User Manual

Vendor Portal

2026

Index

Login

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

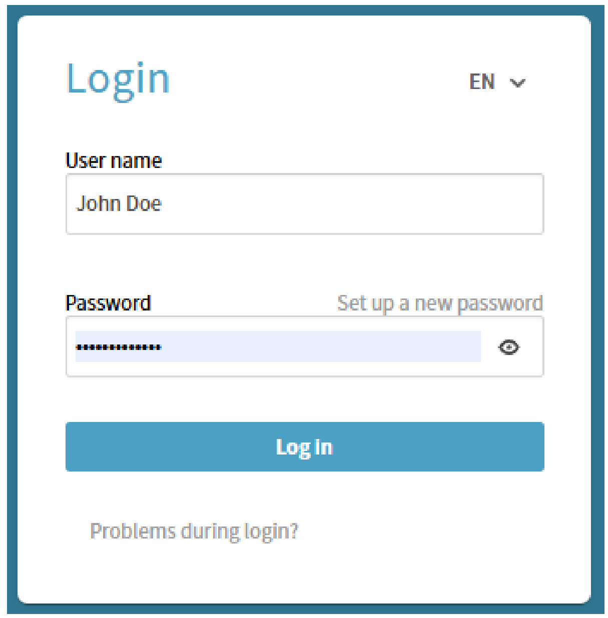
Dear John,

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

Plunet Business Manager:
http://plunet.trustedtranslations.com

LOGIN:
John Doe

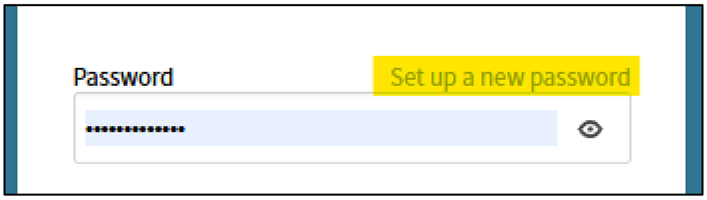
PASSWORD:
NDsfHvd



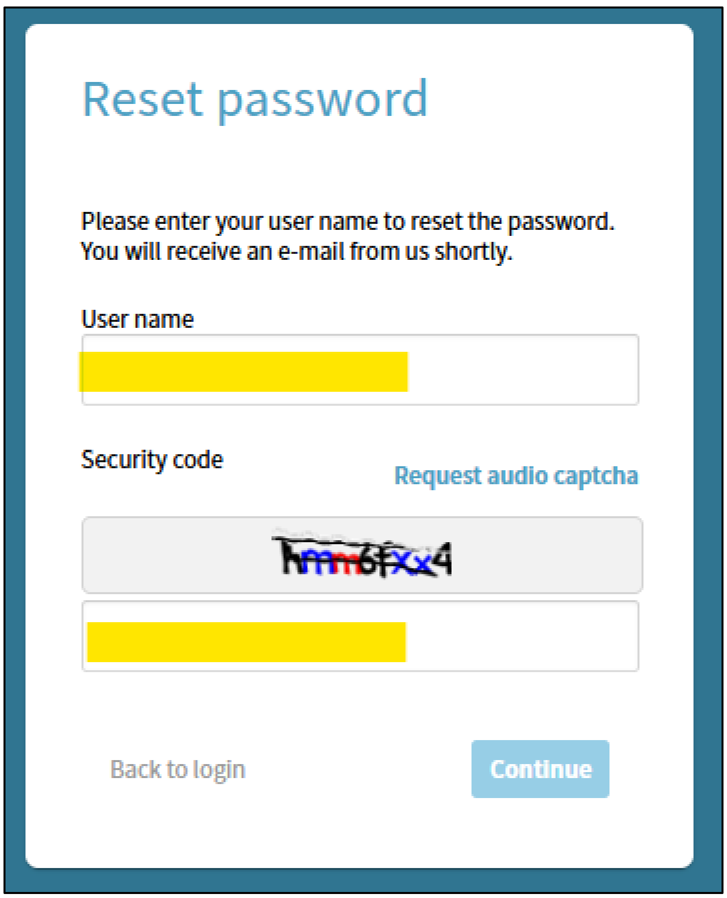
NOTE
If you enter the wrong password three times in a row, ***your account will be automatically locked.***

Password Recovery

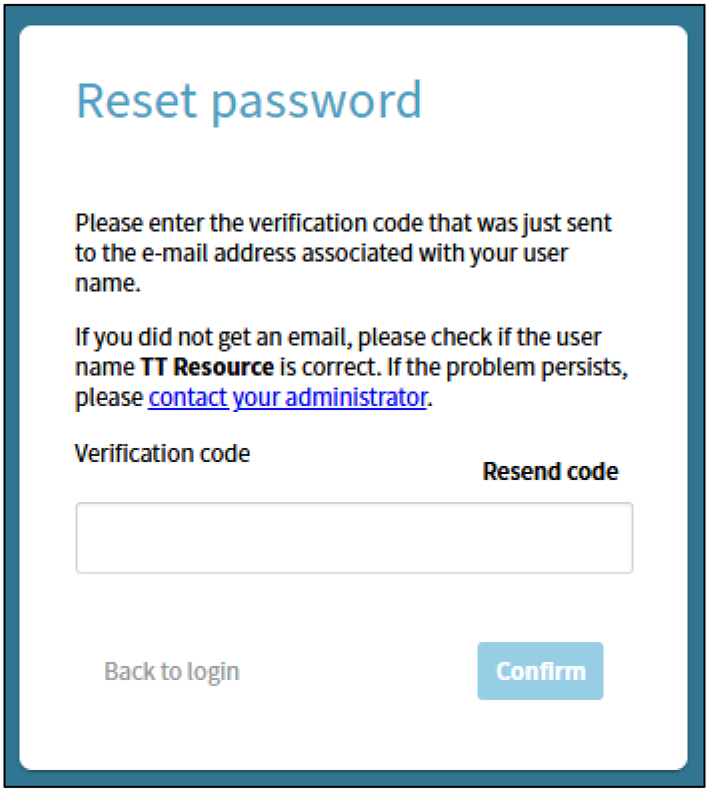
If you have forgotten your password, you can click on *Set up a new password* and follow the instructions below.



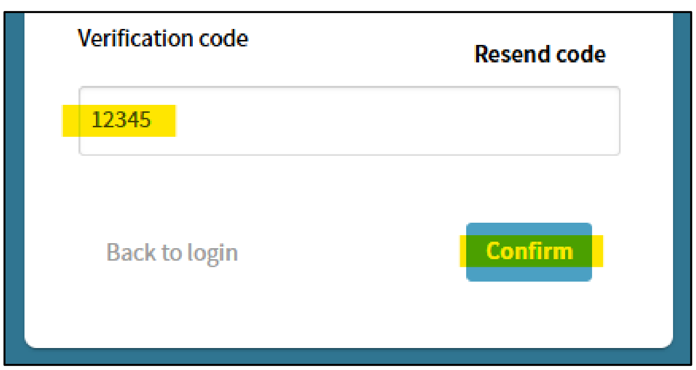
1. Copy/paste your username (make sure there are no trailing spaces)
2. Type the security code as shown



You will see the following message:

