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Tell the world.

NLG Business Manager Supplier Portal

For Plunet 7.20.32 -2017-11-24 FN

User Guide

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Introduction

This brief description is aimed at all NLG suppliers who will work with the **NLG BusinessManager** over the Freelancer Login. The NLG BusinessManager helps you receive, prepare and deliver your jobs. This description gives you a brief overview of the workflow of a typical job assignment.

System Requirements

To be able to receive and deliver jobs using the **NLG BusinessManager**, all you need is access to the internet and Mozilla Firefox version 31 and higher, Google Chrome version 40 and higher, or IE 11. MAC users can still use Safari although Mozilla Firefox and Chrome are also available.

For Internet Explorer 11 you must apply the following settings for **BusinessManager** (7.2):

- **Pop-up Blocker**: Please enter the URL (address) of the NLG BusinessManager as an allowed site in the **Pop-up Blocker Settings**. Go to **Tools - Internet Options - Privacy - Pop-up Blocker Settings**.

- **Browser Cache**: The browser cache should always be set to look for a new version of the webpage as follows: **Tools - Internet Options - General - Settings - Every time I visit the webpage, Disk space to use: 250**.

- **Cookies:** Please add the NLG BusinessManager URL to the allowed Sites:
  Tools - Internet Options - Privacy - Sites - Enter the URL and click on **Allow**.

- **Security**: Please add the NLG BusinessManager URL to the Trusted Sites:
  Tools - Internet Options - Security - Trusted sites - Sites - Enter the URL and click on **Add.**

- **Mandatory zoom view:** Set at **100%.** Otherwise, many of the icons or menu items may NOT appear.

- Deactivate any script blocker for this site, especially Javascript blockers8. To avoid an empty tab you have to go to **Internet Options – Tabs** and select the option "**Always open pop-ups in a new window"**.

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Jobmail

The first step of the workflow is that you will receive an email assigning you a new job. This jobmail is created by your NLG project manager. The email subject line contains the job number and the message body contains details of the job. The subject line has the following form:

(Order number-JOB-job number - Client name (Client number in nlg system) - Order/Proceed – Source language / Target language
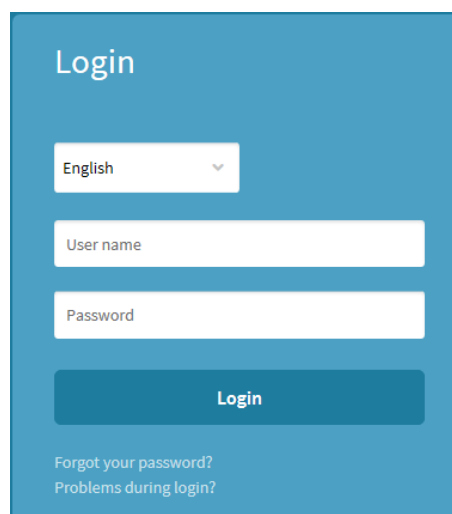
as in the following example:

O-09767-TED-002 - Siemens (108) - Order/Proceed - Spanish (Spain) / English (USA).

The job numbers are explained in **Annex 1**. For the standard message in the Order/Proceed email, please refer to **Annex 2**. For explanation of NLG's job abbreviations, please see **Annex 3**. The jobmail is also a request to log in to the NLG BusinessManager and download all the data required to execute the assigned job.

Login

1. Enter the address of the **NLG BusinessManager** (https://bm.oettli.com/) in the address bar of your browser or follow the link in the jobmail.

Figure 1 – Login form

2. The NLG BusinessManager login mask is displayed. You can now login by entering the login and password provided you by NLG.

> **NOTE:** You are requested to update your password at first login for data security reasons.

