INSTRUCTIONS FOR USERS
(Last update: March 2024)

This manual will guide you through the basic features of

- the *eXtra* Portal

- the Supplier Portal (e-fulfilment & e-invoicing)

Access is confined to contractors working for the Directorate-General
for Translation of the European Commission.

Current contractors should have an EU Login
to access the *eXtra* Portal and the Supplier Portal.

If you run into any **technical problems**,
please contact the portal manager:

dgt-fl-portal-manager@ec.europa.eu
Tel. +32.2.29 55701

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eXtra Portal

</div>

1.   CONNECTING TO THE *eXtra Portal*

The *eXtra Portal* is a *gateway* to the External Translation web site of the DG for Translation of the European Commission (DGT), to which contractors connect to consult newly announced jobs, download, and upload documents and perform many other actions related to their contracts with DG for Translation.

To connect to the *eXtra Portal*, you must have an **EU Login account (previously ECAS =** European Commission Authentication Service) which allows to check user credentials (e.g., login/password) and retrieve user identity.

All external translators who have an active contract with DGT (framework contract and/or negotiated procedures) should already have registered and created an EU Login account. If you are still active in our database and if you do not know your login ID, please contact the Portal Manager by email (DGT-FL-PORTAL-MANAGER@ec.europa.eu). Conversely, DGT does not store user passwords and if you forget your password, you may need to reset it to access your account.

1.1   Create an EU Login account

Tutorial on how to create an EU Login account can be found here.
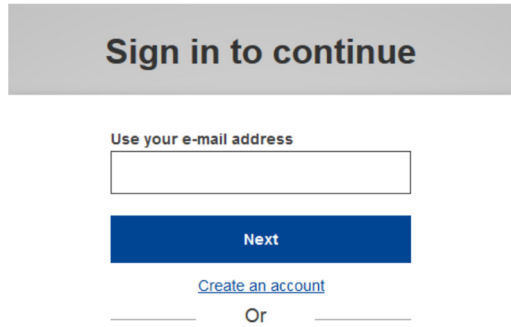
NB: To create the EU Login account/EU LOGIN UID; if you are **a company,** it is recommended that you use **the company email address as the UID** and not that of an individual user as this may cause problems if the user leaves the company! Please note that only **one UID account** is allowed for **EU Login authentication to access the eXtra Portal.**

1.2   Connecting to the eXtra Portal

To connect to the eXtra Portal, use the following url:
https://webgate.ec.europa.eu/dgt/freelance/index/home.cfm

You will reach the EU Login authentication page.

Then type your email address.
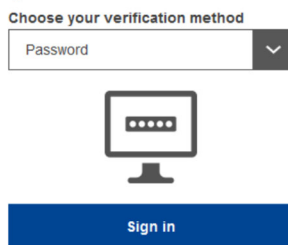
→ **Next**

Select your verification method = **password**.

Then type your password. Do not forget that the password is "**case sensitive**".

→ **Sign in**

Then you will be redirected to the eXtra Portal

Attention! First time access
If you access the portal for the first time, you will get following pop-up window:

After submitting your request, DGT will link your EU login to your account in our system. Once this is done, you will be notified by email that your access has been granted.

Please note that if you need to change the details associated with your EU login, such as your username and/or email address, you must notify DGT and you may need to create a new EU login with a new username and/or email address.

NB: If you use PIN code or biometrics to authenticate with the EU Login app, you will receive authentication requests inside the app instead of via push notifications. Please see screenshot below of the 4 steps authentication:

Support: https://webgate.ec.europa.eu/cas/help.html
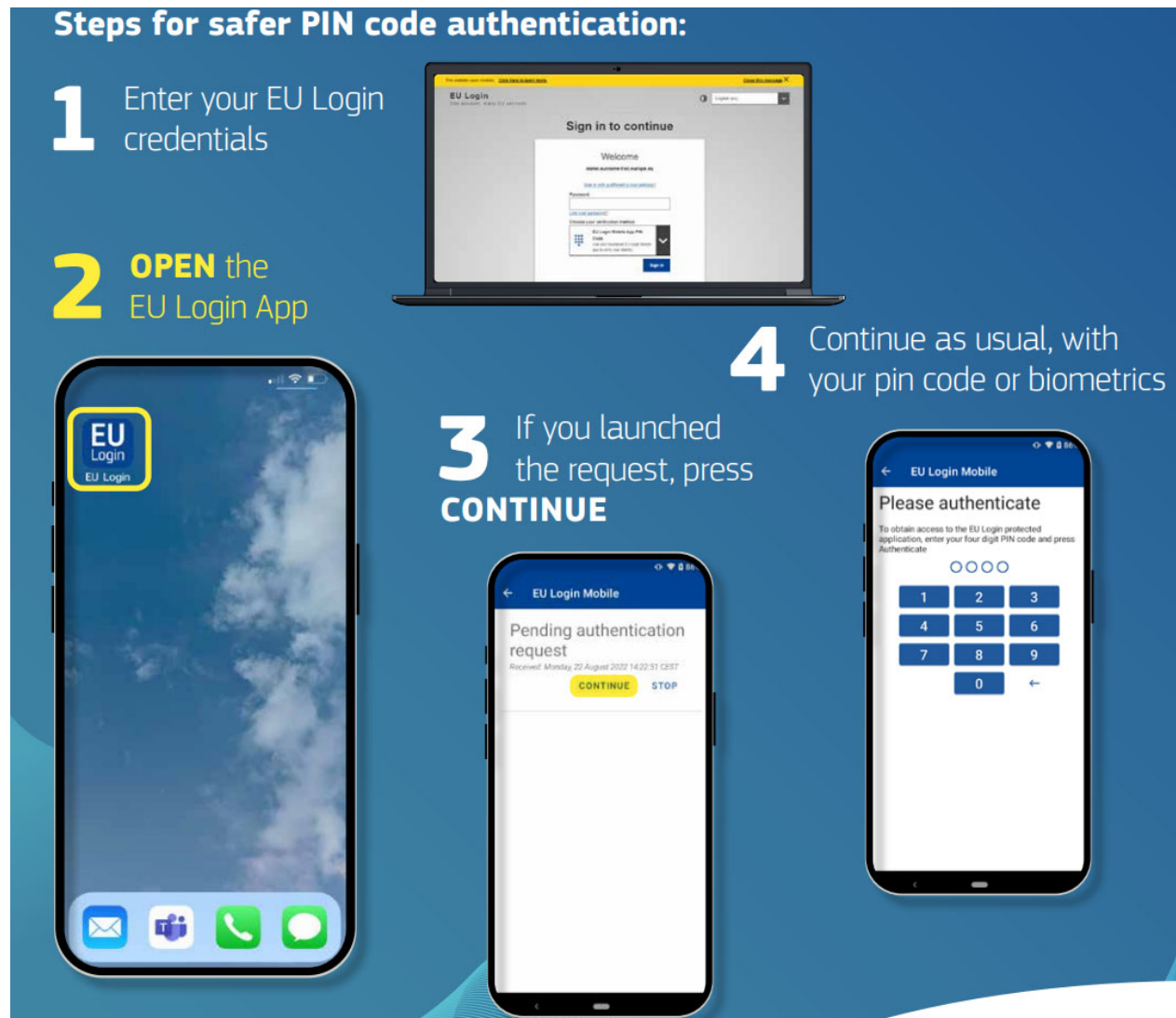
If you want to manage your account or change your password, you can go to the following URL: https://webgate.ec.europa.eu/cas/login. After successfully authenticating, you will have a "Change password" and a "My Account" entry in the menu at the top right corner. From there, you can change your personal information or provide additional devices for authenticating in a more secure way.

If your connection to the eXtra Portal has been lost or the server is temporarily unavailable.

We advise you to:

1. **Delete temporary files, history, and cookies of your browsing history (Internet options)**
2. **Close your browser and open it again**
3. **Log onto the portal again**

If you still encounter problems, your login may have been disabled and you should contact the Portal manager → DGT-FL-PORTAL-MANAGER@ec.europa.eu for further help or by phone → +32 2 29 55701.

1.3 Computer environment

The **eXtra Portal** supports the following web browser environments:

Browser:

- 122. Chrome
- 122. Edge
- 123. Firefox.

NB: *Internet Explorer is not recommended!*

For the creation of the electronic invoices, the **Supplier portal** supports the following **web browser environments**:

- Chrome - Version 50
- Firefox 38 ESR
- Safari 9
- Internet Explorer 11

2. HOME PAGE

At the top left-hand of the screen, your EU LOGIN details are displayed: name, email address, Domain, Domain username and EU LOGIN user id, as well as your contract details (name and contract number). This box remains permanently on display through all the portal screens until you decide to log out.

Underneath the connection/disconnection box, we publish in real time useful and important **notifications** and information relating to the Portal and the way you must perform your work for us. **Please consult these notifications regularly**.

At the top right-hand of the screen, below the menu bar you will find several hyperlinks which lead you to useful practical information: the **Important legal notice** (relating to the use of the Portal, the data and the documents put online, copyright etc.), some information on **Cookies**, a **Help** section (leading to this Users' guide) and a **Contact** page which informs you about the persons in the External translation unit who can handle any queries related to the implementation of your contract with us:

- Work in progress, deadlines, problems to deliver translation, invoicing, …
  → request management teams:
    - Brussels: **DGT-S-2-FREELANCE-BRU@ec.europa.eu**
    - Luxemburg: **DGT-S-2-FREELANCE-LUX@ec.europa.eu**

- Observations related to assignments with a quality rating below 20,0 % must be submitted exclusively through the eXtra Portal (see point 12.3).

- Observations related to assignments evaluated with a quality rating higher than 20,0 % (see point 12.2) and linguistic matters are to be submitted to the language department concerned following the email formulation DGT-LG-FREELANCE@ec.europa.eu, "LG" being the abbreviation of the target language of the assignment.

