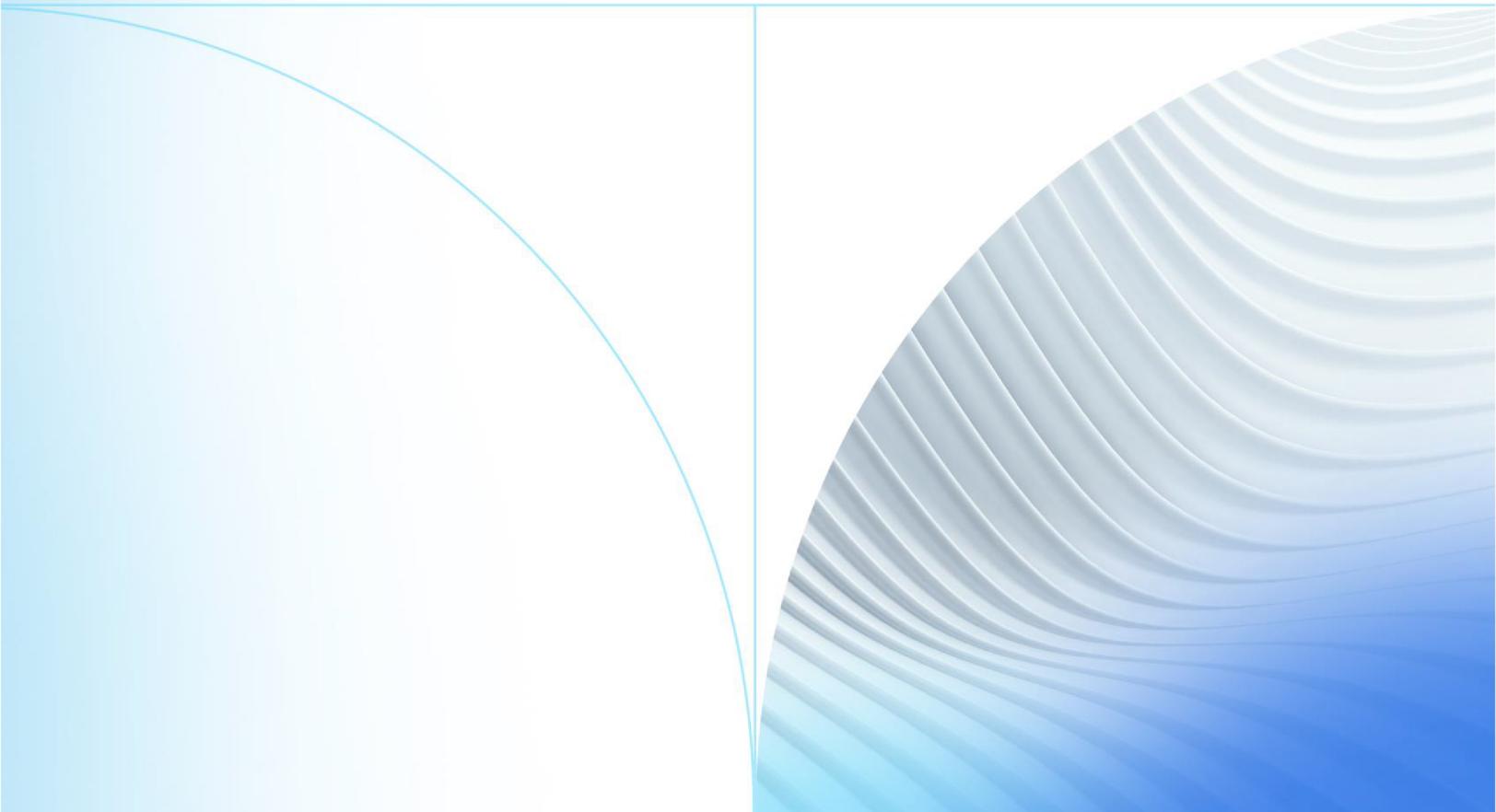




FactorSoft™

• Release v4.7

ClientWeb Multilingual Guide



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Limitations on Maintenance Services

The FactorSoft™ application is intended for use in accordance with the standards and processes described within this documentation. Efforts to investigate and/or repair FactorSoft™ application or data integrity issues caused by activities or integrations outside of the intended use of the FactorSoft™ platform will be subject to the then-current Jack Henry Professional Services billable hourly rate.

