

# Working with CLM

CLM stands for *Corporate Language Management*. STAR Translation Services is moving to use CLM for all projects.

## You have two parts:

- CLM for managing your list of Projects.
- CLM WebEdit for Translation and proofreading.

You can choose to **work online via CLM WebEdit** and benefit from a **streamlined workflow** with a **simplified Transit editor** OR continue to **work locally** as before, by downloading the **PPF** and work offline using your full Transit desktop application. Both options are designed to be more efficient for you and this document details both ways of working.

CLM WebEdit will save you time, particularly on the simpler, small projects. For larger projects, the more powerful full Transit is helpful.

## With CLM WebEdit you will:

- **Save Time and so you can focus on your craft.**  
Downloading Transit kits, unpacking PPFs and dictionaries takes time. With CLM WebEdit this is all available to you online.
- **Complete your projects with a single click.**  
No need to pack & upload TPFs on the Portal; click the *Complete* Button and move on!
- **Get immediate QA Feedback as you work on a Segment.**  
QA checks are done live without requiring you to start the Checks.
- **Choose what works best for you!**  
You still have the option to work online OR download a PPF & work offline and have all the power of the full Transit environment.

Getting started with CLM WebEdit.

- When you first start using CLM WebEdit a **Quick guide** will appear.
- Click on the ? icon to see the **Keyboard shortcuts** and the **Quick guide**.

This document covers the details of CLM relevant for you.

Additionally, the STAR Development Team has prepared [Training videos](#). These videos are confidential and are available on our STAR TS Supplier Portal, once you are logged in.

If you have any feedback, please get in touch with [resources@start-ts.com](mailto:resources@start-ts.com).

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# 1. Logging in to CLM for the First Time

If this is your first time using CLM, you will need to customise your password.

Go to <https://stdub-clmclient.star-group.net/jamesweb/> and click “**Forgotten your password?**”.

In **USER NAME**, insert your email address. The email address must be the same as the one you use for the STAR TS Supplier Portal. Type the characters in the CAPTCHA image. Click **Send**.

You will receive a Temporary Password by email. Change this password:

Enter your email address in the **USER NAME** field and log in using the Temporary Password.

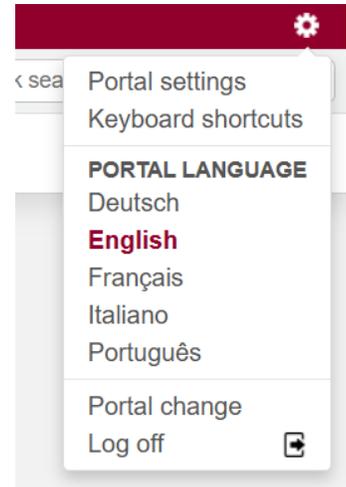
On the Right-hand side, click  (1) > **Portal Settings** (2): insert your **New password** (3) and click **Save** (4).

## 2. CLM Interface Overview

### 2.1. Settings Menu

Open the settings by clicking on  (top right corner).

- **Portal settings:** Option to change password, portal language and avatar.
- **Keyboard shortcuts:** List of all available keyboard shortcuts.
- **PORTAL LANGUAGE:** Change the portal language with one click.
- **Log off:** Log out of CLM.



### 2.2. Dashboard Menu

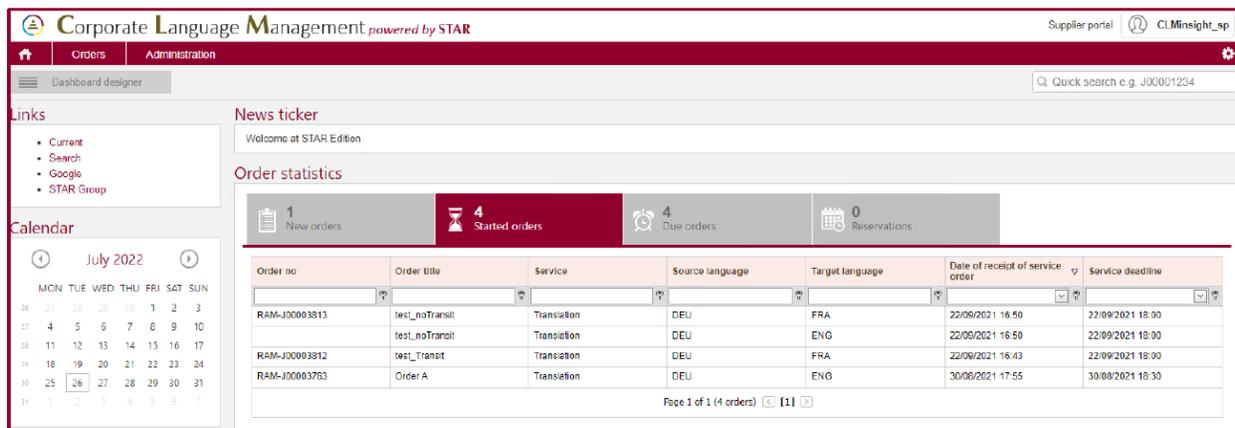
The dashboard opens after logging in or by clicking on the  button.

It gives you an overview of all CLM “orders” (i.e. projects) that you have been selected to work on.

The following tabs are available under Order statistics:

- **New orders:** projects that are still pending your acceptance.
- **Started orders:** all open projects that you have accepted.
- **Due orders:** all projects for which the delivery deadline has already passed.
- **Reservations:** projects for which you have already been pre-selected as a supplier by the project manager – these orders are not yet active in your supplier portal. They will become available under the New orders tab as soon as the order is sent to you.

Click on a language order to open the order details. This will take you to the Order page where you can see the Statistics, Deadline, instructions, check the source file before accepting/rejecting the order, etc.

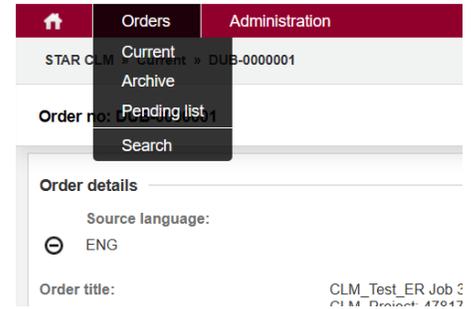


Order no	Order title	Service	Source language	Target language	Date of receipt of service order	Service deadline
RAM-J00003813	test_noTransit	Translation	DEU	FRA	22/09/2021 16:50	22/09/2021 18:00
	test_noTransit	Translation	DEU	ENG	22/09/2021 16:50	22/09/2021 18:00
RAM-J00003812	test_LTransit	Translation	DEU	FRA	22/09/2021 16:43	22/09/2021 18:00
RAM-J00003763	Order A	Translation	DEU	ENG	30/08/2021 17:55	30/08/2021 18:30

## 2.3. Orders Menu

This menu displays orders depending on their type:

- **Current:** all accepted orders AND pending acceptance.
- **Archive:** When an order is completed or cancelled, it is move to the “Archive”.
- **Pending list:** shows all orders, except archived orders.
  - Order status:*
    - New: Orders pending acceptance
    - Start: Accepted orders
    - Reservation: Orders for which you have already been pre-selected as a supplier by the project manager – these orders are not yet active in your supplier portal. The status will change to “new” once the service is sent to you. It will then change to “Start” once you have Accepted the order.



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Supplier portal elise.roch@star-ts.com

STAR CLM » Pending list

Quick search e.g. J00001234

Refresh Filter Clear filters

Page 1 of 1 (4 orders) [1] Number of lines 30

Drag a column header here to group by that column

Order no	Order title	Internal reference	Service	Project manager	Source language	Target language	Start date	Service deadline	Duration (h)	Lines	Status of the order on the supplier's side
DUB-0000011	CLM_Test_ER Job 18, InDesign Test 6, Project: 47973	47973	Translation	Roch	ENG	FRA	4/10/2024 1:21 PM	4/14/2024 7:00 PM	1.07	259	start
DUB-0000005	CLM_Test_ER Job 14, Format check #4, Project: 47954	47954	Review	Roch	ENG	FRA	4/10/2024 7:00 PM	4/13/2024 7:00 PM	0.02	24	reservation
DUB-0000001	CLM_Test_ER Job 10, Termino Fixed7, Project: 47945	47945	Review	Roch	ENG	GAE	4/8/2024 7:00 PM	4/12/2024 7:00 PM	0.02	22	reservation
DUB-0000001	CLM_Test_ER Job 10, Termino Fixed7, Project: 47945	47945	Translation	Roch	ENG	GAE	4/9/2024 12:09 PM	4/9/2024 7:00 PM	0.08	22	new

Page 1 of 1 (4 orders) [1] Number of lines 30

- **Search:** use for filtering orders based on numerous criteria.

### 3. Receiving a New Order

You will receive a notification that a **New Order** is assigned by email.

New order: DUB-0000021 - ENG\_GAE - CLM\_Test\_ER Job 4, Termino and Internal Fuzzy, Project: 47818 - Translation

 star-clm.dub@star-group.net  
To: elise.roch@star-ts.com

 You forwarded this message on 29/03/2024 08:32.  
If there are problems with how this message is displayed, click here to view it in a web browser.

Hello,

The following order is assigned to you for processing.

Order title: CLM\_Test\_ER Job 4, Termino and Internal Fuzzy, Project: 47818  
Order number: DUB-0000021  
Order ID: 7f4786e9-e621-403e-af74-55eb88138596  
Internal reference: 47818  
Service: Translation

Company: CLM\_Test\_ER

Source language: ENG

Target language: GAE

Link to the order details: [DUB-0000021](#) → Click to open Order in CLM

Service deadline: [05/04/2024 19:00 GMT \(GMT+01:00 Greenwich Mean Time\)](#) → Proposed Deadline for the Service

Comment for supplier:  
Internal Fuzzy and Terminology (CRO and DSP)

→ Special instructions for the project

Customer: CLM\_Test\_ER

Website: XXXX

Description: Random

You are responsible for the translation of new words and fuzzy match words. Please advise your project manager if you see issues with the context matches or with the perfect matches. Please see [instructions](#) for processing.

The PPF file for this project may only include the most relevant previous translations. Including the most relevant previously translated segments reduces the size of the TM provided. If you would find it useful to have access to the full TM, for searches or Dual Concordance, please let us know and we will provide it.

For marketing translations, we expect the style, the sentence structure and the flow of the text to be prioritised over the accuracy of the translations.

 All checks must be performed before delivery in TPF format (i.e. spell, terminology, markup, format, translation and source variants).

All our Irish Translation must meet the Caighdeán Oifigiúil standard.

It is a requirement for this project to read, follow and comply with our [Irish Style Guide Instructions](#).

If you need further details or you have questions for the customer about the translation, you can also visit [https://suppliers.star-ts.com/redirect\\_pt.php?id=147793](https://suppliers.star-ts.com/redirect_pt.php?id=147793)

Instructions for the processing step:  
Check if Stats after Supplier Selection include Internal Fuzzies

→ Special instructions for the service

Statistics (Words)	
Not translated	22.00
Fuzzy matches 84-75%	3.00
Fuzzy matches 74-50%	3.00
<b>Total</b>	<b>28.00</b>

→ Wordcount

→ Link to project in the **STAR TS Portal** (Q&A system, Total for invoices, etc.)

If you have any comments or questions regarding this order, please contact the project management:

Elise Roch, [translation@star-ts.com](mailto:translation@star-ts.com) → **PM contact**

Customer info & Default instructions

Click on the **CLM order link** to access the project in CLM.

This opens the "Order" page.

 **Corporate Language Management** *powered by STAR*

Home | Orders | Administration

STAR CLM » Current » DUB-000011

Order no: DUB-000011 Notes Refresh More

### Order details

Source language:	ENG	Order title:	CLM_Test_ER Job 18, InDesign Test 6, Project: 47973
Order title:	CLM_Test_ER Job 18, InDesign Test 6, Project: 47973	Internal reference:	47973
Project manager:	Roch Elise, Elise	Source language:	ENG
Comment for the supplier:	Customer: CLM_Test_ER	Original order ID:	
	Website: XXXX		
	Description: Random		
	You are responsible for the translation of new words and fuzzy match words. Please advise your project manager if you see issues with the context matches or with the perfect matches. Please see <a href="#">instructions</a> for processing.		
	The PPF file for this project may only include the most relevant previous translations. Including the most relevant previously translated segments reduces		

<b>Target language</b>	<b>Process step</b>	<b>Service deadline</b>
⊖ FRA	TRA - Translation - Wait for results from supplier	4/14/2024 7:00 PM
<a href="#">Edit online</a>	<a href="#">Complete order</a>	<a href="#">Data exchange</a>

### Notifications

 4/10/2024 1:59 PM

Hello,  
The following order is assigned to you for processing.

