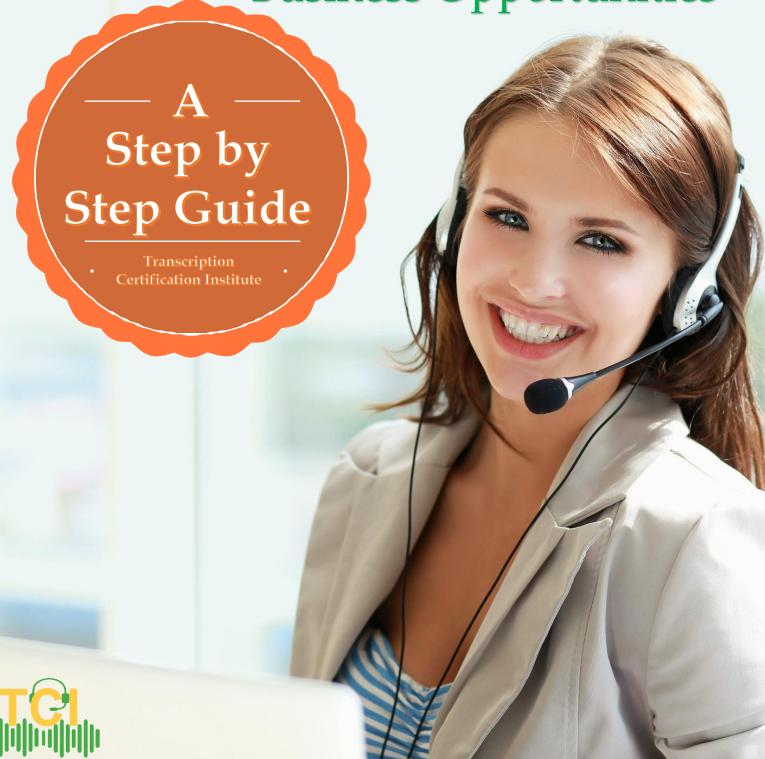
Everything

You Need to Know About

General Transcription

Business Opportunities



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I. Why has TCI created this free report?



First, congratulations on getting this report. You have taken the first major step in evaluating whether transcription work or running a transcription business is right for YOU.

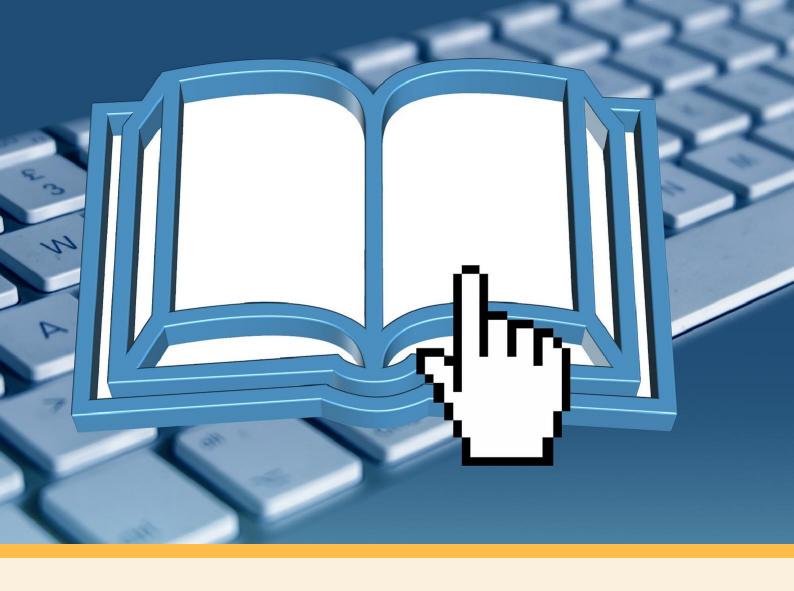
Our goal is to identify transcription business owners so that they can enjoy a comfortable life, find the right people and make them successful transcriptionists.

The principals of TCI have run a successful online transcription company for over ten years with revenue in excess of \$2 million. During this period of running the business, they have dealt with over 20,000 candidates for transcription work.

Less than 3% of the people who were contacted for a transcription position qualified and went on to make money working from home.

The remaining 97% failed mainly because there was no guidance available to them.

Transcription Certification Institute helps people find out if transcription is the right business for them. We also help them become skilled and successful transcriptionists, or transcription business owners.



