



Our Services

Types of Transcriptions:

- One-on-One interviews
- Multi-person interviews
- Walk-and-talks
- OTF or "On the Fly"
- Field tapes
- Reality TV
- Conferences, meetings
- Focus groups, seminars
- Insurance depositions
- General or detailed B-roll logging
- Finished show scripts
- 3 Column As Broadcast scripts
- Dialogue lists
- Certified transcripts
- Translations
- Subtitling
- Closed-Captioning

Preferred Media Formats:

DVD, CD, all digital files (.mp3, .mp4, .mov, .wmv, .aiff, .wav)

We Can Also Accept From:

VHS, standard size audio cassettes

*These formats may result in extended turnaround time. (Unfortunately, we do not accept micro or mini audio tapes, Mini-DV or files with audio time code.)

We include at no cost to you:

- ✓ E-mail to multiple addresses
- ✓ File Storage & Recovery
- ✓ A copy of your transcripts on CD
- ✓ FTP digital uploads
- ✓ Our transcripts import easily into ScriptSync and PilotWare

Other Services Available:

- Rush Services!
- Volume Discounts!
- Interviewer questions verbatim
- Adding time codes to audio script
- Download & compress files from your website or FTP
- Second-pass Service
- Specific formatting requests
- Hard copy printing
- Sending your material back via FedEx, USPS or messenger

And, of course... The most friendly and reliable customer service around, paws down!

At Alpha Dog Transcriptions we pride ourselves on speed, accuracy and reliability. We understand each of our clients have specific needs and preferences. Our clients know when they call Alpha Dog Transcriptions they will receive personal, confidential and reliable service of the highest quality.

We stake our reputation on your satisfaction!





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Website: www.AlphaDogTranscriptions.com
E-mail: info@AlphaDogTranscriptions.com

POLICIES AND PROCEDURES

TRANSCRIPTION ORDER FORMS

We ask all our clients to complete and include a **Transcription Order Form** with every incoming order. This very important form is how we make sure we give you exactly what you want the way you want it!

This form is available as a fillable .PDF file on our website for easy downloading and printing. We can also e-mail a copy directly to you, if requested. Or you can use our fast and easy [Online Transcription Order Form](#) on our website.

BASIC TRANSCRIPTION RATE

For basic one-on-one interviews we charge a flat per-minute rate so you only pay for what we transcribe. Other transcription houses will give you an “estimate” and then charge per page or hourly and your actual cost will almost always exceed their estimate. As you can see on our rate sheet we also offer additional services such as transcribing interviewer questions verbatim, logging detailed b-roll, etc. These services can be added on to your per-minute rate and you’ll still be able to calculate an accurate budget for your project!

You will notice we have our basic rates broken into 3 types of transcription:

1. **One-on-One Interviews – AUDIO ONLY**

These are professionally recorded interviews where one interviewer asks one interviewee a variety of questions. The interviewer’s questions are considered “off camera” and are summarized for your reference. There is no burned-in time code so we would simply transcribe the audio. This category also includes interviewer stand-ups and reversals, single-person lectures and corporate presentations, etc.

2. **One-on-One Interviews – TIME CODED**

This is the same single-person material as above but there is a window burn-in time code on each file. Since the interviewer’s questions are being summarized, we do not time code those, but we time code the beginning of each of the interviewee’s answers and break up longer paragraphs with a time code approximately every 30 seconds.

(*If you don’t have a window burn-in time code on your files, we can add what we call a “relative time code” by using the counter on QuickTime or Windows Media Player. It will always start at 00:00:00 but will give you points of reference throughout the transcript which some people find very useful.)

3. **Natural Sound – “NAT”**

“Nat” is an abbreviation for “natural sound” and covers pretty much everything that isn’t a one-on-one interview! Multi-person interviews, reality footage, field tapes, walk-and-talks, OTF, SOT, meetings, focus groups – any material that is considered conversational in nature and we need to transcribed what everyone says verbatim.

*We do have a 15 min. minimum per order and a 5 min. minimum per file.