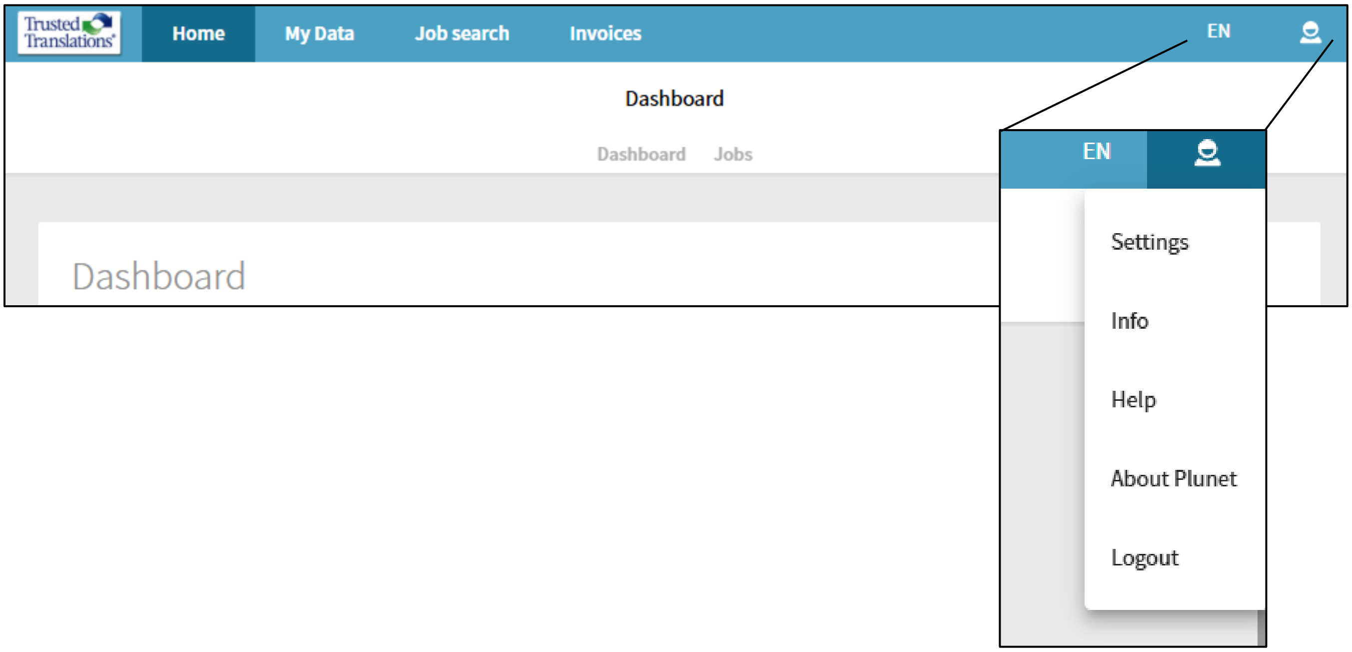


3. Check your emails for the verification code. Remember to check your Spam folder, just in case. Copy and paste your verification code and click on *Confirm.*
   The code will only be valid for 30 minutes.



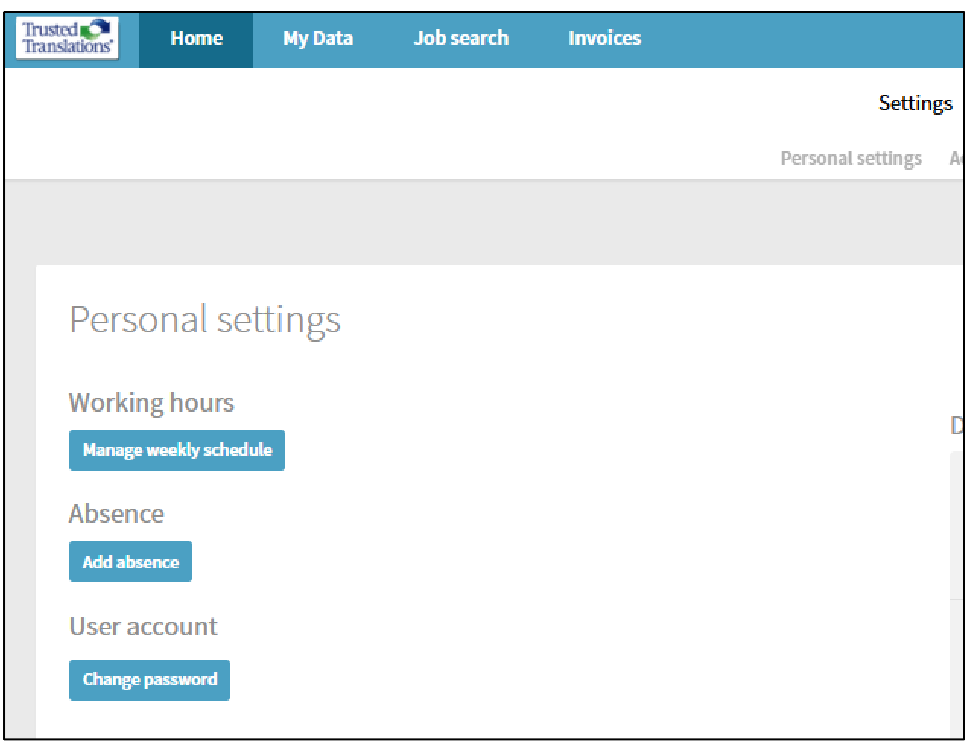
4. You will be prompted to create a new password. Once that is done, you will receive an email with the confirmation.

Portal Overview



Settings

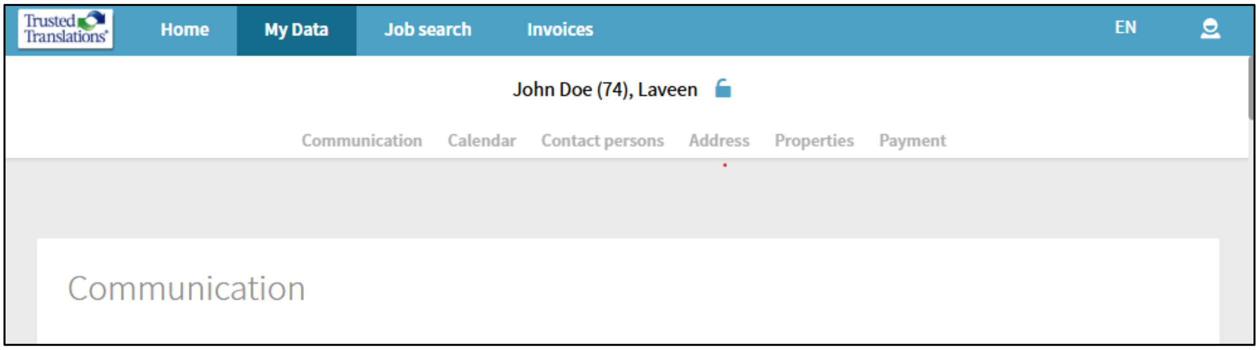
- Specify your availability periods by setting up the weekly schedule or entering your absences.
- Change your password.
- Change display settings.



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

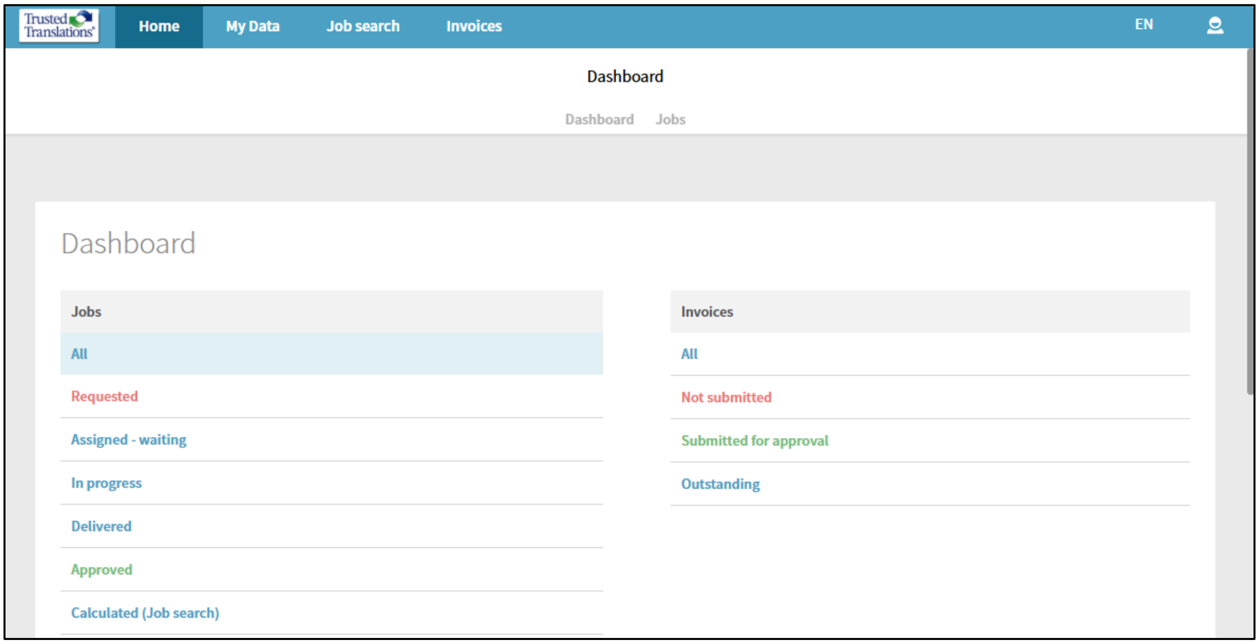


Here, you can:

