Rev's **Legal** Transcript Workflow

Getting Started Guide

A comprehensive guide on the process of placing legal orders, downloading completed transcripts and getting support when you need it.

@ rev

Welcome! Rev is excited to partner as an extension of your digital court reporting efforts with our dedicated Legal Transcript workflow!

If you see "Legal Transcripts" as an available option within your workspace, you're already set up on Rev's enhanced Legal workflow!

If this option is not available - in order to access our full suite of Legal Solutions, you'll need to be set-up as a Legal Customer Account. Please reach out to LegalSupport@rev.com to get registered.

Begin The Ordering Process

Log-in to Rev.com and select Legal Transcripts to get started

Head to rev.com from any web browser and log-in with your credentials and a single-use security code sent to your email.

To begin, click *place new order* from the top-right.

Then, select *Legal Transcripts* to get started.

One Proceeding – One Transcript

Each order should only include the material necessary for creating a single transcript for a single proceeding. If you wish to transcribe multiple proceedings, place them as separate orders.
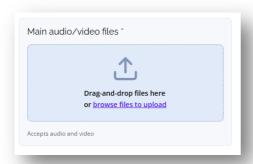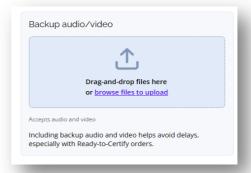
Placing Legal orders in 4 simple steps

Follow the workflow outlined below for transcription you can count on

Step 1 - Upload Your File(s)

Main audio/video files *
Drag-and-drop files here
or browse files to upload
Accepts audio and video

Backup audio/video
Drag-and-drop files here
or browse files to upload
Accepts audio and video
Including backup audio and video helps avoid delays, especially with Ready-to-Certify orders.

Upload your **main audio recordings** for a single transcript order. You may upload multiple files split from a single proceeding.
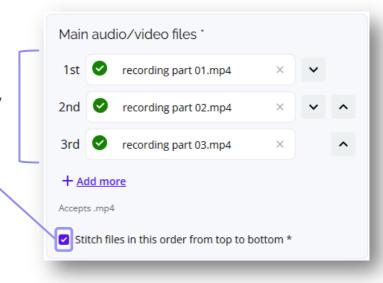
Upload your **back-up audio recordings**. This is a critical component of the Ready To Certify transcription process.

Arrange your split files:

In the case of split audio files ensure they are ordered from top to bottom.

Confirm the *stitch files* box is selected.

Rev will stitch split files together to deliver a unified transcript!

Main audio/video files *
1st ✓ recording part 01.mp4
2nd ✓ recording part 02.mp4
3rd ✓ recording part 03.mp4
+ Add more
Accepts .mp4
☑ Stitch files in this order from top to bottom *

Accepted video/audio file formats:
MP3, MP4, WMV, AIF, M4A, MOV, AVI
VOB, AMR, WMA, OGG, AAC, WAV
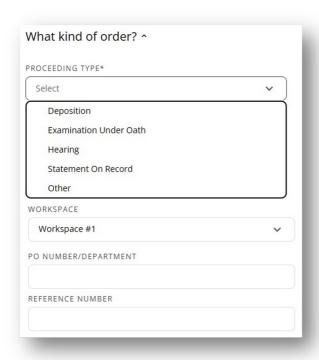
Single Channel Audio   20gb max file size

Naming Conventions: Avoid special characters such as emojis or accented characters.

Case24431_05.02.2022.m4a
ipo217_CR27.mp4

Select your proceeding type from the drop-down menu. This will inform which supplemental documents to include and the existing templates we have for your team that you'll select in the next step.

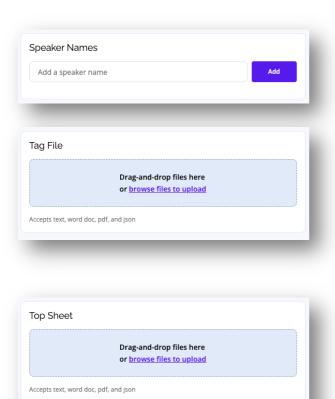If you have multiple workspaces, select which you want this transcript delivered to.

If you are set-up for invoicing, input a Purchase Order number that will be available in receipts and billing. You may also input a general reference number or internal tracking number for easier identification.

