

System requirements

To install and run SDL Trados Business Manager **Team**, you need:

- **OS:** Microsoft Windows 7 or higher
 - **Database engine** (Microsoft SQL Server or PostgreSQL), or
 - **No database engine**, in case application is running locally for one user (in this mode, local Microsoft SQL Server CE is used)
- **CPU and RAM:** Any
- **Hard drive:** SSD recommended
- **Installed libraries:** Microsoft NET Framework 4.7 (or later)

To install and run SDL Trados Business Manager **Online** you need:

- **OS:** Microsoft Windows Server, any version, with **Internet Information Services** feature installed
- **Database engine** (Microsoft SQL Server or PostgreSQL)
- **CPU and RAM:** Any
- **Hard drive:** SSD recommended
- **Installed libraries:** Microsoft NET Framework 4.7 (or later)

The Microsoft .NET Framework can be downloaded

from: <https://dotnet.microsoft.com/download/dotnet-framework>.

When you run SDL Trados Business Manager for the first time (clean installation), you will be prompted to enter a password. By default, user name is **Admin**, and password is **User@TBM**. After logging in, you can go to the **Other/tools > Users**, select *Admin* user and change its password (and even set to blank, so logon window won't appear when you launch TBM).

Demo version limitations

For **desktop version**, the following limitations apply when application is running in Demo mode (license is not installed):

- Full access to all tables and functionality of the application
- Possibility to create no more than 40 translation jobs
- Possibility to create no more than 15 invoices

- Impossibility to delete translation jobs and invoices

For **web-version**, there is no demo mode. If license is not installed or license due period is ended, application switches to Demo mode, which allows to view any data, but denies any data modification (edit and delete).

When trial license is installed, you can use all functionalities of the application without any limitations up to trial end date.

Internet connection

Sometimes SDL Trados Business Manager may connect to the Internet to perform some actions.

SDL Trados Business Manager may send network requests during usage:

- to check if program update is available and to download it
- to download currency rates
- to send reports to SDL Trados Business Manager server when program crash occurs. These reports include information about installed version, your name and email (to be able to back contact)
- to send email messages from within corresponding form (to send invoices, payment reminders, etc.)
- to connect with a ProZ.com account and perform corresponding actions on the user's behalf (setting availability, post/edit WIWO entries, post/edit feedback on the Blue Board. When connection is established, information about logged user (user name on ProZ.com) is saved in the internal log
- (optional) To connect to your database which may be stored on the cloud server

This is all the data which SDL Trados Business Manager may send or receive online. If the Internet connection is turned off (or restricted), then the program will continue to work, but without the mentioned features.

Even if you are using the application as a ProZ.com Plus package subscriber, you may disconnect from the Internet for up to 14 days past login. After that, the application will require to check your profile to confirm that the Plus subscription is still valid.

Installing SDL Trados Business Manager Team (desktop version)

This is how you install SDL Trados Business Manager.

Procedure

1. The SDL Trados Business Manager installers are available for download from your SDL Account. Download and run the installer. In the first step of the installer wizard, the license agreement page, carefully read the information, accept it and select **Next**.
2. In the **Select Installation Folder** page you can browse you folder destination.

By default, SDL Trados Business Manager will be installed into your **Documents** folder. This allows to keep the program installation data, settings and database (in case it will be used in local mode) in one place, which makes the program fully portable (you can move it to another computer, cloud drive or USB drive without the need to install it on another computer). If you change the installation path to **Program Files (x86)**, the program will be separated from database and settings files, which will be stored in the **Documents\SDL Trados Business Manager\database** folder by default. Later you will be able to change a folder where to store program settings and database file.

Note: If the application is installed into the **Program files** folder, and you want to keep database file in the same folder, then the program must be run with administrator rights.

3. Click **Next** and then **Install**. When the installation is completed, a SDL Trados Business Manager shortcut is added on your desktop and a group in the Start menu.

Note. If the program does not run, please check that you have .NET Framework 4.7 installed on your machine (the setup will ask to install it, if it is missing).

4. On first launch, to logon into the application, use the following credentials: user name: **Admin**, password: **User@TBM** (case-sensitive!). After first login, you can go to the Other tools > Users > Admin, and change password to blank - it will allow to run application without password prompt, if you don't need security.

Moving the SDL Trados Business Manager installation to a new computer

To install SDL Trados Business Manager on another computer and move data from previous one, you have to do the following:

Procedure

1. Run the installation file and install SDL Trados Business Manager.
 - If SDL Trados Business Manager was installed outside of the Program files folder, copy the following files from previous computer to the same locations on a new computer:
 - `InstallationFolder\database\baccsdb.sdf`
 - `InstallationFolder\settings.bin`
2.
 - If SDL Trados Business Manager was installed inside the Program files folder, copy the following files from previous computer to the same locations on a new computer (considering that you install SDL Trados Business Manager into the Program files folder again, otherwise copy these files to a place mentioned in point 2a):
 - `Documents\SDL Trados Business Manager\baccsdb.sdf`
 - `Documents\SDL Trados Business Manager\settings.bin`
3. If you use the network version, there is no need to copy the `baccsdb.sdf` file. Only `settings.bin` file is needed, as it contains information about network location of your database.

Installing SDL Trados Business Manager Team Online (web version)

Web-version of SDL Trados Business Manager is an ASP .NET application, which can be installed on a server running under Windows Server operation system with Internet Information Services installed. Although configuration and installation of operating system and

environment can't be covered by this article, it will provide some basic information about system components and application itself. For secure environments, configuration will require more work of qualified system administrator.

To install and run Business Manager in on-premise mode, you need:

- Windows Server operating system
- .NET Framework version 4.7
- Internet Information Services feature
- Database engine (Microsoft SQL Server will be used as an example in this article)
- SDL Trados Business Manager Team Online installer

Installing Internet Information Services

After clean installation of Windows Server, it is required to install Internet Information Services for installation of Business Manager Online. To install IIS, follow these steps:

1. In the Server Manager window, select **Manage > Add roles and features**.
2. On the **Server Roles** step of the wizard, select **Web Server (IIS)** feature. Click **Next**.
3. On the **Features** page, make following selections:
 - .NET Framework > ASP.NET 4.6
4. On the **Web Server Role (IIS) > Role services** page, make following selections:
 - Web server > Common HTTP features > HTTP Redirection
 - Web server > Performance > Dynamic Content Compression
 - Web server > Security > Basic Authentication
 - Web server > Security > URL authorization
 - Web server > Security > Windows Authentication
 - Web server > Application development > ASP
 - Web server > Application development > ASP.NET 4.6
 - Web server > Application development > ISAPI Extensions
 - Web server > Application development > ISAPI Filters
 - Management tools > Management service



5. Click **Next > Install** to finish installation.

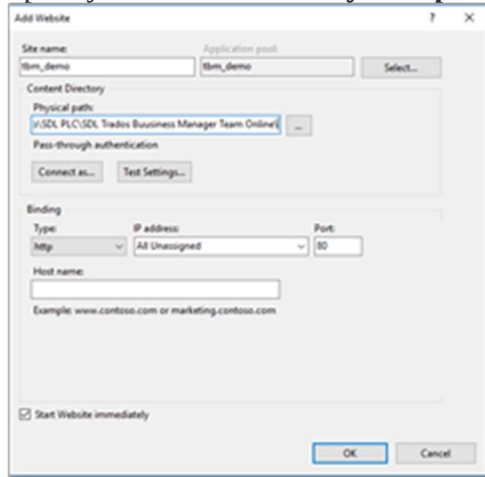
Installing Microsoft SQL Server

Basic information about installing Microsoft SQL Server engine can be found in [this article](#). However, on step 7, instead of Mixed authentication mode, you may leave **Windows Authentication mode**. In this case, you need details of a Windows user who has access to a database server.

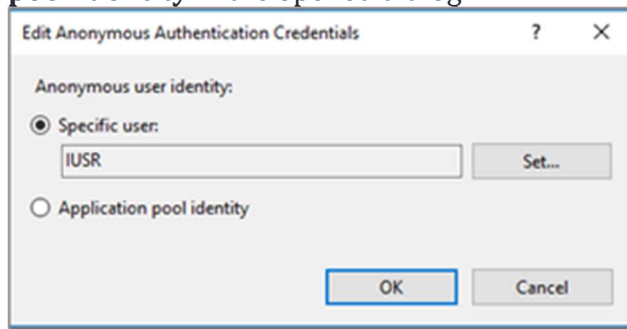
Installing and configuring SDL Trados Business Manager Team Online

1. Download recent build from your account (sdl_business_manager_online_version.exe).
2. Install it on server. Default installation location: C:\inetpub\SDL PLC\SDL Trados Buusiness Manager Team Online\
Buusiness Manager Team Online\
Buusiness Manager Team Online\
3. Open **IIS Manager** and do the following:
 - a. Do one of the following:
 - A. right click on Sites and select Add website...; or
 - B. In the list of websites, select **Default web-site**, which is created in IIS automatically, and click **Basic settings...** in the right menu;

- b. Specify **Site name** and **Physical path** (insert installation folder path):



- c. In the **Bindings** group, specify domain name, if you have any. Otherwise, leave this field empty to run website under localhost.
- d. Click **OK** to finish creating website.
- e. In the **Features View** of a created website, double click **Authentication**, right click on **Anonymous Authentication**, select **Edit** and then select **Application pool identity** in the opened dialog:

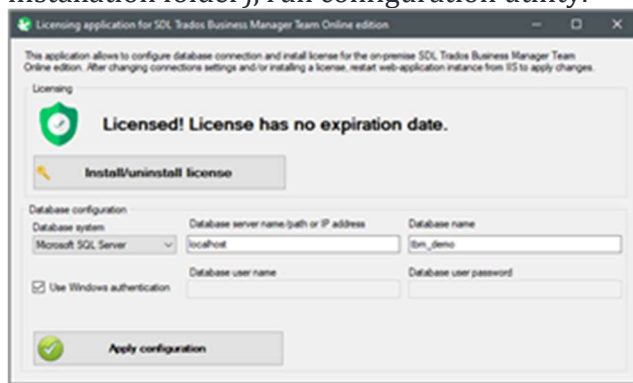


- f. Switch to the **Application pools** view, right click your application pool and select **Advanced settings...**
- g. Select **true** for **Enable 32-bit Applications** parameter (it is mandatory); additionally, you may follow this screenshot to adjust additional parameters:



Important. If Microsoft SQL Server uses **Windows authentication**, on this step you also have to check **Identity** parameter. By default, its value is **ApplicationPoolIdentity**. However, you may need to specify another user here, who has access to SQL server engine with *DBCREATOR* rights.

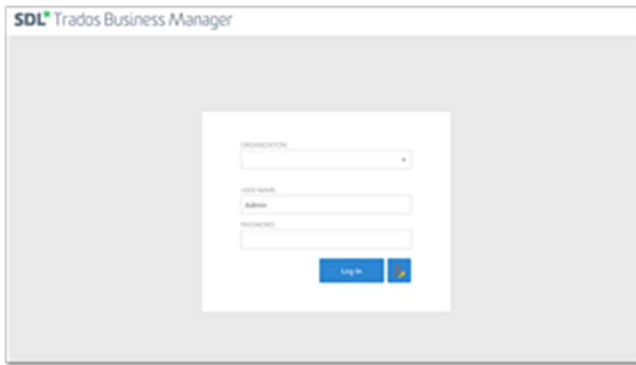
- h. After saving changes, website will be automatically restarted. You may select it in the list of sites and click **Browse localhost on *:80 (http)** item in the right panel (in case you didn't specify bindings on the step c).
4. From Start menu (or from **Configurator** folder, which can be found inside application installation folder), run configuration utility.



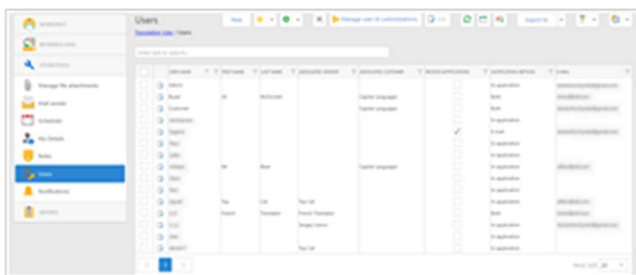
- a. Click **Install/uninstall license** to install license for application (process is default for all single-user SDL products);
 - b. Specify database connection parameters in the **Database configuration** section. Depending on installed engine and authentication mode, provide database server location, database name (it will be created automatically upon first launch of the application), and, optionally, user name and password to access database engine.
 - c. Click **Apply configuration** to save database connection settings.
 - d. Switch to IIS manager and restart application pool and website (select website or application pool on the left panel, and then click **Stop** and **Start** buttons on the right panel).
5. If application runs correctly, you will see logon window. To logon into the application, use the following credentials: user name: **Admin**, password: **User@TBM** (case-sensitive!).

Launching the application

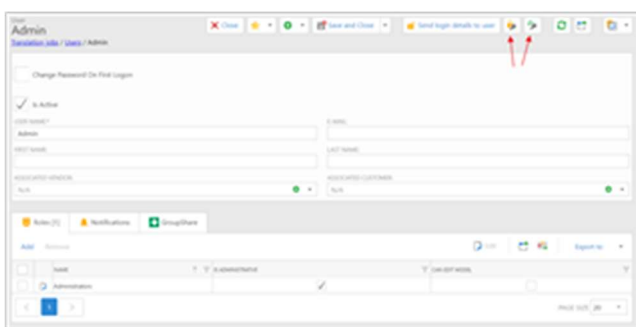
After first installation, as noted in the corresponding articles about installing SDL Trados Business Manager, you will be prompted to enter user name and password:



By default, with clean installation, system creates 2 users: **Admin** (password is **User@TBM**) and **User** (password is blank). Admin has full access to database, while user has no access to any data except own logon details. After first logon, it is highly recommended to change default password. You can manage users under **Other/tools > Users** section:



Depending on assigned role, users can be restricted to edit and even view other users. To change own password, select own user or click user name in the top right corner of the application and select **My details**. On the user page, click **Change my password** or **Generate a new password for the selected user** button:



On the **Change password** dialog, you have to follow these rules for setting new passwords: password should have at least 1 lowercase letter, 1 uppercase letter, 1 number, 1 special character and be at least 8 characters long.

Administrators can't view password of other users. Instead, in case of losing a password, administrators can only reset passwords and inform users about newly generated passwords.

Notice about user locking

In Online version, it is important to logoff the application at the end of a session. Main reason of this is number of users provided by a license. Usually license includes a number of users which are allowed to use application at the same time (this number does not include vendors and customers). This number is counted by a number of logged in users. If you just close a browser tab without logging off, your user will still be counted as logged in, which could prevent others from logging into system if user limit is reached. Additionally, particular user name can't be used for logging in on another machine until that user logs off. However, application will automatically release a user in case of 15 minutes of inactivity. So, even if you forget to log off, your user will be available for logging in on another machine in about 10-15 minutes.

SDL Trados Business Manager localization

The SDL Trados Business Manager user interface is available in the following languages: English, French, German, Italian, Japanese, Chinese, Polish, Russian and Spanish.

About this task

However, SDL Trados Business Manager provides the means to manually localize the software into any desired language. If you like to add new localization language and make corrections in the existing localization, do the following:

Procedure

1. Launch the program, select Tools tab on the ribbon and select **Edit model**.
2. In the **Model Editor**, expand the Languages drop-down and select the desired language or, if the desired language is missing, select **Languages manager**.
 - a. If desired language is missing, add it via Languages manager. Select **Add** and select a language.
3. After selecting target language, select Localization. Localization window will be opened.
4. Filter the **Is Calculated** column (false, or unchecked) and the **Is Translated** column (false, or unchecked) to display only those rows which need localization.
5. (Optional) Select **Translate** to automatically translate strings using Microsoft Translator.
6. You can manually translate necessary strings in this window

7. Select **Save** to save your translation.
8. Select all displayed rows, then select **Export > Selected rows**. The exported `.csv` file can be opened with any CAT tool. If you need current translation memories for existing localization languages, write to app-signing@sdl.com.
9. After localization, select **Import** to import translated results.
10. (Optional, but recommended) Send the translated `.csv` file to app-signing@sdl.com.

Quick Start

This topic contains condensed instructions to get you to quickly start working with SDL Trados Business Manager.

First of all, when you run SDL Trados Business Manager for the first time (clean installation), you will be prompted to enter a password. By default, user name is **Admin**, and password is **User@TBM**. After logging in, you can go to the **Other/tools > Users**, select *Admin* user and change its password (and even set to blank, so logon window won't appear when you launch TBM).

When you first open SDL Trados Business Manager, a **First run assistant** provides initial setup instructions. You can also access the assistant through the **Tools** tab.

The more settings and reference data you enter to begin with, the better. But it is hard to fill in this type of baseline information in any program until you get a feel for the program itself. Here are the minimum fields that must be completed before you create your first job.

Set up reference data

About this task

Set up basic settings for your work environment in the **Reference data** tab.

Procedure

1. Select **Reference data > Languages** and check if all the languages that you will work with are in the list. If not, select **New > Language** in the ribbon and enter the language. Select **Save and Close** and also close the **Languages** tab once you are done adding languages.

2. Select **Reference data > Language pairs** and then select **New > Language pair** in the ribbon. Use the drop-down to select source and target languages. Close the **Language pairs** tab.
3. If you need to add to the default currencies (USD, GBP and EUR), select **Reference data > Currencies** and then select **New > Currencies**.
4. Select **Reference data > Taxes** and add one or more taxes with their percentages.
5. Select **Reference data > Payment methods** and add a payment method - add the name (the name will appear on the invoice), the currency and other details.

Set up application

Procedure

1. Go to **Tools > Settings**.
2. In the **Main data and contact details** tab, complete the details you need for your first invoice.
3. In the **Application settings, p1** tab, complete base currency and default language pair.
4. In the **Invoice settings** tab, select an invoice template.
5. Save your changes.

Create first job

Procedure

1. Go to **Workspace > Translation jobs** and select **New > Translation job**
2. Change the deadline date.
3. Select or add a customer.
4. Select or add a PM (client contact) for that customer.
5. Check that the currency and language direction are correct.
6. In the job details window at bottom of the job window itself, add a new task and specify:
 - a. Work type (translation, revision, DTP, etc.)
 - b. Quantity (number of words, hours, etc.)
 - c. Unit (source word, hour, line, etc.)
 - d. Rate
7. Select **Save and Close**. You will see the job in green because its status is '*Processing*'.

Finish the job

Procedure

1. Go to the **Translation Jobs** view and double select the job row.
2. Insert the delivery date.
3. Select **Save and Close**. The row turns to red because the status is '*Sent*'.

Invoice the job

Procedure

1. Go to the **Translation Jobs** view.
2. Select the job row (select arrow furthest left).
3. Select **Create invoice** from the ribbon
4. Set the invoice due date in the **Term** date picker.
5. Select the default payment method or add a new one.
6. On the the bottom-right of the form, add any taxes or discounts.
7. Save changes.
8. Select **Print** invoice.
9. In the **Print Preview** tab, edit the invoice and print it as you wish. Of course, do not forget that when you have got time, you will need to return to the **Reference Data** tab to complete more default values, open the newly-created customer to complete more details there, and even [customize an invoice](#) when you have got all the rest under control.

Network setup

When SDL Trados Business Manager is used by teams, an option with local database storage becomes unsuitable. All users in your teams must have access to the same data. This means, this data must be stored in some central location, which must be available for all users. This location is called a database server. This server may be located on your local network or on the Internet. For now, SDL Trados Business Manager supports two commonly used types of database servers - Microsoft SQL Server and PostgreSQL. You can choose an option which better suits your needs.

The free edition of **Microsoft SQL Server (SQL Server Express)** has a limit of database file size, which is set to 10 GB. Since SDL Trados Business Manager allows to store files directly in the database, this limit may be quickly reached. You will then have to switch to paid version of SQL Server (**SQL Server Standard**).

Another option is PostgreSQL the free and open-source database engine which offers not only unlimited database size, but can also be installed on servers running on Windows, Linux or Mac. Another advantage of this system is installation file size - it is just only 160 MB, and this package includes database management utility, which can be used, for example, to backup and restore your databases. For example, to get similar GUI tool for SQL Server, you have to download additional large package (greater than 1 GB). With the default installation you only get a command line tool to perform database maintenance operations.

For simplicity, we recommend the use of PostgreSQL, as it provides similar performance as SQL Server, has no limits for database file size, it is free (Standard edition of SQL Server costs several thousands of US dollars), installation is much faster and a server can be installed on any operating system.

With that said, to setup SDL Trados Business Manager to work in network mode, you need to select a server (physical computer to store data) and install PostgreSQL or Microsoft SQL Server on it. You have the following options:

1. Use own computer as a server. It must be accessible by other workstations in your network. Usually this method is the best choice for small teams working in a single office, where local network is established. This method is also the fastest one, because data in a local network usually transferred much faster comparing to Internet.
2. Rent SQL Server Database in the cloud. For example, in Azure. Using this method, you will be able to create database on special management page, get its details and enter them in the program settings.
3. Rent cloud virtual private server. You will get virtual PC which may be accessed via Internet. Such virtual servers have Microsoft Windows Server or Linux operating system pre-installed. You can install database engine, configure it and connect it from within SDL Trados Business Manager from any location in the world. Microsoft SQL Server 2017 got support of Linux systems.

Options 1 and 3 require you to manually setup server computer and install database server on it. Options 2 and 4 allow to avoid all these actions and immediately get a server database which

is ready for use. Information about rent charges is provided on the SDL website. Also you may analyze prices in Azure or Amazon Web Services.

In network mode, teams will be able to fully control access rights of each user. Files attached to projects, jobs and sent messages will be available to all users, since they are stored in the database. Invoice templates and other printing forms will also be available to all users, regardless of workstation where this template has been created.

Installing PostgreSQL

This section contains information about installing and configuring PostgreSQL database engine.

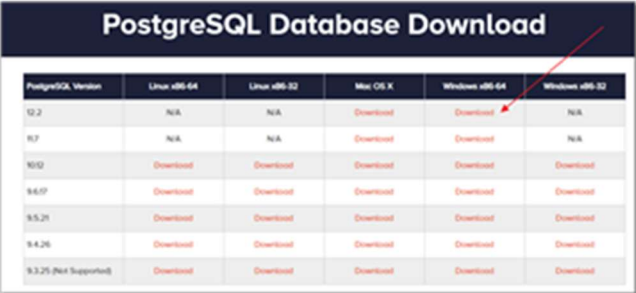
See nested articles, which contains detailed information on this subject.

PostgreSQL installation

The installation of the PostgreSQL database management engine is fast and simple. You can get a database server up and running in about a minute.

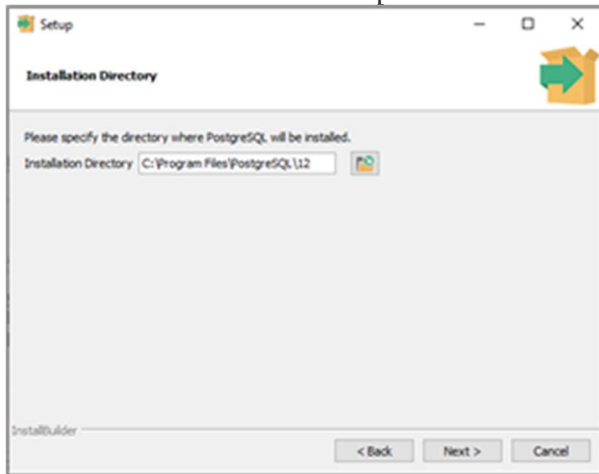
Procedure

1. Go to the PostgreSQL website (<https://www.postgresql.org/download/windows/>).
2. Select **Download the installer** and choose the correct installation package (according your operating system). Depending on operating system, you will see different instructions for installation.

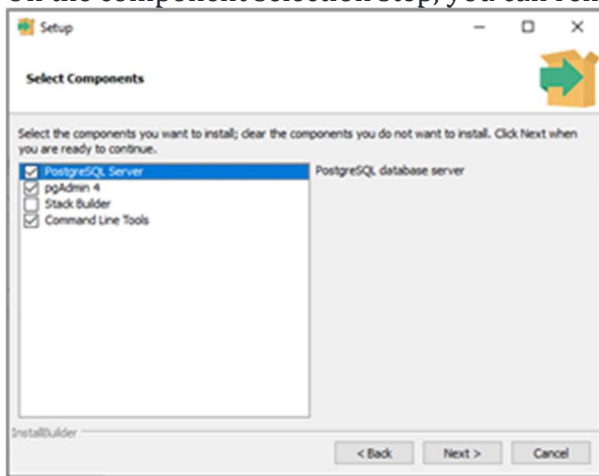


PostgreSQL Version	Linux x86-64	Linux x86-32	Mac OS X	Windows x86-64	Windows x86-32
12.2	N/A	N/A	Download	Download	N/A
12.1	N/A	N/A	Download	Download	N/A
11.0	Download	Download	Download	Download	Download
10.6	Download	Download	Download	Download	Download
10.5	Download	Download	Download	Download	Download
10.4	Download	Download	Download	Download	Download
9.3.7 (Not Supported)	Download	Download	Download	Download	Download

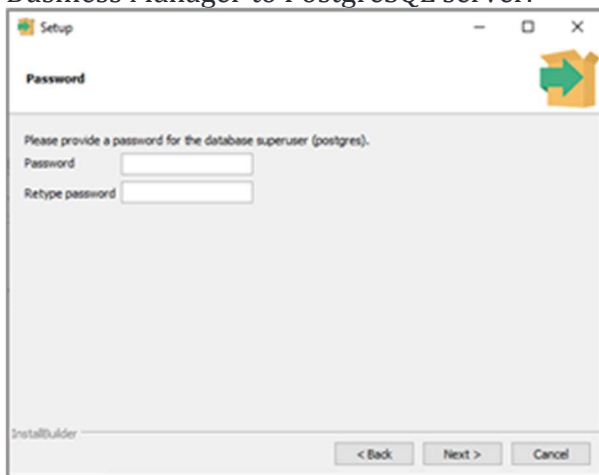
3. Run installer and follow the procedure for installation.



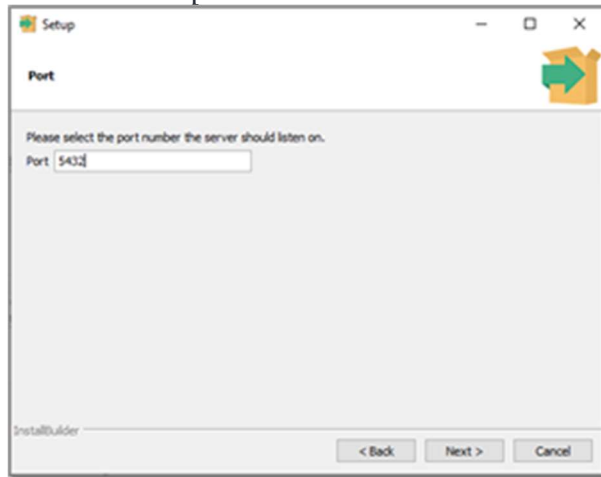
On the component selection step, you can remove Stack Builder:



4. During installation select admin password, as it will be required to connect SDL Trados Business Manager to PostgreSQL server.



5. Leave default port:



6. Proceed to finish instalation.

PostgreSQL configuration

Procedure

1. After installation, open the **PosgreSQL port** (5432 by default) in the Windows Firewall.
2. To allow connections from remote computers to a server, open **pg_hba.conf** file (**PostgreSQL installation directory\data**) and add these strings at the end of the file:

```
host all all 0.0.0.0/0 md5
```

```
host all all ::/0 md5
```

3. After that, open Windows Services (*Win+R* and type *services.msc*), find PostgreSQL server service and restart it to apply new configuration.

Connecting client computers to PostgreSQL server

1. Run SDL Trados Business Manager in local mode and open **Settings**.
2. Go to the **Database settings** tab.
3. Select **Turn on network mode**.
4. Select **PostgreSQL** as **Database engine**.
5. **Database server path**: type localhost if you run SDL Trados Business Manager from the same PC where PostgreSQL is installed, or type computer name or IP address of a

server. Ensure that server PC is available (visible) over network (in case you setup it in local network).

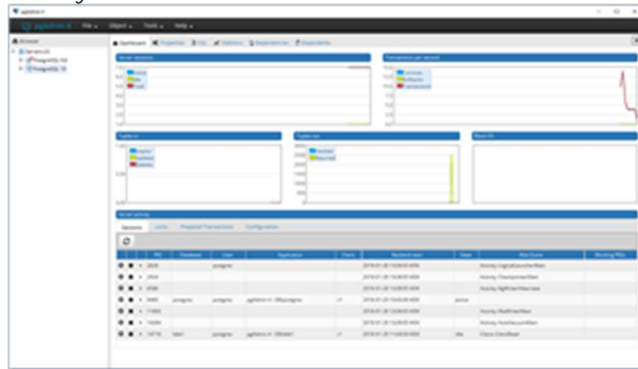
6. **Database name:** any name you wish to use for database.
7. **Database user name:** user name you selected during PostgreSQL installation (postgres, by default).
8. **Database user password:** password you selected during PostgreSQL installation.
9. **User name (for chat):** leave empty, as this field is not used now.

Database backup

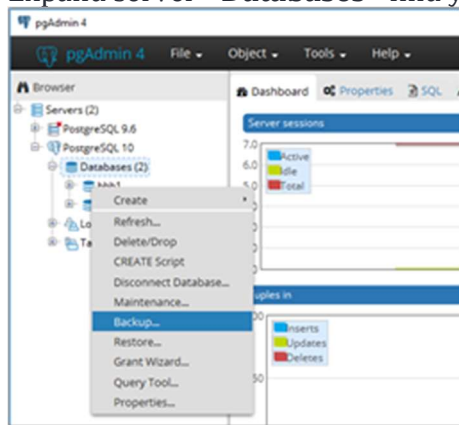
Procedure

1. After installation, run the **pgAdmin 4** utility, which was installed along with the server.

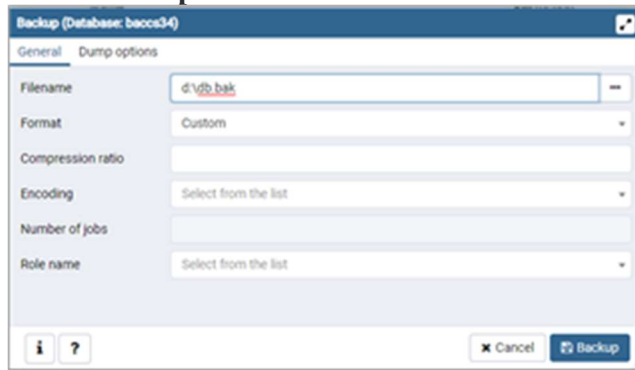
It may look like:



2. Enter your password and confirm that server works correctly. Enter the prerequisites here (optional).
3. From within SDL Trados Business Manager, you can create and restore backups only when the program in local mode. With network mode, backups are created using corresponding database engine (PostgreSQL, in this case).
4. Expand server - **Databases** - find your database, right click on it and select **Backup**.



5. Specify file name, select compression ratio if your database file size is large enough, and select **Backup**.



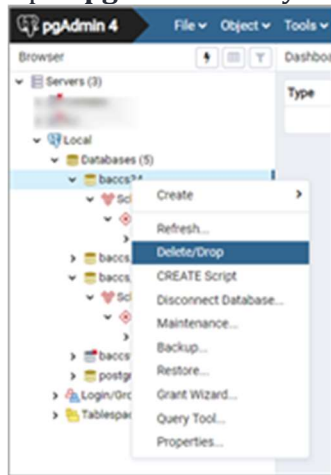
Database restore

About this task

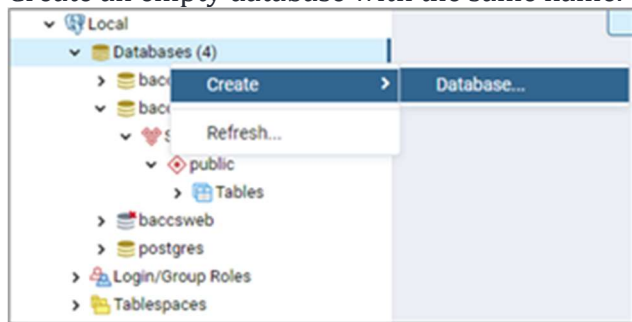
To restore database from backup, follow these steps:

Procedure

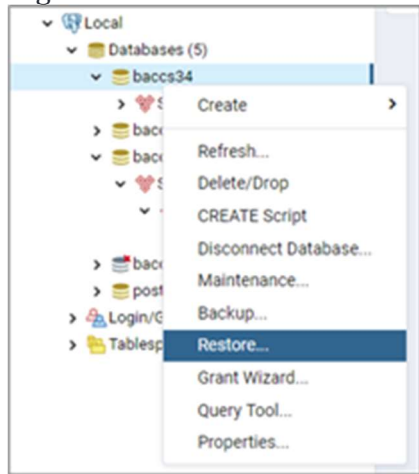
1. Open **pgAdmin** utility and delete database you wish to restore.



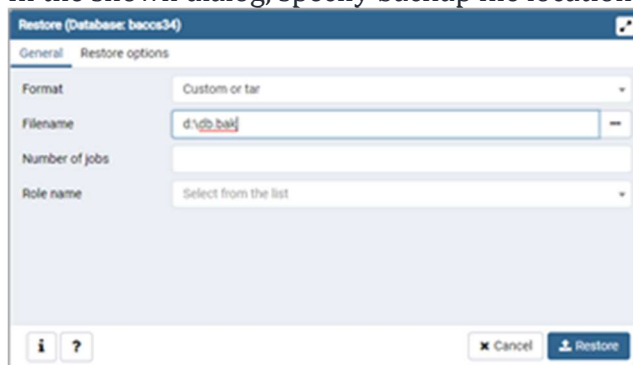
2. Create an empty database with the same name.



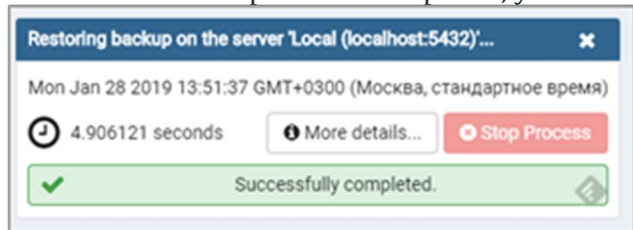
3. Right-click on the created database and select **Restore**.



4. In the shown dialog, specify backup file location and select **Restore**.



5. After the restore operation completes, you can connect to the restored database.



Installing SQL Server engine

This topic shows you how to install and setup Microsoft SQL Server database engine.

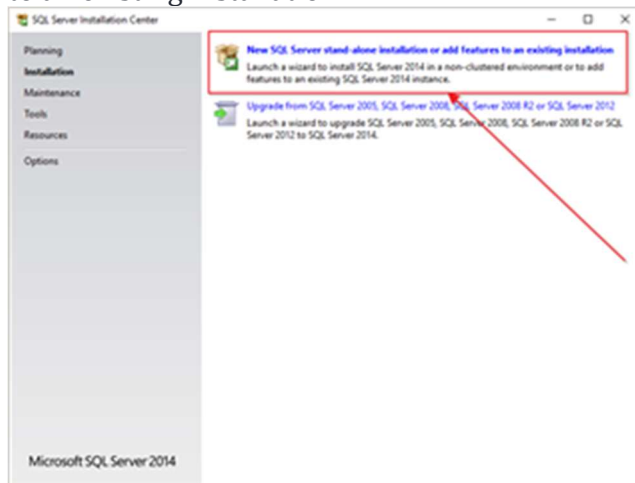
About this task

To setup SDL Trados Business Manager in network mode, it is necessary to install database server first. Another option is to rent database in the cloud (for example, Azure or Amazon Web Services). In this case, you will simply get server name, user name and password for your database, which may be specified in the program settings.

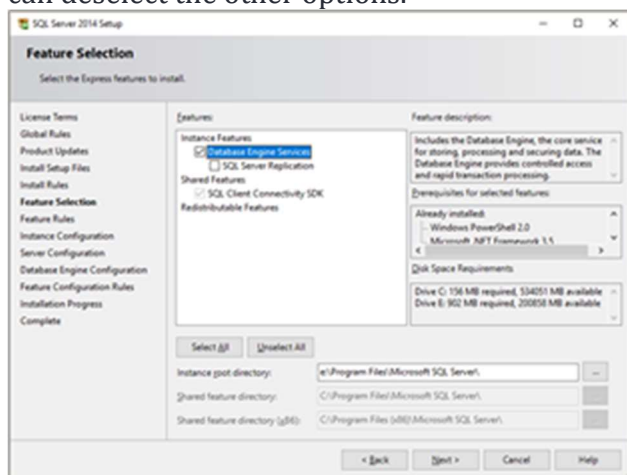
But if you have local network with access from all workstations, an option with installing SQL Server Express will be preferred in most cases (take a note on database file size limit in this section description).

Procedure

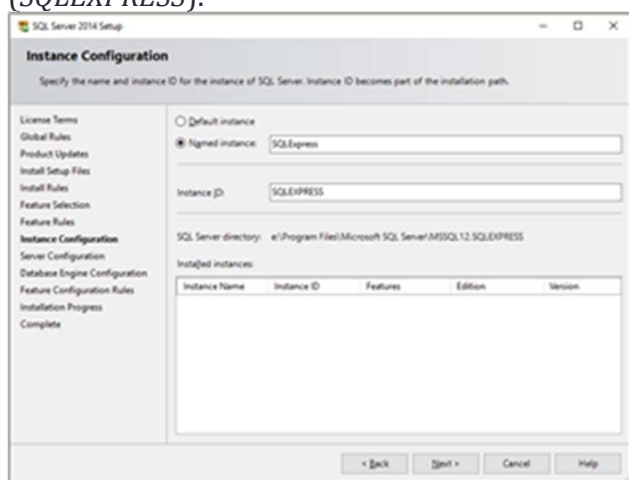
1. Go to the Microsoft website and download SQL Server 2014 Express installation file. You can download it from here: <https://www.microsoft.com/en-us/download/details.aspx?id=42299>
2. Select **Download** and select the smallest package to download (**Express 64BIT\SQLEXPRESS_x64_ENU.exe** or **Express 32BIT\SQLEXPRESS_x86_ENU.exe**, depending on your platform).
3. Run the installer, and select **New SQL Server stand-alone installation** or add features to an existing installation.



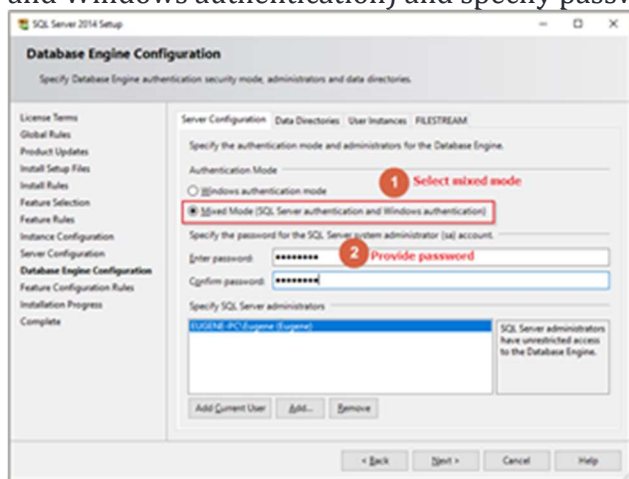
4. On the **Installation type** page, select **Perform a new installation of SQL Server 2014**. If no SQL Server instances are installed on your computer, this step will be automatically skipped.
5. On the **Feature selection step**, it is enough to select **Database Engine Services**. You can deselect the other options.



6. On the **Instance configuration** step, specify instance name or leave default (*SQLEXPRESS*).



7. On the **Database configuration** step, select **Mixed mode** (SQL Server authentication and Windows authentication) and specify password for the instance being created.



8. Select **Next** to start the installation.
9. Select **Close**.
10. SQL Server is installed and ready to be used. You can run **sqlcmd** utility and create empty database (in the desired location). Otherwise, it will be created automatically by SDL Trados Business Manager in the next step.

Connecting SDL Trados Business Manager with database server

After SQL Server or PostgreSQL instance is installed or prepared in the cloud, you can start configuring SDL Trados Business Manager to connect with it.

Before you begin

Before you start, please check that you have the following details:

- SDL Trados Business Manager license code for network version
- Database server network instance path (for SQL Server, it will have a form of [ServerAddress]\[SQLInstance], where default SQL Server instance name is SQLEXPRESS; for PostgreSQL, it will be ip-address of server or localhost, if server is installed on the same computer where you are installing SDL Trados Business Manager)
- Database server user name (default administrator user is **sa** for SQL Server and **postgres** for PostgreSQL)
- Database server user password (specified during installation)

Procedure

1. Run SDL Trados Business Manager. It will start in local mode, and local database will be created. If you previously worked with the program and already have some data, it will be possible to transfer it later.
2. Open program **Settings** and switch to the **Database settings** tab.



3. Check **Turn on network mode** checkbox, then select desired database engine and fill-in provided fields with the data you previously prepared.
4. To check if provided details are correct, select **Check connection** (visible only if **SQL Server** database engine is used).
If everything is ok, you will see the corresponding message. If you provided wrong details, then you may experience a small delay before message appears to inform about incorrect details.
5. Select **Save changes** and restart the program to apply new database settings.

Results

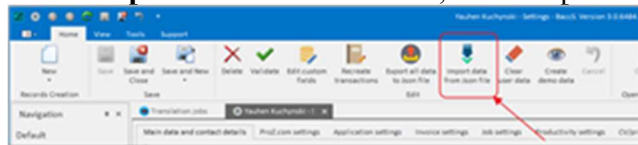
After successful start you will get a new empty database available for access from the network. Now you can import data from the local database or simply start working with an empty database.

Moving data from local database to server database

If you decided to switch to network mode, but previously used the program in a local mode, then it may be required to transfer old data to a new database.

Procedure

1. Run **SDL Trados Business Manager** in the local mode.
2. Open program **Settings**.
3. Select **Export all data to Json file**.
4. Select file name and folder to save exported file.
5. In the **Settings** form, switch to **Database settings** tab and provide details of your database server.
6. Restart the program and open **Settings**.
7. Select **Import data from Json file**, select exported file and wait while operation finishes.



This procedure doesn't allow to transfer custom reports, QuickReports, users and roles. To transfer reports, please export/import each template manually from the designer. For users and roles, it will be required to re-configure them manually.

Application update

The application has an auto update mechanism. It checks for a new version on launch, and if the new version exists, you will see the corresponding notification.

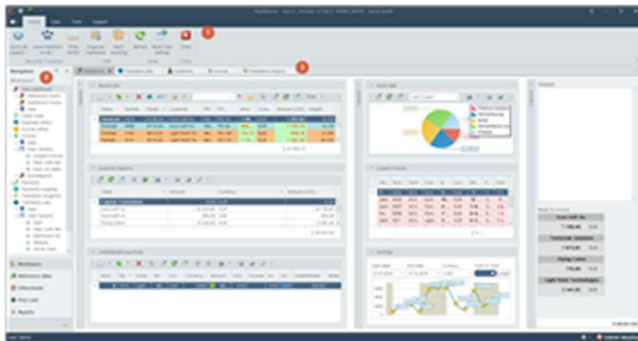
Select **Update available** to launch **Updater** tool. It will check your current version and perform necessary actions to update the program to the latest version. Before update starts, it will show full list of changes since installed version until the version being downloaded.

Select **Update** and wait until the process finishes. If you keep your program up to date, then update process will go quickly, because patches usually take no more than 1 Mb.

Note. When you use both desktop and web versions, upon releasing of a new update your version of web-application will be immediately updated. This means that desktop version will stop working until you update it as well. This happens because database version is increased with each release, and application may work only when application version and database version are identical.

Program structure and navigation

Application window contains three main areas:



Ribbon menu

This menu only contains different commands/actions, which depend on a currently selected window.

It always contains the **Quick job creation** button, to quickly create new jobs on a base of previously entered jobs. When you edit some data, buttons to save and close form will appear here. In lists you will see filtering, printing, view variants changing buttons. Hover mouse pointer over any button to see its description, keyboard shortcut, or to understand why particular button is currently disabled.

By default, ribbon menu contains the following tabs:

The **Home** tab is the main program-wide commands and commands specific to a currently opened tab.

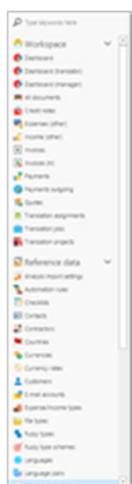
The **View** tab contains duplicate of the navigation tree, application theme selector, and a button to organize currently opened tabs.

The **Tools** tab contains additional useful commands, like Settings, Backup, Model editor, Mail sender.

The **Support** tab contains few buttons to get help about SDL Trados Business Manager: links the manual, forums, social pages.

Navigation tree

Allows to open new views/tabs in the work area.



Navigation tree contains few main sections:

Workspace (to access dashboards and documents, like jobs, invoices, assignments),

Reference data (to view/edit reference data tables, like customers, contractors, units, languages, etc.),

Other/tools (contains different service windows),

ProZ.com (contains windows for consuming ProZ.com services from within SDL Trados Business Manager)

Reports (provides access to extensive reporting engine, which includes invoice/quote/PO templates, CV templates, custom reports and quick reports). Each item may have an arrow on left showing that it has nested items. For example, Main dashboard item has nested items to open other variants of a dashboard.

To faster find necessary item in the navigation, you can use search box at the top of it.

Work area

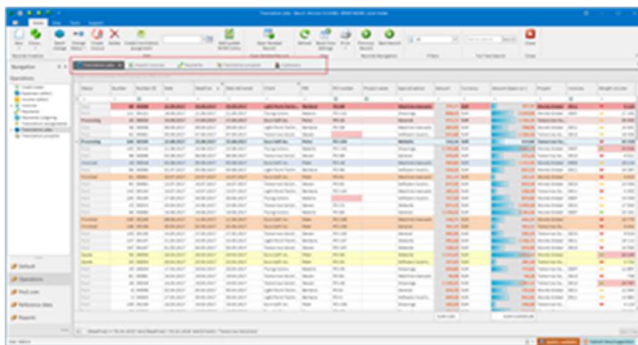
Used for viewing/editing data. SDL Trados Business Manager uses tabbed UI to display views.

You can open any number of views simultaneously. When you close the program, currently opened set of views will be saved and re-opened on a next launch. Selecting any navigation item in the navigation tree opens corresponding form (view) will be opened in a separate tab.

You can easily switch between tabs with the mouse or using **Ctrl-Tab** or **Ctrl-Shift-Tab** shortcuts. Small preview is displayed to help with selection of a tab.

To close active tab using keyboard, press Ctrl-W. To close all opened tabs, press **Ctrl-Shift-W**.

In addition, you may move tabs, unpin them from main panel, and display side by side. Just start dragging any window by selecting on tab header, and then drop it on any place of you screen or on special pinning icons which are displayed during dragging. When dropped on such pinning icons, the window will stick to another opened tab. In the example below, **Invoices** window was stucked on the right of **Translation jobs** tab.



When any tab is opened, Home tab of the ribbon was filled with a number of commands. Depending of the currently opened entity type, composition of such commands will be different. First two buttons are usually the same - they allow to create new empty entity or clone currently selected one.

- To edit selected row, simply double click on it.
- To delete it, select **Delete** in the **Edit** group on the ribbon or press **Ctrl-D** combination on the keyboard.

The same commands are always available via context menu.

Data dependency between tabs

Information in one tab may depend on information created, edited or deleted in another tab.

For example, if you change the customer name in the **Customers** tab, and then switch to the **Translation jobs** tab, then you will still see the old customer name of the customer you just changed. In this case, hit the **F5** button on the keyboard or select **Refresh** on the ribbon (if there are unsaved changes, you have to save them before doing this). Such behavior is by-design, and is used to improve performance.

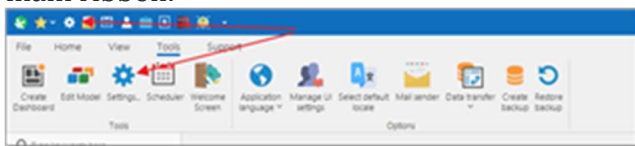
In special cases, when edited data is critical in terms of business state, information in other tab will be updated automatically. For example, when you create or edit payment over invoices, then after saving a payment and switching to Invoices tab you will see updated data, without need to refresh the table. In most cases, data is refreshed automatically, and the shown example with customer name when manual refreshing is needed is a rare case.

Software configuration

Information about application configuration. See nested articles for detailed information.

Program settings

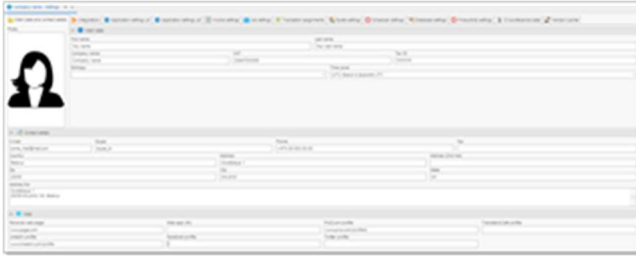
To open application settings, select gear icon in the quick access bar or in the Tools tab of the main ribbon:



Nested articles describe each page of the application settings.

Main data and contact details

Here you specify your name, company name, VAT number, time zone, address, web pages and license code. Also it is possible to upload a photo (which then can be included into your CV, for example).



List of fields which may require special attention:

Full address. When you enter any data into address fields (city, address line, zip code, etc.), **Full address** field will be filled automatically. At the end, you can manually edit contents of this field according your preferences. However, if you will make any edits in address fields in future, **Full address** field will be automatically re-composed, and you will loose manual changes.

Web-app URL. This is the url-address for the web-part (SDL Trados Business Manager Team Online instance). When this field is given a value it serves as a signal that you have the web-version of SDL Trados Business Manager. This URL will be used to build links to entities (translation assignments, jobs, projects, etc.) and to insert them into mail message bodies.

Integrations



This page allows to configure integration settings with external systems.

SDL Trados projects folder

Allows to specify a folder where projects.xml file is contained. When configured, you can directly import analysis reports from SDL Trados Studio without running Studio.

GroupShare

GroupShare server address and login details. required to used GroupShare integration, which is described in a [separate section](#) of the manual.

Click **Check connection...** button to check if specified credentials are valid. If you get error message, please check if server address, login and password are entered correctly.

ProZ.com

Allows to connect SDL Trados Business Manager to ProZ.com account to use extensive integration features (Blue Board, WIWO). See [separate section](#) in this manual for details.

Cloud drives

SDL Trados Business Manager allows to connect to Dropbox, Google OneDrive and Microsoft OneDrive to insert links and share files stored on cloud drives, without downloading them locally. Here you can use **Connect...** and **Disconnect from...** buttons to establish connection with your cloud drive accounts.

Application settings

Application settings are divided into 2 tabs: **Application settings, p1** and **Application settings, p2**.

Application settings, p1



Database/settings storage path

When the program was installed into the *Program Files* folder and user does not have administrator rights, then your settings and database will be stored at *User\Documents\SDL Trados Business Manager* folder by default. Otherwise, settings and database file are stored in the same folder where SDL Trados Business Manager is installed. You can change and copy database/settings files into the custom location (for example, it could be a folder synced with cloud drive).

Click **Zoom** icon in this field and select a new folder. The program will offer you to copy existing database into a new location. When done, it will be required to restart the program. Old database file would not be deleted automatically, you have to do it manually. This is done for safety reasons.

To restore default path, select **Cross** icon. Again, the program will offer to copy your database file back to default location.

Base currency

The base currency is used to convert amounts from different projects (which may be in different currencies) into a single one using today's conversion rate.

For example, choose **USD** as base currency (as seen in the screenshot). In this case, if you get a project in EUR, than it will contain two total amounts: in EUR and in USD. The amount in EUR will be used to track balances, but the amount in USD will be shown in the total calculations, which involve projects in different currencies. Example: 1st project - total 100 USD (100 USD in the base currency). 2nd project - 100 EUR (~115 USD in the base currency, if the conversion rate is 1.15). Then, the total amount for both projects: 100 EUR and 100 USD (215 USD in the base currency, which for example will be shown in the Dashboard). It is possible to change the base currency when you already have entered some jobs or invoices, but it will require some additional actions to recalculate the base currency for the existing documents.

After saving settings, open the **Settings** window again and click **Recreate transactions** on the ribbon. All the amounts will be recalculated into the new base currency (provided you have entered the necessary currency rates).

Many tables in SDL Trados Business Manager contain **Amount (base currency)** column. This column contains an amount converted to the base currency (if document's currency differs from it). It allows to get meaningful totals in any table, expressed in one single currency. Such columns will be automatically renamed to include your base currency name in brackets.

Earning accounting type

Allows to specify a method of determining a date when creating a record in the Ledger. In other words, a date when earning/expense is accounted.

Possible values are **By date** and **By deadline**. In the first case records date in the ledger will be determined by the job date. In the second case - by the job deadline.

Earning accounting method

This setting has three choices: **Job-based**, **Invoice-based** and **Payment-based**. It specifies when to add transactions into the **Ledger** and **Balance sheet**.

If the first option is selected, then when a new job is created, you will see increased income and debt from the client. But if you select the second option, job creation will lead to nothing, while invoicing of this job will mean income registration and increase of the debt from the client.

Note. If you change this setting, it will be necessary to select **Recreate transactions** button on the ribbon.

When **Invoice-based** method is used, the program will also track currency differences in cases when invoices are issued in a currency which is different from base currency.

Example. You issue invoice on some day, specify amount, currency rate and amount in base currency. When a payment arrives, currency rate changes, which means you get different amount in base currency. Depending on direction of the exchange rate change, you may get more or less than expected amount. This difference is called currency difference and must be registered in the Ledger. SDL SDL Trados Business Manager tracks these changes and creates corresponding records in the **Ledger** on the date of payment arrival.

Financial year start

This setting allows to specify a date when financial year starts in your country. This allows to generate reports by financial year (instead of calendar year), and apply filter in lists of jobs/invoices/assignments/etc. by financial year and month.

Default language pair

You can specify the language direction, which will be applied for all added jobs by default.

Default work type

This work type will be used by default in all job tasks and quote items.

Default fuzzy type scheme

Specifies fuzzy type scheme and corresponding fuzzy discounts which will be applied to default prices during creation of jobs.

Disabling price pick-up mechanism

When you enter a new task in a translation job or assignment, the system tries to determine price based on selected customer, work type and unit.

If explicit price not found, price pick-up mechanism is used to determine a price based on existing data. This mechanism uses adjustment factors you set for work types and units.

For example, if price for Translation in Words is set to 0.1 USD , and you enter a task with Proofreading work type with Words unit (for which 0.33 adjustment factor was set), then the system will determine price according this formula: $0.1 * 0.33 = 0.033$ USD.

This checkbox allows to disable this calculation and apply only prices which actually exists in customer's or contractor's price-lists.

Display language pairs as codes

By default, when you select language pair (in a job, assignment, etc.), it is displayed as SourceLanguageName => TargetLangugeName.

To save screen space (especially in grids), you can select to display language pairs as codes (example: en-gb => ru-ru). To do this, mark this checkbox, and a shorter notation will be used for language pairs everywhere in the application.

Use DirectX for rendering

Allows to enable DirectX usage capabilities to improve rendering in different application screens.

Allow self-registration for vendors

When turned on, logon screen on web-portal will contain **Register** button, which allows visitors to self-create new vendor accounts.

Numbering

These fields (separate for invoices and translation jobs) allows you to set the rules of the new number generation when a new job or invoice is created.

The default value is Sequential, which means that numbers are assigned in sequential order (1, 2...10). Also you can select Per client code value. In this case, each client will have its own numeration, and the document number will include a special prefix (client code).

Invoice/job/quote/assignment number format

These parameters allow you to set-up number generation for each type of document. In SDL Trados Business Manager, document has numerical numbers. To provide ability to represent these numbers in desired form, there is a second string field, which is formed on the basis of specified rules. This is the start of your concept.

You can use any symbols here and a number of variables (numeric document number, date and client code). These variables are placed inside curly brackets. You may also apply additional formatting to each variable by specifying format after a colon sign. For example, if you want to get a number which contains some prefix, followed by 6-digit number and year, use the following string:

```
prf_{0:d6}_{1:yyyy}
```

Here is *prf* is our prefix, followed by variable 0 (document number) formatted as 6 digits, followed by date formatted as four numbers of the year.

You can see a number of examples below these fields showing how to use these parameters. Also, each field contains a zoom button to test and find out the string format which suits your needs. Also, near the zoom button, there is another button with the arrow which allows to apply formatting string to all documents. For example, you used 4-digits number for jobs (like {0:d4}), but now the number of jobs increased above 10k entries. To re-format all previous numbers, change formatting string to {0:d5} and select **Apply format to all jobs**. In the result the new format will be applied (for example, number 0345 will turn into00345).

Currently, the following variables are available:

{0} - document number

{1} - document date

{2} - client code

{3} - currency name

Automatic backup

This group allows to set-up auto-backup system.

When turned on, please select a **Folder to store database backups**. If something will happen with your database, you will be able to restore it from one of backup. By default, the system creates backups for 5 days (5 copies). Backup is created when program closes and before update installation. When you change backup path using **Zoom** icon, then the program will offer to move all existing backup files into a new folder.

It was noticed that automatic backup and restore system does not work on Mac computers running Windows on virtual machines. In such cases it is recommended to create backup manually by simply copying sdf file into a safe place. Current path to a database file can be found in the application status bar (bottom left).

Auto download currency exchange rates

Allows to setup automatic downloading of currency rates on the program startup.

Select source of rates and up to three currencies to switch this feature on. Clear values in the Currency 1, Currency 2 and Currency 3 fields to turn this feature off.

Automatically send information about errors to SDL Trados Business Manager developer

This checkbox controls program behavior when any error occurs. When checked, the program will automatically send bug report to the SDL SDL Trados Business Manager server. This report contains information necessary to quickly fix the bug. You can view copy of this information in the SDL Trados Business Manager.log file, which can be found in the SDL Trados Business Manager installation folder. This information does not contain any private data.

Application settings, p2



Custom quick deadline values

Allows to create predefined values for quick selection in fields for entering deadlines (in projects, jobs, assignments).

You can define most commonly used time periods, and values may include not only specified time of a day, but also number of days which will be added to a document date.

Examples: end of day in 3 days; tomorrow's afternoon.

Checklists

In this group you can define default checklists added to a newly created translation projects, translation jobs and translation assignments.

Main service types

In different parts of the application, it is obligatory for system to know, which service corresponds to Translation, Proofreading and Editing work types. In this group you can set this correspondence.

Notifications

You may send notifications to necessary users about created/edited projects and jobs.

For example, when administrator create some project, selected responsible person or all managers of your organization could get notifications about this action. Notifications appear when user logs in into application (or during 10 minutes, if a user is already logged in). The only requirement to make notifications working is to link your staff members created in the **Contractors** list, with users created in a **Users** list. For this, **Associated contractor** field of a user entity is used. System considers all users with *Contractor* employment type as managers.

In this group of settings, you may specify if system should send notifications to all managers when someone creates or changes status of translation projects and translation jobs.

Audit trail settings

This section allows to enable or disable audit trail functionality in the following entities:

- Quotes
- Translation projects
- Translation jobs
- Translation assignments
- Invoices
- Incoming invoices
- Payments
- Outgoing payments

See [Audit trail](#) article for detailed information.

Invoice settings



Default tax. This tax will be automatically added to all rows in the invoices. Of course, you can delete tax in particular rows or select another one. To make it possible to choose the default tax, please add it in the 'Taxes' reference data.

Accent color. This is the main color used to style elements in your invoices.

Invoice template. Here you can select the invoice template. There are 7 built in templates, and you can create any number of custom templates using built-in template designer. Additional details about the invoice designer can be found in the corresponding section of this manual .

Invoice signature text. This text is added to the bottom of the printed invoice. Usually it contains some kind of 'thanks' to your clients.

Invoice numbering settings group contains the following parameters. Numbering reset date option allows to select a date, from which the program should start new numeration chain for invoices. **Reset numbering each year** and **Reset numbering each month** check-boxes allow you to have a new numeration sequence each year or month.

The **Default file name** parameter allows you to setup a default file name when the printing form is exported to some file. There are a number of available variables you can use to generate file name:

- invoice number
- invoice date
- customer code
- customer category code
- PO number (PO number of a first job in an invoice, if invoice includes multiple invoices)

The **Invoice save folder**, respectively, allows you to specify the default location to save the exported documents.

Common numbering with credit notes

When this option is checked, credit notes and invoices will share same numeration sequence. For example: invoice 1, credit note 2, invoice 3. If you use per-customer numeration, then it will be taken into account, and next credit note number will be generated based on per-customer numeration sequence.

Electronic invoices group allows to enable features to generate electronic invoices for Italy and Poland.

The last field, **Logo**, allows to select an image file to display it in generated invoices.

Job settings



Reset numbering each year

This checkbox allows to have a new numeration sequence each year.

Default unit

Allows to specify a unit which will be automatically pre-selected in all tasks created in translation jobs (including 'Prefill fuzzy types' command).

Translation assignments settings



Default PO template

Allows to specify PO template used by default when application generates purchase order automatically (all cases except clicking drop-down button near **Print** button for an assignment).

PO number format

Allows to specify a rule to generate PO number in translation assignments. It also supports a number of variables which can be used in the same manner as number formats described above. To turn off PO number generation function, please leave this field empty.

Automatically send notifications about new assignments

Allows to send a message using default *Assignment confirmation* template (see [message templates](#)) to a contractor when a new assignment is created and confirmed.

Reset numbering each year

Allows to start new numeration sequence for translation assignment on the 1st of January of each year.

Categorized list of assignments

Check this box to add list of contractors in the list of assignments. You will be able to view assignments only of a contractor selected in the contractor list.

Notify other candidates about assigned work

This setting allows to enable feature, which automatically sends notifications to all candidates who still didn't answer if some vendor gets assigned to an assignment. Notification text is contained in a message template with 'Use as default for' value set to 'Automated notification - notification to candidate that a job was assigned to another vendor'.

Quote settings



Default quote template

Default template used to generate quotes. You can also specify default quote templates for individual customers (in their respective editing views).

Default payment terms

Specifies default payment policy applied in all created quotes (except those which were created by Clone function).

Always create a project on accepting a quote

By default, when accepting a quote, the system creates translation project with multiple jobs if a quote includes multiple target languages. However, if a quote contains only one language pair, the system will create just one translation job when accepting a quote, without creating a translation project. This option allows to change behavior and force the system to always create translation projects when accepting quotes, even if they contain only one language pair.

Scheduler settings



The **Scheduler settings** tab group contains a few parameters. **Calendar type** field allows to select a service you use for scheduling: Google Calendar or Outlook Calendar.

Translation jobs group contains parameter for creating events in the built-in scheduler and syncing them with cloud calendar.

Invoices group, correspondingly, contains similar parameters for invoice.

Use built-in scheduler option allows to turn built-in scheduler on or off (On by default). When turned off, job/invoice saving will be slightly faster.

Sync with online calendar option allows to enable or disable Google Calendar or Outlook Calendar synchronization. On the first attempt to sync, a browser window will be opened to login into your Google or Outlook account. After that, the program will be able to synchronize automatically. Please note that SDL Trados Business Manager only sends data to the Google Calendar, but does not import your existing entries.

Sync with Workload Planner option allows to create multiple records in a calendar according information contained in the **Workload Planner** tab of a job. System can help with planning periods of working on a job according your pre-defined work day period. When this option is checked, instead of one long entry which lasts from job date until job deadline, the program will create corresponding calendar entry for each day spanned over defined work period.

Create entries only for delivery time. When checked, system will create an event in the calendar only for delivery time (1 hour before delivery), instead of an event spanning from starting time to deadline time.

Note. Syncing with Google Calendar or Outlook Calendar will take more time if this feature is enabled, because it will be required to create multiple entries instead of one. However, it allows to get more clear picture.

The **Default scheduler entry contents.** When a new translation job or invoice is created, the system creates the corresponding appointment in the scheduler (and in your cloud calendar, if needed). This parameter allows to adjust the text used as a header (summary) for that appointment.

For jobs, you can use the following variables in this text: {0} - project number, {1} - project date, {2} - project name, {3} - client name, {4} - work field, {5} - average volume.

For invoices, the following variables are available: {0} - invoice number, {1} - invoice date, {2} - invoice due date, {3} - client name, {4} - amount due, {5} - currency name.

Productivity settings



Turn on workload planner check-box allows to start using a feature which helps to track daily workload and facilitate in decision making process about accepting new jobs. You can read detailed information about this feature in the [Workload planner](#) article.

Daily capacity specifies your daily outcome. It is calculated in weighted units. This means that each quantity is converted into some average volume using adjustments factors. For example, 1 hours may correspond to about 500 translated words, or 1000 proofread words may correspond to 300 translated words. **Adjustment factors** are set in the [Units](#) list.

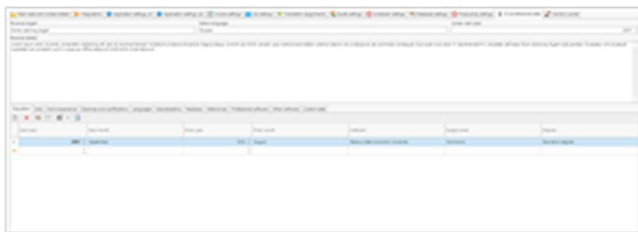
Workday start/end time fields allow to specify your normal working day. Workday end time is used to automatically set time when determining deadline during job creation.

Preferred job allocation method allows to select one of methods to automatically allocate jobs in the workload planner. Possible choices are **Earliest delivery**, **Latest delivery** or **Evenly**.

Clear workload planner data for finished jobs

This option allows to erase workload planner information when translation job status changes to *Finished* or *Sent*. It could be useful if you wish to clear picture in the Workload planner window, and see there only jobs which are actually in work now.

CV/professional data



This tab is used to provide data for the CV generation tool. It allows to set the following data:

Personal slogan

Career start year

Education

Skills

Work experience

Diplomas and certifications

Languages

Work fields

Feedback

References

Professional software

Other software

Custom data

Personal details and words to potential clients

A full description of the CV generation tool can be found in the [corresponding section](#) of this manual.

Vendor's portal



Currently this tab contains only one setting - **Allow vendors to edit only empty fields**. It has effect only for web-version. When checked, vendors will be able to edit only empty fields in their profiles, while fields which already contain any information will be disabled for editing.

Buttons in the Ribbon menu

Except parameters listed in the above articles, the **Settings** form provides access to the following commands available in the ribbon menu:

Edit custom fields - opens a windows which allows to create custom fields in the database.

Recreate transactions - allows to recalculate accounting data. For example, after turning on workload planner new entries in the planner will be created only after re-saving existing job. After selecting this button all jobs (and invoices, payments, assignments, etc.) will be re-saved.

Export all data to Json file - allows to create backup file containing all information from database and save it in a popular json format.

Take a note that the following data won't be exported:

- Custom templates (for quotes, invoices, etc.)
- Custom reports
- QuickReports
- Users and roles
- Custom fields

For reports and templates, you can easily export and import them manually, one by one. As for role configuration, it will be required to re-configure them in a new installation.

Import data from Json file - allows to import backup in json format. Also used to import data from SDL Trados Business Manager version 2.

Clear user data - is used to erase database (except settings) and start from scratch. Usually used to clear demo data.

Create demo data - allows to fill database with dummy data to quickly evaluate its functions without need to enter it manually. A number of customers, vendors, projects, jobs, invoices, payments and translation assignments will be created, which will serve as base data for built-in reports.

Manage E-mail accounts - opens a window to create and edit e-mail accounts. Mail sender allows to select an account used to send mail messages. In each account you provide name displayed in the From field, login, password, SMTP server, port and SSL protocol usage to connect to an e-mail service provider. Mail sender feature allows to send invoices from the print preview window, payment reminders, offers to contractors, etc. You will find examples of parameter values for the most popular e-mail service providers (Gmail, Outlook and Yahoo) in the e-mail account editing window.

Also, in the **Tools** tab of the ribbon you will find **Create backup** and **Restore from backup** buttons. The first command allows you to save your database in the desired place. The second one does the opposite operation, restoring saved data. After restoring, the application requires to be shut down and run again, to update the restored database if a backup was created in the previous version.

It was noticed that automatic backup and restore system does not work on Mac computers running Windows on virtual machines. In such cases it is recommended to create backup manually by simply copying sdf file into a safe place. Current path to a database file can be found in the application status bar (bottom left).

Files and folders

On this tab, you can configure file storage parameters.



SDL Trados Business Manager allows to create folder structure when you create quotes, translation projects, translation jobs and translation assignments. Folder names are specified using special pattern mechanism which supports parameters. Base folder for all other folder is specified in the **Default folder with work files** field. This will be a base folder on hard drive which will contain folders for quotes, projects, jobs and assignments.

Then, you can specify separate settings for quotes, projects, jobs and assignments, in corresponding groups. Each group contains two parameters: **Folder name template** and **Nested folders**. In a folder name template, you can use variables listed below a field. To use any variable, find it in the list and type its name in the field (using curly brackets, as shown). For **Date** variable, you can apply additional formatting using default .NET formatting rules (can be found [here](#)). In the Translation projects group, for the **Project number** variable, you can apply additional formatting for numeric fields (description can be found [here](#)). To apply additional formatting, use the following notation: *{1:formatting}*. Some examples can be found in the [Application settings](#) article.

When you specify folder name template, you can configure it to create folder not directly inside **Default folder with work files**, but in some nested folder. To do this, simply type '\' in a template. For example, this pattern will put job files into Jobs\2019\Customer1\0001 folder: *Jobs\{1:yyyy}\{2}\{0}*.

Available variables for quote folders:

{0} - quote number, {1} - quote date, {2} - customer, {3} - customer code, {4} - specialization category, {5} - specialization, {6} - quote name, {7} - source language.

Available variables for translation project folders:

{0} - project number, {1} - project date, {2} - customer, {3} - customer code, {4} - specialization category, {5} - specialization, {6} - project name, {7} - PO number, {8} - source language.

Available variables for translation job folders:

{0} - job number, {1} - date, {2} - customer, {3} - customer code, {4} - specialization category, {5} - specialization, {6} - job name, {7} - project name, {8} - PO number, {9} - project number.

Available variables for translation assignment folders:

{0} - assignment number, {1} - assignment date, {2} - vendor name, {3} - base job folder, {4} - base job number, {5} - base project folder, {6} - base project number.

Nested folders option allows to create additional folders inside main quote/project/job/assignment folder. To create a folder, type its name and press comma. After this, folder name will be converted into token. Nested folders can also be nested. For example, to create *Style guide* folder inside *Reference files* folder, type this: *Reference files\Style guide*.

Mail sender settings

Constant recipients

Allows to specify comma-separated list of e-mail addresses, which will always be added to BCC field of all messages sent via built-in Mail sender.

Send copies of mail messages to myself

When checked, all messages sent from SDL Trados Business Manager will also be sent to an e-mail address specified on the Main data and contact details tab.

Add 'Sent with SDL Trados Business Manager' row at the end of messages

Allows to support SDL Trados Business Manager and include link to the application web-site at the bottom of each generated message.

Total size limit for mail attachments, Kb

Allows to set limit for file attachments allowed to be sent with a message. Especially useful when mail message is generated automatically, when the process is not controlled by a user.

Auto-upload to cloud drives section

Cloud drive

Allows to select cloud drive service used to automatically upload large files from Mail sender. To completely turn this feature off, select *None* in this field. If you select any cloud service here, be sure to correctly establish connection with chosen service on the [Integrations](#) tab.

File size limit

Allows to specify minimum size of files in megabytes to use cloud auto-upload feature. Files with lower size will be simply attached to a message.

Auto-upload path

Allows to specify folder where uploaded files will be stored. Folders can be nested (for example, *Mail/Attachments*).

Links header

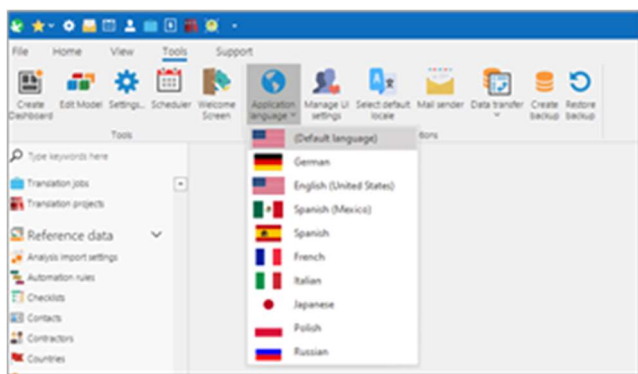
When application will upload files to hard drive and insert links to a message text, additional header before this text can be added, which is specified by this parameter. For example: "*Links to download files:*".

What is the easiest way to attach invoice in Mail sender?

I tried to attach externally thinking that internal wouldn't attach. But it never attached.

Application language

To change the application language, click **Application language** button in the **Tools** tab of the ribbon:



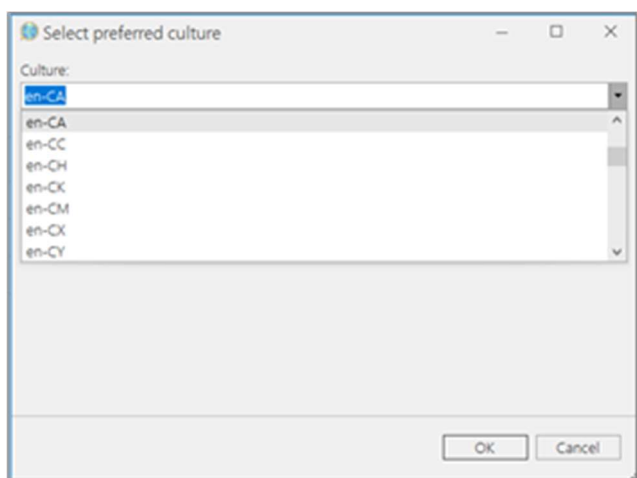
Currently, the following languages are supported: English, German, Spanish, French, Italian, Japanese, Polish, Russian.

After changing a language, although part of UI will be immediately changed, it is recommended to restart the application to reflect all changes.

Application locale

Sometimes you may wish to view all dates and numbers using a locale which is different from your default system or browser locale. In such cases, you may set SDL Trados Business Manager to use any desired locale. To switch it, click **Tools > Select default locale** button (or button in the top right corner in web version).

When clicked, you will see this window, where you can select desired culture:

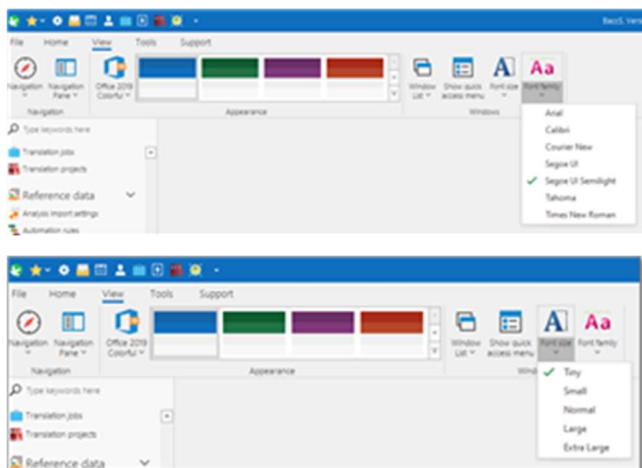


To apply changes, it is recommended to close and re-open currently opened forms.

If SDL Trados Business Manager is used by many users, each user is able to select own locale.

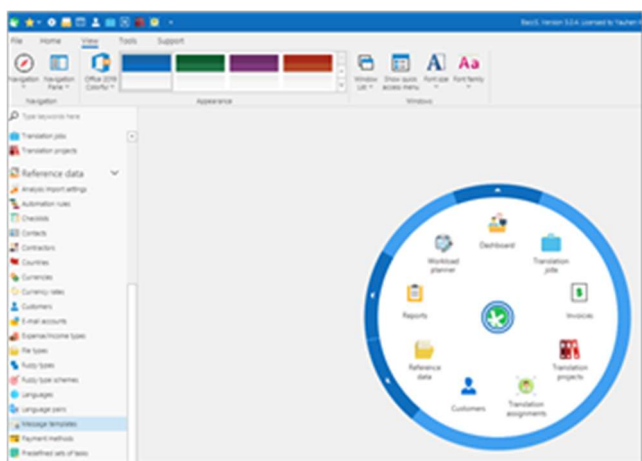
Application font and size

You can change application font and size on fly. Select **View** tab on the ribbon and find **Font family** and **Font size** buttons. Select desired font settings and they will be saved for future use.



Application quick access menu

To open quick access menu, press **Alt-X** or click **View > Show quick access menu**. The following menu will be opened near mouse pointer:



It allows to quickly open certain most important views of the application.

Working with lists

Lists (tables) are the most used component in the application. This is an accounting and managing software, used to maintain some information and store it in the database, which is inevitable linked with tables.

In this application you are working with tables. You can also view reports, print documents, send e-mails, do some other stuff, but anyway all of these operations are performed in tables.

Since SDL Trados Business Manager is built all around tables, it is recommended to carefully read all articles from this section.

Let us start with editing modes. There are a number of editing modes you may use in SDL Trados Business Manager. The first is the simplest: inline editing, which is used when you add or correct data right in the table.



Inline editing allows to quickly enter data. You may press **Enter** key, which behavior depends on a currently selected column. If current column contains drop-down list to select reference value, and if current value is empty, then this drop-down list will be opened to allow you to select a value.

1. If current cell contains any value, then hitting **Enter** key will lead to moving a caret to a next column.
2. When you're in the last column, and if you wish to create a new row, hold **Shift** key and press **Enter** to create a new row and move a caret to the first column.

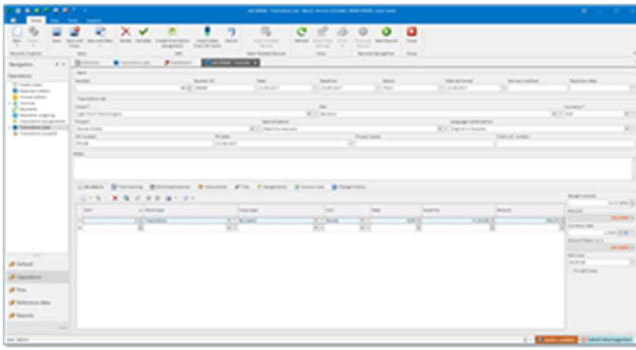
Note: To select rows in list, you can use small column with checkboxes on left. Also, you can use default Windows technique to select rows by holding Ctrl or Shift keys.

3. To edit some value, just select inside the cell and type (or select from the list) the desired value.

Depending on the cell type, some limitations may apply. For example, in a cell with a drop-down list it is possible to only select from listed values, in the date call you can only enter/select dates, amount cells allow you to enter only numbers, etc.

Another type of editing method is a separate form (tab). This is used when an entry contains many fields. The main example, of course, is the job editing form.

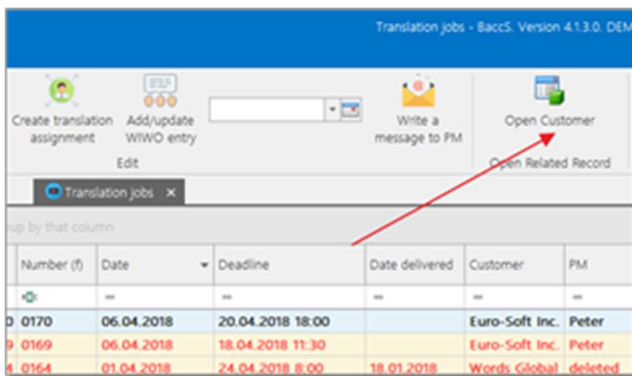
You can open as many such forms as needed from the main list (list of jobs, in this case). When the necessary changes are made, select **Save (Ctrl-S)** or the **Save and close (Ctrl-Enter)** button on the ribbon. After that, changes will be reflected in the main list.



Opening reference data editing form

Edit form for entering data contain different types of editors. Some editors allows to enter string, date or numeric values, but some fields allow to select data from underlying related tables using combo-boxes. Such data is called **reference data**.

To open the editing form of referenced entry (for example, open customer editing form from job list, or open translation job from invoice), select a cell in a list with reference data, and find **Open...** button on the ribbon. Three points will be replaced by reference data type name. Select a customer cell and select **Open Customer**.



The editing form for the *Euro-Soft* customer will be opened.

You can also open the editing form by holding **Ctrl-Shift** keys and clicking in a customer cell. This function allows to navigate between data much faster.

Additional information

See nested articles of this section for additional information.

Conditional formatting

All lists in SDL Trados Business Manager support a conditional formatting feature.

This feature allows you apply user-defined styles (font and color settings, icon, etc.) depending of some conditions. For example, you can simply change the background depending on the value of a particular column, or draw an icon to highlight an important point, or visualize a value changing depending on previous row, or even draw a small chart behind a numeric value.

Rows can have different background depending on status, sent and paid jobs has its own icon, missing PO numbers are highlighted with bright yellow, and the amount column has a small chart which compares job amount with the largest job.

There are two methods to setup conditional formatting rules: via appearance rules editor and via table context menu. The first method allows to edit appearance rules for some entity type, and these rules will be applied in all forms in the program: list forms and edit forms. For example, if to take Translation job, we have the following forms: job list, recent jobs in the dashboard, job editing form, job list in the customer editing form, list of available jobs in invoice creation form, etc. When appearance rules are created using **Appearance rules editor**, those rules will be applied to all such forms.

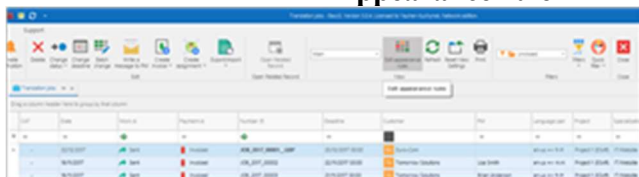
Second method allow to edit rules specifically for one concrete table. For example, if you will create a rule for the general job list, those rules would not be applied to the list of job in the Dashboard.

Be careful when mixing these methods. The first has priority, and if row background color will be set using a rule created in the Appearance rules editor, it would not be possible to override this color on the base of individual table rules.

