M
P
L
E
S

Example #1 Client Question for [Level 3](#) Assignment

In the English, you have given “laparoscopic surgery” but my meaning is “endoscopic surgery”. Please give reason for “laparoscopic surgery”.

⬇ Inappropriate Response

This could have been my overlook. But the checker should have caught it. The revised term is fine.

⬇ Appropriate Response to Client

The term is indeed “endoscopic surgery.” We apologize for this oversight. The revision has been made accordingly. Let us know if you need any further assistance.

Example #2 Client Question for [Level 2](#) Assignment

“popularization of media”? I want to say “massification of...” What do you think?

⬇ Inappropriate Response

“massification” is bad English. Use “popularization” only. OR Anything is fine.

⬇ Appropriate Response to Client

Thank you for your question. Please note that “massification” as a term by itself is awkward. It is used in a very narrow sense in Consumer Studies, particularly in relation to penetrating markets. If your intended meaning is that media became available to all sections of society and not just the elite, then “massification” is fine. Otherwise, it is best to retain “popularization.”

In the above case, the inappropriate responses are clearly not the answers the author is expecting; it implies an attitude of discourteousness and indifference. Responses to questions must be polite, to the point, question specific, and clear. If needed, an explanation should be provided for the author’s benefit.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

**After sales service—client
questions post translation**

▶ Process for handling
client questions

Communication between
you and ulatus

Translation quality
management

Annexures

Key messages:

- Responding to client queries is an integral part of our translation service.
- Since translating from Japanese to English is challenging given the nature of the languages, our free Question & Answer service acts as a platform for our clients to make their translation precise and fit for use.
- A poor experience at the Question & Answer stage can leave a very bad impression on our clients and jeopardize all your efforts.
- Address the client's questions carefully and provide helpful objective responses. A good post-translation service will ensure that our clients come back, which in turn benefits your work.
- Your [Monthly Performance Report](#) presents information related to the use of some of the protocols mentioned in this section. If your grade is high and if a client likes your quality, we give you all the work coming from that client.

↑ [Table of content](#)

↑ [After sales service—client questions post translation](#)

Company background
& goal

Our clients

Ulatus services and
translation levelsTranslation quality
parametersTranslation
assignment workflowProtocols for the
translation processAfter sales service—client
questions post translation**Communication between
you and ulatus**

▶ Recruitment Team

▶ Project Management
Team▶ Quality and Feedback
Team

▶ Accounts Team

Translation quality
management

Annexures



COMMUNICATION BETWEEN YOU AND ULATUS

Depending on the nature of communication, we have different teams to handle your requests.

- I. [Recruitment Team](#)
- II. [Project Management Team](#)
- III. [Quality and Feedback Team](#)
- IV. [Accounts Team](#)

Important: Ulatus operates from Mumbai, India, and works as per Indian Standard Time (IST). We are available to quickly respond to your queries from 07:00 IST to 23:30 IST. If you send an urgent query outside this time range, there is still a chance that we may reply since our office is staffed 24 hours a day, Monday through Saturday. Therefore, in case of urgency, you can email beyond the regular hours mentioned above. [Please do not hesitate to email and get your questions answered, no matter how small or insignificant the query may seem.](#)

I. Recruitment Team

✉ joinus@ulatus.com

🕒 10:00 IST–19:00 IST (04:30 GMT–13:30 GMT)

You may contact the Recruitment Coordinator for the following:

- i. Query about the documentation shared at the time of recruitment.

These include

- Non-Disclosure Agreement (NDA)
- Tax Deduction at Source (TDS) Declaration
- Updating your CV
- List of subject areas selected for translation
- Change in personal details

- ii. Inform us about any additional services you currently offer or plan to offer.

iii. Recommend your colleagues, associates, or friends to Ulatus for providing translation and related services. Alternatively, you may also request them to fill our application form: <http://www.ulatus.com/translator-application-form.htm>. In the comments section, please ask them to enter “Referred by {your name}” to allow us to expedite their applications.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

- ▶ Recruitment Team
- ▶ Project Management Team
- ▶ Quality and Feedback Team
- ▶ Accounts Team

Translation quality management

Annexures

II. Project Management Team

✉ translation@ulatus.com

🕒 07:00 IST–23:30 IST (01:30 GMT–18:00 GMT)

The Project Management team handles the allocation of assignments from start to finish. This team is trained to handle all aspects of allocation, including answering your queries (or routing them to those who can).

Communication between you and the Project Management team will **primarily be via email** to facilitate information flow and effective record keeping. We request that you follow these guidelines:

- i. We recommend using a dedicated email account for receiving assignments and/or communicating with the Project Management team. This will help you track all deadlines and check the status of pending queries. Please designate this as your primary email address, so that all assignment emails are sent to this address.
- ii. It may be necessary for the Project Management team to reach you by phone, either to request you to reply to an urgent email or to pass on important instructions. Please ensure that you send us your currently active landline and mobile numbers. If these change, please ensure that you update us at the earliest.
- iii. For the quickest means of communication, please provide your mobile email, Skype, or Gtalk ID whichever is available. Some of our recurring projects have tight turnaround times, so contacting you quickly is helpful.
- iv. You can contact our Project Management team on any assignment-related fee matters. They are responsible for maintaining your fee of each assignment.

Please note that Project Coordinators **CANNOT** help with

- i. Invoicing and payments
- ii. Recruitment queries

III. Quality and Feedback Team

✉ feedback@ulatus.com

🕒 10:00 IST–19:00 IST (04:30 GMT–13:30 GMT)

Being an ISO 9001:2008 certified company, we have a robust **Quality Management System**, which is handled by an independent Quality and Feedback team, led by our Translation Quality Expert. The Quality and Feedback team handles the following functions:

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

**Communication between
you and ulatus**

- ▶ Recruitment Team
- ▶ Project Management Team
- ▶ Quality and Feedback Team
- ▶ Accounts Team

Translation quality
management

Annexures

- Feedback for Translators and Translation Checkers
- Investigation of [client complaints](#)
- Assessment of [client feedback ratings](#)
- [Performance management](#) of Translators and Translation Checkers

IV. Accounts Team

✉ accounts@ulatus.com

🕒 10:00 IST–19:00 IST (04:30 GMT–13:30 GMT)

We know that you work hard to satisfy our clients; hence, timely payment is our commitment to you. We have a dedicated Accounts team that handles all invoicing and payment-related queries.

You can coordinate with our Accounts team for queries related to situations given below:

- To submit your monthly invoice.
- In case you wish to change the bank account for remitting payment.
- Any clarification of account information or the process of wire transfers or PayPal payments.
- In case you want to know when payment for a particular invoice has been made or will be made. We can provide you information on past payments and amounts as well as details of tax withheld (if any).
- In case your payment has been delayed beyond the date mentioned in the payment notification email.
- In case your bank rejects a payment, and it must be re-sent either to a different bank account or through PayPal.
- If you need any information to prepare your tax returns or file a statement of earnings.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

- ▶ Recruitment Team
- ▶ Project Management Team
- ▶ Quality and Feedback Team
- ▶ Accounts Team

Translation quality management

Annexures

A brief flow diagram of our payment process is provided below.

By 5th of current month

Enter all details for assignments completed in the previous month in the invoice template and upload it at

<http://www.ulatus.com/careers/translatorbrief/invoicesubssl.htm>

You will get an automated reply of successful submission.

By 20th of current month

We will cross check your invoice and contact you for any issues or clarification.

By 10th of next month

Invoices submitted in the current month will be paid directly to your bank account by 15th of the next month.

Please visit our website <http://www.ulatus.com/careers/translatorbrief/payment.htm> for a detailed explanation of the above and to download the correct invoice template depending on your country of residence.

F.A.Q.

