Plunet Business Manager - Freelancer Manual

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Introduction

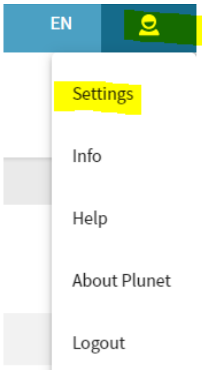
This manual is aimed to help all Service Providers who work with Plunet Business Manager. It allows you to easily track, deliver and invoice your jobs. Below is an overview of how to use Plunet, the normal workflow for projects, as well as some other useful tips on how to use the program.

To log in visit: https://mcis.plunet.com and sign in using the login credentials you received from us by email when your account was created.

Overview

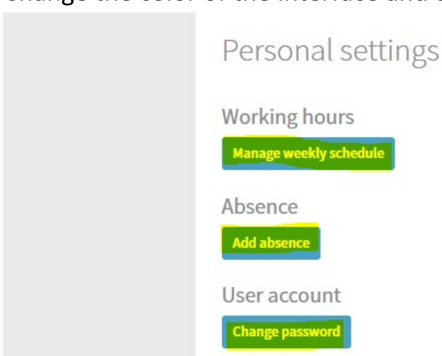
This section goes over the various menus and basic functions of Plunet. For information on our specific workflow, see the "Project Workflow" section.

<u>Settings</u>



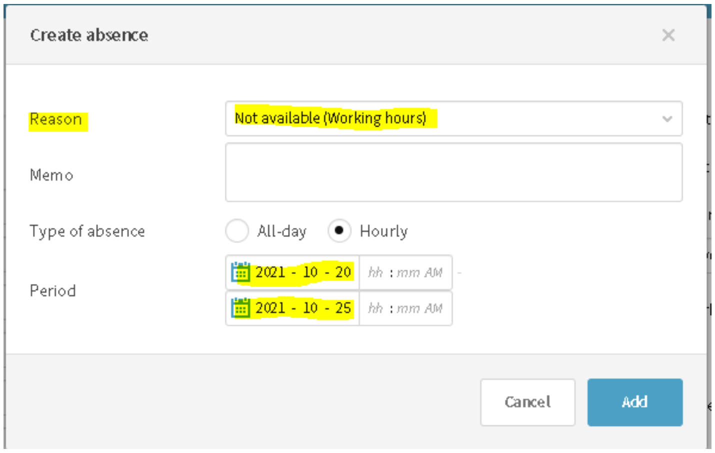
Under “Settings” you can:

- ✓ Add absences and manage your weekly schedule
- ✓ Change your login password (required every three months)
- ✓ Change the color of the interface and the date format display, etc. (these are optional)



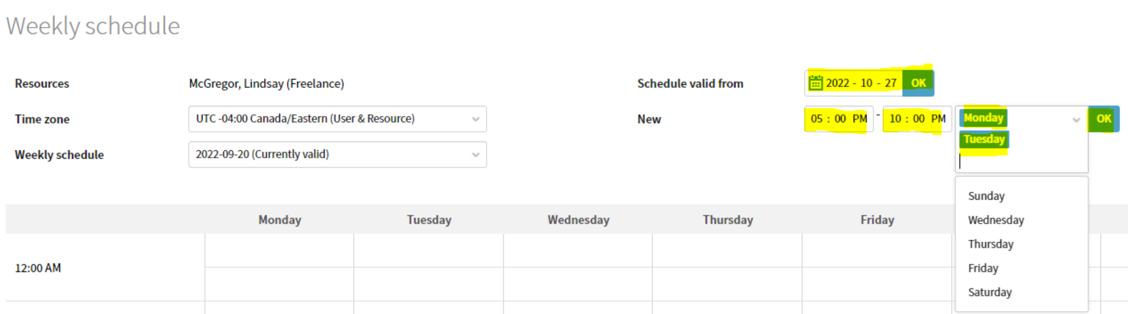
<u>To add an absence on Plunet:</u>

Click the “Add absence” button. Enter the reason and the time period and then click “Add”.



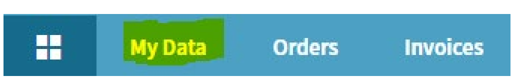
__To manage your weekly schedule:__

Hit "Manage weekly schedule" and then enter the relevant information about your regularly scheduled working hours and will help PMs to avoid assigning your work when you are not available. Use "Schedule valid from" to enter how long this schedule is applicable for, the specific times you are available (i.e., 5 pm to 10 pm), and which specific days this applies to. Once you are done, hit "OK":



NOTE: *Adding absences and managing your weekly schedule are helpful because it allows project managers (PMs) to work around this/avoid assigning you projects when you are unavailable.*

My Data

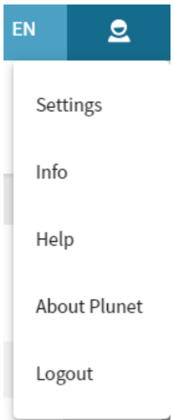


Under the **My Data** menu, you will find your contact information, address, calendar, and payment method. If your address, banking information, or email needs to be changed please contact vm@mcis.on.ca.

