GoTranscript

GoTranscript Billing Terms

Introduction

At GoTranscript, we understand that universities, research institutions, and academic organizations often have unique billing and procurement requirements. Whether you're managing a large-scale project involving multiple departments or simply need quick turnaround on a few files, our goal is to streamline the financial process and ensure your budgetary needs are met. These Billing Terms outline the flexible payment options, invoicing details, and support services we offer—all designed to make working with GoTranscript simple, transparent, and efficient.

At GoTranscript, we understand that every client has unique billing and procurement requirements. Our goal is to make the payment process as straightforward and convenient as possible.

Purchase Orders (POs)

- **Ease of Approval:**
  We gladly accept purchase orders from accredited organizations, facilitating easier approvals and streamlined financial processes.

- **Tracking & Reporting:**
  Each PO offers a clear record of services and fees, enabling efficient budget monitoring and expense tracking.

Invoicing Terms

- **Standard Net 30:**
  Our default payment term is Net 30, providing a 30-day window from the invoice date for settlement.

- **Flexible Arrangements:**
  If your organization needs extended terms (e.g., Net 45 or Net 60), let us know, and we will explore options that align with your internal procedures.
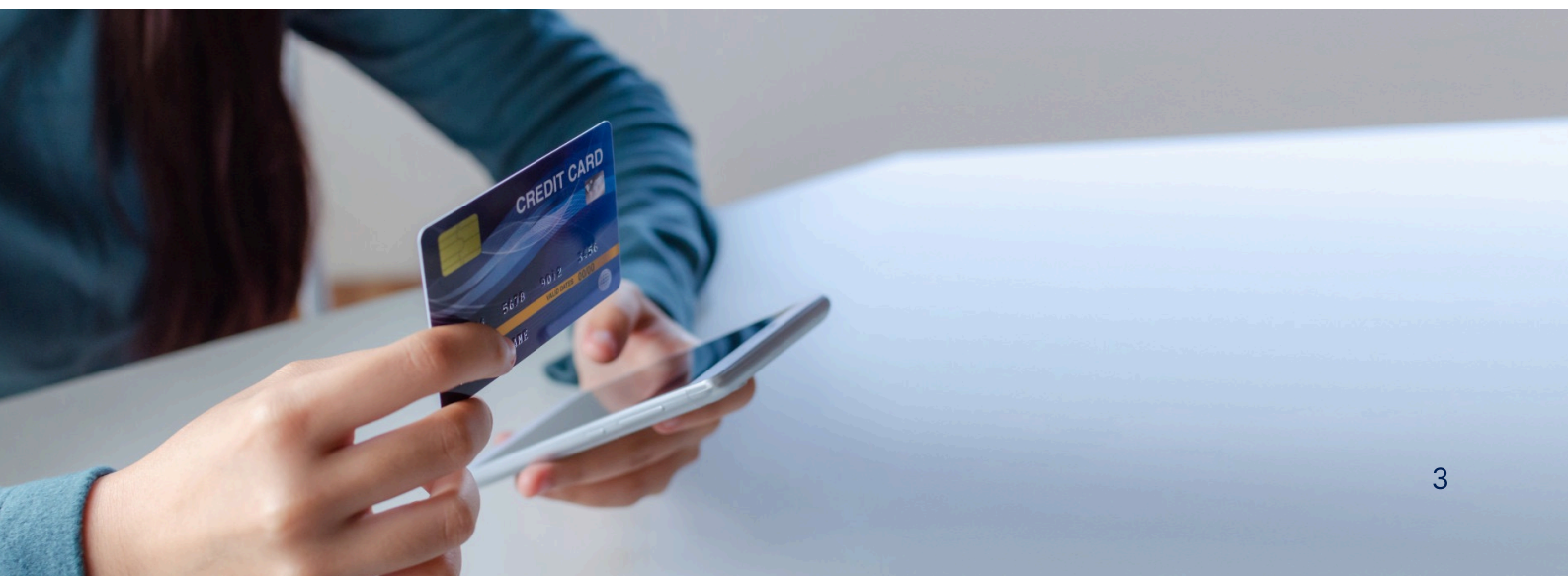
Credit Cards, PayPal & Direct Payments

- **Secure Online Payments:**
  You can settle invoices quickly and conveniently with major credit cards or PayPal through our secure portal.