II. What Does This eBook Contain?

You will find the following topics covered in this report:

- 1. Who is a general transcriptionist?
- 2. What are the required skills for a general transcriptionist?
- 3. What tools do you need to become a general transcriptionist?
- 4. How to get trained to become a general transcriptionist?
- 5. Where to find transcription work?
- 6. How much can I expect to earn as a work-from-home general transcriptionist?
- 7. Does it matter what country I live in?
- 8. I want to become a work-from-home transcriptionist! Should I work for a transcription company or become my own boss by working for my own clients?
- 9. How do I find a transcription company to work for?
- 10. How do I build my own clientele?
- 11. How do I market my services?
- 12. Do I need to form a company if I decide to become a transcriptionist?
- 13. Can I start a transcription company that employs other transcriptionists?
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1. Who is a General Transcriptionist?

You may have heard of medical transcription, but have you heard of general transcription? Medical transcription service is focused on transcribing physician and hospital recordings for their record keeping and billing. General transcription covers all other transcription services, with some exceptions of certain legal recordings done by attorneys.

Medical transcription requires extensive (and expensive) training before you qualify for a transcriptionist position. You need to be a skilled typist in order to make a decent living as a medical transcriptionist because you need to be able to transcribe accurately.



On the other hand, **general transcription** requires comprehension as the most needed skill. You have to be a good listener, smart, informed, have good grammar and spelling skills, and be responsible. Fast typing is NOT the most important skill when it comes to earning a good living as a general transcriptionist.

Here is the GOOD news – the medical transcription business is shrinking because of technology that converts speech to words and then outsources the work to low cost countries like India and the Philippines. On the other hand, demand for general transcription is growing given that digital recording and broadband availability of internet has made transcription services available to the masses.



Here are many examples of transcription work that fall under the "general transcription" category:

Interviews: Students, writers, researchers, broadcasters etc. are always conducting and recording interviews and they generally need to get them transcribed for their articles, theses, books, articles etc.

Conference: Conference attendees and speakers record the discussion and typically need it transcribed for their various purposes.

Lectures: Professors, students, public speakers, etc. record lectures and get them transcribed.

Focus groups: Market researchers record focus group discussions and need them transcribed for analyzing.

Seminars: People who give and attend seminars record the seminars and usually want them transcribed for future reference or advertising purposes.

Sermons: Priests and attendees record sermons and want it transcribed for members who couldn't attend.

Tele Seminars: Businesses that offer teleseminars to their clients and prospects generally tape them and get them transcribed.

Podcasts: Many podcasters want their podcasts transcribed in order to post them on their website and send it out to newsletter subscribers.

Talk Shows: All talk show hosts get their talk shows transcribed for delivery through email and post them on their websites.

Video Conferencing: Businesses need their video conferences for their clients and prospects transcribed for their websites and marketing materials.

Web Conferences: Many web conferences are recorded and need to be transcribed.

Webcasts: Many businesses and churches regularly webcast their presentations or sermons for broader audience viewing. These presentations and sermons need to be transcribed for their records, and for their website and other future use.

Insurance Industry: Insurance adjusters record details of incidents when they visit accident scenes. These recording are transcribed for their documentation.

Legal Transcription: Legal transcription is in demand. Some transcription work requires experts with specific training. However, much legal transcription work can be done by general transcriptionists.

Spanish Transcription & Translation: There is growing demand for transcriptionists who can transcribe Spanish to Spanish and then translate it into English. Spanish to English translation is also in demand.

Mandarin Transcription: With Chinese being a common language around the globe, there is an increasing demand of mandarin transcriptionists.



2. Required Skills for a General Transcriptionist

Successful transcriptionists need to have the following skills:

- Good listening skills
- Recognition of terms
- Knowledge of punctuation
- Patience
- Responsibility
- Good grammar and spelling skills
- Decent typing speed



Most people think that all one needs to become a successful transcriptionist are listening skills and fast typing speed. You do need listening skills and your typing speed will improve, but you also have to be well rounded enough to know to transcribe "Bear Market", not "Bare Market".

You must be able to recognize the difference between "discreet" and "discrete" – especially when it comes to mathematics. And you must be well versed in punctuation, so the transcription reads like the audio.

We are hoping that this document will help you decide whether becoming a transcriptionist is the right profession for you. If you decide that it is the right profession for you, TCI have trained highly successful transcriptionists.

