



User Manual

Vendor Portal

2026

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Login

You will receive an email with your credentials for Plunet. Please change your password on first login.

Dear John,

We have created an account for you in our Business Manager:

Plunet Business Manager:

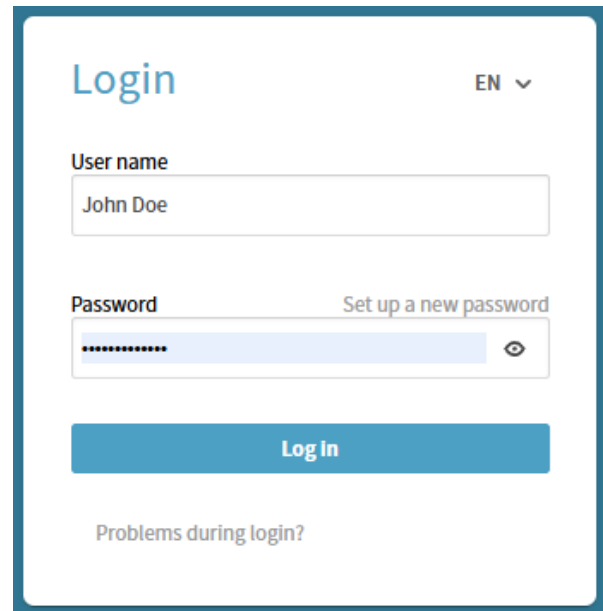
<http://plunet.trustedtranslations.com>

LOGIN:

John Doe

PASSWORD:

NDsfHvd

A screenshot of the Plunet login page. The page has a blue header with the word "Login" and a language dropdown set to "EN". Below the header, there are two input fields: "User name" with the text "John Doe" and "Password" with masked characters "*****". To the right of the password field is a link "Set up a new password" and an eye icon. Below the input fields is a blue "Log in" button. At the bottom, there is a link "Problems during login?".

Login EN ▾

User name
John Doe

Password Set up a new password

Log in

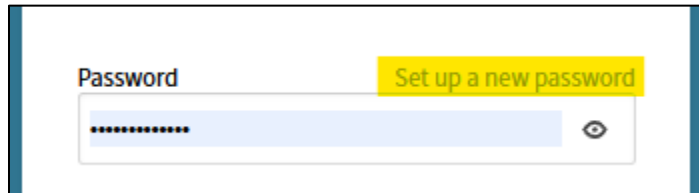
Problems during login?

NOTE

*If you enter the wrong password three times in a row, **your account will be automatically locked.***

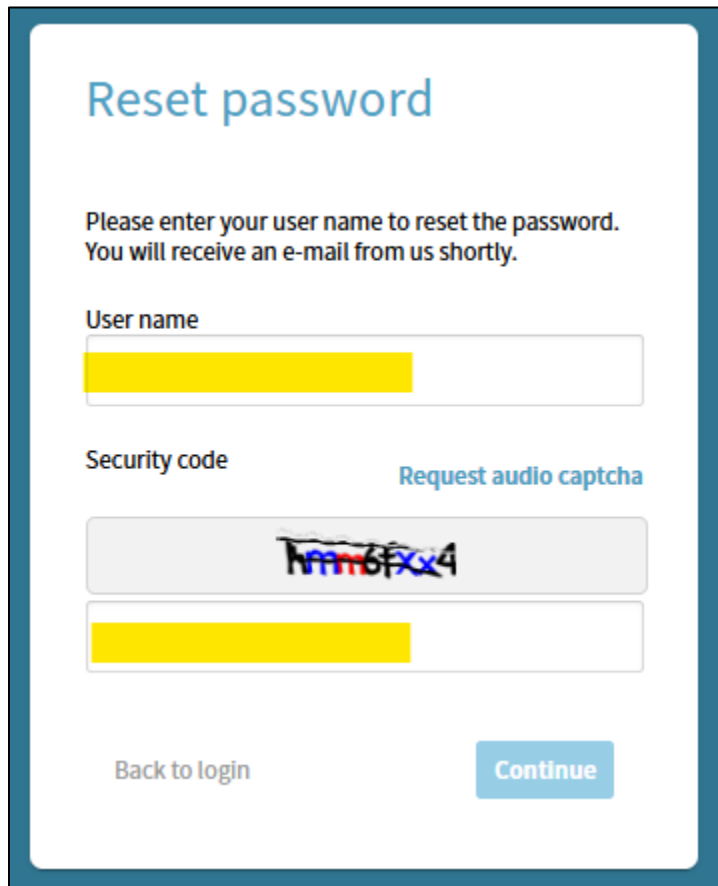
Password Recovery

If you have forgotten your password, you can click on *Set up a new password* and follow the instructions below.



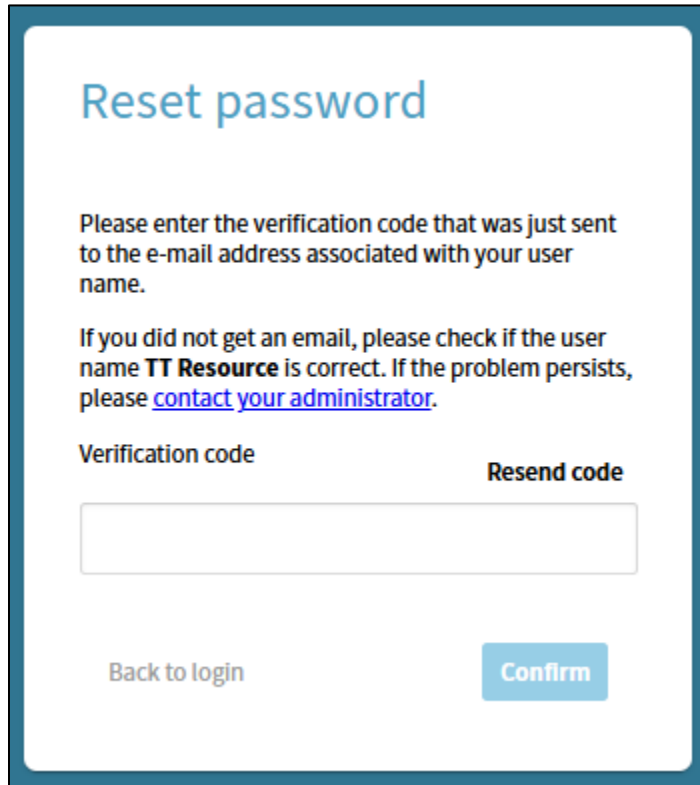
A screenshot of a password recovery form. It features a label "Password" above a text input field containing masked characters (dots). To the right of the input field is a yellow button labeled "Set up a new password". An eye icon is located to the right of the input field, used for toggling password visibility.

