

# Project Director User Guide for Dow Chemical

**Dow Project Director URL**

<https://gl-dowchemical1.translations.com/PD/>

**GlobalLink Technology Support Team**

[dow\\_glsupport@translations.com](mailto:dow_glsupport@translations.com)

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# 1 WELCOME TO TRANSPERFECT PROJECT DIRECTOR (PD)

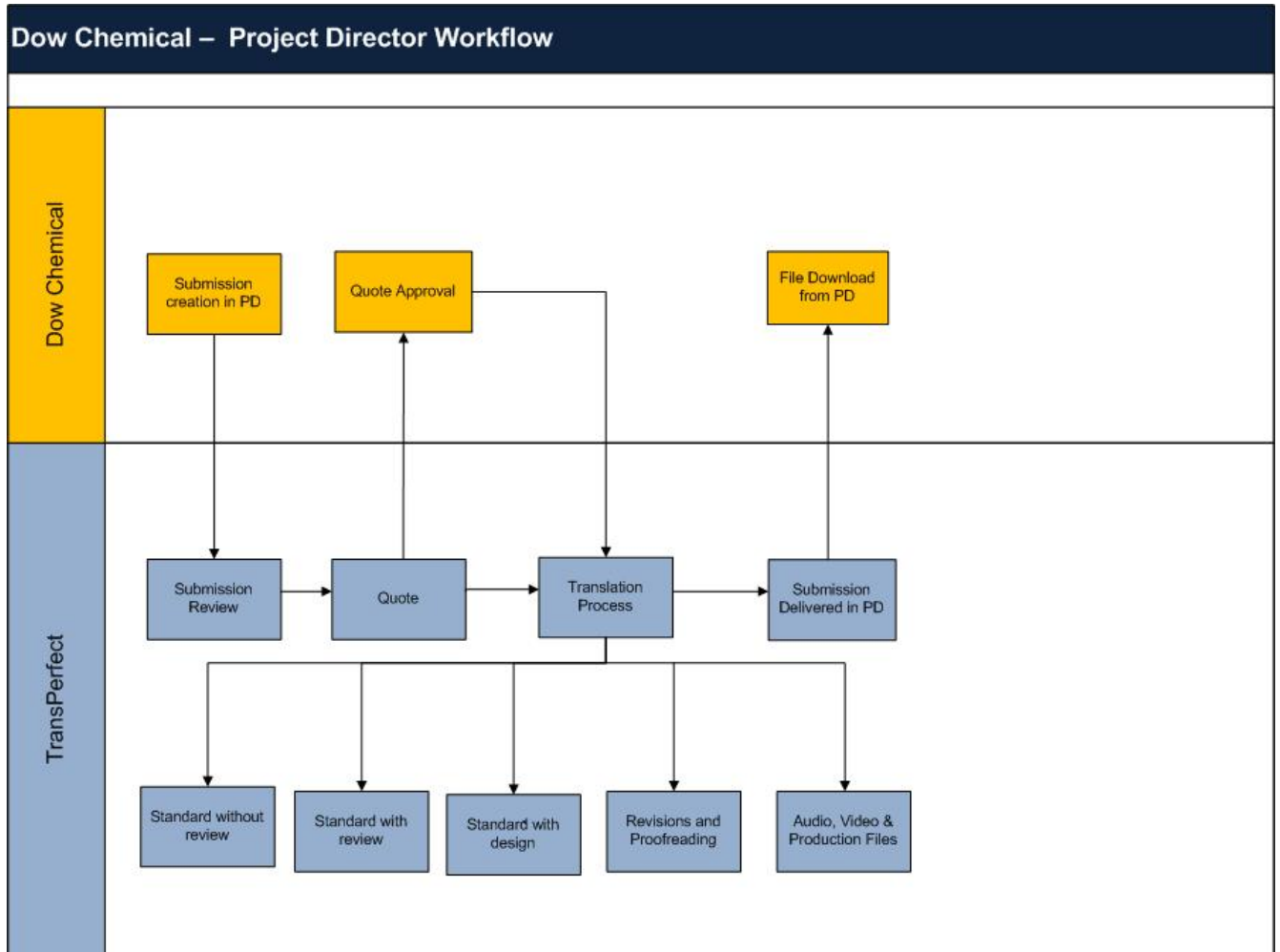
TransPerfect Project Director is the new tool used by Dow to submit and complete all translation requests through TransPerfect.

## 1.1 Support & Contacts

Dow Chemical	
<b>Beth Andreski</b> Image, Literature and Translation Production Specialist	Phone: 989-636-0607   Cell: 989-233-9991   email: <a href="mailto:bandreski@dow.com">bandreski@dow.com</a>
TransPerfect	
<b>Account Support</b>	<a href="mailto:dow_am@transperfect.com">dow_am@transperfect.com</a> Any communication relating to specific submissions. This list includes all regional contacts. Examples: submission status or quote question, payment issues, etc.
<b>Technical Support</b>	<a href="mailto:dow_glsupport@translations.com">dow_glsupport@translations.com</a> Technical issues that can be addressed by anyone in support across the globe. Examples: error messages, cannot connect to PD, how to upload/download submission.
<b>Regional Contacts</b>	<b>TransPerfect Americas</b> 9:00 am EST to 9:00 pm EST Andrew Nilsen   Phone: 312-578-0887   email: <a href="mailto:anilsen@transperfect.com">anilsen@transperfect.com</a>
	<b>TransPerfect EMEA</b> 9:00 pm EST to 4:00 am EST (10:00 am – 4:00 am Local time, Hong Kong) Chi Patel   Phone: +44 207 061 2038   email: <a href="mailto:cpatel@transperfect.com">cpatel@transperfect.com</a>
	<b>TransPerfect APAC</b> 4:00 am EST to 9:00 am EST (10:00 am – 3:00 pm Local time, London) Andrew Stanley   Phone: +852 2292 9901   email: <a href="mailto:astanley@translations.com">astanley@translations.com</a>
<b>Additional Training and Documentation</b>	User Guides and Training Videos can be found on the Dow TransPerfect Portal: <a href="https://gl-dowchemical1.translations.com/">https://gl-dowchemical1.translations.com/</a>

