



Tel: 011 057 6998
Cell: 079 886 5226
Fax: 086 657 8160
Email: nikki@nikann.co.za
PO Box 439, Modderfontein, 1645

PROCESS INFORMATION

On enquiry, you will be furnished with an estimated quotation based on the information you provide. Along with this quotation, you will be furnished with a number of documents which contain information regarding transcription and the choices you are entitled to. It is in your best interest to peruse the documentation supplied to ensure you are fully informed.

You are most welcome to revert back to us with any concerns or questions you may have regarding the transcription and/or documentation and we will gladly assist you further.

Once you have decided to use our services, you can upload your audio files to our website (password will be provided on request) or send them to us via Dropbox, e-mail (if they are small enough), or any other file transfer site you feel comfortable with. The transfer site we use via our website is a paid-for site to ensure added encryption and security. Collection or delivery of audio files may be possible with sufficient notice, but this may incur a fee.

When you send your audio files, please include any special instructions you require as well as your choices for formatting and transcription requirements (if different from the standard).

Once we have received the audio files and checked the audio quality, we will furnish you with an invoice. The invoice will be based on the exact audio minutes, your selected preferences, and the quality of the audio.

From this point, we will wait for proof of payment. A 50% deposit (for anything over R500.00) or full payment (for anything under R500.00) is required prior to commencement of the project.

Once we have received the proof of payment (which is deemed as acceptance of our terms and conditions), we will begin transcription as per agreed scheduled dates.

We offer a turnaround time of 1 full working day per 1 hour (or part thereof) of audio on intelligent verbatim, one-on-one interviews. Full verbatim, focus groups, and hearings/meetings/conferences require a longer turnaround time and will be advised on receipt of the audio files.

Transcriptions will be completed, by the latest, on the deadline date advised and will be delivered to your inbox via e-mail by first thing the following working-day morning. For example, on a 2½-hour project, we will require three full working days to complete the project. If we receive the audio files and proof of payment on Tuesday, we will begin the transcription on Wednesday (the first full working day after receipt of all required information). We will require Wednesday, Thursday, and Friday to complete the transcription. The transcription will be in your inbox first thing Monday morning.



Tel: 011 057 6998
Cell: 079 886 5226
Fax: 086 657 8160
Email: nikki@nikann.co.za
PO Box 439, Modderfontein, 1645

Due to circumstances beyond our control, it is not always possible to guarantee completion by close of business. We do always endeavour to complete projects earlier than the deadline date, but this cannot be guaranteed. We will not, however, miss a deadline.

It may be possible to arrange for a shorter turnaround time. This will attract a surcharge and depends heavily on our availability at the time. Please discuss this option with us, should you require it.

We work on a first come, first served basis. Please contact when you are ready to make payment to ensure we are available to assist you within your required time. We are a small company and can only handle a limited number of projects at any one time.

It is advisable to contact us as early as possible. We are able to provisionally book work for you for a later date as per your requirements. We then require a 50% deposit in order to secure the provisionally booked dates. We do understand that, in some situations, interviews may need to be reschedule. We are willing to work around these changes as much as possible.

We can also work alongside you with your project. If you have an interview schedule set up, you can book the dates after each interview to ensure that we can transcribe the interviews a day or two after they are conducted. Again, we will do our utmost to accommodate interview rescheduling. This will work the same as the provisionally booked dates and a deposit will be required, along with the dates, to secure the dates.

On completion of the transcription, you will be sent a non-printable, non-editable PDF document and an invoice for final payment, where there is an outstanding balance. Where full payment has been made, the Word document will be sent immediately. On receipt of proof of payment for the outstanding balance, the Word document will be sent.

Should you have any concerns or queries regarding your transcription, once you have had a chance to look through it, we will gladly assist you with these concerns or queries. Our service doesn't end on delivery of the finished product. Please note, however, any changes you wish to make that were not agreed on prior to commencement of the project may attract a fee.