SAUZEND

SAUZEND CLIENT AREA

How the client area works

Buy a service in a few clicks, sign in with a code instead of a password, and manage all your SAUZEND services, minutes, renewals, invoices and support in one place.

1. Buy a service — no sign-up first
2. Sign in with a code
3. My services
4. SAUZEND Interpreter: app, token, usage
5. Minutes: plan minutes and extra minutes
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`...` Highlighted words are buttons and menu items exactly as you see them in the client area; arrows (→) show the order of clicks.

1 Buy a service — no sign-up first

1 **Choose a service.** Open the client area → `Buy a service`, or press a **Buy** button on any service page of the site. Each service has a short description and its starting price.

2 **Choose a plan.** Pick the plan (for SAUZEND Interpreter also `Monthly` or `Yearly` — yearly is 15% cheaper) → `Continue to payment`.

3 **Enter your email and pay.** No password, no registration form. Tick the two boxes (Terms and immediate start) → `Pay`. You go to the secure WayForPay page, pay by card and come back.

4 **Done.** You see **“Payment received”**. Your client area now exists under that email, and we send you a confirmation. For SAUZEND Interpreter the email also contains your access token and the download link.

Buy a service → service → plan → **Continue to payment** → email → **Pay**

> Already have a SAUZEND Interpreter account with this email? At the payment step we send you a 6-digit code; after you enter it, the purchase is added to your existing account.

2 Sign in with a code

Open **sauzend.com/account** → enter your email and the characters from the image → **Send the code** → type the 6-digit code from the email (valid for 10 minutes) → **Sign in**. There is no password to remember.

On a computer the menu is on the left; on a phone it is the bar at the top. Each menu item opens one section: **My services**, **Buy a service**, **Payments**, **Support**, **Profile**.

3 My services

My services lists everything you have with SAUZEND in one list: AI operator, AI call center, SAUZEND Interpreter, GEO & SEO, SEO, Local SEO and one-time purchases — each with its status and the date it is paid until.

Press **Manage** next to a service to open its details. Invoices to pay appear at the top of this section.

4 SAUZEND Interpreter: app, token, usage

- → **My services** → SAUZEND Interpreter → **Manage** shows your plan, the period end, the minutes left and whether translation is available right now.
- → **Download the app** — one file for Windows, no installation.
- → **New access token** — the token connects the app to your account. A new token replaces the old one on all computers and is shown once: **Copy** it or **Download settings file**, then paste it in the app (Settings → Access token).
- → Below: your own voice slots (from the Pro plan), computers in use and usage by day.

→ Bought SAUZEND Interpreter before you had a client area? **My services** → **Connect SAUZEND Interpreter**: we send a code to your email. You can also sign in with your access token.

5 Minutes: plan minutes and extra minutes

Plan minutes renew every month and do not accumulate. Extra minutes never expire and are used only after the plan minutes of the month have run out.

→ **SAUZEND Interpreter:** **Manage** → **Extra minutes** → 30, 100 or 300 minutes → checkout → **Pay**. They are added right after the payment.

→ **AI operator and AI call center:** **Buy a service** → **AI operator** or **AI call center** → **Extra call minutes** → 500, 1,000 or 2,500 minutes → checkout → **Pay**. We add them to your line within one working day and confirm by email.

→ If you regularly need more minutes, a higher plan is better value.

→ **Upgrade or switch to yearly** (SAUZEND Interpreter): **Manage** → **Renew, upgrade or switch to yearly** → plan and period → **Continue to payment**.

→ **Renewals:** plans renew automatically with the same card at the end of each month or year. You get an email after every payment.

→ **SAUZEND Phone** (translated calls on your regular phone) is added to a SAUZEND Interpreter account: **Buy a service** → **SAUZEND Phone**. Extra phone minutes are bought the same way.

6 Invoices, support and profile

→ **Invoices:** when we agree individual terms (for example Cachelis, larger projects or call-center minutes), the invoice appears in **My services** and **Payments** with a **Pay** button.

→ **Support:** **Support** → **New ticket** (up to 3 a day) → follow the replies and answer in the same thread. Or write to support@sauzend.com / WhatsApp +351 965 638 436.

→ **Profile:** your name, the language of our emails and **Sign out**.

7 Payments

All payments are by card through **WayForPay**, in euro. You enter your card details only on the WayForPay page — SAUZEND never sees them. **Payments** shows every payment with its date, amount and status. Prices on the site are “from” prices; the exact amount is always shown at the payment step before you press **Pay**.

? Frequently asked questions

Do I need to create an account before paying?

No. Choose a service and a plan, enter your email and pay. Your client area is created with that email automatically; afterwards you sign in with the same email.

How do I sign in? Is there a password?

There is no password. Enter your email and the characters from the image; we send a 6-digit code that is valid for 10 minutes.

I paid for SAUZEND Interpreter. Where is the app?

Right after the payment we email you the download link and your access token. The same link is in the client area: My services → SAUZEND Interpreter → Manage → Download the app.

My email already has a SAUZEND Interpreter account. Can I still pay?

Yes. At the payment step we send a 6-digit code to that email; after you enter it, the payment is added to your existing account — your minutes and settings stay.

Do unused minutes carry over to the next month?

Plan minutes do not: they renew every month. Extra minutes you buy separately never expire and are used after the plan minutes run out.

What happens when my minutes run out?

SAUZEND Interpreter pauses translation until the next period; the AI operator switches to a short message mode. To continue right away, buy extra minutes or upgrade the plan.

How do renewals work? How do I cancel?

Plans renew automatically with the same card. To cancel or change a plan, create a ticket in Support or write to support@sauzend.com.

Can I change my plan?

SAUZEND Interpreter: Manage → Renew, upgrade or switch to yearly. Other services: create a ticket in Support — we change the plan for you.

How do I pay? Which currency?

By card through WayForPay, in euro. A receipt comes by email.

I lost my access token or changed my computer.

My services → SAUZEND Interpreter → Manage → New access token. The old token stops working on all computers; the new one is shown once.

Something went wrong with the payment.

If the card was declined, try again from the same page. If the money was taken but the service did not appear within a few minutes, write to support@sauzend.com or WhatsApp +351 965 638 436 with the order number from the email.

Is there a free trial?

For SAUZEND Interpreter, yes: 20 minutes within 14 days on one computer. Our team sets it up — request it on the Live Interpreter page.

We are a larger company. Can we get individual terms?

Yes. For larger companies we prepare individual plans built around your volume, channels and integrations. Write to support@sauzend.com.

Need help?

Email support@sauzend.com or WhatsApp +351 965 638 436. Terms of Service:

sauzend.com/terms.