

## Our Services

### PRODUCTION

- ✓ Interviews
- ✓ Walk-and-talks
- ✓ Reality TV
- ✓ B-roll logging
- ✓ Continuity
- ✓ and more...

### LEGAL

- ✓ Arbitrations
- ✓ Court proceedings
- ✓ Witness interviews
- ✓ Insurance depositions
- ✓ Investigative reports
- ✓ and more...

### CORPORATE

- ✓ Dictation
- ✓ Conferences
- ✓ Meetings
- ✓ Focus groups
- ✓ Seminars
- ✓ and more...

### ACADEMIC

- ✓ Keynote addresses
- ✓ Class notes
- ✓ Speeches
- ✓ Voice recordings
- ✓ and more...

### Other Services Available:

- Rush Services
- Volume Discounts
- Interviewer questions verbatim
- Combine multiple files into a single transcript(s)
- Add time stamps to audio files
- Certified transcripts
- Translations
- Subtitling
- Closed-Captioning
- 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

### Preferred Media Formats:

DVD, CD, hard drives, thumb drives, all digital files (.mp3, .mp4, .mov, .wmv, .aiff, .wav, etc.)

### We Can Also Accept From:

VHS, standard size audio cassettes  
(\*These formats may result in extended turnaround times.)

### 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

### **And, of course...**

The most friendly and reliable customer service around - paws down!





6314 Ethel Avenue Van Nuys, CA 91401  
Phone: (818) 785-6818 Fax: (818) 937-6888  
Website: [www.AlphaDogTranscriptions.com](http://www.AlphaDogTranscriptions.com)  
E-mail: [info@AlphaDogTranscriptions.com](mailto:info@AlphaDogTranscriptions.com)

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## **POLICIES AND PROCEDURES**

### **TRANSCRIPTION ORDER FORMS**

We ask all our clients to complete and include a Transcription Order Form for every incoming order, including each batch of files that may be delivered on separate days. This very important form is how we make sure we give you exactly what you want the way you want it. We cannot process your order until we receive this.

Our Transcription Order 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**

Alpha Dog Transcriptions charges a flat per-minute rate so you only pay for what we transcribe. Other transcription companies will give you an “estimate” and then charge per page or hourly or round up minutes in 10-15 minute increments, so your actual cost will almost always exceed their estimate. As you can see on our rate sheet our rates are easy to calculate making staying within your budget much easier.

### **CORPORATE, LEGAL, ACADEMIC, AND GENERAL TRANSCRIPTION**

Alpha Dog Transcriptions offers a wide variety of transcription services for business and individuals. If it's recorded - we can transcribe it! From simple digital dictation, to business conferences, to court hearings and everything in between, Alpha Dog Transcriptions turns your audio and video files into a Word document for use as research, reference and even evidence in a court proceeding.

All people speaking in this type of material are transcribed verbatim noting every uh, um, stuttered and repeated words, laughs, coughs, etc. We can also “clean up” the transcripts so these items are taken out, just let us know if you prefer a “cleaned up” transcript on your Transcription Order Form.

Alpha Dog Transcriptions can also add reference time stamps to your transcripts, which can make referencing sections much easier. We are also one of the only transcription companies that offer Certified Transcripts - a sworn statement verifying the authenticity and accuracy of the transcript.

We offer three turnaround options so you can choose which fits with your budget. We also can “rush” your material if necessary. Please see our rate sheet for more information and specific per minute pricing.

### **PRODUCTION/ENTERTAINMENT TRANSCRIPTION**

You will notice we have basic Production/Entertainment Transcripts in 3 categories:

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

These are professionally recorded interviews where one interviewer asks one interviewee a variety of questions. Generally, the interviewer's questions are considered “off camera” and are summarized for your reference. The audio is transcribed without adding any time codes.

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

This is the same single-person material as stated above with a window burn-in time code on each file. Since the interviewer's questions are being summarized, we do not time code these, 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 "reference time stamps" 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.)*

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, production meetings, panel discussions, etc. – any material that is considered conversational in nature and you need everything everyone says verbatim.

**FINISHED SHOW MATERIAL**

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

a) **Dialogue List**

This is an verbatim list of all dialogue spoken. Each line is time coded down to the second with each character's name, 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 on screen 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 of 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 give you exactly what you need and these scripts can be adjusted to your network, studio or sales agent's specifications.

**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, which is a time code notation of 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.

**TURNAROUND TIMES AND DROP-OFF DEADLINES**

Our business hours 10am – 6pm Monday through Friday and we have two deadlines 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 deliver an order on Monday at 9am and want a Standard two-day turnaround. Your files will be transcribed and delivered to you by 11am on Wednesday. If instead you delivered 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 have 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 as these are subject to our availability.**

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 send an email with a Transcription Order Form or call us to give us a heads-up so we can schedule our transcribers accordingly.

### **FTP SITE UPLOADING**

Alpha Dog Transcriptions has it's own FTP site for client uploads. You will need a client name and password to access this site. Your material is completely secure and no one else will have access to your files. We do ask you to **inform us either by phone or email** once 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 must be **less than 60 minutes** in length **AND**
2. Each file must 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 in 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 smaller 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 size and length requirements still apply to files on your website, but we are happy to make your job that much easier by performing these services if you wish.

### **PARTIAL LOAD TRANSCRIPTION**

One way Alpha Dog Transcriptions can save you money is to transcribe only what you want on each file. Just 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. In's and Out's must be at least 5 minutes in length and more than 5 minutes apart or the entire file will be transcribed.