Successful general transcriptionists need the following skills:

Good listening and attention to detail

Very often you will encounter recordings spoken with different accents and a varied level of clarity. Good listeners will complete transcriptions faster and more accurately.

Given that your pay in this profession is determined by your performance, this skill will result in the highest form of income for you. Transcription fees for "bad recordings" are typically higher, which means that you can make more money for the same amount of work if you can pay attention to details.

Patience

Patience is a real virtue for a good transcriptionist. Very often (almost always for bad recordings), you may need to go back a few times to understand exact words. Patient transcriptionists typically have higher accuracy, resulting in more regular customers and fewer returns. Occasionally, you may even need to contact clients to clarify if the recording is bad. This may sound cumbersome, but it will result in regular clients.

Discipline & Responsibility

You need to meet deadlines. Clients rely on you and very often they will not meet their deadline if you don't. Transcription is a profession that requires discipline and responsibility to complete work on time and follow client instructions. If you believe in under-promising and over-delivering, you will be very successful in this profession.

Smart and Informed

You will need to understand the context of recordings in order to consistently generate above average transcripts. We have seen transcriptionist type "bare market" instead of "bear market" when doing work for a Wall Street broker. As a transcriptionist, you will often need to make a judgment call because the recording is not clear.

The more informed you are about a subject, the better your transcriptions will be.

Good Grammar, Spelling & Vocabulary

When transcribing, you may need to fix the grammar & spelling of the recording. Good grammar and spelling skills will increase your transcript's quality, resulting in loyal customers. Very often, you will encounter not-so-common

words while transcribing. Thus, a good vocabulary will help you complete the transcription quickly.

You may also need to learn some terms when you are transcribing for specific markets (like sports, business etc.). Microsoft Word, which is the predominant software for typing transcripts, has tools that will help you in reducing errors, but good spelling/grammar/vocabulary skills will make you a better transcriptionist.

Microsoft Word/Excel Knowledge

Proficiency in MS Word is required for a good transcriptionist. Clients not only expect accurate transcripts in MS Word format, they quite often ask that the transcript be sent in the specific format that they use. You will need to be able to convert your transcript to customer

preferred formats. Knowledge of MS Excel will help you when you need to bill for your work.

Typing Skills

This may come as a surprise that this is listed last because you would think that a transcriptionist needs to be a fast typist. It helps if you type fast, but you do NOT need that skill to start as a transcriptionist. You are paid by production, so slow typing will result in less income, but you will still make a decent income so long as your transcript is accurate and your speed is moderate.

Accuracy is your client's only requirement, since you are paid by performance. Your speed will increase with some practice. You can attend FREE typing lessons and improve your typing speed and accuracy.



3. Tools for a General Transcriptionist

You need the following equipment & services to work as a work- from-home transcriptionist:

Computer, Software, & Work Station: You will need a computer with a printer and a comfortable space for working. You will spend many hours at the work station, so make it comfortable.

Your computer needs to either have speakers or high-quality headphones for listening to the recording that you will transcribe. We suggest headphones because it will not disturb other people in your home. You will need at least Microsoft Word and Microsoft Excel software. MS Outlook is desired for communicating with your client and for setting alerts about the impending deadlines of your projects. You will need Windows Media Player/ iTunes to play the recordings for transcription. This is usually available at no cost to you, if your computer does not already have one.

High Speed Internet Access

You will be downloading and uploading files from the TCI website and other FTP sources. Many of the files will be large. Unless you have a high-speed internet connection, download voice files and transcribe them in time will be difficult, especially with tight deadlines.



Transcribing Equipment

You will need a foot pedal to control speed, reverse, and fast forward digital recordings. You do not need it when you are taking the test to see if this is the right profession for you because your Windows Media Player comes with some of the features.

However, you will need this if you decide to become a transcriptionist. Check the <u>TCI website</u> for <u>Transcription</u> <u>Practice Test tool</u> available for purchase.

^{*} The first two tests are free.



4. How to Get Trained to Become a Transcriptionist



If you are diligent and patient, then you may not need any specific training to become a general transcriptionist.

You can self-train by purchasing transcription equipment and practicing transcribing different voice recordings. You will need someone else to judge your work.

Another option is to take lessons and get certified. If you have never transcribed before, or if your work was rejected by any professional transcription company, then you probably require training.



5. Where to Find Transcription Work

You have several choices when starting out in the transcription business.