- 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

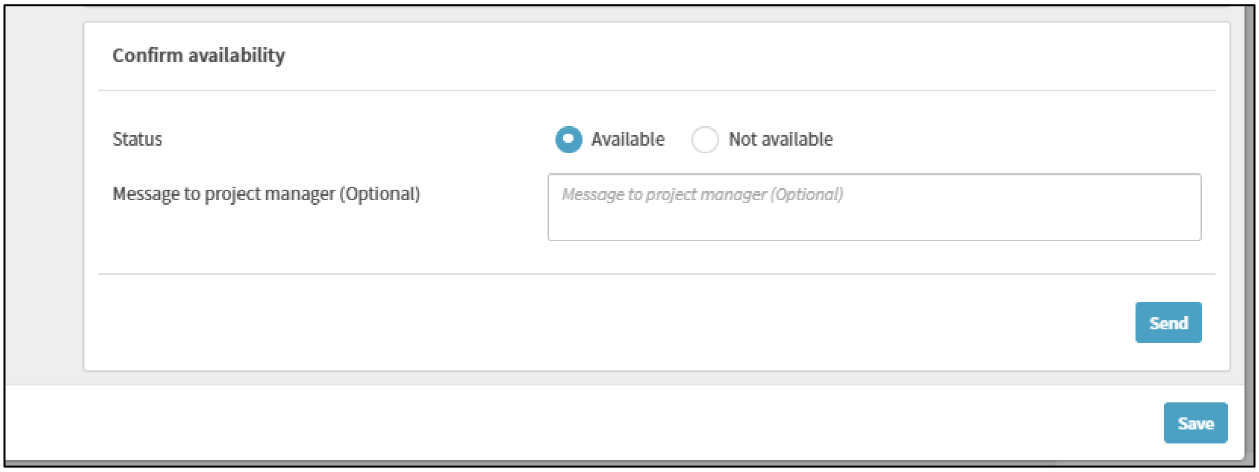
Click here to reject the job offer: https://plunet.trustedtranslations.com/logon.jsp?a=601c87b1-e150-4bd7-bc10-dc9e5684c708

2. In Plunet

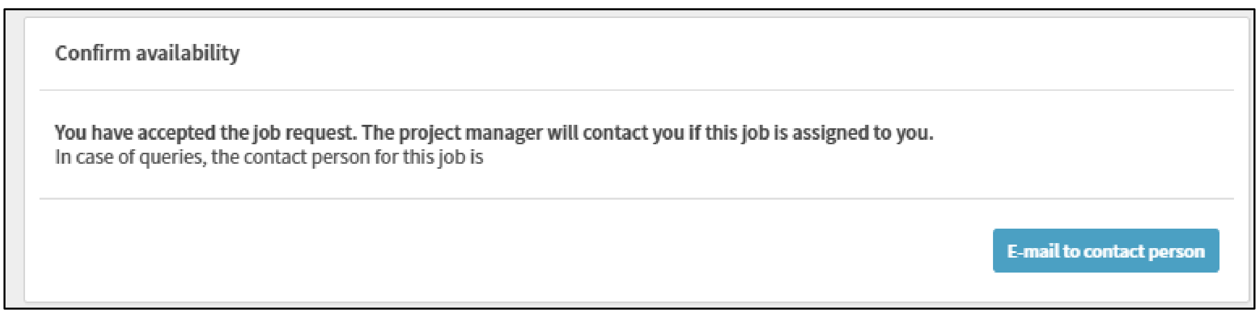
   To accept or decline the job, please log into Plunet and click on *Requested - Please reply* to view a list of jobs that have been requested:

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.



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.



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

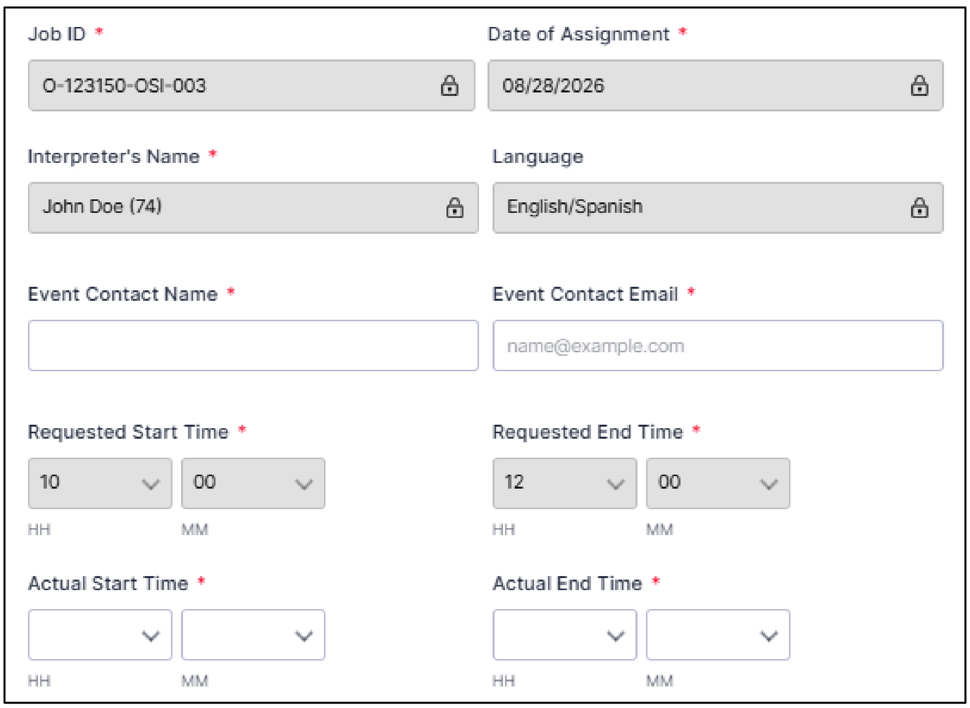
Sending the Time Sheet in Real Time

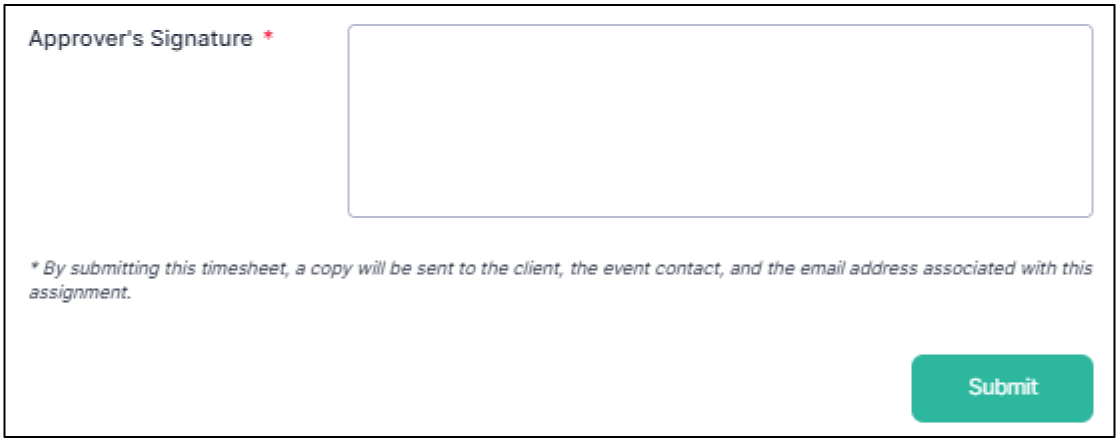
Have your digital time sheet ready for the client to sign once the assignment ends.

