

## 10 BEST TRANSLATION REQUEST PRACTICES

- ❖ **Final version:** Please make sure to send us the final version of the document, unless the request is extremely time-sensitive, in which case, please send the draft so that we can get started.
- ❖ **No PDFs, MachForms or images!** Please do not send us PDFs, MachForms or images as our translation software can't handle them and we can't replicate the formatting. Please also note that the translators are not responsible for the formatting of the target document (logos, fonts, tables) and any other graphic design elements.
- ❖ **Project name in email subject line:** Please indicate the name of your project in the email subject line (instead of *Translation request* or *Please translate*).
- ❖ **Deadline:** Please indicate your desired deadline from the start and whether there is a bit of *wiggle room*.
- ❖ **Advance notice:** In case of large requests (5+ pages), please provide advance notice or allow sufficient time for an in-house translation. Standard translation speed is 1,200 words per day. Please also keep in mind that we have other ongoing projects or may receive urgent requests in the meantime.
- ❖ **Outsourcing:** Please contact [Translation Services](#) before sending a document to an outside vendor, as we may have already translated part of the content. This is also important for consistency reasons. In the unlikely event that you may need to outsource, the Translation Services Team will still need to review the translation.
- ❖ **Context:** Please provide context when asking for the translation of an isolated word or sentence.
- ❖ **Google Translate** or other free translation tools: Please do not use them as they are unreliable, and the translation needs to be validated.
- ❖ **Revisions:** If a French document needs to be updated, please provide the previous French version and an English version with tracked changes.
- ❖ **Planning for translation:** Please ensure that translation time is built into and integrated in your communications plan for your project/initiative/message.

In return, the Translation Services Team commits to:

- Respond promptly
- Confirm the delivery date
- Follow-up with questions/clarifications if needed
- Provide the highest level of accuracy and consistency

**THANK YOU!**