## 2 OVERVIEW

### 2.1 Dow Workflow



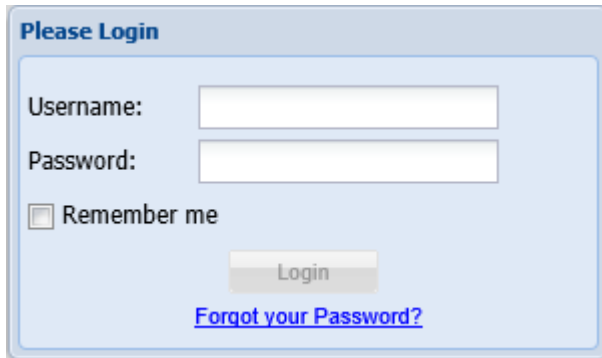
## 3 ACCESSING PROJECT DIRECTOR

### 3.1 Logging in

To log in to the GlobalLink Project Director:

1. Using your preferred internet browser, navigate to the URL provided to you.

The Login page appears.



2. Enter the **User Name** and **Password**.

#### NOTE

The System Administrator generates the user name and password, which will be sent to you via email.

3. Click **Login**.

GlobalLink Project Director dashboard appears.

#### NOTE

If you are logging in for the first time using the temporary password, you will be prompted to reset the password.

### 3.2 How to Change Password

1. Click on the drop down icon next to your username in the upper right corner.



2. Select **Preferences**.
3. Select the **Change Password** button.

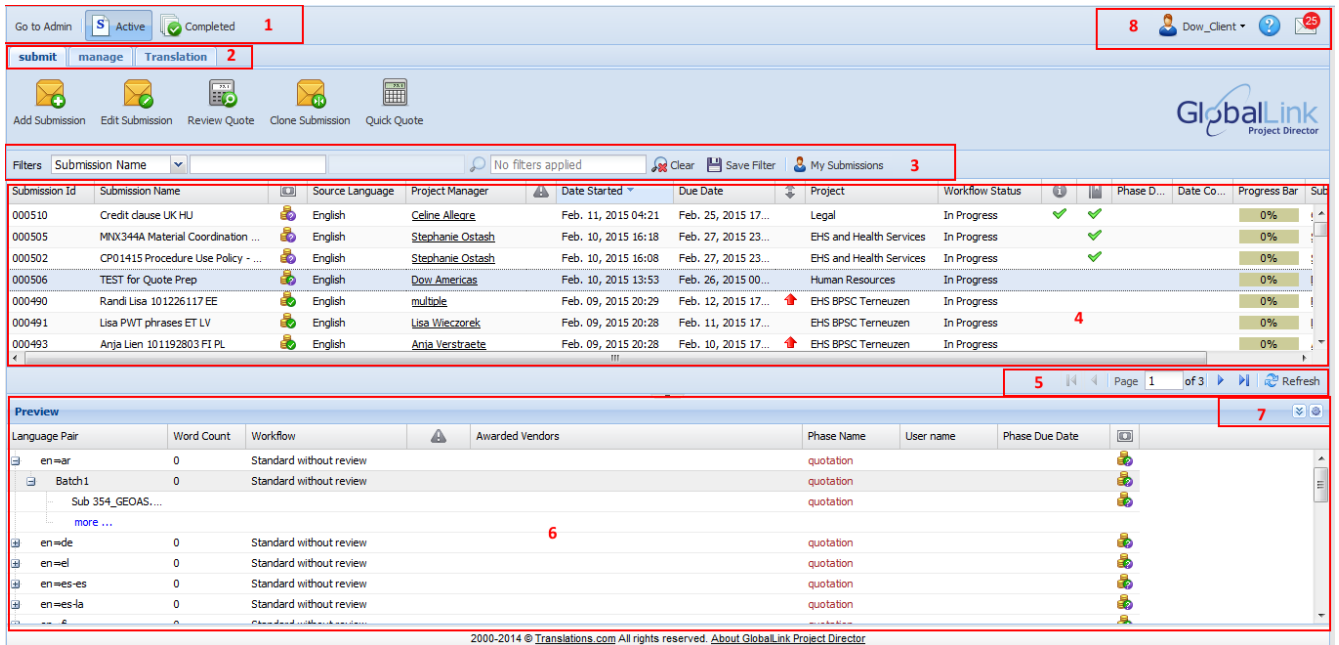
#### NOTE

Passwords must be at least 8 characters, contain at least one letter, one number and one of the following: !@#\$\$%^&\*().

# 4 WORKING WITH PROJECT DIRECTOR


## 4.1 GlobalLink Project Director Dashboard

Below are descriptions of various components of the GlobalLink Project Director dashboard:



**NOTE**  
The actions available under the **submit** and **manage** tabs will depend upon client specific configuration.