- 1. Become an independent contractor transcriptionist for end users businesses, research companies, etc. in your area.
- 2. Work for brick & mortar transcription companies in your area.
- 3. Work from home for online transcription companies worldwide.
- 4. Become a virtual-transcriptionist for end users worldwide.
- 5. Start your own transcription business.



Become an Independent Contractor Transcriptionist

Many clients want to hire transcriptionists as independent contractors (IC) and pay by performance. You may be able to work from your home or go to your client's location.

You will need to demonstrate your qualification and experience in order to get hired as an IC transcriptionist. Create your profile and highlight your experience on your resume. Network on social media sites like linkedin.com, facebook.com, elance.com for job openings. You can try and find clients on transcription-oriented websites like TranscriptionVendors.com or by uploading your resume on TCI job boards.

Work for Brick & Mortar Transcription Companies in Your

Check out if there are brick and mortar transcription companies in your area. They may be looking for general transcriptionists. You will have a better shot at any opening when you go there with your profile, certification of your typing speed and accuracy, and certification as a General Transcriptionist from TCI.

If you apply for a job that pays an hourly wage, then you will be hired based on your typing speed and accuracy. You can practice typing for free at typingtest.org. Go prepared to take their test – these companies usually test for speed and accuracy before they will hire you. Search for online

transcription tests and take them before you apply to the company.

Work for Online Transcription Companies Worldwide

If you are new to the transcription profession, you may have a better shot at finding transcription work as a transcriptionist at online transcription companies. These are typically work-from- home jobs, where companies pay by performance or even per minute of the audio. The only thing that counts here is accuracy and timely delivery.

Most successful online transcription companies are always looking for qualified transcriptionists. Here is what you do:

- Get certified for your typing speed and accuracy from a website like typingtest.org
- Get certified as a general transcriptionist by taking lessons and tests at www.transceriptioncertificationinstitute.org.
- Create your online profile on websites like linkedin.com.

Post the online link of your certificate to your resume (it's very easy to do it on LinkedIn) and send an electronic version of it with live links to online transcription companies. They will contact you for next steps.

You will typically need to pass a test it in order to get work from online transcription companies.



Become a Virtual Transcriptionist for Clients Worldwide

A good portion of transcription customers prefer to work with one transcriptionist instead of dealing with a company so that the transcriptionist gets used to their style and special requirements.

It usually takes some time before you can catch on to their requirements, but afterwards you can expect an ongoing flow of work. Your chances of getting a Virtual Transcriptionist job will increase dramatically if you can also provide Virtual Assistant services to your client.

Start Your Own Transcription Business

You can also start your own transcription service business. You will need to do the following to start your own business:

- 1. Build a website
- 2. Market your website
- 3. Do local direct marketing by mail and phone
- 4. Execute the work

Starting your own transcription business requires juggling several balls at a time. You will need to have a business plan (especially if you are going to apply for a business loan), a website for your business, internet and offline

marketing, actual execution of work, and perhaps a qualified transcriptionists depending on how much you want your business to grow.

You should think about starting your own business if you plan to become a large transcription services provider.

We suggest that you contact businesses that focus on helping entrepreneurs to explore if starting an online transcription business is the right decision for you.

If you know that the transcription business is right for you, then contact companies that can help you build your transcription website and market it. You should be able to find them by searching for online consultants at search portals like Google, Yahoo or MSN. Make sure that the company has developed and marketed transcription websites.



Marketing

Whether you work from home as a general transcriptionist, or run a full-service transcription business, below are some marketing activities that will bring more customers:

- 1. Start with aggressive rates and offer 100% satisfaction or money back guarantees. This will make your customer see that you are the best choice for their transcription work.
- 2. Advertise your services online. Depending on your plan, you can advertise worldwide, countrywide, statewide, citywide or at the zip code level. Local level advertising can be inexpensive and could cost you as little as \$100 a month or even less for certain areas.
- 3. List your business on search engines like Google, Yahoo & MSN.
- 4. List your services on yelp.com, craigslist.org
- 5. Create profile on social media sites like linkedin.com, ling.com, facebook.com, etc.
- 6. Direct mail to the target customers of your area. TCI will help you with advertisement slicks for its registered members.
- 7. Register with freelance services like elance.com, guru.com, etc. and bid for jobs posted on those sites.
- 8. Ask existing clients for referral.

We suggest that you allocate a marketing budget when you start your transcription business, and let professionals handle your marketing. A professional marketing company will help you accelerate your revenue dramatically.



