USER MANUAL

USER ROLE

ADMINISTRATOR AND **MANAGER**

Table of Contents

1. Home

1.1. Welcome!

THANK YOU FOR CHOOSING sTMS!

Important! The information below provides detailed instructions on the sTMS interface, function and operation. Failure to follow these instructions may result in a malfunction of the product or application and/or loss of data and/or information. Please use sTMS ONLY ACCORDING to the instructions described in this User Manual!

1.2. What is sTMS

sTMS 1.0.0 is a web-based application for organizing, managing, invoicing and tracking translation projects that provides easy and fast communication with both language service providers and customers. The application operates in a network environment; it is accessible through all web browsers and has three user portals:

- ✓ ***for the organization – managers and administrators of a language service company;***
- ✓ ***for service providers – translators, editors and other language service providers;***
- ✓ ***for customers of a language services company.***

In order to use sTMS, you must be a registered user and have a verified account such as ***Project Manager (PM), Account Manager (AM)*** or ***Administrator*** in an organization that uses a licensed version of sTMS to manage its business, or be a ***Language Service Provider (Vendor),*** or a ***Customer*** of such an organization.

The application is designed to support language service companies of all sizes during the translation project management process and covers all industry-specific activities, such as translation and editing projects, workflow management, customer and vendor database management, preparation of offers/quotes, project file management, invoicing, while ensuring compliance of the final product with the standards recognised by the translation business.

sTMS IS EXTREMELY USER-FRIENDLY.

Procedures for each **PROJECT MANAGEMENT** stage are *NO* LONGER required as this process is **FULLY INTEGRATED into sTMS**.

After initially configuring the application, that is performed by a user with an administrator role, you just need to familiarize yourself with these instructions to start managing your translation projects with ease.

First, log in to your sTMS account and click the  icon on the app home screen to open the **Manage Organization** menu and enter your organization's details and information. You then need to enter at least two languages via the **Languages** module and one currency via the **Currencies** module in order to be able to add services to a project. These modules are located in the main navigation, where you can find other modules such as **Areas of Expertise*, Quality* (Quality Items)** and **Application Users**, through which you can configure your sTMS most efficiently.

The final step you need to take before you start adding and managing translation projects, is to enter your vendors – translators, editors, experts, certifying authorities and any individual and/or company that you work with to provide the services included in a translation project. Detailed instructions on how to enter a vendor can be found in the [4 Vendors](#) section.

> ***Note:*** ***Areas of Expertise*** *are industry-specific translation terminology areas. These can be law, medicine, IT, finance and banking, etc.*

> ***Note:*** ***Quality Items*** *are organization-specific criteria for performing quality control of services. They can be included as mandatory points in the Quality Assurance Checklist which is displayed on the project page.*

Once you have completed your organization's profile, entered your preferred languages, currencies, areas of expertise, configured your QA checklist, and entered at least a few vendors, you can start creating and managing your daily translation business.

To enter a project, go to the **New Project** menu and follow the instructions provided below. You do not need to enter your customers before creating a project, you can use the **New Customer** button, which is located on the project page. Detailed instructions can be found in Section 8 Creating and Managing your Project.

Once you have entered several projects, you can start using the **Reports** menu, where you have *a vendor report* (detailed report for all tasks performed by one or more *vendors), a project report* (detailed report for all projects, their services and data) and *a customer report* (detailed report for all services performed for one or more customers).

Your daily work will start from the **Dashboard** homepage, where you will see the icon to access the main navigation ☰, the **Project ID** search field, the **Notifications** section 5+, the **Profile** section, the **Logout** button, and several fields with different organization statistics data, such as projects with various statuses, total number of projects, number of projects delivered, turnovers, etc. Clicking **More info** on each box will take you to the list of projects, but with predefined filters according to the type of box. In addition, on the dashboard you will see six tables with different types of tasks awaiting your attention, prioritized by their deadline.

1.3. Initial Login

To log in and use sTMS, you must be an administrator with a pre-created user account, and you must have received your username and password from the sTMS team, or have received an email message containing a verification and login link:

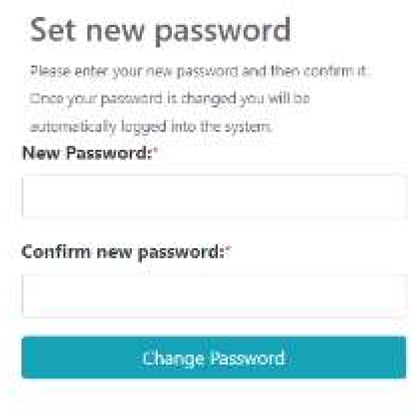
> Dear [username],
> your user profile was created in sTMS.
> To accept and verify your account visit [this link](#).

Do NOT reply to this email.
Please, contact your Project Manager to accept and/or confirm receipt of attached file. Contacts are included in the attached file.

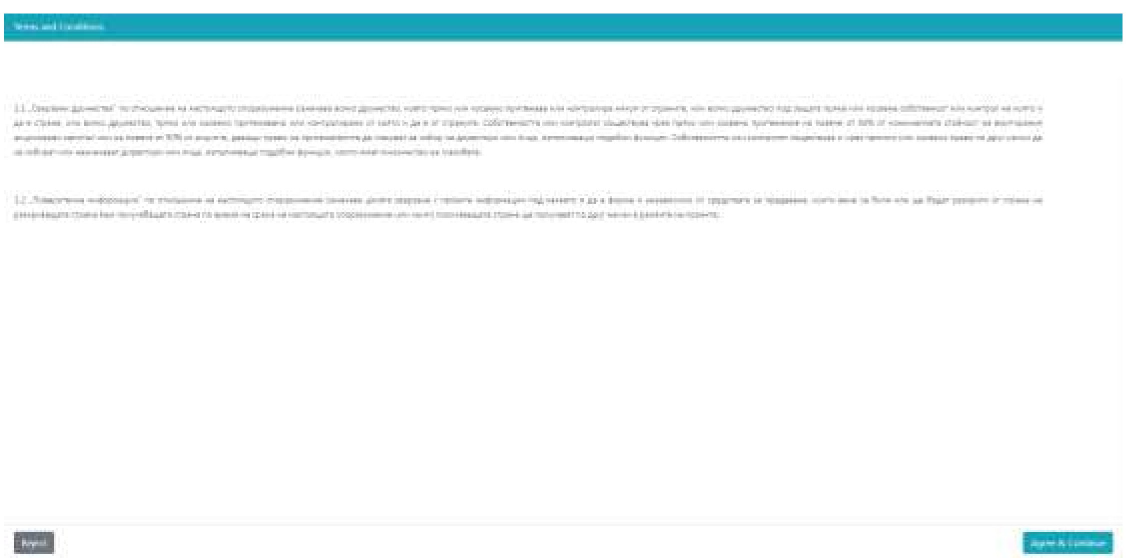
Thanks!
- The simple TMS Team

If you have already passed the password creation step and have accepted the Terms and Conditions or you are logging in with a pre-created user with an administrator role, follow the procedure described in *1.4 Login**:*

- Follow the link that will take you to the page to initially create a new password:



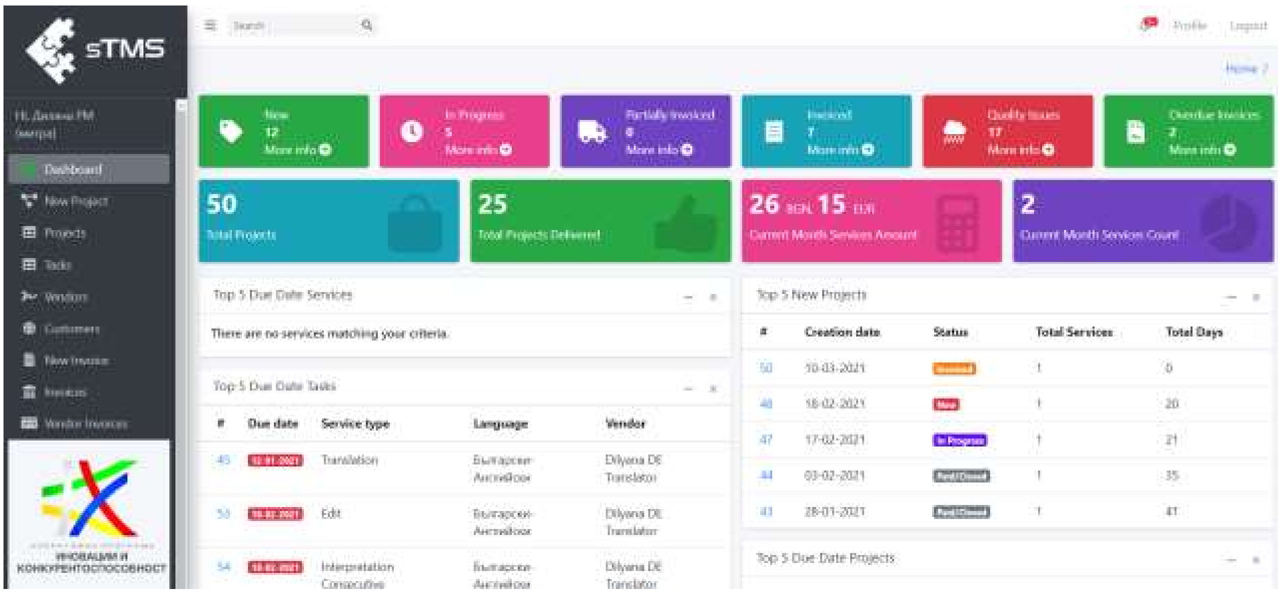
- Enter a password in the **New Password** field, then enter the same password for verification in the **Confirm new password** field.
- Click the **Change Password** button and the following screen will appear containing the Terms and Conditions for using sTMS.



- Once you have read and understood the terms and conditions, click the **Agree and Continue** button**.** In case you disagree with the Terms and Conditions, click the **Reject** button.

☞ *Please note that your account will not be approved and you will not be able to use the app, if you do not agree to the Terms of Service.*

- After clicking the **Agree and Continue** button, the following screen will appear – your **Dashboard:**



1.4. Login

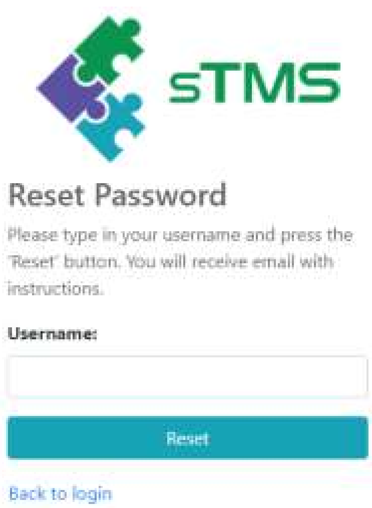
To login to sTMS, you must enter your **Username** and **Password** and click the **Login** button.

Please note that your username and password are case sensitive, so they must be entered in the same format as originally created.

To save your user credentials, please check the **Remember Me** option. This procedure will create a cookie that will store the information on your computer.

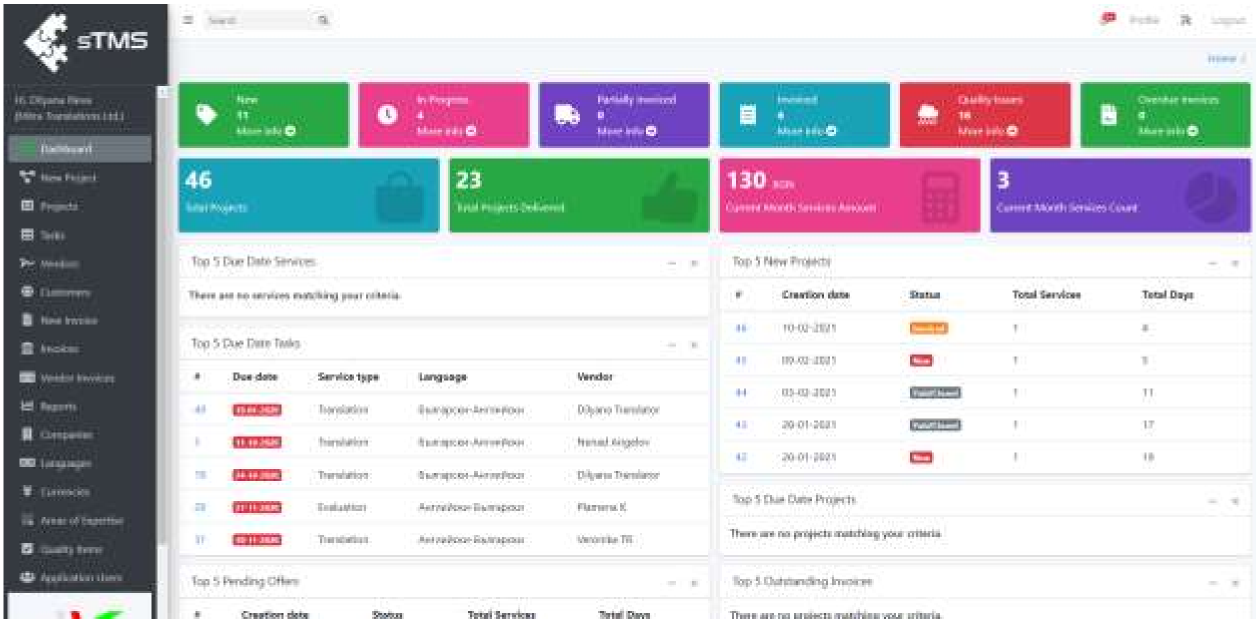
1.5. Can't Access your Account?

If you have forgotten your password, click the **Can't access your account?** link and a form will be provided where you can write your **Username**. To submit the form, click the **Reset** button. Follow the instructions you will receive by email.



1.6. Review

Once logged in, your **Dashboard** homepage will appear:

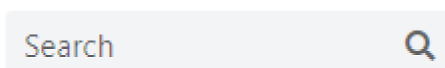


If the main navigation is not available, you can display it by clicking on the icon  at the top left corner of your screen. It contains different sections depending on the user role.

There you will also see text **Hi, [your names]** and in brackets **the organization name** to which your account is associated.

The main page will contain a toolbar for direct access to certain lists, as well as different statistical information about the organization.

A quick project search field is also available where you can enter the project number, and after clicking the Enter key on the keyboard or the search icon, the project page will be displayed.



The tables with the top 5 tasks, services and projects requiring your attention are personal and there you will only see details about projects in which you participate.

1.7. Logout

To sign out of your account, click **Logout** at the top right corner of the screen.

1.8. Roles and User Rights in sTMS

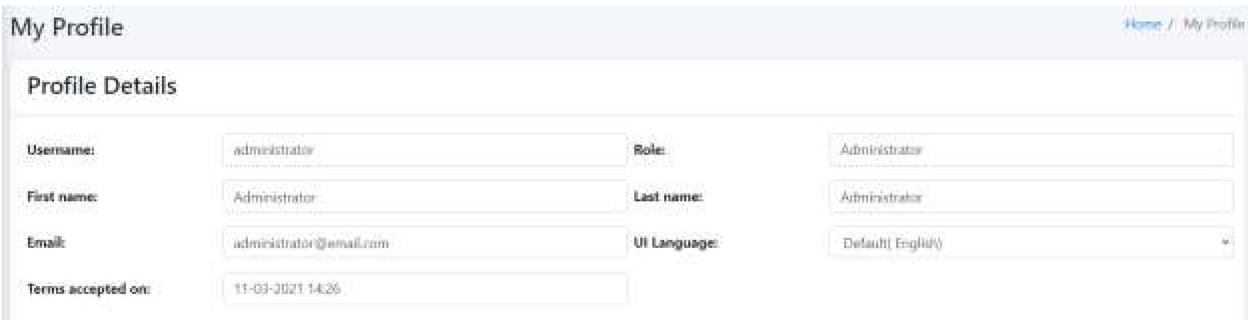
The table presents the user roles with which you can access sTMS, as well as their rights and access to individual modules and menus.

Menu/Module	Description	Administrator	Account Manager	Project Manager
Dashboard	Personal User Dashboard for Tasks, Services and Projects	√	√	√
New Project	Create a New Project	√	√	√
Projects	Project List	√	√	√
Tasks	Task List to Organization Vendors	√	√	√
Vendors	Vendor List	√	√	√
Customers	Customer List	√	√	√
New Invoice	Module to Create a New Invoice or Another Document	√	√	√
Invoices	List of Documents Issued by the Organization	√	√	√
Vendor Invoices	List of Invoices Issued by Vendors to the Organization	√	√	√
Reports	Report Module	√	√	
Companies	Manage Organizations	√		
Languages	Manage Languages	√		
Currencies	Manage Currencies	√		
Areas of Expertise	Manage Areas of Expertise	√		
Quality Items	Manage Quality Criteria and Create a Checklist	√		
Application Users	Manage Users Associated with the Organization	√	√	
Customer Rates	managing multiple service rates for a single customer or group of customers	√	√	

2. Configuring your sTMS Account

2.1. Your Details

Click **Profile** at the top of the Home screen and the following section containing detailed account information will be displayed:



- **Username** – you cannot edit a username.
- **Role** – you cannot edit a user role.
- **First name** – here you can edit your name by deleting the text in the field and typing a new one. Click **Save** to save the changes.
- **Last name –** here you can edit your last name by deleting the text in the field and writing a new one. Click **Save** to save the changes.
- **Email –** here you can edit your email by deleting the text in the field and typing a new one. Click **Save** to save the changes.
- **UI language –** here you can change the language of your user interface by clicking on the field and choosing the language in which you want your user interface to be displayed. Click **Save** to save the changes. Your user interface language has been changed.

In case you want to edit more than one field, do all the changes and then click **Save** to save the changes. ***Success*** will appear in the top right corner in a green field to confirm that your account has been successfully edited.

2.2. Change your Password

Click **Profile** at the top of the Home screen and the following section where you can change your password will be displayed:

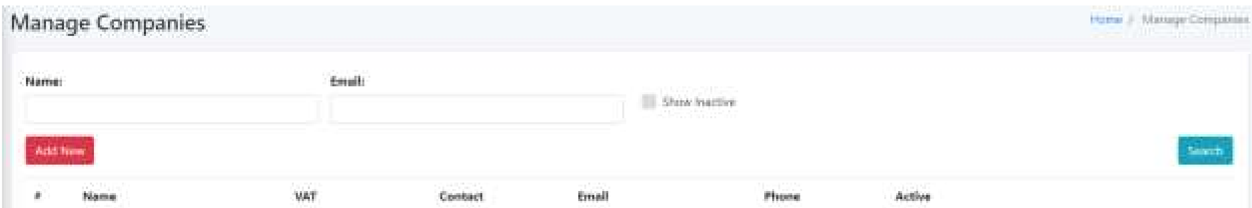
To change your password:

1. Type your **Current Password** in the field.
2. Type your **New Password** in the field.
3. Confirm the new password in the **Confirm Password** field.
4. Click the **Change Password** button.
5. The message ***Password was changed*** will appear in a green field in the upper right corner to confirm that your password has been successfully changed.

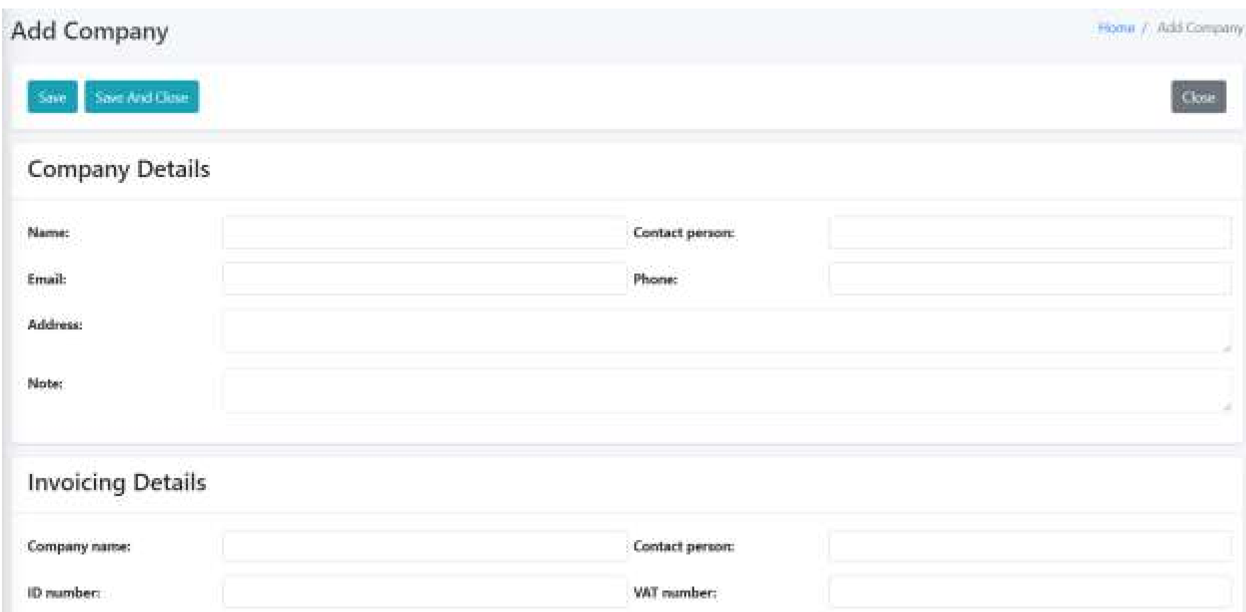
3. Customizing your sTMS

> **<u>Important</u>!** Customizing your sTMS can only be done by a user with an Administrator role!

Open menu **Companies** in the main navigation and click the **Add New** button:



The following screen will appear where you need to enter your organization information:



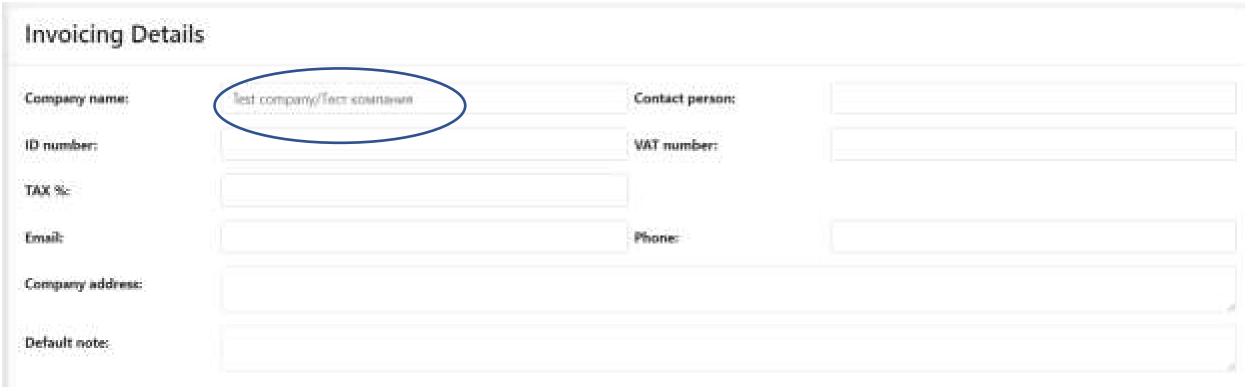
3.1. Adding Organization

In *the Company Details* section, when adding the organization, you need to enter the information about the organization under whose name you will use sTMS. All details below will be presented on any document generated by the system, such as Purchase Orders (PO), offers, etc.

- **Name** – enter the name of your company that will appear on the project and task pages, as well as on all Purchase Order (PO) templates and Customer Offer templates generated by your sTMS.
- **Contact person** – enter contact person.
- **Email** – enter a valid email address to contact your organization.
- **Phone** – enter a phone number to contact your organization; it will appear on the Purchase Order (PO) templates and Customer Offer templates generated by your sTMS.
- **Address** – enter your organization's head office address; it will appear on the Purchase Order (PO) templates and Customer Offer templates generated by your sTMS.
- **Note** – here you can write any additional information you need. It will not appear on documents or templates generated by the system.
- Click the **Save** or **Save and Close** button at the top of the screen to save the data entered. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

3.2. Adding Organization Invoicing Details

In *the Invoicing Details* section, when adding an organization, you need to enter the information about the organization/individual under whose name you will issue invoices and other accounting documents with sTMS. All details below will be provided on each document generated by the invoicing module, such as invoices, pro forma invoices, credit notes, etc.



- **Company name** – enter the name of your company/individual that will appear as issuer when creating a new document through the invoicing module. You can enter the name in Cyrillic and in Latin following the example above so that you do not have to change the template if you issue documents in both languages.
- **Contact person** – enter a contact person that will appear in the details of the accounting document issuer, e.g., Financially Liable Person.
- **ID number** – enter your company identification number (UIC) or Personal No in case you issue invoices and other accounting documents as an individual.
- **VAT number** – enter your VAT number if you are registered under the VAT Act, which will be included in the details of the accounting document issuer.
- **TAX %** – enter the VAT rate relevant for the country. If you are not registered for VAT, enter 0 in this field and the reason for charging this rate in the **Default Note** field.
- **Email** – enter a valid contact email address for your organization, which will be included in the details of the accounting document issuer.
- **Phone** – Enter a valid phone number to contact your organization, which will be included in the details of the accounting document issuer.
- **Address** – enter the registration address of your organization/individual, which will be included in the details of the accounting document issuer.
- **Default Note** – you can write additional information that you want to appear in your accounting documents.
- Click the **Save** or **Save and Close** button at the top of the screen to save the data entered. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

3.3. Adding Organization Bank Details

In *the Bank Details* section, when adding an organization, it is necessary to enter the bank details for payment of all accounting documents issued by your organization/individual. All the details below will be included in each document generated by the invoicing module in case you choose as payment method **Bank transfer.**

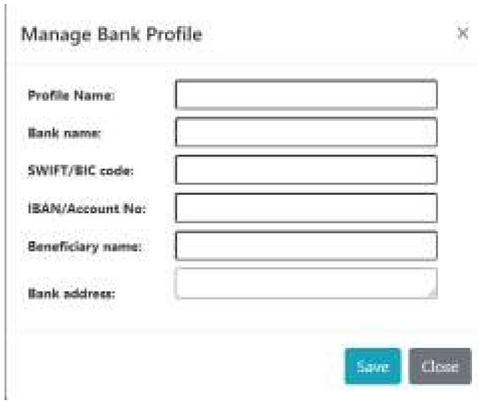
Enter the details of the primary bank account to which you want to receive payments of invoices and other documents issued through the invoicing module.

- **Bank name** – enter the name of the bank.
- **SWIFT/BIC code** – enter the bank's SWIFT/BIC code.
- **IBAN/Account No** – enter a valid IBAN account number.
- **Beneficiary name** – enter the name of the account holder.
- **Bank address** – enter the address of the bank.
- Click the **Save** or **Save and Close** button at the top of the screen to save the data entered. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

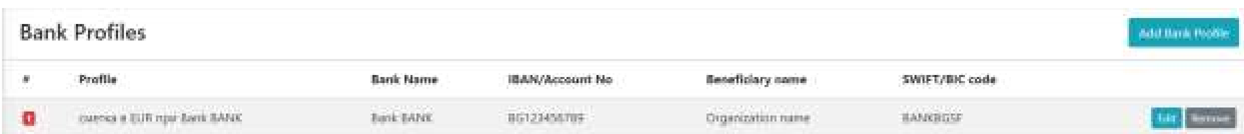
3.4. Adding Organization Bank Profiles

If you accept payments in more than one bank account, e.g. in different currencies or with different banks, or you have accounts in other payment systems, such as Easy Pay, PayPal, Skrill, etc.; use the *Bank Profiles* section to add them and to be able to choose among your bank profiles when preparing an invoice.

1. Click the **Add Bank Profile** button and the following pop-up window will appear where you need to enter the data in the same way as you did for the primary bank account. In the **Bank Profile** field, enter a bank profile name in order to be more convenient for you when choosing in the invoicing module, e.g., 'EUR Account with Bank BANK'.



2. Click **Save** to add the bank profile. Your bank profile has been added.



3. Click the **Save** or **Save and Close** button at the top of the screen to save the data entered. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

Repeat the procedure to enter all bank accounts.

To edit a bank profile, click the **Edit** button on its line, and to remove it, click the **Remove** button.

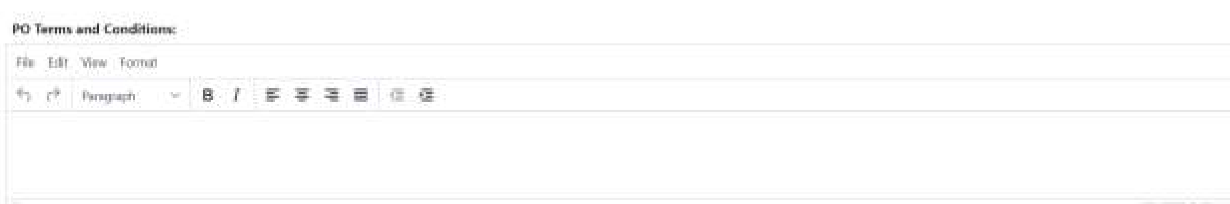
3.5. Adding Organization Terms and Conditions

In the *Terms and Conditions* section, when adding an organization, you can type or paste your organization's Terms and Conditions, which will be included in all documents you issue via sTMS, as well as on the vendors and customers portals. These fall into three categories:

3.5.1. Adding Terms and Conditions to a Purchase Order (PO)

In the *PO Terms and Conditions* field, you can type or paste your organization's specific Terms and Conditions which will be included in all Purchase Orders (PO) generated by sTMS.

Please use the following **text editor** to type and/or paste and format the text of your organization's Terms and Conditions. The editor includes some common MS Word options.



3.5.2. Adding Terms and Conditions to a Customer Offer:

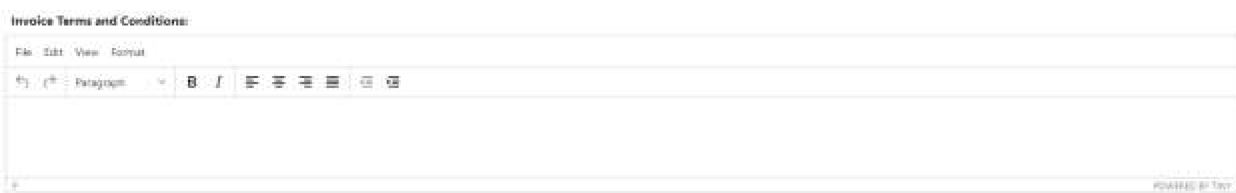
In the *Customer Offer Terms and Conditions* field, you can type or paste your organization's specific General Terms and Conditions, which will be included in all customer offers generated by sTMS.

Please use the following **text editor** to type and/or paste and format the text of your organization's Terms and Conditions. The editor includes some common MS Word options.

3.5.3. Adding Terms and Conditions to Invoice

In the *Invoice Terms and Conditions* field, you can type or paste your organization's specific Terms and Conditions, which will be included in all accounting documents, such as invoices, credit notes, etc., generated by sTMS.