Q. If I submit an invoice by 5th February for assignments completed in January, why is the payment credited only by March 10th?

A. This is directly related to the payment cycle of the client. For assignments completed in January, we invoice the client in February and the client is required to pay us by March. Since most of our clients use public money to pay us (university funds, government grants, etc.), they need to submit detailed invoices to the funding source (university, local or national body, grants commission) and hence cannot make prepayment.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

- ▶ Recruitment Team
- ▶ Project Management Team
- ▶ Quality and Feedback Team
- ▶ Accounts Team

Translation quality management

Annexures

Q. What is the logic behind the USD 400 limit for PayPal payments? Is there any specific reason why I can't get you to send me a higher invoice amount through PayPal?

A. PayPal charges a 4% transaction fee for every transaction. The greater the amount remitted, the bigger the fee gets. Banks, on the other hand, usually charge a standard fee per wire transfer that is independent of the amount of the remittance (usually a fixed fee, but banks rarely use a sliding scale). Therefore, as the amount remitted gets larger, the PayPal fee increases, but the bank fee remains the same. Hence, we prefer bank transfer for large payments.

Q. Can I club my invoice for the current and coming month if my current month payment is small? Who should I contact for queries on payments?

A. Yes, you can request for clubbing your invoice in such situations. We support this decision, especially when your invoice payment is small as the bank charges are fixed and do not depend on the payment amount. Please contact the [Accounts team](mailto:accounts@ulatus.com) by emailing at accounts@ulatus.com.

Key messages:

- ▶ For information related to any recruitment documentation, additional information about services you currently offer or plan to offer, and referrals or recommendations for recruitment, contact the [Recruitment team](#).
- ▶ The [Project Management team](#) is the main operations team that manages all your workflow and any questions regarding the assignment, service, or clients. This team has all the information about translation assignments and managing your translation work.
- ▶ The [Quality and Feedback team](#) is the support team that manages all Quality Management tasks, i.e., sharing translation feedback, analyzing complaints and sharing client feedback/concerns, and managing your performance.
- ▶ The [Accounts team](#) manages all your payment-related queries.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

**Translation quality
management**

▶ Client Complaints

▶ Client Relationship
Management (CRM)

▶ Performance
Management

Annexures

9 TRANSLATION QUALITY MANAGEMENT

Ulatus is dedicated to providing our clients the highest-possible translation quality by continuously improving processes through innovation, technology integration, and cost- and time-effective methods, all aimed at ensuring customer satisfaction.

Through our Quality Management System, we carefully monitor our internal processes, efficiently and effectively handle all client concerns regarding the quality of our products and services, and implement continuous improvement plans.

In this section, we discuss the channels and processes for handling client concerns and managing your performance:

- I. [Client Complaints](#)
- II. [Client Relationship Management \(CRM\)](#)
- III. [Performance Management](#)

I. Client Complaints

If a client is not satisfied with the translation or if an academic manuscript translated by us is rejected on grounds of poor language, the client can send the assignment for a [Quality Check](#). Similarly, if we are unable to resolve client concerns through our [free Question & Answer service](#), a Quality Check Analysis may be initiated.

Please note the following:

- i. Since the client's opinion is extremely important for us, our [Quality and Feedback team](#) independently assesses the validity of the client's complaint. The objective of the Quality Check process is to provide a fair analysis of our translation quality to the client, which is based on whether all the [Quality Parameters](#), i.e., the service checkpoints, are met.
- ii. Your cooperation is especially necessary during this process. As soon as a Quality Check is initiated, the [Quality and Feedback team](#) contacts you and the Translation Checker informing you of the Quality Check and specifying the inputs required from you.
- iii. The nature of the inputs and the extent of intervention required from you, the Translation Checker, and the Editor during a Quality Check analysis vary according to the kind of concerns expressed by the client. Here are some points on your analysis and inputs:
 - You may be asked to review the files delivered to the client for [mistranslations](#), [omissions](#), [technical word choice](#), [language fluency](#), or any combination of these.
 - Carefully go through the [Quality and Feedback team's](#) instructions, client-related files, and translated files.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

**Translation quality
management**

▶ Client Complaints

▶ Client Relationship
Management (CRM)

▶ Performance
Management

Annexures

- Gauge the reason for client dissatisfaction.
- Provide your responses and observations.
- The most convenient way for you to indicate your assessment is to use the “Insert Comments” feature to add your comments directly in the file you are working on for the complaint analysis.
- Though not strictly necessary, quantification of the errors detected helps us understand the gravity of the case.

iv. After seeking inputs from you, the Translation checker, and the Editor, our [Quality and Feedback team](#) assesses the validity of the client’s complaint and recommends next steps.

Note:

For any case of client dissatisfaction, *we expect complete cooperation in the investigation irrespective of the assignment completion date.*

The results of a Quality Check fall within the following matrix (Table 8):

Table 8. Complaint Result Matrix

Validity of Client Complaint	Invalid	Valid		
		Option1	Option2	Option3
Client Result	No next steps	Partial waiver on assignment fees, based on the gravity of errors detected	Complete free re-translation by a different translation team	Free file revision by the same team
Translator Result	No next steps	Proportionate waiver of fees*	100% fee waiver	We may request you to revise the file at no additional cost and/or seek proportionate fee waiver
Translation Checker Result	No next steps	Proportionate waiver of fees*	100% fee waiver	We may request you to re-check the revised file at no additional cost and/or seek proportionate fee waiver

Company background & goal

Our clients

Ulatius services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

- ▶ Client Complaints
- ▶ Client Relationship Management (CRM)
- ▶ Performance Management

Annexures

*When a client's complaint is found to be valid, we need to compensate the client in some way for not meeting our quality promise. Apart from the financial hit we suffer on account of partial/full fee waiver, intangible reputation loss also ensues. We are extremely concerned about such situations and hence take prompt preventive measures. As you can see in [Table 8](#), we seek proportionate waiver of fees from you if you fail to meet the promised deliverables.

II. Client Relationship Management (CRM)

Ulatius constantly endeavors to nurture strong, lasting relationships with our clients by understanding their needs and behaviors, strengthening our processes, and delivering high quality translation. Quality is ultimately measured by overall client satisfaction with the final product. As a CRM initiative, surveys are sent to clients for the assignments received from us. They rate us on translation and language [Quality Parameters](#) on a 1-5 scale (lowest-highest), and share their experiences.

On a monthly basis, assignment-specific client ratings are shared with you. If any of the [Quality Parameters](#) have been rated low, please evaluate your translated file and send us your insights/inputs at the earliest. This will aid in analyzing perceived quality vs. actual quality and providing an appropriate response to the client. If the translation is rated Poor or Very Poor, compensation will be sought from you depending on the outcome of the quality analysis. We generally compensate the client by offering a discount for the inconvenience caused.

Our clients give us the most valuable feedback in terms of content and its end use. Keeping oneself updated of trends in the translation industry is a requisite skill of a Translator/Translation Checker, and often feedback is the best teacher. Thus, it is important to self-assess the translated file. As a professional with bilingual expertise, you are the owner of every assignment you undertake and can learn the best from client feedback. Furthermore, it is a well-known fact that clients need to be educated on what to expect from a translation and how to facilitate the best possible translation. Herein lies your opportunity to make a difference to the translation industry!