NOTE: *Do not use the "Contact persons" section unless you are a translation agency and you have more than one contact.*

Action bar

In the top right of your screen, you can find the action bar, which allows you quickly access certain pages, resources, and settings.



EN – You can click on EN to change the language. Currently Plunet is available in English, French, and German.

When you click on in the top right-hand corner, it will open a dropdown menu for the following pages.

Settings – As described above, this section can be used to add absences and update your weekly schedule, but also to reset your password.

Info **–** Here you can find useful documents and links that MCIS may share when needed, including this training manual.

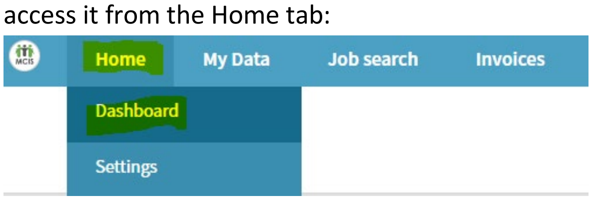
Help **–** Clicking on opens a window with a link to further information about the resource login.

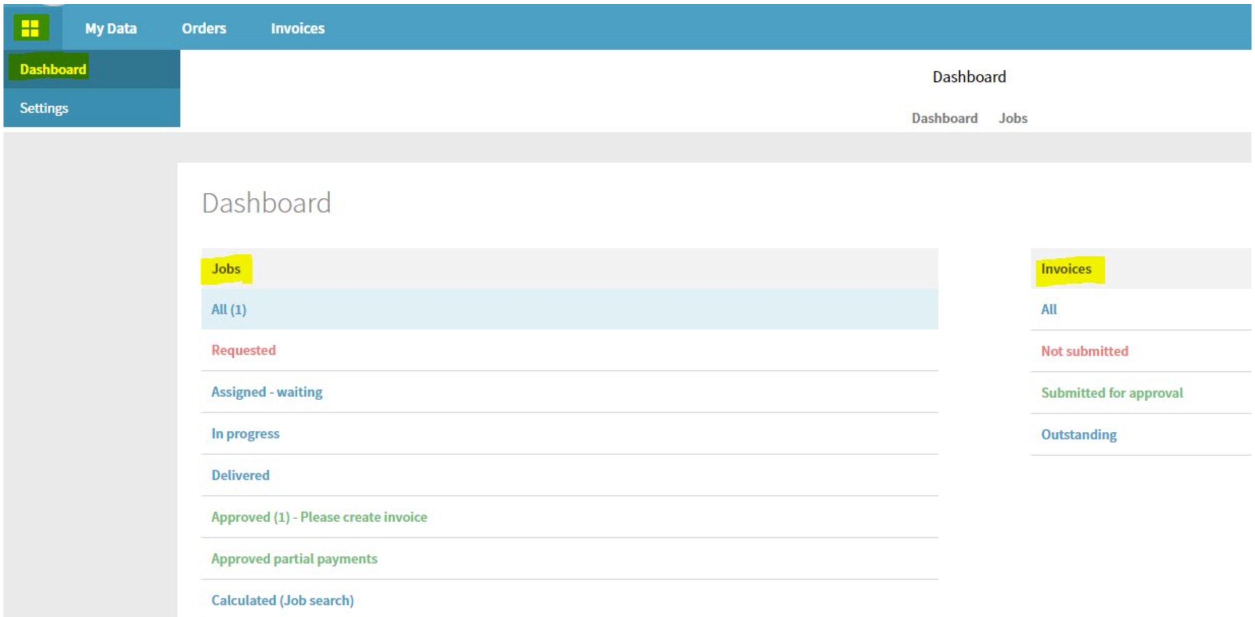
About Plunet **–** Information about the version of Plunet you are using, the release date, etc.

Logout **–** Clicking this will end your session in Plunet.

Dashboard

Your dashboard is your homepage and is a list of all your jobs and invoices, organized by status. You can access it from the Home tab:





Jobs

Here are what each of the sections under Jobs mean:

1. *All* → Jobs currently assigned to you with one of the following statuses: Requested, Assigned – waiting, In progress, Delivered, and Approved.
2. *Requested* → We are not currently using this.
3. *Assigned – waiting* → Jobs you have been assigned which are not currently In progress (i.e., you have been assigned revision, but the translation has not been completed yet).
4. *In progress* → Jobs you have been assigned to that are currently available for you to work on.
5. *Delivered* → Jobs that have been successfully delivered to the PM.
6. *Approved* → Jobs that have been finalized and sent to the client which can now be invoiced.
7. *Approved partial payments* → We are not currently using this.
8. *Calculated (Job search)* → Allows you to search all previous jobs.

NOTE: *Once jobs have been invoiced, they do not have a designated section in your dashboard, but you can use this to locate them. Please see the section called "Searching previous jobs" for more information.*

Invoices

Here is what each of the sections under Invoices means:

1. *All* → Invoices that are either: Not submitted, Submitted for approval, or Outstanding
2. *Not submitted* → Invoices that are in preparation and **have not** been submitted to us for processing.
3. *Submitted for approval* → Invoices that have been successfully submitted to us but have not been processed for payment yet.
4. *Outstanding* → Invoices that we have processed and are pending payment.