Order title: CLM\_Test\_ER Job 18, InDesign Test 6, Project: 47973  
Order number: DUB-000011  
Order ID: cc8be2e4-b15e-472b-838d-d8e0d7e73d44  
Internal reference: 47973  
Service: Translation  
Source language: ENG  
Target language: FRA

Service deadline: 14/04/2024 19:00 GMT (GMT+01:00 Greenwich Mean Time)

Comment for supplier:  
Customer: CLM Test ER

All emails sent by CLM are displayed chronologically in the **Notifications** section.

**Please note that for invoicing: the total & Project ID for your invoice are visible on the STAR TS Supplier Portal (not in CLM!). You will receive a separate email copy from the STAR TS Supplier Portal with the total & Project ID for invoicing purposes.**

### 3.1. Checking the files before Accepting / Rejecting a project

The original files can be viewed under "Data exchange" before accepting or rejecting the order. Click **Data exchange | Order Folder**

Order no: DUB-000021

If you need further details or you have questions for the customer about the translation, you can also visit [https://suppliers.starts.com/redirect\\_pt.php?id=147793](https://suppliers.starts.com/redirect_pt.php?id=147793)

Target language: GAE  
Process step: TRA - Translation - Wait for answer from supplier  
Service deadline: 4/5/2024 7:00 PM

Buttons: Accept, Reject, Data exchange (dropdown), Order folder (highlighted)

Notifications: 3/29/2024 8:25 AM  
Hello,  
The following order is assigned to you for processing.  
Order title: CLM\_Test\_ER Job 4, Termino and Internal Fuzzy, Project: 47818  
Order number: DUB-000021  
Order ID: 714796e9-af71-4033-a774-55eb88138568

Click the **ORG** folder – this shows the original files. Select the file and Right click “**Download**”.

Order folder

Filter by: [ ]

05TRA\_Online > ORG

#	Name	Date modified	Size
<input checked="" type="checkbox"/>	1327306-1409840207fu_5...	3/29/2024 9:17:54 AM	13.59 KB

Context menu: Refresh, Download (highlighted)

You can then open the file from your *Downloads* folder in File Explorer.

Reference PDFs and additional help files (if any) can be downloaded from **Data exchange | Order Folder > HelpFiles**

Order folder

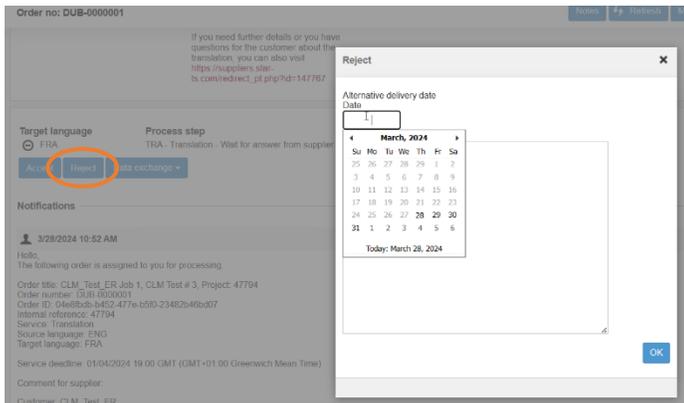
Filter by: [ ]

05TRA\_Online\_279 > HelpFiles

#	Name	Date modified	Size
<input type="checkbox"/>	Job Description Machair.pdf	12/12/2024 1:02:22 PM	81.01 KB
<input type="checkbox"/>	Job Description SnaP.pdf	12/12/2024 1:02:22 PM	82.53 KB

### 3.2. Rejecting an order in CLM (option to Suggest an Alternative Deadline)

Click **“Reject”** to reject the order or suggest an alternative deadline.



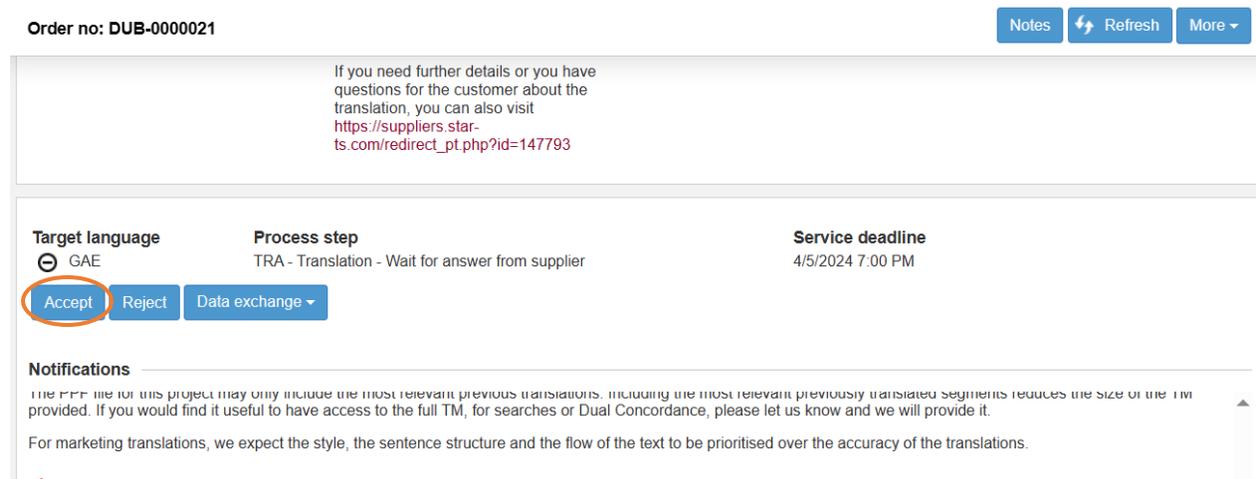
- The *order rejection* pop-up allows you to give a reason for the rejection in the text field.
- You can also suggest an alternative delivery date using the Calendar.

Click **“OK”**.

The order bounces back to the Project Manager, who will change the deadline of the order and send the project back to you, OR reassign the project if the deadline is not flexible.

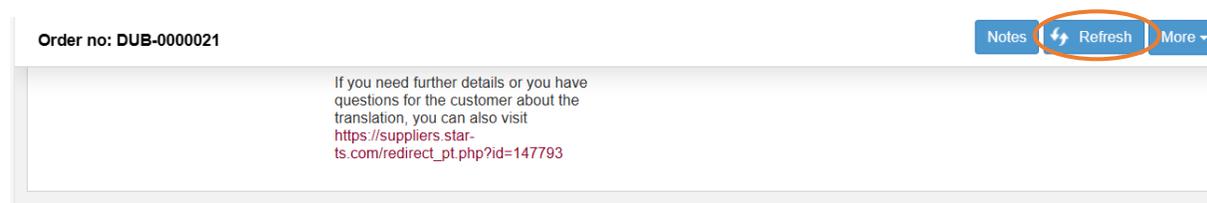
### 3.3. Accepting an order in CLM

Click **“Accept”** to accept the project & deadline.



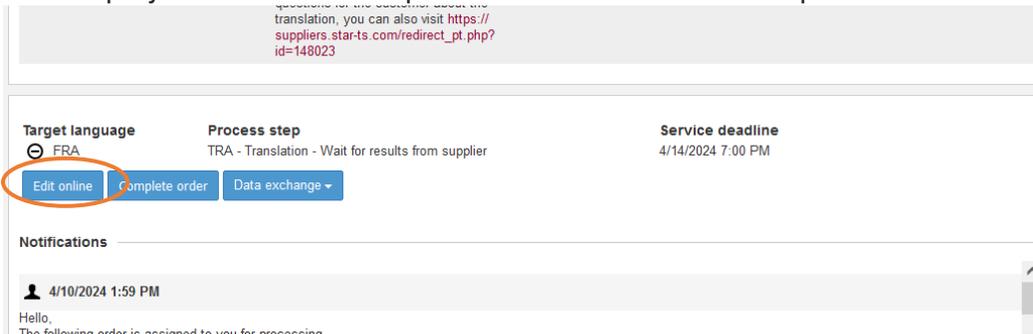
**NOTE: when you “accept” you also accept the deadline. To suggest an “alternative deadline”, you will need to reject the project first.**

Once you have Accepted the Order, click the **Refresh** button



## 4. Edit online: Translation and Review in WebEdit

Click the **Edit online** button to start editing online in CLM WebEdit. This option is best for the smaller projects where the full power of Transit NXT is not required.

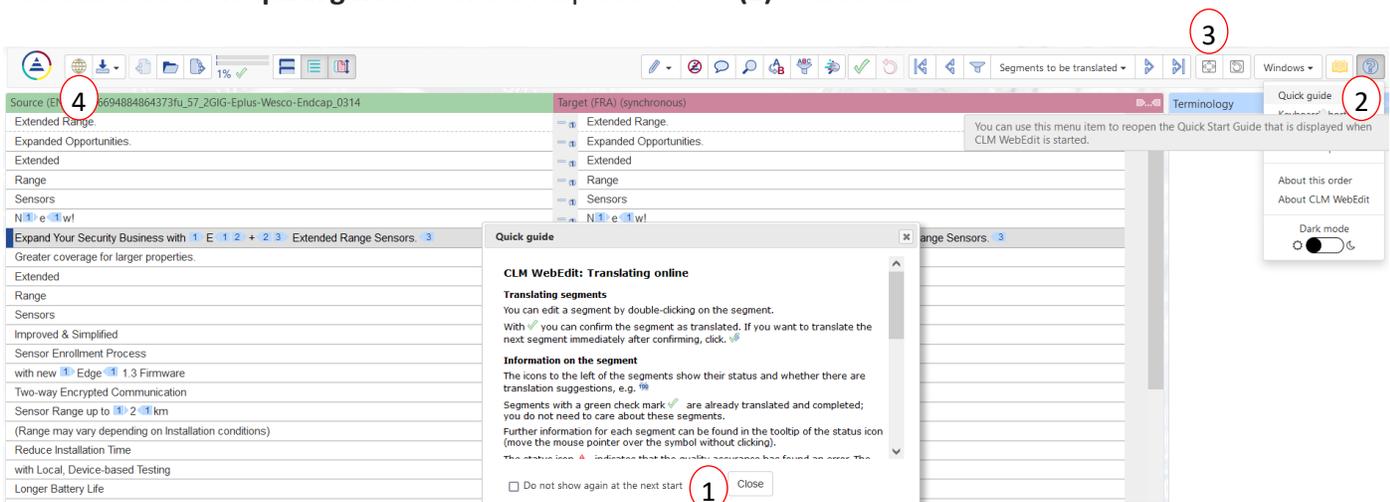


### 4.1. WebEdit Overview

#### Quick guide

The “**Quick guide**” window will pop up upon opening a project in CLM WebEdit. This will always be the case unless you tick “**Do not show again at the next start**” (1).

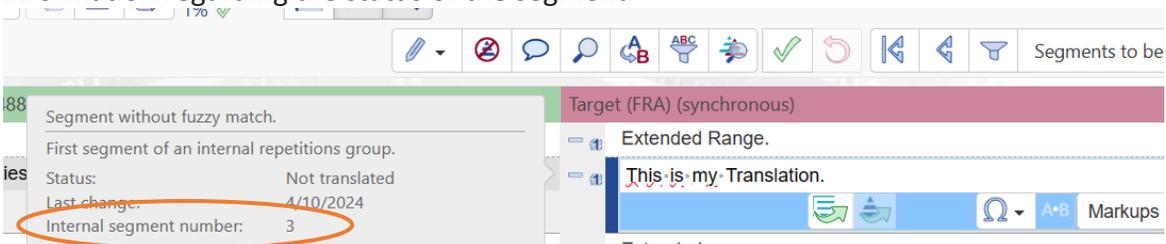
You can access the **quick guide** from the help button (2) if needed.



The button (4) takes you back to the CLM Supplier Portal.

The CLM WebEdit Quick Guide can be accessed at any time via the help menu. A list of the **keyboard shortcuts** is also available from the Help Menu (2).