1. Copy/paste your username (make sure there are no trailing spaces)
2. Type the security code as shown



A screenshot of the "Reset password" form. The title "Reset password" is at the top. Below it is a message: "Please enter your user name to reset the password. You will receive an e-mail from us shortly." The form contains two input fields: "User name" and "Security code". The "User name" field is highlighted with a yellow background. The "Security code" field is also highlighted with a yellow background. To the right of the "Security code" field is a link labeled "Request audio captcha". Below the "Security code" field is a captcha image showing the text "m6fx4" with a red 'x' and a blue 'x'. At the bottom of the form are two buttons: "Back to login" and "Continue".

You will see the following message:



The screenshot shows a 'Reset password' form with a blue border. At the top, the title 'Reset password' is in blue. Below it, a message asks the user to enter a verification code sent to their email. It also provides instructions for users who haven't received an email, suggesting they check their username 'TT Resource' or contact their administrator. The form includes a 'Verification code' label, a 'Resend code' link, a text input field, a 'Back to login' link, and a blue 'Confirm' button.

Reset password

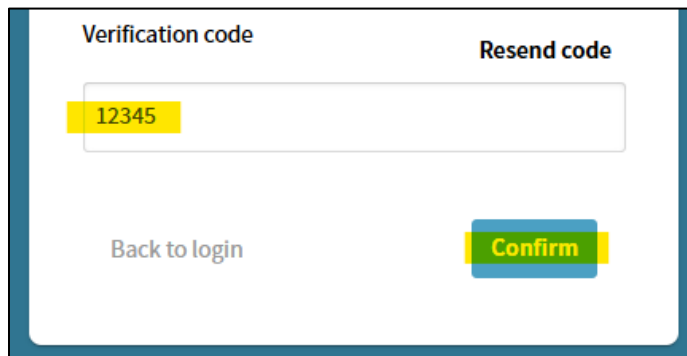
Please enter the verification code that was just sent to the e-mail address associated with your user name.

If you did not get an email, please check if the user name **TT Resource** is correct. If the problem persists, please [contact your administrator](#).

Verification code [Resend code](#)

[Back to login](#) [Confirm](#)

3. Check your emails for the verification code. Remember to check your Spam folder, just in case. Copy and paste your verification code and click on *Confirm*.
The code will only be valid for 30 minutes.



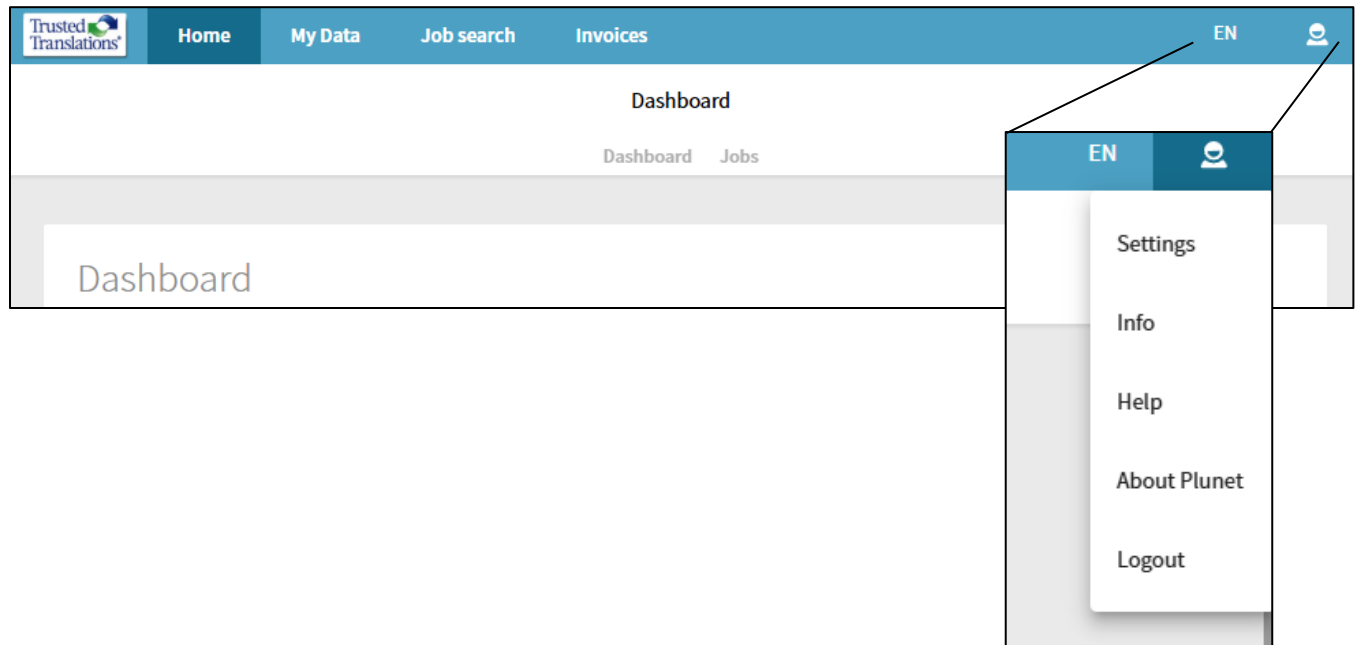
This screenshot shows the same 'Reset password' form, but with the verification code '12345' entered into the text field. The 'Confirm' button is now highlighted with a yellow background.