NOTE: *Once invoices have been paid, they do not have a designated section in your dashboard. Please see the section called "Searching previous invoices" for more information on how to find these invoices.*

Project Workflow

1. Receive job

When a job is assigned to you, you will receive an email notification. The subject line contains the order reference number and the body includes information such as the price, timing, special instructions, and a link to log in to Plunet. If you are unavailable, please email the PM immediately so it can be reassigned or they can give you an extension.

NOTE: *If the project is going to be completed in MemoQ, you will also receive a separate email notification about this. If you are using MemoQ, please see the training material provided for further instructions.*

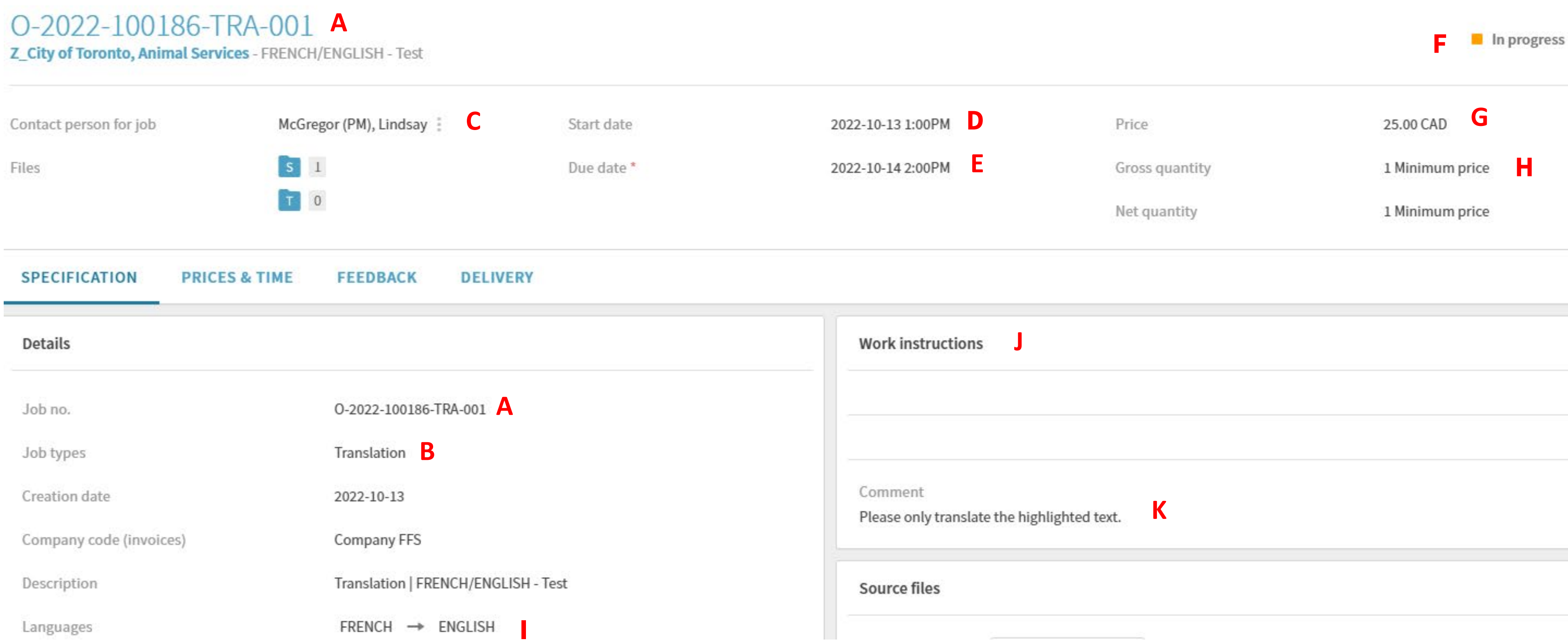
2. Review job

Once the job has been assigned to you, it should be visible in your dashboard under "In progress" or "Assigned – waiting". If the job is "In progress" you can proceed to work on it immediately, but if it is "Assigned – waiting" you will need to wait until you receive and email notification that the previous step is completed.

Once you have located the job in your dashboard, please carefully review the relevant details under the "Specification" tab, as seen in the image on the next page.

A – Order number
B – Job type
C - Contact person (email them if you have any questions)
D – Start date
E – Due date
F – Project status

G – Price
H – Quantity (i.e., the number of words, hours, etc.)
I – Language combination
J – Work instructions
K – Comment (special instructions about the project)



O-2022-100186-TRA-001 **A**
Z_City of Toronto, Animal Services - FRENCH/ENGLISH - Test

F In progress

Contact person for job	McGregor (PM), Lindsay **C**	Start date	2022-10-13 1:00PM **D**
Files	S 1 T 0	Due date *	2022-10-14 2:00PM **E**

Price	25.00 CAD **G**
Gross quantity	1 Minimum price **H**
Net quantity	1 Minimum price

SPECIFICATION   PRICES & TIME   FEEDBACK   DELIVERY

Details

Job no.	O-2022-100186-TRA-001 **A**
Job types	Translation **B**
Creation date	2022-10-13
Company code (invoices)	Company FFS
Description	Translation | FRENCH/ENGLISH - Test
Languages	FRENCH → ENGLISH **I**