6. How Much Can You Earn as a General Transcriptionist?

How much you earn as a general transcriptionist will depend on your skills, marketing success, and perseverance.

Below are some earnings estimates for general transcription work (*PLEASE NOTE – THESE ARE JUST ESTIMATES, NOT GUARANTEES*)

Work-from-home Transcriptionist:

You can charge for your services by hour, or by performance.

Pay-by-Hour transcriptionist:

By hour fees could be anywhere from \$10 to \$35 and up, depending on your skill set and your client. Please note that you will need to demonstrate superior typing speed and accuracy of typing in order to get transcription jobs that pay hourly. We suggest that you certify your typing speed and accuracy at www.TypingTest.org and send the internet link of your certificate to your prospects where you are applying to be a paid-by-hour transcriptionist.

Pay-by-Performance transcriptionist:

You can become Pay-by-Performance transcriptionist where you get paid for the work completed. Below are some typical general transcription rates:

• By minute of recording – \$45 to \$100 for one- hour of recording transcribed.

• By lines of the final transcript – 5 cents to 10 cents per line transcribed.

A good transcriptionist will normally take 2-4 hours to transcribe one-hour of recording. A new transcriber could take up to four hours. However, we have noticed that transcribers start to get close to the two-hour level after some experience.

This rate is generally based on what transcription companies will pay you. You can expect to earn 25% to 40% more than the above numbers once you start to build your own customer base instead of working for a company. This also means that you can provide better rates, and still make more money for your transcription work than what you will make working for a transcription company.

So which payment method should you select?

Fee by minutes of recording transcribed is becoming the norm for general transcription because customers know the total cost of transcription upfront versus guessing the per line fee. The pay-per- line transcription model is more popular for the medical transcription business.

You will find it easier to sell your services and ultimately make more money by working as a pay- for-performance transcriptionist.

Given that your pay-for-performance customer is focused on the accuracy of the transcript rather than your typing speed, it allows you to become a successful transcriptionist even if your typing speed is slow. You will earn less in the beginning. However, as your typing speed improves with practice, you will gradually increase your earnings.

If you start your transcription business:

Owning your transcription business can be one of the most rewarding work-from-home endeavors, for a modest investment. There are several online transcription companies grossing over \$100K annually that started with a modest \$15K investment.

Online businesses do not need expensive offices to start; hence your monthly running cost can be about \$500. This gives you time to fix any problems (which will happen) and still financially survive when you make mistakes when starting your business.



You can hire remote work-from-home transcriptionists anywhere in the world. Many transcriptionists would rather just transcribe for transcription companies than try to build their own businesses. Your gross margin is typically 25% to 50% of the fee you charge your clients when you use an independent contractor transcriptionist.

Also, using independent contractors helps you recruit hundreds of transcriptionists without dealing with any fixed payroll, and you can position your business as a large company.

You will need to own a website, market your services, hire transcriptionists, manage customer service, and generally stay on top to make your transcription business succeed. You will need a support team if you are going to be successful.





7. Does It Matter What Country I Live In?

The answer to this question can vary. Familiarity with culture and subject you are transcribing helps, thus local transcriptionists have advantage over transcriptionists living in different countries or regions of the same country in terms of quality. However, this can be overcome by transcriptionists residing in low cost countries by becoming familiar with the clients' location and offering their services at lower cost.

Here are some suggestions for positioning yourself for a transcription job:

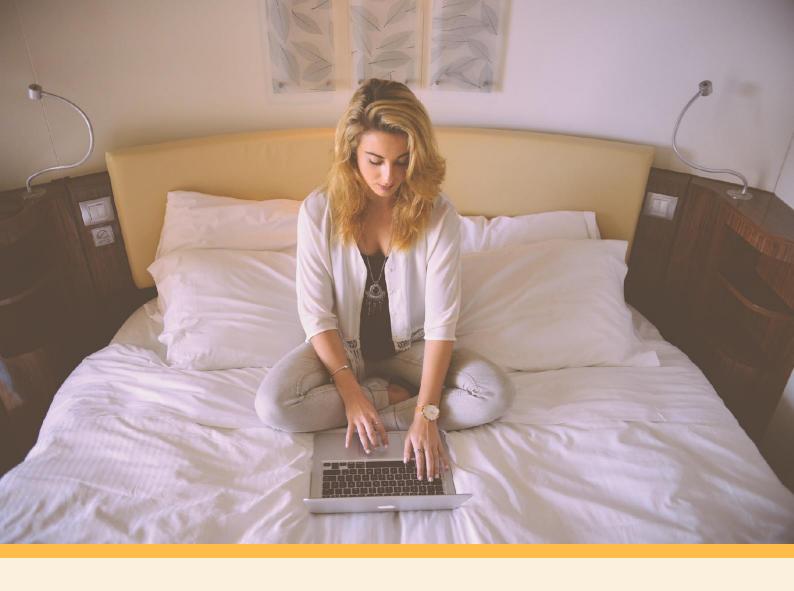
- Experienced Local Transcriptionists Showcase your certificates and highlight your experience and testimonials when applying for work-from-home transcription projects. If you are pitching for a local project, highlight your level of understanding of the area and the subject matter in your pitch.
- Experienced Transcriptionists not Local If you are not local, then you will need some more work to have a good chance when applying for a project. Your testimonials and certificates will be most helpful in this instance. Highlight your experience and offer "Guarantees" for accuracy of your work in your pitch. If done right, you can bid for and get projects anywhere in the world.

- New Local Transcriptionists Highlight your understanding of the issues and your certificate in your pitch. Offer references of the company (companies) where you completed your internship program of Transcription Certification Institute (Internship Program). You will need to provide satisfaction guarantees to instill confidence in your client.
- New Transcriptionists not Local Your Transcription Certification Institute Certificate and internship experience, along with satisfaction guarantee and low cost (at least for the first few clients) will be most important while applying for a transcription job in a new place (Country/City). Select a transcription company in the country for internship program where you want to get clients. For example, if you live in Philippines and would like to get transcription clients in the USA, find a company in the USA for completing your internship.

People who are living in a foreign country, but have experience living or working in another country could easily become a general transcriptionist and enjoy a superior standard of living. For example, people who have relocated from the USA to low-cost countries can easily become a successful transcriptionist and earn a comfortable living.

People living in another country who have the experience of interacting with people from the US can become a successful transcriptionist for US projects after completion of certification and internship. Call center operators based in the Philippines or India can easily do simple general transcription work for American customers because of their experiences talking to Americans as part of their call center work. A typical call center operator in India can easily quadruple their income by getting certified and trained as a work-from-home general transcriptionist.





8. Should I work for other transcription companies to become my own boss by working for my own clients?



YOU are the right person to answer this question. It's easy to just transcribe for another company and get paid for your work versus managing client lists, handling their issues directly, and marketing your services and other such business matters.

The first option is easy; it comes with no hassles, but it also has limited earning potential.

The second option comes with more responsibility, hard work and higher risk, but it rewards you with a significantly higher income because you have essentially cut the middleman.

If you are just starting, then we suggest that you start working for transcription companies as an independent contractor, and gradually build your experience. You will know if you want to manage your customers once you have interacted with many.



9. How to Find a Transcription Company to Work For?



- Get your typing speed and accuracy certified by TypingTest.org.
- Get your transcription skills certified at <u>Transcription</u> <u>Certification Institute</u> (www.transcriptioncertificationinstitute.org).
- Create your professional profile on LinkedIn, Elance, the <u>TCI job board</u>. Post live links to your certificates from both institutes on your profile.

This will build your credibility and help you get work, and give you a chance to build your own customer base. Go to www.google.com

- Type "transcription services" on the search bar. You will find number of transcription companies in the organic and sponsored sections.
- Make a list.
- Apply at the companies. You may have to take a test.
- Send your resume with a copy of both certificates to online transcription companies that you find on the website.