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)*





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.

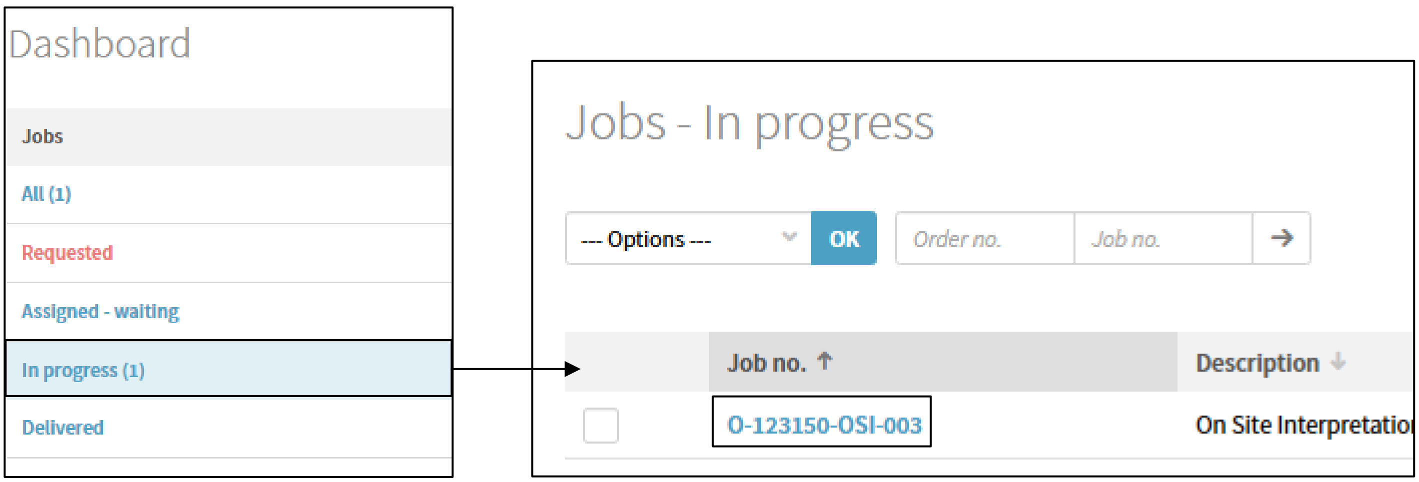
Failure to have this time sheet signed by the event contact person might impact the final approval of your job.

Delivering a Job

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

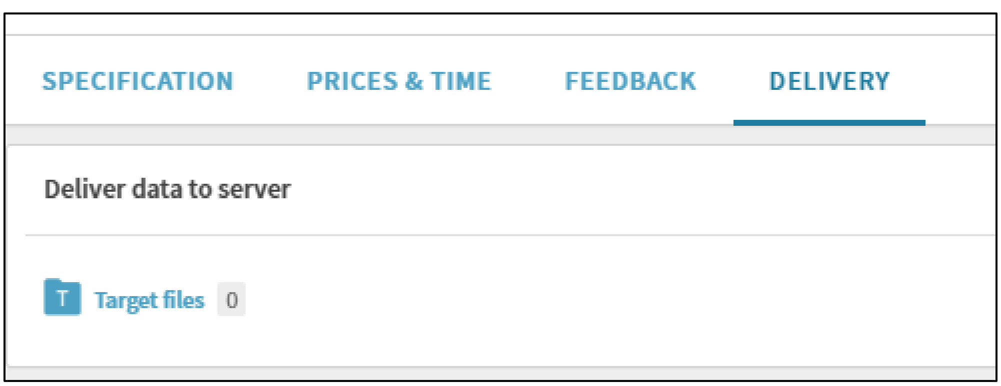
Onsite Interpreting Jobs

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



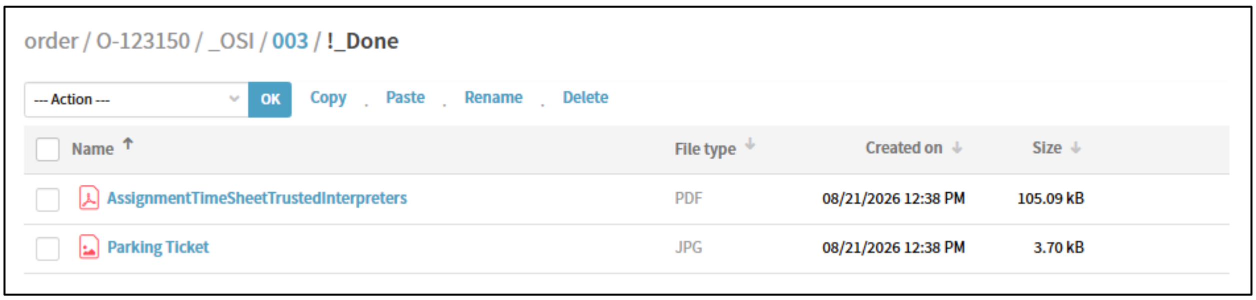
2. Go to the *Delivery tab* and open the *Target files* folder. A pop-up window will open.

   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.)



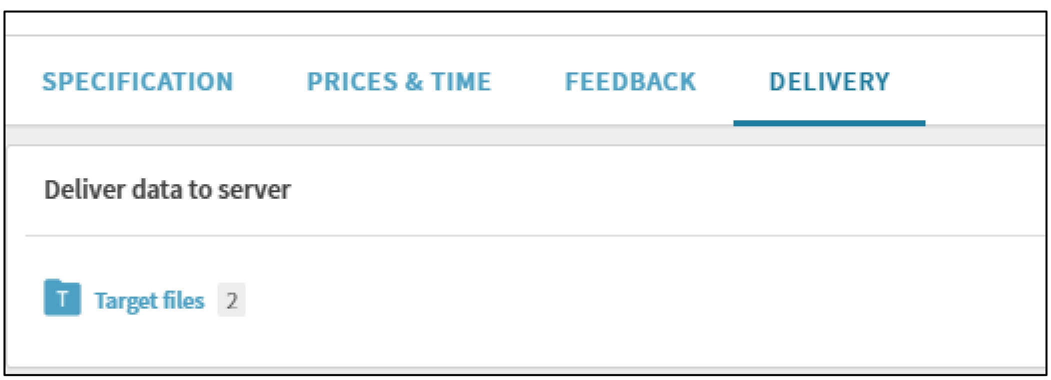
Select the files or drag and drop them.

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



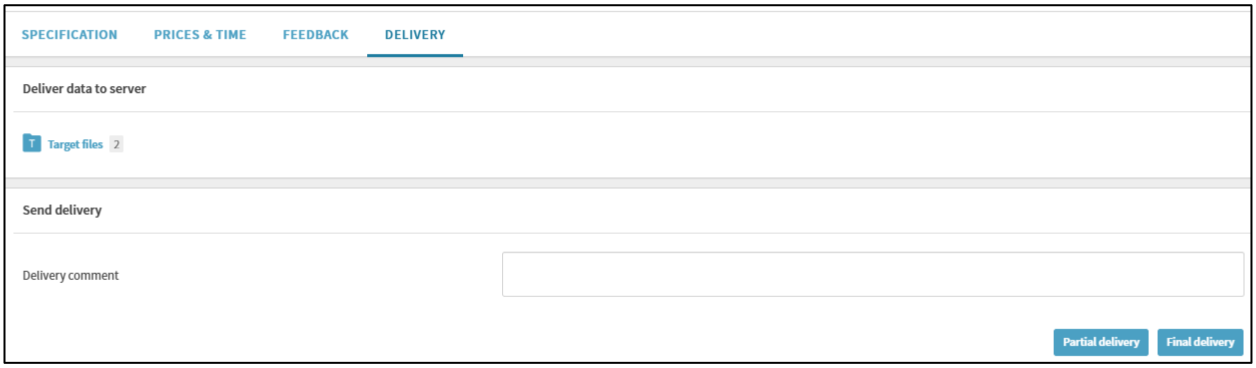
You can make changes as needed. Once you are done, you can close the pop-up window.

