

Chat started on 08 Jan 2016, 12:15 PM (GMT+0)

- (12:15:06) *\*\*\* Charles joined the chat \*\*\**
- (12:15:07) **Charles:** Hi! Is anyone there?
- (12:15:34) *\*\*\* Maki joined the chat \*\*\**
- (12:15:46) **Maki:** Hello, yes I'm here
- (12:17:00) **Charles:** Hi :) I would like to ask a quick question about Gengo's current level of entry into the Chinese market.
- (12:18:44) **Charles:** As I had received an email from Gengo earlier saying that more CHN-ENG translators were needed, I thought there would be a lot more jobs, but jobs these past couple of days have been rather sparse.
- (12:19:50) **Maki:** I see. Of course, the incoming job volume varies from time to time depending on customer's needs. Did you set up RSS feed to claim jobs?
- (12:20:18) **Charles:** Yes, I installed the Chrome add-on.
- (12:20:43) **Maki:** OK, then it might have just been slow for the language pair.
- (12:23:12) **Maki:** Is it simplified or traditional Chinese?
- (12:23:21) **Charles:** Simplified Chinese
- (12:23:29) **Maki:** OK, please hold
- (12:26:50) **Maki:** I see not many jobs came in the last 3 days but some jobs were seen if it is from 1/1/16. So yes, I would have to say it varies.
- (12:28:05) **Charles:** I see, thank you. Actually, I just registered not too long ago, but I have seen comments in the Chinese forums about payment options, and I thought it was a rather important issue to bring up to Gengo staff.
- (12:28:36) **Maki:** Payment option? Is it something I can help you with?
- (12:32:55) **Charles:** Aside from the lack of jobs, I don't have any personal issues, I am simply trying to give some feedback on what may improve the situation. I apologize if this is not the appropriate place to do so, but I didn't see any staff present in the Chinese forums. Because Paypal is not a commonly used platform in China, I just wanted to point out that adding support for one of the local platforms, specifically Alipay, would drastically increase accessibility for Chinese clients.
- (12:34:32) **Maki:** So Alipay as a payment option for customers, not for translator reward payment, correct?
- (12:34:46) **Charles:** Yes.
- (12:36:46) **Maki:** I see. We have this page to make a suggestion which periodically is checked by the staff: <https://support.gengo.com/forums/114335--Feature-Requests>
- (12:36:57) **Maki:** Do you mind making a suggestion there?
- (12:37:42) **Maki:** <https://mygengo.zendesk.com/forums/20429128-feature-requests>
- (12:37:49) **Maki:** This one is for the customer
- (12:39:11) **Charles:** It seems I do not have access to the first link. The second link works though.
- (12:39:58) **Maki:** Great, it is a customer issue so maybe the second link would do anyway.
- (12:40:10) **Charles:** Okay, thank you so much for your help!