Hello Translators,

We would like to extend a warm welcome to all of you aboard Language Oasis. We are looking forward to a long-term relationship with all of you, professional translators, to help our company grow bigger and stronger.

In an attempt to preserve a spirit of community in our company, you are always welcome to share your feedback and any concerns with us. You can always reach us at support@languageoasis.com.

Below is a style guide that we have put in place to try to make a smooth kick-off of our business with you and our customers. This style and usage guide is here to make things easier for you when your work on your translations. Please review it carefully and keep it as reference for all your translation and proofreading jobs.

1- Make sure you use the Language Oasis Template for your translations.

2- Make sure you translate **everything** in the original document. **Do not omit** according to your discretion. It is not your job to decide what is useful and what is not. If something is not clear or illegible in the original document, use **[illegible]** in your translations so that the person to whom the translation is submitted knows you did not omit anything and there is something not clear. If something is not clear, do not guess please. If things are unclear in the original document, contact and inform Support that there is a word or a phrase that is not clear, and Support can contact the customer to send either a better copy of the document or to clear things up. When you want to point out that something is illegible, please use this format:

<div align="center">

[illegible]

</div>

3- When you translate into English, please use the **US format** of dates, i.e. **month/day/year**
For instance, if the date in the original document says: **24/12/1900**, make sure to convert to the US format as **12/24/1900**.
For dates that do not follow the Gregorian calendar, please convert to the Gregorian calendar. You may ask Support to request the customer to provide an equivalent of the date in the Gregorian calendar, or you may use online converters.

4- When you find signatures in the original document, in the translated document, translate as **[Signature]** using this format in bold.

5- When you find stamps in the original document, in the translated document, make sure to translate what the official stamp says, using the following format for example: **[Stamp: Ministry of Interior/ Civil Status Office/ XXXX…]**
Do not omit stamps, as stamps authenticate documents.

6- When the original document includes **charts** or **tables**, try as much as possible to **preserve** the same format in the translation. Some customers do ask that the same format be kept.

7- **Translators** always submit their jobs in a **word document**, and the **proofreader** should submit a word document with Tracked Changes and a PDF version without the tracked changes, unless the customer wants the end-document in a word format. Before you save as a PDF file, make sure that you mark the Review under the "Review" tab as "Final" so that the tracked changes do not show up in the PDF file.

   Here is how you save as a PDF file:

   a. For Word 2010, use "File, Save As..." and select "PDF" in the "Save as type" dropdown.
   b. For Word 2007, click the arrow next to "Save As" in the Office Orb menu, and select "PDF". If the PDF option is not available under "Save As", you first need to download a free add-in from this link:
   http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=9943

8- **Proofreaders**, when you claim an order for review, please bear in mind that the first translator might have a different style than yours. Your main job is to make sure that the translated document is void of mistakes (such as dates, names, numbers, and mistranslation). Do not make changes because your style is different or because you think your choice is better. ONLY MAKE **NECESSARY** CHANGES.

9- To avoid job hoarding, to give opportunity to available translators, and to guarantee quick turn-around to our customers, you may only claim **one job** at a time. Unless your job has an issue and after informing Support, Support will authorize you to claim another job.

10- **Please only claim jobs that you think you can handle and deliver in the best quality possible**. DO NOT claim a job and rely on the proofreader to make your translation better if you feel you do not master the order. If you claim a job and then you find out that you cannot handle it, please inform Support to release you.

11- **Only claim jobs when you are available to work. Keep in mind that quick turn-around with the best quality is our promise to our customers.**

12- As per the Non-Disclosure Agreement that you signed when you were first hired, **make sure you maintain the confidentiality of all the documents you work on.**

13- Regarding payments, Language Oasis pays its translators weekly, every Tuesday, for the completed work of acceptable quality during the week that starts on Sunday at 12 am and end on Saturday at 11.59 pm.

Language Oasis has the sole discretion to determine if the work completed is of acceptable quality.

Management Team
Language Oasis LLC.