How to Access Translation and Interpretation Services

Use our services in a way that is most convenient to you. You can schedule appointments and submit documents for translation any time using any of the below methods:

ONLINE www.LanguageFusion.us **E-MAIL** us@LanguageFusion.us
PHONE 888.750.1112 **FAX** 360.750.1125

Give us a call if you have any questions. We are here to make it easy for you!

Schedule an Onsite Interpreter

Go to www.LanguageFusion.us and click on 'Onsite Interpretation' button and select '**Schedule an Interpreter Now** '
Enter the City of Portland **Contract number 30002731 followed by a Task Order Number** in the "Job Reference #", for example: 30002731-ABC12

Enter all the required information, including any specific needs (equipment, attire, mileage, audience, etc.). If you don't have your user account set up, the system will ask you a few additional questions. Your password will be emailed to you. Once the job is scheduled, you can log into the City of Portland account to see the jobs, names of interpreters assigned, job status, to cancel or reschedule to a different date or time, etc.

Translate a Document

Go to www.LanguageFusion.us and click on 'Document Translation' button and select '**Submit Documents Now'**

Enter the City of Portland **Contract number 30002731** and **Task Order number** in Additional Instructions

Choose the language pair(s) you need, upload the documents, provide clear, specific, and complete details about this project, and let us know when you need the final product back in the "Additional Instructions" box. A quote will be emailed for your review and approval before we begin the project.

Over-the-Phone Interpretation

Go to www.LanguageFusion.us and click on 'Telephonic Interpretation' button and select '**Schedule a Call Now'**

Enter the City of Portland **Contract number 30002731 and Task Order number** in "Additional Instructions"

If you need an over-the-phone interpreter immediately, please call toll-free **855.899.9696** and you'll be connected to the interpreter within 30 seconds. Your access code is **844295**.

COSTS

TRANSLATION SERVICES

Target Language	Task	Cost per word*
Spanish	Translation & Editing	17¢
Russian		18¢
Vietnamese		22¢
Chinese (Simplified & Traditional)		22¢
Somali		27¢
All other languages		22-30¢

* Cost per word per language for publication translation, for presentation material translation, guide and signage translation for Standard Turnaround Timeline

Final Proofreading: $47/hour
Formatting/Layout/DTP: $47/hour
Minimum Fee per Project per Language: $65
Express Service: 25-50% of project costs depending on delivery timeline expectation

ON-SITE INTERPRETATION SERVICES

Languages	Day Time[1]	Emergency Service, After Hours, Night Time, Weekends & Major Holidays
Spanish & Russian	$35/hr	$45/hr
Vietnamese & Chinese	$40/hr	$50/hr
French & Somali	$50/hr	$60/hr
ASL & all other	$65/hr	$75/hr

[1] Day Time hours are from 8 a.m. – 5 p.m., Monday – Friday.
1 hour minimum for all appointments, 15 minute increments thereafter. Will invoice for one hour if services are cancelled 24 hours or less prior to the scheduled start time. Mileage invoiced only upon prior consent given by the requestor.

Rates above are for consecutive mode of interpretation. For simultaneous interpretation, please add an additional 50% to the corresponding hourly rate. Equipment rental is not included in the rates but can be provided on as-needed basis for an additional charge based on specifications.

TELEPHONE INTERPRETATION

All Languages – $1.49 per minute

No set up charges. 10 minute minimum charge. Will invoice from the scheduled start time.

ON-SITE LANGUAGE TRAINING

All Languages – $95 per hour

Each session is two hours, unless specified otherwise by the requester. Cost of basic materials is included. Will invoice for two hours if services are cancelled 24 hours or less prior to the scheduled start time.