- Observations to DGT's intention to apply penalties in the context of the Performance Assessment:
  DGT-S-2-TRAD23-PERF-ASSESSMENT@ec.europa.eu

- Technical problems, connection to eXtra Portal and Supplier Portal:
  DGT-FL-PORTAL-MANAGER@ec.europa.eu

- Contracts (change of address, VAT number, subcontractors, and employee's validation...):
  DGT-FL-CONTRACT@ec.europa.eu

- Administrative matters: **DGT-S-2-SECRETARIAT@ec.europa.eu**

When sending your queries, we advise you to clearly indicate in the "Subject" field of your e-mail your **FL ID No** , the **Assignment No YYYY/12345**, as well some keyword(s): new job, target language, upload problem, change of address, quality, feedback, invoicing … followed by the complete number of the document you are referring to. This will allow us to quickly identify the subject of your mail and deal with your enquiries effectively.

The Home page also displays three frames: "**What's new", "What would you like to do?"** with the menu of all the portal functions and "**My reading corner, the archives"**, where you will find archives of the most relevant older **notifications** published by the External translation unit.

2.1 *What's new*

New jobs	My Orders	Feedback
[2020/05800]	[2020/01916]	[GROW-2020-00014-01-00]
		[GROW-2020-00014-01-01]
		[AGRI-2020-80512-00-00]
		[EMPL-2020-00870-00-00]
		[ESTAT-2020-80022-00-00]
		[AGRI-2020-80586-00-00]
		[COMP-2020-00542-00-00]

(What's new ? window)

This window allows you to see at a glance all the new items that have been posted online for you and that you have not yet read. The data is arranged in three columns: New Jobs, My orders and Feedback.

New jobs: Click on the **Assignment [number]** to view the new assignment details

My Orders: Click on the **Assignment [number]** to see further details concerning this assignment that has been allocated to you.

Feedback: Follow the link of the **Assignment [number]** to get to the page where you can view the quality assessment given to the assignment and download the feedback file that has been posted together with all related documents. If the Assignment is ready to be invoiced, you would be able to access the Supplier portal from here.

IMPORTANT:

- The links will be **removed** from this screen as soon as you have clicked on the link and viewed the pages with the job, order, or feedback details. It is therefore recommended that you download the documents and save them to your PC.

2.2 *What would you like to do?*

What would you like to do ?

This menu displays all actions that can be carried out on the Portal. By clicking on each of these links, you will be transferred to a new screen:

- Consult the new jobs the Commission has announced to you by e-mail and state whether you can take on any specific assignments
- Start working on the assignment assigned to you
- Send the deliverables to the Commission (upload)
- See your cascade position & the list of accepted sub-contractors
- See if some feedback has been sent to you
- Check the status of your invoices

We strongly advise you to visit our site on *Europa:*
http://ec.europa.eu/translation/index_en.htm. All DGT's language departments provide guidelines, glossaries and useful information intended for translators working for the Directorate-General for Translation. The purpose of these guidelines is to set the standard to which all translations into the official languages are to be carried out.

2.3 *My reading corner, the archives*

My reading corner, the archives

Older relevant communications will be listed in this window so that you can come back to them at any time. You will find the titles sorted by their publication date.

3. MY PROFILE

3.1 *Current data of your file online*

On this section, you can view some of the data in your file online, including your address, telephone, and mobile number (for SMS notification), fax numbers, and your current e-mail address. Please inform us as soon as possible of any change in your **e-mail address**, your postal address or telephone number(s). **Your e-mail address** is essential to ensure that our job announcements get to you safely. E-mail notifications can **only** be sent to **one** e-mail address.

3.2 *SMS notification*

If you subscribe to the SMS feature, you receive a short message announcing the publication of a new item online ("New announcement online. Please connect to the

eXtra Portal of the European Commission, DGT-S.2"), and this for each new job notification and for each job awarded.

3.3 Sending a request concerning My profile data

Should you like to activate the SMS option, stop receiving notifications or just modify data in your file, write to us by clicking on the link "**Fill in this form**" on the bottom of *My profile* window to submit your request.

Your request will be sent to the contract manager, and you will receive a confirmation by e-mail as soon as the required modifications have been introduced.

3.4 Ranking/Cascade position, Subcontractors list & Performance linked to FWC TRAD23

The **Ranking** tab shows your position in the cascade for each TRAD23 language combination of your contract:

Tender	Source	Target	Sublot	Position	Status
TRAD23	EN	DE	TRA23	3/3	Active
TRAD23	EN	EL	TRA23	X	Excluded
TRAD23	EN	LV	TRA23	2/2	Active
TRAD23	EN	NL	TRA23	1/2	Active
TRAD23	EN	PT	TRA23	2/2	Active

Key:

Active	➜#	active sublot[1]
Inactive	➜#	temporarily suspended sublot
Excluded	➜#	Not awarded or terminated sublot

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[1] Sublot in this context means the type of the contract within the public procurement with DGT (FWC, currently TRAD23 or negotiated procedure)

The **Sub-Contractors** tab lists all the subcontractors accepted by DGT for TRAD23 framework contracts:

The **Performance** tab lists your overall performance in terms of quality calculated for all the assignments delivered during a certain month under the TRAD23 framework contract.

Tender	Year	Month	Lot	Pass Share
TRAD23	2024	11	EN => DE	89.89 %
TRAD23	2024	10	EN => DE	90.05 %
TRAD23	2024	9	EN => DE	91.11 %
TRAD23	2024	8	EN => DE	91.27 %
TRAD23	2024	7	EN => DE	90.74 %

Every 15th of the month (month n+1), DGT will calculate the overall pass share for each language combination of your framework contract TRAD23 by looking into the quality rating of each of the evaluated pages delivered in the previous month (month n), provided that the threshold of 500 pages (due and delivered) has been reached.

After their calculation, it takes two additional working days before the pass share expressed in % is displayed on the eXtra Portal.

3.5 *Features for negotiated procedures*

The tab **Negotiated Procedures** under **My Profile** offers some specific functionalities for freelancers working with contracts awarded under Negotiated Procedures.

Here, you will see the lots you are listed for under Negotiated Procedure.

The different lots registered in our system will be displayed with the Sublot F-T (short for negotiated procedure [free tendering]), Source and Target language, status, and start/end/last update dates:

Sublot	Source	Target		Status	Start date	End date	Last update
F-T	AR	CS		Active			28/04/2022 00:00
F-T	AR	EN		Inactive	19/08/2022	15/02/2023	18/02/2023 17:30
F-T	AR	LT		Active			28/04/2022 00:00
F-T	AR	SK		Active			28/04/2022 00:00
F-T	BE	FR		Active			28/04/2022 00:00
F-T	BG	CS		Active			28/04/2022 00:00
F-T	BG	DE		Active			28/04/2022 00:00
F-T	BG	FR		Active	15/09/2022		15/09/2022 09:22
F-T	BG	LT		Active			28/04/2022 00:00
F-T	BG	MK		Active			28/04/2022 00:00
F-T	BG	PL		Active			28/04/2022 00:00
F-T	BG	RO		Active			28/04/2022 00:00
F-T	BG	RU		Active			28/04/2022 00:00
F-T	BG	SK		Active			28/04/2022 00:00
F-T	BG	SL		Active			28/04/2022 00:00
F-T	BG	TR		Active			28/04/2022 00:00
F-T	CS	DA		Active			28/04/2022 00:00
F-T	CS	ES		Active			28/04/2022 00:00
F-T	CS	ET		Active			28/04/2022 00:00
F-T	CS	FI		Active			28/04/2022 00:00
F-T	EN	CS		Inactive	28/04/2023	25/10/2023	21/06/2023 14:52
F-T	EN	DA		Active			28/04/2022 00:00
F-T	EN	EL		Active			28/04/2022 00:00
F-T	EN	ES		Excluded for 6 months	20/12/2023	17/06/2024	20/12/2023 08:30
F-T	EN	ET		Active			28/04/2022 00:00

3.5.1 Candidate lists

For each lot, there are three candidate lists and three corresponding candidate statuses.

Key:

Active	⇢≠	on the active list of a lot
Inactive	⇢≠	on the inactive list of a lot, serves as back-up
Excluded for 6 months	⇢≠	on the time-out list for a lot, excluded from job offers for 6 months
Removed from list	⇢≠	removed from NP list after a 6-month-exclusion

3.5.2 Workflow for publishing job offers under NP

Job offers will be published to all candidates on the "active list".

If the first publication is unsuccessful, the job offer will be published to those candidates on the "active list" who did not respond to the first publication and to the candidates on the "inactive list".

Candidates who refused the job at first publication will not receive the job offer a second time.

3.5.3 Request for Declaration on Honour on exclusion criteria and selection criteria

Following the rules stipulated in the Financial Regulation, DGT can only assign jobs to candidates with a valid declaration on honour (DoH). Now our system automatically checks if there is a valid DoH for all candidates of a lot under Negotiated Procedure. If a DoH is missing, has expired or is approaching its expiry date, our system sends the following e-mail alert to all candidates on the "active" list and the "inactive" list of that language combination to request a DoH:

Subject: [FL_No] Request for Declaration on Honour on exclusion criteria and selection criteria

Dear Sir/Madam,

You are/your company is registered in our system as a potential contractor for translations under negotiated procedures.

According to the rules of the Financial Regulation, we can only assign jobs to candidates with a valid declaration on honour. We do not have a valid declaration on honour from you or your latest declaration on honour will soon expire.

*Therefore, we kindly ask you to download the Declaration on Honour form mentioned in Annex 1 of the Tender specifications from the eXtra Portal following the link in the "Declaration on Honour" section on the Home tab. Please fill it in, and print, sign, scan and upload it to the eXtra Portal by [**one calendar week from notification date**].*

There is no need to send us the paper copies. Please keep them for your records as DGT preserves the right to ask for the originals.

Your Declaration on Honour will be validated by the Negotiated Procedure Team. Should we require further information from you, we will contact you.

If we do not receive your Declaration on Honour within the deadline specified above, your freelancer account will be deactivated and you will not receive any translation job offers.

We thank you for your understanding and co-operation.