Work instructions **J**

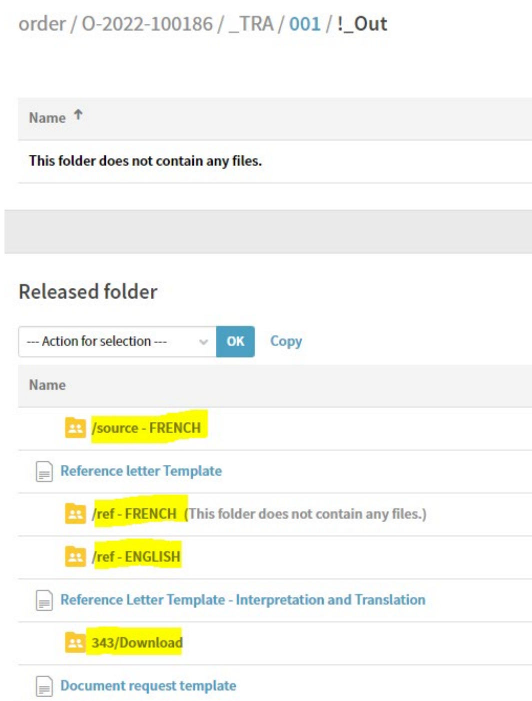
Comment
Please only translate the highlighted text. **K**

Source files

3. Download files

In the Specification tab, you will see two blue folders labelled “S” (for source) and “T” (for target). The “S” folder will include the files to be translated as well as any reference material. To access these files, click the “S” folder:

A new window will open, and you will be able to see all the files available. To download, simply click on them.



As you can see above, this folder has multiple subfolders. Here is what these are:

- ***Source:*** The file(s) to be translated. DO NOT TRANSLATE ANY FILES IN THE OTHER FOLDERS.
- ***Ref:*** There are two REF folders, one for the source language and one for the target language, where any project-specific reference material will be saved.
  NOTE: *For update projects, the file you need to work on may be saved here. This should be explained in the Work Instructions.*
- ***Download:*** Non-project-specific reference material. This could include glossaries, style guides, etc. which should be used for all jobs for the client.

4. Complete job

Once you have reviewed the job and downloaded the files, you can begin to work on the project (unless it is Assigned – waiting). For some orders, you will notice that you are assigned to multiple jobs, as our translations are all revised by a second translator, after which they are sent back to the original translator to validate. Additionally, if you are required to sign a translator's declaration for certified or notarized translations, this is sent as a separate job. The job type will be listed in the specification tab and you can also quickly identify the job type by the 3-letter code in the name:

O-2022-100186-TRA-001

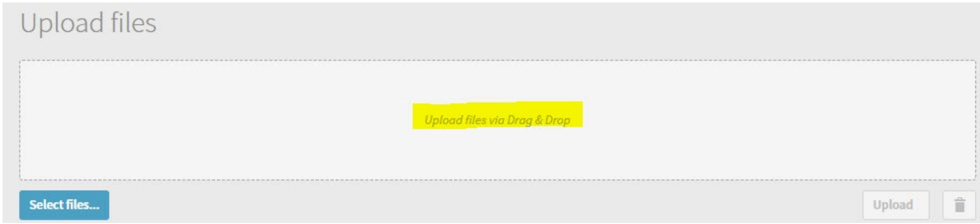
Here is what these codes stand for/the types of projects you may be assigned to:

- ***TRA*** – *Translation:* Initial translation for projects not being completed on MemoQ.
- ***MAT*** – *Machine-assisted human translation:* For projects being completed on MemoQ where machine translation will be provided for segments where there isn't a match in the translation memory.
- ***PTE –*** *Post-editing:* Post-editing of machine translation output.
- ***REV*** – *Revision*: Either revision of a file(s) or in some cases, a revision only project for a file provided by the client.
- ***VLR*** – *Validation of revision* – Accepting/rejecting suggested changes made by reviser.
- ***TFV*** – *Target file validation* – ONLY FOR MEMOQ PROJECTS. Review of final file after exported from MemoQ.
- ***PRD*** – *Proofreading* – Normally this is post-desktop publishing review of a file(s) to ensure everything looks correct (proper line breaks, no missing text or accents, etc.)
- ***UPD*** – *Update* – Implementing changes, deletions, or additions made to existing translations.
- ***AFF*** – *Affidavit* – ONLY FOR CERTIFIED OR NOTARIZED TRANSLATIONS. Completion of translator's declaration (template should be in the source folder for you).
- ***TRV*** – *Translation-Revision* – ONLY FOR TRANSLATION AGENCIES. Essentially TEP or translation, editing, and proofreading to be completed by the same agency.
- ***TRN*** – *Transcription* – Monolingual or cross-lingual transcription of an audio or video file.

