Orientation to CACTUS

This presentation will orient you to CACTUS, its processes, systems, and services.
Why work with CACTUS

✓ Flexible hours

✓ The opportunity to use your academic expertise to **promote scientific communication**

✓ **Exposure to the latest** in science and industry best practices

✓ **Industry-standard assignment fees** if you meet our quality benchmark
Our clients

CACTUS boasts 72,000+ clients across 116 countries

Our client base includes
- Researchers
- Laboratories
- Universities
- Pharma companies
- Journal publishers
- Corporations

and primarily comprises ESL authors.
Our clients

We classify our clients into 2 broad categories

**Corporate Clients (COR)**
These clients usually interact with CACTUS via a vendor. Such clients have *customized requirements* and our service components are tweaked to meet their needs.

**Retail/Individual Clients (IND)**
These are primarily individuals who interact with us on their own or along with a few associates; they are linked by their research group or other smaller functional academic entities.

This information will be made available for every assignment.
Meeting client requirements

CACTUS places a lot of emphasis on client satisfaction and all our resources and processes are geared toward serving our clients better.

We do our best to accommodate client preferences and place high importance on meeting all client requirements.

- One of the largest teams of skilled in-house and freelance editors with diverse subject-area expertise.
- A strong customer care policy where every instance of client dissatisfaction is addressed immediately, client preferences are captured, and a client-friendly resolution is offered.
- A robust workflow management system that allows clients to send and receive assignments easily.
Services we offer

Services offered under the Editage brand

- Editing Services
- Medical Writing
- Publication Support
- Translation with Editing
## Services we offer

We have 3 flagship editing services

<table>
<thead>
<tr>
<th>Standard Editing (SES)</th>
<th>Premium Editing (PES)</th>
<th>Premium Editing PLUS (PES Plus)</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Detailed check for language and clarity</td>
<td>✓ All features of SES, including formatting</td>
<td>✓ All features of PES, including formatting, cover letter, and Editor’s Report</td>
</tr>
<tr>
<td>✓ Formatting as per style guides or journal guidelines</td>
<td>✓ Presentation, logic, and style check</td>
<td>✓ PES-level check of journal’s response letter</td>
</tr>
</tbody>
</table>
| ✓ Customized cover letter | ✓ Assessment of the paper (called Editor’s Report) | [The Response Letter Check may not always be a part of the first round of editing.]

For a quick orientation to the standard and premium editing services, watch [this video](#).

You may be approached to sign up for other services at a suitable time.
Technical requirements

• For Windows, we recommend Microsoft Word 2010.
• If you are using an older version of MS Word or are using MS Word on any other operating system (e.g., Mac OS/OS X), ensure that you have the most updated service pack for MS Word—Service Pack 3 (SP3)—installed.

File formats

We receive documents in MS Word, MS Excel, MS PowerPoint, PDF, and LaTeX. MS Word files are edited using the Track Changes feature, which allows the end-client to view the editor’s insertions and deletions.

Since MS Excel and MS PowerPoint cannot be edited using Track Changes, we indicate revisions by changing the font color.

PDF and LaTeX files are edited using software. You will be approached by your point of contact at a suitable time and oriented to the process.
Your points of contact

You will be associated with a Center of Excellence (COE) based on your educational qualifications, work experience, and test cleared at the hiring stage.

The Managing Editor (ME) of the COE will be your primary point of contact.

The Assistant Managing Editor (AME) is second-in-command and is in charge in the absence of the ME. In some COEs, the AME will be your primary point of contact.

The reviewer is a quality checker who reviews assignments, assigns a grade and provides some qualitative comments, and sends the assignment to the client.

*The ME and AME also serve as reviewers on assignments.

All your operational queries (deadlines, etc.) are handled by a team of process managers.
Optimal utilization

To ensure optimal utilization, you will be mapped to subject areas outside the COE you have been associated with.

You may be consulted before these associations are made.

This will allow you to work on a variety of subject areas outside the COE you have been associated with.
Workflow

We use a homegrown workflow management interface. Editors are given access to their own interface and can accept and deliver assignments through this interface.

You will receive an orientation to this interface once you sign up with us.
Workflow

Our process managers allocate the assignment to a suitable editor.

1. Client submits an assignment to CACTUS

2. Assignments may be assigned to multiple editors. The assignment is awarded to the first person to accept the assignment.

3. The assignment is checked by a CACTUS reviewer to verify that the standards required in the publishing industry have been met. A rating (on a scale of 1-4) is assigned to the editor.

4. The assignment is returned to the client.
Post-delivery services

The client may seek clarifications about changes made by you or may request an edit of certain parts. These requests are configured as Client questions (CQs) or Multiple round edits (MREs).

1. Workflow management interface

2. This request is passed on to you. These assignments will be allocated directly to your interface, with no option to accept/reject. You will receive an email notification.

3. These assignments will be allocated to the original editor. Since the client is not charged for these after-sales services, the editor does not receive a fee.

4. If, for any reason, the assignment is given to someone other than the original editor, he/she will be paid a fee.

Also, where substantial revisions need to be checked, the editor is paid a commensurate fee.

The assignment is returned to the client.

The responses and revisions may be checked by a reviewer.
Processed words

Regular freelancers receive between 3,000 and 6,000 words per day. The volume of work is largely dependent on how much you are able to handle and your typical speed.

The top 50 editors with the highest productivity and 0 negative – “Not Acceptable – ratings from clients earn additional fees each month.
When CACTUS receives the most work

CACTUS goes through a busy spell between October and March when we receive a large number of assignments.

