Nativy Handbook for Clients

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Contact Us. We’re here to help.
1. About Nativy’s Translation Services

1.1. Professional Translation and Editing Services

At Nativy, you can order professional translations and editing of any kind of written content. We work exclusively with professional translators who are native speakers.

Our professional translation is a 3-step process: first the content is translated by a professional translator who is a native-speaker; then a second professional translator—also a native speaker—proofreads it and discusses revisions with the translator; and in the final step the translator incorporates the feedback and finishes the order.

Our editing service comprises of proofreading/correction of content by a professional writer who is a native speaker. You would use this service, say, to have your French press release, corrected for grammar, punctuation, and word-choice by a professional writer who is a native speaker of the French language.
1.2. Language Combinations

We offer translation services for over 500 language combinations. Out of English, we offer 65 languages; out of French 48 languages, out of German 51 languages, out of Spanish 39 languages; out of Italian 34 languages; out of Portugese 18 languages, and so on.

You can see a complete list of our language offerings here: https://www.nativy.com/languages

Should we happen to not currently offer a language you need, please do get in touch. We would be happy to assist you.

1.3. Pricing

Our pricing is typically calculated on a per word basis. When you upload or copy/paste text, our system calculates the number of words and then the price accordingly. The translation prices include translation with proofreading by experienced professional translators who are native speakers.

For an exact quote, please upload your content, and pick your languages on our Website here. If you have questions or concerns about any pricing-related issues, feel free to contact us.

Below is a price list of average pricing per language. Please note these prices may be slightly lower or higher depending on translator availability and specialized translation needs.

<table>
<thead>
<tr>
<th>Language Pair</th>
<th>Prices with proofreading</th>
<th>Language Pair</th>
<th>Prices with proofreading</th>
</tr>
</thead>
<tbody>
<tr>
<td>German English</td>
<td>€ 0,15</td>
<td>English German</td>
<td>€ 0,15</td>
</tr>
<tr>
<td>German Arabic</td>
<td>€ 0,13</td>
<td>English Arabic</td>
<td>€ 0,08</td>
</tr>
<tr>
<td>German Brazilian</td>
<td>€ 0,15</td>
<td>English Brazilian</td>
<td>€ 0,08</td>
</tr>
<tr>
<td>German Bulgarian</td>
<td>€ 0,11</td>
<td>English Bulgarian</td>
<td>€ 0,08</td>
</tr>
<tr>
<td>German Chinese</td>
<td>€ 0,18</td>
<td>English Chinese</td>
<td>€ 0,08</td>
</tr>
<tr>
<td>German Croatian</td>
<td>€ 0,13</td>
<td>English Croatian</td>
<td>€ 0,08</td>
</tr>
<tr>
<td>German Czech</td>
<td>€ 0,13</td>
<td>English Czech</td>
<td>€ 0,10</td>
</tr>
<tr>
<td>German Danish</td>
<td>€ 0,21</td>
<td>English Danish</td>
<td>€ 0,16</td>
</tr>
<tr>
<td>German Dutch</td>
<td>€ 0,15</td>
<td>English Dutch</td>
<td>€ 0,14</td>
</tr>
<tr>
<td>German Finnish</td>
<td>€ 0,19</td>
<td>English Finnish</td>
<td>€ 0,15</td>
</tr>
<tr>
<td>German French</td>
<td>€ 0,13</td>
<td>English French</td>
<td>€ 0,12</td>
</tr>
<tr>
<td>German Hungarian</td>
<td>€ 0,13</td>
<td>English Hungarian</td>
<td>€ 0,09</td>
</tr>
<tr>
<td>German Italian</td>
<td>€ 0,13</td>
<td>English Italian</td>
<td>€ 0,09</td>
</tr>
</tbody>
</table>
1.4. Delivery Time

Delivery times depend on the volume of content. For smaller jobs our delivery time is usually overnight or within 1 to 2 days. To get an exact delivery date for your job, please upload or enter your content and pick your languages on our Website [here](#).

Should you need something delivered faster than the date shown, please contact us in the chat room or by email. We would be happy to find a way to meet your request.

1.5. Security and Privacy

At Nativy we understand the importance of proprietary information and have several measures in place to ensure that your content is secure and is handled with confidentiality.