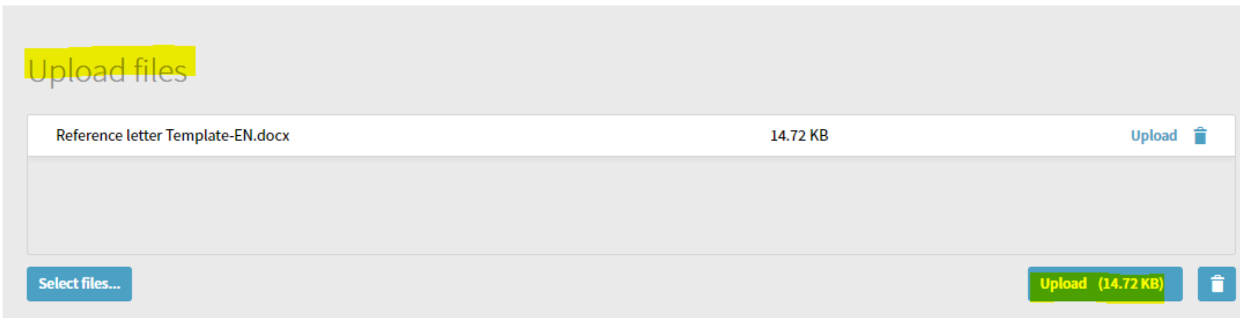
5. Deliver job

Once the job is done, it needs to be uploaded to Plunet and delivered. Click on the target folder to open it:

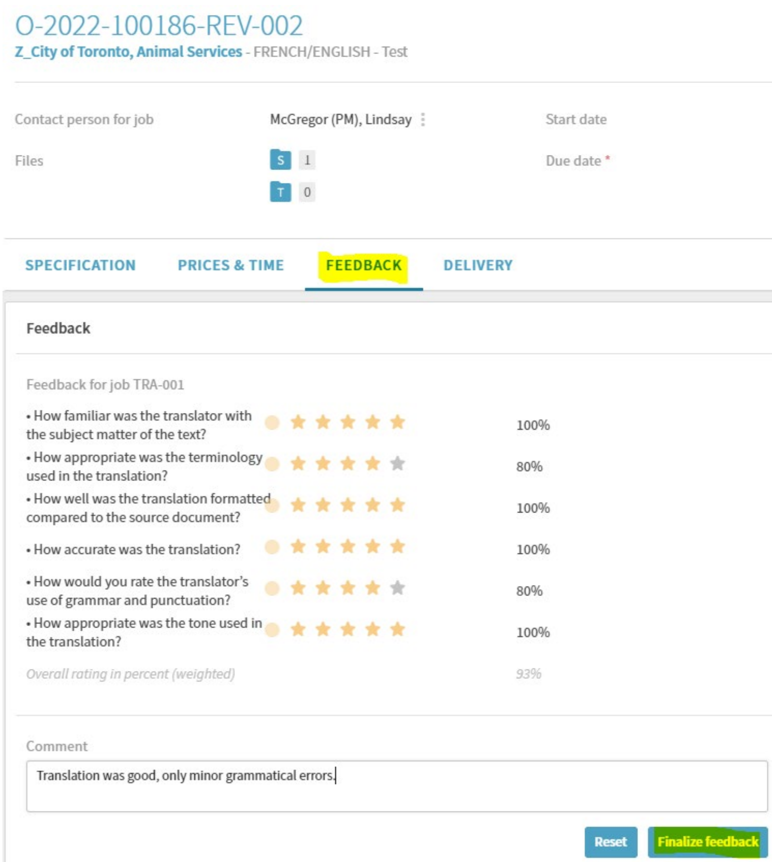
Click and drag your file(s) into the box provided:



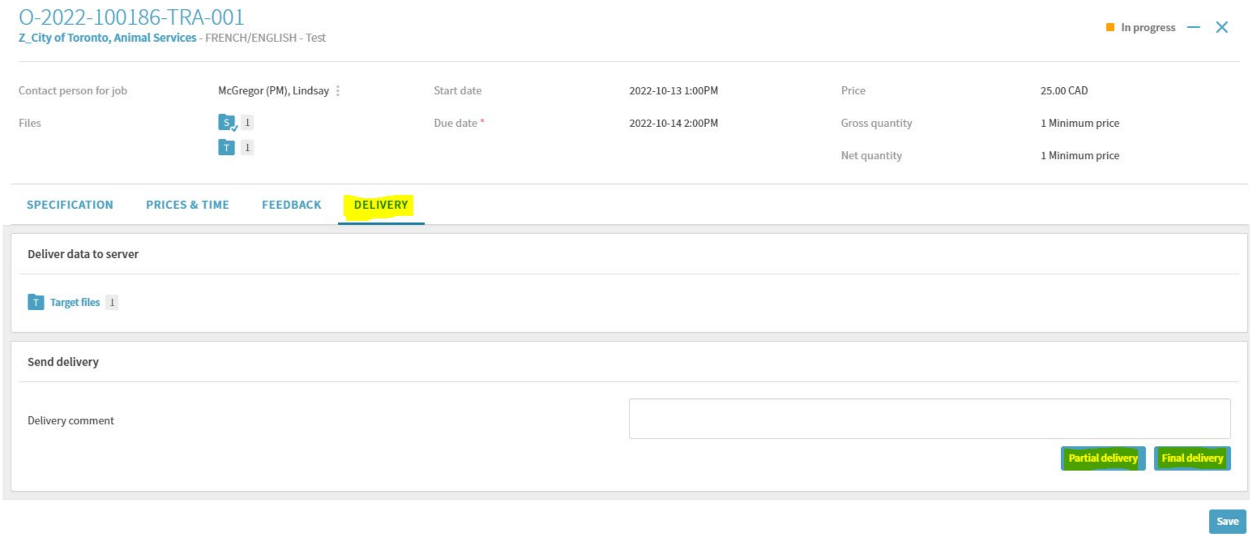
Then hit “Upload”.