Standard Maintenance Services (Technical Support) does not include the following:

Investigation and Remediation of errors and data integrity issues caused, contributed to, or by any of the following:

- a software program that was not originally provided by Jack Henry
 - third-party automation, BOT/Screen Scraping technology, custom importers, or any other integration with FactorSoft™ that was not created by or in conjunction with Jack Henry.
- any modification not provided by Jack Henry to the software or standard database schema
 - the addition of custom database elements including triggers, stored procedures, tables, and columns
 - the alteration of standard FactorSoft™ triggers, tables, columns, stored procedures and indexes
 - the execution of T-SQL scripts resulting in changes to the data stored within the FactorSoft™ database
- equipment, software, networks or any other infrastructure in the customer's environment that does not meet the minimum requirements described within the then-current FactorSoft™ product documentation

Please note that if you are exploring possibilities with third-party software providers or considering altering the FactorSoft database in any way, it is strongly recommended that you discuss your plans with the FactorSoft™ support team before making any commitments or changes. As your software partner, we may be able to help solve your business problem in a way that does not introduce risk, data corruption, or system instability.

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Multilingual ClientWeb

The Multilingual ClientWeb AddOn Module facilitates translating and localizing the ClientWeb user interface, along with Reporting Services reports requested either from ClientWeb or from the Reports module.

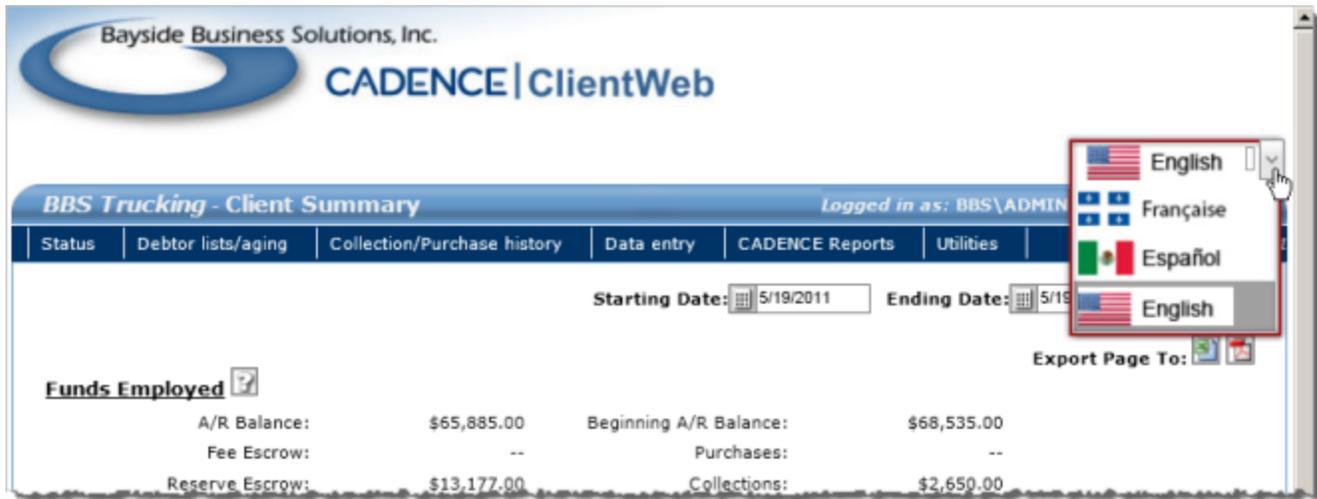


Multilingual ClientWeb Language Packs provide a base translation of the stock ClientWeb pages. Note that the components of the interface that are translated include menu names and items, static text, and grid headings. The FactorSoft client data displayed in the ClientWeb screens is not affected by the Multilingual ClientWeb translation routines.