III. Performance Management

Our operational processes are designed to consider your qualitative and productivity details. This ensures that our operations are built on best quality principles. We have developed in-house systems to regularly share feedback on as well as closely track your performance, and feed these qualitative details into operations.

i. Monthly Performance Report

Since translation is a collaborative process, an individual Translator/Translation Checker may not know how clients perceive or value the output they receive. To provide a holistic perspective, Ulatius not only shares assignment files but also shares monthly reports with you and our Translation Checkers. These reports outline the overall performance for the month along with specific instances, and largely comprise feedback from our in-house [Quality and Feedback team](#) and clients.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

- ▶ Client Complaints
- ▶ Client Relationship Management (CRM)
- ▶ Performance Management

Annexures

Given below is a description of each section of your Monthly Performance Report:

- **Productivity and Deadline Adherence:** Your productivity details. It includes information about the number and the word count of the assignments completed according to the services handled. It also shows the assignments allocated to you for which you breached the deadline.
- **Subject Area Distribution:** The subject area-wise distribution of the assignments completed by you.
- **ulatusCommunicate Usage:** The various instances for which you used UlatusCommunicate. These are the number of times you posted a question, the number of questions posted for you, and the number of times you responded to the questions posted for you. Through this information, we encourage you to use this platform to its maximum.
- **Client Complaints:** Valid client complaints received, if any, in the month for assignments completed by you.
- **Client Feedback:** Feedback ratings as per the month in which feedback is received.
 - **Client Repeat:** The return percentage of clients whose assignments you have completed.
 - **Client Preference:** The number of times you have been selected as the preferred translator by our clients in the past month.
 - **Assignment-related Comments:** For [level 3](#) assignments, feedback from Native Checkers on the SME and the quality of language, including grammar, fluency, vocabulary, style, and punctuation.

ii. Co-mentorship Program

We have a Co-mentorship Program in place, where for Level 2 and 3 assignments our project co-ordinators will email you assignments you have completed in the previous month. The email will contain weighted average ratings from the TC and Editor along with a compare-merged file. The file attached is basically a compared version of the final output delivered to the client over your translation output using the “Compare” feature of MS Word. The file will contain Track Changes that will show the changes and enhancements made over your translation and will be helpful in understanding the quality of output we expect for delivery to the client.

After reviewing the file, you are encouraged to share your opinions regarding the changes made. These comments are then shared with the rest of the translation team. We strongly believe that this system offers opportunities to learn from each other and derive the benefits of a continual co-mentoring process.

iii. Monthly Grading

We believe in objectively and mathematically grading our Translators to weed out bias or subjectivity when allocating work. Based on the Translation Checker, Editor, and [client feedback ratings](#), we assign grades to our Translators.

These grades are based on weighted ratings for each of the [Quality Parameters](#) ([Subject Matter Expertise](#), [Omission](#), [Mistranslation](#), [Fluency](#), and [Grammar](#)).

The grading scale ranges from 1 to 5, with 5 being the highest rating. Translator grading is reviewed periodically and revised depending on how you have fared in the previous month. The grading also affects the frequency of the assignment allocation. The better your grade, the more assignments you are likely to receive.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

- ▶ Client Complaints
- ▶ Client Relationship Management (CRM)
- ▶ Performance Management

Annexures

Note:

The grades are for internal use and are not disclosed to you. We expect that you provide high quality, fluent translations to ensure you score high grades.

iv. Client-Translator Mapping

If a client has explicitly or implicitly expressed satisfaction with a particular assignment, we map that client to the Translator who translated the earlier file. This enables the two to work as a team and helps you clearly understand the needs and expectations of the client. The client also gets comfortable with the style of the Translator and it is a win-win situation for all. So if you are working on an assignment for a client, there's a good chance you will work on the next assignment from that client too (if the client was happy with your quality!). The same goes for a client not happy with a Translator's work—that Translator is blocked for that client's future assignments.

Key messages:

- ▶ You are the owner of the translation assignment that you work on. If a client comes later with any question, complaint, or feedback, you are expected to co-operate completely since you own that output.
- ▶ Clients are of prime importance to us. We strive to solve all concerns they may have with our translation output. We expect the same from you. Ensure you are well aware of the [Client Expectations](#).
- ▶ Substandard work may have monetary implications at the client end and at your end too.
- ▶ We share a [Monthly Performance Report](#) with you to give you a picture of your performance for the month—go through it carefully!
- ▶ Score high grades by delivering high quality translation output.
- ▶ Help us give you more work—if your grade is high and if a client likes your quality, we give you all the work coming from that client.

Company background
& goal

Our clients

Ulatus services and
translation levelsTranslation quality
parametersTranslation
assignment workflowProtocols for the
translation processAfter sales service—client
questions post translationCommunication between
you and ulatusTranslation quality
management**Annexures**

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

10 ANNEXURES**Annexure 1: Research and Technical Content**

- I. [Importance of Research on Proper Names](#)
 - i. [Japanese names translated into English \(JP-EN\)](#)
 - ii. [Japanese names in English translated into Japanese \(EN-JP\)](#)
 - iii. [Non-Japanese names in English translated into Japanese \(EN-JP\)](#)
- II. [Use accurate and contextual word choices](#)
- III. [Additional resources](#)

I. Importance of Research on Proper Names

“Proper names are never translated” seems to be a rule deeply rooted in many minds. Translators follow different approaches when dealing with proper names, including non-translation, an approach that leads to a different pronunciation in the target language, transcription, transliteration, morphological adaptation to the target language, cultural adaptation, and substitution.

Proper names are to be treated as labels, which are attached to persons or objects and the task of the Translator is to carry them over, or transfer them, from the source language text to the target language text. We understand the difficulties that accompany this task. Therefore, we have given tips on what to do in case of ambiguities.

i. Japanese names translated into English (JP-EN)

When translating proper names from East Asian languages to English, the reading of the names can be diverse and have multiple renderings in English, e.g., 清華 can be “Qinghua” or “Tsinghua”. The translation team should strive to research and translate proper names to its best and closest matching English version. However, because of the possible different spellings of proper names in English, we encourage translators and translation checkers to research names online and provide a list of alternative spellings that the client can choose from if necessary. Please convey the same using [Remarks](#).

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

ii. Japanese names in English translated into Japanese (EN-JP)

When translating proper names from English to Japanese, the names can be written using diverse characters from the Japanese writing system. For instance, Keisuke can be written as [佳介], [佳祐], or [佳佑] in Kanji; [けいすけ] in Hiragana; and [ケイスケ] in Katakana. Similarly, names pronounced differently can be composed of the same Kanji characters, e.g., Nihon and Nippon (Japan) are written as 日本 although they are pronounced differently. Since there are numerous ways in which the names can be written in Japanese, we encourage translators and translator checkers to research names online and provide a list of alternative spellings that the client can choose from if necessary. Please convey the same using [Remarks](#).

iii. Non-Japanese names in English translated into Japanese (EN-JP)

The Japanese language has a simple sound inventory and many foreign sounds are rendered using the closest possible Japanese sounds in the Katakana script. Names in foreign languages often undergo sound changes due to these constraints. For example, Elizabeth can be written as エリザベス(erizabesu), エリザベ-ス(erizabeesu), or エリザベート(erizabeeto). Also, the foreign name may be pronounced differently depending on personal preference which also influences the way it is rendered into Japanese. Eliza can be written エリザ(eriza) or エライザ(eraiza). We encourage translators and translator checkers to research names online and provide a list of alternative spellings that the client can choose from if necessary. Please convey the same using [Remarks](#).

Additional resources:

- ▶ <http://www.translationdirectory.com/articles/article2146.php> for issues on translation of proper nouns
- ▶ <http://www.erudit.org/revue/meta/2003/v48/n1-2/006966ar.pdf> for a comprehensive examination of the translation process of proper nouns

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

II. Use accurate and contextual word choices

EXAMPLES

Example # 1 Contextual word choice

Original

したがって本研究は、①歴史的街路の実態を示す基礎的資料の**作成**、②歩行者空間化の計画指標作成を成果として、歴史的地区に限らず還元可能な知見になるものと考え

Incorrect

Hence, the result of this study is (1) The execution of fundamental materials indicating the actual state of historical streets and (2) the preparation of a planning index for the construction of pedestrian space—which will become reducible information not limited to historical districts.