Best regards

Negotiated Procedure Team

European   **Commission**
DIRECTORATE-GENERAL FOR TRANSLATION
Directorate S - Customer relations
S.2 - External Translation
DGT-FL-FREE-CANDIDATE@ec.europa.eu

At the same time, the following notification is displayed in your profile on the Home tab in the eXtra Portal:

Declaration on Honour

Please renew your Declaration on Honour by 19/06/2023

[You can download the Declaration on Honour form mentioned in Annex 1 of the Tender specifications here. Please fill it in, and print, sign, scan and upload it.]

What would you like to do ?

My reading corner, the archives

By clicking on the link, you will be directed to a window where you can download the DoH template and upload the signed document:

Upon upload, the file is renamed to indicate the relevant year, your FL ID and the DoH version:

"DoH_2022_4801_2.pdf" (year + freelancer number + attempt number)

As long as the file is not imported to DGT's internal tools, you can delete it, and you can upload a new file.

As soon as you click on **Send**, the request for a DoH disappears from the **Home** screen:

Instead, the following information appears under **My Profile>Declaration on Honour**:

Following the submission of a DoH, DGT will proceed with the verification of the received document. Once the document has been validated, the status of the DoH changes to **"Approved"** on the eXtra Portal:

An approved DoH is valid for one year from the date of submission.

If a **DoH is rejected**, the system alerts you to send a correct DoH. The reason for rejection is available on the eXtra Portal and in the e-mail notification you receive.
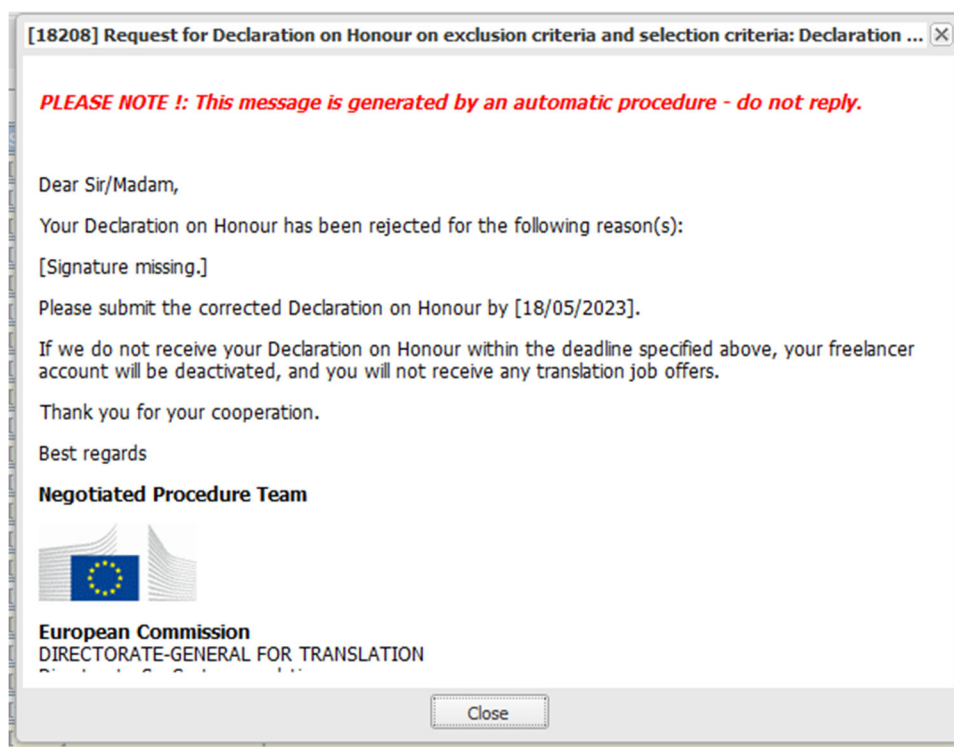
The status of the DoH changes to **"Rejected"**.

After an initial request, **reminders** are sent on the 3rd calendar day and on the 6th calendar day.

If you have **not provided a DoH** within the one calendar week deadline, the process stops, and your status will change in the system to "Removed from list".

You will receive the following e-mail alert and will be notified on the eXtra Portal about deactivation:

[19786] Deactivation due to invalid Declaration on Honour on exclusion criteria and selection criteria ✕

PLEASE NOTE !: This message is generated by an automatic procedure - do not reply.

Dear Sir/Madam,

We are sorry to inform you that your freelancer account has been deactivated for the language combination(s) [DE => FR, EN => FR, ES => FR, FO => ES, FR => DE, FR => EN, FR => ES, FR => IT, FR => PT, IT => FR, PT => FR] under negotiated procedure since you do not have a valid Declaration on Honour. You will not receive any translation job offers for this/these language combination(s) under negotiated procedure.

Best regards

Negotiated Procedure Team

European Commission
DIRECTORATE-GENERAL FOR TRANSLATION
Directorate S - Customer relations

Ranking	Sub-Contractors	Performance	**Negotiated Procedures**	Declaration on Honour

Sublot	Source	Target		Status	Start date	End date	Last update
F-T	DE	FR		Removed from list			04/07/2023 00:00
F-T	EN	FR		Removed from list			04/07/2023 00:00
F-T	ES	FR		Removed from list			04/07/2023 00:00
F-T	FR	DE		Removed from list			04/07/2023 00:00
F-T	FR	EN		Removed from list			04/07/2023 00:00
F-T	FR	ES		Removed from list			04/07/2023 00:00
F-T	FR	IT		Removed from list			04/07/2023 00:00
F-T	FR	PT		Removed from list			04/07/2023 00:00
F-T	PT	FR		Removed from list			04/07/2023 00:00

4. JOBS ON OFFER

Our contractors have been registered in our database following specific calls for tenders. All transactions relating to the implementation of these contracts take place via the eXtra Portal. The DGT's External Translation unit announces translation jobs online.

For each job on offer, a notification is automatically sent by e-mail and by SMS.

The contractors receive the "new job announcement" and are invited to connect directly to the "**New Jobs**" screen, by clicking on the link to the *eXtra* Portal at the bottom of the email notification.

If you fail to connect to the *eXtra* Portal via this link, we advise you to log on to the portal manually by typing the *eXtra Portal* URL: https://webgate.ec.europa.eu/dgt/freelance in your browser's address line.

The "***New jobs***" screen displays a list of the jobs currently on offer and their current status. Here contractors are asked to indicate online whether they are interested in taking on any of these jobs.

Click on the **Order [number]** to view details of the job.

Important legal notice | Cookies | Contact | Hel

New jobs

Here you find a list of the **jobs currently on offer**. You and other contractors have been asked to indicate whether you are interested in taking on any of these jobs.

Click on the **order number** to view the job details.

Your reply will remain displayed on the screen until the reply deadline expires.

Important notice !!! : Please **reply by the deadline**. Once the deadline has passed, the new job announcement will be removed

Order number	Reply deadline (GMT+ 01:00)	Status
[2024/00027]	23/02/2024 10:07	Pending
[2024/00016]	23/02/2024 10:31	Available 22/02/2024 16:02
[2024/00015]	23/02/2024 10:19	Available 22/02/2024 16:02

Status information

This window shows the availability you have stated for those new jobs that have not yet been attributed by the External Translation unit. Once the job is attributed, the order number will be removed from this screen and you will receive an official notification by e-mail stating whether or not the job has been assigned to you.

Order number	Status	Provisional order status
2024/00016	Available 22/02/2024 16:02	
2024/00015	Available 22/02/2024 16:02	
2024/00004	Available 22/02/2024 15:41	

4.1 New job's (detail) screen

In the "New job" section after clicking on the **Order [number]** you have a quick and complete overview of the

contents:

- View of the related *Framework contract*: "TRAD23" or "Libre T – Code pour les candidatures de traducteurs spontanées" in case of negotiated procedure.

- Identification of the *Assignment number* YYYY/XXXXX: e.g. 2024/00026.

- View of the *Origin* of the job announcement coming from our unit either in Brussels (BXL) or in Luxemburg (LUX).

- In case of "*Follow-up*" → view of the related document number and the corresponding Order number by Origin, currently under translation or already translated by your services:

View of the "*Expected deliverables*" required [Requirements]:
- o IPR annex (see point 9 and seq.)

- o TM (translation memories)

- o LegisWrite format document
- View of the *Reply deadline* (GMT+01:00/02:00 → Brussels' time) of the job announcements.

2024/00013						
Framework contract :	TRAD23 Translation of EU documents from and into EU official languages with a total of 50 language					
Order number : 2024/00013				Origin : BXL		
Follow up : -						
Requirements :	IPR ✓		TM ✓		LegisWrite ☐	
Reply deadline (GMT+ 01:00) : 23/02/2024 11:30				Status : Pending		

Job details

Document	Lot	Pages	Deadline	Size	Actions
Information Sheet / Detailed instructions Please read !				55 kb	[Download]
ORI - TAXUD-2024-00007-01-00-EN-ORI-00.DOCX	EN => FR	7.7	25/03/2024 23:59	567 kb	[Download]
==> REF - TAXUD-2024-00007-01-00-FR-FLPR-00.ZIP				602 kb	[Download]
==> REF - TAXUD-2024-00007-01-00-FR-PKG-00.ZIP				782 kb	[Download]
==> REF - TAXUD-2024-00007-01-00-FR-FLPC-00.HTML				8 kb	[Download]
==> REF - TAXUD-2024-00007-01-00-FR-PKG-01.ZIP				171 kb	[Download]

[Yes, I am available] [Sorry, I am not available] [Back]

At the bottom of this frame, you will find the individual documents being part of the Assignment that can be downloaded:

1. the **information sheet** which is always displayed and **MUST BE READ CAREFULLY** as it contains useful information for the proper treatment of the assignment in general: the language combination, the sublot, the type of document (LegisWrite,…) and specific instructions for each document if need be, translation memories (FLM) and annexes (FLA) to be delivered together with the translated text.

   the **original** to be translated

2. **translation memories** and/or **reference** documents if any that can be helpful and need to be taken into account

3. **SRC source files** (graphics, images, and other non-editable content) if any