Note: The "Other" proceeding category is to be used if you have a recording that does not fall into the 4 proceeding types already defined, and you have already coordinated with your Account Executive or Customer Success Manager to set up support for these files **prior to ordering**.

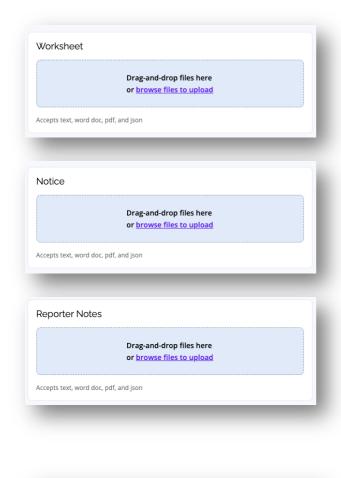## Step 2 - Upload Supplemental Documents

Attaching supplementary documentation is a critical step to ensure Rev can deliver the highest quality transcript. From speaker names to sheets - every resource equips our transcriptionists with tools they need to deliver the quality you expect!

Add Speaker Names by simply typing them in this field one at a time and selecting *add.* These will be attributed in the final transcript.

Annotations/TAG sheet - You can upload a file as the Annotation File (also referred to as Log Notes, Metadata Sheet, or Tag Sheet) for the proceeding. Each order can only have 1 Annotation/TAG file attached to it in one of the following formats; Text, Word, PDF, JSON.
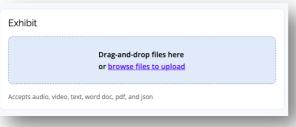
Cover/Top Sheet - You can upload a file as the Cover/Top Sheet for the proceeding. Each order can only have 1 Cover/Top Sheet attached to it in one of the following formats; Text, Word, JSON.
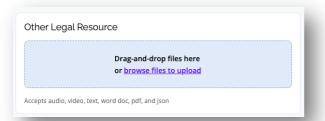
Worksheet

Drag-and-drop files here
or browse files to upload

Accepts text, word doc, pdf, and json

Agency Worksheet - You can upload a file as the Agency Worksheet for the proceeding. Each order can only have 1 Worksheet attached to it in one of the following formats; Text, Word, PDF, JSON.

Notice

Drag-and-drop files here
or browse files to upload

Accepts text, word doc, pdf, and json

Notice - You can upload a Notice for the proceeding. Each order can only have 1 notice attached to it in one of the following formats; Text, Word, PDF, JSON.

Reporter Notes

Drag-and-drop files here
or browse files to upload

Accepts text, word doc, pdf, and json

Reporter Notes - You can upload a file as the Reporter Notes for the proceeding. This is a document the reporter fills out with details about the proceeding after the proceeding ends. Each order can only have 1 Reporter Notes file attached to it in one of the following formats; Text, Word, PDF, JSON.

Exhibit

Drag-and-drop files here
or browse files to upload

Accepts audio, video, text, word doc, pdf, and json

Exhibits - You can upload up to 150 Exhibit files for the proceeding. Exhibits are not fully reviewed for all content in the interest of time, but may be referred to on an 'as needed' basis to improve transcript quality. The Exhibit files can be in the following formats; Text, Word, PDF, JSON, Audio, Video.

Other Legal Resource

Drag-and-drop files here
or browse files to upload

Accepts audio, video, text, word doc, pdf, and json

Other Legal Resources - You can upload up to 10 files in the Other category for the proceeding. These files might be utilized by Rev's legal proofing team but will not be ingested by the AI or sent to the transcription team. These files can take the following formats; Text, Word, PDF, JSON, Audio, Video.

You can drag and drop to upload files into any category. If you
upload a resource to the wrong category – no worries!
You can **drag and drop** between categories!

Continue

With all audio files and necessary resource documents uploaded, click *continue* to proceed.
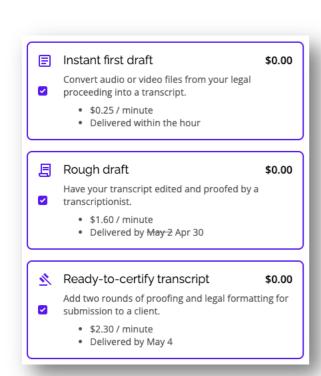
Select the level(s) of service you require! You also have the ability to shorten turn-around times with a rush option in the event you need your transcript sooner.