- **Alternative Methods:**
  We also accommodate direct deposits, ACH, wire transfers, and other widely recognized methods to fit your established financial workflows.

Detailed, Itemized Invoices

Transparent Billing

All invoices feature a clear breakdown of the transcription services rendered, including any optional add-ons—such as timestamps, specialized formatting, or expedited delivery. This level of transparency helps you understand exactly what you're paying for and why.

Easy Cost Allocation

Whether you need to bill different departments, track project codes, or manage grant-based funding, our invoices can be tailored for straightforward cost distribution. Simply let us know your preferred allocation method, and we'll ensure each invoice reflects the structure that works best for your organization.
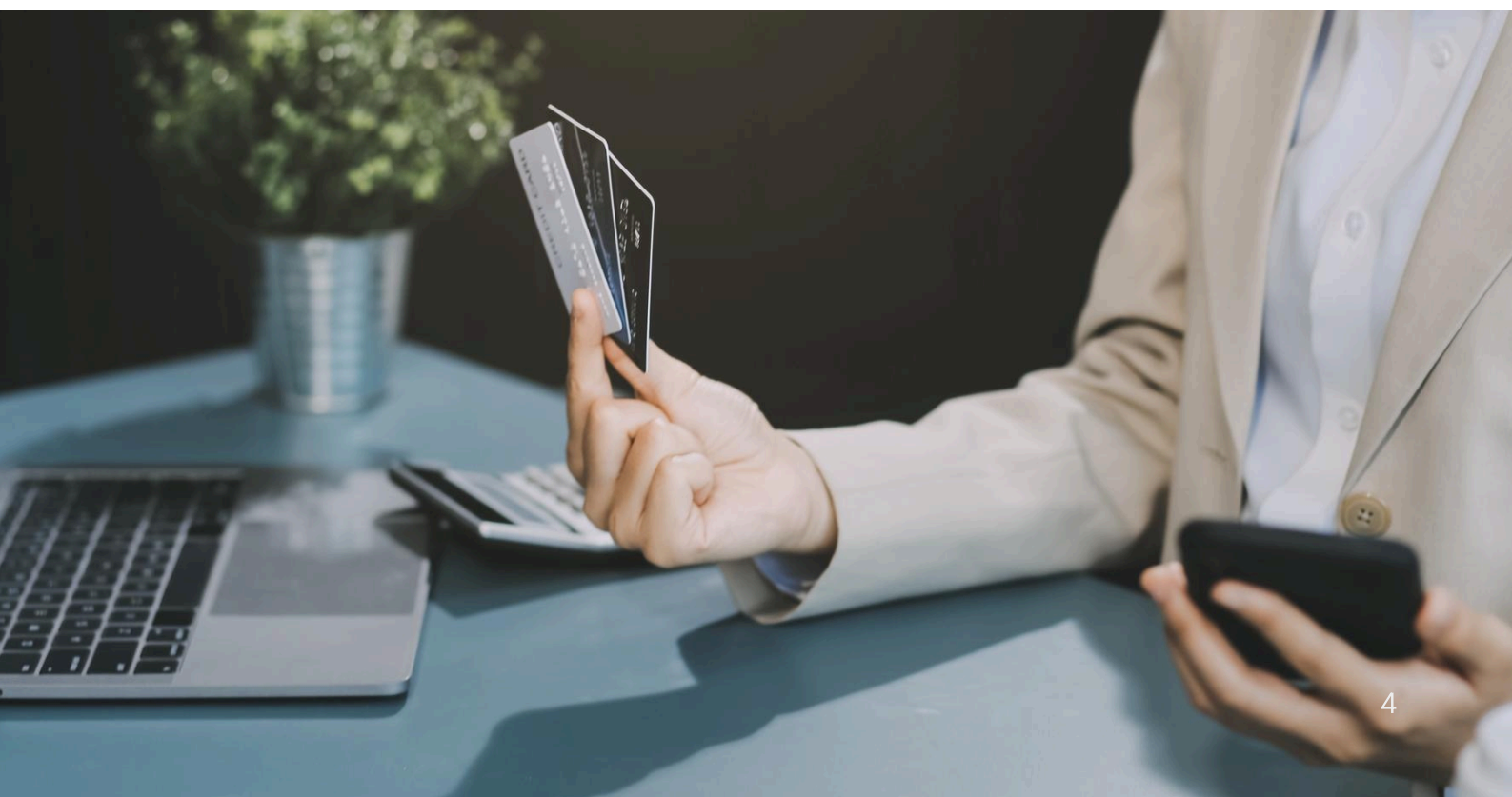
Customized Billing Cycles