Number	Use	To...
1	Folders	<ul style="list-style-type: none"> <li>view administration action buttons: generate reports. The Admin folder will be available depending on client specific configuration.</li> <li>view workflows: on hold, active, completed, gate and quote submissions.</li> </ul>
2	Tabs	<ul style="list-style-type: none"> <li>perform submission related tasks: add, edit, clone, view quick quote and review quotes.</li> <li>manage submissions: download deliverable, source and history, cancel submissions, clear alerts, assign submissions, edit submission instructions and export dashboard.</li> </ul>
3	Filters	<ul style="list-style-type: none"> <li>search for a specific submission or a group of submissions on the dashboard.</li> </ul>

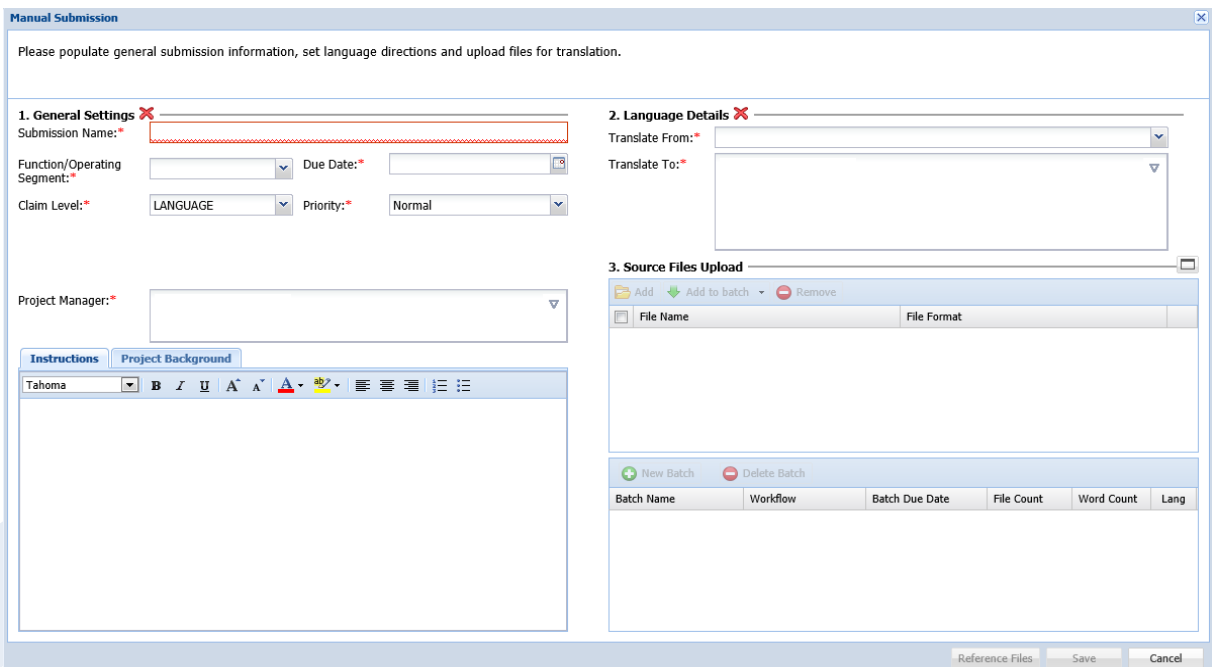
4	Submission details	<ul style="list-style-type: none"> <li>view submission details, such as submission id, name, source language, submitter, submission date, due date and time, priority, project name, workflow status, phase due date and time, date completed, progress bar and owner. If the submission is not completed beyond the due date, the text color changes to red.</li> </ul>
5	Page navigation	<ul style="list-style-type: none"> <li>move from one page to another.</li> </ul>
6	Preview	<ul style="list-style-type: none"> <li>view the language directions, batches and number of files in each batch.</li> </ul>
7		<ul style="list-style-type: none"> <li>preview based on language or batch.</li> </ul>
8	User options	<ul style="list-style-type: none"> <li>view account details and help. Click on the user name to view Preferences and logout. In the Preferences dialog box you can specify items per page, reload time, current time zone, change password and automatic email notification/bubbles preferences and also customize the display of the action bar buttons.</li> </ul>

## 4.2 Adding a Submission

The manual submission process allows you to upload files, select target languages, file formats and workflows.

To submit files:

1. Open the Project Director dashboard and click Add Submission  under the Submit tab.



**Manual Submission**

Please populate general submission information, set language directions and upload files for translation.