Please use the following **text editor** to type and/or paste and format the text of your organization's Terms and Conditions. The editor includes some common MS Word options.



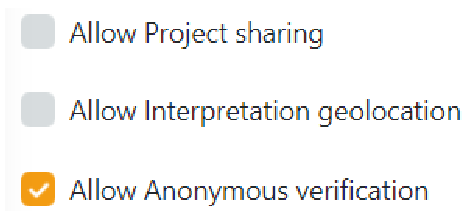
Once you have entered all the data, click the **Save** or **Save And Close** button at the top of the screen to save it. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

3.6. Organization System Settings

Click the Organization Settings icon at the top right corner of the screen. The following screen will appear where you need to enter and customize the system settings for your organization, such as organization name, as it will be displayed on the app, organization logo, etc. Here you can enable or disable certain functionalities, as well as set regular checks against certain criteria to receive reports about.

- **Organization name** – name of the organization.
- **Logo URL** – the URL from which to retrieve your organization's logo.
- **Custom CSS URL** – an external field to customize the interface.
- **API Secret** – a specific customer key for anonymous user verification.
- **Total Uploaded Files** – total number and size of files uploaded to the application.
- **BI Url** – URL to connect to the Business Analytics Application.

If you want to turn on/off any of the following functionalities, check or uncheck:

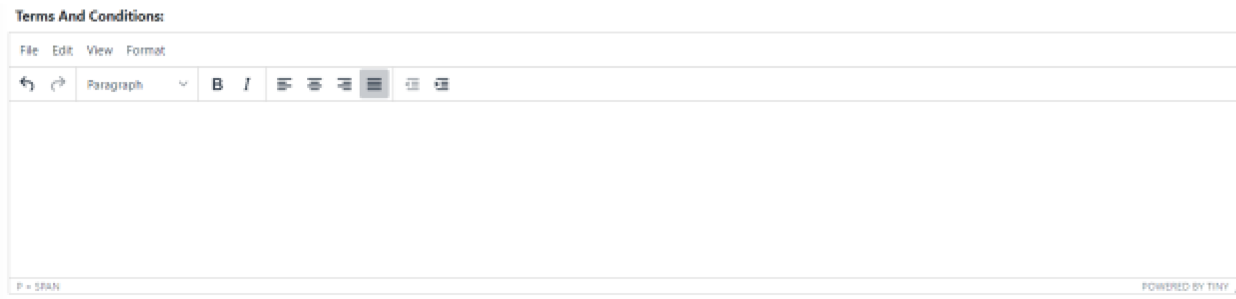


- **Allow Project Sharing** – this innovative functionality allows you to share projects with users from other organizations that use sTMS to manage their business. For example, if you lack resources for a particular project or cannot complete it within the deadline set by the customer, you can share it with users from other organizations. And vice versa – if a colleague from another organization lacks resources, they can share it with other users and you can complete the project.
- **Allow Interpretation geolocation** – this functionality allows the application to detect the geolocation of vendors when registering, and to relate it to the geolocation of the user who creates an interpretation task. The app lists the vendors closest to the location of the interpretation task.
- **Allow Anonymous verification** – this functionality allows the app to generate a unique project verification code that can be provided to the customer for anonymous check of project status and deadline in the sTMS mobile application.

3.7. Terms and Conditions for sTMS Users

In the sTMS *User Terms and Conditions* section on the Organization System Settings page, you need to add the User Terms and Conditions for the application. ***Please note that these Terms and Conditions will be***

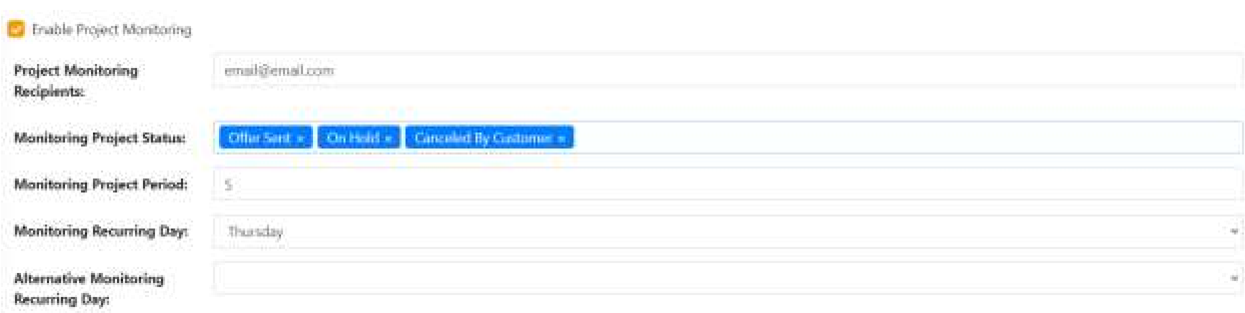
mandatory for all users to read and accept. They will be visible on each access portal, and each time they are amended, users will receive a notification in the **Notifications** section of the application. Please, see 1.3 Initial Login.



In the Project Monitoring section on the Organization System Settings page, you can set up two types of project verification tasks. You can receive the reports of these verifications on a pre-set day of the week on a specified email.

Follow the procedure described here to set up those monitoring tasks:

- **Enable Project Monitoring** – this monitoring task will automatically check if there are projects that remain in the pre-set status for longer than you set in the deadline, and will send you a list of them. *For example, you can set this functionality to send you every Tuesday a list of projects that are with status Sent Offer, On hold and Cancelled by Customer for more than 5 days.*

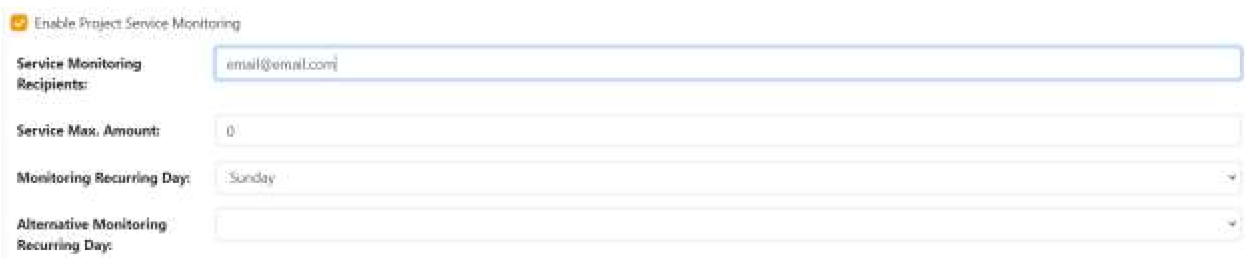


1. **Enable Project Monitoring** – check the box.
2. **Project Monitoring Recipients** – enter a valid email where you want to receive the report of the task performed.
3. **Monitoring Project Status** – select the project statuses you want the task to check for.
4. **Monitoring Project Period** – enter the minimum number of days the project must have been in this status without being changed.
5. **Monitoring Recurring Day** – select a day of the week to receive the verification report.
6. **Alternative Monitoring Recurring Day** – select an alternative day of the week if you want to receive a report twice a week.

7. Once you have entered all the data, click the **Save** or **Save And Close** button to save it. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

- **Enable Project Service Monitoring** – this monitoring task will automatically check if there are Services to Projects with a value lower than the one you set and will send you a list of them. *For example, checking whether there are services to projects with zero value or with a value of less than 5 characters*.

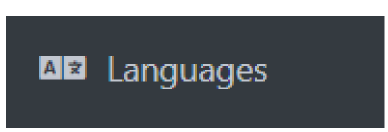
Important! Don't forget to click one of the two buttons in the green colour **Save** or **Save And Close.** If you miss to do so, the date will not be saved. If you want to close, click **Close**.



1. **Enable Project Service Monitoring** – check the box.
2. **Service Monitoring Recipients –** enter a valid email where you would like to receive the task report.
3. **Service Max. Amount** – enter the maximum value of a service to a project to check for.
4. **Monitoring Recurring Day** – select a day of the week to receive the verification report.
5. **Alternative Monitoring Recurring Day** – select an alternative day of the week if you want to receive a report twice a week.
6. Once you have entered all the data, click the **Save** or **Save And Close** button to save it. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

3.8. Languages

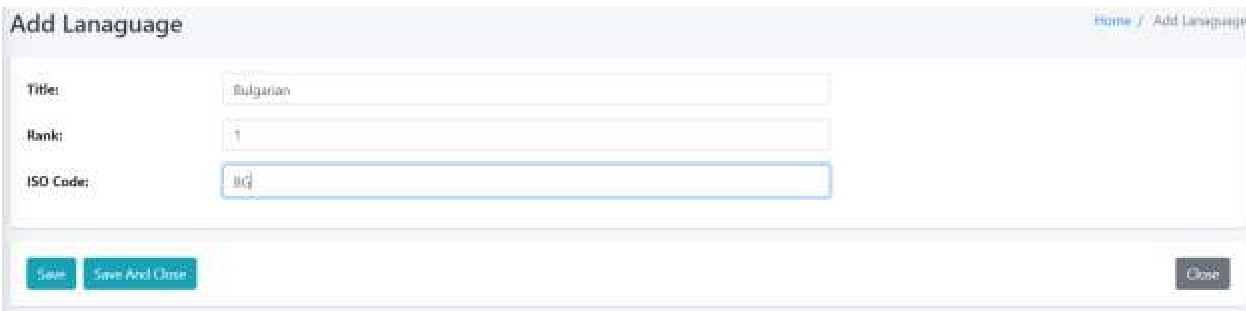
You can add the languages used by your organization to provide language services via the **Languages** menu in the main navigation:



3.8.1. How to Add Languages

To add a new language:

1. Click the **Add New** button from the language management module.
2. Type the name of the language in English in the **Title** field.
3. Define **Rank***– this indicates the order in which the languages will be displayed when selecting a language from any drop-down list in the app.
4. Type the ISO language code in the **ISO Code** field.



5. Click the **Save** button or **Save And Close** to save them.

    a. **Save** will save the entry and allow you to immediately write a translation into the language and to another language in which the language list will be displayed;

    b. **Save And Close** will save the entry and return you to the list of languages from where you can via the **Edit** button enter a translation into another language or edit another element of the entry.

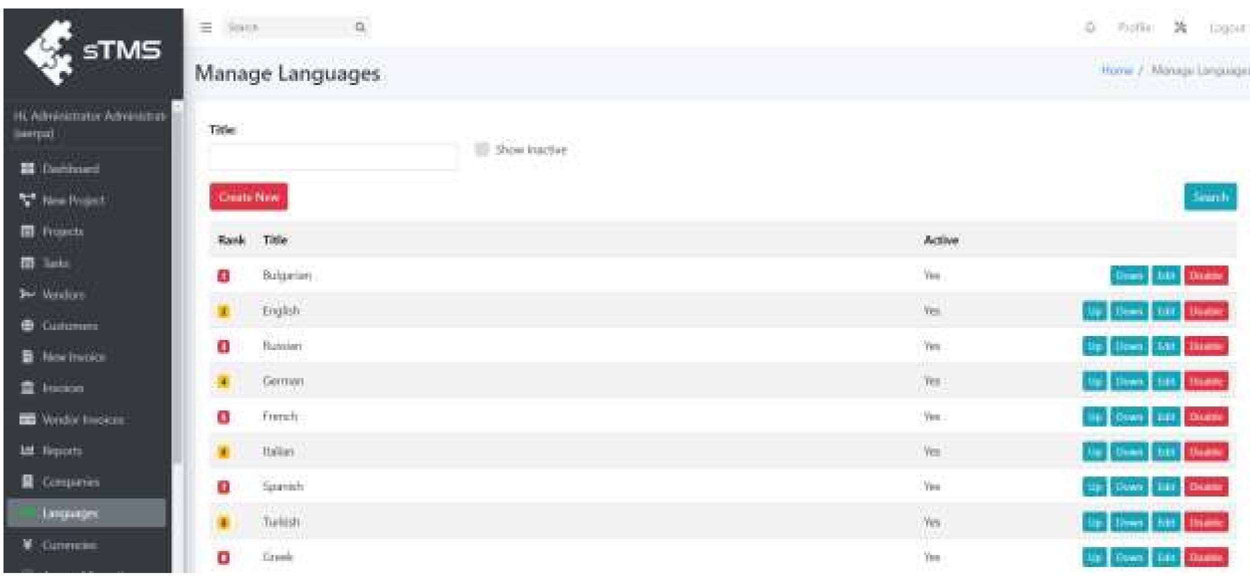
<u>Note:</u> *Rank is the order of display in all drop-down menus that will appear in your sTMS – If you place 1, then this item will appear first in the drop-down list. For example, if you want English to appear first and German to appear second, place 1 on Rank when you add English, and 2 on Rank when you add German.*

6. Enter the translation into another language in the **Translation** field by adjusting the language of the translation to the one specified in the **Language** field in the **Translations** section of the language editing module.

7. Click the **Save** or **Save And Close** button again to save the changes. If you want to close without saving the entry, click **Close.**

3.8.2. List of All Languages

Once you have added multiple languages, they will be displayed in the **Languages** menu of the navigation.



You can add as many languages as you like.

To **edit** a language, click the **Edit** button.

To **disable** a language, click the **Disable** button. This will disable the language, but will not delete it. You can reactivate it by clicking **Activate**. Make sure to check the **Show Inactive** option when searching for disabled languages.

To **change the rank of a language**, use the **Up** and **Down** buttons on the right side of the table.

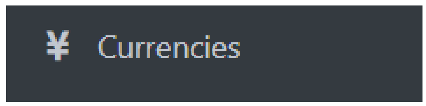
To **add a new language**, click the **Add new** button above the table.

To **search** for a specific language (already added**),** you need to type it in the **Title** field, which is located above the table, and click Search.

Show Inactive – if checked and by clicking **Search**, all disabled languages will be displayed. You will be able to reactivate them.

3.9. Currencies

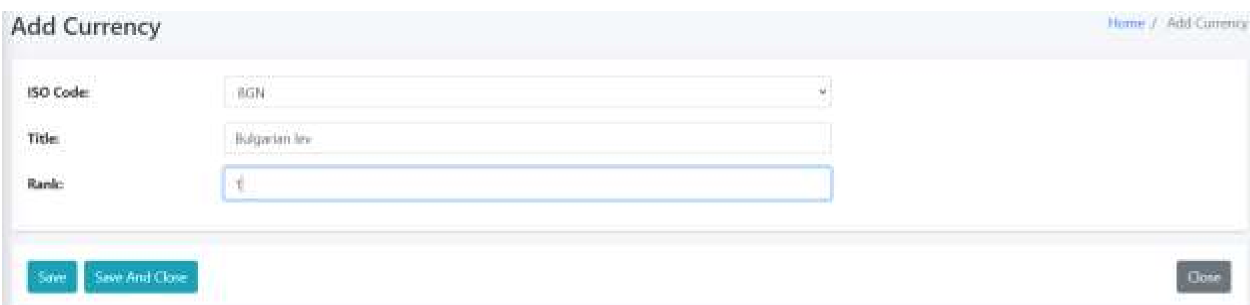
You can add currencies that your organization works with through the **Currencies** menu in the main navigation:



3.9.1. How to Add Currency

To add new currency:

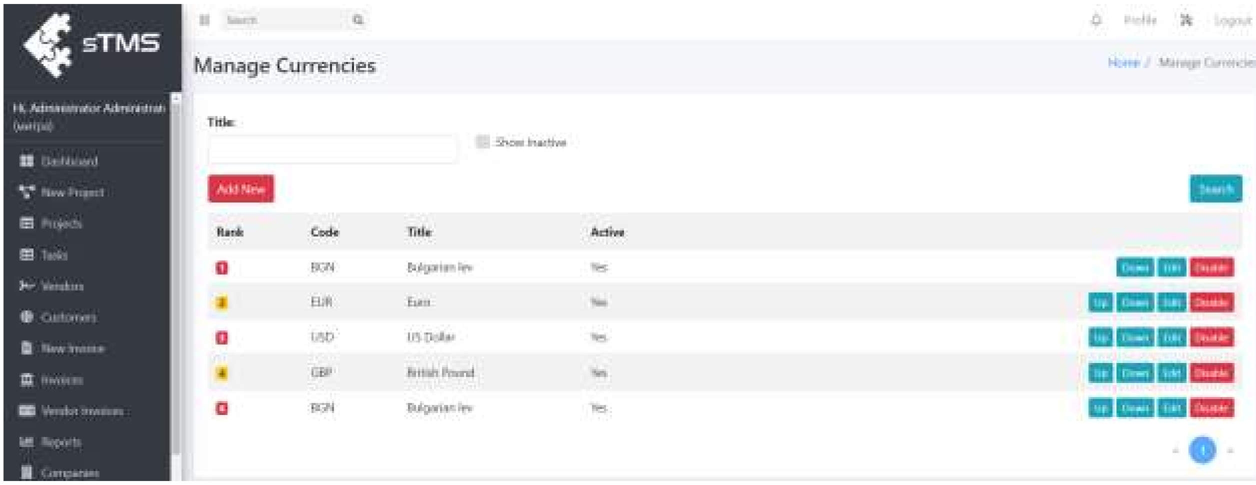
1. Click the **Add New** button from the Currency Management Module.
2. Select the ISO currency code from the **ISO Code** drop-down list.
3. Type the currency name in English in the **Title** field.
4. Define **Rank** – this is the order in which the currency is displayed when selecting a currency from any drop-down list in the application.



5. Click the **Save** button or **Save And Close** to save them.
    a. **Save** will save the entry and leave you on the same page;
    b. **Save And Close** will save the entry and return you to the currency list.
6. If you want to close without saving the entry, click **Close.**

3.9.2. List of All Currencies

Once you add multiple currencies, they will appear in the list of currencies in the **Currencies** menu of the navigation.



You can add as many currencies as you like.

To **edit** currency, click the **Edit** button.

To **deactivate** currency, click the **Disable** button. This will disable the currency, but will not delete it. You can reactivate it by clicking **Activate**. Make sure to check the **Show Inactive** option when looking for disabled currencies.

To **change the currency rank**, use the **Up** and **Down** buttons on the right side of the table.

To **add a new currency**, click the **Add new** button above the table.

To **search** for a particular currency (already added), you need to type it in the **Title** field, which is located above the table, and click **Search**.

Show Inactive – if checked and by clicking **Search**, all disabled currencies will be displayed. You will be able to reactivate them.

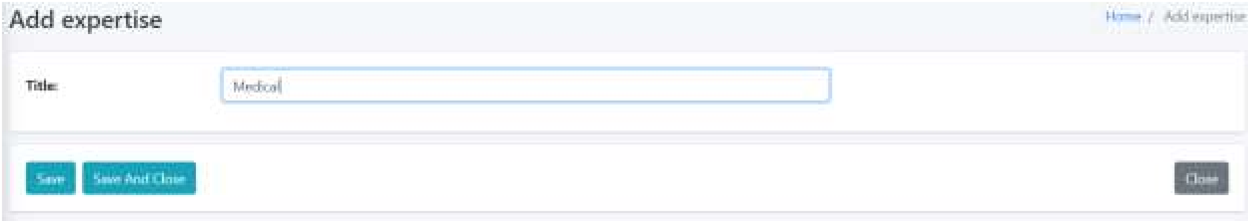
3.10. Areas of Expertise

You can add Areas of Expertise where your organization provides language services via the **Areas of Expertise** menu in the main navigation:

3.10.1. How to add Area of Expertise

To add a new area of expertise:

1. Click the **Add New** button in the Areas of Expertise management module.
2. Type the name of the area of expertise in English in the **Title** field.



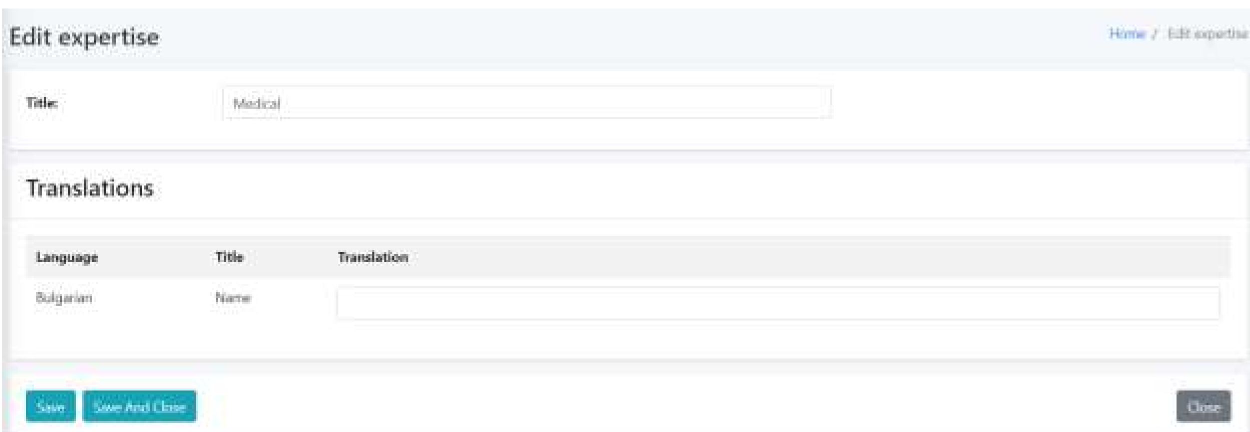
3. Click the **Save** or **Save And Close** button to save the entered area of expertise.

    a. **Save** will save the entry and allow you to immediately write the translation of the area of expertise in another language in which the list with areas of expertise will be visualized;

    b. **Save And Close** will save the entry and return you to the list of areas of expertise where you can use the **Edit** button to enter a translation into another language or edit another element of the entry.

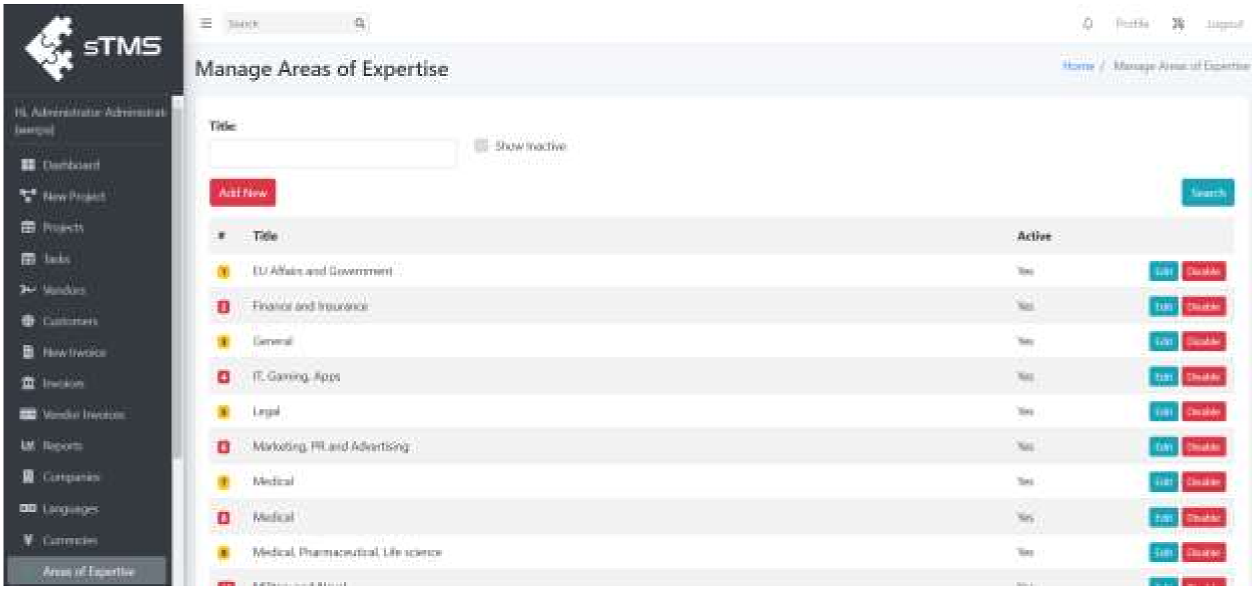
4. Enter the translation into another language in the **Translation** field by adjusting the language of the translation to the one specified in the **Language** field in *the Translations* section of the Areas of Expertise editing module.

5. Click the **Save** or **Save And Close** button again to save the changes. If you want to close without saving the entry, click **Close.**



3.10.2. List of all Areas of Expertise

Once you have added several areas of expertise, they will appear in the list of areas of expertise in the **Areas of Expertise** menu of the navigation.



You can add as many areas of expertise as you want.

To **edit** an area of expertise, click the **Edit** button.

To **disable** an area of expertise, click the **Disable button.** This will disable the expert area, but will not delete it. You can reactivate it by clicking **Activate**. Make sure the **Show Inactive** option is checked when searching for disabled areas of expertise.

To **change the rank of the area of expertise**, use the **Up** and **Down** buttons on the right side of the table.

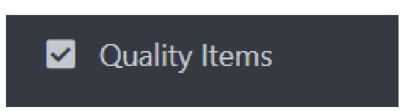
To **add a new area of expertise**, click the **Add new** button above the table.

To **search** for a particular area of expertise (already added), you need to type it in the **Title** field, which is located above the table, and click **Search.**

Show Inactive – if you check and click **Search**, all disabled areas of expertise will be displayed. You will be able to reactivate them.

3.11. Quality (Quality Management Checklist)

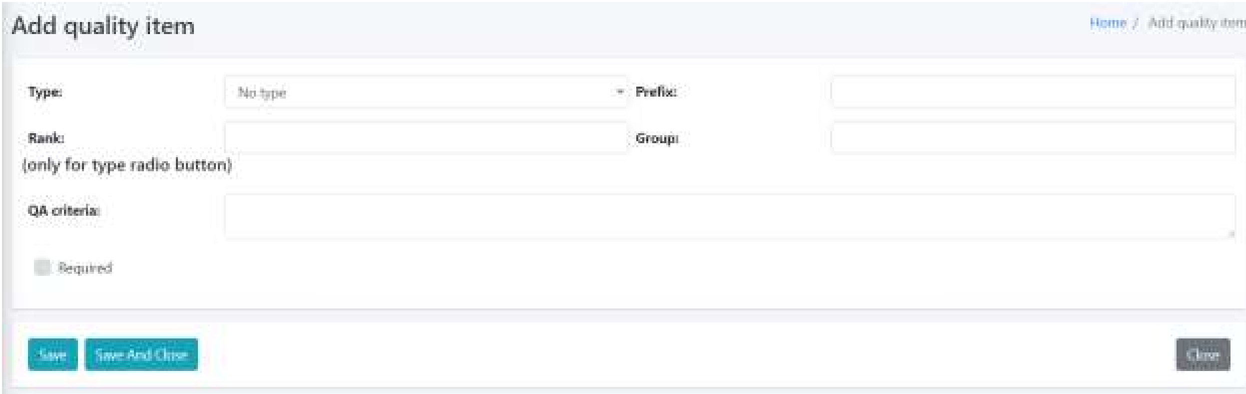
You can configure your quality checklist, which will be displayed on the project page, using the Quality Criteria Management Module. Open the **Quality Items** menu in the main navigation to continue.



3.11.1. How to Add a Quality Check Criterion

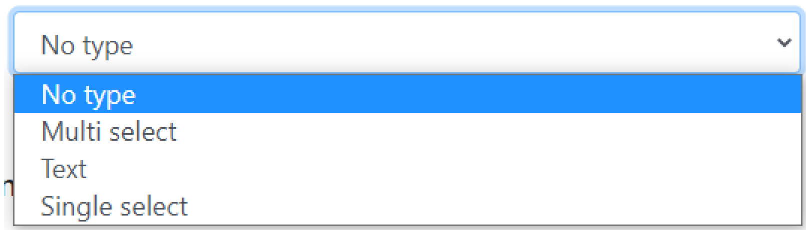
To add a quality criterion:

1. Click the **Add New** button on the Quality Criteria Management Module.



2. Define and enter the following data:

    a. **Type** – from the drop-down list, you can specify the type of field you will create.



✓ **No type** – this means that the label will be plain text with no item next to it.

✓ **Multi select** – this means that a check box will be displayed next to the label.

Example:

Spell check complete: 

✓ **Text** – this means that there will be a text field next to the label in order that you can write more explanations.

Example:

✓ **Single select** – the purpose of the single selection is to have more than 1 option and to select one of them, it is necessary to group the available options and enter a group name.

Example:

Spell check completed successfully: 

Spell check failed: 

Spell check is not yet completed:

*If you select **Single Select** for type of criterion, you can combine different criteria into one group.*

The three criteria according to the above example have to be created using this option and assigned to one group.

When you click the radio button of an option belonging to a particular group, the radio buttons of the other options within the same group will be disabled.

b. **Prefix** – used for numbering the list. You can write, e.g., number ‘1’, symbol ‘-’, etc.

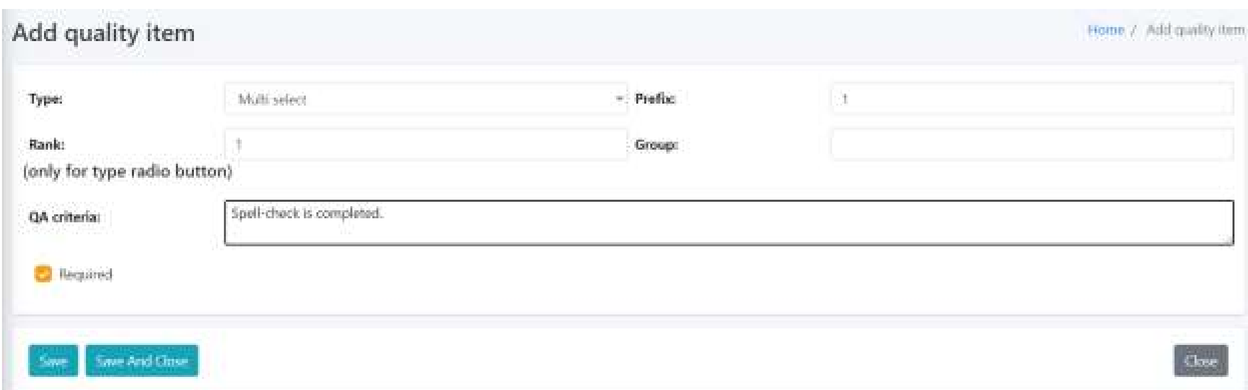
c. **Rank** – assigns the specific place of the criterion in the quality management checklist.

d. **Group** – here you can write the name of the group to which you want to assign this criterion if you have selected **Single select** for the type of criterion.

e. **Quality Criteria (QA criteria)** – here you can write the name of the specific criterion.

f. **Required** – if you check the box, the user will be required to fill in the field.

