



Apex Language Providers - Operating Policies



ISO 17100
CERTIFIED

Customer Review Rating
"Excellent" ★★★★



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INTRODUCTION

This document outlines the procedures and policies Apex Translations, Inc. follows when working with linguists, including translators, revisers, editors, proofreaders, DTP specialists, and other language professionals.

APEX'S SERVICE STRUCTURES AND PERFORMANCE EXPECTATIONS

This section outlines the service structure, invoicing basis, quality requirements, and deliverables for freelance language translation providers, Multi Language Providers (MLPs) and Single Language Providers (SLPs) collaborating with Apex Translations. It is structured by service category and aligned with relevant ISO standards. Expectations for translation, editing, and post-editing are clearly defined to ensure consistent quality and accountability.

Service Category	Source Files	Basis for Invoicing
Category 1: <ul style="list-style-type: none">• TEP (Translation, Bilingual Editing, Proofreading) - provided by SLPs and MLPs only• Translation only• Bilingual Editing (Revision)• Proofreading before release or production only	Editable or non-editable files	<p>Per-word rates are applied according to the vendor's rates submitted in our database, or on an alternative billing method agreed upon in advance, depending on project requirements.</p> <p>See section BILLING & PAYMENTS below.</p> <p>Additional fees may apply for non-editable files – to be assessed on a case-by-case basis.</p>
Category 2: <ul style="list-style-type: none">• Full post-editing of AI-supported machine translation	Files pre-translated by Apex using machine translation and AI.	Per-word rates based on rates provided by vendor using our database.

Services, quality standards and deliverables:

Category 1: Source files requiring TEP (Translation, Bilingual Editing, Proofreading), Translation only, Bilingual Editing (Revision) only, and Proofreading before release or production only

Translation service	Translation quality requirements	Pre-translation provided by Apex (if available)	Deliverables by vendor
TEP (Translation, Bilingual Editing, Proofreading) Can be provided by SLPs and MLPs only	<p>Deliverables must conform to the ISO 17100:2015 quality standard.</p> <p>For additional details please see http://www.apex-translations.com/documents/GuidelinesForTranslators.pdf http://www.apex-translations.com/documents/GuidelinesForBilingualEditors.pdf http://www.apex-translations.com/documents/GuidelinesForProofreaders.pdf http://www.apex-translations.com/documents/GuidelinesForMarkingChangesInPDFDocuments.pdf</p>	<p>100% matches: These need to be reviewed, make corrections only if necessary.</p> <p>75-100% fuzzy matches: Correct these to match the source text.</p> <p>Rates for matches: 20% of reg. rate for 100% matches 20% of reg. rate for repetitions 50% of reg. rate for 75-100% matches 100% for 50 to 74% matches</p>	<p>Source file provided in XLF format: Deliver the final translated XLF source file provided.</p> <p>Source file provided in Microsoft Office format: Deliver the final proofread product in the same file format as the source document.</p> <p>Source file provided in PDF format: Deliver the final proofread product in Microsoft Word format. Other format options must be agreed upon with the Project Manager.</p> <p>Proofreading before release or production: Proofreading of the final product is required for this service if the final target document is produced by the vendor.</p> <p>If Apex produces the final target document, we typically pay \$2.00 per page for the final review of the target document.</p>
Translation only Can be provided by freelance language	Deliverables must conform to one of the following ISO quality standards:	100% matches: These need to be reviewed, make corrections only if necessary.	Source file provided in XLF format:

providers, SLPs and MLPs	ISO 17100:2015 Only the translation requirements of this standard apply; bilingual editing is not required. ISO 18587:2017 For additional details please see http://www.apex-translations.com/documents/GuidelinesForTranslators.pdf	75-100% fuzzy matches: These need to be reviewed, correct these to match the source text. Rates for matches: 20% of reg. rate for 100 % matches 20% of reg. rate for repetitions 50% of reg. rate for 75-100% matches 100% for 50 to 75% matches	Deliver translated XLF source file provided. Source file provided in Microsoft Office format: Deliver the final proofread translation in the same file format as the source document. Source file provided in PDF format: Deliver the final proofread translation in Microsoft Word format. Other format options must be agreed upon with the Project Manager. Proofreading before release or production: Proofreading of the final product is required for this service if the target document is produced by the vendor. If Apex produces the final target document, we typically pay \$2.00 per page for the final review of the target document.
Bilingual Editing (Revision) only Can be provided by freelance language providers, SLPs and MLPs	Deliverables must conform to ISO 17100:2015 . Only the bilingual editing requirements of this standard apply. For additional details please see http://www.apex-translations.com/documents/GuidelinesForBilingualEditors.pdf	NA	Source file provided in XLF format: Deliver translated XLF source file provided. Source file provided in Microsoft Office format: Deliver the final edited document in the same file format as the source document.
Proofreading before release or production only Can be provided by freelance language	For details please see http://www.apex-translations.com/documents/GuidelinesForProofreaders.pdf	NA	Source file provided in PDF format: Deliver final proofread document in PDF format. Typically required when Desktop Publishing is involved and the

providers, SLPs and MLPs	and http://www.apex-translations.com/documents/GuidelinesForMarkingChangesInPDFDocuments.pdf		final product needs to be proofread prior to release. We typically pay \$2.00 per page for the final review of the target document.
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Category 2: Machine-translated source files requiring full post-editing

Translation service	Translation Quality requirements	Pre-translation provided by Apex (if available)	Deliverables by vendor
Post-editing of AI-supported machine translation Can be provided by freelance linguists, SLPs and MLPs	Deliverables must conform to ISO 18587:2017 For additional details please see http://www.apex-translations.com/documents/GuidelinesForTranslators.pdf http://www.apex-translations.com/documents/GuidelinesForPostEditors.pdf	<p>100% matches: These need to be reviewed, make corrections only if necessary.</p> <p>75-100% fuzzy matches: Correct these to match the source text.</p> <p>Rates for matches: 20% of reg. rate for 100% matches 20% of reg. rate for repetitions 50% of reg. rate for 75-100% matches 100% for 50 to 75% matches </p> <p>Apex uses DeepL or Google MT, depending on project requirements. However, you may replace our MT provider with your preferred provider.</p> <p>Please note: If you use your own machine translation/AI solution, please notify us and ensure that segments prepopulated from our translation memory are <u>not overwritten</u> by your MT output.</p>	Deliver translated XLF file.

Please note:

Some projects require strict adherence to client-provided glossaries, termbases, and/or style guides. If these resources are supplied as part of an assignment, the vendor is responsible for ensuring full compliance.

For projects using XLF files (or any project capable of generating XLF files), the vendor must also deliver a quality assurance (QA) report generated with the full version of [Xbench](#).

AUTHORIZATION TO PROCEED WITH WORK

Please **do not start working** on any assignment requests until you receive an e-mail from us that explicitly states to proceed with the assignment. Without our explicit written go-ahead you do not have a mandate to proceed with any work, and we cannot pay you if you perform work without a mandate.

BILLING & PAYMENTS

Basis for billing:

Most of our client quotations are based on word count. Accordingly, we expect translators and editors to invoice Apex on the same basis.

In certain cases, billing may instead be based on time spent, page count, or a flat fee. In such cases, Apex and the Provider will agree in advance on the applicable billing method before the project is awarded.

Unless a project-specific arrangement has been agreed upon, the standard rates submitted to our [Linguist Portal](#) (e.g., per-word rates, hourly rates, minimum fees, etc.) will apply.

Source vs. target word count:

We use the source word count as the standard basis for billing all linguists.

If the source word count cannot be determined electronically—for example, with hard copies, scanned PDFs, or similar documents—we typically convert these files into MS Word format using OCR (Optical Character Recognition) software to enable counting.

Only when no reasonable or effective method exists to establish a source word count will we rely on an estimated count or agree with the Provider on a flat fee for the translation.

The billing basis is specified in each work request. If the Provider disagrees with the stated billing basis, they must notify the Project Manager before accepting the project.

The following is our standard rate-per-word structure when a translation memory is applied and a pretranslation is provided:

New Words:	Paid at your full rate
Repetitive Words:	Paid at 20% of regular rate
Perfect Matches (100%):	Paid at 20% of regular rate
Fuzzy matches (75 to 99%):	Paid at 50% of regular rate
Fuzzy matches (50 to 74%):	Paid at 100% of regular rate

There may be exceptions to the above rules. These will be communicated separately on a case-by-case basis.