Tools are provided to identify additional English language words and phrases that you want to translate into a foreign language, along with a base translation and (optionally) an override translation of the words and phrases.

Language Selection

Languages are selected in Multilingual ClientWeb by selecting the associated flag icon on the ClientWeb page. There will be a flag icon for each of the language packs purchased for your implementation of Multilingual ClientWeb.



When a new language is selected, the pages field names, column headings, menu labels and menu items, and static text are displayed in the selected language. Note that Multilingual ClientWeb is not an active translation tool. The translation is keyed off of the English Word/Phrase in the FactorSoft Language Pack Utility, and displays the Default or Override Translation entered for that exact English Word/Phrase. See Design Best Practices below for more information.

Note that the data from the FactorSoft database, including the Client Name, are not translated.



Design Best Practices

When creating data grid headings for your ClientWeb, it is best to define the smallest possible number of terms. This is particularly important for the Multilingual ClientWeb AddOn Module, in which each term to be translated has to be defined as both a base English word/phrase and in the language to which the word/phrase will be translated. The terms in the language file must match exactly the terms defined in the ClientWeb Online Administration Module, all comparisons are case-sensitive, and the entire string is matched. Be aware that the Administration module does perform some data manipulation on column headers. For instance, if you define a column header "InvNo" in the Administration module, the word will be displayed in ClientWeb as "Inv No".

To ensure accuracy in translation, it is recommended to:

- Define data grid headers exactly as you want them to appear in the data grid.
- Do not create multiple terms for the same data. For example, for the invoice number, do not create headers for **Inv No**, **Inv#**, and **Invoice** - use the same term on every ClientWeb page. This will greatly simplify the translation file, and at the same time provide more clarity for your clients to understand what is presented on the ClientWeb pages.
- Avoid leading and trailing spaces. Multilingual ClientWeb interprets spaces as part of the string (it must to enable translation of full phrases) and will fail to translate a term if there is a space in the Administration definition, but not in the language file. These failures to translate can be difficult to solve.
- Avoid special characters (including colons) at the ends of terms and phrases.

ClientWeb Reports

Multilingual ClientWeb allows you to request translated FactorSoft Reports from the ClientWeb Report Queue. Note that, like the ClientWeb page translations, column headings and static text are displayed in the selected language, but data from the FactorSoft database, including the Client Name, are not translated.

To request translated reports from ClientWeb:

1. Select the Client Web Report Queue page.



2. If the language has not already been selected, drop down to select the language to which you want to translate the FactorSoft report.

Class Aging - Due Date

As Of Date: As Of Date:

Debtor:

Select: Age:

Funded:

Calc Age By:

Select:

Show Date:

Show Debtor Address

Show Debtor Contacts

Show Debtor Credit Limit

Show Debtor Phone Number

Show Dispute Codes

Show NOA & Recourse Info

Show Purchase Orders

Show Risk Codes

Report Language:

3. Click the Submit Request link (which will be displayed as the applicable translation).

When the report is generated by the Engine and is available for viewing in the Available Reports section of the Report Queue, the column headings and static text are displayed in the selected language. Note that the report is produced in the requested language even if the language is changed in ClientWeb after the request.

