ACCESS CODE OR COST CENTER ID #

1-800-482-8292

TOLL- FREE OR ASSIGNED DID #

Document Translation
Quick Reference Guide

Steps to Request Document Translation

If you need documents translated professionally, here's a step-by-step guide to help you effectively request document translation services at AVAZA. Proper preparation ensures a smooth process, timely delivery, and accurate translations.

1

Requesting Document Translation

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

Estimate and Approval

We will send an estimate for your translation project. Once you have approved the quote, sign and email it back to us. Upon receiving your approval we will begin your project.

Work Flow, Completion and Review

A member of our Translation Team will manage your project, ensuring every detail is handled with precision. Our process includes:

- Project Verification: Confirming all project details and special instructions.
- Team Assignment: Assigning a translator and proofreader for your project.
- Formatting and Editing: Addressing any desktop publishing (DTP), editing, or formatting requirements.
- Quote Creation: Preparing a detailed quote for your approval.
- Communication Support: The liaison between you and our team for seamless updates.
- Project Completion and Delivery: Sending you the final translated product upon completion.
- Follow-Up Support: Assisting with any additional needs or revisions.
- Project Archiving: Safely archiving your project for future reference.

Upon receiving the completed translation, please review it for accuracy and consistency with your original document(s). If any revisions are needed or if something is unclear, don't hesitate to reach out to us promptly.

Tips and Best Practices

- Plan Ahead: Avoid last-minute requests to prevent higher fees and insure adequate time for the documents to be translated.
- Detailed instructions will reduce the need for revisions.
- Be able to provide all applicable source files.
- We may ask that you send the original source files for a higher quality translation product.

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Document Translation

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

1. Define the document type and purpose. Is this a formal, for public consumption or graphic-centric project?
2. Do you need Certificates of Accuracy or notarizations?
3. Identify Source and Target languages considering the language variant or dialect spoken in your audience. Specifying this helps ensure that the translation is culturally and linguistically appropriate.
4. Provide a clear deadline for when you need the completed translation. For urgent requests, keep in mind that expedited services may incur additional fees. Planning ahead can help avoid rush charges.
5. Ensure project documents are included and the content is final before submission. Adding or changing content after the project starts can lead to delays and additional costs.
6. Choose the desired output format for translation delivery such as PDF, Word, or design files (e.g., Illustrator, Photoshop). Indicate if the layout and design should match the original document.
7. For better quality of translated product, whenever possible, please send the original source files.
8. When you receive your estimate, review the details carefully, including language pairs, project scope, and all fees. It is important to make sure, all fields of the estimate are correct, signed and approved so that we can begin your project is started.
9. When your project is complete we will send your project files. Carefully review your translation documents by checking for accuracy and consistency with the original documents. If you notice any inaccuracies or if something needs clarification, promptly reach out to our team for revisions. A timely response helps expedite any necessary adjustments.
10. A dedicated member of our Translation Team will oversee your project, ensuring each detail is managed with precision. Our process includes:
    - Project Verification: Reviewing and confirming all project details and special instructions.
    - Team Assignment: Selecting a translator and proofreader tailored to your project's requirements.
    - Formatting and Editing: Managing any desktop publishing (DTP), editing, or formatting needs.
    - Quote Preparation: Creating a comprehensive quote for your approval.
    - Ongoing Communication: Acting as your primary contact, providing seamless updates and support.
    - Project Completion and Delivery: Delivering the finalized translation to you upon completion.
    - Follow-Up Assistance: Addressing any additional requests or revisions as needed.
    - Project Archiving: Securely archiving your project for future reference and easy retrieval.
    -

    This structured approach ensures a high-quality, efficient translation experience from start to finish.

Tips for Success

- Plan Ahead: Whenever possible, avoid last-minute requests to give our team adequate time to work on your project. This can help reduce rush fees and ensure high-quality results.
- Provide Detailed Instructions: Clear and specific instructions help minimize the need for revisions. If there are specific phrases, technical terms, or brand guidelines, share them in advance.
- Prepare Source Files: For documents with graphic elements, provide source files whenever possible. This allows our team to work directly with your design, maintaining consistency in layout and format.
- Verify the Estimate Form: Carefully review the Translation Estimate form for accuracy before signing. Confirm that all project details align with your requirements.

Following these steps and tips will streamline the document translation process, ensuring accurate, timely, and high-quality results. With clear communication and proper preparation, you can trust that your translation project will be a success!