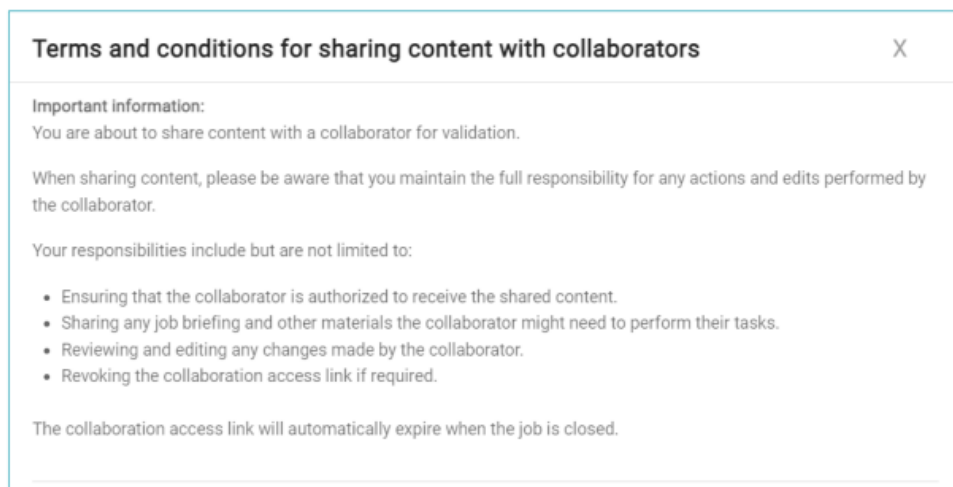# Validation guidelines

- The requester should reach out to the validators in advance and flag to them that there is a new validation job coming up. Unless these are recurring kind of projects, and it is known that the validators are responsive.

- The names of the validators should always be included in the project briefing.

- If not otherwise instructed by the customer, our estimated delivery time in quotes does not take the time for validation into account, as we cannot control it.
    - At the start of the project, it would be great if the customer could give us instructions on the maximum number of days for validation (if there are any such restrictions), and how to proceed if the validator does not deliver on time (skip/reassign/wait).
    - We would also need to know whether there is a hard deadline by when we need to deliver the project regardless of whether validation was completed or not.

- It is a shared responsibility between Konecranes and Languagewire to keep track of the validation status. The customer can check the status themselves on the platform.

- Validation sharing is possible. With our Validation Share feature a validator can instantly share a direct link to the validation job with a colleague. This feature can be useful in cases like these:
    - Teams have shared validation responsibility.
    - Product specialists only need to validate part of a translation.
    - Customers who want a single validator to distribute validation tasks.

    The customer or validator should ask us to activate this feature for a single project or language, as this is not a global setting. Prior to asking for this feature to be activated, it is important that the Terms and Conditions have been read and understood by the main validator:

    Terms and conditions for sharing content with collaborators   X

    Important information:
    You are about to share content with a collaborator for validation.

    When sharing content, please be aware that you maintain the full responsibility for any actions and edits performed by the collaborator.

    Your responsibilities include but are not limited to:

    - Ensuring that the collaborator is authorized to receive the shared content.
    - Sharing any job briefing and other materials the collaborator might need to perform their tasks.
    - Reviewing and editing any changes made by the collaborator.
    - Revoking the collaboration access link if required.

    The collaboration access link will automatically expire when the job is closed.

- Upon completing validation, if the validator would like to elaborate on any of the changes done, or give general comments, they can share such feedback by clicking on the 'Give feedback' button located on the job page within the platform.

    Additionally, validators can use the messaging function to communicate directly with the translator and/or project manager during validation, allowing for real-time discussion of any immediate feedback or questions regarding changes and choices made during the process.