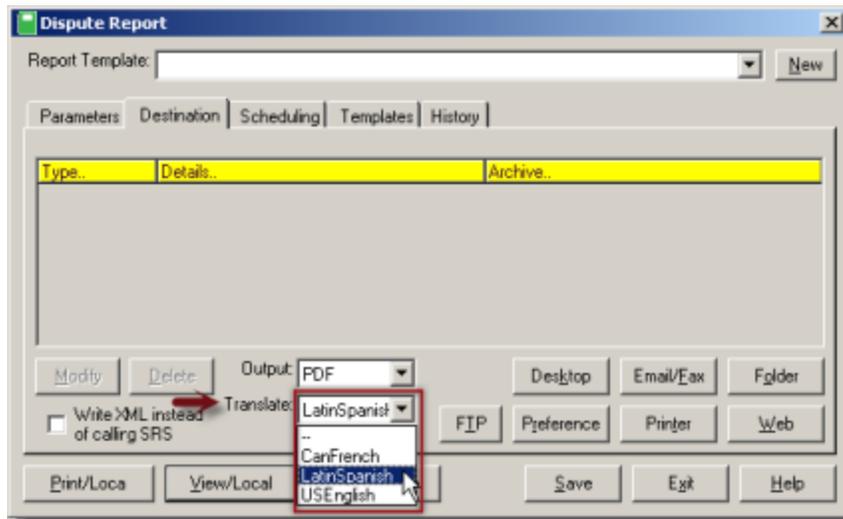
Sch#	Registrado Fecha Deudor	Factura		Factura		Disponible		Disponible	
		# de Factura	Fecha	Monto	Fecha Limite	Tasa	Monto		
3	2/1/2008								
	ABC Company (A1111), A1111	a1111	10/18/2008	100.00	11/15/2008	80.00		80.00	
	ABC Company (A1111), A1111	a222	10/18/2008	100.00	11/15/2008	80.00		80.00	
	ABC Company (A1111), A1111	a333	10/18/2008	100.00	11/15/2008	80.00		80.00	
	Frank's Forms (1111), 1111	a444	10/18/2008	100.00	11/15/2008	80.00		80.00	
	Grady's Grommets (2222), 2222	a555	10/18/2008	100.00	11/15/2008	80.00		80.00	
	Grady's Grommets (2222), 2222	a666	10/18/2008	100.00	11/15/2008	80.00		80.00	
	Grady's Grommets (2222), 2222	a777	10/18/2008	100.00	11/15/2008	80.00		80.00	
				<u>700.00</u>				<u>560.00</u>	
4	2/1/2008								
	Kikis Sports (111), 111	Inv134	10/18/2008	28.00	11/15/2008	80.00		22.40	
	Kikis Sports (111), 111	Inv224	10/18/2008	28.00	11/15/2008	80.00		22.40	
	Kikis Sports (111), 111	Inv324	10/18/2008	28.00	11/15/2008	80.00		22.40	
	Grandys Gourmet (108), 108	Inv424	10/18/2008	28.00	11/15/2008	80.00		22.40	
	Grandys Gourmet (108), 108	Inv524	10/18/2008	28.00	11/15/2008	80.00		22.40	
	Grandys Gourmet (108), 108	Inv624	10/18/2008	28.00	11/15/2008	80.00		22.40	
	Grandys Gourmet (108), 108	Inv724	10/18/2008	28.00	11/15/2008	80.00		22.40	
				<u>196.00</u>				<u>156.80</u>	
		Cliente Total:		<u>896.00</u>				<u>716.80</u>	

Reports

When Multilingual ClientWeb is enabled, you can generate Reporting Services Reports in any language for which a language pack is purchased. Note that only Reporting Services reports can be translated; Crystal reports are not translated.

To generate a translated Reporting Services Report:

1. Open the report request screen in the Reports module.
2. Enter the selection criteria for the report on the Parameters Tab.
3. Select the language in which to generate the report from the **Translate** list on the Destination tab of the report request screen.



When the report is generated, either through the Engine or ad hoc using the **Print/Local** or **View/Local** buttons, the column headings and static text are displayed in the selected language.

"TEST" World de Factorización "TEST"							Enero 1, 2008 Hasta Diciembre 31, 2008		
All Invoices Placed In Dispute									
Cliente..	Deudor..	№ de Factura	Compra Fecha	Monto	Actual Compensar	Disputa Fecha	Fecha Cancelado	Disputa Reason..	Note..
Additional / Late Fee Medical									
A19ARA (A19ARA)									
		051212	11/28/2008	0,000.00	0,000.00	11/28/2008		Verification Required	
		051213	11/28/2008	3,000.00	3,000.00	11/28/2008		Verification Required	
		051214	11/28/2008	3,000.00	3,000.00	11/28/2008		Verification Required	
				Total:	12,000.00	12,000.00			
				Grand Total:	12,000.00	12,000.00			

