ACCESS CODE OR COST CENTER ID #

1-800-482-8292

TOLL- FREE OR ASSIGNED DID #

On-Site Interpreting
Quick Reference Guide

Steps to Schedule an Interpreter On-Site

On-Site Interpreting (also known as face-to-face interpreting or in-person interpreting) provides real-time language assistance in person, ensuring clear and direct communication. It's especially useful in legal, healthcare, or business contexts, where non-verbal cues play a vital role. This guide will help you effectively request On-Site interpreting services.

1

There are Two Ways to Schedule On-Site Services

1. Fill out an online On-Site form on our website at avaza.co/forms. Once on the Client Forms page, locate the On-Site Interpreting tab, complete and submit the form.
2. You can also email us directly at onsite@avaza.co

2

Submit Your Request

1. Online Submission- Ensure all fields are completed and Submit
2. Direct Email - Add your direct phone number and;
   a. Your Access Code
   b. The Source and Target language(s)
   c. Attach your documents or media

3

We Will Be in Touch!

An AVAZA Team Member will contact you to verify your submission details, coordinate with an Interpreter and schedule your session.

Coordinating Your Session

A member of our On-Site Team will contact you to verify and schedule your On-Site session. This includes:

- Confirming all session details and special instructions.
- Interpreter assignment
- Coordinate and serve as the point of contact for the session

Tips and Best Practices

- Provide detailed information:
  - Date and time of the appointment
  - Location address and entrance requirements when applicable
  - Expected duration of the interpreting service
  - Any specific terminology or background information relevant to the session
- Ensure all participants appear promptly at the scheduled time.
- Plan ahead to ensure interpreter availability
- Requesting the language variants your audience speaks (e.g., Latin American Spanish vs. European Spanish) can make for a higher quality of interpreting product.
- Please protect your Access Code(s) from unauthorized use.
- Specify if specialized interpreters are required (e.g., medical, legal, educational) if needed.
- Confirm all site details with all parties
- Before the session starts, inform the interpreter of the session goals and what topics you wish to focus on.
- Check as often as you need for understanding

By following these steps, you'll be able to successfully request and utilize our On-Site interpreting services, ensuring smooth communication across language barriers.

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On-Site Interpreting

AVAZA LANGUAGE SERVICES

Document Translation Expanded Guidance

Working with interpreters and translators can sometimes be complex. To help ensure smooth and effective collaboration, we've compiled a collection of essential tips and best practices.

This expanded guidance aims to enhance your experience with AVAZA's Document Translation services, ensuring accurate, quality translation products.

Tips and Best Practices

- Provide detailed information:
  - Date and time of the appointment
  - Location address and entrance requirements when applicable
  - Duration of the interpreting service
  - Any specific terminology or background information relevant to the session
- Ensure all participants appear promptly at the scheduled time.
- Plan ahead to ensure interpreter availability.
- Requesting the language variants your audience speaks (e.g., Latin American Spanish vs. European Spanish) can make for a better caller experience.
- Please protect your Access Code(s) from unauthorized use.
- Specify if specialized interpreters are required (e.g., medical, legal, educational) if needed.
- Confirm all site details with all parties
- Before the session starts, inform the interpreter of the session goals and what topics you wish to focus on.
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