Invoicing:

To avoid lost or misdirected invoices, we no longer accept invoices sent by e-mail. All invoices must be submitted at our [invoice portal](#).

Our payment terms are 30 days.

Payment preferences must be specified in the account section of the invoice portal. We currently offer the following preferred payment methods:

1. Checks sent by postal mail (US & Canada)
2. Electronic bank transfer
3. PayPal, Payoneer, Veem, Wise
4. ACH transfers (available only for vendors with U.S. bank accounts)

If none of these options are suitable, please reach out to your Project Manager to discuss alternatives.

Currencies:

Invoices to Apex must be issued in either **U.S. Dollars (USD)** or **Euros (EUR)**. Other currencies are not accepted.

Invoicing frequency:

Invoices must be submitted within **90 days of completion of the project**. Invoices submitted past 90 days will not be considered for payment. There is no limit on the number of invoice line items per invoice.

Miscellaneous:

Providers who reside in the U.S. must provide us with a signed W9 form via e-mail at the time an invoice is submitted. We cannot issue payments without the completed W9 form.

Providers who reside outside the U.S. must provide us with a signed W8 form via e-mail at the time an invoice is submitted. We cannot issue payments without the completed W8 form.

SOFTWARE REQUIREMENTS

All of our Providers are expected, at a minimum, to own a license for MS Office, as well as translation software that is capable of processing translation content in .xlf format.

COMMUNICATION

Effective communication and the rapid exchange of emails and documents are essential to our business. To support this, Providers are expected to maintain a reliable computer, professional email software, and a high-speed internet connection.

Our primary method of document exchange is email. If your email client uses a spam or junk folder, please check it regularly to ensure you do not miss important messages.

We also encourage the use of voicemail, mobile phones, instant messaging, and Microsoft Teams to enable timely communication.

For certain projects, we may use a shared Q&A Google spreadsheet to track and address questions raised by linguists.

Each project assigned by Apex is issued a five-digit project number, which also serves as the Purchase Order number. When communicating with Apex by email, please include this project number in the subject line.

APEX'S DATABASE FOR LINGUIST

Apex maintains a [database of linguists](#). This database contains important information such as contact information, the language pairs being offered, as well as the skills, expertise, and experience of Providers, which allows Apex to match project requirements with the skills the Providers offer.

We encourage all Providers to update this information whenever any of the information that is captured in the database changes.

The information provided is stored on our secure server and will only be used by Apex personnel. For further information, please view our [Privacy Policy](#).

NON-DISCLOSURE CLAUSE

Provider agrees to all provisions of the Independent Contractor Non-Disclosure Agreement, which can be accessed [here](#).

ACKNOWLEDGMENT OF INDEPENDENT CONTRACTOR STATUS

Provider agrees to all provisions of the Acknowledgment Of Independent Contractor Status agreement document, which can be accessed [here](#).

NON-COMPETE CLAUSE

There may be cases where the name and contact information of the purchaser of the translation project can be obtained from the document to be translated. In this context the term purchaser is defined as the individual or entity that purchases the translation from Apex. Provider explicitly agrees that he/she shall be prohibited from soliciting any work directly from the purchaser, and/or contacting the purchaser for other reasons unless explicitly permitted by Apex. Additionally, Provider shall inform Apex immediately in the event that the purchaser establishes contact with the Provider.

COPYRIGHT CLAUSE

Provider explicitly agrees that producing a translation, performing revision of a translation, performing DTP activities, or any other related work for Apex Translations, Inc. and indirectly for its clients does not give the Provider any copyrights in the translation. Provider acknowledges explicitly that the work he/she will be producing for Apex Translations, Inc. constitutes work for hire and that the copyright for any document that Provider processes shall be entirely owned by Apex's client or by the original author of the source text, as the case may be.

QUESTIONS AND SUPPORT

For any questions, please contact your Project Manager using the contact information provided.

To prevent miscommunication and errors: never assume.
If anything is unclear, always ask—we are here to help and support you.

Office Hours

- Monday-Thursday: 8:00 a.m. – 5:00 p.m. (U.S. Eastern Time)
- Friday: 8:00 a.m. – 4:00 p.m. (U.S. Eastern Time)