Please make sure to apply the following when creating a new Password:

Minimum length	8
Maximum length	16
Re-use cycle	Cannot be the same as any of the previous 3 passwords
Characters Required	At least one capital letter At least one symbol At least one number
Change Frequency	At least every 6 months
Account lockout	At least 3 incorrect logon attempts
Other controls	Password cannot contain the user name

Reset your password

> **NOTE**: If you accidentally enter the wrong password three consecutive times, your account will automatically be locked for 24 hours.

To unlock your account, you can request for a new password directly from the system; In the **Login** page, click on the question **'Forgot your password?'**

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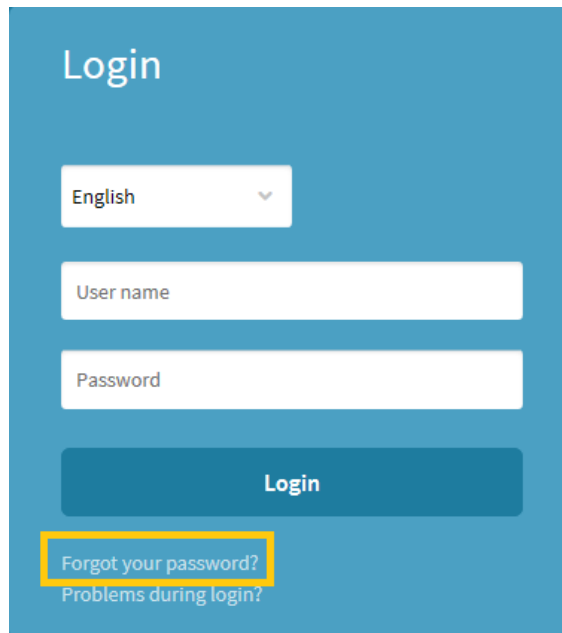Jupiter, Florida 33458
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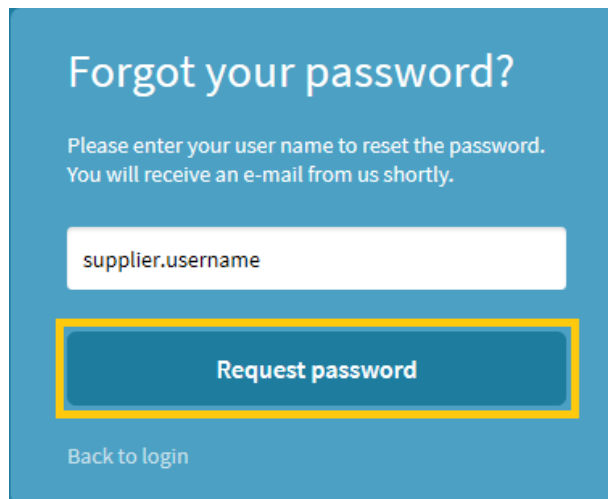Shinjuku-ku, Tokyo, 160-0003
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Figure 2 – Forgot your password link

Enter your user name and select the button **Request password** (see screenshot bellow). Within minutes, the system will automatically assign a new password to you which will be sent via email to your personal address.