Expectation from you

Hence, the result of this study is (1) The **compilation** of fundamental materials indicating the actual state of historical streets and (2) the preparation of a planning index for the construction of pedestrian space—which will become reducible information not limited to historical districts.

Example # 2 Contextual word choice

Original

植物由来の油性成分がでよくなじみ、うるおいのあるお肌を**保ちます**。

Incorrect

Well-balanced plant oil ingredients come together to create silky-smooth skin.

Expectation from you

Well-balanced plant oil ingredients come together to **preserve** silky-smooth skin.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

III. Additional resources

Technical/Scientific Content

- ▶ <http://www.uwlax.edu/biology/communication/SpeciesNames.html> for common terminologies and styles followed in biological nomenclature.
- ▶ <http://www.unc.edu/~rowlett/units/> for more information about the correct use of measurement units.
- ▶ <http://www.japaneselawtranslation.go.jp/law/?re=01> [JP]
<http://www.japaneselawtranslation.go.jp/law/?re=02> [EN] for English version of Japanese Laws and Law Terms, provided by the Government of Japan.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Annexure 2: Recommended Translation Techniques

I. [Sequence of Translation](#)

- i. [Type A \(Sentence Check\)](#)
- ii. [Type B \(Paragraph Check\)](#)

II. [Working on Large-Volume Assignments](#)

III. [Hardcopy Proofread](#)

I. Sequence of Translation

We strongly recommend translating either sentence by sentence or paragraph by paragraph (see below). With a large-volume assignment, it may be more efficient to translate by paragraph rather than by sentence. Even if you are a diligent and careful individual, it is still advisable to translate sentence by sentence such as Type A (below) because you are less likely to introduce an omission or a mistranslation.

i. Type A (Sentence Check)

- ▶ 近代以前、“西洋医療”が前面に出てくるまでは、先進国をはじめ多くの国で伝統医療が国民の健康を長らく支えてきた（北京中医学院,1977）。
Before modern times, until “modern medicine” came to the forefront, commencing with the developed nations, traditional medicine long supported the health of the populace in many countries (Beijing University of Chinese Medicine, 1977).
- ▶ 近代以降、先進国では西洋医療が主流となったが、発展途上国では西洋医療と伝統医療が用いられ、伝統医療は今なお住民にとって身近な医療として存在している。
Since the modern age modern medicine has become mainstream but in developing countries, both modern and traditional medicines are used. Traditional medicine exists as a more familiar treatment, even now for the people.
- ▶ WHO（2002）によれば、発展途上国で暮らしている地方人口の80%が、プライマリ・ヘルス・ケアとして伝統医療を利用している。
According to the WHO (2002), 80% of the population living in rural areas of developing countries uses traditional medicine as the primary healthcare option.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

ii. Type B (Paragraph Check)

- ▶ 近代以前、“西洋医療”が前面に出てくるまでは、先進国をはじめ多くの国で伝統医療が国民の健康を長らく支えてきた（北京中医学院,1977）。近代以降、先進国では西洋医療が主流となったが、発展途上国では西洋医療と伝統医療が用いられ、伝統医療は今なお住民にとって身近な医療として存在している。WHO（2002）によれば、発展途上国で暮らしている地方人口の80%が、プライマリ・ヘルス・ケアとして伝統医療を利用している。

Before modern times, until “modern medicine” came to the forefront, commencing with the developed nations, traditional medicine long supported the health of the populace in many countries (Beijing University of Chinese Medicine, 1977) Since the modern age, modern medicine has become mainstream, but in developing countries, both modern and traditional medicines are used. Traditional medicine exists as a more familiar treatment, even now, for the people. According to the WHO (2002), 80% of the population living in rural areas of developing countries uses traditional medicine as the primary healthcare option.

II. Working on Large-Volume Assignments

In case you are translating a large-volume assignment, we suggest you compare the original file for any possible “Omissions”. For example, if the original text has ten sentences in one paragraph, you can count the number of sentences of the corresponding paragraph of the translated text to ensure that there are ten sentences in it. If a sentence is missing, there are two possible reasons: the sentence is actually missing or it has been paraphrased or combined with another sentence. Once this process is done across the entire file, look at each line again to check if the translation is correct. When you do this, pay particular attention to the following items: numbers, figures, footnote numbering, in-text citation superscripts, dates, time elements, relatively difficult Kanji and/or Katakana, as well as lengthy and convoluted sentences.

III. Hardcopy Proofread

Before you upload the assignment file(s), we strongly recommend that you double-check them against a printed copy. As strange as it may seem, we tend to overlook errors if we spend too much time looking only at the online copy. [Checking the file in its printed version will help our mind reset and help us find things we may have missed on the online copy.](#) Ulatus recommends this method, particularly when dealing with assignments with a lot of Kanji, figures, and numbers. The best way is to look at the hard copies of both the original and the translated file and check them with a “colored” pen. If printing is not possible, the alternative is to change the font size of all characters across the entire text, and re-read the text (this also may help your mind reset).

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Annexure 3: Language

Keeping in mind the vast difference in the English and Japanese language systems, this annexure provides pertinent language and grammar tips. It is organized as follows:

- I. [Creating readable content: A holistic approach](#)
- II. [Effective sentence construction](#)
 - i. [Use the linguistic aspects of the target language](#)
 - ii. [Restrict maximum sentence length to ~20–30 words](#)
 - iii. [Avoid top-heavy sentences](#)
 - iv. [Define the subject\(s\) of a sentence](#)
 - v. [Eliminate wordiness and redundancy](#)
- III. [Use idiomatic word choices](#)
 - i. [Accurate word choice leads to clear understanding](#)
 - ii. [Idiomatic target language enhances the fluency of a translation greatly](#)

I. Creating readable content: A holistic approach

Translation of academic material, which usually has a defined structure, requires a dual approach—the micro and the macro. If you focus only on the translation of each word or sentence, you may lose sight of the paragraph structure. Seeing the big picture and conveying it effectively is a critical process for fluency enhancement. Translating each sentence is one thing; putting them all together as a cogent whole is quite another.

We sometimes see translations in which each sentence is well translated, but the document as a whole makes little sense; in other words, the translation lacks coherence and readability. This happens because the translation does not consider the holistic output of the sentences.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

The following examples will help you translate with a holistic approach.

EXAMPLES

Example # 1

Original

日本社会の高齢化が進み、100歳以上の日本人の数が昨年、1万人の大台を超えた。一方、15歳未満の人口は減少しつつある。

Poor readability

Japan has been rapidly aging. The number of Japanese over 100 years old exceeded the ten thousand mark last year, while the population of children under 15-year old has been on the decline.

Expectation from you

As Japan's society rapidly ages, the number of Japanese aged 100 or more rose to above 10,000 for the first time last year. Meanwhile, the population of those under 15 has been declining.

Example # 2

Original

来日した韓国の大統領Aは、昨年10月、日本の国会で演説し、世界の平和や繁栄といった問題についての日韓協力を呼びかけた。

Poor readability

Visiting South Korean President A last year made a speech at the Japanese Diet, where he appealed to the partnership between Korea and Japan about the problems of peace and prosperity in the world.

Expectation from you

Visiting South Korean President A made a speech to the Japanese Diet last year and called for cooperation to help resolve global issues such as war and poverty.

We hope the suggestions and examples above will help you in your translation work. We trust your bilingual and bicultural skills. In accordance with the teachings of "Kaizen," Ulatus strives toward continuous improvement in order to achieve total client satisfaction.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

II. Effective sentence construction

i. Use the linguistic aspects of the target language

The goal of translation is for the translated text to read as little like the original language and as much like the target language as possible. **Fluency** is the key to achieving this goal. Our clients appreciate translations that sound very **natural, readable, and academic**. Linguistically, Japanese sentences translated into English are usually lengthy when compared with English sentences. When translating sentences from Japanese to English, we have observed that many Translators follow the Japanese sentence structure. This results in a lengthy English sentence replete with modifiers and conjunctions. Such sentences make little sense to English readers.

