



L.A. Care
HEALTH PLAN®

For All of L.A.

T&I Express

How to submit A Translation Request



Cultural and Linguistic Services Unit

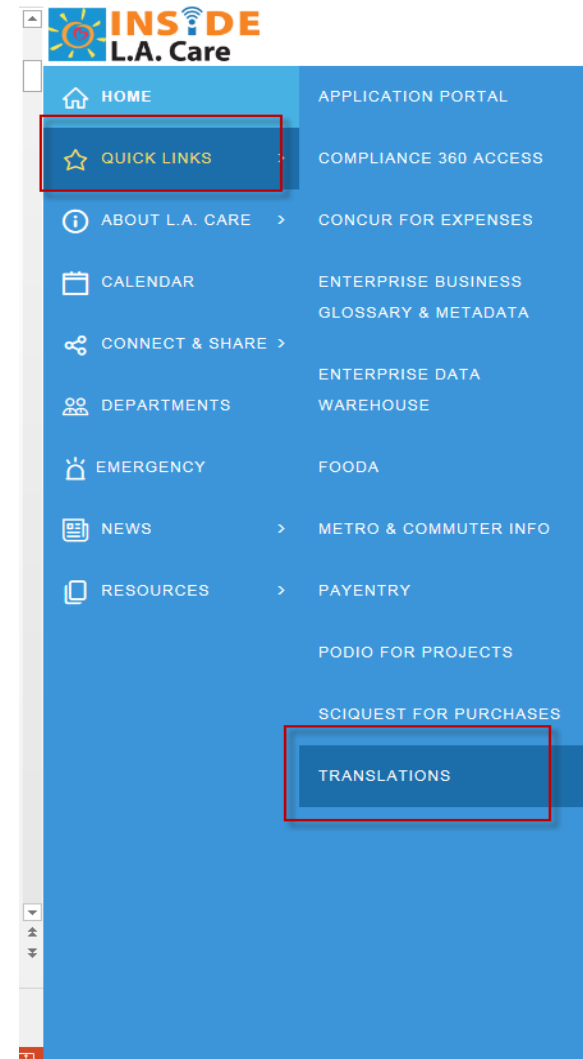


**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997

Accessing T&I Express

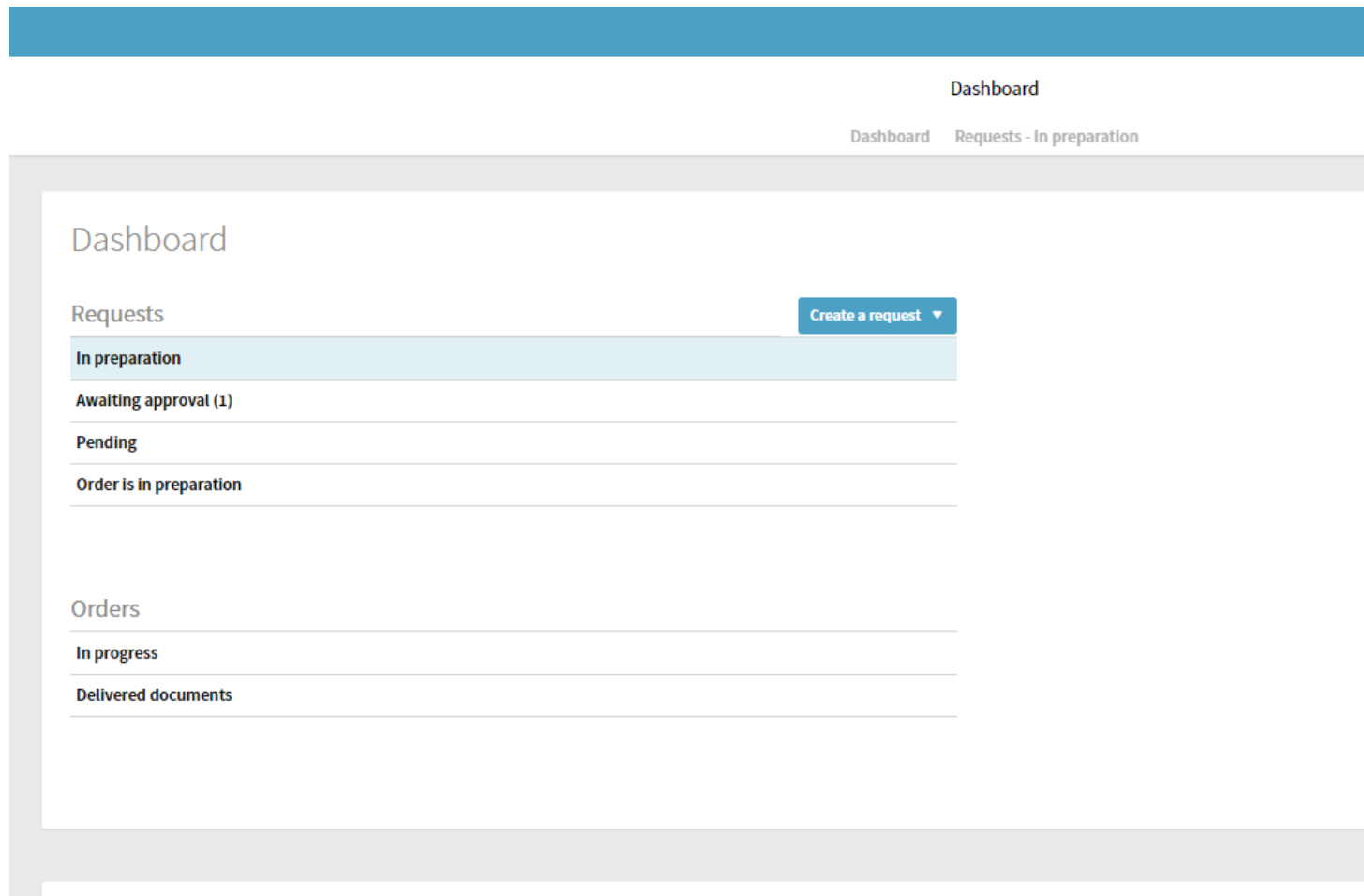
Using Internet Explorer:

- Go to The L.A. Care Intranet Page
- Access Quick Links → Translations



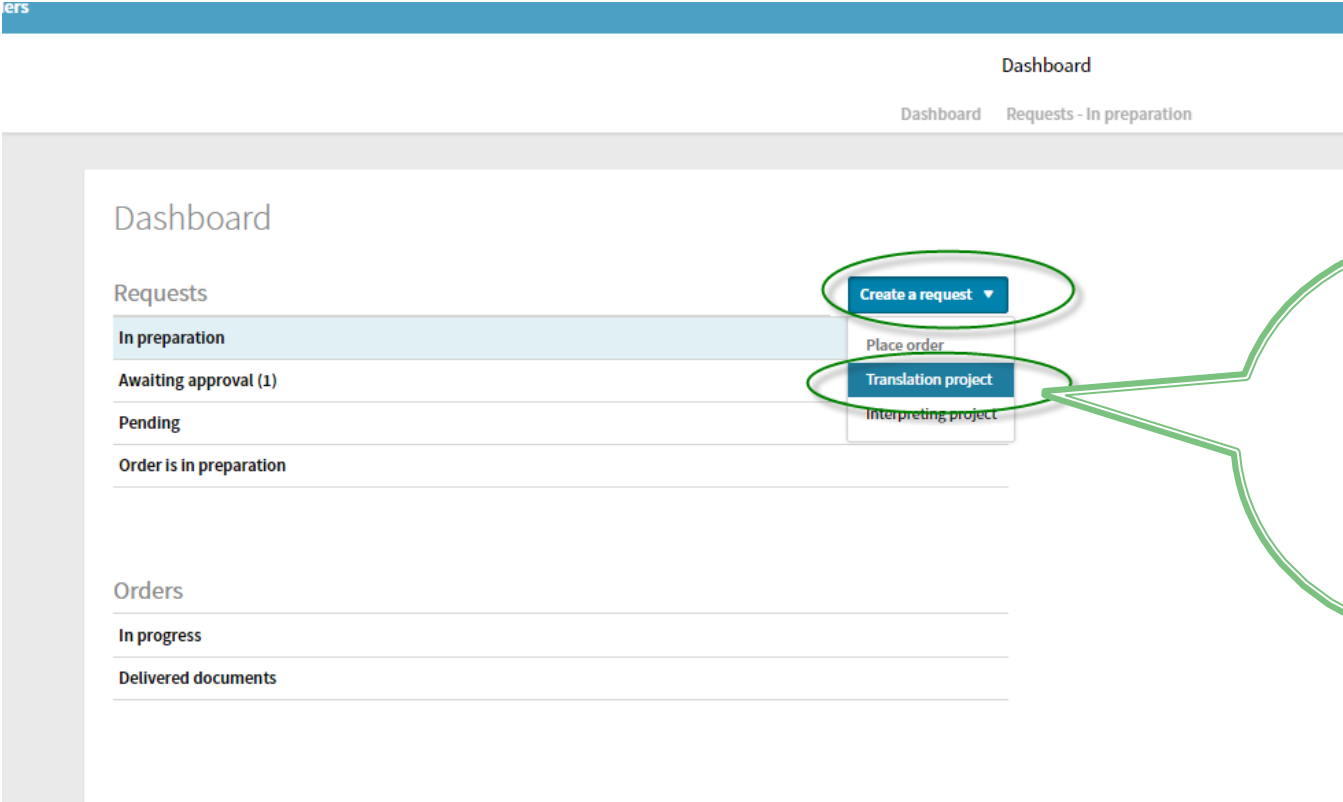
Accessing T&I Express

This brings you to the T&I Express Dashboard



Creating Your New Request

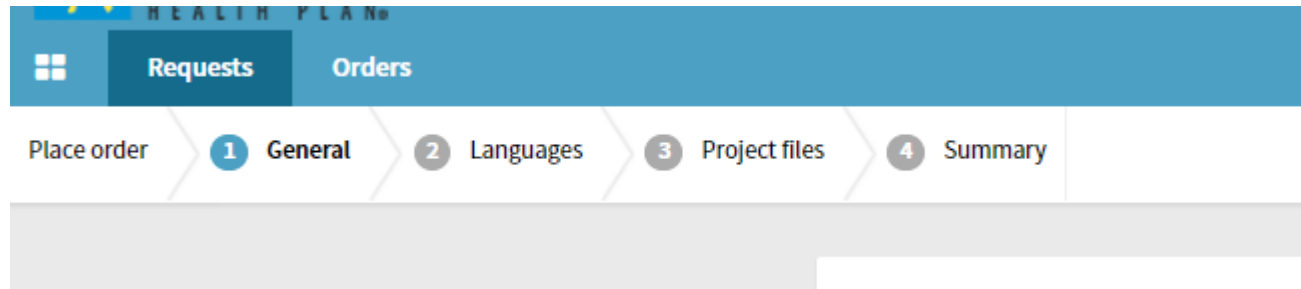
Click on “Create a request” and then select “Translation Project” from the drop-down menu



The screenshot shows a user interface for creating a request. At the top, there are navigation links for 'Dashboard' and 'Requests - In preparation'. The main content area is titled 'Dashboard' and contains sections for 'Requests' and 'Orders'. The 'Requests' section has a 'Create a request' dropdown menu with options: 'Place order', 'Translation project', and 'Interpreting project'. The 'Orders' section has options: 'In progress' and 'Delivered documents'. A callout bubble points to the 'Translation project' option, stating: 'Make sure to choose “Translation project” if you need written translation services!’

Creating Your New Request

Request creation in four steps:



- 1. General**
- 2. Languages**
- 3. Project files**
- 4. Summary**

Submitting Your Request - General

All fields marked with an asterisk (*) are mandatory.

Fill out the project name

Check "Rush request" checkbox if requested turnaround time is less than five business days

General

Translation project

Request no.

R-18-02073

Status

In preparation

Project name *

Description/Message

Requirements

Rush request

Time zone

UTC -08:00 PST

Creation date

01/03/18 1:52PM

Due dates

Requested delivery date *

Note: Rush requests are fulfilled for **regulatory reasons only**. Please provide regulatory reason in the "Description/Message" box when requesting rush turnaround.

Submitting Your Request - General

***Note:** Standard turnaround is **minimum 5 business days** from when your request is approved.

Indicate a delivery date for your request using the calendar button

Due dates

Requested delivery date *

Properties

T- PCN

T- If Other, Please Specify:

T- Document Type

▶ T - Document Description

T/I - Member Request Date

T/I- Type of Service *

MM/dd/yy hh:mm AM

Today

January 2018

S	M	T	W	T	F	S
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Note: the actual turnaround time is dependent upon the length/number of words in the document, number of languages, and amount of formatting needed. Delivery timeline will be confirmed by Translation Services specialist upon analysis of the file.