**1. General Settings**

Submission Name: \*

Function/Operating Segment: \*    Due Date: \*

Claim Level: \*    LANGUAGE    Priority: \*    Normal

Project Manager: \*

**2. Language Details**

Translate From: \*

Translate To: \*

**3. Source Files Upload**

Add    Add to batch    Remove

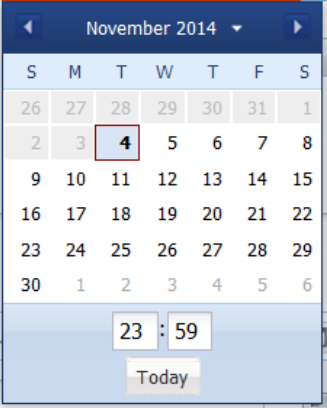
File Name	File Format

New Batch    Delete Batch

Batch Name	Workflow	Batch Due Date	File Count	Word Count	Lang

Reference Files    Save    Cancel

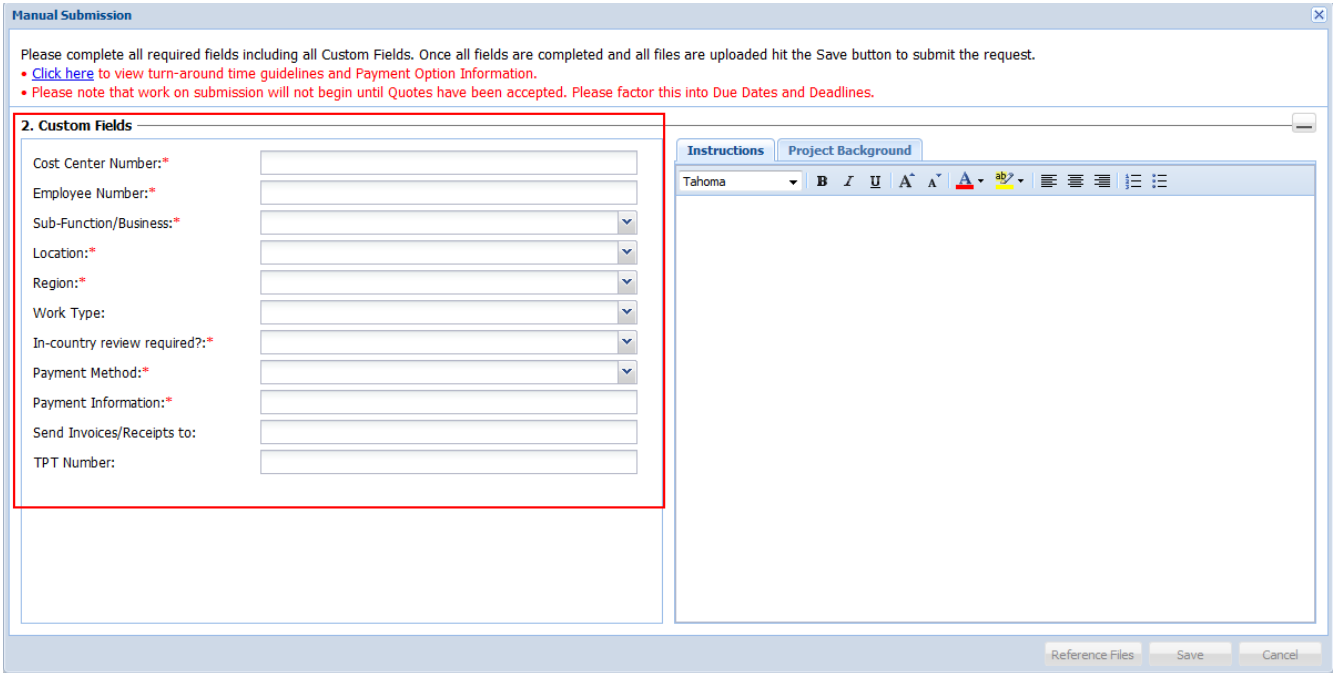
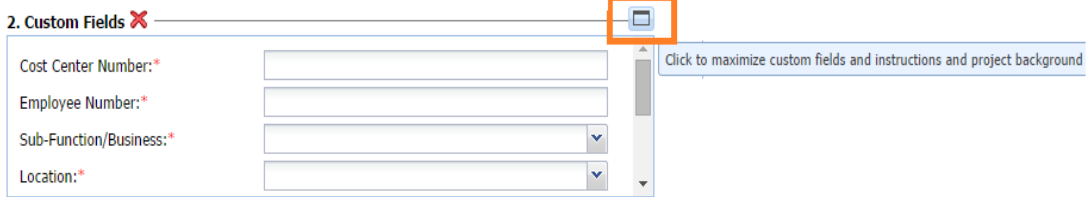
## 2. Enter the following General Settings:

Option	Description
Name	Enter a unique name for the submission. <b>NOTE:</b> The Submission name cannot be changed once the project has started.
Function/Operating Segment	Select the Function or Operating Segment for the submission.
Due Date	Click the Calendar icon and select the submission due date and time. <b>NOTE:</b> The due date is the date you will receive the files back from TransPerfect after all reviews have been completed. 
Claim Level	No action is needed. This is an internal TransPerfect item.
Priority	Select the priority of the submission. The default selection is normal. If the request requires a quick turnaround change the priority to HIGH.
Project Manager	Select the submission project manager(s). <b>NOTE:</b> The submitter will already be added as the PM, but others can be added. A user who is added as a PM has full control of the job within Project Director and will receive notifications.
Instructions	Enter instructions for the vendor. You can also upload Reference Material. Use the Reference Material button to upload this information. Do not upload Reference Material with the source files.
Project Background	Click tab and enter any additional Project Background. (optional)



### 4.2.1 Custom Fields

To Maximize the Custom Fields Screen, click on the top right button.



1. Enter the following Custom Options:

Option	Description
Cost Center	Enter the Cost Center information for the request.
Employee Number	Enter the Employee Id for the user submitting the request.
Sub-Function/Business	Enter the Function or Business for the request. <b>NOTE:</b> If the Function or Business is not listed select Other and include the name of the Business or Function in the Instructions tab.
Location	Enter the location of the submitter.
Region	Enter the region of the submitter. This information will be used for reporting purposes.
Work Type	Select the type of work being requested.
In-country review required?	Select Yes or No.