4. **automatically created outsourcing packages**

   You may receive one or two automatically created outsourcing packages (zip files) with the extension "**PKG**". These zip files will include the resources necessary to proceed with the assignment, as follows:

   i) **Main PKG**: document number-target language-PKG-00.ZIP:

   o *xliff
   o General instructions (will be the same for all LDs)
   o General language specific instructions (in the language of the FL)
   o Available legislation
   o Memories for the language pair concerned:

      ▪ The Euramis result of the "Retrieval": ***-RET.tmx files** (e.g., AGRI-2017-80319-00-00-EN-ORI-00_EN-BG-**RET.tmx**)
      ▪ The Euramis result of aligned EUR-Lex titles: ***-AL.tmx files** (e.g., AGRI-2017-803 19-00-00-EN-ORI-00_CelexEN-BG-**AL.tmx**)

- The download of the 'relevant documents' from the Commission/DGT memories ***-DWN.tmx files**
  - Any **corrected alignments**
  - Normative memory for the relevant language pair (e.g., NormativeMem_FR-PL-DWN.tmx), if available.

ii) **Secondary PKG**: document number-target language-PKG-<mark>01</mark>.ZIP:

   o Memories from DGT's Machine Translation MT: ***–MT.tmx files** (e.g., BUDG-2017-80064-00-00-EN-ORI-00_EN-SL-**MT.tmx**)
   o MT instructions
   o Raw alignements: **raw*-AL.tmx files** (e.g., **raw**AGRI-2015-80402-02-00-EN-ORI-00_EN-SK-**AL.tmx**)

2024/00013

Framework contract :	TRAD23 Translation of EU documents from and into EU official languages with a total of 50 language
Order number :	2024/00013
Follow up :	-

Order number : 2024/00013		Origin : BXL	
Requirements :	IPR ☑	TM ☑	LegisWrite ☐
Reply deadline (GMT+ 01:00) : 23/02/2024 11:30		Status : Pending	

Job details

Document	Lot	Pages	Deadline	Size	Actions
Information Sheet / Detailed instructions <mark>Please read !</mark>				55 kb	[Download]
ORI - TAXUD-2024-00007-01-00-EN-ORI-00.DOCX	EN => FR	7.7	25/03/2024 23:59	567 kb	[Download]
==> REF - TAXUD-2024-00007-01-00-FR-FLPR-00.ZIP				602 kb	[Download]
==> REF - TAXUD-2024-00007-01-00-FR-PKG-00.ZIP				782 kb	[Download]
==> REF - TAXUD-2024-00007-01-00-FR-FLPC-00.HTML				8 kb	[Download]
==> REF - TAXUD-2024-00007-01-00-FR-PKG-01.ZIP				171 kb	[Download]

[Yes, I am available] [Sorry, I am not available] [Back]

Please note that for automatically processed assignments, a pre-processing of the document is systematically applied and that the number of pages is thus reduced. <u>Therefore, we will no longer refer to the Pre-processing note in each "Information sheet", the rules on pre-processing being applicable *de facto*</u>.

Alongside these automatically created PKGs, you may still receive other reference files prepared by the translation units.

5. Translation report files:
   - **FLPC (FreeLancer Proof of Counting)** in *html file format. This file is based on the Studio analyze report and gives you the total number of pages to be translated, as calculated by taking into account the translation resources, the matches, repetitions, locked segments, etc.
   - **FLPR (FreeLancer Proof of Counting Resources)** in a *zip containing the *sdlxliff and translation memories used for the calculation of the pages to be translated. **<u>These files are not to be used for the translation, their role being purely informative</u>**.

At this stage, documents are **purely for information purposes,** without any effect on the final allocation of the job concerned. The publication of the documents on the portal **does not imply any contractual commitment** on the part of the Commission.

IMPORTANT:

Please make sure to **respond by the specified deadline**. Once the deadline passes, the new job announcement will be removed. All deadlines are indicated according to Brussels time (GMT + 01:00/02:00).

For assignments related to **TRAD23 framework contracts:**

Please be aware of the automatic publication system, known as the "cascade" principle.

This means that **new job proposals are automatically published** for a predefined duration, which is typically **3 working/office hours** within the 8:30 AM – 5:00 PM interval on working days for the European Commission, Brussels time.

Additionally, please note that as soon as you confirm your availability or decline the assignment, your response will be **immediately imported** and made available to DGT staff. Please be aware that **this action cannot be reversed**!

It's important to note that upon refusal and/or expiry of the 3-hour window, **the job will be automatically offered to the next contractor in the cascade**. Please be aware that there is no way to manually intervene or stop this procedure once it's initiated.

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4.2 Handling of confidential documents

Some sensitive documents may be classified as "confidential". This means that such documents should be handled with caution and in accordance with the contract provisions of which you are reminded before you state your availability for these types of job proposals.

In particular, a CONFIDENTIAL flag is added:

- on the list of new job's proposals:

- on the "detail" page of the job:

When published, the original (**ORI**) is replaced by a summary (**RSM**) of the text to be translated. This summary enables the contractors to have a general idea of the text (technical, legal text, etc.).

All other information (number of pages, language combination, special instructions...) are identical to the information given for job proposals of non-confidential texts.

Before stating your availability, you are asked to "accept to observe **the instructions** for the treatment of the confidential documents ... " by ticking the box:

If you fail to tick the box, you won't be able to set your availability. A warning pop-up will be displayed:
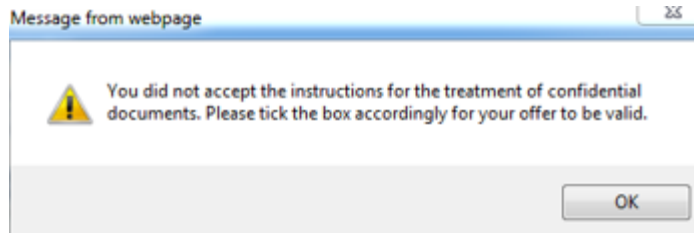
When the Order is validated by the External Translation unit, <u>solely</u> the contractor who is awarded the job receives the original document to be translated, together with the Assignment form and other material. The next steps of the procedure are the same as for non-confidential documents.

4.3 Notification of availability

On the "new job details screen" you are asked to **state your availability** by clicking on one of the buttons **[Yes, I am available]** / **[Sorry, I am not available]** at the bottom of the frame. Scroll down the page if necessary.

NB: Changing your answer is **only** possible **for assignments under negotiated procedures** as long as the **reply deadline has not expired.**
For TRAD23 assignments, your answer will be **imported immediately** and **consequently it is not possible to change your answer**.

For **TRAD23 assignments**, please note that if you repeatedly fail to answer or refuse to accept assignments, **Article II.18.1 of the framework contract** may apply.

IMPORTANT:

Accepting an assignment means that you **accept the conditions** set out in the **information sheet** (deadline: date + time, number of pages, reference material to be used, processing format, delivery of translation memories, transfer of IPR, etc.).

Once you have replied or when the reply deadline has passed because you did not reply, the job announcement is removed from the new jobs' screen and moves to the "**Status information**" frame underneath. This frame shows the answer you have given on your availability for each job. As soon as the assignment is awarded (= Order validated by the External Translation unit), the Order number will be removed from this screen.

Status information

This window shows the availability you have stated for those new jobs that have not yet been attributed by the External Translation unit. Once the job is attributed, the order number will be removed from this screen and you will receive an official notification by e-mail stating whether or not the job has been assigned to you.

Order number	Status	Provisional order status
2020/05720	Available 18/06/2020 11:26	
2020/05714	Available 18/06/2020 10:29	
2020/05701	Available 18/06/2020 08:42	Job not awarded
2020/05700	Available 18/06/2020 08:34	
2020/05699	Available 18/06/2020 08:35	
2020/05698	Available 18/06/2020 08:35	
2020/01914	Available 18/06/2020 11:47	
2020/01904	Available 18/06/2020 09:49	
2016/12302	Available 09/12/2016 18:16	

If you have replied "Yes" and the Commission has decided to award you the job, you should receive an official notification by email and by SMS indicating that the Assignment has been awarded to you.

For **negotiated procedures**, please note that the job **may not be assigned to you** even though you have declared your availability. The contract will be awarded to the tenderer having submitted the tender with the lowest price. The lowest bid will be automatically selected by our system.

> **IMPORTANT:**
>
> **You should not start working on the Assignment** before receiving the **official notification from the Commission** by **e-mail stating** that the Assignment has been **awarded to you.**

5. NOTIFICATION OF AWARD OR NON-AWARD OF A JOB

If you have been selected for a specific Assignment, DGT sends an official **notification** by e-mail (and by SMS only, if you required this option) announcing that the job **has been awarded** to you and invites you to connect directly to the "**My Orders**" screen, by clicking on the link "*eXtra*" at the bottom of the message.

If you have not been awarded the assignment, DGT sends, **by e-mail only**, an official confirmation announcing that the job has not been awarded to you.

In this case, no Order will be added to your list of "My ongoing assignments".

6. AWARDED JOBS

6.1 *Ongoing assignments*

You have received the official notification by email that a job was awarded to you. At the bottom of the message by clicking on the link "Please log on to the **eXtra** Portal here", you will be logged on and connected directly to the "Home" page of the *eXtra* Portal.

This screen shows all your "*ongoing assignments*" and their main information: the target language, the number of pages, the delivery deadline, and the status of the job.

New assignments are added to the list as they are allocated to you, and they are tagged with the " NEW! " alert.

You can sort the information displayed in ascending or descending order by clicking on the small arrows in each column.