If you think a Japanese sentence is too long and its translation into a single English sentence may result in loss of fluency, **please divide the translation into two sentences** for clarity and readability. This method, of course, is only appropriate when you are absolutely certain about retaining the meaning of the original text in translation.

EXAMPLES

Example

Original

症状が依然として緩和の兆しを見せないので、毎日のスプレプトマイシンの投薬量を3.5%増加した。

Poor flow

The symptoms continued to show no signs of abating. **So** we increased the daily streptomycin dosage by 3.5%.

Expectation from you

Because (Since, As) the symptoms continued to show no signs of abating, we increased the daily streptomycin dosage by 3.5%.

ii. Restrict maximum sentence length to ~20–30 words

Note that the text is easy to read when sentences are not too long and have varied lengths. Unraveling winding sentences in a manuscript cognitively tires the reader. So construct sentences such that the reader can move fluently between sentences and paragraphs without having to repeatedly go over a sentence to understand it.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

E
X
A
M
P
L
E
S

Example # 1

⬇️ Poor readability

Although we had placed an order for 12 pieces of Model A in our P.O. No. 2002, we actually found only 6 pieces in the case, and the enclosed invoice also indicates so. We shall be most grateful if you will kindly investigate this matter and send us 6 pieces in short supply by airfreight immediately.

⬇️ Expectation from you

While 12 pieces of Model A were ordered in our P.O. No. 2002, the case contained only 6 pieces and was so invoiced. Please look into this error and send us the missing 6 pieces by airfreight immediately.

Example # 2

⬇️ Poor readability

When the power switch is turned off, your stereo amplifier is directly connected to speakers. However, you can use Fader Control and adjust sound even in this OFF position.

⬇️ Expectation from you

The stereo amplifier is directly connected to speakers when the power switch is turned off. However, Fader Control can be used for adjusting sound even in the OFF state.

Example # 3

⬇️ Poor readability

As we informed you at that time, if there is any realistic possibility for us to cooperate with you in this particular problem, it would entirely depend on whether or not and how far our headquarters shows interest, because this type of project requires an enormous fund that could be raised only when our headquarters become involved.

⬇️ Expectation from you

As informed previously, our cooperation in this problem depends entirely on whether our headquarters takes an interest. If the top management shows interest in this project, we can cooperate with you. Because this type of project requires enormous funding, we must have our headquarters involved as a fundraising source.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

iii. Avoid top-heavy sentences

One type of sentence that adversely hampers sentence readability is a top-heavy sentence. Such sentences have a very long subject(s) and a short verb at the end, and are packed with essential information. Top-heavy sentences become unwieldy for a reader to read and comprehend. They can be avoided by bringing the verb as close to the subject as possible or by sentence reconstruction.

EXAMPLES

Example # 1

⬇ Top heavy

Whether Lucy and Macy will be able to join us during the interval is not certain.

⬇ Expectation from you

It is not certain whether Lucy and Macy will be able to join us during the interval.

Example # 2

⬇ Top heavy

The fact that Mary married Tom really disappointed John.

⬇ Expectation from you

John was really disappointed that Mary married Tom.

iv. Define the subject(s) of a sentence

To enhance fluency, **one technique is to make the subject in each sentence as clear as possible**. Japanese writing, by its very nature, has a lot of ambiguity, especially for the subject—who and/or what was the subject of the action. Do not fall into the word-for-word translation trap even if you come across some of the most popular Japanese idioms, phrases, and Katakana words, as listed below.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Example # 1

Original

彼の俳優になりたいという決意の裏には、それに影響を与えた多くの要因**があった**。

Literal translation

There were many factors that influenced his decision to become an actor.

Expectation from you

Many factors influenced his decision to become an actor.

Example # 2

Original

気体**については**、温度によって体積が変化します。

Literal translation

As for gases, their volume changes depending on the temperatures.

Expectation from you

The volume of gases changes depending on the temperatures.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

E
X
A
M
P
L
E
S

Example # 3

Original

星間物質について言えば、未知の部分が多い。

Literal translation

With regard to interstellar matter, there are many unknown aspects.

Expectation from you

Interstellar matter has many unknown aspects.

OR

Much remains unknown about interstellar matter.

v. Eliminate wordiness and redundancy

Wordy and redundant phrases can lead to a reader losing track of the author's message and getting lost in the mire of words. This is an annoying experience. Use your English language skills to prune out rambling/stretched-out and redundant phrases. Given below are two examples.

E
X
A
M
P
L
E
S

Example # 1

Original

その結果、・・・が提示された。

Poor readability

According to the results, it was suggested that an overdose of calcitonin administration is the cause of sympathetic nerve strain and the cause of the increase in granulocytes.

Expectation from you

These results suggested that an overdose of calcitonin administration manifests itself as sympathetic nerve strain and increase in granulocytes.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

E
X
A
M
P
L
E
S

Example # 2

Original

研究員は幾人かで、**自分たちの調査を通じて、**・・・という報告をおこないました。

Poor readability

Several investigators have reported **through** their work that they noticed a significant sympathetic-parasympathetic interaction in the regulation of the left ventricular function in dogs.

Expectation from you

Several studies **have reported** a significant sympathetic-parasympathetic interaction in the regulation of the left ventricular function in dogs.

Example # 3

Original

動物の胚性肝細胞**に関しては**、十数年前から研究が進められている。

Poor readability

Concerning animal embryonic stem cells, research has been conducted for more than decade.

Expectation from you

Research on animal embryonic stem cells has been conducted for more than a decade.

OR

Animal embryonic stem cells have been studied for more than a decade.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

III. Use idiomatic word choices

i. Accurate word choice leads to clear understanding

Effective writing involves consciously choosing the apt words. Words when chosen and ordered carefully have the right effect on the right audience. Your audience may be academic or non-academic and the word choice must reflect these styles. In addition, you can choose better words to replace the literal translation of a Japanese word.

E
X
A
M
P
L
E
S

Example # 1

Original

我々はこの問題に対し、高性能顕微鏡による観察で**チャレンジを試みた**。

Incorrect word choice

We **challenged** this problem in our examination **by** a high resolution microscope.

Expectation from you

We **tackled** this problem in our examination **using** a high resolution microscope.

Example # 2

Original

世帯属性が同じでも居住地域が大きく**異なれば**反応が異なる可能性が高い。

Incorrect word choice

Therefore, even if households have identical attributes **or** are located in different areas, it is highly possible that their responses to the risk are different.

Expectation from you

Therefore, even if households have identical attributes and are located in different areas, it is highly possible that their responses to the risk are different.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

ii. Idiomatic target language enhances the fluency of a translation greatly

Languages have particular styles of writing and stating ideas. Hence, a sentence can be perfectly grammatical but totally unidiomatic. When idiomatic conventions are not followed, poor diction or bad writing ensues.

E
X
A
M
P
L
E
S

Example # 1

Original

あのストロベリーは**非常に美味しい**です。

Unidiomatic

Those strawberries are **very delicious**.

Expectation from you

Those strawberries are **absolutely delicious**.

Example # 2

Original

彼は**犯罪を犯した**ことを白状した。

Unidiomatic

He confessed to **performing the crime**.