Printed: November 10, 2014, 1:02 PM ("DisputeInv1") Página 1 de 1

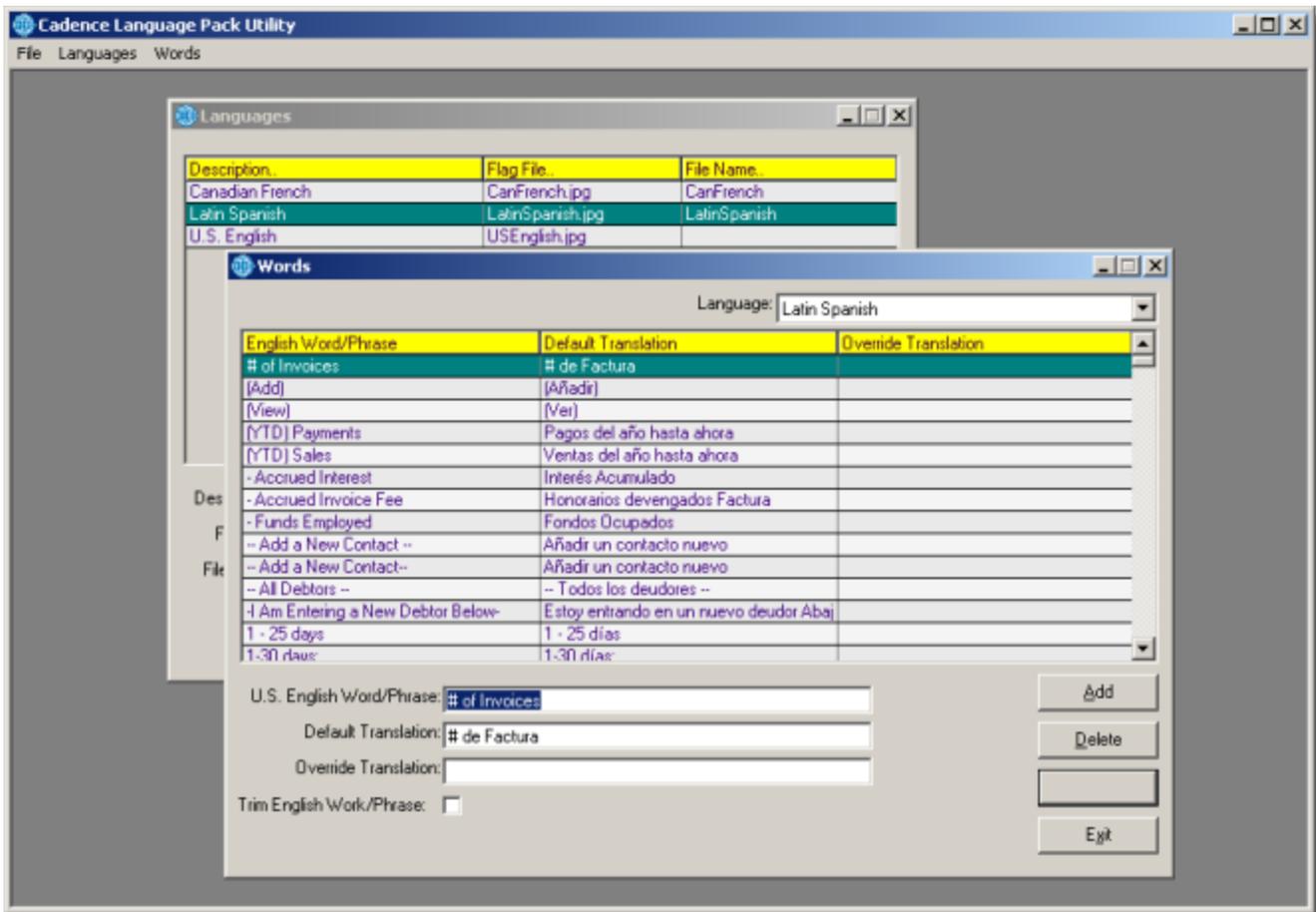
Terms and Conditions

The content of the Terms and Conditions that can be displayed on the ClientWeb Login page is translated differently than the ClientWeb page and report texts. The terms and conditions text is held in a text file in the **ClientWeb\ App_Customizations \ Includes** folder on the ClientWeb server. For each translation language, there will need to be a separate log-in terms document, containing the translated text of the terms and conditions. At present, the file names for the available language packs must be:

Language	File Name
English	LoginTermsContent.txt
French	LoginTermsContent_French.txt
Spanish	LoginTermsContent_Spanish.txt

Language Pack Utility Executable

The FactorSoft Language Pack Utility is used to modify translations in ClientWeb or Reporting Services Reports and edit an Override translation.

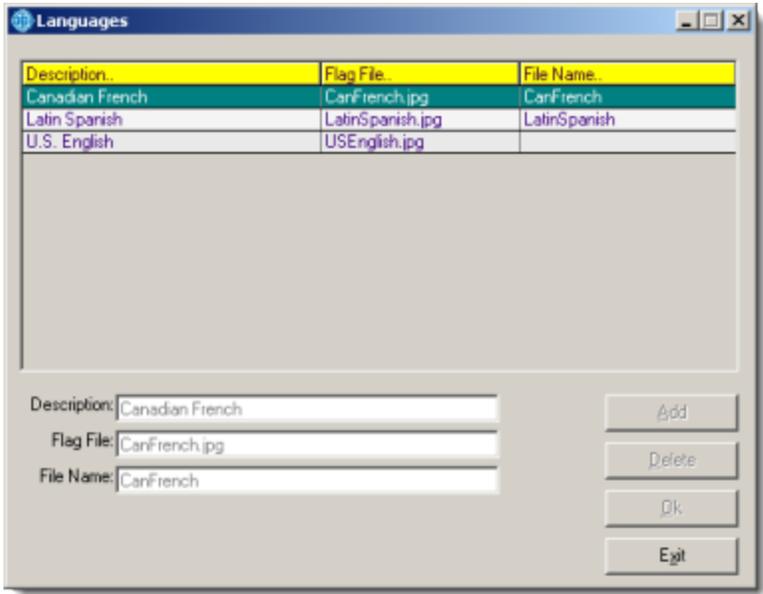


Option	Description
File	Open the File menu, from which you can Save updates to the language files, or Exit the FactorSoft Language Pack Utility.

Option	Description
Languages	Opens the Languages screen, which lists the language packs available in your installation of Multi-lingual ClientWeb
Words	Opens the Words screen, which is used to add English words or phrases to be translated. Note: There is a 100 character limit on translations.

Languages Screen

The Languages screen lists the language packs available in your installation of Multilingual ClientWeb. This screen is opened by clicking Languages in the menu bar of the FactorSoft Language Pack Utility. The content of this screen is view-only - no update capabilities are associated with it.

