

FMC Standard Operating Procedure Creating New United Language Group (ULG) Over-the-Phone Interpretation (OPI) and/or Video Remote Interpretation (VRI) Accounts	Group: FMCNA Product Owner/ULG Account Team/New Department Rep
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Purpose

The purpose of this standard operating procedure is to describe responsibilities and procedures (instructions) for creating new ULG over-the-phone interpretation (OPI) and video remote interpretation (VRI) accounts.

This document will be distributed to FMC Procurement and the ULG Account Team. A copy of this document will also be uploaded to the FMC Interpretation/Translation microsite on FMC4Me and on the ULG-Fresenius Resource Page.

FMC Interpretation/Translation microsite:

<https://content.intranet.fmcna.com/interpretation-translation-services/>

ULG-Fresenius Resource Page:

<https://info.unitedlanguagegroup.com/fresenius>

Responsibilities

The ULG Account Team is responsible for:

- Explaining the SOP process to the new Department Representative and collecting necessary information as outlined below.
- Reviewing the provided information to ensure that no new credentials are created for an existing account, unless applicable. If an account already exists, the ULG Account Team will provide the applicable credentials to the requester. Generating and promptly communicating account credentials to the new department's representative. Additionally, ensuring that the FMC Product Owner (Procurement) is informed for their awareness. Responsively addressing feedback from the FMC Department Representative's UAT (User Acceptance Testing) to review and update the system as required. Making necessary modifications and effectively communicating these changes to the FMC Department Representative.

The FMC Department Representative is responsible for:

- Supplying pertinent and applicable information to the ULG Account Team to facilitate the creation of accounts.
- Conducting User Acceptance Testing (UAT) on provided user card information and offering feedback or approval based on the testing outcomes.
- Effectively communicating the newly received credentials to their department members, ensuring smooth access and utilization.

- Generating Service Now tickets to have their user card information uploaded onto the FMC Interpretation/Translation microsite, enabling accessibility for stakeholders.
- For Video Remote Interpretation (VRI) exclusively: Initiating service tickets to have the ULG application downloaded onto their department's tablets, if applicable, by the FMC's Data Center Operations team.

The FMC ULG Product Owner is responsible for:

- **Monitoring New ULG Accounts:** Overseeing the new ULG accounts to ensure a seamless transition process, maintaining operational efficiency and accuracy.
 - **Uploading New Department's User Card to the FMC Interpretation/Translation Microsite:** Managing the upload of the new department's user card onto the FMC Interpretation/Translation microsite, facilitating access and utilization for relevant stakeholders.
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Definitions

FMC – Fresenius Medical Care

Third-party – An external company, separate from Fresenius Medical Care.

FMC4Me– FMC private corporate online network that is exclusively used by FMCNA employees.

United Language Group (ULG) – FMC global preferred interpretation/translation vendor.

FMC Procurement – A FMC department responsible for buying and acquiring good for FMC. Procurement's purpose is to interact with suppliers and manufacturers to procure items and services that provide the best value for the company. Procurement purpose as relates to initiative, is Product Owner.

FMC Product Owner – The individual or group responsible for the product after the project goes operational.

ULG Account Manager/Team – The person and/team responsible for the management of sales and relationship for ULG services and products. The ULG Account Manager is also responsible for creating new accounts as needed.

Department Representative – FMC Business unit representative that does not have a current account with ULG.

Over-the-Phone Interpretation (OPI) – An interpretation service that involves a three-way call via telecommunications. The interpreter facilitates the conversation between the two parties who are speaking different languages.

Video Remote Interpretation (VRI) – An interpretation service that involves a three-way call via video remote services (e.g., application, web-based browser, etc.). The

interpreter facilitates the conversation between the two parties who are speaking different languages.

Service Now – FMC’s ticketing system for resolving internal IT related matters.

Procedure

- The need for an ULG account is identified by the FMC department representative; subsequently they will contact the ULG Account Manager/Team at customer.care@ulgroup.com or (877) 526-8438 to have a new account created.
- Upon request, the ULG Account Manager/Team will forward the FMC department representative the Interpretation Onboarding Questionnaire for FMC (see below).
- The FMC department representative will respond back to The ULG Account Manager/Team with the relevant and applicable information.
- The ULG Account Manager/Team will review the onboarding questionnaire to ensure that the department does not have an existing account. If an account exists for the department, the ULG Account Manager/Team will provide the validated credentials for the group. If there is no existing account, the ULG Account Manager/Team will create a new account for the FMC Department and will forward the information to the FMC Department Representative.
- The FMC Department Representative will review the user card information and perform User Acceptance Testing/UAT (see below) to ensure that the information on the user card is correct and that the system works properly.
- If changes are necessary, the FMC Department Representative will advise the ULG Account Manager/Team of the changes needed.
- The ULG Account Manager/Team will make the necessary changes and forward the correct user card and/or advise the FMC Department Representative that the functionality issues have been resolved.
- The FMC Department Representative, upon final review and if no additional changes are needed, will communicate with the ULG Account Manager/Team to schedule an onboarding and go-live meeting.
- The FMC Department Representative will communicate new account information to applicable departmental employees.
- The ULG Account Manager/Team will forward the new account information, as a courtesy, to the FMC ULG Product Owner: Zenel Velovic (zenel.velovic@freseniusmedicalcare.com) or the current FMC ULG Product Owner.
- The FMC ULG Product Owner will upload the new department’s user card (s) to the FMC Interpretation/Translation microsite: <https://content.intranet.fmcna.com/interpretation-translation-services/>
- For VRI ONLY: If the department uses department wide tablets, the FMC Department Representative will contact the FMC’s Data Center Operations via ServiceNow to download the ULG application on their department’s tablets.

ULG Onboarding Questionnaire for Fresenius

1. Business Unit/Department Name:
2. Business Locations:
3. Hours of Operation:
4. Type of Services Needed (phone, video and/or onsite):
5. Expected Language Split (enter language and %):
6. Call Usage/Volume (in minutes/month):
7. Utilization Start Date:
8. Contact Information for account profile
 - a. Name:
 - b. Email:
 - c. Phone:
9. Contact Information for billing profile
 - a. Name:
 - b. Email:
 - c. Phone:
10. Invoice Distribution Email:
11. Billing Address:
12. Data Collection/Access Code for billing purposes needed?
13. Notes/Business Requirements:

UAT for on-demand Over-the-Phone Interpretation:

1. Dial the dedicated toll-number located on the OPI user card.
2. Enter the department's dedicated access code found on the OPI user card.
3. Provide the third-party telephone number when prompted (if applicable).
 - a. Press 1 for Yes
 - b. Press 2 for No
4. Select desired language.
 - a. Press 1 for Spanish
 - b. Press 2 for All Other Languages
5. Start call.

Note: if there is a change request for a currently active toll-free number, customized dial-in instructions will be provided. If the call flow falls outside of the standard steps above, please follow the instructions on the dedicated user card for UAT testing.

UAT for on-demand Video Remote Interpretation:

1. Click on the ULG application or enter the ULG VRI URL: <https://ulg-customer-vri.ulgroup.com/>.
2. Enter the department's dedicated access code found on the VRI user card.
3. Select desired language from the options provided.
4. Start call.