Expectation from you

He confessed to **committing the crime**.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ **Annexure 3: Language**
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

TIPS:

- Broaden your knowledge on how the source and target languages work. In Example #1, delicious is not a gradable adjective. Maximizers (absolutely) and not intensifiers (very) modify such adjectives. This is tacitly known among native speakers.
- One sure sign of unidiomatic/nonnative language is incorrect collocations. Consult a good collocation dictionary such as the Oxford Collocation Dictionary. Another good resource is corpuses such as COCA, BNC, Google Ngrams Viewer, and of course with some reservation, Google Search.

Additional resources:

Language

- <http://www.wsu.edu/~brians/errors/errors.html> collated by Paul Brians, Emeritus Professor of English, Washington State University, to learn about the most confusing words and the most common errors in the English language
- <http://www.cheric.org/research/techwriting/eworldediting/tips2.php> for material on tenses
- <https://engineering.purdue.edu/MECOM/Assignments/1.2009.SPRING.ME290/2008.SPRING/sentence.of.the.week.25feb08.htm> for a rundown on fixing top-heavy sentences
- <http://www.pleonasms.com> for a list of redundant expression
- <http://books.google.com/ngrams/> for a corpus search of collocations in the Google Books database

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ **Annexure 4: Grammar**
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Annexure 4: Grammar

Correct grammar is a crucial feature of any piece of good writing. It lets your readers focus on the content and not on how an idea is expressed or the skills of the writer. Incorrect grammar can ruin credibility and ultimately the client's. Therefore, correct usage of grammar is one of the important skills expected of a translator and translator checker. Given below are illustrations and tips on grammar issues and tips on how to work around them.

- I. [Maintain grammatical correctness and usage](#)
- II. [Use active voice in English translations](#)

I. Maintain grammatical correctness and usage

EXAMPLES

Example # 1

⬇ Original

A がBを吸収することを彼らは示した。

⬇ Incorrect

They **described that** A absorbs B.

⬇ Expectation from you

They **demonstrated** that A absorbs B.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ **Annexure 4: Grammar**
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

EXAMPLES

Example # 2

Original

他の方法を選ぼうと思えばあった。

Incorrect

We **may** have used an alternative procedure.

Expectation from you

We **might** have used an alternative procedure.

II. Use active voice in English translations

Because Japanese writing generally uses a lot of passive voice, translators tend to transfer the same structure into English. But passive voice in English writing may hamper fluency, and thus the English translated text may sound very much like Japanese. The following examples are typical cases of changing passive voice into active voice for better fluency. However, please be careful not to change the meaning when modifying the voice.

EXAMPLES

Example # 1

Original

新開発の I C に使われ、実用上性能が最大になるデバイスを製造するときの最も望ましい温度が**計算された**。

Passive

The optimal temperature for fabricating the device to be used in the newly developed IC so as to maximize performance under actual conditions **was calculated**.

Expectation from you

We* **calculated** the optimal temperature for fabricating the device...

* For more than one author

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ **Annexure 4: Grammar**
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

EXAMPLES

Example # 2

Original

最も望ましい温度は 257℃だ、**と思われたことがある**。ゆえに、われわれの実験でこの温度が選ばれた。

Passive

It has been thought that the optimal temperature is 257 percent. **Therefore**, this temperature was chosen for our experiments.

Expectation from you

For our experiments, **we set** the temperature to **257** °C, which **is considered** optimal.

TIPS:

- Where possible, break down a lengthy sentence without altering the meaning.
- Use word(s)/phrase(s) that fit the purpose of the document, e.g., formal words in a research article.
- Trim wordy expressions.
- Use first-person plural pronouns, if there is more than one author or if the pronoun usage is suitable for the discipline.
- Use inanimate subjects, e.g., “The results demonstrate” or “Table 3 shows,” in case of a single author. This becomes especially helpful when you do not wish to use “I” or “We.”
- Be aware of discipline-specific trends in active–passive voice usage.

Additional resources:

Grammar

- <http://www.yourdictionary.com/grammar-rules/20-Rules-of-subject-verb-agreement.html> for a quick glance through 20 rules of subject–verb agreement
- <http://www.grammarbook.com/punctuation/hyphens.asp> for a lowdown on the basic rules for hyphenation, including hyphens between words and hyphens with prefixes

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Annexure 5: Common errors by Japanese native speakers

Given the structural differences between English and Japanese, some Japanese speakers may have great difficulty in developing the level of English writing skills that is expected of them. We list the most common errors made by our clients here.

- I. [Articles](#)
- II. [Comma](#)
- III. [Hyphens and dashes](#)
- IV. [Tense](#)
- V. [Word Choice](#)
- VI. [Apostrophe](#)

I. Articles


Japanese authors tend to make mistakes in article usage. Errors in the use of the definite article are particularly common. This is not surprising, as the Japanese language does not have an article system; therefore, the Japanese author lacks a point of reference for inserting articles. This substantiates the need for our translators to check whether the article usage is correct and consistent throughout a document and rectify the same.

EXAMPLES

Example # 1

 Incorrect

Although the marmosets increased their vocal rates during test period in all the three conditions ($P < 0.001$), time courses differed among conditions.

 Expectation from you

Although the marmosets increased their vocal rates during **the** test period in all the three conditions ($P < 0.001$), **the** time courses differed among **the** conditions.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

II. Comma

Overuse of commas is another major issue. Refer to The Chicago Manual of Style (CMOS) for guidance on comma usage.

EXAMPLES

Example # 1

Incorrect

Since 1980, 24 PCNA cultivars derived from breeding and bud sport of the native **cultivars, have** been developed and registered.

Expectation from you

Since 1980, 24 PCNA cultivars derived from breeding and bud sport of the native **cultivars have** been developed and registered.

III. Hyphens and dashes

Check for consistent and correct use of hyphens and dashes. These punctuation marks appear as follows: hyphen (-), en dash (–), and em dash (—). Typically, a hyphen is used to join words of unequal importance (e.g., fluorescein-labelled conjugates). An en dash is used to join words of equal importance (e.g., electron-phonon interaction), to denote ranges (e.g., 2–5 years, January–April), and to connect words that already have a hyphen (e.g., quasi-one-dimensional). An em dash is most commonly used to set off parenthetical text, to indicate a sudden break in thought—a parenthetical statement like this one—or an open range (such as “John Doe, 1987—”). Please consult CMOS for further guidelines on usage of hyphens and dashes.

In addition, to denote subtraction and negative numbers, please use the minus symbol (⊖), which can be inserted from MS Word’s symbol list [Character code 2212, Unicode (hex)].

EXAMPLES

Example # 1

Incorrect

The firm fixation of titanium implants in bone requires the process of bone-titanium integration.

Expectation from you

The firm fixation of titanium implants in bone requires the process of bone–titanium integration.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

IV. Tense

In scientific writing, several tenses are used for various purposes. For example, the past tense is used for reporting studies done in the past (Dhanoya et al. determined the atomic weight of edisensium using the chemical method); present tense is used for stating scientific facts (The atomic weight of edisensium is 203); and future tense is used to state what is expected to occur (The use of edisensium will solve the energy crisis).

A common error is the use of was/were vs. has been/have been. The former are used to describe an event in the past (Edisensium was discovered in 2006) whereas the latter are used to describe events that happened at an unspecified time before now (Many researchers have been studying the properties of edisensium).

EXAMPLES

Example # 1

⬇ Incorrect

A considerable effort was made to find microfeatures of material surfaces that produce greater bioactivity.

⬇ Expectation from you

A considerable effort has been made to find microfeatures of material surfaces that produce greater bioactivity.

A good explanation of tense usage with visual timeline is given here:

<http://www.learnenglish.de/grammar/tensepastcont.htm>

Note that native English speakers probably find this distinction intuitive, so we should be alert to context clues that a “simple past” tense may be technically correct but is used incorrectly with an event whose continual nature is important to the logic of the article’s argument.

