**COMMUNICATION BETWEEN DG TRAD AND EXTERNAL CONTRACTORS**

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| Communication via ETU (ETU functional group mailbox for the job (e.g. dgtrad.etu-a-group@europarl.europa.eu, dgtrad.etu-b-group@europarl.europa.eu, etc.) with copy to dgtrad.etuplacementcoordination@europarl.europa.eu, except for RFIs where dgtrad.etucontractsexecution@europarl.europa.eu is the primary addressee) | Deadlines and extensions of deadlines | e.g. difficulty to deliver on time |
| Technical issues | e.g. pre-translation package incomplete e.g. format for delivery |
| Reference documents | e.g. reference documents seem to be missing  |
| FdR-specific instructions | e.g. there are conflicting FdR-specific questions applicable to all target languages e.g. what is to be translated and what not |
| Quality of originals | e.g. reporting a mistake or incomplete sentence in the originale.g. asking for clarification for abbreviation used in the original |
| Requests for information (RFI) about quality evaluation | e.g. RFI template to be completed by contractor and provided by deadline |
| Cancel & Replace-related issues | e.g. informing contractors that translation is cancelled and whether or not to keep translating cancelled translation |
| “Borderline” cases | e.g. cases where there is doubt whom to contact |
| Communication via ETU (functional group mailbox for the Contract Execution team) dgtrad.etucontractsexecution@europarl.europa.eu | Change of legal status/postal address/bank details | In case of any change to the legal entity and/or the bank account, please provide the new Financial Identification Form, duly completed, together with the appropriate documentation (please see the updated Financial Identification Form and the instructions in Section 3.5 of the user portal). |
| Direct communication from contractor to LU (DG TRAD Moodle or email to ExtTraCoord for all target languages) | Language-specific resources | e.g. asking which guidelines prevail in case of multiple references |
| Clarifications regarding the application and use of language-specific resources | e.g. clarification on how to mark amendments if there is a mistake in the Commission texte.g. when to use EUR and when euroe.g. request for advice on language use and/or terminology in the target language |
| Translation comments relative to quality of the original | e.g. if no reply was received from DG TRAD concerning the quality of the original, providing any comments on the translation in a separate file zipped together with the translation |
| Direct communication from LU to contractor (DG TRAD Moodle or email from ExtTraCoord for all target languages) | Language-specific resources | e.g. LU guidelines, glossaries, links, reference documents, newsletters, other resources that contractors should use for translation of EP documents |
| Announcements to draw attention to specific issues | e.g. My House of European History is not to be translated into target language, but left in Englishe.g. new glossary added to resources section |
| Feedback on common errors | e.g. information on specific recurring errors |