TURNAROUND TIMES AND DROP-OFF DEADLINES

We offer 3 different turnaround times that will fit into any budget. Why pay for a faster service than you need? Our normal business hours 10am – 6pm Monday through Friday and we have two deadlines in which to deliver your material to us: either you deliver your materials before 11am or if you miss that deadline, by 4pm Mon – Thurs. and by 3pm on Fridays. **Any material dropped off after our afternoon deadline on any day won’t be started until the next business day.**

These morning and afternoon deadlines determine the time by which you will receive your transcriptions. For example, you drop off (or upload) an order on Monday at 9am and want a Standard two-day turnaround. These will be transcribed and delivered to you by 11am on Wednesday. If instead you dropped them off at say 2:30pm, you will receive them by 4pm on Wednesday. If you choose a Budget 3-4 day turnaround, they will be delivered either at 11am or 4pm (depending on which deadline you met) on that Thursday. An Economy 5-6 day turnaround will have them back to you on the following Monday or Tuesday.

Whew! We know this can be confusing so if you have any questions about our deadlines or turnaround times, don’t hesitate to call and we’ll give you an exact finish date and time for your order.

We also have rush rates available for a less than two-day turnaround. These turnarounds are also subject to our morning or afternoon deadlines and must be **pre-scheduled** with us. **Please call ahead before requesting a rush order.**

There is an after-hours drop-off bin for your convenience right outside our front door, so you are welcome to bring over your material any time day or night, however we can’t guarantee any specific finished time for orders dropped off without notice. Please just drop us an email or send in a Transcription Order Form to give us a heads-up so we can schedule our transcribers accordingly.

FINISHED SHOW MATERIAL

Transcribing finished show material is one of our specialties. The three types of finished show scripts we offer are:

a) Dialogue List

This is an exact record of all dialogue spoken verbatim. Each line is time coded down to the second with each characters name slate and we also note scene/act breaks and SFX. The action and camera framing is not including in this type of script, since this is primarily used for translation and voice dubbing purposes.

b) 3 Column As Broadcast

This is an industry standard finished show script. It is formatted in a 3 column table for time codes, action, and dialogue. Time codes are logged every 15-20 seconds, a summary of the action is noted, dialogue is transcribed verbatim with name slates, and all chyron (on-screen text) is noted.

c) “Budget” As Broadcast

We realize that sometimes you don’t need all the bells and whistles in a 3 Column As Broadcast, and you don’t necessarily need every line of dialogue time coded. Our Budget As Broadcast was designed to save you money while giving you an exact transcript of your show. This format resembles our standard transcription, we time code dialogue in 30 seconds increments, note scene/act breaks, but do not include SFX or action.

We want to make sure you get exactly what you need (and don’t get what you don’t want) and these scripts can be adjusted to your network or sales agents specifications.

FTP SITE UPLOADING

For your convenience we have our own FTP site for client uploads. You will need a client name and password to access this site. Your material is safe and secure and no one else will have access to your files. We do ask you to **inform us** when you have finished uploading your files to make sure we have received all the files for your order.

When uploading your files to our FTP site, please keep these things in mind:

1. Each file should be **less than 60 minutes** in length AND
2. Each file should be **less than 75-80 MB** in size per 30 minute section.

If your files are longer than 60 minutes we will need to split the file into separate files that are less than 60 minutes I length and this will be added as a special service to your order. Additionally, any files that are over our size limit will have to be compressed into a new file. This also will incur an additional charge. Please see our “Additional Services” on our rate sheet for pricing.

We can also download from your website or FTP at no additional charge. The above conditions still apply to your files, but we are happy to make your job that much easier by performing these services if you wish.

PARTIAL LOAD TRANSCRIPTION

One way we can save you money, is to transcribe only what you want on each file. You can preview your tapes and note exactly which sections you need. Then just give us a list of time code “ins” and “outs”. If a list is not provided we will transcribe the entire file.

99% ACCURACY VS. 100% ACCURACY

We stake our reputation on reliable, accurate transcripts and we believe our select group of transcribers are among the best available. Our basic transcription rate is based on “single pass” transcripts with information you have provided regarding names, show titles, locations, etc.

These transcripts will generally be around 99% accurate. We do offer a Second Pass Service, where our transcribers watch each file a final time to guarantee 100% accuracy.

B-ROLL

We have logged thousands of hours of B-roll for our clients. All B-roll is logged as “light” (basic shot descriptions) but we do offer logging of “detailed” B-roll as well with a time code noting all cuts, pans, pulls, etc. Our basic transcription rate covers either light B-roll or transcription of dialogue but not both simultaneously. We can offer you a separate B-roll transcript if requested at an additional charge.