	If in-country review is required and new reviewers need access to the system include user Names and email addresses in the Instructions tab.
Payment Method	2014 – Select PO Number. 2015 – Select the option of payment required. Submissions under \$2500 can be paid using a Pro-card. Submission over \$2500 will require a PO be created.
Payment Information	2014 – Select the PO number that auto populates. 2015 – Enter PO number.
TPT Number	No action required. Internal TransPerfect field.

**NOTE**  
Custom Fields marked with an asterisk \* are mandatory. You will not be able to save or start the submission unless all mandatory Custom Fields are entered. The Custom Fields are configured by the System Administrator at the Project level based on client specific requirements

2. Enter the following Language Details:


**3. Language Details** ✖

Translate From:\*

Translate To:\*

Option	Description
Translate From	Select the source language from the drop down list.
Translate To	Enter the target language(s). <b>NOTE:</b> When you type the first letter of a language, the languages will appear as an option. To view all the available languages, place the cursor in the Translate To: text box and press the Down arrow key on your keyboard. If you wish to remove a language from the list, click on X next to the language. If the desired language is not available, contact <a href="mailto:Dow_glsupport@transperfect.com">Dow_glsupport@transperfect.com</a> .

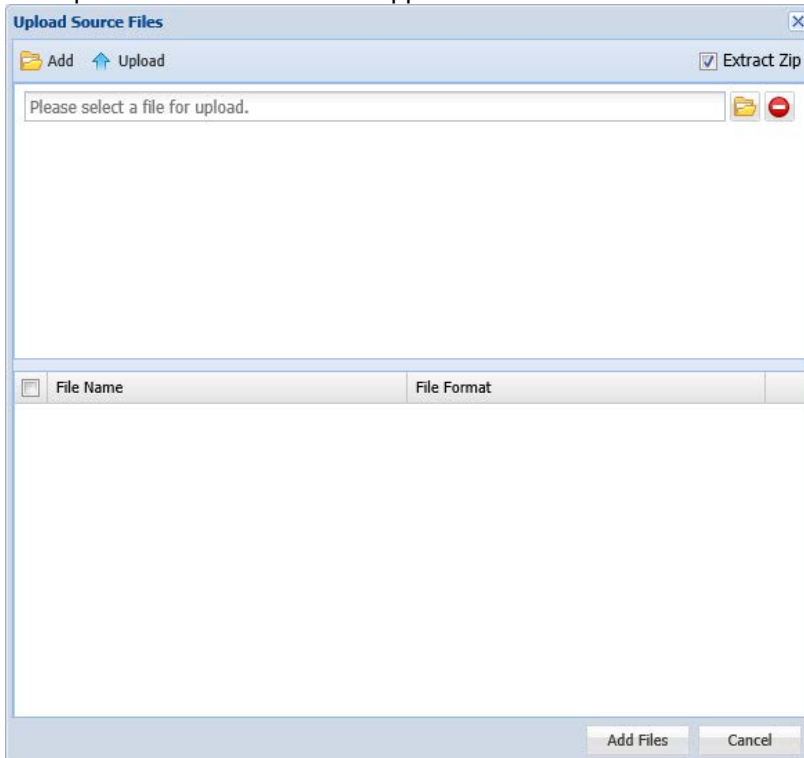
## 4.3 Uploading Source Files

1. Click  to select the source file(s). You can also upload a batch as a zipped folder.

### NOTE



If you are using Chrome you can drag and drop files into the Manual Submission dialog box.

The Upload Source Files folder appears.



### NOTE

- If a particular file format is not configured, Project Director will categorize the uploaded files as Non-parsable.
- For Excel files, content from all columns will be processed for translation unless a rules file has been provided and a specific Excel format setup for that configuration.
- If the Microsoft Word filter is setup with the Accept all Changes and turn off Track Changes option disabled, then doc/docx files with Track Changes turned on will be rejected.
- Embedded objects within MS Office source files such as Word, PPT and Excel will not be parsed.
- The native InDesign filter uses InDesign Server version 5.5, 6 or CC to parse INDD files. While INDD files from older versions of InDesign will be accepted and parsed, the resulting deliverable IDML file will be CS 5.5 or 6.0. It is not possible to save down to a lower version.
- If images within MS Office files require translation, provide a note in the Special Instructions field.
- Do not upload reference files as source files. Be aware that all files uploaded in the Upload Source Files dialog box will be translated.

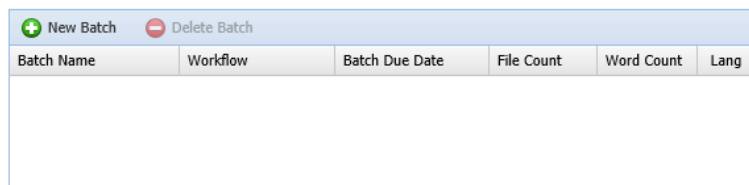
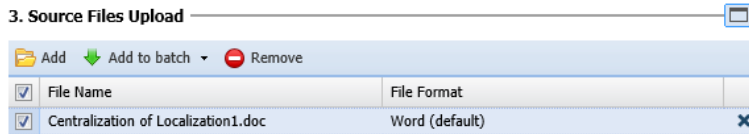
2. Click , then  to select file(s).

3. Click **Upload**.

Then file(s) appear in the panel below.