Now that the file is uploaded, you need to deliver it. However, if you are working on a revision, you will need to enter feedback first. To do so, go to the Feedback tab, rate the translation, enter a comment (if needed), then hit “Finalize feedback”.



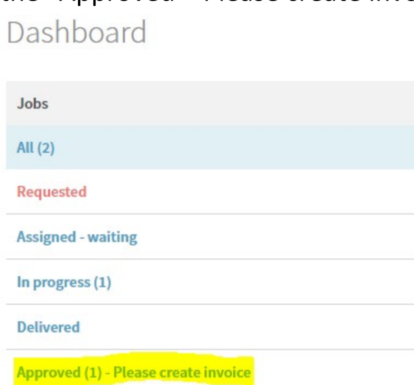
Now you can deliver the file by going to the deliver tab and selecting “Final delivery”. You may have the option to make a partial delivery, but this is only if you are working on a project with a lot of files or a tight deadline and you are delivering files as they are completed. The PM will inform you if this is required.



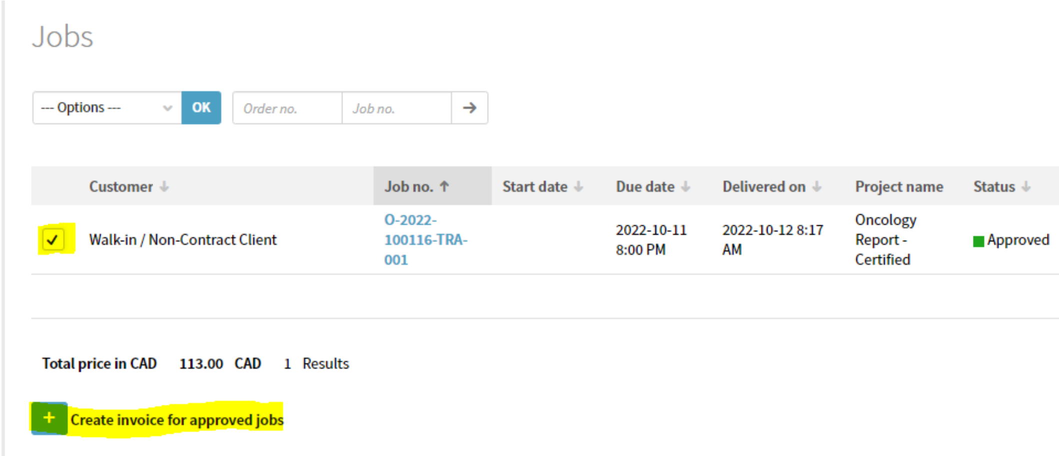
Once you have successfully delivered your file, you should see that the status has changed from “In progress” to “Delivered”. If it still says, “In progress”, you have not successfully delivered it, meaning the next step of the project will not be triggered to start/the PM may not realize the project is ready to be delivered, causing delays.

6. Invoice

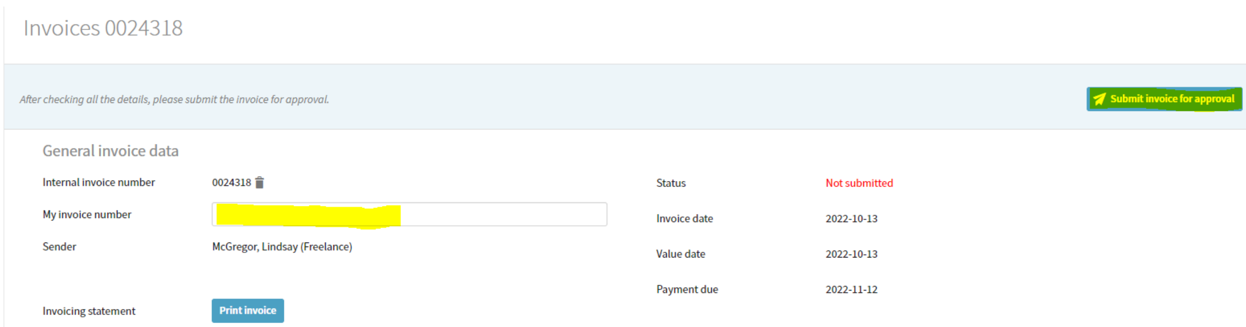
Once the order is delivered to the client (which may be a couple days after you finish your jobs), you will receive an email notification that the job has been approved. Now you can invoice by going to the “Approved – Please create invoice” section of your dashboard:



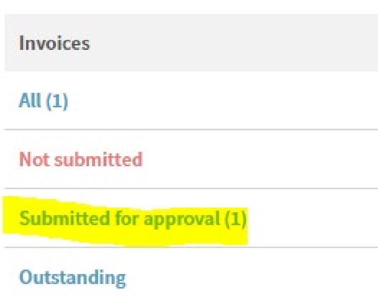
Select the order(s) you want to invoice (you can invoice multiple projects at the same time) and hitting “Create invoice for approved jobs”:



Now your invoice has been created (but not submitted) and you can enter your own internal invoice number, if needed. Once you have done this, hit "Submit invoice for approval".