3. Click the **Save** button or **Save And Close** to save the entered parameters. If you want to close without saving the entry, click **Close.**



a. **Save** will save the entry and allow you to immediately write the translation of the quality criterion into another language in which the list with quality criteria will be displayed;

b. **Save And Close** will save the entry and return you to the Quality Criteria list, where you can use the **Edit** button to enter a translation into another language or edit another element of the entry.

4. Enter the translation into another language in the **Translation** field by adjusting the language of the translation to the one specified in the **Language** field in the *Translations* section of the Quality Criteria Editor module.

Translations

Language	Title	Translation
Bulgarian	Name	

5. Click the **Save** or **Save And Close** button again to save the changes. If you want to close without saving the entry, click **Close.**

1	1	Spell-check is completed.	Multi select		Yes	Up Down Edit Disable

3.11.2. List of All Quality Criteria

Once you have added several criteria, they will appear in the Quality Checklist of the Quality Management stage of your project.

Once you have added all your quality check criteria, you can configure your own quality check list.

Rank	Prefix	Name	Type	Group	Active	
1	1	Translator confirmed	No type		Yes	Down Edit Disable
1	1	Spell-check is completed.	Multi select		Yes	Up Down Edit Disable
2	-	All project-specific instructions have been followed	Multi select		Yes	Up Down Edit Disable
3	-	All project-specific and general reference material has been consulted and used	Multi select		Yes	Up Down Edit Disable
4	-	UI string glossary has been followed throughout the text	Multi select		Yes	Up Down Edit Disable
5	-	Spell-check has been completed (with special attention to typos, space, punctuation capitalization etc.)	Multi select		Yes	Up Down Edit Disable
6	2	Translation received and sent for review	Multi select		Yes	Up Down Edit Disable
7	3	Reviewer's Report	No type		Yes	Up Down Edit Disable

You can add as many criteria as you want.

To edit a criterion, click the **Edit** button.

To disable a criterion, click the **Disable** button. This will disable the criterion, but will not delete it. You can reactivate it by clicking **Activate.** Make sure the **Show Inactive** option is checked when looking for disabled criteria.

To change the rank of a criterion, use the **Up** and **Down** buttons on the right side of the table.

To add a new criterion, click the **Add New** button above the table.

To search for a certain criterion (already added), you need to type it in the **Title** field, which is located above the table and click **Search.**

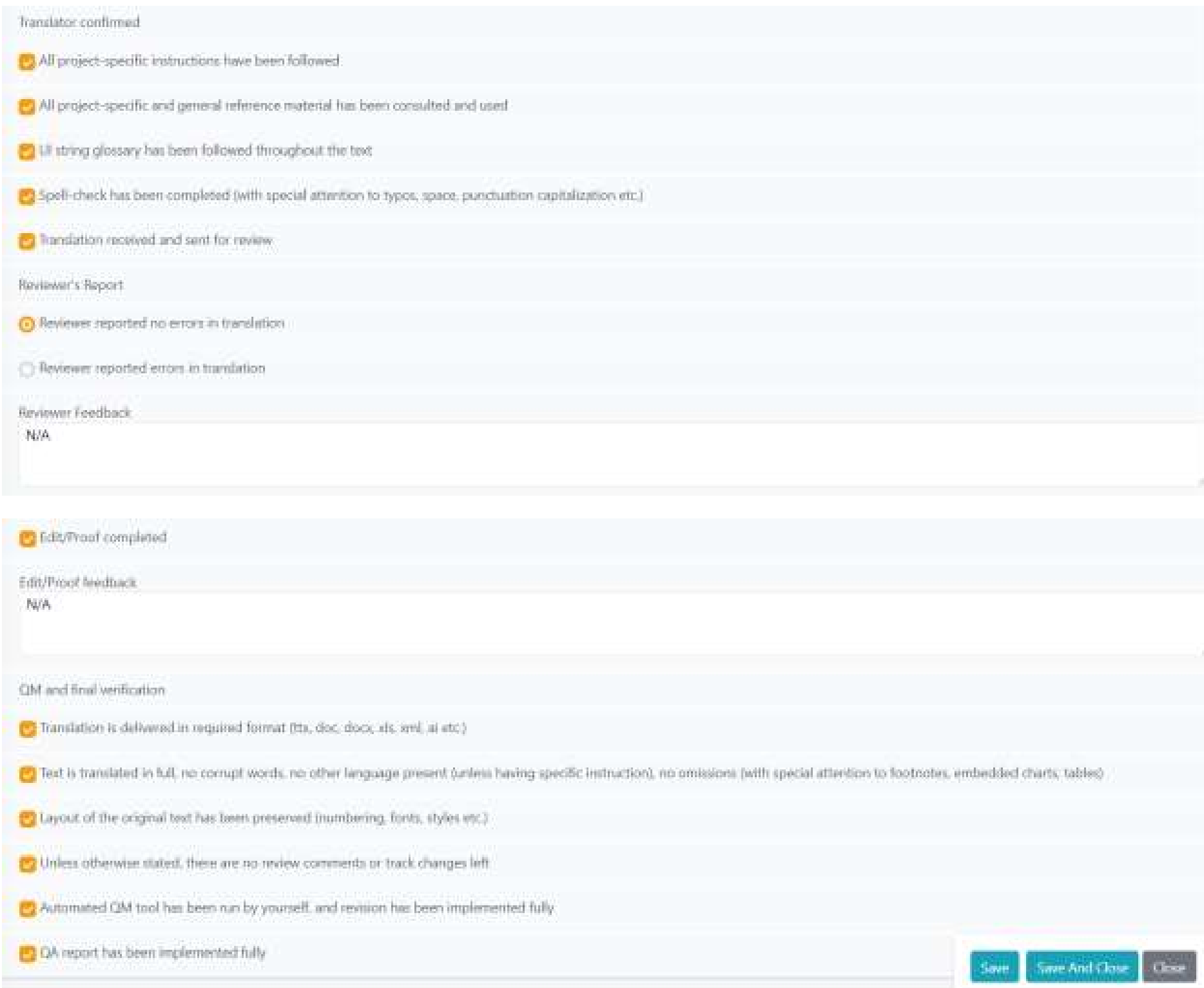
Show Inactive – if checked and by clicking **Search**, all disabled criteria will be displayed. You will be able to reactivate them.

3.11.3. Quality Management Checklist

For your convenience, we have created the following model checklist.

*This is **JUST** an example:*

Quality Management Checklist



Please take a look at the screenshots below to better understand how the above checklist was created and how it will be displayed on your project list.

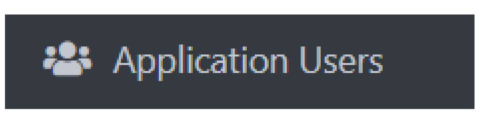
*This is **JUST** an example:*

The *picture below shows how* the checklist is configured in the **Quality Items** menu*:*

Rank	Prefix	Name	Type	Group	Active	
1	1	Translator confirmed	No type		Yes	Down Edit Disable
2	-	All project-specific instructions have been followed	Multi select		Yes	Up Down Edit Disable
3	-	All project-specific and general reference material has been consulted and used	Multi select		Yes	Up Down Edit Disable
4	-	UI string glossary has been followed throughout the text	Multi select		Yes	Up Down Edit Disable
5	-	Spell-check has been completed (with special attention to typos, space, punctuation capitalization etc.)	Multi select		Yes	Up Down Edit Disable
6	2	Translation received and sent for review	Multi select		Yes	Up Down Edit Disable
7	3	Reviewer's Report	No type		Yes	Up Down Edit Disable
8	a	Reviewer reported no errors in translation	Single select	a1b2c3d4	Yes	Up Down Edit Disable
9	b	Reviewer reported errors in translation	Single select	a1b2c3d4	Yes	Up Down Edit Disable
10		Reviewer Feedback	Text		Yes	Up Down Edit Disable
11	4	Edit/Proof completed	Multi select		Yes	Up Down Edit Disable
12		Edit/Proof feedback	Text		Yes	Up Down Edit Disable
13	5	QM and final verification	No type		Yes	Up Down Edit Disable
14	-	Translation is delivered in required format (ttx, doc, docx, xls, xml, ai etc.)	Multi select		Yes	Up Down Edit Disable
15	-	Text is translated in full, no corrupt words, no other language present (unless having specific instruction), no omissions (with special attention to footnotes, embedded charts, tables)	Multi select		Yes	Up Down Edit Disable
16	-	Layout of the original text has been preserved (numbering, fonts, styles etc.)	Multi select		Yes	Up Down Edit Disable
17	-	Unless otherwise stated, there are no review comments or track changes left	Multi select		Yes	Up Down Edit Disable
18	-	Automated QM tool has been run by yourself, and revision has been implemented fully	Multi select		Yes	Up Down Edit Disable
19	-	QA report has been implemented fully	Multi select		Yes	Up Down Edit Disable

3.12. Users

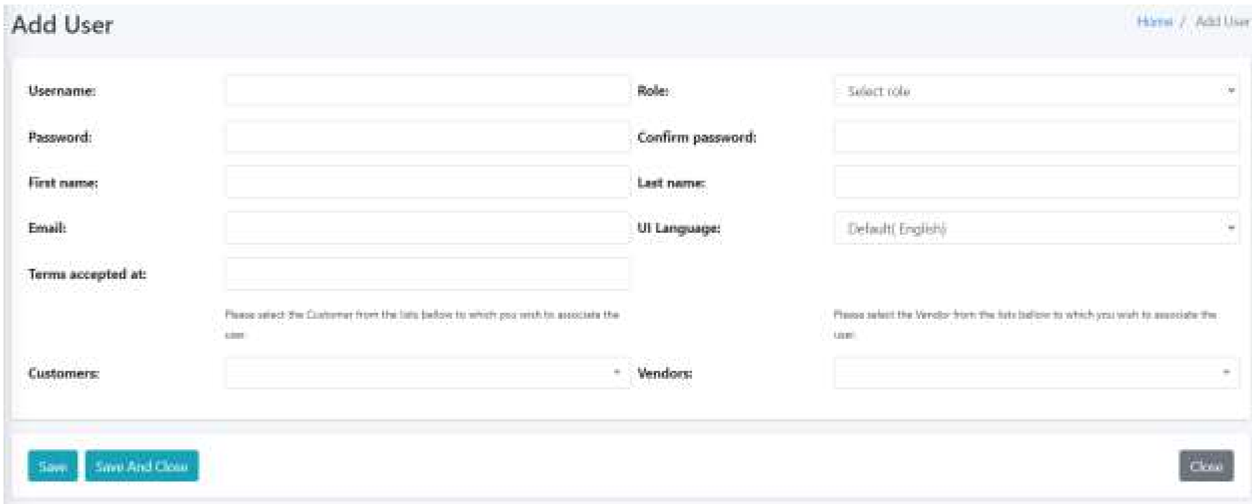
You can add users to your organization, such as administrators, account managers, project managers, vendors and customers. To add users, open the **Application Users** menu in the main navigation:



3.12.1. How to Create a User

To create a new user:

1. Click the **Create New** button in the User Management Module. The next display will appear:



2. Enter the following user data:

   - **Username** – enter a username. It will be used when user logs in to sTMS.
   - **Role** – select user role from drop-down list:

- ✓ **Administrator**
- ✓ **Account Manager**
- ✓ **Project Manager**
- ✓ **Customer**

To create a user with a Customer role, you must have pre-created the customer profile in the ***Customers*** *menu and associate the user with the customer from the drop-down list.*

- ✓ **Vendor**

To create a Vendor user, you must have pre-created the Vendor profile in the ***Vendors*** *menu and associate the user with the vendor from the drop-down list.*

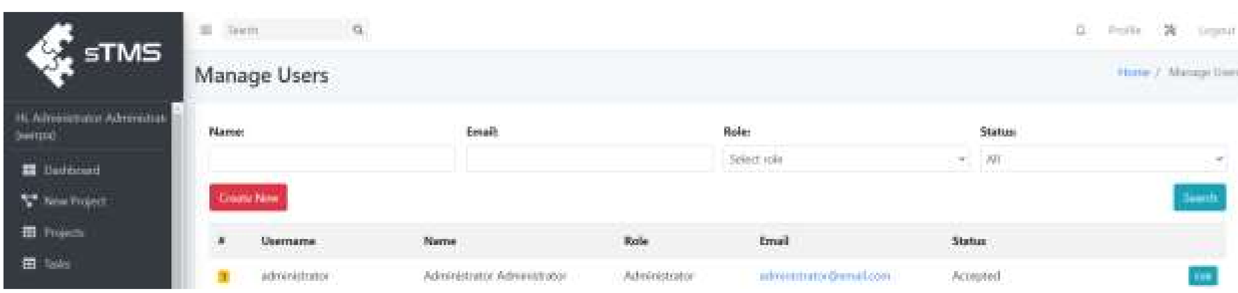
See [Section 1.8 Roles and User Rights in sTMS] for the rights of each type of user roles. For customer and vendor role rights, please refer to the relevant user guides.

- **Password** – enter a password that will be changed by the user after creation, following the link in the verification and password change message.
- **Confirm Password** – confirm the entered password.
- **First name** – enter the user's first name. It will be displayed when he/she creates a new project or makes changes to an existing project.
- **Last name** – enter the user's last name. It will be displayed when he/she creates a new project or makes changes to an existing project.
- **Email** – enter a valid email where the user will receive the verification message for their user account.
- **UI language** – select the language of the user interface by clicking on the field and selecting the language in which you want the user interface to be displayed.
- **Terms Accepted at** – this will indicate the date and time on which the General Terms and Conditions for work with sTMS have been accepted by the user.
- **Customers** – if you create a user with a customer role, select the customer profile from the drop-down list of already created customers to whom you want to associate the user.
- **Vendors –** if you create a user with a vendor role, select the vendor from the drop-down list of already created vendors to whom you want to associate the user.

3. Click the **Save** or **Save And Close** button to save the data entered and create the user. If you want to close without saving the entry, click **Close.**

3.12.2. List of All Users

Once you have added multiple users, they will appear in the list of users in the **Application Users** menu in the main navigation.



You can add as many users as you like.

To **edit** a user, click the **Edit** button.

To **disable** a user, click the **Disable** button. This will disable the user, but will not delete it. You can reactivate it by clicking **Activate**. Make sure to select **Disabled** from the user status drop-down list from the search filters.

To **add a user**, click the **Create new** button above the table.

To **search for a specific user** (already added), type their name or email address, select their role or status from the drop-down lists, and click the **Search** button. You can use all filters, both separately and simultaneously.

4. Vendors

To create your own list of vendors, open the **Vendors** menu in the main navigation.

4.1. How to Add a Vendor

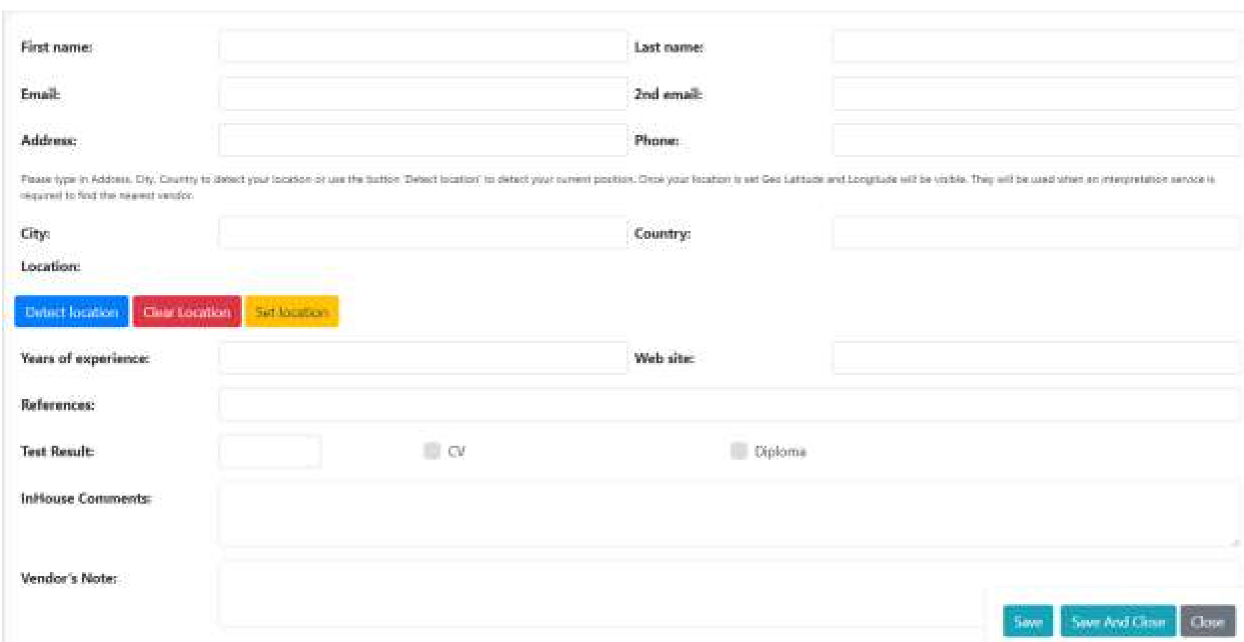
Once in the Vendor Management Menu, click the **Create New** button to open the module for Vendor profile creation.

☞ *You can create a new vendor similar to one of the existing ones in the list by clicking the **Copy** button on the vendor's line and editing the fields according to the instructions provided below.*

☞ *Please note that only users with Administrator and Account Manager roles can create vendor accounts. A Project Manager user can only edit and add data.*

4.1.1. Vendor Profile

In the first section, you have to provide the following vendor details:



☞ *Most of the information is optional, but the more data you enter about your vendors, the better the search and audit results you will get.*

- **First name** – enter the first name of the vendor.
- **Last name** – enter the vendor's last name.

- **Email** – enter a valid vendor's email, this will be the email to which you will send work orders (PO).
- **2nd email** – additional, in case the vendor has an additional email address.
- **Address** – enter vendor's address.
- **Phone** – enter vendor's phone.
- **City** – enter the city where the vendor is established.

☞ *Defining the vendor's location is very important, especially for interpretation service providers. This will allow the app to select the nearest located vendors in the drop-down list for choosing a vendor when entering an interpretation service.*

- **Country** – enter the country where the vendor is established.
- **Location** – Vendor's location will be displayed here. There are two options to define it:
  - ✓ By entering *the city* and *country* in which it is established, in the respective fields and clicking the **Set Location** button.

☞ *Use this option when creating vendor accounts with a different location than yours.*

  - ✓ By clicking the automatic longitude and latitude **Detect Location** button.

☞ *Note that with this option, the system will detect geographical parameters according to the IP address of the point where you are located. For example: If you are a PM and are located in Varna, Bulgaria, but create a vendor profile that is established in Sofia, Bulgaria, and use this option, their location will be detected as Varna, Bulgaria, not Sofia, Bulgaria.*

  - ✓ Use the **Clear Location** button to delete the specified location if you need to change it or do not want to use the option.

- **Years of Experience** – enter the vendor’s years of professional experience.
- **Website** – you can specify the vendor's website (if available).
- **References** – you can describe all references provided to the vendor, e.g., referral phones and contacts, referral file directories, etc.
- **Test result** – if the vendor has already passed a test, you can write the result here.
- **CV** – check the box if you have the vendor's CV in their file.
- **Diploma** – check the box if you have a vendor's diploma/certificate in their file.
- **In-house Comments** – here you can write all comments about the specific vendor that you want to share with the other managers in the organization and enter a file directory where their file is located.

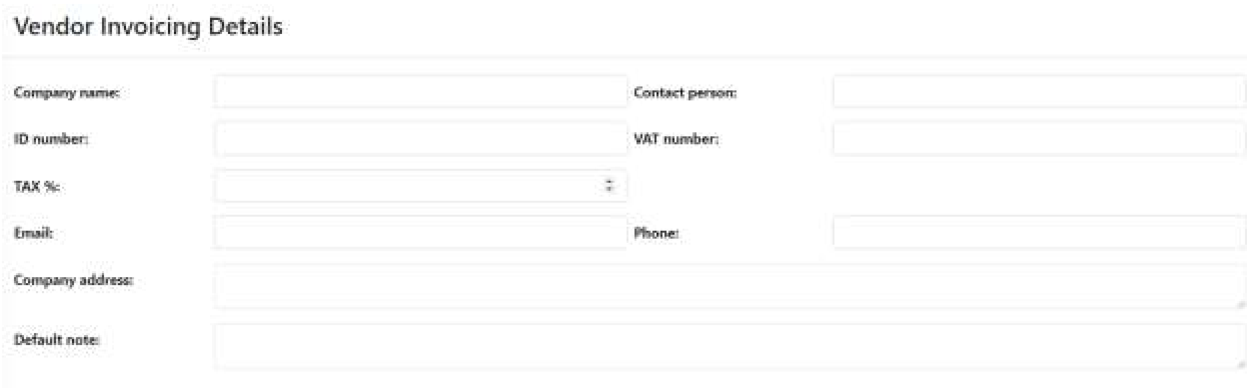
- **Vendor's Note** – here you can write any notes to the vendor. In this field you will also see all notes that the vendor has entered through their portal.

- **Areas of Expertise** – tick the areas where the vendor has declared expertise.

*You can also use the **Check all** or **Uncheck all** buttons.*

4.1.2. Vendor Invoicing Details Entry

You can enter invoicing data from a vendor if they have provided it to you, or leave the fields blank and remind them to do so through their sTMS user account.



Important! Don't forget to click one of the two buttons in the green colour **Save** or **Save And Close.** If you miss to do so, the date will not be saved. If you want to close, click **Close**.

To enter invoicing details, fill in the following fields:

- **Company name** – enter the name of the company/individual that will be displayed as an issuer on the vendor's invoice. You can enter the name in Cyrillic and Latin so you don't have to change the template if you issue documents in both languages.

- **Contact person** – enter a contact person that will appear in the details of the accounting document issuer, e.g., Financially Liable Person.

- **ID number** – enter the company identification number (UIC) or Personal No. (if the vendor will issue invoices and other accounting documents as an individual).

- **VAT number** – enter a VAT number if the vendor is registered under the VAT Act, which will appear in the details of the accounting document issuer.

- **TAX %** – enter the VAT rate relevant for the country. If the supplier is not registered for VAT, enter 0 in this field.

- **Email** – enter a valid contact email address for the vendor that will appear in the details of the accounting document issuer.
- **Phone** – enter a valid phone number for contact with the vendor, which will appear in the details of the accounting document issuer.
- **Address** – enter the vendor's registration address, which will appear in the details of the accounting document issuer.
- **Default Note** – you can write additional information that you want to appear in the vendor's accounting documents.
- Click the **Save** or **Save and Close** button at the top of the screen to save the data entered. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

4.1.3. Vendor Bank Payment Details Entry

You can enter the details of the bank account to which the vendor wants to receive payments of invoices and other documents (if any), or leave the fields blank and remind them to do so through their sTMS user account. This bank account will appear in the invoices issued by the vendor via the sTMS vendor invoicing module.

To enter the bank details, fill in the following fields:

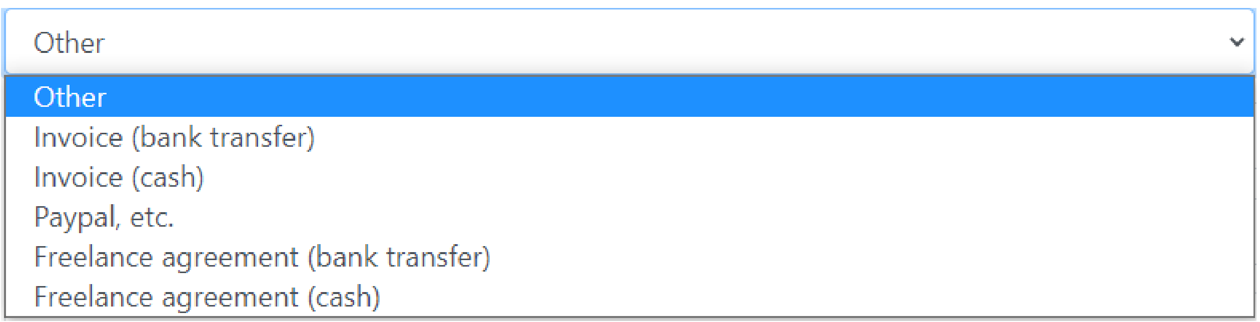
- **Bank name** – enter the name of the vendor's bank.
- **SWIFT/BIC code** – enter the SWIFT/BIC code of the vendor's bank.
- **IBAN (IBAN/Account No)** – enter a valid IBAN account number of the vendor.
- **Beneficiary name** – enter the name of the vendor's bank account holder.
- **Bank address** – enter the address of the vendor's bank.
- Click the **Save** or **Save and Close** button at the top of the screen to save the data entered. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

4.1.4. Vendor Payment Methods Entry

In the **Payment** section, you can choose the vendor's payment method and add their details.

To select payment method:

1. Select the payment method from the **Payment method** drop-down list.



- **Other** – if you have chosen this payment method, you must fill in the following fields:
  - ✓ **Vendor name** – type the name of the person receiving the payment.
  - ✓ **Payment account** – type the bank/payment account.
  - ✓ **Payment description** – write a description of the payment method.
- **Invoice (bank transfer)** – if you have selected this payment method, the bank details entered above will be used.
- **Invoice (cash)** – payment of an invoice in cash.
- **Paypal, etc.** – if you have chosen this payment method, you must fill in the following fields:
  - ✓ **Payment account** – type the bank/payment account.
  - ✓ **Payment description** – write a description of the payment method.
- **Freelance agreement (bank transfer)** – if you have chosen this payment method, the bank details entered above will be used.

- **Freelance agreement (cash) –** cash payment.

2. Click the **Save** or **Save and Close** button at the top of the screen to save the data entered. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

4.1.5. Vendor Services and Language Combinations Entry

After entering the personal data of the vendor in the **Service Preferences** section, you can add the services provided by the vendor and their specifics. There is no restriction on the vendor services.

To **add a service and language combination**, click **Add Service Preferences** and follow the procedure described below:

1. The following screen will appear where you need to fill in the relevant data:

- **Service** – in the drop-down list you will see all available service types. Only one type can be selected at a time.

- **Source language –** the source language for the service.

In the drop-down list, you will see all the languages you have already entered in the language list. The languages are based on the pre-set rank.

- **Target language** – the target language for the service.

In the drop-down list, you will see all the languages you have already entered in the language list. The languages are based on the pre-set rank.

- **Currency –** select currency from the drop-down list. You can only select 1 per service.

In the drop-down list, you'll see all the currencies you have already entered in the list of currencies. Currencies will be displayed based on the pre-set rank.

- **Rate per word** – write the vendor's price per word for the particular service and language combination.

- **Rate per page** – write the vendor’s price per page for the particular service and language combination.
- **Rate per hour –** write the vendor's hourly rate for the particular service and language combination.
- **Min. rate** – write the minimum price of the vendor for the particular service and language combination.
- **Rate per document** – write the price per document for the vendor for the particular service and language combination.
- **Approved –** the price approved by the organization.

This field can only be filled in by users with Administrator or Account Manager roles. Users with Vendor and Project Manager roles cannot complete this field. In this case, the price entered by them in any of the fields above will remain in brackets in the vendor's list of services, and they will be marked as “pending approval” in the vendor list.

16	Translation	Bulgarian-French	0.0000	0.0000 (8.0000)	0.0000	0.0000	0.0000	BGN	Edit	Remove

2 Pending Approval	Dilyana Translator	• Translation • Translation • Edit • Edit	• Bulgarian English • English Bulgarian • Bulgarian English • English Bulgarian	dki@mitra-bg.com	Available	Yes	Edit

Please note that when approved, these prices will be filled in in the price fields when adding a project task for a specific vendor, based on the information entered here.

2. Click **Save** when you are ready to enter the service and its specifics or **Close** if you want to close without saving the service.

Once you have added several services for the vendor, they will be displayed in form of tables, with all the data you have entered in the previous screen.

You can **edit** or **remove** any entry.

#	Service	Language	Rate per word	Rate per page	Rate per hour	Min. rate	Rate per doc	Currency	
1	Translation	Bulgarian-English	0.0300	9.0000	10.0000	0.0000	0.0000	BGN	Edit Remove
2	Translation	English-Bulgarian	0.0300	9.0000	10.0000	0.0000	0.0000	BGN	Edit Remove
3	Edit	Bulgarian-English	0.0100	3.0000	10.0000	0.0000	0.0000	BGN	Edit Remove

4.1.6. Vendor Price Approval

<u>**Important!** Vendor prices can ONLY be approved by users with Administrator or Account Manager roles. In case a Vendor or Project Manager has entered a price in one of the price fields, it will not appear when</u>

Important! Don't forget to click one of the two buttons in the green colour **Save** or **Save And Close.** If you miss to do so, the date will not be saved. If you want to close, click **Close**.

adding a Vendor task to a project before it is approved and the task could not be added to the project. The following message will appear and a reminding to refer to the Account Manager.

Always follow the instructions and messages in red. They are mandatory!

To approve a vendor price, follow the procedure described below:

1. Click **Vendors** in the main navigation to open the Vendor list.

2. Browse the list to find vendors waiting for approval, or check the **Pending approval only** option above the list to see those vendors only. They are marked with the following tag:

   Pending Approval

3. Click **Edit** on the vendor's line to open their profile.

4. Review the list of added services to find the price pending approval. It will be shown in brackets as follows:

5. Click **Approve** on the service line.

6. If you do not want to approve the price, contact the vendor to comment.

7. Click the **Save** or **Save and Close** button at the top of the screen to save the data entered. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

4.2. Quality of Service of the Vendor

This function is designed to monitor the level of quality of service provided by the vendor. Two sections are provided for adding entries in terms of quality of service:

4.2.1. Vendor Quality Tracker – Tests Schedule

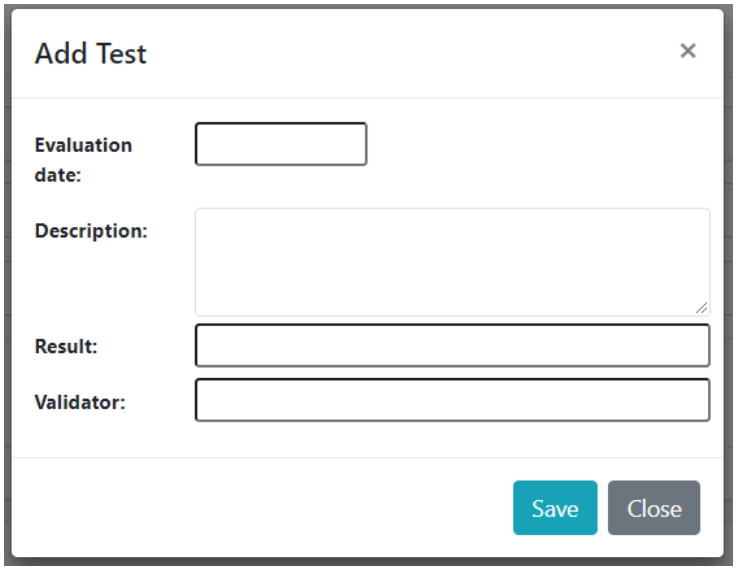
Under the **Quality Tracking – Vendor Quality Tracker – Tests Schedule** section, the managers responsible for quality assessment can enter information about all tests passed by the vendor as well as plan new tests. This will help them to regularly assess the quality of the vendor's services, as well as to keep a record of this, according to quality assurance procedures.