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



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.*



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

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.

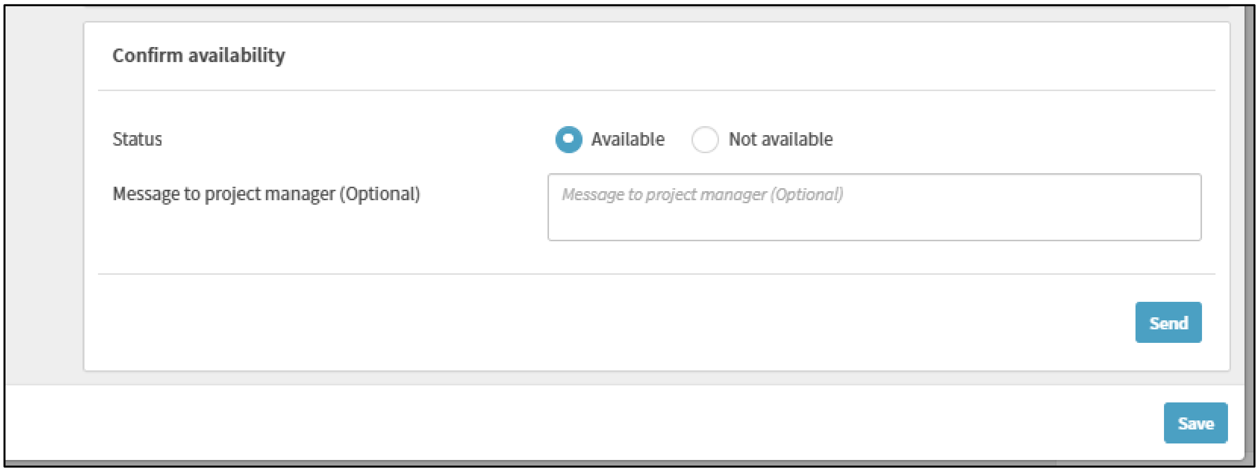
You can accept or decline a job in 2 ways:

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.

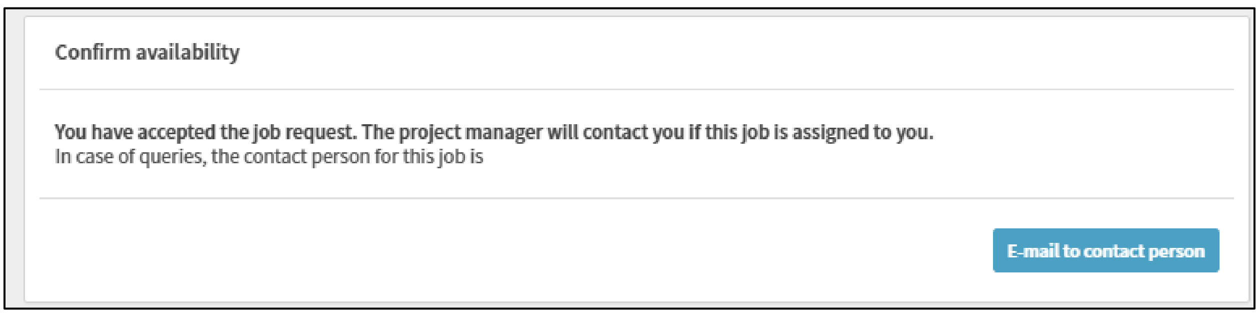
2. **In Plunet**
   To accept or decline the job, please log into Plunet and click on *Requested - Please reply* to view a list of jobs that have been requested:

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.



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.

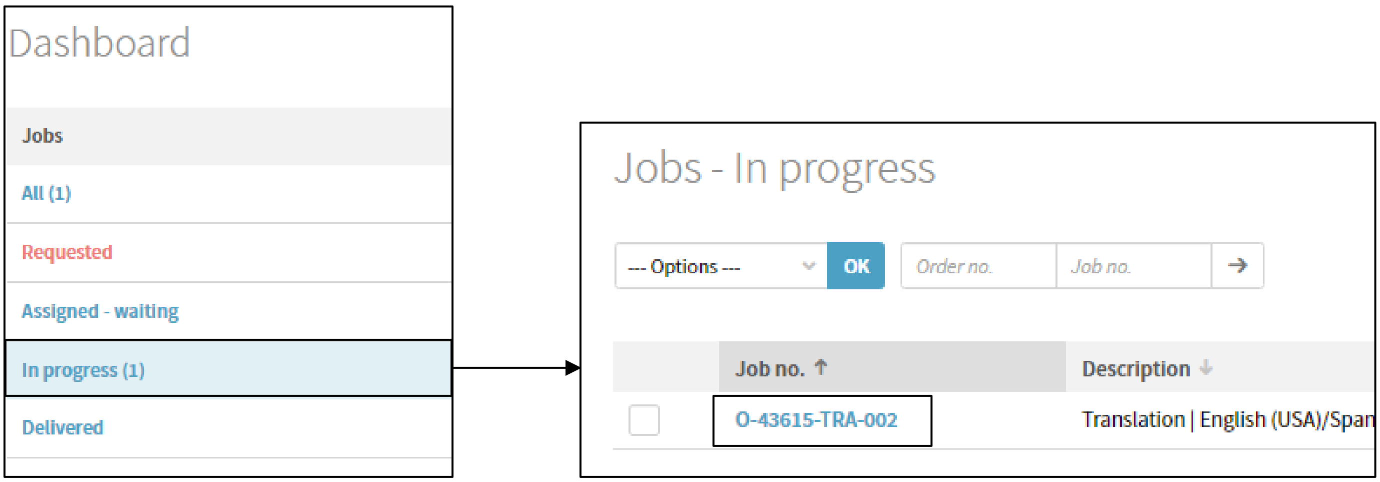


You will receive an email with the assignment once the Project Manager assigns the job to you.

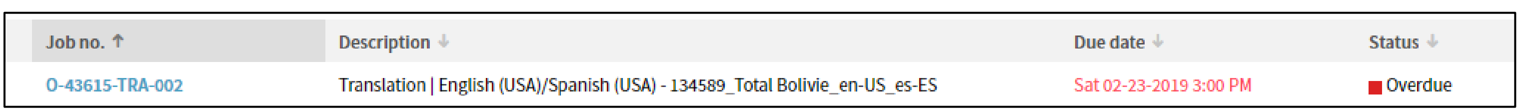
Delivering a Job

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.

