

FactorSoft™

• Release v4.7

# **ClientWeb Multilingual Guide**



© 1999 - 2022 Jack Henry & Associates, Inc.

All rights reserved. Information in this document is subject to change without notice. Dates contained in this document are provided as estimates only and can be changed at any time at the sole discretion of Jack Henry & Associates, Inc.

Printed in the United States of America.

No part of this document may be copied, reproduced, stored in a retrieval system, displayed, distributed or transmitted in any form or any means whatsoever (electronic, mechanical or otherwise), including by photocopying or recording for any purpose, without the prior written permission of Jack Henry & Associates, Inc. Making unauthorized copies of this document for any purpose other than your own personal use is a violation of United States copyright laws.

Any unauthorized use of Jack Henry & Associates, Inc.'s, trademarks and service marks is strictly prohibited. A list of registered and unregistered marks owned or licensed by Jack Henry & Associates, Inc. is located at: https://www.-jackhenry.com/more-from-jha/pages/trademark-notice.aspx.

Various other trademarks and service marks used or referenced in this document are the property of their respective owners.

### 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<sup>™</sup> 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 thencurrent FactorSoft<sup>™</sup> 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.

# Table of Contents

Multilingual ClientWeb	1
Language Selection	. 2
Design Best Practices	3
ClientWeb Reports	3
Reports	5
Terms and Conditions	6
Language Pack Utility Executable	. 7
Languages Screen	8
Words Screen	9
Using the Words Screen	10

jh

# 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.

ABC Lending	
Español I	Y
Login del Cliente	N
Bayside Business Solutions -ClientWeb mensaje persona español	IJ
Introduzca sus Credenciales English	
Compañía ID de Usuario Contraseña Recuerde Co. & ID en este ordenador	
Usted debe estar de acuerdo con los siguientes términos y condiciones	
Terms and Conditions of Use of this Website         El acceso sólo está disponible para clientes activos que se han asignado privilegios de acceso web. Procediendo de acceso y uso de este sitio web constituye una completay aceptación irrevocable de los términos y condiciones establecidos en este documento , así como una renuncia a cualquier y todas las demandas contra ABC y Préstamos su casa matriz, subsidiarias , afiliados, funcionarios , directores, empleados y agentes. Al utilizar este sitio web, usted acepta cumplir con los términos, entonces no puede usar esta página web. Esta web ha sido diseñada para el uso exclusivo de nuestros clientes . Ni el acceso ni la información contenida en este documento es para ser compartida o comunicada con cualquier otra parte .         A pesar de cualquier información proporcionada en este sitio web por el contrario, expresa o implicita , ABC Préstamos se reserva el derecho de no comprar todas las cuentas específicas, a su entera discreción, sin importar su estado de crédito de un deudor de la cuenta o habilitación .	

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 Multi-lingual 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.

	Bayside Business Solutions, Inc. CADENCE ClientWeb								
BBS	<i>Trucking</i> - Client S	ummary		Logged in .	as: BBS\ADMIN	English Française	ų.		
Status	Debtor lists/aging	Collection/Purchase history	Data entry	CADENCE Reports	Utilities	Español			
			Starting Date:	≝ 5/19/2011 End	ling Date: 5/19	English			
					Exp	ort Page To: 🔛 🚺	2		
Fund	A/B Balance:	\$65.885.00	Beginning A/R B	alance: \$	68.535.00				
	Fee Escrow:	+33/002100	Purc	chases:					
	Reserve Escrow:	\$13,177.00	Colle	ctions:	\$2,650.00				

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.

Bayside Business Solutions, Inc. CADENCE   ClientWeb								
BBS Trucking - Resumen del Cl	iente	Logged in a	s: BBS\ADMIN 🗶 Cerrar	Sesión 🕜 Ayudar				
Estado   Lista/Antigüedad de Deudores   Lista de Informe   Utilidades	La historia de la	colección / de compra	Entrada de Datos Entrada de Factura	Jueves, Mayo 19, 2011				
		Fecha Inicial: 5/1	Entrada del Deudor Pedir Desembolso	19/2011 <b>Ver</b>				
			Pedido de Crédito	tar Página a 🖭 🛅				
Fondos Ocupados			Autorización de Vender					
Cobrar:	\$65,885.00	cobrar de apertura	Importar Compra					
Honorario en Fideicomiso:		Compras:						
Fideicomiso de Reserva:	\$13,177.00	Colecciones:	\$2,650.00					