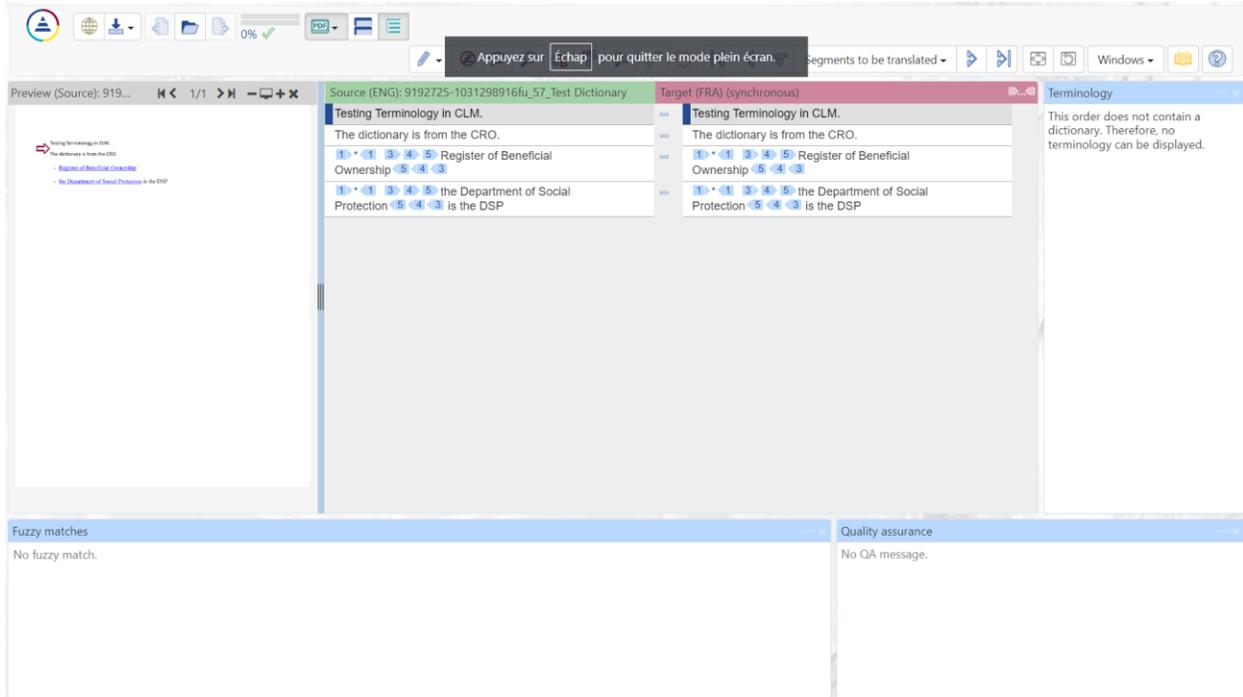
Hovering over the segment column shows the segment number and gives you more information regarding the status of the segment.



Additionally, the interface will show tooltips when you mouse hover over the buttons.

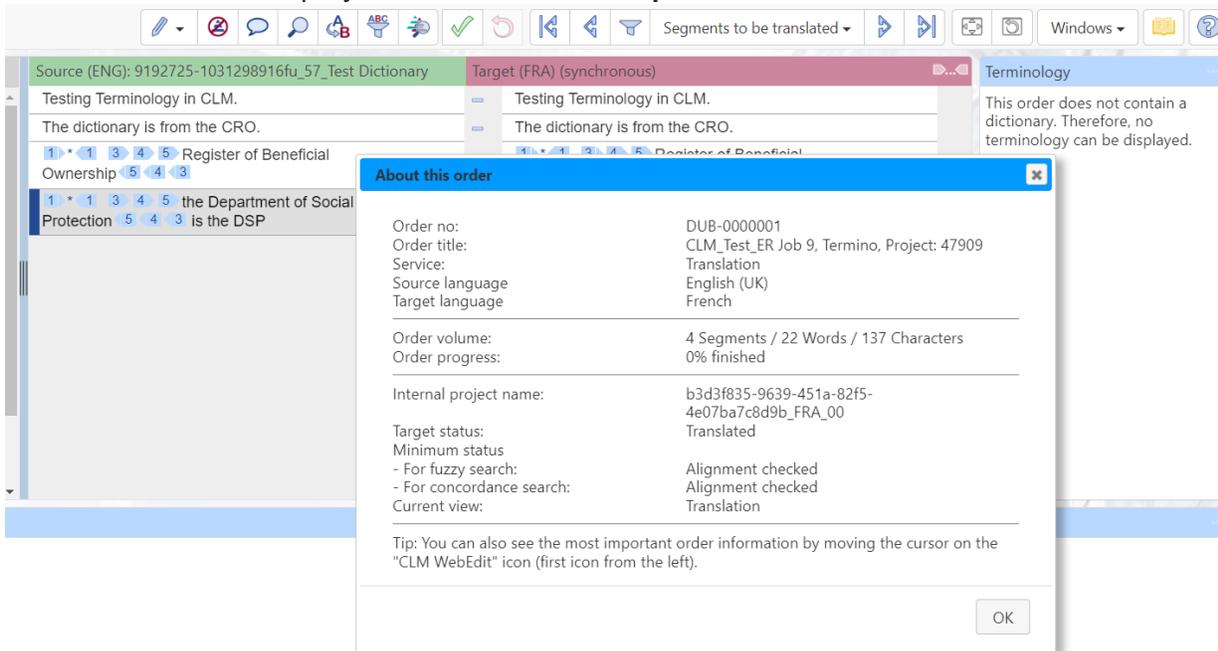
### Full Screen mode

Click  to open the editor in **Full Screen mode (3)**. We recommend you work in Full Screen Mode to get as close as an experience as working in any desktop application. The *Esc* key will quit the Full Screen Mode.



### Information about the order

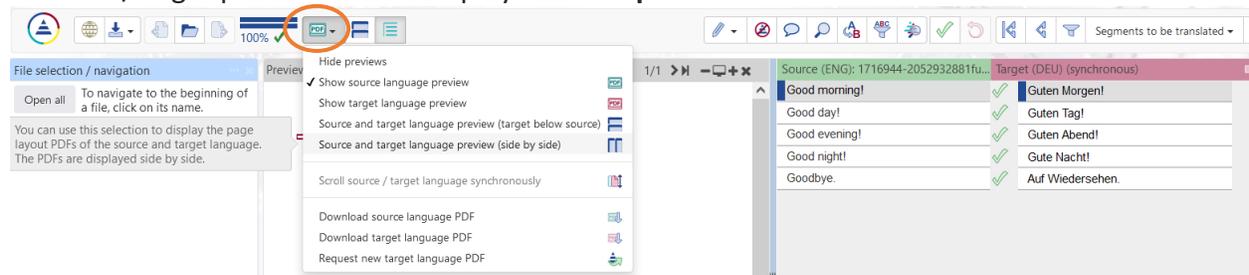
Information about the project can be found in **Help > About this order:**



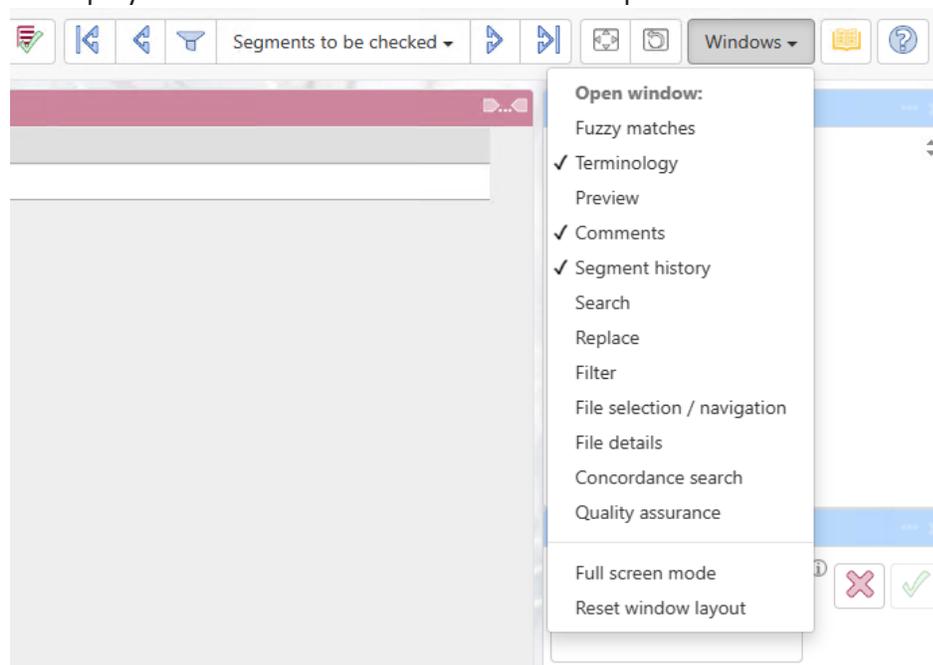
## Views

By default, CLM provides a dedicated View for Translators, and a dedicated View for Proofreaders so that you see what is relevant to your task.

A source/target preview can be displayed in the **preview** window for MS Office files.



The preview window and other windows (e.g., for fuzzy matches and concordance search) can be displayed via the **Windows** button and then positioned.

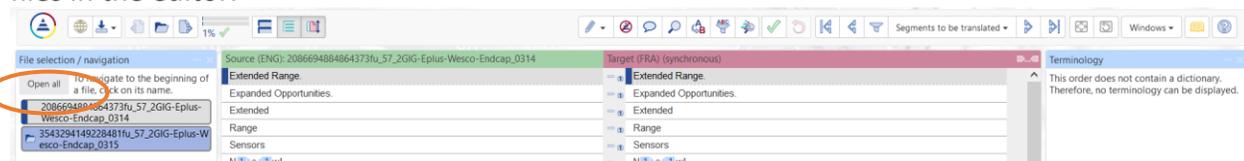


You can select windows for various additional functions in the **Window** list at the top right. You can move the windows with “Drag & Drop” and “dock” them to the edge of the screen.

**Note: View settings are saved in your cookies so you don't have to change the view each time.**

## Orders with Multiple Files

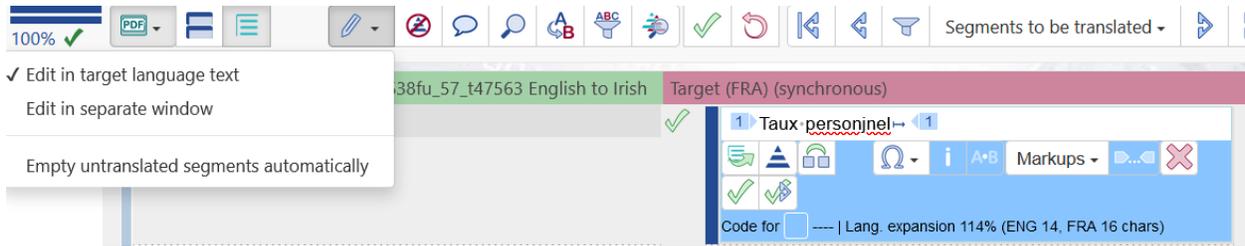
If an order contains several files, click “**Open all**” under **File selection / navigation** to open all files in the editor.



You can also switch between the files using the buttons .

## 4.2. Editing

To start editing a segment, double click on the segment.



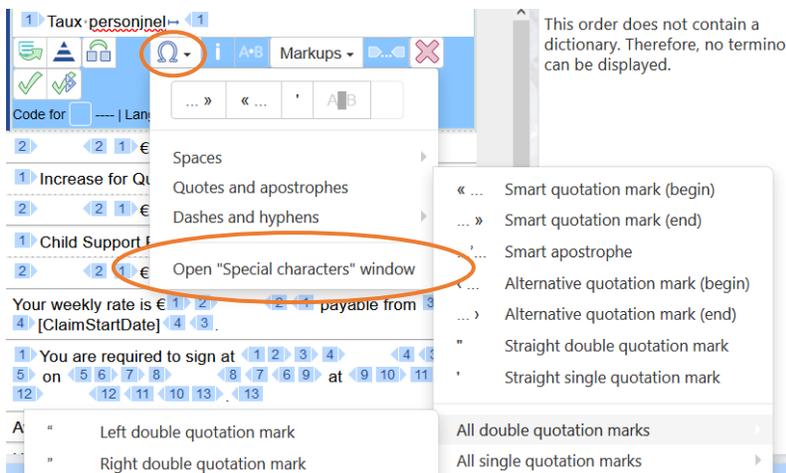
For an untranslated segment, the source text is kept in the Target editor by default.

