

FLS - REQUESTERS BILLING REQUIREMENTS FOR INTERPRETERS*

1. We do not deny to bill, but we do not guarantee the payment for the past due or incomplete vouchers, the voucher without the Tracking Number given to you by FLS staff, or if any of service requester's requirements are not met.
2. Appointment Scheduling and Billing Record (Interpreter Voucher) must be completely filled out (printed or typed). Incomplete or altered forms will not be paid! You and the requester must sign each of your vouchers (except late cancel.-see #7). The errors in forms/vouchers must be crossed over (not white-out) and initialed by the requester.
3. The start time of the appointments will be the scheduled start time or the time the interpreter arrives, whichever is later, unless the requester, patient/client, and interpreter all agree to start early.
4. The scheduled time is for estimation only. You will be paid for the actual total time spent on the job confirmed by the requester or authorized staff's signature on your voucher or the minimum specified for that job, whichever is more.
5. DSHS divisions accept DSHS Interpreter Service Appointment Record, the other requesters - FLS Interpreter Voucher. Usually we email you a pre-filled voucher. All of the forms are also available at www.flincorp.net.
6. After you complete the job, please scan and email the signed voucher ASAP for the billing to Translate@FLSincorp.net with subject of your email as "FLS**** (tracking#)-Voucher" or fax to 206-267-9115. Please send your mileage proof (in Word or PDF format) as "FLS****-mileage". Please also write the control# of the job on the top of your mileage proof page, that it won't be lost. You have to submit the signed vouchers for each assignment, including all no-shows and cancelled appointments. Otherwise, it will be considered as your own no-show. You must keep the original vouchers or good copies of your vouchers for at least 1 year as a backup in case of a loss or for IRS audits.
7. The client/patient/provider no shows and late cancellations received from the requesters by FLS in less than 24hr are paid for not less than 30 min or a specified amount in email sent along with your voucher. Exception: client no-show for courts are paid for 1 hour or more (depends on the requester). You must submit a signed by requester voucher for each no-show. For provider late cancellation (if you were not there) send us a voucher with your signature only.
8. Cancellation of the court jobs received from the requesters by FLS in less than 48 hours will be billed as "Late Cancel."
9. For mileage reimbursement including client/provider no-shows you must fill in the street addresses for origin and destination on your voucher and submit a printout from <https://maps.google.com>. Not every requester/contract will reimburse for mileage (please confirm rates before you take the job).
10. For parking, toll, bus & ferry reimbursements (if agreed with the requester/payer prior to the assignment) you must submit the copies of the original receipts. The state & City of Seattle contracts do not include parking reimbursement.
11. All of the billing rates and terms must be agreed prior to the job acceptance, otherwise the payment will be made according to our company's current terms and/or the previously agreed rates for the same requester / same contract.
12. Submit your vouchers to FLS within not later than 7 days of the assignment date in order to be paid by the requester.
13. The damage fee for each un-billable assignment caused by interpreter (no-show or job returns without referred by you an equal replacement in less than 48 hours within regular office hours M-F 9am-5pm, incomplete or past due submitted paperwork) is \$25 or equal to your payment for that job's late cancellation, whichever is more.
14. Unless you provide us a completed signed W9 form, we must withhold 28% of your earnings per IRS section 6109 regulations. W9 form & instruction are available at the FLS website. If you move, you must submit a new W9 form.
15. We provide a payment via secure ACH / direct deposit to your bank account next business day for \$1.25. The fee for sending payment to a closed or wrong account is \$10. If you prefer to be paid by checks, please provide your current mailing address and the name on the account. The bank sends paychecks within 5 business days (7-8 days total). Bank fee for the lost check cancellation is \$35. A small single payment could be done via PayPal.
16. Keep your records in order. We may incur the fee for inquiries on already paid to you vouchers, copies of the payments, IRS forms and other records. Billing discrepancies must be emailed with control numbers to Translate@FLSincorp.net within 7 days of receiving your Payment Details.
17. Please be aware that the payment of your vouchers could take from 4 weeks to 2 months depends on the time you submit your vouchers, the completeness and the quality of your vouchers, and mostly the billing terms of the requesters, who pay for your services. Most of the government contracts have standard payment terms - net 30 days. Per the ESD and L&I laws we can forward you the payment only for the assignments already paid by requester!

*To comply with the requesters' policies FLS reserves the right to change this document. Please check www.flincorp.net for updates.

I have read and understood this document.

Name of Interpreter (first, last)

Signature of Interpreter

Date