Verification code [Resend code](#)

[Back to login](#) [Confirm](#)

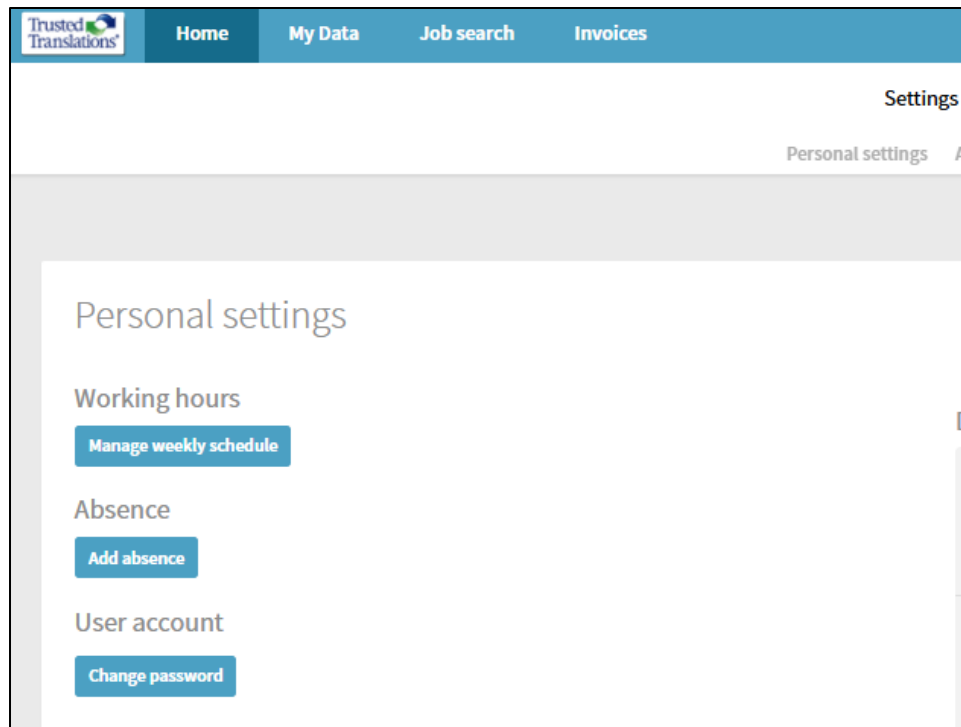
4. You will be prompted to create a new password. Once that is done, you will receive an email with the confirmation.

Portal Overview



Settings

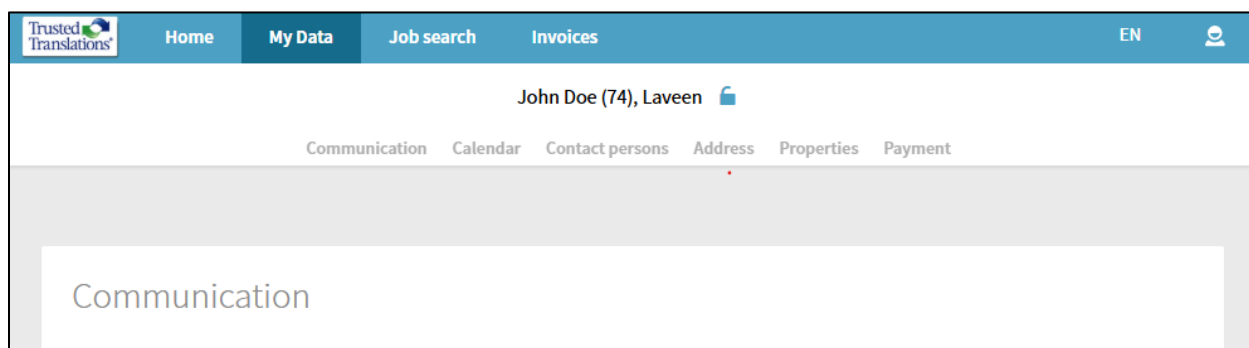
- Specify your availability periods by setting up the weekly schedule or entering your absences.
- Change your password.
- Change display settings.



Info: Here you can find useful documents and links.

Help: Opens a window with a link to further information about the resource login.

My Data

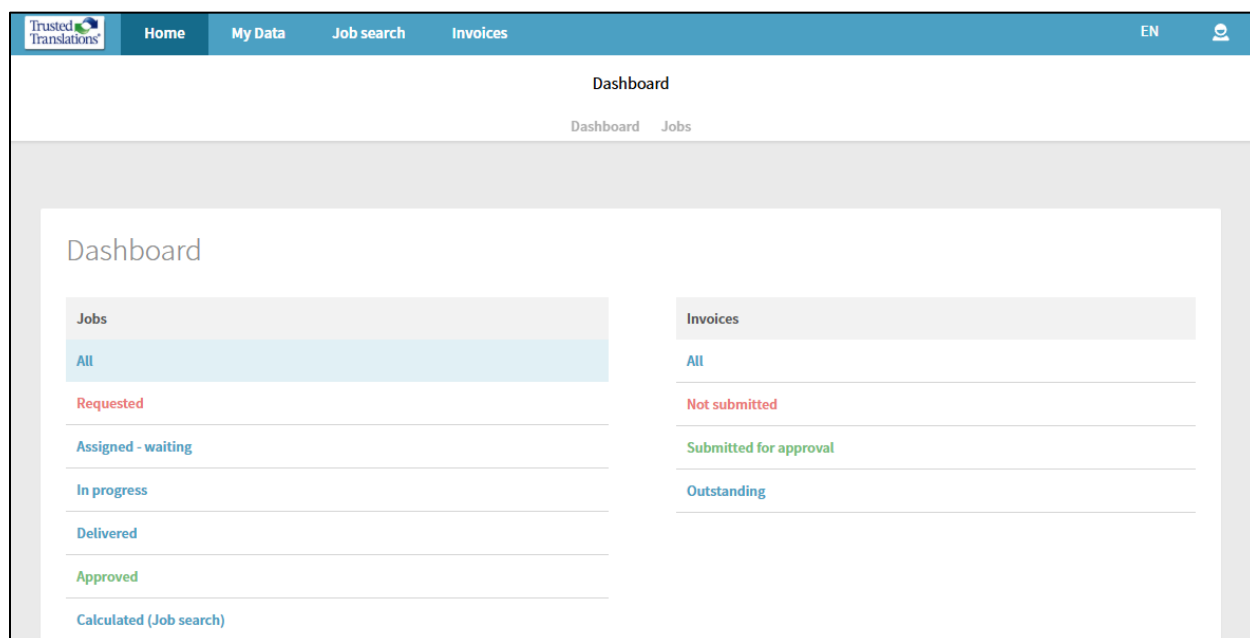


Here, you can:

- Change your personal contact information.
- If you are an agency, you can add, remove or update your contact persons.
- View your profile properties and your payment method.

The Dashboard

This page contains an overview of your jobs and invoices, organized by status. By clicking on a status (e.g. *In progress* or *Delivered*), you open a detailed list of all elements with that status.



Your dashboard only shows pending items (Jobs and invoices). Once a PO is included in an invoice, it will no longer show in the Jobs column, and once an invoice has been processed, it will no longer show in your Dashboard. You can still find them in Plunet in the tabs *Job Search* or *Invoices*.