Figure 3 – Request password screen

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Job - Overview

Under **Dashboard**, you will find an overview of the jobs currently assigned to you.
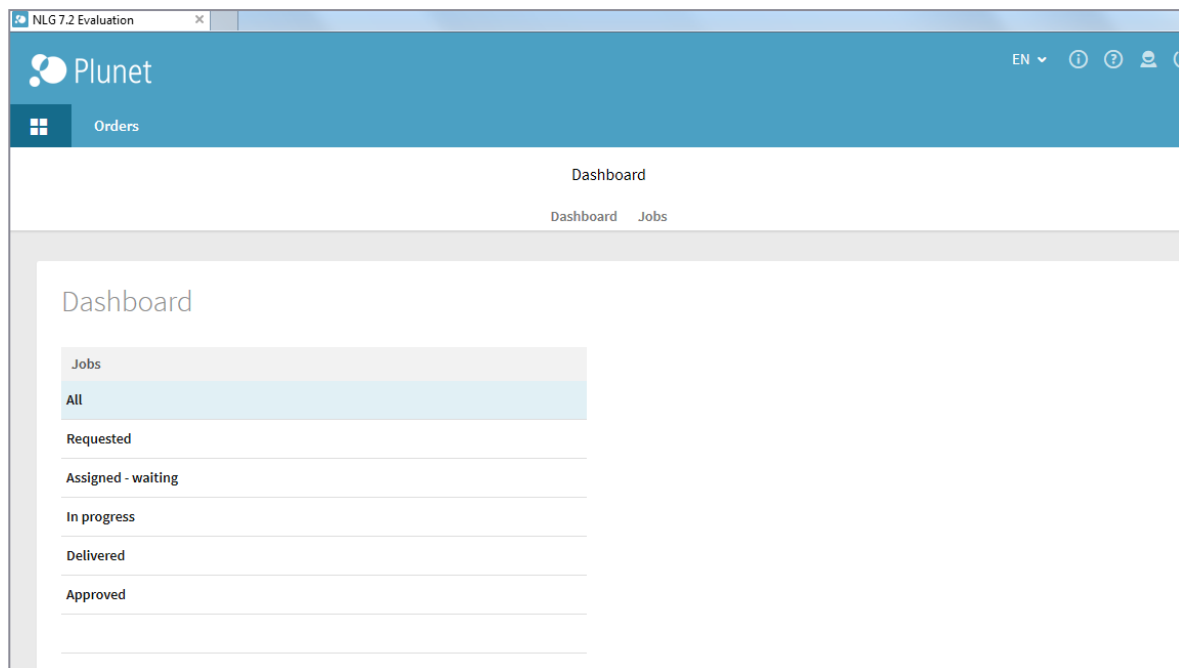
Figure 4 – Dashboard overview

By clicking on each of the job categories **(All, Requested, Assigned-waiting, etc.)** you can get a full list of them, as shown on the screenshot bellow.

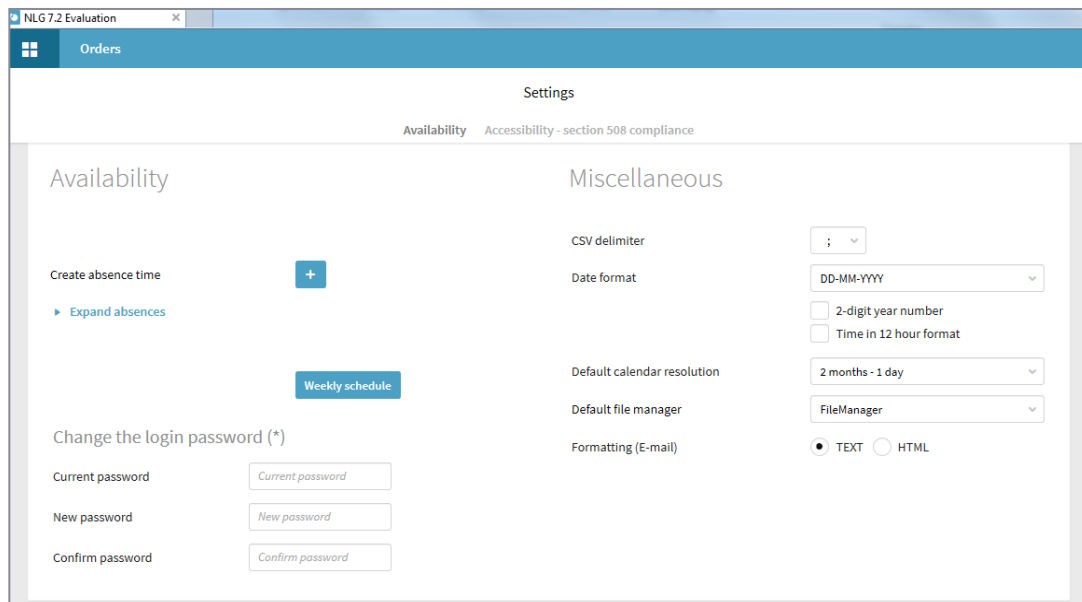**Figure 5** – List of jobs under category