If you prefer to empty the segment for editing, click the **edit**  button and select **“Empty untranslated segments automatically”**.

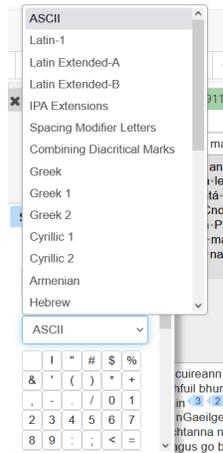
You can populate the source back into the target using the  button.

Click the  button to hide / display the code of the character and the language expansion of the segment. For project with length limits, the actual length and the limit will also be displayed.

You can insert special characters via the  button.



Click **Open “special characters” window** to display all special characters option in a separate window.



**Tip: After inserting a special character, it is saved under your recent list for quick access & available in all your orders.**

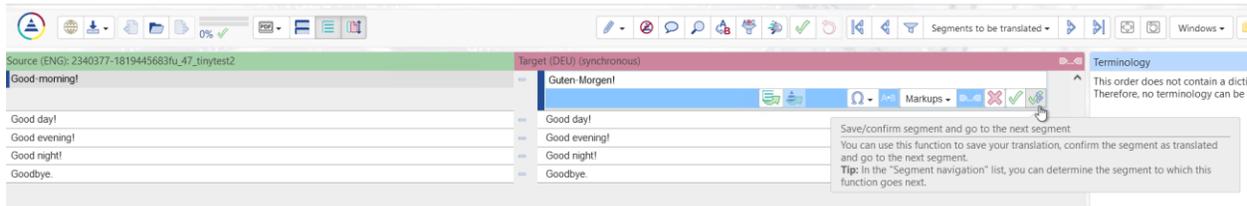


To display spaces, click the  button. Spaces are displayed both in source and target when you edit a segment.

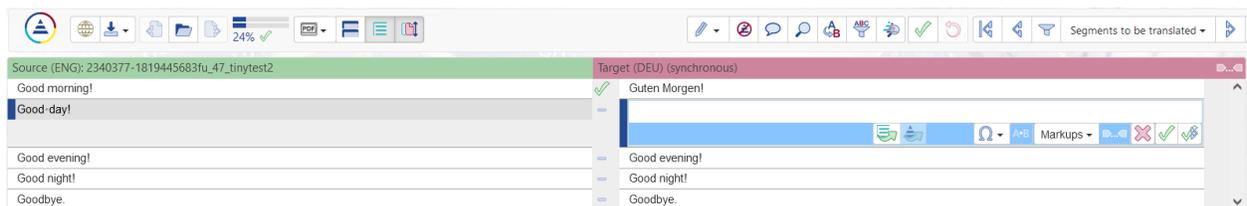
### Confirming a Segment as Translated

To confirm a segment as translated; click the **confirm**  button. Or click  to **confirm and go to the next segment**.

**Note: If you do not confirm the segment, your edits will not be saved.**

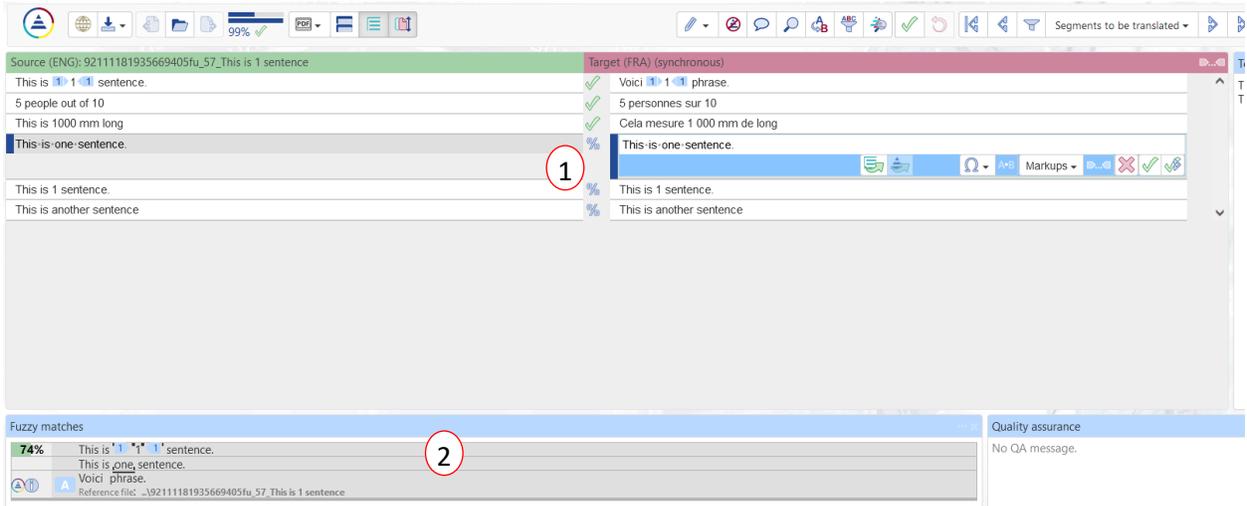


Once you have confirmed a segment as Translated, the  symbol is displayed in the segment info column.



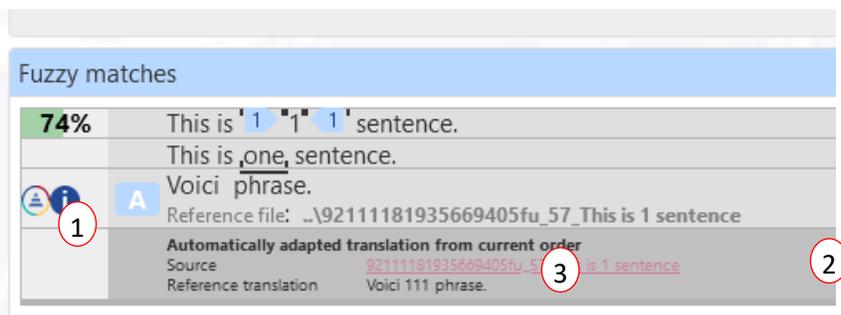
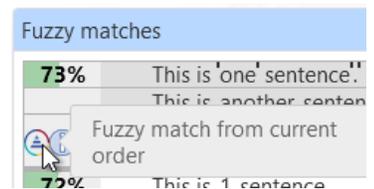
### Fuzzy Matches

Segments that have Fuzzy Match Suggestions are identifiable with the  symbol in the segment column (1). Fuzzy suggestions are displayed in the **Fuzzy matches** window (2).



Hovering over the  icon shows you where the suggestion is coming from.

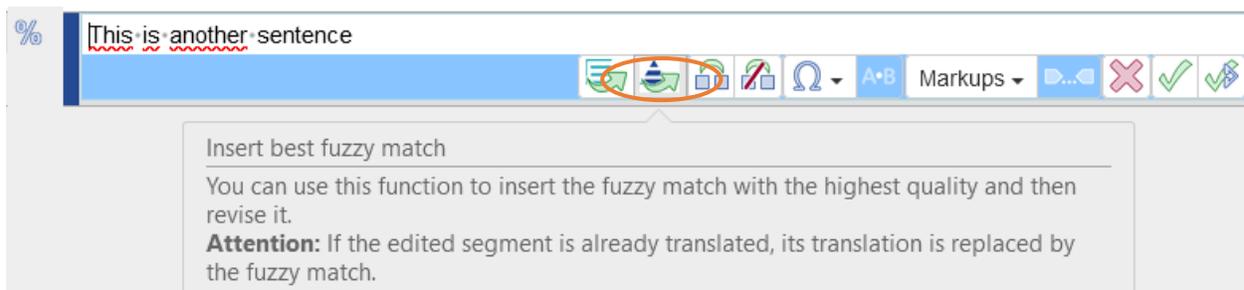
Click the info  button (1) to show more details (2).



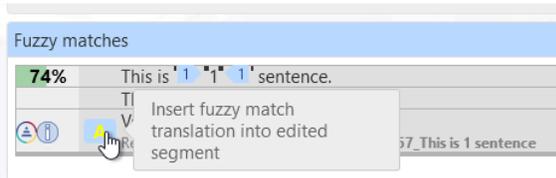
Clicking the **Source** link (3) opens the reference file in a separate window, where you can check the reference segment in context.

**Note: The Fuzzy matches window is Read only. You can only edit fuzzy matches when you are in edit mode in the Segment**

To populate the top Fuzzy Suggestion into the Editor, click the  button.



Alternatively, click on the letter from the **Fuzzy Matches** window to Insert the fuzzy match into the segment.



Next, edit and then confirm the segment.

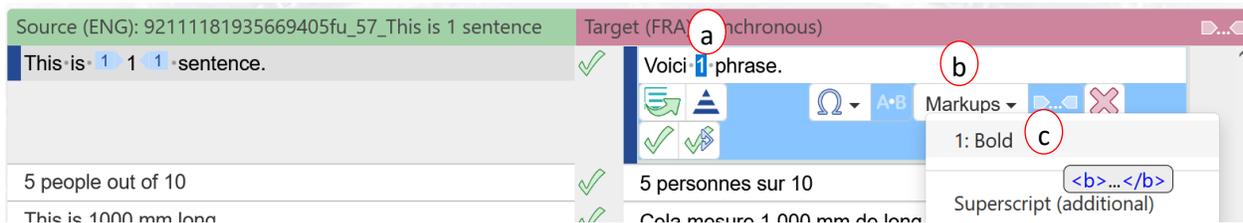
### Assigning Markup

By default, the source text is kept when editing an untranslated segment. Markup is shown in blue tags. You can replace the source text with your translation in between the relevant tags.



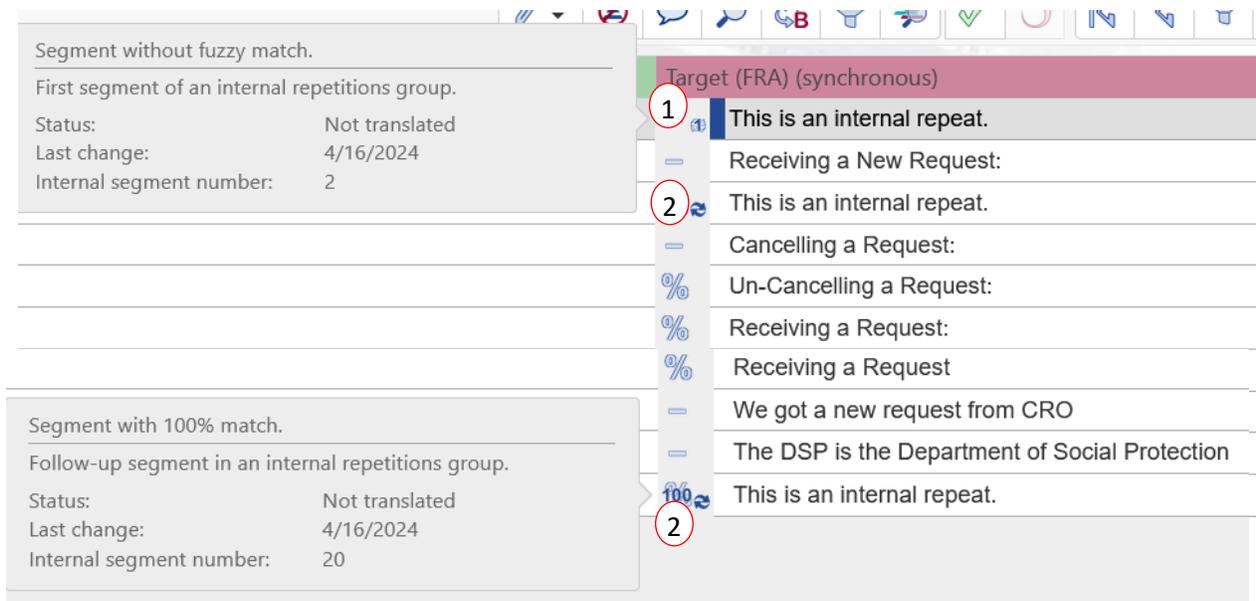
You may need to add markups; for example, if you deleted a tag or if you work with the Edit mode “Empty untranslated segments automatically”.

To add the markup: select the text (i.e. highlight) you want to apply the markup to (a), click **Markups** (b) and click on the markup tag to apply (c).



