

### Dear Client:

In our **Spring QuickNews**, we would like to discuss how you can receive the best prices possible for your language projects. Here is also a **Discount Voucher to be used on your next order!**

Please mention this Voucher Number when contacting the WordExpress Team.

**Voucher N° 032105: 15% Seasonal Discount on Your Next Project**  
Cannot be combined with yearly discount. Expires 06/20/05

### Today's Topic: **How Do I Receive The Best Price?**

*by Muriel Redouté, Marketing Manager at WordExpress Corporation*

Here are the four **types of discounts WordExpress has** created for you: Yearly Discount, Volume Discount, Seasonal Discount, and Reference Discount. For further details about our discounts, please access our Fall 2002 QuickNews by clicking <http://www.wordexpress.net/1024768/index.htm>.

Additionally, we want to draw your attention to our new **Pre-payment Discount**: In the future, **pre-payment when placing your order** will **ALWAYS** get you a **3% discount** on your total charges, even on our minimum charges of \$ 85 (for languages with Roman characters) and \$ 110 (for languages with non-Roman characters). WordExpress accepts all major credit cards and is also set up to process checks via fax.

Today, we also give you some **additional tips** on how to benefit fully from all the price options the WordExpress Team has available for you and your company:

**Did you know that WordExpress offers three Quality Levels with three price structures for translations?**

Most written translations are produced in our Quality Level AA, which is our default Quality Level. The translations in this Quality Level are called Extra Professional Translations and include extensive editing and proofreading by a second language expert. We also offer Quality Level AAA for documents to be published or certified, and Quality Level A for documents that require editing and proofreading by one language expert only. This Quality Level A is for instance advisable, when the translation is needed for in-house purposes only. Please consult with our **Client Care Consultants** who will help you to avoid spending money for an unnecessary quality level.

As for oral interpretations, you wish to make sure that you do not, for instance, hire simultaneous or court-certified interpreters, while a professional interpreter without those extra credentials would be sufficient and consequently less costly for you. Again, our **Client Care Consultants** will gladly advise you on the proper interpreters for your purposes.

**Are you aware that you can save money by planning and organizing your project?**

Your projects are processed by our Project Manager the most efficient way possible. This is one reason that WordExpress offers extremely reasonable and competitive prices. Unfortunately, clients sometimes request changes in the original document way after the translation has been completed, or even worse, after it has been formatted, desktop published or localized. While it is company policy to accommodate our clients happily at any stage of the project, WordExpress, like any other business, needs to charge for additional services. Making changes to a document after the order has been placed or reached the next phase, throws the project processing off balance. Sometimes this means, that portions of the project have to be produced all over again. And it always causes additional time and

cost expenditures. We will gladly assist you with any questions you may have regarding efficient processing.

**Do you wish to receive a price break by placing your orders well in advance?**

The timing of your order placement is very important. As far as possible, every client prefers not to pay extra fees for rush processing. For further details about how to avoid rush-processing fees, please access our Spring 2002 QuickNews by clicking <http://www.wordexpress.net/1024768/index.htm>. Did you know that you can save additional money by placing your order well in advance? Just like rush fees are charged for last-minute orders, price breaks are applied for orders with an extended turnaround time. Placing your order well in advance gives WordExpress an opportunity to process your project when business is not so hectic, and that's why we are willing to offer you a special price!

**WordExpress** is in compliance with the **stringent quality standards of ISO 9001/2000**.  
Our **quality control processes are unmatched in thoroughness** -- our goal is always perfection.

**For a free quotation on your next project, please call us at (310) 260-7700, ext. 12,  
or e-mail your request to: [clients@wordexpress.net](mailto:clients@wordexpress.net)**

**Upcoming Topic: Does WordExpress provide comprehensive Desktop Publishing (Layout) Services?  
What does Localization mean in the translation industry?**

**Please send us your feedback or suggestions for future topics!**