☞ *Please note that the vendor will see the information entered in this section in their portal.*

To enter a test:

1. Click **Add test** to open the test input module.

2. The following window will appear where you need to fill in the relevant data fields:



- **Evaluation date –** enter test/evaluation date.
- **Description** – enter a description of the quality assessment procedure/test and its result.
- **Result –** enter test results.
- **Validator** – enter the name of the person who performed the quality assessment.

3. Click **Save** when ready to save data or **Close** if you want to close without saving.

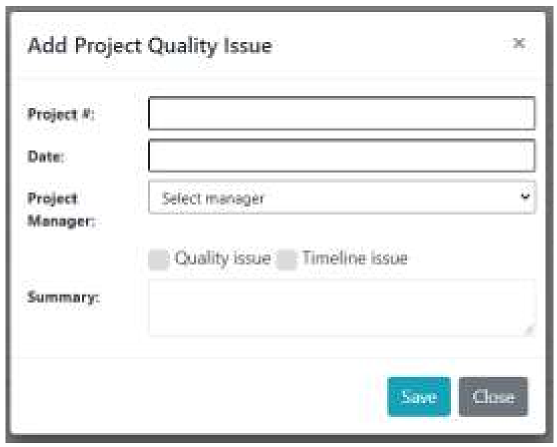
4.2.2. Vendor Projects Quality Tracker

In the **Projects Quality Tracker** section, quality managers may describe possible quality issues to specific projects for the services provided by the vendor.

Please note that the vendor will see the information entered in this section in their portal.

Add Project Quality Issue

1. Click **Add project quality issue** to open the module.
2. The following window will appear where you need to fill in the relevant data fields:



- **Project #** – enter the project number.
- **Date –** enter the date the quality issue was reported.
- **Project Manager** – select a PM from the drop-down list.
- **Quality Issue –** check the box if the problem is due to quality.
- **Timeliness Issue** – check the box if the problem is due to failure to meet the delivery deadline.
- **Summary** – enter any comments or summarize the situation/issue.

3. Click **Save** when ready to save data or **Close** if you want to close without saving.

4.3. Non-working Days

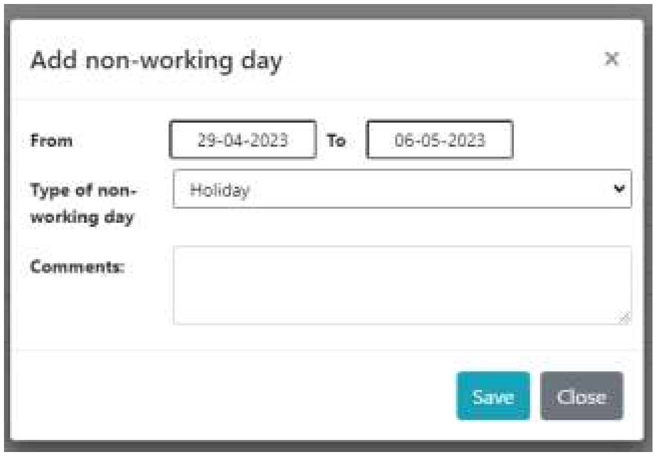
In the Non-working Days tab, all managers responsible for the vendors' schedules can enter their non-working days. Vendors can also enter their non-working days from their account.

Please note that the vendor will see the information entered in this section in their portal.

To enter a non-working day or period:

1. Click **Add non-working days** to open the module.

2. The following window will appear where you need to fill in the relevant data fields:



- **From** – enter the start date of your non-working days.
- **To** – enter the end date of your non-working days.

If there is one non-working day, enter the same start and end date.

- **Type of non-working days** – select the type of non-working days from the list.
- **Comments** - enter any comments, if necessary.

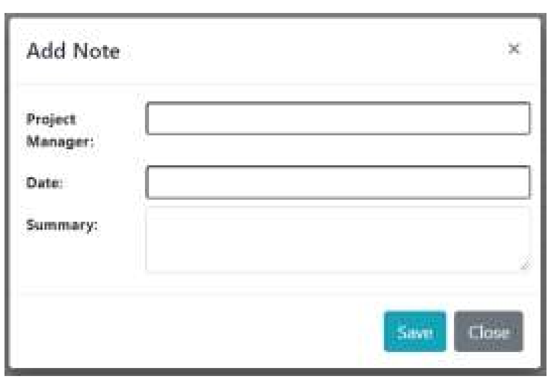
3. Click **Save** when ready to save data or **Close** if you want to close without saving.

4.4. Vendor Notes

In this section, project managers or vendor managers can enter notes about the vendor, its services, features, etc.

1. To enter a note, click the **Add Note** button,

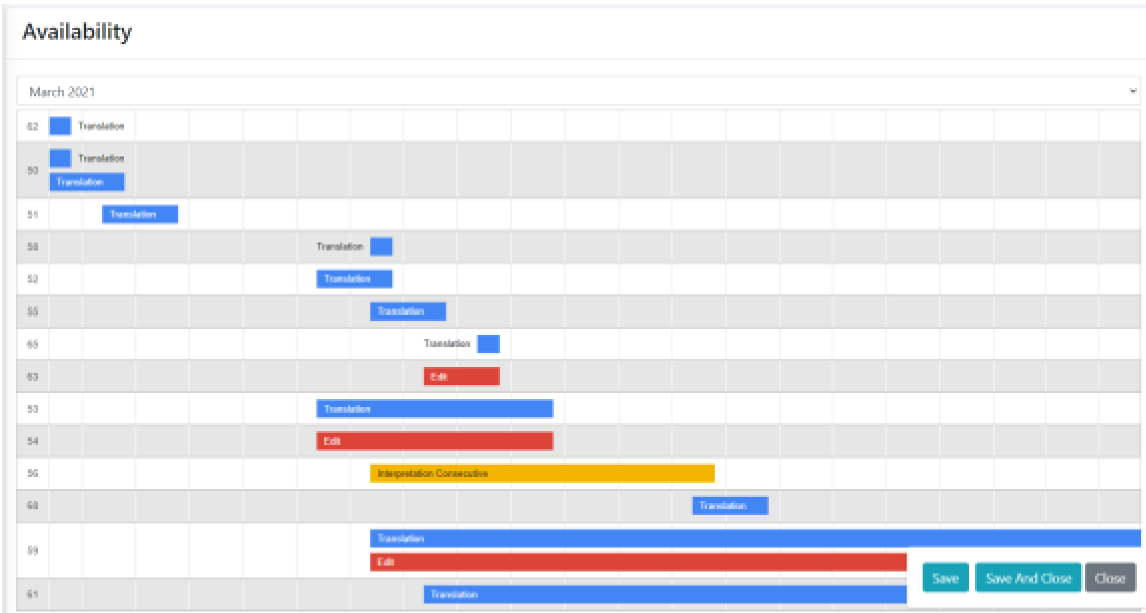
2. Then enter the name of the **Project Manager** who enters the note, **Date** and **Summary.**



3. Click **Save** when ready to save data or **Close** if you want to close without saving.

4.5. Vendor's Availability

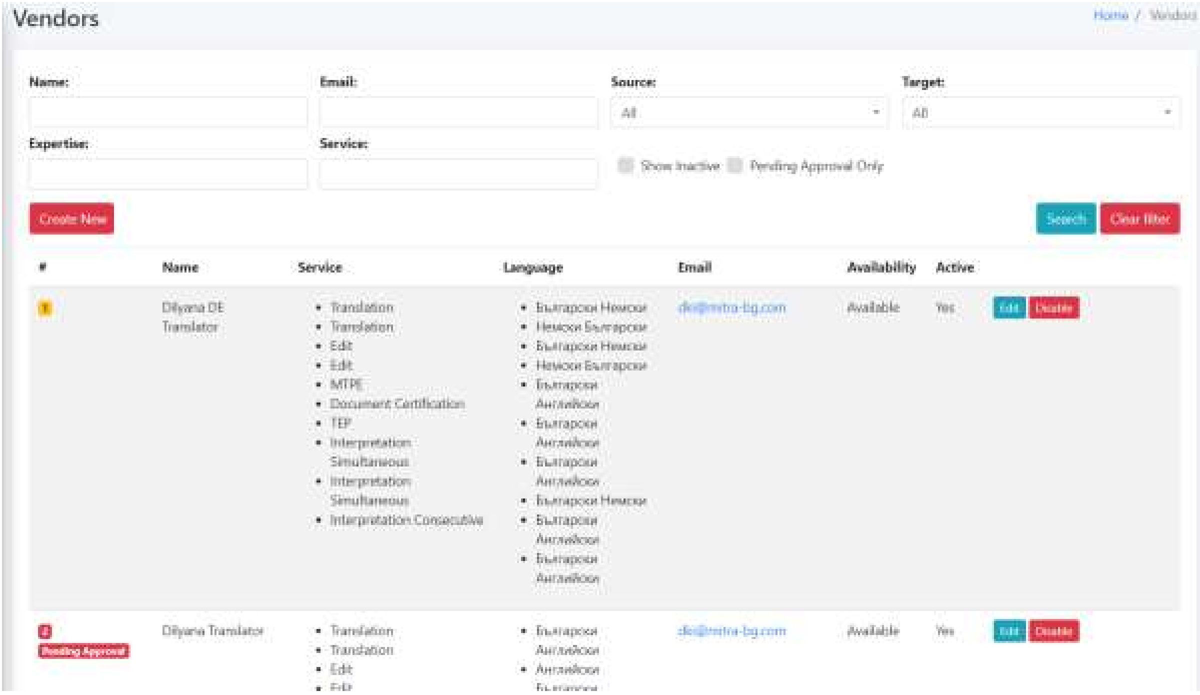
In the Availability tab, you will see the availability of the vendor according to the projects they participate in. Select the month from the month selection field and the availability for that month will be displayed. You will see the type of tasks the vendor has provided or is currently providing marked in different colours. You can see the project number by placing the cursor on the task.



4.6. List of Vendors

To see all vendors added to your list of sTMS vendors, click **Vendors** in the main navigation.

You will be provided with a list of all vendors.



To **edit** or **add** more vendor data, click the **Edit** button.

To **disable** a vendor, click the **Disable** button. This will disable the vendor, but will not delete them.

Vendors can only be disabled and enabled by users with Administrator or Account Manager roles.

Please note that a disabled vendor will not be on the drop-down list of all providers when assigning services to a project.

To **add a new vendor**, click the **Create New** button above the table.

Please note that only users with Administrator or *Account Manager roles can add vendors.*

To **search for a specific vendor** (already added), you can use the filters above the table – **Name, Email, Source**, **Target** and **City** or select their **Expertise** or **Service** type from the drop-down lists. Click the **Search** button to find it.

From the drop-down lists, you can select multiple options.

Show inactive – check this box to show all disabled vendors. You will be able to reactivate them using the **Activate** button.

Pending Approval Only – check this box to show only vendors awaiting approval of their services and prices.

You can use all options both separately and simultaneously.

5. Customers

To create your own customer list, go to the **Customers** menu in the main navigation.

5.1. How to Add New Customer

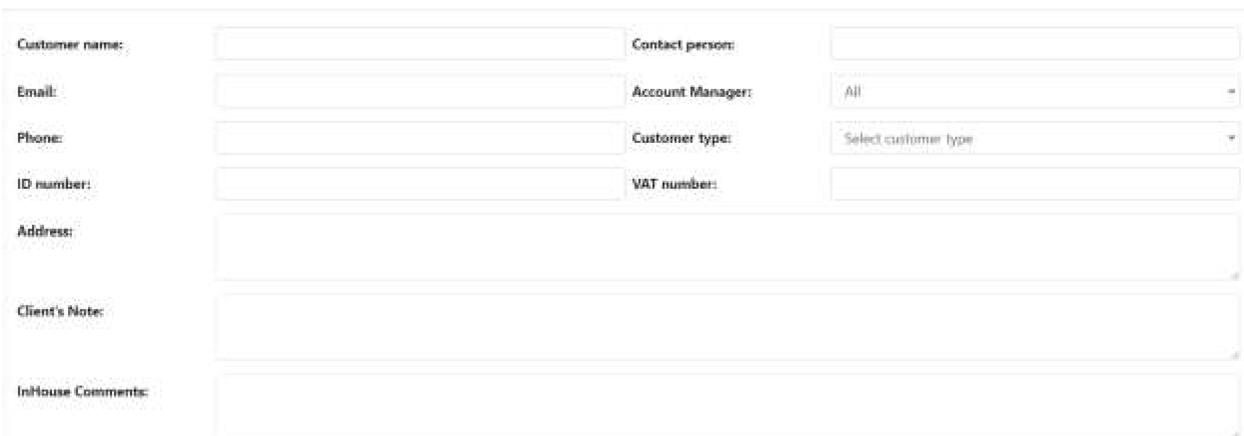
Once in the Customer Management Menu, click the **Create New** button to open the customer profile creation module.

*You can create a new customer similar to one of the existing ones in the list by clicking the **Copy** button on the customer line and editing the fields according to the instructions below.*

*You can add new customers as well as edit their basic data also from the project creation and management module through the **New Customer** and **Edit** buttons next to the Select Customer field.*

5.1.1. Customer Profile

In the first section, you must specify the following customer details:



Most of the information is optional, but the more data you enter about your customers, the better the search and audit results you will get.

- **Customer name** – enter the name of the customer. It will appear as the recipient's name on the invoices you issue to this customer.
- **Contact person** – enter the customer contact person. It will appear as a contact person on the invoices you issue to this customer.
- **Email** – enter a valid customer email, this will be the email to which you will send offers to the customer. It will appear as a contact email in the invoices you issue to this customer.

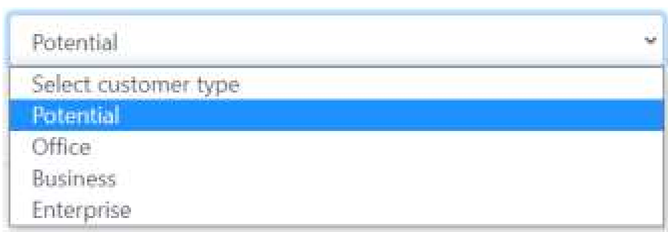
- **Account Manager** – this is the person responsible for managing the file, the specifics and the prices of the customer. Select Account Manager for the customer from the drop-down list.

Please note that the list will only contain users with Administrator and Account Manager roles. Once initially selected when creating the customer profile, the Account Manager can only be changed by a user with the Administrator role.

- **Phone** – enter customer's phone. It will appear as a contact phone on the invoices you issue to this customer.

- **Customer type** – select the customer type from the drop-down list:

  - ✓ **Potential** – use this option if the customer is only prospective and you do not have a project assigned by them yet.
  - ✓ **Office** – Use this option if the customer is a one-time visitor in an office of the organization.
  - ✓ **Business** – Use this option if the customer is a business customer for whom you regularly work.
  - ✓ **Enterprise** – use this option if the customer is corporate or an enterprise.



- **ID number** – enter the customer identification number (UIC) or Personal no. It will appear as the recipient's name on the invoices you issue to this customer.

- **VAT number** – enter the VAT number if the customer is registered under the VAT Act, it will be displayed as the VAT number of the recipient on the invoices you issue to this customer.

- **Address** – enter the customer's address. It will appear as the recipient's address on the invoices you issue to this customer.

- **Client's Note** – here write any notes to the client. In this field you will also see all the notes that the customer has entered through their portal.

- **In-House Comments** – here write all comments about the specific customer that you want to share with the other managers in the organization. Enter any information concerning the customer, such as invoicing features, specific instructions on translation projects, as well as a directory for accessing the customer file.

- **Areas of Expertise** – tick the areas corresponding to the customer translation projects. You can also use the **Check all** or **Uncheck all** buttons**.**

- Click the **Save** or **Save and Close** button at the top of the screen to save the data entered. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

5.1.2. Services and Language Combinations for Customer Entry

After entering the customer's personal details in the **Service Preferences** section, you can add the services provided to the customer and their specifics. There is no limit for the services added to the customer.

1. To **add a service and language combination**, click the **Add Service Preference** button:

2. The following screen will appear where you need to fill in the relevant data:

- **Service** – in the drop-down list you will see all available service types. Only one type can be selected at a time.

- **Unit** – A drop-down list of all possible units will appear and you have to select the one based on which you will enter the service price.

- **Source language** – select the source language for the service.

In the drop-down list, you will see all the languages you have already entered in the language list. The languages are based on the pre-set rank.

- **Target language –** select a target language for the service.

In the drop-down list, you will see all the languages you have already entered in the language list. The languages are based on the pre-set rank.

- **Currency –** select currency from the drop-down list. You can only select 1 per service.

In the drop-down list, you'll see all the currencies you have already entered in the list of currencies. Currencies will be displayed based on the pre-set rank.

- **Requested rate** – write the price you negotiated with the customer for the unit you selected above.
- **Approved rate –** the price approved by the organization.

This field can only be filled in by users with Administrator or Account Manager roles. Users with Customer and Project Manager roles cannot fill in this field. In this case, the price entered by them in this field will remain in brackets in the list of services to the customer, and they will be marked as "pending approval" in the list of customers.

1	Translation	Source word	Английски	Български	EUR	0.0000 (0.0500)	Edit Remove

2 Pending Approval	Albena LLC	Albena Ivanova	a.ivanova@mitra-bg.com	0000000000	Dilyana AM	Business	Yes	Edit

Please note that when approved, these prices will be displayed, based on the information entered here, in the service pricing fields when creating a customer project.

3. Click **Save** when you are ready to enter the service and its specifics or **Close** if you want to close without saving the service.

Once you have added several services to the customer, they will be displayed in form of tables, with all the data you have entered in the previous screen.

You can **edit** or **remove** any entry.

#	Service	Unit	Source Language	Target Language	Currency	Rate	
1	Translation	Source word	Английски	Български	EUR	0.0000 (0.0500)	Edit Remove
2	MTPE	Source word	Английски	Български	EUR	0.0000 (0.0400)	Edit Remove
3	Proofreading	Hours	Английски	Български	EUR	0.0000 (0.0200)	Edit Remove
4	Translation	Source word	Български	Английски	EUR	0.0600 (0.6000)	Edit Remove

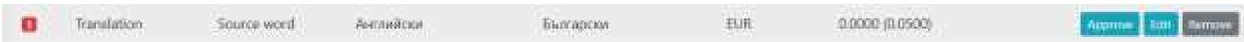
5.1.3. Customer Price Approval

Important! Customer prices can ONLY be approved by users with Administrator or Account Manager roles. If a Customer or Project Manager has entered a price in the price field, it will not appear when adding a service to a customer project before it is approved. It will be possible to add the service to the project, but a message will be displayed to ask the Account Manager for approval. Always follow the instructions and messages in red. They are mandatory!

To approve a customer price, follow the procedure described below:

1. Click **Customers** in the main navigation to open the list of customers;
2. Browse the list to find customers waiting for approval, or check the **Pending approval only** option above the list to get only those customers out. They are marked with the following tag:

3. Click **Edit** on the customer's line to open their profile.
4. Review the list of added services to find the price pending approval. It will be shown in brackets as follows:

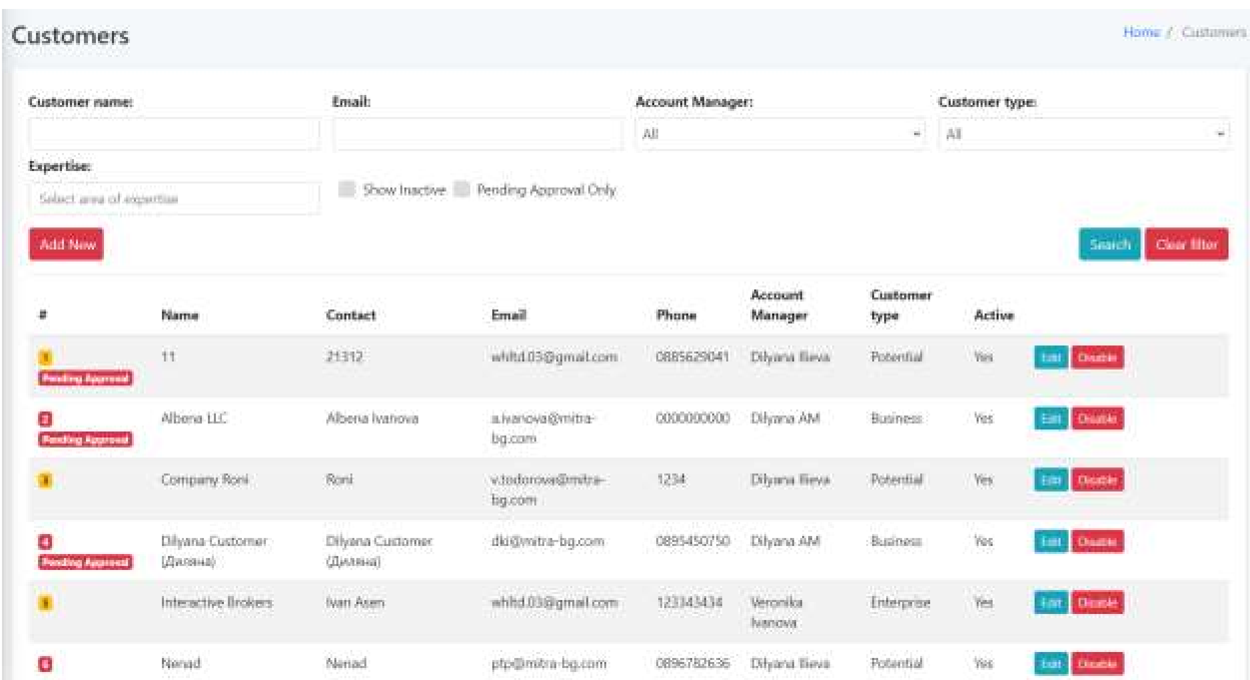


5. Click **Approve** on the service line.
6. If you do not want to approve the price, contact the customer to comment.
7. Click the **Save** or **Save and Close** button at the top of the screen to save the data entered. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

5.2. List of Customers

To view all customers added to your sTMS customer list, click **Customers** in the main navigation.

You will be provided with a list of all customers.



To **edit** or add customer data, click the **Edit** button.

> **<u>Important</u>!** Don't forget to click one of the two buttons in the green colour **Save** or **Save And Close.** If you miss to do so, the date will not be saved. If you want to close, click **Close**.

To **disable** a customer, click the **Disable** button. This will disable the customer, but will not delete it.

☞ *customers can only be disabled and activated by users with Administrator or Account Manager roles.*

☞ *Please note that when creating a project, a disabled customer will not appear in the drop-down list of all customers when selecting a customer from the drop-down list.*

To **add a new customer**, click the **Add New** button above the table.

To **search for a specific customer** (already added), you can use the filters above the table – **Customer name, Email,** or select their **Account Manager, Customer type,** or **Expertise from** the drop-down lists. Click the **Search** button to find it.

☞ *In the area of expertise drop-down list, you can select multiple options.*

Show inactive – check this box to show all disabled customers. You will be able to reactivate them using the **Activate** button.

Pending Approval Only – check this box to show only customers awaiting approval of their services and prices.

You can use all options both separately and simultaneously.

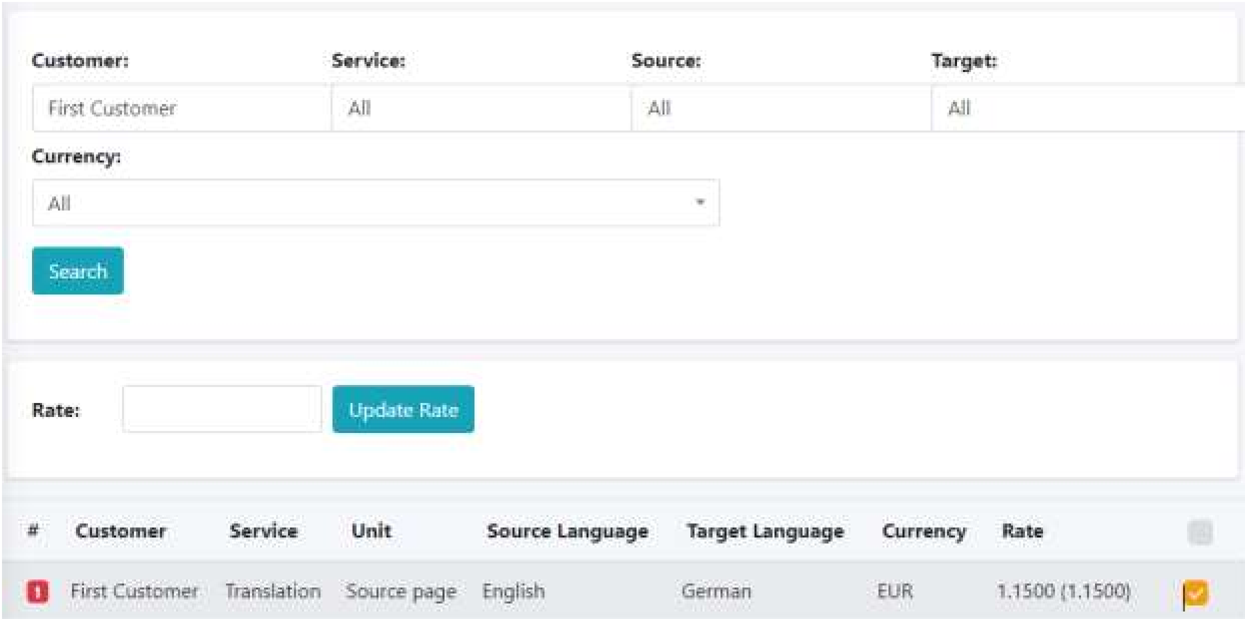
☞ *In case you have entered multiple customers and prices for all their services, but wish to change the price of the same service for a group of customers, please use the **Customer Rates** menu in the main navigation.*

6. Customer Rates

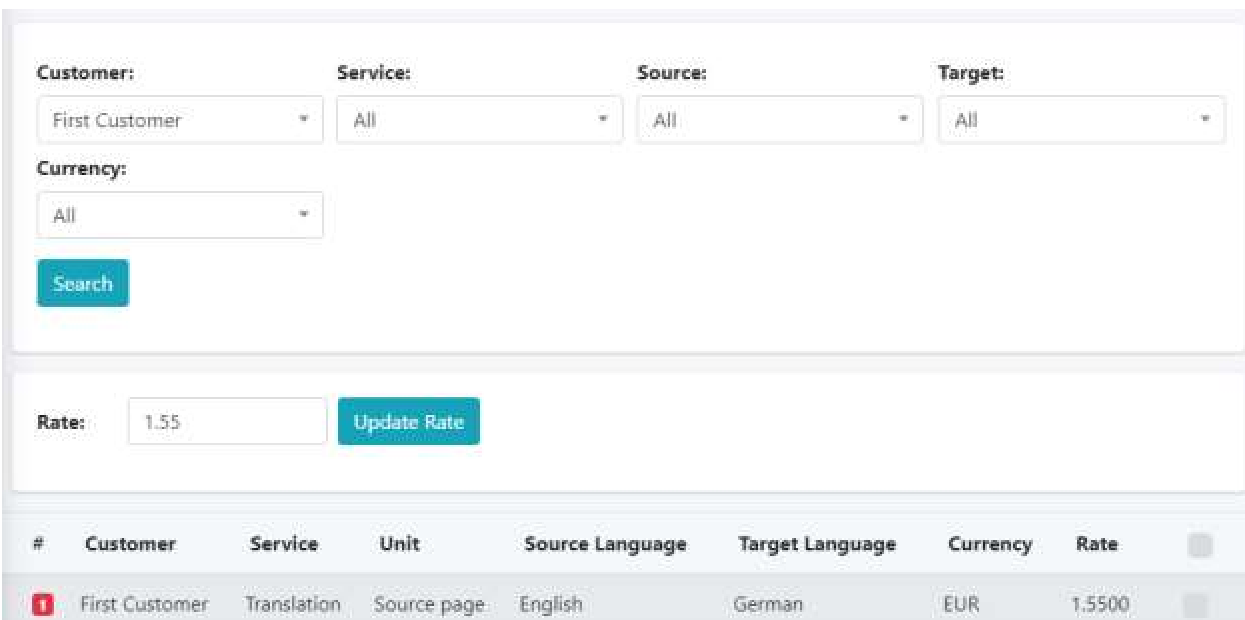
Customer Rates - you can use this menu to globally update rates in customer profiles, for example when changing the price list for services. If you wish to change rates for a particular service for a group of clients or all clients, please use this menu to avoid logging into all clients' accounts individually and editing the prices for services.

To edit multiple prices for a specific service, open the Customer Rates menu from the main navigation.

The following window will be displayed:



1. **Customer** – select a customer or leave “All”.
2. **Service** – select a service from the drop-down list for which you wish to change the price.
3. **Source –** select the source language for the service.
4. **Target** – select the target language for the service.
5. **Currency** – select the currency for the entered price.
6. A list of customers will be displayed, whose profiles have prices in the selected currency and for the selected service.



7. From the list, highlight the customers you wish to apply the new price to by ticking the box on their row or select all from the tick box on the top row if you wish to change the price for all customers on the list.

Check your selection carefully before entering and applying a new price! The changes are irreversible.

8. Rate - enter the new rate you wish to apply for the selected service and language combination.
9. Click the **Update Rate** button to apply the new rate.

The price for the selected service and language combination of all selected customers will change automatically in their profiles.

To change the price for the same service but in the opposite language combination, repeat the steps, reversing the source and target language locations.