Jobs

Requested

The project manager has sent you a request about these jobs and is waiting for you to accept/decline the jobs.

Assigned – waiting

You have been assigned to these jobs, but have not started working on them yet.

In progress

The jobs that you are currently working on.

Delivered

The jobs that have been delivered back to the project manager.

Approved

The jobs that have been approved by the project manager. The job will be automatically included in your next invoice.

NOTE

The following sections cover the complete process; from the moment a job is offered through its delivery.

Because Translation Jobs and Interpreting Jobs follow different processes, they are explained in separate sections. Please make sure you are referring to the appropriate section of the manual for the type of job you are handling.

Interpreting Jobs

Accepting a Job

You may be assigned directly to a job and can start immediately. Alternatively, it may be that the Calendar Manager sends you a request to check your availability and you will be assigned to the job once you accept the request.

You can accept or decline a job in 2 ways:

1. **Directly in the Request email**

To accept or decline the job, please click on the link that appears at the bottom of the email.

Click here to confirm your availability for this job: <https://plunet.trustedtranslations.com/logon.jsp?a=073c5b49-3324-428c-a777-f45b86910b4e>

Click here to reject the job offer: <https://plunet.trustedtranslations.com/logon.jsp?a=601c87b1-e150-4bd7-bc10-dc9e5684c708>

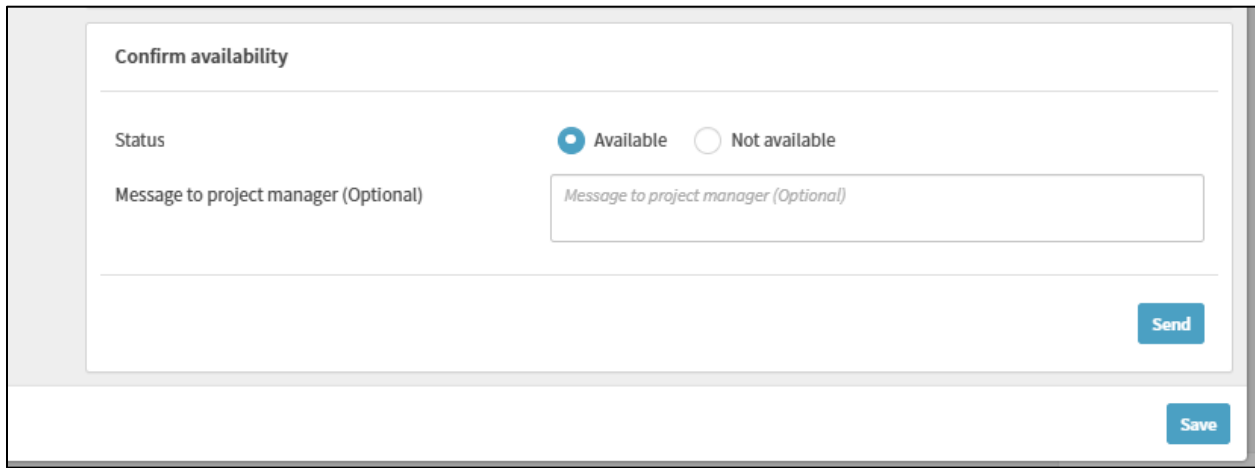
2. **In Plunet**

To accept or decline the job, please log into Plunet and click on *Requested - Please reply* to view a list of jobs that have been requested:



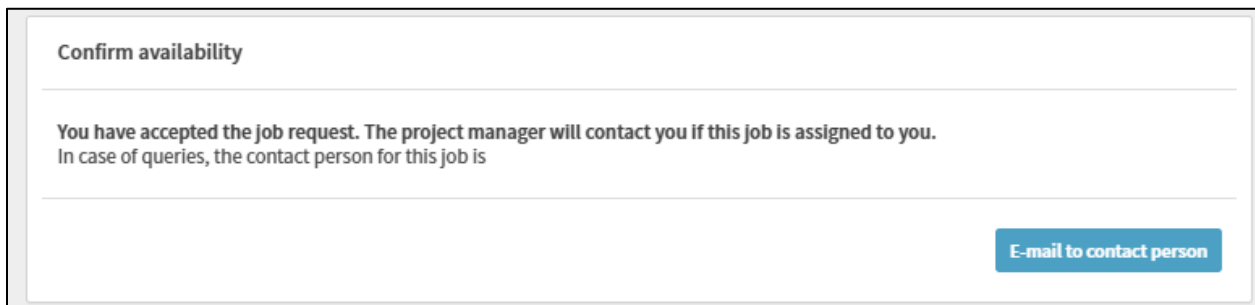
When you click on a job, the job view opens as an overlay with all of the relevant data for the selected job. You can review the job details here before accepting the job.

You can then confirm your availability in the Specification tab, at the bottom right corner.



The screenshot shows a web form titled "Confirm availability". It contains a "Status" section with two radio buttons: "Available" (which is selected) and "Not available". Below this is a text input field labeled "Message to project manager (Optional)" with a placeholder text "Message to project manager (Optional)". At the bottom right of the form, there is a blue "Send" button. Below the form, there is a blue "Save" button.

A confirmation of your acceptance appears along with a link to email the contact person, which you can use to get in touch with the relevant contact person for this job, if necessary.



The screenshot shows a confirmation message within a box titled "Confirm availability". The message reads: "You have accepted the job request. The project manager will contact you if this job is assigned to you. In case of queries, the contact person for this job is". At the bottom right of the box, there is a blue button labeled "E-mail to contact person".

You will receive an email with the assignment once the Calendar Manager assigns the job to you. It will include all the job details as well as a link to a digital [time sheet](#).

At the Assignment

Sending the Time Sheet in Real Time

Have your digital time sheet ready for the client to sign once the assignment ends.

Each assignment will be linked to its own time sheet. You can find it in the Job placement email.

The job details will be included, but you will need to fill in some information before submitting it:

- Event Contact Name
- Event Contact Email
- Actual Start Time
- Actual End Time
- Approver's Signature (*i.e. the event contact person*)

Job ID *	Date of Assignment *
O-123150-OSI-003	08/28/2026
Interpreter's Name *	Language
John Doe (74)	English/Spanish
Event Contact Name *	Event Contact Email *
	name@example.com
Requested Start Time *	Requested End Time *
10 00	12 00
HH MM	HH MM
Actual Start Time *	Actual End Time *
HH MM	HH MM

Approver's Signature *

** By submitting this timesheet, a copy will be sent to the client, the event contact, and the email address associated with this assignment.*

Submit

A copy of this time sheet will be delivered to the client, the event contact person, the Calendar Manager and you.