### **98% ACCURACY VS. 100% ACCURACY**

We stake our reputation on providing accurate transcripts to our clients and we 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. No transcript can ever be 100% "perfect," as the spoken word can be subjective and consists of run-on sentences, colloquialisms, slang, and grammatically incorrect language. Also, the audio quality may affect the accuracy of the transcription as well. Alpha Dog Transcriptions does not correct grammar, proof-read, or edit for clarity. Our transcripts are generally considered 98% accurate. We do offer a Second Pass Service, where our transcribers listen to each file a final time to achieve a higher accuracy so we can give you as close to 99.9% as possible.

### **FORMATTING REQUESTS**

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

More extensive formatting requests are available as an additional service at a per-minute rate.

### **DELIVERY OF YOUR TRANSCRIPTS**

We e-mail your transcripts directly to you and however many other email addresses you request. Simply note the e-mail address(es) on your Transcript Order Form and your transcripts will be delivered to those mailbox(es). We make it our policy to only email the addresses that are listed on each incoming Transcription Order Form. We do not keep the email addresses on file or in a group listing as we know that employees and contacts come and go frequently. We greatly value your privacy and don't want to send a sensitive document to a person who no longer is working on your project.

Our transcripts are delivered in Microsoft Office Word format (.doc) and can easily be imported into both Avid ScriptSync and PilotWare. If you wish to have us deliver Adobe Acrobat (.pdf) versions of your transcripts, just note that on your Transcription Request Form under "special instructions."

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**

We accept business checks, money orders, MasterCard, Visa, Discover, Amex and Paypal. We can also accept cash on-site with prior arrangement (exact change only, please). All incoming orders from clients not on a deferred payment account must be accompanied by a 50% deposit with the balance due before delivery.

Established businesses with excellent credit references are welcome to apply for a deferred payment account at any time by filling out our Deferred Payment Account Application. Please allow 3 business days to establish your account. A \$35 fee will be charged for any checks returned for insufficient funds. All invoices are Net 15 unless other arrangements are made. Any invoice not paid in 30 days shall accrue a 1.5% per month finance charge until paid in full, in addition to a \$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.
- You will receive one transcript per file. We can combine multiple files into a single transcript for an extra charge. If you have multiple files that are less than 5 minutes, please comp them into one file before sending them to us.
- All media must be labeled or organized in some fashion. **Please number your files!**
- Source material must contain clear, professionally recorded audio or an additional fee may be added for files with difficult audio issues.
- Interviewer questions will be paraphrased unless requested "Questions Verbatim," which is available as an additional service.
- We accept material for transcription on DVD, CD, hard drives, "thumb" or USB flash drives and uploaded 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 or micro cassettes or proprietary media software or tape stock.

- Any material not recorded professionally (clearly recorded with professional-standard microphones and recording devices in a controlled environment with one person either talking or interviewing one subject with minimal background noise interference and no media noise or defects) may be subject to an additional charge per minute.
- Please do not send us your master files or tape stock. We assume no liability for lost or damaged materials.
- The above terms are a summarized “quick reference guide” only. Please see our Terms of Service available on our website for Alpha Dog Transcriptions’ complete list of standards, policies and procedures.

### **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.

### **FILE STORAGE**

We offer our clients complimentary file storage of their transcripts for 6 months. If during that time you need a copy of a transcript just give us a call and we will email it to you at no charge. After 6 months your transcripts will be purged from our server and no recovery will be possible. If you do not want us to retain copies for any period of time after delivering your transcripts, please let us know and all files will be deleted within 2 business days of completing your order.

### **ASSESSED FEES**

Occasionally, there are issues with any given order. We will work with you to resolve any problems that pop up, but every once in a while we have to put in additional hours to make sure your transcripts are done on time and to the best of our ability. Alpha Dog Transcriptions will never charge you a fee without contacting you first and giving you the opportunity to fix whatever the issue might be. Please see our rate sheet for a list of “Assessed Fees” and visit our website to download our complete Terms of Service.

Our goal at Alpha Dog Transcriptions is to keep our clients happy and to make your job easier, faster, and more streamlined. Please don't hesitate to call if you have any questions regarding our policies and procedures.

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

Steven & Whitney Boe  
President and Vice President



A division of Imaginal Cells, Inc.

# 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 for the current order. This is a one time charge authorization and do not authorize Alpha Dog Transcriptions to charge future orders with this card. I understand that if I wish to have future orders 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 for the current order as well as future orders. I understand that this card will be charged for future services until otherwise instructed.

**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 DEFERRED PAYMENT ACCOUNT APPLICATION

\*\*This document **must be signed** even if alternate credit 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 REFERENCE

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

## 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 and shall be charged a \$29.00 per month late fee per invoice until paid in full. Should your account become delinquent, you agree to pay all late fees and finance charges and, if necessary, you agree to pay all fees incurred by ADT, including collection costs, 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, and terms of services as specified in ADT's Policies and Procedures, Terms of Services, and above terms. 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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6314 Ethel Avenue, Van Nuys, CA 91401 Phone (818) 785-6818 FAX (818) 937-6888



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**BANK ACCOUNT RATING INQUIRY**

TO: Bank Name: \_\_\_\_\_ Branch #: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Acct. Number: \_\_\_\_\_

FROM: Customer: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_

We have requested to open a deferred payment account at 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>	