Personal settings

Under Home, the **Settings** tab allows you to:

1. **Specify availability periods;**
   NLG expects you to keep this information up-to-date to simplify project scheduling.
2. **Change your password.**
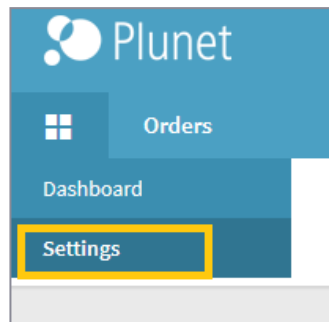
Figure 6 – Plunet Settings on main menu

Always work with EN (English) selected as the language of the NLG BusinessManager user interface. The **DE | EN** options are located at the upper right corner of screen. The German interface can be used as reference, but it does not contain NLG customizations.

Figure 7 – Settings

Job - Detailed View

Under **Dashboard**, click on **Jobs** to get to a list view of the available/assigned jobs and then click on a specific job to get to the **Jobs** mask.

Figure 8 – Jobs mask

Clicking on the job number opens the job view in an overlay.

Figure 9 – Job details view

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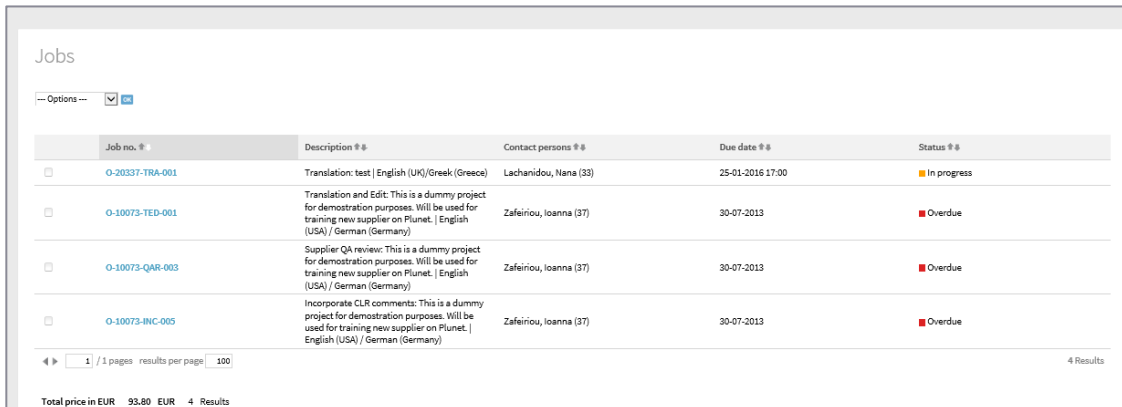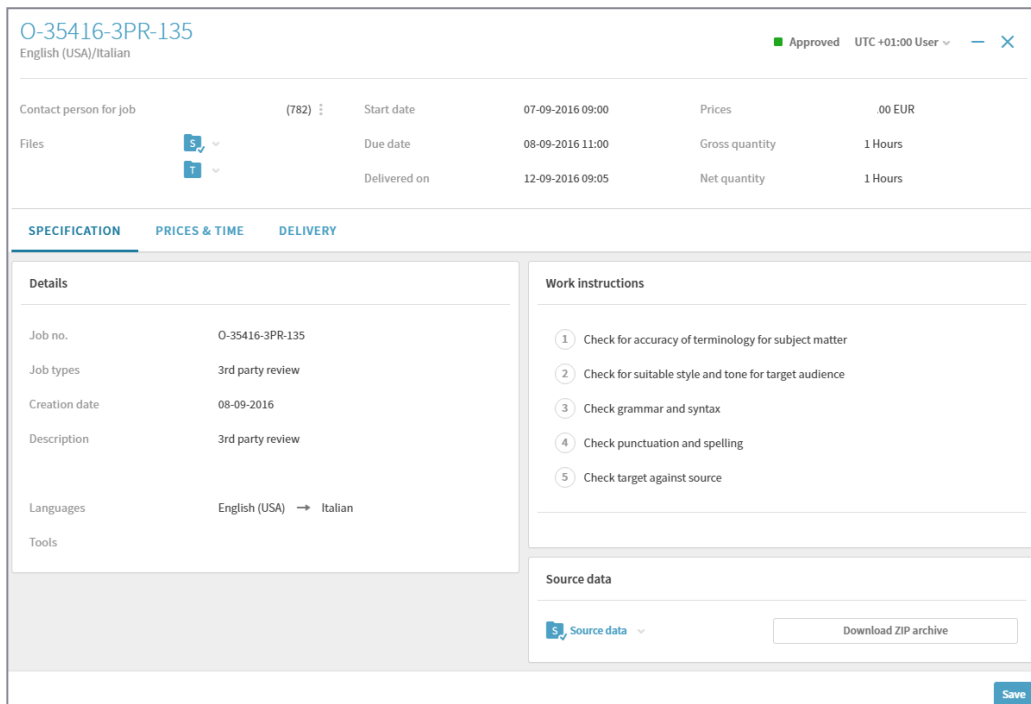Shinjuku-ku, Tokyo, 160-0003
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On the left hand side, you can see general information about the specific job, including the full job number, the responsible Project Manager, the source and target languages, and the deadline for this task, prices and quantity. Under the tab *Specification→Details* you can see a general description of the specific task including the translation service requested e.g. Translation and Edit.