My ongoing assignments					
					[View legend]
Order number ▲▼	Target ▲▼	Pages ▲▼	Deadline ▲▼	Attribution ▲▼	Status ▲▼
[2020/05751] NEW!	SV	12.7	08/07/2020 09:00	19/06/2020	Not yet returned
[2020/05728]	SV	8.6	01/07/2020 09:00	18/06/2020	Not yet returned
[2020/05679]	SV	9.6	29/06/2020 09:00	18/06/2020	Not yet returned
[2020/05654]	SV	10.0	29/06/2020 09:00	17/06/2020	Not yet returned
[2020/05646]	LV	19.2	30/06/2020 09:00	17/06/2020	Not yet returned
[2020/05606]	SV	28.0	13/07/2020 09:00	17/06/2020	Not yet returned
[2020/05476]	LV	23.5		15/06/2020	In evaluation
[2020/05269]	LV	44.3	13/07/2020 09:00	11/06/2020	Not yet returned
[2020/05226]	SV	14.5	23/06/2020 09:00	11/06/2020	Not yet returned
[2020/05172]	LV	20.0	01/07/2020 09:00	10/06/2020	Not yet returned
[2020/05149]	SV	30.1	06/07/2020 09:00	10/06/2020	Not yet returned
[2020/05000]	SV	26.3	25/06/2020 09:00	08/06/2020	Not yet returned
[2020/04957]	LV	13.3		08/06/2020	Fully returned

The icons and colours used on the screen above are meant to give you a quick overview of the work that remains to be done for a specific assignment.

Click on **[View legend]** at the top of this window to better understand this screen:

Legend	
△	Sort in ascending order
▽	Sort in descending order
🔔	The deadline for at least one document of this order is today !
🔔	The deadline for at least one document of this order has passed.
Target	List of target languages contained in this order.
Pages	Total amount of pages of this order
Deadline	First deadline to be met (when more than one document is to be translated)
Attribution	Date on which this order has been allocated to you
🟥	No document has been uploaded yet
🟧	At least one document has been uploaded but some documents have still to be uploaded
🟩	All documents have been uploaded
⬜	All documents have been successfully received by the DGT and they are under evaluation
🟦	Some (but not all) of the documents received by the DGT have been accepted.
🟨	All of the documents received by the DGT have been accepted.

For each assignment, the **status in real time** is indicated.

"***Not yet returned***" status (red) means that you have not yet delivered the expected deliverables to the Commission.

"***Partially returned***" status (orange) means that at least one document being part of the assignment has been delivered but some other translations related to the same assignment still need to be delivered.

"***Fully returned***" status (green) indicates that you have successfully uploaded all deliverables needed for that assignment i.e., translation, translation memories (if requested) and IPR annexes.

"***In evaluation***" (grey) means that our unit has received all your deliverables and successfully transmitted them to the requesting department for evaluation. If an assignment remains "in evaluation", it may mean that some follow-up is taking place for quality reasons. You will be informed if a translation is considered not to be up to the required standards.

"***Accepted" status***" (yellow) means that all deliverables have been accepted by DGT and that the assignment can be invoiced.

To get the details of the Assignment, click on the Order [number]. The following screen below appears.

At the top of this screen you see the date on which this Assignment has been allocated to you, the framework contract under which the job has been allocated or if it was allocated under a negotiated procedure (Libre t), and the status of the Assignment <u>as a whole</u> – "*not yet returned", "partially returned", "fully returned", "in evaluation", and "accepted" (or "partially accepted")*:

The **Order details** screen shows all information necessary to complete the job:

- Related *Framework contract*: "TRAD23" or "*Libre t - Code pour les candidatures de traducteurs spontanées*" in case of negotiated procedure
- Identification of the Assignment *number* YYYY/XXXXX: ex. 2024/01125
- View of the "*Expected deliverables*" <u>if required</u>:

  o IPR annex (see point 9)
  o Translation memories to be delivered in a zip file in the FLM field (see point 10)
  o LegisWrite format imposed
  o Annex(es) (translated SRC files to be delivered in a zip file in the FLA field – see point 10).

Please note that the **<u>terms and deadlines</u> (date and time) specified in the Assignment <u>are binding</u> to the contractor**.

The **information sheet** will give you detailed instructions to help you to carry out the assignment. <u>Please read it carefully</u>. It will also contain the contact persons in charge of the assignment.

The information and documents, which can be downloaded and/or opened in the **Order details**, are as follows:

- The **electronic Assignment** form for the job (pdf)
- The **information sheet** with specific instructions to be considered for this job (pdf)
- The **original** document(s) as well as the **deadline** set (date and time) for delivering this assignment
- A **pre-processed translation** package containing associated translation memories and/or files in the XLIFF format
- Intellectual Property Rights form (IPR) **to be filled in online**
- The documents related to **the proof of page count**
- Reference documents (if any)

From this screen you can **upload and send** your completed translation and all requested deliverables to the Commission.

After we have imported your deliverables, the **Assignment form** will remain available until the related invoice is paid by the Commission.

6.2 *Handling of confidential documents*

If the Assignment refers to a confidential document, a tag CONFIDENTIAL is added both in the list of "My ongoing assignments" and on the "Detail" page of that specific Assignment.

My ongoing assignments

[View legend]

Order number ▲▼	Target ▲▼	Pages ▲▼	Deadline ▲▼	Attribution ▲▼	Status ▲▼
[2020/05761]	EL	12.7	08/07/2020 09:00	19/06/2020	Not yet returned
[2020/05681] CONFIDENTIAL	EL	35.3	08/07/2020 09:00	18/06/2020	Not yet returned
[2020/05649]	EL	89.7	06/08/2020 09:00	17/06/2020	Not yet returned

Once the Assignment has been awarded to you:

- the specific instructions to observe for the treatment of confidential documents that you have accepted while stating your availability, can still be consulted.

- the (confidential) original text (ORI) is available and can be downloaded for translation while the RSM file (summary) is not displayed anymore.

When the translation is completed, the procedure (IPR, upload FLM and or FLA if any, upload translation, etc.) is the same as for a non-confidential document.

IMPORTANT:

We remind you that **confidential** documents **must be treated** with **caution** and can **never be disclosed by email!** If you encounter technical problems, **please inform us,** and **wait for our instructions**.

7. NEW TENDER ANNOUNCEMENT BY NEGOTIATED PROCEDURE

(= "Framework contract: Libre t Code pour les candidatures de traducteurs spontanées")

We highly recommend you to first read the **contractual provisions** and the conditions laid down in the **tender specifications** related to negotiated procedures. Click on the link "*eXtra*" at the bottom of the email message you have received and download these documents by clicking on the corresponding links to be found on the page with the new job details.

Submitting an offer implies that you accept the conditions laid down in the tender specifications and the contractual provisions. You undertake to perform the Assignment as requested in the **information sheet** (agreed deadline, number of pages, processing format, reference material to be used, delivery of translation memories, transfer of IPR, etc.). Please read carefully the instructions given in the information sheet by the Translation unit.

In this case, since **negotiated procedure** applies, you are invited to submit a bid online by entering your **price** per language combination and **per standard page** including all costs relating to the performance of the contract. The **number of pages** has been **fixed** by the Commission according to its own counting rules and is not subject to revision. The contract will be drawn up based on this fixed number of pages. You can send your bid [price per page] by clicking on [Yes, I am available] at the bottom of the page. Bids not submitted via the portal will be rejected.

Before stating your availability and price, you are also asked to accept the general conditions for negotiated procedures by ticking the box: "I adhere to **the contractual provisions** and to the conditions laid down in **the specifications for this tender**. I undertake to perform this service as requested in the information sheet (agreed deadline, number of pages, processing format, etc.)."

If you do not tick the box, your bid will neither be sent nor taken into consideration.

Until the reply deadline has passed, you can view your submitted bid by following the link of the specific Assignment number. If you feel you have made an error, you can modify the data you have entered and submit your bid again before the reply deadline expires. To keep track of your bid, print out this page for your records.

NB: The awarded job goes to the bid with the lowest price offered.

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8. AMENDMENT TO AN EXISTING ASSIGNMENT

8.1 *Change of deadline*

You are currently working on the translation of a document. If for any reason, there is a need to change the deadline, the Request management team (Brussels or Luxembourg) will send you an amendment to the Assignment form.

In practice, you will receive an email, as usual, asking you to connect to the eXtra Portal. In "My Orders" screen, "My ongoing assignments", click on the Assignment form for which a change of deadline has been performed. There is a new line: **Amendment – YYYY/12345_AVx**[2] as well as the new deadline set. The download button will allow you to see the amendment form (pdf). **Downloading** the amendment form will give us the **confirmation that you agree with the new deadline set**:

Please note that the amendment is an addition to an existing Assignment. All other provisions of the initial Assignment remain unchanged.

There can be several amendments to an Assignment (AV1, AV2, AV3 etc.).

8.2 *Change of Assignment number details*

You are currently translating a document. It might happen that the number of pages needs to be modified or reference documents must be added to your Assignment. In such cases, the Request management team (Brussels or Luxembourg) must modify your Assignment. You will receive the same Assignment number followed by an underscore: **YYYY/12345_x**[3] as the example below 2024/00030_1

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[2] x refers to any number equal to or higher than 1;
[3] x refers to any number equal to or higher than 1

More than one underscore can be applied to an Assignment number YYYY/XXXXX_1, YYYY/XXXXX _2, YYYY/XXXXX _3, etc. In this case, the new modified one will replace the previous Assignment number YYYY/XXXXX_1, e.g., Assignment number 2024/00030_2, etc.

9. INTELLECTUAL PROPERTY RIGHTS (IPR)

> **These provisions apply to ALL contracts**
> **(framework contracts and negotiated procedures)**

An IPR Statement is a document to be signed by the creator of the translation (the contractor himself/herself, his/her employees and/or one or several of his/her subcontractors) to formally transfer the Intellectual Property Right (IPR) of the Assignment to the European Commission.

For each document translated you must fill in an editable form indicating if the Assignment was executed:

- exclusively by yourself if you are a natural person and you were the only person involved in the translation of the document.
- by yourself as an individual entrepreneur registered as a company (a legal person) or by your employed staff **and/or** by one (or more) subcontractor(s). If you are an individual entrepreneur registered as a company (a legal person) and you did the translation alone, you must

indicate your name as the sole creator. In the other cases, you must indicate the name(s) of all persons involved in the translation of the document and the contractual relationship with these persons.

You also need to confirm that:

- the translation delivered is an original and free of any claims of third parties.

- you have all the relevant documents which prove the acquisition of all intellectual property rights.