### 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.

do Lista/Antigüedad de l	Deudores   La historia de la colecci	ión / de compra	Entrada de Da	itos		
de Informe Utilidades					Ju	eves, Mayo I
lista de Informe						?-
Informes Dispo	nibles		Actualizar	Lista	Borrar	Selección
Rept History Key	Nombre de Informe	Des	de la Fecha	Hasta	la Fecha	
la espera de proceso						
la espera de proceso						
Pedir Informes						
Rept History Key	Nombre de Informe			Últ	imo Envia	do
Enviar Pedido	Client Aging			8/9/	2013 12:10	PM
Enviar Pedido	Partial Payments					
Enviar Pedido	Purchase Summary Report	rt		7/24	/2013 9:42	AM
Enviar Pedilo	Reserve Report			9/27	/2013 1:12	PM

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 D	ate	
As Of Date:	Date spécifique	As	Of Date:	06/11/2020 ~
Debtor:	Tous les débiteurs 🛛 🗸			
Select:	Unpaid only	Age:		
Funded:	Funded and non-funded			
Calc Age By:	Invoice date 🗸			
Select:	Days(1-30, 31-60, 61-90.			
Show Date:	Invoice date 🗸			
Show Debtor A	ddress			
Show Debtor C	ontacts			
Show Debtor C	redit Limit			
Show Debtor P	hone Number			
Show Dispute	Codes			
Show NOA & R	ecourse Info			
Show Purchase	Orders			
Show Risk Cod	es			
Submit Cancel	Report Language: Français c	anadien	~	

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.

v4.7

"TEST" World de Factorización	"TEST	•
BBS Trucking (BBS)		

#### Compra Resumen Without Honorarios Febrero 1, 2008 Solo

Sch#	Registrado Fecha		Factura	Factura		Disponible	Disponible
	Deuxtor	#de Factura	Fecha	Monto	Fecha Límite	Tasa	Monto
з	2/1/2008						
	ABC Company (A1111), A1111	a11111	10/16/2008	100.00	11/15/2008	90.00	80.00
	ABC Company (A1111), A1111	9222	10/16/2008	100.00	11/15/2008	80.00	80.00
	ABC Company (A1111), A1111	a333	10/16/2008	100.00	11/15/2008	80.00	80.00
	Franks Forms (11111), 11111	ə444	10/16/2008	100.00	11/15/2008	80.00	80.00
	Gradys Grommets (2222), 2222	a565	10/16/2008	100.00	11/15/2008	80.00	80.00
	Gradys Grommets (2222), 2222	a666	10/16/2008	100.00	11/15/2008	80.00	80.00
	Gradys Grommets (2222), 2222	a777	10/16/2008	100.00	11/15/2008	80.00	80.00
				700.00			560.00
4	2/1/2008						
	Kikis Sports (111), 111	Inv134	10/16/2008	28.00	11/15/2008	80.00	22.40
	Kikis Sports (111), 111	Inv224	10/16/2008	28.00	11/15/2008	90.00	22.40
	Kikis Sports (111), 111	Inv/324	10/16/2008	28.00	11/15/2008	80.00	22.40
	Grandys Gourmet (106), 106	inv424	10/16/2008	28.00	11/15/2008	80.00	22.40
	Grandys Gourmet (106), 106	Inv524	10/16/2008	28.00	11/15/2008	80.00	22.40
	Grandys Gourmet (106), 106	Inv624	10/16/2008	28.00	11/15/2008	80.00	22.40
	Grandys Gourmet (106), 106	Inv724	10/16/2008	28.00	11/15/2008	80.00	22.40
				196.00			156.80
		Cliente Total:		896.00		_	716.80

## 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.

📔 Dispute Re	port					×
Report Templa	ate:					▼ <u>N</u> ew
Parameters	Destination Sche	duling Templates H	istory			
Type.	Details.		Arc	chive		
Modify	Delete Outp	ut PDF 💌		Desktop	Email/Eax	F <u>o</u> lder
Write X	ML instead Transla	ite: LatinSpanisł 💌	FIP	Preference	Printer	Web
orcairs	yono	- CanFrench				
Print/Loca	⊻iew/Local	USEnglish		<u>S</u> ave	EXit	Help

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.

All Invoices Placed In Disp	ute						
Cliente Deudor	Ade Factura	Compra Fecha	Monto	Actual Compensar	Disputa Fecha	Fecha Cancelado Disputa Reason	Note.,
ddtional / Late Fee Medical A19ARA (A19ARA)							
	651212	11/28/2008	6,000.00	6,000.00	11/28/2008	Verification Required	
	551213	11/28/2008	3,000.00	3,000.00	11/28/2008	Verification Required	
	551214	11/29/2008	3,000.00	3,000.00	11/28/2008	Verification Required	
		Totals: Grand Total:	12,000.00 12,000.00	12,000.00 12,000.00			