All of our translators are bound by our strict non-disclosure agreements. Moreover, only the translator and proofreader that work on your job are given access to your documents. Unlike other translation agencies, we do not send out your document to several translators and wait for a quote.

For highly sensitive documents, we can encrypt your files by swapping out numbers, figures, and names. We can also slice your project into several parts and assign each part to a different translators to ensure that no one translator has complete knowledge of your project. Please get in touch should you require such assistance.

All transactions on nativy.com are conducted on a secure https line. Nativy does not store any credit card information. All our credit card payments go through Mpay24, a leading payment provider that is PCI compliant. Nativy is hosted on Microsoft Azure, and all files are stored on the Windows Azure Cloud.

<table>
<thead>
<tr>
<th>Language</th>
<th>Cost</th>
<th>Language</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>German (DE)</td>
<td>€ 0,22</td>
<td>Japanese (JA)</td>
<td>€ 0,12</td>
</tr>
<tr>
<td>German (NL)</td>
<td>€ 0,28</td>
<td>Norwegian (NO)</td>
<td>€ 0,20</td>
</tr>
<tr>
<td>German (PL)</td>
<td>€ 0,13</td>
<td>Polish (PL)</td>
<td>€ 0,09</td>
</tr>
<tr>
<td>German (PT)</td>
<td>€ 0,13</td>
<td>Portuguese (PT)</td>
<td>€ 0,08</td>
</tr>
<tr>
<td>German (RO)</td>
<td>€ 0,09</td>
<td>Romanian (RO)</td>
<td>€ 0,07</td>
</tr>
<tr>
<td>German (CS)</td>
<td>€ 0,13</td>
<td>Serbian (SR)</td>
<td>€ 0,07</td>
</tr>
<tr>
<td>German (SK)</td>
<td>€ 0,12</td>
<td>Slovak (SK)</td>
<td>€ 0,09</td>
</tr>
<tr>
<td>German (SL)</td>
<td>€ 0,13</td>
<td>Slovenian (SL)</td>
<td>€ 0,11</td>
</tr>
<tr>
<td>German (ES)</td>
<td>€ 0,12</td>
<td>Spanish (ES)</td>
<td>€ 0,08</td>
</tr>
<tr>
<td>German (SV)</td>
<td>€ 0,21</td>
<td>Swedish (SV)</td>
<td>€ 0,16</td>
</tr>
<tr>
<td>German (TR)</td>
<td>€ 0,11</td>
<td>Turkish (TR)</td>
<td>€ 0,09</td>
</tr>
</tbody>
</table>
1.6. Happy Clients
2. How to Order

2.1. How do I order translations?

1. Click on **Instant quote** on the main page.

2. You will come to this screen. Click on **Upload** to upload a text or **Enter text** to type in or paste text you want translated.
3. Now type in the language you want to translate into, and select it.

4. You will see a quote on price and delivery appear on the right side, along with a photo of the recommended translator and proofreader.
5. To see more quotes on price and delivery, click on **See more offers**.

6. Pick the quote that suits your needs best. As a returning customer, under “Collaboration” you see if you (or anyone from your group) has worked with the translator before.
7. Then, click on **Order now** to continue to payment.

8. If you are a first time user, fill in your details to register and continue. If you are an existing customer, simply log in.
9. You can enter your billing address, give your job a title, and add any special instructions for the translator. Then click on **Pay Now** to choose a payment method.

10. You can pay by credit card or upon receipt. Please note that the first time you choose to pay upon receipt, it'll take a few extra minutes for us to confirm the order as we have to manually approve you and your company.
11. Once you pay, your order has been placed!

12. You will then be directed to the Order Overview page, where you can see a summary of all your orders.

Order Overview
Below is an overview of all orders created by you and by all members of your group(s).

The Group function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

13. To see more detailed information about your order, simply click on **Details**.
2.2. How do I order translations for more than one language?

The order process is exactly the same as that for one language. The only difference is that you enter multiple languages!

1. Click on Instant quote on the main page.

2. You will come to this screen. Click on **Upload** to upload a text or **Enter text** to type in or paste text you want translated.
3. Now choose as many languages as you want. Just type in the names of the languages. Quotes appear on the right side.