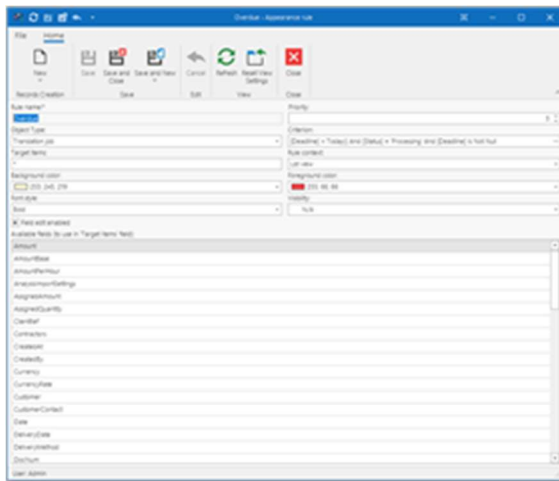
Setting up conditional formatting rules using appearance rules editor

Procedure

1. To access **Appearance rules editor**, use the **Edit appearance rules** button which you can find in each list view. The **Appearance rule** window is displayed.



2. It contains all rules applied to the current list view. You can delete and edit existing rules, as well as create new ones.



3. In the **Rule name** field you specify any logical name of the formatting rule.
4. The **Priority** field allows to specify priority of the rule, when multiple rules are applied to the same column/field. Lower value means higher priority.
5. In the **Object type** field is filled automatically and specifies type of the object which this rule will be applied to.
6. The **Criterion** field contains an expression which specifies when to apply this rule. To edit expression, select the ... button. You will see default expression editor, which you may use to visually build criteria of any complexity.



7. Target items field specifies columns/fields to apply edited rule. To apply a rule to all fields (to highlight the whole row in the table), use **asterisk** symbol (*). If you wish to apply a rule to one or multiple fields, list them here, separating by comma. List of available fields is provided in the **Available fields** list at the bottom.
8. **Rule context** field specifies where to apply edited rule: in list views, in detail views (edit forms), or in both contexts.
9. In the **Background color**, **Foreground color**, **Font style** fields you specify applied formatting. Visibility fields allow to hide a column or fields when rule criteria is met.
10. Field edit enable checkbox specifies availability to edit target items when rule criteria is met.

To better understand how appearance rules work, check default rules in the translation jobs list. It contains a number of built-in rules of different types.

In the criteria expression editor you can visually build criteria by selecting necessary fields and their values. However, sometimes this editor can not help to compose complex criteria, In this case, you can manually build rule criteria by switching to the Text tab of the criteria editor.

In the table below you can find formulas to process date values:

FUNCTION	DESCRIPTION	EXAMPLE
AddDays(DateTime, DaysCount)	Returns a date-time value that is the specified number of days away from the specified DateTime.	AddDays([Deadline], 30)
AddHours(DateTime, HoursCount)	Returns a date-time value that is the specified number of hours away from the specified DateTime.	AddHours([Deadline], 2)
AddMilliseconds(DateTime, MillisecondsCount)	Returns a date-time value that is the specified number of milliseconds away from the specified DateTime.	AddMilliseconds(([Deadline], 5000))
AddMinutes(DateTime, MinutesCount)	Returns a date-time value that is	AddMinutes([Deadline], 30)

FUNCTION	DESCRIPTION	EXAMPLE
	the specified number of minutes away from the specified DateTime.	
AddMonths(DateTime, MonthsCount)	Returns a date-time value that is the specified number of months away from the specified DateTime.	AddMonths([Deadline], 1)
AddSeconds(DateTime, SecondsCount)	Returns a date-time value that is the specified number of seconds away from the specified DateTime.	AddSeconds([Deadline], 60)
AddYears(DateTime, YearsCount)	Returns a date-time value that is the specified number of years away from the specified DateTime.	AddYears([Deadline], -1)
Now()	Returns the current system date and time.	AddDays(Now(), 5)
Today()	Returns the current date. Regardless of the	AddMonths(Today(), 1)

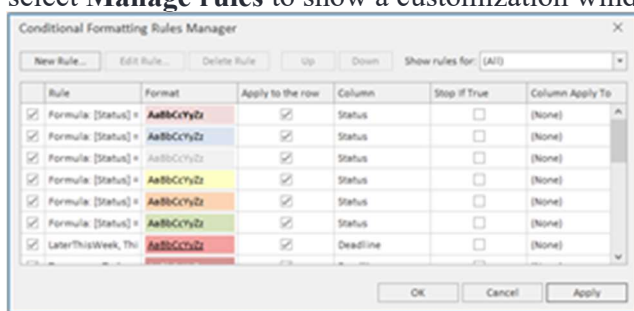
FUNCTION	DESCRIPTION	EXAMPLE
	actual time, this function returns midnight of the current date.	
UtcNow()	Returns the current system date and time that is expressed as Coordinated Universal Time (UTC).	AddDays(UtcNow(), 7)

When you start typing a formula, expression editor will help you to pickup fields from the drop-down menus.

Setting up conditional formatting rules via table context menu

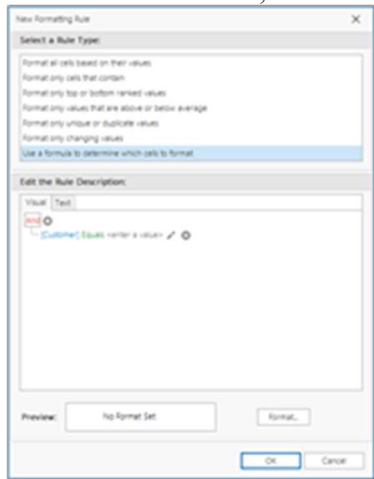
To set-up conditional formatting rules, right-click on any column name and select **Conditional formatting**.

You will see a sub-menu, where it is possible to select formatting from a pre-defined set, or select **Manage rules** to show a customization window.



This window contains an ordered list of active rules. Here you can see conditions, a small resulting example, assigned column, a parameter that allows you to apply the rule to the whole row and checkbox to turn the rule on and off.

To create a new rule, select **New rule**.

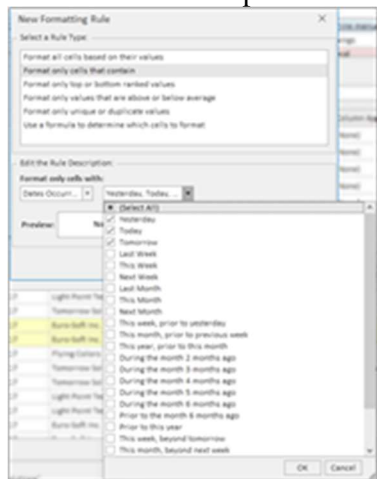


Depending on the **Rule type** selection, you'll see different options of the rule in the bottom part of the window. You can find details about each **Rule type** below:

- Format cells based on their values** - it is usually applied to numeric values and allows to apply formatting based on minimum and maximum values.

For example, you may change cell background from red (minimum) to green (maximum). Instead of 2-color scale, you may select from 3-color scale, data bar and icon sets. When format style is selected, simply specify range thresholds in percents or numbers, select desired colors and select OK.
- Format only cells that contain** - allows you to define formatting based on a field value. This formatting type is intended for numeric and date values.

Especially it will be useful for date values, because here you can select one or multiple values from a wide list of predefined date rules:



- Format only top or bottom ranked values** - this rule type allows to highlight n rows with maximum or minimum values. Useful to highlight largest and smallest jobs.
- Format only values that are above or below average**

- **Format only unique or duplicate values** - this rule type will be useful to point out on data which may be forgotten to be changed. For example, to highlight rows with repeated PO numbers.
- **Use formula to determine which cells to format** - this is the most powerful rule type allowing you specify complex conditions. Rule criteria builder is similar to filter builder. You may specify number of conditions using values of multiple fields and apply different logical operators to them. Here is an example, which shows how to highlight Paid jobs with Website or Software localization specializations:



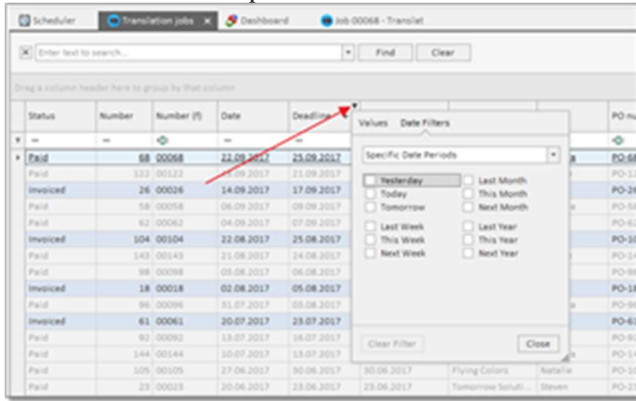
When you apply any filter to the list, and have some conditional rules applied which depend on numeric values, those formatting rules will be recalculated, and you will see another picture.

Filtering

Applying filters

Filtering is a quick way to display only necessary data and get summaries for this data. Each table in SDL Trados Business Manager provide reach filtering capabilities, which may be accessed using different approaches.

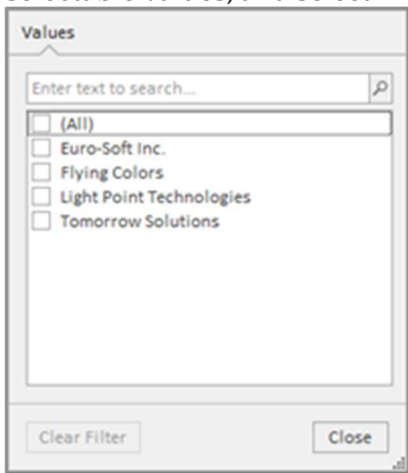
The fastest one is quick filters available via icon in each table column:



Hover mouse pointer over column name and select the filtering icon. Depending on the type of column, you will see different options to select from. In the example above, filtering menu opened for the Deadline column, which determines available options. In addition, filtering window consists of two tabs. Switch to the **Values** tab, to see another set of options, where it is possible to filter a list by selecting years, quarters or months.

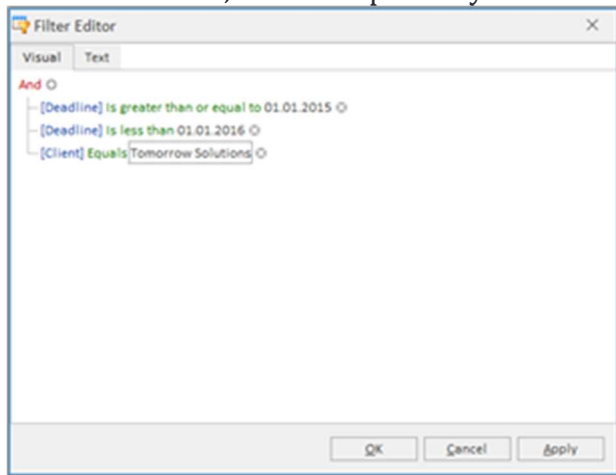


Open the filtering menu for another column (for example, **Customer**), then you will get another selectable values, and select which customers to display in the list.

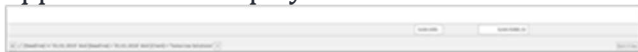


When data is filtered in the list, all summaries displayed at the bottom will be immediately updated according to the applied filter.

There is another, more complex way to edit filters - through a special filter editor.



To open it, select on any column with right-click and select **Filter editor**. You can build complex filtering criteria using different logical operators and groups of operators. The currently applied filter is displayed below the table.



Select X to delete filter.

Use checkbox to temporarily disable applied filter.

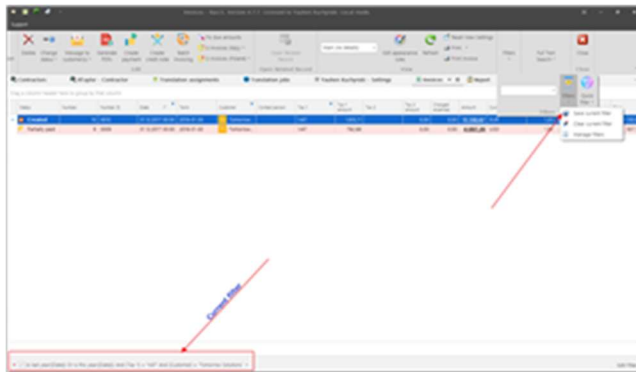
Use drop-down list to select from one of previously applied filters (history is saved automatically), or select **Edit filter** to open the **Filter editor** window.

Saving filters for future use

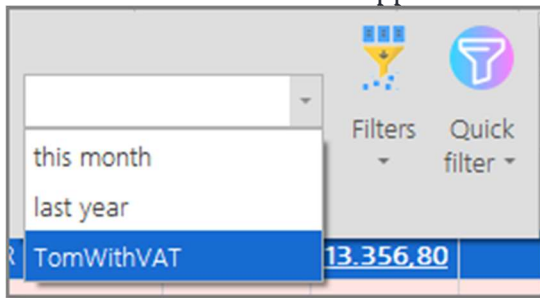
When any filter is applied to a list, you can save it for future use.

Some filters may be complex enough, so it is not convenient to configure them from scratch. Instead, it is possible to save the current filter condition under a defined name and quickly apply it when it is needed.

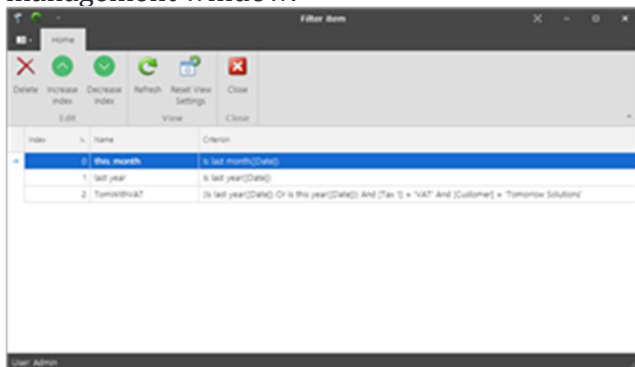
1. To save a filter, select **Filters > Save current filter**. A dialog will appear to provide a name for a new filter.



2. Select **OK**. A new filter will appear in the list of filters on the toolbar.

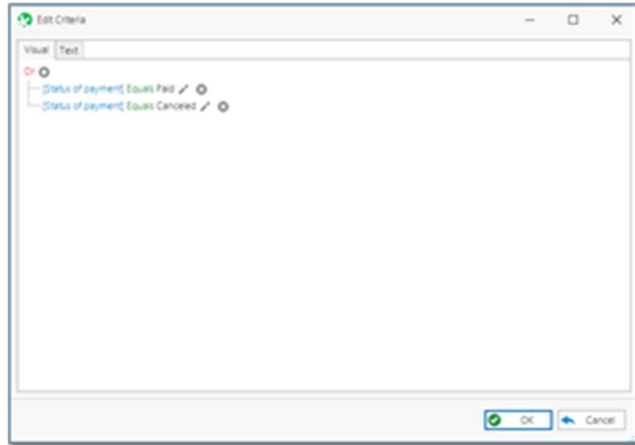


3. To apply previously saved filter, simply select it from this drop-down menu.
Note: When a filter is applied this way, data in a grid is filtered on database level. This means that you can apply additional filtering in the grid, and it will be 'added' to a currently applied filter, not 'replace' it.
4. To display all data in a grid, select **Filters > Clear current filter**.
5. It is also possible to edit or delete custom filter. Select **Filters > Manage filters** to open management window.



6. From the **Manage filters** window, you can change order of items as they appear in the filter selection drop-down, delete custom filters, and edit their criteria. To edit a filter, double click on it top open editing window, where you can use criteria builder tool to edit filter condition. If it is difficult to manually edit criteria, delete custom filter and

create a new custom filter from the main list.



Important. Filters created this way filter data before they are loaded into a table. This is particularly important for network scenarios, as creating custom filters allows to only load limited number of records when a view is opened.

Note. When some custom filter is selected, the same filter will be automatically applied next time you open the same view. Please consider this in cases when you can't find some information in a table.

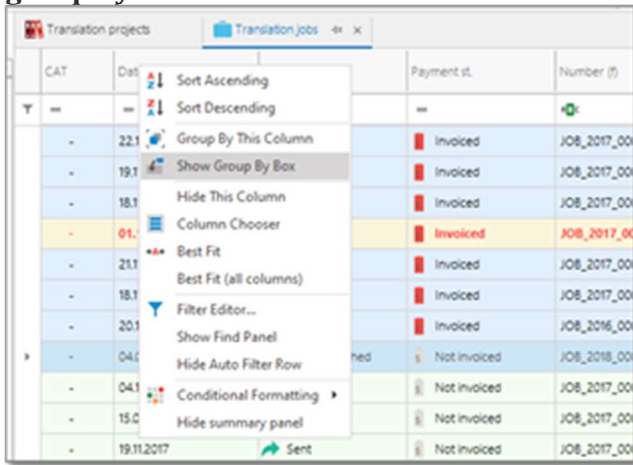
Grouping

A grouping feature is available in almost all lists in SDL Trados Business Manager, and allows you to group rows by some column or columns (nested groups). This helps you to better organize displayed rows and get additional totals by the groups of interest.

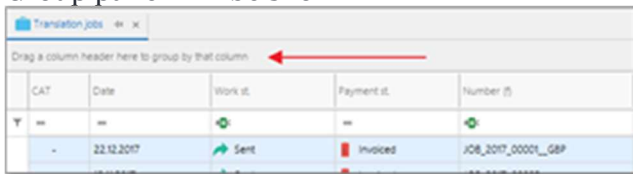
For example, with the help of grouping you may quickly find out the amount of jobs completed for different clients over a certain period of time.

We'll be demonstrating the grouping feature using a job list, as this list is the most common used page in SDL Trados Business Manager. To group rows, simply drag any column header to the grouping area. If this area is hidden, right-click on any column name and select the **Show**

group by box.



Group panel will be shown:



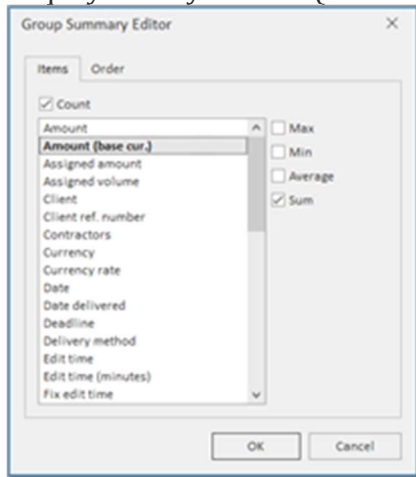
When any column is dropped to this area, it disappears from the list itself, and the corresponding groups are created. In the following example, two groups are created (Client, and then Currency):



Even if columns are moved from the table to group area, you can still use filtering and sorting by those columns. Just select the group name to sort by it, or use the filter icon to apply some filters.

Each group has totals. By default, there are only two total values: amount and amount in the base currency. But you can easily create your own totals. To do this, right-click on the group name and select **Group summary editor**. In the shown window you can select which totals to

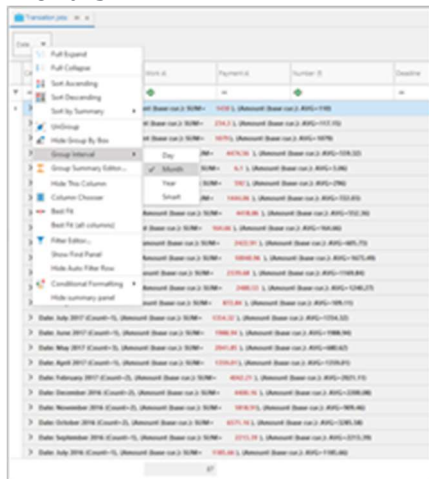
display for any column (default total types: max, min, sum, average)



Using these simple actions you can setup as many totals as needed.

In addition to sorting by grouping value, you can also sort table by grouping summaries. To do this, right-click on any group name, select **Sort by summary**, and then select the summaries which are setup for the current list.

One of the most interesting features of grouping is the possibility to group by date intervals. Therefore, if you group by date or deadline, then you get access to an additional item in the context menu of the group name: **Group interval**. For example, it allows to group a list by months:

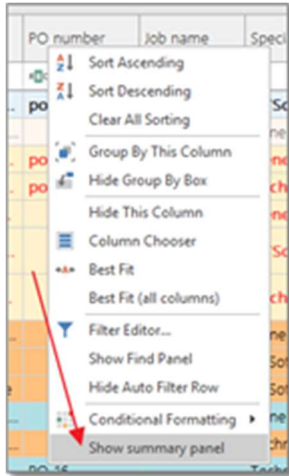


Summaries

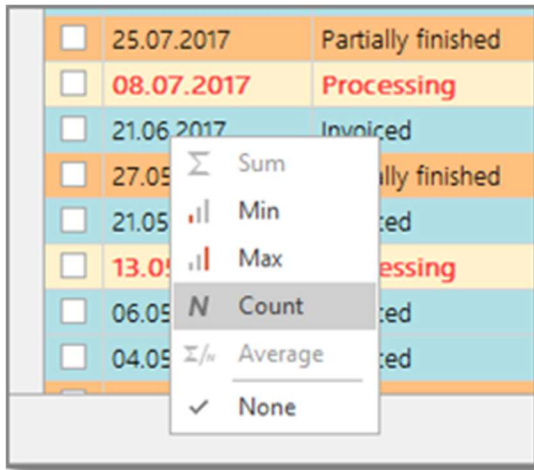
Adding a summary to a column

Summary panel is displayed at the bottom of each table.

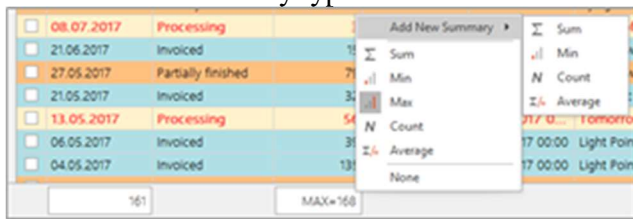
1. If this panel is hidden, you can display it by right clicking on a table header and selecting **Show summary panel** option. In the same manner, you can hide summary panel when it is not needed.



2. To add a summary to any column, right click on a summary panel below that column and select desired function.



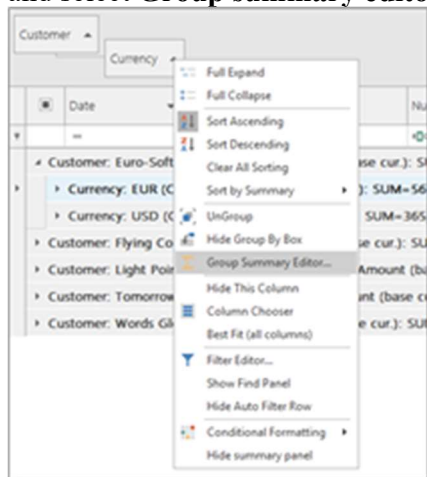
3. To add another summary, right click on a summary panel, select **Add new summary**, and select desired summary type.



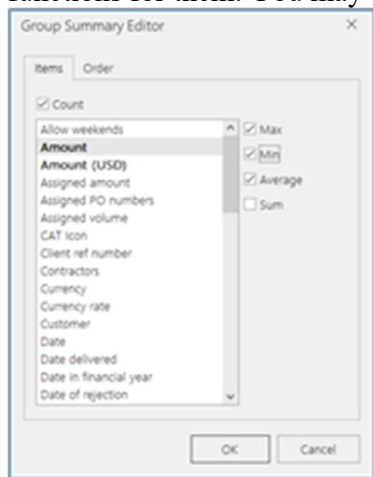
Adding a summary to a group

In addition to total summaries, you may create summaries by groups.

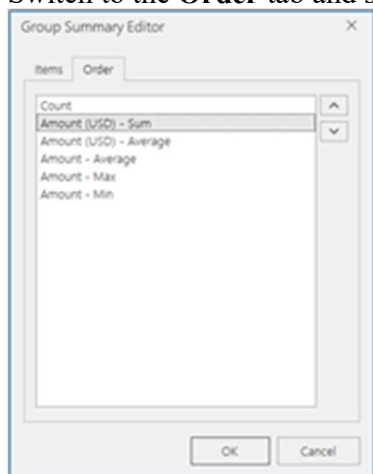
1. When a table is in grouped state, right click on a corresponding column in the group panel and select **Group summary editor**.



2. On the **Items** tab of the group summary editor, select necessary columns and summary functions for them. You may create as many summaries in this window as needed.



3. Switch to the **Order** tab and set desired order of summaries.



Special summaries

Few lists, like jobs list and invoices list, contain special summaries (not customizable).

These summaries are located below a table and allows you to view totals by currently selected rows. Select necessary rows (using Shift and Ctrl keys), and summary value will be immediately refreshed.

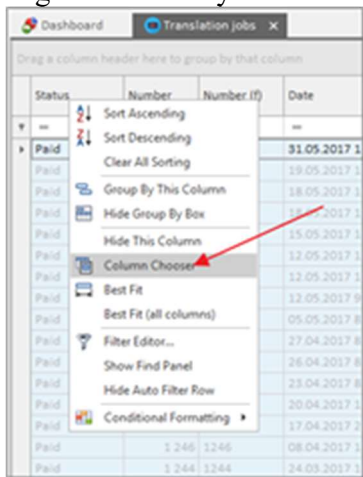
This summary shows not only total amount of selected jobs, but total amount in a base currency and in all currencies of the selected jobs. The same summaries you can find for invoices, payments, translation assignments.

Column chooser

All tables in SDL Trados Business Manager support a function of hiding and displaying columns. Many columns in different tables may be hidden by default.

For example, translation job list has a lot of hidden columns, which you may display if needed. To work with hidden columns, do the following:

1. Right click on any column name and select Column chooser.



2. Column chooser will be shown in the right bottom corner.



3. Drag any column from the Column chooser to the table, or vice versa.

4. To hide any column, it is not necessary to open Column chooser. Instead, you can simply drag column name and drop it somewhere below.

Date	Deadline	Date delivered	Client	PM
31.05.2017 1...	31.05.2017 1...	31.05.2017 15:12	Euro-Com Interna...	Mervat Na
19.05.2017 1...	19.05.2017 1...	19.05.2017 11:21	Compass Langua...	Tracy Mills
18.05.2017 1...	18.05.2017 1...	18.05.2017 12:02	Euro-Com Interna...	Mervat Na
18.05.2017 1...	19.05.2017 1...	19.05.2017 8:21	Compass Langua...	Elena Mich
15.05.2017 1...	16.05.2017 1...	16.05.2017 15:00	Euro-Com Interna...	Mervat Na
12.05.2017 1...	12.05.2017 1...	12.05.2017 11:47	Euro-Com Interna...	Peter Nagy
12.05.2017 1...	12.05.2017 1...	12.05.2017 11:09	Euro-Com Interna...	Peter Nagy

5. Column chooser has an Add... button, which allows to add custom column to a table. For example, in the translation job list we can add additional information about customer.



Hint. It is not necessary to open **Column chooser** to hide unwanted columns. Simply drag any column and drop it below table header. That column will become hidden.

Searching

You can find particular value in the large table, by using the search function.

To access it, right click on any column name and select **Show find panel**.

Type search string and hit **Enter** to see the results The program will look for searching string in all columns, highlight found values and filter the table accordingly.

To cancel current search, select **Clear** in the search panel.

Job	Date	Status	Comments	Number of	Details	Location	Job	Language	Project
10000001	2010-01-01	Active		10000001	10000001	10000001	10000001	10000001	10000001
10000002	2010-01-01	Active		10000002	10000002	10000002	10000002	10000002	10000002
10000003	2010-01-01	Active		10000003	10000003	10000003	10000003	10000003	10000003
10000004	2010-01-01	Active		10000004	10000004	10000004	10000004	10000004	10000004
10000005	2010-01-01	Active		10000005	10000005	10000005	10000005	10000005	10000005
10000006	2010-01-01	Active		10000006	10000006	10000006	10000006	10000006	10000006
10000007	2010-01-01	Active		10000007	10000007	10000007	10000007	10000007	10000007
10000008	2010-01-01	Active		10000008	10000008	10000008	10000008	10000008	10000008
10000009	2010-01-01	Active		10000009	10000009	10000009	10000009	10000009	10000009
10000010	2010-01-01	Active		10000010	10000010	10000010	10000010	10000010	10000010

Copy data to clipboard

It is possible to copy individual cells, selected cells or selected rows.

When one cell is selected and you press Ctrl-C, then only this value will be copied to the clipboard.

If you select a number of cells (by dragging mouse across necessary cells) and then hit Ctrl-C, then selected cells will be copied to the clipboard in table format, so you can easily paste it to Word or Excel.

To select a number of rows, use Ctrl key (individual rows) or Shift key (range of rows).

If any conditional formatting is applied to the table (different background colors, for example), then this formatting won't be copied to the clipboard. If you wish to transfer selected rows into Excel along with colors (conditional formatting), right click in the list > Print preview > Export to > XLSX, and then use Excel to extract required data from the exported document.

Reference data

This section contains articles describing reference data tables (**Navigation tree > Reference data**).

Analysis import settings

When you import analysis data from CAT tools into your quotes, jobs and projects, sometimes you may wish to apply different settings depending on circumstances. These settings include:

- Volume source (words or characters)
- Import type (all fuzzy matches or single average volume)
- Unit conversion settings (for example, convert Words+Characters into Lines)
- Unit conversion formula

To allow users to quickly switch between these settings, **Analysis import settings** reference data table can be used. You can define default import settings in the application settings, individual customer settings, in individual quotes, projects and jobs.

For example, if you select non-default analysis import settings in a translation project, then the system will use them when you try to import any analysis report into any job which belongs to that project.

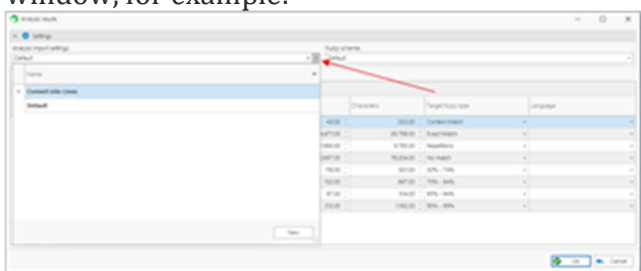
Analysis import settings list looks like this:



And editing form has the following layout:



Name specifies name of a set. By this name, you can select these settings in analysis results window, for example:



Import type allows to choose from **All fuzzy types** (multiple rows will be created in a target entity, per each fuzzy match in an analysis report) or **As average volume** (single row in a target entity).

What to import specifies units of import: **Words** or **Characters**. This depends on pricing policy in your company.

Work type allows to choose work type used in an import operation which uses this set of settings. Default work type is specified in the global application settings. If it differs from default, you can select it here.

Default unit allows to select a unit used for created items in a target entity.

Conversion settings tab allows to specify unit conversion settings. For this, you have to check **Convert to another unit** checkbox and the specify **Volume source** (*Words, Characters* or *Words+Characters*), **Target unit** and **Conversion dividend**. For example, you can use these settings to convert analysis data into lines:



Additional services field allows to select workflow, which contains work types (steps), that you wish to additionally add to a quote/job/assignment when these analysis import settings are used (except work type selected in the **Work type** field). For each additional service, SDL Trados Business Manager will attempt to calculate estimated volume, based on adjustment factor of units which are selected as default for each additional work type.

Example. You import analysis report with average volume of 10000 words. Selected workflow includes **Proofreading** work type, with default unit set to **Hours**. For the Hours unit, you have set adjustment factor to **312** (we can proofread 312 words per hour), and in the **Adjustment factors per work types** table you have set **3** for **Proofreading** (proofreading is 3 times faster than translation). See example image for the **Hours** unit configuration:



In a result, in a target quote or job, SDL Trados Business Manager will create additional task with Proofreading work type and Hours unit, and Quantity will be calculated as $10,000 \times 1 / 312 / 3 = 10.68$ hours.

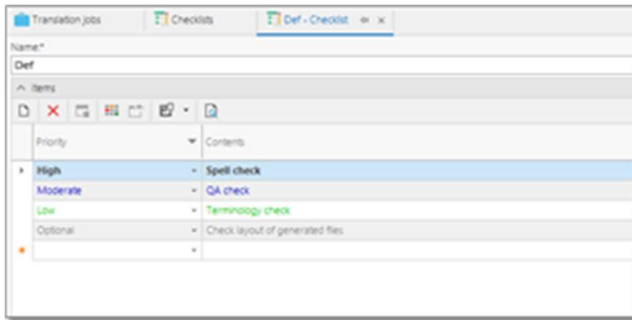
Checklists

This type of reference data allows to create predefined lists, which can be quickly inserted into translation projects, jobs and assignments.

Checklists are used to define custom workflow, reminding your or your vendors to performs some actions before delivering a project/job/assignment. Each item of checklist has priority and explanation. Depending on priority, each item gets different color.

To view a list of custom checklists, select **Reference data > Checklists** in the navigation tree.

Checklist creation window:



It contains only **Name** field and a table of items. For each item you can set priority and explanation text.

You may have as many predefined checklists as needed, and then insert them into translation projects, jobs and assignments. Additionally, you can select some checklists as default, so they will be automatically inserted into corresponding entities when they are created.

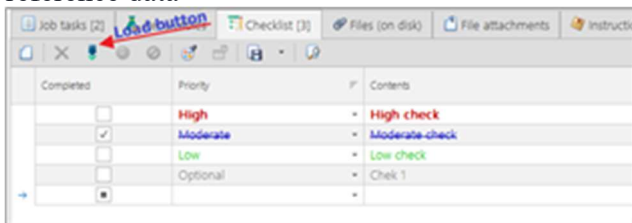
To set default checklist, open **Settings > Application settings**, and find **Checklists** group. This group contains three fields, which allow to select default checklist for each type of entity.

Checklists usage

Editing windows for translation projects, jobs and assignments contain a tab called Checklists.

If any default checklist is selected in the application settings, a table in this tab will be filled automatically when a document is created.

Additionally, you can use enter rows manually here or use **Load** button to load a checklist from reference data



After loading predefined checklist, you can edit and delete created items as needed.

To mark an item as completed, select on the checkbox in the first column, or select any number of rows in a table and select **Mark as completed** button on the toolbar.

Main list of projects/jobs/assignments contain a column called **To-do** (this column is hidden by default, and you have to use [Column chooser](#) to display it), which displays number of checklist items which are still not marked as completed. Take a note that this number does not include items with Optional status.

When you use a checklist in a document, then the system will track existence of uncompleted items when status of a document changes to Finished, Sent, Paid, Delivered, and similar. If any uncompleted checklist item exist, the system will show a warning and won't allow to save a document until all checklist items will be marked as completed (except those with Optional status).

Contacts

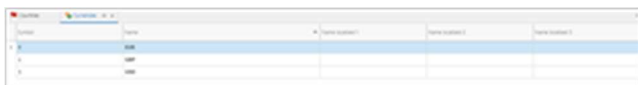
This list simply contains all contacts of all customers, allowing to work with them from centralized place.

You can quickly delete or archive old contacts, write mail messages, or just quickly edit personal information.

When you create an e-message to any customer's contact (for example, from a job list, or invoice list, or other place), the system will automatically use main e-mail address. If alternative e-mail is specified for a contact, it will be automatically add to the CC field.

Currencies

This is one of the basic lists, which contain all currencies you work with. When the application launches for the first time, it creates two default currencies: USD and EUR, as most used currencies in the world.



Code	Name	Symbol	Rate
USD	US Dollar	\$	1.0000
EUR	Euro	€	0.9375

Currency editing window looks like this:



Code: USD
Name: US Dollar
Symbol: \$
Rate: 1.0000

In addition to main information, it also contains all rates for a selected currency. It's also possible to view all currency rates for all currencies in a [separate reference data table](#).

Of course, you can add any currencies you like. The only requirement is to use default abbreviation for the added currency, because it will be used to automatically download currency rates.

In the settings there is a **Default currency** parameter. Again, USD currency is used by default, but you can change it any time. It is recommended to set default currency before starting to use application. But if it will be needed to change it later, than it will require to recreate all transactions for entered documents (jobs, invoice, etc.) to recalculate amounts expressed in the base currency.

The base currency is a currency, in which all your amounts will be expressed.

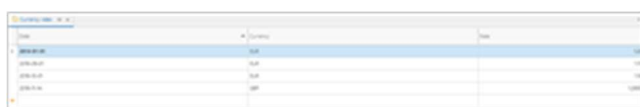
Example. Your base currency is USD, but you get a project counted in EUR. Add a job, select EUR, specify details and amounts. When you edit or save the project, all EUR amounts will be recalculated into USD, but only in case that you've added currency rate in the corresponding list. In a result, despite currencies used by your clients, you will always have total amounts in your preferred currencies. At the same time, financial information required to issue invoices and get payments, will be left in the currency of the job.

For situations when you unintentionally create two or more identical currencies, you may use **Merge currencies** button to join them:

1. Select the target currency.
2. Select **Merge currencies**.
3. Select duplicates and select OK.
4. The system will find all references to selected duplicates and change them to target currency. Duplicates will be deleted.

Currency rates

This list contains currency rates, which allow you to recalculate amounts between different currencies.



From	To	Rate
USD	EUR	0.75
EUR	USD	1.33
USD	GBP	0.63
GBP	USD	1.58

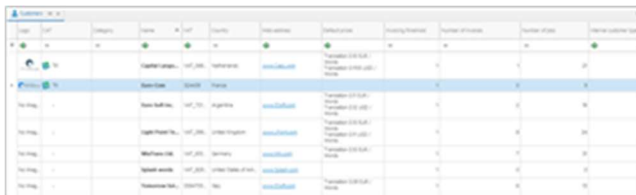
All rates are saved in the base currency which is specified in **Settings**. If you use USD as the base currency, then amount in USD will be calculated by multiplying the amount in EUR by the currency rate.

If you change the base currency the values in the currency rates list becomes incorrect. In this case, it is recommended you erase this list and re-fill the currency rates.

Customers

Overview

The **Customers** list contains all clients you work with. The list is divided into two parts: client categories and clients themselves.



Name	Category	Currency	Location	Description	Accounting Period	Number of Projects	Number of Jobs	Number of Customers
Customer 1	Category 1	EUR	Location 1	Description 1	2023-01-01	1	1	1
Customer 2	Category 2	EUR	Location 2	Description 2	2023-01-01	1	1	1
Customer 3	Category 3	EUR	Location 3	Description 3	2023-01-01	1	1	1
Customer 4	Category 4	EUR	Location 4	Description 4	2023-01-01	1	1	1
Customer 5	Category 5	EUR	Location 5	Description 5	2023-01-01	1	1	1

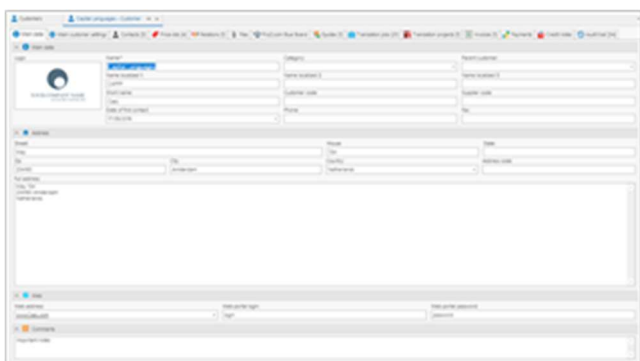
Categories are needed to divide clients into some logical groups, which help to find necessary client when needed. To manage categories, select **Manage customer categories** on the ribbon.

To move selected customer(s) to a specified category, select **Move to category** and select a category in a popup window.

You can merge two customer into one. When two customers merge in real life, or when you unintentionally created two customers, which should be merged now. To do this, select target customer and select **Merge customers**. In the opened list of customer, select duplicates and select OK. The system will merge all selected customers (find duplicates in projects, jobs, etc. and merge them with one main customer).

List of clients contains filter buttons, which also allows you to filter and sort clients according your needs.

Customer editing window



Main data

This tab contains basic information about the client: **Name**, **Short Name**, **Customer Code**, **Supplier code**, **Parent client**, **VAT number**, **Category** (each category may have own code, which can be used as a variable in different places of the program), **Logo**.

Customer code is used as a prefix when per-client numbering system is used.

Short name is used in invoice/job/project/assignment numbering variables, in price-list short descriptions (generated automatically), to automatically name invoice files, and other functions.

Parent client field allows to set a parent client for the currently opened client.

Logo allows to save client's logo.

Address group allows to enter customer's address. When you enter data into any field, the system generates resulting address in the Full address field. You can edit contents of this field, but take a note that any change of a value in the upper fields will lead to re-determination of a value in this field.

Web group allows you to specify web-portal address for this client along with the login details.

Comments group contains one field for entering any comments about a customer.

Main customer settings



On this tab you can provide different parameters which affect on application behavior when dealing with particular customer.

Taxes group allows you to specify default taxes applied in invoices for this client, VAT number and Tax number.

Currencies, invoices and additional parameters group contains the following parameters:

Default currency

This currency will be automatically selected in all jobs created for this client.

Minimal charge

If job amount will be less than this amount, then the program will warn user about it.

Default rounding

A number of decimal places in job and invoice amounts for this client. For example, number 2 means that amount of 12.835 EUR in the job will be rounded to 12.84 EUR.

Default payment method

By default, SDL Trados Business Manager selects accepted payment methods in invoice in according to selected currency. If to select particular payment method in this field, then this method will be explicitly used in the invoices created for this client.

Default formatting language

By default, when invoices, quotes, and other documents are printed the amounts and dates are formatted using the current application culture. However, you may wish to apply a specific culture for specific customers. This parameter allows you to set the default culture for all documents printed for a particular customer.

Invoicing threshold

Allows to set an amount upon reaching of which you will see corresponding notification on the

dashboard about possibility to issue new invoice for this customer. This amount is provided in the base currency.

Default invoice template

Allows to set default invoice template for the selected customer. Later, when invoice print button will be clicked, this default template will be used instead of general default template selected in the program settings.

Default fuzzy type set

A set of fuzzy types with their weights. Used to apply different fuzzy discounts for different clients.

Hide from Quick job creation list

Allows to exclude a customer from the Quick job creation button, which allows to quickly create a job for the most recent customers.

Default invoice template

Allows to set default quote template for the selected customer. Later, when **Print** button will be clicked for a quote, this default template will be used instead of general default template selected in the program settings.

The **Invoice due date settings** panel allows you to control how the program determines payment term in the new invoices. Method of determining invoice due date contains three options: *Add days from invoice date*, *Day of the next month* and *Day of the next 2nd month*. The first option is used when payment term is determined by addition of a number of days to invoice date. In this case, please specify number of days in the next field. Two other options allow to set payment term for particular day of the next or second next month. A remark: if you will set 31th day, and determined month contains only 30 days, than this additional day will be added to the calculated due date and you will get 1st day of following month.

Client editing form also contain following tabs: Contacts, Relations, Price-lists, Files, Blue Board, and Audit trail tabs.

The **Contacts** list contains the list of client's employees (managers, accountants) and their e-mails. In addition to default data (like name, e-mail, Skype), it contacts has few additional fields. Invoicing matters checkbox allows to specify that this contact is used for sending invoices. When you use a function to send invoice by e-mail from within SDL Trados Business Manager,

such contacts will be automatically added to a recipients lists. Archived checkbox allows to exclude this contact from the PM selection list in the job editing form.

The **Price-list** tab allows you to select default and additional price-lists for any jobs you do for the client. See [Price-lists](#) article.

The **Relations** table allows you to save information about any actions, events or other stages of your cooperation. In addition, it is possible to set reminder time so the system will remind about some action planned to perform in relation to a customer. For history, it is possible to provide results if an action in the Results column.

In the **Blue Board** tab you can link the client with ProZ.com Blue Board entry.

In the **Files** tab you may attach any files to the current customer (NDAs, Contracts, other documents). These files are stored directly in the database and not linked with source files on your hard drive. Once the file is attached, it can be deleted or moved on the hard drive. Please use this function with care, because it leads to database file size growth. Currently, maximum file size in a local mode is 4 Gb. In network mode, teams which use SDL Trados Business Manager database server get 250 Gb of space (which may be expanded according growing requirements). To attach a file, select Add from file.... After selecting a file, specify its type in the File type column by selecting necessary value from the underlying reference table.

The **Jobs** tab contains the list of jobs performed for this client. In compare to general Jobs list, this table is simplified: here you cannot adjust conditional formatting rules, select which columns to display, create invoices on the base of jobs, perform batch editing, save table state between sessions, etc. But it is still possible to filter, sort, group and search row here, along with creating, editing and deleting jobs.

Batch change

There is a **Batch change** button in the customer list. It allows to make similar edits in selected fields for all currently selected customers.

To use this function, select necessary customers by holding Ctrl or Shift keys and select **Batch change**.

The **Customer batch change parameters** popup window is displayed:



Select the **Active** checkboxes of those fields you would like to apply changes to. Then provide corresponding values on the right of each marked checkbox. Customer batch change function allows to erase contact names and e-mails, as well as fully delete all customer contacts and entries in the **Milestones** table.

Click OK. New values will be written to selected fields of all currently selected customers.

Expense/income types



The **Expense/income types** tab contains the list of categorized expense types. Expense type may be specified in the [Expense](#) document. Then, you may get a chart of expenses for any period of time.

When you create an expense/income type, in addition to its name, you can optionally check **Non-accountable** box, which allows to exclude an expense/income type from the Ledger. This means that you can register some amount as an expense or income, but it won't be registered and displayed in expense/income charts.

To manage categories, select **Manage expense categories**.

To move selected expense type(s) to a specified category, select **Move to category** button and select a category.

This list contains few predefined entries: **Bank charges**, **Translation income**, **Translation expense**, **Currency difference**. It is not possible to delete these entries, but it is possible to rename or move them to another category. These predefined entries are needed to make corresponding transactions in the **Balance sheet** and **Ledger** when creating different documents. When creating a new job, a corresponding record must be added to the **Ledger**, showing amount of the job as income from translation.

Fuzzy types

The **Fuzzy types** list is pre-filled with default fuzzy types used by famous CAT tools. You can create your own fuzzy types. Then, they can be used to specify default rates and to import analysis reports from CAT tools into new jobs.

Name	Description	Sort	Band minimum	Band maximum	Synonyms
Machine translation	Machine translation	1			
No match		2			
100%		3			
90%		4			
80%		5			
70%		6			
60%		7			
50%		8			
40%		9			
30%		10			
20%		11			
10%		12			
0%		13			
100%		14			
90%		15			
80%		16			
70%		17			
60%		18			
50%		19			
40%		20			
30%		21			
20%		22			
10%		23			
0%		24			

Except name, fuzzy types contain **Sort**, **Band minimum**, **Band maximum** and **Synonyms** fields. The **Sort** field allows to specify sorting order when performing operations of automatic filling of fuzzy tables. For example, this happens during importing analysis data from CAT tools. Band fields describe fuzzy type in terms of industry-accepted match types. **Band maximum** and **Band minimum** allow to specify lower and higher boundaries for fuzzy matches. **Synonyms** field allows to specify list of codes used in analysis reports generated by different CAT tools. As you can see, CAT tools use different fuzzy definitions in report files. Later, when importing analysis reports from CAT tools, these values will allow the system to pick-up matching fuzzy type and determine correct price. It is not mandatory to fill **Synonyms** in advance. If the system won't be able to correctly determine fuzzy type during analysis report import operation, you will be able to choose missing values, and this choice will be automatically added to the **Synonyms** list.

Analysis reports generated by translation software usually contain similar information (like band minimum and maximum for fuzzies). The system will compare values contained in such reports with values provided in this table and will be able to find correct fuzzy type.

Fuzzy types schemes

Fuzzy schemes table allows to create different sets of fuzzy weights. This will be useful when different clients use different fuzzy discounts.

For example, one client may count 50-74% fuzzy as no match (100% of price), while others may use decreased prices for such fuzzies.

When fuzzy type set is created, you provide all fuzzy types and their weights:



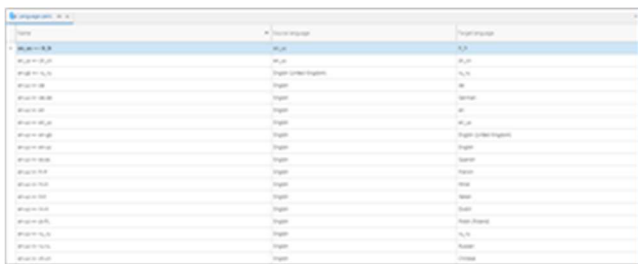
Sort order	Fuzzy type	Weight
1	1. No match	100
2	2. 50% discount	50
3	3. 75% discount	75
4	4. 100% discount	100
5	5. 150% discount	150
6	6. 200% discount	200
7	7. 250% discount	250
8	8. 300% discount	300
9	9. 350% discount	350
10	10. 400% discount	400

Add all necessary fuzzy types to the details table. First column, **Sort order**, is not editable and displays sort value for the selected fuzzy type.

You may have any number of such sets, and apply them to different clients. But at least there must be one default set, which is selected in the program Settings and used by default in all jobs.

Above the table is a special button to print discounts table.

Language pairs



Source language	Target language
English	Spanish
Spanish	English
English	French
French	English
English	German
German	English
English	Italian
Italian	English
English	Portuguese
Portuguese	English
English	Russian
Russian	English
English	Japanese
Japanese	English
English	Chinese
Chinese	English
English	Arabic
Arabic	English
English	Hindi
Hindi	English
English	Urdu
Urdu	English
English	Bengali
Bengali	English
English	Tamil
Tamil	English
English	Malayalam
Malayalam	English
English	Kannada
Kannada	English
English	Malay
Malay	English
English	Indonesian
Indonesian	English
English	Thai
Thai	English
English	Vietnamese
Vietnamese	English
English	Tagalog
Tagalog	English
English	Hebrew
Hebrew	English
English	Yiddish
Yiddish	English
English	Polish
Polish	English
English	Czech
Czech	English
English	Slovak
Slovak	English
English	Slovenian
Slovenian	English
English	Croatian
Croatian	English
English	Serbian
Serbian	English
English	Bosnian
Bosnian	English
English	Montenegrin
Montenegrin	English
English	Albanian
Albanian	English
English	Macedonian
Macedonian	English
English	Bulgarian
Bulgarian	English
English	Romanian
Romanian	English
English	Greek
Greek	English
English	Turkish
Turkish	English
English	Ukrainian
Ukrainian	English
English	Belarusian
Belarusian	English
English	Latvian
Latvian	English
English	Lithuanian
Lithuanian	English
English	Estonian
Estonian	English
English	Finnish
Finnish	English
English	Swedish
Swedish	English
English	Norwegian
Norwegian	English
English	Danish
Danish	English
English	Icelandic
Icelandic	English
English	Portuguese
Portuguese	English
English	Spanish
Spanish	English
English	French
French	English
English	German
German	English
English	Italian
Italian	English
English	Polish
Polish	English
English	Czech
Czech	English
English	Slovak
Slovak	English
English	Slovenian
Slovenian	English
English	Croatian
Croatian	English
English	Serbian
Serbian	English
English	Bosnian
Bosnian	English
English	Montenegrin
Montenegrin	English
English	Albanian
Albanian	English
English	Macedonian
Macedonian	English
English	Bulgarian
Bulgarian	English
English	Romanian
Romanian	English
English	Greek
Greek	English
English	Turkish
Turkish	English
English	Ukrainian
Ukrainian	English
English	Belarusian
Belarusian	English
English	Latvian
Latvian	English
English	Lithuanian
Lithuanian	English
English	Estonian
Estonian	English
English	Finnish
Finnish	English
English	Swedish
Swedish	English
English	Norwegian
Norwegian	English
English	Danish
Danish	English
English	Icelandic
Icelandic	English

List of language directions you work with. You specify language direction when creating a new job, when specifying default rates, when filling contractor's data and specifying working pairs, etc.

When you create a language pair, all you need to do is to select source and target languages from list of languages. This means that creation of language pair requires to create necessary entries in the list of languages (which can be done on fly as well).

Languages

List of available languages. You select languages when specifying language directions in quotes, projects and jobs, when filling-in language information in the CV section of user settings, and in many other places of the application.



Language	Source language	Target language	Flag	Used in analysis reports	Used in analysis reports	Used in analysis reports
Chinese	zh-CN	zh-TW	🇨🇳			
Japanese	ja	ja	🇯🇵			
German	de	de	🇩🇪			
French	fr	fr	🇫🇷			
English	en	en	🇺🇸			
Spanish	es	es	🇪🇸			
Portuguese	pt	pt	🇵🇹			
Italian	it	it	🇮🇹			
Polish	pl	pl	🇵🇱			
Russian	ru	ru	🇷🇺			
Ukrainian	uk	uk	🇺🇦			
Hebrew	he	he	🇮🇱			
Arabic	ar	ar	🇸🇦			
Hungarian	hu	hu	🇮🇪			
Dutch	nl	nl	🇳🇱			
Swedish	sv	sv	🇸🇪			
Chinese (Simplified)	zh-CN	zh-CN	🇨🇳			
Chinese (Traditional)	zh-TW	zh-TW	🇨🇳			
Japanese (Katakana)	ja	ja	🇯🇵			
Japanese (Romanji)	ja	ja	🇯🇵			
German (Austrian)	de	de	🇩🇪			
German (Swiss)	de	de	🇩🇪			
French (Canadian)	fr	fr	🇫🇷			
French (Belgian)	fr	fr	🇫🇷			
Spanish (Latin American)	es	es	🇪🇸			
Spanish (Spain)	es	es	🇪🇸			
Portuguese (Brazilian)	pt	pt	🇵🇹			
Portuguese (Portugal)	pt	pt	🇵🇹			
Italian (Italy)	it	it	🇮🇹			
Italian (Switzerland)	it	it	🇮🇹			
Polish (Poland)	pl	pl	🇵🇱			
Russian (Russia)	ru	ru	🇷🇺			
Russian (Ukraine)	ru	ru	🇷🇺			
Ukrainian (Ukraine)	uk	uk	🇺🇦			
Hebrew (Israel)	he	he	🇮🇱			
Arabic (Saudi Arabia)	ar	ar	🇸🇦			
Hungarian (Hungary)	hu	hu	🇮🇪			
Dutch (Netherlands)	nl	nl	🇳🇱			
Swedish (Sweden)	sv	sv	🇸🇪			
Chinese (Simplified) (China)	zh-CN	zh-CN	🇨🇳			
Chinese (Traditional) (Taiwan)	zh-TW	zh-TW	🇨🇳			
Japanese (Katakana) (Japan)	ja	ja	🇯🇵			
Japanese (Romanji) (Japan)	ja	ja	🇯🇵			
German (Austrian) (Austria)	de	de	🇩🇪			
German (Swiss) (Switzerland)	de	de	🇩🇪			
French (Canadian) (Canada)	fr	fr	🇫🇷			
French (Belgian) (Belgium)	fr	fr	🇫🇷			
Spanish (Latin American) (Latin America)	es	es	🇪🇸			
Spanish (Spain) (Spain)	es	es	🇪🇸			
Portuguese (Brazilian) (Brazil)	pt	pt	🇵🇹			
Portuguese (Portugal) (Portugal)	pt	pt	🇵🇹			
Italian (Italy) (Italy)	it	it	🇮🇹			
Italian (Switzerland) (Switzerland)	it	it	🇮🇹			
Polish (Poland) (Poland)	pl	pl	🇵🇱			
Russian (Russia) (Russia)	ru	ru	🇷🇺			
Russian (Ukraine) (Ukraine)	ru	ru	🇷🇺			
Ukrainian (Ukraine) (Ukraine)	uk	uk	🇺🇦			
Hebrew (Israel) (Israel)	he	he	🇮🇱			
Arabic (Saudi Arabia) (Saudi Arabia)	ar	ar	🇸🇦			
Hungarian (Hungary) (Hungary)	hu	hu	🇮🇪			
Dutch (Netherlands) (Netherlands)	nl	nl	🇳🇱			
Swedish (Sweden) (Sweden)	sv	sv	🇸🇪			

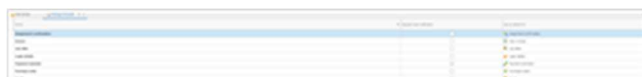
You can select language flag, which will be displayed in the job editing window.

When SDL Trados Business Manager is launched for the first time, a list of default languages is created. You are free to delete unnecessary languages.

Take a note on the **Synonyms** field, which allows to specify list of codes for a language used in analysis reports generated by different CAT tools. As you can see, CAT tools use different language definitions in report files (for example, SDL Trados Studio uses *de-DE* for German language, while MemoQ uses *ger* for the same language). Later, when importing analysis reports from CAT tools, these values will allow the system to pick-up matching language and determine correct price. It is not mandatory to fill **Synonyms** in advance. If the system won't be able to correctly determine language during analysis report import operation, you will be able to choose missing values, and this choice will be automatically added to the **Synonyms** list.

Message templates

You may have any number of message templates and use them to quickly [compose](#) e-mail messages.



Existing message templates can be found in the **Reference data** section of the navigation tree. When you compose messages, template list is displayed on the left of the message text.

In each message template, you can specify predefined **Subject** and **Text** contents. In both fields you're able to use same variables.

CC field allows to specify comma-separated list of e-mail addresses which will be automatically added to the **CC** field of all messages composed using this template.

You can assign any message template to be used as default in certain events. Full list of such events when a message could be automatically generated by TBM is provided in the [Automatic notifications](#) article.

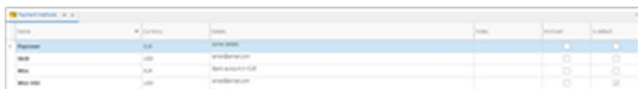
To set particular template as default, open a template from the list and set a value in the **Use as default for** field.

For example, if you select **Job offer** as default for a particular template, then this template will be automatically used click **Send availability request** in the **Contractors pickup** tab in the **Translation assignment** editing form.

Note. Please don't select same value in the Use as default for field for different templates. In this case the application will choose first random template.

Disabled checkbox allows to turn off certain type of automatic notification. When some event occurs (for example, new vendor registered in the system, or customer accepted a quote), TBM will look for a template with a corresponding value in the **Use as default** field and unchecked **Disabled** value. If such template can't be found, notification won't be generated and won't be sent, correspondingly.

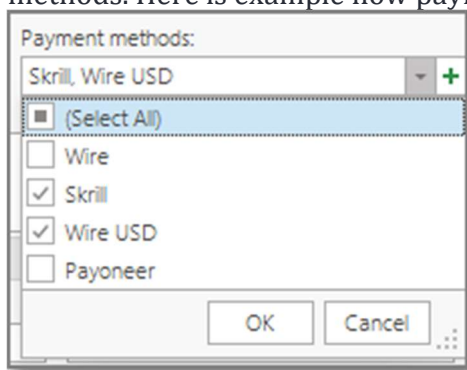
Payment methods



Name	Enabled	Value	Order	Default	Disabled
Payment	<input checked="" type="checkbox"/>	10000000		<input type="checkbox"/>	<input type="checkbox"/>
Bank	<input checked="" type="checkbox"/>	10000000		<input type="checkbox"/>	<input type="checkbox"/>
Bank	<input checked="" type="checkbox"/>	10000000		<input type="checkbox"/>	<input type="checkbox"/>
Bank	<input checked="" type="checkbox"/>	10000000		<input type="checkbox"/>	<input type="checkbox"/>

The **Payments methods** list contains information about payment methods your clients can use to make payments against your invoices. When a new invoice is prepared, you can select which payment methods are applied to that invoice by selecting or deselecting necessary payment

methods. Here is example how payment method selection looks like in invoice editing window:



For any payment method, you can check **Default** option. When invoice is created, or when you change currency in a created invoice, the system will automatically select all payment methods marked as default. If there are not default payment methods for a selected currency, all payment methods with that currency will be pre-selected in invoices. You also can select one specific default payment method in the [Customer editing window](#).

Notes field allows to enter custom notes. This field is used for personal purposes and not displayed anywhere.

Payment method can be archived (**Archived** checkbox marked). Such payment methods would not be available for selection in new invoices, but will appear in older invoices, where they have been used previously.

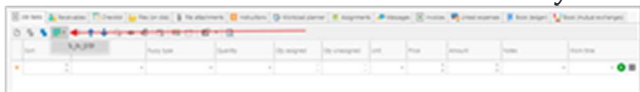
Predefined sets of tasks

This reference data table allows to create predefined sets of tasks which then can be quickly inserted in quotes and translation jobs instead of creating rows from scratch and entering units, fuzzy types, work types, etc.

- Examples of task sets:
- Translation no match, Proofreading, Editing
- 10 rows for Translation work type for each fuzzy type, Proofreading, DTP,

To create a new set of tasks, select **New** and give a name for a newly created set. Then add necessary tasks into the **Tasks** table. Optionally, in addition to service type, you can provide default values for **Unit**, **Fuzzy type** and **Quantity** (see image above).

When ready, click **Save**, open any job editing form and click **Insert set of predefined tasks** button above tasks table. Your newly created set will appear in the drop-down list:



Select one of sets, and all services will be added to the **Tasks** table.

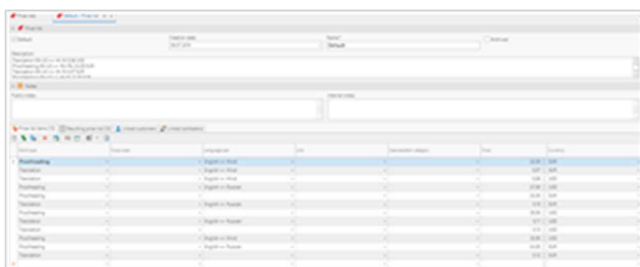
Price-lists

Price-list is a set of prices which can be applied globally, to any customer or to any vendor. Price-lists can be default an optional. Default price-lists are used by default to determine prices while you're editing quote items, job tasks and assignment tasks. You may have multiple default price-lists on application level, customer level and vendor level. Optional price-lists can be used in individual entities (quotes, translation jobs and translation assignments) if you explicitly select that price-list in the **Price-list** field.

To view price-lists, select **Reference data > Price-lists** in the navigation tree. To create a new price-list, click **New** on the ribbon (Ctrl-N on keyboard). To view/edit existing price-list, double click on it in the list.

Price-list editing

Default look of price-list window:



Default checkbox specifies if a price-list should be used as default on the global level. Such price-lists will be used for customers and vendors who don't have any default price-lists attached to them.

Creation date is just a date when price-list was created. For reference purposes.

Name is a short name of a price-list to quickly differentiate it when selecting price-list in combo-boxes.

Archived checkbox allows to hide price-list from selection boxes.

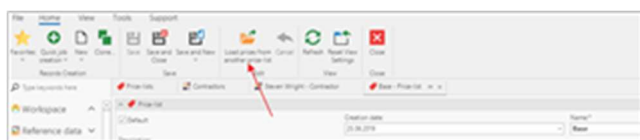
Description is a field where you can provide detailed information about price-list. For example, values of base prices per work type or language. In the list of Customers and Vendors you may find **Default prices** column. When you attach price-list to a customer or vendor and make it default, value of this **Description** field will be displayed in the **Default prices** column. It allows to quickly understand prices of particular customer or vendor when you're selecting them in drop-down lists.

Public notes and **Internal notes** allow to store some notes/reminders about price-list.

Price-list items is a table where you add price values. You can specify work type, fuzzy type, language pair, unit, specialization category and currency values, which determine where a particular price should be applied. When SDL Trados Business Manager will be picking up a price, it will search for closest match based on values provided in a source quote/job/assignment. If exactly matching price can't be found, closest match will be used.

Example, you have two prices with identical set values, with the only difference in language (first price has no language pair specified, second price is for EN>DE language). If you enter a job with EN-DE language pair, then second price will be used. For any other language pair first price will be used.

When you're creating new price-list, you can speed-up this process by loading price-list items from other price-list. To do this, click **Load prices from another price-list** button on the ribbon:



If you wish to create set of prices for another language pair, select price-list items and click **Copy to another language...** button on the toolbar and select new language pair in a popup window. In a result, selected price-list items will be cloned, and selected language pair will be selected in the **Language pair** column. Then, simply make changes in the **Price** column, as needed.

Fuzzy type isn't mandatory field. Empty fuzzy type means that a price is for 'No match' fuzzy (100% weight). In this case SDL Trados Business Manager will read fuzzy weight from fuzzy scheme used in base entity and apply its weight to a price for 'No match' fuzzy to automatically calculate new price. This mechanism can be demonstrated by **Resulting price-list** tab.

Contents of this tab is built on fly, based on **Price-list items** table, by applying fuzzy weights of all fuzzy types included in a default fuzzy scheme. This means that you can add one price for 'No match' fuzzy to the **Price-list items** table, switch to **Resulting price-list** and view automatically calculated prices for all fuzzy types. If you don't wish the program to automatically calculate prices for fuzzy types, you can explicitly add price value to the **Price-list items** table for each fuzzy type. In the same manner, if you're not happy with only one automatically calculated price (for example, only for '50-74% fuzzy'), then you can manually add price only for this fuzzy type – in this case the application will automatically calculate prices only for rest fuzzy types.

For simplicity of viewing, data in the **Resulting price-list** table are grouped by Language pair, Currency and Work type:

Language	Currency	Work type	Price	
English - Russian	USD	Word	No match	100
			50-74%	100
			75-90%	100
			91-95%	100
			96-99%	100
			100%	100
			101%	100
			102%	100
			103%	100
			104%	100

And here is base price for the above screenshot entered in the **Price-list items** table (for empty language):

Language	Currency	Work type	Price	
English - Russian	USD	Word	No match	100
			50-74%	
			75-90%	
			91-95%	
			96-99%	
			100%	
			101%	
			102%	
			103%	
			104%	

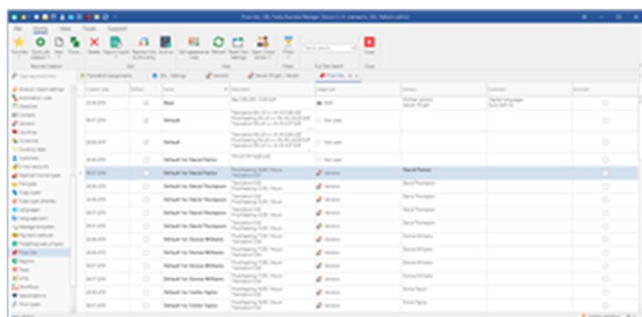
Such calculation works only when **Unit** value for a price-list item is not empty.

Hint. You can use Resulting price-list table in custom reports to build custom price-list reports for printing your prices. Example of such report is already included in the application (open list of customer or vendors, select any customer or vendor and click **Print**).

Linked customers tab shows list of customers who are linked with this price-list. To link a price-list with particular customer, open customer editing form, switch to **Price-lists** tab and click **Add** to link a price-list. When price-list was linked with a customer, that customer will appear on this **Linked customers** tab.

Linked vendors tab is analog of previous tab, but shows linked vendors.

Price-list list



This list displays all fields described in the previous section of this article. Additionally, there is **Usage type** column, which displays one of four values: *Not used*, *Vendors*, *Customers* or *Both*. This column allows to quickly determine how a particular price-list is used in the system, and it can be used for filtering the list.

On ribbon, you will find **Open linked vendor** and **Open linked customer** buttons. These buttons available only if you have one currently selected row and of selected price-list has any customer or vendor linked with it. As name says, this button allows to quickly open editing form of any customer or vendor linked with a currently selected price-list.

Archive button on the ribbon allows to quickly mark selected price-list(s) as archived.

Archived price-list loose **Default** mark, if it's checked.

Taxes



The list of taxes which may be included in invoices. You may specify **Name** and **Rate** (in percent) for each tax. Later, when preparing a new invoice, you may select taxes for each row and corresponding amount will be added to the job amount.

Gross-based mark allows to calculate tax amount based on the gross amount, instead of net.

Example: invoice net amount is 900 USD, and tax rate is 10%. For net-based calculations, gross amount will be determined as $900 * (100 + 10) / 100 = 990$. For gross-based taxes final amount will be determined using the following formula: $900 / (100 - 10) * 100 = 900 / 0.9 = 1000$.

In addition, you may specify default tax in the [application settings](#), in the [customer editing form](#) (for particular customer) or in the [contractor editing form](#) (for particular contractor), which will be automatically applied to all newly created invoices.

Test pieces

General overview

This table allows to create test pieces for different language pairs and specializations, select predefined proofreaders who will be checking submitted tests, and configure automatic offerings of tests pieces to vendors who add corresponding languages and specializations to their profiles.

You start with navigating to Reference data > Test pieces, to open list of tests:



To add or edit a test piece, click **New** or select any existing test piece:



Name. Just short name of a test piece, which will help to select it from drop-down lists or mail messages.

Language pair and **Specialization.** Pair of values which describes target language and domain of a test piece.

Offer to new vendors. Allows to enable or disable test piece. When checked, vendors will receive an offer to pass this test piece once they add matching language pair or specialization to their profile.

Notes. Internal notes for managers.

Instructions for vendor. Visible notes/instructions for vendors passing this test.

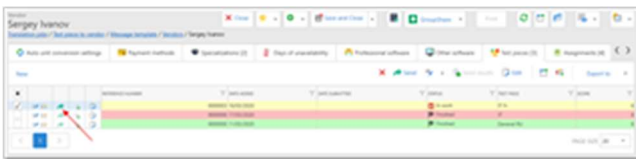
Proofreaders. This table allows to add desired vendors who will be checking submitted test pieces. It is not mandatory to fill this table, but if you know in advance list of persons whom you'd like to entrust reviewing, you can add these persons here. Additionally, if proofreader works on paid basis, mark **Paid review** box. For such proofreaders, TBM will create translation assignment and PO when sending a test for reviewing.

Source text. Just a text to translate. Formatting is not supported here, so it should be plain multi-line text.

Manual test piece allocation

Manager can manually assign test piece to a vendor. It could be helpful if you don't use vendor portal and automatic offerings.

To manually assign a test piece, open vendor editing form and switch to the **Test pieces** tab. On this tab, add a new test piece: click **New**, then select test piece from drop-down menu, and save changes. After new test piece appears in the table, click **Send** button to generate mail message.



Mail message composing window opens:



Check if all is correct and click **Send**. Then you can click OK to close a message and return to a vendor profile.

Automatic test piece offerings

If you use vendor portal, test pieces could be offered automatically. It happens in 2 situations: when vendors logs on into the system, or when vendor edits own profile and adds new languages or specializations. In both cases, if system finds any enabled test piece which still wasn't added to a vendor profile, it displays a dialog offering to take a new test piece(s):



Vendor may accept or decline new tests. If vendor declines to take them, system won't offer same tests anymore. If vendor accepts them, test pieces will be added to a profile, where vendor can view them and process.

Manually adding test pieces by vendors

If vendor declined a test piece once, but later decides to take it, it's possible to do from a profile in the vendor portal. To do this, logon onto the system and open your profile (user name in the top right corner > My profile), then switch to the Test pieces tab and click **Add new test** button:



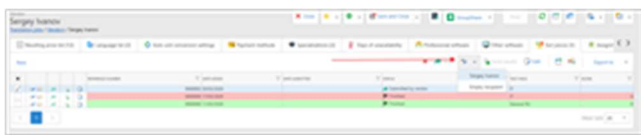
A dialog will be displayed where you can choose from available test pieces. Select one or multiple tests and click OK to add them to a profile. After that, you can start working on them.

Submitting tests

Vendors can self-submit tests when they're done. To do this, open your profile, switch to the Test pieces tab, open any test piece with 'In work' status and enter value into the **Target text** field. Then, in the list of tests, click **Submit** button. Manager will get notification about submitted test and take appropriate action.

Reviewing test pieces

After getting a notification about submitted test piece, open vendor profile and find it by reference number. Test piece will have **Submitted by vendor** status. To send a test to proofreader, select it and click **Send for review** button:



If you added default proofreaders, drop-down menu under this button will display list of these vendors. Otherwise, there will be only one option: Empty recipient. Selecting this option will create a new e-mail message with details of selected test piece, but with empty recipient. You're free to select recipient on your own.

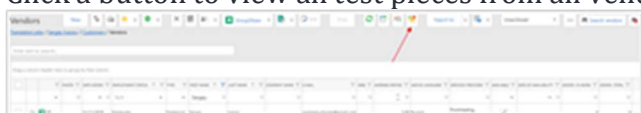
If you select one of predefined vendors, application may behave differently depending on settings:

- If this proofreader has **Paid review** mark, then TBM will create translation assignment, one task with automatically calculated number of target words, generate PO for this work and e-mail message with attached PO and test piece details. Then, translation assignment window will be shown, where you can make any changes. Create email message can be found under **Mail messages** tab.
- If proofreader hasn't **Paid review** mark, only e-mail message will be created, as with **Empty recipient** option, but proofreader's details will be added to the Recipients table, so you can just click Send button to quickly send a message.

Informing vendors about test piece results

After you get reviewed test piece from a proofreader, you can quickly find it in the system by reference number:

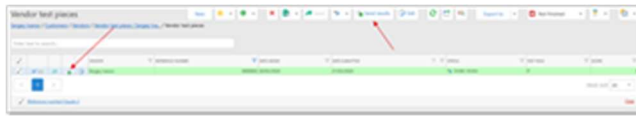
1. Open list of vendors
2. Click a button to view all test pieces from all vendors:



3. Find test piece by reference number:



4. Open it and provide score and comments for vendor
5. Depending on a score, test piece will be highlighted with color: **green** - passed (score > 7), **yellow** - average (5-7), **red** - not passed (<5).
6. Click **Send results** button:



7. TBM will automatically notify vendor by e-mail:



Units

This is one of the basic reference data lists, which contain all units you work with. These units are used to measure jobs you perform. For example, translators use words, hours, pages as measure units.

Name	Base unit	Adjustment factor	Price	Status	...
Words				<input type="checkbox"/>	<input type="checkbox"/>
Hours				<input type="checkbox"/>	<input type="checkbox"/>
Pages				<input type="checkbox"/>	<input type="checkbox"/>
Words with spaces				<input type="checkbox"/>	<input type="checkbox"/>
Words with spaces and punctuation				<input type="checkbox"/>	<input type="checkbox"/>
Words with spaces and punctuation and formatting				<input type="checkbox"/>	<input type="checkbox"/>

When a new Unit is added, you specify the following attributes:

Name. This is the name of the unit displayed throughout the app and printed in documents.

Base unit. When base unit is specified, price pickup mechanism will take it into account, trying to determine default price for selected base unit and applying multiplier specified in the Adjustment factor field. For example, you may have the following units: Default page, Page 1600 symbols, Page 1500 symbols with spaces, etc. In such case, you may select Default page as a base unit for Page 1600 symbols and Page 1500 symbols with spaces. And, while defining prices for your customers, specify prices only for Default page. In a real project, when you

select one of dependent units, the system will pickup a price for base unit and apply adjustment factor to a detected price.

General adjustment factor. Default value for this field is 1. It is used to express all volumes in some 'average' unit, allowing to get weighted (average) quantity for all jobs in a single table column regardless of units used in job tasks. When SDL Trados Business Manager calculates average volume, it divides quantity by this factor (so, adjustment factor is a **divider** in formula).

In other words, no matter if you count your jobs by words or by hours. Adjustment factor allows to get weighted (average) volume of all jobs. You are free to choose which unit will be a "base unit" - it will simply be that unit whose adjustment factor is set to 1 (in a case when **Base unit** field is empty). For example, if base unit is "*words*", set adjustment factor for **Words** unit to 1. And then estimate adjustment factors for other units knowing that one (1) is used for **Words**. For example, if one line is 55 characters, which is approximately 11 words, set this value as adjustment factor for Lines unit. If you translate 300 words per hour, use this value as an adjustment factor for Hours units.

When you generate charts, **Adjustment factor** allows to make it possible to include quantities in different units into a single chart. Additionally, **Translation job** list table contains **Weighted volume** column, which allows to summarize values in this column.

Note. **Weighted volume** value, calculated using **Adjustment factor**, is intended only for estimation purposes, and shows average volumes for your convenience, allowing to quickly estimate how 'large' particular job is.

Flat rate. You can check this setting when the unit supposes to enter final amount in the job task instead of its calculation using "Price x Quantity" formula. When this option is used, you enter corresponding volume in the Quantity field (for statistical purposes), Price field becomes un-editable, and then you enter fixed amount in the Amount column. Is time. This checkbox allows to specify that current unit is used to count time. Otherwise, this unit is used to measure volume. It affects on price list generation - SDL Trados Business Manager will apply fuzzy factors only to those units which are used to count volumes, not time.

Is time. Flag which signals that a particular unit is used to measure time.

In the unit editing window you can specify **Adjustment factors per work types**. As you can see (see image above), it is possible to apply **additional** or **different** adjustment factor for

some service type which uses this unit. This will influence on the mechanism of weighted (average) volume counting. For example, we know that proofreading of the same word count is 3 times faster than translation. Detailed adjustment factors allow to help the program to correctly estimate job volumes and correctly build stats data and predict work time for the newly created jobs.

Vendor groups

This table allows to create groups of vendors which then will be used by vendor recommendation mechanism. For each group, you can specify:

Name. Just some descriptive short name of group which allows to understand better from where recommendation comes from;

Disabled. Allows to disable a group so it will be ignored by vendor recommendation mechanism, without deleting it from the system (for example, if it could be used in future).

Customer. Optional field. Allows to link a group with particular customer.

Translation project. Optional field. Allows to link a group with particular project.

Specialization. Optional field. Allows to link a group with particular specialization.

Vendors table. Contains list of vendors included in a group.

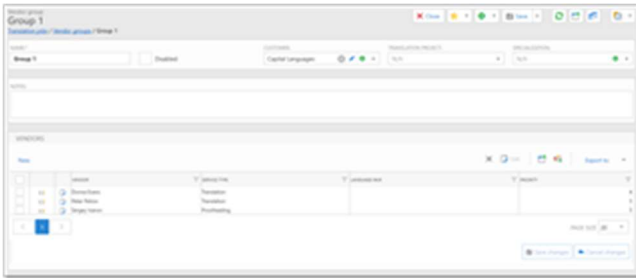
Vendor. Required field.

Service. Also required field which specifies for which service type particular vendor is preferred.

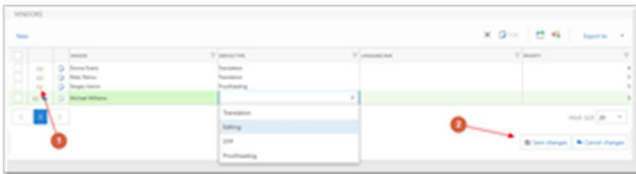
Language pair. Optional field. Since vendor could support multiple language pairs, you could prefer to invite them to job only in some specified language pair.

Priority. If system will find multiple vendors for some criteria, priority allows to move some vendors before others.

Vendor group editing window looks like this:

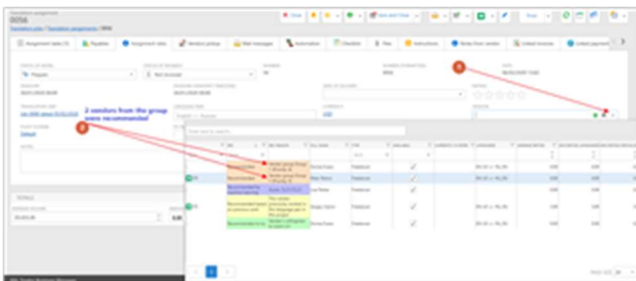


To add a new row to the Vendors table, click on the New icon (➕) and select a vendor and service:



After you finished to fill vendors, click **Save changes**.

To test how the group works, create a new translation assignment which matches group parameters (for example, customer, project, etc.) and expand **Vendor** drop-down menu. Vendors included in a group will be recommended by the system:



Vendors

Overview

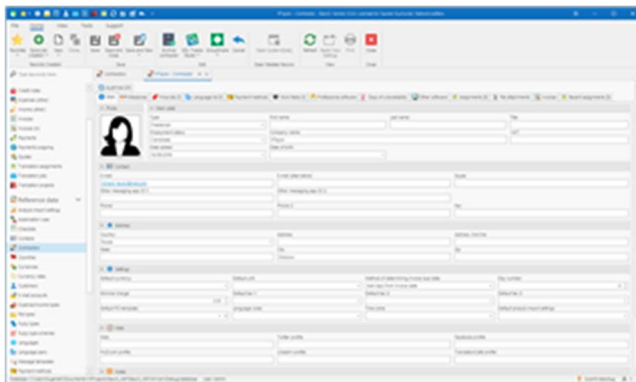
Default look of the Contractors list:



This list contains translators which can be assigned for translation jobs.

In the vendor list, you can select multiple vendors and quickly change their type. To do this, click **Change type** button on the ribbon and then select desired target type:

Contractor editing form allows to specify main and contact details, including person type (staff, freelancer, organization), state of employment, photo and web pages on popular networks for translators:



Fields description

Main tab

Type specifies type of a contractor (*Staff, Freelancer, Organization*). Staff members can be used as responsible persons in quotes, translation projects and jobs.

First and **Last name** are provided only for individuals.

Company name is provided only for companies (contractor list has Full name column, which is filled automatically depending if **Company name**, **First name** and **Last name** are filled).

Employment status allows to track candidates. Contractors with employment status other than Employed won't appear in selection lists in assignments.

Contact group contains fields to provide contact details (e-mail, skype, phone, etc.).

Address group contains fields to provide contractor's address.

Settings group

Default currency. It allows to select a currency which will be automatically set in all assignments you create for this contractor. For example, if default currency is USD, but you create an assignment over a job which is counted in EUR, then assignment currency will be automatically changed to USD.

Value of the **Default unit** field will be used in translation assignments, when creating new tasks.

To set default payment terms for a contractor, you can use **Method of determining invoice due date** and **Day number** fields. In the first field, select one of three types of invoice payment term determination, and enter corresponding day or number of days in the second field.

Minimal charge field allows to specify an amount in a currency selected in the **Default currency** field, which is minimum for this vendor per assignment. If this value is specified (greater than zero), then the system will show warning message when you try to create an assignment with amount which is less than minimal charge.

Default tax 1, Default tax 2 and **Default tax 3.** These fields allow to specify taxes automatically added to incoming invoices created for a contractor.

Default PO template field allows to select PO template used for particular contractor (if differs from Default PO template selected in the global application settings).

Time zone and **Language code** fields allow to convert assignment deadlines, which you set in your local format, into vendor's time zone and culture. For this, special variable can be used in e-mail messages.

Do not offer tests. When checked, vendors won't be getting offers to pass tests when they logon into vendor portal or edit their profiles, even if tests which fits their languages and specializations are available in the system.

Web group

Contains link to social networks.

Notes group

Contains Notes field, which allows to store any notes about a contractor.

