

Using transcription services

You may need to use a transcription service during your study. Appen are an approved, and preferred, supplier and have a service level agreement with the University

The Unit use a secure portal for uploading all recordings related to projects. The login can be obtained from your research project administrator (RPA).

The following will help you to plan, obtain quotes for work, confirm a booking with Appen and request monthly invoices.

1. E-mail Appen and request a quote – our contact is Hayley Castle

orders.exeter@appen.com

You may need to ask for several quotes at the same time depending on the type of interviews you will be undertaking - one-to-one interviews, or a focus group for example. You need to say how many interviews there will be, what format you'll share them in and approximate length of each interview. Include all the interviews you think you will need to do over the life of the study or, if it's a longer project, more than two years say, think about phasing the work as prices may change.

2. Appen will send you a quotation on a booking form

The price will be per minute and will vary depending on numbers involved in the recordings. There will also be a 30-day validity on the quote. You will complete the booking form when you are close to wanting them to start the work. Ask your RPA for help with this as the form asks for detail about invoicing.

3. You'll need a Purchase Order (PO) number to add to the booking form

At this point you will liaise with the RPA to discuss creating a **reducing PO in OPeRA**. This is where we lump together all the estimated transcription charges for the project into one and include them on a single PO number. The number is included on the booking form, as a reference for all the invoicing for the study, and **they send us a monthly invoices once the work has started**.

On the booking form you can add your email address for receiving invoices, along with the RPA's email so you can both record your reducing spend.

4. Return the completed booking form to Appen

Once you have uploaded your recordings to the portal the transcriptions will be returned to you and **invoices will be sent from Appen** for work completed in the previous month. They'll also send a separate breakdown so you can see how many minutes have been transcribed in each recording etc. Please check this and make sure that the figures agree with your estimated spend for that month. The RPA will request payment and attach the invoice to the PO.

Don't hesitate to make contact with [Helen](#) if you need help with any of this.