Monthly or Quarterly Consolidation

If you prefer fewer invoices and reduced administrative work, we can bundle all your transcription requests into a single **monthly or quarterly statement.** This approach streamlines payment processing and offers a clear, consolidated view of your total costs over a given period.

On-Demand Invoicing

For projects requiring immediate cost visibility or frequent budget reconciliation, we provide **on-demand invoicing** for each completed order. This ensures you always have up-to-date financial information and can finalize payments as soon as a project wraps up.

Bulk Orders & Standing Contracts

Volume Discounts

Organizations that regularly submit large volumes of audio or video files for transcription—be they enterprises or educational institutions—may qualify for **discounted rates.** Our team can discuss specific thresholds and pricing structures that best accommodate your workload.

Ongoing Service Agreements

For recurring needs, we can establish **standing purchase orders** or **long-term contracts** that provide a seamless workflow without repetitive approval processes. This ensures consistent service delivery, predictable costs, and easier budgeting for long-term projects, whether you're operating in a corporate or academic setting.

Multi-Currency Support

Global Transactions

GoTranscript understands the needs of international clients and offers billing in major currencies such as **USD, EUR, and GBP**, among others. This flexibility helps streamline payments, eliminates conversion hassles, and supports a truly global user base.

Exchange Rates

All invoices in non-local currencies are calculated based on **current market exchange rates** provided by our payment processors or banking institutions at the time of invoicing or settlement. Any additional conversion fees imposed by banks or third-party payment services are typically the client's responsibility, but we're happy to discuss flexible arrangements if needed.

Confidentiality & Data Protection

- **Privacy Commitment**

  Any financial or commercial data you share with GoTranscript is treated with strict confidentiality in accordance with applicable privacy laws.

- **Secure Data Handling**

  We employ secure systems and processes to store billing information, ensuring your payment details and related documentation are protected at every step.

Payment Disputes & Adjustments

- **Invoice Queries**

  If you believe an invoice contains errors, please contact our Billing Support within **10 business days** of receipt. We will investigate promptly and issue a corrected invoice or credit memo where appropriate.

- **Dispute Resolution**

  We encourage direct communication to resolve disputes amicably. Formal dispute resolution procedures can be found in our Master Service Agreement (if applicable).

About GoTranscript

GoTranscript is a world-leading provider of language, content, and transcription services. By merging advanced technology with deep linguistic and cultural expertise, we enable our clients to communicate effectively across any market or language. Our mission is to unlock global understanding—helping businesses expand, engage customers, maintain compliance, and extract actionable insights from their data.

- **Serving Top Brands:**

  We partner with thousands of leading organizations, including universities and Fortune 500 companies, delivering industry-tailored solutions.

- **Broad Sector Coverage:**

  Clients across automotive, financial, legal, medical, pharmaceutical, technology, and telecommunications rely on us for precise, high-quality language services.

- **Worldwide Presence:**

  Our operations span five continents, supporting a truly international customer base.

Since our founding in 2005, GoTranscript has focused on continuous innovation, enhanced by the latest technologies and best practices. We maintain a strong commitment to data security, confidentiality, and service excellence—ensuring our clients' communications are accurate, reliable, and secure.