Archive status group

Archived contractors won't appear in selection lists. You can mark contractors as archived and provide **Archive reason** for reference.

Milestones tab

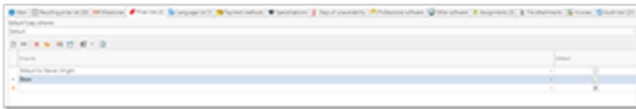
On the **Milestones** tab, you can enter important information about activities performed with respect to a contractor. You may save details about testing results, signed agreements, important received emails, etc., to be able to remember out information when it's needed.

Price-lists tab

On the **Price-lists** tab, you can view and edit price-lists linked with a vendor. See Price-lists article to find instructions how to work with price-lists in SDL Trados Business Manager. On this tab, you can link existing price-list with a currently viewed vendor.

To do this, please do the following:

Click Link button and select one or multiple price-lists in a popup window:



In the **Default** column, check the box to mark added price-list as default. When adding tasks to translation assignments, SDL Trados Business Manager will look default rates only in default price-lists.

To remove (unlink) price-list, select it and click **Delete** on the toolbar.

To view detailed information (prices) from linked price-list:

Selected a price-list and click **Open price-list** button on the toolbar ().

Default price-list editing window will be opened:



Additionally, if you switch to the **Resulting price-list** tab, you will notice that Built for field contains name of a source vendor and default fuzzy scheme of that vendor:



If you open same price-list from reference data table, **Built for** field will be empty, and resulting price-list will be generated based on global default fuzzy scheme. However, in this case vendor's default scheme is used.

Hint. You can print price-list data for a selected vendor. To do this, click Print button on the toolbar (available both in the vendor editing window and vendor list).

Language list tab

Here you can specify **Native language** and list of **Target languages**. For each target language, you can optionally specify **Fluency**.

Payment methods tab

List of payment methods supported by a contractor. Can be selected in incoming invoices.

Specializations tab

List of specialization supported by a contractor. Useful for filtering purposes when selecting a contractor.

Auto unit conversion settings tab

Allows to specify rules for automatic unit conversion when a vendor is assigned to a job. By design, units in translation assignments must be the same as units in a source translation job (to correctly calculate assigned and unassigned volumes). However, according to a negotiations with vendors, it may be required to explicitly use particular unit and prices for that unit. This table allows to specify Service/Source unit pairs which will be automatically converted into a target unit (when such pair exists in a source job). For example, look at this screenshot:



According to these settings, if this vendor is assigned to a job which contains any *Translation* service counted in *Words* unit, those quantities will be automatically converted into *Lines* by applying adjustment factor specified for *Lines*. Of course, after conversion you're free to correct volumes calculated by TBM.

Test pieces tab

This tab allows to work with test pieces: assign, receive, send for review and inform vendors about results. Detailed explanation can be found in the [Test pieces](#) article.

Days of unavailability tab

Days of unavailability table allows to specify days of absence, which, along with current translation assignments, allows to determine if particular contractor is currently available or not.

Professional software and Other software tabs

Allow to specify software and versions supported by a contractor.

To add a row in the professional software and other software tables, select Link button and select software name in the appeared list. If necessary software is missing, select **New** or **Clone** button to create it.

File attachments tab

On this tab you may attach any files to the current vendor (like CVs, NDAs, etc). These files are stored directly in the database and not linked with source files on your hard drive. Once the file is attached, it can be deleted or moved on the hard drive. Please use this function with care, because it leads to database file size growth. Currently, maximum file size in a local mode is 4 Gb. In network mode, teams which use SDL Trados Business Manager database server get 250 Gb of space (which may be expanded according growing requirements).

To attach a file, select on the **Add from file....** After selecting a file, specify its type in the **File type** column by selecting necessary value from the underlying reference table (you may create additional file types on fly).

Assignments tab

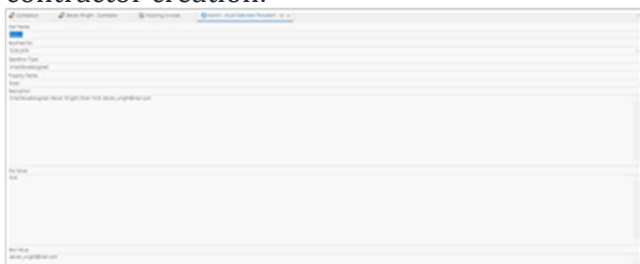
Displays all translation assignments for a selected contractor.

Invoices tab

Displays all invoices from a selected contractor.

Audit trail tab

Displays information about all changes made in a contractor profile, include date of change, user name, previous and new values of individual fields. For example, this screenshot shows that Admin user changed Email value from empty to steven_wright@mail.com during initial contractor creation:



List of contractors

In this section, you will find description of additional functionality provided by a contractor list.

Additional useful columns

List of contractors contains some additional columns which may be useful when selecting them during assignment creation. If some of described columns isn't visible, please use [Column chooser](#) function to display them.

Available column displays availability status of a contractor, depending on ongoing assignments and information from the Days if unavailability table.

Date of availability column displays closest day of availability according to current assignments and vacations.

Average rating is calculated based on all assignments with specified rating.

Rates column contains information from the Default rates table for items marked as **Show in list**.

Assignments in work column displays number of assignments which are in work and not delivered.

Assign. total displays total amount of all assignments for a contractor.

Currently in work displays description of tasks from ongoing assignments (work type and quantity).

Language column displays all language pairs provided in the **Language list** tab.

Services provided displays all work types provided in the **Default rates** tab.

Additional commands

Both in list form and editing form you may find **Archive** button. This button allows to mark current contractor (or multiple contractors selected in the list form) as archived. Optionally, you may specify archive reason. Archived contractors disappear from the main list (you still can view them by using Filters drop-down list on the ribbon) and from contractors' pickup window in translation assignments.

You can always return archived contractors by switching to **Archived** filter, opening necessary contractor and deselecting **Archive** check-box in the editing form.

Change type button allows to quickly change type of currently selected contractors.

SDL Trados Studio button allows to link and unlink selected contractor with Studio users, as well as create users in Studio from within SDL Trados Business Manager.

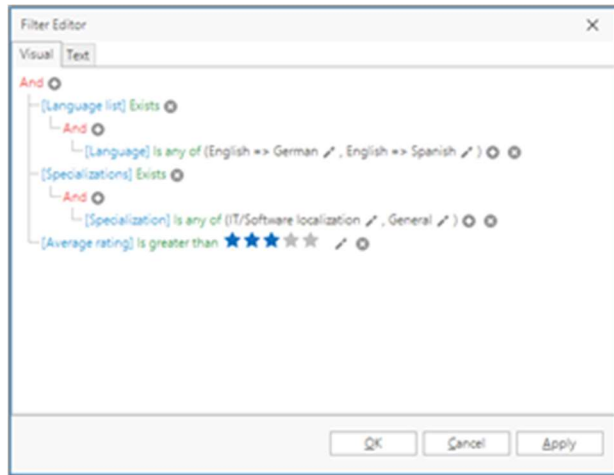
GroupShare button allows to link and unlink contractor with GroupShare users, import contractors from GroupShare and create users in GroupShare from within SDL Trados Business Manager. See [SDL GroupShare](#) section for additional information.

Searching vendors

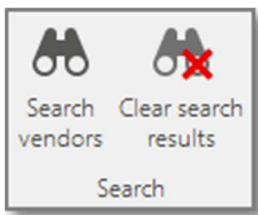
Although list of vendors, as any list in the application, provides extensive filtering capabilities, sometimes using **Edit filter** window could be time-consuming. For example, to search vendors by language pairs you have to follow these steps:

- Right click on table header and select **Filter editor** (or **Filter Builder** in web-version).

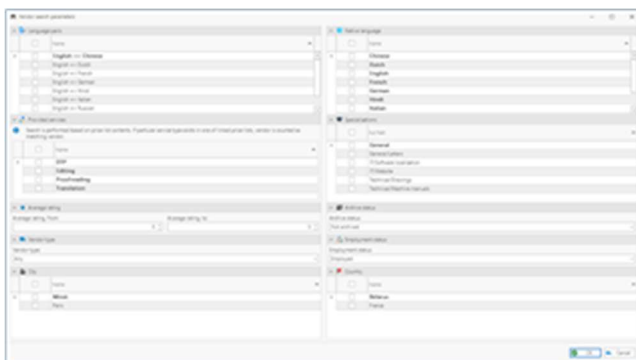
- Configure approximately the following filter by adding conditions, selecting correct fields and their values:



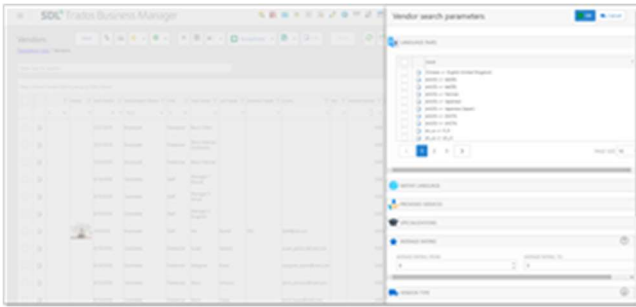
Of course, it could take a lot of time. Although this filter builder can be useful in many cases (especially taking into account that any filter condition could be saved for future use), there is more convenient way to search vendors. To access vendor search window, click **Search vendors** button on the ribbon:



The following window will appear:



And how it looks in web-version:



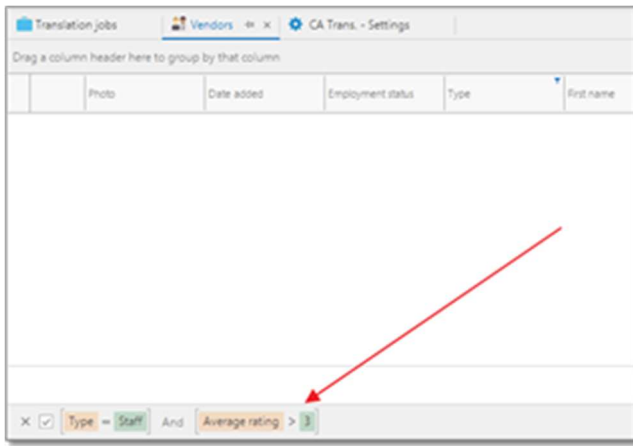
In this window, you can quickly select the following search parameters (in tables you can select as many rows as needed using checkboxes, and system will search by ANY of selected values):

- Language pairs
- Native languages
- Provided services
- Supported specializations
- Average rating
- Vendor type (Staff, Freelancer, Organization, Any)
- Archive status (Archived, Not archived, Any)
- Employment status (Candidate, On approval, Employed, Declined, Any)
- Cities
- Countries

When you make selection, click OK to apply search criteria to the list of vendors. In a contrast to usage of filtering features, list will be filtered on database level, which means that data is filtered by database engine (server), and all filtering criteria which you apply in the list will be **added** (but not override) to current search results. Please remember this, as it could be confusing, because data can be filtered on two levels: database (server) level, and UI level (all filters applied using filter icon in each column).

To change search parameters, simply click **Search vendors** button again.

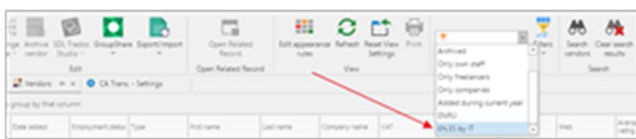
To view full list of vendors, click **Clear search results** button on the toolbar. Database level filtering will be cleared, but filters applied on the UI level will be preserved. UI level filters are displayed below the table, as on the following screenshot:



When you're viewing search results, you can save current search parameters for future use. For this, click **Filters > Save current filter**. The following dialog will appear:

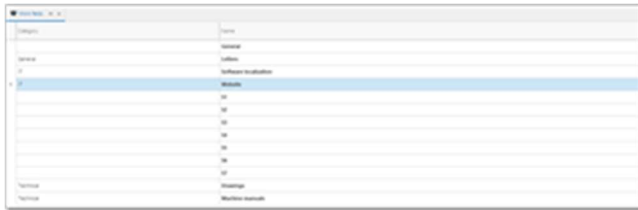


In this dialog, you can view filter string which is being saved. When using search function, the applications performs a search (in this case, by language pairs) using ID values, not language pair names, because it is a faster way to find data. That's why filter string contains codes instead of names. Specify filter name and click **OK**. Saved filter will be added to the list of filters, which you can select any time later:



After you select saved filter from this list, you can click **Search vendors** button to modify search criteria.

Work fields



This list contains all specializations you working in. Work field is selected when you add a project or job. This list can be categorized to quickly finding necessary field.

To manage categories, click **View/edit categories**.

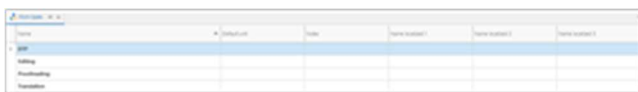
To speed-up creation of work fields, you can use **Import work fields from ProZ.com** database button. To use this function, SDL Trados Business Manager must be connected to ProZ.com. It allows to download default specializations from the ProZ.com database.

When you select a work field somewhere in documents, you will be able to search by category or field name.

Work fields can be used to differentiate default rates and to build extensive reports - you can always get information about completed jobs in particular field using a number of build-in reports.

Work types (services)

This list contains all work types you perform for your clients. It could be translation, proofreading, DTP, etc.




Work type is used when you add a new detail row to the project. When setting default rates, you can select different work types as the basis for the rate. For example, translation usually counted on per-word basis, while proofreading tasks are counted on per-hour basis.

You can select **Default unit** for each work type. This unit will be automatically pre-selected during creation of tasks in translation jobs.

In addition to setting default rates, work types are used to calculate different stats of your performance.

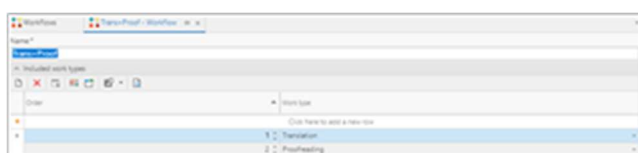
Workflows

Workflow is a simple reference data table, which specifies minimum number of steps provided to a customer. List of workflows has only one column:



Name
Full service
TPE
Trans+Proof

Editing view also includes a table with steps included in a workflow:



Order	Work type
1	Translation
2	Proofreading

Currently, workflows are used only to help you to quickly create translation assignment in translation projects. This is described in the [Translation assignments and translation assignment tasks](#) article.

It was mentioned that workflow defines minimum number of steps. This means that actual workflow (number of created assignments over a translation job) could differ and include additional work types, if user manually creates additional job tasks. For such tasks, which are not included in a workflow, translation assignments will also be created automatically, but these tasks will be combined with a last step of workflow and be included in the last translation assignment created for a particular translation job.

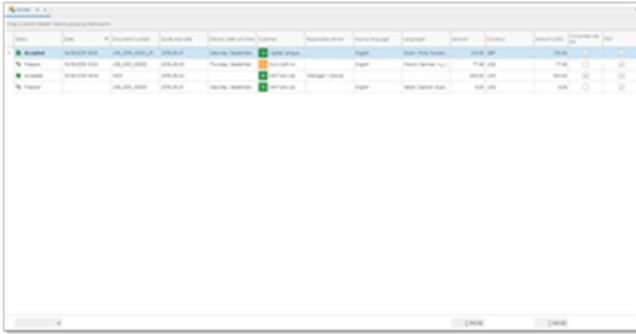
Documents

Documents correspond to operations which can be registered within SDL Trados Business Manager (translation projects, quotes, assignments, payments, invoices, etc.). See nested articles for detailed information about each document type existing in SDL Trados Business Manager.

Quotes

Separate quotes module allows to quickly create quotes, print them using built-in or custom templates, quickly create translation jobs from quotes and view reports showing effectiveness of your quotations.

Quote list



To view quotes, select **Workspace > Quotes** in the navigation tree.

From here, you can create a new quote by clicking **New** button or **Clone** button, to copy existing quote.

On the ribbon, you will find the following buttons:

- **Send a message to customer.** Allows to send a message with a generated quote to a customer, using built-in mail sender. If **Quote file** field contains generated quote pdf file, this file will be attached to a created message (i.e., you have to generate and save PDF file before using this function).
- **Create translation project.** Creates translation project and translation jobs inside it for each language pair existing in a quote.
- **Create translation job(s).** Creates translation jobs for each language pair existing in a quote.

For all created jobs the system will pre-fill all possible fields. You have to only make necessary changes, check prices and save a job. The system may behave differently, depending which button you clicked:

- If you create a project, project editing window will be opened, where you can view created jobs.
- If you create one job, job editing window will be opened.
- If you create multiple jobs, you will see confirmation window with information about number of created jobs. Then, you can open job list and manually edit or delete created jobs.

- **Accept quote.** Changes quote status to Accepted and creates translation project or translation jobs, depending on [application settings](#). **Accept** action marks a quote as accepted and creates:
 - new translation project with batch of jobs, if a quote contains multiple language pairs;
 - new single translation job without a project, if a quote contains only one language pair.

In any of these two cases, project or job editing form will be opened after pressing this button.

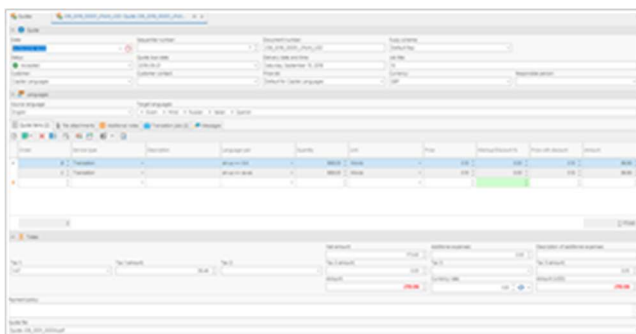
- **Decline quote.** Changes quote status to *Declined* with possibility to provide explanation.
- **Generate PDF(s).** Allows to automatically generate PDF files for selected quotes, attach them to corresponding quotes, and optionally save them to hard drive.

If you use customer portal, you can send a message using in-app notification system by selecting **Send a message to customer > Send notifications to customer's users**.

You can quickly change **Status** for selected quotes. To do this, select necessary quotes and select **Change status** on the ribbon. Select necessary status, and it will be immediately applied to your quotes.

Quote creation

To create a new quote, click **New** (Ctrl-N) in the quote list and fill-in the form.



Fields description

Date

Date of quote.

Sequential number

Internal numeric sequential number of a quote. Numeration follows the same settings which are specified for translation job (global or per-customer).

Document number

Sequential number converted using translation job format number (specified in settings).

Fuzzy scheme

Default fuzzy scheme, if differs from customer's default fuzzy scheme or global application default fuzzy scheme.

Status

Status of a quote for easier management. Available statuses: *Prepare, Sent, Accepted, Cancelled*.

Quote due date

End date of quote validity.

Delivery date and time

Free text to explain your customer when particular job is going to be delivered.

Customer

Potential customer. Selected from general list of customers. You can create special category for potential customer.

Customer contact

Contact person of a selected customer. Can be created on fly.

Currency

Quote currency.

Responsible person

A person who created a quoted and is responsible for it.

Price-list. Allows to explicitly specify price-list for a quote, if you wish to use non-default price-list for a selected customer. When you select any value in this field, if a quote already contains some items, the system will offer you to re-determine price for all items.

Specialization. Allows to specify specialization for a project (which may effect on applied prices).

Source language

Source language for files in quotation

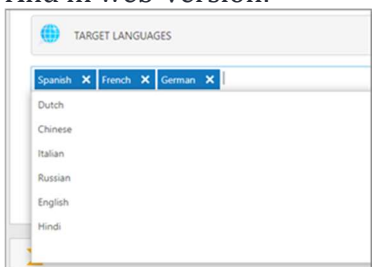
Target languages

List of target languages selected in a form of tokens (type *comma* to finish entering a language and move to a next one)

How it looks on Windows version:



And in web-version:



Quote items

Table to describe tasks performed in this potential job, along with units, language pairs, quantities, prices, discounts and amounts.

There is a button called **Adjust rates** (📉) above this table. It allows to increase or decrease Price value in the selected quote items by a specified percentage value. When this button is clicked, a dialog appears, where you can enter percentage value for adjustment. To increase price, enter positive value, and to decrease prices, enter a value with minus sign.

File attachments

List of attached files or links to files stored on cloud drives. Simplifies file sending when you create a mail message from a quote. Later, if a job or a project will be created based on a quote, files will be copied to that entities so you will have direct access to them from a create project/job.

Additional notes

Formatted text to include in quote printing form.

Translation jobs

Contains translation jobs created from a quote after its acceptance.

Messages

Allow to exchange messages with a customer (when web-portal is used).

Totals

Quote totals (amount from **Quote items** table). Also allows to specify taxes and additional charges.

Payment policy

Free text allowing to describe payment terms for this quote.

Quote file

When you print a quote, you can save generated quote as pdf and attach it to a quote using this field. Later this file can be attached to an e-mail sent to a customer.

You can quickly insert set of predefined tasks into a quote. To do this, click **Insert set of predefined tasks** and select one of [pre-defined sets](#).

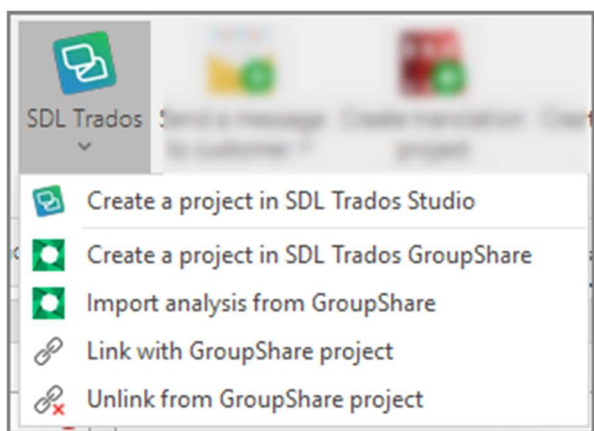
Also, quotes support analysis import, as translation jobs and assignments. To import analysis results from a CAT tool, select Import data from CAT tools and follow default procedure of importing analysis reports. This will help to generate and calculate quote amount much faster, as the system will automatically detect prices for each imported row.

When you're ready, click **Save** or **Save and close** to save a quote. If customer's minimal charge value is provided and is less than quote amount, you will see a warning. Otherwise, quote will be saved without additional questions and will be ready for printing.

Integration with SDL Trados Studio and GroupShare

While creating a quote, you can leverage Business Manager's capabilities of integration with other SDL Products.

To quickly create analysis in SDL Trados Studio, click **SDL Trados > Create a project in SDL Trados Studio**, and follow procedure described in the [Creating a project in SDL Trados Studio from SDL Trados Business Manager](#) article.



In the result, you will quickly get wordcounts and estimation additional services (like proofreading) in a quote, just in few clicks.

The same process is supported for GroupShare, but it has more workflow variants:

1. If a project already exist in GroupShare, do the following:
 - a. Click SDL Trados > Link with GroupShare project;
 - b. Select a project and click OK.
 - c. Click **SDL Trados > Import analysis from GroupShare**.
2. If a project does not exist in GroupShare, do the following:
 - a. Click SDL Trados > Create a project in SDL Trados GroupShare;
 - b. Follow [Creating a project in SDL Trados Studio from SDL Trados Business Manager](#) article;

Click **SDL Trados > Import analysis from GroupShare**.

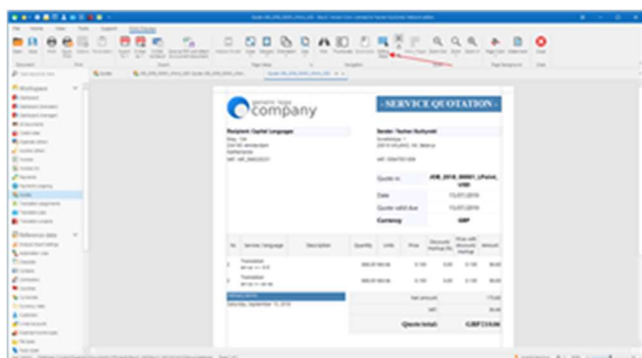
Quote printing

When a quote is prepared, save it and click **Print** button on the ribbon. Default quote template will be used (customer's or global). If you have multiple quote forms, click an arrow near printing button and select desired template.

By default, SDL Trados Business Manager has 2 built-in quote templates. One simple, and second with TM savings. Second template is a copy of first template, but contains additional

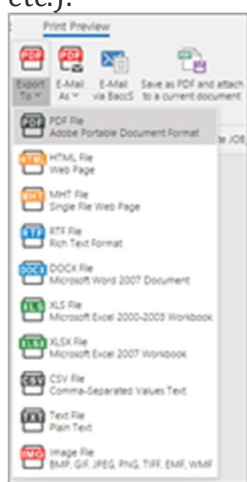
Price and Amount columns. These columns show amounts which customer could pay if there were no TM applied and the whole volume was 'No match' words. And totals section at the bottom of a quote displays total savings thanks to applying TM.

If quote template supports post-editing, make necessary adjustments right in the preview window:



When done, you can:

- simply export generated quote to any supported format (pdf, Word, Excel, image, txt, etc.):



- click **E-mail via SDL Trados Business Manager** to create an e-mail message and attach PDF file with quote to this message;
- click **Save as PDF and attach to a current document** to save generated quote in PDF format and put it into **Quote file** field.

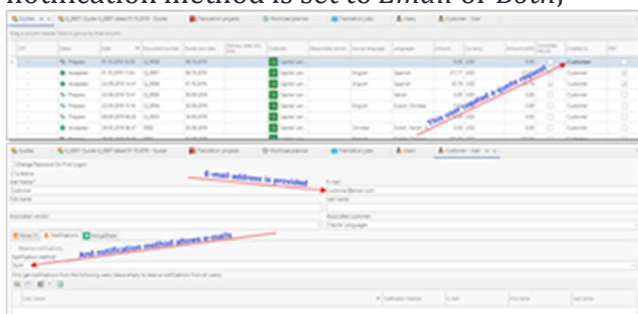
Automatic notifications

Depending on actions performed in a quote, SDL Trados Business Manager could send automatic notifications to a company's user (manager) or customer's user.

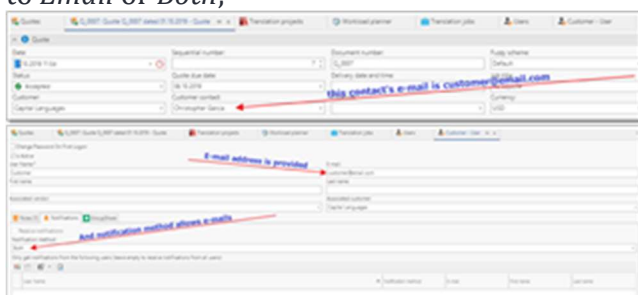
When quote is created by a customer via customer portal, SDL Trados Business Manager will send notification about new quote request to all application users (except vendors and customers) with checked **Send notifications** checkbox.

When user (manager) changes status of a quote from *Prepare* to *Sent*, an automatic e-mail notification will be sent to:

- A user who created quote request provided that this user has email specified and notification method is set to *Email* or *Both*;



- A user linked with a customer with **Email** field value equal to e-mail of a contact person selected in a quote, provided that **Notification method** for that user is set to *Email* or *Both*;



- All users associated with a customer with provided e-mail address and **Notification method** set to *Email* or *Both*.

If no e-mail notifications were sent, in-app notification will be set to all users associated with a customer and **Notification method** set to *In-app* or *Both*.

When a customer accepts a quote, notification will be sent to:

- If a quote has responsible person selected and e-mail address is provided for that person, to that e-mail address (if default e-mail account exists in the system);
- Otherwise, to all users with **Receive notifications** checkbox enabled (except customers and vendors).

Translation jobs

Translation jobs are the heart of the SDL Trados Business Manager. After all, it was designed to provide project management and invoicing features, which are closely connected.

If translation project is just a 'shell' for jobs, each actual work should be recorded in jobs, which may belong or may not belong to a project. In terms of accounting, it's a transaction which describes actions, which should be done by our company (or by us), and amounts, which should be paid by a customer to our company (to us) after successful completion of this work.

Main characteristics of a translation job is that it can be created for a **single** language pair.

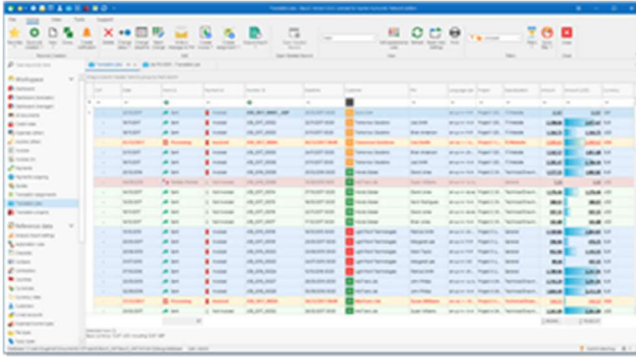
When a job is created, it is necessary to 'describe' it as fully as possible. In SDL Trados Business Manager, this description includes the following data: job status, date, deadline, client, client contact, currency, work field (specialization), purchase order information, project name and description, responsible person, instructions, main project (which aggregates a number of jobs), language direction and the list of tasks and receivables. List of tasks, in its turn, describes ALL actions you perform during this job. For example, translation, proofreading, alignment and other tasks. Every task is described by numbers, expressed in different units, which totally give final job amount. So, each task has the following attributes in SDL Trados Business Manager: work type (for example, 'Translation'), fuzzy type (for example, 'No match' or 'Repetitions'), quantity, rate (price) and amount. Optionally, it's possible to provide discounts for future invoicing. When needed, [Receivables](#) feature allows to split description of work and amounts.

Additionally, you can create the following entities over any job: translation assignments (to record job outsourcing), outgoing and incoming invoices and additional expenses.

See nested articles to read detailed information about viewing list of jobs, creating and editing jobs, and other features available for this entity. Also, check [Project finishing](#) article, which describes a process how to finish a project and deliver it to a client. Same concepts apply to jobs as well.

Translation job list

Job list contains a lot of useful functions to facilitate translation project management workflow.



Note. Default colors can be changed using [Conditional formatting](#) feature.

From list of jobs, you can view, filter, group, search through ALL translation jobs saved in the system. This list allows to perform many tasks, including tracking of delivered jobs and assignments, sending messages, printing confirmation, changing jobs in batch mode, creating invoices, etc.

The main functions available in the list view:

Change status

Allows to quickly change status for the selected jobs.

Change deadline

Select necessary jobs, type desired deadline and select a button near date field. New deadline will be applied to all selected jobs.

Create invoice

Select uninvoiced jobs and select this button to quickly create an invoice. Invoice amount will correspond to selected jobs amount, and default tax will be applied. So, in ideal case, you can just select save and then print generated invoice.

Create translation assignment

This command allows to quickly create [translation assignments](#) from selected jobs. You will then need just to select a contractor who will perform the job.

Add/update WIWO entry

This is a part of [ProZ.com integration](#). Select this button to quickly post WIWO (What I'm working on now) entry for the selected job.

Batch change

Opens a window, which allows to apply same value to some field for all selected jobs. For example, you can select any number of jobs (holding Shift or Ctrl keys) and change Status, Deadline, Delivery date, Work field, Project, Language direction for all of them in a single operation. In this operation you can select which fields must be changed. In the following example we only change Status to Sent and Work field to Letters for the selected jobs.

Print

Allows to generate confirmation report for a selected job.

View variants

Each list in SDL Trados Business Manager may have a number of variants. For example, you may have additional view variant with less columns, or with columns needed for outsourcing, or even transform simple table to pivot (analytical) table.

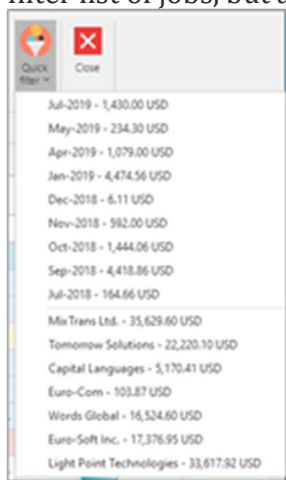
Analysis variant allows to get analytical table, allowing to get some aggregates

You can create own variants. This is described in the [corresponding article](#) of this manual.

Filters

This menu contains a number of predefined filters and a button to create and apply custom filters.

Also, there is a special **Quick filters** button, which not only provides another way to quickly filter list of jobs, but also displays amounts for last 12 months and top customers:



Top part contains list of months and amounts, while lower part lists top customers with amounts. Select any item in this list to filter list of jobs by month or by customer.

Instead of setting up filters manually, you can use predefined filters or create your own.

The list itself is highly customizable. You can sort it by selecting on the column name, apply filters, change the order of the columns, hide and display necessary columns (right click on the column header and select [Column chooser](#)), apply conditional formatting, perform search with results highlighting, group rows and get different summaries for groups and in total.

Hidden columns

Please note that translation job list has a lot of columns which are hidden by default.

Other tables throughout the program also contain hidden columns which you may display, but the job list is an absolute leader in this area. It is recommended to check this list and display those data which may seem more important personally for you.

To show hidden columns, right click on the table header (on any column) and select **Column chooser**.

Amount per hour

When time tracking feature is used, this column will display amount earned per tracked hour.

Assigned volume

Weighted volume assigned to contractors.

Assigned amount

Amount in the base currency of all translation assignments created for this job.

Average volume

Weighted volume of a job.

Avg rate

Average price of a job.

Base quote

If a job was created from a quote, it shows a link to a base quote.

CAT Icon

When a job is linked with a CAT project (i.e. Trados), its icon will appear in the list, to visualize link and help to faster find jobs linked with CAT projects.

Contractors

List of contractors assigned to a job.

Created at/by

Date of creation and user name.

Currency rate

Currency rate used in a job.

Date delivered

Date when job was marked as delivered.

Date of rejection

If job was cancelled, you can specify cancellation date.

Delivery method

Method of delivering final translation.

Edit time

Time spent on a job (in Days:Hours:Minutes format).

Edit time (minutes)

Job edit time expressed in minutes.

Has instructions

Check-box showing that a job has additional instructions entered in the corresponding field.

Invoiced amount

Amount of all invoices issued over a job (in the base currency).

Invoices

Numbers of invoices created over a job.

In-work assignments

Number of assignments created over a job, which are still not delivered.

Margin

Difference between job amount and assigned amount (in the base currency).

Paid date

When a job is invoiced in full and all invoices are paid, this column shows date of last payment.

Progress

Estimation of a job progress. It may be detected using several algorithms. If a job is linked with CAT tool project, than progress value will be gathered from that project. Otherwise, if Workload planner feature is turned on, progress will be calculated based on day workload and workday start and end times. Otherwise, simple extrapolation method will be used. For jobs linked with GroupShare, this column will display progress of a current phase.

To-do

Number of items in checklist.

Uninvoiced amount

Job amount minus invoiced amount.

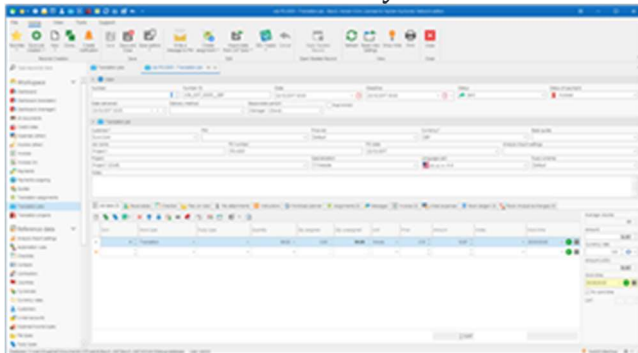
Volume per hour

Average speed based on **Edit time** value.

Note. The same list of hidden fields is available in the job list in the Dashboard.

Job editing form

This articles describes fields you will find in the default translation job editing view:



Number

Simple internal number. When a job is created, a new incremental number is assigned automatically. You can enter only numbers here.

Number (f)

Formatted number, which may be generated automatically according [translation job numbering settings](#).

Date

Date of job creation.

Deadline

Deadline of the job. You can specify day and time of delivery. By default, time is set to a time which is specified in the program settings, under **Productivity settings** tab. This field is displayed on the dashboard. And the row color in the list of projects depends on this field. If delivery day is today, than this project will be marked as urgent (red color). If delivery date is tomorrow, than it will be marked as 'Soon' (green). Other rows would not have any colors. This field has few additional inline buttons: **Select from predefined time values** and **Copy date delivered to deadline**.

Status (or Work st. in lists)

Describes the work state of a job. You can choose one of the following statuses: Received, On hold, Processing, Partially finished, Finished, Sent, Cancelled, Rejected.

Received Used when the job arrived but still not confirmed (preparing a quote). In this case it is not included in the job list.

Processing Job is currently in work

Finished A job is finished but has not been sent still

Sent A job is sent and can be invoiced and paid

Rejected project is sent, invoice is issued but for some reason the client rejected to pay. In this case this job is not included in the job list. Also, **Rejection date** field appears to enter the date when the job was rejected.

Archived Allows to lock a job, as it becomes uneditable. Also, you can create custom filter which filters archived jobs. This improves job list loading performance.

When status is changed from **Processing** to **Sent**, **Delivery date** is set to the current date and time. Also you can transfer data from deadline to delivery date by pressing corresponding button in the **Date delivered** field.

Status of payment (or **Payment st.** in lists)

Displays payment state of a job. Usually it changes automatically when you create invoices over jobs and payments over invoices. The following statuses are available: Not invoiced, Invoiced, Partially invoiced, Paid and Rejected.

Not invoiced

Initially, all jobs get this status by default

Invoiced or **Partially invoiced**

Automatically assigned when you create full or partial invoice over a job

Paid

Assigned when you create a full payment (or payments) over all invoices i

Partially paid

When a job is invoiced and non-full payment exists for at least one invoice

Delivery method

A simple way to save a method of delivery. This is a drop-down list which is populated on the base of previous values. If necessary value is missing, simply type it here. Next time it will appear in this list.

Post WIWO check-box

Allows to create WIWO (What I am working on now) entry on ProZ.com after saving a job. If to check this mark, then after saving a job WIWO editing window will appear with some pre-filled data. You will be able to make necessary corrections and select OK to send information to the WIWO service.

Customer and PM

As expected, allow to select a customer and your project manager. After selecting particular customer list of PMs will allow to select only a contact which belongs to a selected customer. By default, when you change a customer, previously used contact will be automatically selected in the PM field.

To quickly view default rates for the currently selected customer, just hover mouse pointer over **Customer** field (only Windows version). You will see a tooltip with customer's price-list. If tooltip is not shown, this means that this customer has no default rates defined.

Price-list

Allows to explicitly specify price-list for a job, if you wish to use non-default price-list for a selected customer. When you select any value in this field, if a job already contains some tasks, the system will offer you to re-determine price for all tasks.

Currency

Allows to select a currency used to estimate job amount.

Specialization

Allows to specify a specialization of the job. Dividing jobs by work fields (specializations) helps to generate stats and to see the fields in which you perform better. This information could be included in the CV to allow potential clients see statistical expression of your experience, as well as in many built-in and custom reports.

PO number, PO date, Job name and Client ref. number

Purchase order details.

Responsible person

Intended only for teams and allows to select staff member responsible for this job. Later it will be possible to generate reports showing performance of each staff member.

Note. When **Responsible person** is selected, and a user exists in the system which is linked with that responsible person, then that user will get notifications about created job or changed status.

Translation project

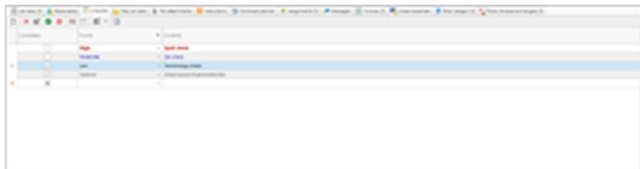
Allows to select a project for this particular job. It is a common thing when a project is translated into many languages or implies outsourcing. Also, projects can be used when you get translation jobs from the same client on a regular basis (say, every week), and all of them belong to one big project you work during a long time. Projects are a 'shell' for jobs, allowing to calculate some totals and margins over included jobs and assignments.

Job tasks and Receivables tables

Job description with all actions required by this job, prices and amounts. See [separate article](#) describing these tables. When you add or edit rows in the job tasks or receivables tables, job total amounts (at the right of these tables) will be automatically re-calculated. If currency of the project differs from your base currency selected in the profile, then the system will try to get currency rate to convert project amount into your base currency. If the rate is missing in

the [Currency rates](#) list, then default rate will be used (1). In this case, you can download currency rate by selecting corresponding button inside this field. Or you can open **Currency rates** list and add missing rate there. Then go back to a job and re-calculate amount.

Checklist tab



Allows to add to-do items needed to be done before delivering a job. When a job is created, this tab could be filled with contents of a default checklist, which is selected in the [application settings](#).

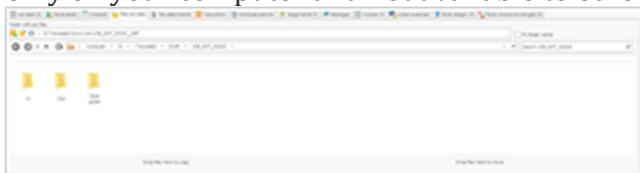
Instructions tab

Allows you to specify instructions for particular job. It fully supports formatting to highlight important points:



File attachments tab allows to attach job files (source files, reference files, glossaries, TMs, etc.). These files are stored directly in the database and not linked with source files on your hard drive. Also, they can be stored in one of supported cloud drives (Dropbox, Google Drive and Microsoft OneDrive). Once the file is attached, it can be deleted or moved on the hard drive. (but not on cloud drive). Use this function with care, because it leads to database file size growth. Currently, maximum file size in a local mode is 4 Gb. In network mode, file size is unlimited. To attach a file, select on the **Add from file...** After selecting a file, specify its type in the File type column by selecting necessary value from the underlying reference table (you may create additional file types on fly). These files are stored inside database, and available to other users who may open this project from another computer or web-version.

On the **Files (on disk)** tab you may select a local folder where project files are stored. Use this tab if you do not need to provide access to project files to other users. These files are stored only on your computer and not available to others.



Workload planner

This tab contains work periods for a job. See [Workload planner](#) article for detailed information.

When **Workload Planner** feature is turned on in the [Program Settings](#), this table will be automatically filled when you save a job. You can manually adjust entries created by default. To do this, mark **Manual allocation** checkbox and make necessary changes in created rows.

To allow automatic planning system to include weekend days (Saturday and Sunday) while allocating a job, mark **Allow weekends** checkbox.

Start time and **End time** optional columns allow you to define time period for each working period. By default, the program uses work day periods defined in the program settings under **Productivity** tab. When **Scheduler** function is used (turned on on the program settings), the system will create corresponding appointments in the calendar (with specified time periods).

Messages

This tab allows to exchange messages with customer (when using web-version).

On the **Linked expenses** tab you can create new expense or add existing expense to a job. As a result, some expense will be linked with a job and this expense will be automatically included in an invoice created over this job. Also it will affect on margin amount.

Book (ledger) and **Book (mutual exchanges)** tabs allow to view records created by a job in a corresponding accounting books. These tables can be edited manually and get filled only after saving a job.

Job totals

When you make any edits in **Job tasks** or **Receivables** tables, totals are updated correspondingly.

Average volume: 22,534

Amount: 1,577.35

Currency rate: 1.20

Amount (USD): 1,892.82

Work time: 00:15:53:22

Fix work time

CAT: -

They include job total in a job currency, currency rate (and a date below it, to which this currency rate belongs) and amount in the base currency. If job currency and base currency are identical, then you will see the same amounts. As noted previously, job amount is calculated from the **Receivables** table if this table has at least one row. Otherwise, job amount is calculated from the **Job tasks** table.

Currency rate is applied automatically from the currency rates list. This value can be edited manually, but in this case it will be applied only to the current job, but not saved in the currency rates list.

If edited manually, you can use **Refresh** button to reload currency rate from the reference data list. This field also contains **Download** button to download and immediately apply today's rates.

Another field here is **Edit time**, which value can be calculated automatically or edited manually. Edit time is calculated on the base of the previous data entered in another jobs. Thus, when you create a new job, the program uses historical data to 'predict' time needed to complete a job. When the job is done, you can edit it to provide more precise value here or use built-in timer functionality. It will influence on the future calculations. Later this value can be used to build charts displaying your performance change over time.

CAT field displays information about linkage status of a current job with any CAT system.

To establish such link, use CAT tool integration button on the ribbon (SDL Trados Studio). Such link establishment allows to quickly import analysis data, manage project packages, track project progress right from SDL Trados Business Manager, which is displayed in the list of jobs using **Progress** column.

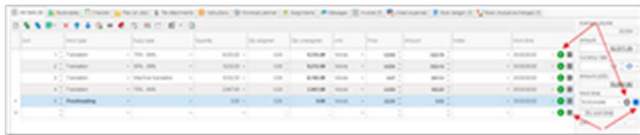
Time tracking

Work time tracking in SDL Trados Business Manager has two main goals

- To actually count your work time for further invoicing;
- To manually enter actual work time after finishing a project for statistical purposes (count and build charts for average income per hour, average speed, etc.).

To solve these tasks, you can use the following fields in the job editing form: **Work time**, **Fix work time**, and **Work time** column in the **Job tasks** table.

Each of these fields contains **Start timer** and **Stop timer** buttons:



Also, you can simply enter values manually. When you make edits in the Job tasks table (change quantities and units), the application tries to estimate work time based on previous jobs. This may lead to overwriting data you manually entered in the Work time field. To prevent this, tick **Fix work time** checkbox.

When you edit value in the **Work time** column of **Job tasks** table, the system will calculate total work time and write it to the job's **Work time** field.

To copy job's **Work time** value to the current task, select **Apply time tracking** to the current row button on the table's toolbar. The system will insert work time as hours and pick-up correct price for the task based on existing price-lists. The simplest statistical information associated with work time values is available right in the job list. The following columns are available (they are hidden by default, use the **Column chooser** to show them):

- Amount per hour
- Volume per hour
- Work time (minutes)

Additionally, same columns are available in the Translation projects list. Their values are calculated based on similar values from all jobs included in each project. Also, these values are displayed right in the project editing window:

These columns allow to view and analyze your performance right from within job list. Additionally, there are a number of built-in **QuickReports** using this data and representing it in a visual format:

- Profitability by time (pivot & chart)
- Profitability by time (tabular)
- Productivity Dashboard

Additional commands in the job editing form

Save and invoice command allows to save currently edited job and immediately create an invoice over it. The procedure is the same as described in the [Invoices and payments](#) topic. The only difference here is that this command allows to save few clicks and do invoicing operation a bit faster.

Import data from CAT tools button allows to [import analysis reports](#) generated by CAT tools or even import analysis data directly from a CAT tool installed on your computer.

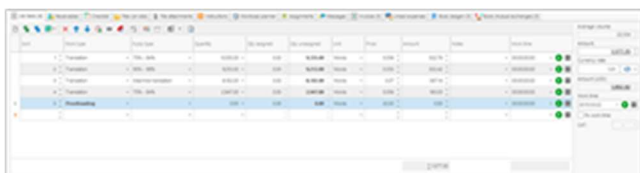
Create translation assignment button allows to allocate a job to external contractors.

SDL Trados button allows to use [SDL Trados Studio integration](#) features to faster manage a project.

Job tasks and receivables

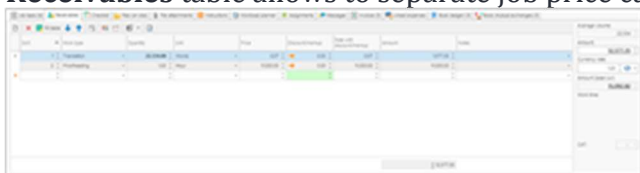
These tables are used to describe job tasks and job total price.

This is the start of your concept. **Job tasks** table is used to enter all actions (works) required by a particular job, including service type, fuzzy type (when required), quantity (including quantity assigned to external collaborators), unit of measure, prices, amounts and work time. In other words, it fully describes all the services which must be performed.



Job	Service	Quantity	Unit	Price	Amount	Work Time
1	Translation	1000	words	1000	1000000	1000
1	Proofreading	1000	words	1000	1000000	1000
2	Translation	2000	words	2000	2000000	2000
2	Proofreading	2000	words	2000	2000000	2000

Receivables table allows to separate job price calculation from the job tasks list.



This table is optional and is not required to use. It may be used in the following cases:

- When you want to 'shrink' job tasks table to include limited number of records into an invoice which will be created on the base of this job. For example, if a job contains a lot of fuzzy matches, proofreading and editing, instead of full fuzzy breakdown you can create one single row for Translation services, one row for proofreading and one row for editing. In a result your invoice will contain only 3 rows.
- When total job price differs from amount you get in job tasks table. For example, you have agreement with your customer to translate 5000 source words per some price. But in fact, with a help of own TMs or based on other factors, actual wordcount appears to be lower. In this case you enter actual wordcount in the Job tasks table and then agreed quantities and prices in the Receivables table. Later, when invoice will be created, correct amount and list of tasks will appear there.

Note. When you add something into the **Receivables** table, the following columns in the **Job tasks** table automatically become disabled: **Price, Discount, Price with discount** and **Amount**.

To create a new row in any of these tables, click **Add** (Ctrl-N) or **Clone** (F9) on the toolbar above a table.

To edit selected row, select inside desired cell.

Depending on selected cell, you may press F4 button to open its editor (calculator for quantity, list of work types for **Work type**, time editor for **Work time**, etc.). Note that when you save a row (finish editing it), the document would not be saved. Therefore, if you cancel editing the whole document (job), than all changes made in the job details and receivables tables will also be canceled.

When a translation assignment is going to be created over translation job, you will be able to allocate only tasks listed in the **Translation job tasks** table. Each task has quantity, and a job is counted as fully allocated (outsourced) when quantities in translation assignment tasks

created over a job equal to quantities of a job's tasks. To track this, Job tasks table has special columns: **Assigned quantity** and **Unassigned quantity**. These fields are [hidden by default](#).

Fields hidden by default

Job tasks table contains a number of fields which are hidden by default.

Right click on the table header and select **Column Chooser** to display a list of hidden fields. Here you will find a number of fields, which may be useful in your work.

Amount per hour

Amount per hour for a task, according task's tracked time.

Amount with default tax

In the application settings you may specify default taxes. This column shows amount of a task if to add default taxes to an Amount.

Assignee

If a task is assigned (translation assignment created over it), this column shows name of a contractor.

Discount/Markup (%)

Positive value means markup, negative - discount,

Fuzzy weight

Weight of a fuzzy type according to selected fuzzy scheme.

Quantity (weighted)

Quantity multiplied by fuzzy wights.

Rate with discount/markup

Price calculated from entered discount/markup value.

Tax 1, Tax 2

Names of default taxes.

Notes

Additional notes for a task.

Quantity assigned

If a translation assignment(s) is created over a task, this column shows quantity 'taken' by these assignment tasks.

Quantity unassigned

Quantity which is still not assigned by translation assignment(s) created over a task.

Each of these fields can be used in invoices, custom reports or job confirmation documents.

Job files

SDL Trados Business Manager provides two ways of storing job files: by creating and viewing folders on your hard drive and by attaching files to the job. Usage of these ways depends on your workflow.

File attachments

This is another way of storing files. It allows to load and store files right inside the SDL Trados Business Manager database.

Please use this function with care, because it leads to database file size growth. Currently, maximum file size in a local mode is 4 Gb. In network mode, teams which use the SDL Trados Business Manager database server get 250 Gb of space (which may be expanded according growing requirements).

To attach a file, click **Add from file** button.

After that, specify file type and correct date, if needed. **File type** is selected from the reference table.

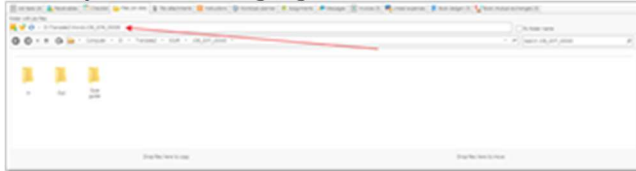
To open attached file using default program, select Open (or Ctrl-O on the keyboard while this file is selected).

To add a file from cloud drive, click one of cloud drive buttons. A popup window will be displayed with contents of your cloud drive.

Files on disk

This mechanism allows to view an actual folder on your hard drive.

In the [Application settings](#) a few parameters were introduced, which allow to specify folder creation rules. Actually the folder can be created from the job form, or you may create it manually using Windows Explorer. Since the job folder name depends on different parameters (project number, date, customer name, project name, etc.), then this name will be changed while you are changing values in different fields:



If the determined folder already exists on disk drive, than its contents will be displayed on the **Files** tab.



- If the folder does not exists, than you can select button 1 to create it.
- If the folder does not exists, than you can select button 2 to create it and open in Windows Explorer.
- If you wish to re-determine job's path according application settings, click button 3.
- To select existing folder using directory picker, click button 4.
- To choose folder manually and prevent application from determining path automatically, check the box 5.

After folder creation, its contents will be displayed in the list. If you put any files into this folder from Windows explorer, than you can update this view by selecting on the **Refresh** button.

To view any file from the file list, just double click on it.

Also, it is possible to copy and move files to the job's folder without opening it in Windows explorer. To do this, just drag the file or folder (from desktop or any other location) and drop it on the left area (to copy) or right area (to move). The files will be copied or moved (be sure if the files are not opened in another application to move them) to the currently selected folder and displayed immediately.

Sending files

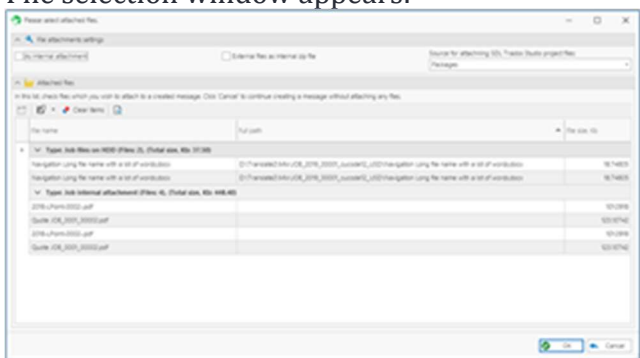
While viewing job list or editing a job in the job detail form, you can quickly create a mail message to send it to a job's project manager with a number of attached files.

To create a message, click **Write a message to PM:**



Take a note that this button would not be available in the job detail form if current job has unsaved changes.

File selection window appears:



Select necessary files by holding *Ctrl* or *Shift* keys and select OK.

Optionally you can check **As internal attachment** checkbox. It means that selected files from the **Job files on HDD** group will be attached to a message and stored with it in the database. Otherwise, selected files will be attached as links to files on HDD.

After clicking OK a default message composing form will be opened in a popup window, where you can specify message subject, apply message template, add another recipients, etc.

Save a message and click **Send** to send a message.

Select **Close** to close the popup window and return to a job.

Creating jobs from CAT tools and analysis files

Since SDL Trados Business Manager supports the import of analysis data to quotes, projects and jobs, there is a separate section in the manual to describe this tool. See [Analysis file importing article](#) for detailed information.

Invoice creation on the base of selected jobs

To quickly create invoice for a number of jobs, simply select necessary jobs using *Shift* (to select range of jobs) and *Ctrl* (to select jobs one by one) keys.

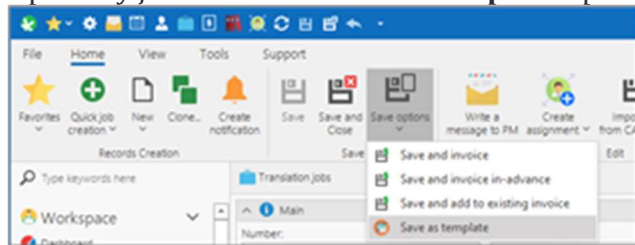
Click **Create invoice** on the ribbon. To create *in-advance invoice*, click drop-down button and select **In-advance invoice**.

If you selected jobs for different customers or with different currencies, than you will get a notification that invoice can not be created. In other case, invoice adding form will be opened, where it will be possible to make final changes before saving new invoice.

Job templates

Creating a new translation job template

1. Open any job and find **Save as a template** option under **Save options** button:

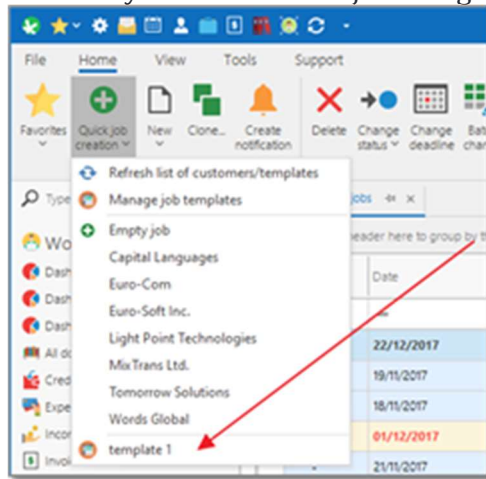


2. Select it and enter name of a new template. The system will create and save a new template. Please note that this button is unavailable if opened job has unsaved changes.

Using translation job templates

1. Find **Quick job creation** button in the **Home** tab on the ribbon. This button is always available, regardless which tab is selected right now.
2. First section allows to refresh list of customers and templates (sometimes you need to refresh the list after creating a new template). Second part is a list of your recent customers you did work for. And in the bottom part you will find list of your templates.

Select any to create a new job using that template.



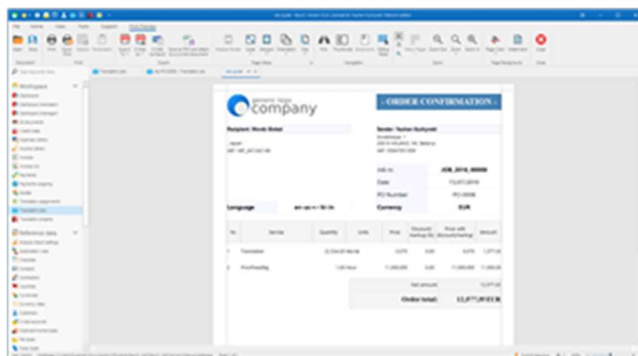
Managing/deleting translation job templates

1. Select **Quick job creation button** and select **Manage job templates** option.
2. You will see list of existing templates, which includes only two columns: template name and job reference.
3. Here you can rename existing templates (double click to open editing form) or delete them.

Printing an order confirmation for a job

Create a job, specify all types of work and prices, then save it.

When done, return to the job list, select the created job and select **Print** on the ribbon. Order confirmation form appears:



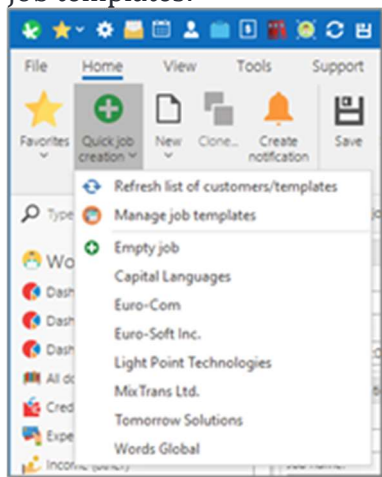
This is a default form which may be customized. You can see drop-down button near **Print** button, which contains a list of the custom order confirmation templates. These templates can be found under default **Reports and templates** list, which is available from the **Reports** section of the navigation tree.

To create own order confirmation form, just copy predefined one, rename it and then open in the designer.

After that new printing form will appear in the drop-down menu under **Print** button.

Quick job creation function

There is **Quick job creation** button on the ribbon. It is available regardless currently selected view, and contains a sorted list of customers you have recently did work for and custom list of job templates:



Select any customer or a template, and a new job will be created based on the most recent job you did for the selected customer or a selected template.

Select **Empty job** to quickly create an empty job, regardless which form you are currently viewing.

Select **Manage job templates** to open template list (to view, edit or delete them).

List of customers and templates is updated on the program launch.

To refresh it, select **Refresh list of customers** item, which is very first item in this drop-down list.

Calculate amount of selected jobs

If you need to get an amount only for the selected jobs, just select them. The amount for the selected jobs will be displayed in the list.

-	15/05/2017	➔ Sent	📄 Not Invoiced	JOB_2017_000
-	19/11/2017	➔ Sent	📄 Not Invoiced	JOB_2017_000
-	14/12/2017	➔ Sent	📄 Not Invoiced	JOB_2017_000
-	13/10/2015	➔ Sent	📄 Invoiced	JOB_2015_000
-	20/05/2017	➔ Sent	📄 Invoiced	JOB_2017_000
-	20/06/2015	➔ Sent	📄 Invoiced	JOB_2015_000
-	21/07/2015	➔ Sent	📄 Invoiced	JOB_2015_000
-	07/10/2016	➔ Sent	📄 Invoiced	JOB_2016_000
-	23/05/2015	➔ Sent	📄 Invoiced	JOB_2015_000
-	02/09/2016	➔ Sent	📄 Invoiced	JOB_2016_000
-	27/12/2017	🔄 Processing	📄 Invoiced	JOB_2017_000
-	23/02/2017	➔ Sent	📄 Not Invoiced	JOB_2017_000

Selected rows (4):
Base currency: 9,098.37 USD, including 7,265.29 EUR, 380.03 USD

Conditional formatting in job list

It is possible to apply different conditional formatting rules in the list of jobs (as in the other lists). See full description of the conditional formatting feature.

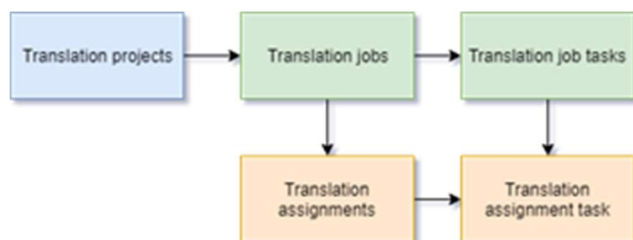
Example:

1. To create a new rule, right click on the column name you like to format, select **Conditional formatting**, and then select a type of formatting you like to apply.
2. Right-click on the **Amount (base)** column, select **Conditional formatting > Data bars > Green**. Example of results:

Amount	Amount (USD)	Currency
12.87	12.87	GBP
2,398.06	2,877.67	EUR
1,164.75	1,164.75	USD
2,099.63	2,099.63	USD
1,542.57	1,851.08	EUR
2,305.47	2,766.56	EUR
12,577.35	15,092.82	EUR
5.26	5.26	USD
1,376.46	1,376.46	USD

Translation projects

To account incoming work in SDL Trados Business Manager, the following terminology/hierarchy is used:



Translation projects are placed at the top of this hierarchy and are used to aggregate translation jobs; however they are an optional entity which are not required to create translation jobs (which are the only entity type to account performed tasks). Translation jobs contain information relating the the work that has to be done and that has to be paid by the customer. Translation assignments are created (optionally and only if external contractors are used) over translation jobs and contain information about the work that has to be carried out by the contractor and what has to be paid to them.

While translation projects are optional, it's recommended to create them when your project includes multiple target languages, requires to employ external vendors and perform a lot of management tasks, because translation projects allow to control all these objects from a single place. It will allow you to view, create and edit all jobs and assignments along with their tasks on one screen, as well as view project results (total amount of jobs and assignments, margins, effectiveness).

Here is a list of translation projects:

For freelance translators, projects can be used for grouping long-running project which include a lot of jobs paid/invoiced separately. It is fully allowed to not specify a project in a job (the field may be left empty). But when you specify a project in a job, job amount and quantities will be added to the project. As a result, you will be able to see how much jobs were included in particular project, how much words you translated or hours spent, when the project has been

started and when the last job has been done. Except aggregation, projects can be used in CVs - you can mark which projects must be included in CV to highlight the most interesting/important projects in your career.

Note: If a project is linked with a GroupShare project, you can track its status by displaying the **Progress** column in the list. To do this right-click on the table header, select **Column chooser**, and drag the **Progress** field to the table. If a GroupShare project contains multiple files (which currently could be in different phases), then progress will be calculated as average progress of all files in their respective phases. For example, if one file is fully completed in *Finalization* phase, and second file is fully translated in *Translation* phase, then average progress will be displayed as 100%. Please take a note on a current phase when you're downloading files from GroupShare.

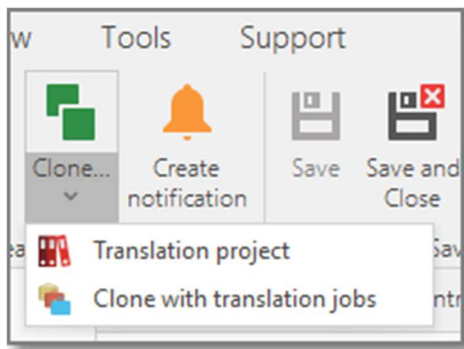
Take a note on a special Quick filters button in the project list, which not only provides another way to quickly filter list of projects, but also displays amounts for last 12 months and top customers. Top part contains list of months and amounts, while lower part lists top customers with amounts. Select any item in this list to filter list of jobs by month or by customer.

Note. Project list has a number of columns which are hidden by default: **Additional expenses, Assigned amount, Created/modified at, Created/modified by, Responsible person, PO Number**, etc.. To show them, use **Column chooser** function (right click on the table header and select **Column chooser**).

For example, among these columns you will find **In-work jobs** and **In-work assignments**. These columns display a number of jobs and assignments which were not delivered still. However, if project is in work, but it doesn't have ongoing jobs and assignments, this means that such project could be closed (delivered), if you don't expect new jobs in future for this project. In such situation, a project will be highlighted with orange color in the list.

To quickly change status for multiple projects, select them and select **Change status** on the ribbon (or right click and select it from the context menu).

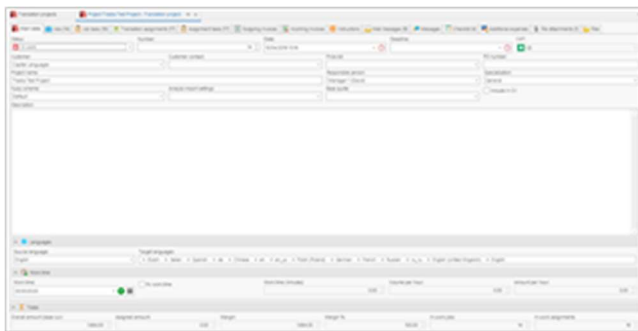
Translation project list, as other lists in SDL Trados Business Manager, also has **Clone** button. But it's behavior is little different. When you click on this button, translation project will be cloned using default cloning functionality. However, this button has drop-down button, which also includes **Clone with translation jobs** option:



This allows to clone selected project and create copies of all translation jobs from the selected project.

Project creation and editing

To create a project, select **New** in the **Project list** and start filling data:



The form contains a number of tabs. First one, **Main data**, allows to enter basic information about a project: status, date and deadline, customer, default fuzzy scheme for project jobs, specialization, PO number, etc. **Responsible person** field is intended only for teams and allows to select staff member responsible for this project. Later you will be able to generate reports showing performance of each staff member.

Status of a project may change automatically depending on a status of project's jobs. When all jobs of a project are in the processing state, finished, delivered or paid, respectively, then project status could change to *In work*, *Finished*, *Delivered* or *Closed*.

Note. When **Responsible person** is selected, and a user exists in the system which is linked with that responsible person, then that user will get notifications about created project or changed status.

Price-list field allows to explicitly specify price-list for a project and underlying translation jobs, if you wish to use non-default price-list for a selected customer.

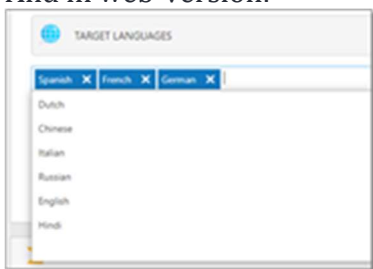
Base quote field allows to select a quote which was used as a base to create this project. When quote is accepted and project is created over it, this field is filled automatically.

In the middle of the form you can select **Source language** and **Target languages**. Target languages are selected in a form of tokens:

How it looks on Windows version:



And in web-version:



Target languages don't limit language pairs used in translation jobs inside a project, but allow to quickly create new jobs. In addition, when language pair is selected in a translation jobs, project's language pairs will be highlighted in the drop-down list.

Instructions tab allows to provide instructions for a project using an editor which supports rich formatting. When you will be creating jobs under a project, these instructions will be copied to all created jobs (with possibility to make individual edits in each job).

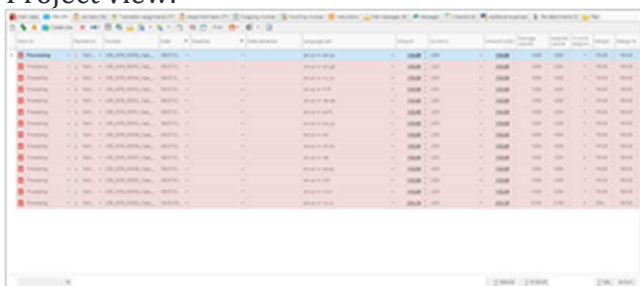
Work time section allows to view summary of time tracking data from all jobs belonging to a project. Data displayed in this group will be correct only if you correctly fill corresponding fields in jobs. Here you can get some statistical information, like total work time in minutes, processed volume per hour and income per hour.

Totals section displays project totals (amount, assigned amount, margins, etc.). This group is visible no matter which tab is currently selected, and values here are updated each time you make any changes in a project (for example, edit job task or create a new assignment).

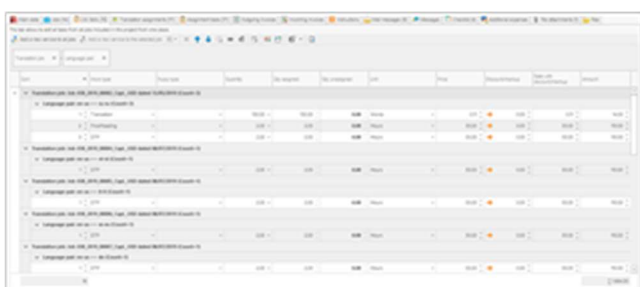
Translation jobs and translation job tasks

On these tabs you can view, create and edit project jobs.

The **Translation jobs** list is a standard job list, but it only shows the jobs for the current Project view:



From here you can double click any job to open it's editing form. To create a new job, click **New**, which is default way of creating entries in SDL Trados Business Manager. Job creation form will be opened. Also, above this table you will find **Create jobs** button. This button will create a number of empty jobs according to language pairs of a project. For example, if your project contains three target languages, and for one of those language a job is already created, then this command will create only two jobs for rest language pairs. New jobs will be numerated and their data will be filled from a project. Amounts and quantities will be zero, so you can manually add them (import from CAT tool) or do it in batch mode from the **Translation job tasks** tab:

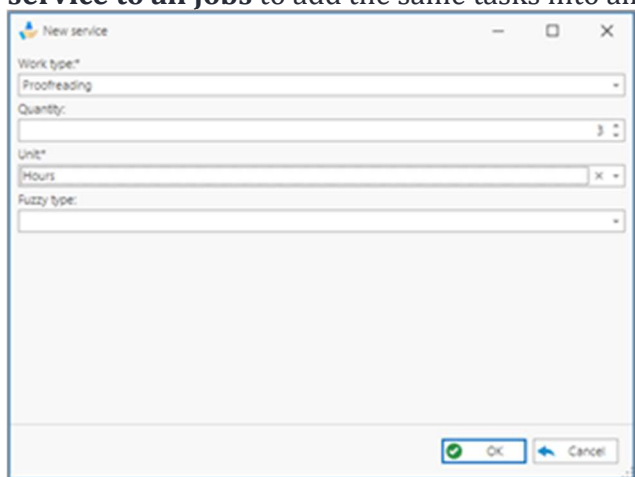


This tab contains all tasks of all jobs from a current project, grouped by translation job and language pair. In addition, this table supports inline editing, which means that you can make direct changes in this table without opening separate job editing forms (of course, you can make changes only in displayed columns). However, you can still open full job editing form from a **Translation jobs** tab.

Note: Sometimes you may select a cell with a drop-down button, and then immediately select this same drop-down button. If you double-clicked too fast the system may open the job editing form instead of expanding the drop-down list. To avoid this leave a short pause between clicks before attempting to expand the drop-down list.

From here, you can not only edit all tasks, but apply batch changes to all jobs, by clicking **Add a new service to all jobs** and **Add a new service to the selected job** buttons. Click **Add a new**

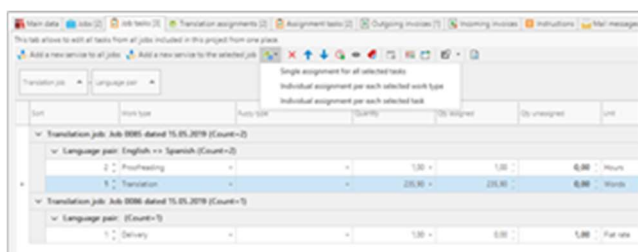
service to all jobs to add the same tasks into all project jobs. A dialog will appear:



If volume differs from job to job, you will be able to edit it after clicking **OK**.

To add a task explicitly to one job, select any task which belongs to a desired job and click **Add a new service to a selected job**. Take a note that if a job does not contain any tasks, this button would not be available.

If you wish to create an assignment over selected job task(s) (not over the whole translation job), you can select these tasks and click **Create assignment** button on the toolbar. It provides the following options to create assignments over selected job tasks:



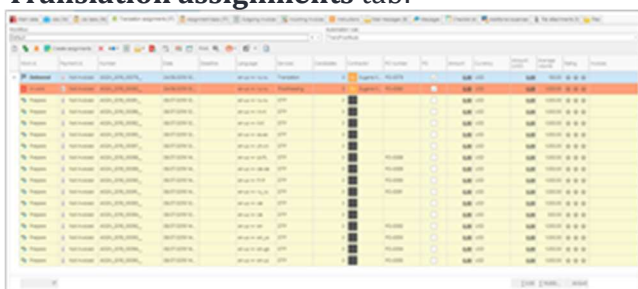
Job	Work type	Quantity	Signed	Unassigned	Unit
Translation job: Adv 9995 dated 15.05.2019 (Count=2)					
Language pair: English vs Spanish (Count=2)					
2	Proofreading	1,00	1,00	0,00	Hours
5	Translation	25,00	25,00	0,00	Words
Translation job: Adv 9996 dated 15.05.2019 (Count=1)					
Language pair: (Count=1)					
1	Delivery	1,00	0,00	1,00	Flat rate

- **Single assignment for all selected tasks** - one assignment for all selected tasks. If selected tasks belong to several jobs, number of created assignments will equal to a number of jobs;
- **Individual assignment per each selected work type** - one assignment per each service type will be created. If selected tasks belong to several jobs, assignments will be created per each work type in each job;
- **Individual assignment per each selected task** - one assignment per each task will be created.

Translation assignments and translation assignment tasks

On these tabs you can view, create and edit project assignments.

Translation assignments tab:

The image shows a screenshot of the 'Translation assignments' tab in the SDL Trados Business Manager software. It displays a table with multiple columns, including 'Job', 'Source', 'Target', 'Volume', 'Status', 'Contractor', 'Start Date', and 'End Date'. The table contains several rows of data, with the first row highlighted in orange. Above the table, there are various menu options and a 'New' button for creating assignments.

It's a standard assignment list, but shows only assignments which belong to a currently viewed project. From here you can double click any assignment to open it's editing form. To create a new translation assignment, click **New**, which is the default way of creating entries in SDL Trados Business Manager. The job creation form will be opened. Also, above this table you will find the **Create assignments** button. This button will create a number of empty assignments according to a **Workflow** and **Automation rule** (optionally), selected above this table. **Workflow** value defines the number of steps (contractors). When you create a new workflow, you only have to specify which service types it includes and in which order. If the source order contains a step defined in a workflow, a new translation assignment will be created. If a job contains a service which is not defined in a workflow, this service will be included in the **last** assignment. If workflow is not selected, then application will create one assignment per each job which contains any unassigned volumes. It does not depend on service types (for example, if job contains multiple services, like translation, proofreading, editing, then all these services will be included in a single assignment).

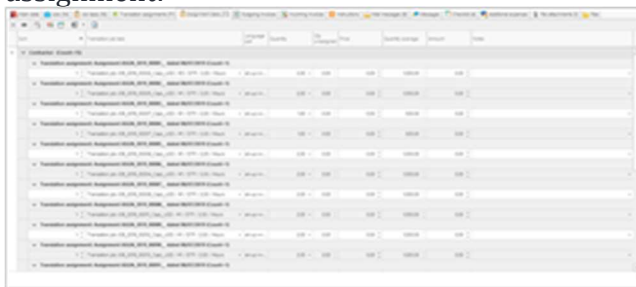
Example: You have a job with **Translation**, **Proofreading** and **Editing** services. If you wish to create three assignments (assign a job to three contractors), then the selected workflow must include all these three service types. However, if your workflow only contains the **Translation** work type, then the system will create one assignment for such job, and include all three services there. If your workflow contains only **Translation** and **Proofreading**, then the system will create 2 assignments: first for translation, and second for proofreading and editing.

Automation rule determines if next assignment in a sequence should be started automatically after delivery of a previous assignment.

As a result of this action (**Create assignments**), the system will create assignments with necessary tasks, with zero amounts and empty **Contractor** field. Deadlines of assignments will be determined automatically (based on workflow step, project deadline, and assignment volume, comparing to other assignments in a row). When necessary, change deadlines manually when assignments will be created.

If you already know who will performing tasks, select necessary contractors in the **Contractor** column of the list. It is not even obligatory to open assignment editing window, because after selecting a contractor the system will immediately calculate assignment amount based on contractor's price list.

To confirm this, you will see some value in the **Amount** column, and you can switch to the **Assignment tasks** tab to view which prices have been automatically applied to an assignment:

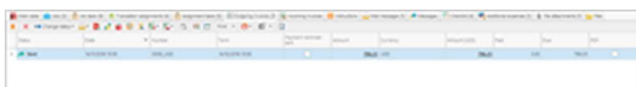


Name	Contractor	Amount	Deadline
Task 1		0	2023-12-31
Task 2		0	2023-12-31
Task 3		0	2023-12-31
Task 4		0	2023-12-31
Task 5		0	2023-12-31
Task 6		0	2023-12-31
Task 7		0	2023-12-31
Task 8		0	2023-12-31
Task 9		0	2023-12-31
Task 10		0	2023-12-31

Such approach allows to simultaneously work with a lot of entities and minimize amount of clicks/window switches while managing a project.

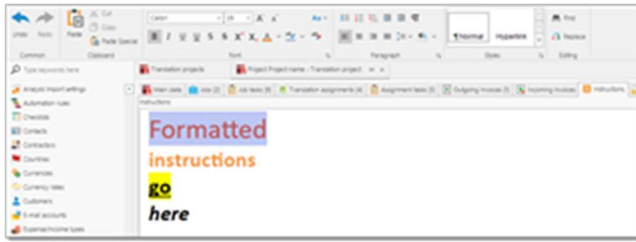
Incoming and outgoing invoices

When you create an invoice over any job or any assignment, these invoices will automatically appear in corresponding tabs, so you can quickly access them, view, print, register payments, etc.



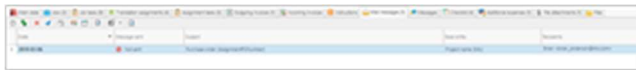
Instructions

On this tab you can provide formatted instructions for a project. These instructions will be automatically transferred to all jobs created inside a project (with possibility to further edit them in each individual job, when necessary).



To format a text, use formatting buttons on the **Editing** and **Insert** tabs on the ribbon.

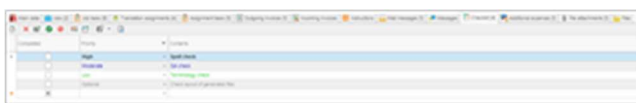
Mail messages



On this tab, you can view all messages create from project's jobs and assignments, as well as from a project itself. From here, you can create new messages (**New** button) and send messages (select one or multiple messages and click **Send** on the toolbar).

Checklist tab

This tab allows to create a list of items which should be marked as **Completed** before project delivery. You may define predefined sets of checklist items and add them automatically when a project is created.



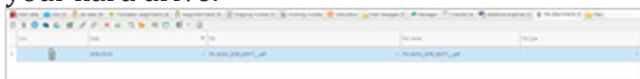
Additional expenses

Additional expenses tab contains expenses linked with this project. When the system calculates margin, additional expenses are taken into account as well.



File attachments and Files

On the **File attachments** tab you can add project files (source files, reference files, glossaries, TMs, etc.). These files are stored directly in the database and not linked with source files on your hard drive:



Also, they can be stored in one of supported cloud drives (Dropbox, Google Drive and Microsoft OneDrive). Once the file is attached, it can be deleted or moved on the hard drive. (but not on cloud drive). Use this function with care, because it leads to database file size growth. Currently, maximum file size in a local mode is 4 Gb. In network mode, file size is unlimited.

To attach a file, select on the **Add from file....** After selecting a file, specify its type in the **File type** column by selecting necessary value from the underlying reference table (you may create additional file types on fly). These files are stored inside database, and available to other users who may open this project from another computer or web-version.

On the **Files (on disk)** tab you may select a local folder where project files are stored:



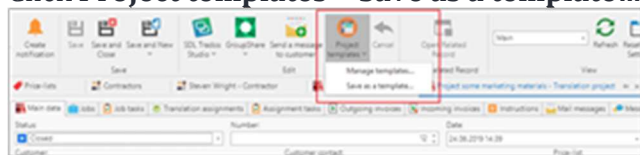
Use this tab if you do not need to provide access to project files to other users. These files are stored only on your computer and not available to others.

Project templates

You can turn any project to a template and then use it to quickly create new identical projects.

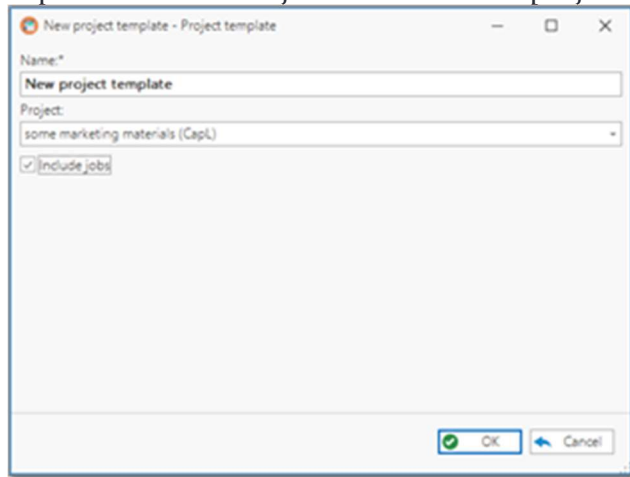
How to create a template:

1. Open any translation project.
2. Click **Project templates > Save as a template...**



3. In the dialog, provide a name for a new template and optionally check **Include jobs** box. When this box is checked, a new project created using this template will also contain

copies of translation jobs from a source project.



