

Q&A Sheet

Webinar on Apostroph's Transition to GLE and GLT

1. Pricing, standard rates and negotiation

Q: Why do offers in GLE often show a project price instead of the rate you agreed with Apostroph?
Does the "standard rate" apply?

A: In GLE, not all individual freelancer rates can be stored reliably. For this reason, Project Managers use a standard average rate per language pair as a guideline and create project-price offers. Client budgets and internal calculations are also considered. If an offer is not acceptable, you can negotiate or decline.

Q: How can you propose a different price (counteroffer)?

A: You can click "Negotiate" in the offer and submit a counteroffer. The Project Manager can accept or reject it.

Q: What is the standard rate (example), and is there a minimum level?

A: The standard rate depends on the language pair. As an example, German→French is about 12–13 cents per word. If an offer is too low for you, you should negotiate or contact the Project Manager.

Q: Does the standard rate automatically mean a pay cut for higher-paid linguists and a raise for lower-paid linguists?

A: The standard rate is a guideline, not a fixed rule. In practice, pricing depends on the client budget, project margin, and alignment with the Project Manager.

Q: Will the job be given to someone else if another linguist accepts the price (pool/first come)?

A: This can happen, but it is not the intended approach. Project Managers still try to work with preferred linguists. If there are budget limits, this is usually communicated, and alternatives may be considered.

2. Feasibility check before claiming

Q: What should you check before claiming a task, and can files be reviewed or downloaded?

A: Before claiming, you should check the price and deadline and do a feasibility check. In the submission, go to Files, then Preview, then "Open all files in GLT" to review format and complexity. Source files can often be downloaded, but the recommended approach is to use Preview/GLT.

Q: Why is this important? Can the price be changed after claiming if the output is poor?

A: After claiming, changing the price is difficult in the standard setup. If something does not work, it should be clarified before claiming (negotiate or contact the Project Manager).



3. Task assignment and notifications

Q: Are tasks assigned directly, or sent to a pool of linguists?

A: Both are possible. Apostroph still uses direct assignment frequently. Pool assignments are mainly used for rush tasks or highly standardized recurring work.

Q: Are there notifications for new tasks and for invoicing status (PO ready)?

A: There are automatic notifications for new tasks and status changes (including email), and notification settings can be adjusted in Preferences. However, there is no notification when the PO is issued.

4. Working in GLT (browser, QA, change tracking, MT)

Q: Which browser is recommended, and what is TSO?

A: It is indicated that GLT may work better in Microsoft Edge than in Chrome. TSO is the older browser-based version; it can be more stable in some cases but may not include all newer features.

Q: Does GLT offer QA and tag checks similar to Trados?

A: Yes. GLT is based on Wordfast and provides QA features such as tag and spelling checks. If separate GLT training would be helpful, please let us know via freelance@apostrophgroup.ch.

Q: Is Track Changes available? How are edits recorded?

A: For translation and post-editing, GLT does not use classic Track Changes; it uses Segment History (changes per segment). For revision tasks, there is a Track Changes mode.

Q: Which MT outputs are used, and how can you recognize them?

A: There are two setups. ApoAI is shown with a grey score and “–” (workaround: pre-translate outside the system and then import). When TransPerfect MT is used, it is indicated with “MT.”

5. Revision and proofreading (scope, time, quality)

Q: What do “Revision” and “Proof” mean, and what is the scope?

A: Revision is broadly comparative editing/proofreading. “Proof” can mean different levels of checking. If it is unclear, you should ask the Project Manager for the exact scope.

Q: How is revision effort estimated, and what if the translation quality is very poor?

A: The standard is 4–5 pages per hour, depending on terminology and references. If the quality is so poor that much more time is needed, you should inform the Project Manager so a solution can be found.

6. Delivery, completion, QA reports and reopening

Q: Where should you upload QA reports and target files?

A: First, in GLT, click “Complete” (finalize/export). Second, in GLE, complete the submission (to move the workflow forward). QA/Transcheck reports and any adjusted target files in the original for-



mat should be uploaded under “Supplementary files” (the upload option is only available before completion).

Q: Can changes be made after completion?

A: Not directly. If changes are required, you should contact the Project Manager. The submission can be reopened.

7. Invoicing, payment terms and thresholds

Q: How does invoicing work, and can multiple POs be included in your invoice?

A: When “Invoicing Available” is shown, click the PO link in GLE, then go to Vendor Hub, then Invoicing & Payments and submit the invoice. In many cases, you can combine multiple POs in your invoice.

Q: When does the payment term start, and how often are payments made?

A: The 45 calendar days start when the invoice is submitted in Vendor Hub. TransPerfect runs two payment cycles per month.

Q: Is there a payout fee, and is a payment threshold required?

A: For vendors newly onboarded via Apostroph Switzerland, no TransPerfect payout fee applies. A threshold is optional and can be useful to avoid very small payouts (e.g., due to bank fees).

8. Currency and separate payment streams

Q: Are payments from MyFreelance and GlobalLink handled separately?

A: Yes. MyFreelance jobs continue to be paid by Apostroph Switzerland. GlobalLink (GLE) jobs are paid via TransPerfect (different invoice issuer).

Q: Which currency is used for PO and payment (EUR/CHF/USD)?

A: The standard setup for Apostroph Switzerland vendors is either EUR or CHF, depending on the country of residence (PO and payment). Outside these regions, USD is common. For vendors previously onboarded via Apostroph Germany or TransPerfect, TransPerfect’s standard conditions (USD) apply.

9. Training, Trados transition and open points

Q: When do you expect to stop using Trados, and should the Trados license remain active after that?

A: Once a client is migrated, work is done in GlobalLink (TM/TB are stored there). A small number of clients may still require Trados. Most clients are expected to migrate by Q1/2027, so keeping the Trados license for now was recommended.