Smartcat for Freelancers -

Overview and Q&A

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Smartcat

Agenda for Today

- **What's new in Smartcat?**

    - Addressing your concerns about Ratings

- **Q&A and feedback**

    - How can we make the product better?

    - What new capabilities would you like us to add?

Reminders/Housekeeping

- **Mute your phone**

- **Use Q&A to submit questions (Start any time!)**

What's New in Smartcat?

- **Prepayments! - Q2 '22**

- **Ability to reuse your Translation Memory - Q2 '22**

- **Payments history page - Q4 '21**

- **Autopilot - Q4 '21**

- **Enhanced Freelancer profiles - Q1 '22**

- **Changes to Rating system - Q2 '22**

Reminder: $500 Smartcat customer referral program is back!

Prepayments

Prepayments - Why it matters

Smartcat

Get paid quickly, without hassle, every time you successfully complete a job
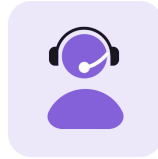
Improves Cash Flow

Streamlines the Process

Puts You First

Eliminates Fraud

Helps you get paid on time, every time

Reduces the need for follow-up on completed jobs
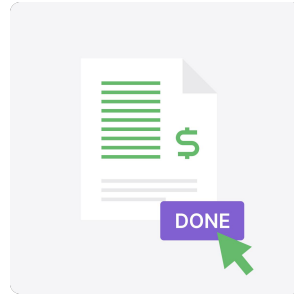
Increases bargaining power with non-responsive customers

Ensures only legitimate requests get processed

Prepayments - How it Works

1) When a customer invites you to a task, we estimate what your fee would be for the job and automatically withdraw that amount from the customer's account and hold the money for you.

2) Once the task is completed and approved by the customer, the exact job fee is automatically credited to your account.

3) Any remaining prepayment amount is credited back to the customer.

Translation Memory Management & Reuse

Translation Memory Management - Why it Matters

Translate faster, make more money by reusing Translation Memories across projects

- Apply your own Translation Memories to new projects, in the same way you do for personal projects.

- Automatically pretranslate clients' projects with pretranslation rules.

- Applying your own TMs won't lower the number of effective words translated so it won't affect the price charged to customer

Payments History

Payments History

Get a detailed view of all payments made to you and quickly chase down incomplete transactions

- At-a-glance insight into your cashflow
- Quickly prepare documents for accounting and tax purposes
- Identify customers with a history of late payments

AMOUNT		FEE	ID	PAYOUT METHOD	DATE PAID
$ 11,278.92 USD	In progress 🕐		PO-221-1244235	Bank card in USD	
$ 543.75 USD	Paid out to you ✓	$ 2 USD	PO-221-1244234	Local wire transfer in USD	04.08.2021 18:00 PM
$ 11,278.92 USD	Paid out to you ✓	$ 0.75 USD	PO-221-1244233	QIWI	01.01.2021 12:00 PM
$ 11 278.92 USD	Paid out to you ✓	$ 1.2 USD	PO-221-1244232	Local wire transfer in USD	28.12.2020 10:00 PM
$ 11 278.92 USD	Failed ✕		PO-221-1244231	Bank card in UAH	
$ 543.75 USD	Paid out to you ✓	$ 2 USD	PO-221-1244234	Local wire transfer in USD	04.08.2021 18:00 PM
$ 11 278.92 USD	Paid out to you ✓	$ 0.75 USD	PO-221-1244233	QIWI	01.01.2021 12:00 PM
$ 11 278.92 USD	Paid out to you ✓	$ 1.2 USD	PO-221-1244232	Local wire transfer in USD	28.12.2020 10:00 PM
$ 543.75 USD	Paid out to you ✓	$ 2 USD	PO-221-1244234	Local wire transfer in USD	04.08.2021 18:00 PM
$ 11 278.92 USD	Paid out to you ✓	$ 0.75 USD	PO-221-1244233	QIWI	01.01.2021 12:00 PM
$ 11 278.92 USD	Paid out to you ✓	$ 1.2 USD	PO-221-1244232	Local wire transfer in USD	28.12.2020 10:00 PM

Data shown for payouts after May 11, 2021

Autopilot

Autopilot - What is it?

A translation project automation system that allows customers to automatically manage multiple tasks and complete translations in less time

- **Project management time and cost reduced to 1/10th of manual approaches**

- **Turnaround time to completed translation 2x-3x faster**

- Autopilot eliminates many of the tasks associated with delivering high-quality, multilingual translation in hours.

- Everyone in a customer's organization has access to translations when needed

- Customers save time and money, allowing them to translate more content overall

Autopilot is on and working 😉

⏱ **1 hour** to complete post-editing   **$200** to be paid

◌ **Supplier selection**
Autopilot AI will find the best professional for your project from our network of 500,000+ vetted suppliers.
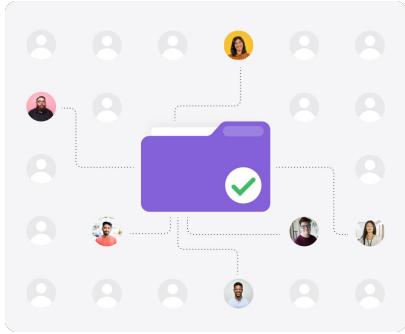
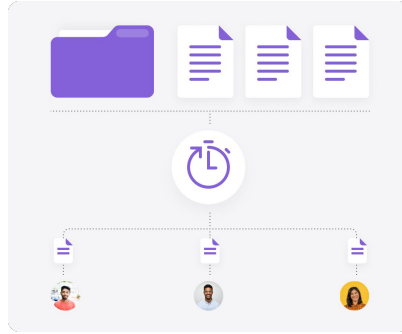○ **Awaiting response from supplier**

○ **The linguist is working**

○ **Project completion**

Autopilot - How it Works

Smartcat uses AI to search through the database 500,000+ vetted language professionals to find the best supplier based on their ratings, productivity, and availability.