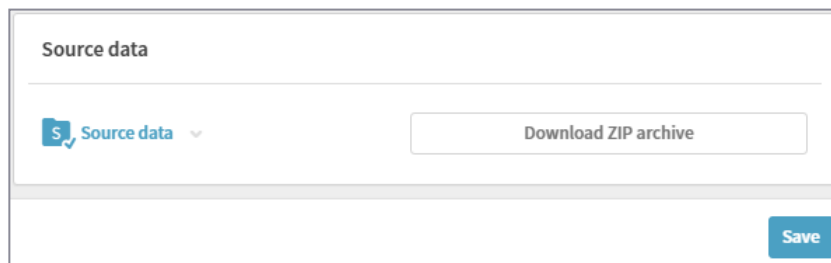
On the right hand side, under *work instructions*, you can see the specific instructions that pertain to this job. Please make sure that all instructions are communicated to and followed by all resources involved in this task, including subcontractors who do not have access to job data through the NLG BusinessManager.

Under **Comment**, you can see additional comments to the **Working instructions** and/or any Special instructions that apply.

Retrieve Job Data

Go to the **Source data** section and click on the **Source data** button to pick up the source documents. Or you can use Download as ZIP archive.

The *!_out* folder contains all of the files you need to carry out the job, as well as a copy of the job email you have already received.

Figure 10 – Source data download frame

Deliver Job Data

Job Delivery

1. Under *Delivery → Deliver data to server*, click on the **Target data** button. Upload your completed documents by clicking on *Search...* and selecting the documents.

Figure 11 – Delivery tab

Alternatively, you can upload the files via Drag & Drop by selecting the files in your file explorer and dragging them into the dotted area in **FileManager**.
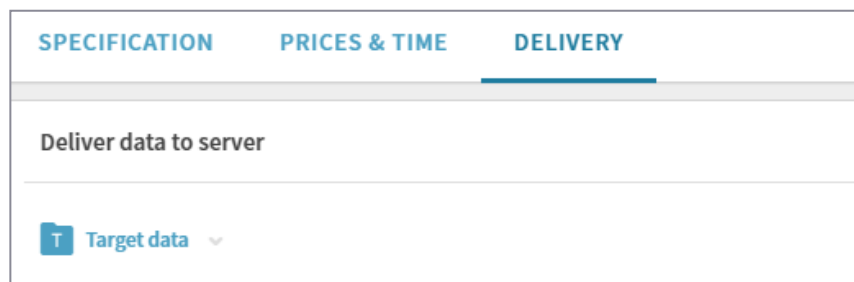

Figure 12 – File Manager view

2. Click **Upload** and the data will be saved in the *!_in* folder for your job. Once the upload is complete, you can close the window and return to the detailed view of the selected job.