This way, we ensure that all the people involved are informed of the total time of the assignment in real time.

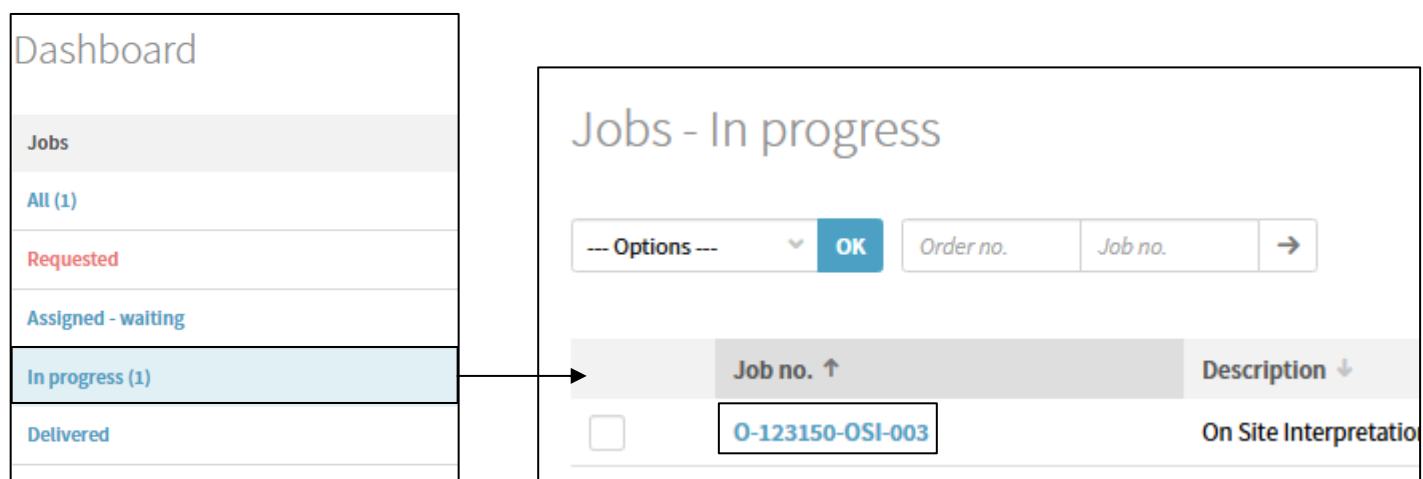
Failure to have this time sheet signed by the event contact person might impact the final approval of your job.

Delivering a Job

Once you finish a job, you need to deliver it. If you miss this step, your invoicing may be delayed.

Onsite Interpreting Jobs

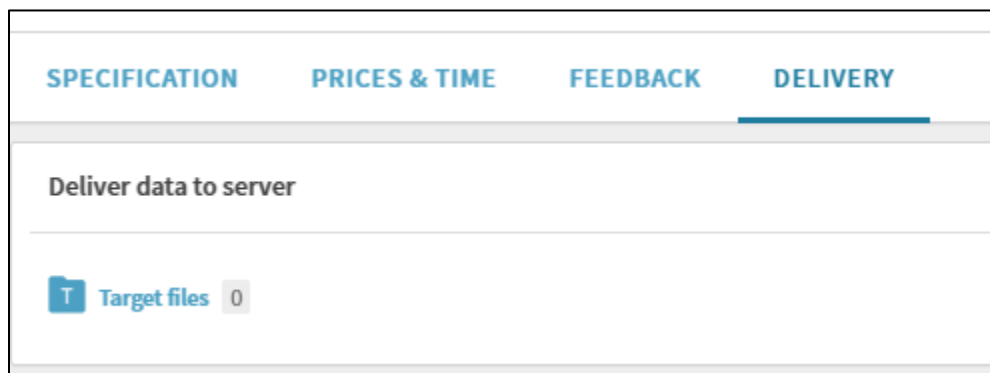
1. In your dashboard, under Jobs, select *In Progress*.
Click on your order number to open the PO.



2. Go to the *Delivery tab* and open the *Target files* folder. A pop-up window will open.

You will need to upload the following documents:

1. A copy of the Time sheet.
2. Any other documents that may back up your expenses (parking tickets, etc.)



Select the files or drag and drop them.

Upload files

Upload files via Drag & Drop

Select files...

Upload

Once you are done, you will see all the documents that have been uploaded:

order / O-123150 / _OSI / 003 / !_Done

--- Action ---	OK	Copy	Paste	Rename	Delete
☐ Name ↑	File type ↓	Created on ↓	Size ↓		
☐ AssignmentTimeSheetTrustedInterpreters	PDF	08/21/2026 12:38 PM	105.09 kB		
☐ Parking Ticket	JPG	08/21/2026 12:38 PM	3.70 kB		

You can make changes as needed. Once you are done, you can close the pop-up window.

The number of files you have uploaded will be visible in the Job:

SPECIFICATION

PRICES & TIME

FEEDBACK

DELIVERY

Deliver data to server

T

Target files

2

3. Leave a comment

Before delivering, you can add a message for the Calendar Manager.
Please use this box to include your mileage for this job.
Once you are done, click on *Final Delivery*.

SPECIFICATION	PRICES & TIME	FEEDBACK	DELIVERY
Deliver data to server			
1 Target files 2			
Send delivery			
Delivery comment			
		Partial delivery Final delivery	

4. The status of the job will be updated to Delivered.

O-123150-OSI-003	Delivered
------------------	-----------

Send delivery	
Delivery comment	
Final delivery 08/21/2026 11:30 (08/21/2026 15:30 UTC) Time sheet attached. Parking ticket attached. Total miles: 8.26	

The Calendar Manager will review your time sheet and all other documents.

Your Job will be updated accordingly, and you will receive a new email with an updated PO. It will include the final hours and total price.

You will also receive a new Job detailing your Travel Expenses.

Once both jobs are approved, you will find them in your Dashboard, under Approved.

Job no. ↑	Description ↓	Status ↓
☐ O-123150-OSI-003	On Site Interpretation On Site interpretation Consecutive / English - Spanish	Approved
☐ O-123150-TVL-001	Travel Expenses	Approved

If you find any discrepancies, please contact your Calendar Manager.

Translation Jobs

Accepting a Job

You may be assigned directly to a job and can start immediately. Alternatively, it may be that the Project Manager sends you a request to check your availability and you will be assigned to the job once you accept the request.