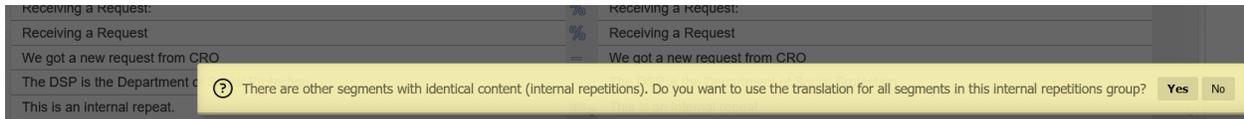
### Internal repetitions

The first occurrence of an internal repetitions is flagged with the symbol in the Segment info column (1). Follow up repetitions are flagged with the symbol (2).



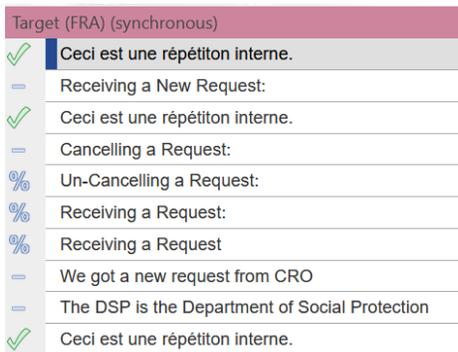
Edit the first segment of the internal repetition group.

Upon **confirming** the segment, the following message pops up: ***There are other segments with identical content (internal repetitions). Do you want to use the translation for all segments in this internal repetitions group?***

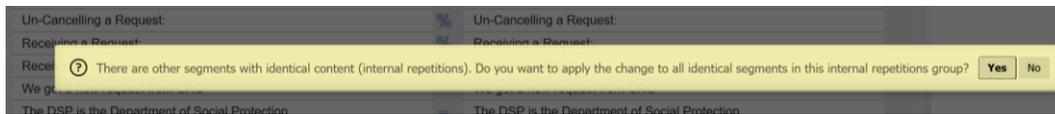


Click **“Yes”** to populate the translation to all follow-up repetitions segments.

All segments from this internal repetition group are now edited and confirmed .



If a translation variant is absolutely required, you can edit the relevant segment and **confirm**. Click **“No”** to avoid populating the change back into the internal repeat group.

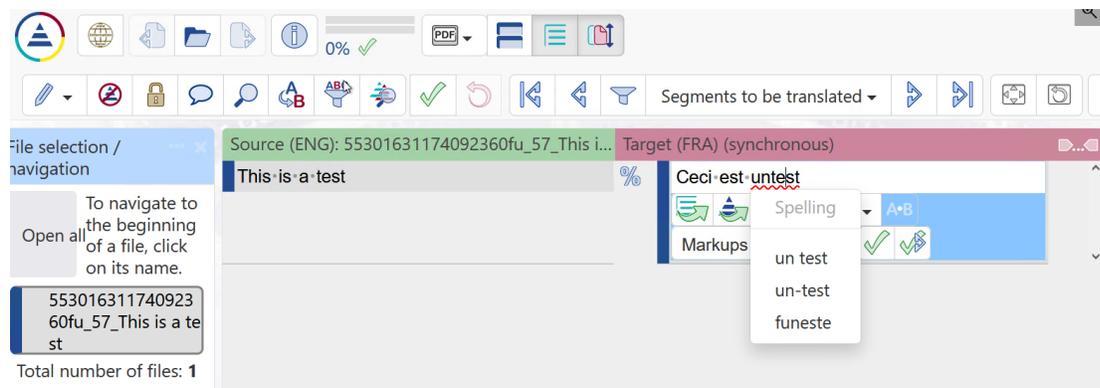


## Variants

There is currently no Variant check in CLM Web Edit. Variant check will be included as part of the QA in future releases of CLM Web Edit.

## Grammar / Spelling

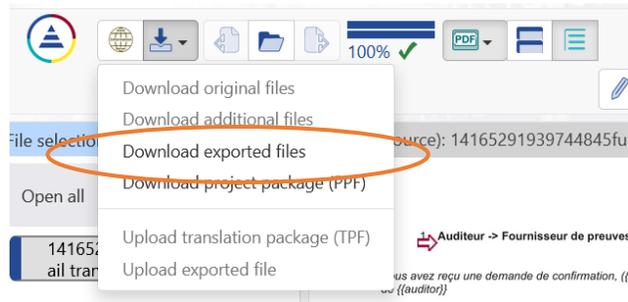
WebEdit has now a spellchecker. The Spellchecker is active only in “edit” mode.



There is currently no Grammar checker in Web Edit. You can:

- **Export the translated file(s) and run the Grammar Check using MS Office.**

To export the translation, click the  button and “Download exported files”

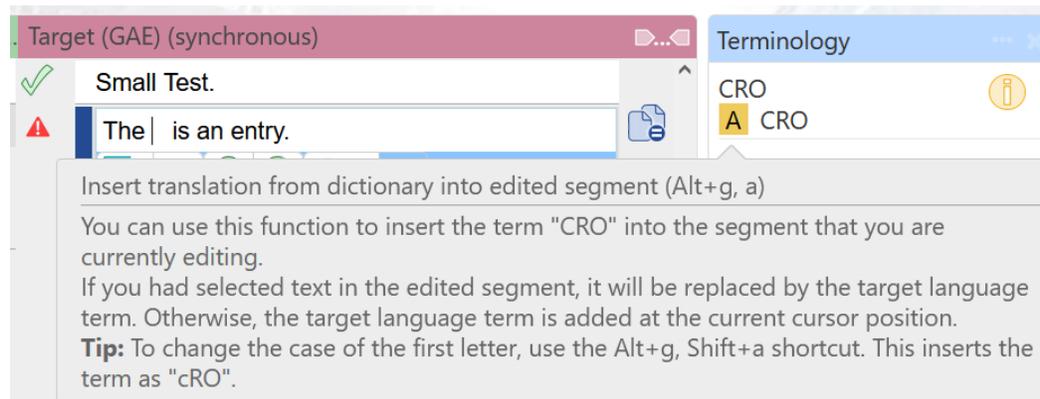


- You will then need to **implement the changes (if any), manually, in CLM Web Edit** before completing the project, just as you have been doing in Transit NXT.
  - **Please, DO NOT use the “Upload exported file” button:**
    - Uploading the exported file back WILL **NOT** implement the changes in your translation/proofreading. You need to implement the changes directly in WebEdit.
  - It may result in an error and the project won’t move to the next stage.

### Terminology

By default, if a segment includes terminology, the Term is displayed when editing the segment on the right hand-side in the **Terminology** window.

You can insert terms from the terminology window into the segment you are currently editing in edit mode.



Click on the letter from the Terminology window to insert the term into the segment; or use the shortcuts detailed below.

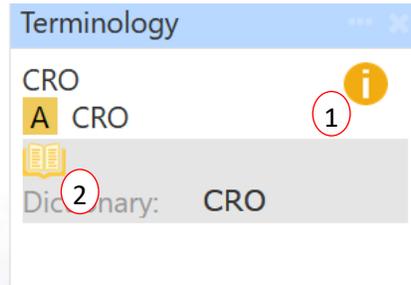
**A B C** ... Insert term A or B or C ...  + , release and then press  or  or  ...

Insert term A or B or C ...  
and change the case of the first letter  + , release and then press  +  or  or  ...

**Note:** the **Alt** key to press is the **Alt** key on the left of the keyboard (not ALT+gr).

If you had text selected in the edited segment, it will be replaced by the target language term. Otherwise, the target language term is added at the current cursor position.

If there is more than 1 target term, click the info  icon to display more information (if there is any) (1). Click the dictionary  icon to access the full dictionary (2).

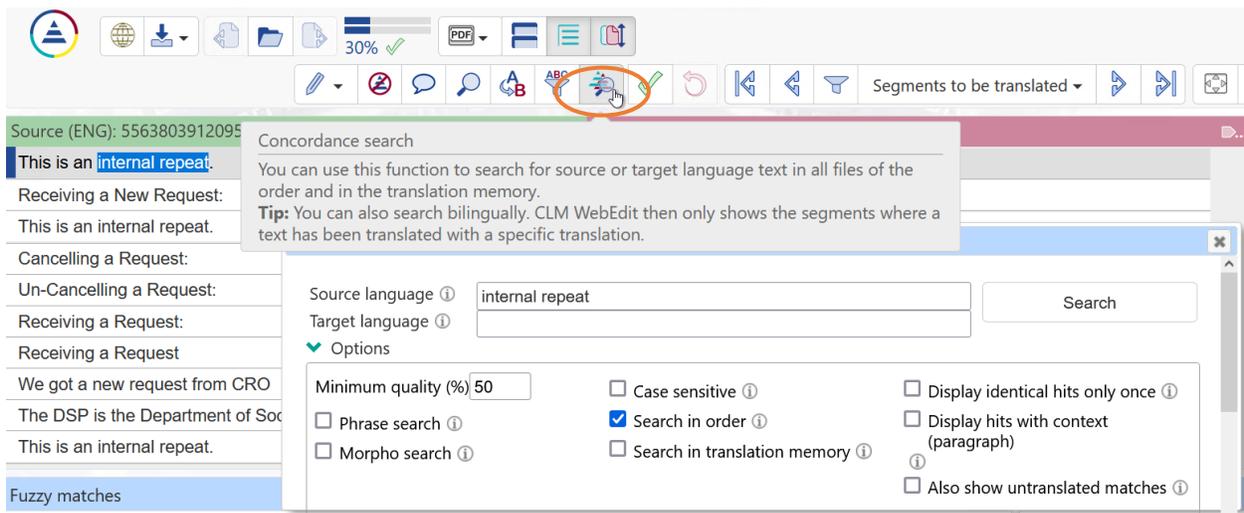


**Tip:** To display the terminology window, select **Terminology** from the **Windows** list on the top right.

### Concordance search

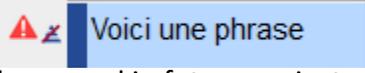
To run a dual concordance search; select the term (highlight) and click the dual concordance search  button.

This opens the **Concordance search** window where you can customise the search under **Options**. Click **Search** to display the results.



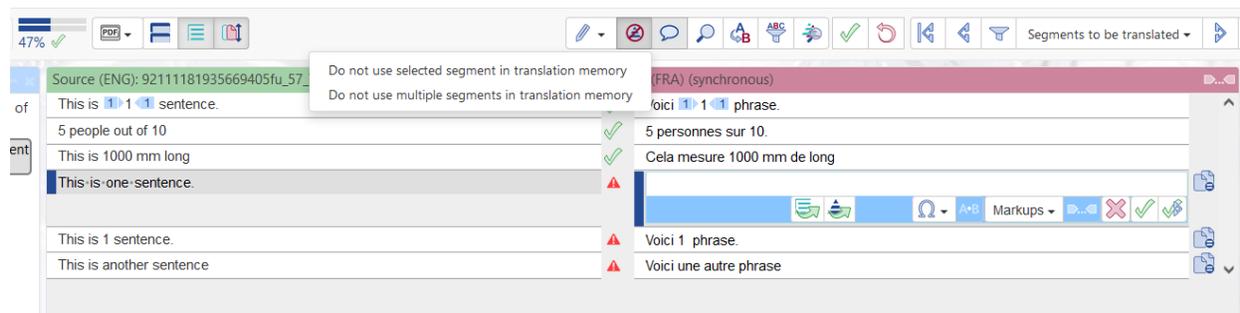
## Exclude from TM

To exclude a segment from the reference material, select the segment and click the “Do not use selected segment in translation memory”  button.

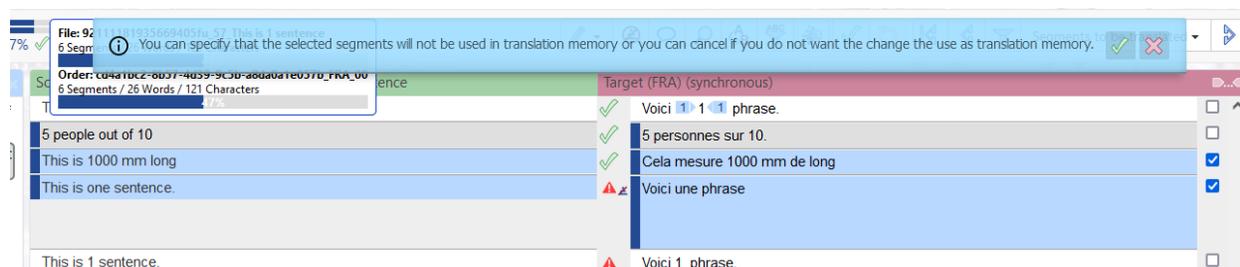
The following symbol  is displayed in the Segment column to flag that this segment is excluded from the reference material. 

