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Revision History

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<th>Author</th>
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<td>1.0</td>
<td>A Tooley &amp; J Banchor</td>
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Approvals

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<td>02-02-21</td>
<td>C Nadeau</td>
<td>Manager, Grants &amp; Contracts</td>
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Purpose

Describes the implementation and use of the Language Line Translation Service
Scope
All HHRI staff.

References

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Definitions

<table>
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<tr>
<td>LanguageLine</td>
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Responsibilities

**HHRI Purchasing** – manage billing services

**HHRI Project Coordinator** - Assist in trouble-shooting any issues identified by HHRI Purchasing or HHRI IT regarding HHRI account numbers identified on the procurement PO for this process

**HHRI PIs/Project Staff** - correctly associating relevant research projects account numbers to their work within Language Line (i.e.: updating account numbers when turning over due to change in budget period, etc.)

Procedure

1. Language Line offers translations services for documents. A quote will be provided upon requesting work with Language Line. The study team will need to submit a Purchase Order to
HHRI Purchasing prior to using the service to ensure LanguageLine is prepared to properly bill the project.

2. HHRI PIs or their delegates who wish to use the Language Line Translational service must submit a request to Translation@LanguageLine.com.

3. HHRI PIs or their delegates will send Language Line the document requesting translation.

4. When the translator quote comes through, Language Line will request a “Department or Account code”. User should provide one of the five-digit HHRI cost center/account codes previously authorized with the service request.

5. The translator will provide the requested translation in the appropriate amount of time to the number of words requested as outlined:

   - Less than 1,000 words: 1 – 3 Business Days
   - 1,001 to 2,500 words: 4 – 6 Business Days
   - 2501 to 7500 words: 6 – 8 Business Days
   - Greater than 7501 words: 8 + Business Days

6. The bill will be sent Accounts Payable and charged to the cost center/account code provided at a per word and proofreading fees appropriate to the language requested set by the vendor, Language Line.

Attachments
NONE