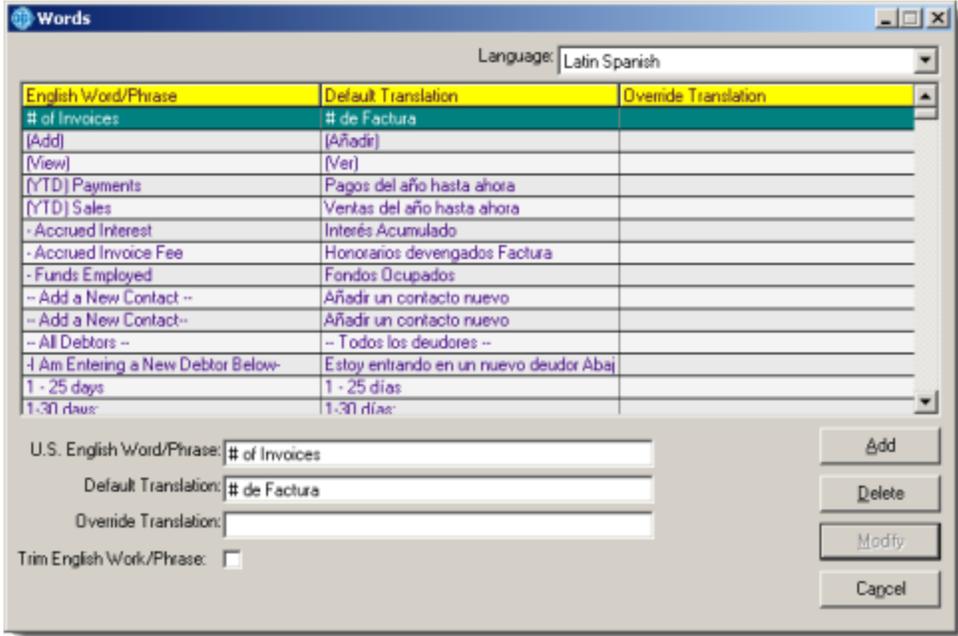


Field	Description
Description	Displays the language name.
Flag File	Displays the name of the image file for the language flag, which is located in the Languages/FlagImages folder in the common FactorSoft directory.
File Name	Displays the .language file name for the .BLF and .ULF language files in the Languages folder in the common FactorSoft directory

Field	Description
Exit	Click this button to close the Languages screen.

Words Screen

The Words screen is used to add English words or phrases to be translated in ClientWeb or on Reporting Services reports.



Field	Description
Language	Select the language name to be displayed and edited on the Words screen.
U.S. English Word/Phrase	Displays the name of the image file for the language flag, which is located in the Languages/FlagImages folder in the common FactorSoft directory.
Default Translation	Displays the .language file name for the .BLF and .ULF language files in the Languages folder in the common FactorSoft directory.
Override Translation	Click this button to close the Languages screen.
Trim English Word/Phrase	Select this option to trim leading and trailing spaces from words or phrases entered in the Default Translation or Override Translation .

Field	Description
Add	<p>Click this button to add new translation words. Clicking this button clears the fields for data entry. Enter the U.S. English Word/Phrase, Default Translation and (optionally) the Override Translation to use in place of the Default Translation. Click the Create button to add the word or phrase to the grid.</p> <p>Note: You must click File, Save prior to exiting the application to update the language file.</p> <p>This feature requires a development modification request. Authorized portal contacts may also open a technical support case by emailing the Lending Solutions Service Desk at LS-Help@Profitstars.com.</p>
Delete	<p>Select a line-item and click this button to delete the word or phrase, and then click the Verify button to remove the word or phrase from the grid.</p> <p>Note: You must click File, Save prior to exiting the application to update the language file.</p>
Create/Modify/Verify	<p>This button is used to complete add, update, and delete actions on the Words screen.</p> <ul style="list-style-type: none"> • Create: Complete the addition of a new record to the table. • Modify: Complete an update to an existing table entry. • Verify: Confirm and complete the deletion of an existing table entry.
Cancel	<p>Click this button to close the screen.</p> <p>Note: You must click File, Save prior to exiting the application to update the language file.</p>

Using the Words Screen

To add a new English Word/Phrase to the language file:

1. Select the **Language** to be updated.
2. Click **Add**. The fields below the grid are cleared to allow data entry.
3. Enter the **U.S. English Word/Phrase** and **Default Translation**.
4. Click **Create**.
5. Repeat steps 2 through 4 for all words to be added.
6. In the File menu, click **Save** to write the updates to the language file.

To update an existing word in the language file:

1. Select the **Language** to be updated.
2. In the grid, select the **English Word/Phrase** to be updated. The fields below the grid are populated with the word's data.
3. Update the **U.S. English Word/Phrase, Default Translation, Override Translation, and/or Trim English Word/Phrase** option.
4. Click **Modify**.
5. Repeat steps 2 through 4 for all words to be modified.
6. In the File menu, click **Save** to write the updates to the language file.

To delete an existing word in the language file:

1. Select the **Language** to be updated.
2. In the grid, select the **English Word/Phrase** to be updated. The fields below the grid are populated with the word's data.
3. Click **Delete**.
4. Click **Verify**.
5. Repeat steps 2 through 4 for all words to be deleted.
6. In the File menu, click **Save** to write the updates to the language file.