<u>You need to ask your employed staff and the subcontractors involved in the translation of the Assignment to fill in and sign the related template provided in the framework contract/contract **awarded under** negotiated procedures and keep this original document during the whole duration of the</u> **framework contract** or **contract awarded under negotiated procedures,** plus **seven years**, using the most appropriate medium to do so.

IMPORTANT:

<u>DGT could ask you to provide the originals for control and audit purposes at any time</u>.

9.1 Filling in your IPR forms

As soon as an Assignment has been awarded to you, the [**IPR**] button is available, and the form can be filled in and completed:
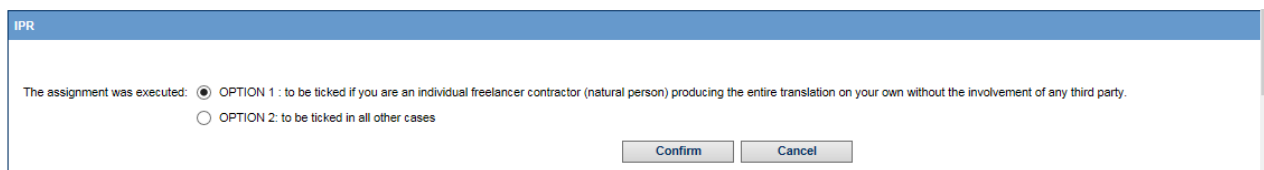
➢ Click on [**IPR**].

The IPR editable form is displayed on your screen:
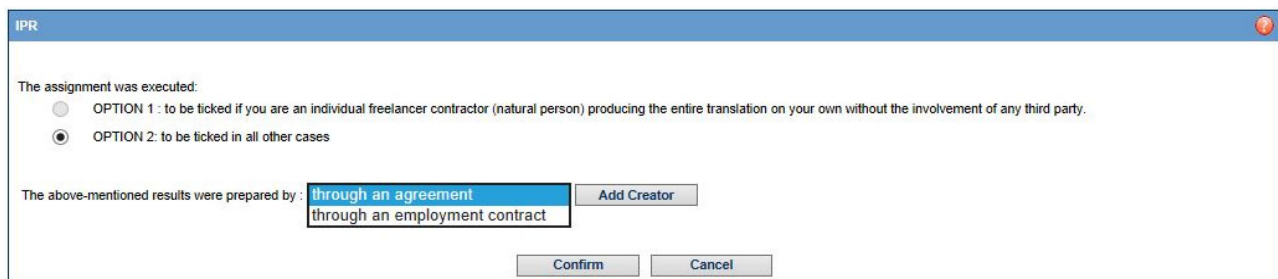
➢ **Option # 1**: to be ticked if you are **an individual freelancer contractor (natural person)** producing the entire translation on your own without the involvement of any third party and [**Confirm**]. Please note that contractors registered as private company in our system will not be able to select this option.

➢ **Option # 2**: to be ticked in all other cases. Indicate if it is through an **agreement** (subcontractor) or through an **employment contract** (employee) and [**Confirm**].

The system will propose by default the most appropriate option according to the information we have on your legal status.

In case option 2 has been selected, you can start filling the IPR form as follows:

Please start indicating the transmission mode of the IPR:

• through **an agreement** meaning that **subcontractors** were involved.

• through **an employment contract** meaning that **employees** of your company were involved.

For TRAD23 assignments, when you chose the transmission mode **"through an agreement"** which is the option to choose when **subcontractors are involved,** Click on [**Add Creator**] the system will display a drop down list in [**Add new ↓**] containing the names of the **subcontractors that were accepted by DGT.** Scroll down and click on the name of the subcontractor, then click on [**Add**] to confirm the entry.

If you need to change the list of subcontractors already approved by DGT, you must first inform DGT and provide the supporting documents for each addition. Once the new subcontractor has been approved by DGT you will be able to select the new name in order to fill the IPR form. Please inform us in good time of any changes or additions to your subcontractors.

For internal staff, choose as transmission mode **"through an employment contract",** Click on **[Add Creator]** the system will ask you to click on [**Add new ↓**] then click on **[Add]** to enable you to fill in the name of the **employee(s) of your company.** You can reuse the name of the employees that are already registered in the database.

For each employee you would like to register, please indicate the name (first name and family name), the name of the company (if any) as well as a **personal** e-mail address.

Subcontractors on Negotiated Procedures lists need also to be registered in the system in order to properly transfer IPR.

In any case, you should indicate:

- if the rights are transferred directly to the contractor
- or through an intermediary. In the latter case, please indicate the name of the intermediary

When the form is correctly completed, click on [**Confirm**]:

Please note that when the subcontractor is a company, Statements B+C+D are necessary.

If you want to delete an employee or subcontractor that you have added to the form that you are currently filling in, click on [**Delete**] in the column on the right side of the form for the employed staff or the subcontractor in question.

The data regarding the employed staff or subcontractor will nevertheless be saved in the database and could be re-used for another Assignment by clicking on the drop-down list (**Add new ↓**).

Should you need to modify the data registered in the IPR form, click again on [**IPR**]. The form will be displayed and can be amended.

> **IMPORTANT**:
>
> You can change the data in the IPR form at *any time* **before** you upload & **send** your deliverables (translation + requested document(s)). No change is possible after you have sent your deliverables as the External Translation Unit **will retrieve them immediately** from the eXtra Portal.
>
> **NB:** For **TRAD23** assignments – please note that **any changes** related to **subcontractors**, should be **notified** in advance **to DGT – External Translation Unit (DGT-FL-CONTRACT).**

For **TRAD23 framework contracts** only, in **My Profile** tab, you will have an overview of the subcontractors approved by DGT with their status:

9.2 *Printing and keeping your IPR statement*

After filling in the form and clicking on [**Confirm**], you are returned to the Order details screen, where a new button is displayed [**View Annex**]:

This button allows you to generate in pdf format the IPR form you have filled in.

> **NB:** The pdf Statement is to be printed, **signed,** and **kept in your own records.**

10. TRANSLATION MEMORIES ("TMs") and ANNEXES (SRC files)

10.1 *Translation memories sent by the Commission*

When a new job proposal is published on the eXtra Portal, in addition to the original document(s) to be translated, the Information sheet, and reference documents if any, there might be also a pre-processed translation package containing associated translation memories and/or files in the XLIFF format.

When a job is awarded to you, you can find on the eXtra Portal the Original, the Assignment form, the Information sheet, reference documents, if any, and the TMs which can be downloaded.

10.2 *Sending your Translation memories (FLM)*

IMPORTANT:	you must upload Translation memories (if required) **before** uploading your translation!

DGT's Translation units can specify in the instructions indicated in the Information sheet that they wish to receive the TMs you used for translating the document.

In this case, you must upload the TMs prior to uploading the translation.

A specific browsing field for uploading TMs is available in the 'Order details' screen **[Upload FLM]** (**F**ree**L**ance **M**emories), please note that only **a zip file** containing the translation memories (**XLIFF & tmx**) is allowed in this field:

10.2.1   Automation of Filename Controls:

DGT uses a verification mechanism to check the names of the *.sdlxliff files uploaded to the eXtra Portal in the FLM zip archives. Designed to reduce the number of upload mistakes, the mechanism checks whether the file names comply with the DGT naming convention.

When you try to upload a zip archive containing *.sdlxliff files under an FLM, but the system fails to detect the *.sdlxliff file named to match the document in question, the system will prevent the FLM upload, informing you of the error and asking you to correct it and re-upload the file.

Please pay special attention at the following aspects (taken from Freelance main general instructions):

- Please work on the ***.sdlxliff files** provided by DGT. Do not rename the files. Do not create your own *.sdlxliff files!

- If you have not been provided with an *.sdlxliff file for a document, but you were asked to provide it in the **FLM**, name the *.sdlxliff like this: \<requesting service\>-\<4-digit year\>-\<5-digit dossier number\>-\<2-digit version\>-\<2-digit part\>-00-\<target-language\>-TRA-00.\<original file extension\>.sdlxliff.

  See example: AGRI-2022-80482-01-01-00-MT-TRA-00.DOCX.sdlxliff

- When uploading the FLM for an earlier version, **the FLM *.zip** should contain **only the *.tmx** file of the latest version. The target file (FLT) should be the FLT of the latest version.

- The **sdlxliff & tmx** files must be uploaded directly in a **zip.FLM**, and not in a folder inside that zip.FLM!

See also screenshots below:
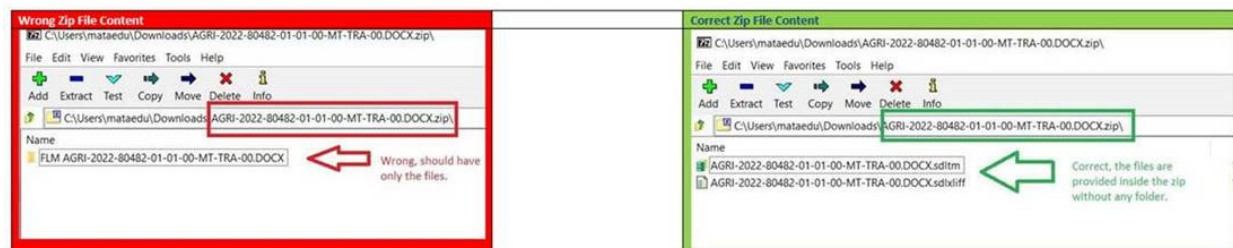
You can find additional information in the "Freelance main general instructions", please see, Chapter 3.

> **NB**: The accepted formats ***tmx, *sdlxliff, *xml, *HTM, *HTML** must be **contained** in **a zip file** before being uploaded to the **FLM** field.

10.3 Sending your Annex (FLA) (SRC = Non editable content)

> **IMPORTANT**: you must upload the Annexe(s) (if required) **before** uploading your translation!

Some documents to be translated may contain non-editable images, graphics or pie charts. To allow contractors to translate texts and captions included in these images, an Annex file containing an editable version of the texts is provided as reference document (often an xls file → **SRC** document).