4. Click **OK** to save a template.

How to use a template:

1. Open list of projects.
2. Click **Project templates** and select any previously save project template.
3. Project creation window will be opened, with all fields copied from a base project.

How to delete a template:

1. Open list of projects.
2. Click **Project templates > Manage templates....**
3. In the opened view, select necessary template and click **Delete**.

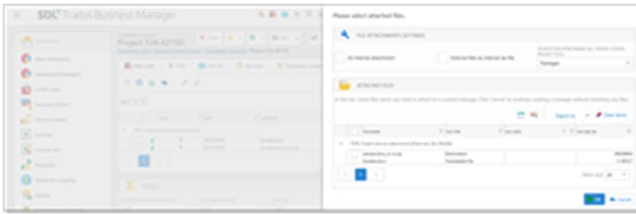
Project finishing

You have few ways to finish a project.

Manually sending notification message and files

When all jobs and assignments will be marked as finished, project status will also be changed to Finished, which signals about the need to deliver a project.

You can open such project and click Send an e-mail to selected customer contact button to create a message. File attachments dialog will open, where you can select all files you wish to attach to a message:



If you use automatic uploading to cloud drives, you can select files regardless their size. Otherwise, take a note on the **File size** column. Click OK, and system will display e-mail composing window. By default, **Project delivery** message template will be applied, so in ideal case you'll only need to check the text, recipients and files, and click **Send** to send a message. Otherwise, you can freely change anything in a created message before sending it.

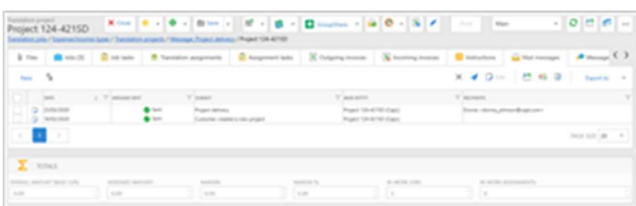
In the result, when you return to a project, its status will be changed to **Delivered**.

Automatic notification about completed project

If you use customer portal, application can send notifications about completed projects to customers automatically. This happens when project status changes to **Delivered**. To make this function working, you need to have a message template with **Use as default for** value set to **Project delivery** and non-checked **Disabled** box.

Automatically created message will have attached all project files with type set to "Translated file", "Proofread file" or "Deliverable". If total size of files which were automatically attached exceeds limit set in the application settings, then files won't be attached at all, and customer will receive only text message. Taking this into account, it's always recommended to include link to a project in the message template. Also, if you expect large files to be delivered, you can configure automatic files uploading to a cloud drive. In this case, despite the size of attached files, they will be uploaded to a cloud drive and link will be inserted into a message. However, take a note that corresponding variable should present in a message template.

To know that message was automatically sent and delivered, you can switch to the mail messages tab:



Invoices and payments

Invoicing is one of the main tasks which SDL Trados Business Manager allows to solve.

Here is the list of goals, which need a solution to handle this task:

- Set invoice rules, which include customer requirements for issuing invoices, standard terms, etc.
- Provide capabilities to create invoices on a base of uninvoiced completed jobs.
- Print invoice or send it to the customer
- Control payments against invoices
- See unpaid overdue invoices and take corresponding measures
- Archive paid invoices and mark corresponding translation projects as paid too

Nested articles of this section describe all these tasks in detail.

Invoicing rules

When you edit a client, there are a number of fields intended to store information about invoicing.

These fields include **Default payment term**, which specifies how invoice due date is determined, and **Invoicing threshold** field, which allows to set a limit, upon reaching of which the system will offer to create an invoice for a customer. Also, **Comments** field allows to add a free text describing invoicing process for the particular client.

In addition to this data, each customer's contact has an **Invoicing matters** checkbox, which tells the system that this person may be contacted for invoicing matters. Such, there could be a number of invoicing emails for each client. In this case, when you intend to send an e-mail, these contacts will be automatically added to the **To** field of any composed message. Of course, it is possible to edit them before actually sending an e-mail.

A dozen of settings which affect invoice creation process can be found in the program **Settings**, on the [Invoice settings](#) tab. Here you can setup default invoice file names, default tax used in a newly created invoices, different numbering options, logo for your invoices and signature text. Also, information about unpaid invoices can be added to a Google Calendar.

Invoice creation and invoice editing form

After setting up invoicing settings, e-mails, default terms we can start to prepare invoices.

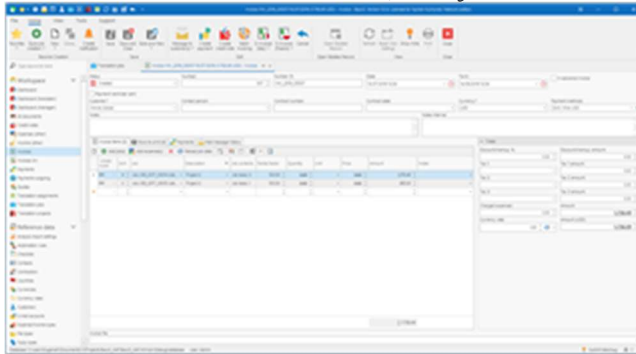
There are a number of ways to prepare invoices.

Invoice creation from list of jobs

To automatically prepare an invoice, open **Translation jobs** list. Select necessary jobs and click **Create invoice**. In a result a new invoice form will be opened with pre-filled data from selected jobs.

Note. The selected jobs must belong to one customer and have one common currency (you have to repeat invoice creation operation for all existing customer/currency pairs when creating invoices in a such way).

A new invoice will be created, and you will see some details of the included jobs:



The program generates next invoice number based on the program settings, automatically selects **Customer**, **Currency** and **Payment method**. Program also automatically detects **Payment term** on the base of a customer's settings. Do not forget to check if a term was detected correctly.

Invoice status field determines invoice state. It can be *Proforma*, *Created*, *Sent*, *Approved*, *Partially paid*, *Paid*, *Partially rejected* and *Rejected*. If you enabled invoice protection in the [invoice settings](#), then it won't be possible to edit or delete an invoice if it's status differs from *Proforma* or *Created*.

Each row in **Invoice details** table is linked with a job. It allows to track invoiced and uninvoiced amounts for each job. This means that you can create multiple invoices over a single job (for example, for long jobs which require partial invoicing). However, it is not necessary to link each invoice row with any job.

You can manually add new rows to the **Invoice details** table and leave **Job** column empty. In this case you can manually provide description and amount for a service included in an invoice. This could be additional expenses or special corrections. If you wish to charge your customer with additional expenses linked with some activity (provided that this expense is entered in the **Expenses** table).

You can use **Add expense** button above this table to add an expenses from the list of expenses. Popup window will be opened, allowing you to select necessary expense(s). Select **OK** and selected expense will be added to an invoice.

In the same manner, you can click **Add job(s)** button to add uninvoiced jobs for a selected customer.

To understand if invoice item is linked with a job or not, see first column in the table:

Job	Job name	Description	Job contents	Public factor	Quantity	Unit	Price	Amount	Notes
Job 1	Job 1 (2017-2018) Job	Project 2	Job Name 1	100%	1000	Unit	1000	100000	
Job 2	Job 2 (2017-2018) Job	Project 2	Job Name 2	100%	1000	Unit	1000	100000	
		Currency difference		0.00	0.00	Unit	0.00	0.0000	

In the example above, **Invoice details** table contains information about 2 selected jobs (**Description** column is populated in the base of the **Job name** field). The **Job contents** column shows a source of job amount and a number of included rows (job tasks or job receivables). This number corresponds to a number of rows per each job which will be actually printed in the generated invoice. To preview these rows, switch to the **Rows to print** tab:

Job group	Job	Job name	Description	Item type	Public type	Quantity	Unit	Price	Amount	Notes
1	Job 1 (2017-2018) Job	Job 1 (2017-2018) Job	Project 2	Transaction	50% - 50%	500.00	Hours	0.500	500.00	
1	Job 2 (2017-2018) Job	Job 2 (2017-2018) Job	Project 2	Transaction	100%	1000.00	Hours	0.500	500.00	
2	Job 1 (2017-2018) Job	Job 1 (2017-2018) Job	Project 2	Transaction	50% - 50%	500.00	Hours	0.500	500.00	
2	Job 2 (2017-2018) Job	Job 2 (2017-2018) Job	Project 2	Transaction	100%	1000.00	Hours	0.500	500.00	

Here you can see detailed information about each job included in an invoice. And now it shows 4 rows, not 2 rows. This is because each of included jobs contains 2 tasks. So, in total we get 4 rows for printing in an actual invoice. **Job group** column helps to find out corresponding row in the **Invoice details** table.

Please remember this concept: you may add multiple jobs to an invoice, and each job may have multiple tasks/receivables. Because of this, **Invoice details** table shows only total amounts of each job, while **Rows to print** table shows full breakdown with services and prices.

Sort column in the table is used to sort invoice rows in the invoice printing form. You can use **Move Up** and **Move down** buttons on the toolbar to change the order. Alternatively, you can manually type sort order in the corresponding cell.

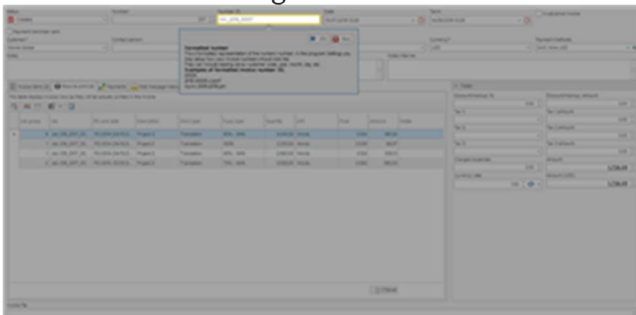
Partial factor column allow to issue partial invoices. Here you specify percentage of the total job's amount which must be included in an invoice. In this case corresponding jobs will be marked as *Partially-invoiced*. **Quantity** and **Amount** values will be decreased correspondingly. To see how this feature works, try to change a factor and then switch to the **Rows to print** tab to see that **Quantity** and **Amount** were correspondingly decreased. If a customer uses few currencies to estimate jobs, then it's needed to issue separate invoice for each currency.

Before saving an invoice, make necessary corrections: edit **Description** and **Notes** fields in the **Invoice details** table. Select taxes and discounts when needed, and check final amount. Taxes may be filled automatically if **Default tax 1**, **Default tax 2** and **Default tax 3** fields are filled for a selected customer (or if corresponding fields are filled in general application settings). Of course, you can change taxes selected by default or simply clear them.

Currency rate field contains a button to apply this rate to all jobs included in the invoice. This allows to recalculate amount in base currency in all jobs using one single currency rate. In the result, total sum of jobs expressed in the base currency will equal to the invoice amount in the base currency.

Select **Save** or **Save and close** button to save an invoice. In a result, included jobs will be marked as *Invoiced*.

When you create invoice for the first time, short interactive tutorial will show main elements on the invoice editing form:

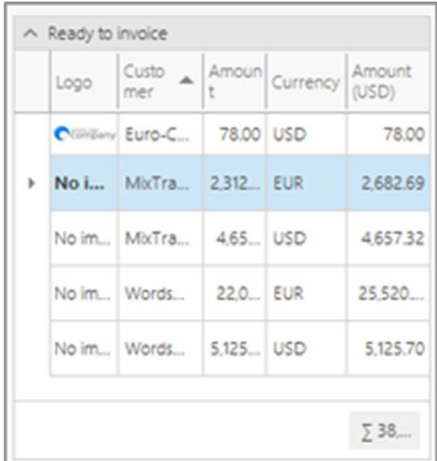


To manually open this tutorial later, select **Show hints** button on the ribbon.

Invoice creation on the base of invoicing threshold

Another way to automatically prepare an invoice is to set invoicing threshold for the customer.

When jobs amount will reach this threshold, you will see a notification on the dashboard (**Ready to invoice** widget) that it is possible to create an invoice.



Ready to invoice				
Logo	Customer	Amount	Currency	Amount (USD)
	Euro-C...	78.00	USD	78.00
▶ No i...	MixTra...	2,312...	EUR	2,682.69
No im...	MixTra...	4,65...	USD	4,657.32
No im...	Words...	22.0...	EUR	25,520...
No im...	Words...	5,125...	USD	5,125.70

Σ 38...

Double click on it and you will be switched to the invoice creation form with all uninvoiced jobs included for the particular client. When you double click on any row, default invoice editing form will be opened, where you can make final edits of a created invoice.

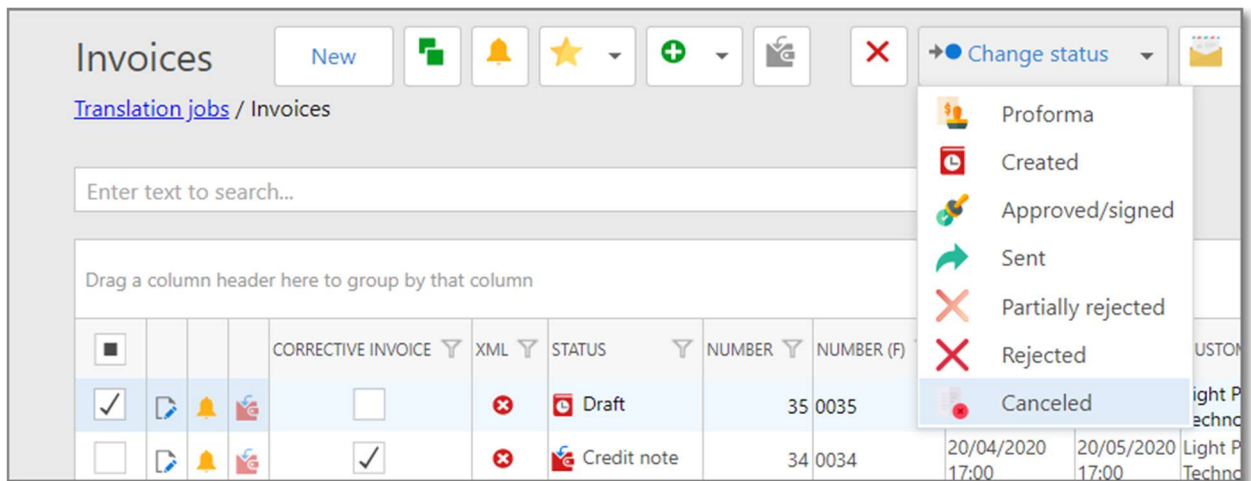
Credit notes and cancelling invoices

Introduction

Sometimes you need to correct invoices, which were already sent to customers. For such situations, SDL Trados Business Managers provides a specific workflow, which allows to quickly adjust sent invoices. There are two ways of making changes in invoices: cancel invoices and issue credit notes.

Cancelling invoices

If you don't use e-invoicing functionality, you can simply cancel invoice and issue and new one. To do this, simply select an invoice in the invoice list, then click or hover mouse pointer over **Change status** button, and select **Cancelled**.



If nothing prevents from cancelling an invoice (for example, invoice has already been partially or fully paid), then invoice status will be changed, which will be reflected in the invoice list (crossed values in a row):

<input type="checkbox"/>						<input checked="" type="checkbox"/>		Sent	32 0032	16/04/2020 14:19	16/05/2020 14:19	Tomorrow Solutions	-	0.00	0.00	0.00	-40.97 EUR	-49.16
<input type="checkbox"/>						<input type="checkbox"/>		Cancelled	43 0019	25/03/2020 08:08	24/04/2020 08:08	Tomorrow Solutions	-	0.00	0.00	0.00	0.00 USD	0.00
<input type="checkbox"/>						<input type="checkbox"/>		Cancelled	42 0012	27/12/2019 00:00	20/01/2020 00:00	Tomorrow Solutions	-	0.00	0.00	0.00	4.031.04 EUR	4.030.33
<input type="checkbox"/>						<input type="checkbox"/>		Cancelled	30 0030	27/12/2019 00:00	20/01/2020 00:00	MixTrans-Ltd:	-	0.00	0.00	0.00	1.635.74 EUR	1.962.89

From now, you can simply create a new invoice with correct values.

Credit notes

If invoice can't be cancelled or if it is necessary to issue official credit note paper, then you can create a credit note over an existing invoice. Credit notes can be issued over invoices whose status is **not** one of the following: **Proforma, Draft, Cancelled, Credit note.**

In online version, this is reflected by muted button in the invoice list:

Drag a column header here to group by that column

<input type="checkbox"/>				CORRECTIVE INVOICE	XML	STATUS	NUMBER	NUMBER (F)	DATE	TERM	CUSTOMER	CONTACT PERSON
<input checked="" type="checkbox"/>				<input type="checkbox"/>		Draft	35	0035	23/04/2020 09:06	23/05/2020 09:06	Light Point Technologies	
<input type="checkbox"/>				<input checked="" type="checkbox"/>		Credit note	34	0034	20/04/2020 17:00	20/05/2020 17:00	Light Point Technologies	
<input type="checkbox"/>				<input checked="" type="checkbox"/>		Credit note	33	0033	16/04/2020 14:40	16/05/2020 14:40	Tomorrow Solutions	
<input type="checkbox"/>				<input checked="" type="checkbox"/>		Sent	32	0032	16/04/2020 14:19	16/05/2020 14:19	Tomorrow Solutions	
<input type="checkbox"/>				<input type="checkbox"/>		Canceled	43	0043	25/03/2020 00:00	24/04/2020 00:00	Tomorrow Solutions	
<input type="checkbox"/>				<input type="checkbox"/>		Canceled	42	0042	31/12/2019 00:00	30/01/2020 00:00	Tomorrow Solutions	
<input type="checkbox"/>				<input type="checkbox"/>		Canceled	30	0030	31/12/2019 00:00	30/01/2020 00:00	MixTrans Ltd.	
<input type="checkbox"/>				<input type="checkbox"/>		Sent	6	0006	31/12/2019 00:00	30/01/2020 00:00	Light Point Technologies	
<input type="checkbox"/>				<input type="checkbox"/>		Approved/signed	31	0031	31/12/2019 00:00	30/01/2020 00:00	MixTrans Ltd.	
<input type="checkbox"/>				<input type="checkbox"/>		Approved/signed	5	0005	31/12/2019 00:00	30/01/2020 00:00	Light Point Technologies	

To create a credit note, click corresponding button. In fact, credit note is also an invoice (so you see invoices and credit notes in a single list), but when you open it, instead of **Invoice items** table you will see **Invoice item corrections** table. This table contains all items from original invoice, and you can't add or remove records here. It is only possible to change values in the **Quantity** and **Price** columns, thus decreasing amount of original invoice item:

SDL Trados Business Manager

Invoice 0034/20/04/2020 (18.09 EUR)

Translation jobs / Invoices / Invoice 0034/20/04/2020 (18.09...)

MAIN DATA

STATUS: Credit note NUMBER: 34 NUMBER (F): 0034 DATE: 20/04/2020 17:00

NAME*: Light Point Technologies CURRENCY*: EUR

CORRECTED INVOICE: 3451.5200; 4141.8200; 18.0900; 3433.4300; EUR; Light Point Technologies; 31/12/2019 00:00:00; 1; 0006; Sent; 30/01/... CORRECTION REASON: Mistake in quantity

INVOICE ITEM CORRECTIONS

				INVOICE ITEM	DESCRIPTION	SERVICE TYPE	QUANTITY	UNIT	PRICE	AMOUNT	INITIAL QUANTITY	INITIAL AMOUNT									
<input type="checkbox"/>				1	Project 2	Translation	318.00	Words	0.056	17.81	318.00	17.81									
<input type="checkbox"/>				2	Project 2	Translation	0.00	Words	0.035	0.00	9.089.00	318.12									
<input type="checkbox"/>				3	Project 2	Translation	0.00	Words	0.07	0.00	9.332.00	653.24									
<input type="checkbox"/>				4	Project 2	Translation	0.00	Words	0.07	0.00	9.935.00	695.45									
<input type="checkbox"/>				5	Project 2	Translation	0.00	Words	0.07	0.00	56.00	3.92									
<input type="checkbox"/>				6	Project 2	Translation	0.00	Words	0.056	0.00	4.070.00	227.92									
<input type="checkbox"/>				7	Project 2	Translation	5.00	Words	0.056	0.28	669.00	37.46									
<input type="checkbox"/>				8	Project 2	Translation	0.00	Words	0.07	0.00	735.00	51.45									
<input type="checkbox"/>				9	Project 2	Translation	0.00	Words	0.021	0.00	451.00	9.47									
<input type="checkbox"/>				10	Project 4	Translation	0.00	Words	0.035	0.00	1.134.00	39.69									
<input type="checkbox"/>				11	Project 4	Translation	0.00	Words	0.07	0.00	7.849.00	549.43									
<input type="checkbox"/>				12	Project 4	Translation	0.00	Words	0.021	0.00	9.758.00	204.92									
<input type="checkbox"/>				13	Project 4	Translation	0.00	Words	0.021	0.00	5.692.00	119.53									
<input type="checkbox"/>				14	Project 4	Translation	0.00	Words	0.021	0.00	3.562.00	74.80									
<input type="checkbox"/>				15	Project 4	Translation	0.00	Words	0.056	0.00	3.643.00	204.01									
<input type="checkbox"/>				16	Project 4	Translation	0.00	Words	0.07	0.00	3.490.00	244.30									
											Sum=18.09										Sum=3,451.52

TOTALS

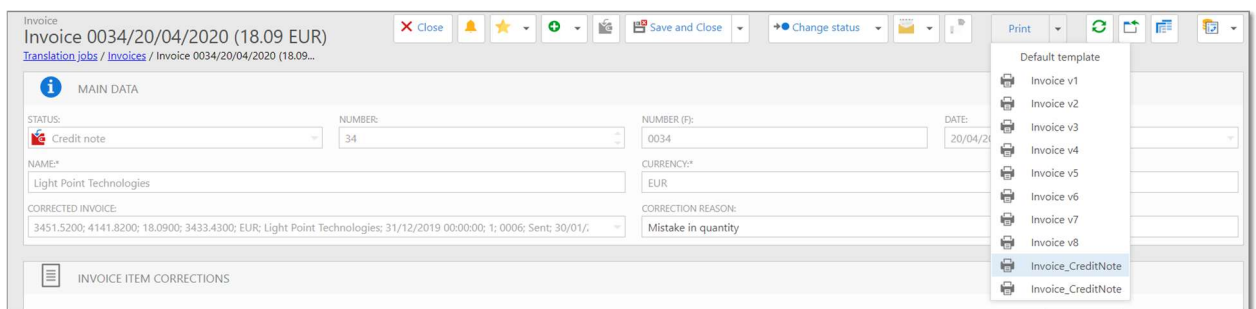
TAX 1: N/A TAX 1 AMOUNT: 0.00 TAX 2: N/A TAX 2 AMOUNT: 0.00 TAX 3: N/A TAX 3 AMOUNT: 0.00

AMOUNT: 18.09 CURRENCY RATE: 1.20 AMOUNT (BASE CUR): 21.71

By default, when you create a credit note, values in the **Quantity** column are set to zero. For reference, you can see initial quantities and amounts nearby (**Initial quantity** and **Initial amount** columns). If you wish to deduct something from original invoice, just type necessary values in the **Quantity** and **Price** column. Resulting amount will give you a credited amount. Then, you can apply same taxes to this amount, as were used in original invoice.

Additionally, you can provide **Correction reason** in the corresponding field.

For credit notes, a new special invoice template was created. You can find it under **Print** button:



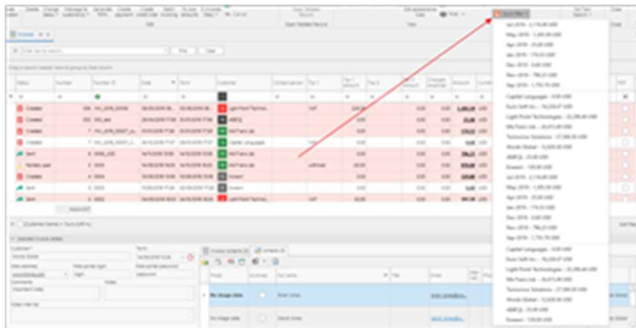
Use it to preview your credit note:

Credit note						
Billers: Eugene K			Dodument Nr.: 0034			
			Date: 20/04/2020			
Customer: Light Point Technologies			Corrected invoice:			
Address in Belgium			Invoice Nr.: 0006			
VAT: VAT_646566915			Date: 31/12/2019			
			Correction reason:			
			Mistake in quantity			
Description	Service	Quantity	Units	Price	Amount	Initial amount
Project 2	Translation	318.00	Words	0.056	17.81	17.81
	Translation	0.00	Words	0.035	0.00	318.12
	Translation	0.00	Words	0.07	0.00	653.24
	Translation	0.00	Words	0.07	0.00	695.45
	Translation	0.00	Words	0.07	0.00	3.92
	Translation	0.00	Words	0.056	0.00	227.92
	Translation	5.00	Words	0.056	0.28	37.46
	Translation	0.00	Words	0.07	0.00	51.45
	Translation	0.00	Words	0.021	0.00	9.47
	Translation	0.00	Words	0.035	0.00	39.69
	Translation	0.00	Words	0.07	0.00	549.43
	Translation	0.00	Words	0.021	0.00	204.92
	Translation	0.00	Words	0.021	0.00	119.53

Credit notes are always created over a single base invoice, which number is mentioned in the **Corrected invoice** field. When you save a credit note, Due amount of that invoice will be decreased by amount of a credit note. This means that all payments should be registered over original invoice, not over credit note. Sequentially, credit notes won't be available in selection lists when you create payments and choose invoices covered by that payment.

Quick filter in the list of invoices

Take a note on a special **Quick filters** button in the project list, which not only provides another way to quickly filter list of invoices, but also displays amounts for last 12 months and top customers:



Top part contains list of months and amounts, while lower part lists top customers with amounts. Select any item in this list to filter list of jobs by month or by customer.

Invoice printing

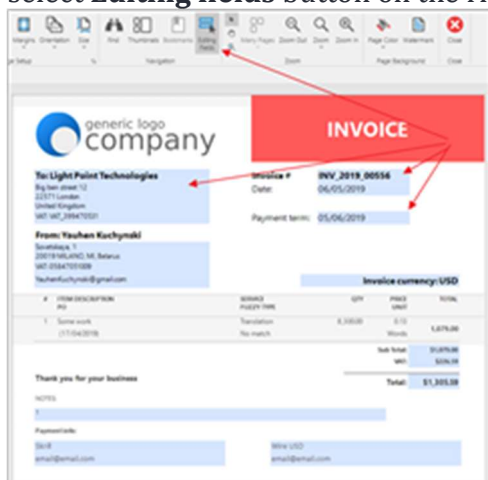
You can print invoices from invoice list or from invoice editing form.

In the invoice list, select one or multiple invoices and click **Print**. The same button is available in the invoice editing form, but it allows to print only one currently opened invoice. When you simply click on Print button, invoice will be printed using automatically determined template (customer default template or global default template). If you click drop-down button and select explicit template, then all selected invoices will be printed using selected template.

Note. Before printing an invoice from invoice editing window, you have to save it, otherwise you would not see unsaved changes in the generated invoice

Note. If you selected multiple invoices and clicked **Print** button, the system will detect default template for a customer of the first selected invoice.

One of main functions of the preview page is possibility to make final edits in the invoice. Yes, you can edit generated invoice almost as in text editor (for custom templates, this feature must be **turned on** in the invoice template designer). To highlight fields which support final editing, select **Editing fields** button on the ribbon:



On the preview page you can also change page settings, print invoice, export (save) it in a number of different formats (PDF, XLSX, RTF, HTML, TXT and even PNG) or send by e-mail.

To change look settings, select parameters on the left pane. For the templates which support color accents you can select one of supported colors. Simply make desired selections on the Parameters panel and select Submit to see the results. To print, export or change view scale, simply use buttons above the preview area.

To send invoice by e-mail, select **E-mail via SDL Trados Business Manager** in the preview window. A message composing window will be opened with pre-filled recipient, message header and file attachment. A message will be sent and appear in the *Sent* folder of your mailbox. Also, it will be saved in the Mail sender list along with attached invoice.

You can also select **Save as PDF and attach to a current document** to save generated invoice in PDF format and put it into **Invoice file** field. Later you will be able to send a message to your customer with a file saved in this field. To do this, find an invoice in the invoice list, select customer contact below the table and select **Write e-mail message** button. Invoice file will be automatically attached to a created message.

You can also generate PDF files and send them without showing invoice preview window. For this, select necessary invoices in the Invoice list and click **Generate PDFs**. The system will generate invoices according to customer settings and attach PDF files to the selected invoices. Also, you will get a question about saving PDF files on your hard drive. Select **Yes** and select

destination, if needed. After generating of PDF files you will see marks in the **PDF** column, which means that these invoices has invoice files attached.

To send invoices, select necessary invoices and select **Message to customer(s)**. To send invoice files, select Invoice(s); to send payment reminders, select **Payment reminder(s)**. The system will generate necessary mail messages. If only one invoice has been selected, message composing window will be opened. Otherwise, you will be redirected to the message list, from where you can view, edit and send generated messages.

Built-in invoice templates

The system includes 8 predefined invoice templates, which cannot be deleted (but can be used as a base to create your own templates).

These templates are always available when you select system default invoice template (**Settings > Invoice settings > Default template**), or default invoice for a customer (**Customer editing form > Main customer settings > Default invoice template**).

Examples of default invoice templates:

Invoice_v1

The screenshot shows an invoice template for 'generic logo company'. The header includes the company logo and name. The invoice details are as follows:

Bill to: Yashen Kachynski		Invoice Nr. INV_2019_00556	
Sovetskaya 1 20019 MINSK, MI, Belarus VAT: 05847051009		Date	06/05/2019
Customer: Light Point Technologies		Term	05/06/2019
Big ben street 12 22571 London United Kingdom VAT: VAT_399470531		Currency	USD

Description	P.O. number and date	PIB name	Service	Quantity	Units	Price	Amount
Some work	(17/04/2018)	Patricia Smith	Translation	8,300.00	Words	0.13	1,079.00
Net amount:							\$1,079.00
VAT:							\$226.59
Final Amount:							\$1,305.59

Notes: #

Payment instructions. You can use the following payment methods:

Swift email@email.com	Wire USD email@email.com
---------------------------------	------------------------------------

Thank you!

Invoice_v2

Invoice							
Biller: Yauhen Kuchynski Serebriars, 1 20019 MILANO, MI, Belarus VAT: 01847021008				Service No.: INV_2019_0056 Date: 06-05-2019 Term: 03-06-2019			
Customer: Light Point Technologies Big ben street 12 22773 London United Kingdom VAT: VAT_399470531				Contact: Currency: USD			
Description	PO number and date	PI Name	Service	Quantity	Unit	Price	Amount
Service work	07-04-2018	Patricia Smith	Translation	8,300.00	Words	0.13	1,079.00
						Net amount:	\$1,079.00
						VAT:	\$226.59
						Total Amount:	\$1,305.59
Payment details: Swift email@ema.com				Wire USD email@ema.com			
Thank you!							

Invoice_v3

generic logo company							
Yauhen Kuchynski Serebriars, 1 20019 MILANO, MI, Belarus VAT: 01847021008				INVOICE			
Light Point Technologies Big ben street 12 22773 London United Kingdom VAT: VAT_399470531				Term: 03-06-2019	Service date: 06-05-2019	Invoice No.: INV_2019_005	
				Currency: USD			
Description	PO number and date	PI Name	Service	Quantity	Unit	Price	Amount
Service work	07-04-2018	Patricia Smith	Translation	8,300.00	Words	0.13	1,079.00
						Net amount:	\$1,079.00
						VAT:	\$226.59
						Total due:	\$1,305.59
Payment instructions: You can use the following payment methods:							
Swift email@ema.com				Wire USD email@ema.com			
Thank you!							

Invoice_v4

INVOICE							
Yauhen Kuchynski Serebriars, 1 20019 MILANO, MI, Belarus VAT: 01847021008				generic logo company			
Light Point Technologies Big ben street 12 22773 London United Kingdom VAT: VAT_399470531				Service #: INV_2019_0055	Date: 06-05-2019	Due: 03-06-2019	Currency: USD
Description	PO Number	Contact	Service	Quantity	Unit	Price	Amount
Service work	07-04-2018	Patricia Smith	Translation	8,300.00	Words	0.13	1,079.00
						Net amount:	\$1,079.00
						VAT:	\$226.59
						Total due:	\$1,305.59
Payment instructions: You can use the following payment methods:							
Swift email@ema.com				Wire USD email@ema.com			
Thank you!							

Invoice_v5

generic logo company

Yauhen Kuchynski
Sovetskaya, 1
22019 MLAND, M, Belarus
vat: 0584703100

Light Point Technologies
Big Ben street 12
22571 London
United Kingdom
vat: 299470531

INV_2019_00556
Date: 05/06/2019
Term: 05/06/2019

1,305.59 USD

DESCRIPTION	WORKTYPE	QUANTITY	PRICE	TOTAL
ID	PUDDTYPE	UNIT	UNIT	
Some work	Translation	8,300.00	0.13	1,079.00
(17.04.2018)	No match			
				TOTAL
				VAT
				1,305.59 USD

ACCEPTED PAYMENT METHODS
Skrib
email@demal.com

Wire USD
email@demal.com

Invoice_v6

generic logo company

Yauhen Kuchynski
Sovetskaya, 1
22019 MLAND, M, Belarus
vat: 0584703100
www.papam.com

Light Point Technologies
Big Ben street 12
22571 London
United Kingdom
vat: 299470531

INVOICE

Invoice No: **INV_2019_00556** Invoice Date: **05/06/2019** Invoice Term: **05/06/2019** Invoice Due: **05/06/2019**

DESCRIPTION	WORKTYPE	QUANTITY	PRICE	TOTAL
ID	PUDDTYPE	UNIT	UNIT	
Some work	Translation	8,300.00	0.13	1,079.00
(17.04.2018)	No match			
				TOTAL
				VAT
				1,305.59 USD

ACCEPTED PAYMENT METHODS
Skrib
email@demal.com

Wire USD
email@demal.com

THANK YOU FOR YOUR BUSINESS

Invoice_v7

generic logo company

Light Point Technologies
Big Ben street 12
22571 London
United Kingdom
vat: 299470531

Yauhen Kuchynski
Sovetskaya, 1
22019 MLAND, M, Belarus
vat: 0584703100
YauhenKuchynski@gmail.com

Date issued: **04/05/2019**
Invoice No: **INV_2019_00556**

USD

DESCRIPTION	WORKTYPE	QUANTITY	PRICE	TOTAL
ID	PUDDTYPE	UNIT	UNIT	
Some work	Translation	8,300.00	0.13	1,079.00
(17.04.2018)	No match			
				TOTAL
				VAT
				1,305.59

DATE: **05/06/2019** **\$ 1,305.59**

NOTES
1

ACCEPTED PAYMENT METHODS
Skrib
email@demal.com

Wire USD
email@demal.com

Invoice_v8

The image shows a screenshot of an invoice form. At the top left is the 'generic logo company' logo. The main header is a red bar with the word 'INVOICE' in white. Below this, the 'To:' section lists 'Light Point Technologies' with an address in London. The 'From:' section lists 'Yauhen Kuchynski' with an address in Belarus. Invoice details include 'Invoice # INV_2019_00556', 'Date: 06/05/2019', and 'Payment term: 05/06/2019'. A table lists items with columns for '#', 'DESCRIPTION', 'QTY', 'PRICE UNIT', and 'TOTAL'. One item is 'Some work' with a quantity of 1 and a total of 1,079.00. The total amount is \$1,079.00. The invoice is in USD. There is a 'Thank you for your business' message and contact information for 'email@email.com'.

Invoice forms localization

SDL Trados Business Manager allows to localize printing templates. In this topic you will find out how to easily localize invoice and prepare bilingual templates.

Information contained here explains how to localize invoice templates, but the same rules can be applied to other printing forms (quotes, purchase orders).

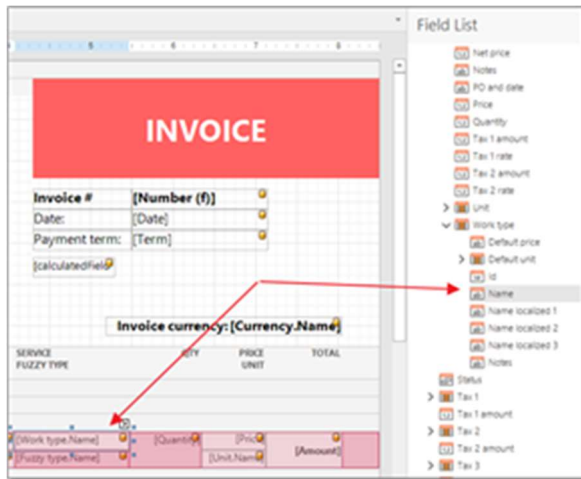
To start with localization, open corresponding reference data tables and provide localized values for entry names.

Each entry has three fields for localization, named as Name localized 1, Name localized 2 and Name localized 3. No need to link first and second value with some language - you are free to decide which language will correspond to each number. Here is example for Units:

The image shows a small table with four columns: 'Name localized 1', 'Name localized 2', 'Name localized 3', and 'Units'. The first row has 'Units' in the first column and 'Units' in the last column. The second row has 'Units' in the first column and 'Units' in the last column.

When localized values are provided, you are free to use these variables in your invoice templates.

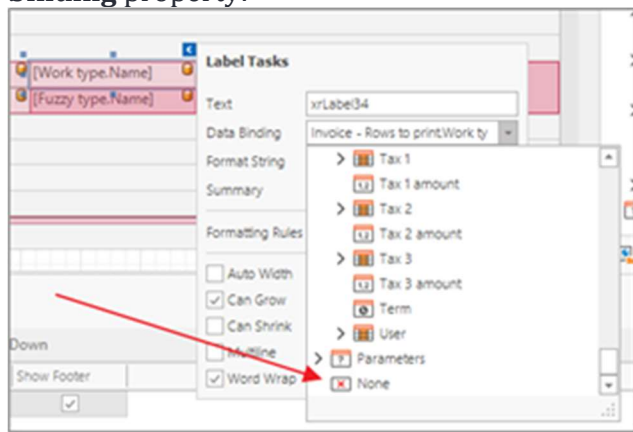
Open invoice template in the designer and find any field which you want to localize. For example, you want to localize **Work type**. Select it in the Designer and find out linked field in the **Field list**:



You can see localized variables below **Name** field in the field list. Drag necessary field and put it over selected label. The label will become linked with localized name instead of source name.

If you wish to get bilingual invoice, to the following:

1. Select a label on the design surface. Open helper menu and select **None** in the **Data binding** property:



2. Double click on a label to edit its contents, type [] and drag **Name** field inside these square brackets.
3. Then type another pair of square brackets and drag **Name localized** inside second pair of square brackets. You will get a string like that:
[Work type.Name] / [Work type.Name localized 1]

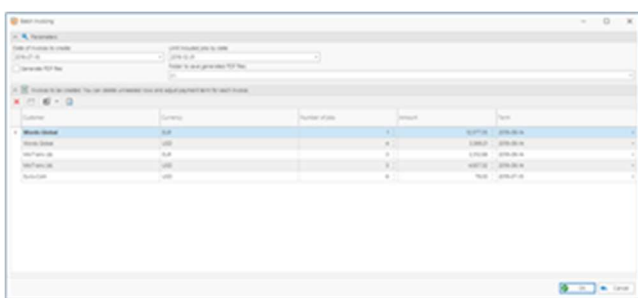
Making changes in invoices

Sometimes it is required to edit a job which has already been invoiced. In such cases, you have few options to reflect these changes in an existing invoice.

1. Open an invoice, select a job in the **Invoice details** table, and click **Reload job data** button on the toolbar. New amount will be loaded from a job, and invoice total amount will be automatically re-calculated.
2. When editing a job, select drop-down button near **Save options** button and select **Save and add to existing invoice**. If a job has multiple invoices, you will see a list to select which invoice you wish to update. After that, a job will be saved and underlying invoice will be updated. It is recommended to open an invoice and check if new amount is correct.
3. After editing a job, just select **Save**. If this job has been previously invoiced in full (and if only one invoice exists for that job) and the job amount has been changed, the system will offer to make corresponding changes in an linked invoice. Select Yes, and amount of invoice will be updated. Again, after such automatic change it is recommended to open an invoice to confirm that everything is correct.

Batch invoicing

SDL Trados Business Manager allows to create invoices in a batch mode. To do this, click **Batch invoicing** button on the main ribbon from the list of invoices. In the **Batch invoicing** window you can see a list of all uninvoiced or partially invoiced jobs, which are ready to be invoiced (status is sent or finished, but not received, quote, processing, rejected or paid), along with amount, customer name, currency and number of jobs which will be included in each invoice.



You can limit a number of jobs included in the batch invoicing process by specifying a date in the Limit included jobs by latest date field above the table. As an example, you can use this date when want to create invoice for the whole previous month, but do not want to include jobs from the current month. Also you can change a date of all invoices which will be created using this function.

To exclude a customer from invoice creation, simply delete corresponding row(s).

In the last column (**Term**) you can specify invoice payment term.

There is a **Save PDFs** checkbox under the table and a field to provide a path where PDF files will be stored. If this checkbox is marked, than each created invoice will be exported to the PDF format and placed to the specified folder, which will be automatically opened after operation is complete.

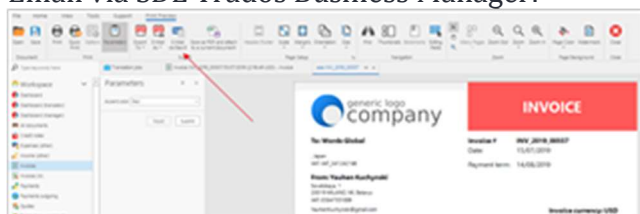
When you are done, click **OK** button. Operation will be started and you will see progress bar.

After completion, please go to the invoice list and confirm that necessary invoices are created. Make necessary corrections, if needed. If **Save PDFs** checkbox was checked, than you will get corresponding number of exported invoices. PDF files are created per customer and application settings, i.e. if you specified different invoice templates and localization languages for different customers, than these settings will be reflected in the generated PDF files. In ideal case it would not even be needed to open invoices list - PDFs are created and ready to be sent, while corresponding jobs in the job list are marked as invoiced.

Sending a message to a customer

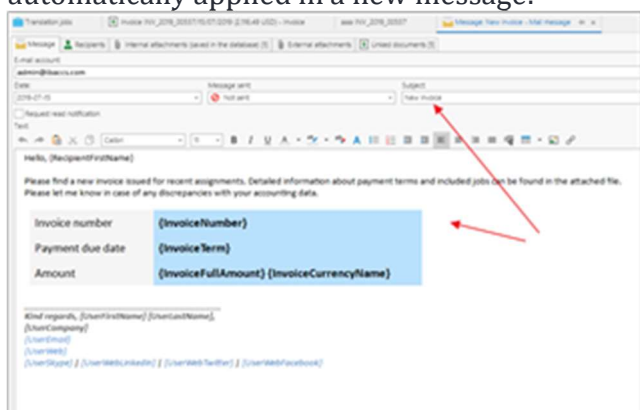
You have a number of options to send a message with invoice file attached to a customer.

Select invoice and click **Print** to show invoice preview. In the print preview window, select **Email via SDL Trados Business Manager**:

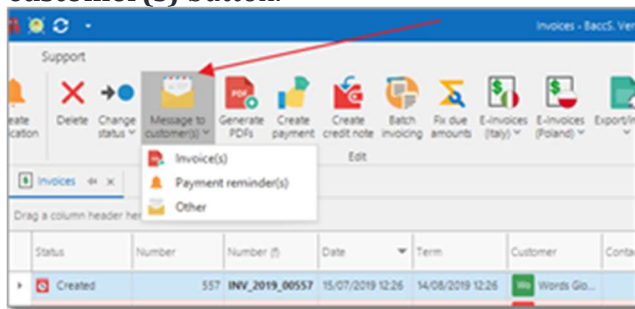


Currently viewed invoice will be saved as PDF, new mail message will be created with attached PDF file. All customer contacts with Invoicing matters option marked will be added to the **Recipients** list.

If you have message template defined as used by default for sending invoices, its text will be automatically applied in a new message:



From the invoice list or invoice editing form, select necessary invoices and click **Message to customer(s)** button.

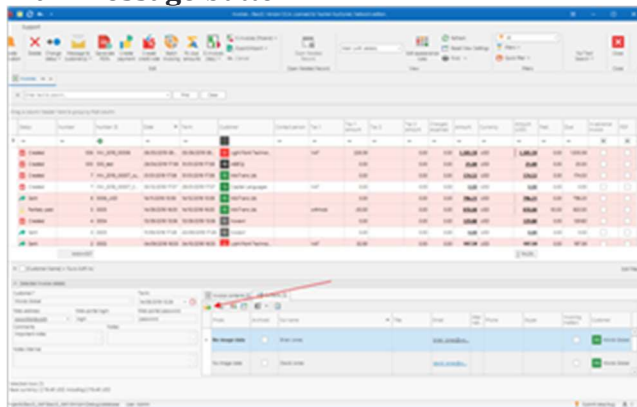


Select what you want to send: **New invoice**, **Payment reminder**, or **Other**. Depending on selection, different message template will be used. Again, email composing window will be opened with invoice file attached. Difference of this approach is in a moment of sending a message and possibility to send payment reminder. After saving a file to PDF and attaching it to an invoice, you can send it later, when needed.

Another way to send payment reminder is to switch to Main (with details) view in the invoice list:



This view contains details of a selected invoice at bottom. This details view also contains Contacts tab, which contains all contacts of a selected customer. From this list, click **Write e-mail message** button:



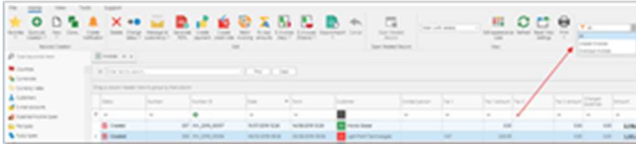
When you click this button, the [File attachment dialog](#) appears, where you have to select files attached to a created message. This approach allows to create a message not to all customer contacts with **Invoicing matters** option, but to a specific selected customer contact.

Payments over invoices

Overview

After invoice issuance, it must be paid until the due date.

There are a few options to control invoice payments: using invoice list and using the dashboard. Invoice list offers more features thanks to rich filtering system. As in other documents, each column of the invoice table contains filter button. It gives you a full control over displayed invoices. You can filter by clients, due date, currencies, amounts and due amounts, combining these filters in any possible way. To show overdue or unpaid invoices, simply use one of predefined filters:



Also, it is possible to control unpaid invoices in the **Dashboard**. There is a separate section with the list of all unpaid invoices. Overdue invoices are marked with red color.

In the list of invoices there is a panel with description of the selected invoice (when **Main (with details)** view is used. This panel contains main invoicing data for the selected client and selected invoice. It includes current due amount for the invoice, invoicing e-mails, links to compose an e-mail (to send an invoice or to send reminder), and client's invoicing requirements, including default term, client's web-portal details and additional comments. So, there is no need to open some notepad to recall the most important information.

Create payments from invoices list

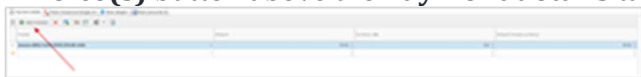
The easiest way to create a payment is to use invoice list.

1. Select necessary invoice or a number of invoices. Selection could contain invoices issued to any customers and in any currencies.
2. Click **Create payment** button on the ribbon. Here, two different behaviors are possible:
 - a. If you selected invoices only for one customer and currency, a payment form will be opened, and all fields will be filled automatically: client, currency, amount (which corresponds to amount of the selected invoices), payment method (default payment method for the client or, if not specified, all payment methods for the selected currency), and a list of linked invoices.
 - A. Confirm the data and select **Save** to register a payment.
 - b. System will create multiple payments, with amounts corresponding to each customer-currency pair in a selection. All created payments will saved and you will be moved to the Payment list to view created payments. From that list, you can open individual payments and make necessary changes in them, if needed.

- Status of all selected invoices will be changed (to Paid or Partially paid, depending on amount of payment).

Manual payment creation

When you create a payment manually (not from the invoice list by selecting invoices and selecting **Create a payment** button), you can add (link) invoices to a payment by pressing **Add invoice(s)** button above the **Payment details** table:



You will see a list of unpaid invoices for the currently selected customer. Select necessary invoices and select **OK**. They will be added to the **Payment details** table.

If payment currency differs from invoice currency, you can reflect this with the help of **Amount (invoice currency)** column. The program automatically converts amounts according entered currency rates, but you can correct applied amount manually, when needed.

To open linked invoice, select on the invoice number with Ctrl and Shift buttons pressed.

Underlining, following these basic rules of invoice and payments creation, you will always have a clear picture of paid, partially paid and overdue invoices.

Partial payments

SDL Trados Business Manager has a mechanism of partial payments over invoices.

To add a payment, select **Payments** on the **Workspace** group of the navigation tree. Click **New** or **Clone** buttons to start creating a new payment.

Then, fill the details of the **Payment** document. Start from specifying a client and amount. Then, if you amount actually received is less than instructed amount, specify bank charges (bank fee). This amount will be accounted as expenses. Also, if payment currency differs from your base currency, you can specify currency rate used to recalculate payment amount into amount in your base currency. **Currency rate** field contains **Refresh** button (to re-detect currency rate from currency rates list) and **Download rates** button (to download new rates).

When done, you can start edit details table. This table allows to link the payment with invoices. You can manually select invoices or use **Add invoice(s)** button to select from available unpaid invoices. You can add one invoice (if this payment is made against one invoice) or multiple

invoices. In the **Amount** column of this table you specify an amount (part of full payment amount) which should be assigned for a selected invoice. If invoice is not paid in full, you will see that in the list of invoices. The invoice and corresponding jobs will be marked as paid only when paid amount will correspond to invoice amount.

Payment reminders

Using built-in e-mail sender, you can send payment reminders for overdue invoices.

1. Open invoice list
 - a. Click **Message to customer(s) > Payment reminder**, or
 - b. Select **Main (with details)** view variant, select an invoice and double click on any contact in the **Contacts** tab below the list.
2. The [File attachment dialog](#) appears, where you have to select files attached to a created message.
3. A message composing window will be opened, with default payment reminder template applied. Here you can edit default text, save a message and click **Send** to send a message.
4. A message will be sent and appear in the Sent folder of your mailbox.

Payments over invoices in different currencies

This topic explains how to add a payment over invoice, which currency differs from payment currency.

1. Create a payment and specify amount in EUR (actual income amount).
2. Add necessary invoice (in any currency) to the **Payment details** table.
3. If currency of any invoice differs from the currency of payment, specify currency rates (manually or automatic).
4. Check if amount in invoice currency corresponds to desired amount.

Using these simple actions you can easily link payments with invoices no matter which currencies are used there.

When invoice-based accounting method is used (selected in the Program settings), and if payment (invoice) currency differs from your base currency, then the program will create corresponding currency rate difference transactions. Depending on a direction of exchange rate change, additional income or expense may be registered in the Ledger.

Translation assignments and outsourcing

Overview

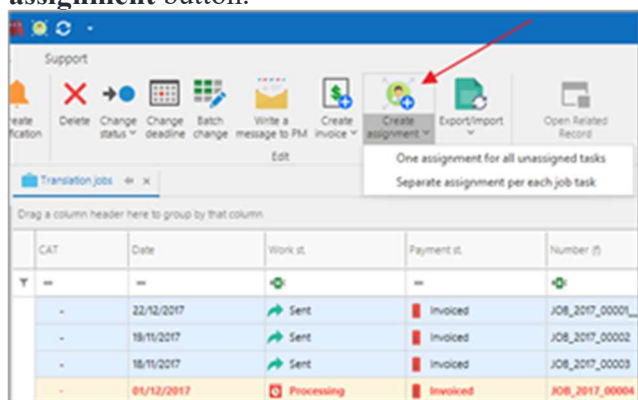
This document allows to register assignments on the base of incoming jobs. When created, corresponding transactions are created in the **Ledger** (correspond to expenses for the amount of the job according translator's rates) and in the **Balance sheet** (i.e. increasing of the debt).

Assignment is created over single translation job, and each assignment task **MUST** use one of base job's tasks as a base. Value in **Quantity** column deducts available quantity for assignment from a base job's task.

There are few ways to create assignments.

Translation assignment from list of jobs

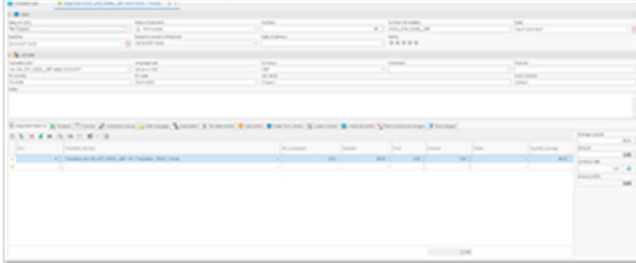
The first is semi-automatic, when you select any job in the job list and select **Create translation assignment** button:



This button provides two choices: **One assignment for all unassigned tasks** (this option is used by default when you click explicitly on a button icon, not on drop-down button) or **Separate assignment per each unassigned task** (for example, if a job contains multiple translation tasks,

proofreading and review tasks, then the system will create three assignments - one per each work type).

After pressing this button new assignment(s) will be created. Here is default look of the translation assignment editing form:



The list of **Assignment tasks** will be automatically filled based on a job's list of tasks. Since each job task can be assigned to different vendors, by default the system will put currently unassigned quantity to the **Quantity** column. If you split some task between different vendors, decrease a number in the **Quantity** column.

Select a value in the **Vendor** field. When a collaborator is selected, the system will offer to automatically detect rates in each row of the tasks table. When information from base job is read, all prices in this table are automatically set to zero. If you change any prices manually in the tasks table, you can always use **Re-detect prices** button to load default prices of the currently selected vendor.

In the **Vendor** field, in addition to drop-down button for quick selection of vendors, you can use a button with three dots icon, which allows to open popup window to select a vendor. Advantage of this window is that it contains additional live filters on the right panel, as well as list of recent assignments for a selected vendor at the bottom. This all gives more flexibility and visibility while choosing a vendor for a project.

Take a note that list of vendors in the drop-down list of the **Vendor** field will not include vendors with employment status other than *Employed*.

Take a note that the selection list won't show vendors marked as **Archived**. The Archive status of vendors can be changed from a [list of vendors](#).

To quickly view default rates for the currently selected vendor, just hover mouse pointer over **the Vendor** field. You will see a tooltip with vendor's price-list. If tooltip is not shown, this means that this vendor has no default rates defined.

When SDL Trados Business Manager tries to detect vendor's prices, it uses advanced algorithms. Even if exact price is not found, the program may try to calculate a price for another unit or fuzzy type based on a base price. For example, if you have entered default price for *Words* unit, but create an assignment with *Lines* unit (with adjustment factor set to *10*), then the system will take base price per word and calculate price per line by multiplying existing price by 10.

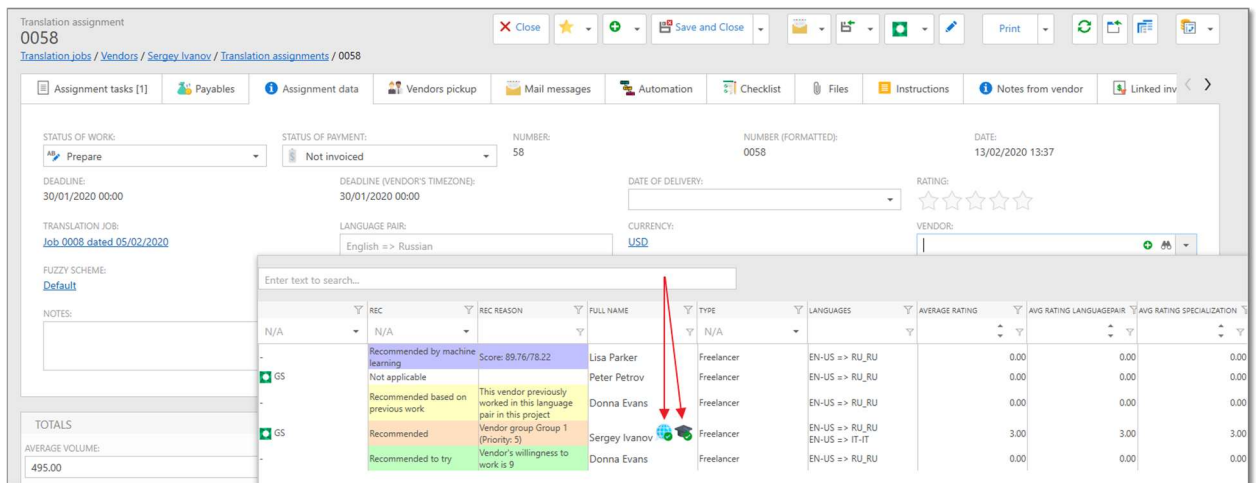
Manual creation of translation assignment

To manually create an assignment, open list of translation assignments and click **New**. There are two options to create an assignment:

1. On the base of a translation job. Select a value in the **Translation job** field, and the system will offer to load tasks from the selected job. **Language pair**, **Specialization** and **Translation project** fields, as well as **Service type**, **Unit** and **Fuzzy type** columns in the **Assignment tasks** table, will become uneditable.
2. Manually. In this case, Translation job field remains empty, and you manually select values in the **Language pair**, **Specialization** and **Translation project** fields, as well as **Service type**, **Unit** and **Fuzzy type** columns in the **Assignment tasks** table. This approach allows to create assignments without linking them to base "incoming" job, which could be useful when you translate a content created by yourself, for example.

After selecting a job, select a **Vendor**. When vendor list is expanded, it will be automatically filtered by the job's language pair. To view all vendors, remove default filter or edit it to filter a list according your preferences. Of course, you can still use quick filters which are available in each column header of this table.

In Online version, list of vendors includes icons if a vendor is approved in a current language pair or specialization:



Translation assignment editing window: fields and buttons

As translation jobs, assignments has two statuses - **Status of work** and **Status of payment**. You can quickly change status of work via context menu (or **Change status** button on the ribbon) in the list of assignments. Also, it could be changed automatically when vendors deliver translations (through web-portal, if used). **Status of payment** also gets changed automatically when you (or vendor) create an invoice over assignment, and sub-sequentially when you create a payment over incoming invoice. Depending on status, assignments has different colors in the list. These colors may be changed according your preferences using conditional formatting feature.

The **Deadline** value is determined automatically from a base job, but you can adjust it as needed.

The **Deadline (vendor's timezone)** is determined by using the **Time Zone** value provided in the vendor's settings.

Rating allows you to save an evaluation of the job quality. In future this rating will be used to recommend one or another translator for the **assigned job**.

The **PO Number** field can be generated automatically according to a pattern specified in the [application settings](#).

The **Language pair** field is not editable and it depends on a selected translation job.

The **Fuzzy scheme** field allows you to change a fuzzy scheme that has been determined automatically (from vendor's settings, from a base job, or from the global application settings). The Fuzzy scheme affects average volume calculation and price calculation mechanisms.

Price-list. Allows to explicitly specify price-list for an assignment, if you wish to use non-default price-list for a selected vendor. When you select any value in this field, if an assignment already contains some tasks, the system will offer you to re-determine price for all tasks.

Instructions tab gets filled automatically from a base job. Here you can provide additional instructions (with formatting support) to a vendor, which may be included in the **Purchase order** or mail message.

Files tab allows to attach files to assignment (source files, reference files, glossaries, TMs, etc.). See [this article](#) which describes how to work with file attachments.

On the ribbon toolbar, you will find **GroupShare** button, which allows to link current assignment with particular files in GroupShare project. To establish a link, click this button and then select **Link with files**. If base job (or job's project) is linked with a GroupShare project, a popup dialog will appear, allowing you to select one or multiple files from a project. Otherwise, error message will be shown. After establishing a link with files, **Progress** column in the list of assignments will be displaying current progress of an assignment.

To break a link with all linked files, select **GroupShare > Unlink from all files**.

List of assignments

In the list of assignments, you can find **Progress** column (which is hidden by default and can be displayed using Column chooser). This column displays information about current progress of an assignment in SDL GroupShare. See [Linking and syncing projects/jobs](#) article for details.

Also, in the list of assignments, there is the **Apply vendor...** button available, which allows to select and apply same vendor to multiple selected assignments. This function is particularly useful when you are viewing list of assignments inside a project with many files, and you create separate assignment for each file. In such case, you may select multiple assignments with same target language and apply same translator to them all.

Printing purchase orders

To print a PO for the selected assignment, click the **Print** button. The system will determine the default PO template for a selected vendor and display the Print preview window. To explicitly choose the desired PO template, click the drop-down button and select a template from the list.

As with any templates, you are free to create own PO templates. You can start creating own template by cloning built-in template (open Reports - Reports, and find PO template in the list).

You can also generate purchase orders in a batch mode. To do this, select multiple assignments and click **Generate POs** button. The system will create purchase orders (without previewing) for each selected assignment, attach it as an internal file to each assignment, and then offer user to save all generated POs to hard drive.

Sending purchase orders

1. Select assignment(s) and Click the **Generate POs** button to generate a PO and attach it to assignments.
2. Click **Create a message to vendor** and select:
 - a. **Individual confirmation messages to selected vendors** - this will create a separate message for each assignment and will change the status of assignments to *In work*.
 - b. **Single group confirmation message to all vendors** - this will create one single message to all vendors, where the text will contain list of languages and vendor names for each language; status of all assignments will also be changed to *In work*.
3. Go to the message list, select the created message(s), optionally check the text and attached files, click **Send**.

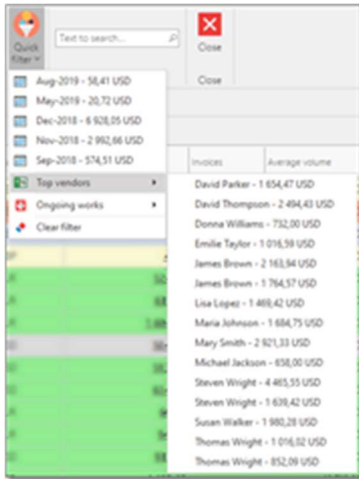
Invoice and payment creation

To create an incoming invoice and payment in a single action, select necessary translation assignment(s) and select **Create payment**. A new invoice and payment will be created for the amount of the selected assignments. When this payment will be saved, corresponding assignments will be marked as paid.

To register invoice from one vendor for a number of assignments (or to register invoice by Vendor), select these assignment and select **Register invoice** button.

Quick filtering in the list of assignments

In the list of assignments, you can use Quick filter button to quickly display limited set of assignments:



This button has three separate sections. First section allows to filter list by last 12 months. Second section allows to display assignments for one of top 15 vendors (vendors with largest amounts for all time). And third section allows to display ongoing assignments for selected vendor. Drop-down list of this option will contain names of all vendors who currently has ongoing (undelivered) jobs. In addition, each item in this list provides displays amount of assignments which will be shown when a filter is applied.

Main highlight of this feature is that filter is applied on a database level, which means that only filtered assignments will be retrieved from a database. In network environments, it allows to save traffic and improve performance of this table. If you apply additional filters in the grid itself, then this filter will be applied over current quick filter. Don't forget about this. If you wish to view all assignments, click **Quick filter > Clear filter**.

Hidden columns in the list of assignments

By default, a number of columns in the list of assignments is hidden, to keep list simple and not overloaded with information. However, some of hidden columns may be more useful for you comparing to default ones. Here is a list of additional columns which you can display using Column chooser (right click on table header and select **Column chooser**):

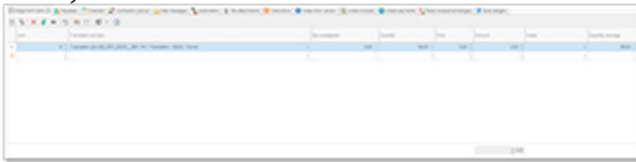
- Candidate statuses – displays statuses and number of vendors from the **Vendor's pickup** table, providing overview about vendor pickup process;
- Notes and Notes from vendor – text notes provided by manager and vendor;
- Progress – if assignment is linked with GroupShare project, this column will display current progress of work;
- Services – comma-separated list of work types listed in assignment tasks;
- To-do – number of unchecked items in the Checklist table;

All other columns – default fields of translation assignment, which don't require additional description here (Automation rule, Created at/by, Modified at/by, PO number, Price-list, etc.).

Tasks and payables

In translation assignment you can "describe" work using two tables: **Assignment tasks** and **Payables**.

Assignment tasks table is obligatory, as it determines volumes of a base translation job which are assigned to a selected vendor. It is required to use the same **Units** which were used in a base job tasks.

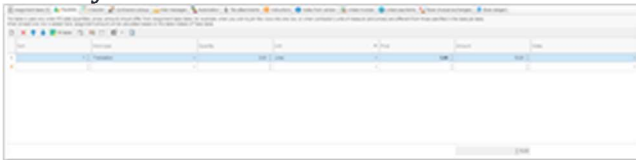


The screenshot shows a table with several columns. The visible columns from left to right are: 'Description', 'Units', 'Qty', 'Unit', 'Date', and 'Description'. The 'Qty' column contains numerical values, and the 'Unit' column contains text values. The table is currently empty of data rows.

In the **Quantity** column you specify a volume which will be assigned to a selected vendor. This volume should not be greater than volume of a base job task.

You can use **Quantity unassigned** column as a reference to know how much is still possible to assign to vendors. This is particularly useful when you assign the same job task to multiple vendors. When you change a number in the **Quantity** column, value in the **Quantity unassigned** column will be immediately changed.

In situations when it is not possible to assign work to a contractor using same **Units** as specified in base tasks, or when you wish to join few tasks into one (for example, when you wish to show single row in a purchase order instead of full fuzzy break down), please use **Payables** table:



The screenshot shows a table with several columns. The visible columns from left to right are: 'Description', 'Units', 'Qty', 'Unit', 'Date', and 'Description'. The 'Qty' column contains numerical values, and the 'Unit' column contains text values. The table is currently empty of data rows.

It allows to "override" data entered in the **Assignment tasks** table to separate actual tasks from tasks specified in a base job. As hint shown on the screenshot above says, this table can be used in following cases:

- when a contractor uses a unit which differs from a unit of base task (example: base job is in Words, while you must issue PO in Lines unit);
- to join multiple tasks into one task (multiple fuzzy types into one "average" volume);

- to enter specific calculation of task (for example, when job is very small and contractor has minimal charge).

Underlining, the following workflow is used when translation assignment is created:

1. You add all job tasks which will be assigned to a contractor and enter assigned quantities in units which are specified in base job tasks.
 - a. If possible, you just specify contractor's prices for each task, save an assignment and print PO. Payables table is not used.
 - b. If **point a** does not fit requirements of a current assignment, you switch to **Payables** tab and create necessary rows to describe all tasks performed by a contractor. In this case, amount of assignment is calculated from **Payables** table, instead of **Assignment tasks** table.

Translator pick-up

While creating a translation assignment, SDL Trados Business Manager may help with picking up the right contractor to do particular job.

To use this function, switch to the **Vendors pickup** tab:

	VENDOR	STATUS	ESTIMATED AMOUNT	CURRENCY	ESTIMATED MARGIN %	ACCEPTANCE BEHAVIOR	NOTES OR NEGOTIATION COMMENTS	NOTES OR ANSWER FROM VENDOR
<input type="checkbox"/>	Manager 2 (Alice)	Possible candidate	1,119.16	EUR	0.00	Requires approval from PM		
<input type="checkbox"/>	Susan Rodriguez	Possible candidate	799.40	EUR	28.57	Requires approval from PM		
<input type="checkbox"/>	Mary Parker	Possible candidate	959.28	EUR	14.29	Requires approval from PM		
<input type="checkbox"/>	Sergiy Ivanov	Possible candidate	479.64	EUR	57.14	Requires approval from PM		
<input type="checkbox"/>	Michael Johnson	Possible candidate	799.40	EUR	28.57	Requires approval from PM		

Click **Add candidates** button to open a list of contractors who fits this job:

	REC	REC REASON	TYPE	E-MAIL	FULL NAME	AVAILABLE	CURRENTLY IN WORK	LANGUAGES	RATES	AVERAGE RATING	AVG RATING LANGUAGES/R	AVG RATING SPECIALIZATION	ESTIMATED AMOUNT	ESTIMATED MARGIN
<input checked="" type="checkbox"/>	N/A	Recommended by machine learning Score: 90.77/100.00	Staff		Manager 2 (ASAP)	<input checked="" type="checkbox"/>		EN-US => IT-IT EN-US => DE-DE EN-US => NL-NL EN-US => ZH-CN		0.00	0.00	0.00	1,119.16	0.00
<input type="checkbox"/>		Recommended based on previous work This vendor previously worked in this language pair in this project	Freelancer	susan_rodriguez@mail.com	Susan Rodriguez	<input checked="" type="checkbox"/>		EN-US => IT-IT		0.00	0.00	0.00	799.40	28.57
<input type="checkbox"/>		Recommended based on previous work This vendor previously worked in this language pair in this project	Freelancer	mary_parker@mail.com	Mary Parker	<input checked="" type="checkbox"/>		EN-US => IT-IT		0.00	0.00	0.00	959.29	14.29
<input type="checkbox"/>	OS	Recommended based on previous work This vendor previously worked in this language pair/specialization pair	Freelancer	ysuhenkuchynski@gmail.com	Sergiy Ivanov	<input checked="" type="checkbox"/>		EN-US => RU_RU EN-US => IT-IT		3.00	0.00	3.00	479.64	57.14
<input type="checkbox"/>		Not applicable	Freelancer	michael_johnson@mail.com	Michael Johnson	<input checked="" type="checkbox"/>		EN-US => IT-IT		0.00	0.00	0.00	799.40	28.57

WORK ST.	INHERIT ST.	NUMBER (FORMATTED)	DATE	DATE OF DELIVERY	JO NUMBER	JOB NAME	LANGUAGE	AVERAGE VOLUME	RATING	AMOUNT (BASE CUR)	
Count=0											
No data to display											
									Sum=0.00	Avg=	Sum=0.00

Here you can see rates and supported languages, as well as average rating of previous translations. Additionally, you can view estimated amounts and margins for each vendor. But please take a note that these values are calculated in a single currency which is currently selected in an assignment. If different vendors use different currencies, estimation could be incorrect, because necessary prices in an assignment currency could be simply missing in a vendor's profile. However, after adding a candidate to the candidates table, estimated amount will be calculated in a default vendor currency, and margin will also be calculated correctly. By default, this list is filtered by language pair selected in the assignment (which is determined by a base job). You can see this by descriptive filter string below the list (see a red arrow on the screenshot above). On the right of this list you can find live filters (only in desktop version), which allows you to quickly filter the list of contractors to narrow your search.

When you select (single click) any contractor, you can view assignment history at the bottom.

Select desired contractors and click **OK**. Selected contractors will be added to the **Candidates list** with **Possible candidate** status.

The system will calculate **Estimated amount** for each candidate. However, it can be manually edited. To revert to automatically calculated amount, select candidate(s) and click **Calculate estimated amount** button above the table. The system will attempt to calculate assignment amount for each selected candidate based on their price-lists. These amounts can be used in the job offer messages sent to candidates.

Last column in this table, Acceptance behavior, allows to specify Business Manager behavior when a vendor accepts an offer via vendor portal. Default value is **Require approval from PM**.

When this behavior is used, job offer will be removed from a portal after vendor accepts an offer. Project manager will get notification about this, and will be required to manually assign this work to a vendor. Second possible value is **Immediately assign**. When a candidate with this type of behavior accepts an offer via vendor portal, the following actions will be performed automatically:

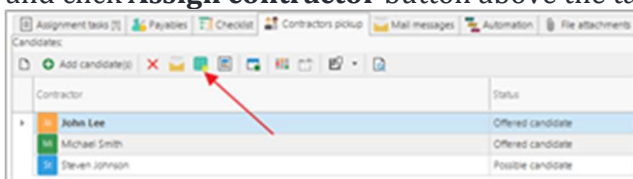
- Vendor will be selected in the **Vendor** field of an assignment;
- Assignment status will be changed to *In work*;
- Other candidates won't have access to this offer anymore;
- Business Manager will generate purchase order for that vendor using default PO template and attach generated PDF file to an assignment (only if purchase order wasn't created and attached manually);

After accepting an offer, vendor will be redirected to a detail page of accepted assignment, to download files and view PO.

Sending e-mails to candidates

1. To select desired contractors. Use Ctrl and Shift buttons (or simply press Ctrl-A to select all rows).
2. When necessary contractors are selected, click **Send availability request** button on the toolbar.
3. If assignment, base job or base project has attached files, the [File attachment dialog](#) appears, where you have to select files attached to a created message.
4. You will see an e-mail compose window (if single message was created) or a confirmation (if multiple messages were created). **Recipients** table of each message will be filled with details of the selected contractors.
5. For each of created messages, default **Job offer message template** will be used.
6. If needed, correct text of each message and click **Send**. After some time you will see a message with the status of operation.

When a candidate should be assigned to an assignment, select in the **Contractors pickup** list and click **Assign contractor** button above the table:



Selected contractor will be selected for an assignment, the system will detect default prices of the selected vendor, and change status in the pickup list to **Assigned**.

Displaying job tasks nearby assignment tasks

By default, translation assignment editing form contains a list of assignment tasks where you can add new rows and select base job tasks which are assigned to a currently selected contractor.

Base job task drop down list shows assigned and unassigned quantities per each task. However, when you make selection, you cannot see which tasks from base job can still be added to a current assignment until you open drop-down list again. As a result, you may wish to constantly see this list, which will help to make a decision about adding another task to a current contractor.

To display such table, do the following:

1. Enter form layout customization mode (right click on empty space - **Customize layout**).
2. In the list of hidden items, select **Add...**
3. Select **Job > Job tasks** and click **OK**.
4. Drag new item to a form, for example on the right of assignment tasks.
5. Change size of a new table per your needs.
6. Exit customization mode, hide unwanted columns from a newly created table, and then use **Column chooser** to display columns which are hidden by default (for example, **Qty assigned** and **Qty unassigned**).
7. Make some change in the **Assignment tasks** table to see that this change is reflected in the **Base job tasks** table (maybe it will be needed to move focus to a table to get it refreshed).

Automated assignments

Overview

SDL Trados Business Manager allows to automatically send jobs to vendors when specified master assignments are delivered.

This allows to automatically move assignments from translators to proofreaders, then from proofreaders to reviewers, etc. Automation allows to send messages using specified template to vendors with specified attached files. Managers always get notifications about automatic action performed by the software.

Setup automation rules

1. Start with creating necessary automation rules using **Reference data > Automation rules** table.
2. Create a new rule and specify the data.

Default rule behavior - allows to select automatically send messages (manager gets notification about sent messages and assignments switched to In work status), or manually (manager gets notifications about assignments which can be started after delivered master assignments).

Message template and **Message subject** - these fields specify which e-mail template will be used to generate message, when **Send messages automatically** is selected in the **Default rule behavior** field. Message subject can be left empty - in this case the system will use a subject specified in a selected template.

E-mail account - account used to send messages.

File types - in this table you can specify file types which will be automatically attached to generated e-mail messages. In the **File type** column select file type, and in the **File source** column you can select a source of attaching files: *Target assignment*, *Base assignment* or *Both*. **Target assignment** means that the system will attach files from master assignments of an assignment which is going to be started. **Base assignment** means that files will be attached from an assignment which is going to be started.

3. When automation rules are created, you can start using them in assignments.

Apply automation rules

1. To apply automation rule, open an assignment, switch to **Automation** tab, select automation rule, and add master assignments by selecting **Add** button.
2. Save an assignment. From now, when all master assignments will be delivered (status changes to **Delivered**), and if automation rule allows to automatically generate and send messages, the system will automatically set status of target assignment to **In work**, generate an e-mail message, attach specified files and send it to a vendor (with optional copy of the application owner). Also, the system will generate notification for managers (for all users with **Receive notifications** checkbox). Otherwise (if manual

sending is selected in an automation rule), only notifications about possibility to start an assignment will be generated, which is also useful feature, as it allows manager not to forget about moving a project to a next phase.

Vendor recommendations

SDL Trados Business Manager can recommend vendors by applying different recommendation mechanisms:

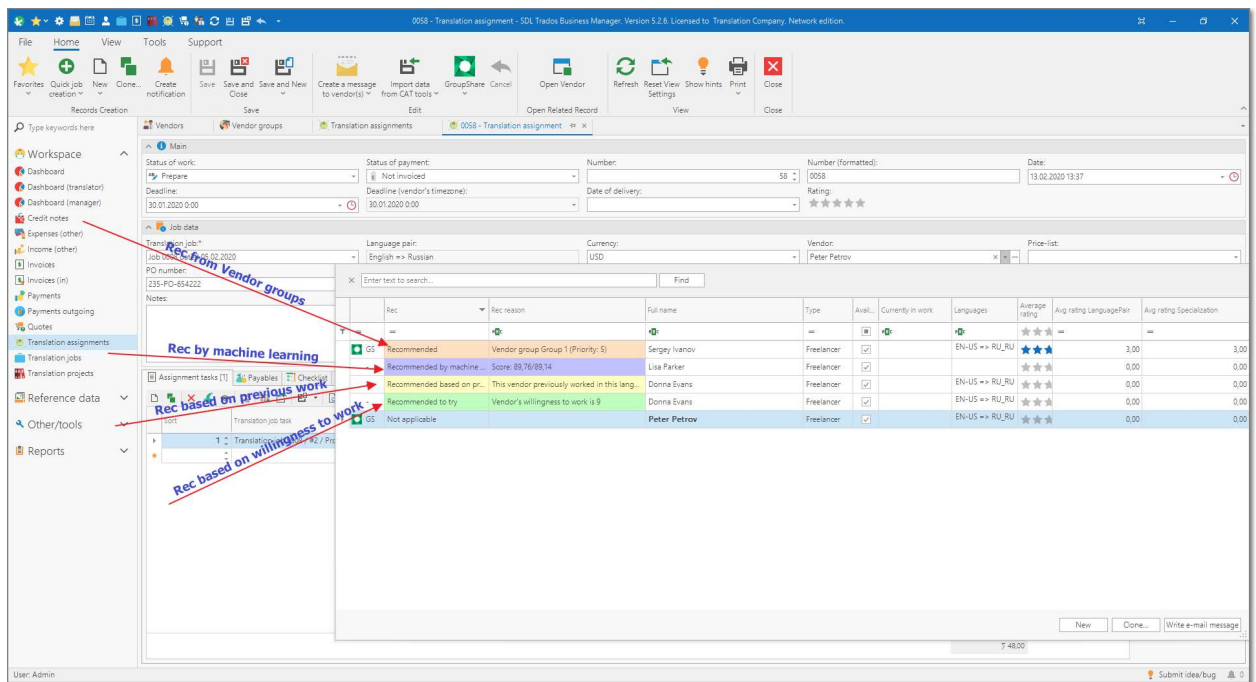
1. Vendor groups
2. Machine learning
3. Previous work completed by vendors for particular customer, project and specialization
4. Vendor's willingness to work.

How to get recommendations

You can get recommendations in the following three places from the translation assignment editing window:

- Open drop-down menu in the **Vendor** field;
- Click **Search** icon in the **Vendor** field to open vendor selection popup window;
- Switch to the **Candidates** tab and click **Add candidate** button.

Depending which recommendation features are enabled, you could get four types of recommendation, each of which has own color code:



Orange - recommendation from vendor group;

Violet - recommendation by machine learning system;

Yellow - recommendation based on previous work completed by vendor;

Green - recommendation based on vendor's willingness to work.

Vendor groups

You can read detailed information about vendor groups in a separate article: [Vendor groups](#).

Machine learning

You can enable and disable machine learning functionality from the application Settings > Translation assignments tab > Recommendations group > Disable machine learning for recommendations.

When enabled, application will be tracking vendors you select in translation assignments and build history model which will be used to predict vendors in new assignments. As you train the system (more assignments you create), you will be getting more accurate predictions. For predictions, system takes into account customer name, translation project, specialization, language pair, responsible person (manager), etc.

When you're viewing machine learning recommendations (violet), take a note on the **Recommendation reason** column. In this column, for machine learning recommendations, a score value is displayed, like this: 72.21/72.21. First part of this value is vendor's score, and second part is maximum score among all vendors. If score value equals or close to maximum score, and value is below 80, then such recommendation could be considered as not reliable. Recommendation with high probability of accuracy should be higher than 90.

Recommendations based on previous work

You can enable and disable machine learning functionality from the application Settings > Translation assignments tab > Recommendations group > Disable recommendations based on previous work.

Idea is simple - if particular vendor was already ever used for a current translation project, customer or specialization, this vendor will be recommended.

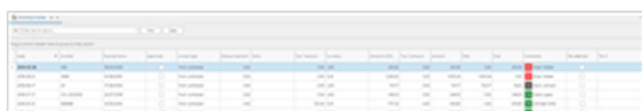
Willingness to work

In the vendor editing form, on the Settings tab, you can find a field called **Willingness to work**. This field allows to enter a value from 0 to 10. Zero value means that willingness to work isn't rated. Manager, depending on conversations with vendors, could rate their willingness to work using 1-10 scale. When deciding how to rate this, you could take into account different aspects: expressed intention to work with you, overall culture of communication, speed of replies, etc.

Depending on translation assignment parameters and number of found vendors with specified willingness to work, TBM could include up to 3 vendors into this recommendation group.

Incoming invoices

All incoming invoices from vendors are stored in a separate table. As with outgoing invoices, you can track due dates, amounts, view unpaid invoices, check VAT amounts of incoming invoices, etc.



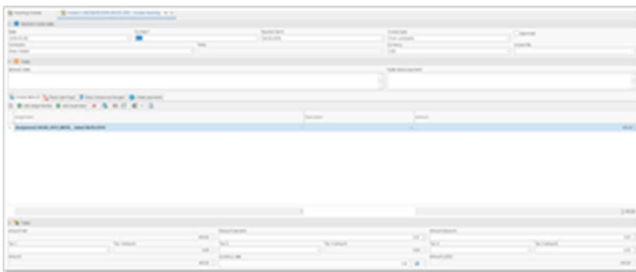
ID	Date	Amount	Status	...
1	2023-10-26	1000	Unpaid	...
2	2023-10-26	2000	Unpaid	...
3	2023-10-26	3000	Unpaid	...
4	2023-10-26	4000	Unpaid	...
5	2023-10-26	5000	Unpaid	...