3. Review the checklist under **Delivery→Check work instructions** and save the changes before the job can be delivered.
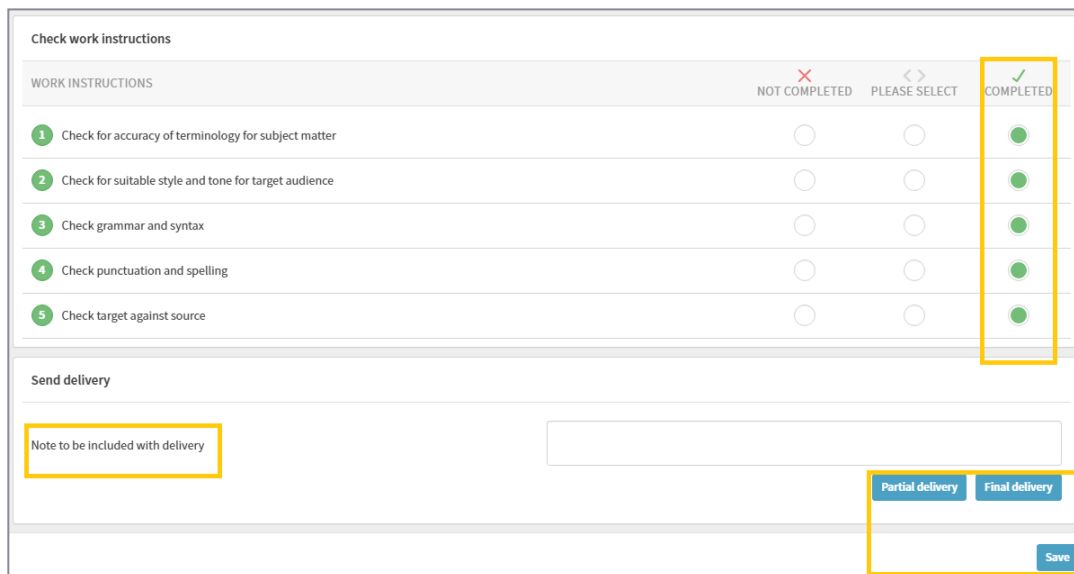
    For each work instruction of the checklist, please select either:

    *   the green status ✅, if you have accurately completed this task or

    *   the red status ❌, if you have not completed the task. If you select the red button, you must enter a comment explaining why not.

    Then click on **Save** button in order for the Delivery buttons to appear.

    Under **Note to be included with delivery**, enter the **TRA ID** (translator's ID) and/or the **EDT ID** (editor's ID) for the resources who worked on this job (this is applicable to agencies only), as well as any other comments you may have about your deliverables for this Job including explanations on why any of the checks in the checklist were not completed.

    Click on **Partial delivery** (if your delivery does not include all agreed upon deliverables, or there was a prior agreement on partial deliveries) or **Final delivery** (denotes that all requested deliverables are uploaded successfully and are complete) to complete your delivery.

Figure 13 – Job delivery frame

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Multilingual Projects

If you are assigned multilingual projects (more than 1 language) please note the following:

- Upon delivery, do not upload 2 or more languages at the same time; please wait until the upload process for one language is complete and only then proceed with the next one.

  NOTE: Never have 2 languages uploading at the same time!