As a rule, please note that **only** the text corresponding to the non-editable graphs in the document to be translated need to be translated in the SRC files. Any extra text included in the SRC files, but not in the source documents, must not be translated.

Once the translation of the text is completed, upload the file as Annex (FLA → **F**ree**L**ance **A**nnex) in one of the following formats: * *doc *docx, *xls, *xlsx *ppt, *pptx, *zip, *pdf, *xml, *rtf, *txt.*

The file must be uploaded through the field [**Upload FLA**]. If several files are to be delivered, you must **zip** them.

11. SENDING THE TRANSLATION TO THE COMMISSION

As soon as the IPR form is completed and all required documents, i.e. TMs (FLM) and/or Annex (FLA) have been uploaded, a new [**Upload**] button appears. It will enable you to upload your translation, as well as a comments file, if any.

NB: The [**Download**] and the [**Upload**] links are displayed at the same level as the original document.

Display of this screen only if no additional document is required:

Display of this screen if FLM (translation memories) and FLA (SRC files) are required:

In the 'Order details' screen, you will find all details and reference documents (if any) related to the translation you are about to upload. You can view the original document to ensure that you are putting the right document in the right place.

If your Assignment contains several language combinations (ML documents, see point 11.5), they will be displayed in the document details, and you should carry out the upload accordingly.

Please be reminded that at this stage,

- FLM and FLA can still be changed (upload a new version) and

- the IPR form can still be changed

- [**IPR**] and [**Upload FLM**] & [**Upload FLA**] buttons are still available

As soon as the deliverables <u>have been imported</u> by DGT, this will <u>no</u> longer be possible.

11.1 Sending your translation, comments, and other documents

To send your <u>translation</u> to the Commission, click on [**Upload**]:

Order details				
Document		**Lot**	**Deadline**	**Actions**
Order form - 2024/00019 (46 kb)				[Download]
Requirements	IPR ☑	TM ☑		LegisWrite ☐
Information Sheet / Detailed instructions (55 kb) **Please read !**				[Download]
BUDG-2024-00005-00-00-EN-ORI-00.DOCX (36 kb)		EN => PL	07/02/2025 23:59	[Download] [Upload] [IPR] [View Annex] [Upload FLM] [Upload FLA]
• REF - BUDG-2024-00005-00-00-EN-SRC-00.XLSX (48 kb)				[Download]
• REF - BUDG-2024-00005-00-00-PL-FLPC-00.HTML (8 kb)				[Download]
• REF - BUDG-2024-00005-00-00-PL-PKG-00.zip (387 kb)				[Download]

A new page opens → ***Document details***

Please read carefully and follow the instructions displayed on this screen. They will enable you to deliver your translation on time in case you encounter technical problems.

You are ready to **send** your **finished document** to the Commission.

This screen gives you all details related to the document you are about to upload. Please check the language combination displayed to make sure that you are uploading the right document. Pick up your document by clicking on " Browse " and selecting the file containing the final version from your hard disk; **Zipped files** are **not** accepted in this field. You can also submit your comments for a specific job on a separate file. Click on **" Browse "** accordingly. Add any other comments under "Remark" you think necessary and click on " Send ". **NB: Do not sign the remark with your name!**

If an error occurs, the system will add a new " Send by e-mail " button on this screen next to " Send ". An **error identification key** will be generated. Click on " Send by e-mail ", attach your final completed translation and send it to the requests management team. You can keep a copy of this error for your records by clicking on " View ". Remember that if no error is generated and you are still unable to upload your file, to meet the delivery deadline, we would ask you to send your translation, <u>except for confidential files</u> – you must write us the problem you are having, to our requests management team by e-mail: dgt-s-2-freelance-bru@ec.europa.eu (Brussels) or dgt-s-2-freelance-lux@ec.europa.eu (Luxembourg),

---

Through this screen, you can send:

Document details			
Order number :	2024/00019		
Original document :	BUDG-2024-00005-00-00-EN-ORI-00.DOCX (36 kb)		[View]
Lot :	EN => PL	Pages :	8.3
Deadline :	07/02/2025 23:59	Status :	▮
First upload date :		Last upload date :	
Uploaded file size :		In evaluation :	
Uploaded file :			
Contact :	Elzbieta.MARKOWSKA@ec.europa.eu		
Document :	[Choose File] BUDG-202…LT-00.DOCX		
My comments :	[Choose File] BUDG-202…C-00.DOCX		
Remark :			
	0 Maximum 1900 characters		
		[Send]	[Cancel]

➢ The target **translation file**: next to "**Document"**, click on Browse… and select the file of your final translation.

IMPORTANT: Please note that a **zip file** is **NOT** to be uploaded to this field unless the translation unit specifically asked you to do so. Please remember that your translation file should have the **same file format as the original** (exception: **pdf originals**, for which the translation must be uploaded in **.docx format**).

➢ A **comments file**: you can also submit your comments for a specific job in a separate file. Next to "**My comments**", click on Browse… to upload your comments' document if any.

➢ Any other **remarks** you think necessary in the field "**Remark**".

NB: these remarks will automatically be sent by email to the translation unit's secretariat. **Do not sign the remark with your name**! All remarks for the evaluators are to be sent in the separate comments file **only**.

When your document(s) is(are) uploaded, click on **Send**.

The following warning message is displayed:
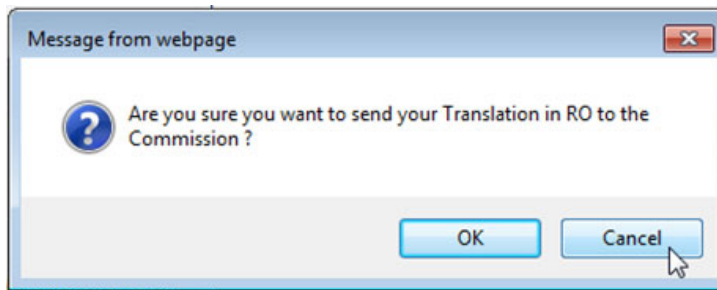
Check again the product, the language, and all details.

If you accept [**OK**], your deliverables will be sent to the Commission via the eXtra Portal.

The status of the Assignment will turn to "Fully returned":

IMPORTANT:

Please upload **only finalised deliverables** to the eXtra Portal, as they will be **immediately retrieved and automatically imported into DGT systems as soon as you click "OK" to send your translation**. This will happen regardless of the day and time set for delivery (= Deadline) indicated in the Assignment form.

Once the External Translation Unit has retrieved your deliverables from the Portal, **the Assignment status will change into "In evaluation" and the [Upload] buttons will be removed**.

When the automatic import is complete, it will only be possible for you to view and download the deliverables that you have submitted.

However, the Assignment remains in "**My ongoing assignments**" screen until your invoice has been registered in DGT's system:

NB: At this stage it will no longer be possible to upload new deliverables. If you noticed that you uploaded the wrong files, please contact our Request management teams in Brussels or Luxembourg depending on the origin of the Assignment (for details please see section 11.4).

11.2 *Contradictory procedure - late delivery*

According to the contractual provisions, the European Commission must provide the contractor with a possibility to submit observations when it intends to apply liquidated damages because the deliverables were delivered late.

In "My Orders" under "**Order details**", you can submit your observations via the link **[Observations regard late delivery]**:

From the receipt of our notification, you have **5 working days** to submit your observations. Please note that the **system removes** the possibility to send observations **after the 5 working days** or **as soon as the observations were sent.**

You can submit your *observations for late delivery* as a small text via the specific field *(maximum length is 1900 characters)* and/or in a separate file as an attachment; click on Browse & upload your file:

Check your sending after having attached your file &/or your comments in the 'Observations regards late delivery' field and click on the button **[Send]**.

> **NB:** Sending observations regarding late delivery can only be done **once** and cannot be cancelled or changed.

Once you have clicked on **[Send]**, the link becomes **[View observations regard late delivery]**; you can visualise your observations at any time as long as the Assignment's *Status* is not yet *Closed*.

In the window "Contradictory Procedure", you can open the file containing your observations by clicking on **[View]**:

11.3 *Sending your translation files UNDER a negotiated procedure*

> **IMPORTANT:** For contracts under **negotiated procedure** (see point 7), when your document(s) is(are) ready to be uploaded, and before you can send your documents, you will be asked to formally accept the **conditions of the contract** by clicking on the [**Sign Contract**] button.

For your convenience, the contractual conditions that you have already agreed upon when submitting your offer will be accessible again by clicking on "conditions of the contract".

The same applies to the instructions for the handling of confidential documents.

If you fail to [**Sign Contract]**, you will not be able to send your translation and a warning pop-up will be displayed:
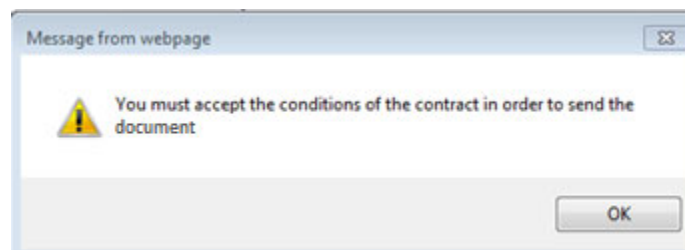
Once the contract is signed, the [Sign Contract] button is disabled (becomes greyish); you can now [**Send**] your deliverables to DGT:

As soon as you click on the [**Send**] button, the External Translation Unit will retrieve **immediately** your deliverables from the eXtra Portal. The **Assignment form** will be updated with the **date, time** and the **EU LOGIN UID:**

11.4 *Sending a new version to replace your first upload*

In case you discover that you have uploaded the wrong deliverables, please contact us as soon as possible. We will either make a turn back in our system enabling you to upload your new version or ask you to send us the new version by email.

For any query regarding a particular Assignment, send an email to the "**contact**" person indicated on the "Document details" screen. We highly recommend you to add the *requests management team* (dgt-s-2-freelance-bru@ec.europa.eu for Brussels / dgt-s-2-freelance-lux@ec.europa.eu for Luxembourg) in copy of your e-mail, to make sure that it is read on time by the External translation unit.