Submitting Your Request - General

Fill out all applicable fields under "Properties"

Click the pen icon to select type of service.
For Translation, select Translation (TEP). You may also make multiple selections at once.

Make sure to click on this check mark to save your selection!

Click "2. Languages" to go to next module.

The screenshot shows a web form titled "Properties" with the following fields:

- T- PCN: Text input field.
- T- If Other, Please Specify: Text input field.
- T- Document Type: Dropdown menu with "Please select" and a downward arrow.
- T- Document Description: Dropdown menu with "Please select" and a downward arrow.
- T/I - Member Request Date: Date and time picker showing "MM/dd/yy hh:mmAM".
- T/I- Type of Service *: A dropdown menu with a pen icon on the right. A callout box points to this icon.

The dropdown menu for "T/I- Type of Service *" is open, showing a list of options:

- Translation (TEP) (highlighted in blue)
- Audio (EN & SP only)
- Braille (EN & SP only)
- Cultural Competency Review
- Editing/Revision
- Formatting
- Interpreting
- Large Print (18 Pt)
- Layout Review

At the bottom of the dropdown menu, there is a checkmark icon. A callout box points to this checkmark.

Below the main form, there is a smaller version of the "T/I- Type of Service *" dropdown menu, also showing "Translation (TEP)" as the selected option with a checkmark.

At the bottom right of the page, there is a blue button labeled "2. Languages" with a right-pointing arrow. A callout box points to this button.

Submitting Your Request - Language

Select source language (the language of your original document) from the list on the left.

Select target language(s) (the languages you needed for translation) from the list on the right.

EN > 01 / 11 / 18 hh :mm AM

00-English → 03-Chinese (Traditional) 02-Khmer 04-Korean Add

Always select
"Chinese
(Traditional)" for
Chinese translation!

Click the "Add" button to
confirm all applicable target
languages.

Click on "3. Project files"
to go to next module.

3. Project files →

Submitting Your Request - Project Files

Click on the folder icon to open File Manager.

Drag and drop your document for translation to this area or use search button to locate your local file for translation.

Make sure to click "Upload" to upload your document to the system.

The screenshot displays the 'Project files' section of the Plunet BusinessManager interface. It includes sections for 'Upload source documents' and 'Upload reference material'. A folder icon is highlighted with a red box, and a callout points to it with the text 'Click on the folder icon to open File Manager.' Below this, a 'Drag & Drop' area is shown with a document icon and a 'Move' button. A callout points to this area with the text 'Drag and drop your document for translation to this area or use search button to locate your local file for translation.' The 'FileManager' section shows a table with columns for Name, File type, Date, and Size. A file named 'en' is listed. A callout points to the 'Upload' button in the bottom right corner of the FileManager section with the text 'Make sure to click "Upload" to upload your document to the system.'

Submitting Your Request - Project Files

Files uploaded successfully will be displayed here!

Note:

You may upload **multiple** documents need translation all at once, in the same request!

FileManager Clear queue

<input type="checkbox"/>	Name ↑↓	File type ↑↓	Date ↑↓	Size ↑↓
	en			
<input type="checkbox"/>	Document for Translation	DOCX	01/05/18 12:22 PM	18.80 kB
<input type="checkbox"/>	Document for Translation.01	DOCX	01/05/18 12:25 PM	18.80 kB

--- Action --- Copy | Paste | Cut | Rename | Delete

Submitting Your Request - Project Files

Notes:

- Please **only** upload files need translation to Source folder.
- Reference files may be uploaded to Reference folder.
- Translatable files must be in **editable** format.
PDF is not an editable format and we may request source documents from you.
- Attachment size exceeds the Outlook allowable limit might cause email delivery error. If your file size is larger than normal, please proceed without any attachment.

Close File manager window if uploading is complete. Click on “4. Summary” to go to the last step!

Back

4. Summary →

Submitting Your Request - Summary

- Review your request summary.
- To make any changes, please click “Edit” to re-open the fields.

Summary

General

Translation project

Request no. R-18-02073

Status In preparation

Click “Save” to save new changes.

Cancel

Submitting Your Request - Summary

Fill out Payor Department and Line of Business from drop-down lists.