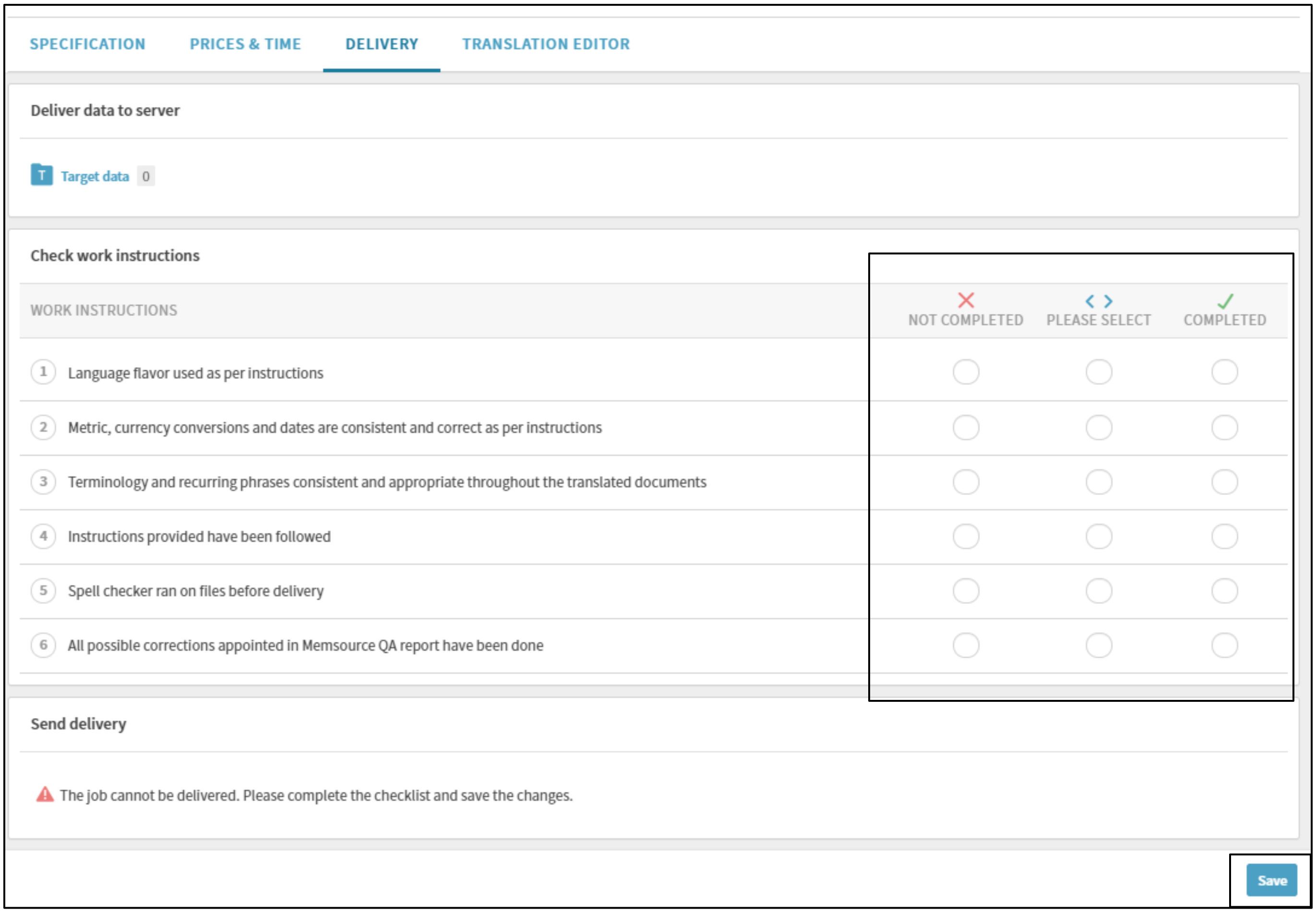


If you miss this step, the Job status will change to *Overdue*, and invoicing may be delayed.



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

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



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

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

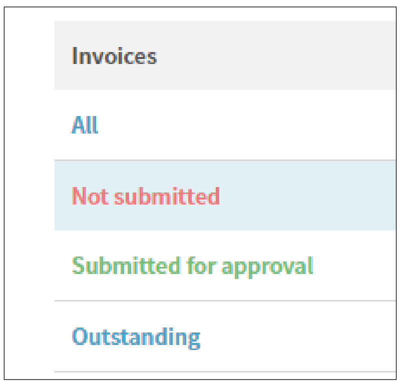
Your job status will change to *Delivered.*

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.*



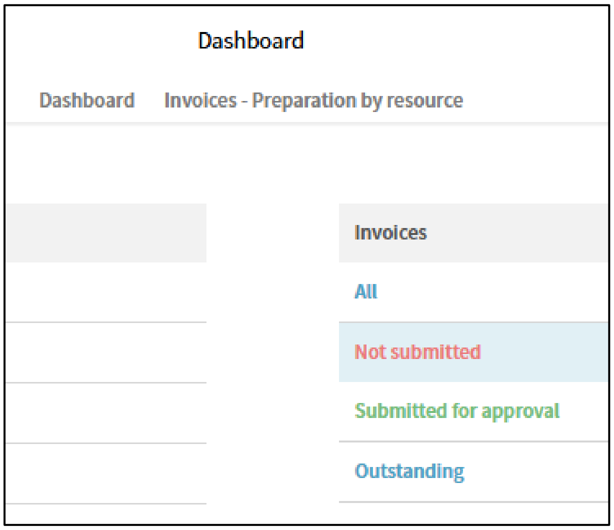
You will find new invoices under **Not submitted**.

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.



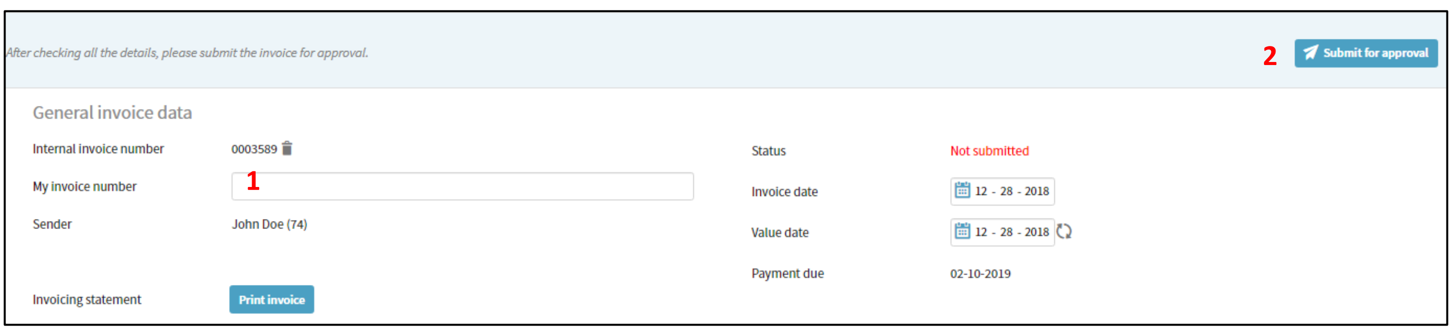
Click on Not Submitted.

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*



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.

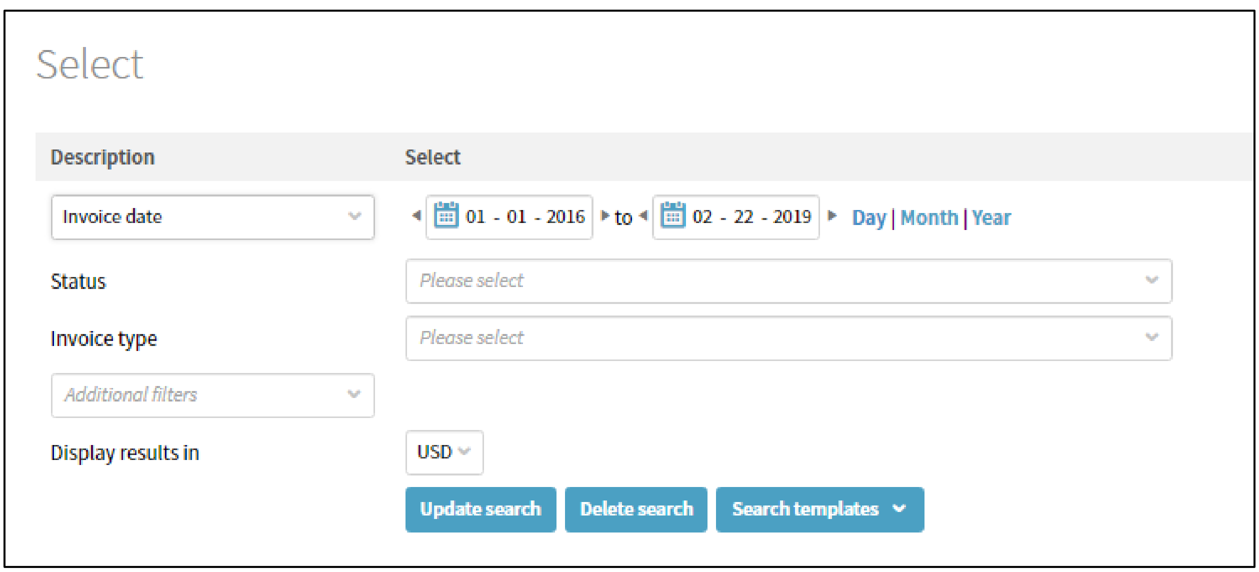
NOTE
Paid invoices are no longer displayed in your Dashboard. *You can still find all your invoices by doing an [Invoice Search](#).*