You can accept or decline a job in 2 ways:

1. **Directly in the Request email**

To accept or decline the job, please click on the link that appears at the bottom of the email.

Click here to confirm your availability for this job: <https://plunet.trustedtranslations.com/logon.jsp?a=073c5b49-3324-428c-a777-f45b86910b4e>

Click here to reject the job offer: <https://plunet.trustedtranslations.com/logon.jsp?a=601c87b1-e150-4bd7-bc10-dc9e5684c708>

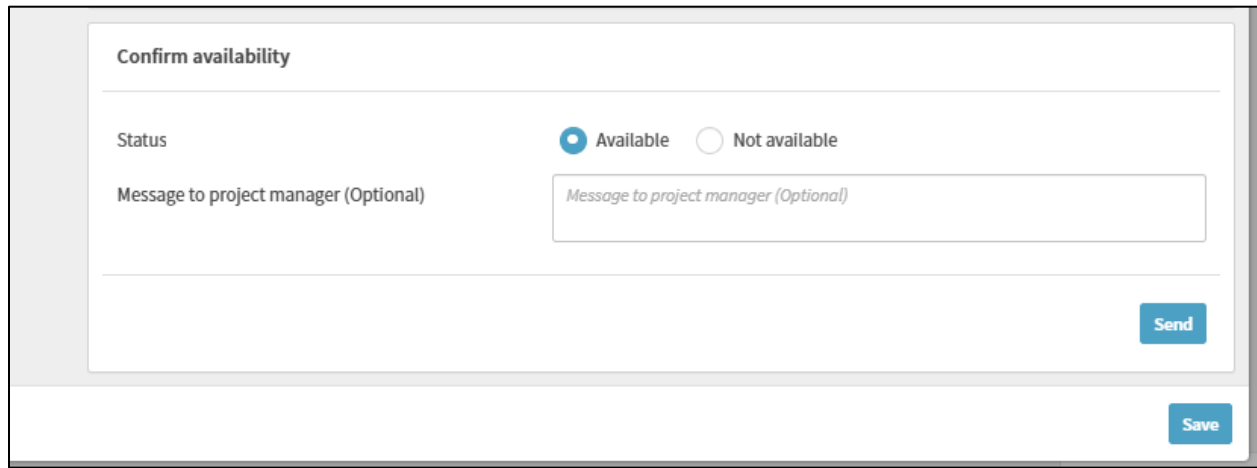
2. **In Plunet**

To accept or decline the job, please log into Plunet and click on *Requested - Please reply* to view a list of jobs that have been requested:



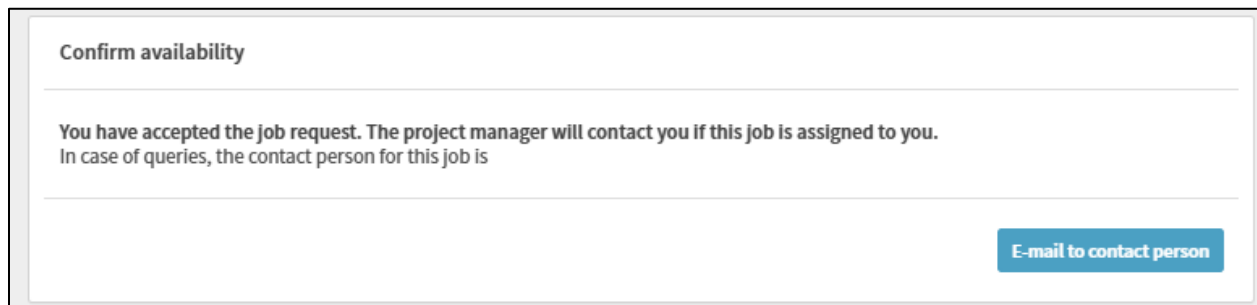
When you click on a job, the job view opens as an overlay with all of the relevant data for the selected job. You can review the job details here before accepting the job.

You can then confirm your availability in the Specification tab, at the bottom right corner.



The screenshot shows a web form titled "Confirm availability". It contains a "Status" section with two radio buttons: "Available" (which is selected) and "Not available". Below this is a text input field labeled "Message to project manager (Optional)" with a placeholder text "Message to project manager (Optional)". At the bottom right of the form, there is a blue "Send" button. Below the form, there is a blue "Save" button.

A confirmation of your acceptance appears along with a link to email the contact person, which you can use to get in touch with the relevant contact person for this job, if necessary.



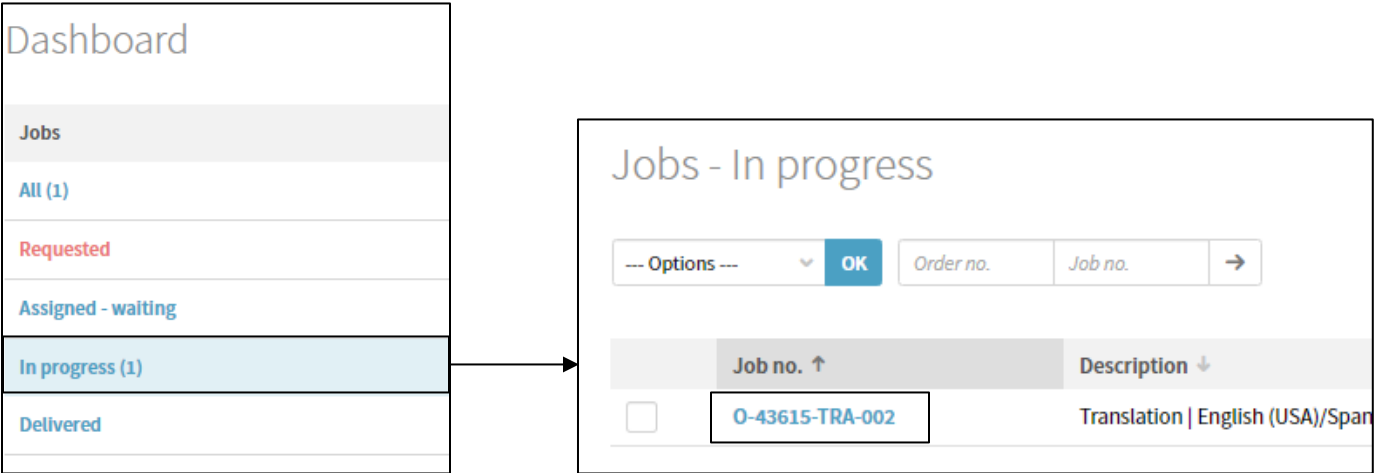
The screenshot shows a confirmation message within a form titled "Confirm availability". The message reads: "You have accepted the job request. The project manager will contact you if this job is assigned to you. In case of queries, the contact person for this job is". At the bottom right, there is a blue button labeled "E-mail to contact person".

