

A Translation Services for Written Verification

REVISION 46
(01/01/18 –12/31/18)

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

- Determine whether there is an FAA 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 a staff member cannot be located within the office, locate a staff member who is able to assist with the translation within the Region.
- When the FAA office is unable to assist with the translation contact one of the following via email, based on the translation needed:

For translations from Spanish to English, contact the Centralized Document Services (CDS) at FAACDSTranslations@azdes.gov .

For all other languages, contact the Policy Support Team (PST) at FAAPolicyMgmt@azdes.gov.

When sending an email to CDS or PST for translation, the email request must contain all of the following information:

- AZTECS case number and HEAplus application ID.
- AZTECS case name and, if different, the name of the HEAplus main contact.
- Document ID Number and Document Received Date.
- The original language in which the document is written.
- A copy of the document that needs to be translated. (Please provide the document as an attachment to the email.)
- A snippet of HEAplus or OnBase (See the [Document Translation Process Desk Aid](#) in SharePoint (internal use only) for Snipping Tool instructions.)

When the English translation is completed, the translated document is uploaded into OnBase or HEAplus and the requestor is notified by email.