Your **NLG** project manager will now receive a delivery email containing the job data, the IDs and your delivery comments. The project manager will follow-up with you as necessary.

Job Access Limitations

NLG BusinessManager is a web-based application and simultaneous access in a specific job by two different users is not possible.

If you try to access a job that is used by an NLG project manager, you will be notified accordingly; any actions performed, such as file uploads, will be discarded.
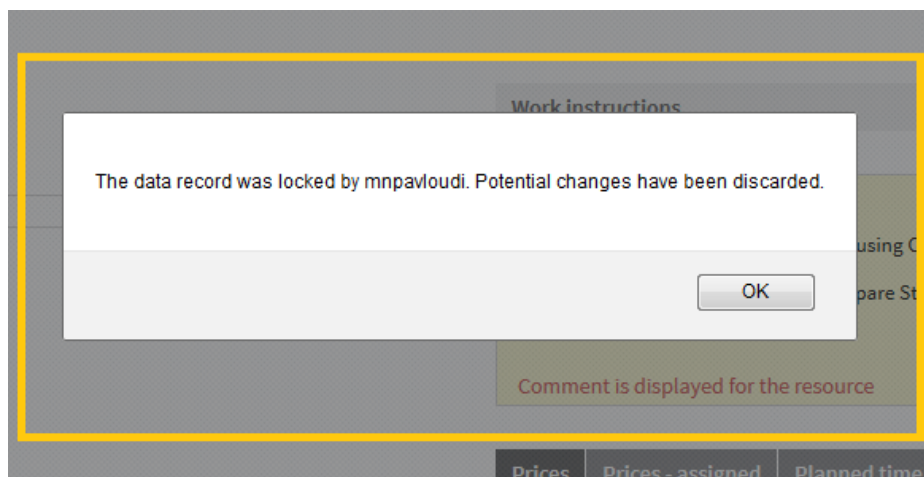
Figure 14 – Notification for locked job by another user

Please notify the responsible NLG project manager so that access is enabled again as soon as the NLG project manager navigates away from the specific job.

Likewise, please make sure to navigate away from each job once you have finished using it in order to enable the logging in for the NLG PMs.

Logging Out of the NLG BusinessManager

You can log out of the NLG BusinessManager at any time by clicking the Logout link which is always at the top-right corner of the navigation toolbar.

Figure 15 – Logout button

Support

If you have any problems accessing the NLG BusinessManager, please contact the administrator. To do this, use the text field on the NLG BusinessManager home page. Don't forget to enter your email address. For other problems, please send an email to plunethelp@nlgworldwide.com

Annexes

Annex 1

- **Explanation of job numbers**

    The job number is set up according to the following model:

    O -<OrderNumber>-<JobAbbreviation>-<CurrentJobNumber>

    e.g. O-20337-TRA-001

Annex 2

- **Standard Order / Proceed message**

    Dear Supplier,

    We have received the Order to Start for the above project.

    Please provide services in accordance with the following:

    Project description:

    e.g. Incorporation of Client review comments

    Languages:

    e.g. German (Germany) / French (France)

    Services requested:

    e.g. Incorporate CLR comments

    Customer:

    Client name

    Deliverables requested:

    - List of deliverables e.g. updated ttx, annotated pdf, etc.

    Requested project delivery:

    Date of order and deadline *e.g. from 18 Jan 2016 to 28. Jan 2016 15:00 O'Clock*

    Fee:

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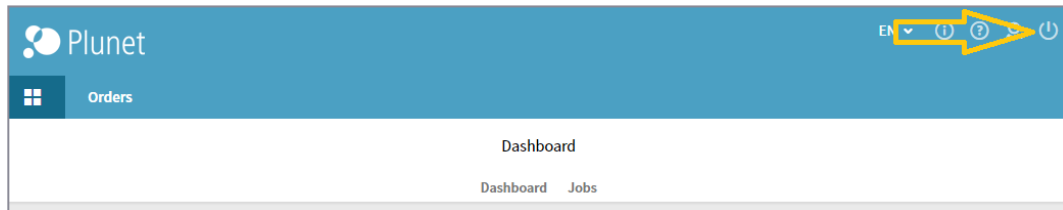85399 Hallbergmoos
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Analysis of the PO

Special Instructions:

Special instructions to this job e.g.

