

Critical Content into All Languages of the World



Bridging cultures since 1984, Trustpoint.One has been Alcoa’s preferred provider of comprehensive multilingual translation, localization and global consulting services. Working Successfully with Trustpoint.

**Alcoa current and recent projects include:**Alcoa Foundation Projects, Alcoa Monthly Newsletter, Alcoa Updates, Alcoa Wellness, Health and Safety Projects, Anti-Corruption Training, Business Conduct Survey, Chairman’s/CEO Letters, Code of Conduct, Integrity Poster and Brochure, Global Voices Project, MSDS ….and much more

**Contact Information**  
Account Manager, Wendy Ruano, [wendy.ruano@trustpoint.one](mailto:wendy.ruano@trustpoint.one)  
Phone: +1.412.314.4488 (Eastern Time Zone)

**Sending Files for a Quote or Project**

* You can email files up to 25MB directly to [alcoa@trustpoint.one](mailto:alcoa@trustpoint.one).
* Or we can provide you with login details to our client portal to facilitate upload and download of files.

**Additional Request Information**

* Let us know whether these are the final and complete set of files.
* Provide a list of languages –and include the locales for Spanish, French, Portuguese, and Chinese. (e.g. French for Canada).
* Provide a desired deadline if you have one; otherwise, we will provide our standard turnaround on the quote.
* If you are sending PDFs, images, embedded text—essentially anything non-editable—let us know if you can send the native/source files at a later date, or if you only have non-native files.
* If you are sending PDFs that were created from design programs (Adobe Illustrator, InDesign, Quark, etc.), confirm whether you want translation only or also desktop publishing (typesetting).

**Quoting**

* Once we have analyzed the files, we will send a quote within 24 hours unless otherwise agreed.For more complex files, we may require additional time, but we will let you know.  
  When the quote is approved, send the PO or cost center number for the project.
* In-Country Review Guidelines
* Always review the translations against the English source file to ensure that changes do not deviate from the source.
* Provide your comments/suggestions within the designated time you are given. \*If you run into any delays, please inform your Project Owner as soon as possible.
* Always provide your comments/suggestions using the Track Changes feature in MS Word. For PPT or Excel files, use a different colored font and strikethrough feature. Or create a PDF and use the Comment/Annotation Tool.
* Please do not send changes in the form of a scanned PDF with hand-written text. Make sure we can clearly identify your changes.
* When applicable, provide an explanation for your terminology/style changes in a comment box so that our teams can better understand your preferences.
* Keep subjective/stylistic changes to a minimum. If you feel that you need to make substantial changes, consult your Trustpoint.One Project Manager first.