4. You will then see instant quotes appear on the right side. You see the price, delivery date, and pictures of the translator and proofreader for your job.
5. You can click on **See more offers** to see more price and delivery options.

6. Then, pick a different quote depending on your needs. As a returning customer, you see under “Collaboration” if you (or anyone from your group) has worked with the translator before.
7. When you are done, click on **Order now**.

8. Then, if you are a first time user, fill in your details to register and continue. If you are an existing customer, simply log in.
9. You can enter your billing address, give your job a title, and add any special instructions for the translator. Then click on **Pay Now** to choose a payment method.

10. You can pay by credit card or upon receipt. Please note that the first time you choose to pay upon receipt, it'll take a few extra minutes for us to confirm the order as we have to manually approve you as a verified company.
11. Once you pay, your order has been placed!

12. You will then be directed to the Order Overview page, where you can see a summary of all your orders.

**Order Overview**

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

13. To see more detailed information about your order, simply click on **Details**.
2.3. How do I order translations of several documents at the same time?

1. After uploading one file, simply click on **Upload** again to upload another file.

2. The new file will be uploaded and new quotes will appear. You can upload more files by clicking on Upload again or click on **Order now** to continue.
2.4. How do I order translations of text by typing it in or copying/pasting it?

1. Click on **Enter Text**.

2. You will see a blank box where you can copy/paste or enter text.
3. Enter your text and click on **Calculate offer**.

4. To add additional pieces of text, simply enter it in the white box, and click **Add and Calculate Again**. When you are finished, click on **Order Now** to proceed.
2.5. How do I know I have successfully placed an order?

1. Click on Order Overview on the main menu.

Order Overview
Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

a. If you have successfully placed your order, it will be marked “in progress”.

Order Overview
Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.
b. Please note that if your order is marked “open” and displays the price as “0,” your order has NOT been placed.

Order Overview
Below is an overview of all orders created by you and by all members of your group(s).
The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

To place this order, simply click on Calculate quote again.
3. Payment and Invoicing

3.1. How do I pay?

You can pay by credit card or upon receipt after the translation has been completed. You will see the payment screen below as part of the order process.

Please note that the first time that you request to pay upon receipt, the order might take a few minutes to be confirmed as we manually approve each company to use this payment method.
3.2. **How do I get the invoice?**

We send you the invoice by email after the order has been completed. You can also always download a copy of your invoice from your **Order Overview**. Simply click on **Invoice**.

3.3. **How long do I have to pay the invoice?**

We ask you to pay your invoice within 14 days of receipt.

3.4. **Can I use multiple addresses for invoicing?**

Yes, you can add multiple billing addresses to your account. You will be prompted to choose your billing address every time you place an order.

There are 2 ways to add additional billing addresses: (1) Through the Settings section of your account; or (2) During the order process.
3.4.1. Adding multiple billing addresses in the Settings section of your account

1. Click on Settings in the main menu.

2. Click on Personal data.

3. On the right side you see your billing address. Click on Edit.
4. To add another billing address, just click on **Add more**.

5. Fill in the new address and click on **Add**. You can then repeat the process to add more billing addresses.
3.4.2. Adding multiple billing addresses during the order process.

1. Start by placing an order as usual: upload or copy/paste text, choose your languages and click on Order Now to proceed.

2. You will come to this screen. Click on **Edit**.
3. Choose a different address from the drop-down menu, or add another by clicking on **Add more**.

4. Fill in your new address and click on **Add**.
5. To use this new address, select it from the drop-down menu.

6. Then click on **Save changes**.
4. Translation Process

4.1. How can I contact my translator?

Unlike several translation agencies, we at Nativy believe that direct contact between the translator(s) and client is extremely important to ensure high-quality translations. Translators often have questions about the content they are translating, and being able to directly communicate with the client is what makes the difference between an approximate and accurate translation.

You can get in touch with your translator(s) through our chat room.

1. Go to your Order Overview. Find the order for which you want to contact the translator, and click on Details.

2. Under the picture of the translator, click on the envelope symbol to open the chat room.
3. The chat room opens with the relevant translator selected. Type in your message and click on **Send**.

