

.02 Translation Services When Sending Notices

REVISION 47

(01/01/19 - 12/31/19)

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 must be sent, all information must be keyed in Spanish. AZTECS does not translate manually entered information.

When a notice must be sent by a staff member who is not able to write in Spanish, locate a staff member that is able to key the notice in Spanish. When a staff member cannot be located within the office, locate a staff member who is able to write in Spanish within the Region.

When a staff member who is able to write in Spanish cannot be located within the Region, send an email to the Policy Support Team at FAAPolicyMgmt@azdes.gov. The email must include the following information:

- AZTECS Case name
- AZTECS 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

A copy of the email sent to the PST must be placed in the [case file\(g\)](#). This allows non-Spanish reading staff to know what was requested.