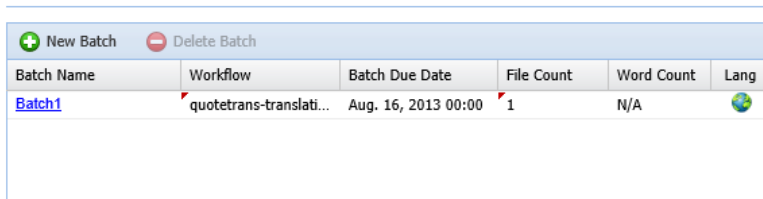
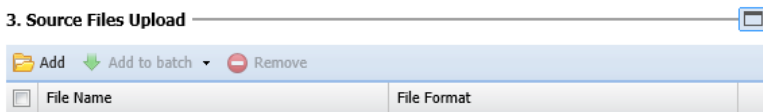
4. Click **Add Files**.

The file(s) appear in the Source Files Upload panel.

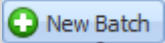



5. Click **Add to batch** to upload the source file(s).

A new batch is created in the panel below.



#### NOTE

- You can divide the uploaded files into separate batches and upload different formats to a batch.
- Ensure that the name of the file being uploaded does not include the following characters: < (less than), > (greater than), : (colon), " (double quote), / (forward slash), \ (backslash), | (vertical bar or pipe), ? (question mark), \* (asterisk). Project Director will reject files containing any of the system characters listed above.
- To add a new batch, click .
- To delete an existing batch, left-click to select the batch and click .

## 4.4 Selecting a Workflow

The default workflow for all projects will be **Standard without Review**. If you wish to select another workflow, please follow these steps:

1. In the submission dialog, fill in all required information.
2. Attach source file.
3. Add the source file to the correct batch number.
4. Double-click on the workflow option **Standard without Review**. You may need to manually widen the column to fully display the text within the dropdown.
5. Select the dropdown arrow, circled in red below.

Batch Name	Workflow	Batch Due Date	File Count	Word Count	Lang
Batch1	▼	Feb. 13, 2015 23:59	0	N/A	🌐
	Audio, Video and Production Files				
	Revisions and Proofreading				
	Standard with design				
	Standard with review				
	Standard without review				

Buttons: Reference Files, Save, Cancel

6. Choose the correct workflow.
7. Click Save.

Types of Workflows available:

Workflow	Use	File Processing Steps
<b>Audio, Video &amp; Production Files</b>	Should be used for files like audio, video, e-learning, and other file types that are not listed.	<ul style="list-style-type: none"> <li>Request quote through PD</li> <li>Pre-flight discussion with TransPerfect AM</li> <li>Quote</li> <li>Recording, etc.</li> <li>Review (optional)</li> <li>Delivery</li> </ul>
<b>Revisions and Proofreading</b>	Should be used regardless of file type for requests where no actual new <i>translation</i> is occurring: proofreading, revisions, cultural assessment and updating existing translations can be included under this workflow type.	<ul style="list-style-type: none"> <li>Quote</li> <li>Pre-Flight/File Prep</li> <li>Proofreading</li> <li>Formatting</li> <li>Delivery</li> </ul>

<b>Standard with design</b>	Should be used for all parsable file types (word, PowerPoint, and excel) indicated when In-country review and DTP are needed. The final file can also be uploaded as collateral to PD.	<ul style="list-style-type: none"> <li>▪ Quote</li> <li>▪ Pre-Flight</li> <li>▪ Translation</li> <li>▪ Dow In-country Review</li> <li>▪ Review/Proofreading of edits</li> <li>▪ Desktop Publishing</li> <li>▪ Delivery</li> </ul>
<b>Standard with review</b>	This workflow can be used for all parsable file types (word, PowerPoint, and excel). There is no DTP/ QA step and final translated file that requires different end formatting can be uploaded as collateral. There is TRP integration. Submission will go to TRP for ICR automatically after translation step. The final file can also be uploaded as collateral to PD.	<ul style="list-style-type: none"> <li>▪ Quote</li> <li>▪ Pre-Flight</li> <li>▪ Translation</li> <li>▪ Dow In-country Review</li> <li>▪ Formatting</li> <li>▪ Delivery</li> </ul>
<b>Standard without review (Default)</b>	This workflow can be used for all parsable file types (word, PowerPoint, and excel). There is no DTP/ QA step and final translated file that requires different end formatting can be uploaded as collateral. There is no TRP integration. Submission will not go to TRP for ICR automatically. The final file can also be uploaded as collateral to PD.	<ul style="list-style-type: none"> <li>▪ Quote</li> <li>▪ Pre-Flight</li> <li>▪ Translation</li> <li>▪ Formatting</li> <li>▪ Delivery</li> </ul>

## 4.5 Reference Files

You may provide additional submission background information by attaching reference files. These may include: Dow-specific instructions on how to handle the files, previous translations, etc.

