

SUBMITTING YOUR REQUEST

- Please make sure to fill out ALL translation fields in T&I Express.
 - Please note that the “PCN No” field is exclusive to Marketing projects (e.g., LA0368 08/14).
- Please use the “Description” box in T&I Express for any specific instructions. For example: “Only translate highlighted text.” Or “Template has variable fields. Please provide translation entirely in Word.”
- Please submit **the most recent approved version** of the source document(s) to be translated. Provide the approval email(s) from Regulatory Affairs and Compliance (RA&C) with your request.
- Please submit files in an editable format such as Microsoft Word, InDesign files or PowerPoint. PDF should only be submitted if there are no editable files available. If the file is provided in PDF, this will delay delivery times.

TRANSLATION TURNAROUND TIME

- **STANDARD** – Allow at least 5 **business** days after approval for your translation (holidays and weekends are not included) for most documents. Multiple threshold languages and/or multiple documents may require more time. Please plan accordingly.
- **RUSH** – Any request for translation requiring less than 5 business days will be considered a RUSH. RUSH requests should only be submitted in order to ensure compliance with regulatory requirements.

REQUEST APPROVAL

- Your translation submission will be processed once your request has been approved by your chosen approver. No requests will be processed without approval. The turnaround time starts upon approval.
- In general, translation requests approved after 12 p.m. will be processed the following business day. Please plan accordingly.

DELIVERY

- To prevent font corruption, please use the final PDF copy provided by the Translation Services Specialist.
- If requesting a document in Word (i.e., letter templates), please submit a General Request form to the I.T. department for Complex Script Support Installation for the following fonts:

LANGUAGE	FONT
Armenian	Arian AMU, Sylfean
Chinese (Traditional)	PMingLiU
Khmer	KH Content
Korean	Batang

All other threshold languages (Spanish, Arabic, Russian, Tagalog, Vietnamese, and Farsi) use Arial and Times New Roman.

- You will receive an attestation for each document for every language the document was translated in. If you do not receive one, please let the Translation Services Specialist know as soon as possible. It is the business department’s responsibility to save and store all attestations. The C&L unit cannot guarantee delivery of attestations at a later date. **Please do not make any changes or re-format the translation.** Doing so will void the attestation.