Expedite: Expedited services available for an additional charge on Rough Draft and Ready To Certify Orders!
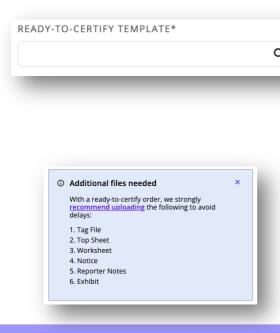
Instant First Draft - Our fastest service provides you with an AI generated transcription of your video or audio file, replacing the need for manual note taking. *Delivered within an hour*!

Rough Draft - Available quickly, this solution provides you with a transcript reviewed and produced by a professional transcriptionist. *Delivered within 3 business days.*
When Expedited: within 1 business day!

Ready To Certify - We ingest your specific document formatting needs to produce a transcript meeting your template standards and specificities that can be finalized and sent to your client with little to no QC, ready for certification and production. *Delivered within 5 business days.*
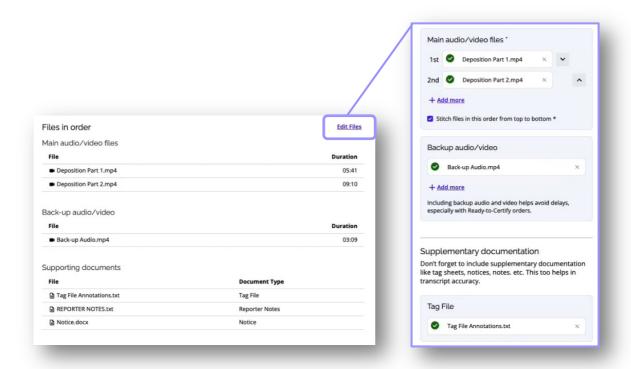*When Expedited: within 3 business day!*

When ordering a **Ready To Certify** transcript, you must choose an **RTC template** for your order. You can choose from Rev standard templates, or from the customized templates created by your team with ours previously. If you would like to set up a new template, please reach out to Legalsupport@rev.com.

We'll remind you of any missing supplemental documentation that could aid us in providing the highest quality transcript.

Estimated costs

Deliverable	Delivery Date	Rate (per page)	Pages	Total
Instant first draft	April 30, 2024	$0.35	5	$1.75
Rough draft	May 1, 2024	$2.25	5	$11.25
Ready-to-certify transcript	May 5, 2024	$3.25	5	$16.25
			Sub-total	$29.25
			Tax	$2.41
			Estimated total	$31.66

You'll find a running total of the estimated costs for the services you have selected. This cost is estimated based on the run time of uploaded files. Final costs will be charged based on final page count when the transcript is completed.

You'll be able to review all files and resource documents you have uploaded, and by clicking *edit files* you are able to rearrange, remove or upload any part of this order. This gives you greater control of the resources included in each order!
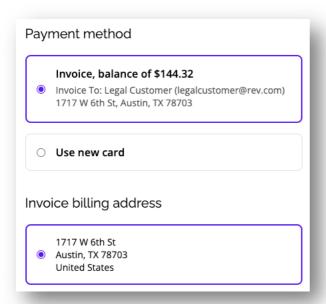

With all audio files and necessary resource documents uploaded, click *continue* to proceed.
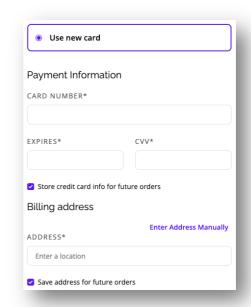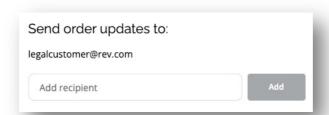
The final step is to confirm billing and e-mail information, as well as a final review of all attached files before officially submitting this order.
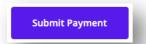
Payment method

Invoice, balance of $144.32
Invoice To: Legal Customer (legalcustomer@rev.com)
1717 W 6th St, Austin, TX 78703

○ **Use new card**

Invoice billing address

1717 W 6th St
Austin, TX 78703
United States

If your account is set up for **invoicing**, confirm the selection and invoice billing address.