## 4.6 Completing a Submission

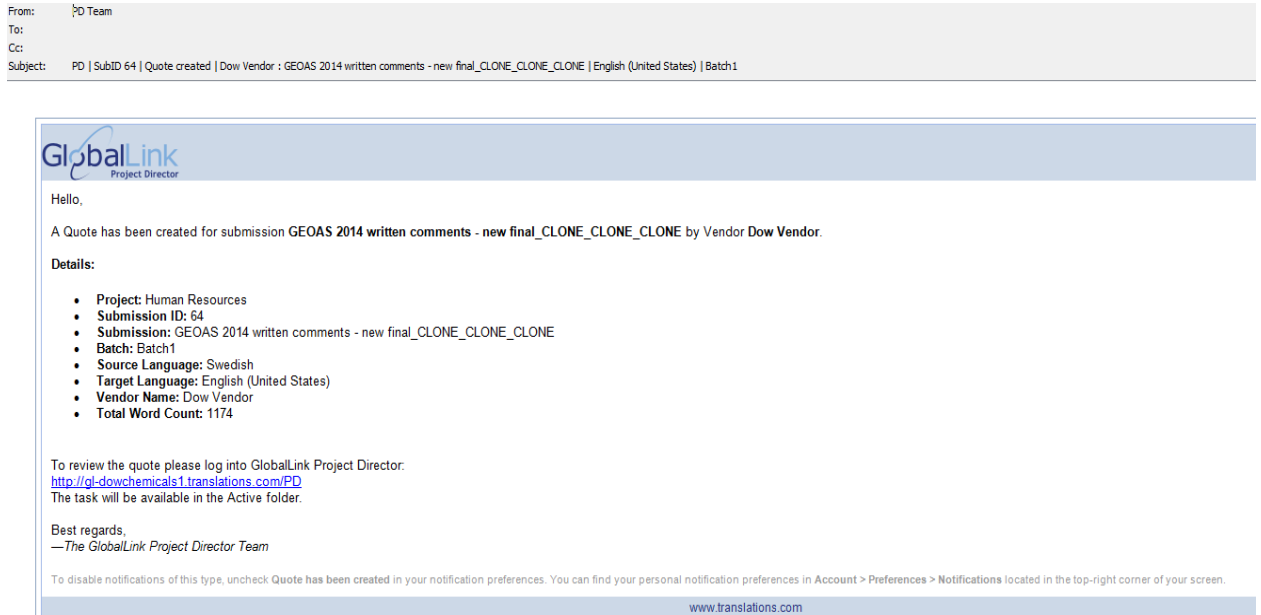
Click Save in order to complete a submission and submit the request to TransPerfect.

### NOTE

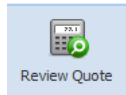
If the save option is not available make sure that all required fields have been completed.

## 4.7 Approving a Quote

1. An email notification will be sent when the quote is ready for approval.



2. Select the submission for which you would like to review and approve the quote. You should be in the 'Active' folder and 'submit' tab. Click on 'Review Quote'.



### 4.7.1 Reviewing and approving full quotes

The submitter or project manager will need to review and approve the quote provided by TransPerfect before the translation request can begin. The quote provided will include the cost per word, which is populated according to the cost scope and cost model. The quote may also include other line items depending on the type and complexity of the project.

To review a quote:

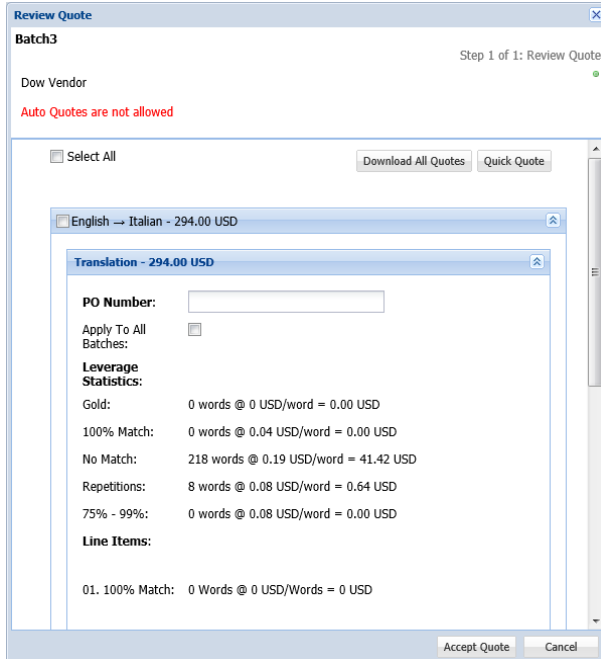
1. Open the Project Director dashboard (**Active** or **Quote** folder) and select a submission.
2. Click **Review Quote** under the submit tab.


The Jobs Selection dialog box appears.



3. Select the batch from the drop down list and enter the target language(s).
4. Select the **Group by vendor** checkbox to view the quote for the selected batch for each vendor.

5. Click Proceed. The Review Quote dialog box appears.


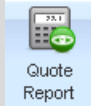


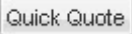
6. Click on the drop down arrow  to view the quote.
7. Select the checkbox with the language direction and cost.
8. You can include the Purchase Order (PO) Number for the submission.
9. If there are more quotes to review for other languages, click Next.
10. Once you have reviewed all quotes and selected vendors accordingly, click Accept Quote.  
The selected vendors will now be able to start the translation process.

#### NOTE

You can review the quote only when the Workflow Status of the submission is In Progress and the vendor has entered a new quote for the submission.

If a vendor has not created a quote, you can also select them based on the cost model quote. The term (Auto Quote) will appear next to those vendors who have not included a quote. This is possible only if this option is enabled in the project configuration.

Click  to generate a PDF output of the quote or click  under the manage tab.


Click  to view the cost model based quote for the submission.



## 4.8 Downloading a Translation

An email notification will be sent once the translation is completed.

From: PD Team  
 To:  
 Cc:  
 Subject: PD | SubID 47 | Files complete - 00133.03.02.02 SWP Acceptor Prompt Cards | Polish | Batch1



Hello,

Submission 00133.03.02.02 SWP Acceptor Prompt Cards is completed.