Going over your Jobs and Invoices

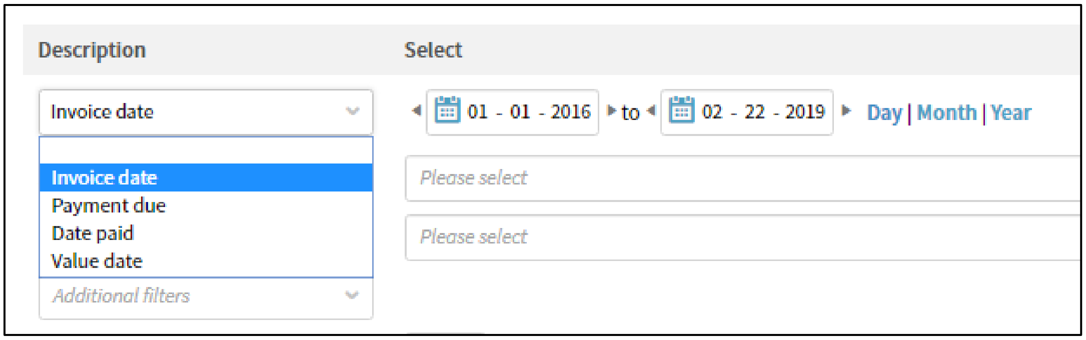
There are several options in the platform for you to search and filter both your invoices and your orders.

Invoice Search

Use *invoice search* to filter your invoices.

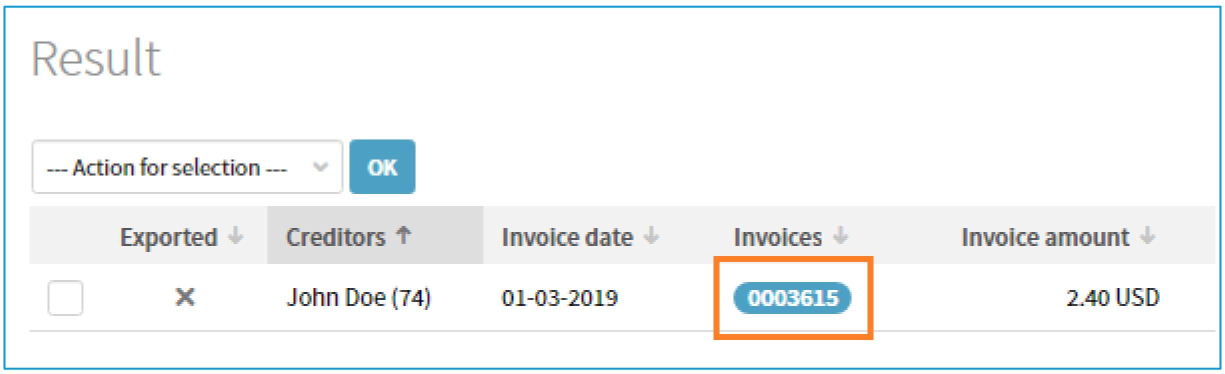


You can choose different dates, or even whole months or years. In addition, you can select different options from the drop-down menu:

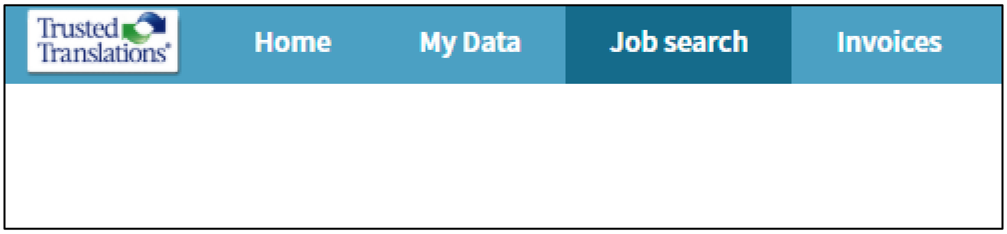


And you can filter your invoices by status.

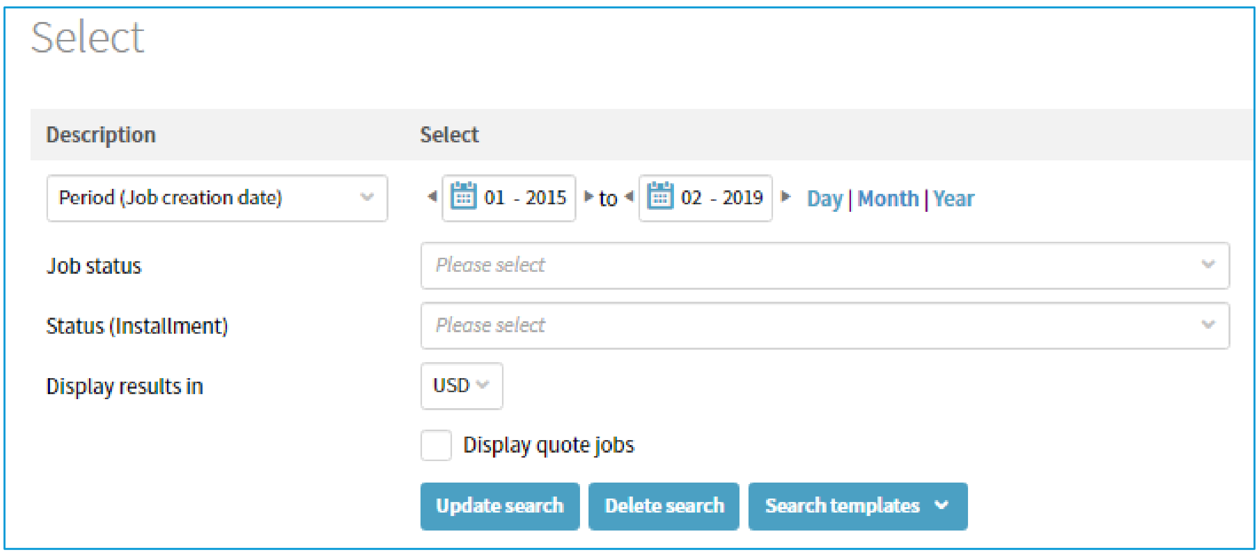
Once you get your results, you can go into each invoice and see its details.