In case the translator is not online at the time and does not reply to you immediately, you will receive an email with his/her response. You can then log in again and reply to the message.

You can also access the chat room by clicking on the **envelope symbol** on the main menu.
This will open up the chat room. On the left side you can select the translator you want to chat with.

4.2. How can my translator contact me?

Translators can also get in touch with you through the chat room. We notify you by email whenever there is a new message for you in the chat room. See a copy of the email below.

Dear Per Bergvall,

You have a new message in the Nativy Meeting Room regarding the following order:

Per Bergvall:

Hi Per! As you told me yesterday via email I just wanted to remind you to please translate the new order. Best wishes, Doris

Please log in to reply to the message: https://www.Nativy.com/

Best regards,

Your Nativy Team

https://www.Nativy.com
To reply to the message, please go to www.nativy.com and log in to your Nativy account.

1. Then, click on **envelope symbol** on the main menu to access the chat room.

2. Select the translator you want to reply to on the left side. Type in your message, and click on **Send**.
   In case the translator is not online at the time and does not reply to you immediately, you will receive an email notifying you of the response. If need be, you can then log in again and reply to the message.
4.3. What if I have a general question? How can I contact Nativy?

We at Nativy are always happy to help you. You can chat with us just the way you chat with your translators! You can also reach us by email at office@nativy.com, or by phone at +43 677 614 739 20.

To access the chat room, just click on the envelope symbol on the top right corner.

In the chat room, select Nativy Translations on the left side to send us a message.
4.4. How can I see the status or progress of my order?

Go to Order Overview, and click on Details to see the status of your order, the delivery date, and other information.

4.5. Can I work with the same translator(s) every time?

Yes, of course. In fact, unless you specify otherwise, we always include quotes from translators you have worked with before.

Below is how you can make sure you are hiring the same translators every time:

1. After creating an order (uploading your file, and choosing your languages), click on See more offers.
2. Under “Collaboration” you can see how many times you have worked with that translator before.

3. **Select** the offer that best suits your needs. When you are finished, click on **Close**.
4.6. Can I choose not to work with a translator again?

Although our clients rarely choose to exercise this option, yes, you are able to block translators. See detailed steps below.

To ensure that our translators are able to better meet your needs in the future, we would like to learn more about why a particular translator was not a good fit, and how we can match you with someone more suited to your needs.

Please do get in touch with us through the chat room or on email at office@nativy.com.

1. Go to Order Overview and scroll down to the order with the translator you don’t want to work with again. Then click on Details.

2. Under the picture of the translator, click on the block symbol.
4.7. What if I am not happy with the translation?

All customers have the option to request revisions or corrections after their order has been completed. You have 7 days to so do upon completion of the order. Please contact the translator through the chat room.

You are also welcome to contact us at Nativy about your order. We would be happy to assist you in the revision process. Please send us a message through the chat room or by email.
5. Integrating Nativy into your CMS or SaaS

Nativy’s translation services can be seamlessly integrated into your CMS, CRM, or other software solution.

Integration is a great way to go if you need to translate large volumes of content, and that content is regularly updated, or if you are a SaaS provider and want to offer your clients a streamlined translation process.

You can integrate using Rest API or our hybrid iFrame-API solution, which has been especially designed to make the integration process as easy and fast as possible.

5.1. How to integrate using Rest API

Please see our API documentation here: https://www.nativy.com/connect/

5.2. How to integrate using hybrid iFrame-API solution

Please see our iFrame-API documentation here: https://www.nativy.com/connect/iframe

5.3. Get in touch for a demo

We would be delighted to speak with you in person and to show you a demo of a suitable integration for your CMS or SaaS solution. For all integration-related issues, please contact Anchal Lochan, CMO, at lochan@nativy.com
6. Quality Control and Special Needs

6.1. Who are your translators?

Nativy works exclusively with experienced professional translators. All our translators are native-speakers of the language into which they translate. Our 3000+ professional translators translate in 500+ language combinations, live in 63 countries, and specialize in various fields including tourism/hospitality, fashion, law, banking, insurance, engineering, IT, and construction among others.

We individually vet each translator’s references and qualifications before they are allowed to work with us. We do not work with students, bilinguals, or others who do not translate professionally. Most of our translators live in the country/area to which the language is native, and are therefore able to not only translate content, but also properly localize it.