You will receive an email with the assignment once the Project Manager assigns the job to you.

Delivering a Job

Once you finish a job, you need to deliver it. If you miss this step, your invoicing may be delayed.

1. In your dashboard, under Jobs, select *In Progress*.
Click on your order number to open the PO.



If you miss this step, the Job status will change to *Overdue*, and invoicing may be delayed.

Job no. ↑	Description ↓	Due date ↓	Status ↓
O-43615-TRA-002	Translation English (USA)/Spanish (USA) - 134589_Total Bolivie_en-US_es-ES	Sat 02-23-2019 3:00 PM	Overdue

- In your PO, go to the *Delivery* tab.
Complete the checklist and save the changes.

SPECIFICATION
PRICES & TIME
DELIVERY
TRANSLATION EDITOR

Deliver data to server

1 Target data 0

Check work instructions

WORK INSTRUCTIONS	NOT COMPLETED	PLEASE SELECT	COMPLETED
1 Language flavor used as per instructions	☐	☐	☐
2 Metric, currency conversions and dates are consistent and correct as per instructions	☐	☐	☐
3 Terminology and recurring phrases consistent and appropriate throughout the translated documents	☐	☐	☐
4 Instructions provided have been followed	☐	☐	☐
5 Spell checker ran on files before delivery	☐	☐	☐
6 All possible corrections appointed in Memsources QA report have been done	☐	☐	☐

Send delivery

⚠ The job cannot be delivered. Please complete the checklist and save the changes.

Save

You will not be able to deliver the job until you complete this checklist.

- Click on Final Delivery.
You have the option to leave a comment before delivering the job.

Send delivery

Delivery comment

Partial delivery
Final delivery

Your job status will change to *Delivered*.

Invoicing

Invoice creation

On the 20th of every month, Plunet will automatically generate an invoice including all **approved jobs**. We will send you an email stating that you have a new invoice ready for submission.

NOTE

Once an invoice is created, all projects included will disappear from your Dashboard. You can still find all your jobs by doing a [Job Search](#).

Invoices
All
Not submitted
Submitted for approval
Outstanding

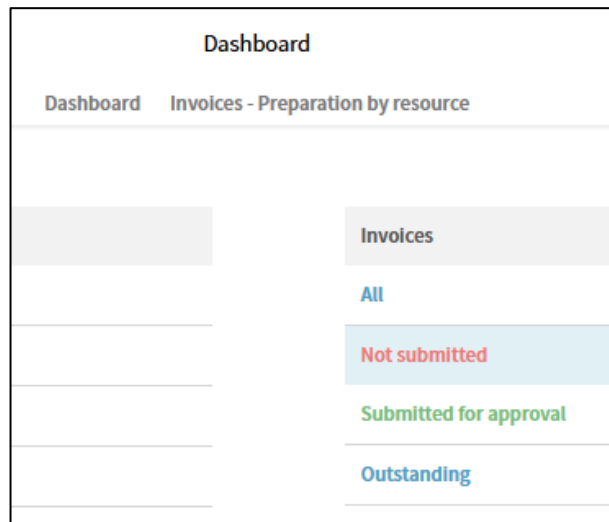
You will find new invoices under **Not submitted**.

You will need to check all details and submit the invoice for approval. Otherwise, it will not be processed.

Jobs completed after the 20th will be included in the following month's invoice.

Submitting your Invoices

Once an invoice is created, you can find it in your Dashboard, under Invoices.



Click on Not Submitted.

You will see all your invoices in preparation listed below.

Click on the invoice number to edit your invoice.

1. Type an invoice number (Optional)
This number is for your own control. You can put any number you find appropriate.
2. Make sure all the items are correct and then click on *Submit for approval*

After checking all the details, please submit the invoice for approval.

2 [Submit for approval](#)

General invoice data		Status	
Internal invoice number	0003589	Status	Not submitted
My invoice number	1	Invoice date	12 - 28 - 2018
Sender	John Doe (74)	Value date	12 - 28 - 2018
Invoicing statement	Print invoice	Payment due	02-10-2019

The invoice will appear in your Dashboard, under *submitted for approval*. It will remain in that status until the end of the cycle. It will then change to *Outstanding* and be processed for payment.

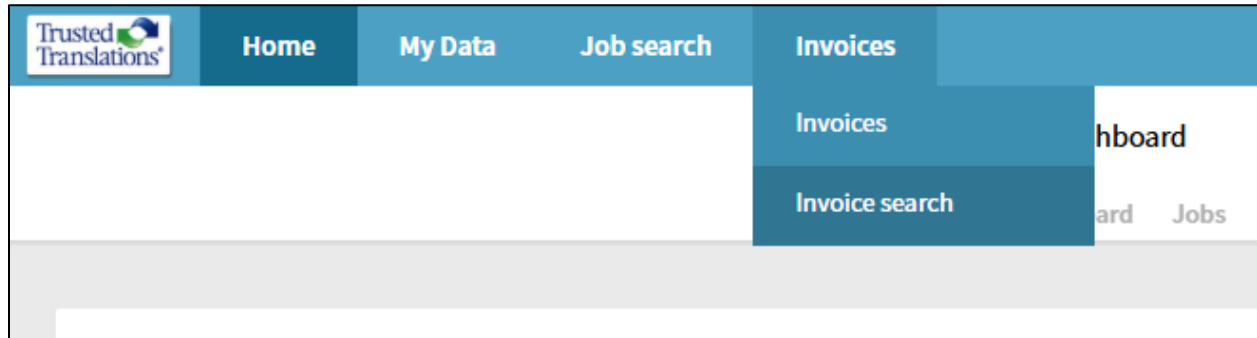
NOTE

Paid invoices are no longer displayed in your Dashboard. *You can still find all your invoices by doing an [Invoice Search](#).*

Going over your Jobs and Invoices

There are several options in the platform for you to search and filter both your invoices and your orders.

Invoice Search



Use *invoice search* to filter your invoices.