V. Word Choice

Non-native speakers sometimes use a word that sounds similar to but has completely different meaning than the intended word. Spell checkers will not catch such errors; therefore, you will need to pay careful attention to such word usage problems.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

E
X
A
M
P
L
E
S

Example # 1

⬇ Incorrect

Our results are reproductive.

⬇ Expectation from you

Our results are reproducible.

VI. Apostrophe

The apostrophe is mainly used to indicate possession. Read carefully to avoid instances where it is used after plurals. Also note that there should be no apostrophe in terms such as 1920s and 1930s.

E
X
A
M
P
L
E
S

Example # 1

⬇ Incorrect

The solution was collected in 10-ml tubes’.

⬇ Expectation from you

The solution was collected in 10-ml tubes.

Example # 2

⬇ Incorrect

The tubes diameter was 10 mm.

⬇ Expectation from you

The tube’s diameter was 10 mm.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Some helpful resources on English language usage by Japanese speakers

- <http://esl.fis.edu/grammar/langdiff/japanese.htm> for differences between the Japanese and English language systems
- <http://www.jref.com/language/jenglish.shtml> for general reference on Japanese
- <http://humanities.byu.edu/elc/Teacher/japanesestudents.html> for challenges faced by Japanese students writing in English
- <http://www.f.waseda.jp/vicky/students/help/mistakes/mistakes.html> for word usage errors made by Japanese students

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Annexure 6: Upload Form

- I. [Assignment Details](#)
- II. [Translation Summary](#)
- III. [File Upload](#)

I. Assignment Details

The first section captures your and the assignment details:

- i. Translator Code: Enter your code
- ii. Email: Enter your email id
- iii. Service: Please select the Translation Service, i.e., JP→EN or EN→JP. The form for the two services is different.
- iv. Assignment Code: Enter the assignment code
- v. Please select your expertise in this Subject Area (SA): Based on your experience of checking the file, please select from the following options:

- ✦ Not comfortable with SA
- ✦ Average
- ✦ Good
- ✦ Very Good

This is your self-rating for the given subject area.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

II. Translation Summary

I. Please rate the level of original Japanese: Here are the definitions for the ratings.

Very poor	Poor
✓ Very high number of ambiguous sentences in source text	✓ High number of ambiguous sentences in source text
✓ Almost each sentence has incomplete information	✓ Many sentences have incomplete information
✓ Overall, the text is extremely convoluted	✓ Text contains many convoluted ideas
✓ Text is absolutely unorganized and the flow of text is absolutely awkward	✓ Text is highly unorganized and the flow of text is highly awkward
✓ Very heavy content addition needed for fluency and reader comprehension	✓ Heavy content addition needed for fluency and reader comprehension
✓ Text has very high redundancy & repetition	✓ Text has high redundancy & repetition

Average	Well-written
✓ Moderate number of ambiguous sentences in source text	✓ Some ambiguous sentences in source text
✓ Some sentences have incomplete information	✓ Few sentences have incomplete information
✓ Text contains some convoluted ideas	✓ Text contains few convoluted ideas
✓ Text is somewhat unorganized and the flow of text is somewhat awkward	✓ Text is slightly unorganized and the flow of text is slightly awkward
✓ Moderate content addition needed for fluency and reader comprehension	✓ Little content addition needed for fluency and reader comprehension
✓ Text has moderate redundancy & repetition	✓ Text has some redundancy & repetition

Excellent
✓ Almost no ambiguous sentences in source text
✓ Almost no sentences have incomplete information
✓ Text contains no convoluted ideas
✓ Text is organized and the flow of text appropriate
✓ No content addition needed for fluency and reader comprehension
✓ Text has almost no redundancy & repetition

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

ii. Please comment on the readiness for use of the translated manuscript: Here are the definitions for the ratings.

Needs heavy intervention before use

- ✓ EN equivalents for JP terminology non-existent
- ✓ Many technical checklist words need review
- ✓ Many translated/romanized proper names require author review
- ✓ Some gaps in content to be filled by author in the translated text
- ✓ Many clarifications of questions/remarks pending from the author
- ✓ Major concerns regarding figure, tables, manuscript presentation, and formatting
- ✓ Post translation text needs a round of editing

Needs some intervention before use

- ✓ Some EN equivalents for JP terminology non-existent
- ✓ Some technical checklist words need review
- ✓ Some translated/romanized proper names require author review
- ✓ Some gaps in content to be filled by author in the translated text
- ✓ Some clarifications of questions/remarks pending from the author
- ✓ Major concerns regarding figure, tables, manuscript presentation, and formatting
- ✓ Post translation text needs a round of proofreading

File ready for use

- ✓ Thorough 100% conformance to technical checklist
- ✓ No concerns with EN equivalents for JP terminology
- ✓ No gaps in content post translation
- ✓ No clarifications (through forum or remarks) needed from the author
- ✓ Absolutely no concerns regarding figure, tables, manuscript presentation, and formatting
- ✓ No editing or proofreading required

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Necessary comments or remarks with reasons and suggestions added for the author? If you select the first two options, i.e., “Needs heavy intervention before use” or “Needs some intervention before use,” you will receive this comment. Please indicate Yes/No accordingly. You must provide guidance to the author and suggest next steps.

iii. Please describe any problems/ambiguities in the original document that may have affected your translation:

In this space, any comments or suggestions about the translation or checking the file should be provided to the Project Management team. If you have followed a particular style or want to share any information that you have used while translating the file, you can mention it here. Any information regarding handling the file type, [reference files](#), [communication](#), [technical checklist](#), and [formatting](#) can also be given here.

III. File Upload

The last section captures details regarding file upload.

i. Was the time provided sufficient for this assignment? Please select

- Yes, I returned it well in advance
- Yes, I could fit it into my schedule quite well
- Yes, it was just about sufficient
- No, I had to rearrange several tasks to fit this one in
- No, if I had more time, I could have done a better job

ii. Time taken to complete the assignment: Please indicate the time taken

iii. Comments for the Editorial Coordinator: Please provide necessary comments

iv. Upload File: Upload all files

v. No. of files: Indicate the number of files

vi. Questions/ulatusCommunicate/Comments/Remarks added or used? Based on whether you have used the ulatusCommunicate, posted any questions to the author, or added remarks/comments, please indicate Yes/No accordingly.

*If you are unable to upload the file(s) due to some technical problems, please ensure that you mail the file(s) to us.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Annexure 7: Basic formatting: Structural and Non-structural

Formatting refers to the presentation of the document. A client's initial impressions of a document are created on a quick glance through the document. A poorly formatted document fails to make an impact on the client. Translations intended for publication should be particularly well formatted, since these will be viewed by a mass audience.

I. [Structural formatting](#)

II. [Non-structural formatting](#)

I. Structural formatting

Structural formatting contributes to enhancing the appearance of a document and making a document visually appealing and easy to read. It includes

- font—Times New Roman
- font styles, sizes and attributes (boldface, italics, color)
- line spacing
- tabs and indentations
- bullets and numbering
- line and page numbers
- page setup
- heading styles, etc.

NOTE:

- Always turn off track changes when making structural changes.
- All journals have different requirements and thus guidelines vary.

II. Non-structural formatting

Non-structural formatting is mainly related to language and style (editorial bias). It includes

- word/character count restriction
- abbreviation usage
- reference-related changes
- style guide-related changes
- supplying necessary information
- statistical usage (P vs. p vs. P vs. p; SD vs. S.D.)
- any other textual modification, etc.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Annexure 8: MS Word Tips and Tools

Online translating/editing calls for a thorough knowledge and practice of desktop applications such as MS Office and iWork. Here we touch upon

- I. [Find function \[Ctrl + F\]](#)
- II. [Track changes](#)
- III. [Show/Hide](#)
- IV. [Google search](#)

I. Find function [Ctrl + F]

Consistency and precise grammar are keys to successful publication of a manuscript. Often an editor needs to make repetitive changes throughout a manuscript to achieve consistency, for example, use of “Fig.” vs. “Figure” vs. “fig.” and the use of abbreviations in the text. Therefore, to achieve consistency, use the Ctrl + F function in MS Word.

