

FREQUENTLY ASKED QUESTIONS (FAQs)

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General

Why are we moving to Translit Hub?

As Translit continues to grow, we feel its important to invest in new technology to improve the experience for our clients, linguists and staff.

By moving to Translit Hub, you will benefit from the ability to accept bookings on the go via our Translit Hub app, automated invoicing & booking records to save you time at the end of the month and the ability to access and amend your profile at any time. Translit Hub is also the go-to place to access helpful resources such as glossaires or client information.

We hope that you enjoy using Translit Hub!

What does the transition period mean for me?

We are currently in a transition period where a small number of our clients are using Translit Hub and our other clients are still using our old system.

We are currently in the process of training our clients and getting them set up on Translit Hub and in the next 3-4 months, we expect ALL of our clients to have moved over to Translit Hub.

During this transition period, you will be sent booking offers using the old system and the new system. Key things to remember:

1. For any bookings sent to you via Translit Hub, you do not need to invoice us as we will automatically calculate your payment at the end of the month. For any bookings that are sent to you via the old system, you will need to continue to invoice us these until all of our bookings are sent via Translit Hub.
2. To identify which bookings are sent to you via Translit Hub, log into your profile and select the 'Bookings' or 'Remittance' tab.
3. Any bookings that are accepted through Translit Hub will be paid on the last working day of each month, the following month after the booking is completed

Can I still work with Translit if I am not on Translit Hub?

By early next year we will be sending all booking offers via Translit Hub, therefore if you do not use this system we will not be able to send you bookings / you cannot accept bookings from Translit.

I don't know which documents to upload, e.g. references, certs, etc.

You do not need to upload any documents such as references or proof of address onto Translit Hub. To complete your profile, we only need you to complete the following sections:

1. Personal Information
2. Contact Information
3. Bank Details

We will upload any documents we have for you at a later date, and if we need something else we will get in touch.

Can someone call me to talk me through what I should do?

We recommend that you join our weekly Webinars to learn more about Translit Hub. If you can't join at the webinar time, or if you have attended and still have questions we can call you at a time that is suitable for you.

Let us know when we can get in touch by completing our feedback form. Alternatively, read through our user guides for helpful information.

Is it mandatory to attend the webinar training?

It isn't mandatory to attend our webinars, but we recommend that you do so that you can learn more about Translit Hub and how to accept bookings via the new system. Alternatively, read through our user guides for helpful information.

I need more information

If you still have questions and need some more support, contact us using our feedback form and we will get in touch

I am experiencing an error when trying to complete my profile, what should I do?

If you experience any issues when updating your profile, let us know by completing our feedback form and we will get in touch to help

I am still not sure what to do / I need help

If you still have questions and need some more support, contact us using our feedback form and we will get in touch

Logging in / completing your profile

I cannot find the link to log in

You should have received an email from noreply@translit.com with an invite link to Translit Hub. If you can't find the email in your inbox, check your junk folder. If you still can't find it, let us know by using our feedback form and we will resend it to you.

I can't download the app / where can I download the app?

The Translit Hub app is available to download in the App/Play store by searching 'Translit Hub'. If you can't find it or you are having issues let us know by using our feedback form and we will get in touch to offer assistance.

I am having issues logging in / I cannot log in

Contact us using our feedback form and we will get in touch to help you

I cannot update my profile / I am having issues completing my profile

Contact us using our feedback form and we will get in touch to help get you complete your profile

Payments & invoicing

What if I need to change my bank details in the future?

You can update your bank details in Translit Hub at any time. We will use the bank details stored on your profile to pay you

Where can I see payments?

When you log onto Translit Hub, if you click on the 'remittances' tab you will be able to see what we have paid you each month. If you click onto this month payment, you will then see a full breakdown of every booking that you completed to make up that payment.

Remember that you will only be able to see a list of payments for the bookings accepted through Translit Hub.

How are payments made?

Payments are made via the normal method, directly to your bank account.

By moving to Translit Hub we will also have a set payment date each month so you know exactly when you can expect to be paid - this will be on the last working day of each month (the following month after the booking was completed).

We will pay you using the bank details on your Translit Hub profile, so make sure you keep these up to date.

Where do I submit my invoices?

You do not need to submit invoices for any assignments accepted through Translit Hub. We will automatically create an invoice for you at the end of every month and this will show in the 'remittances' section on your profile.

Can I add my own invoice numbers onto the automatically generated invoice?

You will not be able to add your own reference number onto the invoice, as it will be generated in PDF format.

Can I pay by Paypal or Revolut?

We are not making any changes to the way we pay you. We can continue to use the same payment method such as Revolut or Paypal. To use Revolut, enter your Revolut account details under the "non-Irish bank" option. To use Paypal, enter the relevant email in the field "Paypal".

Bookings & offers

I can't see past bookings or payments

We will not be transferring past bookings or payments over to Translit Hub. Bookings and payments will only show for assignments that have been offered & accepted via Translit Hub.

I can't see future bookings or payments

Bookings that have been sent to you via Translit Hub in the 'Bookings' tab. If you have accepted a booking from Translit and this does not show in Translit Hub, this is because we have sent it to you via our old system.

Remember that for any bookings sent via the old system, you will still need to submit an invoice for these bookings. You do not need to submit an invoice for any bookings sent via Translit Hub.

I haven't been offered any bookings yet, so why are we using Translit Hub?

We are currently in a transition period where a small number of our clients are using Translit Hub and our other clients are still using our old system. In the next 3-4 months, we expect ALL of our clients to have moved over to Translit Hub. Therefore, we expect the number of bookings offered to you via Translit Hub will increase very soon!

Can new booking offers from Translit Hub be forwarded to our email?

You will automatically receive an email to confirm any booking offers or confirmed bookings through Translit Hub. This email will contain a summary of the booking and the unique booking reference.

Where can I see travel expenses for a booking and how will I negotiate travel expenses before accepting an offer?

When we offer you a booking, it will have information about the hourly rate and any other expenses, for example travel expenses. If you feel that you need to negotiate these with us you can do this via phone call, WhatsApp or email before accepting the booking.