You can enter new invoices manually, but it is recommended to do it from assignment list.

Open assignment list, select necessary assignments (for one vendor), and select **Register invoice**. If you use web-version, vendors can create invoices for delivered assignments using web-portal.

Incoming invoices has **Approved** checkbox. To create a payment, this checkbox must be checked. If during payment creation this box is not checked, then you will see a confirmation to approve selected invoice for payment. This feature will be particularly useful when different users of the system register invoices and payments.

In the invoice incoming window you can specify invoice number and payment term, attach invoice file by dragging and dropping it into the browser window, add notes and taxes:



Click **Save** to finish invoice registration. If invoice is created by a vendor, system administrator will receive notification about added invoice. Linked assignments will be marked as invoiced, and vendors would not be able to issue new invoices over them.

Note. If invoice has been created by mistake, only system administrator (manager) will be able to delete it.

To create a payment over invoice, user with corresponding right has to select it in the list of incoming invoices and click **Create a payment**. Fill information about the payment and save it to mark linked invoices and assignments as paid.

Invoices from external parties

Incoming invoices section allows to register invoices coming not only from freelancers, but from external parties.

It allows to track payments over such invoices without linking them with any translation assignments. Instead, such invoices can be linked with expenses.

To create invoice from external supplier:

Select **External** value in the **Invoice type** field. **Contractor** field will be disabled, and **Party** field will be enabled:



Party name cannot be selected from reference data list. Instead, you can directly type supplier name in this field. However, when you create invoice next time, it will be possible to select a party from a list of previously entered parties. In the Invoice items table, you can add rows manually or from expenses, if it already exists.

To mark invoice as paid, click **Create a payment**, as it happens with regular invoices from contractors. The only difference is that **Contractor** field in a payment must be left empty. And invoice will be automatically added to the **Payment details** table.

Click **Save and close** to save a payment: invoice will be marked as paid (**Due** value will be zero) and a payment will appear in the **Linked payments** tab.

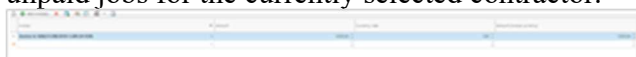
Payments outgoing

Outgoing payments allow to account payments made in address of contractors. You can create payments manually (from the **Payment (outgoing)** table) or automatically.



To create a payment automatically:

1. Select necessary assignments in the **Translation assignments** list and select **Create a payment**. A new payment will be created for the amount which corresponds to the amount of the selected assignments.
2. Check/select a contractor, amount and currency, and then fill table of paid assignments. One payment document may cover any number of assignments. Just keep in mind that amount of the distribution table cannot be greater than amount of the payment. Otherwise program will show error message.
3. When you create a payment manually (not from the assignment list by selecting assignments and selecting **Create a payment** button), you can add (link) assignment to a payment by pressing **Add invoice(s)** button above the **Payment details** table. You will see a list of unpaid jobs for the currently selected contractor:



4. From popup window, select one or multiple invoices and select **OK**.
5. They will be added to a payment.

Recipient in the **Outgoing payment** can be selected in 2 fields: **Contractor** or **External party**. Only one of these fields can be filled at the same time. If you select some value in the **Contractor** field, **External party** becomes disabled, and vice-versa. **External party** should be filled if a payment is created over invoice which comes from external party.

List of outgoing payments has **Party** column, which displays **Contractor** or **External party** value, depending on which one is filled in a payment. At the same time, you are free to display **Contractor** or **External party** columns in this list (which are hidden by default) using **Column chooser** feature.

Multi-currency payments

As with incoming payments, it is possible to link a payment issued in one currency with translation assignments created in other currencies. To do this, follow this procedure:

1. Create a payment and specify amount and currency.
2. Add necessary invoices to the details table (in any currency).
3. If currency of any invoice differs from the currency of payment, specify currency rates (manually or automatic). **Amount** column contains amount deducted from the payment amount, while **Amount (invoice currency)** must contain amount converted into a currency of the invoice.

Credit notes

Credit notes allow to register balance deduction transaction over some invoice.

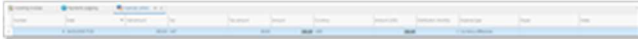
To create a credit note, you can click **New** in the list of credit notes, or click **Create credit note** button in the list of invoices. When editing view appears, fill-in necessary details:



Click **Save**, and you will be returned to the credit notes list, from where it is possible to print a note form.

Expenses

Expenses document allows to register expenses, which are accounted when calculating your monthly results. You may specify expense type and then generate a chart of expenses.



For future reporting matters, you can specify tax amount, payee (entered manually) and notes.

Any expense can be linked with some project or job, which adds additional slice for future analysis of your projects.

If expense must be distributed between a number of months, than you may do it using corresponding field. In this case, amount will be evenly divided between specified number of months and respectively included to the expenses of each month. Examples of expenses:

Internet connection - 10 USD (1 month)

CAT tool license - 500 USD (12 months, cause we may expect license updating after 1 year)

Taxes - 100 USD (3 months, if pay taxes quarterly)

Income



This document allows to register another income in the Ledger, which is not linked with translation activity, but is desired to be included in the reports showing total earnings.

When creating a document, you can specify date, amount, currency and payer of the additional income. This document is registered in the Ledger book.

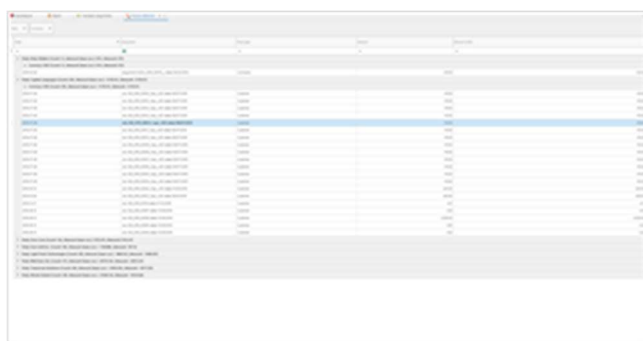
Reports and analytics

SDL Trados Business Manager provides extensive tools to generate reports. To cover a wide range of requirements the application has two separate reporting engines:

QuickReports - an engine for simpler usage scenarios, which saves time and provides visually attractive reports.

Custom reports - an engine for advanced usage and for creating printing templates (quotes, invoices, purchase orders, CVs, etc.). This supports the creation of reports with increased complexity, when a task can not be solved with the QuickReports module.

Balance statement

A screenshot of a software application window displaying a balance statement report. The report is presented as a table with multiple columns, including dates, descriptions of transactions, and monetary values. The table is grouped by customer and currency. The interface includes a header section with filters and a main data area with a scrollable table.

Balance statement (Mutual statement) report allows to view a table which can be used to reconcile balance with the customer.


It contains all transactions between user and customer sorted by date of their execution.

This report is based on a simple table, which means that you can use all its features, including filtering, grouping, conditional formatting and printing. By default, this list is grouped by the customer and currency, but it can be changed if needed.

If to double click on any row, the corresponding document will be shown.

Book of accounts

This list shows movement of money, registered by different documents, including incoming and outgoing payments, in a single view.



Date	Amount	Document	Description	Status
2023-01-01	1000.00	Invoice 1234	Payment received	Completed
2023-01-05	-500.00	Invoice 5678	Payment made	Completed
2023-01-10	2000.00	Invoice 9012	Payment received	Completed
2023-01-15	-1000.00	Invoice 3456	Payment made	Completed
2023-01-20	1500.00	Invoice 7890	Payment received	Completed
2023-01-25	-750.00	Invoice 1122	Payment made	Completed
2023-02-01	3000.00	Invoice 3344	Payment received	Completed
2023-02-05	-1500.00	Invoice 5566	Payment made	Completed
2023-02-10	2500.00	Invoice 7788	Payment received	Completed
2023-02-15	-1250.00	Invoice 9900	Payment made	Completed

Green rows show incoming amounts, and red rows correspond to outgoing amounts.

To open a document which registered a particular movement, simply double click on any row.

You can quickly filter this list by document type or party name (this column shows name of customer or contractor from an underlying document).

Custom reports

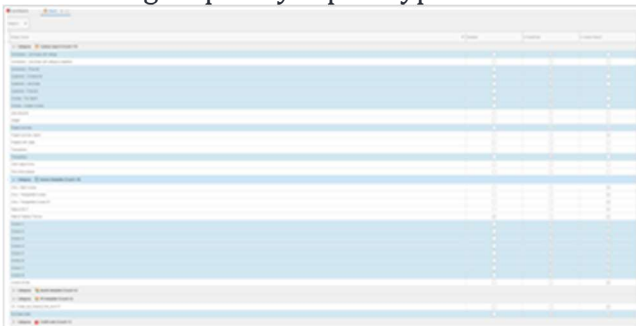
Custom reports feature allows to create own reports using data contained in the database.

The process of creation of a custom report is similar to editing of the invoice template, but instead of invoices table you can use any other table from the application database as a data source.

Custom reports can be found in the same table where invoice/quote/purchase orders/cv templates are located.

Select **Reports** section in the navigation tree and then select **Reports and templates** item.

This list is grouped by report type:



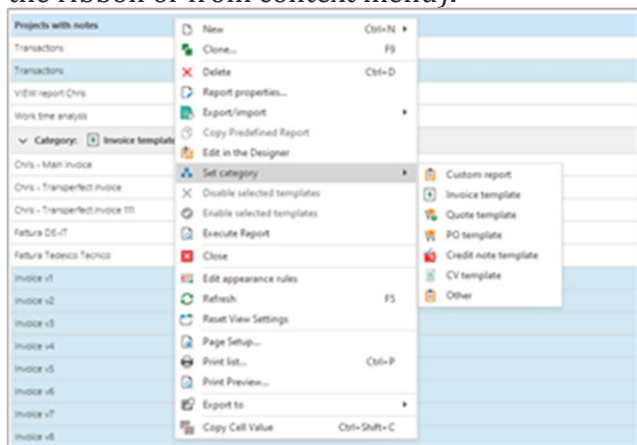
Name	Status	Date
Report 1	Active	2023-01-01
Report 2	Active	2023-01-05
Report 3	Active	2023-01-10
Report 4	Active	2023-01-15
Report 5	Active	2023-01-20
Report 6	Active	2023-01-25
Report 7	Active	2023-02-01
Report 8	Active	2023-02-05
Report 9	Active	2023-02-10
Report 10	Active	2023-02-15

To view custom reports, simply expand **Custom report** category. Predefined reports are highlighted with blue color - such reports cannot be modified, but they can be cloned to serve as a base for your custom reports.

To build a report, double click on it.

To edit report design, select it and click **Edit in the Designer**. If you wish to edit one of predefined reports, you will need to clone them first (select and click **Copy predefined report**), and then edit cloned copy. Detailed description of the designer can be found in the [Invoice templates and custom reports](#) section.

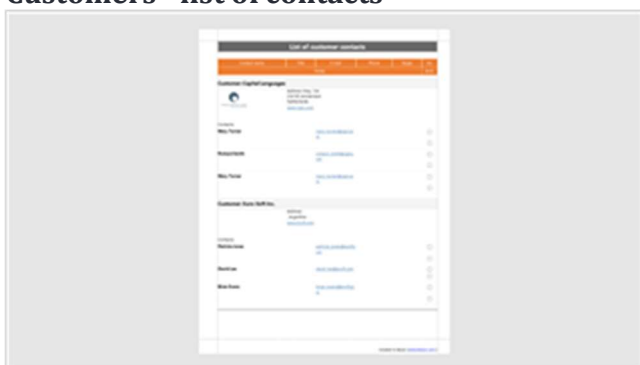
You can change report category by selecting necessary reports and clicking **Set category** (on the ribbon or from context menu):



Built-in custom reports

SDL Trados Business Manager is supplied with a number of predefined custom reports, which may serve as a source to learn how to compose reports.

Customers - list of contacts



Allows to display main information (logo, name, address, phone) about customers and their contacts (photo, name, e-mail, skype, etc.)

Before creating a report, provide a value for the **Customer** parameter. Select any customers in the list or select **Select All** to build a report for all customers.

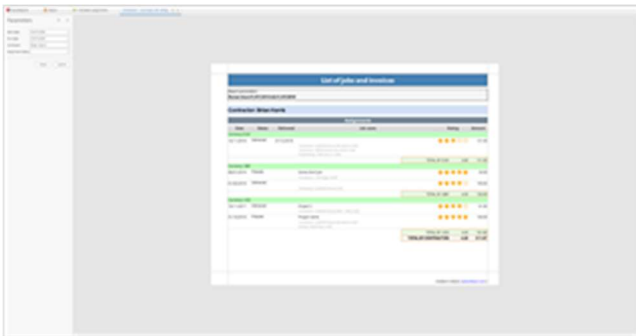
Customers - List of jobs



Allows to view all jobs for a specified customer (or all customers) in a specified period of time.

Displays date of job creation and delivery, PO number, services, amounts, language pair, invoicing status. Optionally, you can filter list of jobs by job's status.

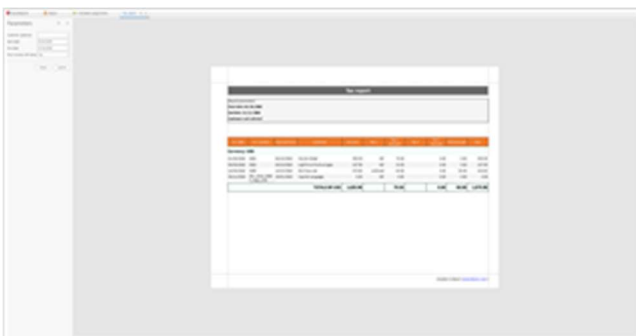
Contractors - List of jobs with ratings



Allows to list translation assignments for all or selected contractor for specified period.

Displays all assignments, amounts, ratings, average ratings for period, due amounts both in assignment and base currencies.

Invoices - Tax report



This report allows to view invoices and included taxes in a specified period for all or one selected customer.

In the parameters panel you can check Only invoices with taxes box to display only invoices where Tax 1 or Tax 2 is specified.

Invoices - Unpaid invoices

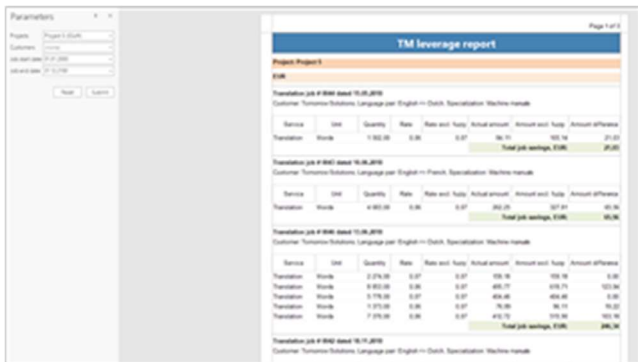


List of unpaid invoices for all or particular customer, which contains only main information from invoices: number, date, customer, amount, currency, amount paid and amount due.

Useful for exporting and sending to your customers.

Examples of another reports you may create using custom reports: price lists, lists of jobs or invoice to create own backup system, different charts, cross-tab reports to interpret complex data, such as summary statistics, etc. Possibilities are really wide, and only limited by the data present in the system.

TM leverage report



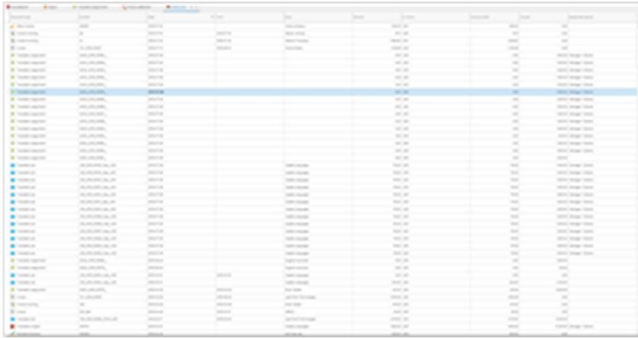
This reports allows to view savings thanks to applying TM to a project. It compares amount that customer could pay of all volumes in a job were 'No match' values with actual amounts calculated with fuzzy discounts. Parameters window allow to select particular projects or customers, as well as time period for displaying jobs.

Per each project, data is grouped by currencies, because a project could contain jobs in different currencies. And per each group you can view total savings for all jobs in that group.

Global book

Global book can be opened from navigation tree by selecting **Workspace > All documents**.

Global book allows to view ALL documents registered in the system in a single list:



The screenshot shows a software interface with a navigation tree on the left and a main table area. The table contains a large number of rows, each representing a document. The rows are grouped by currency, with a blue horizontal line separating the groups. The columns in the table include document ID, date, number, term, amounts, currency, party, average volume, and responsible person.

Documents include: translation projects, translation jobs, translation assignments, incoming and outgoing invoices, incoming and outgoing payments, other income, other expenses, credit notes, quotes. This list displays common data of documents, like date, number, term (only for jobs/projects/assignments/invoices), amounts, currency, party (customer or contractor), average volume (only for jobs/projects/assignments), responsible person.

In addition, there is **Document type** column which specifies linked document. On the screenshot below, the list is grouped by document type. However, initially this grouping is turned off, and document type is displayed in a separate column:



The screenshot shows the same software interface as the previous one, but the table is now grouped by document type. The rows are organized into sections, each with a header row indicating the document type. The columns are the same as in the previous screenshot.

There are few hidden columns in this list, which can be displayed by right clicking on the table header and selecting Column chooser. These fields are:

- Created by
- Created at
- Modified by
- Modified at

These fields allow to view, sort and filter by user names and dates when records were created or modified.

To group by document type, right click on the table header and select **Show group by box**. Then drag the column to the group area.

To open underlying document in a new tab, simply double click on any row.

One of main advantages of this table is possibility to use it in [QuickReports](#) and **Custom reports**. Simply select **Global book** as data source in your report, and process data according your tasks.

In a report, you have access to data of underlying documents by using corresponding reference properties (Translation job for translation jobs, Quote for quotes, etc.).

Such table allows to solve calculation tasks whose results are based on data from different tables. Since you have all documents in one table, you can easily calculate values based on value of Document type column.

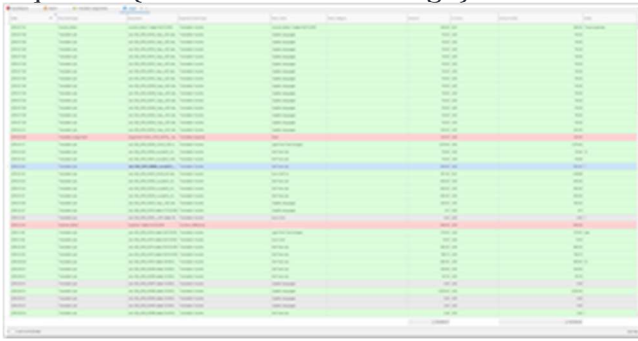
For example, calculation task of following type can be easily solved: calculate total amount of jobs and translation assignments per certain period and then get final result by deducting second value from the first one.

Ledger

Ledger is a place where all your income and expense transactions are stored.

When you create a job, or invoice, or translation assignment, SDL Trados Business Manager register income or expense, depending on the program settings. If you use job-based accounting type, then income transaction is created upon creation of a job (on a job's date). Switching to invoice-based accounting will lead to income transaction generation by creating an invoice over jobs.

By default, income transactions (amount with plus sign) are highlighted by green color, while expenses (amount with minus sign) has red color.

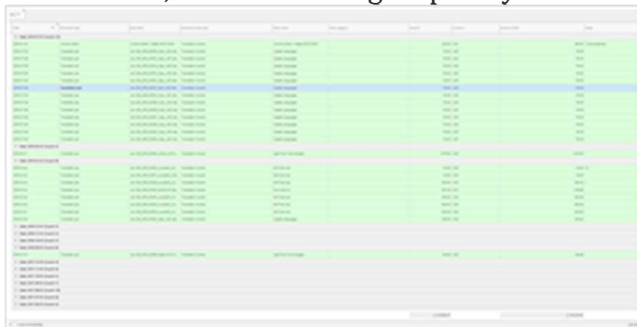
A screenshot of a ledger application window displaying a table of transactions. The table has multiple columns including date, description, and amount. Rows with positive amounts are highlighted in green, and rows with negative amounts are highlighted in red. The table is organized into several sections separated by horizontal lines.

The list contains a number of columns which help you to determine when and how particular transaction was created. Here you can see document (operation) type and number and date of that operation. In addition, party name is displayed (customer's or contractor's name), as well as expense/income type.

Double clicking on any row allows to open corresponding document editing form.

Since the **Ledger** usually contains a lot of records, it is recommended to group the list by time intervals. To do this, please follow these steps:

1. Right click on the table header and select **Show group by box**.
2. Drag **Date** column to the group box.
3. Right click on the grouped **Date** column and select **Group Interval - Month** or **Smart**.
4. In the result, the list will be grouped by months.

A screenshot of the same ledger application window, but now the transactions are grouped by month. The table is organized into sections, each representing a month, with a summary row at the bottom of each group. The rows within each group are still highlighted in green or red based on their amount.

To add monthly summary, do the following:

1. Right click on the grouped **Date** column.
2. Select **Group summary editor**.
3. In the pop-up window, select **Amount (base cur.)** and tick **Sum** checkbox on the right.

QuickReports

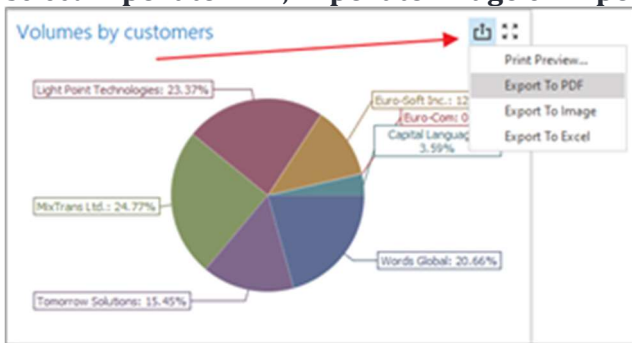
QuickReports module is one of the most interesting SDL Trados Business Manager features. It allows to quickly and effectively create nice looking information panels using different types of elements: tables, pivot grids, charts, scatter charts, pie charts, gauges, cards, treemaps, choropleth maps, geopoint maps and images.

QuickReports module allows to get and combine data from different tables. This allows, for example, to put information about jobs, assignments and invoices into one large panel, presenting essential data on one screen. One of highlights of this QuickReports module is a catchy design of the resulting view. Here is an example:



You can expand any individual element to full screen, export any widget of a QuickReport, or the whole QuickReport.

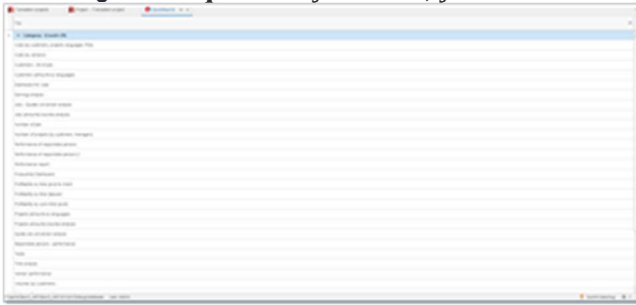
To export individual element, click **Export** button in the top right corner of a widget and select **Export to PDF**, **Export to Image** or **Export to Excel** options:



To export the whole QuickReport, click Export button in the top right corner of a report.

When exporting to Excel, a separate sheet will be created for each QuickReport element.

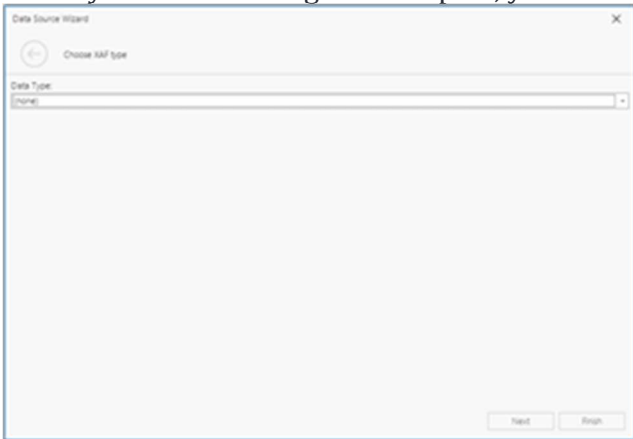
To access QuickReports module, select **Reports** in the navigation tree, and then select **QuickReports**. By default, you will see a list of predefined reports:



This list can be categorized. To do this, use **Change category** button, which allows to move selected report(s) to another category. Grouping in this list allows to find necessary reports faster in future. By default, all reports has no group.

To generate a report, simply double click on it. To create a new report, click **New**. You may have any number of QuickReports, intended for different situations. For example, you may create reports for project managers, executive managers, finance department, etc.

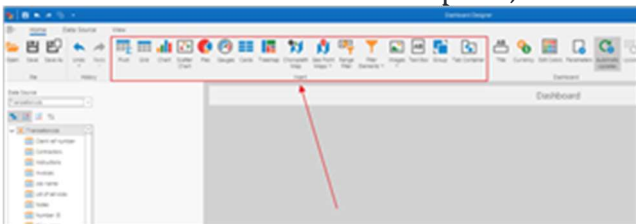
When you start creating a new report, you will see **Data source wizard** to select **Data type**:



Here you have to select a data table, which contains base data you wish to build a report on. This will be just only the first source of data for the created report. Later you will be able to remove a source, as well as add new sources. So it's not critical to make a mistake in this dialog.

Select **Translation job**, for example. Finish the wizard.

To add new elements to the workplace, use corresponding buttons on the ribbon:



In the nested articles all those elements are described in detail.

To save QuickReport, click **Save**. To export QuickReport for external editing (for example, to send to support team), use **Save as** button. This allows to save a template as xml file.

Built-in QuickReports

To help you get familiarized with QuickReports feature, SDL Trados Business Manager contains a number of pre-defined reports. You are free to delete them or edit as you wish - these reports are created using default means and are not the part of the software.

Here is a list of pre-defined QuickReports:

Dashboard (customers)



Time range control to quickly change report period, top customers table, volumes by customer, colored map showing world map with highlighted countries, pivot table to analyze margin by tears and customers, total amount of unpaid invoices by customers and amount of uninvoiced jobs.

Performance report



Allows to analyze your performance in terms of yeas and customers, showing total amount and average volumes in table and chat forms. In addition, contains interactive chart to analyze translation volumes by customers with year-quarter-month detalization.

Number of jobs



Simple report containing interactive chat displaying number of jobs you did in different periods.

Number of projects



Simple report containing a chat displaying number of projects in a specified period.

Available filters: customers, managers (responsible persons).

Time analysis



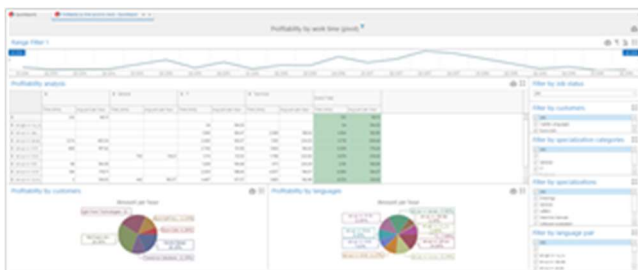
Displays different information about time you spend working on jobs. Charts display info by specializations and customers, as long as your performance by years. Pie chart is clickable and allows to view detailed data about each specialization category.

Earnings analysis



Allows to display and compare income/expenses for a selected period of time, along with average earnings and income/expense structure.

Profitability by time (pivot)



Allows to analyze time effectiveness and see earnings per hour for different languages, specializations, customers. Data is represented by expandable pivot table and two charts. You can quickly filter data using time range filter at top and a number of filter on the right.

Profitability by time(tabular)



Allows to analyze time effectiveness and see earnings per hour for all your jobs. Data is represented by simple table with applied formatting rules for better visualization of your results. You can quickly filter data using time range filter at top and a number of filter on the right.

Jobs-Quotes conversion analysis



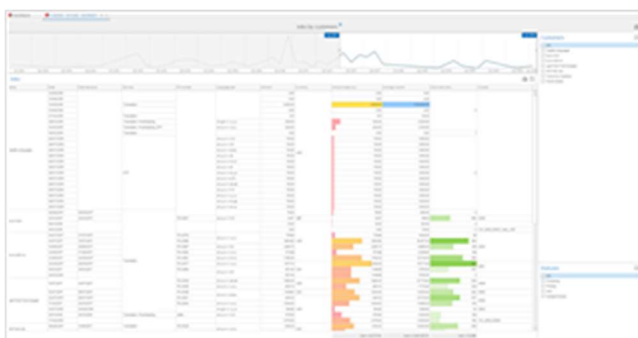
Allows to analyze how quotes are converted into real jobs. You can determine best and worst convertible customers, view amounts, conversion factor, number of jobs. Embedded bars and colorful icons highlight largest and smallest amounts for easier navigation in results.

Vendor performance



This report allow to view performance data of all or individual vendors, and contains the following widgets: Number of jobs (show number of assigned jobs with statuses over selected time period), Unpaid assignments (list of unpaid assignments along with statuses, amounts and other data), Top specializations (shows average volume by specializations), Amounts by currencies chart (shows full amounts, due and paid amounts in each assignment currency), Average rating (shows average rating in a specified period). By default, Vendor role allows translators to view this report from their account. The only difference is that vendors can only view their own data, not data of other vendors.

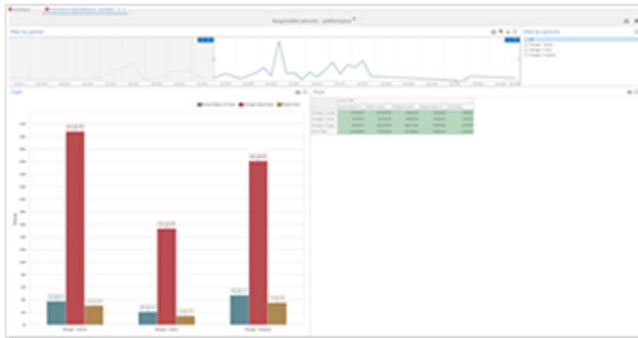
Customers - List of jobs



Allows to quickly view jobs for a selected customer in a specified time period.

Built-in graphs visualize job amounts and volumes for easier navigation.

Performance of responsible persons



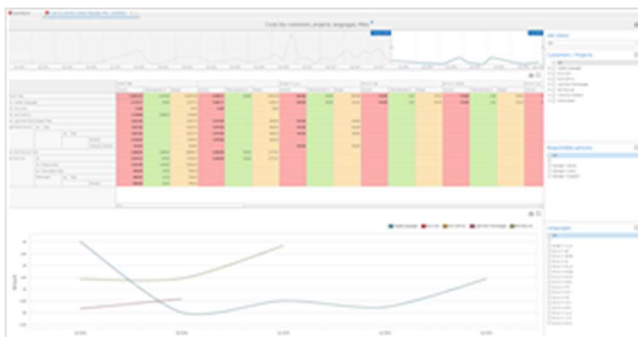
Displays amounts and volumes processed by selected managers in a specified period of time. Allows to calculate manager's commission based on percentage specified in the report settings.

Contractors - Due amounts



Allows to display due and full amounts earned by vendors in a specified period of time. Possible to filter by assignment statuses, language pairs and vendors.

Costs (by customers, projects, languages, PMs)



This report displays amounts, expenses and total margin by customers in a form of pivot table and linear chart. Pivot table allows to additionally analyze data by customer projects, managers and specializations.

Available filters: time period, customers, projects, managers (responsible persons) and language pairs.

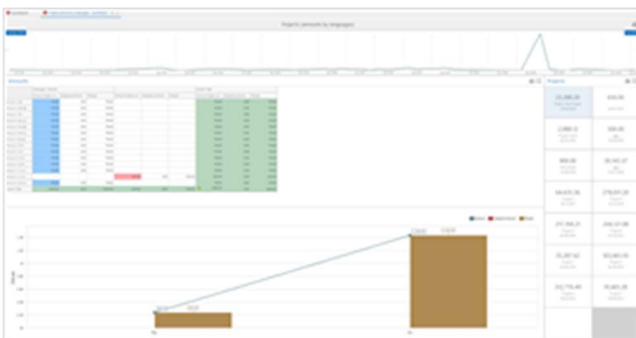
Costs (by vendors)



This report displays amounts of source jobs and assignments, as well as margin amount per vendors. Pivot table allows highlights highest and lowest amounts and margins.

Available filters: time period, vendors, managers (responsible persons) and language pairs.

Projects (amounts by languages)



Allows to select a report and analyze project amounts, assigned amounts and margins by managers in a certain period of time.

Additional chart displays same values by months.

Projects (amounts/volumes analysis)



One of the most powerful and flexible reports. Main goal is to analyze project effectiveness by managers. It contains two widgets: chart and table. Chart displays amounts and margins of projects, as well as effectiveness expressed in percents. Table contains total data by managers and average margin, highlighting better performing managers.

Available filters: projects, customers, managers, project amount range and volume range.

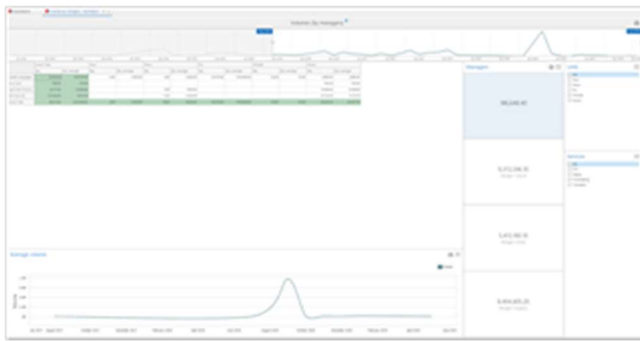
Volumes (by customers)



This report displays volumes (total and average) by languages, units and services for a selected customer. Additional linear chart displays average volume change over time.

Available filters: time period, customers, units, services.

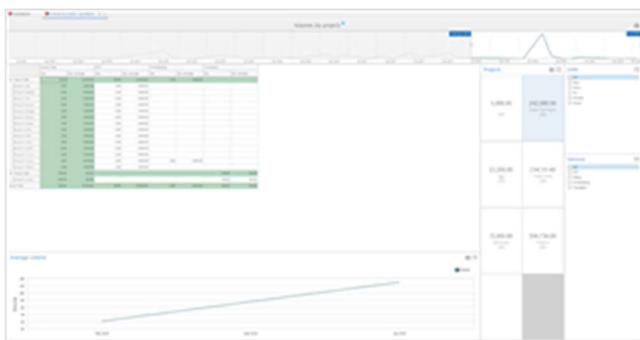
Volumes (by managers)



This report displays volumes (total and average) by customers and units for a selected vendor. Additional linear chart displays average volume change over time.

Available filters: time period, managers, units, services.

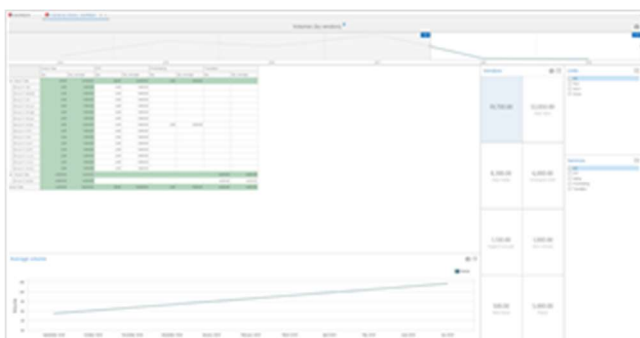
Volumes (by project)



This report displays volumes (total and average) by units, languages and services for a selected project. Additional linear chart displays average volume change over time.

Available filters: time period, projects, units, services.

Volumes (by vendors)



This report displays volumes (total and average) by units, languages and services for a selected vendor. Additional linear chart displays average volume change over time.

Available filters: time period, vendors, units, services.

Translation project management system - Vendor performance

Volumes (tree map)



This report displays best customer and language pairs in terms of volumes. Additional chart displays average volume change over time by customers.

Available filters: time period, customers, projects, languages, units and services.

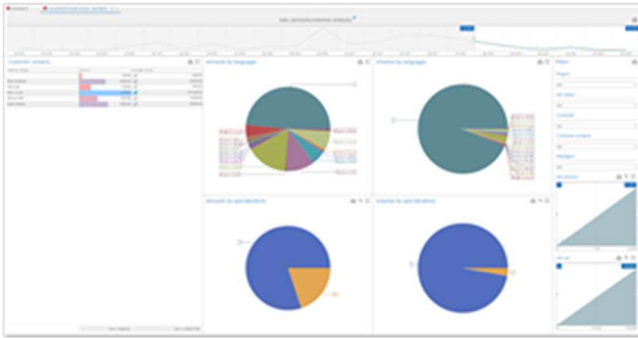
Productivity dashboard



This report is about time tracking and performance. It allows to view translation volumes over certain period, speed an income per hour, top specializations and language pairs. Four filters (by date, unit, work type and language pair) allow to control displayable data.

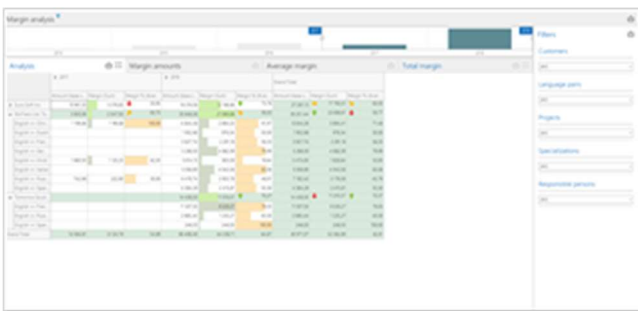
Average volume chart is interactive and allows to click on pies to view detailed chard by specialization category.

Jobs (amounts/volumes analysis)



Displays aggregate amounts and volumes by jobs during specified period of time in terms of language pairs and specializations. Additionally, contains a table with customer contacts (project managers) with amounts and volumes processed with them. List of filters allows to additionally filter data by projects, job statuses, customers, customer contacts, own project managers, job amounts and job volumes.

Margin analysis



Displays margin (as amount and percentage) in a specified period of time. Report contains few tabs which allow to analyze margins in different forms: as pivot table, as chart of margin amounts, chart of average margins and chart of total margin.

Allows to filter data by customers, language pairs, projects, specializations and responsible persons.

Average volumes by vendors



It displays average volumes for vendors in a specified period and allows to detail this volume by units and services. Allows to quickly filter by dates and vendor names. Contains two tabs. First tab displays 2 chart - first chart displays average volumes for all filtered vendors. Second chart displays detailed information about volumes for a vendor selected on the first chart.

On the second tab, pivot table is presented which allows to analyze volumes in a tabular format.

Calculated fields

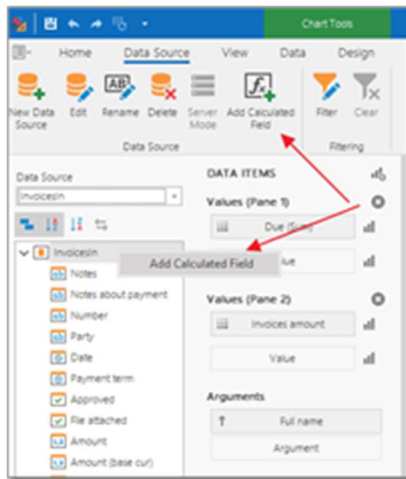
The QuickReports Designer provides the capability to create calculated fields that allow you to apply complex expressions to data fields that are obtained from the QuickReport's data source.

You can use these fields in data visualizations as regular source table fields.

Creating a Calculated Field

You can add create new calculated field based on the existing data source fields.

To create a calculated field, right click on the data source area and select **Add calculated field**, or use corresponding button in the Ribbon's **Data Source** tab:



This invokes the **Expression Editor** dialog, which allows you to specify an expression that will be used to obtain calculated field values. Here, you can construct the required expression.

You can use the following elements in expressions.

- Functions
- Operators
- Columns
- Constants
- Parameters

After the expression has been specified, select OK. This displays a new calculated field in the data source structure. Now you can specify the required calculated field type, change its default name, etc.

Editing a Calculated Field

To edit a calculated field, use its context menu. This menu contains the following items:

Edit Expression...

Invokes the Expression Editor dialog, which allows you to change an expression for an existing calculated field.

Field Type

Specifies the type of the calculated field.

Note. The type of a newly created calculated field is detected automatically based on the type of values returned by the specified expression.

Rename

Changes the calculated field name.

Delete

Removes the existing calculated field from the data source.

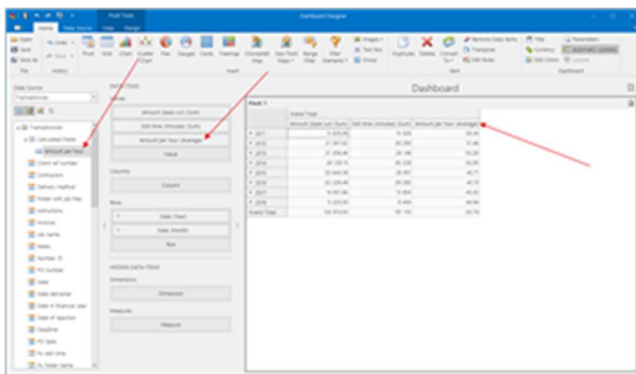
Calculated Fields at the Summary Level

When you create calculated fields in the QuickReports designer, their values are calculated on the base of individual data source rows. Then, when this calculated field is used in any dashboard widget, you apply selected summary function to it.

About this task

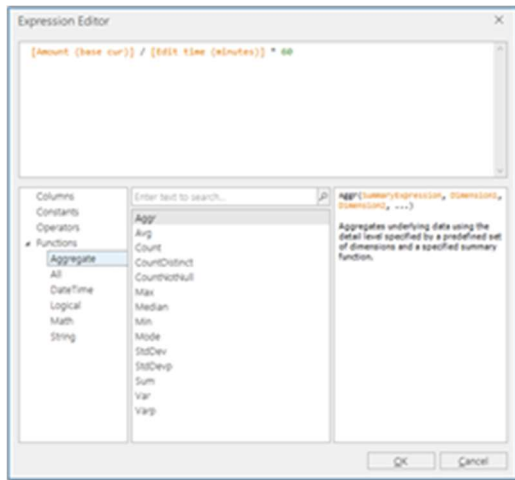
Let's take Translation jobs table as data source and create new calculated field called Amount per hour. Using expression builder you can quickly build the following expression for this calculated field: $[Amount (base cur)] / [Edit time (minutes)] * 60$

This calculated field allows to get earned amount per hour for each job. If to drag this column to a **Table**, **Chart**, **Pivot table** or any other widget, you will be able to select summary function for this field.



On provided screenshot you can see that **Amount (base currency)**, **Edit time (minutes)** and **Amount per hour** fields were put onto the **Values** section of the pivot table, and **Date** field was put into **Rows** section. Average amount per hour is calculated by summing this value for each job in specified year and dividing it by a number of jobs. Because of that, applying provided expression to summary values shown on the screenshot would not give value in the last column.

To calculate expression on a summary level, right click on a calculated field, select **Edit expression**, expand **Functions** node and select **Aggregate** functions:



You can select from a number of aggregate functions to calculate your values on a summary level.

For the first row, $6626.96 / 15028 * 60$ gives 26.46. **Amount per hour** is now calculated for the summary values, not as average of jobs.

You can use any of the following predefined aggregate functions within the QuickReports Designer:

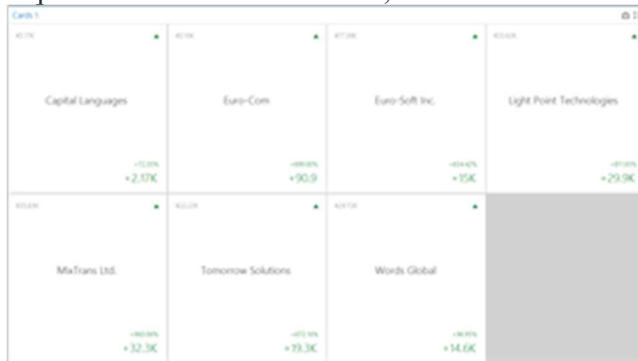
- **Avg()** - Returns the average of all values in the expression.
- **Count()** - Returns the number of values.
- **CountDistinct()** - Returns the number of distinct values.
- **Max()** - Returns the maximum value across all records.
- **Min()** - Returns the minimum value across all records.
- **Sum()** - Returns the sum of all values.

Default widgets

This section contains description of each widget available in the **Insert** group of the ribbon the QuickReport designer.

QuickReport items - Cards

Displays a series of cards, each illustrating the difference between two values. This difference can be expressed as an absolute value, an absolute variation or a percentage variation.



QuickReport items - Chart

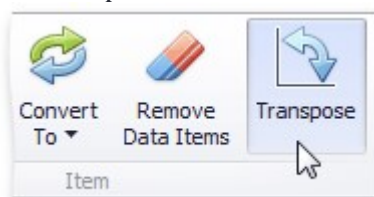
Chart displays data graphically using bars, lines, points, etc.

To bind the Chart item to data, drag and drop a data source field to a placeholder contained in one of the available data sections.

Transposing arguments and series

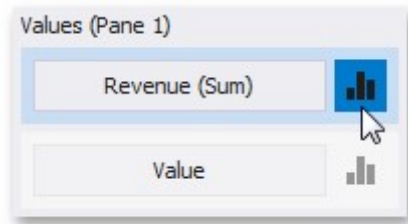
The Chart dashboard item provides the capability to transpose chart arguments and series. In this case, data items contained in the **Arguments** section are moved to the **Series** section, and vice versa.

To transpose the selected Chart item, use the **Transpose** button in the **Home** ribbon tab.

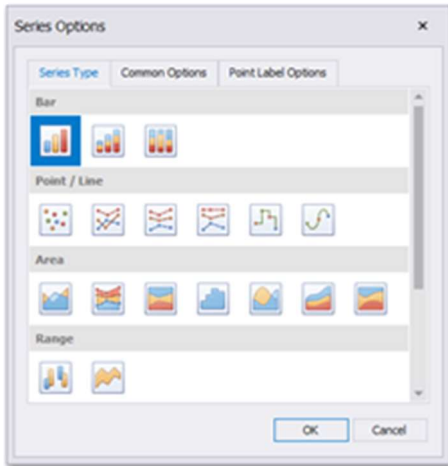


Series

The **Chart** item supports different types of series - from simple bar and line charts to candle stick and bubble graphs. To switch between series types in the Dashboard Designer, click the **Options** button next to the required data item (or placeholder) in the **Values** section.

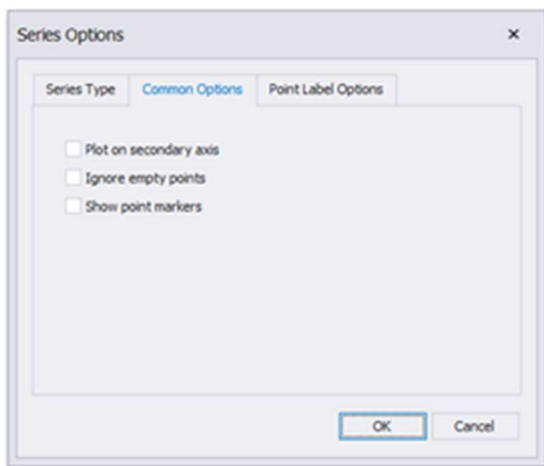


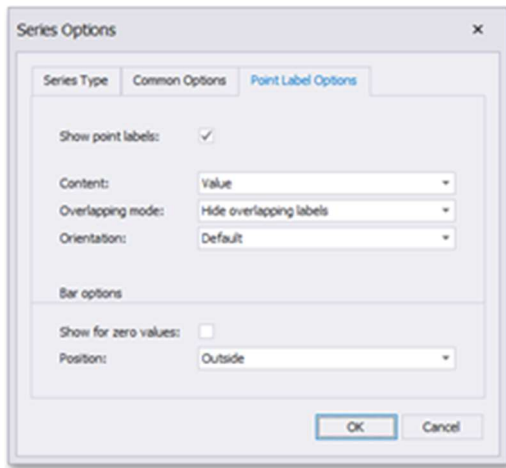
In the invoked **Series Options** dialog, select the required series type and click **OK**.



You can also do this using the **Series Type** gallery in the **Design** Ribbon tab.

To manage common series options, use the **Common Options** tab of the **Series Options** dialog.



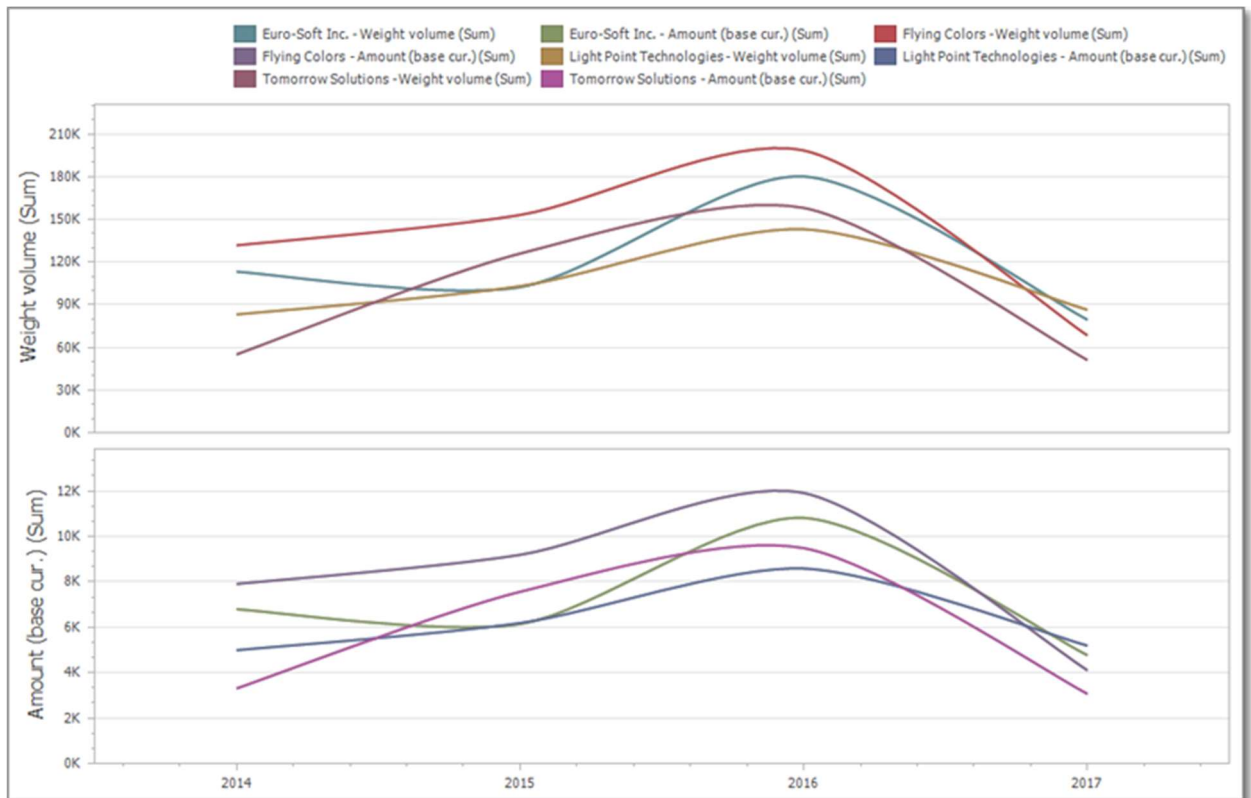


Panes

The Chart item can contain any number of panes. Panes are visual areas within a diagram that display chart series.

Each pane has its own Y-axis and displays a specific set of series. All panes in a chart share the same X-axis.

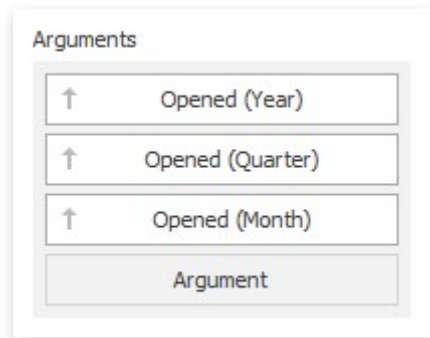
To add a pane, click the **Add Pane** button at the top right of the **Data items** pane.



Interactivity - drill-down

The Chart item supports drill-down on argument or series values.

When drill-down on arguments is enabled, an end-user can click a series point to view a detail chart for the corresponding argument value. Drill-down on arguments requires that the **Arguments** section contains several data items, from the least detailed to the most detailed item.



Switch to **Data** tab on the ribbon and click **Drill-down** button. From now, you will be able to click on chart points to get detailed information for quarters, and then for months.

QuickReport items - Choropleth map

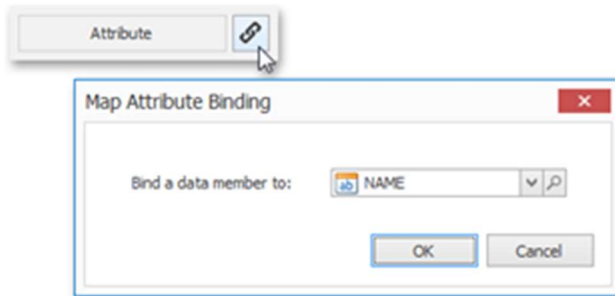
Allows you to colorize required areas in proportion to the provided values.



SDL Trados Business Manager ships with a set of default maps showing various parts of the world. The following maps are included.

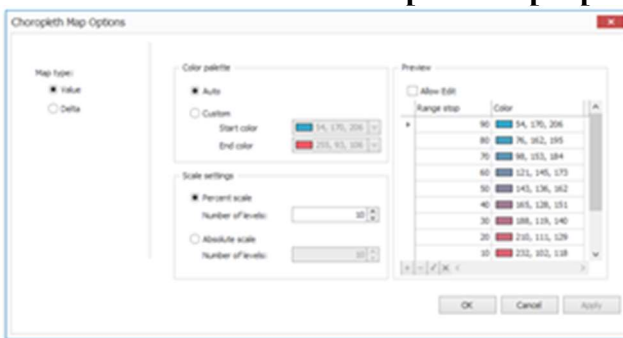
- **World Countries** - a world map.
- **Europe** - a map of Europe.
- **Asia** - a map of Asia.
- **North America** - a map of North America.
- **South America** - a map of South America.
- **Africa** - a map of Africa.
- **USA** - a map of the USA.
- **Canada** - a map of Canada.

To select the required default map, use the **Default Map** button in the ribbon **Design** tab. After you select the default map or a custom map, you can view supplemental information (such as the name of the country, state, etc.). To do this, click the **Options** button next to the **Attribute** data item.



For example, Customer has a field named Country. This field can be bound to a name of the country in this Dashboard map item.

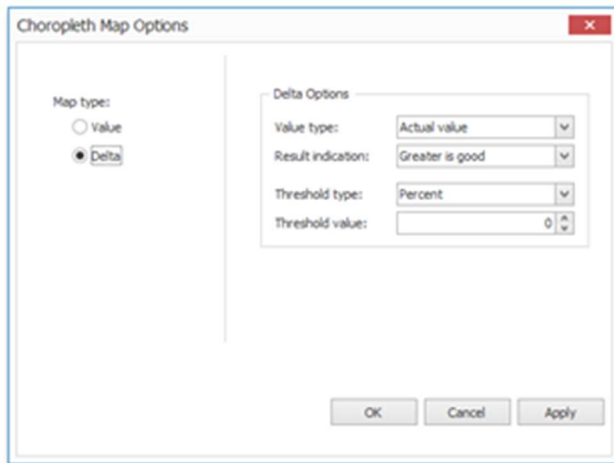
The **Choropleth Map** item colors map shapes depending on the provided values. If you need to customize these settings, click the **Options** button next to the data item that contains these values. This invokes the **Choropleth Map Options** dialog.



You can specify the following settings in this window.

- **Color palette** - allows you to specify the start and end color of the palette.
- **Scale settings** - specifies whether a *percent* scale or an *absolute* scale is used to define a set of colors. You can specify the number of levels that represent the number of colors used to color the map.
- **Preview** is used to display a full set of palette colors generated based on the start/end colors and the number of levels. Use the **Allow Edit** check box to automatically change the generated colors or specify value ranges for each color.

Also, the Choropleth Map allows you to visualize the difference between the *actual* and *target* values of a particular parameter. To specify delta indication settings, click the **Options** button next to the data item container. This invokes the **Choropleth Map Options** dialog. When the map type is set to **Delta**, this dialog contains the following settings.



Value type

You can specify which values to display within map tooltips. Use the **Value type** combo box to select the value that will be displayed as the delta value.

Result Indication

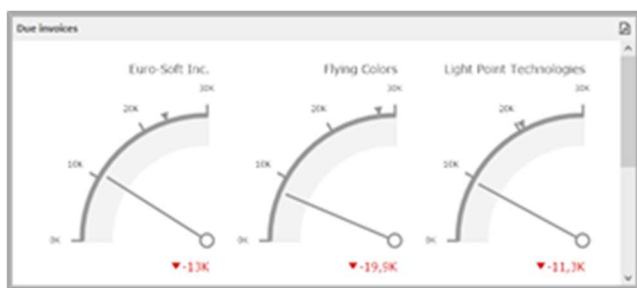
You can specify the condition that will be used to select the indicator color. To do this, use the **Result indication** combo box.

Threshold type and Threshold value

You can specify that a required indicator should only be displayed when the difference between the actual and target values exceeds a specified value. For instance, the actual value exceeds the target value by 10%, or by \$2K. Use the **Threshold type** combo box to select whether you wish to specify the threshold in percentage values or in absolute values. Then use the **Threshold value** box to specify the threshold value.

QuickReport items - Gauges

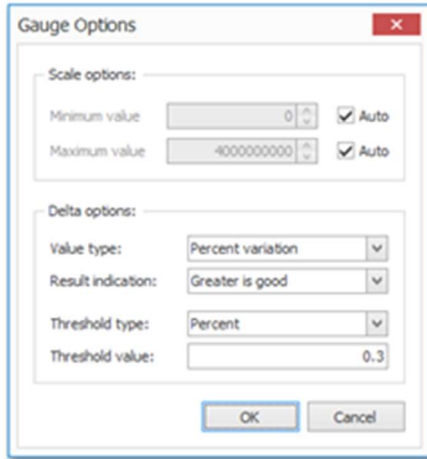
Visualizes data within a series of gauges. Each gauge can communicate two values - one with a needle and the other with a marker on the scale. The image below shows a sample Gauge dashboard item that is bound to data. It shows the difference between paid amount and full amount of invoices for each customer.



Delta

Gauges allow you to display the difference between the *actual* and *target* values of a particular parameter. This difference is called **delta**. Delta is shown with a *delta indicator* (indicating

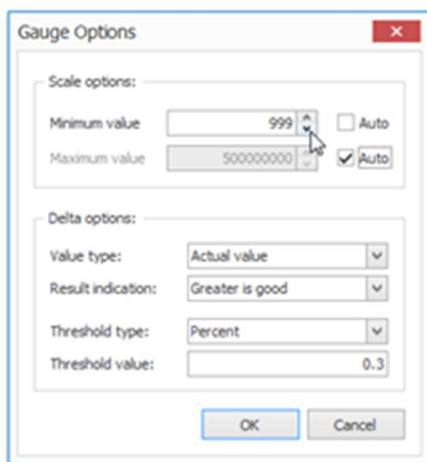
whether the actual value is less than or greater than the target value) and *delta values* (representing this difference as an absolute value or a variation). To customize settings that relate to the calculation and display of deltas, use the options buttons displayed next to the data item container in the **Gauges** section of the **Data items** pane. These buttons invoke the **Gauge Options** dialog.



Use it to define the condition for displaying delta indication, specify which delta values should be displayed, and introduce the comparison tolerance.

Gauge scale

By default, the Gauge item automatically determines the range of the gauge scales based on the values they display. You can override this behavior and specify maximum and minimum values on the scale. To do this, invoke the **Gauge Options** window using the **Options** button displayed in the data item container in the **Gauges** section of the **Data items** pane. In the **Gauge Options** window, deselect the **Auto** check box for the maximum or minimum value, and specify this value in the corresponding field.



QuickReport items - Grid

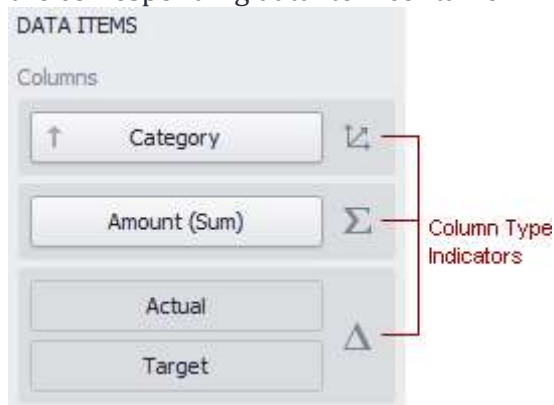
Grid allows you to present data in tabular form. To bind the Grid dashboard item to data, drag and drop a data source field to a placeholder contained in one of the available data sections.

About this task

The Grid dashboard item supports four types of columns.

- **Dimension Column** - displays grouped values from the bound data item and allows you to provide discrete categorical information.
- **Measure Column** - displays summaries calculated against data in the bound data item.
- **Delta Column** - bound to two measures, calculates summaries for both measures, and displays the difference between these summaries.
- **Sparkline Column** - displays values in the bound data item using sparklines.

When you drop a data item into the **Columns** section, the type for the new column is determined automatically based on the data type. The type of the column is indicated within the corresponding data item container in the DATA ITEMS area.



Column type indicators are defined as follows.

To change the column type, select the column type indicator. In the **Column Options** window, select the column type from the **Column type** section.

The dimension column displays values from the bound data item "as is".

The image shows a data grid with four columns. Red lines with labels point to each column: 'Dimension Column' points to the 'State' column, 'Measure Column' points to the 'Sales' column, 'Delta Column' points to the 'Sales vs Target' column, and 'Sparkline Column' points to the 'Sales (Sum)' column.

State	Sales	Sales vs Target	Sales (Sum)
Kentucky	\$339M	+9.34 % ▲	
Florida	\$234M	+2.14 % ▲	
Colorado	\$167M	+6.83 % ▲	
California	\$169M	+1.10 % ▲	

If the dimension column is bound to a data source containing images, it can display images.

A **measure column** displays summaries calculated against data in the bound data item. Values in the measure column can be displayed as text or represented by bars.

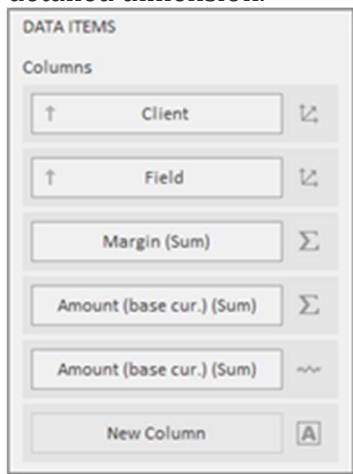
To select between these modes, open the **Column Options** window and select **Value** or **Bar**.



If bars are displayed, use the **Always show zero level** check box to specify whether the bar zero level is always visible.

Drill-down

The built-in drill-down capability allows end-users to change the detail level of data displayed in dashboard items on the fly. The Grid item supports drill-down for rows. When drill-down is enabled, you can select a grid row to view the details. Drill-down requires that the **Columns** section contains several dimensions at the top, from the least detailed to the most detailed dimension.



To enable drill-down, select **Drill Down** in the **Data** ribbon tab.

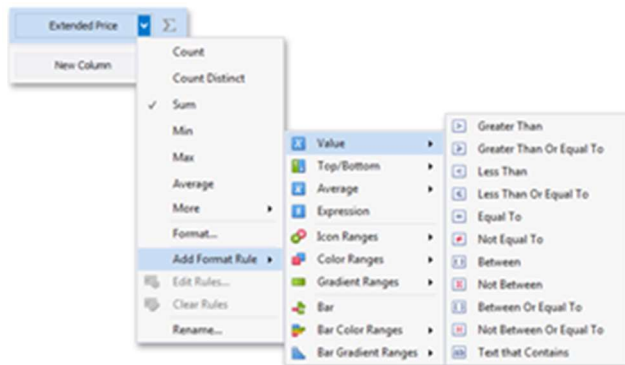


To return to the previous detail level (drill up), use the corresponding button within the Grid caption, or the **Drill Up** command in the context menu.

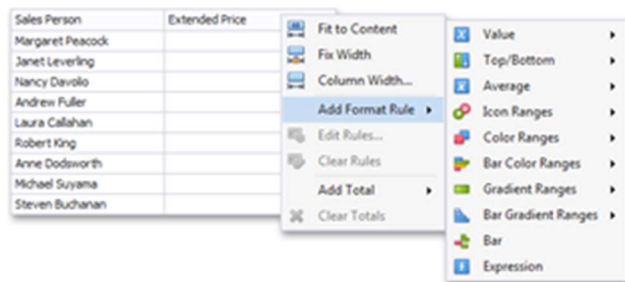
Conditional formatting

The Grid item supports the conditional formatting feature that provides the capability to apply formatting to grid cells whose values meet the specified condition. This feature allows you to highlight specific cells or entire rows using a predefined set of rules. To create a new format rule for the Grid's dimension/measure, do one of the following.

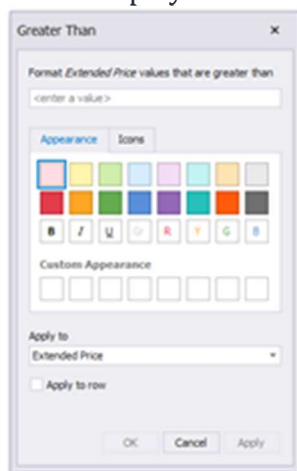
- Click the **Options** next to the required measure/dimension. Select **Add Format Rule** and choose the condition.



- Right-click the column header corresponding to the required measure/dimension and select **Add Format Rule**.



- Use the **Edit Rules** dialog. Depending on the selected format condition, the dialog used to create a format rule for Grid contains different settings. For instance, the image below displays the **Greater Than** dialog corresponding to the **Value format** condition.

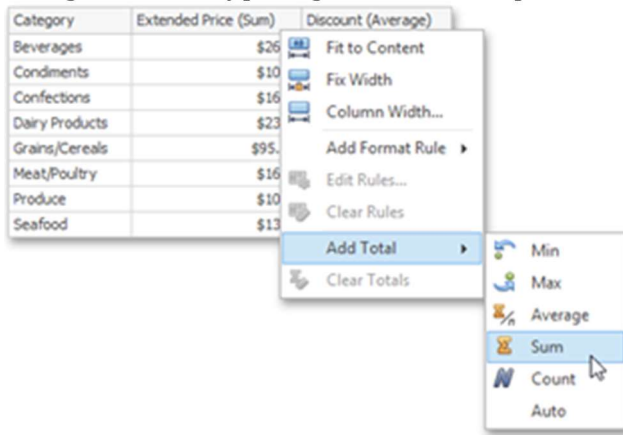


Totals

The Grid dashboard item enables you to add a summary value (a total) calculated against displayed values of an individual column, and show the result under this column.

Note that you can add any number of totals for each column. For example, you can obtain the number of column records, average or maximum value, etc. You can create totals using different sets of summary functions. This depends on the type of the data source field providing data for the target column.

To create a total, use the context menu of the column header. Right-click the required column header, select **Add Total** and specify the type of summary function used to calculate a total. To change the total type, right-click the required total and select a new total type.



Other

To configure table layout, switch to **Design** tab on the ribbon and try to play with provided functions. For example, you may turn word wrapping feature to wrap words in table cells. Or use **Banded rows** button to colorize odd and even rows.

QuickReport items - Group

Group is a container which is used to arrange items and manage QuickReport items interaction within and outside the group.

The Group has the following functions:

- Combines QuickReport items within the report into a separate layout group.
- Manages the interaction between QuickReport items within and outside the group.

For instance, you can group related filter elements and data visualization dashboard items.

To create a new group, click the **Group** button in the **Home** ribbon tab.



You can drag-and-drop QuickReport items to add them to a group and change their layout.

Note. You cannot add groups to another groups.

The **Group** allows you to manage the interaction between dashboard items in and outside the group. The image below shows a group's default interactivity settings:

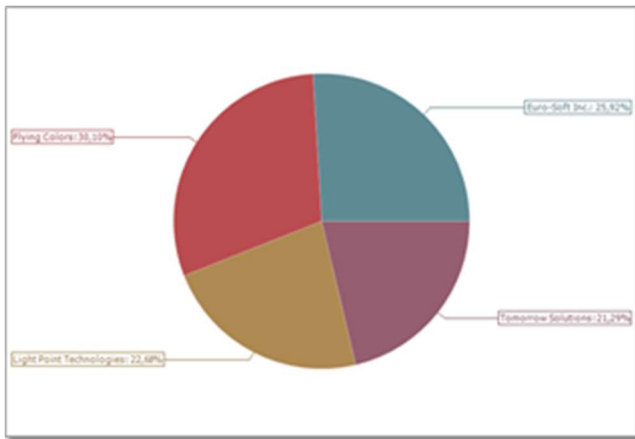


The **Master Filter** and **Ignore Master Filters** buttons are located in the **Interactivity** group on the **Data** ribbon tab of the **Group Tools** contextual tab set.

If the **Master Filter** button is **Off**, master filter items in a group can filter only this group's items. The enabled **Ignore Master Filters** option isolates the group from external master filters (for example, from main Range filter element).

QuickReport items - Pies

Pie displays a series of pies or donuts that represent the contribution of each value to the total. Principles of working with pies are the same as with previously described charts. Simply drop necessary fields to placeholders to build pie chart. Here is an example:



QuickReport items - Pivot

Pivot table displays cross-tabular reports and allows you to analyze multi-dimensional data.

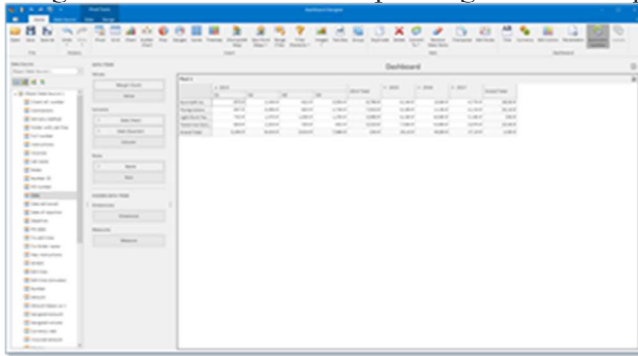
Select the **Pivot** button on the ribbon, an empty pivot table will added to the workplace.

To bind the Pivot item to data, drag and drop a some field to a placeholder contained in one of the available data sections (Value, Column, Row). A table below lists and describes a Pivot data sections.

- **Values**
Contains data items used to calculate values displayed in the pivot table.
- **Columns**
Contains data items whose values are used to label columns.
- **Rows**
Contains data items whose values are used to label rows.

The Pivot dashboard item provides the capability to transpose pivot columns and rows. In this case, data items contained in the Columns section are moved to the Rows section and vice versa. To transpose the selected Pivot dashboard item, use the **Transpose** button in the **Home** ribbon tab.

Drag desired fields to a corresponding areas of the pivot grid:



You see that **Date** field was dragged to **Columns** area few times, but different detailization level was selected. It allowed to create nested **Year - Quarter** groups. After few clicks, we have got a table showing our margin from translation jobs in a context of different customers and year-quarter groups.

To change a name of this element, select **Title** button in the **Dashboard** group of the ribbon. Except name, you can load any image for even better visualization.

To setup conditional formatting for this pivot table, right click on it and select **Edit rules**. In the opened window, configure desired formatting rules to highlight points of interest in the table.

QuickReport items - Range filter

The **Range Filter** item allows you to apply filtering to other QuickReport items. This item displays a chart with selection thumbs that allow you to filter out values displayed along the argument axis.



To bind the **Range Filter** item to data, drag and drop a data source field to a placeholder contained in one of the available data sections. The **Range Filter** item supports various Line, Area and Bar series types. To switch between series types, click the options button next to the required data item in the **Values** section. In the invoked **Series Type** dialog, select the required series type and click **OK**. You can also do this using the **Series Type** gallery in the **Design** Ribbon tab.

Range Filter may interact with other QuickReport items. QuickReports allow you to use any data-aware widget as a filter for other widgets (**Master Filter**). Master filtering is always enabled for the **Range Filter** item. This **Range Filter** displays a

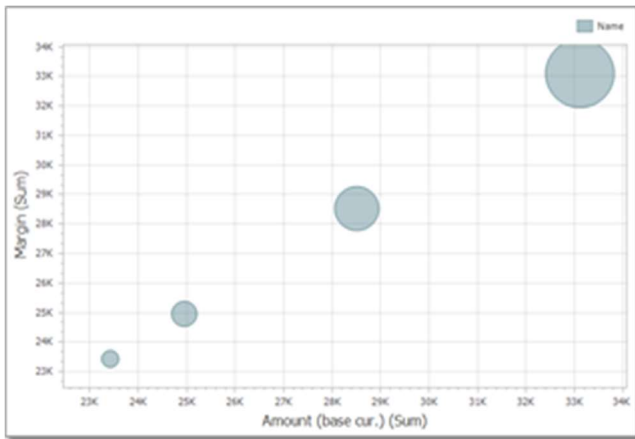
chart with selection thumbs that allow you to filter out values displayed along the argument axis.

To enable filtering across data sources for the Range Filter, use the **Cross-Data-Source Filtering** button in the **Data Ribbon** tab.

When range filter is placed on the QuickReport, you can quickly change period of displayed data.

QuickReport items - Scatter chart

You can use the **Scatter Charts** to visualize relationships between numeric variables. The image below shows a sample Scatter Chart item that is bound to data.



To bind the Scatter Chart item to data, drag and drop a data source field to a placeholder contained in one of the available data sections. A table below lists and describes Scatter Chart data sections.

Section	Processed as	Description
X-Axis	Measure	Contains the data item against which the X-coordinates of data points are calculated.
Y-Axis	Measure	Contains the data item against which the Y-coordinates of data points are calculated.
Weight	Measure	Contains the data item whose values are used to calculate the weight of data points.
Arguments	Dimension	Contains data items providing scatter chart arguments that are used to create the chart.

QuickReport items - Tab container

Overview

The **Tab container** item allows you to split the dashboard layout into several pages. For example filter controls for large elements in a QuickReport can be located on a separate tab page.

Tab creation

To create a tab container, click **Tab Container** button in the **Home** ribbon tab:



A newly created tab container contains an empty tab page (Page 1).



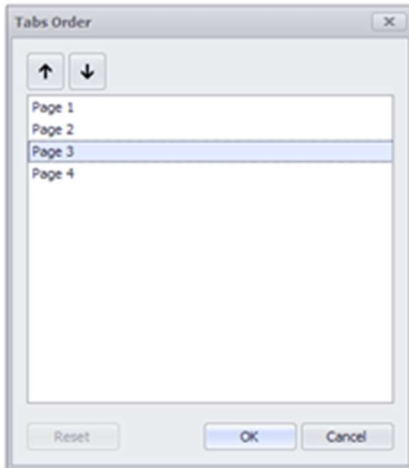
Click the + (plus) icon to add an empty page to the tab container. You can use drag-and-drop to add widgets to a tab page and manage the layout. Tab containers cannot be nested, so you cannot add a tab container to another tab container. However, a tab container can contain item [groups](#).

Tab Order

To change the tab page order, click the **Reorder Tabs** button on the **Tab settings** group.



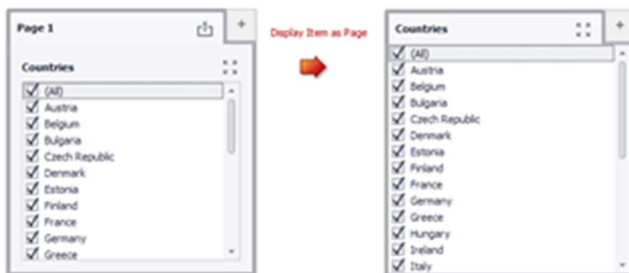
The **Tabs Order** dialog is invoked.



Click up and down arrows to change the order of the tab pages in the tab container.

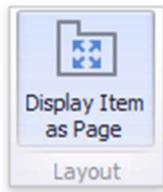
Display Item as Page

The tab caption is above the caption of the content element on the page. If a tab page contains a single element, the **Display Item as Page** feature is activated. It merges the item with a tab page and displays a single caption, as illustrated below.



To disable the **Display Item as Page** feature, use one of the following methods:

- Select the tab page and click the **Display Item as Page** button in the **Layout** group on the **Design** ribbon tab of the **Page Tools** contextual tab set.



- Select the **Display Item as Page** command in the tab page context menu.

Interactivity

The tab page allows you to manage the interaction between QuickReport items inside and outside the page. The following image shows a tab page's default interactivity settings:



The **Master Filter** button (in the **Interactivity** group on the **Data** ribbon tab of the **Page Tools** contextual tab set) controls whether the current page's master filter items can filter QuickReport widgets outside the page. This option is enabled for the newly created tab page: master filter items in the page can filter any QuickReport widgets.

The **Ignore Master Filters** button (in the **Interactivity** group on the **Data** ribbon tab of the **Page Tools** contextual tab set) allows you to isolate QuickReport widgets contained within the tab page from external master filter items. This option is disabled for the newly created tab page: external master filter items can filter the QuickReport widgets contained within the tab page.

Parameters

Parameters allow to add interactivity to QuickReports, allowing users to specify specific values which affect on data displayed in QuickReport's.

It can be time period, customer name, job status, etc.

Creating Parameters

To create a parameter, perform the following steps:

1. Select the Parameters button on the ribbon Home tab.
2. In the invoked dialog, select Add to add a new parameter.
3. Specify the parameter settings.

Settings	Description
Visible	Specifies whether or not the parameter editor is visible in the Parameters dialog.
Allow Null	Specifies whether or a not null value can be passed as a parameter value.
Allow Multiselect	<p>Specifies whether or not multi-selection is enabled for the current parameter.</p> <p>The following limitations are applied to parameters with multi-selection enabled:</p> <ul style="list-style-type: none"> Use the is any of or is none of operators to pass a multi-select parameter to a filter format condition. Use the In or Not In operators to pass a multi-select parameter to a calculated field.
Name	<p>Specifies the parameter name.</p> <p>When creating and modifying parameter names, follow the rules below:</p> <ul style="list-style-type: none"> A name can contain letters, numbers and underscores. A name cannot contain spaces. A name cannot be an empty string. The dashboard cannot contain parameters with the same name. Names are case-sensitive. Do not create the names Parameter and PARAMETER.
Description	<p>Specifies the parameter's description displayed to an end-user.</p> <p>The parameter's description is the value displayed in the Parameter Name column.</p>
Look-Up Settings	Specifies the parameter look-up editor settings.

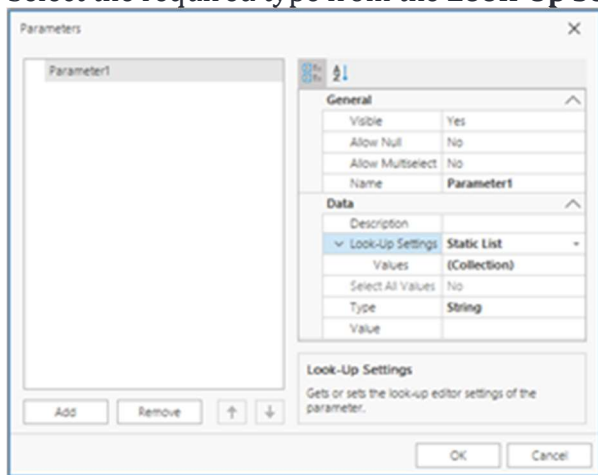
Settings	Description
Select All Values	Specifies whether or not all parameter values should be selected in the initial state. Note that this option is in effect when Allow Multiselect is set to true.
Type	Specifies the parameter type.
Value	Specifies the default parameter's value(s). Note that when Allow Multiselect is set to true, the Value option allows you to

4. Select OK to add the created parameters to the dashboard.

Look-Up Editor Settings

There are three types of look-up editor settings that can be specified for a parameter.

Select the required type from the **Look-Up Settings** drop-down list.

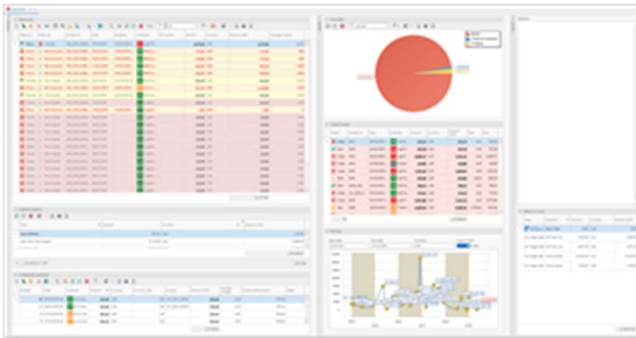


- No Look-Up - set the Value to use a static value as a parameter.
- Static List - click the ellipsis button to add static values for the current dashboard parameter.
- Dynamic List - allows you to use a list of values from the existing data source as a parameter. Specify the following settings.
 - First, select the required **Data Source** from the list of available data sources. For example, if you wish to filter job list by PM, add a new data source linked with **Contacts** table.
 - Then, specify data members for the dashboard parameter's value and display name using **Value Member** and **Display Member**, respectively.

- If necessary, specify the data member used to sort parameter values using the **Sort By** option. **Sort Order** specifies the required sort order.
- From now, you can use parameters to filter QuickReport's data source (**Data source** tab - **Filter**) or in calculated fields. When you double click on a QuickReport to generate it, you will be able to provide parameter value in the Parameters dialog.

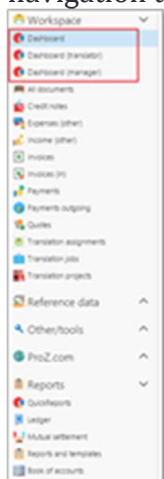
Dashboard

Dashboards serve as a single place to display differentiated information about your business on a single screen.



They allow to fit multiple widgets (views) on one screen, allowing to keep the most important data under control. In addition, there are a number of widgets which are available only in dashboards (not possible to open that views from navigation). For example, you can open list of jobs in a separate tab from navigation tree, but you cannot view **Ready to invoice** list anywhere except dashboard.