## **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.

🐵 Cadence Language Pac	k Utility					-OX			
File Languages Words									
<b>()</b> 1 m	anguages								
- Call	guages								
Deve		Elec Ele	Els News						
Uescr	iption	Flag Fle	File File Name						
Lain	Spanish	LatinSpanish ing	inarish ing LatinSpanish						
U.S.F	ingish	USEnglish.ipg	Company						
	Morde								
	Words								
			Language: Latin	Spanish	•				
	English Word/Phrase	Default Translatio	n	Override Translation					
	# of Invoices	# de Factura							
	(Add)	(Añadir)							
	(View)	(Ver)							
	(YTD) Payments	Pagos del año ha	Pagos del año hasta ahora Ventas del año hasta ahora Interés Acumulado						
	(YTD) Sales	Ventas del año h							
	Accrued Interest	Interés Acumulad							
Des	Accrued Invoice Fee	Honorarios dever	ngados Factura						
F	Funds Employed	Fondos Ocupado	\$						
	- Add a New Contact	Añadir un contac	to nuevo						
File	Add a New Contact	Añadir un contac	to nuevo						
	All Debtors	Todos los deud	ores						
	-I Am Entering a New Debtor Bek	ow- Estoy entrando e	n un nuevo deudor Ab	aj 🛛					
	1 - 25 days	1 · 25 dias							
	11-30 days	11-30 días:							
	U.S. English Word/Phrase	Invoinne		_	Add				
	a.u.	Invoices							
	Default Translation: # de	Factura			Delete				
	Override Translation:								
	The Frank Links and Frank								
	Trim English Work/Phrase:								
					Egit				

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

Option	Description
Languages	Opens the Languages screen, which lists the language packs available in your installation of Multi-lingual Cli- entWeb
Words	Opens the Words screen, which is used to add English words or phrases to be translated. <b>Note:</b> 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.

escription	Flag File	File Name
Canadian French	CanFrench.jpg	CanFrench
Latin Spanish	LatinSpanish.jpg	LatinSpanish
J.S. English	USEnglish.jpg	
		_
Description: Canadian Frencl	3	Add
Description: Canadian French	1	Add
Description: Canadian Frence Flag File: CanFrench.jpg	1	Add
Description: Canadian French Flag File: CanFrench ipg File Name: CanFrench	5	Add Defete
Description: Canadian French Flag File: CanFrench ipg File Name: CanFrench	1	Add Delete Dk
Description: Canadian Frencl Flag File: CanFrench.jpg File Name: CanFrench	, ,	Add Defete Dk

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 lan- guage files in the Languages folder in the common Fact- orSoft 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.

Words			
	Language: Latin St	panish	•
English Word/Phrase	Default Translation	Override Translation	▲
# of Invoices	# de Factura		
(Add)	(Añadir)		
[View]	(Ver)		
(YTD) Payments	Pagos del año hasta ahora		
(YTD) Sales	Ventas del año hasta ahora		
Accrued Interest	Interés Acumulado		
Accrued Invoice Fee	Honorarios devengados Factura		
- Funds Employed	Fondos Ocupados		
Add a New Contact	Añadir un contacto nuevo		
- Add a New Contact-	Añadir un contacto nuevo		
All Debtors	Todos los deudores		
-I Am Entering a New Debtor Below-	Estoy entrando en un nuevo deudor Abaj		
1 - 25 days	1 - 25 días		
1-30 days:	1-30 días:		
U.S. English Word/Phrase: # of Invoice	\$	_	Add
Default Translation: # de Factur	a		Delete
Override Translation:			Madia
Trim English Work/Phrase:			Moula
			Capcel

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 lan- guage files in the Languages folder in the common Fact- orSoft 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 <b>Default Trans-</b> Iation or Override Translation.



Field	Description
Add	Click this button to add new translation words. Clicking this button clears the fields for data entry. Enter the <b>U.S.</b> <b>English Word/Phrase, Default Translation</b> and (option- ally) the <b>Override Translation</b> to use in place of the Default Translation. Click the Create button to add the word or phrase to the grid.
	<b>Note</b> : You must click <b>File</b> , <b>Save</b> prior to exiting the applic- ation to update the language file.
	This feature requires a development modification request. Authorized portal contacts may also open a technical support case by emailing the Lending Solu- tions Service Desk at LS-Help@Profitstars.com.
Delete	Select a line-item and click this button to delete the word or phrase, and then click the <b>Verify</b> button to remove the word or phrase from the grid.
	<b>Note</b> : You must click <b>File</b> , <b>Save</b> prior to exiting the applic- ation to update the language file.
Create/Modify/Verify	This button is used to complete add, update, and delete actions on the Words screen.
	• <b>Create</b> : Complete the addition of a new record to the table.
	<ul> <li>Modify: Complete an update to an existing table entry.</li> </ul>
	• Verify: Confirm and complete the deletion of an existing table entry.
Cancel	Click this button to close the screen.
	<b>Note</b> : You must click <b>File</b> , <b>Save</b> prior to exiting the applic- ation to update the language file.

### 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 gird 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 gird 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 gird 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.