● Use new card

Payment Information
CARD NUMBER*

EXPIRES*   CVV*

☑ Store credit card info for future orders

Billing address
                                    Enter Address Manually
ADDRESS*

Enter a location

☑ Save address for future orders

Or you can pay for this individual order by **credit card**. You can input new card information or use one previously saved to your account.

Send order updates to:

legalcustomer@rev.com

Add recipient   Add

Finally, be sure to include any additional e-mail address you would like CC'd on order confirmation and delivery notices.

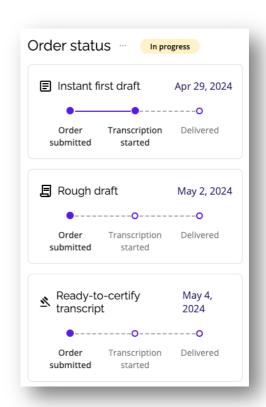---

Submit Payment

With files uploaded, services selected, and payment confirmed – click *submit payment.*
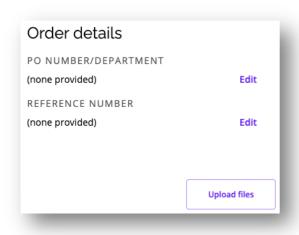
Once submitted, Rev immediately begins work providing you with the highest quality transcript. In the meantime, you can view your receipt, order status, and upload any missing files – even after the order is placed.

Receipt

Billed to:
Stephen New Legal
Checkout
4330 Bull Creek
Austin, TX 78731

Apr 29, 2024
Order #: TC0701595813

Deliverable	Rate (per page)	Pages	Total
Legal Instant Rough Draft Minute	$0.25	7	$1.75
Legal Human Rough Minute	$1.60	7	$11.20
Legal Ready to Certify Minute	$2.30	7	$16.10
Legal Rush Minute	$1.00	7	$7.00
		Sub-total	$36.05
		Tax	$2.98
		Total	$39.03

@ rev
1717 W 6th St, Ste 310 Austin, TX, 78703

Order status ··· In progress

📄 Instant first draft — Apr 29, 2024
Order submitted — Transcription started — Delivered

📄 Rough draft — May 2, 2024
Order submitted — Transcription started — Delivered

📄 Ready-to-certify transcript — May 4, 2024
Order submitted — Transcription started — Delivered

You can view your estimated receipt, view the status of your order and estimated delivery date based on the solution selected. Your final receipt will be available for download once your transcript is completed.

Order details

PO NUMBER/DEPARTMENT
(none provided) — Edit

REFERENCE NUMBER
(none provided) — Edit

Upload files

Even after the order has been placed, you are still able to **edit** aspects of the order and **upload/replace** any additional supplementary documents and back-up audio or video files that you may have omitted when placing your order.

Thank you for trusting us as your partner in digital court reporting transcription!

As you sort through your list of completed transcription orders, there are a few ways to differentiate between *AI-Instant Draft*, *Human Rough*, and *Ready To Certify*.

The "AI" icon denotes a file that was completed by our **Instant First Draft** and did not go through additional human quality inspection

William Billy Benson Jr. Deposition_draft

The "person" icon denotes a **Rough Draft** order that was processed by AI and then formatted by a human for increased accuracy and quality

William Billy Benson Jr. Deposition_rough

The "scales" icon denotes a **Ready To Certify** that was processed by AI and formatted by 3 separate layers of human formatters for unparalleled quality

William Billy Benson Jr. Deposition

Note: These icons appear immediately on an order that has been placed within your workspace. On top of these icons, you'll find:

Any *Instant First Draft* orders will have a **"_draft"** added to the file name
Any *Rough Draft* orders will have a **"_rough"** added to the file name
Any *Ready To Certify* orders will not have anything added to the file name
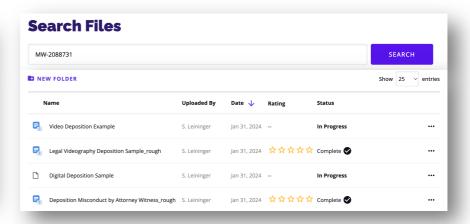
Downloading Completed Transcripts