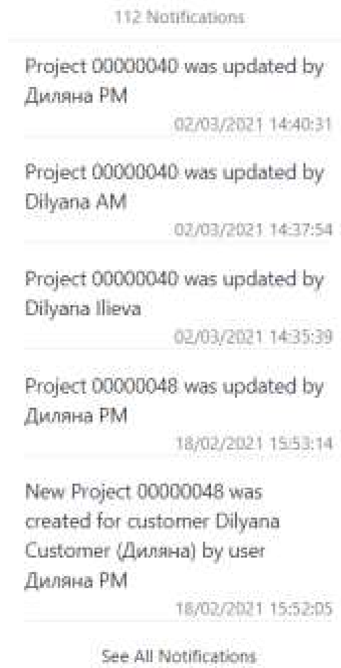
7. Notifications

The **Notifications** menu indicates any actions performed on projects of which you are the Account Manager or the Project Manager. Use this menu to get up to date on all more important things that happen on the projects you manage, e.g.:

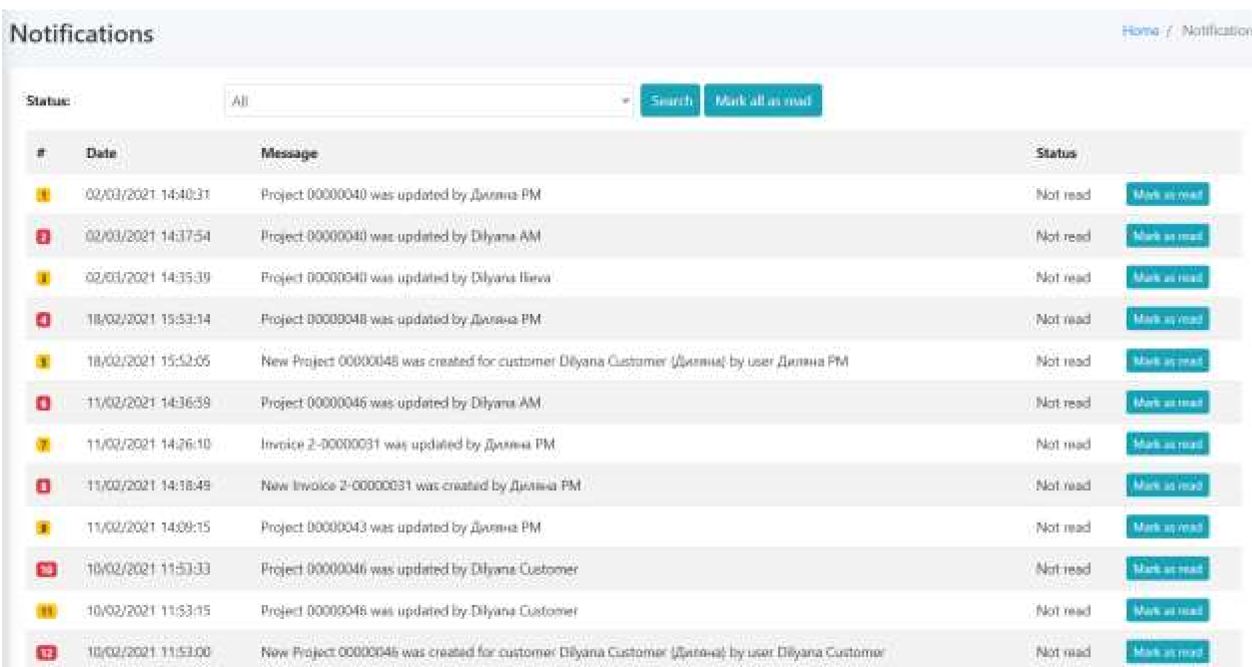
- Vendor accepted/refused a task assigned to them by you;
- Vendor uploaded a file to a task assigned to them by you;
- Customer accepted/declined an offer sent to them by you;
- Customer created a new project, of which you are PM/AM;
- Your project status has been changed;
- Data on your project have been updated;

Click on the 

icon and the following screen will appear where you can read the notification and mark it as read by clicking on it.



Click **See all notifications** at the bottom of the window and you'll see a list of all notifications containing the date and time of the notification, its content and status.

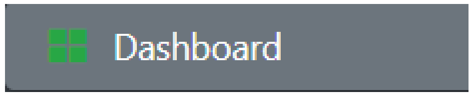


You can select by notification status by choosing **Read** and **Not Read** from the **Status** drop-down list and clicking the **Search** button.

You can also mark a notification as read by clicking the **Mark as read** button on the line of the notification or mark all as read by clicking the **Mark all as read** button.

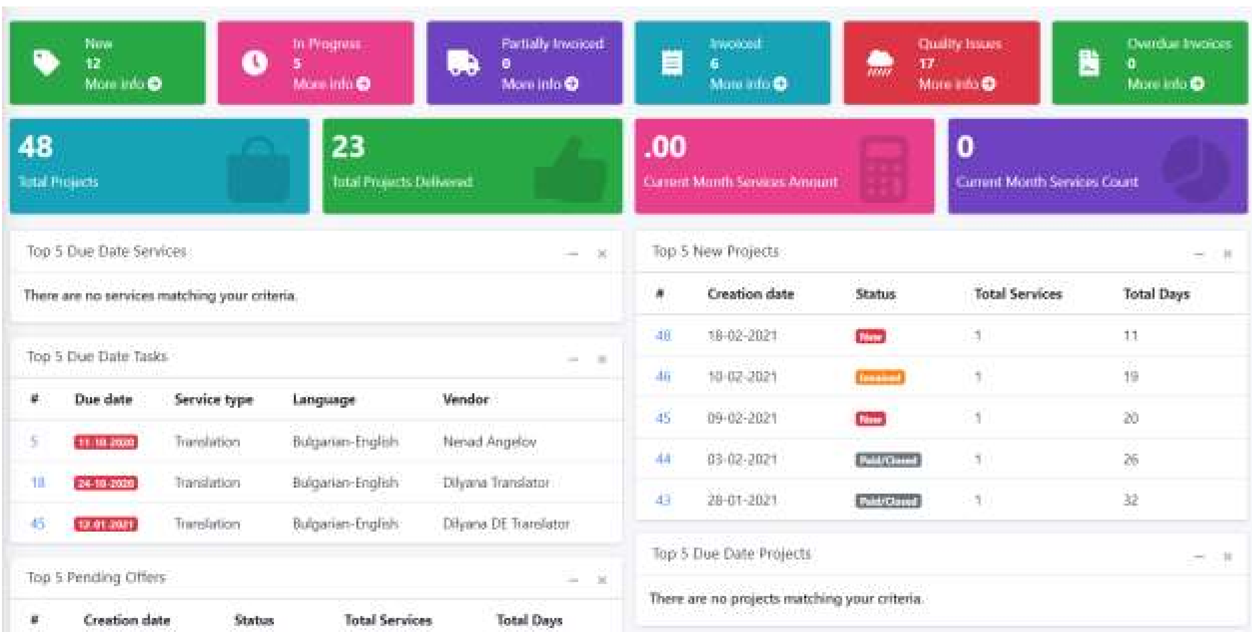
8. Dashboard

Each user has a personal dashboard to manage their daily work, which is visualized when logged into the application. If not available, you can access it by clicking on the **Dashboard** menu in the main navigation.



The following screen will appear, containing three tabs:

- ✓ Tab bar for direct access to certain lists;
- ✓ A bar with different statistical information about the organization;
- ✓ Tables with the top 5 tasks for your attention.



The direct access tab bar contains the following predefined lists. To access the list, click on **More Info** on the appropriate tab:

- **New** – a list of all projects that are in this status will appear.
- **In Progress** – a list of all projects that are in this status will appear.
- **Partially Invoiced –** a list of all projects that are in this status will appear.
- **Invoiced** – a list of all projects that are in this status will appear.
- **Quality Issue (QI)** – A list of all projects with added services to which quality problems are reported will appear.
- **Overdue Invoices** – A list of all invoices for which the payment deadline has expired, and they have not been marked as paid, will appear.

The statistics bar contains the following data:

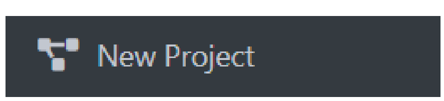
- Total number of projects entered for the organization;
- Total number of projects delivered to the organization;
- Total amount of services for the current month for the organization;
- Number of services for the current month for the organization.

The tables with the top 5 tasks for your attention contain the following information:

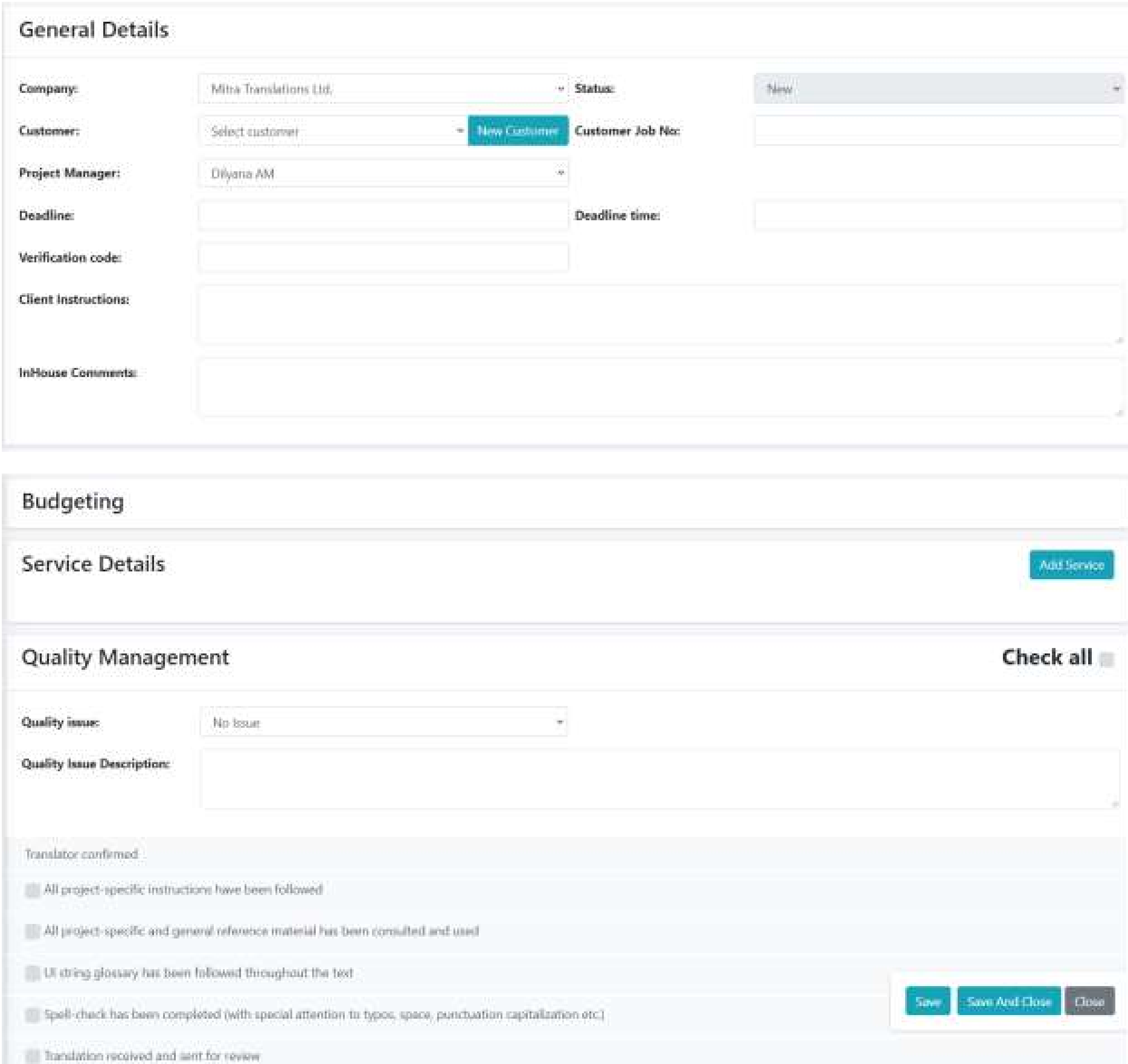
- **Top 5 Due Date Services –** These are the services to projects created by you as a Project Manager that you are about to deliver to the customer, listed according to their submission deadline. *Services whose deadline is in red are overdue.*
- **Top 5 Due Date Tasks** – These are the tasks added to project services created by you as a Project Manager that you have assigned to vendors and expect to be delivered, listed according to their submission deadline. *Tasks whose deadline is in red are overdue.*
- **Top 5 Pending Offers –** These are offers sent by you as a Project Manager to customers which haven't been accepted yet, sorted by sending date. Whether you created and sent the offer or not, in case you are logged in as Account Manager in the customer profile, you will see the offers sent to them by all users of the system.
- **Top 5 New Projects –** These are the last five projects created in the system of which you are the Project Manager. You might not have created the project, but you may have been assigned as a Project Manager by another user.
- **Top 5 Due Date Projects –** These are the projects that you are a Project Manager of, and that you should deliver to the customer, listed according to their submission deadline, the first being the one whose deadline has already expired, if any, and then respectively the one for today, tomorrow, etc.
- **Top 5 Outstanding Invoices –** These are the five invoices with the most days elapsed after their payment deadline. This information is for all invoices issued.
- **Currently unavailable vendors** – A list of vendors who are absent for the next 15 days.

9. Creating and Managing your Project

To create a new project, open the **New Project** menu in the main navigation.



The following display will appear:



The creation and management of a project in sTMS consists of 5 sections:

1. **General Details** – enter the general project data, such as customer, deadline, status, etc.
2. **Budgeting** – your project budget will appear here after you have entered at least one service.
3. **Service Details** – enter the data for services and tasks to the project.
4. **Files** – here you can attach files to the project.
5. **Quality Management** – the quality of the project is managed here.
6. **History** – here you can track all important actions performed on the project.

9.1. General Details

In the first section you have to define the basic data of the project and fill in all fields by following these instructions:

- **Organization (Company)** – this is the name of the company to which you will create a project.
- **Status** – each project has a status depending on its management stage, which changes automatically in certain circumstances:
  - ✓ ***New*** – any new project created in the application.
  - ✓ ***Offer Sent*** – a project for which an offer has been sent to the customer. The project is in this state until at least one task is added to a service, and it goes into ***In Progress*** status.
  - ✓ ***In progress*** – any project to which at least one service has been created and to this service has been assigned a task to at least one Vendor, who has accepted it, and its status is In progress.
  - ✓ ***QA Confirmed*** – any project that has successfully passed a quality check and all mandatory elements of its quality checklist are marked.

☞ *It can be manually selected only by a user with an Account Manager role after a quality check of the service (s) to the project has been performed.*

  - ✓ ***Ready to invoice*** – any project for which all services are in ***Ready to invoice*** status.
  - ✓ ***Partially Invoiced*** – any project where there is at least one invoiced service.
  - ✓ ***Invoiced*** – any project for which all services are invoiced.
  - ✓ ***Partially Paid*** – any project where there is at least one service paid.
  - ✓ ***Paid/Closed*** – any project for which all services are paid. This status is automatically set upon confirmation of payment of an invoice for the services in the project.
  - ✓ ***On Hold*** – any project that is pending.

☞ *It can be manually selected only by a user with an Account Manager role.*

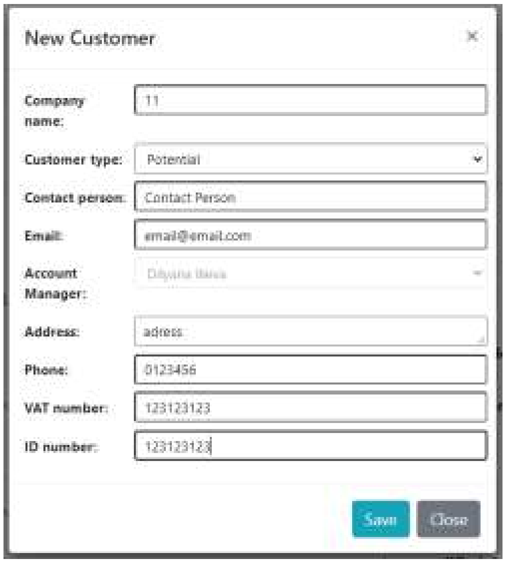
  - ✓ ***Cancelled by Customer*** – any project that is rejected by the customer.

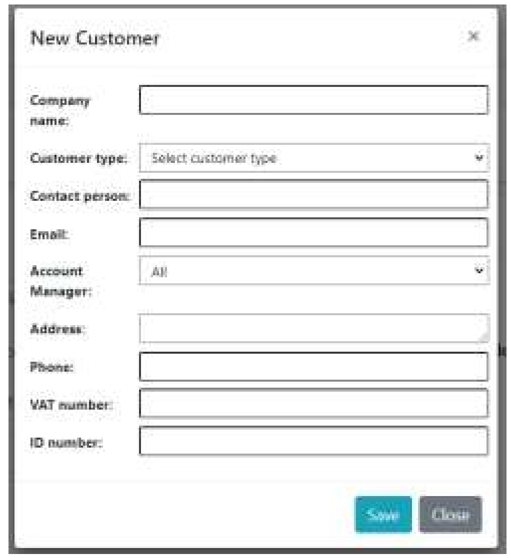
☞ *It can be manually selected only by a user with an Account Manager role.*

- **Customer** – click the drop-down list to select a customer from the list of customers already added. They are displayed in alphabetical order for your convenience.
  - ✓ If you wish to edit the selected customer, click the **Edit** button next to the customer selection field and edit the customer's basic data. Click **Save** to save the changes. The message ***Customer was updated successfully*** will appear at the top right corner, in a green box to confirm that the customer's data has been successfully changed.
  - ✓ If the customer does not appear in the drop-down list, click the **New Customer** button and a pop-up window will appear to enter the customer's basic data. Complete all fields, as described

in 5.1.1 Customer Profile. Click **Save** to save the customer. The message ***New customer was created*** will appear in the upper right corner of the screen, in a green box to confirm that the customer has been successfully created.

Edit Customer   Create New Customer





- **Customer Job No** – enter the customer job number, if any.
- **Project Manager** – displays the name of your user. If you wish to assign the project to another Project Manager, select their name from the drop-down list.
- **Deadline** – enter the specific date on which the entire project is to be completed. Click the tab and a calendar will appear to select the date.
- **Deadline time** – select a specific time by which the entire project has to be completed.
- **Comments** – enter any comments you have about the current project.
- **Verification code** – this code is automatically generated by the system. Give this code to the customer if they wish to check the status and the deadline of their project as an anonymous user of the system. Refer to the short guide for anonymous access to sTMS.
- **Client Instructions** – write down the instructions received from the client or those that you want to refer to the client. This field is visible on the project page opened via the customer portal and the customer can enter text in it.
- **In-House Comments** – here you can write project comments that you want to refer to other managers in the organization, such as file directory for access to the project, specific team for work, etc.

Click one of the two green buttons **Save** or **Save And Close** in the taskbar on the project page.

If you want to close the project page without saving the added or edited data, click the **Close** button.

Save | Save And Close | Close

Your project has already been created and its number is at the top of the page. You can also create a project without adding services and tasks, but its status will remain **New** until you add at least one service and one task to it, which will go to **In Progress**. See 8.1 General Details on project statuses.

Project 00000049

Once you have created the project, the following automatically generated data fields will appear in the General Data section:

- **Created by** – the user who created the project.
- **Creation date –** the project creation date and time.
- **Last modified by** – the user who last changed any data on the project.
- **Last modified date** – the date and time of the last change of project data.
- **Offer sent at** – the date and time the offer was sent to a customer.
- **Offer accepted at** – the date and time of confirmation of an offer by a customer.

9.2. Project Budget

In this section you will see the project budget after entering services and tasks to it. Here you can get information about **Total Services Income**, **Total Tasks Cost** and **Profit** generated in the different currencies of the project.

Budgeting

Total Services Income	Total Tasks Cost	Profit	Currency
156.0000	63.0000	93.0000	BGN

9.3. Adding Services to a Project

To add a service to a new project, you must have selected a customer and set a project deadline. Click the **Add Service** button.

Add Service

The following pop-up window will appear where you need to enter the service data:

- **Title** – write the title of the service as you would like it to appear on the invoice, which you will create at a later stage.
- **Service** – A drop-down list of all available services will appear and you must select the applicable one each time you add a service to the project.
- **Expertise –** A drop-down list of all areas of expertise that have been added to your sTMS Areas of Expertise list will appear, and you must select the appropriate one for the service.
- **Ready to invoice –** A drop-down list with two options will appear – **Not ready** and **Ready to invoice**. Leave the default **Not ready** option when you add the service. Change to **Ready to invoice** when the service is to be invoiced.

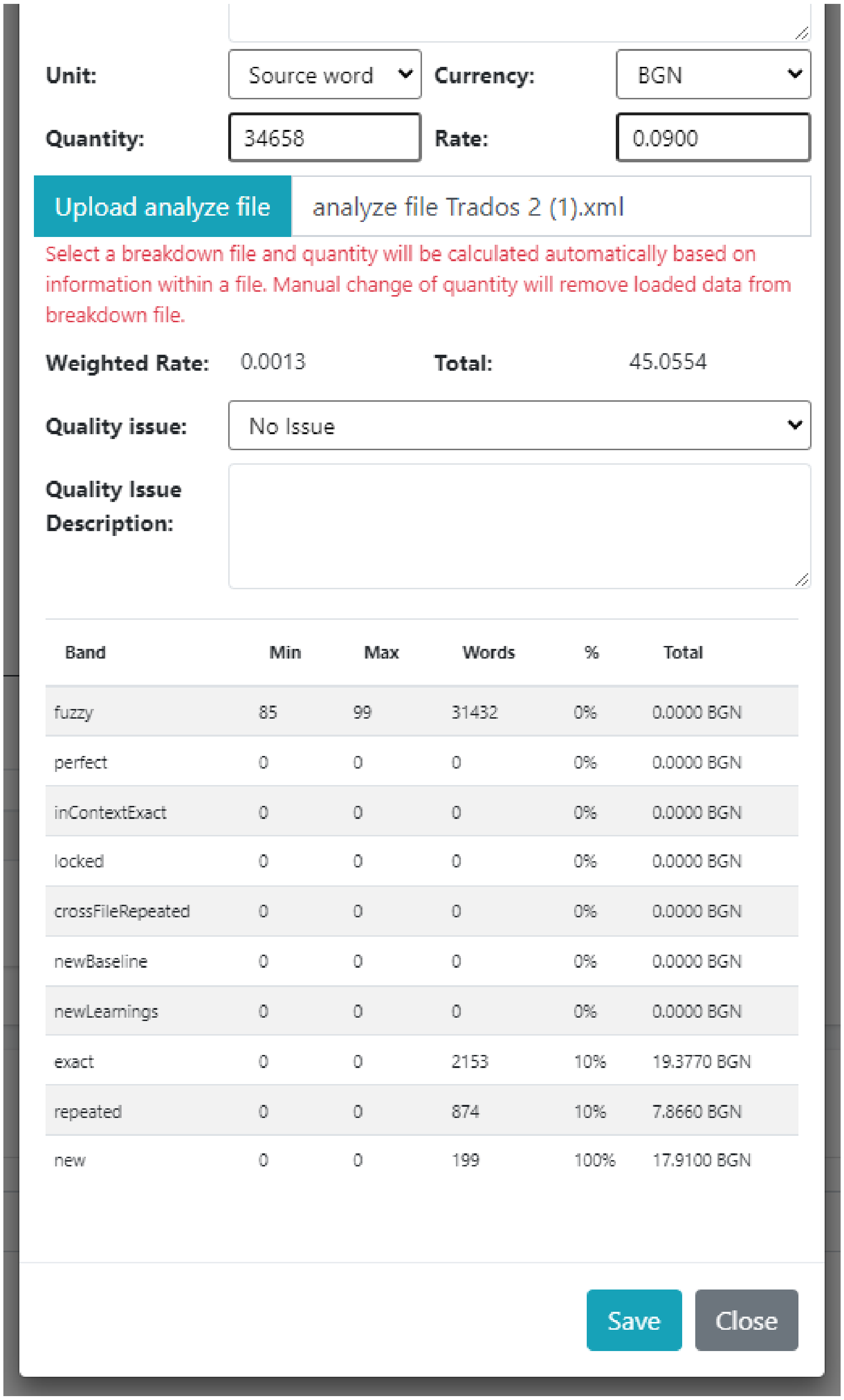
If you do not change the service as **Ready to invoice**, you will not be able to add it to an invoice.

- **Source –** select the source language for the service.
- **Target –** select the target language for the service.
- **Deadline –** select the service deadline from the calendar. Must be before the set project deadline in the General Data section.
- **Deadline Time –** select the specific time the service to be completed.
- **Comments** – enter comments to the customer about the service, if any.

The customer will see the text in this field.

- **Unit** – A drop-down list of all possible units will appear and you must select the appropriate unit for the service.

If you select the unit type – source word, the ***Upload analyze file*** *button will appear in case you want to use the calculation function based on a CAT tool analysis.*



Band	Min	Max	Words	%	Total
fuzzy	85	99	31432	0%	0.0000 BGN
perfect	0	0	0	0%	0.0000 BGN
inContextExact	0	0	0	0%	0.0000 BGN
locked	0	0	0	0%	0.0000 BGN
crossFileRepeated	0	0	0	0%	0.0000 BGN
newBaseline	0	0	0	0%	0.0000 BGN
newLearnings	0	0	0	0%	0.0000 BGN
exact	0	0	2153	10%	19.3770 BGN
repeated	0	0	874	10%	7.8660 BGN
new	0	0	199	100%	17.9100 BGN

To use the feature, click the **Upload analyze file** button and select the analysis to attach. You can attach the following analysis files: .csv, .html, .xml, .rep and .james. Once you attach the file, further down in the window, a percentage breakdown of the number of words according to the analysis file will appear. The **Weighted Rate** field will display the average price calculated based on the price per source word entered for the customer, and the **Total** field will display the total amount calculated based on the breakdown below. If you wish to make changes to the **Words** and/or % columns in the breakdown, click on the appropriate figure and enter the new value. Click on an empty field to update the calculation. Click **Save** to create the service.

- **Currency** – select one currency from the drop-down list.
- **Quantity** – enter the quantity based on the selected unit.

If you select for a quantity type – fixed price, a message will appear to upload a price calculation file to the files of the service. Always follow the instructions in red – they are MANDATORY!

- **Rate** – enter price per unit.

If for the selected customer there is an entered and confirmed price for the language combination, the unit and the type of service, it will appear in the field and if you have a Project Manager role, you will not be able to change the price below the confirmed *one . A message will appear to contact the Customer Account Manager for the change. If you want to change the price, please contact the Customer Account Manager for assistance. If there is no price entered and confirmed for the customer, a message will appear to contact the Account Manager for price confirmation. Always follow the instructions in red – they are MANDATORY! For more information on customer services and prices, see[5.1.2 Services and Language Combinations for Customer Entry](#) and [5.1.3 Customer Price Approval](#).*

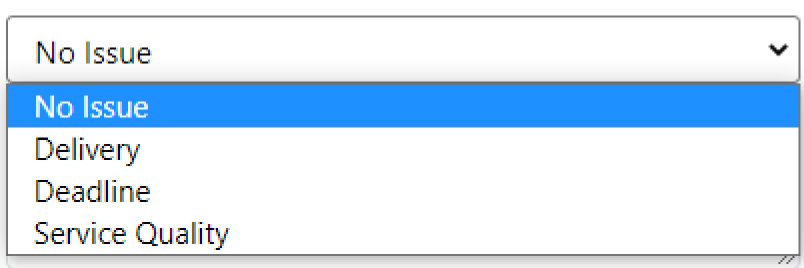
- **Total –** the amount calculated using the following formula *[quantity*price=total].*

For example:

- *Quantity [2.5]*
- *Price [15.00]*

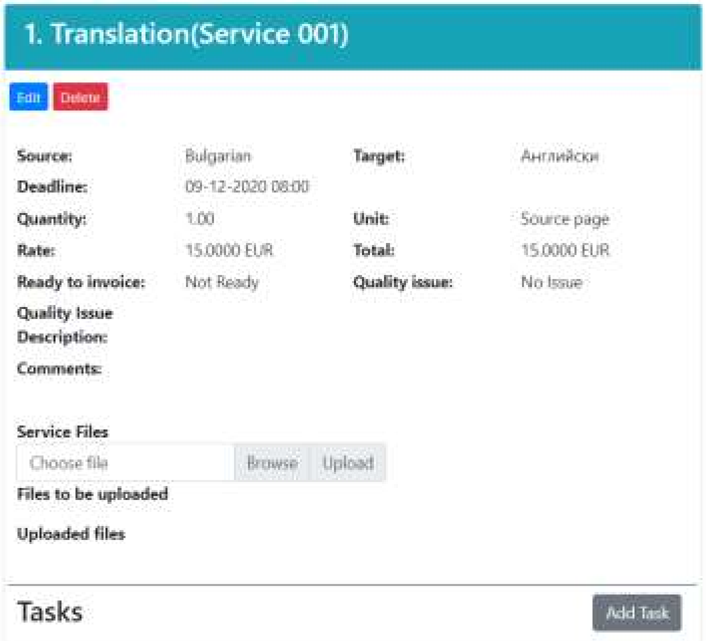
*Calculation - > 2.5*15.00 = 37.50*

- **Quality issue** – a drop-down list of possible categories of quality issues will appear. When creating a project, leave the default **No issue**, and if a problem occurs in the work process, return here and select the category among the following:
  - ✓ **Delivery** – problem with the delivery of the service files, e.g., missing memory when the Vendor delivers the translation;
  - ✓ **Deadline** – overdue delivery;
  - ✓ **Service Quality** – poor performance of the service.



- **Quality issue Description** – enter a brief description of the problem, if any.

When you are ready, click **Save** and the service will be added to the project.



Click one of the two green buttons **Save** or **Save And Close** in the taskbar on the project page.

If you want to close the project page without saving the added or edited data, click the **Close** button.

If you want to edit or delete a service, use the **Edit** or **Delete** buttons in the service field. You cannot edit or delete a service once an invoice issued for it has been marked as paid.

If you want to view an invoice issued for a service, click the **View Invoice** button in the service field. The button will appear after the invoice for the service is issued.

9.3.1. Customer Offer

Once you have added at least one service to a project or a customer has created a project with a service via their application profile, you can send them an offer generated on the basis of the entered service(s) data.

In the **General Details** tab, the **New Offer** button will appear. This means that your offer was generated according to the service added and it is ready to be sent to your customer.

Click the **New Offer** button.

A customer offer generated by the system will appear with an offer ID corresponding to the project ID number, and it will include all the data you have entered about your organization, as well as the customer and project data (all services and their parameters – language combination, type of service, unit, quantity, price, total, currency, deadline, offer date, project manager).

Text box **Comments** will be available for comments and notes that you would like to leave for the customer.

Check and review all the data as well as the Terms and Conditions and then click **Send Offer** at the top right corner of the page. You can select a language for the offer from the **Language** selection field. The offer will be sent to the email address you have entered for the specific customer and they can accept it by clicking the **Accept Offer** button at the bottom of the email. An action message will appear in the upper right corner.

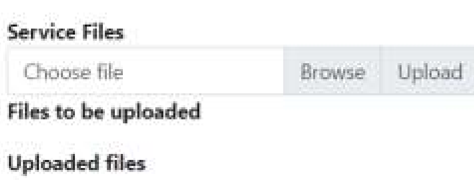
After submitting the customer offer, the project page will be updated with the date and time when the offer was sent to the customer, as well as the date and time when the customer accepted the offer.

You can review the offer at any time by clicking the **View offer** button or send a new offer by clicking the **New Offer** icon.

