

## A Translation Services for Written Verification

**REVISION 43**  
(08/01/16 - 09/30/16)

When an FAA local office staff member requires a written document translated to English, complete one of the following:

- Determine whether there is an FAA local office staff member who can assist with the translation. When there is a staff member who can assist with the translation, request their assistance.

- When the FAA local office is unable to assist with the translation contact one of the following via e-mail:

Upload the document that needs to be translated into OnBase and HEAplus.

NOTE Only use the Handwritten Statement document type when there is not an appropriate document type.

- Contact one of the following via e-mail:

[The Centralized Document Services](#) (CDS) at [FAA CDSTranslations](#) for translations from Spanish to English.

The Policy Support Team (PST) at [FAAPolicyMgmt@azdes.gov](mailto:FAAPolicyMgmt@azdes.gov) for all other languages.

The e-mail must contain all of the following information:

- AZTECS case number or HEAplus application ID
- AZTECS case name or main contact, the document type it is uploaded under
- Whether the document has been uploaded into OnBase or HEAplus
- The document type of the untranslated document
- The date the document was uploaded or received

The PST or CDS completes the English translation. When the translated document is uploaded into OnBase or HEAplus, PST or CDS notify the requestor by e-mail.