Read more on the Ctrl + F and Find and Replace functions:

Microsoft: <http://office.microsoft.com/en-in/word-help/find-and-replace-text-and-other-data-in-your-word-2010-files-HA102350610.aspx?CTT=1>

Mac: <http://support.apple.com/kb/PH10321>

II. Track changes

Track Changes is a feature in word processing applications that allows you to see the revisions made to a document. It is usually used for collaborative works, i.e., when more than one person works on one document. This feature is highly beneficial to researchers, writers, and editors. Track Changes gives you the flexibility of accepting and rejecting whatever information you want.

For more information on how to work with tracks, check out the following sites.

Microsoft: <http://office.microsoft.com/en-001/word-help/audio-course-revise-documents-with-track-changes-and-comments-RZ001160037.aspx> for an audio on how to use track changes

Mac: <http://www.macworld.com/article/1143554/pageschanges.html> for a write up on how to work with tracks in Pages.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

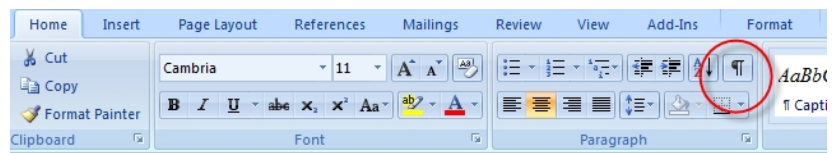
Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

III. Show/Hide

Occasionally, new users of Word are alarmed to discover that their previously pristine documents are full of strange symbols—dots, arrows, paragraph marks, etc. For experienced users, this reaction seems almost comical because experienced users know how invaluable the display of non-printing characters can be both in formatting and troubleshooting documents. Non-printing characters is Word's term for anything that takes up space or has a formatting function but does not appear on the printed page (e.g., spaces, tabs, paragraph breaks, and the like). Even if you prefer to work most of the time without seeing them, you should know how to display them and what they mean.

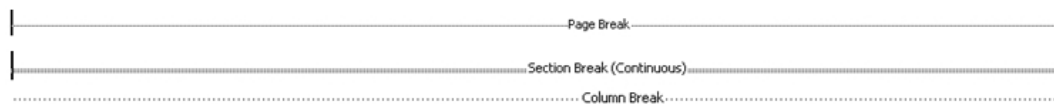


This button toggles between display of all non-printing characters and whatever specific non-printing characters you have chosen to display as an alternative. The shortcut key for “Show All” is (Ctrl + Shift + 8). The same key combination will also toggle the display off. So what do all these marks represent?

➤ Line breaks: ↵

➤ Paragraph marks: ¶

➤ Pagination breaks:



➤ Space characters: · ,

➤ Mincho space characters: □

Using the Show/Hide button, one can easily remove double spaces and spaces in Mincho font and replace them by spaces in normal font.

For Mac users: <http://www.peachpit.com/articles/article.aspx?p=412916&seqNum=3>

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

IV. Google Search

We recommend the use of Google Scholar (<http://scholar.google.com>) to check usage of technical terms. The search terms must be selected carefully in order to get relevant results.

i. Selecting search terms

The search terms you enter and the order in which you enter them affect both the order and pages that appear in your search results.

Use words likely to appear on the pages you want.

Avoid using a question as a query.

USE [plant nomenclature Arabidopsis]

NOT [what is the plant nomenclature for all species under Arabidopsis]

Be specific: Use more query terms to narrow your results.

For example, consider the query [animal]. It will result in numerous hits, both relevant and irrelevant. Hence, depending on context, USE [animal studies mouse kidney] or [animal studies mouse “cell line” endostatin] to get document-specific hits.

To search for a phrase, a proper name, or a set of words in a specific order, put them in double quotes.

A query with terms in quotes finds pages containing the exact quoted phrase.

For example, [“Journal of Microbiology”] finds pages containing exactly the phrase “Journal of Microbiology.” The query [Journal of Microbiology] (without quotes) finds pages containing any of “Journal of Microbiology,” “Journal of Clinical Microbiology,” or “Journal of Medical Microbiology.”

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

- ☑ A quoted phrase is the most widely used type of special search syntax
 - ["we report the case of a young man"]
 - ["strain at break"]
 - ["expanded in a plane wave basis"]
- ☑ Use quotes to enter proper names.
 - ["Isaac Newton"]
 - ["Kruskal-Wallis" test]
- ☑ Google will search for common words (stop words) included in quotes, which it would otherwise ignore.
 - USE ["to recognize the symptoms and diagnose"]
 - NOT [to recognize the symptoms and diagnose]
- ☑ You may include more than one quoted string in a query. All quoted query phrases must appear on a result page; the implied AND works on both individual words and quoted phrases.
 - ["case report" "knee joint"]

Use *, an asterisk character, known as a wildcard, to match one or more words in a phrase (enclosed in quotes).

Each * represents just one or more words. Google treats the * as a placeholder for a word or more than one word. For example, ["We * the case of a child with"] will give you the different verbs used in this construction.

Company background & goal

Our clients

Ulatus services and translation levels

Translation quality parameters

Translation assignment workflow

Protocols for the translation process

After sales service—client questions post translation

Communication between you and ulatus

Translation quality management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

ii. Advanced operators

Some query words, known as advanced operators, have special meaning to Google. Since the advanced operators are convenient for searching, Google Guide calls them “search operators.”

Here are some examples of search operators.

Note: The colon (:) after the operator name is required.

[link:www.doctorswithoutborders.org]

[allintitle:radiation poisoning]

[Streptococcus pyogenes filetype:pdf]

define:

If you start your query with **define:** Google shows definitions from pages on the web for the term that follows. This advanced search operator is useful for finding definitions of words, phrases, and acronyms. For example, [define:odontology] will show definitions for “odontology.”

filetype:

If your query is **filetype:**suffix, Google will restrict the results to pages whose names end in the suffix. For example, [Streptococcus pyogenes hospital filetype:pdf] will return pdf files that match the terms “Streptococcus,” “pyogenes,” and “hospital.”

intitle:

The **intitle:** operator as in [intitle:spectrum] returns only those results that contain your search term in the document’s title.

Company background
& goal

Our clients

Ulatus services and
translation levels

Translation quality
parameters

Translation
assignment workflow

Protocols for the
translation process

After sales service—client
questions post translation

Communication between
you and ulatus

Translation quality
management

Annexures

- ▶ Annexure 1: Research and Technical Content
- ▶ Annexure 2: Recommended Translation Techniques
- ▶ Annexure 3: Language
- ▶ Annexure 4: Grammar
- ▶ Annexure 5: Common errors by Japanese native speakers
- ▶ Annexure 6: Upload Form
- ▶ Annexure 7: Basic formatting: Structural and Non-structural
- ▶ Annexure 8: MS Word Tips and Tools
- ▶ Annexure 9: Quick Guides

Annexure 9: Quick Guides

I. Online Japanese Dictionaries

➤ <http://ejje.weblio.jp/>

➤ <http://www.alc.co.jp/>

II. Academic Manuscript Structure

➤ <http://www.ece.cmu.edu/~koopman/essays/abstract.html> for insightful tips on How to Write an Abstract by Philip Koopman from Carnegie Mellon University

III. Style Guides

➤ Online version of [The Chicago Manual of Style](#) for general guidelines on academic writing and editing

➤ <http://www.docstyles.com/amaguide.htm> for a list of popular style guides (abridged versions)

⬆ Table of content | ⬆ Annexures