To download the offer in PDF format on your computer, click the Download Offer button.

9.3.2. Service Files

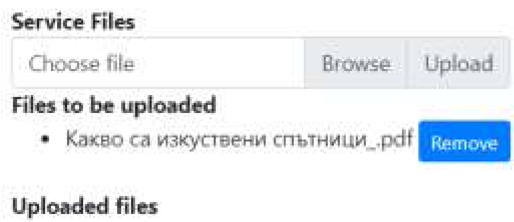
Once you have saved a service to a project, the **Service Files** tab will appear, where you can add files to this service only. Use this option when you want to add a file to a particular service rather than to the entire project, e.g., when you have a project with many different services and language combinations, it is better to add the translation files, reference files and others to the different services for your convenience. Using the option to select user access to the added file, you can control which user sees and downloads the file.



To Add a File.

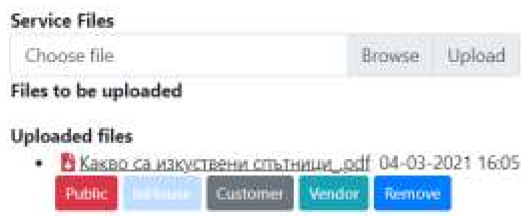
1. Click the **Browse** button to select the file you want to add.

2. The file will appear under **Files to be uploaded**.



3. Click the **Upload** button to upload the file to the application.

4. The file will appear under **Uploaded files**.



5. Click one of the two green buttons **Save** or **Save And Close** in the taskbar of the project page to save the attachment.

6. By default, the access to the file is **In-house.** To change it, click the corresponding button:

   ✓ **Public –** the file is visible to and will be downloadable by all users of the application – managers, customers and vendors.

   ✓ **In-house** – the file is visible to and will only be downloadable by managers.

   ✓ **Customer** – the file is visible to and will be downloadable by all managers and the customer.

   ✓ **Vendor** – the file is visible to and will be downloadable by all managers and the vendor.

7. Click the **Remove** button if you want to remove the file.

8. Click one of the two green buttons **Save** or **Save And Close** in the taskbar of the project page to save your selection.

To download a file added to a service by a customer or a vendor:

1. Open the project whose file you want to download.

2. Scroll to **Uploaded files** in the **Services** section of the project.

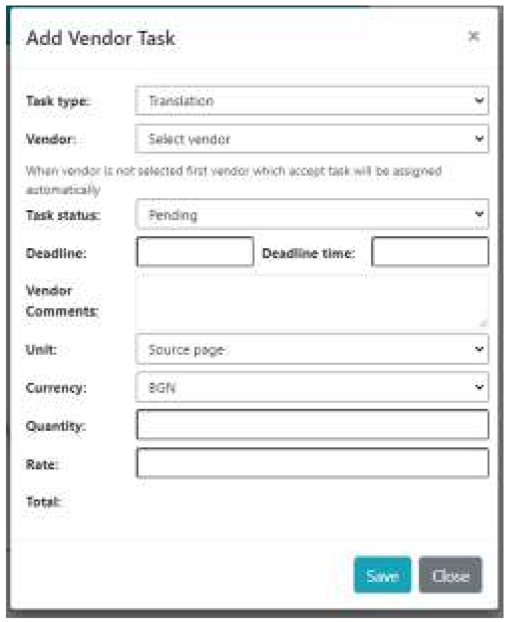
3. Find the file and click on its name.

4. The file will be downloaded to your computer

9.3.3. Adding Tasks to a Service

To add a task to a service, click the **Add Task** button in the **Tasks** tab of the already created service.

The following pop-up window will appear, where you must enter the details of a task to the service and assign it to a Vendor:



- **Task type** – A drop-down list of all available task types will appear, where you must select the applicable one each time you add a task to a service.

*The type of the task **<u>may</u>** differ from the type of the service.*

- **Vendor** – select a vendor from the drop-down list of vendors that match the selected task type, the language combination, and the area of expertise set when adding a service.

*Please note that when adding a vendor to a task, three *** stars will appear in front of the name of vendors that are not available during the project life cycle (from creation date to deadline) (See Image 1). If you add such a vendor to a task, their name will be highlighted in red in the list of vendors to the task (See Image 2).*

Image 1

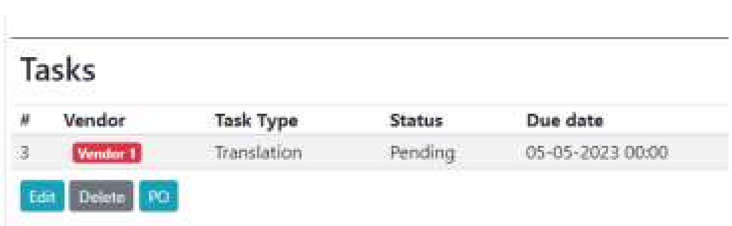
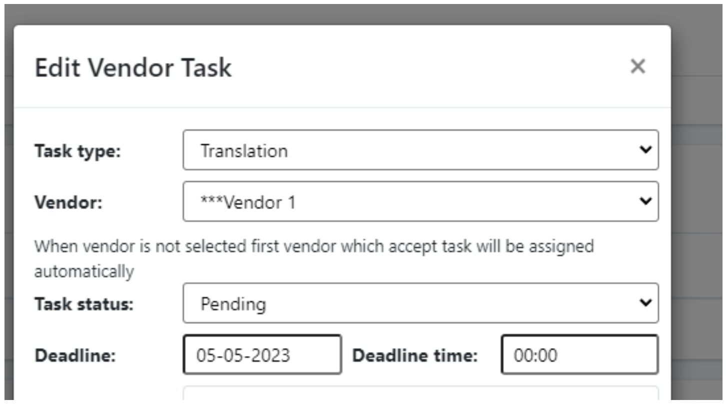
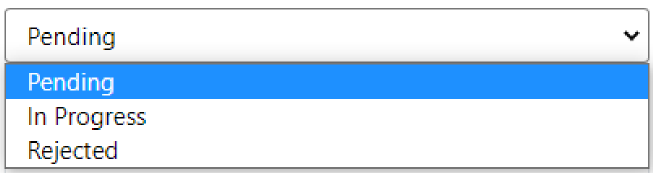


Image 2



*If you **DON'T** select a vendor and leave the **Pending** status of the task, it will be sent to all vendors that meet the set parameters for a task type and language combination, and they will receive a request with the budget you have defined. The vendor who first accepts the task should do it.*

- **Task status –** the following drop-down list will appear with three options:



- ✓ **Pending** – If you select a vendor and this task status, it will appear with the option to be accepted or declined by the vendor. If they accept it, it will switch to **In Progress** status. If they refuse, it will switch to **Rejected** status.

- ✓ **In Progress –** the task is accepted by a vendor. You can also select this status manually if you have negotiated with the vendor and they have confirmed acceptance of the task.

- ✓ **Rejected** – the task is denied by the vendor to whom it was sent. You can also select this status manually if the vendor has declined the task.

If a vendor has declined a task, leave the status **Rejected** and create a new task to assign to another vendor.

- **Deadline** – select the deadline for the task to be done from the calendar. Must be before the deadline set for the service.

- **Deadline time –** enter the specific time the task to be completed.

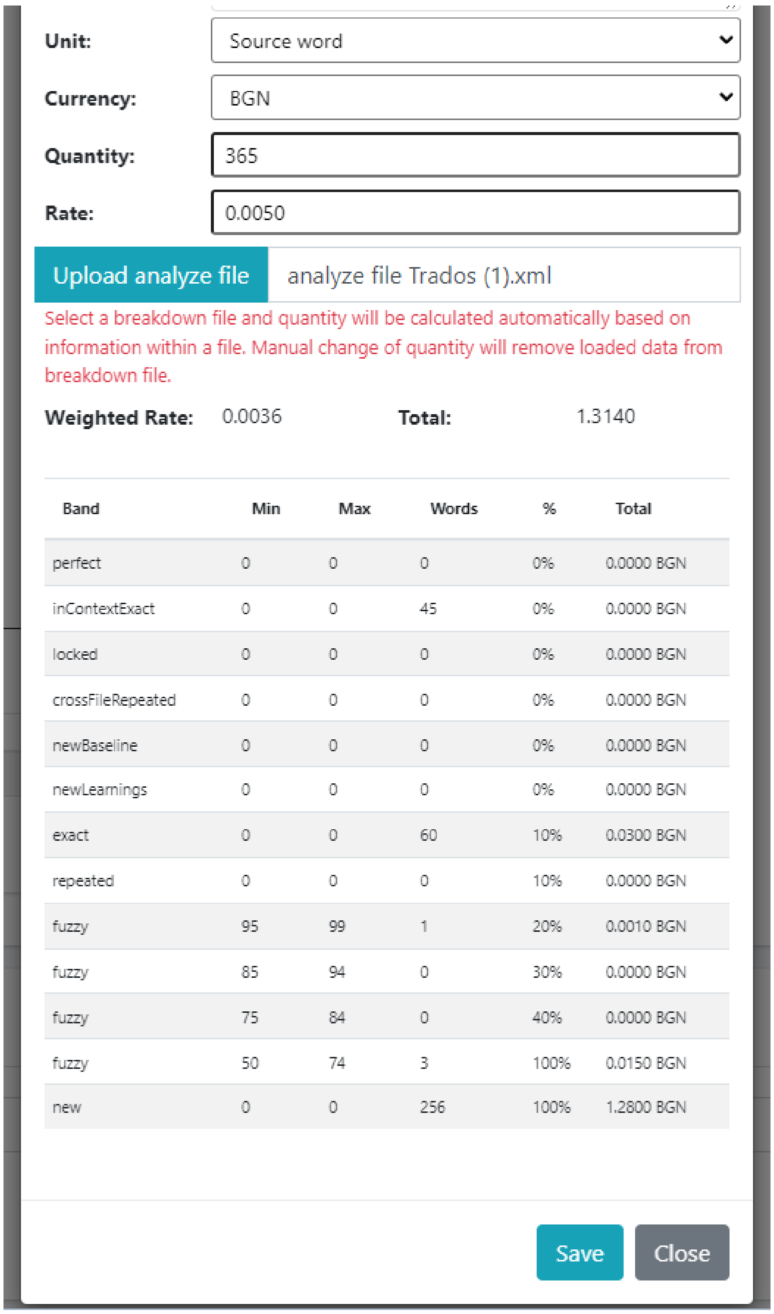
- **Comments** – enter comments to the vendor about the task, if any.

The vendor will see the text in this field.

- **Unit** – A drop-down list of all possible units will appear and you have to select the one for the task.
- **Currency –** select one currency from the drop-down list.
- **Quantity** – enter the quantity based on the selected unit.

If you select for a quantity type – fixed price, a message will appear to upload a price calculation file to the files of the service. Always follow the instructions in red – they are MANDATORY!

*If you select the unit type – source word, the **Upload analyze file** button will appear in case you want to use the calculation function based on a CAT tool analysis.*



Band	Min	Max	Words	%	Total
perfect	0	0	0	0%	0.0000 BGN
inContextExact	0	0	45	0%	0.0000 BGN
locked	0	0	0	0%	0.0000 BGN
crossFileRepeated	0	0	0	0%	0.0000 BGN
newBaseline	0	0	0	0%	0.0000 BGN
newLearnings	0	0	0	0%	0.0000 BGN
exact	0	0	60	10%	0.0300 BGN
repeated	0	0	0	10%	0.0000 BGN
fuzzy	95	99	1	20%	0.0010 BGN
fuzzy	85	94	0	30%	0.0000 BGN
fuzzy	75	84	0	40%	0.0000 BGN
fuzzy	50	74	3	100%	0.0150 BGN
new	0	0	256	100%	1.2800 BGN

To use the feature, click the **Upload analyze file** button and select the analysis to attach. You can attach the following analysis files: .csv, .html, .xml, .rep and .james. Once you attach the file, further down in the window, a percentage breakdown of the number of words according to the analysis file will appear. The **Weighted Rate** field will display the average price calculated based on the price per source word entered for the customer, and the **Total** field will display the total amount calculated based on the breakdown below. If you wish to make changes to the **Words** and/or % columns in the breakdown, click on the appropriate figure and enter the new value. Click on an empty field to update the calculation. Click **Save** to create the service.

- **Rate** – enter price per unit.

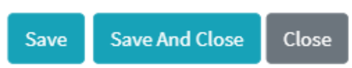
In case the selected vendor has a price, set and confirmed for the language combination, the unit and the task type, it will appear in the ***Rate*** *field and if you have a Project Manager role you will not be able to change the price above the confirmed one . A message will appear to contact the Account Manager for the change. If you want to change the price, please contact the Customer Account Manager for assistance. If there is no price set and confirmed for the vendor, a message will appear to contact the Account Manager to enter the prices and you will not be able to save the task. Always follow the instructions in red – they are MANDATORY!* For more information on vendor services and prices, see *4.1.5 Services and Language Combinations for the Vendor Entry* *and* *4.1.6 Vendor Price Approval*.

- **Total** – the amount calculated using the following formula *[quantity*price=total]*

Once you are done, click **Save** and the task will be added to the service.

Click one of the two green buttons **Save** or **Save And Close** in the taskbar on the project page.

If you want to close the project page without saving the added or edited data, click the **Close** button.



If you want to edit or delete the task, use the **Edit** or **Delete** button in the task field.

You cannot delete a task after assigning it to a vendor. You can change its status to Rejected or edit it. In case it has to be deleted, contact an Administrator.

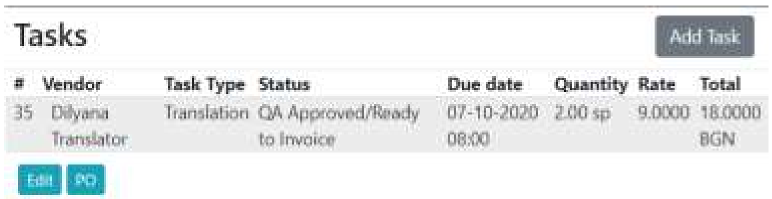
If you have assigned a task to a vendor who is not available during the project lifecycle, their name will appear in red in the list of vendors to the task.

If you want to add a translation file that is visible to the vendor, follow the procedure described in *8.4 Service Files*. *You cannot use the option add files to a project to add a file that is visible to the vendor. This can only happen through the Files to a Service option.*

9.3.4. Vendor Purchase Order (PO)

When the task is successfully added to the service and assigned to a vendor, you can send him/her a **PO**.

Click the **PO** button.



A system-generated PO with a translation order ID corresponding to the project ID will appear, and it will include all the data you have entered about your organization as well as the vendor and the task data (all services and their parameters – language combination, task type, units, quantity, price, total amount, currency, deadline, purchase order date, project manager).

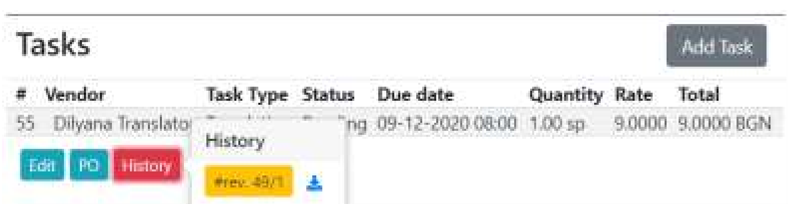
Comments – a text field for comments and notes that you would like to leave for the vendor (availability of reference materials, task specific instructions, etc.)

PO Terms and Conditions – the PO terms and conditions of your organization.

You can select a language for the offer from the **Language** selection field.

Check and review all data as well as the Terms and Conditions and then click the **Save and Notify** button at the top right corner of the page. The PO will be saved and sent to the email address you have entered for the specific vendor. An action message will appear in the upper right corner.

After you send the PO to the vendor, you will be able to see the chronology of the translation orders. Click the **History** button:



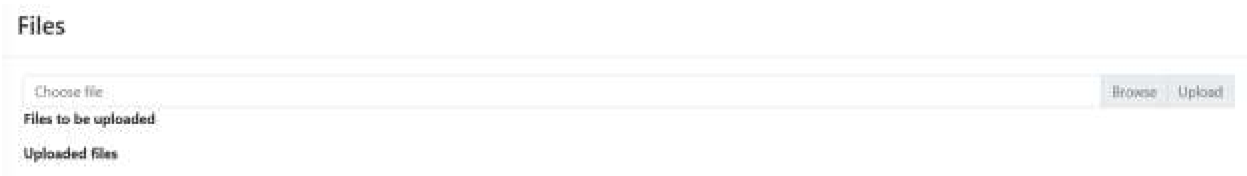
You will see the PO history in a small pop-up window:

All translation PO numbers are generated automatically and consist of the project number followed by '/' and the translation order number (e.g., for Project ID 49, the PO issued to the first vendor will be numbered 49/1 and the PO issued to the second vendor will be numbered 49/2. Please note that if you have to correct/reissue a PO already sent to the vendor, it will have the same number, but you can see all POs issued to that vendor by clicking on the history icon.

You can download the PO on your computer by clicking the download icon next to the PO number. A message will appear in the top right corner to download the order.

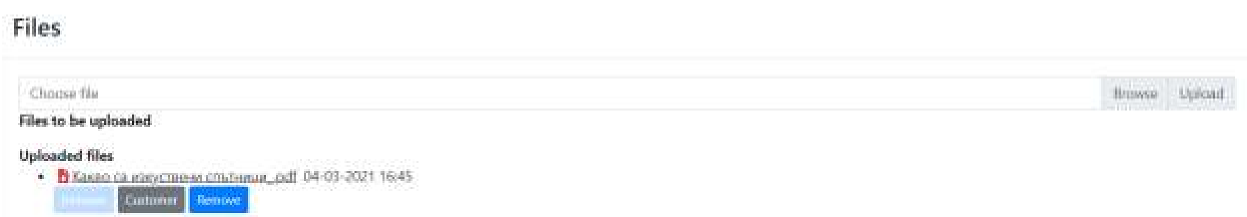
9.4. Project Files

After you add at least one service to a project, the **Files** tab of the project will appear, where you can add files to the project. Use this option when you want to add a file to a project and not to a service, e.g., when you want to upload a file ready for the customer. Here you will also receive files from customers in the system. You cannot add a file that is visible to the vendor using this option. Using the option to select user access to the added file, you can control which user sees and downloads the file.



To Add a File.

1. Click the **Browse** button to select the file you want to add.
2. The file will appear under **Files to be uploaded**.
3. Click the **Upload** button to upload the file to the application.
4. The file will appear under **Uploaded files**.



5. Click one of the two green buttons **Save** or **Save And Close** in the taskbar of the project page to save the attachment.
6. By default, the access to the file is **In-house.** To change it, click the corresponding button:
   - ✓ **In-house** – the file is visible to and will only be downloadable by managers.
   - ✓ **Customer** – the file is visible to and will be downloadable by all managers and the customer.
7. Click the **Remove** button if you want to remove the file.
8. Click one of the two green buttons **Save** or **Save And Close** in the taskbar of the project page to save your selection.

To download a file added to a project by a customer or other user:

1. Open the project whose file you want to download.

2. Scroll to **Uploaded files** in the **Services** section of the project.

3. Find the file and click on its name.

4. The file will be downloaded to your computer.

9.5. Quality Management

In sTMS, you can manage project quality through the **Quality Management** section of the project page by following the steps described below:

1. Open the project whose quality you want to manage.

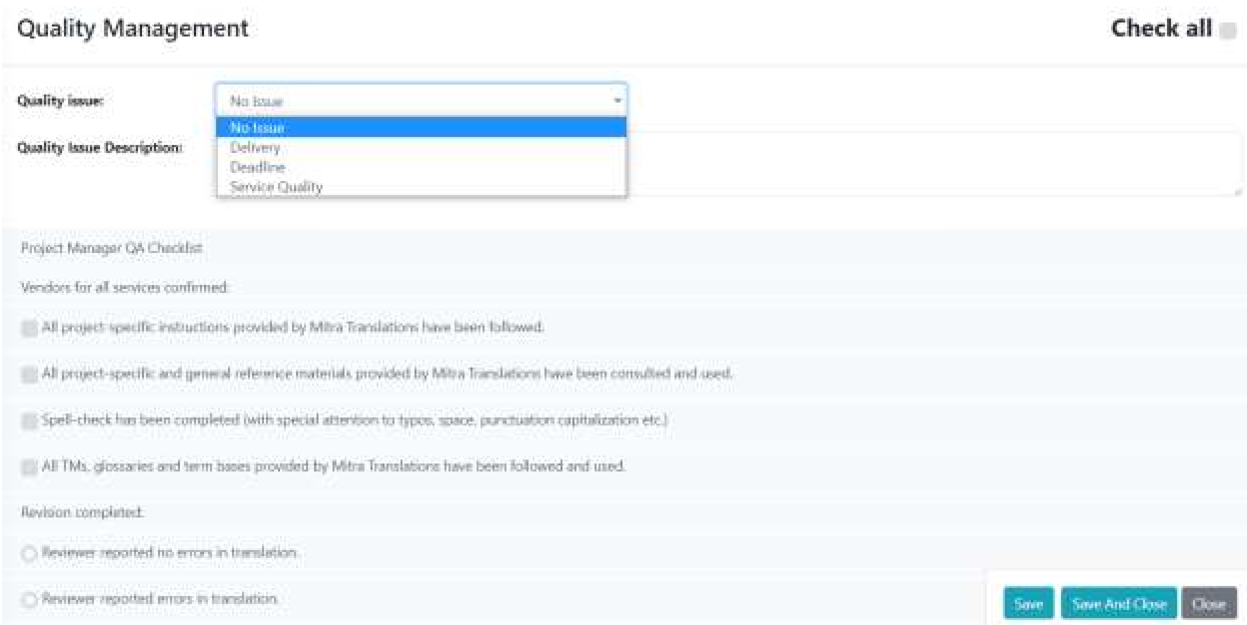
2. Scroll down to the **Quality Management** section.

3. Click the **Quality issue** field and a drop-down list of problem categories will appear:

   - ✓ **No issue** – select this category if there is no quality issue for this project.
   - ✓ **Delivery** – problem with the delivery of the service files, e.g., missing memory when delivering a ready translation from the vendor;
   - ✓ **Deadline** – overdue delivery;
   - ✓ **Service Quality –** poor performance of service (s) under the project.

4. **Quality Issue Description** – enter a brief description of the problem, if any;

5. A checklist prepared in advance by your organization for project quality management follows next. Make sure all the criteria set are met and tick this on the checklist to confirm that the project has passed a quality check.



*You can use the **Check All** option, which will mark all criteria as met*.

9.6. History

Once the project is created, you will be able to track what actions, by whom and on what date and time they were performed in the **History** section.

*Please note that you will see the History tab in **editing mode** only once you have created a project and saved it.*

Any changes based on the following criterion will be tracked in **History:**

General Details	**Services**	**Vendor task**	**Files**
Deadline	Deadline	Deadline	Upload
Status	Status	Status	Access
Project Manager	Quantity	Quantity	
Comments:	Rate	Rate	

The name of the user who performed the action is in bold, the date and time are shown to the right of the screen, and under the name of the user you can see what action was performed. If there is an additional icon before the action, place the mouse cursor over it to see the specific item to which the action relates, e.g., invoiced project service „001 translation “.

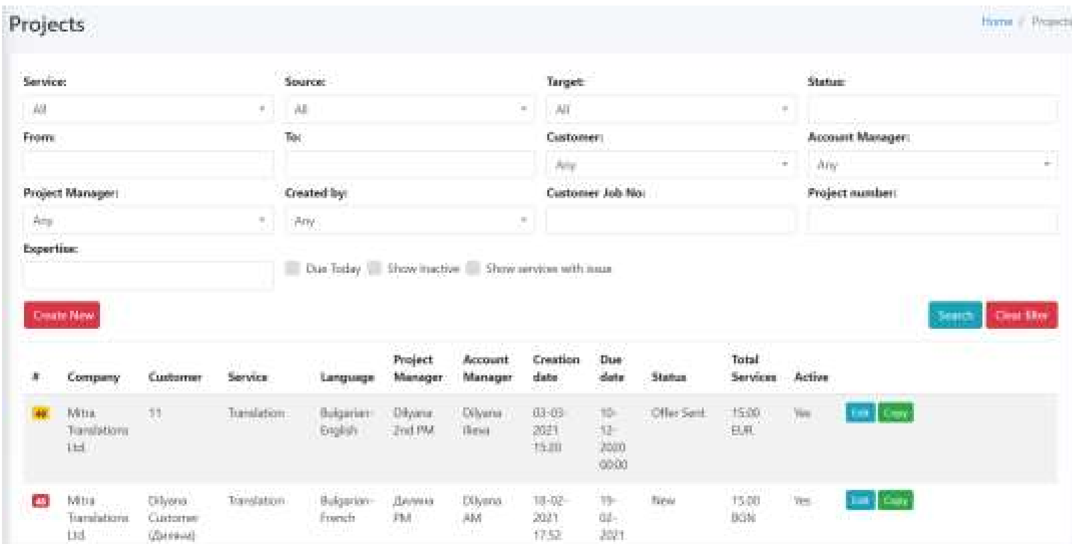
Important! Remember to click one of the two buttons in the green colour **Save** or **Save and Close.** If you miss to do so, the date will not be saved. If you want to close, click **Close**.

10.List of Projects

Once you have created several projects, you'll have a list of projects available where you can search and review the organization's projects.

To view the project list, click **Projects** in the main navigation:

The list of projects and possible search filters will appear:



You can use the filters to specify your search and shorten the list of projects.

☞ *If you do not want to use the filters, scroll down and review the project list. Click on the project number to open, review and edit it.*

☞ *In case there is no vendor assigned to a task under a service, a red exclamation mark (**!**) will appear at the beginning of the project line.*

- **Service**
- **Source**
- **Target**
- **Status**
- **From** – from date
- **To** – to date
- **Customer**

- **Account Manager**
- **Project Manager**
- **Created by**
- **Customer Job No**
- **Project number -** when entering multiple characters, the project numbers containing those characters will automatically appear in the field.
- **Expertise**
- **Vendor**
- **Service Due Date**

You also have a few additional bookmarks:

- **Due Today** – If you have checked this box, the list will contain only projects whose deadline is today.
- **Show Inactive** – if checked, the list will also contain inactive projects.
- **Show services with issue** – if checked, the list will only contain projects whose services are marked as having a quality problem.

Once you have defined your search and ticked the required filters, click the **Search** button to display the list of projects for review.

You have two more buttons:

- **Create New** – create a new project; see the steps in Section 8 Creating and Managing Your Project.
- **Clear filter** – clears the set filters.

Click the project number to open and review it.

To edit a project, click the **Edit** button on the project line.

To create a new project similar to one of the existing ones in the list, click the **Copy** button on the project line and edit the fields according to the instructions in Section 8 Creating and Managing your Project.

10.1. Project Editing

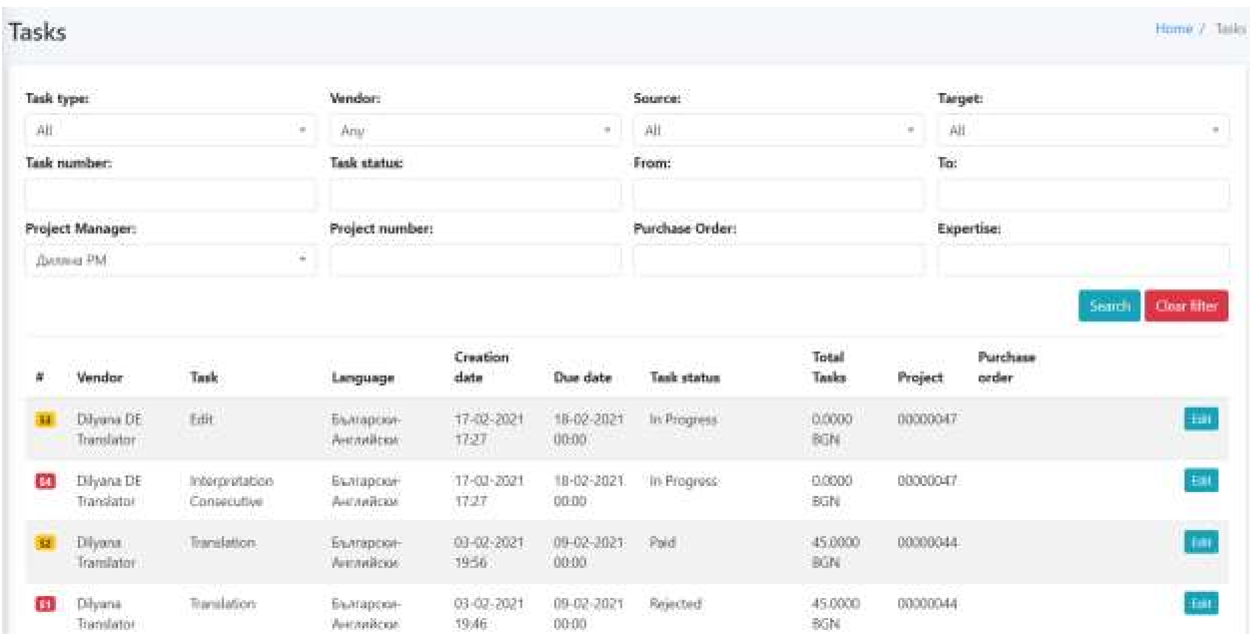
Open the project you want to edit by clicking the **Edit** button on the project line and following the steps described in Section 3 Creating and Managing Your Project.

11. List of Tasks

Once you have created several projects and added services to them and assigned tasks to vendors, you will have a list of tasks available where you can search and review tasks to vendors.

To review the task list, click the **Tasks** button in the main navigation:

The task list and possible search filters will appear:



You can use the filters to specify your search and shorten the task list.

If you don't want to use the filters, scroll down and review the task list. Click the task number to open, review, and edit the task.

- **Task type**
- **Vendor**
- **Source**
- **Target**
- Task number – entering multiple characters, the task numbers containing those characters will automatically appear in the field.

- **Task status** – When selecting the **QA Approved** status from a user with an Account Manager role, only tasks in that state will appear and the **Ready to Invoice** button will appear on the line of each of them. Click it to change the status of the task and the vendor will be able to select it and to add it to an invoice.