FORMATTING REQUESTS

We have a standard transcription template that is simple, easy to read, and according to feedback from our clients, superior to most other formats. We will accommodate simple formatting requests regarding font type, size, line spacing, and margins at no additional charge.

More extensive formatting requests are available as an additional service and added on to your per-minute rate. We will contact you regarding any additional charges if such formatting requests take longer than our standard formatting.

DELIVERY OF YOUR TRANSCRIPTS

We offer a number of options to get your project back into your hands. The fastest and most common method is to e-mail the transcripts directly to you. Simply note the e-mail address(es) on your Transcript Order Form and your transcripts will be delivered to your mailbox(es).

Our transcripts are in Microsoft Office Word format and can easily be imported into both Avid ScriptSync and PilotWare.

We can also print hard copies and/or burn your transcripts to a CD. Please see our “Additional Services” on our rate sheet for more information.

BILLING AND CREDIT ACCOUNTS

We accept business checks, money orders, MasterCard, Visa, Discover, Amex and Paypal. Cash can also be accepted on-site with prior arrangement (exact change only, please). All incoming orders from clients not on a credit account must be accompanied by a 50% deposit with the balance due before delivery. You are welcome to apply for a credit account at any time by filling out our Credit Application. Please allow 3-5 business days to establish your account. Individual credit accounts will be available after your first order has been completed and paid in full. A \$35 fee will be charged for any checks returned for insufficient funds. All invoices are Net 15 unless previous arrangements are made. Any invoice not paid in 30 days shall accrue a 1.5% per month finance charge until paid in full. Any invoice not paid in 60 days shall be charged an additional \$29.00 per month late fee per invoice until paid in full.

BASIC STANDARDS FOR SOURCE MATERIAL

- All media must be 60 minutes or less per file. Any file longer than 60 minutes may have to be split and will incur an additional fee.
- All uploaded media must also be 80 MB or less per 30 minute section. Any files larger than

this size requirement will be compressed into a new file and will incur an additional fee.

- All media must be labeled or organized in some fashion. **Please number your files!**
- Source material must contain clear, professionally recorded audio.
- Interviewer questions will be paraphrased unless requested “questions verbatim,” which will add .50 cents per minute onto your rate.
- We accept material for transcription in DVD, CD and digital formats (.mp3, .mp4, .mov, .wmv, .aiff, .wav, etc.) We also accept VHS and standard size audio cassettes; however, these formats may result in extended turnaround time. We cannot transcribe from mini cassettes or audio files with audio time code tracks.
- Poor audio quality, difficult accents or dialects, or material other than one-on-one interviews may be subject to the “nat” rate.
- Please do not send us your masters! We assume no liability for lost or damaged materials.

RETURNING YOUR MEDIA

Please note on your Transcription Order Form how you would like your media returned upon completion of each job. If you cannot arrange for pickup yourself, we can mail, FedEx or messenger your items for a minimal charge.

Any items not picked up within 30 days will be destroyed and recycled.

ASSESSED FEES

Occasionally we do have to charge our clients for things that happen unexpectedly due to no fault of Alpha Dog Transcriptions, but we will **always** inform you before you receive your invoice.

Every so often someone cancels an order while we’re in the middle of processing it, or delivers the wrong file, or a file with material they actually don’t want transcribed. We think it’s only fair to be compensated for the time we put into your order even if these things happen, therefore:

- Any order, whole or in part, that is cancelled after processing has begun, will be subject to a **50% Cancellation Fee**, including any rush charges.
- Any media that is viewed and contains no material to be transcribed will result in a **Viewing Fee of \$15.00 per file**.

As we mentioned on our website, we’re here to make your job easier, faster, and more organized! Please call if you have any questions regarding our policies and procedures.

We look forward to working with you and providing the best transcription service possible.

Steven & Whitney Boe
President and Vice President



Credit Card Authorization Form

Please provide us with information and permission to accept and bill your credit card. Complete all fields, sign, date and return to us via fax, email or USPS. All information is kept strictly confidential.