The translation of this segment will not be reused in future projects. It will also be excluded from dual concordance searches.

You can exclude several segments at a time, by right-clicking the  button and clicking “Do not use multiple segments in translation memory”.



Select the segments to be excluded via the tick boxes on the right and click the confirm button. To cancel, hit the cancel button.



## Virtual join

If two segments should be merged into one for translation purposes, or to fix a segmentation error and have a clean TM, click the  button – translate / review and confirm the segment.

**Note that you can only join segments if they are not split by a paragraph break. If they are, the option won't be enabled.**



Source and target segments are now joined. You can undo by clicking the  button:



## Proofreading in WebEdit (REV)

### 1. Segment info column

The icons to the left of the segments provides information about the Segment Status and how it was translated:

• The segment was translated from scratch	
• This is the first segment of an internal repetition group	
• This is a follow-up segment of an internal repetition group	
• This is a segment with Fuzzy Match	

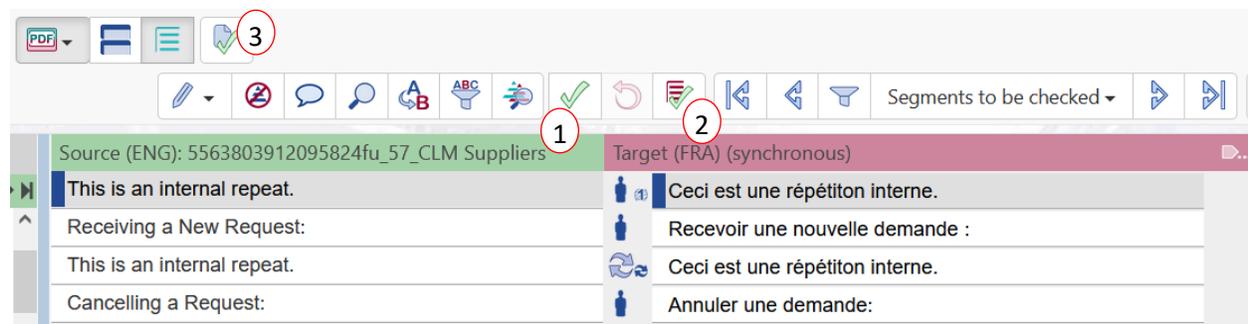
Segments that have the green check mark  are already confirmed; you can ignore these segments as they are not in scope.

For further details on each segment, use the tooltip of the status icon (move the mouse pointer over the symbol without clicking).

The status icon  indicates that the quality assurance has found an error. The detailed messages can be found in the **Quality Assurance** window (see more details in section 5 Quality Assurance (QA) below).

### 2. Editing and Confirming a segment as “proofread”

To confirm the selected segment, click the  icon **at the top** (1). You can also use the shortcut **Shift+o** (as long as you are not in “editing” mode). Pressing the down arrow key takes you to the next segment for review.



You can also confirm several segments at once:

- All segments from the beginning of the file to the selected segment ( (2) or
- All segments of the file ( (3).

You can edit a segment by double-clicking on the segment.

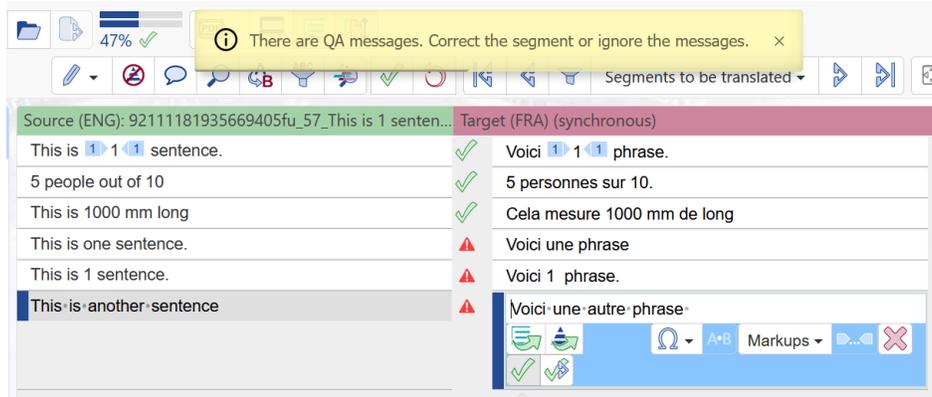
- With  you can confirm the corrected segment and go to the next.
- With  you can discard your changes.

## 5. Quality Assurance (QA)

The QA is done online, on the fly, during the translation/proofreading. The QA check kicks in automatically upon confirming a segment as “Translated” / “Proofread”.

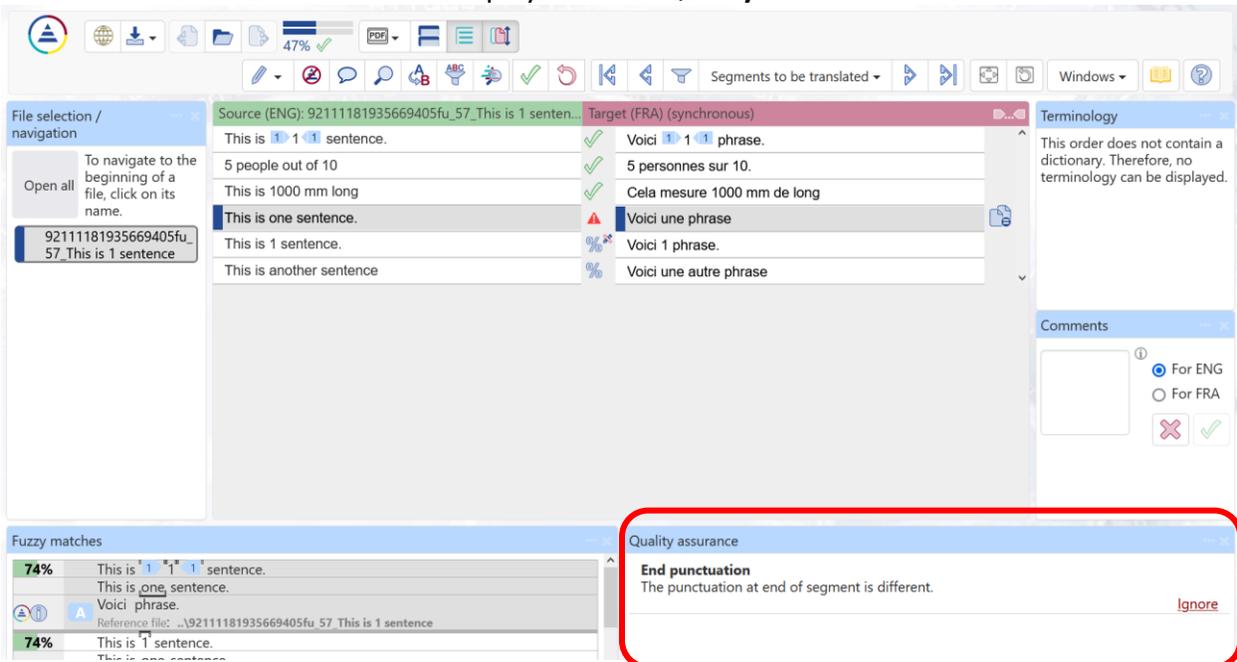
### 5.1. Resolving QA messages

If potential errors are found, a yellow window pops up: “There are QA messages. Correct the segment or ignore the messages”.



**All QA messages must be processed. If QA errors are left unresolved, CLM will automatically bounce the project back to you after you have “completed” the order.**

If the QA identifies a potential error, the  icon is displayed in the Segment Column. The details of the Errors found are displayed in the **Quality Assurance** window.

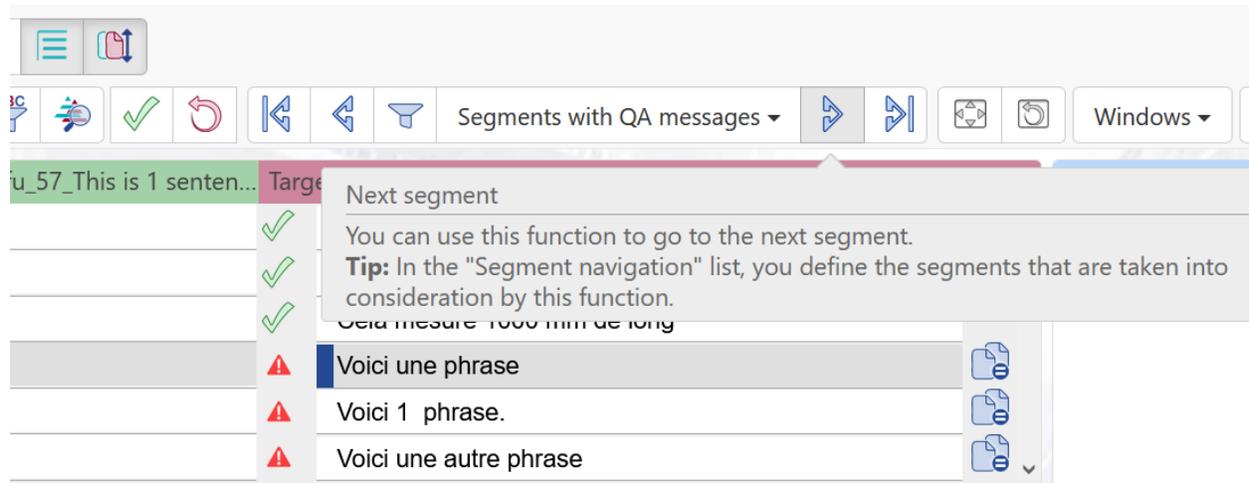


Click “Ignore” to Ignore **false positive** errors. **Fix real errors** and **confirm** the segment  to save your changes.

## 5.2. Navigating to unresolved QA segments

To navigate to unresolved QA segments, click the “**Segment navigation**” drop-down and select “**Segments with QA messages**”. Click the  arrow to navigate to the next segment with

unresolved QA. Clicking the  button will filter & display only the segments with unresolved QA messages.

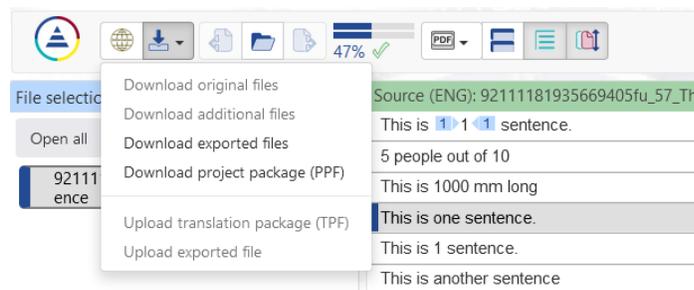


Once you have finished the translation / review task and the QA, you will need to **Complete** the project to deliver it. See section **7 Completing an order** for more details. You can consider you delivered the project successfully **only** after you have received the “**Successful delivery**” email.

## 6. Working Offline: Translation and review from PPF

If you wish to work offline, after you have accepted the project, click the **Refresh** button.

Click “**Edit online**” to open the project in WebEdit and “**Download project package (PPF)**”.



The PPF is downloaded.

Refer to SOP 11 for details on working with Transit offline.

To upload the TPF back, access the Order in CLM WebEdit: Edit online and click **Upload translation package (TPF)**.

Next you will need to **Complete** the Order.

*NOTE: if you change your mind and prefer to work online... you can also Upload file package (TPF) and continue editing online. This function is only available if the PPF was previously downloaded in CLM WebEdit. The file must be packed in Transit and uploaded again as TPF in CLM WebEdit. If all of these steps have been followed but the upload option is still greyed out, press the F5 key to refresh the browser.*

*/!\ If you have made changes to a Terminology entry, note that this change to the dictionary is no longer packed into the TPF file. Please contact your Project Manager.*

## 7. Completing an order

An order must be completed using the **Complete** order button; regardless of if you used WebEdit or worked offline.

The project is not “delivered” and cannot move to the next step until you **complete** the order. You have **only delivered** the project correctly after you have received the “**Successful delivery**” email notification.

### 7.1. Delivering a project

To deliver the project, go to the CLM order and click the “**Complete**” button.

You can enter a message for the next editor, project manager and/or customer in the pop-up window. *Note: We do not recommend using the comments function in WebEdit as these comments are not monitored.*

Unless instructed otherwise, only deliver **Transit language pairs** (do not tick “Transit language pairs and exported files”).

