



Title: Use of the Language Line Document Translation Service

Document HHRI-GA-SOP

Revision: 1.0

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Revision History


Date	Version	Author	Comments
02-01-21	1.0	A Tooley & J Banchor	

Approvals

Date	Name	Title
02-02-21	C Nadeau	Manager, Grants & Contracts

Purpose

Describes the implementation and use of the Language Line Translation Service

 HennepinHealthcare Research Institute		Standard Operating Procedure	
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Scope

All HHRI staff.

References

Document Number	Document Title
N/A	N/A

Definitions

Term	Definition
LanguageLine	Vendor responsible for providing document translations

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

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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