Full Name as Printed on Card: _____
Company Name as Printed on Card: _____
Street Address CC Bills are sent to: _____

City _____
State _____
Zip Code _____
Country _____
Phone # (connected to card) _____
E-mail address: _____

CARD TYPE:

VISA MC AMEX Discover

CREDIT CARD #:

Expiration Date: ____ / ____ Security Code: _____

PLEASE SELECT EITHER "ONE TIME" OR "RECURRING BILLING"

[] ONE-TIME BILLING: I hereby authorize Alpha Dog Transcriptions to charge my credit card the amount indicated on the invoice. This is a one time charge authorization and will not authorize Alpha Dog Transcriptions to charge future projects with this card. I understand that if I wish future project to charged to this card, I will submit another authorization form or choose the selection below.

[] RECURRING BILLING: I hereby authorize Alpha Dog Transcriptions to charge my credit card the amount indicated on the invoice and understand that this card will be charged for future services.

AUTHORIZATION:

With my signature below, I authorize Alpha Dog Transcriptions to charge the above credit card for services rendered and if "future billing" is selection give permission to Alpha Dog Transcriptions to charge this card for any additional charges as a result of future orders placed by me or other representatives of the above company. I certify I am the legal cardholder, and that I am legally authorized to enter into this one time or future billing agreement with Alpha Dog Transcriptions.

Cardholder Signature : _____

Date: _____

ALPHA DOG TRANSCRIPTIONS CREDIT APPLICATION

****This document must be signed even if alternate credit/reference information is provided****
Please do not write "See attached" and submit an incomplete form,
as this will delay processing of your account.

GENERAL INFORMATION

Company Name _____	Parent Company _____
Address _____	
City _____	State _____ Zip _____
Telephone () _____	Email _____

ACCOUNTING INFORMATION

A/P Contact _____	* Are P.O.s Required? <input type="checkbox"/> Yes <input type="checkbox"/> No
Send Invoices to <input type="checkbox"/> Above <input type="checkbox"/> Other _____	* Send by <input type="checkbox"/> Email (.PDF) <input type="checkbox"/> Mail
A/P Phone () _____	A/P Email _____
Billing Address (If Different) _____	
City _____	State _____ Zip _____

BANK ACCOUNT INFORMATION

Bank Name _____	Acct #: _____
Address _____	City _____ State _____ Zip _____
Telephone () _____	Type of Account _____

TRADE REFERENCES (Phone and fax numbers must be provided!)

Name _____	Telephone () _____
Address _____	Fax () _____
City _____	State _____ Zip _____
Name _____	Telephone () _____
Address _____	Fax () _____
City _____	State _____ Zip _____
Name _____	Telephone () _____
Address _____	Fax () _____
City _____	State _____ Zip _____

For the purpose of obtaining services from Alpha Dog Transcriptions (ADT), the above statement in writing is made, intending that you should rely on the same as correct. All invoices are Net 15 unless previous arrangements are made. Any invoice balance not received in 30 days shall accrue a 1.5% per month finance charge until paid in full. Any invoice balance not paid within 60 days shall be charged an additional \$29.00 per month late fee per invoice until paid in full. Should our account become delinquent, we agree to pay all late fees and finance charges and if collection is turned over to a third party, we agree to pay all fees incurred by ADT, including attorney's fees, court costs and other third party charges and fees. Applicant by signing attests to financial responsibility and acknowledges reading and agreeing to all quoted rates, terms as specified in ADT's Policies and Procedures, and terms on this application. Signature below authorizes release of bank and trade information to ADT.

******This document must be signed by the owner or corporate officer or other authorized personnel. ******

Signature _____ Print Name _____
Title _____ Date _____

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RATING INQUIRY ON BANK ACCOUNT

TO: Bank Name: _____ Branch #: _____
Address: _____

Phone Number: _____
Acct. Number: _____

FROM: Customer: _____
Address: _____

Phone Number: _____

We have requested the extension of credit from Alpha Dog Transcriptions. Please accept this memorandum as your authorization to provide all relevant information regarding our banking practices including the age of the account, average balances, delinquencies or checks written on insufficient funds.

We agree to hold the bank and its employees harmless for any injury or claim arising from the release of any confidential information. Thank you for your prompt response to this request. Please contact our office with any questions.

Authorized Signature: _____
Authorized Signature: _____
Date: _____

FOR BANK USE ONLY	
Date Acct Opened: _____	Average High: _____
Returned Checks?: _____	Rating: _____
Comments: _____	
Bank Officer Name: _____	
Signature: _____	
Date: _____	
<i>Please fax this inquiry back to Alpha Dog Transcriptions at (818) 937-6888 as soon as possible so they can complete their investigation on our credit application. Thank you.</i>	