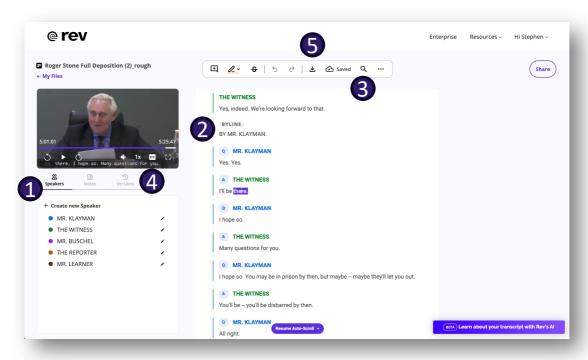### Search, Edit and Download Completed Transcripts in Seconds

All Ready To Certify Orders are delivered as a fully completed transcript - no editing required! For **Rough Draft and Instant First Draft** orders, where additional editing is expected, Rev delivers your transcript within our editor to streamline your efforts!

You can quickly search for any completed order by looking up the reference # you attached to it at the time of order or find it in your list of all files by the file name.

Clicking into your Rough Draft or Instant First Draft transcript brings it up in our editor to view and edit before downloading.
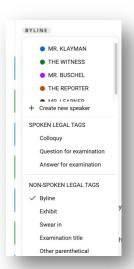

The transcript is labeled, formatted, and time synced to your audio or video file! Clicking around to different words will automatically advance the file to that point.

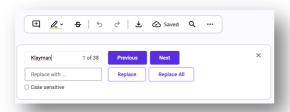On the next page you'll find **5 key features** highlighted from the image above.

1 All **speakers** are labeled and can be edited by selecting the *pencil icon* next to a speaker's name.
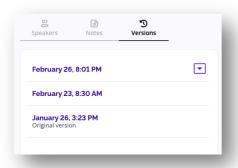
2 **Markup** such as Q & A, Bylines and more are editable with a single click that brings up a full replacement menu.
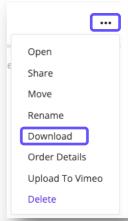
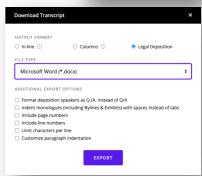**3** **Find & Replace** can be accessed by the magnifying glass at the top to quickly navigate and edit your transcript.

4 **Version history** is available if you ever need to revert to a previous version of the transcript.

5 You can **download** your completed transcript from the top menu, or click the "..." menu on the file from your main workspace and select *download.*

Select how you want to export the file.
Select your format (Word or TXT/ASCII.)
Choose additional preferences.
Click *export* to download!

How do I expedite an order that I have already placed?

Email legalsupport@rev.com and let us know:
- The time frame in which you need it
- The order number and file name

Note: Additional Rush charges may apply.

How do I check on the status or ETA of an order?

Email legalsupport@rev.com and let us know the order number and file name. If you need to know if the file will be back in a certain time frame, please let us know by when.

How do I cancel an order?

Visit your order page by clicking on the *In Progress* link on your workspace to go to your Order Page. Or go to your Order History and click on the order.

If we have not begun working on the file, there will be a cancel button in the top right of the order in the "..." menu next to the order status. If you do not see the cancel button, please email legalsupport@rev.com as soon as possible so we can try and cancel the order internally. Cancellation is not guaranteed depending on the progress made on the file, but we will always try our best!

How do I upload additional resource documentation or back-up audio after an order is placed?

Visit your order page by clicking on the "In Progress" link on your workspace to go to your Order Page, or go to your Order History and click on the order.

For any in progress order, you can scroll down to the Files in Order section and click "Upload Files" to add, remove, and edit resource documents AND backup audio.

We recommend uploading all documents as soon as you can so our transcriptionists will have it as early as possible while creating your transcript!

I have some quality or stylistic concerns with my file.

Please email legalsupport@rev.com to let us know any quality concerns you have! We would need to know the order number, file name, and as many details as you can provide on your specific issues. We love redlined documents too!

Where can I download a copy of my receipt for an order?

Once your order is complete and we have a finalized page count, you will be able to download a receipt from the order page showing your order details, cost, and billing information.