By default, the system has three dashboards, available from the **Workspace** section of the navigation tree:



All these dashboards are customizable, and you are free to fully replace default widgets with your own views. In addition, you can define a color for each widget for better presentation.

Among default widgets in different dashboards, you will find:

- Ongoing jobs
- Unpaid invoices
- Balance statement
- Word stats chart
- Earnings chart
- Volumes chart
- Top customers chart
- Jobs ready to invoice
- Undistributed payments
- Notepad
- Workload planner
- Undelivered assignments
- Unpaid assignments
- Active quotes

Dashboards has columnar structure. Each column can be collapsed to make other columns wider. In the same way, each widget can be collapsed vertically, to free some space for other widgets. Collapsed/expanded state is preserved between sessions. In addition, you can find splitter between all columns (horizontally) and between all widgets (vertically), which can be used to quickly change size of necessary column or widget.

Note. In some visual themes, splitter has no color and may be invisible. Simply hover mouse pointer on a border between columns and widgets to highlight splitter.

Most of widgets can be opened in full screen mode. For this, you can press **View widget in full screen** on the toolbar. If toolbar is hidden, press F11.

Dashboard default widgets

See nested articles with examples of default widgets presented in different dashboards.

Dashboard item - Ongoing jobs

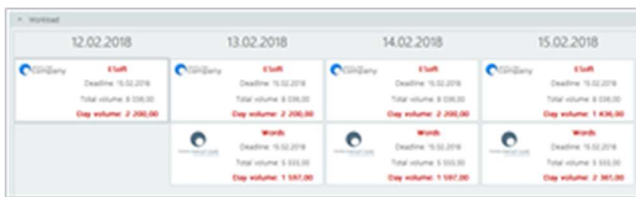
Status	Number of	Deadline	Customer	PI	PI number	Amount	Currency	Amount USD	Weight volume
Processing	020	15.02.2018	World Global	Info		833.90	USD	833.90	5.533
Processing	020	15.02.2018	World Global	Info		842.88	EUR	293.27	8.228
Processing	045	04.02.2018	Light Point Technol...	Barb...		4.900.00	USD	4.900.00	79.000
Processing	042	02.02.2018	Capital Translati...	Barb...		10.00	EUR	12.50	200
Processing	054	18.02.2018	World Global	Ale		333.00	USD	333.00	6.000
Finished	047	08.02.2018	Flying Colors	Yan		200.00	EUR	241.80	4.000
Processing	058	05.02.2018	Flying Colors	Natal...		250.00	EUR	263.52	5.000
Processing	043	03.02.2018	World Global	Natal...		270.00	USD	270.00	4.000
Processing	027	21.02.2017	Flying Colors	Natal...		200.00	EUR	300.00	5.000
Sent	005	23.02.2017	Tomson Solutions	Stav...	PO-105	1.011.75	EUR	695.50	11.425

This list contains all the jobs for previous 60 days.

- To view and edit the job simply double-click on it.
- To add a new job, click **New** on the toolbar or **Quick job creation** on the ribbon.
- The list of current jobs can be customized.

You can select displayed columns. To do this, right click on any column name and select **Column chooser**. Drag and drop fields according your wishes and close column chooser. Also, it is possible to apply automatic filters in this list. Take a note that all changes made in this list are saved between sessions.

Dashboard item - Workload




This is a compact version of the [Workload planner](#) feature.

This widget displays planned translation volumes for upcoming days. If a day contains multiple jobs, they are stacked as cards below the date. Each card contains short information about planned work: customer short name and logo, job deadline, total volume and volume planned to do during a day.

Double clicking on a card allows to open corresponding job editing form to view detailed information about a job.

Dashboard item - Ready to invoice

Logo	Customer	Amount	Currency	Amount (USD)
	Euro-Com	78.00	USD	78.00
No image data	MixTrans Ltd.	2,312.66	EUR	2,662.69
No image data	MixTrans Ltd.	4,657.32	USD	4,657.32
No image data	Words Global	22,000.00	EUR	25,520.00
No image data	Words Global	3,369.21	USD	3,369.21

Σ 36,307.22

You can specify invoicing threshold for each customer. Until amount of delivered job isn't be reached, this customer won't appear in this list. By default, this value is set to 1. Setting it to zero fully excludes that customer from this widget.

To create an invoice, double click on any card inside this widget. A new invoice will be automatically created and filled with the data of uninvoiced jobs. Payment term will also be automatically detected using settings you specify for a customer.

Dashboard item - Unpaid invoices

Stat...	Numb...	Term	Custo...	Am...	Curre...	Amo...	Paid	Due
Pa...	0002	30.01...	Euro...	9 2...	EUR	11 0...	0,00	9 2...
Sent	0003	30.01...	Euro...	10 ...	EUR	12 8...	0,00	10 6...
Sent	0007	30.01...	Flying...	4 8...	EUR	5 8...	0,00	4 8...
Part...	0008	30.01...	Flying...	7 4...	EUR	8 9...	6 2...	1 24...
Sent	0011	30.01...	Light ...	5 2...	EUR	6 3...	0,00	5 2...
Part	0014	30.01...	Tom...	7 3...	EUR	8 8...	6 1...	1 22...

Σ 59 ...

This list contains all issued invoices that are still unpaid by the customer. You can see full and due amounts here.

Right click on the invoice to open context menu, which allows to open invoice, create a payment over this invoice or print it.

Dashboard item - Monthly results



It is a chart showing your profit and expenses for the specified period year.

Amounts are expressed in the base currency. You can select one of the following chart types in this widget: bar chart, where results are grouped by months and average income line is painted, or linear view, showing income in sequential order (where current month income is highlighted with red color).

To find out how values in this chart were calculated, you can always open **Reports > Ledger**, and check records per necessary month. Please remember that earnings can be calculated differently depending on the accounting type you use in the application.

Dashboard item - Balance statement

Client	Amount	Currency	Amount (USD)
Capital Transilation	10.00	EUR	12.31
EuroSoft Inc.	29 220.91	EUR	34 716.80
Euro-Soft Inc.	365.29	USD	365.29
Flying Colors	10 434.95	EUR	12 617.68
			69 812.65

This table shows the balance amount for each customer based on the entered projects (plus, or debit) and payments (minus, or credit).

Dashboard item - Assignments

Table	Number	Date	Date of delivery	PO number	Language	Weight volume	Amount Due out	Amount Due
Undelivered assignments								
Currency: EUR (2 assignments), Amount Due: 175,000								
Payment	1001	01.02.2017 0:00		PO-01	English - Russian	10,000	10,000	0,00
Payment	1002	28.12.2017 0:00	28.12.2017	PO-08	English - Russian	7,500	7,500	0,00
							27,500.00	17,500.00
Unpaid assignments								
Currency: EUR (2 assignments), Amount Due: 175,000								
Payment	1002	28.12.2017 0:00	28.12.2017	PO-08	English - Russian	7,500	7,500	7,500.00
							7,500.00	7,500.00

Dashboard for manager contains 2 similar widgets: undelivered assignments and unpaid assignments.

Both lists are grouped by currency, so you can see totals by each used currency. You can add another grouping level (by language pairs, for example). To do this:

1. Right click on a table header, select **Show group by box**, and drag necessary column to the group panel (after or before **Currency** column).
2. Then you can hide group panel again to save free space.

To open any assignment, double click on it. Both lists share the same settings (visible columns, groupings). Taking this into account, please make changes only in one table. Second table will reflect the same changes when this dashboard will be loaded next time.

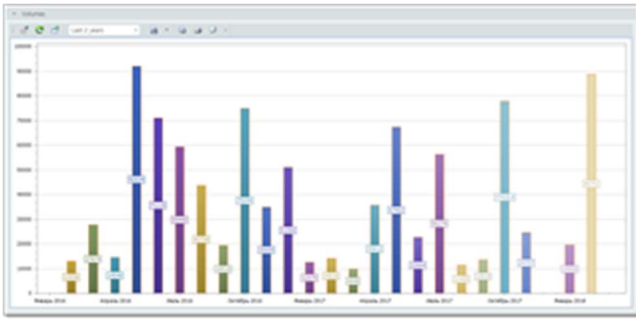
Dashboard item - Undistributed payments

Number	Date	Cmts.	Amo.	Curre.	Currency	Amount	Includ.	Invoices	Invs.	Invs.	Undistributed	Notes
1910		Logit P.	330	USD	1000	330	0.00	0.00	0.00	0.00	330.00	

If you add an incoming payment, but still do not have issued invoice (for example, of this payment is a prepayment), then it is necessary to remember that this payment must be distributed later.

This widget helps to keep this information in mind. Later, when an invoice will be created, undistributed payment can be linked with it and disappear from this list.

Dashboard item - Volumes chart



This chart simply displays average amount volume of jobs for a specified period. This period is selected above the chart.

Dashboard item - Work stats

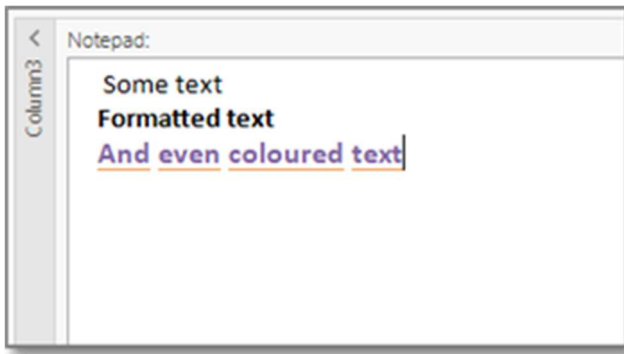


Here you can see your jobs volumes categorized by work fields and presented as a chart.

If, for example, you did one job counted in words and the other counted in hours, both these jobs will be included into this chart. To achieve correct volume representation in different units, there is an 'Adjustment factor' column in the 'Units' catalog. If, for example, you know that 1 hour corresponds to about 600 words, than go to the 'Units' catalog and set this value for the 'Hours' unit. And vice versa, if your base unit is an hour, than you can set 0.0017 as an adjustment factor for words. Such approach allows to fit volumes in different units into the one chart.

You can select a period above the chart, save it as image or print.

Dashboard item - Notepad



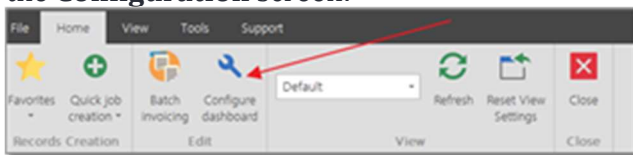
Incredibly simple widget which allows to mark some simple text information.

You have more dedicated place to keep some simple text.

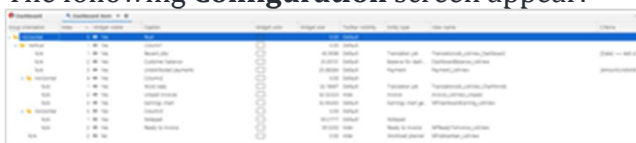
Context menu here contains a number of functions to format selected text.

Dashboard configuration

Select **Configure dashboard**, to move, hide, delete and add widgets, in the **Configuration** screen:



The following **Configuration** screen appear:



Here you can find list of all dashboard widgets organized by groups. There is a root group called **Root**. It cannot be edited, deleted or renamed, and its orientation is always **Horizontal**. You can edit group and widget properties. For groups, you can set caption, orientation and caption visibility. Widget properties window looks as this.



To faster move widgets between groups, you can use drag&drop functionality implemented in the tree list. Simply drag any group or widget and drop it into any other group.

To change widget/group order within a group, click **Increase row index** or **Decrease row index** buttons in the list of widgets.

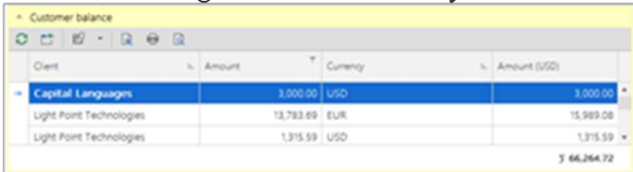
To create a new group, click **Create new group**. New group will be added to a group which is currently selected in a tree. However, you can always move it into another location later.

In the same manner, you can use **Toggle visibility** button to change visible state of a widget. Making widget invisible allows to hide it from dashboard, but not delete. This allows to quickly display it in future, without need to create deleted widget from scratch. However, if you are sure that particular widget would not be needed in a dashboard, click **Delete** to fully delete it.

Widget size field allows to set widget height in percentage. When changing this value, try to follow this rule: sum of all widgets sizes should give 100 (approximately). Widget size affects only initial state of a dashboard. You will be able to change sizes later using splitters which are automatically added between all groups and widgets.

Note. Splitters are not supported in web version. So, pay additional attention to setting widget size more precisely.

Widget color field allows to set a color of widget caption and border on the dashboard. By default, all widgets do not have any color, and default theme color is used (usually, gray).



Client	Amount	Currency	Amount (USD)
Capital Languages	3,000.00	USD	3,000.00
Light Point Technologies	13,783.69	EUR	15,989.08
Light Point Technologies	1,315.59	USD	1,315.59
			\$ 46,264.72

To create a new widget, click **New widget** in the list of widgets. Main goal during widget creation is to select entity type. You can expand list of types and select one depending on requirements. Scroll list to find out which types are available (in general, it includes all reference data, all documents, and a number of additional types, like Earnings, Ledger, Book of accounts, etc.). When entity type is selected, you have to select a view (except when **Notepad** or **Earnings chart** is selected). Depending on selected type, list of available views will be different. Purpose of each view can be understood from its name. For example, if you select *Translation job* as a type, then *TranslationJob_ListView_ChartMonthlyValues* will allow to display some chart with monthly volumes, while *TranslationJob_ListView_Limited* will display simple list of jobs with limited number of columns.

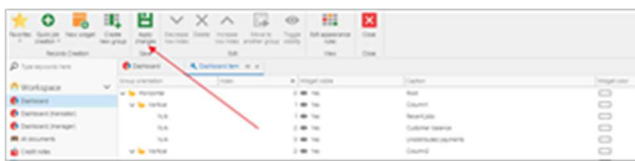
Note. With time, selection of available views will be expanded, allowing to create more different widgets. Especially, more charts will be added with time.

After selecting data type and view type, you can provide additional criteria in the **Criteria** filed. This field provides visual filter designer, which will help to quickly build a criteria. Let's assume, you have selected *Translation job* as entity type, and **TranslationJob_ListView_ChartMonthlyVolumes** as a view. To display uninvoiced jobs for a particular customer, you can provide the following criteria:



Now, this chart will display volumes for **Capital Translation** with **Not invoiced** status.

When you made all necessary changes on the dashboard configuration screen, **do not forget to click Apply changes** in the list of widgets. Otherwise, your changes would not be saved. Close the configuration window, and your changes will be immediately applied to a currently opened dashboard.



Configuration examples

Here are few examples of layouts and recommendations how to build corresponding tree on the Dashboard configuration screen.

Example 1.



Tree structure:

- Root
 - Group 1 (vertical)
 - Widget 1
 - Group 2 (horizontal)
 - Widget 2
 - Widget 3
 - Widget 4
 - Group 3 (horizontal)
 - Widget 5
 - Widget 6

Example 2.



Tree structure:

- Root
 - Group 1 (vertical)
 - Group 2 (horizontal)
 - Widget 1
 - Widget 2
 - Group 3 (horizontal)

- Group 4 (vertical)
 - Group 5 (horizontal)
 - Widget 3
 - Widget 4
- Widget 6
- Widget 5

Example 3.



Tree structure:

- Root
 - Widget 1
 - Group 1 (vertical)
 - Widget 2
 - Group 2 (horizontal)
 - Widget 3
 - Widget 4
 - Group 3 (horizontal)
 - Widget 5
 - Widget 6
 - Widget 7

Service functions

Description of additional functionality available throughout the application.

Importing analysis data from CAT tools

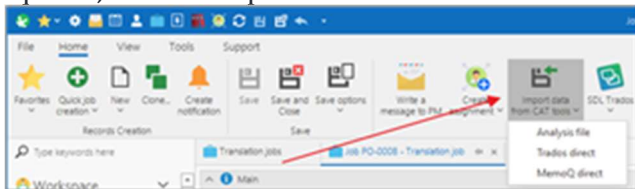
Overview

SDL Trados Business Manager supports the importing of analysis reports which have been generated from different CAT tools into quotes, projects and jobs. This section describes the workflow and the possibilities provided by this feature.

During quote, translation project and translation job creation you can fill items (tasks) manually, or use the Analysis report importer tool to quickly fill an entity from a report generated by a supported CAT tool.

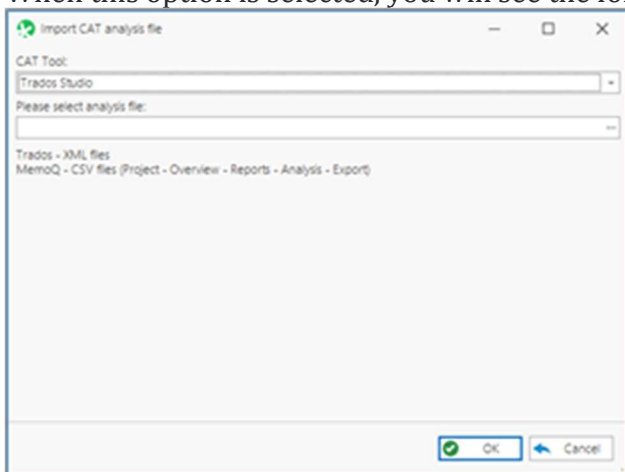
SDL Trados Business Manager will try to load as much data as possible and in the ideal case it won't be necessary to manually edit any fields.

The CAT tool importer has a few modes: **Analysis file**, **Trados direct** and **MemoQ direct**. To open it, use the Import data from CAT tools buttons while editing one of the supported entities:

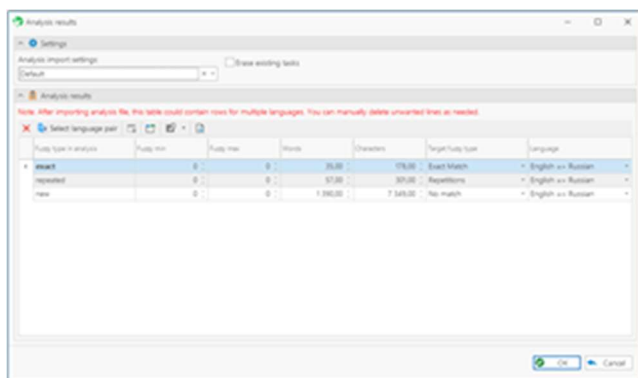


Analysis file

When this option is selected, you will see the following popup window:



In this window, please select the required CAT tool, the path to the analysis file, and click OK. The default analysis report importing results window will be opened:



When you import analysis data into translation project, behavior could be slightly different comparing to translation jobs and quotes. Analysis report could contain values for multiple language pairs. In this case, during analysis import, you can specify language pair for each value (or it could be determined automatically, if analysis report contains such information). Then, when data is being imported, TBM will create or correct translation jobs which belong to a current translation project. If job with corresponding language pair isn't found, it will be automatically created.

The main option in this window is the **Analysis import settings**. It's a reference to settings which control the import process (which units will be imported, should unit conversion be applied, should the system import all fuzzy types or only the average volume, etc.). See the separate article describing [analysis import settings](#).

Erase existing tasks checkbox allows to force deletion of existing items in a job when importing analysis results. However, if particular task in a job was already assigned to any vendor, it won't be deleted anyway.

The analysis table contains all information about volumes in an imported analysis file. The main column here is the **Target fuzzy type**. Since different CAT tools use different codes for fuzzy types TBM may not correctly determine the matching fuzzy types. If you see empty values in this column, please manually select the matching fuzzy types.

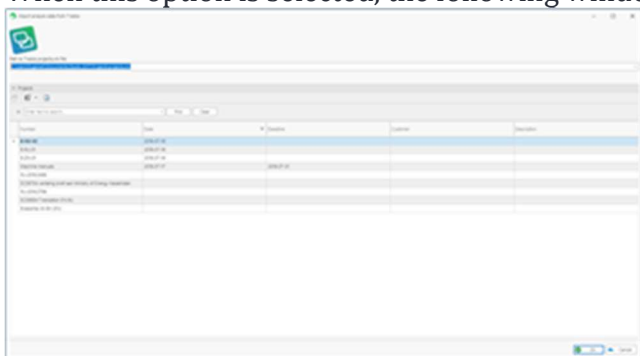
The **Language** column specifies the language pair. When the analysis report is being imported into the translation project, the value in this field specifies a job where it will be imported. Since the translation job may only have one language pair, and if the imported analysis report

contains information about different target languages, TBM can import the data into separate jobs.

When you are ready, just click OK, and the analysis data will be transferred into a base entity (quote, job or project). TBM will automatically pick-up the prices and calculate the amounts.

Trados direct

When this option is selected, the following window will be opened:



TBM will read the *projects.xml* file and display its contents here. You will then need to select a project, and TBM will automatically read the analysis report of the selected project, and open the analysis results window described in the **Analysis file** section of this document.

In addition to the default data, TBM can read the following data from SDL Trados Studio:

- Creation date
- Deadline
- Job name
- Language direction
- Path to the source files

MemoQ direct

When this option is selected, a window with MemoQ projects will be opened. You will then need to select a project, and TBM will automatically read the analysis report of a selected project, and open the analysis results window described in an **Analysis file** section of this document.

In addition to the default data TBM can read the following data from memoQ:

- Creation date
- Deadline
- Job name
- Specialization
- Path to source files

Mail sender

SDL Trados Business Manager allows to send e-mail right from within the program.

This feature is used in the following cases:

- to send generated invoices to your clients
- to send payment reminders to your clients
- to send invitations to contractors
- to send suggestions to developer

To be able to send e-mails, it is needed to setup mailbox properties. You may use a many mailboxes as needed.

1. Go to Reference data > E-mail accounts.
2. Create new account by clicking **New**.
3. Fill-in the opened form with your e-mail settings.

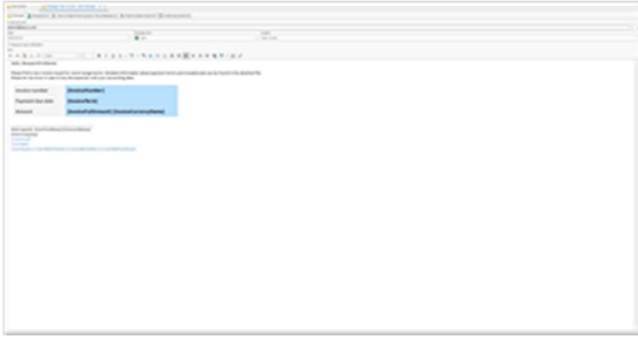
Here you provide sender name (what recipient will see in the From field), e-mail address, login (which is usually the same as e-mail address, password, SMTP server and port).

4. Optionally, mark Require SSL check-box.

You may get detailed information about these settings from your e-mail provider. Also, e-mail account editing form contains a hint with default settings for the most famous providers.

Composing messages

Try to send test message. Click **Mail sender** from the **Tools** tab of the ribbon. Click **New** to create a new message. Message composing window appears:



At the top you select **E-mail account** to use to send a message (default e-mail account automatically selected for new messages). **Date** represents a moment of a message creation. It is assigned automatically, but you can change it when needed. **Message sent** selector shows sending status of the message. After sending, it will be automatically changed to *Sent*.

In the **Subject** field you specify conventional message subject.

Require read notification flag allows to add read confirmation to a message. However, not all e-mail clients support this feature. In addition, message recipient can deny sending confirmation, so it may happen that you would not get it anyway. More to say, including of read notification request into your message may be negatively perceived by a recipient, as it does not seem to be a good tone in mail conversations.

The rest of space is occupied by the message editing box. Formatting toolbar contains a set of buttons provided by any modern text editor.

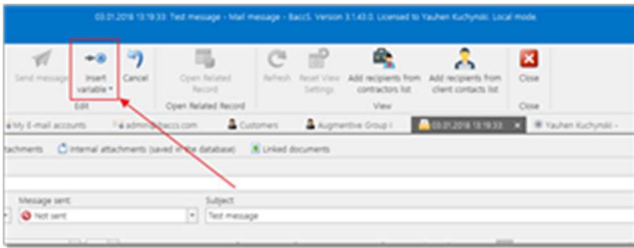
SDL Trados Business Manager has extensive mechanism of message templates and variables. To apply one of message templates, click **Apply template text** on the ribbon and select a template.

To create a new template, go to **Reference data > Message templates** and create a new template. Or click **Save as a template** button on the ribbon to save current message as a template. Template creation process from the reference data table is similar to message composing, so it does not require additional description.

Composing messages - Variables

When you create a new mail message or message template, you can use variables in a message text and subject line.

To insert variable, use **Insert variable** button on the ribbon.



Then select desired variable from the drop-down list. Recipient first and last names are common variables. Other groups contain variables specific for a corresponding documents, which are used depending on a current task. For example, if you create a message or a template for purchase orders or translation offers, use variables from the **Translation assignment** group.

Here is the list of the currently supported variables:

Section	Variables
Recipient	Recipient first name Recipient last name Recipient title Login to web-portal RecipientPassword
Invoice	Number Date Term Full amount Due amount Currency name Currency symbol
Translation job	Number Date

	<p>Deadline</p> <p>PO number</p> <p>Job name</p> <p>Weighted volume</p> <p>Specialization</p> <p>Amount</p> <p>Currency</p> <p>Language pair</p> <p>Services (list of comma-separated services from the Job tasks table)</p> <p>Instructions (support formatting)</p> <p>Customer name</p> <p>JobURL (requires to fill Web-app option in the application settings)</p>
Translation project	<p>ProjectNumber</p> <p>ProjectDate</p> <p>ProjectTerm</p> <p>ProjectCustomer</p> <p>ProjectCustomerContact</p> <p>ProjectName</p> <p>ProjectSpecialization</p> <p>ProjectPO</p> <p>ProjectSourceLanguage</p> <p>ProjectSourceLanguageCode</p> <p>ProjectTargetLanguages (list of comma separated names of target languages)</p> <p>ProjectTargetLanguageCodes (list of comma separated codes of target languages)</p> <p>ProjectTotalAmount</p> <p>ProjectTotalAmountCurrency</p> <p>ProjectAverageVolume</p> <p>ProjectURL (requires to fill Web-app option in the application settings)</p>
Translation assignment	<p>Number</p> <p>Date</p>

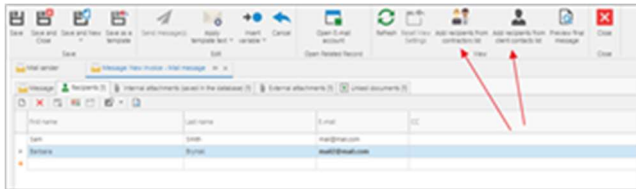
	<p>Deadline</p> <p>Deadline in local vendor's time zone</p> <p>PO number</p> <p>Job name</p> <p>Weighted volume</p> <p>Specialization</p> <p>Language pair</p> <p>Services (list of comma-separated services from the Job tasks table)</p> <p>Amount</p> <p>Amount offered to a vendor</p> <p>Currency</p> <p>Instructions (support formatting)</p> <p>URL-address (allows to insert a link to a web-page with details/files of an assignment to SDL Trados Business Manager Team Online version; web-portal address must be set in Settings, in the Web-app URL field)</p> <p>AssignmentVendorPickNotes</p> <p>AssignmentNotesFromVendor</p> <p>AssignmentVendor</p> <p>AssignmentStatus</p>
Quote	<p>QuoteDate</p> <p>QuoteDueDate</p> <p>QuoteDeliveryTerms</p> <p>QuoteJobName</p> <p>QuoteAmount</p> <p>QuoteCurrency</p> <p>QuotePaymentPolicy</p> <p>QuoteItemsInfo</p> <p>QuoteCreatedBy</p>

	<p>QuoteDocumentNumber</p> <p>QuoteURL (requires to fill Web-app option in the application settings)</p> <p>QuoteLastMessageFromCustomer</p>
User's data	<p>First name</p> <p>Last name</p> <p>Company name</p> <p>Address</p> <p>E-mail</p> <p>Phone</p> <p>Web-page</p> <p>Web-portal</p> <p>Skype</p> <p>ProZ profile</p> <p>Twitter profile</p> <p>Facebook profile</p> <p>LinkedIn profile</p>
Customer	<p>CustomerName</p> <p>CustomerCode</p> <p>CustomerVAT</p> <p>CustomerAddress</p> <p>CustomerCountry</p>
Incoming invoice	<p>InvoiceInNumber</p> <p>InvoiceInDate</p> <p>InvoiceInTerm</p> <p>InvoiceInAmount</p> <p>InvoiceInNumberOfAssignments</p>
Test piece	<p>TestPieceName</p> <p>TestPieceLanguage</p> <p>TestPieceSpecialization</p>

	TestPieceSourceText TestPieceTargetText TestPieceComments TestPieceScore TestPieceReferenceNumber
Sender's data (user or responsible person)	First name Last name E-mail
No category	List of attached files AdditionalText - this variable is used in one case - when you send single confirmation working in different language pairs; this variable is replaced by a list of vendors, lang

Composing messages - Recipients tab

Here you specify message recipients.



E-mail message will be sent as many times as a number of recipients. This allows to use variables in the message text. In the example image shown above, **{RecipientFirstName}** variable will be replaced by *Sam* in the first message, and by *Barbara* in the second.

CC and **BCC** fields allows to send message copies to the specified addresses.

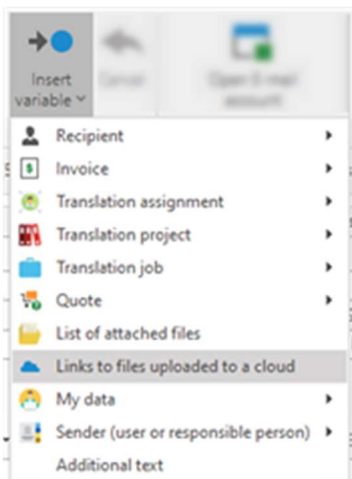
To add recipients faster, you may use **Add recipient from contractors list** and **Add recipient from client contract list** buttons on the ribbon. These buttons open list of contractors and list of customer contacts, correspondingly. To quickly find necessary contacts in these lists, you may use default filtering and searching functionality. Select one or multiple contacts and click **OK**. Selected contacts will be added to the **Recipients** list.

Composing messages - External attachments and Internal attachments

SDL Trados Business Manager allows to attach files to messages.

Mail sender window provides two ways to attach files: **Internal attachments** and **External attachments**. Files which are added on the **Internal attachments** tab will be stored inside database. Files from the **External attachments** tab are stored on your hard drive, so only file paths are saved. This means that if you delete or move file on hard drive, Mail sender won't be able to send it anymore. In many cases, when you create a message from other entity (for example, from invoice or from translation assignment), file attachments will already be populated.

Mail sender can automatically upload large files to cloud drives and insert links to these files into a message body. To enable this feature select necessary options in the application settings (see [Mail sender settings](#)). Then, insert `{FileLinks}` variable into the message text:



If your message has attached files with size larger than minimum size (specified in the application settings), then such files will be automatically uploaded to a cloud drive when you press Send button, and `{FileLinks}` variable will be replaced by Links header text (also specified in the application settings), followed by links to uploaded files (each link starts with new line). If a message has no files uploaded to a cloud drive, then this variable will be replaced by empty string, so it won't appear in the final message text.



Composing messages - Linked documents



SDL Trados Business Manager allows to send invoices, payment reminders, job offers, purchase orders, etc.

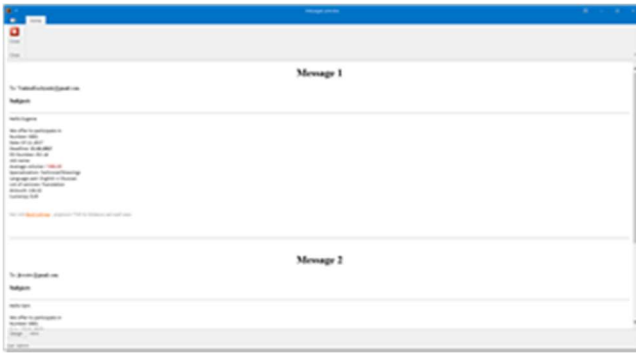
In junction with message templates and support of variables, it is possible to include dynamic data in the message text, which will be replaced by actual data from a linked document. When you send purchase order, this data must come from a corresponding translation assignment. When you send payment reminder - data are gathered from unpaid invoice. On the Linked documents tab you specify base documents (invoice, job, assignment) to get data for variables. In most cases, necessary document will be pre-filled. For example, in the invoice print preview window there is a **Send invoice via Business Manager** button - when this button is pressed, a new e-mail message window opens with the corresponding invoice selected. In the translation assignment editing form there is a Send offer button, which allows to send e-mail message to a selected contractor. Again, when that button is clicked, corresponding translation assignment will be pre-selected.

Note: When you have variables in the message text, check that corresponding document is selected on the Linked documents tab before sending a message. Otherwise, that variables would not be replaced by actual text.

Message previewing

To see how used variables work, you can preview a message by selecting **Preview final message** button on the ribbon. A popup window will be shown with generated message for each recipient where all variables are replaced by their actual values.

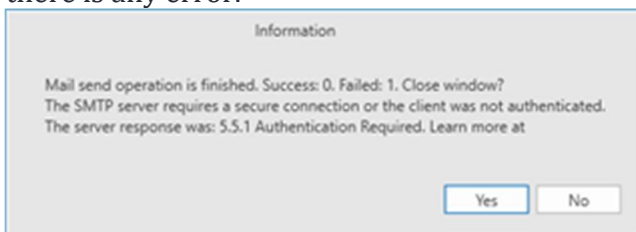
Scroll this window to view all messages and confirm that they look as expected.



Message sending

To send prepared message, click **Save** button. Until then, sending button will be unavailable. Then click **Send**.

You can also send messages from the message list. Here you can select multiple messages and send them in a batch. After few seconds, you will see a window with the operation results. If there is any error.



After successful sending, message status will be changed to *Sent*.

If any invoice is selected in the **Linked documents** tab, then status of this invoice will be changed to *Sent*.

Working with files

Overview

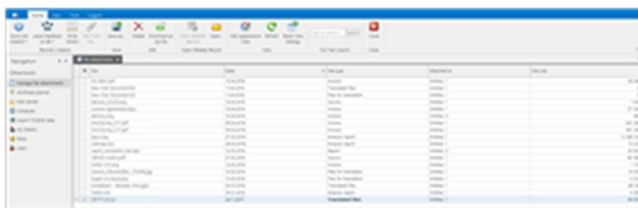
SDL Trados Business Manager allows to attach files to the following entities:

- Customers
- Contractors
- Translation projects
- Translation jobs
- Translation assignments
- Invoices (one file containing generated invoice)

- Quotes (one file containing generated quote)
- Mail messages

Attachment means that the file is stored inside SDL Trados Business Manager database. Optionally, files can be inserted as links to Dropbox, Google Drive or Microsoft OneDrive. When source file is deleted or moved from HDD, attachments will stay available in SDL Trados Business Manager until deleted from a database (except files linked with cloud drives).

You can view all files attached to all entities by selecting **Other/Tools > Manage file attachments** from the navigation tree.



This list contains **all** files attached to **all** entities. You can view file names, dates of creation, file types, file sizes, and a number of entities which particular file belongs to (**Attached to** column). In addition, there is an **Icon** column, which allows to distinguish files stored in the database and on cloud drive (also, cloud drive files has blue background in the list). As in other lists SDL Trados Business Manager, you can sort, filter and group this list to efficiently manage your files.

To view any file in a corresponding application, select this file in list and click **Open**. Default application linked with selected file type will be launched for viewing it.

To save selected files on disk, select one or multiple files and click **Save as....**

To save/download selected files in a single archive, select one or multiple files and click **Download as zip file**. This function is particularly useful in web-version.

Note. When you use **Download as zip file** function for cloud drive files (Dropbox, OneDrive, Google Drive), you will see Loading window showing a name of a file currently being downloaded. When all files will be downloaded, you will be able to select a destination where to save zip file. In web-version, downloading of files linked with cloud drive may take longer, since it is needed to initially download them from cloud drive to a server, and then allow current user to download zip file on his/her computer.

Note. When you send files linked with cloud drives by e-mail, or create a project in a CAT tool using these files, the system will download them to your computer (or server, in case of web-version), perform required action and delete files from memory.

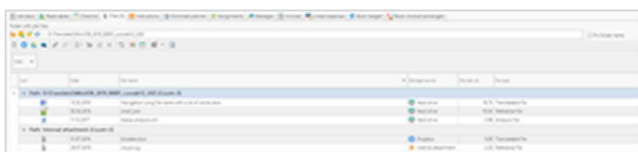
You can delete any selected file, and it will be removed from entities where this files is attached to.

You can also double click on any row to edit file properties (for example, to change file type or date of creation) and to view all entities where particular file is used.

While **Manage file attachments** screen is used for general management of attached files, actually you add file to database from individual entities, in a process of their creation. The process is the same for all entities, and below you can find an example screenshot of file attachments in translation job editing form:

Specifics of file management in quotes, translation projects, translation jobs and translation assignments

Mentioned entities allows to store files not only inside database, but on hard drive as well. To control this, there is a special tab in the application settings called [Files and folders](#), where you specify folder name patterns, used to determine folder names and their structure for each type of entity. Then, when you fill data in the editing form, this data is used to determine folder name, which is reflected in the **Folder** field (**Folder with job files** on the screenshot below) of the **Files** tab (this tab is available in any editing form of mentioned entities: quotes, projects, jobs and assignments):

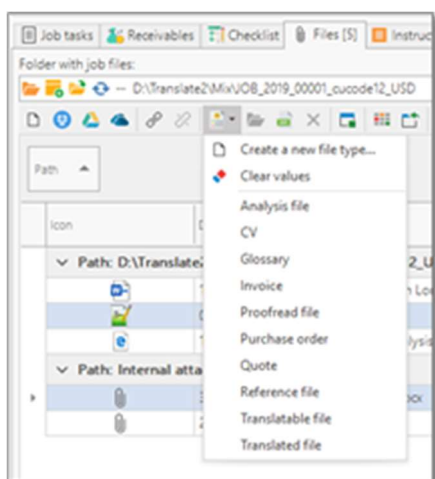


Actual folder on the hard drive won't be created until you click **Create and open folder** (📁) or **Create and do not open folder** (📁➕) button. Such approach is used because folder name is specified by a pattern which supports variables (for example, folder name may include customer code, source language name, etc.), and value in the **Folder** field will be changed each time you change value in one of fields which variables are used in a pattern. If you wish to fix currently determined folder and prevent from automatic detection, check **Fix folder name** box on the right. When this box is checked, you can click Refresh button in the **Folder** field to force

folder detection mechanism to determine folder name according a pattern specified in the application settings.

To manually select work folder, click three dots icon in the **Folder** field.

List of files below **Folder** field displays all files of a current entity, both stored on hard drive and internally in a database. **Icon** column displays file icon (if it's stored on hard drive). **Date** field displays date of last modification (for files on hard drive) or date of adding a file to a database. Storage source displays one of the following values: *Hard drive* (file is stored on hard drive), *Internal attachment* (file is stored in a database), *Dropbox*, *Google Drive* or *Microsoft OneDrive* (file is stored in a cloud drive). **File size** displays size of file in kilobytes (for cloud files, value is zero, as SDL Trados Business Manager doesn't retrieve this information). **File type** allows to specify 'intended use' of file. To quickly change file type, select necessary files and click **Select file type** button on the toolbar:



Select desired file type from the drop-down list, or select **Create a new file type...**, if necessary file type is still missing in the database (to manage file types, go to **Reference data > File types**). Also, you can select **Clear values** to erase file type values for the selected files.







All other buttons in this list are the same as in default file attachments list:






- Creates and new file stored in a database based on file selected from hard drive. You can also drag and drop a file from Windows Explorer to attach it to a database.
- If file is already in the database, allows to add a link to it, so it becomes a part of a current entity (and may belong to other entities as well).
- Removes link to a file but doesn't delete it from database (file could be linked to other entities).

- Link with Dropbox, Link with Google Drive, Link with OneDrive. Adds a file from a cloud storage.
- Open (only in desktop version). Opens selected file in default application.
- Download as zip. Downloads selected files in a single zip archive.
- Download (only in web-version). Allows to download selected file.
- Delete. Deletes a file from a database.

In translation jobs, list of files could include not only files from a job's folder and files attached to a job, but also files from linked translation assignments. For example, if some vendor delivers an assignment, you will see delivered files right here, in a corresponding group, without need to open corresponding assignment to find that file.

Buttons explanation

Button name	Description
 New	Opens an editing form for creating a new file.
 Add from file	Allows to add a new file by directly selecting a file on disk, without
 Link with Dropbox	Displays a popup window to select file(s) stored in your Dropbox and link them into Business Manager database. This allows to save space. To make this work, you have to connect to Dropbox account first. To do this, open program and click to Dropbox .
 Link with Google Drive	Displays a popup window to select file(s) stored in your Google Drive and link them into Business Manager database. This allows to save space. To make this work, you have to connect to Google Drive account first. To do this, open program and click Connect to Google Drive .
 Link with OneDrive	Displays a popup window to select file(s) stored in your OneDrive and link them into Business Manager database. This allows to save space. To make this work, you have to connect to OneDrive account first. To do this, open program and click to Microsoft OneDrive .
 Save as	Saves selected files on disk.

 Link	If a file which you're going to attach is already exists in Business M button and select desired file to add to to a current entity.
 Unlink	Allows to remove selected file from a current entity, but don't delete example, if this file is used in another entity or when it is needed to
 Delete	Deletes selected files from database and from all entities where it is
 Download as zip file	Allows to archive selected files and save them on disk in a single file This button becomes disabled if security role of a current user restr
 Open	Allows to view a file in default system application.

File attachment dialog

When you create mail messages from different entities (quotes, projects, jobs, assignments, invoices, etc.), file attachments dialog could appear:



In this dialog, you can select files which you wish to attach to a created message.

List of files is a table grouped by a file type. Group name specifies storage place of files in that group. In example above, user creates a message from translation project, and system has found files in the following locations:

- Attached project files
- Files from a folder on HDD linked with this project
- Files from 'Packages' folder determined from a SDL Trados Studio project linked with this project
- Files from one translation assignment created under this project

In other words, Business Manager tries to find all possible files from a current entities and entities which are linked with a current entity.

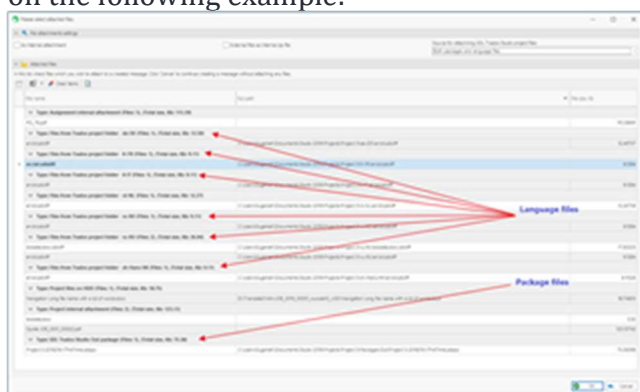
If you don't want to attach any files to a create message, simple click **Cancel** in this dialog.

If you wish to attach one or multiple files from a list, select them by holding **Ctrl** or **Shift** buttons (checkboxes in web-version), and click **OK**. Selected files will be attached to a created message.

If one or multiple selected files are stored in HDD, then you can check **As internal attachment** checkbox. In this case, Business Manager will import files into a database, and attach them as internal attachment. This means that attachments won't be linked with files on HDD, and will be available to all users who connect to a current database (in case of network usage).

If you check External files as internal zip file, all files from HDD will be packed into ZIP file and added as internal attachment (stored inside database) to a created message.

Source for attaching SDL Trados Studio project files option allows to control which files will be listed in the Attached files table if a source entity (quote, project, job) is linked with Studio project. By default, it's value is **Packages**, which means that the system will offer to attach only package files from a project folder. If you change this value to **Language files** or **Both packages and language files**, then you will also see all *sdlxliff* files from all language folders, as on the following example:

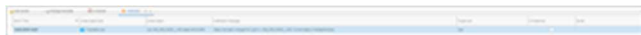


Notifications

Notifications module in SDL Trados Business Manager allows to create custom notifications shown at certain time.

Each notification can be linked with some data, which means that you will be able to navigate to the specified entity at the moment of showing the notification. Also, you can select an application user to show the notification to.

1. To start, open **Notifications** view from the **Other/tools** section in the navigation tree.



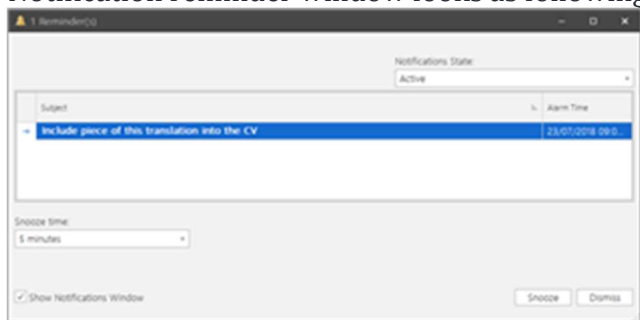
2. You will see the list of active notifications. Here you can create new notifications or clone existing ones. In the notification editing view, you can specify reminder time, reminder text, target user, and select linked data:



When **User** field is empty, notification will be shown to all users. Otherwise, it will be shown only to a specified user. If, for example, you wish to show notification to a number of selected users, clone it from the list of notifications, creating individual entry for each user. This is required, because each user may react differently on reminder: dismiss it or snooze. Or it may be needed to show the same notification, but in different times.

To select linked data, select data type first, and then select corresponding data (particular invoice for **Invoice** data type, job for **Translation job** data type, etc.).

Notification reminder window looks as following:



You can **Snooze** notification (postpone for a specified time period, from 5 minutes to 2 weeks), **Dismiss it** (delete from the notifications list), or double click on the message text to show linked data. On the screenshot above, notification is linked with translation job. Double clicking on it will lead to opening of the job editing form in a separate tab.

Quick notification creation

You can quickly create a notifications from the following views (applies both to list and detail views): translation project, translation job, translation assignment, invoice, invoice incoming, payment incoming, payment outgoing.

- Select necessary row in the list or open any detail view, and select **Create notification** on the ribbon.
- A new notification creation window will be opened. It will already be linked with currently selected record, and alarm time will be set to a current time plus 3 days. In addition, new notification will be set to show only to a currently logged-in user.
- You can just provide notification message and select Save and close (Ctrl-Enter) to create a new notification. If needed, you can edit other fields as well: select another user or adjust alarm time.

Automatic event notifications

SDL Trados Business Manager allows to send notifications to specified users when some event occurs (for example, a customer creates a quote request or accepts a quote, a vendor registers on a portal or delivers an assignment, adds an invoice, makes changes in own profile, etc.).

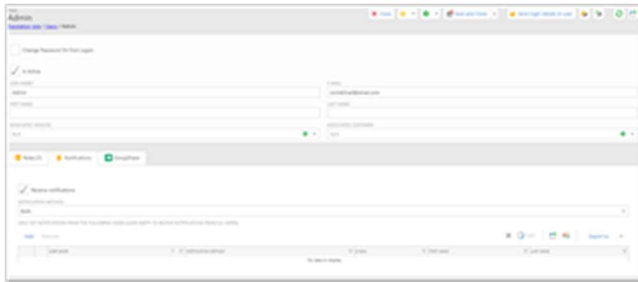
There is a particular set of events defined (which expands with time), which will be described in this document. For each of such notifications, a separate message template is defined in the **Reference data > Message templates** table. TBM is supplied with some default texts for such notifications, which you can freely edit, turn off or delete.

To completely disable particular type of notification described below, you can simply disable or delete particular message template. When TBM can't find enable message template for some event type, corresponding notifications won't be sent.

Setting-up notifications

Users could receive notifications via 2 channels: by e-mail or in-app. If meaning of e-mail channel is clear, then in-app channel means that notification will be displayed to a user after logging on into the application (via desktop application, online application, customer or vendor portal). If user is already logged on, notification will be displayed to that user in 5-minutes period (this means that user could see a notification in a few seconds or few minutes after notification has been created).

To control how users receive notifications, go to **Other/tools > Users**, and select necessary user to open its editing form. Then, switch to the **Notifications** tab:



Receive notifications checkbox. It has effect only for internal users (users who **are NOT** vendors or customers). If this checkbox is unchecked, this user will never receive any notifications. The exclusion is when this user is responsible person for some quote/project/job, and customer triggers some event which requires notifying of responsible person (for example, customer accepts a quote).

Vendors and customers will always receive notification regardless of this setting.

Notification method allows to choose a channel how to send notifications to a particular user. To make **E-mail** method working, two prerequisites must be implemented:

- E-mail field must be filled for a user
- Under Reference data > Email accounts table, a default e-mail account must be configured and tested

Only get notifications from the following users table allows to limit automated notifications to be send to a current user to a set of specified "source" users who generate a notification. For example, if some manager must receive quote requests only from customer A, then you have to add all users linked with that customer to this table.

List of users who get notifications is specified by Send notifications checkbox in the User editing form. For each user you can also specify a list of vendors, whose actions will generate notifications to a particular user.

After setting up list of users who receive notifications, create a user with Vendor or Customer role to allow them to log in into your portal. When one of supported actions will be performed by such users, each user eligible for receiving notifications will see popup notification window

(both in Windows and Web versions) and a yellow 'bell' icon with a number of unread notifications will appear at status bar.

Default notifications

The following table describes all events which could occur in TBM, corresponding message template used for that event, and default recipients.

Event name	Default message template type	Default recipients	Notes
Automation rule failed to apply	Automated notification - automation rule failed to apply to an assignment	Responsible person or all managers, if responsible person is empty.	See Automation rules topic to about automation rules
Automation rule is ready to be applied	Automated notification - automation rule is ready to be applied	--/--	If automation rule behavior is assign next vendor in a sequence
Automation rule successfully applied	Automated notification - automation rule successfully applied	--/--	
Customer accepted a quote request	Automated notification - customer accepted a quote	Responsible person or all managers, if responsible person is empty.	
Customer created a new job	Automated notification - customer created a new job	--/--	When customer creates a new dashboard, skipping quote request
Customer created a new project	Automated notification - customer created a new project	--/--	
Customer created a quote request	Automated notification - customer created a quote request	--/--	

Event name	Default message template type	Default recipients	Notes
Customer declined a quote request	Automated notification - customer declined a quote	--/--	Variable for displaying declined customer: <i>{QuoteLastMessage}</i>
Customer profile changes	Automated notification - customer edited own profile	--/--	
Quote is ready	Automated notification - quote ready	To customer contact (if e-mail is provided); if contact is empty, to a customer user who initially created a quote request; if initial user is empty, to all customer's users.	
Project is ready/delivered	Project delivery	To customer contact (if e-mail is provided); if contact is empty, to a customer user who initially created a quote request; if initial user is empty, to all customer's users.	Disabled by default, and will be specified in the application
Job is ready/delivered	Job delivery	To customer contact (if e-mail is provided); if contact is empty, to a customer user who initially created a quote request; if initial user is empty, to all customer's users.	Disabled by default, and will be specified in the application
Message added to a job	Automated notification - message added to a job	To customer contact person user (if send to customer), or to responsible person or all	Variable for displaying message contents: <i>{AdditionalText}</i> .

Event name	Default message template type	Default recipients	Notes
		managers if responsible person is empty (if sent by customer)	
Message added to a project	Automated notification - message added to a project	--/--	
Message added to a quote	Automated notification - message added to a quote	--/--	
Vendor registered	Automated notification - new vendor registered	To all managers	
Vendor registration confirmation	Automated notification - vendor registration confirmation	To a registered vendor	This is the only message which contains a password (<i>{RecipientPassword}</i>)
Vendor profile changes	Automated notification - vendor edited own profile	To all managers	
Vendor profile changes request	Automated notification - vendor requests to edit own profile	To all managers	Used when direct changes in security system. Variable that contains the changes provided by a user: <i>{VendorProfileChanges}</i>
Vendor accepted an assignment	Automated notification - vendor accepted an assignment	Responsible person or all managers, if responsible person is empty.	
Vendor declined an assignment	Automated notification - vendor declined an assignment	--/--	Variable to display declining reason: <i>{AssignmentVendorDeclineReason}</i>

Event name	Default message template type	Default recipients	Notes
Vendor sent counter-offer for an assignment	Automated notification - vendor counter-offer for an assignment	--/--	Variable to display counter-offer: <i>{AssignmentVendorPic</i>
Vendor delivered an assignment	Automated notification - vendor delivered an assignment	--/--	Variable to display delivery notes: <i>{AssignmentNotesFrom</i>
Vendor created an invoice	Automated notification - vendor created an invoice	To all managers	
Vendor edited an invoice	Automated notification - vendor edited an invoice	To all managers	
Vendor submitted test piece	Automated notification - vendor submitted a test piece	To all managers	
Test piece marked as finished	Automated notification - test piece results to vendor	To a vendor	
Vendor assigned to work	Purchase order	To a vendor	If assignment has PO attached automatically attached to a cr

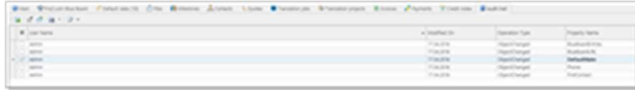
Audit trail

By default, audit trail in SDL Trados Business Manager is turned on for 2 types of data: **Customers** and **Vendors**. Additionally, in the [application settings](#) you can enable it for other entity types. Since audit trail records a lot of information about changes made into entities, please enable this feature only for where it is required.

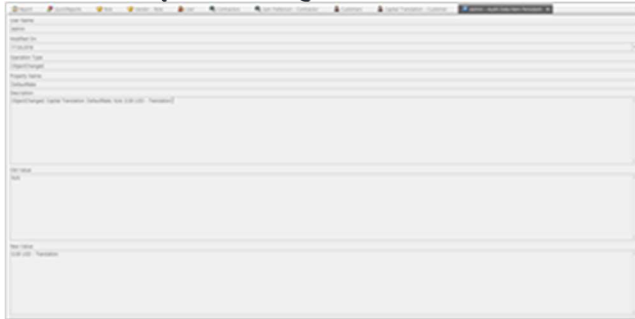
When any user make any change in these types of data, audit trail system logs these changes and saves for future viewing. This allows to track how data of particular customer or

contractor was changed, which user made that changes and which fields were affected. Old values and new values of each field are stored, so you can view full history of data change.

1. To view audit trail log, open any customer or contractor and switch to the **Audit trail** tab.



2. To view detailed information about data change, double click on any row. As you see, in this operation Admin user changed default price on 17-apr-2018 by setting it to 0.09 USD for Translation work type. This mechanism is especially useful when Business Manager is used in network mode with many users. In particular, when external vendor has access to web-portal and changes own data, administrator may open audit trail, filter a list by user assigned to that vendor, and view what changes were made.

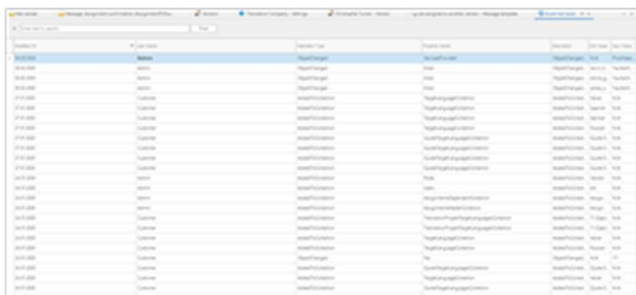


As you see, in this operation *Admin* user changed default price on 17-apr-2018 by setting it to 0.09 USD for Translation work type.

This mechanism is especially useful when Business Manager is used in network mode with many users. In particular, when external vendor has access to web-portal and changes own data, administrator may open audit trail, filter a list by user assigned to that vendor, and view what changes were made.

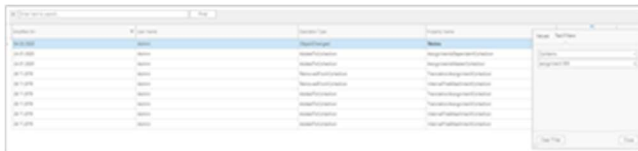
Global audit trail book

You can view all entries created by the audit trail system in one screen. For this, select **Other/tools > Global Audit trail book**. It may look as this:



The table contains few fields, which allow to determine what kind of change it registered, when and which user initiated this change. Double clicking on any row allow to view full details about change.

If you wish to search by certain entity, open filter menu for the **Description** column, switch to he **Text filters** tab, select **Contains** operator and enter search value, as shown on the following screenshot:



Depending on searched entity, you may need to enter document number, vendor or customer name, etc.

Workload planner

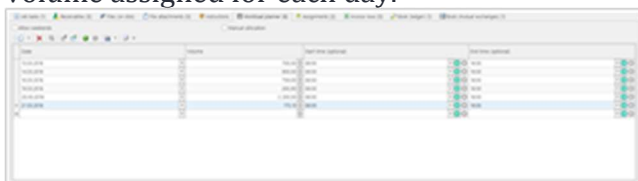
The idea behind Workload planner is to get a clear picture of the current jobs and to get help with decisions about incoming offers.

With one task for the day, that's easy to remember what is planned to do, but with 5-10 ongoing jobs it becomes easy to get lost. This planner is intended to help in such situations.

To turn the planner on, please open program **Settings**, switch to **Productivity settings**, and mark **Turn on workload planner** check-box. In the same settings group, specify your daily capacity and preferred job allocation method (*Earliest delivery, Latest delivery or Evenly*).

After that, when any new job will be created or any old job will be re-saved, the program will try to allocate it through days from the job day until job deadline using specified allocation method. Weekend days will be left free.

To see how allocation was done, switch to the **Workload planner** tab in the job editing window. It contains very simple table with information about planned working days and volume assigned for each day.



You can make any corrections in this table to adjust automatic results. In this case, mark **Manual allocation** check-box to prevent overriding your changes when the job will be saved.

Above the table you can see weighted volume of the job being edited. This value is calculated from the job details table by applying adjustment factors of each used unit. When making manual changes in this table, it is recommended to control equity of table amount and weighted volume.

To open main **Workload planner** window, select **Other/tools** section in the navigation tree and then select **Workload planner** item.

Optionally, use **Radial menu** to quickly open Workload planner.



Example of the Workload planner window:



When the planner is opened, a default time period will be preselected (see **Planner parameters** in the top right corner). Usually it includes few previous days from today and nearest two weeks. Also, parameters group contain **Show labels on the chart** checkbox, which allows to turn labels off and on. The chart contains a lot of jobs and a lot of labels, correspondingly. Turning labels off allows to make the picture clearer, while you still can get additional details by hovering mouse arrow over necessary job.

Main pane consists of a bar chart, where X axis contains days, and Y axis represents volumes. Each day may include any number of jobs (colorized rectangles). Top red line represents maximum day capacity. Of course, our goal is to avoid exceeding this line and appearing of jobs on weekends.

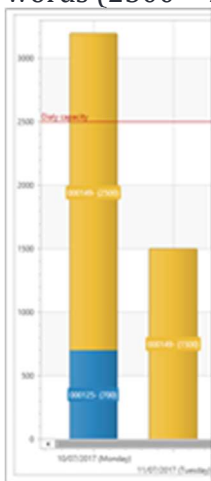
Hover mouse pointer on any bar to see detailed information about the job, which includes job volume and deadline. Double click on a job to get full information about it in the **Selected job details** panel. In this panel, the following information is displayed: job number, date, deadline, client and volume. Below them, two additional numbers are displayed (unassigned volume of the selected job and remained capacity for the selected day), followed by the job allocation table, which is similar to that in the job editing form. You can make any manual adjustments in this table, and they will be immediately saved in the database. When any manual change is made here, **Manual allocation** check-box will be set automatically for the job being edited.

If you make any external changes (add or edit any job from the dashboard or job list), click **Refresh** on the ribbon to displayed refreshed data.

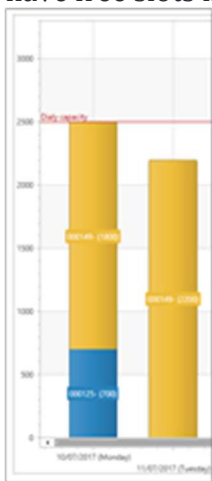
When any job is selected (by double click), you can use the buttons from the **Selected job actions group** on the ribbon.

Here you can open job editing form and use one of seven buttons to automatically re-allocate the selected job.

For example, you had a job to translate 4000 words, which lasts from 10th to 12th day of a month, which means that you have 3 days to complete it. If **Earliest delivery** method is used and day capacity is 2500 words, than the program will place 2500 words to 10th day and 1500 words to 11th day. Say, a new urgent job arrives (700 words), which must be started and delivered on 10th day. After adding this job, planned volume for the 10th day will become 3200 words (2500 + 700):



But we can easily see that the first job can be re-allocated and shifted to later days. Simply select it and select **Try move to earliest delivery (no weekends)** on the ribbon. Since we have free slots in the next days, this job can be re-allocated.



As 12th day is still free, you can easily see that on 11th and 12th days you can translate about 2800 new words without exceeding default daily capacity.

When **Try move to the specified period** is clicked, you will be able to manually set time period when plan to work on the selected job. If possible, the program will place this job explicitly to these days.

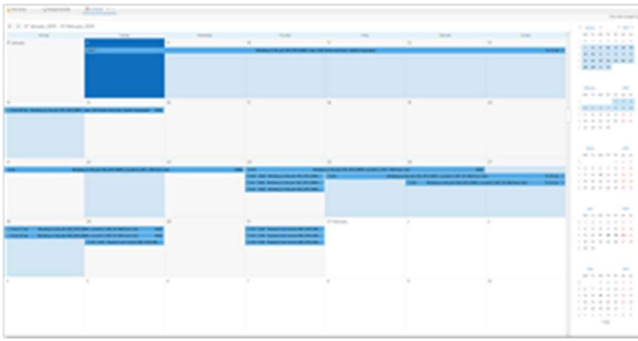
You may add exceptions, which will be taken into account when the system will automatically allocate jobs. To do this, select **Manage exception days** in the **Workload planner** view. You will see simple list containing two columns: Day and Volume. If you are fully unavailable on certain day, add it and set volume to zero. If you are partially unavailable, enter average value which you can process on that day.

Scheduler

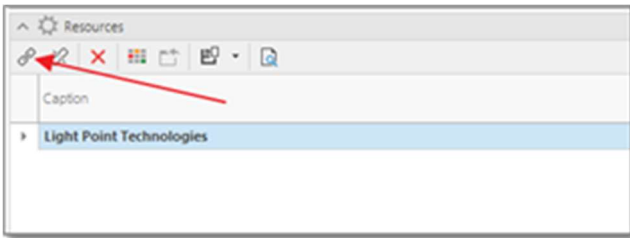
SDL Trados Business Manager has an internal scheduler, which allows to plan work time, set reminders, view tasks in the timeline manner, where jobs are split between customers.

In addition to manual creation of events, it is possible to create them automatically for each job. When a new job is created or existing job is edited, then corresponding event in the scheduler is created or patched, accordingly. The default look of the scheduler (date range selector on the right is in Russian here, but it will be displayed in your own language - this depends on computer settings):

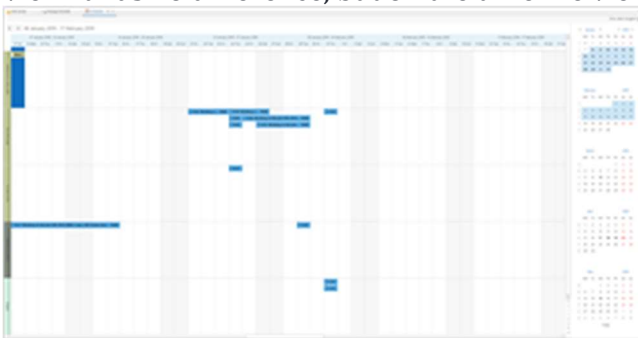
The way of working with the scheduler is similar to any other calendar.



You can create events in a few ways: by selecting **New appointment** on the ribbon or by selecting necessary time interval, and then right-clicking on it and selecting **New appointment**. One difference comparing to default calendars is possibility to select **Resource** for each event. Here you can select resource, or customer, in other words, by clicking **Link** button above **Resources** table:



When a customer is selected, than event is linked with the customer. In month, week or day view it has no difference, but on the timeline view the situation changes:



Here you can see that during viewable period translator worked on the projects for five different customers. The number of displayed rows depends on the number of customers with job in the selected period.

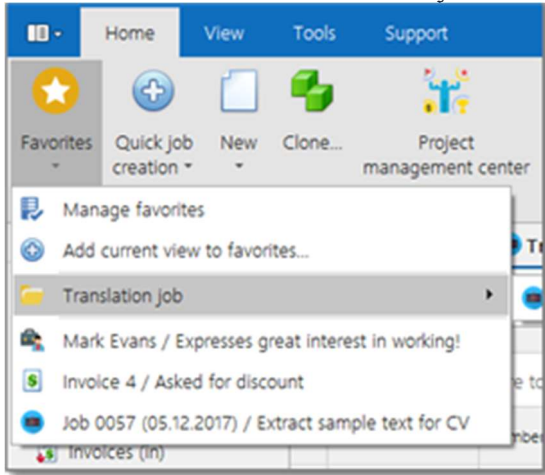
In addition to internal scheduler, Business Manager supports synchronization with Google Calendar. To enable it, go to **Settings** and mark corresponding option. In this case, together with event creation for the job in the internal scheduler, Business Manager will create the same event in Google Calendar.

Favorites

SDL Trados Business Manager allows to add any detail view (object editing form) to favorites to be able to quickly return to particular entry at any time later.

Each entry in the **Favorites** table may have a comment and a category assigned. Comment allows to provide some reminder or text explaining why this favorite was created.

Favorites button is available on any screen from the main menu.



And the same in web-version:



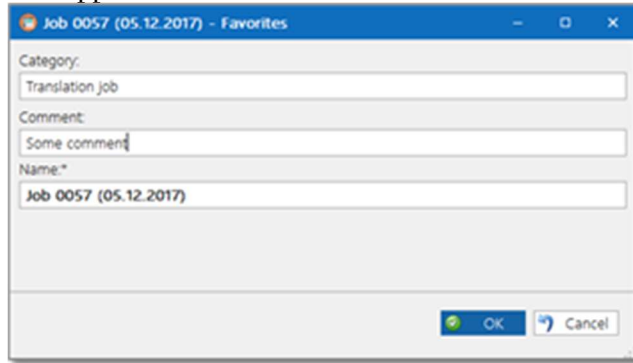
If any category has been assigned to a favorite, it will be displayed in a nested folder (as on screenshot).

If a favorite has a comment, this comment will be displayed in the list of favorites after its name. Because of this, try to avoid using long comments.

To add any object to the favorites list:

1. Click **Favorites - Add current view to favorites....** If you are viewing list (table) view, you will get a message about impossibility to create a favorite. Otherwise, the following dialog

will appear:



2. Enter/correct necessary data.
3. Click **OK**. New favorite will be created and added to the menu.

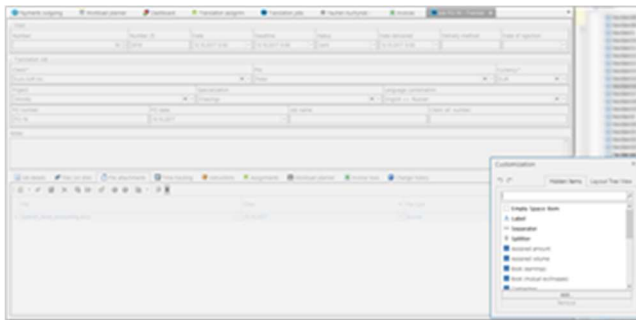
To delete/edit favorites, select **Favorites - Manage favorites**. List of favorites will appear. From here, you can delete necessary favorites or edit them (for example, edit comment or category).

Forms customization

In most cases you add/edit data in SDL Trados Business Manager using data entry forms.

Each editing form in Business Manager supports customization. To enter customization mode, right click on empty space on the form and select **Customize layout**.

You will be switched into customization mode:



Form elements will be grayed, with borders painted around them, and **Customization** window will be opened. In the editing mode, you can freely move any element you see on the form. During dragging, guiding lines and rectangles will be painted to show where dropped element will be placed.

To hide any field from the form, drag it to the **Customization** window (cross icon will appear during dragging). If it will be needed to display hidden field later, you will find it in the same **Customization** window, in the **Hidden items** tab.

The whole structure of the current form can be found in the **Layout tree view** of the **Customization window**. Here you can do the following actions:

- Rename fields. Right click on any field and select **Rename**.
- Make new groups of fields. Select few fields, right click and select **Group** or **Create tabbed group**.
- Ungroup existing groups by selecting a group, right clicking on it and selecting **Ungroup**.

Sometimes Business Manager developers change default layout of different forms. If you use customized forms, you would not see those changes. Please, carefully read change log, and if you see information about new fields in particular form, then you will be able to see those new fields only after manually dragging them into your form from the **Hidden items** section of the **Customization window**. Another way to get latest changes is to reset customizations. To do this, click **Reset view settings** button on the ribbon.

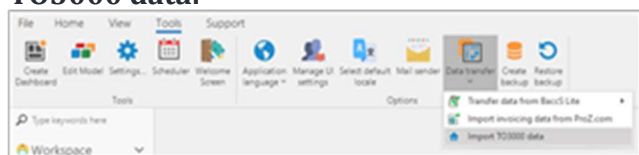
Import data from T03000

SDL Trados Business Manager allows you to import data from Translation Office 3000 software. Currently the system supports data import from two versions of T03000: 11 (latest release) and 3D. The process is almost automated, but may require few manual steps.

Before you begin

Before starting with importing, it is recommended to create necessary work types and languages. In T03000, you have services, which combine work types and a language combination. Because of this, SDL Trados Business Manager cannot fully correctly link services with internal work types and languages.

When this is done, click **Data transfer** button in the **Tools** tab of the ribbon and select **Import T03000 data**:



To begin loading data, click **Open database** file. It will be loaded in a few seconds. Pay attention to the switch which specifies how to import job/invoice numbers: **per client** or **globally**. This selection depends on a way you use T03000.

Check **Only import reference data** if needed. This allows you to import all data except documents (projects, jobs, invoices, etc.). Actually, this is an easy way to transfer customers (mainly).

Switch to the **Services** tab and select corresponding work types and languages for each service. In TO3000 there is no such term as language combination. Because of this, language names are usually specified in the service name. It is impossible to read this information automatically, and because of this it is required to manually select correspondence.

The import operation is now ready to start. Click **Begin import** on the ribbon and wait a little.

You will see information about the import progress. When data is loaded, another operation will be started - transactions creation. You will see the progress in the status bar of the application.

Do not close the program until the transactions creation operation is finished. It is needed to correctly reflect the data in the accounting tables. If you have to force close the program before this operation is done, then select **Recreate transactions** in the **Settings** upon next run of the program.

After finishing the importing and transactions creation operations try to compare total amounts by building different reports and viewing lists of jobs/invoices/payments.

Note. SDL Trados Business Manager does not support phantom payments/invoices used in TO3000. After importing, please check your invoices and payments and make necessary corrections, if needed. If you see some invoices with Partially paid status, but these invoices must be marked as Paid, take a note on the Due amount column. If amounts in this column are small, select such invoices and click Fix due amounts button on the ribbon. This will add due amounts as Bank charges to corresponding payments.

Custom logos

Both desktop and web versions of Business Manager allow users to use their custom logos. For windows version, custom logon is shown on splash screen showing during application launch. For web version, custom logo is always displayed in the top left corner. Follow steps described below to insert your custom logo.

Windows version:

- Put a file called **png** into the application installation folder.
- Preferred file size is 550x300 pixels.

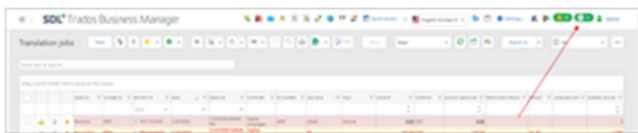
Web version:

- Put a file called **logo_custom.png** or **logo_custom.svg** into the **Images** folder inside application installation folder.
- Preferred file size is 100x30 pixels.

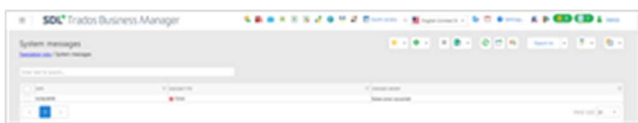
System messages

This table contains automatically generated messages with information about certain events (in most cases, unexpected errors). This table is intended for administrators and any users (except vendors and customers) who has access to the **System message** type.

To view this table select **Other/tools > System messages**. Also, when any unread messages exist, a corresponding icon will be displayed in the top right corner (web version), or bottom left corner in the status bar (desktop version), along with a number of unread messages:



Clicking on this button will open the log:



Here, you can see date, record type and header. Unread messages are selected with bold font, while regular font is used for other messages. When you click on unread message, details will be displayed with additional field containing more information about an event, and a message will immediately be marked as read.

Sometimes detailed information about error could contain stack trace, which could be sent to developers to help them to resolve an issue, if error reason is in application code.

Advanced functions

Description of functionalities intended for advanced users

- [Edit](#)

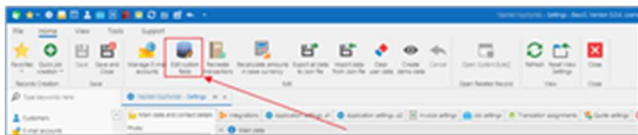
Custom fields

Overview

On some stage of program usage, you may find that it is needed to add additional information to some entity, but corresponding field to enter this information is missing. Of course, you can write to the developer and ask to include required field in the next update, but there is another option - create this field manually.

In SDL Trados Business Manager, you can create own custom fields, place them on any place in object editing forms, display in tables, include in reports, invoices, etc. This operation can be done pretty easily, but requires some attention.

To open **Custom fields editor**, please go to **Settings** and click **Edit custom fields** button on the ribbon.



Adding a new custom field

1. Click the **New** button.
2. Select entity type to add new field to, type field name (without spaces, it will be added to the database structure), provide field caption (as it will be displayed in the UI), select value type (string, date, boolean, integer, decimal) and provide max length if selected field type is string.
3. For string fields, provide max length if selected field type is string, optionally mark this field as required (such fields will be mandatory to fill-in to save an entity), and optionally provide list of predefined values (comma-separated, like Value1, Value2, Value3, etc.). Then, you will be able to select from these values in your data entry forms.
4. Click **OK** to confirm field creation.
5. Save program settings and restart the program to apply changes.

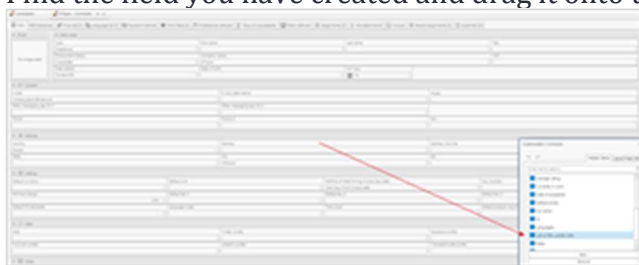
When you open list of the changed entity, you will see that corresponding column is already added. For example, if you added *ProfileUpdate* field with caption set to *Last profile update*, then after application restart you will notice a new column in the list of contractors:



Adding new field to an entity editing form

When you open list of the changed entity, you will see that corresponding column is already added. If to open contractor editing form (from example above), this field will be missing there, but it can be added in a few clicks.

1. Right click on empty space of the contractor editing form.
2. Select Customize layout.
3. Find the field you have created and drag it onto the form:



4. Close customization window and type something on the added field.
5. Save changes to see that information from the new field was correctly saved.

Custom fields (Online version)

Overview

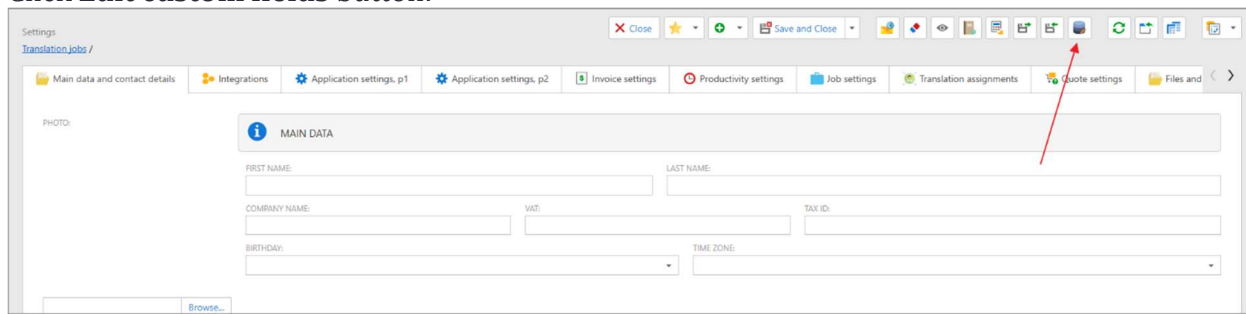
On some stage of program usage, you may find that it is needed to add additional information to some entity, but corresponding field to enter this information is missing. For such cases, SDL Trados Business Manager offers Custom fields, functionality, which includes the following possibilities:

- alternation of database tables structure;
- customization of list and data entry form layouts to place custom fields at desired places;

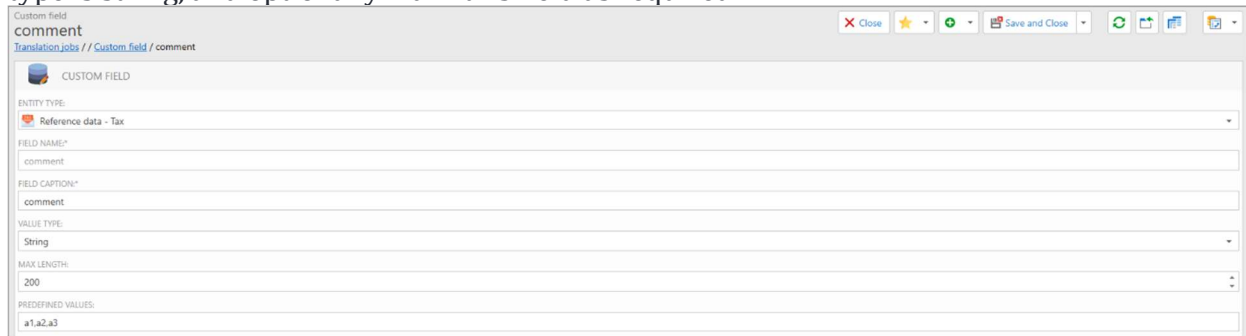
- providing predefined list of values for custom fields;
- usage of custom fields in reports for analytics and printing templates (for example, invoices)

Adding a new custom field

1. Click **Settings** from any view of the application.
2. Click **Edit custom fields** button:



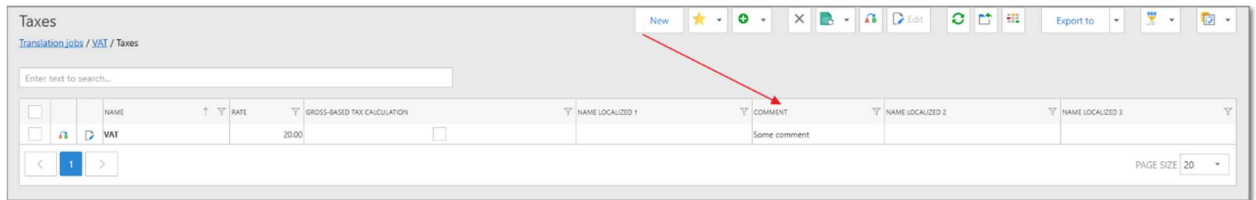
3. In the opened list click the **New** button.
4. Select entity type to add new field to, type field name (without spaces, it will be added to the database structure), provide field caption (as it will be displayed in the UI), select value type (string, date, boolean, integer, decimal), provide max length if selected field type is string, and optionally mark this field as required.



5. For string fields, provide max length and optional list of predefined values (comma-separated, like Value1, Value2, Value3, etc.). Then, you will be able to select from these values in your data entry forms.
6. Click **Save and close** to confirm field creation.
7. Save program settings and restart the application to apply changes (this can be done from IIS manager on a server by restarting application pool).

Check list view


When you open list of the changed entity, you will see that corresponding column is already added. For example, if you added *Comment* field to taxes, then after application restart you will notice a new column in the list of taxes:



If you don't want to see this field in the list, simply right click it and select **Hide this column**.

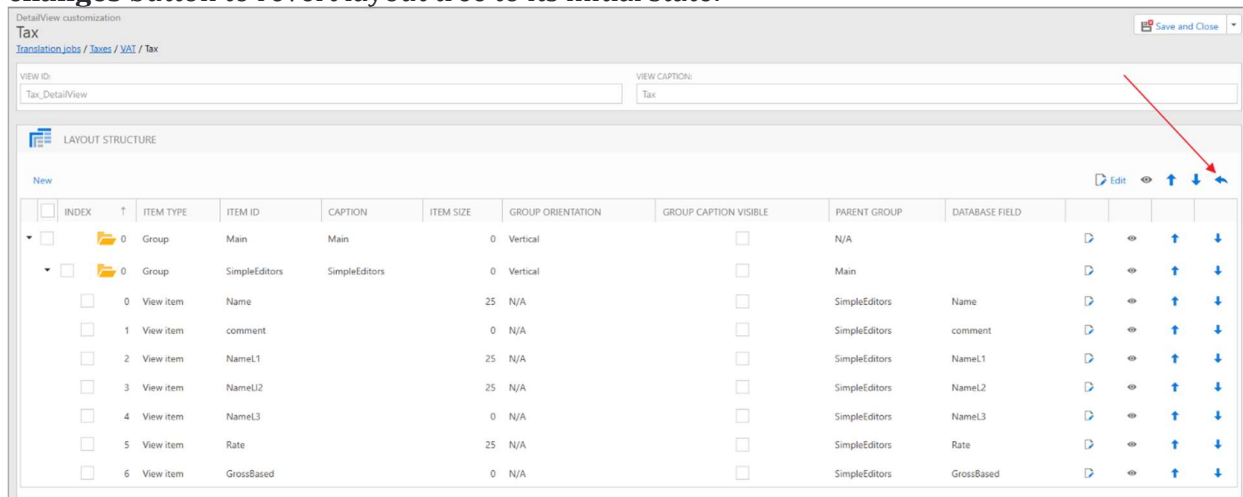
Adding new field to an entity editing form

If to open tax editing form (from example above), this field will be missing there, but it can be added in a few clicks.