Confirm your email address. Select your director/supervisor to approve our request.

Note: the approving director/supervisor **MUST belong to the same Payor Department indicated above!**

Send request

Billing details

Payor Department *

--- Please select ---

Line of Business *

--- Please select ---

Cost center

--- auto-populated ---

Send request confirmation to *

user@lacare.org

Approving Director/Supervisor *

--- Please select ---

Also send delivery to

additional user@lacare.org

Query to account/project manager



You may also add other recipients of the deliverables.

Submitting Your Request - Summary

Click "Place order" to submit your request.

[Back](#)

[Place order](#)

- Once the request is submitted, T&I Express will send the request approval to the Director/Supervisor with you on copy. A notification will also appear in the bottom left corner:

✕ An e-mail has been sent to: YourEmail@lacare.org;

- Translation team will receive your request once it is approved by your manager/supervisor; a Translation Services Specialist will confirm receipt of your request within 24 hours after receipt.
- Follow up with your approver if you don't receive notification email with subject line starting with "Request Approved" within 1-2 days to ensure timely approval, especially for rush requests.

Managing Your Translation Requests and Orders

T&I Express is also a powerful tool for project tracking and translation document management!

The screenshot displays the T&I Express Dashboard. It features a 'Requests' section with a 'Create a request' button and a list of request statuses: 'In preparation (1)', 'Awaiting approval (1)', 'Pending', and 'Order is in preparation'. Below this is an 'Orders' section with 'In progress' and 'Delivered documents'. A callout box points to the 'Awaiting approval (1)' status, stating: 'On your T&I Express Dashboard, You may access and manage all your translation requests of various status. **Note:** Follow up with your approver if requests has been stuck in “Awaiting approval” for a while!'. Another callout box points to the 'In preparation (1)' status, stating: 'To view your unfinished request, click on the request number! You may access and finish the request form any time.' Below the dashboard is a table titled 'Requests - In preparation' with columns for Request no., T/I- Type of Service, Project name, Target language, Start date/time, End date, Customer, Cost center, and Creation date. A single row is visible with the following data: R-18-02073, Translation (TEP), TEST Request, SP, 01/11/18, Payor Department | Client Mister, 01/03/18.

Request no.	T/I- Type of Service	Project name	Target language	Start date/time	End date	Customer	Cost center	Creation date
R-18-02073	Translation (TEP)	TEST Request	SP	01/11/18	01/11/18	Payor Department Client Mister		01/03/18

Managing Your Translation Requests and Orders

Note:

- Translation Requests will be converted to Orders when your request is received and processed by C&L.
- There will be an unique serial number assigned to each request and order, following below format for tracking purpose:
R/O-Fiscal Year number-5 digit case number
e.g. Request: R-18-02073 Order: O-18-01876
You will find the Request/Order numbers in our **emails** to you, or on your **Dashboard** as below:

- Please provide **either** the Request number or the Order number in any project related inquiries!

We need R/O numbers to assist you with any questions that are project-related!

The screenshot shows a web interface for managing orders. At the top, there's a section titled 'Orders' with a sub-section 'In progress' and a highlighted 'Delivered documents (1)'. A callout box points to this section with the text 'All your orders can be viewed here!'. Below this is a section titled 'Orders - Delivered'. A callout box points to a table with the text 'Click to view order details and obtain Order Number as shown below.' The table has columns for 'Orders', 'Project name', 'Target langu', and 'Status'. A row is visible with 'Orders: O-18-01876', '001', 'AQ_TEST Request', and 'Delivered'. There are also dropdown menus and buttons like 'OK' and 'Order no.' visible in the interface.

FAQ

- **Why is the web page asking for my username and password?**

Please refer to instruction on Slide#2 for single sign on without login credentials.

- **What if my manager is not on the approver list?**

Please have your director send an email request with new approver's name to

TranslationServicesSpecialist@lacare.org

- **My selected approver is currently not able to approve the request, but I need my translation request to be processed ASAP, what should I do?**

If your approver is able to send email from cellphone, or approval link does not work, please have your approver send an email approval to TranslationServicesSpecialist@lacare.org, and include request number in communication.

Director's email approval will be required if manager does not have email access.

- **Any other questions regarding T&I Express and translation services in general?**

Please email TranslationServicesSpecialist@lacare.org