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HOW TO PERFORM AN LSO
(LINGUISTIC SIGN-OFF)

SOMMARIO

DEFINITION

An LSO is the final language check on files that have come back from engineering, graphic processes or after the translation has been exported into final document format.

The **purpose** of this procedure is to perform a last quality control on the localized file before final delivery to the customer.

The LSO task is not designed to address translation issues, substantial changes to the translation are not expected to be made at this stage (they should have been resolved during the preceding language tasks). If the number of outstanding issues is considered excessive, please contact your PM.

LSO PACKAGE

The LSO package contains:

- Source and target documents.
- The source files should be PDFs or in a format that shows the original layout. (If the source text documents are missing, please ask the PM.)
- The target language files are generally PDFs or converted format files.
- In some occasions, a report is included for the translator to fill in with all the suggested changes (generally an Excel file.)

WHAT ERRORS SHOULD I SPOT?

Here's a list of all the main errors you should generally pay attention to during an LSO task.

Potential error	*What should I do?*
Title	Check that the title is correct and uses the same font type and size as source text.
Headers and footers	Check that all headers and footers display correctly.
Page numbers	Check that page numbers are correct and in the right sequence.
Graphics **Captions** **Untranslated or Partially translated text** **Mistranslations** **Inconsistencies with the surrounding text** **Truncated text** **Text in the wrong location**	Although the focus is primarily on the translated text, one should not ignore errors on the graphics (e.g., wrong image). It is recommended that a separate check be done on the graphics only during LSO. Even though potential mistranslation should already be amended in the previous translation steps, you should always check source text to make sure that no major errors go through this final quality check.
Table of Contents (TOC)	Check that the TOC matches the chapter headers.
Index	Check that the index is complete and well-formed, including sorting.

Cover page **Legal notices** **Copyright information (check front and back pages)** **Version number of the product or document** **Part number** **Numbers** **Dollar values** **Telephone numbers** **Other figures**	Check for numeric mismatches, especially in the most sensitive parts of the document (e.g., legal notes, prices).
Corrupted text	Check for correct display of extended characters and character formatting. Corrupted text sometimes may indicate that some content is lost because of conversion issues.
Paragraphs	Correct numbering Spacing (too broad/narrow) Two or more paragraphs wrongly merged into one Incorrect paragraphing
Numbered and bulleted lists	Correct numbering sequence More or fewer items than in the source text
Typos	Check for residual typos that might have escaped previous rounds of spellchecking
Truncations	Check for words that are incomplete or in wrong lines
Spacing	Excessive spacing in the document
Company name, product names and other proper nouns	Errors in product and brand names are always considered critical. Therefore, special attention should be paid to check these items.

URLs	Check that the link works and directs users to the corresponding localized page
Sorting Glossary section Alphabetized tables	Check that alphabetized lists are sorted correctly
Tables	Check tables, forms or text boxes as sometimes very short strings are translated erroneously for lack of context.
Wrongly localized text	This may include software code or command examples that should not be translated.
Customer's special requirements	Every customer might have special requirements (e.g., forbidden terms, preferred tone of voice, character limit) you should pay special attention to.

HOW TO WRITE COMMENTS

When performing an LSO task, if you spot an error, you generally have to write a comment about how that error should be amended directly on the PDF.

When you see a problem, you have to be really specific about how to amend it: highlight the portion of text that needs to be fixed and specify how it should be instead.

Your annotations should be clear and concise. The other teams involved in the process do not necessarily have knowledge of your target language. Therefore, your comments need to be accurate (and written in English, of course), so teams can implement easily and without delay.

PDF ANNOTATION STANDARDS

Sometimes the comments are hard to understand, so PM has to double check with the reviewer, and this may cause delay.

In order to make annotations on PDFs clear and consistent among different reviewers and undestansable to all people involved in the process, please follow these annotation standards when adding comments to a PDF for an LSO.