- *Software strings, display messages and menus must be translated as Source (Target).*
- *Please do not translate the special character "& amp;" to "&" or "and".*

Please retrieve the files required for execution of this job

from the Plunet BusinessManager.

Gateway URL: https://bm.oettli.com

Please send us a brief email confirming receipt and that you are able

to carry out the job in accordance with the conditions listed above.

Please inform us of any questions that may arise!

Name and signature of Project Manager

Annex 3

Explanation of frequently used job abbreviations

Acronym	Service	Definition
3PR	3rd Party Review	Linguist not involved in the translation/edit reviews accuracy
CER	Certification	Signed confirmation that specified services provided are accurate
CLR	Client Review	Management of client-specified subject matter experts to

Acronym	Service	Definition
		review translation accuracy and suitability
CE	Copy Editing	Adaptation of a marketing translation by a third person with expertise in the field or local market
DEL	Delivery to Client	Shipment of deliverable to client
DMC	Document creation	Production of an identical editable version of an non editable source document
DTP	Desktop Publishing	Formatting
DA3	DTP after 3rd Party Review	Formatting update after incorporation of 3rd party review changes
DCR	DTP after Client Review	Formatting update after incorporation of client review changes
DAP	DTP after Proof check	Formatting update after incorporation of proof check changes
DSC	DTP after Structure Check	Formatting update after incorporation of structure check changes
DPO	DTP PO	Create and issue PO to DTP supplier
EDT	Edit	Comparison of raw translation to source text with correction of all errors, includes adaptation of content into another version of the same language e.g. enGB into enUS, frFR into frCA
ENG	Engineering	(Software) QA testing, field resizing, Flash engineering
ESP	ErrorSpy	Automated ErrorSpy QA Report
GLO	Glossary Creation	Translation of key terms in bilingual list
GLR	Graphics Localization	Translation of embedded text or symbols in images
INC	Incorporation of CLR comments	Implement changes requested during client review

Acronym	Service	Definition
INT	Interpreting	Verbal translation of spoken content
LAS	Linguistic Assessment	Linguistic accuracy of translation is evaluated
LRV	Linguistic Review	Evaluation of linguistic accuracy of translation
MSC	Miscellaneous	Other services not specified in list of services
PDC	PDF Check	Comparison of generated PDF to native file
PFL	Preflight	Analyze formatting requirements and costs
PRM	Project Management	Coordination of all aspects of services provided
PRV	Preview	Preparation of source files for localization process – analysis of files – turnaround estimation
PF	Proofcheck	A comparative review of formatted text to source to verify completeness, word breaks, widows, line wraps
PNC	Proofread (Non-conformity)	Review of client-defined defective translation to identify & correct any linguistic errors
PRF	Proofreading	Review of translation to identify & correct any linguistic errors (target text review only)
QA	Quality Assessment	Evaluation of the linguistic quality of a translation based on specified criteria
QAR	Supplier QA Review	Review of QA reports/results by supplier to identify & correct any linguistic errors
RDP	Raw DTP	Auto-generated formatting without any human clean-up
SC	Structure Check	Comparison of formatted target document to source and project specifications
SCR	Supplier Review of CLR	Analysis of client-supplied review comments by translation team before incorporation into target document

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Acronym	Service	Definition
SWV	Software verification	Review and confirmation that compiled localized software is correctly displayed
TRA	Translation	Translation only (2-eyes principle)
TED	Translation and Edit	Translation and edit by 2 separate linguists (4-eyes principle)
VER	Verification	Review and confirmation that translation is correct for the specified market, use and instructions

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