

Language Translation Portal

Connecting you with your
customers in over 200 languages

URL: <http://tinyurl.com/LLSTranslation>

Welcome to the LanguageLine Solutions Language Translation Portal (LTP). Within this guide you will find useful information on how you can fully utilise the portal.

The Language Translation Portal offers the following features:

- 1) Quick entry of new requests
- 2) Quick transfer of large files
- 3) Secure file transfers
- 4) Approval of quotes without the need for emails
- 5) Tracking of new requests and quotes
- 6) Tracking of running projects
- 7) Download of delivered files quickly and securely
- 8) Download of invoices quickly and securely

Accessing the portal

To access the portal open the LTP webpage, <http://tinyurl.com/LLSTranslation>. For best results it is recommended that you open the portal in Firefox or Internet Explorer.

The login screen

By now you should have received your LTP login information, if you havent simply email translations@languageline.co.uk and the team will set up your account details for you. To login go to the LTP website which is listed at the top of this document and enter your login information into the login window.

Login

Language

User name

Password

Version:2.5.1 [Forgot password](#)

By logging in, you agree to our terms and conditions.

Quick entry of new requests

To send us a new request, please select the required service type from the request panel on the left side of homepage. You will then be automatically taken to the appropriate request form where you will also be able to upload files.

Request

[Translation](#)

[Proofreading](#)

[Localisation](#)

[Interpreting](#)

**For help and assistance contact the
translations team on 0800 917 6564**

Tracking and approving requests and quotes

Your requests can be immediately accessed via the homepage. The request name is displayed together with the reference number. The approval status is shown in the right hand column. The approval status relates to the process status of the job in question.

Requests...		
Request name	Request number	Approval status
Report Jan11	00000370	In progress

There are three approval statuses:

- *In progress* - We have received your request and it is currently in progress.
- *Awaiting client approval* - We have prepared a quote. You can now view and approve the quote (see below).
- *Approved* - You have already approved the request, however, it is yet to be converted to a project by our translation team.

Approving quotes

When you click on a request name with approval status 'Awaiting client approval', you will be taken to an overview of the request information and a panel which allows you to approve the quote.

Name: Translation Project		Approval Status: Awaiting client approval		Number: Q-0000008	
Quotation approval					
Order number		Approval comments		View Quote	
<input type="text"/>		<input type="text"/>			
		Rejection reason			
		<input type="text"/>			
				<input type="button" value="Approve quote"/> <input type="button" value="Decline quote"/>	

- 1) To view the quote click the view quote button.
- 2) To accept the quote click the Approve quote button.
- 3) If you would like to make any changes, entered them in the Approval comments field and then click the Decline quote button.
- 4) You can use the Order number field to enter an internal reference number if required.

Project tracking and message board

To view current projects simply click on the project name from the Homepage. Alternatively, these can be accessed via the Project Tracking tab.

All received messages related to your open requests and projects are also displayed on the homepage. Clicking on the Message Board tab will take you to the message board of the related request or project from where you can read messages and send a response.

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Receiving delivered files

We will inform you as soon as delivered files are available in the LTP client portal.

These can be accessed by clicking on the project name from the homepage. The project details will then be displayed:

Project details

Home | My Account | Request Tracking | Project Tracking | Invoice Tracking

Summary

Report Jan11

Files

Name: Report Jan11 **Status:** Review **Number:** 00000360

General | Tasks | Message board

Type	Start date
Quick Translation	21/01/2011 10:49:28
Client contact	Due date
	28/01/2011 23:00:00
Order number	Delivery date
	25/01/2011 00:00:00

Select the Files folder from the top left.

In the File manager you will be able to view the Delivered files folder. Click on the file name to download the file.

Project Tracking | Invoice Tracking

Files (1)

Reference files

Delivered files (1)

Client review files

File name	Size	Updated	User name
Target.docx	0 KB	21/01/2011 10:53	Stelz, Christoph

Invoice tracking

You can view all our invoices in one place and filter on paid/unpaid status.

Invoices

Home | My Account | Request Tracking | Project Tracking | Invoice Tracking

Find

Invoice number: Project name: Project number: Invoice date: Due date:

Invoice amount(>=): Amount due(>=): View paid: View unpaid:

Invoice number	Invoice date	Due date	Invoice amount	Amount due
Invoice0324	28/04/2011 09:12	28/05/2011 09:12	200.00	200.00
Invoice0265	24/09/2010 11:56	24/10/2010 11:56	61650.00	0.00
Invoice0764	20/09/2010 17:11	20/10/2010 17:11	61650.00	0.00

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By clicking the icon to the left you can view further invoice details. By using the view invoice button you also can download/print the invoice directly.

Home | My Account | Request Tracking | Project Tracking | Invoice Tracking

[View Invoice](#)

<i>Invoice number</i> TI00001	<i>Invoice date</i> 02/09/2013 14:29:23	<i>Due date</i> 02/10/2013 14:29:23	<i>Assigned</i> Fabricio Costa
<i>Bank name</i> The Royal Bank of Scotland	<i>Branch code</i> 16-00-15	<i>Account number</i> 23150703	<i>Bank account name</i> Language Line Limited

Client billing address
Room: 25 **Building:** 40 **Street:** bank street **State:** **Post code:** e14 5nr **Country:** United Kingdom

Project name	Invoice amount	Dis./surcharge amt	Dis./surcharge comments	Total Invoiced
Translation Project	84.00	0.00		84.00
			Net	£ 84.00
			Tax (20.00%)	£ 16.80
			Gross	£ 100.80

If you require any further assistance with using the Language Translation Portal please contact our translations team who will be happy to help.

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