Click **Send** to complete the order.

The screenshot shows a 'Complete order' modal window. The window title is 'Complete order' with a close button (X). Below the title is the 'Order control' section, which includes a text area for a 'Comment regarding the order (optional)' and a rich text editor toolbar. The toolbar contains icons for undo, redo, bold (B), italic (I), underline (U), strikethrough (ABC), bulleted list, numbered list, link, and unlink. Below the comment area is the 'Delivery contents' section, which has two radio button options: 'Transit language pairs' (selected) and 'Transit language pairs and exported files'. A note below the second option reads: 'Note: Select this option only if you have an order to deliver the exported files.' At the bottom of the window is a blue 'Send' button. The background shows a blurred view of the CLM interface with a 'Complete order' button visible.

Upon completion of the order:

- The language order can no longer be edited.
- The order PDF is no longer available.
- The language order is no longer listed under Orders | Current but under Orders | Archive.
- The language order is removed from the pending list.

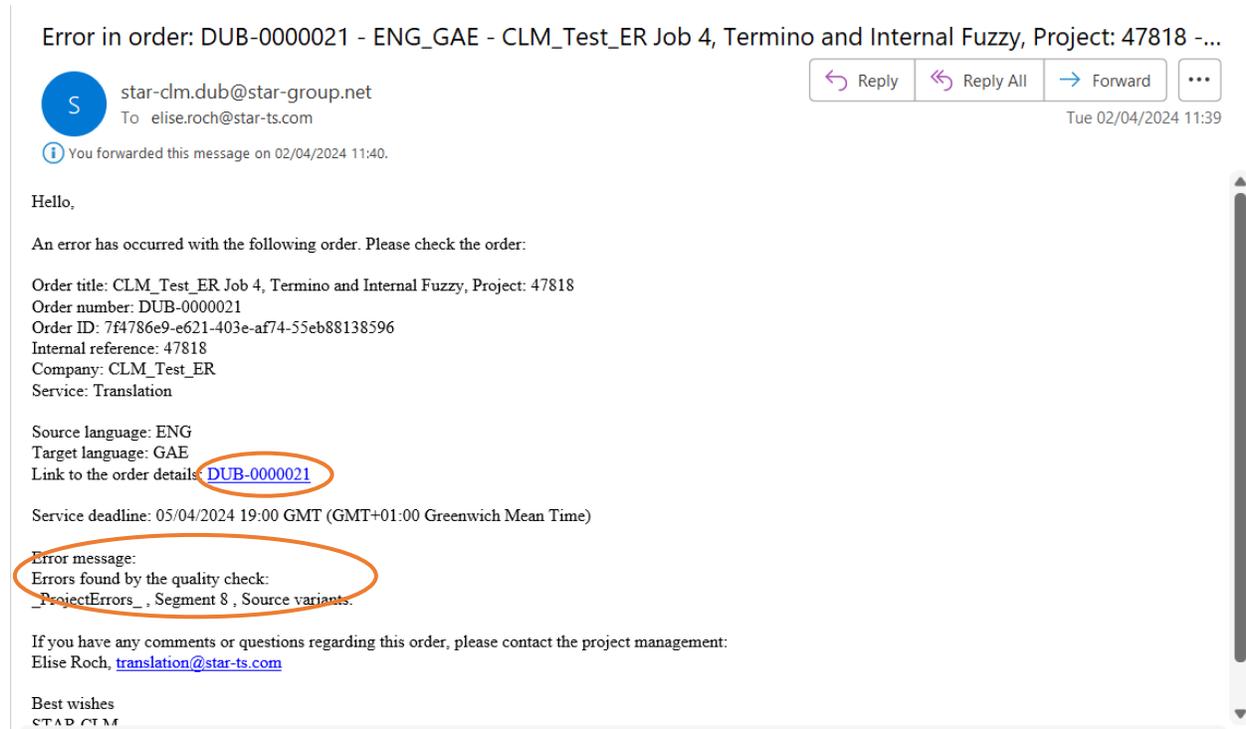
If all is OK with your delivery, you will receive an email with the Subject “Successful delivery”.

## 7.2. Delivery bounce (how to Navigate to segment & fix)

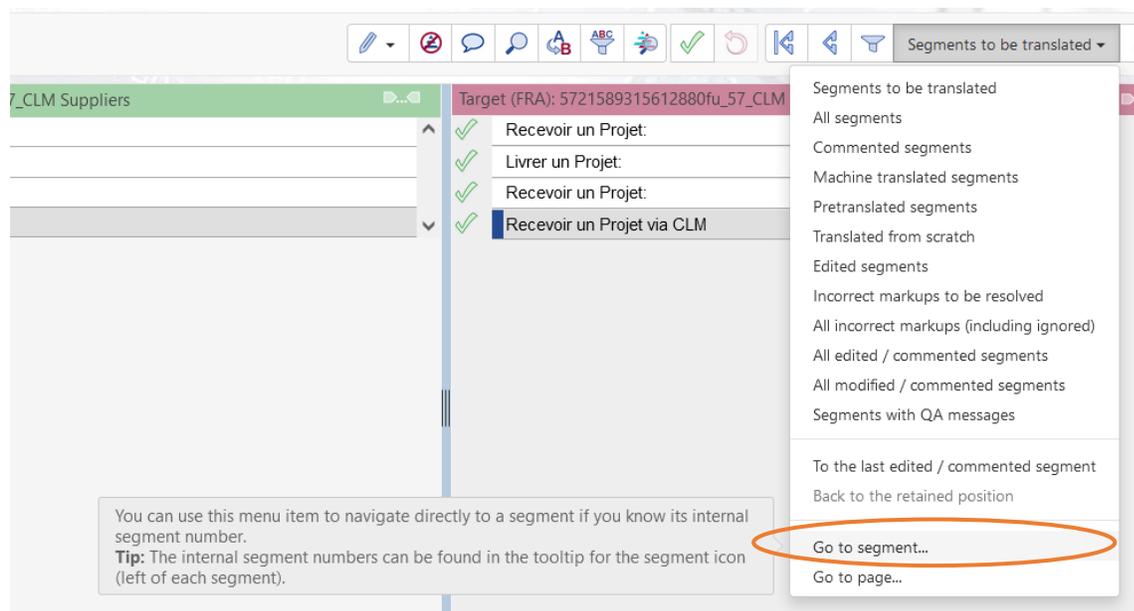
If any QA messages are not resolved, the project will bounce back to you.

You will be notified by email (with subject: "Error in order").

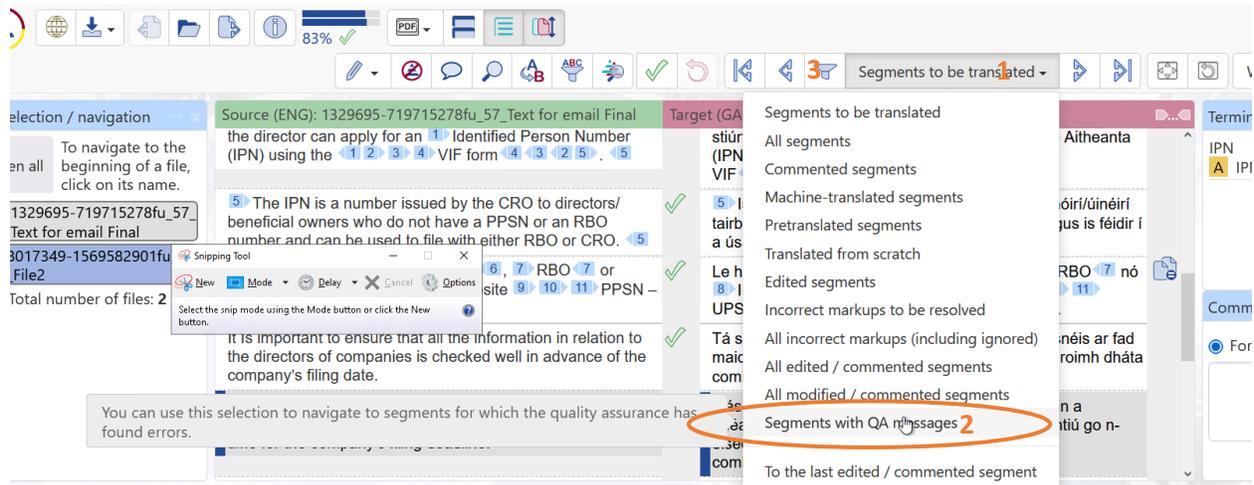
Click on the link to access the CLM order, and fix the issues reported in the email.



Open the project in WebEdit, click the "Segment navigation" drop-down and select "go to segment..." to navigate directly to the segment number from the error message.

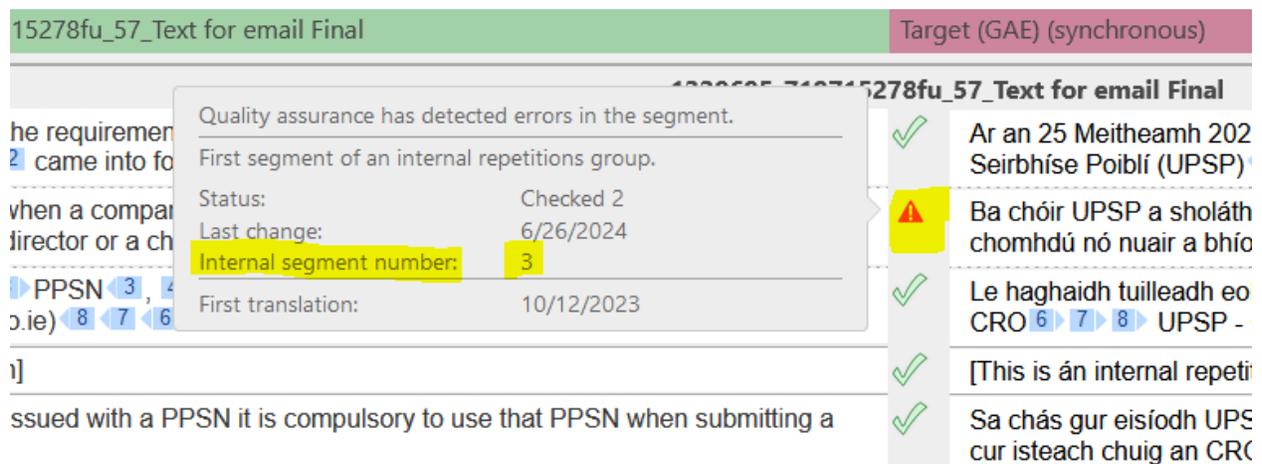


Alternatively, open all files in WebEdit and filter on “Segments with QA messages”:



This displays all segments with unresolved QA errors.

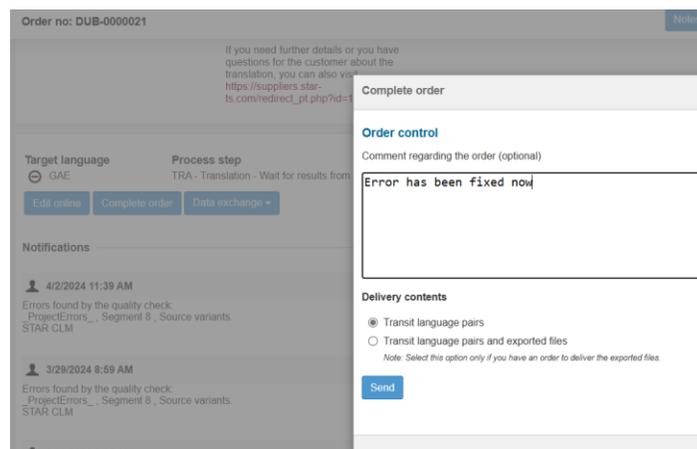
To identify a segment number, hover over the segment status icon to view the tooltip containing key segment information:



Once all issues have been fixed and false positive errors have been ignored:

Complete the project.

Add any relevant comment and click “Send”.



## 8. Questions

CLM has no Q&A system. Keep using the STAR TS Supplier Portal for Q&A. A link to the Project on our Portal is available in the order notification. Click this link to access the Portal.

New order: DUB-0000021 - ENG\_GAE - CLM\_Test\_ER Job 4, Termino and Internal Fuzzy, Project: 47818 - Translation



star-clm.dub@star-group.net  
To elise.roch@star-ts.com

You forwarded this message on 29/03/2024 08:32.  
If there are problems with how this message is displayed, click here to view it in a web browser.