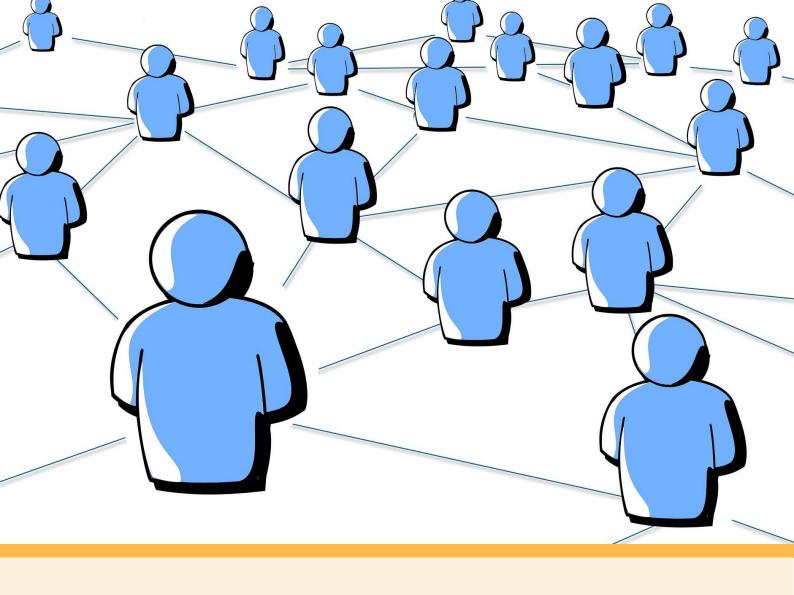


10. How do I Build My Own Clientele?



- 1. Create your profile on Linkedin.com, facebook.com, elance.com, freelancer.com, and transcription portals like TrancriptionVendors.com. Post live links to your certificates from both institutes on your profile. Make sure that links to your certificates are posted on the profile.
- 2. Advertise your services on FREE websites like craigslist.com.
- 3. Advertise locally on Google, Bing and on Facebook Twitter through their pay-per-click program
- 4. Register with local agencies as a transcriptionist. Many government and non-profit agencies require on going transcription work.
- 5. Wow your customers and ask for referrals!

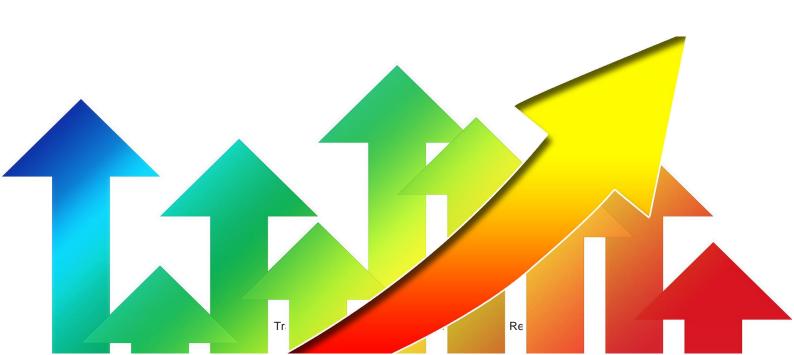
PLEASE NOTE THAT THESE ARE OUR SUGGESTIONS. THERE IS NO GUARANTEE OF ANY RESULTS.



11. How to Market My Services?

- The most successful work-from-home transcriptionists are the ones who start with building clients locally first, starting from their own community, and growing outwards.
- Once you have the credentials based on your two certificates*, you should start contacting your local businesses. With your profile at Transcription Certification Institute and your ability to provide features to your clients like secured FTP upload, credit card processing, guarantee of accuracy, you are ready to launch your business.
- You can advertise your profile to the local community on Google for typically less than \$100 per month. If you are unsure how to do that, then contact a web marketing company.
- A typical web marketing company will help you market your services by:
 - Setting up your Google pay-per-click advertisement if you are not sure how to do it.
 - Optimizing your profile so that you are found in local searches for transcription services.
 - Periodically providing you with standard sales letters and postcards that you can mail to prospective clients.
 - Providing you with tools to popularize your services over the internet.

We suggest that you do not try to create an extensive website on your own. You may have seen articles and guides that make building a website look easy, but it's not that simple. Internet business is fairly sophisticated, and you will need both expertise and hours of marketing work to succeed. Make sure that the web company can demonstrate successful transcription website work.





12. How to Market My Services?

We always suggest that you register your company as a business entity. This provides some tax benefits (talk to your CPA or Business Attorney for more info), and positions you as a serious company in the eyes of your customers.

You have the following options for registering your company:

- 1. Sole proprietor
- 2. LLC or Corporation

Once you have registered your company, you will need the following to start your operation:

- 1. Federal Tax Id Number
- 2. City or County (or both) business license
- 3. Bank Account
- 4. Accounting system
- 5. Credit card processing
- 6. Resale license number

You may also discuss with your insurance company about any need for additional insurance, given that you are starting a business from home.

We have listed resources where you can find these services on your own. However, we encourage you to discuss this with your CPA or Attorney to make sure everything is done correctly.