- **From** – from date
- **To** – to date
- **Project Manager**

☞ *When you open the task list, it will contain only tasks to projects for which you are the Project Manager. To display all tasks, select **Any** from the drop-down list in the Project Manager field.*

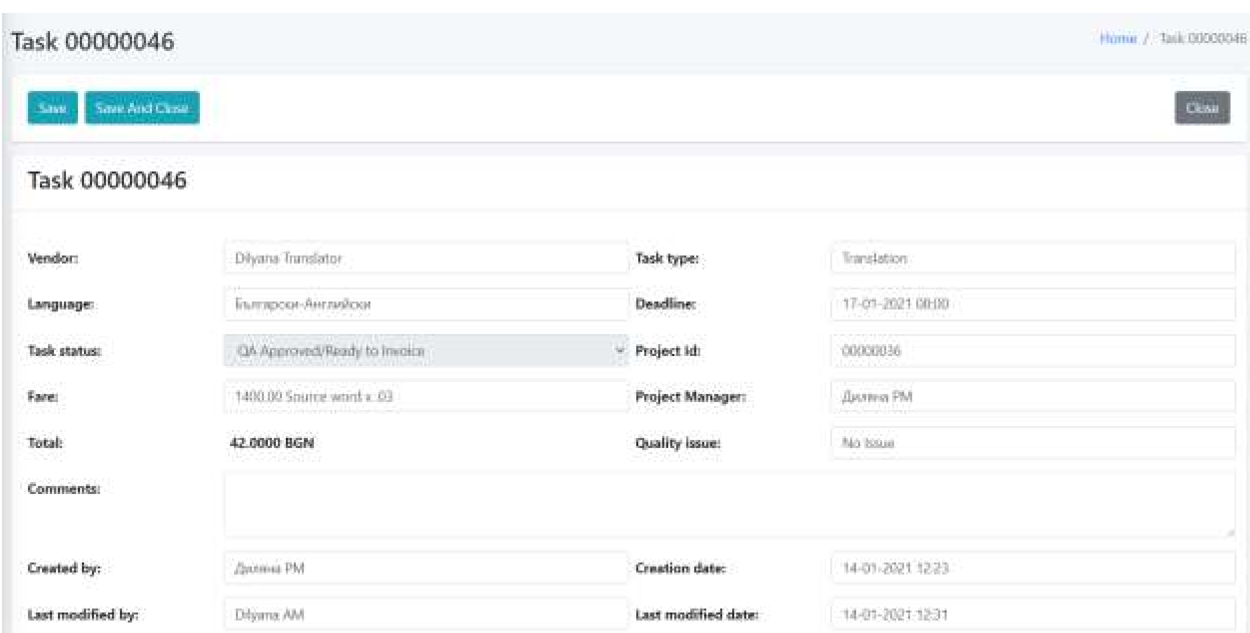
- **Project number**
- **Purchase Order –** PO Number
- **Expertise**

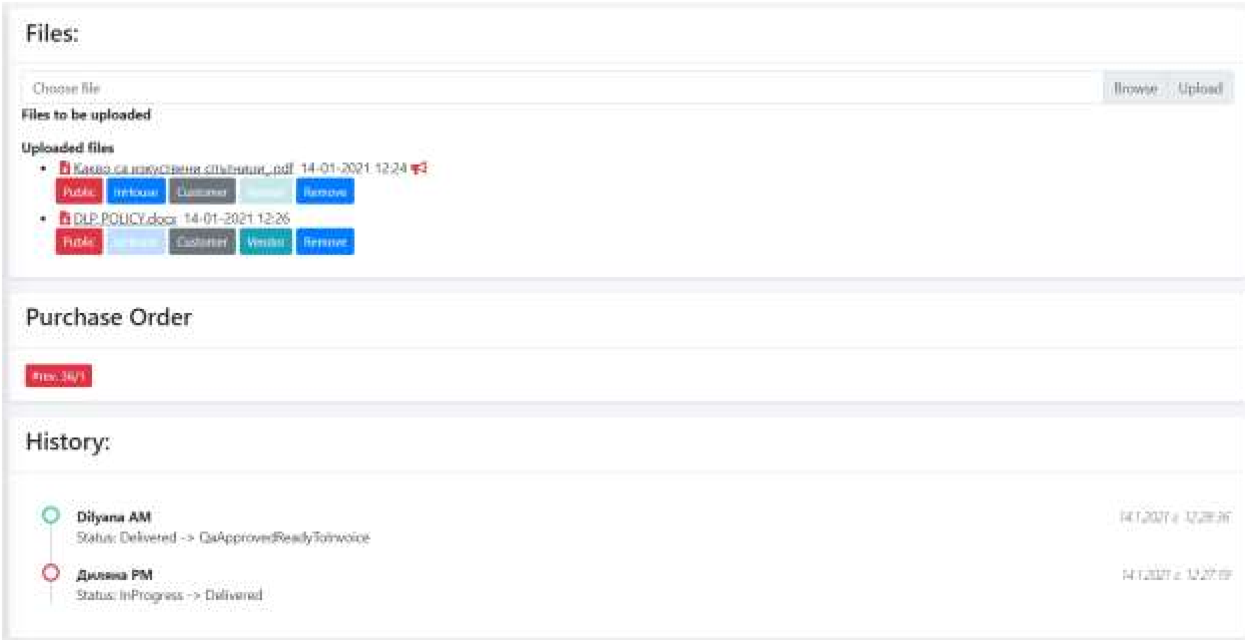
After defining your search and ticking the required filters, click the **Search** button to display the list of projects for review.

Click **Clear filter** if you want to clear the set filters.

11.1. Task Review

Click the number of the task you want to open and review. The following screen will appear containing the task data:





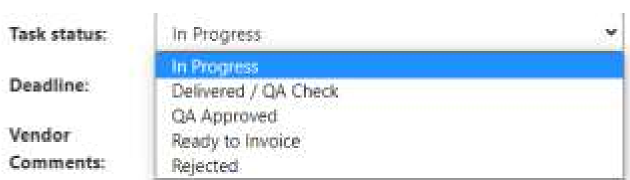
From this page, you can only review task data and download an attachment.

In addition to all task data, you can also review what actions, by whom and when they are performed in the **History** section of the task, where they are displayed in chronological sequence.

11.2. Task Editing

To edit a task to a project service, open the project and edit the fields following the steps described in section [8.3.3 Adding Tasks to a Service] in [Section 8 Creating and Managing your Project].

To change the status of a task, go to the project page and click the **Edit** button of the task. The task window will appear, where you can edit the fields and change its status from the selection field:



- ✓ **Delivered/QA Check –** select this status when you receive the task completed by the vendor and it is in process of quality check.
- ✓ **QA Approved** – select this status when the quality of the task performed is confirmed.
- ✓ **Ready to Invoice** – select this status when the task is ready to be invoiced by a vendor.

☞ ***Ready to invoice** status can only be selected by user with Account Manager role.*

☞ *Note that these selection options will only appear if the task is in **In Progress** status.*

- ✓ **Rejected** – select this status if for any reason the vendor refused to do the task while it was in process of operation.

In case you open the task from the task list for review, you can:

- download a file attached to it by following the steps described in 8.3.2 Service Files in Section 8 Creating and Managing your Project;
- change its status from the status field.

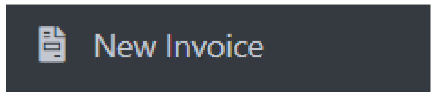
*In case you have a user role Account Manager and select the **QA Approved** status in the **Task status** filter from the task list, only tasks in **that** state will appear and the **Ready to invoice** button will be displayed on each line. Click it to change the status of the task and the vendor will be able to select it and to add it to an invoice.*

*You cannot change a task status if it is **Ready to Invoice** or **Paid**.*

12. Creating an Invoice for a Customer

Once you have created a project and added a service(s), you can issue a service invoice via the sTMS invoicing module.

To issue a service invoice(s**),** click the New Invoice button in the main navigation.

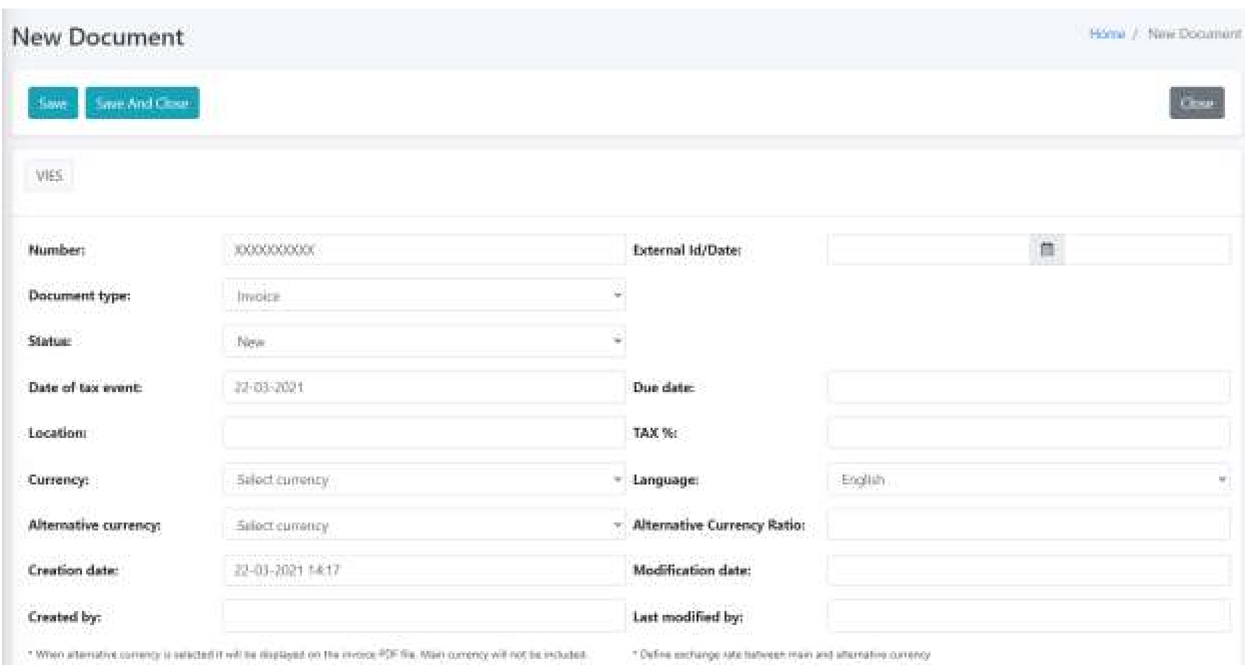


The invoicing module, which contains 7 sections, will appear:

12.1. General Invoice Details

To check the validity of the recipient's VAT number and print a VIES confirmation, click on the VIES button. The European Commission's website will open, where you can enter the VAT number and check its validity.

Fill in the fields as indicated below.



- **Number** – An automatically generated by the system document number will appear here after you create it.
- **External ID/Date** – here you can enter your document number, as well as choose a date in case you use another document numbering.
- **Document type** – select the type of document you issue. You have two options:
  - ✓ **Invoice**

- ✓ **Proforma invoice –** generated under a numbering different from the main one.
- ✓ **Invitation for payment –** generated under a numbering different from the main one.

- **Status** – select document status from the drop-down list:

- ✓ **New** – this status is selected by default.
- ✓ **Sent/Waiting payment –** select this status after sending/giving the document to the recipient.
- ✓ **Paid –** select this status when you receive a payment notification from the payee. The customer can also choose this status from their portal. Selection of that status will not change the project status to **Paid/Closed**.
- ✓ **Payment Confirmed** – Select this status when you confirm the receipt of the payment of the invoice. You have to enter a payment method in the **Reference** field. Selection of that status will change the project status to Paid/Closed.
- ✓ **On Hold** – select this status when you want to leave the document pending for any reason.
- ✓ **Cancelled –** select this status when you want to cancel the document.

Only users with an Account Manager and Administrator role can select the last 4 statuses manually.

- **Date of tax event** – by default, fill in today's date. If necessary, select a different date.
- **Due date** – enter the deadline for payment of the document.
- **Location** – enter the place of issue of the document.
- **TAX %** – Enter the percentage of the tax you will charge on the tax base.

The amount of the tax entered when the organization's invoicing data was initially added will be selected by default. If you want to change it, enter "0", for example for an EU transaction and the reason for that rate in the Note field on the page below.

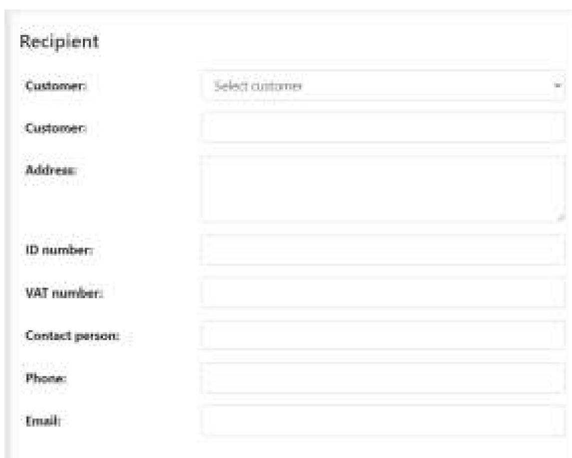
- **Currency** – select the main currency in which you will issue the document. The service(s) you will invoice must be entered in that currency. Otherwise, they will not appear as possible for selection.
- **Language** – select the language of the document.

- **Alternative currency** – select an alternative currency for the document. For example, if you have entered a service in EUR but want to issue the invoice in EUR and BGN, enter here BGN to generate the document in both currencies.
- **Alternative Currency Ratio –** enter the ratio of the base currency to the alternative currency.
- **Creation date** – the date is automatically generated and it is the date of creation of the document.
- **Modification date** – the date is automatically generated and it is the date of the last modification of the document.
- **Created by** – the name of the user who created the document.
- **Last modified by** – the name of the user who last changed the document data.

12.2. Invoice Recipient

You can select or add an invoice recipient in the ***Recipient*** tab. Note that this data will be contained in the Recipient field of the document when issued.

Fill in the fields as indicated below.



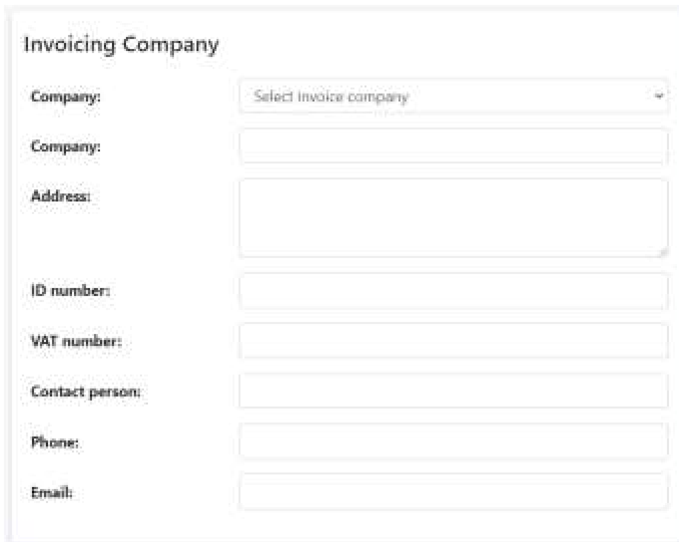
- **Customer** – select the customer from the list of added customers. All subsequent fields will be filled in automatically with the customer's profile data.
- **Customer** – edit customer name if necessary.
- **Address** – edit the customer's address if necessary.
- **ID number** – edit the customer ID number if necessary.
- **VAT number** – edit the customer's VAT number if necessary.
- **Contact person** – edit the customer's contact person if necessary.

- **Phone** – edit the customer's phone if necessary.
- **Email** – edit the customer's email if necessary.

12.3. Invoice Issuer

Invoice issuer is the organization entered in the initial settings of the application.

To select the organization, follow the steps described below.



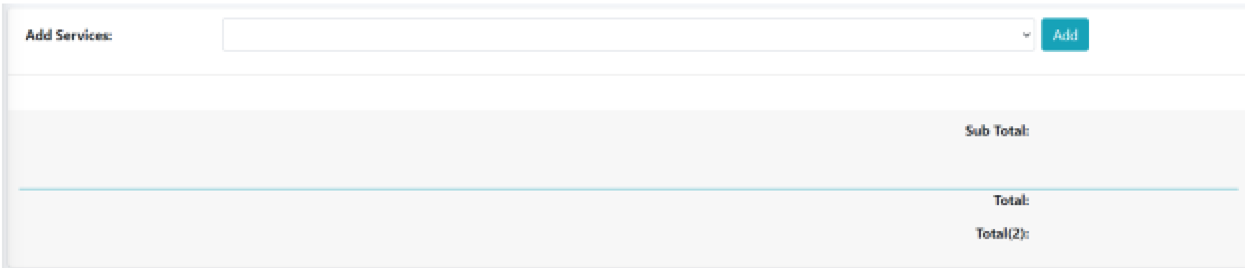
- **Company** – select the organization from the drop-down list. All the following fields will be filled in automatically with the organization's data.
- **Company** – edit the name of the organization if necessary.
- **Address** – edit the organization's address if necessary.
- **ID number** – edit the organization ID number if necessary.
- **VAT number** – edit the organization's VAT number if necessary.
- **Contact person** – edit the organization's contact person if necessary.
- **Phone** – edit your organization's phone if necessary.
- **Email** – edit your organization's email if necessary.

Please note that this information will be contained in the Issuer field of the document when you issued.

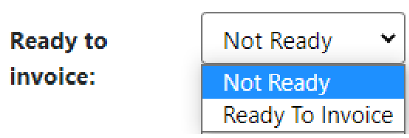
12.4. Adding Services for Invoicing

In this section you can add the services you want to invoice.

To add the services, follow the steps described below.



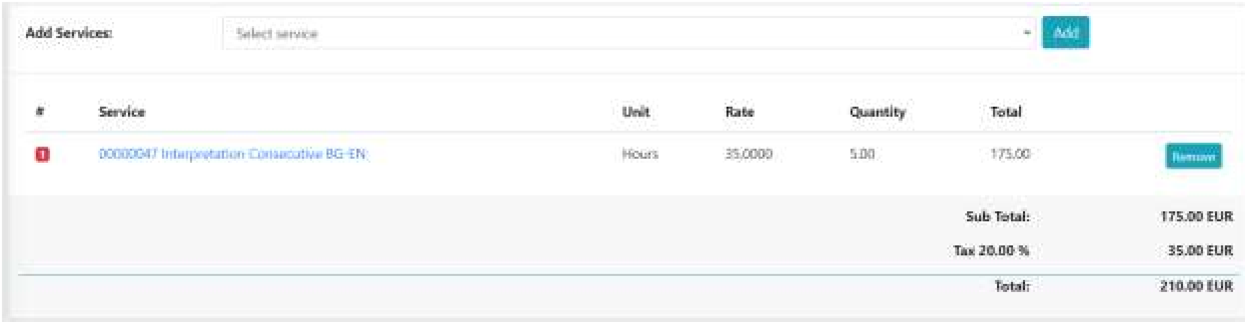
1. Make sure you select the currency in which the service you want to invoice is entered in the currency selection field.
2. Make sure you have selected the customer for whom the service was performed from the Customer selection field in the Recipient tab.
3. Make sure the service for which you want to issue an invoice is in **Ready to invoice** status in the service status field. You can check and change this by opening the project to which the service was added and checking in the service field.



4. Click the **Add Services** in the service selection field. All services will appear based on the following criteria:
   a. the service is added to a project of the customer selected in the customer field;
   b. the service is added in the currency selected in the base currency field;
   c. the service status is *Ready for invoicing* in the service status field.

5. Select the service and click **Add.** The service will be added to the table.

If you want to issue an invoice for multiple services, repeat the step to add them one by one. You can issue an invoice for services from different projects for one customer and in one currency.



6. In the table of added services for invoicing you will see:

    a. **#** – the service number in the table;

    b. **Service** – the service and its language combination, as added to the project. If you want to change it or add something to the name, click on it to open the project. Find the service and change it from the service field or enter the text, you want to appear next to the service, in the service name field.

    c. **Unit** – the unit in which the service is entered.

    d. **Rate** – the single price per unit as entered for the service.

    e. **Quantity** – the quantity of units as entered for the service.

    f. **Total –** the total cost of the service.

Please note that in the services for invoicing selection field, no options will be displayed if you have not selected the currency and the customer of the service for invoicing.

    g. **Sub Total –** this is the sum of the total amounts of all added services.

    h. **Tax % –** this is the percentage of tax that will be levied on the tax base.

    i. **Total –** this is the total sum of the tax base and the amount of tax levied.

7. To remove a service added, click the **Remove** button on its line**.**

12.5. Invoice Payment Details

In this section, you can define the payment method of an invoice, as well as select a bank profile to be used for payment. Please follow the steps described below.

Please note that if you have selected the organization from the document issuer field, these fields will be automatically filled in with the data from the Adding Organization Bank Details section in the initial application settings. You don't need to edit the fields, just select a payment method and, if necessary, select another bank profile.

1. **Payment type** - select the payment method from the drop-down list.
2. **Bank name** – edit the name of the bank if necessary.
3. **Bank Profile** – select the bank profile from the drop-down list in case you want to issue a document which to be paid to a different from the main bank account.
4. **SWIFT/BIC code** – edit the bank's SWIFT/BIC code if necessary.
5. **IBAN/Account No** – edit the IBAN number if necessary.
6. **Beneficiary name** – edit the name of the bank account holder if necessary.
7. **Bank address** – edit bank address if necessary.

12.6. Notes to an Invoice

In this section you have two fields:

- **Reference** – enter a payment confirmation here when ticking this document status. In this field you can also enter comments that will not appear on the document.
- **Note** – enter a note here that you would like to be displayed in the Notes field of the document, e.g., VAT zero rate basis.

12.7. Invoice Terms and Conditions

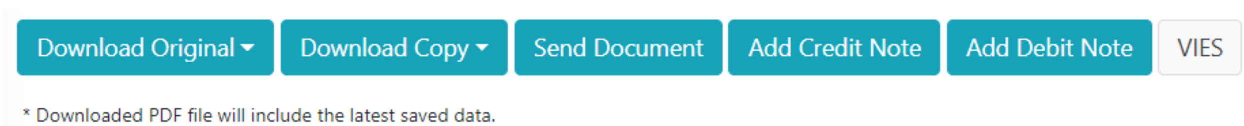
In this section, you have an invoice Terms and Conditions field that were pre-entered in the initial settings of the application. If you want to add text, you can do it by typing it in the text editor field.

Click one of the two green buttons **Save** or **Save And Close** to create the document and to save it.

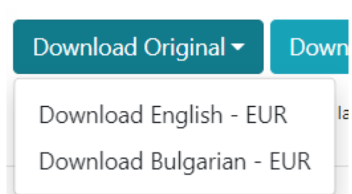
12.8. Downloading and Sending a Document

> **Important!** Don't forget to click one of the two buttons in the green colour **Save** or **Save And Close.** If you miss to do so, the date will not be saved. If you want to close, click **Close**.

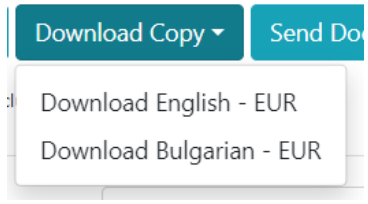
Once you have created the document, you can download it to your computer in PDF format and/or email it to the customer. The following buttons will appear on the document page:



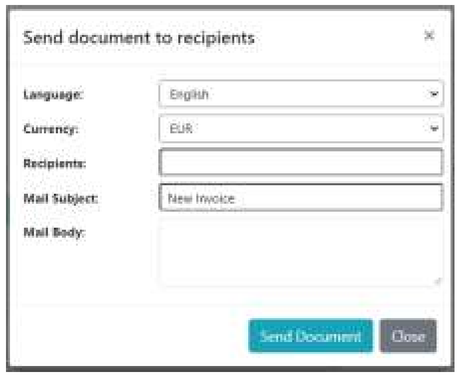
1. To download an original, click the **Download Original** button and select the original you want to download, depending on the language and the currency. Click to download it.



2. To download a copy, click the **Download Copy** button and select the copy you want to download, depending on the language and the currency. Click to download it.



3. To send the document to an email, click **Send Document** and the following screen will appear where you need to fill in the fields.

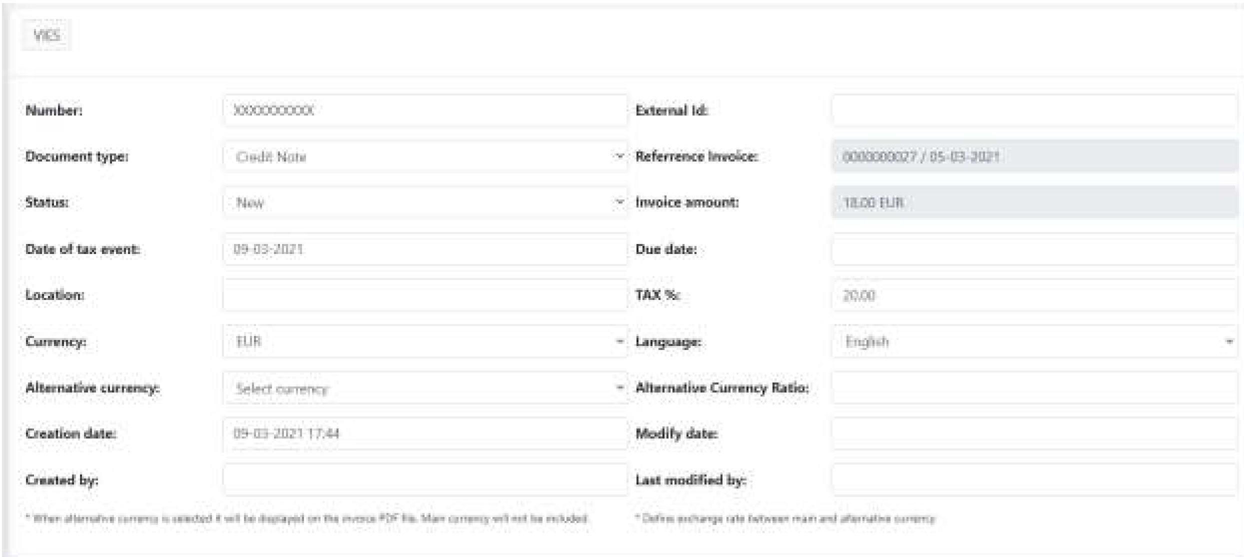


- **Language** – select the language of the document.
- **Currency** – select the currency of the document.
- **Recipients –** enter the email(s) of the recipient(s) of the document.
- **Mail Subject –** enter an email subject.
- **Mail Body** – enter email text.

4. Click the **Send Document** button to send it, or click **Close** to close the window without sending the document.
5. Upon successful submission, a confirmation message will appear in the top right corner of the screen.

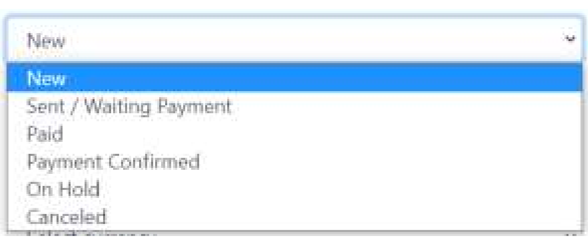
13. Creating a Credit Note to an Invoice

Once you have created an invoice, you can add a credit note to it. Click the **Add Credit Note** button and the credit note issuance module will appear, which contains 7 tabs identical to those when issuing the invoice:



13.1. General Credit Note Details

- **Number** – An automatically generated by the system document number will appear here after you create it.
- **External ID/Date** – here you can enter your document number, as well as choose a date in case you use another document numbering.
- **Document type** – type Credit Note is selected by default. Email cannot be changed.
- **Ref. Invoice** – this is the invoice number to which the credit note is issued.
- **Status** – select document status from the drop-down list:



✓ **New** – this status is selected by default.

✓ **Sent/Waiting payment –** select this status after sending/giving the document to the recipient.

- ✓ **Paid –** select this status when you receive a payment notification from the customer. The customer can also choose this status from their portal. Selection of that status will not change the project status to **Paid/Closed**.
- ✓ **Payment Confirmed** – Select this status when you confirm the receipt of the payment of the invoice. You have to enter a payment method in the **Reference** field. Selection of that status will change the project status to **Paid/Closed**.
- ✓ **On Hold** – select this status when you want to leave the document pending for any reason.
- ✓ **Cancelled –** Select this status when you want to cancel the document.

☞ *Only users with an Account Manager and Administrator role can select the last 4 statuses.*

- **Invoice Amount** – this is the amount in the base currency of the invoice to which the credit note is issued.
- **Date of tax event** – by default, fill in today's date. If necessary, select a different date.
- **Due date** – enter the deadline for payment of the document.
- **Location** – enter the place of issue of the document.
- **TAX %** – enter the percentage of the tax you will charge on the tax base.

☞ *The amount of the tax entered when the organization's invoicing data was initially added will be selected by default. If you want to change it, enter "0", for example for an EU transaction and the reason for this rate in the **Note** field on the page below.*

- **Currency** – The invoice currency to which you issue the credit note is selected by default.
- **Language** – select the language of the document.
- **Alternative currency** – select an alternative currency for the document. For example, if you have entered a service in EUR but want to issue a credit note in EUR and BGN, enter BGN here to generate the document in both currencies.
- **Alternative Currency Ratio –** enter the ratio of the base currency to the alternative currency.
- **Creation date** – the date is automatically generated and it is the date of creation of the document.
- **Modification date** – the date is automatically generated and it is the date of the last modification of the document.
- **Created by** – the name of the user who created the document.
- **Last modified by** – the name of the user who last changed the document data.

13.2. Credit Note Recipient

The recipient of the credit note is the recipient of the invoice to which it is issued. All fields are filled in with the recipient details of the reference invoice.

☞ *Please note that this information will be displayed in the Recipient field of the document issued.*

13.3. Credit Note Issuer

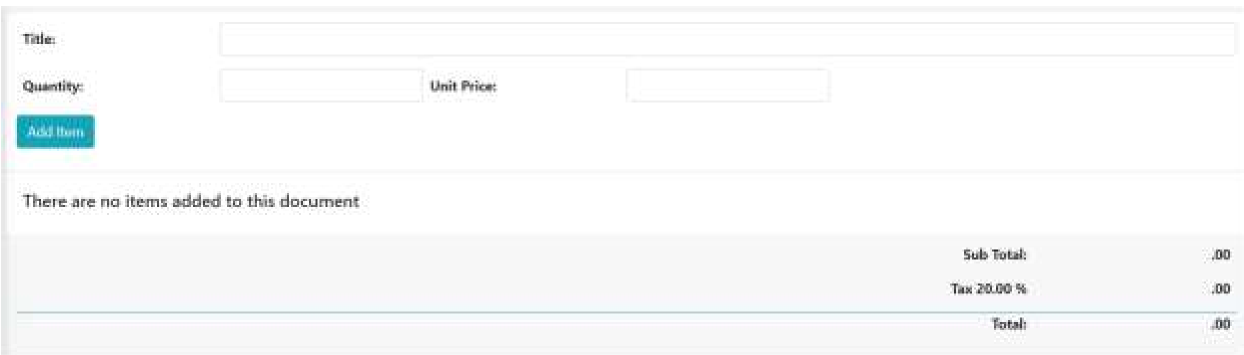
The issuer of the credit note is the issuer of the invoice to which it is issued. All fields are filled in with the reference invoice issuer's details – the organization.