All our Irish Translation must meet the Caighdeán Oifigiúil standard.

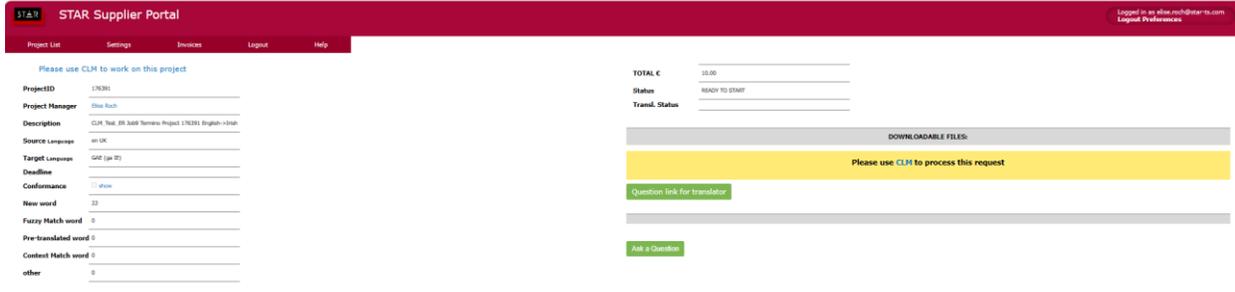
It is a requirement for this project to read, follow and comply with our [Irish Style Guide Instructions](#).

If you need further details or you have questions for the customer about the translation, you can also visit [https://suppliers.star-ts.com/redirect\\_pt.php?id=147793](https://suppliers.star-ts.com/redirect_pt.php?id=147793)

Instructions for the processing step:  
Check if Stats after Supplier Selection include Internal Fuzzies

Statistics (Words)

Submit your questions using the “Ask a Question” button. Refer to [SOP 11](#) for more details



## 9. Submitting feedback on Quality (for proofreaders)

For proofreading tasks, you are given the option to provide feedback on the quality of the translation you received.

In particular we ask you for feedback when the initial translation was particularly good or poor. The feedback is then shared automatically with the translator.

**Important:** This is not done in CLM but this is done via the STAR TS Supplier portal.

To provide feedback, access the project in the STAR TS Supplier portal:

- You can find the project in your Projects List on the STAR TS Supplier portal or
- You can click on the link to the Portal project in the “Please Start” email received from the STAR TS Supplier portal.

Once you have accessed the Project on the STAR TS Supplier Portal, click the button “I would like to submit feedback on the translation”, as shown below. Refer to [SOP 11](#) for more details.

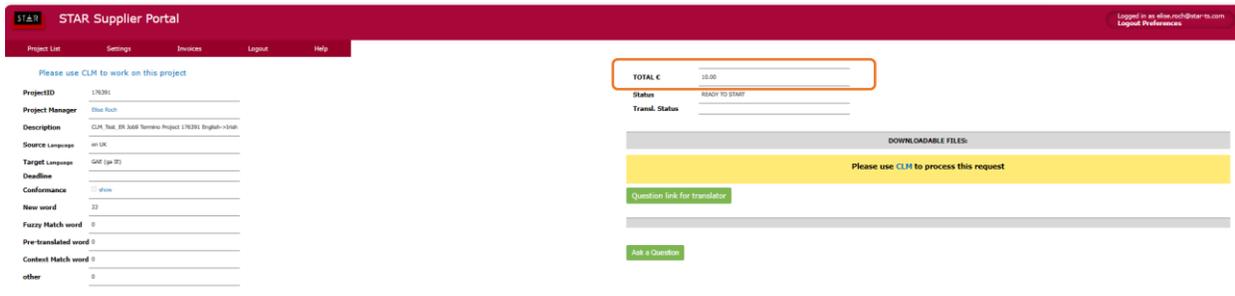
Please use CLM to work on this project

<b>ProjectID</b>	195484
<b>Project Manager</b>	
<b>Description</b>	
<b>Source Language</b>	en UK
<b>Target Language</b>	GAE (ga IE)
<b>Deadline</b>	2025-06-03 09:00:00
<b>Proof word</b>	136
<b>TOTAL €</b>	10.00
<b>Status</b>	RECEIVED BY PROJECT MANAGER
<b>Transl. Status</b>	

I would like to submit feedback on the translation

## 10. Invoices

The total to be invoiced will be displayed on the STAR Translation Services Supplier Portal and **not** in CLM.



Process for invoices remains the same.

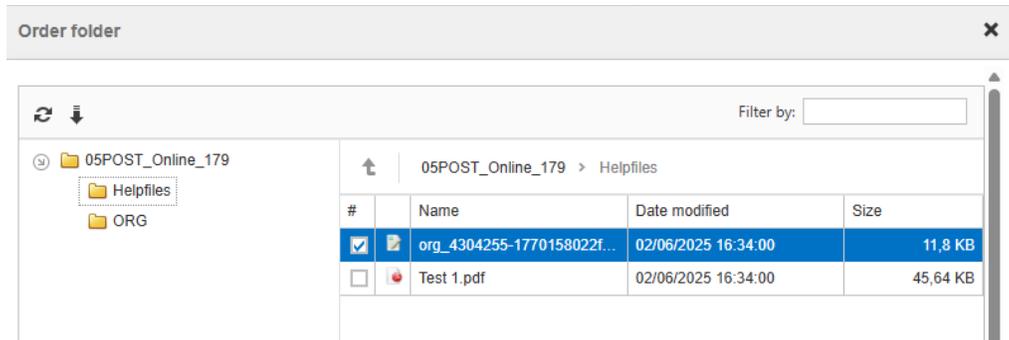
Refer to [SOP 11](#) and STF-5 SupplierFinanceDetailsAndPolicy.docx for more details.

## 11. DTP/layout orders in the supplier portal

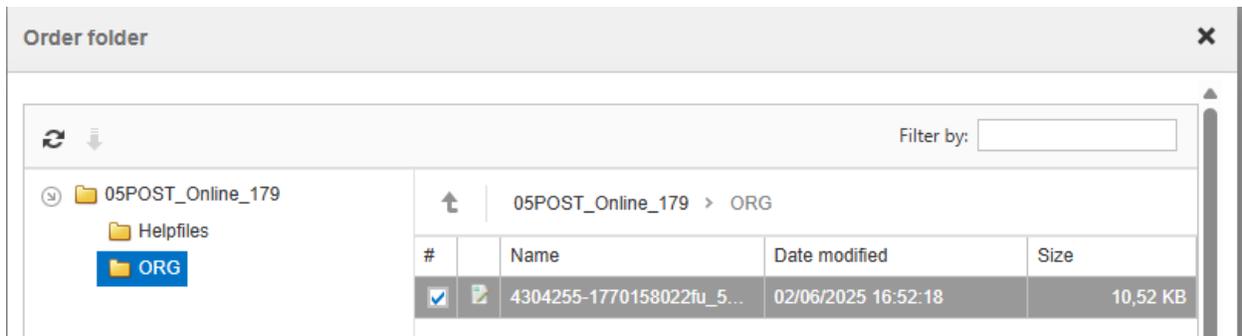
DTP orders are processed in the supplier portal using the data exchange function.

Click **“Accept”** to accept the project & deadline. See more information in **“Receiving a New order”**

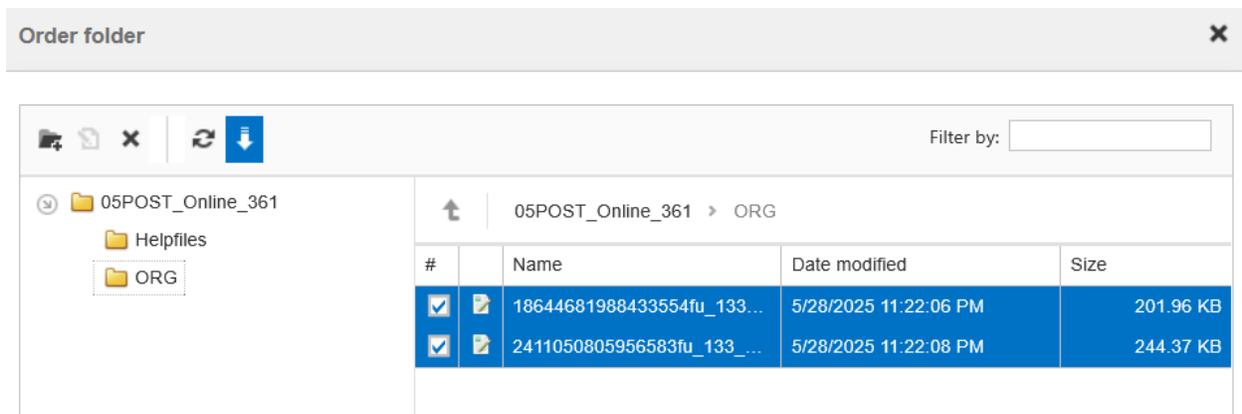
The source file(s) and reference are downloaded via **Data exchange | Order folder** from the **Helpfiles** folder



The files for DTP are downloaded via **Data exchange | Order folder** from the **ORG** folder.



The file(s) must be selected in the folder, then it can be edited after downloading it by clicking on the  button.



The upload of finished documents is done via the **Upload files** button.

**Place the DTPed editable files in the “Edited files”.**

**IMPORTANT:**

**Do not rename the files before uploading. The file names have to match.**

**Place the PDF(s) in “Additional files”.**

Upload files ✕

Upload the following files (the file names must match): \_\_\_\_\_

File names	- 4304255-1770158022fu_57_Test 1.docx	
Edited files*	<input type="button" value="Browse"/> ... or drop files here	
	<b>File names</b>	
	4304255-1770158022fu_57_Test 1.docx	✕
Additional files	<input type="button" value="Browse"/> ... or drop files here	
	<b>File names</b>	
	4304255-1770158022fu_57_Test 1.pdf	✕

Click “**Save**”.

Next, hit “**Refresh**”.

To deliver the project to the PM, click **Complete order** as shown below and click **Send**.

Complete order ✕

Order control

Comment regarding the order (optional)

DTP done!

Delivery contents

Processed files and possibly additional files

Additional files only

Note: Only select this option if you have only edited additional files (working files are ignored).

## Appendix

### A. Training Videos

Training Videos from the Web Edit Development team can be found in [https://suppliers.starts.com/helpdocs/restricted/CLM\\_Training\\_Videos/](https://suppliers.starts.com/helpdocs/restricted/CLM_Training_Videos/)

- Basics\_CLM-WebEdit.mp4
- Translation\_CLM-WebEdit.mp4
- Revision\_CLM-WebEdit.mp4
- Quality-Assurance\_CLM-WebEdit.mp4
- Translation-via-PPF-TPF\_CLM-WebEdit.mp4

NOTE: you must be logged in on the STAR TS Supplier portal to access the videos.

### B. Keyboard shortcuts: Editing online

You can use the following keyboard shortcuts to access the main functions of CLM WebEdit:

 Edit selected segment	Shift + e
 Confirm selected segment (the shortcut <b>Shift + o</b> does not work in “editing” mode, i.e. if you are editing a segment use the <b>Confirm button</b> instead)	Shift + o
 Search text	Shift + f
 Search and replace text	Shift + h
Ignore all “ignorable” QA messages for the selected segment “Ignorable” messages refer to deviations that may be linguistically necessary (e.g. additional formatting or intentionally different end punctuation). You cannot ignore messages for structurally necessary markups (e.g. index markers, image anchors, hyperlinks).	Shift + i
<b>Tip:</b> The keyboard shortcut Ctrl + i is intended for use in edit mode. With Shift + i you would insert a capital “i” there.	Ctrl + i

*You can use the keyboard shortcuts when you are not in edit mode (i.e. not currently editing a segment).*

*Which functions are actually available to you depends on the current view and your rights for the current order.*

### C. Keyboard shortcuts - Terminology: Inserting terms from a dictionary

For orders with a dictionary, you can insert terms from the terminology window into the segment you are currently editing in edit mode:

**A B C**... Insert term A or B or C ... Alt + g, release and then press a or b or c ...

Insert term A or B or C ...  
and change the case of the first letter Alt + g, release and then press Shift + a or b or c ...

If you had text selected in the edited segment, it will be replaced by the target language term. Otherwise, the target language term is added at the current cursor position.

*Tip: To display the terminology window, select **Terminology** from the **Windows** list on the top right.*