A screenshot of the 'Select' search filter interface. The interface has a light gray background. At the top, there is a header 'Select'. Below it, there is a table with two columns: 'Description' and 'Select'. The 'Description' column contains the following items: 'Invoice date', 'Status', 'Invoice type', 'Additional filters', and 'Display results in'. The 'Select' column contains the following items: a date range selector showing '01 - 01 - 2016' to '02 - 22 - 2019' with a 'Day | Month | Year' format selector, two 'Please select' dropdown menus for 'Status' and 'Invoice type', a 'USD' dropdown menu for 'Display results in', and three buttons: 'Update search', 'Delete search', and 'Search templates' with a dropdown arrow.

You can choose different dates, or even whole months or years. In addition, you can select different options from the drop-down menu:

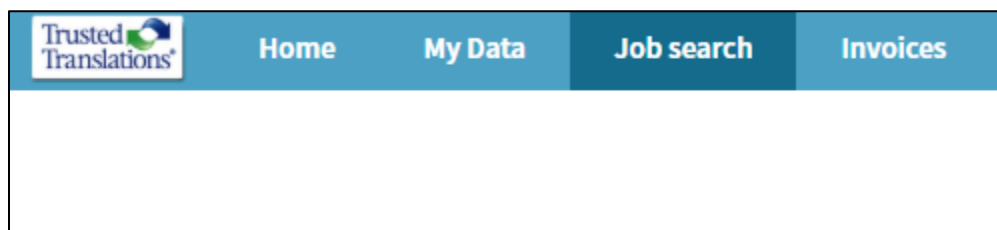
Description	Select
Invoice date	◀ 01 - 01 - 2016 ▶ to ▶ 02 - 22 - 2019 ▶ Day Month Year
Invoice date	Please select
Payment due	Please select
Date paid	
Value date	
Additional filters	

And you can filter your invoices by status.

Once you get your results, you can go into each invoice and see its details.

Result					
--- Action for selection ---		OK			
Exported ↓	Creditors ↑	Invoice date ↓	Invoices ↓	Invoice amount ↓	
☐	✕ John Doe (74)	01-03-2019	0003615	2.40 USD	

Job Search



Use *Job search* to filter your jobs.

Select

Description	Select
Period (Job creation date) ▾	◀ 01 - 2015 ▶ to ▶ 02 - 2019 ▶ Day Month Year
Job status	Please select ▾
Status (Installment)	Please select ▾
Display results in	USD ▾
	☐ Display quote jobs
	<button>Update search</button> <button>Delete search</button> <button>Search templates ▾</button>

You can filter your jobs by date, and add additional filters from the drop-down menu:

Description	Select
Period (Job creation date) ▾	◀ 01 - 2015 ▶ to ▶ 02 - 2019 ▶ Day Month Year
Period (Job creation date)	
Period (Due date of job)	Please select
Period (Job delivered on)	
Period (Invoice date)	Please select
Period (Order date)	

You can also filter them by status:

Job status	
Status (Installment)	All
Display results in	In preparation
	Requested
	Assigned - waiting
	In progress
	Overdue
	Delivered
	Approved
	Invoice created
	Invoice checked
	Invoice accepted
	Paid
	Without invoice

Result

No results found.

These results show more details:

Result

--- Options --- OK Order no. Job no. →						
	Job no. ↑	Status ↓	Due date ↓	Prices ↓	Payables	Work volume
☐	O-42224-EDT-002	Paid	09-04-2018 11:00 PM	4.88 USD	0003205	195 Words EDT,
☐	O-42604-PRF-003	Paid	11-13-2018 10:00 AM	9.24 USD	0003205	924 Words PRF,
☐	O-42762-TRA-004	Paid	11-29-2018 11:00 AM	27.89 USD	0003205	1198 Words TRA,
☐	O-42775-TRA-003	Paid	12-03-2018 2:15 PM	5.50 USD	0003280	100 Words TRA,
☐	O-42784-TRA-003	Paid	12-01-2018 10:00 AM	64.35 USD	0003211	1194 Words TRA,
☐	O-42823-TRA-004	Paid	12-06-2018 2:15 PM	8.53 USD	0003280	155 Words TRA,
☐	O-42830-TRA-035	Paid	12-07-2018 12:15 PM	15.31 USD	0003280	465 Words TRA,
☐	O-42897-TRA-035	Invoice accepted	01-05-2019 2:45 PM	6.00 USD	0003636	109 Words TRA,
☐	O-42903-TRA-012	Paid	12-14-2018 1:00 PM	3.30 USD	0003344	60 Words TRA,
☐	O-42979-TRA-038	Paid	12-23-2018 12:00 PM	19.87 USD	0003554	729 Words TRA,
				Results: 27	10 results per page	1 ... 3

You can go into the Job to review the task, or you can go into the invoice itself. You will notice that several orders have the same invoice number.

You can also select the number of rows you can see per page.

Saving a search template

If you believe that you will be using the same search parameters often, you can create a template for later use.

Use the filters you would like to include and click on *Search templates*. You can also add a time frame to your search. Type a name and click *OK*.

The screenshot displays a search interface with the following elements:

- Description** and **Select** tabs.
- Period (Job creation date)** dropdown menu.
- Date range: 01 - 2015 to 02 - 2019, with options for Day, Month, or Year.
- Job status** dropdown menu set to **Paid**.
- Status (Installment)** dropdown menu set to *Please select*.
- Display results in** dropdown menu set to **USD**.
- ☐ **Display quote jobs** checkbox.
- Buttons: **Update search**, **Delete search**, and **Search templates** (highlighted with a red box).

A modal window titled **Reports** is open, showing the **Create new report** form:

- from** dropdown menu: **No time limit**.
- to** dropdown menu: **No time limit**.
- Name** text input: **Paid Invoices**.
- OK** button.

The background shows a **Result** section with the text **No results found.**

You will find your saved templates by clicking on the *Search templates* button.

Exporting Results

You can export the results in both the Invoice search and the Job search. To do so, use the *Options* drop-down menu:

The screenshot shows a web interface titled "Result". It features a table with columns for "Order no.", "Job no.", and "Status". The "Status" column is currently expanded, showing a dropdown menu with the following options: "Select all", "Remove selection", "Invoicing - Invoice in preparation", "Output - Excel (CSV)", and "Output - Printer". The "Select all" option is highlighted in blue. Below the table, there is a checkbox and the text "O-42762-TRA-004".

Order no.	Job no.	Status
		Paid
		Paid
		Paid

Choose *Select all* first, and then click OK, to select all the rows in that page quickly.

Then, choose *Output* (your preferred output), and then click OK.