☞ *Please note that this information will be contained in the Issuer field of the document when you issued.*

13.4. Adding Items to a Credit Note

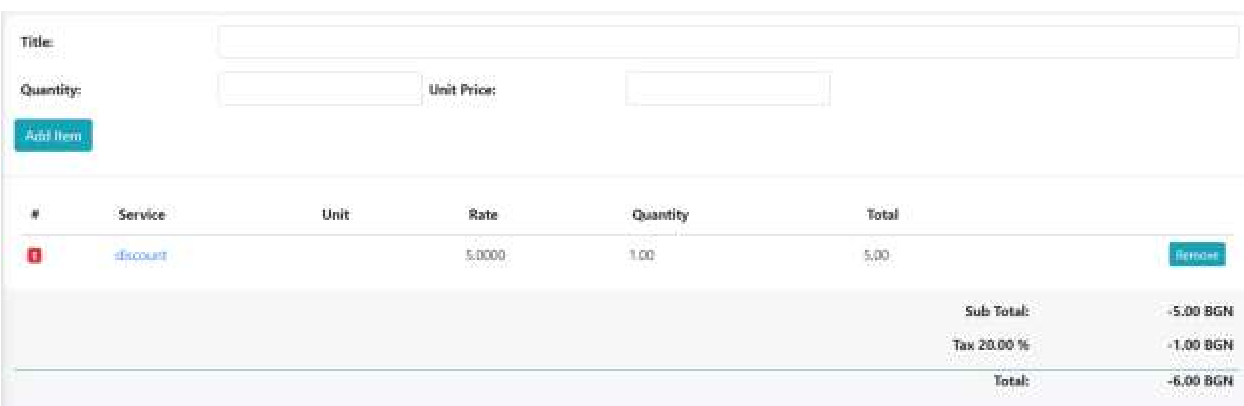
In this section, add the items for which you want to issue a credit note.

To add the items, follow the steps described below.



1. **Title** – enter the name of the item you want to add.
2. **Quantity** – enter quantity.
3. **Unit Price** – enter unit price.
4. Click the **Add Item** button to add the item to the credit note.

☞ *If you want to add multiple items to the credit note, repeat the step to add them one by one.*



5. In the table of items added to the credit note you will see:

a. **#** – the item number in the table;

b. **Service** – the name of the item;

c. **Unit** – the unit in which the item is entered;

d. **Rate** - the single price per unit of the item;

e. **Quantity** – the quantity of units as entered for the item;

f. **Total** – the total price for the item;

g. **Sub Total –** this is the sum of the total amounts of all added items;

h. **Tax % –** this is the percentage of the tax that will be levied on the tax base;

i. **Total –** this is the total sum of the tax base and the amount of tax levied;

j. To remove the item, click the Remove button.

☞ *Please note that the tax base, the tax and the total will be marked with "-" at the front as you issue an invoice credit note.*

13.5. Credit Note Payment Details

In this section, you can define the payment method of the document, as well as select a bank profile to be used for payment. Please follow the steps described below.

☞ *Please note that if you have selected the organization from the document issuer field, these fields will be automatically filled in with the data from the Adding Organization Bank Details section in the initial application settings. You don't need to edit the fields, just select a payment method and, if necessary, select another bank profile.*

1. **Payment type** - select the payment method from the drop-down list.
2. **Bank Profile** – select the bank profile from the drop-down list in case you want to issue a document which to be paid to a different from the main bank account.
3. **Bank name** – edit the name of the bank if necessary.
4. **SWIFT/BIC code** – edit the bank's SWIFT/BIC code if necessary.
5. **IBAN/Account No** – edit the IBAN number if necessary.
6. **Beneficiary name** – edit the name of the bank account holder if necessary.
7. **Bank address** – edit bank address if necessary.

13.6. Notes to Credit Note

In this section you have two fields:

- **Reference** – enter a payment confirmation here when ticking this document status. In this field you can also enter comments on the document that will not appear on it.
- **Note** – enter a note here that you would like to be displayed in the Notes field of the document, e.g., VAT zero rate basis.

13.7. Credit Note Terms and Conditions

This section is the same as when issuing an invoice and contains an invoice Terms and Conditions field that were previously entered in the original settings of the application. If you want to add something, you can do it by typing the text in the text editor field.

Click one of the two green buttons **Save** or **Save And Close** to create the document and to save it.

13.8. Downloading and Sending Credit Note

You can download a credit note or send it by following the procedure described in 11.8 Downloading and Sending an Invoice.

14. Creating a Debit Note to an Invoice

To create a debit note to an invoice, open the invoice from the document list and click the **Add Debit Note** button:

Follow the steps described in section 12 Creating a Credit Note to an Invoice.

Please note that the debit note items will not contain a "-" sign in front of them!

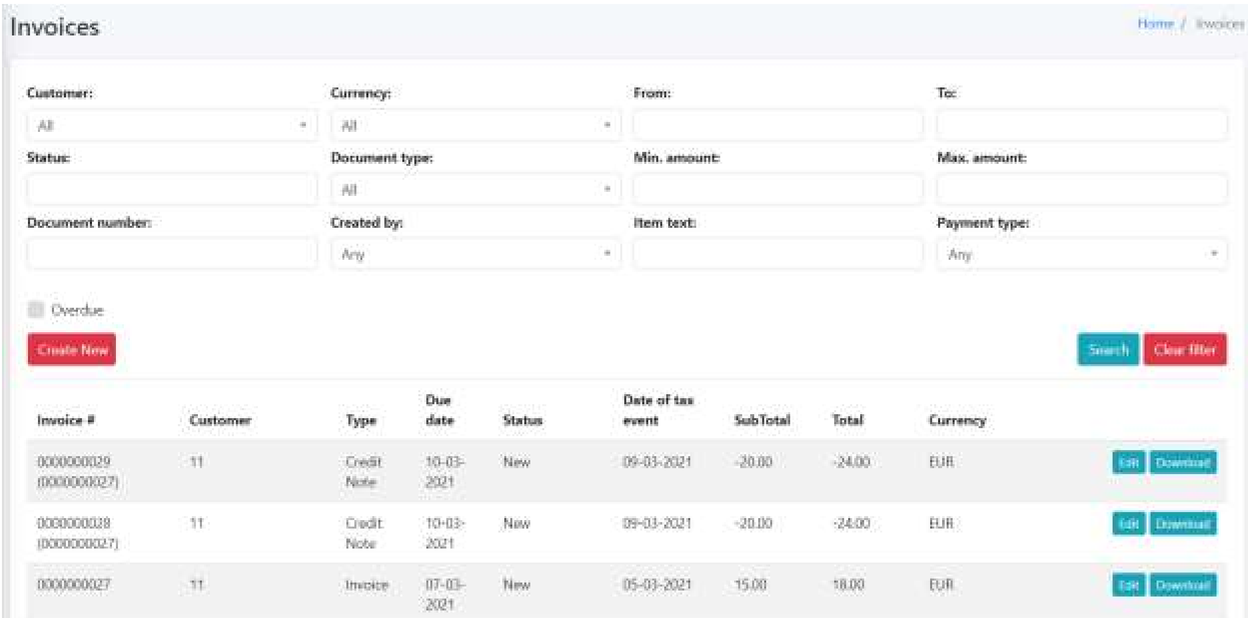
15. List of Documents

Once you have created several documents, you will have a list of documents available where you can search and review all issued invoices, pro forma invoices, credit and debit notes.

To review the list of documents, click the **Invoices** button in the main navigation:

Important! Remember to click one of the two buttons in the green colour **Save** or **Save and Close.** If you miss to do so, the date will not be saved. If you want to close, click **Close**.

The list of documents and possible search filters will appear:



You can use the following filters to specify your search and to shorten the list of documents:

If you do not want to use the filters, scroll down and review the list of documents.

- **Customer** – select the customer from the drop-down list;
- **Currency** – select the main currency of the document;
- **From** – from date;
- **To** – to date;
- **Status** – select document status;
- **Document type** – select the type of document;
- **Min amount** – enter minimum total value of the document;
- **Max. amount** – enter maximum total value of the document;
- **Document number** – enter document number. Entering multiple characters, the document numbers containing those characters will automatically appear in the field.
- **Created by** – select document creator;
- **Item text** – enter any part of the name of the service in this field;

- **Payment type** – select method of payment of the document;
- **Overdue** check box – check this box to show only documents with expired payment time limit.

After defining your search and ticking the required filters, click the **Search** button to display the list of documents for review.

Click the **Download** button to download the document. It will be in the language of your interface. If you want to download the document in another currency or in another language, follow the steps described in 11.8 Downloading and Sending a Document.

You have two more buttons:

- **Create New** – create a new document – see steps in Section 11 Creating an Invoice for a Customer.
- **Clear filter** – clears the set filters.

15.1. Document Editing

Click the document number or **Edit** button on the line of the document to open it, review it and edit it.

To edit the document, follow the steps described in Section 11 Creating an Invoice for a Customer or Section 11.9 Creating a Credit Note to an Invoice, depending on its type.

15.2. Marking and Confirming a Document has been Paid

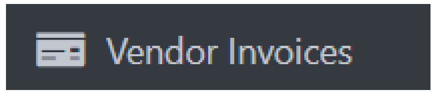
Once you have issued the document and sent/given it to the recipient, its status must be changed manually to **Sent/Waiting payment.** If the recipient has a customer portal to access the application, they can register a payment on the document themselves by changing its status to **Paid**. To confirm a payment after making sure it has been received, find the document in the document list, click the document number, or the **Edit** button to edit it, and manually change its status to **Payment Confirmed.** You must enter a payment reference in the **Reference** field. click one of the two green buttons **Save** or **Save And Close**. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

☞ *Please note that only users with an Account Manager or Administrator role can register a payment and/or confirm a payment.*

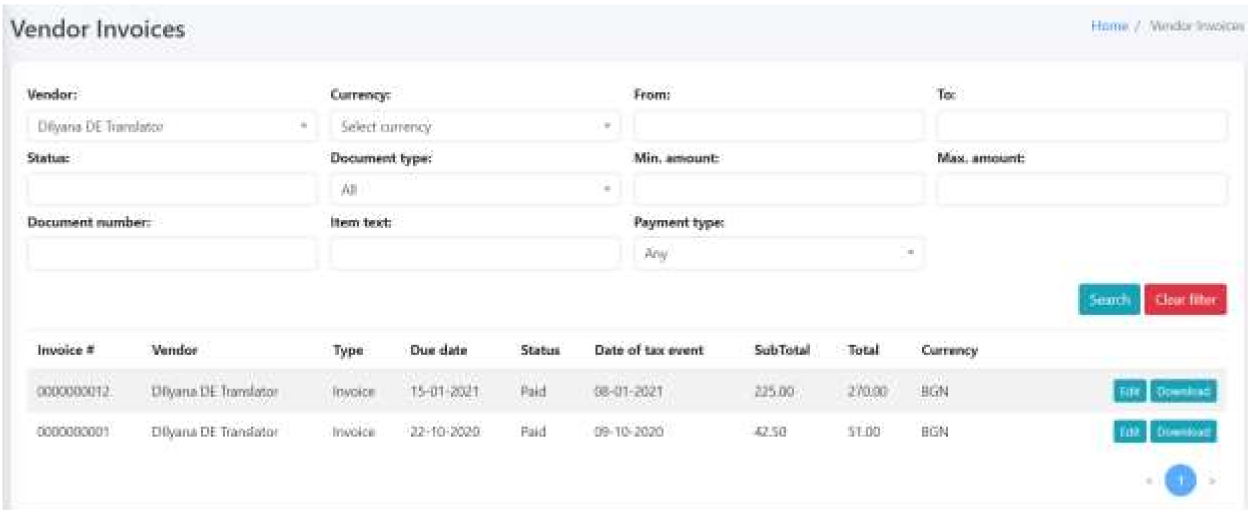
16. Vendor Invoices List

Your vendors can issue invoices for tasks they performed from their application access portal. After at least one invoice has been issued to your organization by one of your vendors, you will have a list of those invoices available where you can search and review them, as well as register an invoice payment.

To view the list of invoices from vendors, click the **Vendor Invoices** button in the main navigation:



The list of invoices from vendors and possible search filters will appear:



You can use the following filters to specify your search and to shorten the invoice list:

If you do not want to use the filters, scroll down and review the list of documents.

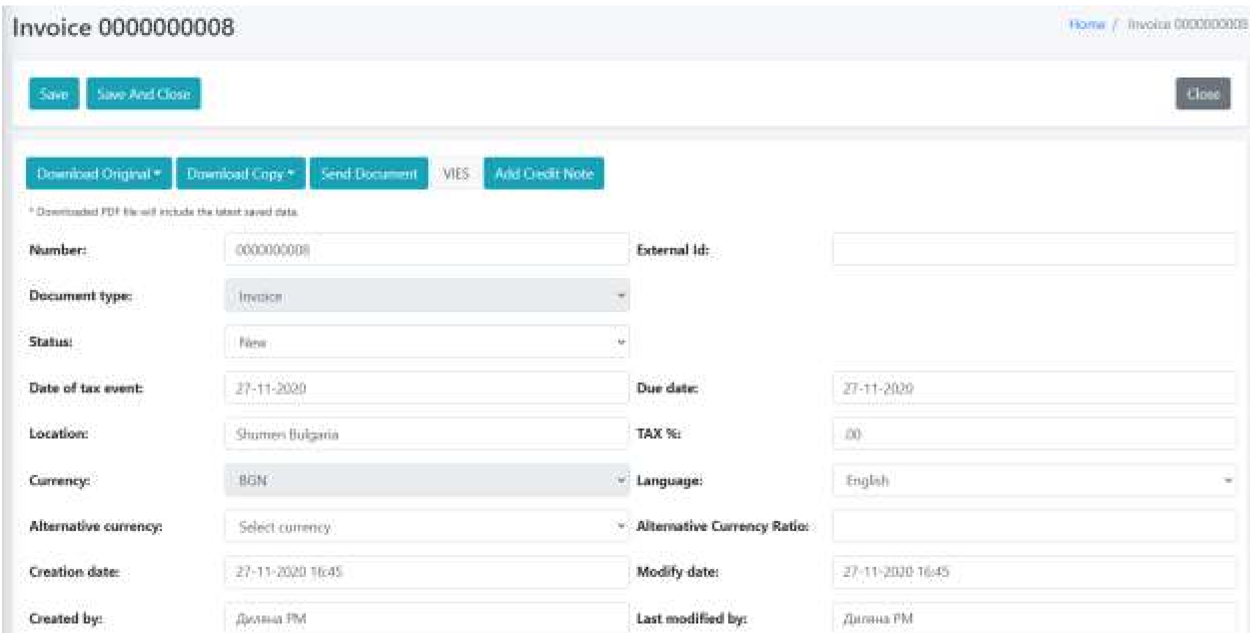
- **Vendor –** select the vendor from the drop-down list;
- **Currency** – select document currency;
- **From** – from date;
- **To** – to date;
- **Status** – select document status;
- **Document type** – select the type of document;
- **Min amount** – enter minimum total value of the document;
- **Max. amount** – enter maximum total value of the document;
- **Document number –** enter document number;
- **Item text** – enter any text from the task name in this field;
- **Payment type** – select method of payment of the document;

After defining your search and ticking the required filters, click the **Search** button to display the list of documents for review. Click the document number or **Edit** button on the line of the document to open, review and download the document in different currencies and languages. Click the **Download** button to download the document. It will be in the language of your interface.

The **Clear filter** button clears the set filters.

16.1. Vendor Invoice Review

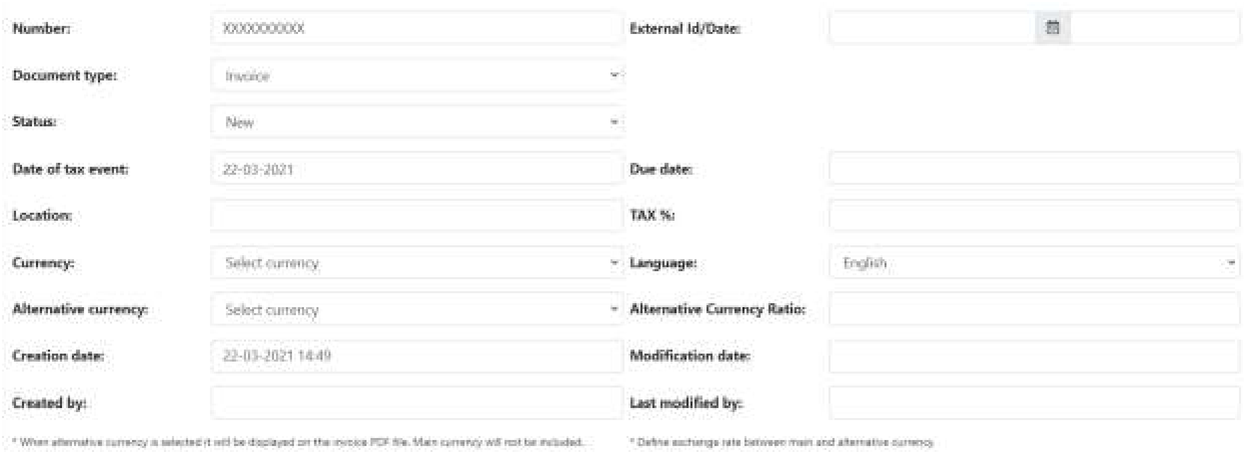
To review an invoice from a vendor, click the list of invoices from vendors in the main navigation and find the invoice. Click the document number or **Edit** on the document line. The following invoice data screen will appear as described in Section 11 Creating an Invoice for a Customer, but here the organization is ***the recipient*** of the invoice and the vendor ***is the publisher***.



16.2. Vendor Invoice Entry

If not all of your vendors use the sTMS vendor access portal, you can enter the invoices they issue to you via the **Create New** option from the vendor invoices list.

Click the **Create New** button from the vendor invoices list and the following screen will appear:



Fill in the fields as described in Section 11 Creating an Invoice for a Customer, but here the company is ***the recipient*** of the invoice and the vendor is ***the issuer***.

Please note the following parameters:

1. Make sure to enter the number and date of the invoice received by the vendor in the **External ID/Date** field, those details will appear as document number and date of issue after download/submission.

2. Follow the external invoice from the vendor when adding tasks for invoicing. Keep in mind that tasks must be in **Ready to Invoice** status in order to appear as options to be added.

Click one of the two green buttons **Save** or **Save And Close**. If you miss to do so, the date will not be saved. If you want to close, click **Close**.

The document will be issued and will appear on the list of invoices from vendors.

☞ *Please note that only users with an Account Manager or Administrator role can enter external invoices from vendors.*

16.3. Marking a Vendor Invoice as Paid

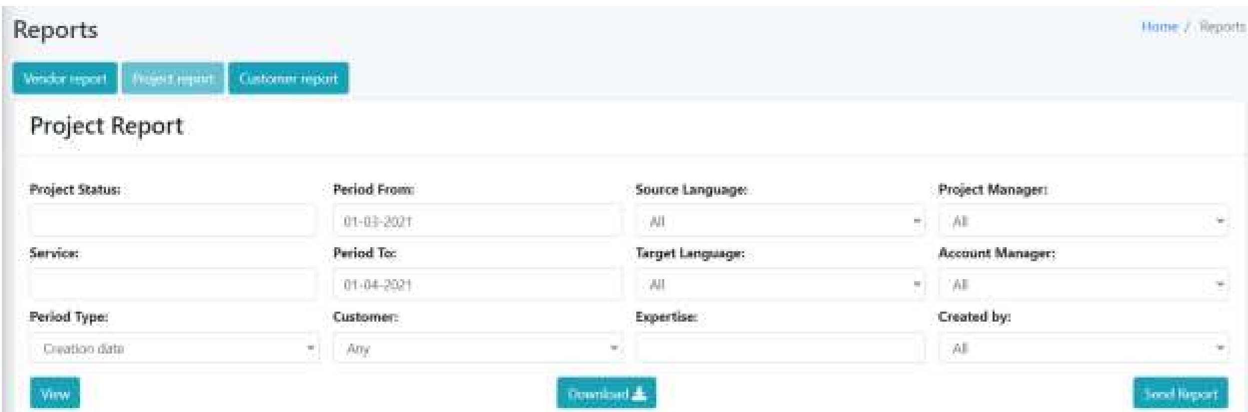
Once a vendor has issued an invoice or another document to you, it will appear in the list and its status will be **Sent/Waiting payment.** To confirm a payment after you have verified that it has been made, find the document in the document list, click its number or the **Edit** button to open it, and click the Paid button to change its status. Click one of the two green buttons **Save** or **Save And Close**. If you miss to do so, the date will not be saved. If you want to close, click **Close**. All tasks included in an invoice that is marked as paid will also be marked as paid automatically.

☞ *Please note that only users with an Account Manager or Administrator role can mark the payment of a vendor invoice.*

17. Reports

Once you have entered several projects with services and tasks to them, you will be able to generate reports for vendors, projects and customers in the reports module. Click **Reports** in the main navigation:

The following screen will appear, where the option to generate a project report is set by default. You can also select a report for a vendor via the **Vendor Report** button or **Customer Report**.



17.1. Project Report

To generate a project report, click the **Project Report** button.

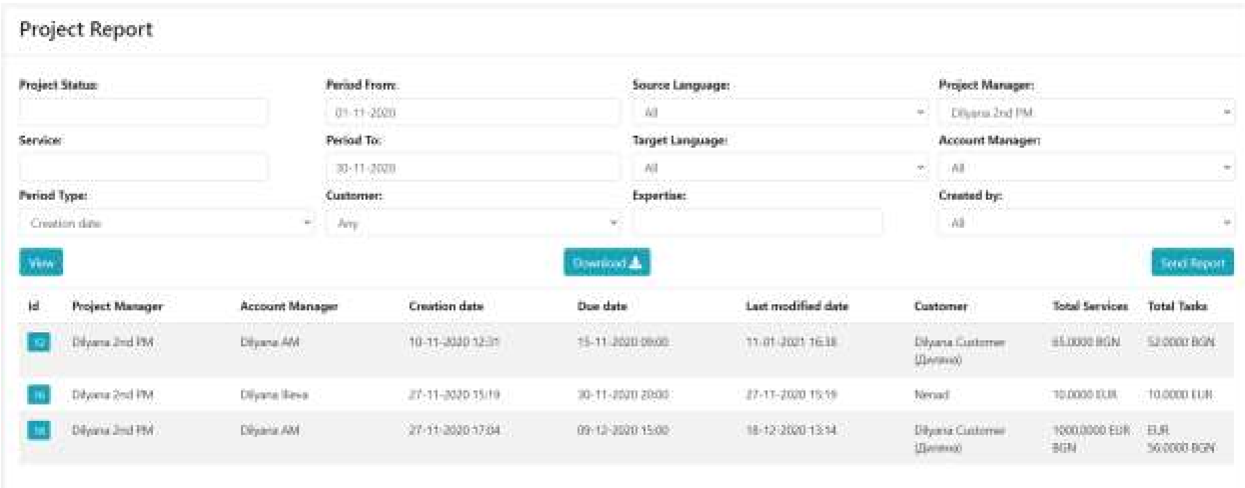
You can use the following filters:

- **Project Status**
- **Service**
- **Period type** – you can choose between the creation date and the deadline, e.g., if you enter 01.01.2020 to 31.01.2020 in the fields for the period from/to, projects with the date of creation or deadline between those dates will be included.
- **Period From** – from date
- **Period To** – to date
- **Customer**
- **Source**
- **Target**
- **Expertise**

- **Project Manager**
- **Account Manager**
- **Created by**

Click **View** after you have selected all the necessary criteria for the report to review, **Download** to download it, or **Send Report** to email it.

Example of Project Report



You will see that at the end of the report there is a **Totals** field that provides you with a summary of the income, the expense and the margin in the different currencies for the projects in the report.

To view the data of a specific project, click on the project number and the project page will be displayed.

17.2. Vendor Report

To generate a report on the tasks performed by a vendor, click the **Vendor report** button.

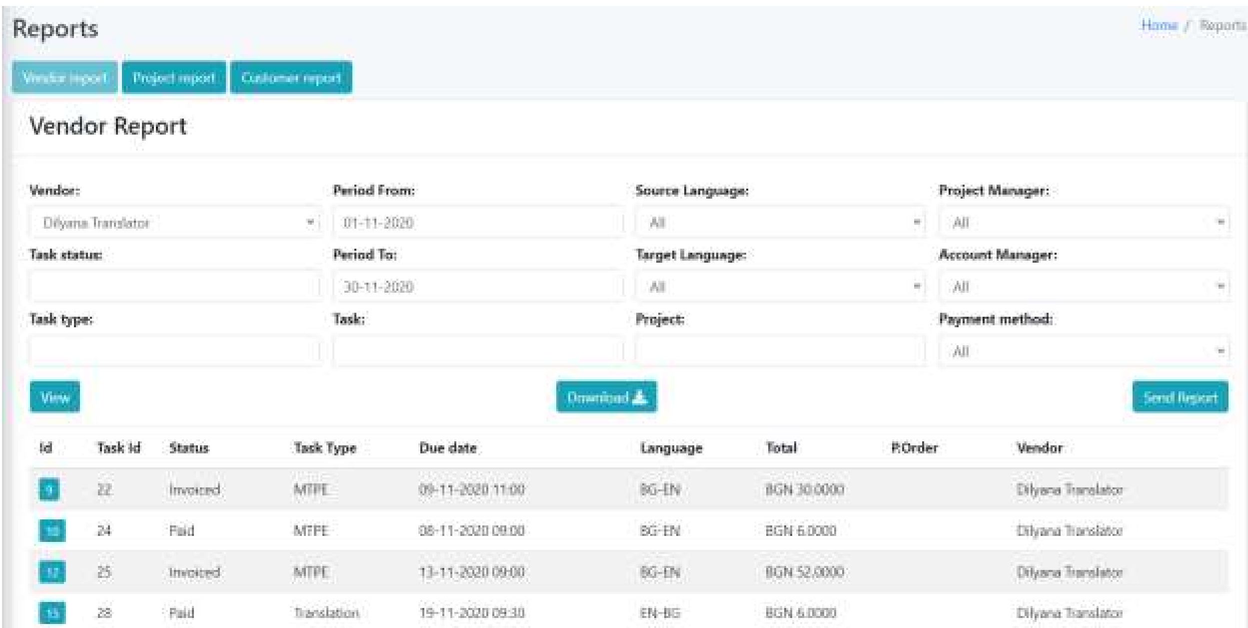
You can use the following filters:

- **Vendor**
- **Task Status**
- **Task type**
- **Period From**
- **Period To**
- **Task**
- **Source language**

- **Target language**
- **Project**
- **Project Manager**
- **Account Manager**
- **Payment type**

Click **View** after you have selected all the necessary criteria for the report to review, **Download** to download it, or **Send Report** to email it.

Example of vendor report:



You will see that at the end of the report there is a **Totals** field, which provides you with a summary of the expenditure in the different currencies for the tasks in the report, as well as the sum of the different task units, e.g. source and target pages are presented as a sum in the category „pages", source and target words in the category „words“, etc.

To view the details of a specific task, click on the project number and the project page will be displayed.

17.3. Customer Report

To generate a report on the projects completed for a customer, click the **Customer report** button.

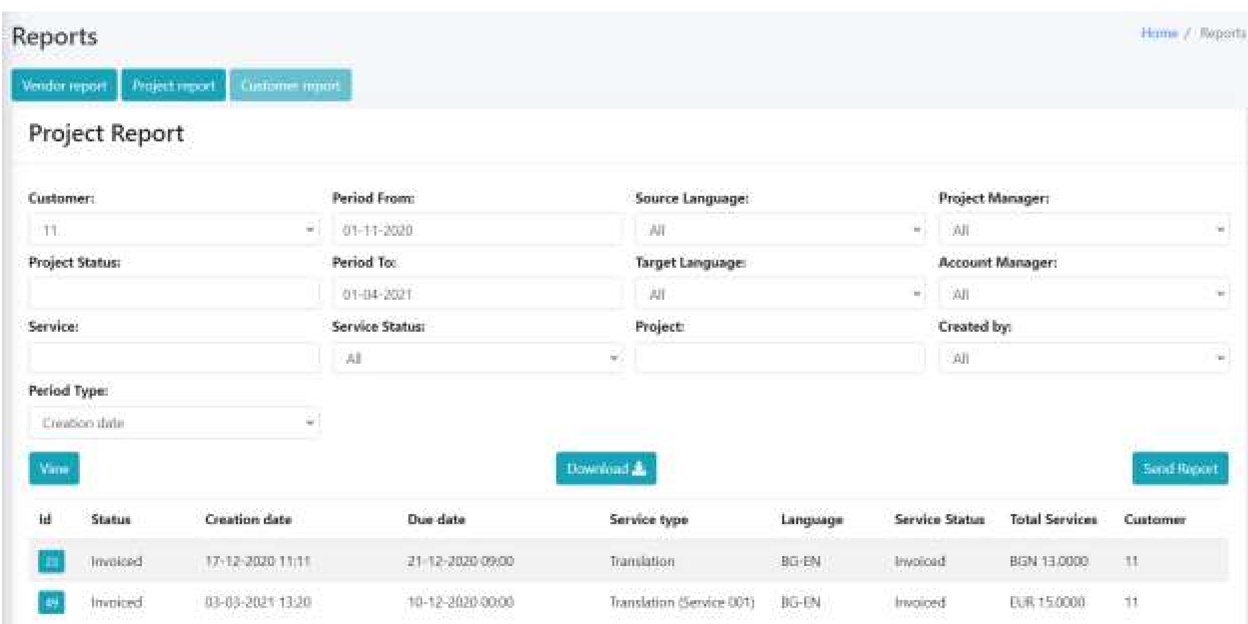
You can use the following filters:

- **Customer**
- **Project Status**

- **Service**
- **Period type** – you can choose between the creation date and the deadline, e.g., if you enter 01.01.2020 to 31.01.2020 in the fields for the period from/to, projects with the date of creation or deadline between those dates will be included.
- **Period From**
- **Period To**
- **Service Status**
- **Source language**
- **Target language**
- **Project**
- **Project Manager**
- **Account Manager**
- **Created by**

Click **View** after you have selected all the necessary criteria for the report to review, **Download** to download it, or **Send Report** to email it.

Example of customer report:



You will see that at the end of the report there is a **Totals** field, which provides you with a summary of the revenue in the different currencies for the projects in the report, as well as the sum of the different service units, e.g. source and target pages are presented as a sum in the category "pages", source and target words in category „words“, etc.

To view the data of a specific project, click on the project number and its page will be displayed.

18.About sTMS

sTMS was established in 2021 and introduced the same year as a management tool in the translation industry. The application is continuously being developed and updated to ensure a flexible and effective translation project management tool that meets the needs of the market and the requirements of the dynamically developing translation industry.

The sTMS Team