This period offers a fantastic opportunity to improve your monthly invoice by increasing your availability and taking on more assignments.
Monitoring your performance

You can monitor how you’ve been faring in terms of quality and productivity on your interface.

Client ratings

Clients can rate assignments as Outstanding (meets the client’s expectations), Acceptable (the client expected better), and Not acceptable (did not meet the client’s expectations).

These ratings appear against every process on the assignment. For example, both the editor and the reviewer will see the client’s rating on their respective interface.

Quality ratings

You will receive quality ratings from reviewers, on your assignments. The rating is on a scale of 1-4. The objective of this rating and accompanying comments is to bring you up to speed with client expectations and expected quality requirements.
Delivery of high quality edits

When you accept an assignment, you assume responsibility to deliver high quality edits by the deadline.

Poor quality edits receive low ratings from reviewers, which affect the fee on future assignments.

Fee deductions are applied for

- deadline breaches,
- editor errors found at any stage of the job cycle,
- “Not Acceptable” ratings that are attributable to editor errors, and
- incomplete edits.
Delivery of high quality edits

Here are a few things you can do to keep pace with our quality standards:

✓ Familiarize yourself with our Freelancer resources. The managing editor will share notes over the first few assignments to bring you up to speed to client expectations.

✓ You will receive a monthly performance bulletin from your point of contact. This bulletin contains editing best practices, updates around services and processes, a snapshot of the COE’s performance, and much more. Do make it a point to go through this bulletin, and send your questions and views to your point of contact.

✓ Follow processes and client requirements on every assignment.

Note: The number of assignments and access to the workflow management system may be curtailed if our quality standards and assignment deadlines are not met. We encourage you to get in touch with the COE’s managing editor in such cases.
The way forward

The initial assignments after you click “Ready to begin” will be reviewed thoroughly and you will receive detailed reviewer notes.

Subsequent assignments will undergo cursory checks and reviewer notes will be indicative.

Editors who consistently provide high-quality assignments become part of an elite band of editors whose work is sent directly to the client, without any quality check. Here, you stand a chance of getting the highest fee on every assignment.

Depending on your quality scores, availability, and volumes, you may be approached to join our group of reviewers or take on high-end services.

Client Direct
Client Direct

Client Direct offers a fantastic opportunity to earn the highest fee on every assignment. Here’s how it works:

- Our workflow management system uses an algorithm that considers input like quality and client ratings, and automatically selects editors whose assignments can be sent to the client directly.

- These assignments do not receive quality ratings. However, the editor continues to receive the maximum fee on each assignment provided the average of the last 10 quality ratings is above 3.6 (assignments are rated on a scale of 1 to 4).

- As is standard practice, quality checks are carried out on assignments from time to time. These assignments are selected based on an algorithm in our workflow management system and they receive quality ratings. These ratings may affect your eligibility for Client Direct subsequently.

- Your eligibility to be in Client Direct may also get affected if your assignment attracts a “Not Acceptable” rating from a client.

- Sample/Trial jobs (i.e., first-time jobs by new clients), Quality Re-edits (assignments to address issues raised by a client), and Corporate (COR) assignments are excluded from Client Direct.
Important things to bear in mind

Accepting assignments

- Assignments with overlapping deadlines may be assigned, allowing for your maximum daily capacity.
- You can view documents before accepting an assignment.
- Acceptance of an edit implies that it will be completed and delivered within the set deadline, and meet the expected quality standards.

Deadlines

- A deadline breach can adversely affect reviewer schedule and possibly delay submission to the author. Check with us in case of an anticipated delay. An extension will be provided only when the client’s deadline is not very close.
- Our clients are guaranteed timely delivery of assignments. In the event of delayed delivery, clients are given a full refund, and the editor does not receive a fee for the assignment.

Unavailability

- Since we work with an automated system, we recommend that you indicate your unavailability when you are sure you cannot accept CACTUS assignments. Indicating your unavailability will make sure that you are not allocated assignments when you are unable to take them up.
## Payments

Your final payout will factor additional fees or deductions, based on your quality score and deadline conformance.

### Average QFR range (last 10 assignments) | Payout
--- | ---
3.6 and above | 120% of your fees
3.3–3.59 | 108%
3.0–3.29 | 100%
1.0–2.99 | 85%

### Deadline conformance range (last 10 assignments) | Payout
--- | ---
81% to 100% | 100% of your fees
0% to 80% | 80%

- QFR and DC are mutually exclusive and both metrics will influence your fee in all cases.
- Your QFR and DC ratings for the first 3 assignments will not be considered in the calculation of your payout. QFR and DC will only begin to influence your payout **from the fifth job onward**.
Other factors that will influence your payout

- Every month, editors who receive 0 Not Acceptable ratings during the month are shortlisted. Among these, 50 editors with the highest completed words during that month receive an additional USD 100 or its equivalent in your currency. **This is added to your work order before the invoice for that month is generated.**

- CACTUS offers clients discounted rates on larger assignments under both the standard and premium editing services. Editors working on assignments greater than 8,000 words (or 9,000 words in some cases; check your contract) receive a fee that’s 80% of the rate mentioned in the above table. Larger projects typically go faster than smaller ones as the editor would spend less time on background research and familiarizing himself/herself with the context of the study and the terminology used. Because of this, it is easier to gain momentum on larger projects. **This is in line with general industry trends.** You can expect to receive only a few large jobs in a month.
Important!

- As a freelancer, you will **not** be entitled to insurance, leave, severance, and other employment benefits that are available to in-house employees of Cactus Communications.
That’s about it!
Thank you for your time.

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