



## **What happens after I complete the initial application and corresponding ability check?**

- The faster you define and substantiate one area of expertise, the faster your profile will be showcased on the site.
- The faster we reach a critical mass of at least one and maximum of five editors and translators per area of expertise, the faster TextWings rises in the search engine rankings and the more effectively we can execute our marketing and sales strategy to get you working.
- The faster we do this, the faster the whole community of editors and translators progressively gains the trust of TextWing's clients, one Twing (see explanation below) at a time.

Once you pass the initial screening process you will be invited to select and substantiate one area of expertise as soon as possible.

1. Upload a good picture and your current CV (CV is for internal use only and will not be made available in your online profile)
2. Select your strongest area of expertise \*
3. Enter and substantiate your qualifications for this area \*
4. Enter and substantiate your experience in this area \*
5. Write a short description for your profile explaining why a client should select your expertise \*
6. Click on "Submit Profile"
7. Once verified, your profile will immediately be made available online. You can then set your availability & desired remuneration and add additional areas of expertise.

\* If you are a translator, don't forget to translate everything before clicking on 'submit.'

## **Why do you need to verify the information I provide?**

Verification is the first cornerstone of TextWing's quality assurance. By verifying all submitted claims of expertise, qualifications, and experience, the client can rest assured that what they see is what they get, you can be certain that you are part of a premium community, and we can in good faith showcase and market you. To expedite verification simply scan and upload your degrees, diplomas, letters of reference, or any other substantiating documentation, and/or let us contact a reference of good standing.



## **What about my history, rating, and feedback on (an)other platform(s)?**

We would be happy to display verifiable history, ratings and feedback data you have worked hard at achieving on another platform. Please send us any such information via email including links and we will process it as fast as possible.

## **How will I get commissions?**

Our continuous international marketing, sales and search engine optimization has one function – to promote and publicize your profile to those in need of your services. Once the client has created a Twing we will email you that our project request is awaiting your acceptance or denial.

The Twing creation procedure conforms to the [EU Norm EN 15038](http://en.wikipedia.org/wiki/EN_15038) ([http://en.wikipedia.org/wiki/EN\\_15038](http://en.wikipedia.org/wiki/EN_15038)). This norm ensures that you receive all the details about the client's expectations and supporting documentation allowing you to make a considered decision whether to accept or deny within 36 hours (not replying constitutes a rejection). The client then has up to 72 hours to reply and deposit advanced payment. You will get the green light to begin the project once payment has been received and all relevant contracts have been signed.

## **What is a Twing?**

A Twing is a **TextWings** project containing all the requisite details so that you know exactly what needs to be done, how, where, and when.

## **How will I deliver?**

You will have your own private project management dashboard letting you easily administrate your project from request to completion and payment.

You are responsible to frequently upload drafts to ensure the safety of your project data. All uploaded files are regularly backed-up. Once you are done, you fill in a final quality control check-list and upload the final version. It is secure on our servers and made available to the client to download.

## **How will I be paid?**

You will need to open up a [PayPal account](http://www.paypal.com) (<http://www.paypal.com>). You can choose to be paid in your home currency or in the clients currency (in 15 of the worlds most common currencies). You can request payment for services rendered at any time.



Remember that we secure payment for your project before you start working on it!

## What about collecting sales tax?

Every country has different regulations for when, how, and how much sales tax is to be collected by freelancers. Please check with your accountant or your country's revenue agency to determine what legislation applies to you. As your contract will either be with TextWings GmbH (Germany) or TextWings Canada Inc. (Canada), we are aware of the following legislation:

1. If your contract is with TextWings GmbH you are only required to collect German sales tax (Mwst) IF Germany is your country of residence AND the 'Kleinunternehmer' status does not apply to you (see: [http://bundesrecht.juris.de/ustg\\_1980/\\_19.html](http://bundesrecht.juris.de/ustg_1980/_19.html)).
2. If your contract is with TextWings Canada Inc. you are only required to collect Canadian sales tax (GST) IF Canada is your country of residence AND your yearly revenue does not exceed the legislated limit (see: <http://www.taxtips.ca/gst/whocollectsgst.htm>).
3. If you are a resident of a country other than Germany or Canada, you are not required to collect sales tax on your invoices to TextWings GmbH or TextWings Canada Inc.

## What happens in case of a conflict?

The client can only make a reclamation demand up to ten business days after delivery. Should the client, for whatever reason not accept the project as completed we provide objective conflict management to resolve the issue.

The basis for all decisions is the previously agreed to project request, the delivered product and input from you and the client. Decisions will be made within ten business days of claim receipt and are final. Should judgement fall against you, you will be granted a reasonable time to remedy the situation.

As a member of the TextWings community you are covered by our full coverage professional services insurance. You are covered against claims made by the client for damages resulting from your work unless it is proven beyond a reasonable doubt that you were grossly negligent or acting intentionally.



## **What can I earn?**

We secure advance payment for fair remuneration commensurate to your level of expertise and skill.

It is up to you to set the price point that best represents your relative skill and ability level and that gets you the commissions you want.

A dynamic algorithm determines our service fee which does not affect your remuneration and is aimed at pricing that is fair to you, us and the client.

To do so you will be able to set your preferred rate at plus or minus 50% of a standard rate calculated on the basis of your qualifications, the cost of living in your geographic area and TextWing's market research. You can adjust your rate once a month. To help you find your optimal price position in the market we provide quarterly statistics on number of projects in your area(s) of expertise and the percentage of these for which you were selected.

## **With whom will I have a contract?**

Your contract will be with us and we will be contracted by the client. Your contract with us contains a non-disclosure clause protecting the clients text. Our contract with the client protects you from unwarranted claims against your work and ensures your remuneration. This way we take on both the responsibility for the quality of the work and your payment.

## **Will I still be free to work for other clients and/or agencies?**

Yes you will be. Please note, however, that all stakeholders in our processes seek to reduce their risk. While you have every right to be concerned about being bound to work with TextWings exclusively, we must mitigate the risk that you will abuse the work we do to provide you with satisfying work. That is why your frame contract with us prohibits taking on projects with clients that we bring to you, unless of course you have worked with/for them previously.