13. Can I start a company that employs other transcriptionists?

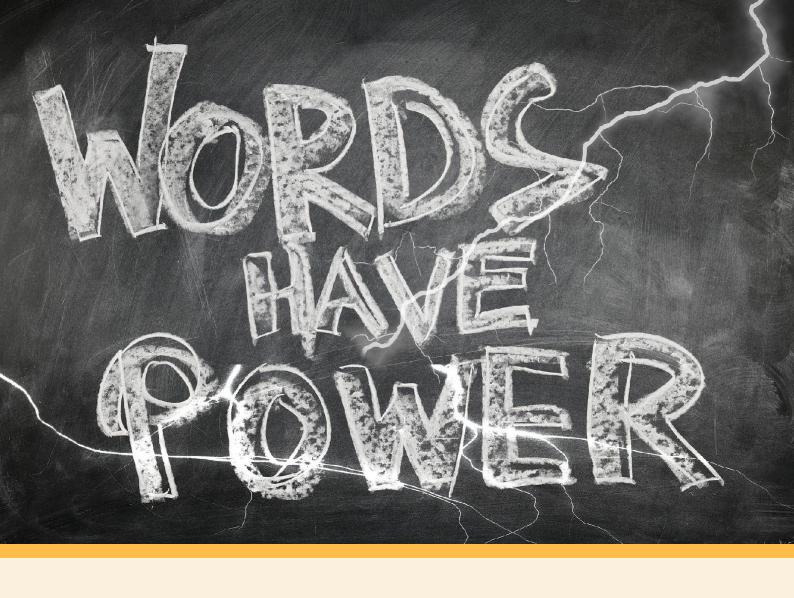
The simple answer of this question is YES. Several successful transcription company owners have never transcribed a word.

Starting a transcription company requires low investment of around \$15K for web design, \$500 a month running cost and marketing investment of typically \$3,000 a month. While there are no guarantees, business owners with good business plan and excellent execution can typically start to break even by the 3rd month onwards.

Here is what you need to start a transcription business:

- Form a business.
- Build a website with abilities for file upload/download, file assignment, and online credit card processing.
- Recruit independent contractor experienced transcriptionists.
- Market your service and get projects.

It is easier if you have a business partner or an employee who knows about the transcription business. If you do not have access to an experienced transcriptionist and are not sure how to get started, then contact business coaches to help you get started.



14. Some Free Advice And a Few Words of Wisdom

Congratulations to you for reaching the end of the eBook! Here is some free advice that most of the people ignore:

- Success in your endeavor requires hard work and dedication. This is real work that comes with major responsibility. You should be able to make a decent earning as a transcriptionist, but it is real work. You will not be able to work for one hour a week and expect to make thousands of dollars.
- Success, either as a transcriptionist or as a transcription business owner, will take longer than whatever time frame you have in mind. If you are looking to become successful in this or any business in a short period of time, chances are that you will fail. Make sure that you are in it for the long haul if you want to be successful.
- Focus on making your customers successful and you will succeed. This means 1) accurate transcription, 2) on time delivery, and 3) great customer service. You need to be courteous and treat them with respect.
- If you outsource some work to other transcriptionists, always hire after viewing their work. Ask for certificates or experience before you hire them.
- ALWAYS proofread your transcripts, especially transcripts done by sub-contractors, before sending it to your clients.
- The only "magic" for any business is perseverance and innovation. You will need both to keep working on your business and adjust to road blocks that you will encounter.

• And lastly, manage your stress. Make sure that you like this work and running this business. No business is worth it unless YOU enjoy doing it.

Resources

- Free typing training typingtest.org
- Typing accuracy and speed certification typingtest.org
- Online transcription training & certification transcriptioncertificationinstitute.org
- Transcribing equipment StartStop.com
- Transcription services job board www.TranscriptionCertificationI nstitute.org
- Low cost business registration www.legalzoom.com
- Employee identification number online
- Freelance transcriptionist sites of listed project leads (you may need to pay for the leads at some site)
 - o elance.com
 - o guru.com
 - o ifreelance.com
 - o shelancers.com
 - o quotecatcher.com
 - o quote-it.com
 - o vendorseek.com
 - buyerzone.com
 - craigslist.org

Marketing Resource

- www.transcriptionvendors.com matchmaking website for transcriptionists and clients
- Free FTP for large file transfer (for transcriptionists not using Transcription Certification Institute platform)
 - o yousendit.com
 - o Dropbox.com
- Social media websites for creating profiles
 - o facebook.com
 - o linkedin.com
 - o transcriptionvendors.com

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