1. Click layout customization button on the toolbar (.
2. You will see a customization form, which contains tree view representing all groups and items which you have in layout. Depending on edited entity, this structure can be pretty complex, as such forms as translation job editing form could contain a lot of groups, tabs and items. Carefully analyze the structure, noticing groups and tabs, their orientation (elements inside groups can be arranged horizontally or vertically).
3. Click **New** button to create a new view item. The following form will appear:

4. Fill in details of an item: provide some ID (can't be empty), select parent group and database field from a list of fields, which will already contain your custom field as well.
5. Click OK to add a new field to a layout structure.
6. If needed, move (by using drag and drop functionality) created item to another group or to change its position inside a group.
7. Implement other changes in layout, like creating new groups, tabs and items, re-arranging existing items into necessary groups, etc.
8. Click **Save and close** to commit changes, return to an editing form and check changed layout.

9. If something went wrong, open layout customization dialog again and click **Reset changes** button to revert layout tree to its initial state:



Avoid providing identical IDs to different elements.

It is restricted to create multiple items linked with a same database field.

If you wish to make a lot of changes in a complex form, implement changes one by one and check results to see if you're on the right way.

For groups with horizontal layout, never put more than 5 items into them, as it could lead to incorrect results.

For groups with horizontal layout, always provide item size (as percentage, from 1 to 100), and try to keep sum of all element sizes inside such groups exactly or near 100.

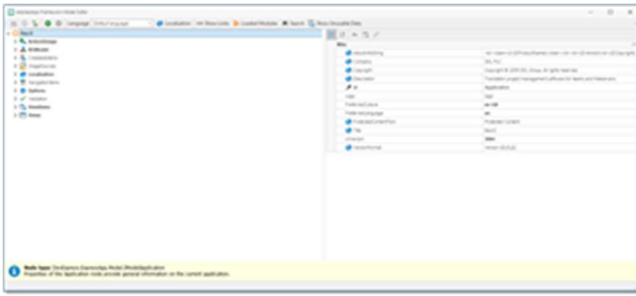
Model editor

Model editor is an advanced feature which allows to make a lot of customizations of the default setup.

In this topic, the following topics will be covered:

- Default application options
- Field captions
- Localization
- Calculated fields
- Conditional formatting

To launch **Model editor**, select **Tools** tab on the ribbon and click **Edit model**. You will see the following window:



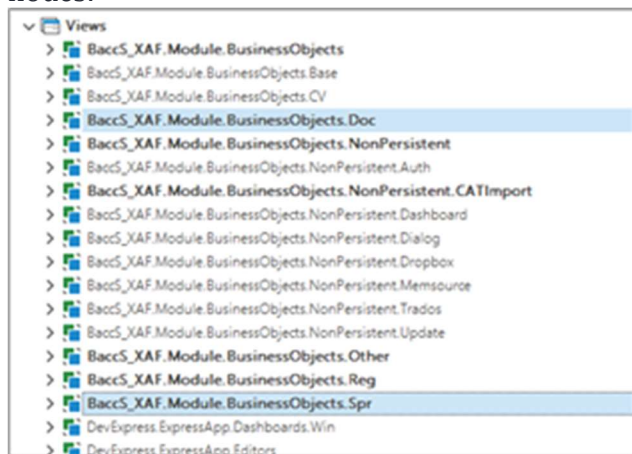
Model contains a lot of different nodes and sub-nodes, each with its own properties and intention. As this tool must be used only by administrators, it is not recommended to make any changes here if you are unsure what you are doing. Follow recommendations from this manual to make described changes and avoid touching undocumented nodes. Of course, you may try to experiment and change anything you like. If something will go wrong, you can always reset all changes.

Creating additional view variants

You may notice that some views in SDL Trados Business Manager has different view variants (layouts). You may switch between them according your preferences. For example, invoice list has a variant showing details of selected invoice above the table; project editing window has a variant for small screens, etc. Variants are switched using **Switch current view representation** button in the **View** group of the ribbon.

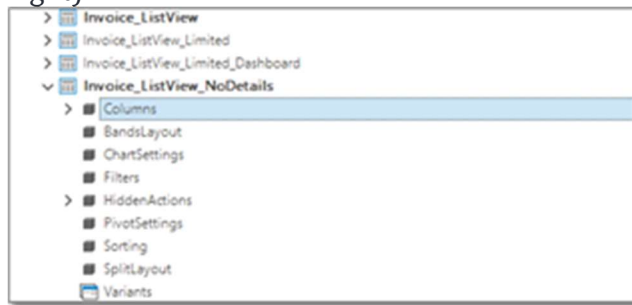
Using Model editor, you can create own view variants.

1. Click **Tools > Edit model** to open **Model editor**.
2. Expand **Views** and then expand necessary group of views. Usually you will find desired view under *BusinessObjects.Doc* (documents) and *BusinessObjects.Spr* (reference data) nodes:

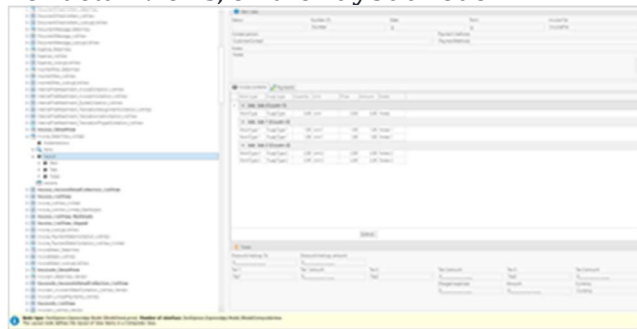


3. Find necessary root view. All views has naming convention: [Type]_[ViewType]_[OptionalPostfix]. Type is entity type (invoice, job, project, etc.), view type could be **ListView** or **DetailView**, and *OptionalPostfix* is used for additional non-default views (for example, *Variant1*).
4. Right click on a view which you want to clone to use as basement to create own view variant and click **Clone**.
5. Make necessary edits:

- a. For list views, in the **Columns** node (you will see preview of columns on the right):



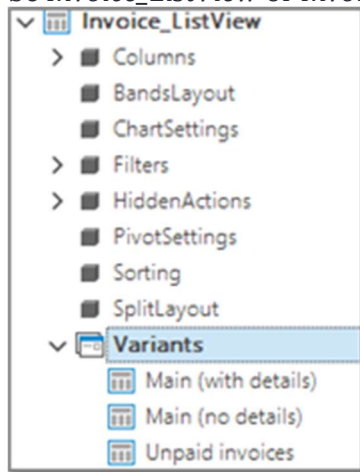
- b. For detail views, on the **Layout** node:



You can do this by logically organizing elements using tree view, or visually by dragging and dropping element (right click in the preview panel and select **Customize layout**).

6. Clear all contents of the **Variants** node of the cloned view.

7. Find main view (for the example above, it will be *Invoice_ListView* or *Invoice_DetailView*), expand it and find **Variants** node:



8. Right click on **Variants** and select **Add**.
9. For the added variant, select created view in the **View** property, and optionally provide **Caption**.
10. Close model editor and save changes, return to your view and check that created view appeared in the **View variants** drop-down list.

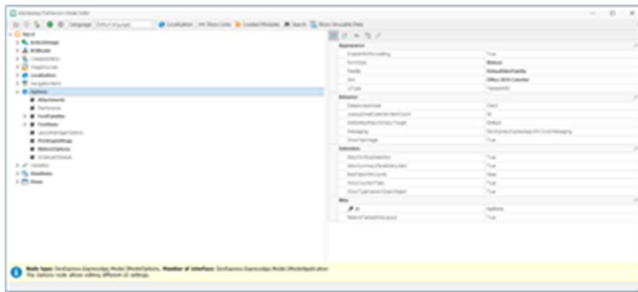
Model editor - Calculated fields

1. Open **Model Editor** and find the following node: **BOModel > BaccS_XAF.Module.BusinessObjects.Doc > Invoice > OwnMembers**.
2. Right click on **OwnMembers** node and select **Add > Member**. A new member will be created with random **Id** assigned.
3. In the **Id** field enter **OverdureDays**.
4. In the **Type** field select **System.Int32**.
5. In the **Expression** field, open expression editor and compose the following expression: *Iif([Term]<Today(), DateDiffDay(Today(), [Term]), 0)*.
This expression can be composed using helpers provided by expression editor - no need to type it manually). As you see, we used few functions here: *Iif* (accepts three parameters: logical expression, returned value if expression is true, and returned value if expression is false), *Today()* (return today's date) and *DateDiffDay* (returns number of days between 2 dates).
6. Click **OK**.
7. Select **Invoice** node above **OwnMembers** and find **DefaultListView** property.
8. Click **Open**.
9. **ListView** node will be opened. Expand it, right click on the **Columns** node and select **Add**.

10. In properties of added column select **OverdueDays** in the **PropertyName** property.
11. Save changes, close **Model Editor** and open **Invoices** list.
12. From now, each day value in this column will be changed automatically. In addition, you can apply conditional formatting rules to highlight invoices which overdue, for example, for 60 days.

Model editor - Default application options

Options node of the **Model editor** contains a number of important settings.



First interesting option here is **FormStyle**. You can select between ribbon (default) and classical menu style. Classical menu allow to save some vertical space.

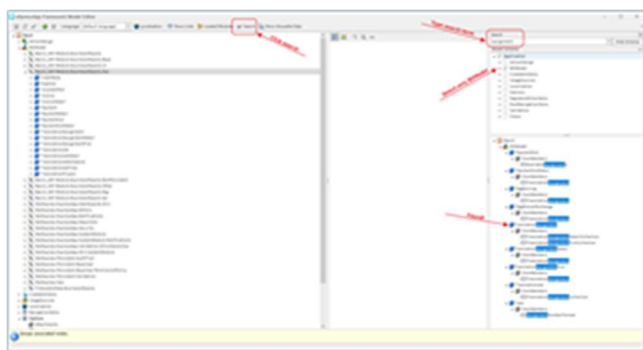
Another very important option is **DataAccessMode**. By default, the value here is **Client**. This means that when any list form is opened, all data will be loaded into the RAM. However, when the program is used in network mode, your Internet connection may become bottleneck and lead to long loading time of different forms, To improve performance in this case, you can use **Server** or **InstandFeedback** modes. Recommended value is **InstandFeedback**, but you may experiment with these settings and see which one will give better results.

If to expand **Options** node, you will see few sub-nodes here. In the **LayoutManagerOptions** node you will find a number of settings which define forms composition. For example, you can decrease properties ended with ... **Distance** to make the whole UI more compact. In the **PrintingOptions** node you can change default paper options used to print documents. In the **RibbonOptions** you can change **RibbonControlStyle** property to change ribbon appearance (for example, to make it more compact).

Model editor - Field captions

Model editor allows to rename any field you may find on any form of the application.

To achieve this, use **BOModel** node. This node contains few sub-nodes, and it may be difficult to find what you're looking for. In general, all reference data types can be found in the **BaccS_XAF.Module.BusinessObjects.Spr** node, while operations (documents) are placed to the **BaccS_XAF.Module.BusinessObjects.Doc** node. Also you can use **Search** function to find necessary entity. Here is an example showing how to find **TranslationAssignment** entity type:



1. Select on the found object, and it will be immediately selected in the main tree.
2. Expand this object and expand **OwnMembers** node inside it. This **OwnMembers** node contains all fields of the selected entity.
3. Select any member and change its **Caption** property (or any other property).
4. Close **Model editor**, save changes and switch to the **Translation assignments** list to see changes.

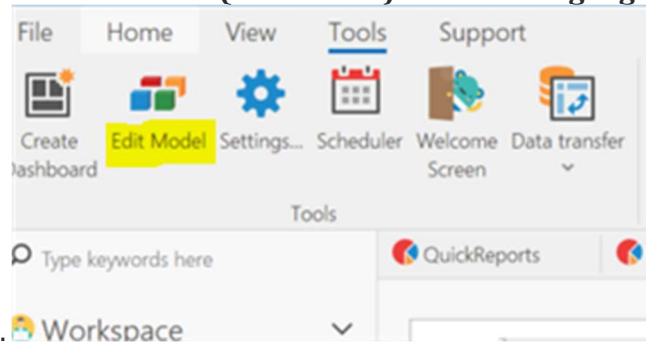
Model editor - Localization

Process description

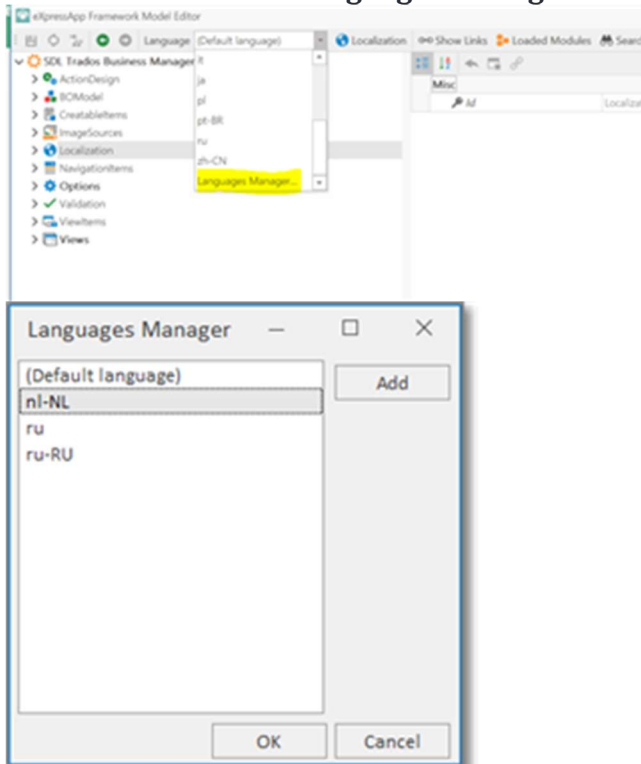
If your native language is not supported, you can localize SDL Trados Business Manager manually.

To do this:

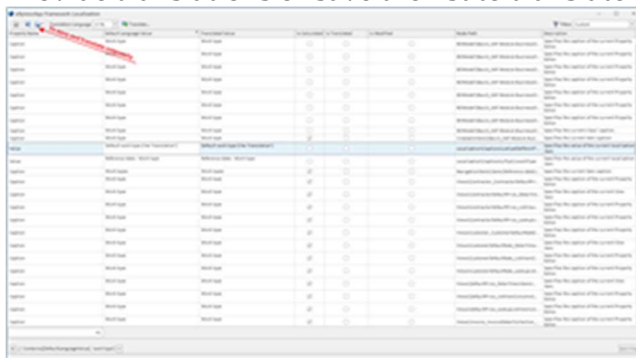
1. Open **Model editor (Edit Model)** and find **Languages** filed on the tool-



2. Select on it and select **Languages manager....**



3. Click **Add**, select desired language and click **OK**.
4. Select **OK** again to return to the **Model editor**, then click **Localization**.
5. Provide translations or save the list to translate it in external application.



Recommendations

List of strings available for translation is pretty long at first sight. And if you export the whole list as it appears after adding a new language, it could contain more than 110,000 rows and 100,000 words. However, most of these segments can be filtered out. To do this, find odd segment, right click it and select **Mark as translated**. If table contains similar segments, application will offer to mark them as translated as well.

To work with filters, right click table header and select **Filter editor**. Here you can provide some filters which will help you to find rows which are not needed to be translated. Here are few conditions which you can apply to quickly find such rows and mark them as translated:

- *Default language value* **Begins with** *Auto*.
- *Default language value* **Contains** *true*.
- *Default language value* **Begins with** *Diagnostic*.
- *Default language value* **Begins with** *IsRef*.
- *Default language value* **Begins with** *IsRf*.
- *Default language value* **Begins with** *File*.
- *Default language value* **Begins with** *{*.
- *Default language value* **Begins with** *Id*.
- *Default language value* **Equals** *g*.
- *Default language value* **Equals** *n2*.
- *Default language value* **Equals** *n4*.
- *Default language value* **Equals** *n0*.
- *Default language value* **Equals** *n5*.
- *Node path* **Contains** *Audit trail*.
- *Node path* **Contains** *SystemModule*.
- *Default language value* **Begins with** *EntityBase*.
- *Default language value* **Begins with** *SimpleEditors*.
- *Node path* **Contains** *SystemException*.
- *Node path* **Contains** *Persistent.Validations*.
- *Node path* **Contains** *DevExpress.Xpo*.
- *Node path* **Contains** *AboutInfo*.

These are just recommendations. You can also apply provided filter conditions by simply pasting the following string into the filter editor:

```
(StartsWith([DefaultLanguageValue], 'Auto') Or Contains([DefaultLanguageValue], 'true') Or  
StartsWith([DefaultLanguageValue], 'Diagnostic') Or StartsWith([DefaultLanguageValue],  
'IsRef') Or StartsWith([DefaultLanguageValue], 'IsRf') Or StartsWith([DefaultLanguageValue],  
'File.') Or StartsWith([DefaultLanguageValue], '{') Or StartsWith([DefaultLanguageValue], 'Id')  
Or [DefaultLanguageValue] = 'g' Or StartsWith([DefaultLanguageValue], 'n2') Or  
StartsWith([DefaultLanguageValue], 'n4') Or StartsWith([DefaultLanguageValue], 'n0') Or  
StartsWith([DefaultLanguageValue], 'n5') Or Contains([NodePath], 'AuditTrail') Or  
Contains([NodePath], 'SystemModule') Or StartsWith([DefaultLanguageValue], 'Entity base')  
Or StartsWith([DefaultLanguageValue], 'SimpleEditors') Or Contains([NodePath],  
'SystemException') Or Contains([NodePath], 'WIWOREply') Or Contains([NodePath],  
'Persistent.Validation') Or Contains([NodePath], 'DevExpress.Xpo') Or Contains([NodePath],  
'AboutInfo')) And Not (StartsWith([DefaultLanguageValue], 'Automatic connection') Or  
StartsWith([DefaultLanguageValue], 'The ObjectSpace has already') Or  
StartsWith([DefaultLanguageValue], '{0} - recipient name') Or  
StartsWith([DefaultLanguageValue], 'Automatic') Or StartsWith([DefaultLanguageValue],  
""{TargetPropertyName}")) And [IsCalculated] = False
```

Scroll through filtering results and confirm that they indeed do not contain meaningful strings. Then, you can select them all and mark as translated with a single click.

After that, remove filter and scroll through source text. You can try to find more similar patterns to exclude untranslatable strings. Or mark some segments one by one, manually. This will significantly speed up upcoming translation work and eliminate possible questions sent by translators.

Bottom line

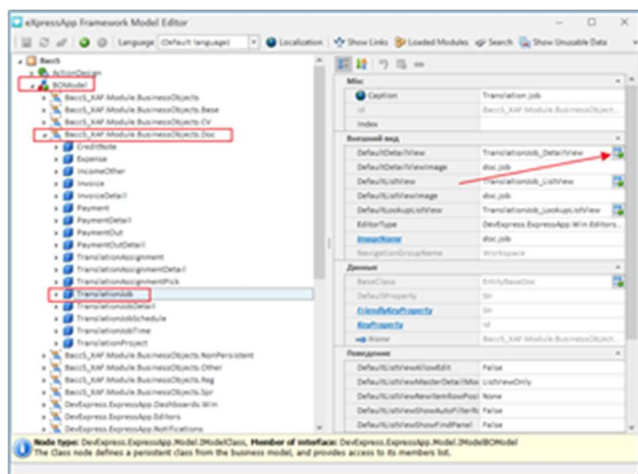
If you decide to manually localize SDL Trados Business Manager into any language which is not provided by default, please consider sharing localization with development team.

Model editor - Tab captions

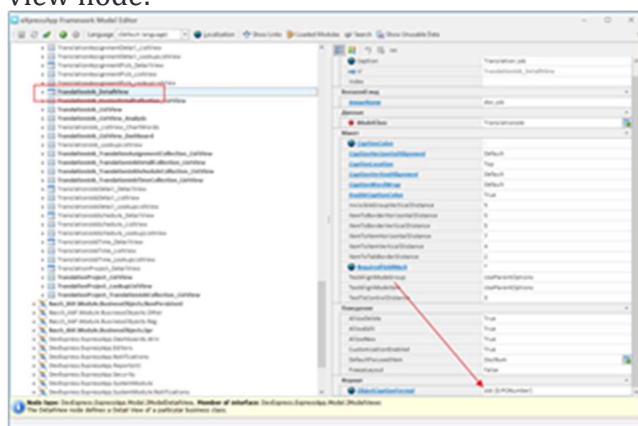
SDL Trados Business Manager has tabbed user interface.

When you open any table or editing form, a new tab is created. Captions of those tabs has some predefined format, which depends on the object type. For example, for the **Unit** tab caption will contain unit name. For the invoice, it will have a form of *'Invoice [number]'*, where number will depend on the **Number** field. For the job, tab caption has a form of *'Job [PONumber]'*. You can customize tab captions according your own preferences. To achieve this, do the following:

1. In the model editor, find necessary object type, as described above. Here is an example



2. Click **Open** button in the **DefaultDetailViewProperty**. You will be moved to the list view node:



3. In the **Properties** pane find **ObjectCaptionFormat** property (at the bottom) and correct it according your needs.

To include any field from the Job object into the caption, use {0:FieldName} structure.

Here is an example showing how to include job number and date into the tab caption:

Job {0:Number} dated {0:Date:d}

4. Save changes, close model editor, and open any job editing form. Instead of po number in the tab caption, it will include job number and date.

Data export and import

This section contains information about data exporting and importing capabilities supported in SDL Trados Business Manager.

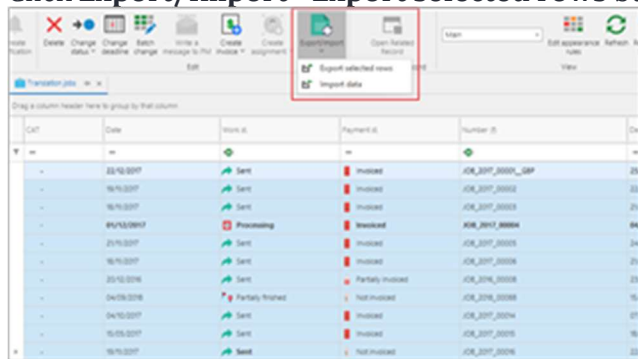
Export and import data to/from Excel

SDL Trados Business Manager allows to export any data into Excel format for exchanging information with external systems, transfer data between different databases, or simple editing in Excel environment for importing it back later.

Data export

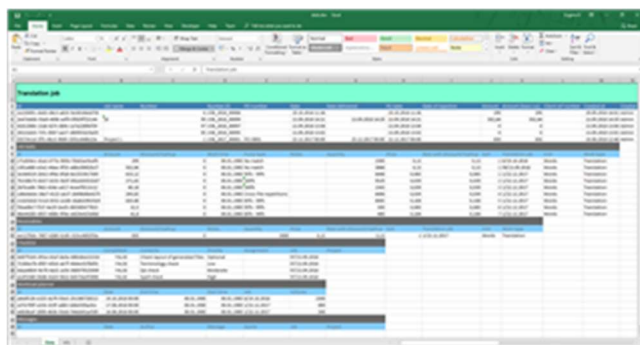
Exporting mechanism is available from any list view.

1. To access exporting function, open any list view (for example, list of customers, contractors, translation projects, jobs, invoices, assignments, etc.), and select necessary rows.
2. Click **Export/Import - Export selected rows** button.



3. If you are using desktop version, a dialog will appear to select file name and path for saving exported file. If you're using web-version, a dialog will appear with a link to a file - select it to download exported data.

This file can be used to edit exported data and importing it back, or as a template to import new data into the system. In later case, delete/replace existing values in cells with new ones.



Working with data in Excel

Workbook contains two tabs: **Data** (which contains actual exported data) and **Info** (short information about working with data).

In general, **Data** worksheet contains a number of sections. First section (first table) contains actual information from rows you have selected before export. After first table, a number of nested tables are listed - it depends on type of object you exported. In the example above, translation job contains the following nested tables: Job tasks, Receivables, Checklist, Workload planner and Messages. Other entity tables will contain different nested tables (some reference data may not contain nested tables at all, for example countries or languages).

Structure of each table corresponds to a structure you see during working with the system. Each cell in Excel file will have the same data type which is used in SDL Trados Business Manager: dates, numbers, booleans and string. While editing data, please remember about that and do not change cell types in Excel. If some field has reference data type (for example, Customer in translation job is reference data type, because you select customers via drop-down list), then you are allowed to enter only those values in such fields, which exist in SDL Trados Business Manager database. For example, if customer name is **Customer1**, and you will change it to non-existing **Customer12**, then the system will ignore this change during import, which will lead to the following results:

if you are importing existing record, customer would not be changed, and old value will be persisted;

if you are importing new record, this record will fail and the whole import operation will be aborted.

Note. Please remember about way of using reference fields while working with data in Excel - use only those values which actually exist in SDL Trados Business Manager database.

Id column is also special column. When you export existing data, this column will always contain some GUID value. If you are filling a table with new data, you should always leave this column empty. During following import, if this column contains any value, the system will find existing record and wrote data from a row into that record. However, if I would value is empty, the system will create a new record.

Nested tables always contain a column which points out to master object. In the example above, you can see that each nested table has **Job** column. And value in this column has the following notation: *DocumentNumber/DocumentDate*. By this combination of document number and date the system will be searching for a master record of each child record. So, if you are creating a new job in Excel, then you have to define its number and date in the first table, and then use this combination of number and date in each nested table, to correctly link them (for example, to correctly link job task with master job).

Importing data from Excel

When you made necessary changes in Excel file, you can import it back to SDL Trados Business Manager. To do this, open corresponding list view and select **Export/Import - Import data**. Select a file (in desktop version) or upload it (in web version). Click **OK**. The system will start importing selected file and then will display resulting message. Here are few points which you have to consider during importing:

- If imported file contains multiple entries and at least one entry was processed with mistake, the whole operation will be aborted and no changes will be made in database.
- If operation was successful, it is recommended to select **Refresh (F5)** after importing.
- If operation was successful, and if Excel file contained new data, **do not try to import the same file again**. The reason here is that new Id column for new records is empty in Excel file, and TBM created new entries in database for such records. If you will try to import same file again, TBM will again create entries for records with empty Ids. In such case, to repeat import, please export data to Excel again so Id columns will be filled with actual values.
- Do not create empty rows between sections of Excel file. Empty row will be perceived as end of file.
- Always keep the same data type in cells as in exported file. In other words, do not try to type characters in a cell which should contain number. Otherwise, import will fail.
- Carefully handle cells pointing on reference data. For example, value in Customer column should contain full name of customer which exists in TBM database. If the system would not be able to determine customer during import, most likely import operation will fail, because Customer is a required field in most of documents.

For columns with 'Language' pair value type ,you can use simplified approach. Language pair could be written using one of these two patterns: 'Language name => Language name' or 'Language code => Language code'. Business Manager will search source and target languages, and if both languages are found, but language pair is missing, then language pair will be created automatically. More to say, language code could be written both as 'en-US' or 'en_US'.

Security system

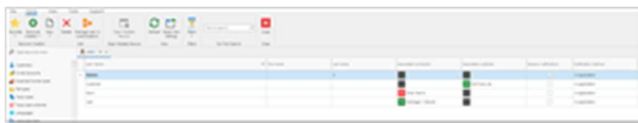
SDL Trados Business Manager provides flexible system to control access to a data stored in your database.

This security system allows to create roles and assign those roles to users. Roles specify a set of rules which allow or restrict access to a specified data. It is possible to control access right on the level of individual forms and fields. If access is restricted to some form, it will be hidden from the UI. If access is restricted for some field, than a user with that role will see '**Protected content**' label instead of actual data contained in that field.

The whole security system is controlled via two main forms available through the **Other/tools** section of the navigation tree: **Role** and **User**.

Important. To start using security system, you have to set a password for **Admin** user. If Admin user has no password, you will be automatically logged-in into the system using **Admin** user with blank password. If **Admin** password is not blank, you will get logon window to enter user name and password when the application starts.

User form allows to simply create, edit and delete users, assign roles and set passwords. It also contains some notification settings and allows to link user logins with particular contractors and customers.



To create a new user, click **New** button on the ribbon. To edit existing user, simply double click on it.

Change my password and **Reset password** buttons allow to set a new password, if it is empty, or reset existing password (admins only).

For newly created users, you may check **Change password on first logon** checkbox to force users to create a new password when application will be launched for the first time.

Is active checkbox allows to temporary disable current user (without deleting it).

E-mail field allows to provide an e-mail used for sending messages to this user.

If you are creating a user for **Contractor**, to allow this contractor to login into web-portal, select this contractor in the **Associated contractor** field.

If you are creating a user for **Customer**, to allow this customer to login into web-portal, select this customer in the **Associated customer** field.

Note. When a user has associated contractor or customer, you can click **Send login details** to compose a message with information how to login into the portal.

On the **Notifications** tab you can setup internal notifications sent to a user. If you select **Receive notifications** checkbox, this user will get notifications about actions are performed by **Contractors** or **Customers**. Examples of such actions: contractor partially or fully delivers a job, contractor registers an invoice, customer creates a new job. By default, this checkbox is set for **Admin** user. But if you also wish your managers to get similar notifications, check this box for respective users too.

Notification method field allows to select a channel to send messages to a user. Possible values are *In-application* (messages will be sent using internal notifications mechanism), *E-mail* (messages will be sent to an e-mail address specified in the E-mail field), or *Both*.

If you wish a user to receive notifications about actions performed only by specified users, add them to the table below checkbox. If this table is empty, a user will receive all notifications. Otherwise, a user will receive notifications only from listed users.

To assign roles, use **Roles** table. Using default controls, add roles which currently edited belongs to. The **Is administrative** option is intended to simplify the unrestricted access definition and grants all available permissions to a role. If a role is administrative, it is impossible to deny any rights unless the administrative permission was removed. **Can edit model** checkbox specifies if current role has access to the **Model editor**.

Working with roles

In the navigation tree, select **Other/tools > Roles**. Start with creating a new role or editing existing one.

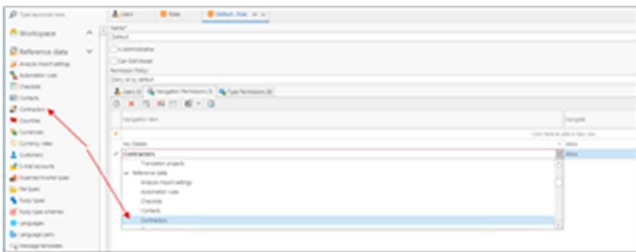
For example, when SDL Trados Business Manager was launched for the first time, few default roles were created: Administrator, Default, Vendor, Customer. As it is clear from its name, administrators has full access to all data. From the other hand, users with **Default** role do not have access to any data at all. Try to login with the **User** user name and you will see that navigation tree is almost empty - access rights are fully limited.

Editing view for the **Default** role:



Both checkboxes are clear and in the **Permission policy** field **Deny all by default** value is selected. This means that users with this role would not get access to any data unless you explicitly allow it in the **Navigation permissions** and **Type permissions** tabs. You can change **Permission policy** value to **Read only all by default** and **Allow all by default**. In the first case, a user will get access to all data without ability to edit it. In the second case, he/she will get access to all operations. Depending on the selected value here you specify a way of working with **Navigation permissions** and **Type permissions** tabs. If default policy denies access by default, than in these tabs you will specifying objects to allow access. And vice versa, if default policy allows access, than in these tabs you will specify object to restrict access to.

The **Navigation Permissions** allow you to grant or deny permissions for a single navigation item or for the whole navigation group as shown on the image below:



Allowing access to **Reference data** group will open access to all items in this group with read only rights. By default, permission policy dines all access. After giving access to the **Reference data** group we expand this policy by giving additional rights. Since we use policy of restriction, given rights allow only to view data, but not edit it.

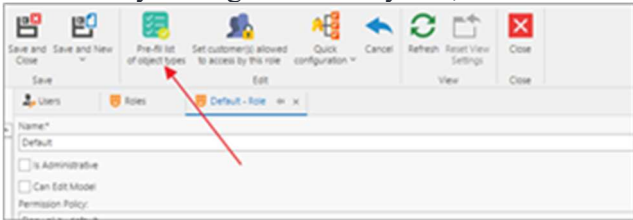
Item permissions have a greater priority than group permissions. For instance, you can deny access to the group, but grant access for one of its items, so this item will be enabled in the **Navigation Panel**.

The **Type Permissions** tab specifies access to all objects of a particular type. The image below illustrates this (in addition to previously granted access to the **Reference data** group, we open write rights for the **Units** table):

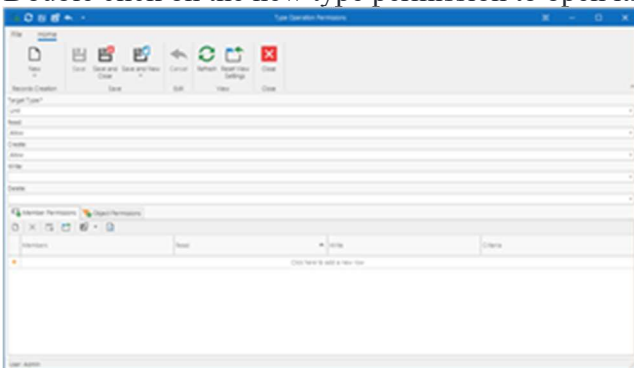


From now, user with **Default** role assigned will be able to edit **Units** table, but would not be able to delete any records from it.

If you wish to quickly fill this table with all object types available in the Business Manager, instead of manually adding rows one by one, click **Pre-fill list of object types** button on the ribbon:



Double click on the new type permission to open its editing form:



In this window, you can adjust access rights in detail. In addition to **Read, Write, Create and Delete** rights you get access to two additional tables: **Member permissions** and **Object permissions**.

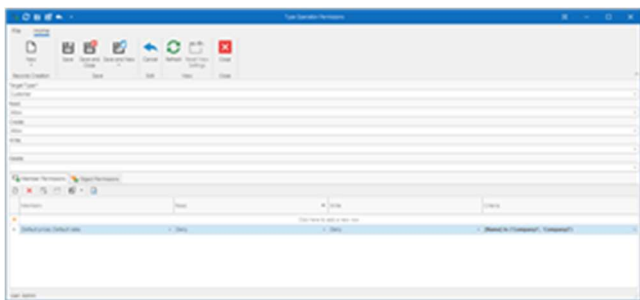
Member permissions

Member Permissions grant access to specific members of an object.

For example, users can have access to objects of a particular type and simultaneously have no access to several members of this type. For other example, it is possible to deny access to objects of a particular type and only allow access to a strict list of its members. It is possible to grant access to multiple properties with a single entry.

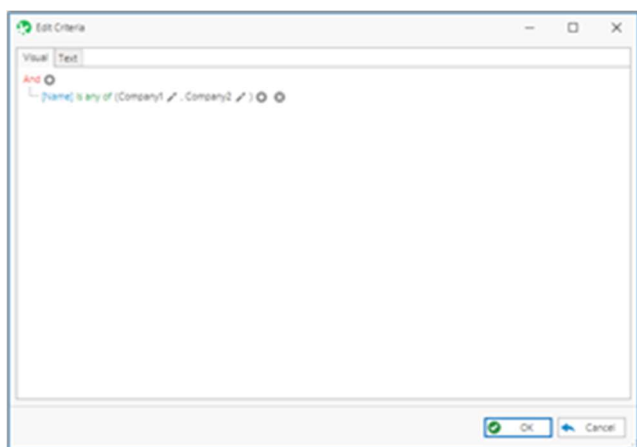
In the following example, we provide access to customers table, but restrict access to the *Default rates* table and *Default prices* column, and this restriction applies only

to *Company1* and *Company2* customers (if to leave **Criteria** empty, this restriction will be applied to all customers):



Instead of prices, 'Protected content' text is displayed.

As you see, **Member permissions** table also contains **Criteria** column. Using this column, you may provide additional conditions for applying particular right. Built-in criteria builder will help you to compose necessary criteria:



ObjDefault Vendor role

In addition to **Admin** and **User** default roles, SDL Trados Business Manager has a predefined role called **Vendor**.

This role should be assigned to all user accounts created for vendors who will be able to access their area on the web-portal. In addition to a role, **Associated vendor** field **must** be filled for such users. By default, **Vendor** role allows vendors to:

- Change own password for accessing a portal

- View and edit own profile (vendor editing form - full access is provided to all fields, including prices and languages; while editing, a vendor can select Units, Languages, Work types, Software applications contained in the database)
- View their assignments (with status, language pair, PO number, date, deadline, amounts, due and paid amounts, instructions, etc.)
- Partially deliver assignment (with possibility to attach up to 5 files)
- Fully deliver assignments (with possibility to attach up to 5 files)
- Register invoices over delivered assignments (with possibility to attach invoice file)
- View **Vendor performance** QuickReport

Translators cannot edit assignments. They only can change status of assignments by clicking **Partial delivery**, **Final delivery** or **Register invoice** buttons. After registering an invoice delivery buttons and invoice creation buttons become disabled.

You are fully free to change default permissions defined in the **Vendor** role. However, if you unintentionally remove permissions which are mandatory for correct working of a vendor's portal, then application will automatically return these permissions after clicking **Save** button in the role editing window.

Below you will find explanation of every permission setting in the **Vendor** role.

Navigation permissions

Translation assignments	Allows to view all assignments. Special limited list of assignment will be o deliver files.
Translation assignments	Adds Translation assignments to a navigation tree.
My details	Allows to view user's form which allows to change password for a vendor's us
Invoices (in)	Adds Invoices (in) to a navigation tree.

This means that navigation tree on the left will contain only 2 links: to open translation assignments and my details.

Type permissions

While navigation permissions control contents of the navigation tree and do not control access right to actual data, type permissions serve exactly for this - to define a data allowed/denied to be read, written, created or deleted by users with this role. By default access to all data is denied in **Vendor** role:

This means that even if navigation permission allows to open translation assignments list, attempt to do this will lead to fully empty list of assignments, because it is not allowed to read (nor write, create and delete) and data. So, the task of **Type permissions** table is to define what is allowed to read/write/create/delete. In this list you can see what is allowed by default in the **Vendor** role:

Type	Read	Write	Create	Delete	Member permissions	Object permissions	Notes
Role	Deny						
User	Allow				Change password on first logon Criteria: [Oid] = CurrentUser Id() Allow write Stored password Criteria: [Oid] =	x	Needed to allow user to change own password Read permission for all users is needed to determine users for sending notifications

Type	Read	Write	Create	Delete	Member permissions	Object permissions	Notes
					CurrentUser Id() Allow write		
Application setting	Allow	Allow					Write permission for application settings - internal temporary data is stored in this table
Vendor	Deny	Deny	Deny	Deny		Criteria: [Id] = CurrentUserVendorOrClientId() Allow read and write	Allows to read and write only logged in vendor
Country	Allow						
Currency	Allow						
Dashboard						[Title] = 'Vendor performance' Allow read	Allows to view only one QuickReport named 'Vendor

Type	Read	Write	Create	Delete	Member permissions	Object permissions	Notes
							performance'
Document checklist item						[Assignment] Is Not Null And [Assignment.Vendor.Id] = CurrentUserVendorOrClientId() Allow read and write	Allows vendors to mark checklist items as done before delivering an assignment
File attachment	Allow	Allow	Allow	Deny			To deliver files and invoices
File data	Allow	Allow	Allow	Deny			Linked with File attachment table
File type	Allow						Allows to view file types
Fuzzy type Fuzzy type kit Fuzzy type kit detail	Allow						Allows to read information from fuzzy schemes

Type	Read	Write	Create	Delete	Member permissions	Object permissions	Notes
Invoice incoming Invoice incoming item			Allow			[Vendor.Id] = CurrentUserVendorOrClientId()	Allows to create invoices with own vendor value.
Language	Allow	Allow					
Language pair	Allow	Allow					
Model difference Model difference aspect	Allow	Allow	Allow				Used to store individual user settings (column in tables, etc.)
Notification	Allow	Allow	Allow	Allow			Needed to send notifications to users
Payment outgoing						[Vendor] Is Not Null And [Vendor.Id] = CurrentUserVendorOrClientId() Allow read	Allows to view own payments
Report	Allow						Needed for

Type	Read	Write	Create	Delete	Member permissions	Object permissions	Notes
							viewing reports
Settings	Allow						Read application settings
Software application	Allow						
Specialization Specialization category	Allow						Read reference data
Tax	Allow						
Translation assignment	Deny	Deny	Deny	Deny		<p>1. Criteria: [Vendor.Id] = CurrentUserVendorOrClientId()</p> <p>2. [Vendor] Is Null And [Vendor pickup][[Vendor] Is Not Null And [Vendor.Id] = CurrentUserVendorOrClientId()</p> <p>Allow read and write</p>	Criteria sets rights on reading and writing only those assignments which are created for logged in vendor, as well as assignments offered to a vendor

Type	Read	Write	Create	Delete	Member permissions	Object permissions	Notes
Translation assignment pick	Deny	Deny	Deny	Deny		[Vendor.Id] = CurrentUserVendorOrClientId() Allow read and write	Explicitly deny access to Translator's pickup tab in assignments, but allows to accept and decline assignments
Translation job task					Fuzzy type; Unit; Work type		Needed to allow to view fuzzy type, unit and work type in assignments, because tasks in assignments are based on job tasks
Unit	Allow						Read reference data

Type	Read	Write	Create	Delete	Member permissions	Object permissions	Notes
Work type	Allow						Read reference data

* Empty cell means 'Deny'

As you see, two functions were used in the Object permissions column:

`CurrentUserVendorOrClientId()` and `CurrentUserId()`.

CurrentUserVendorOrClientId() function returns Id of a vendor or customer which is linked with a logged in user. This vendor or customer is specified in the **Associated vendor** or **Associated customer** in the **Users** table.

CurrentUserId() function returns Id of the logged in User.

Let's check criteria used to access translation assignments:

Criteria: $[Vendor.Id] = CurrentUserVendorOrClientId()$

Read, Write, Create and Delete properties are not set. This means that it is denied to access translation assignments table. But in the Object permissions table a row is created which allows to read and write assignments which meet provided criteria. And this criteria sets that *Id* of a *Vendor* selected in assignment must equal to *Id* of a currently logged in vendor.

Visual designer can help you to build this criteria, but you have to manually type name of a function after equity symbol: `CurrentUserVendorOrClientId()`.

By modifying **Vendor** role you can provide more rights to your vendors or for individual vendors (in this case, Criteria property will look like $[Vendor.FullName] = 'Peter Blake'$).

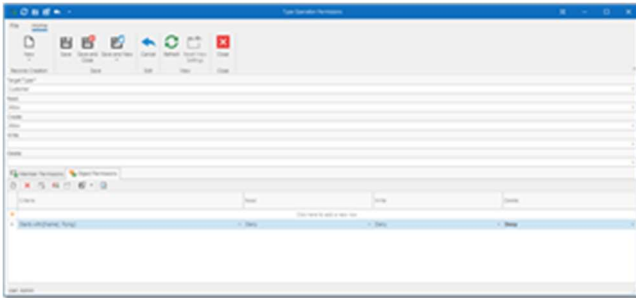
Note. It is strongly recommended to carefully test modified permissions before granting them to any real users.

Note. It is always recommended to ask SDL Trados Business Manager developers for help when modifying default role.

Object permissions

An **Object Permission** grants access to object instances that fit a specified criterion.

The following image illustrates the **Object Permissions** tab in the **Type Operation Permissions** dialog.



Here with fully restrict an access to all customers whose name starts with '*Flying*'. In the result, '*Flying Colors*' customer will fully disappear from the **Customers** list.

Providing access to additional reports for Vendors

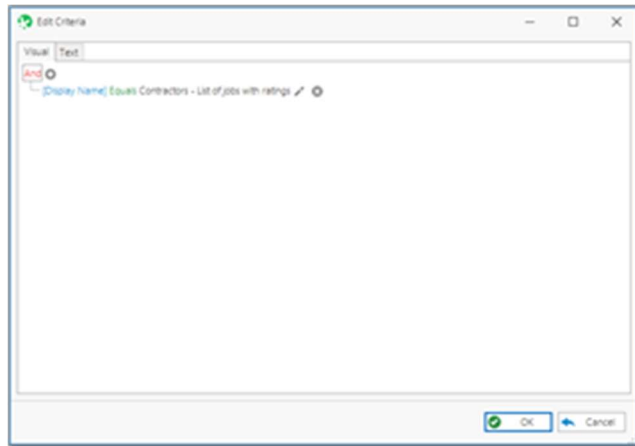
By default, **Vendor** role allows access only to one report - **Vendor performance**.

However, you may create another custom reports or QuickReports which you may wish to provide your vendors access to. This topic describes how to do this. First of all, open list of **Reports** or **QuickReports** and write down name of a report you wish to grant access to.

Note. Object type for custom reports - **Report Data V2**, for QuickReports - **Dashboard**.

1. In the navigation panel, select **Other/Tools > Roles**.
2. Double click on **Vendor** role to edit it.
3. Switch to **Type permissions** tab and find **Report Data V2** row (create it if needed).
4. Double click on it to open editing form.

5. Create a new **Object permission** and specify the following criteria using built-in criteria builder.



6. If you wish to provide access to several reports, change condition to **And** to **Or** at top.
7. Select **OK** and set **Allow** for a created permission.
8. Save a role to apply changes.
9. Log in using vendor's account and open **Translation assignments**.
10. Select **Reports** and verify that a new report is added to the list.
11. Open this report and try to select a contractor in the **Parameters** panel. As you see, logged in contractor can select only himself/herself.

Default Customer role

In addition to **Admin** and **User** default roles, SDL Trados Business Manager has a predefined role called **Customer**.

This role should be assigned to all user accounts created for customer who will be able to access portal for customers. In addition to a role, **Associated customer** field **must** be filled for such users. By default, **Customer** role allows customers to:

- Change own password for accessing a portal
- View and edit own profile
- Create quote requests, create new projects and jobs, with possibility to upload files and provide additional instructions
- View ongoing and past quotes, translation projects and jobs, including pricing and volumes information
- View invoices issued by a user and status of their payment
- View number of QuickReports to assess cooperation with a user

You are fully free to change default permissions defined in the **Customer** role. However, if you unintentionally remove permissions which are mandatory for correct working of a customer's portal, then application will automatically return these permissions after clicking **Save** button in the role editing window.

Below you will find explanation of every permission setting in the **Customer** role.

Navigation permissions

Translation assignments	Allows to view all assignments. Special limited list of assignment will be o deliver files.
My details	Allows to view user's form which allows to change password for a vendor's us
QuickReports	View list of available reports (allowed by security system)
Credit notes	View list of credit notes issued by a user
Customer's dashboard	Dashboard showing ongoing quotes, projects and jobs on a single screen, as w
Invoices	View all invoices issued for a customer, along with their status of payment
Payments	View all payments registered by a user for a customer
Quotes	View all quotes (available for acceptance and past quotes) and create quote re
Translation jobs	View and create translation jobs (tasks with single language pair)
Translation projects	View and create translation projects (multiple language pairs)

This means that navigation tree on the left will contain only 2 links: to open translation assignments and my details.

Type permissions

While navigation permissions control contents of the navigation tree and do not control access right to actual data, type permissions serve exactly for this - to define a data allowed/denied to

be read, written, created or deleted by users with this role. By default access to all data is denied in the **Customer** role.

This means that even if navigation permission allows to open translation project list, attempt to do this will lead to fully empty list of projects, because it is not allowed to read (nor write, create and delete) data. So, the task of **Type permissions** table is to define what is allowed to read/write/create/delete. In this list you can see what is allowed by default in the **Customer** role:

Type	Read	Write	Create	Delete	Member permissions	Object permissions
User	Allow				Change password on first logon Criteria: [Oid] = CurrentUserId() Allow write Stored password Criteria: [Oid] = CurrentUserId() Allow write	x
Application setting	Allow	Allow				

Type	Read	Write	Create	Delete	Member permissions	Object permissions
Country	Allow					
Currency	Allow					
Customer						[Id] = CurrentUserVendor Allow Read and Write
Dashboard						[Title] = 'Vendor pe Allow read
File attachment	Allow	Allow	Allow	Deny		
File data	Allow	Allow	Allow	Deny		
File type	Allow					
Fuzzy type	Allow					
Fuzzy type kit						
Fuzzy type kit detail						

Type	Read	Write	Create	Delete	Member permissions	Object permissions
Invoice Invoice item			Allow			[Customer.Id] = CurrentUserVendor [Invoice.Customer.Id] CurrentUserVendor Allow Read and Write
Language	Allow	Allow				
Language pair	Allow	Allow				
Model difference Model difference aspect	Allow	Allow	Allow			
Notification	Allow	Allow	Allow	Allow		
Payment Payment details						[Customer.Id] = CurrentUserVendor [Payment.Customer.Id] CurrentUserVendor Allow Read and Write
Price-list	Allow	Allow				

Type	Read	Write	Create	Delete	Member permissions	Object permissions
Quote Quote item			Allow			[Customer.Id] = CurrentUserVendor [Quote.Customer.Id] CurrentUserVendor Allow Read and Wr
Report	Allow					
Scheduler	Allow	Allow	Allow	Allow		
Settings	Allow					
Software application	Allow					
Specialization Specialization category	Allow					
Tax	Allow					

Type	Read	Write	Create	Delete	Member permissions	Object permissions
Translation job						[Customer.Id] = CurrentUserVendorOrClientId()
Translation job task						[Translation job.CustomerId] = CurrentUserVendorOrClientId()
Translation job receivable						Allow read and write
Translation project			Allow			[Customer.Id] = CurrentUserVendorOrClientId() Allow read and write
Translation job task					Fuzzy type; Unit; Work type	
Unit	Allow					
Work type	Allow					

* Empty cell means 'Deny'

As you see, two functions were used in the **Object permissions** column:

CurrentUserVendorOrClientId() and CurrentUserId(). Description of these functions can be found in the [Default Vendor role](#) article.

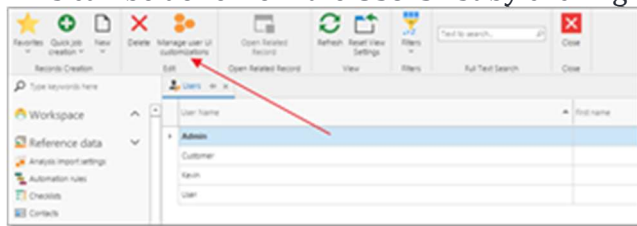
Transferring UI customizations between users

When user logs-in into SDL Trados Business Manager, tables and editing forms will have default look for that user.

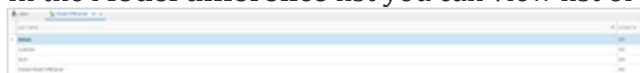
This allows to have separate customization settings for each user. For example, different user may have different setup of tables (hide, display and move columns, create appearance rules, change colors, create default groupings and summaries, etc.), they can customize data entry forms, etc.

Sometimes, manager or administrator may wish to deliver default look and feel to all users, so they all get the same colors, columns set, and other settings throughout the application.

This can be done from the **Users** list by clicking **Manage user UI customizations**.

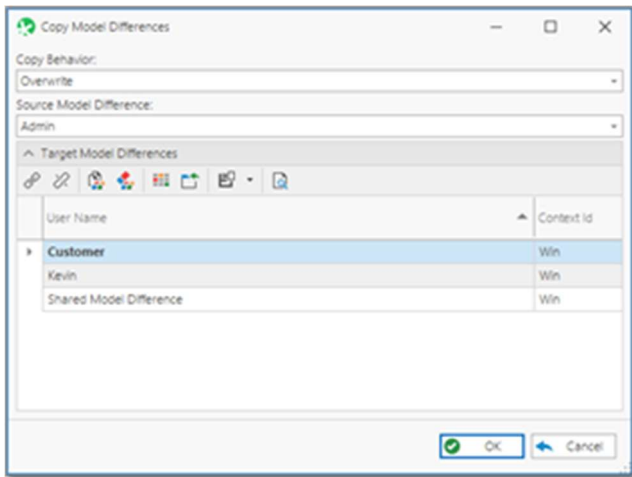


In the **Model difference** list you can view list of customization entries for all users:



Shared model difference entry contains default UI customizations supplied with the application. This row should not be deleted .

To copy UI settings from one user to another, select source user in the list and click **Copy model difference**. The **Copy Model Differences** dialog is displayed:



In the Copy Model Differences dialog you can select copy behavior and target users. By default, **Target users** table will contain all users you have in the database. Remove unnecessary users (select them and click **Unlink**) and leave only users you wish to apply settings to.

Click **OK**. The system will copy settings, and next time user logs into the system new default settings will be applied.

Allowing users to create entries

Sometimes it is needed to configure a role in a way that allows users to create particular entities, but denies to edit or delete them after creation.

To achieve this, do the following:

1. Open a role and switch to **Type permissions** tab.
2. Add a new row and select **Target type**.
3. Set **Read** and **Create** permissions to **Allow**, and **Write** and **Delete** permissions to Deny.
4. Double click on this row to open its editing form.
5. Switch to **Object permissions** tab and add a new row.
6. Set **Write** permission to **Allow**, and type the following in the **Criteria**:
`IsNewObject([This]) = True`
This means that write is denied in general, but allowed when current object is new.
7. Save a role, assign it to some user and test how it works.

Linking managers with specified customers

Sometimes it is needed to allow company manager to view data only for particular customer(s).

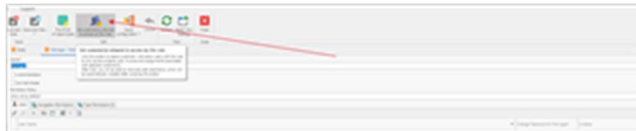
This data may include customer's data, projects, jobs, invoices, and other information which can be clearly associated with particular customer.

Security system implemented in SDL Trados Business Manager allows to solve this task by correct configuration of user roles. It will be needed to create as many roles as the number of users who needs to get access only to data of individual customers.

Security system allows access to an entity only when this access is granted in ALL roles assigned with a user. This means that you will need to create a general role applied to all managers, which will allow them to access all data, and then create individual roles which will deny access to all customers, projects, jobs, assignments, invoices and payments, which are not associated with specified customer or customers.

Say, you already have **Manager** role, which allows managers to view all necessary data. Now the task is to create additional "slice" of security which will add additional restrictions to existing role and allow user to view only data associated with specified customers.

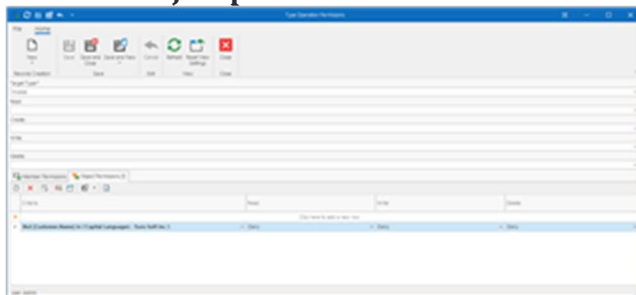
1. Create a new role, set its name, and click **Set customer(s) allowed to access by this role** on the ribbon:



2. Select customer in the popup window and click **OK**.
3. Switch to **Type permissions** table to view results of operation:

A screenshot of the 'Type permissions' table in the software. The table has columns for 'Object', 'Permission', 'Action', and 'Status'. Six rows are visible, representing the permissions for the selected customer.

4. Six objects has been added to the table. Double click on any to view its details, and switch to **Object permissions** table:



You can see that this role denies access to all jobs where customer is not *Euro-Soft* and not *Capital Languages*. The same rules are created for lists of customers, projects,

invoices, assignments and payments. From now, user with this role assigned will be able to view only jobs (and other 5 entity types) for these two customers.

5. You are free to edit entities created automatically. For example, you can manually add another customer in future.

Invoice templates and custom reports

Articles in this section explain how to work with custom report designer (also used to create printing templates).

Invoice templates

SDL Trados Business Manager has built-in template designer, which can be used to create invoice/quote/purchase orders templates, as well as to create custom reports.

This is very flexible and powerful reporting solution, which gives you full freedom in creation of nice-looking documents.

To create own template, you can use one of build-in examples, or create it from scratch.

When you run template designer for the first time, it may seem too complex. Please, spend some time reading these instructions, and it will become much easier to implement any idea. Creating attractive invoices is an art, and SDL Trados Business Manager gives you all necessary instruments to get desired results.

Getting started

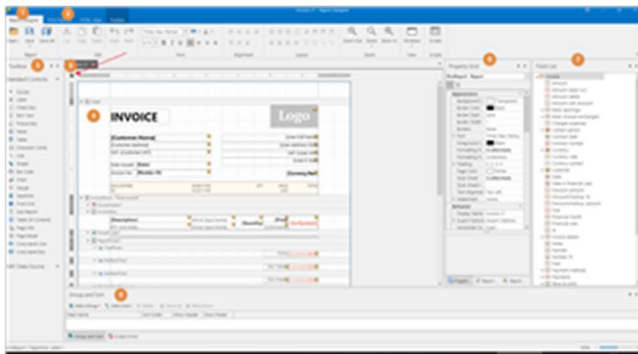
All printing templates and custom reports can be found in the **Reports and templates** list, which can be opened from the **Reports** group of the navigation tree.

The list is categorized by report types. Invoice templates can be found under Invoice template category. **Predefined** templates (blue highlighting) cannot be edited, but they can be cloned (**Copy predefined report** button) and used as a base for creating customized templates. To do this:

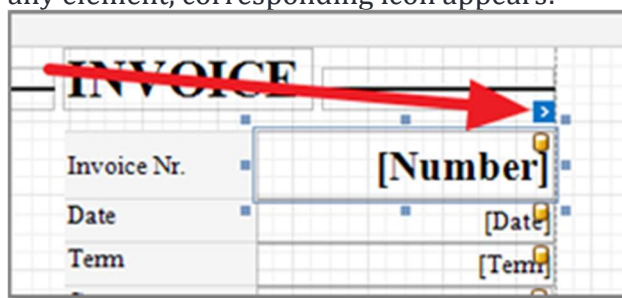
1. Select any predefined template and click **Copy predefined report** on the toolbar. A new report will be created with the same name as selected report, but a new row would not be highlighted with blue color.
2. Click **Edit** button. In the opened form, give another name to this template, to distinguish it in the list.
3. To launch template designer, click on the **Show report designer** button. Now, welcome to the next article, where you will get basic information about the designer.

Template designer description

Report designer's default look:



1. **Main toolbar** - contains basic commands, like save/open reports and formatting buttons to change appearance of the currently selected element.
2. **Print preview toolbar** - allows to quickly switch to preview mode and see how your template will be looking using real data from the database.
3. **Toolbox panel** - contains elements which can be placed on the design surface.
4. **Design surface** - here you build template structure, using bands and controls from the toolbox, which are bound to database fields listed in the field list.
5. **Report helper menu** - contains the most important report commands and properties. The same helper menu is available for each element on the workspace. When you select any element, corresponding icon appears:



This menu significantly simplifies workflow, providing quick access to the most used properties.







6. **Field list** - contains list of database fields which you can use in your template. Please read separate article about navigation in the field list.
7. **Property grid** - contains properties of the selected element. Most properties will be never used, while others will be interesting.
8. **Group and sort panel** - allows to sort source data (for example, when you print several invoices at once) or group it (for example, if you want to group source data by currency or by customer).



Toolbox

The **Toolbox** contains all available report controls and allows end-users to add them to the report being edited. Report controls can display both static and dynamic information of different kinds (simple or formatted text, pictures, tables, etc.) and adjust a report layout (organize controls within panels, insert page brakes, etc.)

General Content




The following controls are most commonly used to display data in a report.

Icon	Control	Description
	Label	The most basic Label control is intended to display plain text in
	Check Box	The Check Box control displays True/False or Checked/Unchecked report by displaying (or not) a check mark, which can be accomp
	Rich Text	The Rich Text control displays formatted text in a report.
	Picture Box	The Picture Box displays static or dynamic images of various fi
	Table	The Table control is designed to display tabular information in a
	Bar Code	The Bar Code control transforms its content into a bar code of t

Icon	Control	Description
	Zip Code	The Zip Code control transforms its content into a zip code.
	Gauge	The Gauge control provides the capability to embed graphical g





Extended Data




The following controls are connected to data individually, without accessing a report's data source.

Icon	Control	Description
	Chart	The Chart control displays a series of points using various chart types.
	Sparkline	The Sparkline control displays a compact chart that can reflect the flow of data for every row in a report.
	Pivot Grid	The Pivot Grid control displays dynamic data in a grid format.

Report Layout


The following controls allow you to draw shapes in a report and customize the report layout.

Icon	Control	Description
	Panel	The Panel control is a container that frames separate controls so they can be easily moved, copied and pasted, and printed in a report's preview.
	Line	The Line control draws a line of a specified direction and length.
	Shape	The Shape control draws one of the predefined shapes (rectangle, ellipse, etc.)
	Subreport	The Subreport control allows you to include other reports within a report.

Icon	Control	Description
	Page Break	The Page Break control inserts a page delimiter.
	Cross-Band Line	The Cross-band Line control draws a line through
	Cross-Band Box	The Cross-band Box control draws a rectangle

Document Statistics

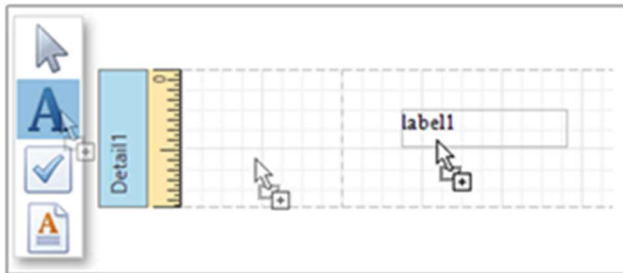
The dynamic content of the following controls is not obtained from a data source.

Icon	Control	Description
	Page Info	The Page Info control is intended to display system information (the current user name) to a report.

Adding controls to a report

To add a control from the Toolbox to a report, do one of the following.

1. Double-click an item in the Toolbox to create the corresponding control at the default position.
2. Drag-and-drop an item from the Toolbox onto the required position within a report.



3. Select an item in the Toolbox, and then indicate the bounding rectangle by holding down the left mouse button.



4. If you need to perform selection, re-arranging or resizing operations, select the Pointer item.
5. To edit main properties of the selected element, use triangle to display helper menu. Contents of this menu depends on the selected element and usually allows to change data binding, formatting, alignment, etc.
6. To edit the text inside label or text control, simply double click on it. In the case of rich text, you can apply different formatting into different parts of the text inside it.
7. To do this select the text and change any formatting parameters (font, color, alignment) - these commands will be applied only to the currently selected text.

Field list

The Field List panel is intended to display the structure of the data source to which a report is currently bound.

When you are working on the invoice template, usually field list contains 1 source (or table): Invoice. This source links report with a corresponding table in SDL Trados Business Manager database.

You may add as many source as you need to build your template. As an example, let's take CV template: some built-in CV templates contains 2 data sources: User and Projects. First one serves as a source of user's data, while second one is used to show list of your recent projects.

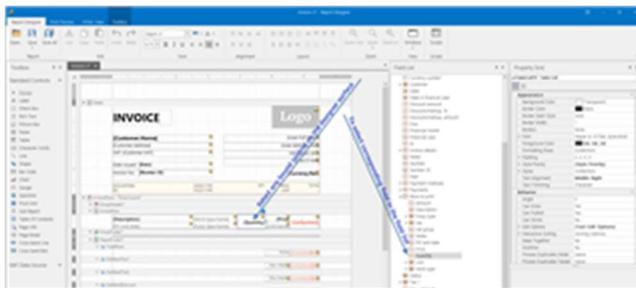
Field list is used to create new bound report controls, manage calculated fields and template parameters.



To add any field to the report, drag and drop a field from the field list to the design surface. This creates an appropriate control bound to the selected data field.



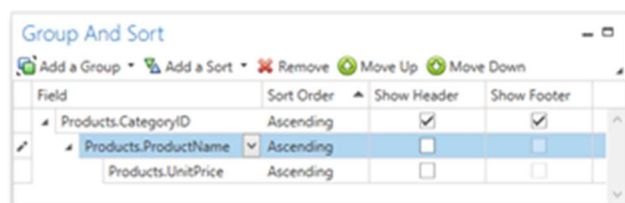
When you select any control on the designer surface which is bound to some field, this field will also be automatically selected in the field list. This is conventional way to analyze report structure: just select a label and see to which field it is bound:



This is useful approach when you would like to add adjacent fields. For example, you edit invoice row band, already have Quantity field there, and wish to add Price field, which you know is located nearby Quantity field. In this way, you select Quantity label on the designer surface, and then quickly find Price label in the field list, which can be quickly dragged onto designer surface.

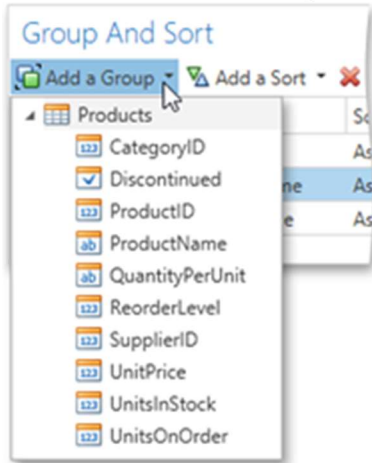
Group and sort panel

The Group and Sort Panel allows to quickly apply grouping and sorting to report data.



To create a new sorting or grouping criterion:

1. Select **Add a Sort** or **Add a Group**, respectively. Then, select the desired data source field in the invoked drop-down list.

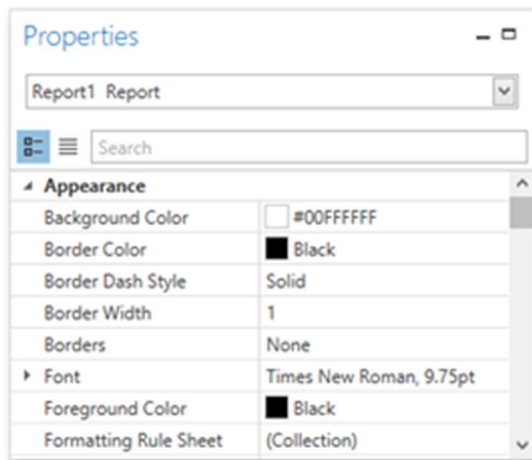


2. After adding the grouping criterion, the Group Header band is automatically created. You can manually specify whether to display the corresponding **Group Header** and **Group Footer** using the **Show Header** and **Show Footer** check boxes.
3. You can choose the sorting mode (ascending or descending) in the **Sort Order** drop-down list.
4. The **Group and Sort Panel** also allows you to change the precedence of multiple grouping and sorting criteria using the **Move Up** and **Move Down** buttons.

To remove a grouping or sorting criterion, select it and select the Remove button.

Properties panel

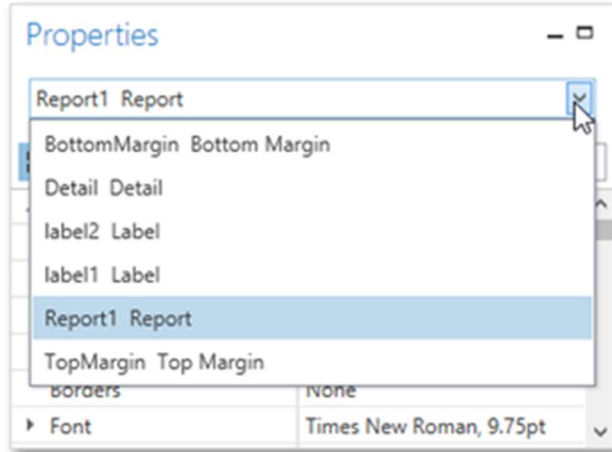
The **Properties** panel allows you to access and customize settings of a report and its elements.



Selecting a Report Element

To select an element and show its properties in the **Properties** panel, do one of the following.

- Select a required element in the drop-down list at the top of the **Properties** panel.

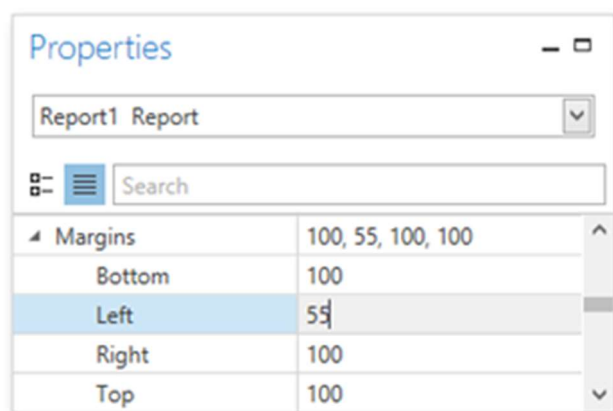


- Select a required element in the Report Designer Surface.
- Select a required element in the Report Explorer.

Changing Property Values

In the **Properties** panel, each row consists of two cells: the header cell showing the property caption and the value cell.

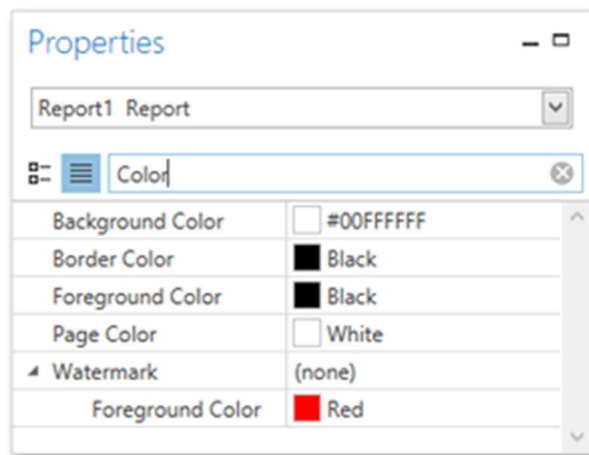
To set a property value, locate the property and specify its value using the corresponding cell editor. Specific properties contain nested properties, which can be accessed by selecting the expand button for the property captions.



Searching for Properties

The **Properties** panel includes the search box that allows you to search for a required property.

When you type within the search box, the Properties panel automatically creates a search criteria based on the entered text and filters the list of available properties.



If you type two substrings separated by the space character, these substrings are considered as individual conditions combined by the **OR** logical operator.

- To find properties that contain both substrings (i.e., to use the **AND** logical operator), type "+" before the second substring. Similarly, type "-" to exclude properties that contain a specific substring.
- To search for a property that contains a space character, enclose the entered string in quotation marks. You can also combine several logical operators and quotation marks.

Field list and adding fields to the designer surface

During invoice template creation the main instrument which you will use to display data in the report will be **Field list**.

Nested **User** property provides access to your personal data (your name, address and other details specified in the program settings).

Expand **Invoice** table and see which data it contains:

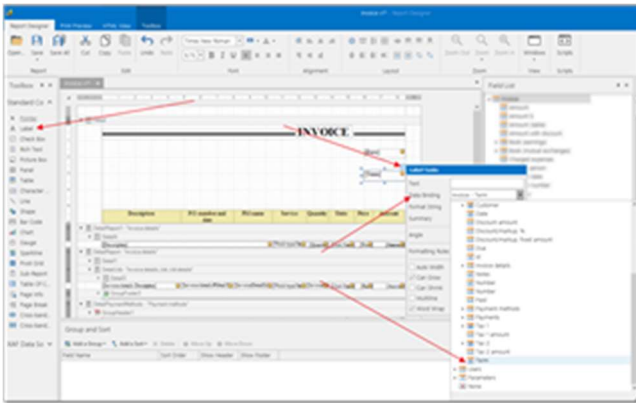


It contains a number of fields of different types. Type of field is determined by an icon. Some fields contain an arrow near icon, which means that this field contains nested fields. **Nested fields** may be contained in the reference fields (example is a **customer**, which has name, VAT code, address, etc.) or in table fields (examples are **Rows to print** or **Payment methods** nested tables, which contain set of rows).

If a field is not referenced field or table field, than it can be placed on the design surface. For example, we would like to display invoice date on the surface. The easiest way to do this is to drag and drop **Date** field inside corresponding band. The program will automatically create label control and bind it with **Date** field. When any control is bound to any table field, a yellow icon is displayed in the top right corner of that element:



Another way to bind an element with a field is to use toolbox panel. Drag and drop Label element from the toolbox, open its helper menu and select a field to bind to:

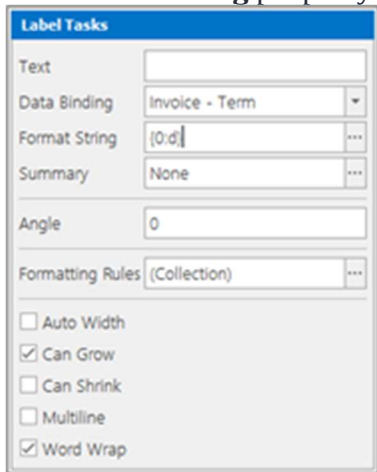


You must clearly understand its meaning to efficiently create templates. In the built-in templates field list contains one single table called **INVOICE**. This table provides access to all invoice fields and nested tables. All invoice rows re contained in the **INVOICE to print** table. Selected payments methods can be found in the **Payment methods** table.

1. To change binding, open helper menu again and change value in the Data binding property. Or, you can simply drag and drop any field from the Field list over existing control, and its binding will be automatically changed.

When a control is placed on the design surface, the next very common task is to change its formatting. By default, all dates are printed using full form of date (with hours, minutes and seconds). Number usually contain too much decimal places, while you usually need to display only 2 decimals.

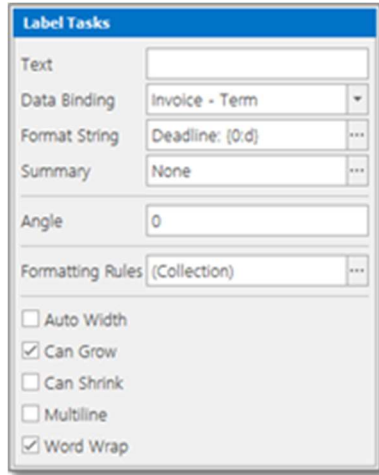
2. To change formatting, open helper menu of the element and select ... button in the **Format string** property:



3. In the opened window, depending on the type of formatted value, select desired options.

For dates, your common choice will be **d** value. For numbers - **n2** (number with thousands separator and 2 decimal places).

Another interesting feature of format string is possibility to add prefix and postfix to the value.



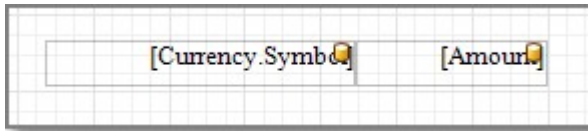
4. If to type something before or after {0:d}, than this value will be printed along with field value. Now, in addition to due date, the word 'Deadline' will be printed before it. This technique will be useful when printing customer VAT number. If customer do not have VAT number, the whole value would not be printed. But if a customer has VAT number, the following string will be printed in the invoice: "VAT: 2323232". Therefore, you will avoid situations when invoice contains "VAT: " string, but actual VAT would not be specified.

Mail merge binding

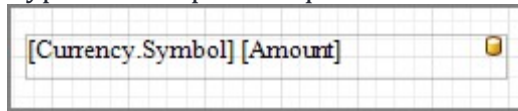
Template designer provides another way to bind elements to data. This feature is called *mail merge* and allow to bind one element to multiple fields.

The best option will be putting currency symbol, followed by the amount after single space. In such cases, mail merge function will be a solution.

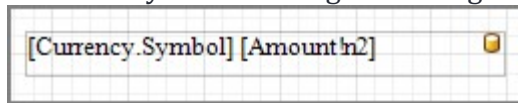
This is useful, when you want to print different data from the source table, but using of separate labels is not sufficient because of arrangement limitations. For example, you want to print invoice amount and put currency symbol before it. It is possible to place 2 elements, and bind the first one to the currency symbol, and the second to the amount itself. But since amount may be of different length, how to place both elements in relation to each other:



1. Place label control on the report surface.
2. Double click on it to start editing.
3. Enter square brackets and drag necessary field from the Field list inside first pair of square brackets.
4. Type another pair of square brackets and drag second field from the Field list inside it:



5. Now, invoice amount will take the following form: "\$ 1346.32000". Close to desired result.
6. For mail merge boxes, simple way of setting format string would not work, because such element is bound to several fields, which may have different types. To apply formatting to each included field, type exclamation mark before closing bracket, followed by format string. You will get the desired result: "\$ 1 346.32"

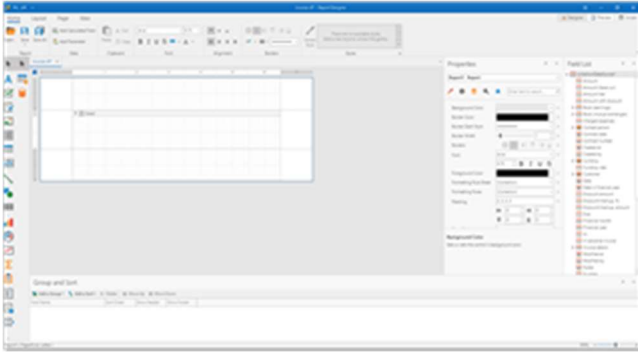


Template structure

When you select **Print** in the invoice list, you see composed template.

In most cases, it contains a header, followed by invoice rows, followed by summaries and additional information. Information about selected invoices (or one invoice) comes to report generation system from a database. This system processes this data and displays in the form, which is ready to be printed or saved into file. To correctly display this data, a specific template structure is required. This structure is created on the designer surface. The whole structure consist of a number of **bands**, which are printed in a certain order necessary amount of times.

Here is how empty report looks like:



It contains the following bands:

- The **Detail** band, which is printed for every record in a data source (i.e., for each invoice you selected in invoice list). Every template **should** have the Detail band, and you cannot delete it.
- The **Top Margin** and **Bottom Margin** bands. These bands are repeated once on every document page. You also cannot delete them, but can make them invisible by decreasing height to zero.

You can also add the following bands:

<p>Report header and report footer</p>	<p>The Report Header is the report's first band (margins are "0")</p> <p>The Report Footer is placed before the Page Footer and Bottom Margin on the last page.</p> <p>Usually these bands are not used in invoice/quote templates, but you can add some header or footer for a batch of invoices.</p>
<p>Group header and group footer</p>	<p>These bands are above and below each group. The Group Header and Group Footer bands automatically. For example, each invoice may contain multiple tasks. In its turn, each task, may contain multiple tasks. In this case, job can be grouped, and you may display some totals for each job. While designing a report, you are free to create groups (for example, by currency in custom report) and footers per current task.</p>
<p>Detail</p>	<p>Displayed once per data row. If you print multiple invoices, this band is repeated for each invoice. Thus, this is ideal band type to display invoice details.</p>
<p>Page header and page footer</p>	<p>These bands are at the top and bottom of every page in a report. They are bands that should be printed on every page (for example, logo or name of the company).</p>

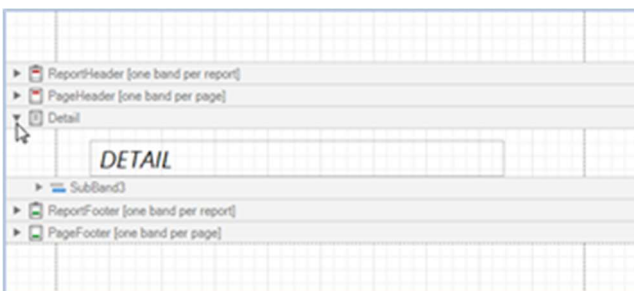
<p>Sub-band</p>	<p>Very interesting type of band. It may contain some logically grouped information. You can apply special rules to display or hide information. An invoice may contain tax or may not contain tax. You can print or not print it depending of the tax selection.</p> <p>Another example: if tax in invoice is not selected, than you can display a text where a text explaining absence of taxes will be displayed.</p>
<p>Detail report</p>	<p>Used when you need to display internal table (multiple rows). The first row is header, which is printed once, a number of rows are printed below it. If you have to add Detail report inside Detail band.</p>

Here is graphical representation of this structure:



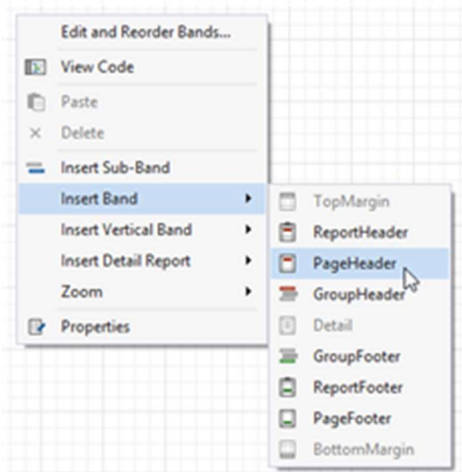
Expanding/collapsing bands

You can collapse bands which are not currently needed, to free-up some space and concentrate in a band you're currently working with.



Adding bands

To add a band, right-click a report's design surface and choose Insert Band in the invoked context menu.

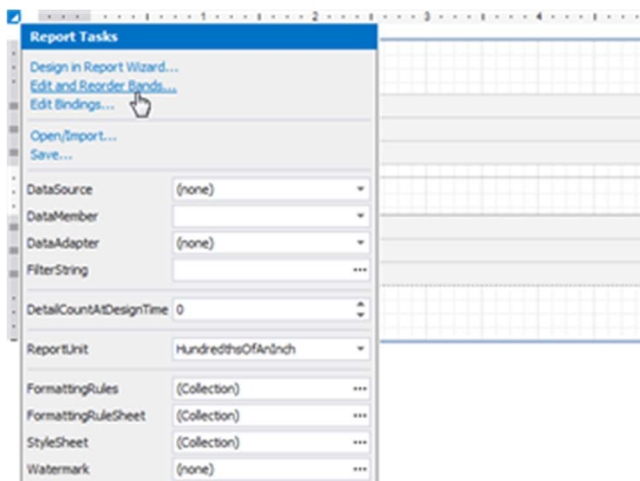


You can insert the **Detail Report** band to display nested table contents. For invoices, nested tables are: **Rows to print**, **Invoice details**, **Payment method list**, etc. (these properties in the field list have corresponding 'table' icon).

Detail report bands, in its turn, also may have headers and footers.

Accessing the Bands Collection

Select **Edit and Reorder Bands** context link in a report's smart tag to access the report's bands collection. It may be useful to reorder bands, or manage them from a centralized place.



