



## ATTACHMENT TO PURCHASE ORDER 7654723

### CONTACT INFORMATION | HOW TO ORDER SERVICES | INVOICING DETAILS

#### **How to order services**

1. LBNL researcher has materials needing translation.
2. LBNL researcher sends message directly to Accent at [translation@accentonlanguages.com](mailto:translation@accentonlanguages.com) with cc: to Kelsey Miller ([ksmiller@lbl.gov](mailto:ksmiller@lbl.gov)). E-mail includes the documents for translation (as attachments or download links), the language(s) needed, date needed by, recharge project ID, word count (if available) and any other relevant information about the request.
3. Accent produces a quote in writing summarizing the information mentioned above, which is sent back to the researcher with cc: to Kelsey Miller for approval. Work does not begin until the quote is confirmed.
4. Quote is approved by LBNL.
5. Accent completes the work and sends the final documents to the LBNL researcher.

#### **Invoicing details**

Accent shall email invoice(s) directly to the LBNL Accounts Payable Office at [APIInvoice@lbl.gov](mailto:APIInvoice@lbl.gov) (with cc: to the LBNL researcher and Kelsey Miller) within thirty days of the completion of the Services. Typically, the invoice is included with the final delivery of the work, submitted the same day of delivery. *NOTE: All charges to the PO will be recharged to the appropriate PID by a back end resource adjustment.*

#### **Contact information**

- Mr. Nestor Guzmán, Project Manager for written translation services.  
[nestor@accentonlanguages.com](mailto:nestor@accentonlanguages.com)
- Ms. Kelly Moody, Project Manager for interpreting services (including video remote).  
[kelly@accentonlanguages.com](mailto:kelly@accentonlanguages.com)
- Mr. Matt Northup, Office Manager, invoicing and reporting questions.  
[accounting@accentonlanguages.com](mailto:accounting@accentonlanguages.com)

#### **Other available channels of communication**

- By phone, at (510) 644-9470 (see table above for the names of the points of contact).
- Our phone system is capable of recording voicemail messages. Our staff checks all messages every morning at business opening.
- By email, addressed to the point of contact as specified in the previous list above.
- Internet: Secure cloud based tools or similar file sharing methods can be used to allow electronic transfer of large files between the requester and Accent on Languages. Instructions will be provided to the requester as needed.
- By FAX, sending a facsimile to (844) 308-9396;
- By postal mail addressed to: ATTN: Project Management, Accent on Languages Inc., 2418 5th Street, Suite B, Berkeley CA 94710.