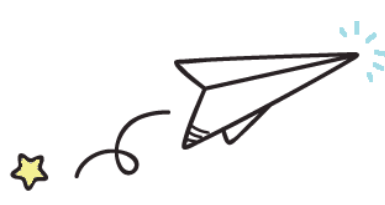# Checklist: Choosing a Captioning Vendor

Use this checklist to ensure your captioning vendor meets all your needs.

Accuracy Rate

- ☐ Vendor guarantees a 99% accuracy rate
- ☐ Caption quality remains consistent with larger files
- ☐ Vendor measures their accuracy & can explain how

Process

- ☐ Vendor only uses US-base transcriptionist
- ☐ Caption quality remains consistent with larger files
- ☐ Vendor doesn't crowdsource videos for captioing
- ☐ Vendor trains transcriptionist on quality standards
- ☐ Vendor doesn't use offshore transcriptionist
- ☐ Vendor uses a multi-step process for captioning
- ☐ Vendor has a quality review process

Handles Difficult Content

- ☐ Allows user to upload glossaries with files
- ☐ Has a process to edit transcripts before publication
- ☐ Selects transcriptionist from different areas of expertise

Turnaround

- ☐ Offers same day turnaround
- ☐ Offers discounts for extended turnaround

Multiple Formats

- ☐ Accepts multiple video formats
- ☐ Allows user to import existing caption files for reformatting
- ☐ Offers multiple caption formats - at no extra cost

Integrations

- ☐ Vendor offers integration with multiple video platforms

Workflow

- ☐ Vendor offers multiple upload options for video files
- ☐ Vendor allows bulk downloads of multiple caption formats
- ☐ Easy format to upload glossaries, speaker IDs, turnaround, and download preferences
- ☐ Easy way to edit errors in a transcript yourself
- ☐ Vendor send notice when captions are complete
- ☐ Vendor stores captions indefinitely
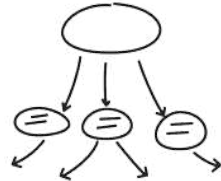
Cost

- ☐ Vendor has clear pricing model
- ☐ Vendor states additional fees clearly
- ☐ Vendor does not round up file length for pricing

Account System

- ☐ User can edit account settings
- ☐ Vendor allows separate billing
- ☐ User can set up multiple users with different permissions
- ☐ Vendor has a clear process for billing
- ☐ Vendor allows for sub accounts
- ☐ User interface is easy to navigate
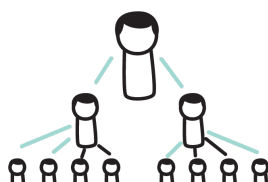
Support

- ☐ Vendor provides dedicated support
- ☐ Support responses in a timely manner
- ☐ Vendor has clear method to contact support
- ☐ Support documents are available