Template source data and invoice structure

Using the Field list panel, as it was written in the previous article, you get access to template source data.

Each source represents one table from the database. Amount of rows in that table depends on the quantity of selected invoices (quotes, purchase orders, etc.) to be printed. To access application

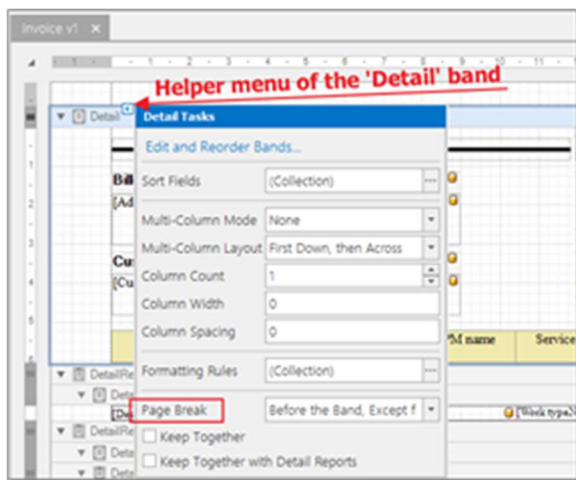
settings and user data, each table usually has **User** property, which provides access to this information.

Invoice structure usually contains one header, multiple rows, summary, optional information about taxes, optional notes, and a footer. Depending on the order and optionally displayed information, you select structure of the template.

For example, invoice header (Detail bands) usually contains user's and customer's data, invoice number and date, logo, etc. This band is followed by Detail report linked with '*Rows to print*' table, which contains invoice rows.

As you already know, some kind of bands are displayed only once, while others are intended to display arrays of information. Let's examine **default invoice template v1**.

It begins with *Detail* band, where we put such details as invoice number, term, customer data, information about issuer. This band will be printed once per each printed invoice. Open helper menu and check Page break property:

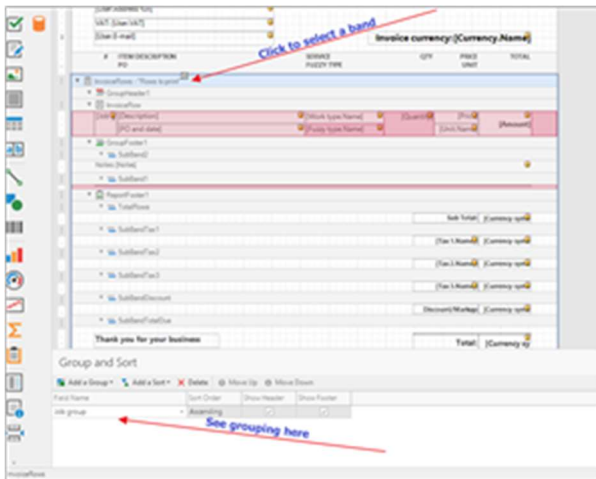


This property signals to insert page break before each invoice header, except the first one. Thus, each invoices will be printed from the first page.

Second band is **InvoiceRows (detail report)**. If to open helper menu for this band, you will see that its data member is set to Rows to print. This table is generated dynamically: it contains all tasks or receivables from linked translation jobs. Let's repeat: invoice may be linked with multiple jobs, and each job may contain multiple rows in **Tasks** or **Receivables** tables. When **Receivables** table has at least one row. Rows to print table will be filled with data from **Receivables** table. Otherwise, it will use **Job tasks** table. This approach allows you to control what you want to see in invoice: all tasks (all fuzzy types), or some single row which shows average volume and price. Then you build custom

invoice template, you may bind **InvoiceRows** band to **Invoice details** table instead of **Rows to print** table (for example, if you wish to print only totals per each job, without detailed job contents).

So, **InvoiceRows** detail report will be printed as many times as a number of rows in the invoice. **InvoiceRows** is grouped by job:



For each group, template has group footer, which displays job notes and horizontal line. Sub-band with job notes is [conditionally hidden](#), if job does not contain notes. Second sub-band contains only horizontal row to separate jobs in template. This band is always printed (that is why it is separated from sub-band with notes).

Underlining, **InvoiceRows** section contains **InvoiceRow** band, which lists all tasks of the job linked with an invoice row.

InvoiceRows band has a report footer with total amount and notes. This footer is split to a number of sub-bands. This is done to be able to conditionally hide these sub-bands. For example, when **Tax2** is not selected in an invoice, corresponding sub-band would not be printed. To achieve this, Formatting rules feature is used.

After **InvoiceRows** detail report, another detail report is placed - **Payment methods**. It will display accepted payment methods. In the header of this nested report we've put description text, which will be hidden if no any accepted payment methods were selected in a printed invoice. Again, this is achieved with the help of **Formatting rules**.

Detail report linked with accepted payment methods also demonstrates interesting property: it will be printed not only in the down direction, but in the right too. This is specified via helper menu, using **Multi-column mode** and **Column count** properties. This feature allows to save some paper space and print 2 (in this example) payment methods in 1 row.

Here is an image demonstrating a structure of default invoice template:

The image consists of two screenshots of the SDL Trados Business Manager report designer interface, showing the structure of a default invoice template. The top screenshot shows the overall layout with annotations, and the bottom screenshot shows a detailed view of the 'Rows to print' table and sub-bands.

Annotations for the top screenshot:

- Invoice header. Contained in the Detail band. Printed as many times as a number of selected invoices in the invoice list before printing.
- Nested report linked with "Rows to print" table, which contains all invoice rows.
- "Rows to print" nested report is grouped by Job (see Group and sort panel), since each job may contain a number of rows (translation + proofreading, or translation 'no match' + translation 'repetitions'). Header for each invoice row. It is empty, but can't be deleted.
- Invoice row, which contains Description, Quantity, Price, Amount, Fuzzy type, Unit, etc.
- Footer for each Job group. Prints a line to separate different jobs.
- Footer for the whole 'Rows to print' table. Will contain totals.
- Sub-band for tax1, tax2 and discount amounts are created. These sub-bands are hidden if corresponding amount is zero. This is done using formatting rules.

Annotations for the bottom screenshot:

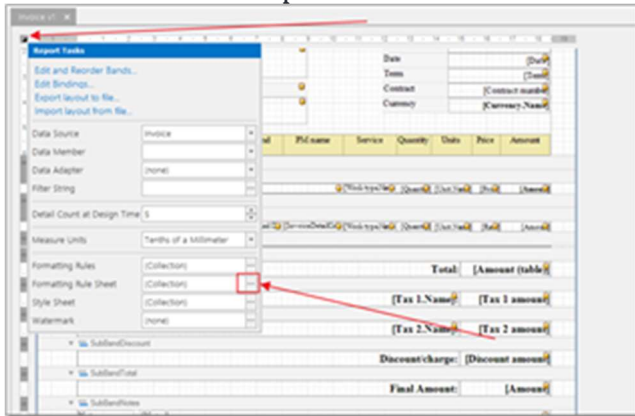
- Sub-band with invoice due amount
- Sub-band with notes. Also hidden when Notes are empty
- Second nested table (nested report) - Accepted payment methods
- Header contains only one label
- Each detail band of the nested report contains one payment methods. In addition, payment methods are printed in 2 columns, to save space
- Page footer. Printed on every page. No special band is required. The same header can be used at the top of the page.

Does it all sound too complex? Maybe, a bit. Different people has absolutely different requirements to invoice templates. This leads to a increased complexity at start. Bands, especially detail reports, may force you to think that it is way to difficult to create own template. Don't think that. Instead, try to play a bit with the designer, analyze field list, understand referenced properties and tables. Invoice in the field list is a table, which requires detail report. This detail report is the whole template itself. If you need to print table property from the field list (Invoice details, Payment methods), than you must create detail report. Additional complexity is added due to two detail reports linked with Invoice details (one for rows with empty job, another for rows with selected job). This is done because SDL Trados Business Manager allows to create invoices in two ways - with linking with jobs and without linking. When invoice row is linked with the job, we use one way of printing (displaying information from the list of task of the selected job). When job is not selected, we use another way of printing (simply displaying price, quantity and amount from the invoice row).

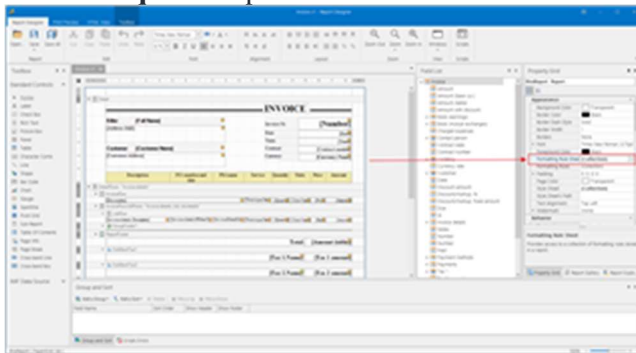
Formatting rules

Formatting rules feature is one of the most important features of the template designer. It allows to create rules with specific criteria, and apply particular formatting to the corresponding elements when this criteria is met.

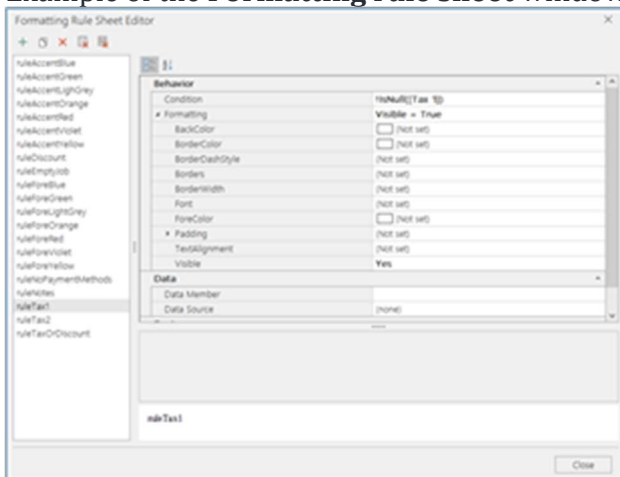
Formatting rules may be applied to any report element (like labels) or whole bands. You can access it from the helper menu:



or via **Properties** panel:



Example of the **Formatting rule sheet** window:



Formatting rules allow may affect the following properties when applied to elements:

- Background color

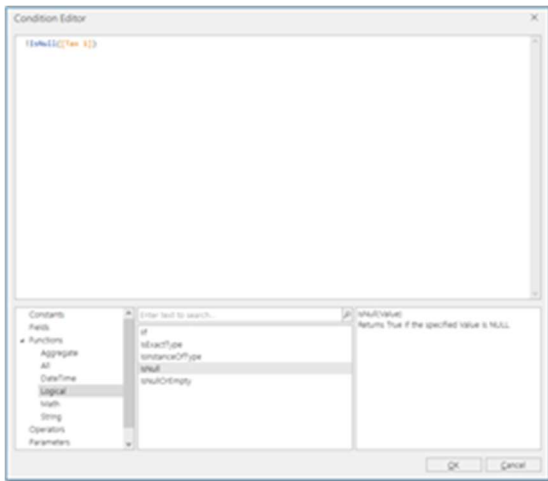
- Border color
- Border dash style
- Borders
- Border width
- Font
- Foreground (text) color
- Padding
- Text alignment
- Visibility

This feature is extensively used in invoice templates. For example, you may select invoice accent color in the program settings. Depending on the selected color, invoice elements will have different background and foreground colors. This has been achieved using formatting rules feature. Another example is possibility to hide template elements depending on values of the invoice being printed. Visibility change option allows to hide tax amounts if no any tax is selected in the invoice being printed. The same applies to invoice notes, discounts and any other elements.

Formatting rules are created via Formatting rule sheet property of the template. You may access it via report helper menu or via report properties window

In the **Condition** property a criteria is created using built-in visual criteria builder, which means that this condition is met when **Tax1** field of the printed invoice is not empty. When this criteria is met, **Visible** property of the attached element is changed to **Yes**. If you will find SubBandTax1 band in the report and select it, you will see that its **Visible** property is set to **No**. This means that this band is not printed by default. In the **Formatting rules** property of this band this rule (**ruleTax1**) is applied. This allows to change Visible property of the **SubBandTax1** band from **No** to **Yes**, when **Tax1** field of an invoice being printed is not empty.

It is not required from you to remember how to use IsNull function - it can be picked-up from the list in the condition editor:



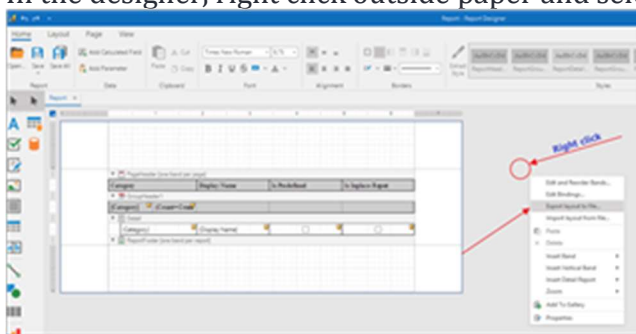
Exporting and importing template layouts

Sometimes it may be needed to export template or custom report to a file, to share it with a colleague or to send it to a developer to get help with designing a template.

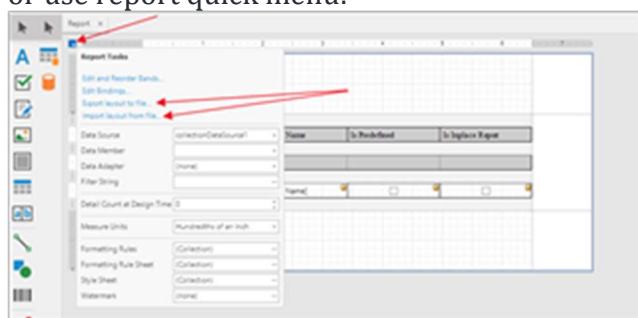
You can easily do this by following these simple steps:

Windows version

1. Go to **Reports > Reports and templates**.
2. Select your template or custom report and select **Edit in the designer**.
3. In the designer, right click outside paper and select **Export layout to file...**:



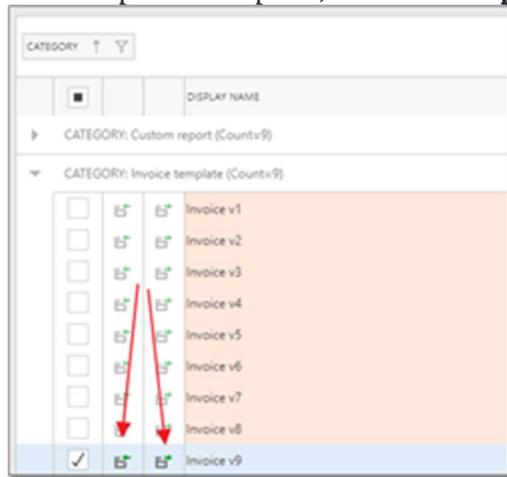
or use report quick menu:



4. Save repx file into desired location and send it to a colleague.
5. After receiving corrected file, repeat the same procedure, but select **Import layout from file...**, to replace opened template with a file you received.

Web version

1. Go to **Reports > Reports and templates**.
2. For a required template, use inline **Export** or **Import** button.



Asian characters in PDF files

When an invoice containing Asian characters gets exported into PDF format, layout may be corrupted and instead of Asian characters unreadable symbols may appear.

This happens because fonts used in default templates do not contain all the necessary glyphs to display the Unicode text. To fix this issue, it is needed to clone any predefined invoice template and apply another font to all labels. For example, it is known that **Arial Unicode MS** font displays Asian characters correctly. Also, you may use any other font which has necessary glyphs.

Adding support to edit fields in the print preview dialog

You may notice that built-in invoice templates support editing in the print preview dialog. You can click on a field and replace/edit text before saving generated document:

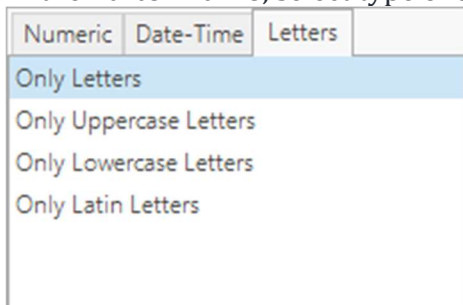


If you wish to add such editing fields to your custom templates, please do the following:

1. Open a template in the **Report designer**.
2. Select a field which you wish to make editable, and find **Edit options** property:



3. Check **Enabled** box.
4. In the **Editor name**, select type of editor you wish to use for a field:



5. Save a template, generate an invoice using this template, and check editing functionality.

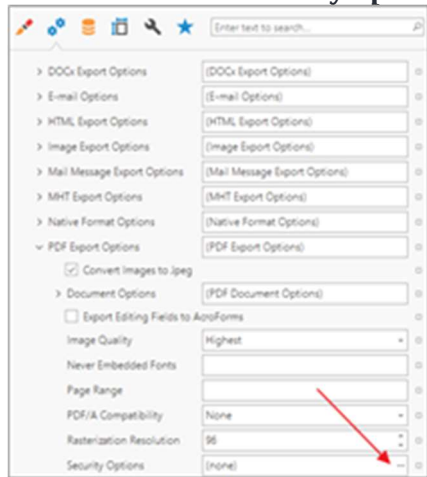
Protecting generated PDF files with password

You can add support of automatic password protection of PDF files generated by Business Manager. To do this, follow this procedure:

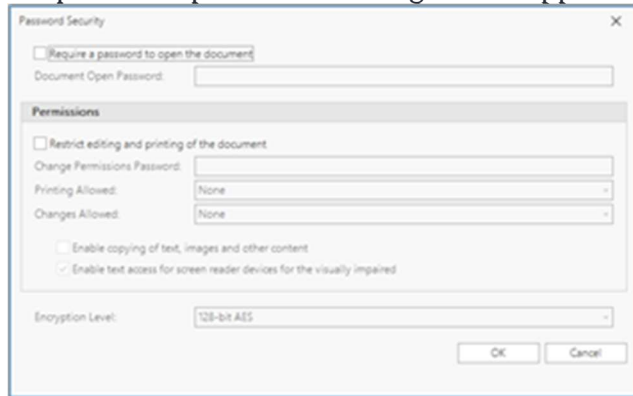
1. Open your custom template in the Report designer.
2. Click on empty space outside paper to select the whole report in the **Properties** panel:



3. Switch to the **Behavior** tab, expand **Export options**, **PDF Export options**, and click three dots in the **Security options** field:



4. Set password protection settings in the appeared dialog:



5. Save your template, generate invoice using this template and export it to PDF format to check if all works correctly.

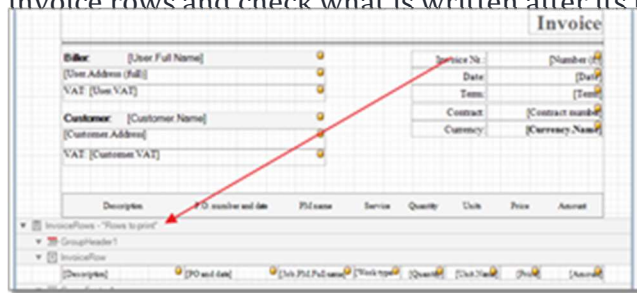
Including currency rate and amounts in base currency in invoice templates

Some legislation may require to show amounts in your invoice expressed in your native currency.

Since each invoice has **Currency**, **User**, **Currency**, **Currency rate** and **Amount (base currency)** fields, it is easy to display total amounts in your base currency. Just drag this fields into report footer (somewhere near final amount), and you are done.

1. Open your template and determine source table for printing your invoice rows.

This table allows to simplify invoice template structure and makes workflow more logical. To determine which of these tables is used, find a detail band which contains invoice rows and check what is written after its name.



2. This template uses **Rows to print** table.
3. Now, when a table is determined, we will add a new calculated field to this table.
4. In the **Field** list, right click on the Rows to print item and select Add calculated field.
5. Set the following parameters for this calculated field:

Data member - Rows to print

Data source - Invoice (or according name of your data source)

Expression: $\text{Round}([\text{Amount}] * [\text{Invoice}].[\text{Currency rate}], 2)$

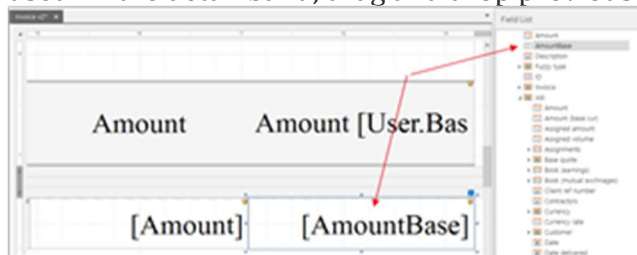
Name - AmountBase

Take a note that value is rounded to 2 decimals here. Please set rounding according your preferences.

6. Now you have a new calculated field which may be used in the detail band.

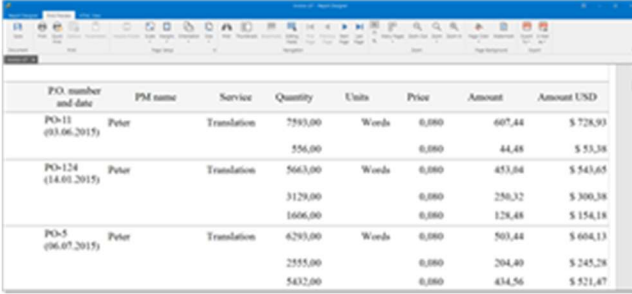


7. This label is bound to **User.Base Currency.Name** field. As a prefix, the work Amount is used. In the detail band, drag and drop previously created calculated field.



8. If you wish to include currency symbol, clear this label binding and use mail merge feature, by writing (or drag/dropping) something like this: $[\text{User.Base currency.Symbol}] [\text{AmountBase!n2}]$
9. To use drag and drop functionality, double click on this label, clear text and drop both fields one after another from **Field list**. You have amounts expressed in base currency

for each invoice row.



PO number and date	PM name	Service	Quantity	Units	Price	Amount	Amount USD
PO-11 (03.06.2015)	Peter	Translation	7993,00	Words	0,000	607,44	\$ 728,93
			556,00		0,000	44,48	\$ 53,38
PO-124 (14.01.2015)	Peter	Translation	5663,00	Words	0,000	453,04	\$ 543,65
			3129,00		0,000	250,32	\$ 300,38
			1606,00		0,000	128,48	\$ 156,18
PO-5 (06.07.2015)	Peter	Translation	6293,00	Words	0,000	503,44	\$ 604,13
			2555,00		0,000	204,40	\$ 245,28
			5432,00		0,000	434,56	\$ 521,67

10. To display full amount, drag and drop **Amount (base cur)** field to the *Total amount* sub-band, or to any place below detail report.

Using different formatting culture

When you print invoice, all numbers and dates are formatted using default settings of your operating system (decimal and group separators, date structure). But sometimes it is needed to use language culture of your target customer from a different country. To achieve this, do the following:

Procedure

1. Open **Reference data > Customers**, and open necessary customer.
2. Go to the **Main customer settings** tab and find **Default formatting language** field.
3. Select desired culture and save settings.
4. Try to print any document for that customer.

Custom invoice template user case 1

Introduction

Once we've got a request from a user to help him to build certain invoice template in SDL Trados Business Manager. Among complexities which this user met, we can point out to the following:

- Under tax name, different texts should be printed depending on applied VAT and customer country (see below);
- Payment details must be printed to the left from invoice totals, which seemed complex because of horizontal bands which forms a structure of a report in TBM;

- In the totals part, final amount should be printed both in customer's currency and user's local currency, for tax purposes.

Requirements to conditional text which depends on customer country and tax

A: The client is a non-taxable person:

1: The client is a Business entity and has a VAT number, then print this in VAT note:

The services are taxable in the country where the recipient is established (Reverse charge cross-border supply of services to a customer in another EC country (Article 44 of Council Directive 2006/112/EC))

Applicable when the client is a translation agency and my services are intermediary (I don't serve the end clients), VAT should be charged to the end clients only by the translation agency, and I shouldn't add any taxes to my invoices. In this case, the tax rate is 0%

2: If the client is a Business entity outside the European Union and doesn't have a VAT number, then print this in VAT note:

The services are not taxable because the recipient is not established in the EU (Exempt cross-border supply of services to a customer in a non-EC country (Article 44 of Council Directive 2006/112/EC))

B: The client is a taxable person:

1: The client is a Business entity within the EU and has a VAT number (it's the end-client for me), then print this in VAT note:

2: The client is an individual and he/she is my end client

In both cases I should charge my default tax (e.g. 17%) and I need to mention this:

17% VAT is applicable under the Luxembourgish VAT Law of 12 Feb. 1979, as amended thereafter

Client type	EU	VAT number	End Client in the service	Tax rate	Tax note:
Business	yes	yes	no	0%	<i>The services are taxed as a border supply of services to a recipient is established in an EC country (Article 44 of Directive 2006/112/EC)</i>
Business	yes	yes	yes	17%	<i>17% VAT is applicable according to the VAT Law of 12 Feb. 2007</i>
Business	no	no	yes/no	0%	<i>The services are not taxed as a supply of services to a recipient is not established in an EC country (Article 44 of Directive 2006/112/EC)</i>
Individual	yes	no	yes/no	17%	<i>17% VAT is applicable according to the VAT Law of 12 Feb. 2007</i>
Individual	no	no	yes/no	0%	<i>The services are not taxed as a supply of services to a recipient is not established in an EC country (Article 44 of Directive 2006/112/EC)</i>

Invoice design

Invoice should be designed as shown in the attached file (which also includes few comments



explaining what user wishes to see in the resulting document).

DOCX

Solution

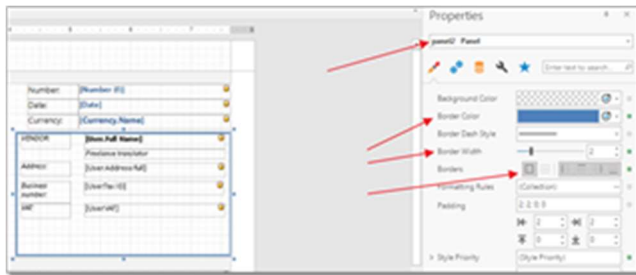
Since attached design differs from all built-in designs, we can duplicate any built-in template, for example last one - **Invoice v7**.

In the designer, first of all let's adapt invoice header, which is simplest task.

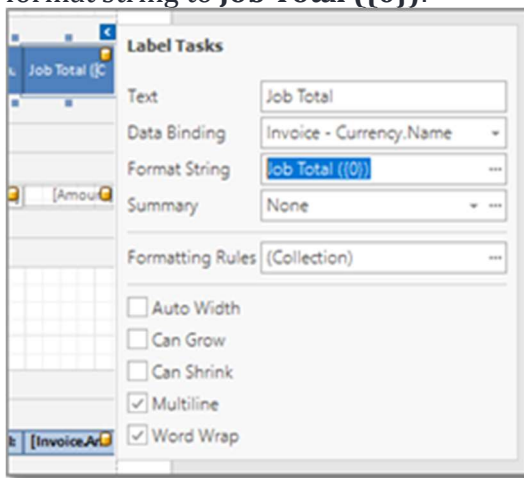
1. Select whole report (click outside of paper, for example) and change default **Font** to Calibri, size 12. This will set default font to all labels in the report.
2. While working on the template, if particular label use non-default font, click on the green box near Font property of that label and select **Reset**, so this element will start using default font select for the whole report:



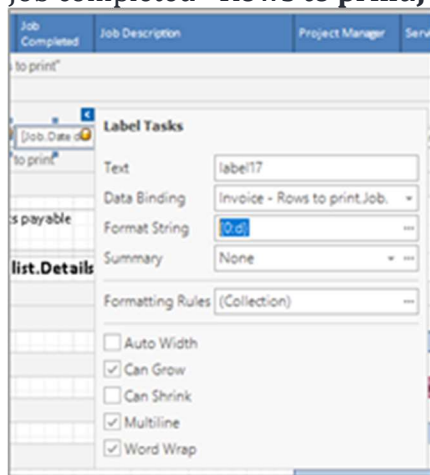
3. To put all customer's and user's details inside single blue frame, put **Panel** element onto the designer surface, and configure its border:



4. Then, simply put all labels containing customer's and user's name, address, VAT, etc., inside this panel.
5. Modify table header design: set background and foreground colors, set grey borders. To display currency name in the last column, bind it to **Currency.Name** field and set format string to **Job Total ({0})**:



6. Modify **InvoiceRow** detail band under **Invoice rows (Rows to print)** details report to display information required by user:
 - a. Purchase order will be linked to **Rows to print.Job.PO number field**
 - b. Job/project number - **Rows to print.Job.Client ref number**
 - c. Job completed - **Rows to print.Job.Date delivered**



- d. Job description - **Description**
- e. Project manager - **Rows to print.Job.PM.Full name**

- f. Service - **Work type.Name**
- g. Units - **Unit.Name**
- h. Quantity - **Quantity**
- i. Unit price - **Price**
- j. Job total - **Amount**

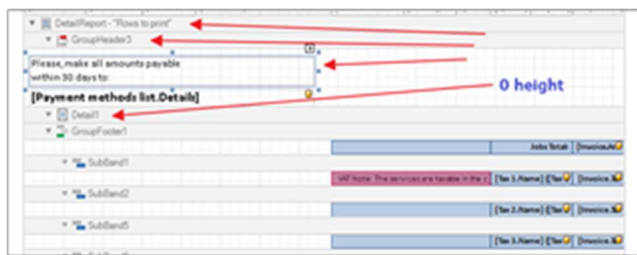
For quantity, price and amount, use this format string: **{0:###,###,###,###,##0.00###}**. This means that value will be presented as grouped number, with minimum 2 decimals, and maximum 5 decimals if they present in a number. To understand format string better, you can search in Internet about formatting numbers in .NET Framework.

You can download final template, import it (clone predefined template, open in in the designer, right click outside paper and select **Import**) and click on elements to view fields which they are bound to in the **Field list** panel.

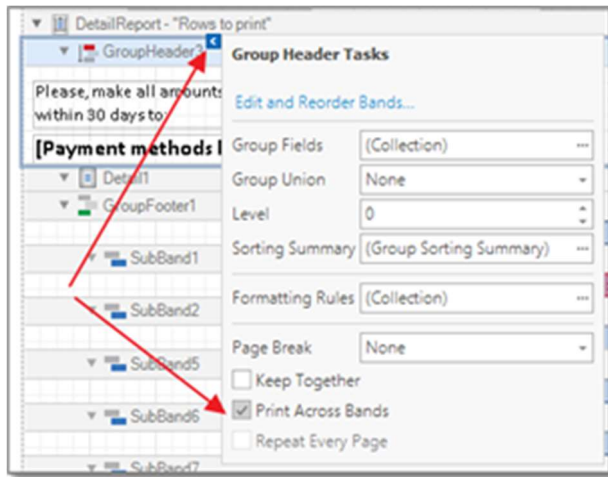
Header and table contents are ready. Next part is invoice totals and payment information which must be printed to the left of totals.

Report designer has a feature which allows to print band contents across next bands. However, this feature is available only for **Group header** bands. However, at this point, after table, we can only display group footer. To overcome this, we should add nested detail report linked with **Rows to print** table again. This time, there is no need to display any data from this table, we only need to get a structure Report header - Details - Sub-bands - Report footer. We have to decrease height of the Details band to zero, so it doesn't occupy space, because it will be printed for each invoice row again. But since its height is zero, it won't be visible in a generated document.

So, we add new nested report, link it with Rows to print table, add Header band to this report and put payment information into this band:



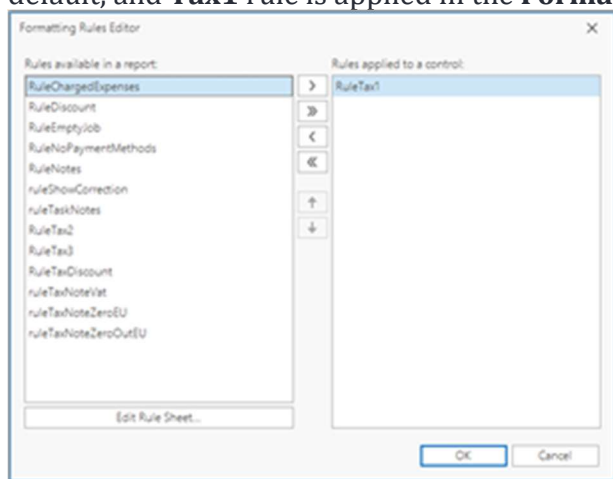
Then, open quick properties of the header band and check **Print across bands** checkbox:



From now, contents of this band will be merged with next bands (so you have to remember that it won't be a good practice to put any contents of the following bands right below contents of this band, because in this case text could be overlapped).

Since we created new nested report, we have to move the whole invoice totals group from first Detail report (where they were created in original built-in template) to the new one. To do this:

1. Add report footer to the new detail report.
2. Create necessary number of sub-bands (for each tax, discount, charged expenses, etc.)
3. For each sub-band, set Visibility property as it was set in original template and apply same conditional formatting rules. For example, sub-band for tax 1 is not visible by default, and **Tax1** rule is applied in the **Formatting rules** property of this band:



4. To get details of rules, click **Edit rule sheet** button. List of all formatting rules created in the report will be opened. In this editor, you can select any rule to view its expression and behavior. For example, if you select **Tax1** rule, you will see that it sets Visibility property to false with the following expression: **!IsNull([Tax 1])**. In human words, if **Tax 1** of an invoice is not empty, element to which this rule is applied will become visible. To get more information about formatting rules, please check this article:

<https://community.sdl.com/product-groups/translationproductivity/business-manager/w/wiki/4962/formatting-rules>

5. Based on user's requirements, we need to create few labels with different texts and show/hide these labels based on some conditions. To solve this task, the following rules were created (all three rules set Visibility to true of an attached element):

a. Name:

ruleTaxNoteVat

Condition:

[Tax 1].[Rate]>0

b. Name:

ruleTaxNoteZeroEU

Condition:

[Tax 1].[Rate]=0 And Not IsNullOrEmpty([Customer].[VAT])

c. Name:

ruleTaxNoteZeroOutEU

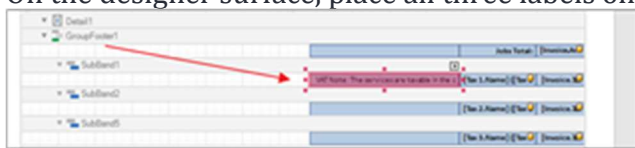
Condition:

[Tax 1].[Rate]=0 And IsNullOrEmpty([Customer].[VAT])

6. To better solve this task, we can create boolean custom field and call it 'EU', for example, which will allow to distinguish EU and non-EU customers. Then, this field could be used in our expressions. For simplicity, our rules rely on tax 1 rate and presence of VAT number for a customer.

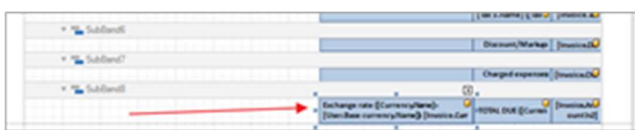
7. Create three labels with VAT notes, set their visibility to false and attach corresponding formatting rules to each of these labels.

8. On the designer surface, place all three labels one above other (so they get overlapped):



Since only one label will be made visible by conditional rules, in a generated report overlapping issue won't appear.

Final task is to display currency rate and amount in base currency in the last row of totals section. For this, we create a label and apply [Mail merge](#) feature, by including multiple fields in one label:



Since text on the screenshot isn't visible, the whole contents of the left label looks like this:

```
Exchange rate ([Currency.Name]>[User.Base currency.Name]): [Invoice.Currency rate!n4]
([Date!d] ECB)
```

Here you can see that we access user settings (base currency name) and apply different formatting (for example, *n4* to currency rate) in one label.

That's all. The task is solved - another complex template has been implemented using invoice designer. Final result can be downloaded here:

[Invoice v7 Lux.zip](#)

CV

SDL Trados Business Manager allows you to generate CV and keep it updated. CV feature is implemented using custom reports feature. This means that CV templates are created in the same editor which is used to create/edit invoice templates and custom reports. Check corresponding manual sections to get more detailed information about it.

About this task

In general, CV includes some background information (like education, skills, work experience, languages, etc.), which is mainly static and may change not too often, and dynamic information, like recent projects, customers, rates. Even if you are able to keep your CV in text form, idea to implement this feature in SDL Trados Business Manager is based on this dynamic/changeable information, because in many cases we do not find time to refresh our CV with recent data. And here translation automation system can help: you work on your translation projects, translation volumes grow, new customers are added to the database, and you get an option to generate refreshed CV with customer logos, projects description and volumes just via single select. When some project becomes more important, it will be moved up in the list of projects. Thus, you can always demonstrate recent achievements to your potential customer.

Another reason to implement CV function is design. You can select one of predefined templates and customize it according your needs. Currently SDL Trados Business Manager offers 4 built-in templates, but this set will be expanded with time.

CV - Eugène Kuchynski

Phone: +381 11 264 40 71
 Email: e.kuchynski@gmail.com
 LinkedIn: eugenekuchynski

ABOUT
 I am a person who is able, committed, adaptable and, with the necessary human resources, I am able to deliver high quality. I am an experienced and motivated professional who is able to adapt to any complex situation. I have a strong ability to respond to challenges and work under pressure. I am a highly motivated, energetic and organized professional with a strong ability to work in a fast-paced environment.

EDUCATION
 Belgrade State Economic University / 2007-2012

WORK EXPERIENCE
 Some company / 2012-2019

PREVIOUS PROJECTS
 Machine translation and technical materials / 2019-2019 / Average rate: 11000,000 words
 Software localization and user manual translation / 2019-2019 / Words total: Average rate: 990707,000 words
 Website localization / 2017 / LightPoint Technology / Average rate: 7000,000 words

DIPLOMAS AND CERTIFICATIONS
 Some institutions, regular certificate / 2010
 CAT Tool certified user / 2009

EUGENE KUCHYNSKI

Phone: +381 11 264 40 71 | e.kuchynski@gmail.com

PROFESSIONAL EXPERIENCE

Manager (2012 - 2019)
 at Some company
 Job title: Manager
 Skills: (Some skills, Some skills, Some skills)
 Languages: English, Russian, Serbian

LANGUAGES
 English - (Some skills) / 2000 words
 Russian - (Some skills) / 2000 words

EDUCATION
 Belgrade State Economic University (September 2007 - August 2012)
 Bachelor Degree in Economics

CERTIFICATIONS
 Some institutions, regular certificate in 2010
 CAT Tool certified user in 2009

Eugene Kuchynski

Experience and work history

Period	Project name	Average rate (words)
2019 - 2019	Machine translation and technical materials	1,100,000
2019 - 2019	Software localization and user manual translation	990,707
2017	Website localization	7,000

LANGUAGES AND SKILLS

Language	Proficiency level	Words
English	Good	2000
Russian	Good	2000

EDUCATION
 2007 September - 2012 August
 Belgrade State Economic University (Belgrade, Serbia)

CONTACT
 Customer name: Eugene Kuchynski
 Contact name: Eugene Kuchynski
 Email: e.kuchynski@gmail.com
 Phone: +381 11 264 40 71

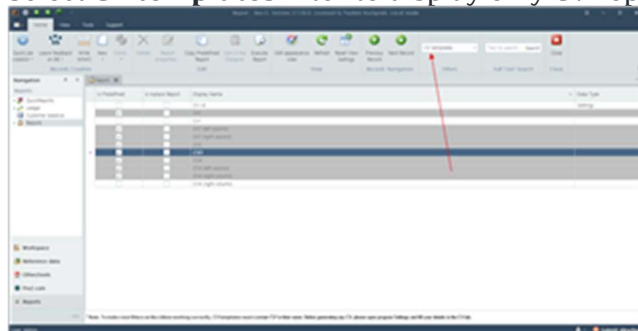


1. To enter static information, please open program **Settings** and switch to the CV/Professional data tab.

Here you can enter any details which you would like to include into your CV, like slogan, career start year, personal details, education, skills, work experience, diplomas and certifications, languages, specializations, feedback and references, professional and other software. The **Custom data** table can be used to enter any information in a free form (2 text values, 1 date value and 1 long/multiline text value).

Dynamic information (projects) will be taken from the Translation projects. In the default templates, only projects with Include in CV option checked will be printed, sorted by translation volumes. Of course, you can change this behavior, and print, for example, 10 projects with highest translation volumes.

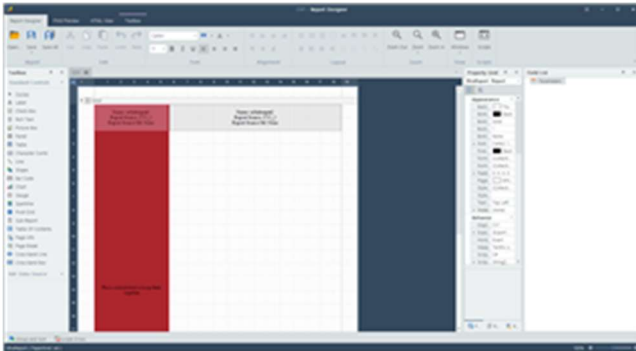
2. To generate resulting CV, select **Reports > Reports and templates** in the navigation tree.
3. Select **CV templates** filter to display only CV reports.



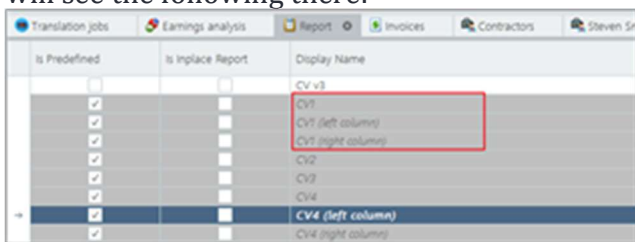
4. Simply double click on a selected template to preview the results. In the preview window you can estimate downsides of the generated CV and then customize it to achieve desired results.

2-Column templates

In some CV templates complex structure is used. For these purposes, nested reports function is used. This means that main template contains links to other templates, which are printed separately.

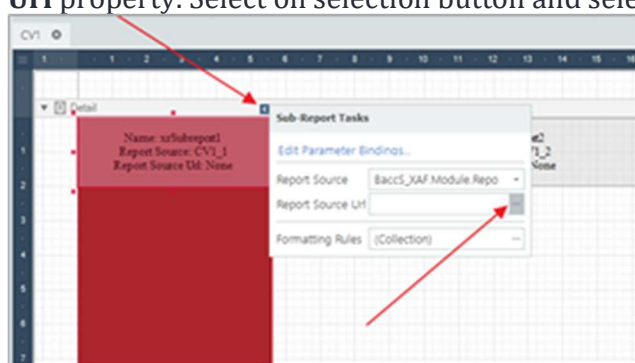


It's almost empty: only 2 placeholders for sub-reports. If you will open list of CV templates, you will see the following there:



CV template 1 consists of three reports: CV1 (shown on the screenshot above), and separate templates for left column and right column. Therefore, to create own CV template on the base of template 1, you have to do the following:

1. Clone each of three reports of the template 1.
2. Open cloned main template in the designer (as shown on the screenshot above).
3. Select subreport1 (for left column), open its helper menu and find **Report source Uri** property. Select on selection button and select cloned left column.



4. Repeat step 3 for the right column.

Web-version

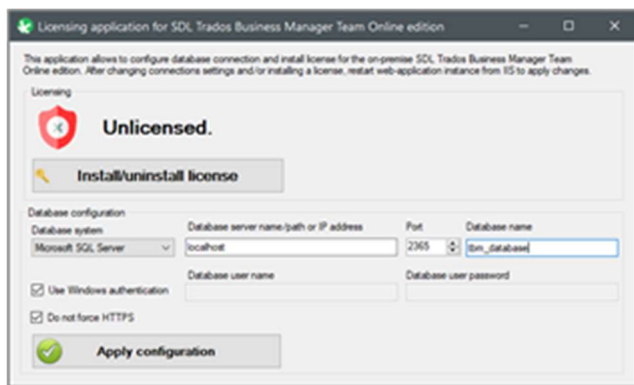
This section contains documentation articles specific to web-version. Particularly, it includes user guides about Vendor portal and Customer portal.

Please expand nested section to find detailed articles.

Configuration utility

SDL Trados Business Manager Online is supplied with Configuration utility, which allows to manage application license, as well as configure database connection and other parameters.

You can find this utility in the Windows Start menu under SDL Trados Business Manager Online group. Main UI looks as following:



Window is divided into 2 parts: licensing and configuration. Licensing is described in the [Installing SDL Trados Business Manager Team Online \(web version\)](#) article.

In the Database configuration group, you can specify database connection parameters. It is possible to select from 2 database engines (Microsoft SQL Server or PostgreSQL). You have to install one of these two engines before configuring it.

In the **Database server name** (it could be IP address of a computer which hosts database engine; 127.0.0.1 or localhost if database engine is installed on the same machine where TBM Online is installed, or in case of SQL Server it could be an instance name, for example `.\SQLEXPRESS`).

Port is specified depending on database engine installation configuration, and can be found in a corresponding documentation of used database engine.

Database name could be any name supported by database engine. It is not required to create database in advance. If database is missing, it will be automatically created by the application upon first start.

Use Windows authentication checkbox can be selected, if user running application pool in IIS has enough rights to access database engine. Otherwise, you have to specify **Database user name** and **Database user password**.

Do not force HTTPS checkbox allows to disable automatic redirection of requests coming via HTTP protocol to HTTPS. This feature is enabled by default. However, if you don't have SSL certificate on your server and still wish to allow unsecure connections, you can disable this settings here.

When all changes are made, don't forget to click **Apply configuration**. This will write all changes to the **webapp.config** file found in the application installation folder. Take a note that this file will **not** be overwritten when you install fresh version of TBM Online.

Data entry aspects in Online version

In desktop version, when you double click on an entry in any list, data editing form is opened in a new tab. In this tab, you can modify values in all displayed fields, as well as directly edit any nested tabular contents. For example, let's take translation job editing window:

The screenshot displays the 'Translation job' editing window in the TBM Online desktop application. The window title is '235-PO-654222 - Translation job - SDL Trados Business Manager, Version 5.2.6, Licensed to: Translation Company, Network edition'. The interface includes a menu bar (File, Home, View, Tools, Support), a ribbon with various options, and a main workspace with several sections:

- Main:** Number (8), Number (f): (0008), Date (05.02.2020 9:25), Deadline (30.01.2020 0:00), Status (Processing), Status of payment (Paid).
- Translation job:** Customer* (Capital Languages), PM (Christopher Phillips), Price-list, Currency* (USD), Base quote, Job name, PO number (235-PO-654222), PO date (05.02.2020), Client ref number, Analysis import settings, Project (T1 (Capl)), Specialization (Technical/Machine manuals), Language pair (English -> Russian), Fuzzy scheme (Default).
- Job tasks:** A table with columns: Sort, Work type, Fuzzy type, Quantity, Qty unassigned, Unit, Price, Amount, Notes, Work time.

Sort	Work type	Fuzzy type	Quantity	Qty unassigned	Unit	Price	Amount	Notes	Work time
1	Translation		50,00	-457,00	Words	0,20	10,00		00:00:00:00
2	Proofreading		9,00	1,00	Hours	27,00	243,00		00:00:00:00

The bottom right corner shows summary statistics: Average volume: 1535, Amount: 253.00, Currency rate: 1.00, Amount (USD): 253.00.

You're free to directly edit any field in the top part (for example, customer, specialization, translation project, etc.), and click on any cell in the Job tasks table to edit its contents. For example, if you click inside quantity cell and enter different quantity, you will immediately see recalculated total amounts in the right part.

In Online version, approach to data editing is slightly different. First of all, due to performance considerations, when you open translation job, non-empty fields will be displayed in read-only mode by default:

Translation job
235-PO-654222

Job data | Job tasks [2] | Receivables | Checklist | Files | Instructions | Messages

STATUS: Processing | STATUS OF PAYMENT: Paid | NUMBER: 8 | NUMBER (F): 0008

DATE: 05/02/2020 09:25 | DEADLINE: 30/01/2020 00:00 | DATE DELIVERED: | CURRENCY: USD

CUSTOMER: Capital Languages | P.M: Christopher Phillips | BASE QUOTE: N/A | FUZZY SCHEME: Default

PROJECT: 11 (CapL) | SPECIALIZATION: Technical/Machine manuals | LANGUAGE PAIR: English => Russian | NOTES: 112

PO NUMBER: 235-PO-654222 | RESPONSIBLE PERSON: Manager 1 (David)

ANALYSIS IMPORT SETTINGS: N/A

TOTALS

AVERAGE VOLUME: 1.535	AMOUNT: 253.00	CURRENCY RATE: 1.00	AMOUNT (BASE CUR): 253.00
-----------------------	----------------	---------------------	---------------------------

You can't edit them by default. Instead, you can click on values to open editing window of a selected object (for example, click on customer name to view customer data). If you wish to edit read-only field, you have to click **Edit** button on the main toolbar:

Translation job
235-PO-654222

Job data | Job tasks [2] | Receivables | Checklist | Files | Instructions | Messages

STATUS: Processing | STATUS OF PAYMENT: Paid | NUMBER: 8 | NUMBER (F): 0008

DATE: | DEADLINE: | DATE DELIVERED:

Another aspect of data editing is nested tables. When you click on any cell in the **Job tasks** table, you will enter cell editing mode:

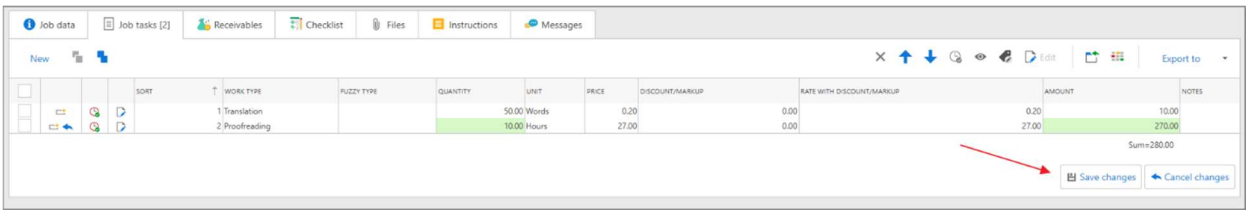
Job data | Job tasks [2] | Receivables | Checklist | Files | Instructions | Messages

	sort	↑	WORK TYPE	FUZZY TYPE	QUANTITY	UNIT	PRICE	DISCOUNT/MARKUP	RATE WITH DISCOUNT/MARKUP	AMOUNT	NOTES
			1 Translation		10	Words	0.20		0.00	10.00	
			2 Proofreading		9.00	Hours	27.00		0.00	243.00	
										Sum=253.00	

Click to display editor

Save changes | Cancel changes

However, after you change quantity value, amount in this row will be recalculated automatically, but total job amount won't be updated until you click **Save changes** button below the table:



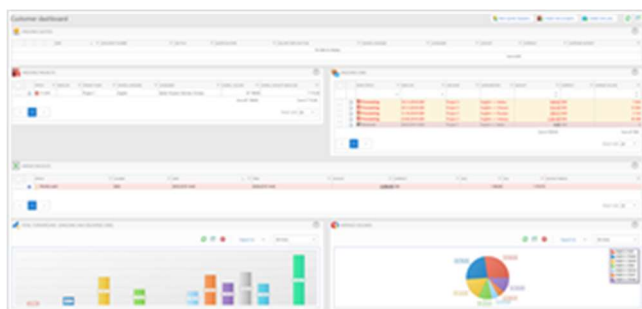
	SORT	WORK TYPE	FUZZY TYPE	QUANTITY	UNIT	PRICE	DISCOUNT/MARKUP	RATE WITH DISCOUNT/MARKUP	AMOUNT	NOTES
		1 Translation		50.00	Words	0.20	0.00	0.00	10.00	
		2 Proofreading		10.00	Hours	27.00	0.00	0.00	270.00	
									Sum=280.00	

You can see that unconfirmed changes in the table are highlighted with green color. After you click **Save changes**, highlighted cells will become regular cells, and job totals will be recalculated.

If you forget to click **Save changes** and save a job, unconfirmed changes will be automatically applied, and job totals will also be recalculated.

Portal for customers

SDL Trados Business Manager allows to create user accounts for your customers, so they can login into the system, view personal information, projects, jobs, invoices, check current state of tasks, generate reports, download files, etc.



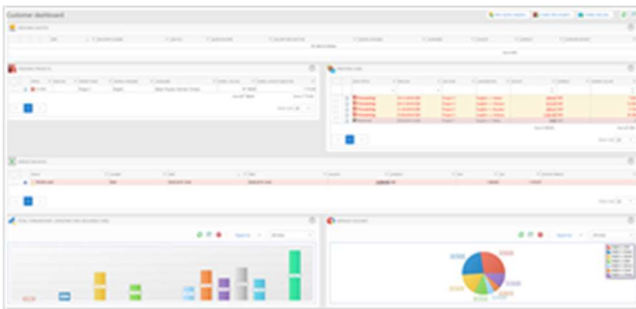
When customers perform any actions on a portal, system administrators/managers automatically get notifications using internal notification mechanism or by e-mail. In the list of roles there are 2 special predefined roles: **Vendor** and **Customer**. When you create a user and assign **Customer** role to that user, customer portal functionality will be automatically applied for that user after his/her login. You are free to change default **Customer** role, by adding or removing necessary rights. But before doing this it is strongly recommended to carefully test changes, to avoid exposure of sensitive data.

See nested articles in this section to get detailed information about customer portal.

Portal usage and dashboard

When customer logs in into the system, a default customer dashboard will be displayed. Navigation tree will contain fewer items (which are duplicated in the top toolbar), there will be fewer buttons on toolbars, and list of projects/jobs/invoices/payments/credit notes will display only entities of a customer associated with a user.

Default dashboard looks like this:



It provides access to the following data and actions:

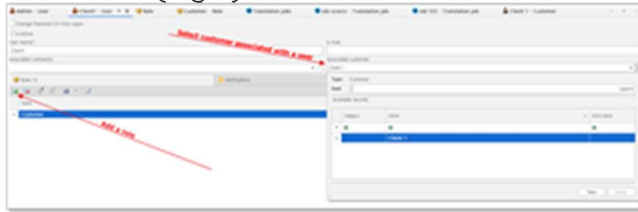
- list of ongoing quotes projects;
- lists of ongoing jobs and projects;
- list if unpaid invoices;
- charts with turnaround and average volumes;
- navigation toolbar with:
 - buttons to open separate views for credit notes, translation projects, translation jobs, invoices and payments;
 - a button to view and edit personal profile;
 - a button to change application language and default formatting culture;
- additional toolbar to quickly create quote requests, projects and jobs;
- a button to quickly view different reports.

Widgets with lists on the dashboard support filtering functionality. To view/edit corresponding entity, simply click anywhere on a row.

Chart widgets has buttons to view charts in full screen mode, as well as drop-down menus to choose displayed period.

Creating an account for a customer

1. Select **Other/tools > Users** navigation item.
2. Click **New** to create a new user.
3. Set a name (login) for a user, and select associated customer from the list.



4. Then, add a new role (**Customer**) to the list of roles.
5. Set **Change password on first logon** checkbox, if you wish not to set any password for a user, and allow him/her to change it after first logon.
6. Click **Save**.
7. Optionally, click **Reset password** to manually set a password for a user. In this case, you will have to pass this password to your customer.

Editing personal information

To edit personal information, click your user name in the top right corner and then select **My profile**.



A new screen will be opened, where you can change your personal information (logo, name, address, etc.), as well as view currently assigned default prices (cannot be edited), list of contact persons, associated translation jobs, projects, invoices, payments and credit notes. You can open any of these documents right from this form. Or, you can access same lists from the navigation menu, which is a more convenient way of working with different types of documents.

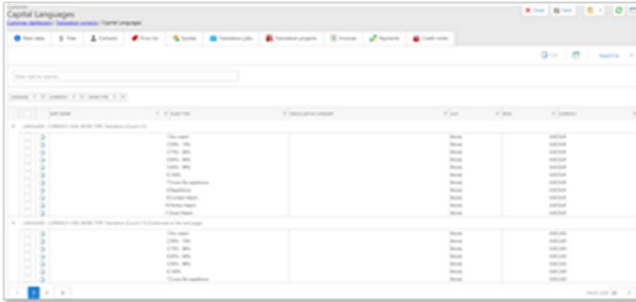
On the profile page, you can also change application UI language and language code used to format dates and numbers in the application (if differs from application language).

To edit company contacts list, switch to the **Contacts** tab:



Click **New** to create a new contact, or click on existing contact to edit his/her information.

On the **Price-list** tab, you can view default prices associated with a customer:



The list is grouped by service types, languages and currencies. In case you work with many languages and work types, this list can be long. Use paging buttons at the bottom of this table to navigate. When needed, page size can be increased up to 100 rows per page.

Quotes, Translation jobs, Translation projects, Invoices, Payments and Credit notes tabs contain all relevant documents for a customer.

Working with quotes

Viewing quotes

To view list of quotes:

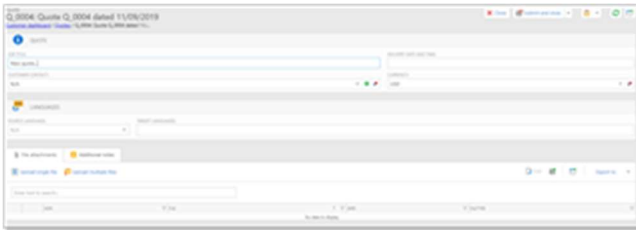
- Open the Dashboard and find Ongoing quotes widget;
- Select **Workspace > Quotes** item in the navigation menu.
- Click **Quotes** at the top toolbar.

Creating new quote requests

To create a new quote:

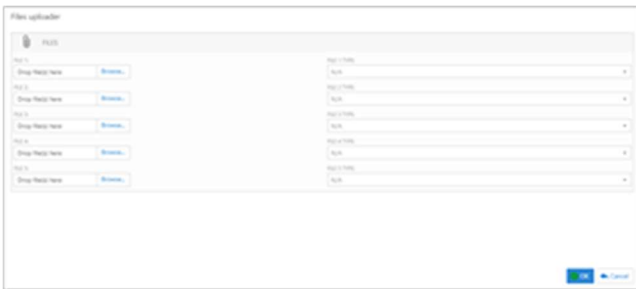
- Click **New quote request...** button on the Dashboard;
- Click **New** button in the quote list.

Quote creation form will be opened:



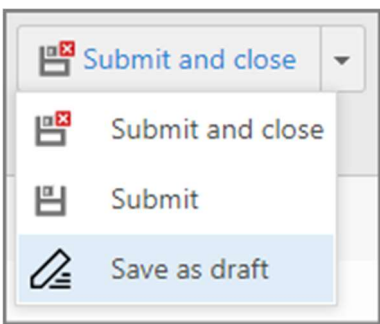
Here you can specify job title, desired delivery date and time, select contact person, currency and languages (source and target). Optionally, provide instructions on the **Additional notes** tab, where you can describe requested services in detail using an editor which supports rich formatting.

To upload files, click **Upload multiple files** button on the toolbar in the **File attachments** tab. The following dialog appears:



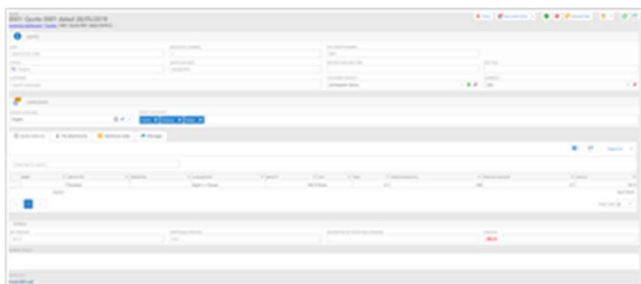
Here you can upload up to 5 files. Open this dialog again if you need to upload more than 5 files.

Click **Submit** or **Submit and close** to save a request and send a notification to a manager. Also you can click Save as draft to save a quote without sending it to manager (if you are not ready to submit it or don't have enough details about a quote):

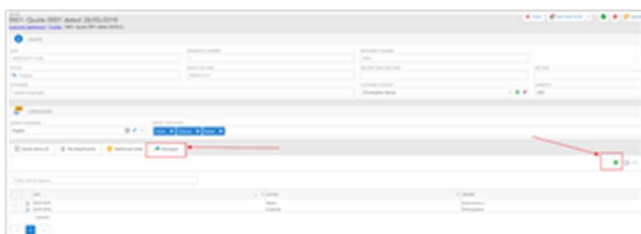


When a quote will be prepared (amounts calculated), manager will send a notification to person selected in the **Customer contact** field. After that, you will be able to open this quote,

view quotes items with prices, discounts and amounts, and download quote PDF file, which will be available in the **Quote file** field at the bottom:



If you wish to ask a question or send another message to a manager, open a quote, switch to the **Messages** tab, and click **New**.



Type your message and click **OK**.

Note. When a quote will be prepared, SDL Trados Business Manager will automatically send e-mail notification to a customer contact (if specified), or customer users (if e-mail notifications are enabled in customer's user settings).

Accepting a quote

If you accept a quote and ready to start translation:

- Click **Accept quote** on the toolbar; or
- Click **Accept quote** button near a quote in the list of quotes.

Declining a quote

To cancel a quote:

1. Click **Decline quote** on the toolbar (or icon near a quote in the list of quotes).
2. A dialog will appear, where you can specify a reason for deletion.
3. After declining a quote, manager will get corresponding notification.

Note. Take a note that customer cannot delete quotes they created. If a quote has been created by mistake, please ask your manager, who has necessary permission, to delete a quote.

Working with translation jobs

Viewing translation jobs

To view list of jobs:

- Open the Dashboard and find **Ongoing jobs** widget;
- Select **Workspace > Translation jobs** item in the navigation menu.
- Click **Translation jobs** at the top toolbar.

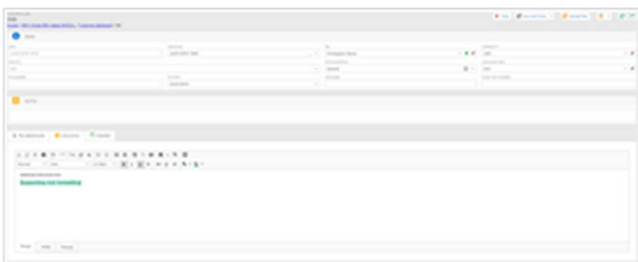
Creating new translation jobs

As opposed to projects, translation job is created per one language pair. While creating a job, you may also select a project which this job belongs to.

To create a new translation job:

- Click **New quote request...** button on the Dashboard;
- Click **New** button in the quote list.

Job creation form will be opened:



Here you can specify deadline, project manager, specialization, language pair, PO number, name of the job and internal job number. Optionally, you can provide additional instructions on the **Instructions** tab.

On the **Checklist** tab, you can provide required items to be checked before the job delivery.

To upload files, click **Upload multiple files** button on the toolbar in the **File attachments** tab. The following dialog appears:



Here you can upload up to 5 files. Open this dialog again if you need to upload more than 5 files.

Click **Save** to save a request and send a notification to a manager, who will process attached files, create necessary tasks for a job and calculate job amount.

For messaging between customer and a manager, **Messages** tab can be used, as in quotes and projects.

Making edits in translation jobs

If you saved a job and wish to edit some information, you can do this until a job remains in Received status. which means that it has not still been processed by a manager. To edit a job, find in on the dashboard or in the job list, and click on it. In this mode, as opposed to job creation mode, extended editing form will be opened:



It has a little different layout, with more fields and **Totals** group at the bottom.

If job is already in work, you can't make any changes in it anymore. However, there are still two few way to amend jobs:

- By clicking **Upload files** button to upload additional files. Managers will be notified about this action.

- If job has no purchase order number specified, by clicking **Upload purchase order** button:



This can be done regardless current project status, provided that **Purchase order** field is empty.

- By sending a message to a manager from the **Messages** tab.

Working with translation projects

Viewing translation projects

To view list of projects:

- Open the Dashboard and find **Ongoing projects** widget;
- Select **Workspace > Translation projects** item in the navigation menu.
- Click **Translation projects** at the top toolbar.

Creating new projects

To create a new project:

- Click **Create new project...** button on the Dashboard;
- Click **New** button in the project list.

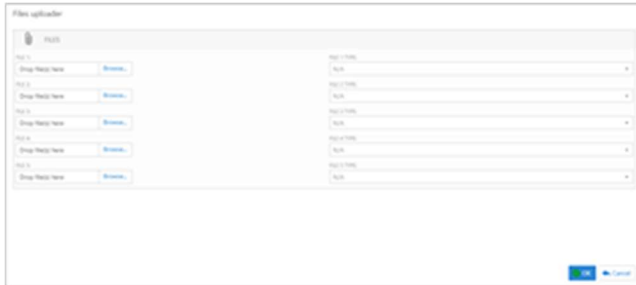
Project creation form will be opened:



As opposite to quotes, when you create a project, this means that you give 'green light' to a company to start translation process.

Here you can provide project name, deadline, specialization, source and target languages, and detailed instructions on the **Instructions** tab.

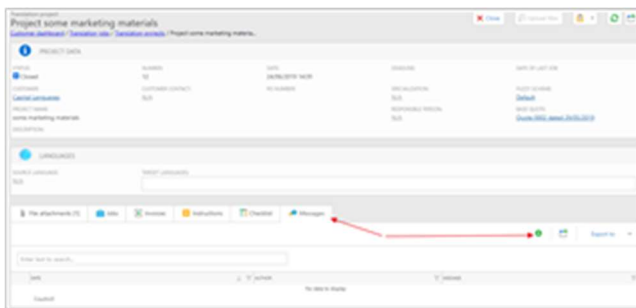
To upload files, click **Upload multiple files** button on the toolbar in the **File attachments** tab. The following dialog appears:



Here you can upload up to 5 files. Open this dialog again if you need to upload more than 5 files.

Click **Save** to save a request and send a notification to a manager.

If you wish to ask a question or send another message to a manager, open a quote, switch to the **Messages** tab, and click **New**.



Type your message and click **OK**.

Note. If you wish to create a project over a quote, please open quote list and select **Accept quote** button.

If project is already in work, you can't make any changes in it anymore. However, there are still two few way to amend projects:

- By clicking **Upload files** button to upload additional files. Managers will be notified about this action.
- If project has no purchase order number specified, by clicking **Upload purchase order** button:



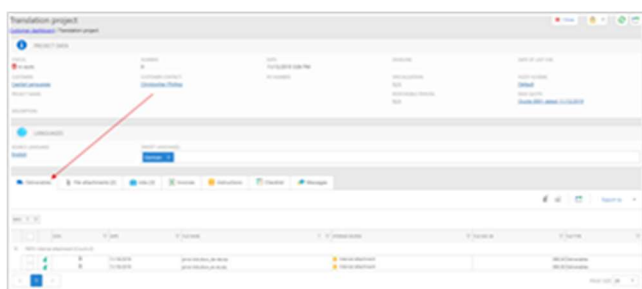
This can be done regardless current project status, provided that **Purchase order** field is empty.

- By sending a message to a manager from the **Messages** tab.

Downloading files

When customer receives notification in any form about fully or partially completed project, customer's user may go to the customer portal and open a project (or it can be opened directly if project link is included in notification).

In the project view form, you can find **Deliverables** tab, which displays only files delivered to a client:



This tab has same functionality and buttons as **File attachments** tab, but displays only files with **File type** set to *Deliverables*, *Translated file* and *Proofread file*.

From here, customer can download individual files or select multiple files and click **Download as zip file**, to pack selected files to zip-archive and download it.

Working with invoices, payments and credit notes

To view list of invoices, select **Workspace > Invoices** (or **Payments**, or **Credit notes**) item in the navigation menu.

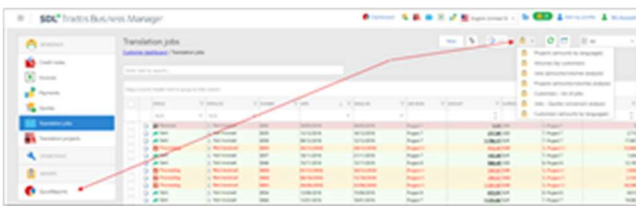
In the lists of payments and credit notes you can only view tables (with possibility to filter and search data), while list of invoices additionally allows to download invoice PDF files.

To download a file, press **Download PDF**, which can be found in each table row.

Note. This button is available only if a manager generated PDF file and attached it to an invoice, which is stated in the PDF column.

Viewing reports

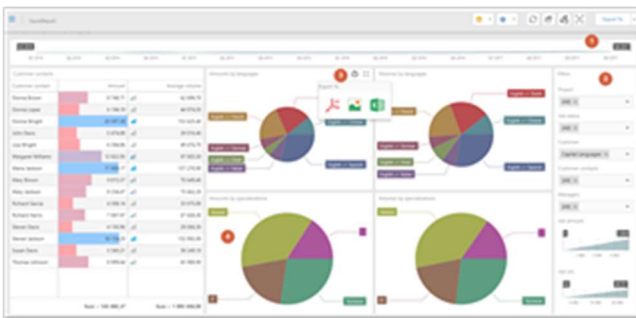
By default, customers have access to a number of QuickReports. You can find them under **Reports > QuickReports** item in the navigation menu. Optionally, any report can be generated using Reports button, which can be found in the view toolbar, regardless of a currently opened view:



Customers can view not all system built-in reports, but a limited set of them. Detailed description of all built-in reports can be found in [this topic](#).

To view any report, simply select it.

From the report view page, you can export any chart/table to PDF, Excel or image file.



Description of elements in a QuickReport:

1. **Time range filter.** Allows to filter report's data by time period (in this case, by job's dates).
2. **Filters** section allows to apply additional filters to displayed data. For example, here you can filter jobs by their status and project, by customer contacts and managers responsible for jobs, as well as by job volume and amount.

3. Hover mouse pointer over any report item to view it in a full-screen mode or export its contents into a number of formats (PDF, Image, Excel). Also, you can use Export to button on the report's toolbar to export the whole dashboard into a file.

Some widgets can be interactive. Here you can press on a pie to view detailed information for a selected specialization category. Hover mouse pointer over a pie to view a tool-tip with actual values.

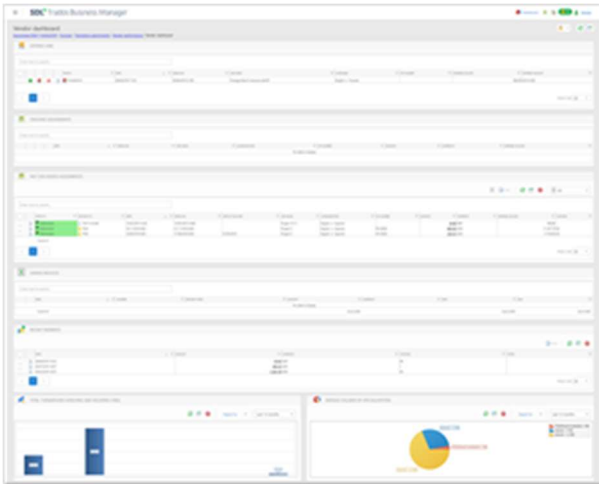
Portal for Vendors

Portal for vendors serves as a place for communicating data with vendors. It allows vendors to:

- View, accept and decline job offers
- View assigned jobs along with instructions and downloadable files
- Partially or fully deliver jobs
- View job history
- Invoice delivered jobs
- Track invoice payment status
- View vendor performance reports

Actually, vendor portal uses the same UI as main application, but security system hides and restricts access to any non-related data. In addition, list and edit views has different layouts to provide only information needed for vendors. For example, in the list of assignments a number of columns were deleted, while assignment editing form was reworked not only to hide few sensitive fields, but also to change layout: tabs are removed and groups of fields are stacked vertically. So, translator would not miss instructions or attached files, as it does not require to switch to another tab.

When vendor logs in into web portal, the following screen appears:



That's a dashboard, which shows all recent information about jobs, invoices and performance. Top widget called **Offered jobs** allows vendor to view available jobs, accept them and decline, or propose to change some terms by clicking **Counter offer** button.

Top navigation bar is almost empty, and includes only the following links:

- Dashboard
- [Translation assignments](#)
- [Incoming invoices](#)
- Language selector
- Link to edit [Personal data](#)
- Link to access personal account

Click on items above to read detailed information about parts of the portal for vendors.

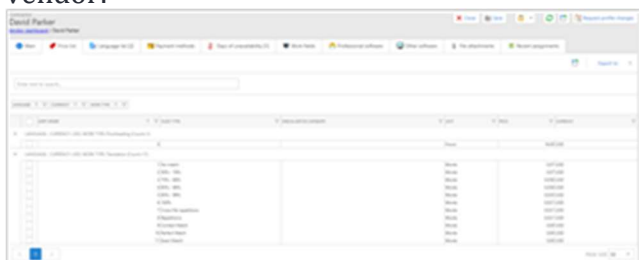
Personal information

To edit personal information:

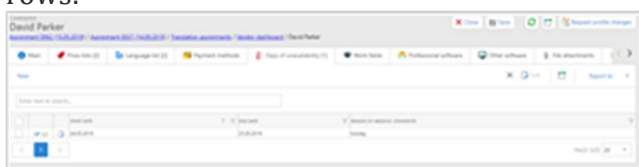
1. Click your user name in the top right corner and then select **My profile**. Vendor editing form will be opened.



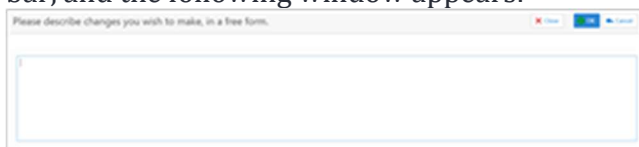
- Depending on application settings, vendor may be allowed or not allowed to edit personal information. If that is allowed, make necessary corrections in necessary fields and click **Save** on the toolbar. Information about changes will be sent to a manager. **Audit trail** system allows to view changes made by a vendor.
- To view prices, switch to the **Price-list** tab, which displays all prices associated with a vendor:



- To edit **days of unavailability**, switch to the corresponding tab and add necessary rows:



- Test pieces tab allows to work with tests. Here you can view assigned tests and pass new tests (by clicking **Add new test** button). To submit a test, open any test piece with 'In work' status and enter value into the **Target text** field. Then, in the list of tests, click **Submit** button. Manager will get notification about submitted test and take appropriate action. Additional information about test pieces can be found in [this article](#).
- If editing is not allowed, vendor can click Request profile changes button on the toolbar, and the following window appears:



- Provide desired changes in a free form and click **OK** to send a request.

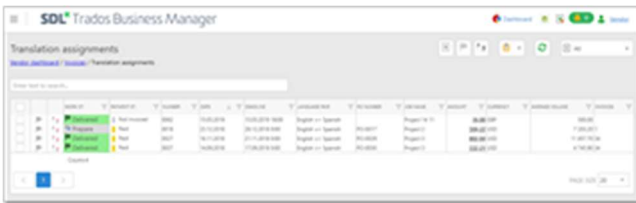
Vendor translation assignments

Viewing assignments

To open list of assignments, click Translation assignments icon at the top toolbar:



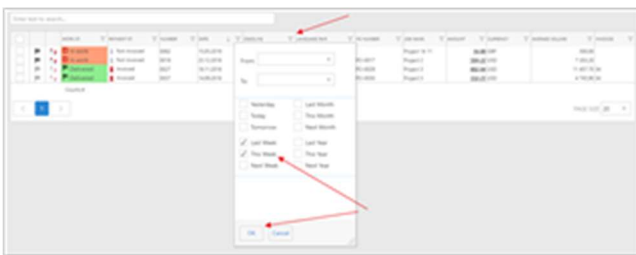
This list contains all assignments of a currently logged in vendor (ongoing, delivered, paid).



At the top, you can use **Filter** drop-down to view only *Delivered, Invoiced, and Paid assignments*.

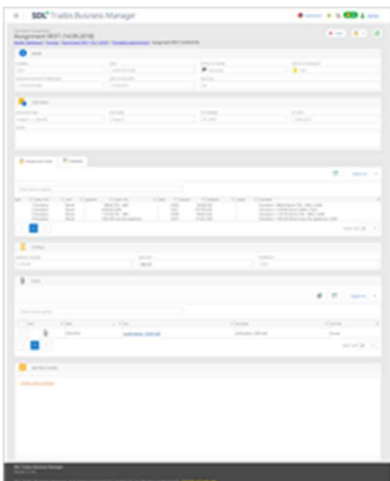
Also, there is a search box to find assignments by some search string.

Additionally, vendor can use filtering in the list, to display only assignments which meet certain criteria:



Viewing assignment details

To view any assignment, simply click on it. The following form will be opened:




Translator can view assignment details here, including instructions, and download files.

To download a file, click on the link in the **File** column, or select necessary files and click **Download as ZIP** on the toolbar.

Assignment delivery

To deliver an assignment:

1. In the list of assignments, click **Partial delivery** (📍) or **Final delivery** button (🚩)
2. The following popup appears:



3. Upload a file to the **File 1** field (by clicking ... or dragging and dropping a file from File explorer).
4. If you want to upload more files, click **Add one more file...** button at the top toolbar.
5. Optionally, provide **Notes**.
6. If this is **Final delivery**, check if all items in the **Checklist** list are checked, if any.
7. Click **OK** to finish delivering. Assignment status will change accordingly, and company manager will get a notification about delivered assignment.

Vendor Invoices

Viewing invoices

To view invoices, click **Invoices** button on the toolbar:



Invoice	Status	Date	Amount	Total
Invoice 1	Open	1/1/2018	100.00	100.00
Invoice 2	Open	1/1/2018	100.00	100.00
Invoice 3	Open	1/1/2018	100.00	100.00
Invoice 4	Open	1/1/2018	100.00	100.00
Invoice 5	Open	1/1/2018	100.00	100.00
Invoice 6	Open	1/1/2018	100.00	100.00
Invoice 7	Open	1/1/2018	100.00	100.00
Invoice 8	Open	1/1/2018	100.00	100.00
Invoice 9	Open	1/1/2018	100.00	100.00
Invoice 10	Open	1/1/2018	100.00	100.00

This list contains all invoices created by/for a vendor. To view contents of an invoice, click on it. Detail view will be opened:

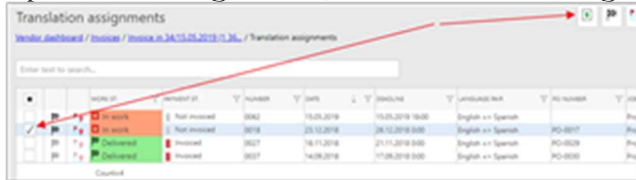


From here, you can view list of assignments included in an invoice. To view contents of each assignment, click **Open assignment** button near each assignment.

Creating invoices

To create an invoice, do the following:

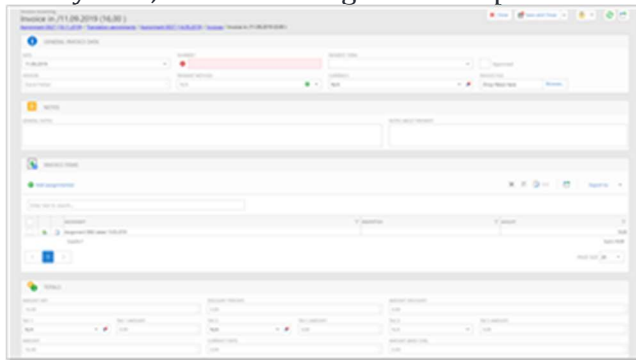
1. Open list of assignments, select delivered assignments and click **Register an invoice**:



or

2. Open list of invoices and click **New**.

In any case, invoice editing window opens:



3. Enter **Number** and **Payment term**. Optionally, add **Notes** and upload **Invoice** file.
4. In the invoice items, list of assignments appear. If you wish to add a new assignment, click **Add assignment(s)**. A popup with assignments appears, where you can select one or multiple assignments and click OK to add them to an invoice. This list contains only delivered uninvoiced assignments.
5. Select taxes, and check final amount.
6. If all correct, click **Save and close** or **Save** to confirm an invoice.
7. Until invoice is approved by a manager, you're free to edit it (click in invoice list to open editing form).

Reports for vendors

To view vendor report, use **Reports** button available in the view toolbar (regardless which view is currently opened, this button is always available):



By default, drop-down list under this button contains only one report - **Vendor performance**. It looks like this:



It shows information about total number of assignments with different statuses, specializations chart, average rating chart, unpaid assignments, unpaid invoices and amounts of unpaid invoices.

To create additional report and allow vendor to use it, please follow recommendations from the [Providing access to additional reports for Vendors](#) article.

Vendor self-registration

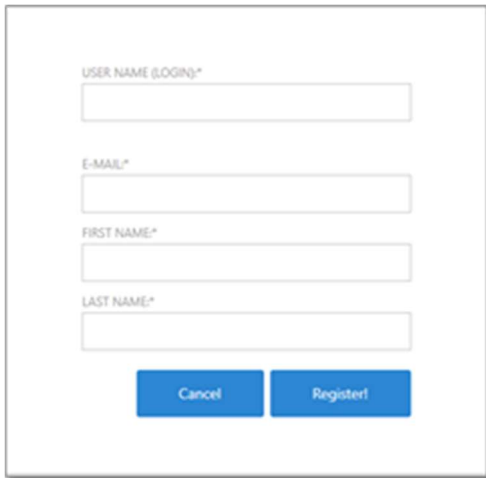
SDL Trados Business Manager allows vendors to self-register from the Logon page.

Before you begin:

- In the system **Settings > Application settings, p1** page, an **Allow self-registration for vendors** checkbox must be checked.
- In the system **Settings > Main data and contact details** page, a **Web-app URL** field must be filled, as this address will be included in the confirmation message sent to registered user.
- In the **Reference data > E-mail accounts** list, working e-mail account should be added and marked as default. The system will send confirmation message from this address.

Note: Test this account by sending any message using built-in mail sender.

When vendor clicks **Register**, he/she will be redirected to the simple registration page.



The registration form contains the following fields and buttons:

- USER NAME (LOGIN)*
- E-MAIL*
- FIRST NAME*
- LAST NAME*
- Cancel
- Register!

On this page, only **Login, E-mail, First name** and **Last name** should be provided. After registration, vendor will receive a message with auto-generated password, which can be changed after first logon. Also, notifications will be sent to the system administrators, informing about newly registered user. If that registration was inappropriate, administrator can disable or delete registered user.

When vendor logs into the system, he/she will see an empty list of jobs. Initial first recommended action is to select **My personal info**.



On the vendor editing page, you can enter own contact details, upload photo, add languages, prices, payment information, CV file, etc..