NOTE: *If you do not hit "Submit invoice for approval", it will remain in preparation and will not be processed for payment. You can tell it was properly submitted if it shows here in your dashboard.*



If it shows under "Not submitted", you need to go back into the invoice and hit "Submit invoice for approval".

You can download a copy of your invoice for your records by hitting "Print invoice":

This will generate a PDF version that you can click on and download:

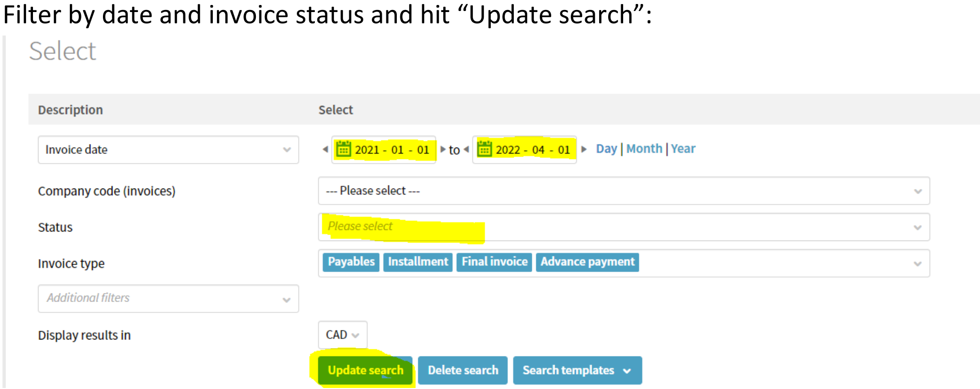
PAYMENT TERMS – Invoices are processed by MCIS twice a month on the 15th and the last day of the month. Any invoices received before those cutting dates should be processed and paid within 2 weeks (unless you are being paid by Telpay or Paypal, in which case it should be paid within 30 days).

Useful Tips

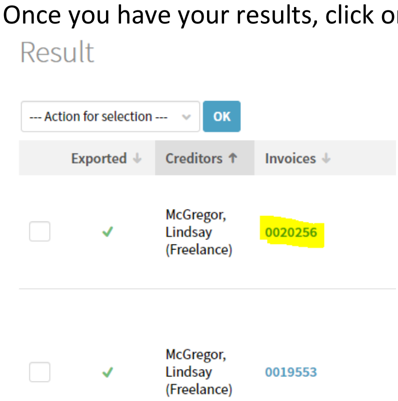
Searching previous invoices

Once invoices have been paid, they will no longer show up in your dashboard in any of the sections described above. To locate these invoices, you can run an invoice search by going here:

Filter by date and invoice status and hit "Update search":



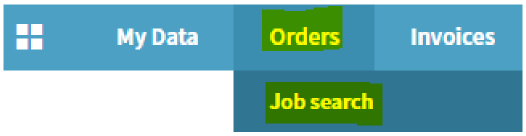
Once you have your results, click on the invoice to open it:



From here you will be able to see all the relevant information (status, invoice date, date paid, etc.) and you can also download a PDF version as described above.

Searching previous jobs

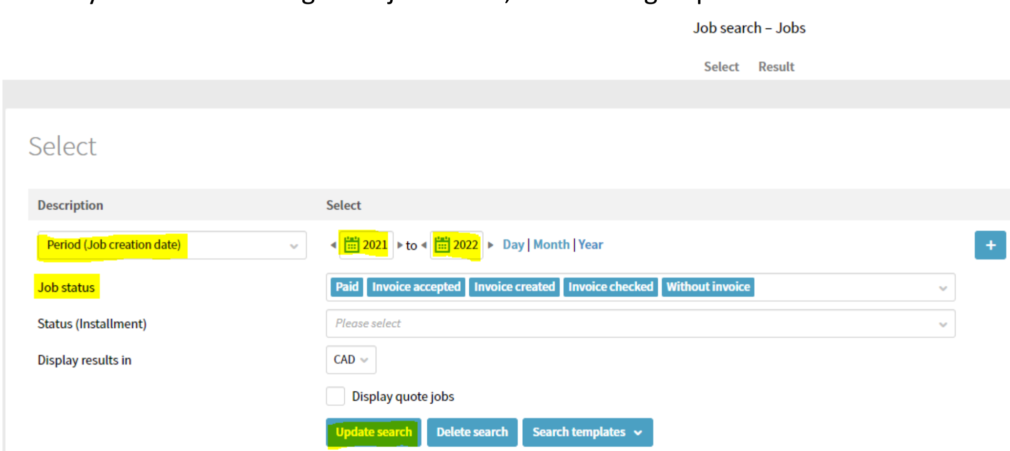
Similar to invoices, jobs will no longer show up in the “Jobs” section of your dashboard once invoiced. To search these previous jobs, select “Calculated (Job search)” or go here:



You can filter by all of the job statuses previously described (Requested, Assigned – waiting, In progress, Delivered, and Approved), but there are also other options:

1. *Invoice created* → Invoice for job has been created and submitted to us, but not processed.
2. *Invoice checked* → We are not currently using this.
3. *Invoice accepted* → Invoice for the job has been processed and is pending payment.
4. *Paid* → Job has been invoiced and paid.
5. *Without invoice* → Job is not to be invoiced because it is unpaid. For example, VLR and TFV steps are not paid because it is included in the price of translation, so once the job is finalized this is how they are marked.