Highlight with PDF tools the text you want to change and use the following formats for comments:
- Change "xxxx" to "yyyyy"
- Add "xxxx" after "yyyy"
- Remove "xxxx"

Please ensure below situation will not appear:
a. Comments in any language other than English
b. Don't use "*Global Change*" to make a change on the entire PDF: always be specific.

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c. The comment is a question instead of an instruction. If you have any question, please raise with the PM in an email.
d. The comment is inconsistent with the text that is highlighted.
e. The comment should not contain other information except for the instructions.
f. If there are too many updates, the reviewer can update the document directly, and annotate PDF for the changes they can't implement, such as changes to graphic. <u>In this case reviewer should not add comments again for the changes they have implemented into the document directly</u>.

EXAMPLES

Here's a few examples:
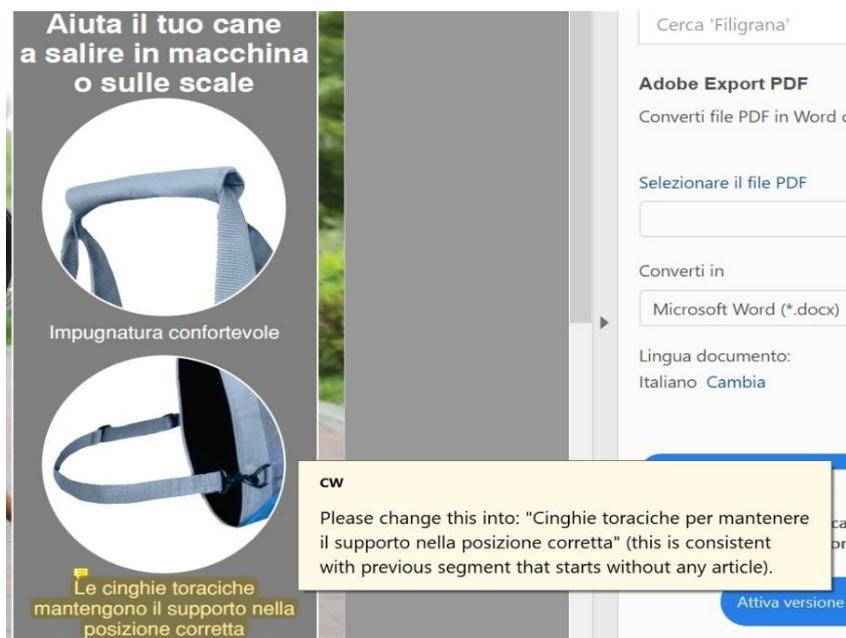
	Always consider consistency (terminological, syntatical, tone of voice, etc.)
	In marketing content, pay attention also to style if you are checking a high-visibility text.
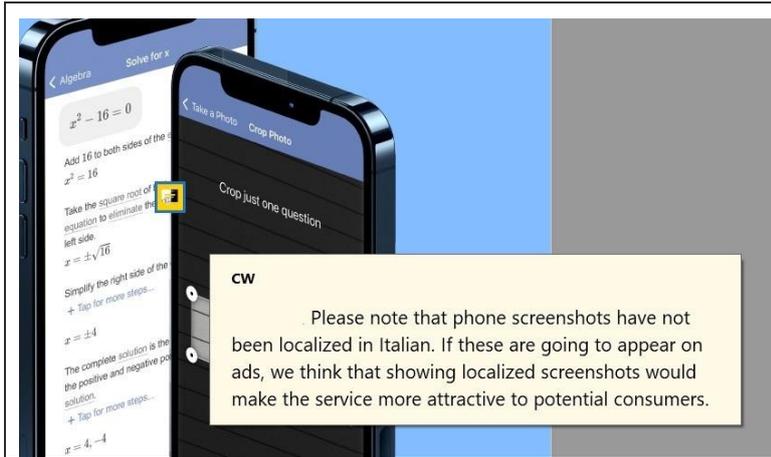
	Pay attention to images: do they need to be localized too? Always ask customer to confirm.