6.2. How do you ensure that translations are of high quality?

In addition to working exclusively with experienced professional translators who translate into their native language, our 3-step translation process includes a quality control mechanism.

1. Unless you choose otherwise, two professional translators (one translation + one proofreader) work on each order.
2. After the content is translated, the second professional translator proofreads it and discusses revisions with the translator. The proofreader and translator are in direct contact through the chat function.
3. After this process, the proofreader rates the translation based on five criteria. If the translator does not get good reviews, we send it to yet another professional translator for review.

6.3. I need a translator that is specialized in my industry or field. How can I get that?

We request you to do two things to ensure this: (1) Add comments in the “special instructions” section while placing the order; and (2) Enter this preference in your settings

6.3.1. Add comments in the “special instructions” section

1. Pick your languages, upload your content, and click on Order now.
2. Then, in the **Special instructions** section, add a comment on your industry-specific needs. Proceed to checkout as usual.

3. Complete the order and click on **Pay Now!**
6.3.2. How to make “industry-specific translations” an important criteria in your settings

1. Click on **Settings** in the main menu. Under Priorities you will see the “Industry-specific translation” button.

2. Move the blue button to the right, and click on **Save settings**. Then, proceed with your order.
6.4. My company uses special vocabulary. How do you incorporate that?

You are welcome to upload a glossary of terms. Our translators will use it and add to it while translating for you.

1. To upload a glossary, click on Settings and then on Glossary.

2. Upload your glossary, and then click on Save settings.

6.5. What if I need a translation faster?

In most cases we are able to deliver faster if need be. Simply contact us with your request. You can contact us through the chat room, email, or the contact form.
7. Streamlining Translations on a Company-wide level

Based on popular demand, we have added features that allow you to manage translations across departments and the company. For instance, you can create several "groups" in the company, and add several people to each group. All group members can see each other's orders, and share the same pool of translators.

For example, if one member of the group has used a certain translator for, say, a German to French order, then, when another member of the group makes an order for this language combination, he/she will be able to work with the same translator.

7.1. How to create groups

1. In the Order Overview, click on Manage Groups.

2. Then, click on Create Group.
3. Click on **Rename** to give the group a new name.

4. Enter the email address of the person you want to invite to that group, and click on **Send**. Repeat the process to invite multiple people.

   The invitees will receive an email with a link and instructions to join the group.
5. Once the groups have been created, you can see them in your **Order Overview**.

### Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

7.2. How can I see what my team members have ordered?

You can see all your orders, and all orders made by the groups you are part of, in your **Order Overview**.

Simply click on the relevant group to see orders made by others from that group.
7.3. How can everyone from my department use the same translators?

To be able to use the same translators you need to be part of the same group. Create a group with all team members you want to share translators with.

Then, while placing your order, click on **See more offers** to choose your translators.

Under “Collaboration” you see if you or anyone from your group has worked with that translator before. Choose your desired translator and proceed with the order.
7.4. How can I delete a group?

1. Go to Order Overview and click on Manage groups.

2. To delete the group, simply delete all members of the group by clicking on the x symbol next to their email address.
8. Editing Account Information

8.1. I forgot my password. How can I reset it?

1. Click on **log in** on the main page.

2. Click on **Forgot your password?**

3. Then enter your email address, and click on **Submit**. You will receive an email with a link to reset your password.
4. Paste the link in the browser. You will then come to this.

Please enter a new password.

5. Enter a new password with letters, special characters and numbers and then click on Change password.
8.2. How can I change my password (even if I haven’t forgotten it)?

1. Go to **Settings** and click on **Personal data**.

![Setting page with highlighted personal data section]

2. The password section is on the bottom right corner. Enter your old and new password and click on **Change password**.

![Password change section highlighted in settings page]
8.3. Where can I change the name on my account or my billing address?

1. Click on **Settings** and then on **Personal data**.

9. Contact Us. We’re here to help.

9.1. Doris Rhomberg, Client Services
    Email: rhomberg@nativy.com
    Phone: +43 699 111 189 69

9.2. Anchal Lochan, CMO
    Email: lochan@nativy.com
    Phone: +43 677 614 739 20