**Details:**

- **Project:** Manufacturing and Engineering
- **Submission ID:** 47
- **Submission:** 00133.03.02.02 SWP Acceptor Prompt Cards
- **Submission:** Batch1
- **File(s) Count:** 1
- **Source Language:** English
- **Target Language:** Polish

To view the submission please log into GlobalLink Project Director:  
<http://gl-dowchemicals1.translations.com/PD>

Best regards,  
 —The GlobalLink Project Director Team

To disable notifications of this type, uncheck A file translation has been finished in your notification preferences. You can find your personal notification preferences at [www.translations.com](http://www.translations.com)

🔍 **Files complete | Batch1 : 00133.03.02.02 SWP Acceptor Prompt Cards**

10/09/2014  
16:27

**ID: 000047**

Language(s): Polish

Submission 00133.03.02.02 SWP Acceptor Prompt Cards is completed.

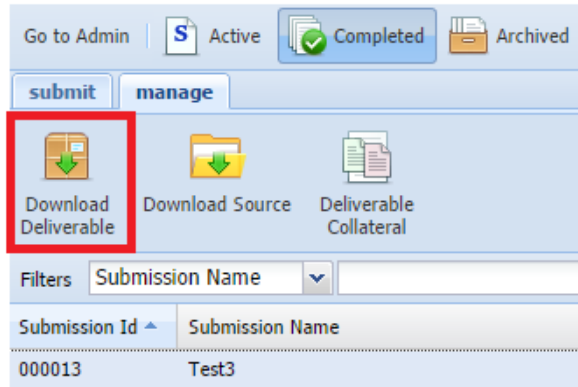
**Details:**

- \* **Project:** Manufacturing and Engineering
- \* **Submission ID:** 47
- \* **Submission:** 00133.03.02.02 SWP Acceptor Prompt Cards
- \* **Batch:** Batch1
- \* **File(s) Count:** 1
- \* **Target Language:** Polish

[Download Deliverable](#)

1. Navigate to the 'Completed' folder, 'manage' tab.
2. Select the submission you want to download and click on 'Download Deliverable'.

3. A pop-up will appear in the lower right corner of your screen; click to access the deliverable files.



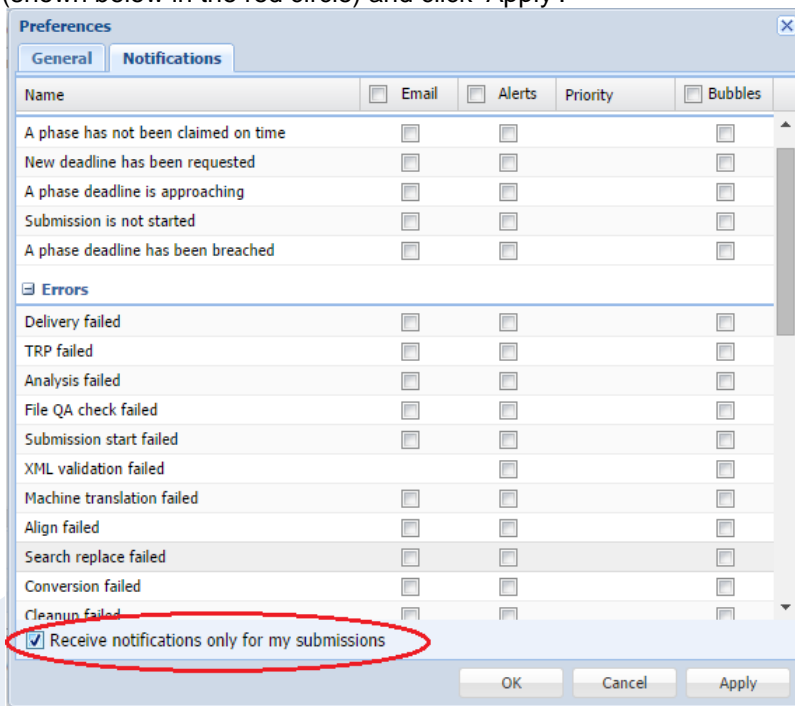
## 4.9 E-mail Notifications

To set your e-mail preferences, select the 'Account' icon in the upper right corner of the screen. From there, select 'Preferences'.



The 'Preferences' pop up will appear. Select the 'Notifications' tab and select or de-select any of the e-mail notifications that you would like to receive and click on 'Apply'.

If you would like to receive e-mail notifications only for your own submissions (and not those for the other team members in your group), please select the 'Receive notifications only for my submissions' box (shown below in the red circle) and click 'Apply'.



Suggested Notifications	
Email Notifications	<ul style="list-style-type: none"><li>▪ Deliverables ready for Download - This notification is sent to organization users when all phases have been completed and the Deliverables are ready for download.</li><li>▪ Deliverable Collaterals added - This notification is sent to organization users when a vendor has added Collateral material.</li><li>▪ Quote has been created - This notification is sent to organization users once a vendor user has created a quote for a submission.</li></ul>
Alerts	<ul style="list-style-type: none"><li>▪ A submission has been cancelled - When a submission is cancelled.</li></ul>
Bubbles	<ul style="list-style-type: none"><li>▪ Deliverables ready for Download - please see above</li></ul>
Other	<ul style="list-style-type: none"><li>▪ Receive notifications only for my submissions – Once enabled, the submitter will only receive notifications for submissions in which they are assigned.</li></ul>