Client:	Coordinated Care
PM:	Stephanie Hodara

Dear Vendor, read the following instructions before commencing:

1. **If you find any contradiction between the General Specifications and the Client's Specifications, please follow the client's specs.**
2. **It is mandatory to run QA and make sure to review and RESOLVE all warning and IGNORE ONLY the false positive, before delivering.**
3. **Spot any places where a sentence has been split into different segments and call them out in a global comment on Wordbee before delivery so our internal team knows that you have already seen and made sure the translation is correctly done each case this might happen.**

CLIENT'S SPECIFICATIONS:

| **Text to remain in English:** |
| **Coordinated Care** |
| **Ambetter** |

GENERAL SPECIFICATIONS:

Addresses
Please leave street names/addresses in English, including address locations and recipient names.
Ex. Attn: Jay Sakamoto, Dynamic Language 15215 52nd Ave S #100 Seattle, WA 98188

Names
Please leave names in English. Do not transliterate.

Proper Names (Companies, Organizations, Groups, etc.)
Please dual render the first instance of proper names. Any instance after can either be left in English or translated, so long as it's consistent. Please leave company names in English
(ex. Microsoft, Amazon, Google, etc.)

1st Instance: [Translation] (Department of Social and Health Services)
2nd Instance: Department of Social and Health Services OR [Translation]

Date/Time Formats
Please localize rendering of dates and times.
Ex. For a US audience, 5/4/20 is May 4th, not April 5th. 2:30pm, not 14:30.

Measurements
Please **dual render** measurements if the source and target language locales are different. Do **not** convert measurements if the source and target language locales are the same. If converted measurements go to multiple decimal points, please round up to no more than two decimal points.
Exception: If source number gives an exact decimal #, please match number of decimals in target.

Ex. **Dual Render:** English (US) → German **│No Conversion:** English (US) → Spanish (US)

Ex: **Multiple decimals:** 7.589 ft → 2.31 M **│Exact Decimals:** 7.589 ft → 2.313 M

Punctuation

Please match source ending punctuation unless doing so goes against that language's grammar rules.

Exception: Languages using different punctuation entirely (i.e. Amharic uses a ፡፡ as a full stop).

Acronyms

Please fully expand the first instance of an acronym (barring headers or a table of contents).
Please leave acronyms for Proper Names in English for any following instances. Common acronyms can be left in English or translated for any following instances so long as it's consistent.

Proper Acronyms
- ❖ **1st instance:** DSHS → [Translation] (Department of Social and Health Services, DSHS)
- ❖ **2nd instance:** DSHS → DSHS

Common Acronyms
- ❖ **1st instance:** Emergency room (ER) → [Translation] (Emergency room, ER)
- ❖ **2nd instance:** ER → ER OR ER → [Translated Acronym]