

.05 Translation Services When Sending Notices

REVISION 16
(04/01/11 - 06/30/11)

When sending a notice, AZTECS displays the notice in Spanish when the LIST LANGUAGE THAT PI READS field on INDA indicates SPAN. AZTECS displays the notice in English when any other Language Code is keyed.

When a Spanish notice is displayed, all information must be keyed in Spanish.

NOTE When information is keyed in English, AZTECS cannot translate that information into another language.

The only notices that require the requestor to key specific information are the sanction notices, MA notices, and the [C011 notice](#).

When the C011 must be sent by a requestor who does not write in Spanish, another staff member must be located to key the notice in Spanish.

When a staff member who writes in Spanish cannot be located, send an e-mail to the [FAA Customer Service Support](#). The e-mail must include all of the following information:

- Case name
- Case number
- The information being requested
- The program for which the information is being requested
- The participant for whom the information is being requested
- The address to where the information must be returned

When FAA Customer Service Support receives the request they make all attempts to issue the notice the same day, but no later than the next [workday\(g\)](#) after receipt of the e-mail.

It is the responsibility of the requestor to review NOHS to keep track of the due date printed on the C011 notice to ensure information is returned timely.

A copy of the e-mail sent to FAA Customer Service Support must be placed in the [case file\(g\)](#). This allows non-Spanish reading staff to know what was requested.