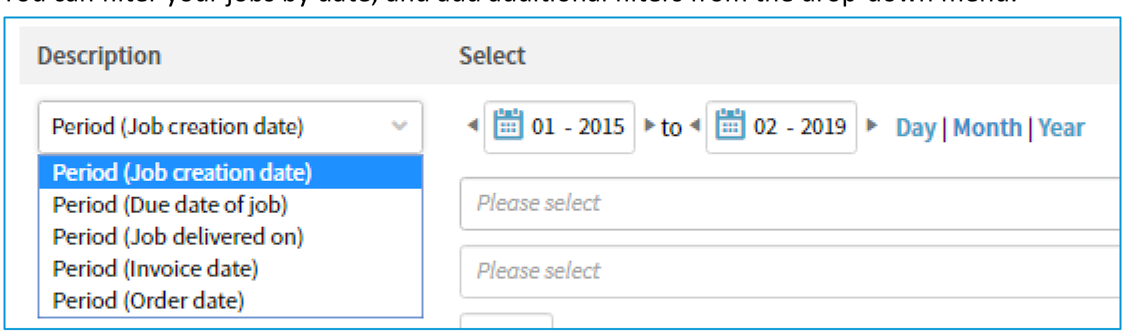
Job Search



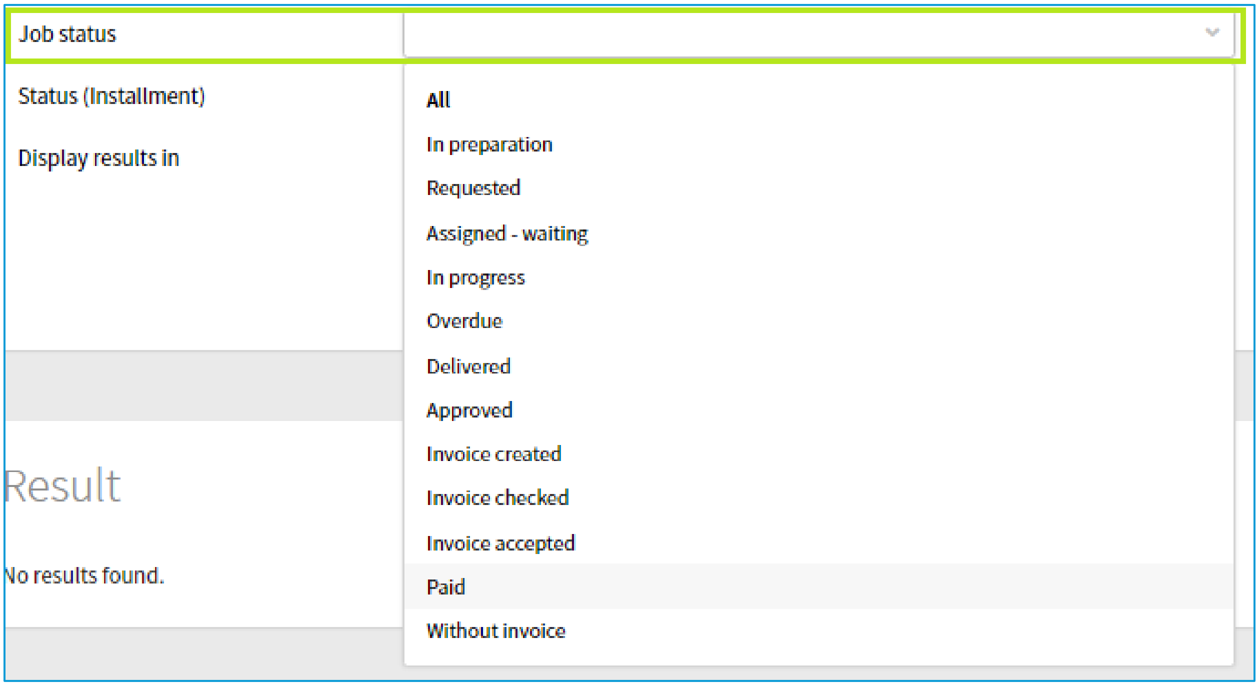
Use *Job search* to filter your jobs.



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



You can also filter them by status:



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

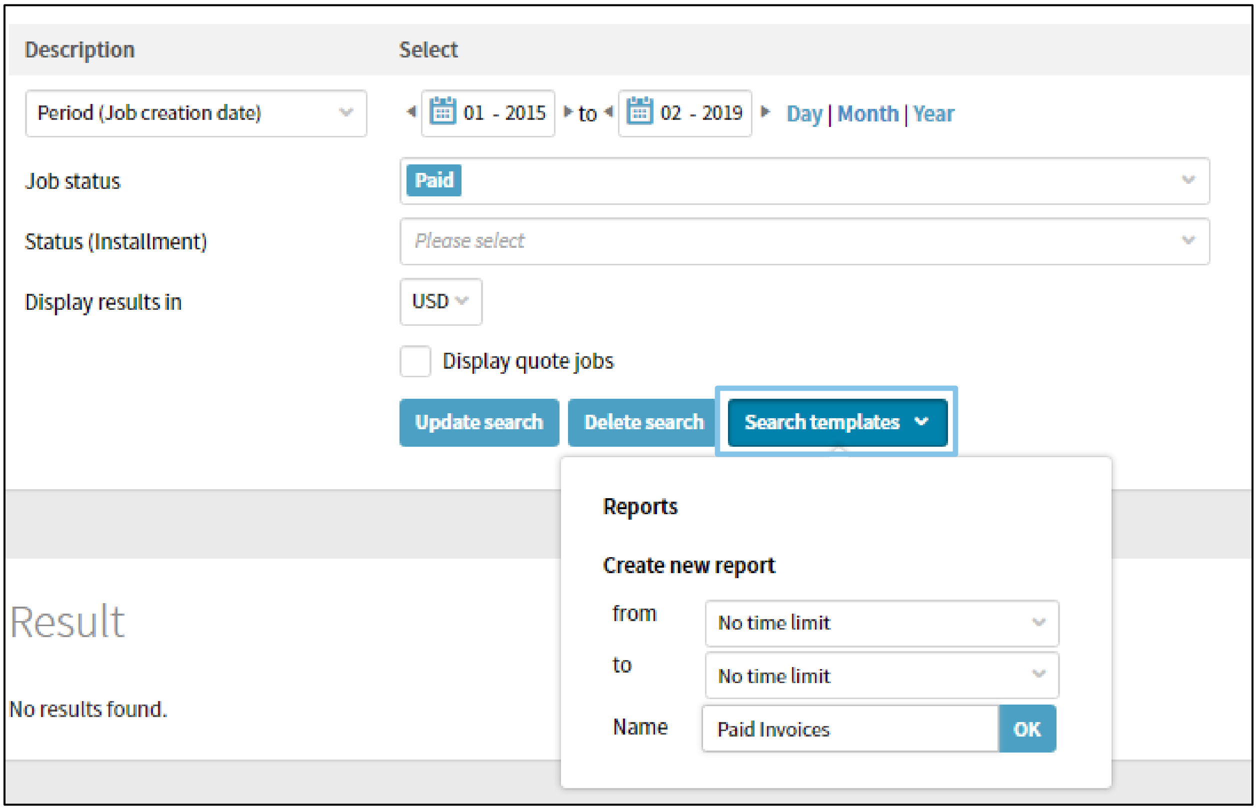
You can go into the Job to review the task, or you can go into the invoice itself. You will notice that several orders have the same invoice number.

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.

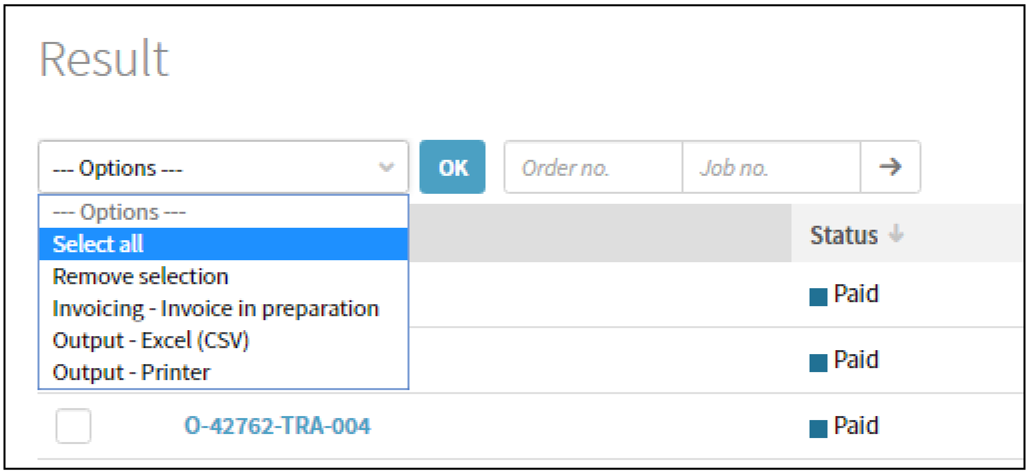
Use the filters you would like to include and click on *Search templates*. You can also add a time frame to your search. Type a name and click *OK*.



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:



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.