

## **Document Translation Services**

### **What is the scope of Military OneSource translation services?**

Through its document translation services, Military OneSource provides for the translation of legal documents such as leases, marriage licenses, adoption paperwork, and school transcripts (“qualifying documents”) for service members and their families. Upon the user’s request, translations will be certified, notarized as necessary, and accompanied by a certificate of authenticity.

### **Who is eligible?**

Anyone who is eligible to use the Military OneSource program is eligible to use Military OneSource translation services. However, they may use the services only for qualifying documents that relate to their own, individual situations.

Those eligible for Military OneSource services include:

- Active-duty service members in the Army, Marine Corps, Navy, and Air Force and their immediate family members.
- National Guard and Reserve members -- regardless of activation status -- and their immediate family members (includes members of the Individual Ready Reserve).
- Separating service members and their immediate family members for up to six months following their separation.

DoD Civilians on the staff of installation support services/offering support services to service members and their family (Airman and Family Readiness Centers, Army Community Service, Family Assistance Centers, etc.) when translation of documents if for their own, individual situation (as described above). Civilian service eligibility does not include face-to-face consultation, or telephonic or online Short-Term Solution-Focused consultation

### **What documents may be translated?**

#### *Qualifying documents*

Only certain kinds of documents may be translated by our document translation services. We refer to these as “qualifying documents.”

Qualifying documents are legal documents such as:

- leases
- marriage licenses
- adoption paperwork that is required by the U.S. Citizenship and Immigration Services (USCIS)
- birth certificates
- school transcripts

## **What documents may not be translated?**

### *Nonqualifying documents*

Only the kinds of documents described above qualify for translation through our document translation services.

Documents that do *not* qualify for our translation services include:

- *Medical.* Our document translation services may *not* be used for discussion or delivery of information related to medical issues. Birth certificates, however, qualify for our translation services.
- *Other.* Requests to use the document translation service that are not for an individual service member or family member and are not for qualifying documents are outside the scope of Military OneSource document translation services. For example, flyers advertising installation events or family support program brochures may not be translated.

## **How long will it take to translate my document?**

If you follow the process below by sending your document via the preferred method (e-mail), and if your document is less than 5,000 words and a qualifying document such as birth certificate or marriage license, you will receive your translation back within a few business days.

Documents that are nonstandard in nature, or are not in good condition, or are longer than 5,000 words generally require more time. There is a 20-page limit per qualifying document.

## **How do I get started?**

Call a Military OneSource consultant at 1-800-342-9647. (From outside the U.S. and Canada, call 1-800-3429-6477 or call collect 484-530-5908.) Be sure to have the document that you want to have translated with you when you make this call.

Your consultant will then do the following:

- Explain how to connect with and send documents to Federal News Service, Inc. (FNS) for translation of official documents.
- Ask you several questions about your document and complete a Request for Translation Services Form.
- Open a case for you and give you the case number.
- Send a copy of the completed Request for Translation Services Form to you. (You will attach this form when you Fax, e-mail, or mail your qualifying documents or documents to Federal News Service, Inc. The consultant will also send a copy of the form to Federal News Service by e-mail to authorize your use of the service.)

Keep in mind that case numbers can be used only once. If you need translation services in the future for a different qualifying document, please call again for a new case number and form.

**What if my document isn't a "qualifying" document?**

Documents that do not meet the above eligibility criteria may be considered for translation support if there are other available free resources. Military OneSource will explore community and government resources to assist you. Many times manufacturers, educational services, and community agencies provide educational materials in numerous languages. Your Military OneSource consultant will explain how we can help with your request when the document is not a qualifying document.

Military OneSource is unable to explore alternative community and government translation resources for medical issues. For medical issues, we will *only* refer you to your primary care physician, TRICARE (or other health benefit as appropriate), or nearest military Medical Treatment Facility for further assistance.

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