Tasks are automatically assigned to translators based on their workload and availability .

System monitors projects 24/7, triggering human intervention where needed to ensure maximum quality and eliminate project delays.

Freelancers: Use Enhanced profiles to make the system work to your advantage!

Enhanced Profiles

Enhanced Profiles - What is it?

Add more information about yourself so you rank higher in Marketplace search results and get the jobs you want.

- Let clients know your availability - mark yourself as unavailable so you don't get requests when you can't respond
- Add information on capacity (# of words you can translate, edit, post-edit on a daily basis, etc)
- Post different rates for different types of work
- Showcase work samples, certifications, more about yourself

Availability

Status
Open for new projects ⌄

Work days
☑ Mo ☑ Tu ☑ We ☑ Th ☑ Fr ☐ Sa ☐ Su

Not available on
📅 Sep 30, 2021 ✕   📅 Oct 2, 2021 ✕   🗑
📅 Oct 25, 2021 ✕   📅 Oct 27, 2021 ✕   🗑

ADD NEW OFF DAYS

CANCEL   SAVE

Translation services

Source language
Danish ⌄

Target language
Japanese ⌄

⊖ Translation
$ ⌄ 0.015 per word   ~ 1500 words per day
Customer price $ 0.017 / word   Your average speed for estimating deadlines

⊕ Editing
⊕ Proofreading
⊕ MT post-editing
⊕ Certified translation
⊕ Transcreation

Subject
Aviation and space ⌄

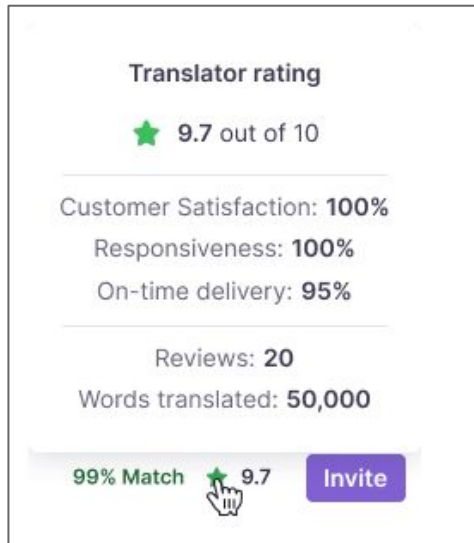CANCEL

SAVE

Rating system updates

Rating System Changes - Recap

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What we did

Translator rating

⭐ 9.7 out of 10

Customer Satisfaction: **100%**
Responsiveness: **100%**
On-time delivery: **95%**

Reviews: **20**
Words translated: **50,000**

99% Match ⭐ 9.7 **Invite**

What we heard

Faustina Dongu
Edited a day ago

I totally agree with you. In my profile I saw my rating falling down from 10 to 9.3 with no reason. I received 52 reviews, all of them with 5/5 for quality and 5/5 for on-time delivery. As you mentioned above, the 5 mins to accept or deny a job are a nonsense as invitations arrive at any time during the night. is not a competition, it is a job that, before it is accepted, has to be evaluated, to give the client a good service and to be sure that it can be done properly. Five minutes to assess the difficulty of a translation, including the time to receive the notification, are really nothing.

How we are fixing it

1. Removed Responsiveness metric from the Satisfaction score, and from the

2. TALK TO YOU to get your input in Responsiveness

3. Look at Ratings more broadly - What are the metrics that matter to you and to clients? - How best to calculate?

Summary of Changes, as of June 29, 2022

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Old/New

Metric	Old (Dec '21)	New (Jul '22)	What Changed?
Overall Rating	1-10 scale 2 factors taken into consideration	1-10 Scale 2 factors taken into consideration	**Added weighting of each factor**
Customer Satisfaction (Quality)	Customer manually rates translator using a 3-star system	Customer manually rates translator using a 5-star system **Weighting: 0.7**	**Switch to industry-standard 5-star rating system** **Added weighting**
~~Responsiveness Weighting: 0.3~~	~~N/A - Responsiveness to requests was not taken into consideration~~	~~0-100% Scale Responsiveness evaluated using a sliding scale, aggregated over last 100 jobs~~	~~This is a new Metric~~
On-time Delivery	Binary Scale 100% if exactly on time or early 0% if any minute late	~~0-100% Scale Responsiveness evaluated using a sliding scale, aggregated over last 100 jobs~~ **Weighting: 0.3**	~~Shift from binary to sliding scale~~ **Added weighting**

Q&A

Thank you!

Feel free to contact us:

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