



FREQUENTLY ASKED QUESTIONS

How do you determine the cost to translate my document(s)?

Translation is priced at a rate per word. We analyze your text to obtain a word count of the source text (or original text) and estimate the total number of words this will be in the target language (or the language the text will be translated into). If the source text is in English, the word count of the target text will usually be 15% to 25% higher, depending on the language. We calculate our cost based on this target word count.

How can I determine the word count of my document?

If your document is in MS Word format, you can obtain the word count of the text by using the "Word Count" tool from the menu in your Word file. We will be happy to analyze the text for you in Word or any other format (PDF, Quark, InDesign, PowerPoint, hard copy, etc.). For analysis of electronic files, we have several programs available that will let us know if there is any duplicate or repetitive text in your document(s).

Why are some languages more expensive than others?

Translation costs vary depending on the language and the technical level of the materials. Common languages like Spanish would be on the lower end, while a more difficult language like Arabic would be on the higher end. Certain languages, like Arabic, Farsi, or Khmer, for example, require a more specialized adaptation process because of the limited number of qualified professionals available for consultation. Also, languages that do not use a Latin-based script (e.g., East Asian and Middle Eastern languages) require special fonts for typesetting that increase project costs.

Is translation done by human translators or by a machine?

We always use human translators; we never utilize machine translation. When you use machine translation, a computer program converts your original text into the target language word-for-word, leaving you with a literal translation. This might enable the target audience to grasp the "gist" or general message of the text, but it will never generate an accurate, natural sounding, and grammatically correct translation.

Our translators, who always translate into their native language, are fluent in both the source and target language. We further select our translators based on their specialty in a certain field or subject matter. They fully understand the message of the original text, and are able to convert this message in the target language by creating a grammatically accurate, culturally appropriate, and naturally flowing translation. When our translators' job is done, your targeted audience will have the feeling that the text was written in their native language.

Is there a difference between translation memory and machine translation?

Yes. When you use machine translation, a computer program automatically converts the source language text into the target language. Basic machine translation programs convert your text word-for-word. You can find these conversion engines on several web sites. Some more complex programs are able to take into account grammatical structures, and will render a more readable text. Although one might understand the general meaning of the "translated" text, machine translation can never generate an accurate, correct, and natural sounding translation-only human translators can. Translation memory is a CAT tool (Computer Aided Translation tool) that enables the translator to store previously translated texts, create terminology lists, and perform quality control to enhance efficiency and increase consistency and accuracy in the translation.

FREQUENTLY ASKED QUESTIONS *continued*

How important is it to have my translated document proofread?

Very important! We always recommend that translated pieces be proofread to double-check grammar, syntax, punctuation, and style. A second qualified translator will edit and proofread the translated piece, mark any suggested changes, and speak with the first translator to determine the best way to communicate the intended message.

How long does it take to translate my document(s)?

We always try our best to deliver the translation as quickly as reasonably possible, in order to meet your schedule. Every translation project is unique, however, and the time frame will vary based on many factors such as:

Technical Level

The more technical a file's subject matter is, the longer it will take to translate.

Word count

More words equals more time required. Depending on the subject matter, our translators can handle 1000 to 2000 words per day. An individual translator who offers to translate 5000 words per day is probably too good to be true. If you have a larger project and need to meet a tight schedule, we will assemble a team of translators who will each take on a portion of your text. An editor and proofreader will then make sure that the completed translation maintains consistent usage of terminology and style.

Typesetting & Graphics

Is the format of your file simple or more complex? Does your file contain graphics with callouts that need to be translated? Are the graphics easy to edit? Do you have the electronic copy of the graphics to supply to us? If the layout is more complex, or if there are a lot of graphics with text inside, it is time-intensive for us to typeset the foreign language text, and for our translators to open the graphics file and translate the text while maintaining the graphic integrity of your drawings.

How do you ensure the confidentiality of documents?

All documents are treated with the highest degree of confidentiality. We will be happy to sign a confidentiality agreement or non-disclosure agreement.

Can you certify and/or notarize translations?

We can provide an attestation of certification for your translation upon request. If needed, we can also notarize the translation for you at a small additional fee.

How can I send and receive my project?

We frequently work in the following electronic formats: Microsoft Word, Excel, PowerPoint, Front Page, RTF file, PaintShop Pro, Quark, InDesign, Photoshop, Illustrator, Acrobat, HTML, XML, XLIFF, and more. We can handle files for PC and MAC Platforms.

Sue Wenz

President, Maryland Composition

A ConsolidatedGraphics Company

14880 Sweitzer Lane

Laurel, MD 20707

240-295-5692 (Direct)

443-838-3857 (Cell)

410-760-5295 (Fax)

swenz@marylandcomp.com