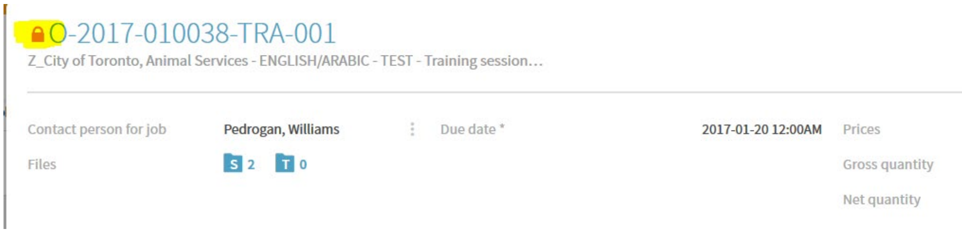
Filter by desired date range and job status, then hitting “Update search”.



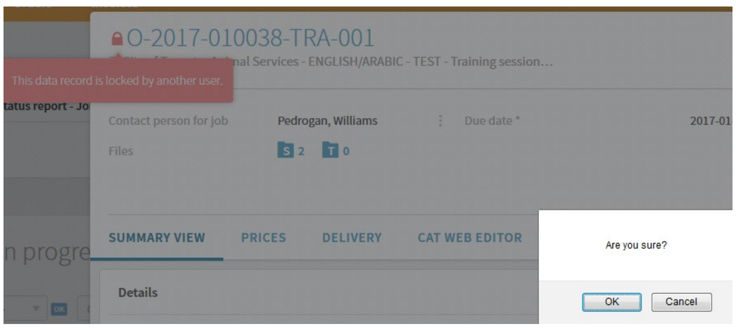
Then you will see a list of all jobs that meet those parameters below.

Locked Projects

Plunet only allows one person to have the same job open at once. If someone else has it open, you might notice that you see a red lock icon or find that you are unable to make any changes.

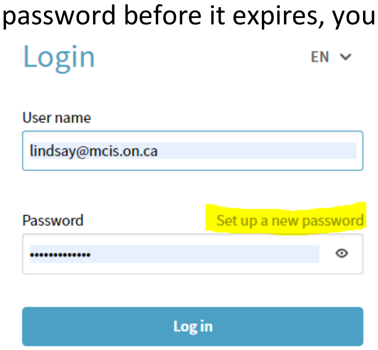


To unlock the project, just click the red lock icon. If it asks if you are sure, hit "OK" and you should notice the lock icon has disappeared and you are now able to work on the project.

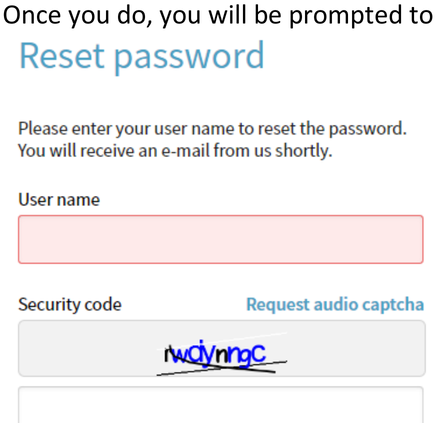


What to do if you forget your password

If you forget your password, enter the wrong password three times in a row, or fail to update your password before it expires, you will need to use the "Set up a new password" option on the login page:

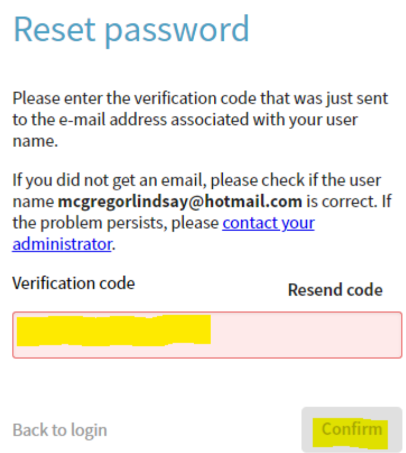


Once you do, you will be prompted to enter your username and a security code (a text captcha):

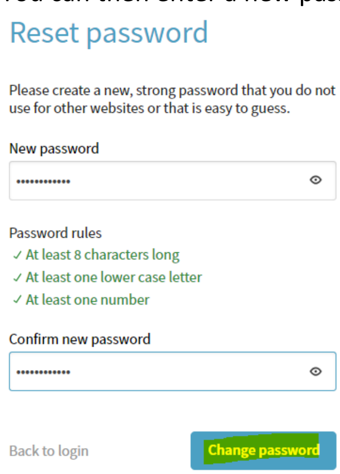


If you are having difficulties with the text captcha, you can also request an audio captcha:

Once you have correctly entered the security code and your username, you should receive a verification code to your email. Enter the verification code and hit Confirm:



You can then enter a new password and then hit Change password, to finish:



If you are still unable to log in, please contact translation@mcis.on.ca.