Dear New Client: 

Thank you for your interest in National Interpreting Agency (NIA).

Below you will find outlined steps for setting up services, how to request services for specific assignments.

**INSTRUCTIONS ON SET-UP**

NIA will send you the following documents:

* Signed Agreement of Services (SAS Form) (Basic assignment details and information)
* Terms and Conditions Form (includes prices, obligations of services, two week maximum for payment due, etc.)
* New Client Form (NIA Policy and Privacy Regulations)

 **\*SAVE ONE BLANK COPY OF FORMS FOR YOUR RECORDS\***

 *Upon receipt of these forms, please review, understand, sign and return to:*

*Fax: 330-975-4419 (preferred method)*

*-OR-*

*N.Interpreting.A@aol.com*

Next, NIA will review your documents and add your information into the client database.

Please allow 24 hours for review. Upon review, NIA will call you to verify specifics and establish the process of the next step.

**HOW TO BOOK AN INTERPRETER**

Once you are in our database, you will only need one form to setup services. This form is the Signed Agreement of Services (SAS) Form.

* Please fill out SAS Form, sign and return.
* **The preferred method is for you to fax this document to 330-975-4419.**

Please allow 24 hours for NIA to review the specific assignment. We will then contact you to verify scheduled assignment details, then your interpreter will be booked.

**ASSIGNMENT COMPLETION**

Once assignment is fulfilled, an invoice will be sent to your company within 3 days of assignment. Please confirm with NIA upon receipt of invoice. Invoice payment is due within two weeks of invoice date.

 Payments can be made two ways – by check or credit card.

Check Payments:

Make payable to:

National Interpreting Agency

P.O. Box 35478

Cleveland, Ohio 44135

-OR-

Credit Card Payment:

Credit card payment can be made by calling:

You may keep your credit card information on file for repeated use.

Office: 216-527-3400

Cell: 216-527-4181

 **A receipt will be mailed to you upon receipt of payment.**

***Thank you for your services,***

***National Interpreting Agency***