11.5 *Sending back a translation of a multilingual document*

Some documents to be translated are written in two (or three) languages. Such jobs may therefore contain one original split into two (or three – which is the maximum) different source languages. As the system is based on language combinations, you will find twice (or three times) on the screen the same reference number of the multilingual job (*- **LG**-ORI-*), **one for each source language** into the **same** target language.

You are expected to produce **one single document** in the required target language containing the complete translation of the text of two (or three) source languages. To upload your translation, click on one of the available **[Upload]** links of the screen and send the file, the second link (and the third one, if any) will automatically change to **[Detail]**, that's to say that you close all treatments in one go.

My ongoing assignment				
You have accepted the following **contractual provisions** and the **conditions stipulated in the specifications**, the 15/03/2021 at 16:11				

2021/00012

Framework contract :	Libre t Code pour les candidatures de traducteurs spontanées			
Order number :	2021/00012		Attribution date :	15/03/2021
Origin:	LUX			
Follow up :	-			
Status :	▮ Not yet returned			
Requirements :	IPR ☑	TM ☐	LegisWrite ☐	

[View legend]

Order details

	Document	Lot		Deadline	Actions
Order form - **2021/00012** (46 kb)					[Download]
Requirements :	IPR ☑	TM ☐		LegisWrite ☐	
Information Sheet / Detailed instructions (55 kb) **Please read !**					[Download]
	DGT-2021-00096-00-00-ML-ORI-00.DOCX (62 kb)	EN => CS	▮	15/03/2021 16:30	[Download] [Upload] [IPR] [View Annex]
	DGT-2021-00096-00-00-ML-ORI-00.DOCX (62 kb)	FR => CS	▮	15/03/2021 16:30	[Download] [Upload] [IPR] [View Annex]
					Back

NB:

Do **not** deliver two (or three) separate translations (one per source language), <u>as the second upload will replace the first one in the system</u>, and so on, the <u>delivered translation will therefore be **incomplete**</u>.

Note that the system **immediately retrieves** the deliverables as soon as you click on the [**Send**] button.

11.6 Upload error

Whenever the system detects an error while the document is being uploaded onto the portal, an error identification key will be generated and a [**Send by mail**] button will be added on the Upload screen next to [Send]. We advise you to keep a copy of the generated error (PDF file) as proof of an upload error for your own records.

As mentioned earlier, remember **that if no error is generated and you are still unable to upload your file**, you should send your translation to our requests management team by e-mail: **dgt-s-2-freelance-bru@ec.europa.eu** (Brussels) or **dgt-s-2-freelance-lux@ec.europa.eu**) (Luxemburg), **so that you can meet the delivery deadline**.

Attention: If you have **problems with confidential documents**, please wait for our instructions. **Never send such documents via e-mail**!

11.7   Details of a document that has already been delivered

Data regarding any delivered document and the document itself remain available online on the "document history" of the "Order details" screen of a specific Assignment displayed on the "My ongoing assignment" screen.

All Assignments remain displayed on the list of the "My ongoing assignments" screen until the invoice has been registered in DGT's system. However, as soon as the requesting department of DGT has performed and completed the evaluation, the quality rating and the feedback file will be added on the "Feedback" screen.

12. FEEDBACK AND QUALITY ASSESSMENT OF THE TRANSLATION

12.1   Feedback

DGT intends to provide you with as much feedback as possible to help you to comply with the quality requirements.

Click on the *Feedback* screen and check if new files have been posted. You should consider this part as a sort of personal mailbox, where you will be notified every time a new feedback file is uploaded ("NEW!" alert).

Order number ▲▼	Document ▲▼	Lot ▲▼	Quality ▲▼	Feedback	Acknowledge	Ready for invoicing	
2024/00005	**Assignment 2024/00005 :** *AGRI-2024-00005-00-00*	EN => BG	10.00 %	[View] NEW!	05/02/2024	✖	
2024/00006	**Assignment 2024/00006 :** *BUDG-2024-00005-00-00*	EN => BG	75.00 %	[View]	18/01/2024	✖	
2024/00005	**Assignment 2024/00005 :** *DGT-2023-00111-00-00*	EN => BG	80.00 %	[View]	17/01/2024	17/01/2024	**Supplier Portal**
2023/00111_1	**Assignment 2023/00111_1 :** *DGT-2023-00467-00-00*	EN => BG	90.00 %	[View] NEW! CONFIDENTIAL	01/12/2023	✖	

If for any reason DGT modifies the feedback file and sends a new version of it, you will be alerted with the sign "**Updated!**". The alert signs "**NEW!**" and "**Updated!**" are removed as soon as you click on **[View]**.

| 2020/05922 | AGRI-2020-80672-00-00 | FR => PT | 90.00 % | [View] Updated! | 04/08/2020 | 05/08/2020 | Supplier Portal |

IMPORTANT:

- The deliverables still under evaluation and/or not yet accepted are tagged with a red cross and cannot be invoiced yet.

- The *Feedback* screen also provides you with the [**Ready for invoicing**] information as soon as the Assignment can be invoiced to DGT via the Supplier Portal, see points 12.5 and 14 below.

  > **NB:** We invite you **to download the feedback file** as soon as it appears in the Feedback tab. Please note that the feedback file **is removed** from the eXtra Portal as soon as **you have invoiced on the Supplier Portal.**

12.2 *Quality assessment of the translation*

Once your delivered translation has been evaluated by the translating unit, a new line will be added at the top of the *Feedback* screen.

Your translation will receive a quality rating which is expressed as a percentage value between 0% and 100%.
An assignment that fully complies with our quality requirements and is usable as it stands on delivery, ready for publication without further formatting, revision, review or correction by DGT, will have a quality rating of 100%.
An assignment that only partly complies with our quality requirements and therefore needs our intervention, will have a lower quality rating.
- For assignments with a quality rating below 20%, extensive revision or full or partial retranslation will be required on our side to make the translation fit for its intended purpose. In such cases, a price reduction of 80% will be applied.

> **NB:** In case you do not agree with the quality rating or with the error marking (type and/or severity of errors), **you may directly contact the corresponding translation unit and submit your comments via email.** Any <u>change of the evaluation mark based on your comments is only possible</u> **before** the **mark is acknowledged** either manually by you or by the system at the end of the 10 working days period. Please be aware that you **cannot revoke the acknowledgement.**
>
> For Assignments with a quality rating below 20,0 %, a formal contradictory procedure needs to be followed and respected to submit your observations (see below).

12.3 Contradictory procedure - poor quality translations

According to the contractual provisions, the European Commission must provide the contractor with a possibility to submit observations when it intends to apply liquidated damages because the deliverables received are considered of very poor quality.

This is the case when translations receive a quality rating below 20,0 %.

You have the possibility to submit your observations in the "**Feedback**" tab via the link **[Observations regard quality]**:

From the receipt of our notification, you have **5 working days** to submit your observations.

Please note that the **system removes** the possibility to send observations after the **5 working days elapsed or as soon as the observations were sent.**
You can submit your observations regarding quality as a small text via the specific field *(maximum length is 1900 characters)* and/or in a separate file as an attachment; click on Browse & upload your file.
Check your sending after having attached your file &/or your comments in the 'Observations regards quality' field and click on the button **[Send]**:

NB: You can submit your observations regarding quality only **once** and it cannot be cancelled or modified. Observations not submitted through the eXtra Portal will not be considered.

Once you have submitted your observations, the link becomes [*View observations regard quality*]; you can visualise your observations at any time as long as the Assignment's Status is not yet **Closed**.

Order number ▲▼	Document ▲▼	Lot ▲▼	Quality ▲▼	Feedback	Acknowledge	Ready for invoicing	
2024/00005	Assignment 2024/00005 : AGRI-2024-00005-00-00	EN => BG	10.00 %	[View]	05/02/2024	✖	

In the window *'Contradictory Procedure'*, you can open the file containing your observations by clicking on **[View]**:

Contradictory Procedure	
Contradictory Procedure Description	

Document details			
Order number :	2021/00824		
Lot :	EN => IT		
Deadline :	29/01/2021 23:59	Status :	
Contact :	Vicente.Bestard@ec.europa.eu		
Observations regard quality	Pleasse find attached observations for FISMA/2021/80006 _ Thank you!		
File name:	FISMA-2021-80006-00-00-IT-CONQ.DOCX		[View]
			Back

12.4 *Acknowledgement of the quality rating*

Once your translation is evaluated, you are requested to acknowledge the quality rating received so that the invoicing process can start. To acknowledge the quality rating, just click on [**ACK**] on the Feedback screen.

This acknowledgement must be done within 10 working days.

If you fail to acknowledge the quality rating within 10 working days, the system will automatically do it at the end of the 10-working day period.

Once you have acknowledged the quality rating, the [**ACK**] button is replaced by the date of acknowledgement.

IMPORTANT: Please be aware that you **cannot revoke the acknowledgement**, done either manually by yourself or automatically by the system!
The acknowledgment of the quality rating will trigger the information for the invoicing of the related Assignment.

12.4.1 Very low quality rating (below 20,0%)

If you receive a quality rating below 20,0 %, <u>you will not be allowed to acknowledge</u> the quality rating.

In this case, you will receive an automatic email containing the quality rating and informing you that the Commission intends to apply liquidated damages of 80 % of the value of the Assignment form. You may submit your observations as indicated in point 12.3.

Your observations will be examined, and we will let you know the final decision of DGT regarding the application of liquidated damages.

NB: The system will automatically acknowledge the mark at the end of the 10-days period.

12.5 Ready for invoicing

Once the quality rating has been acknowledged (manually or automatically), DGT will confirm it in the system. The status of the Assignment will turn to "Ready for Invoicing" and the "Ready for invoicing date" is displayed.

The link to the "**Supplier Portal**" will appear and you can access it (see point 14 and seq.) to prepare and send your invoice.

This latter action (invoicing) will close the life cycle of your Assignment.

NB: Payment shall be made within **30 days** of receipt of the invoice once the European Commission has accepted it.

We remind you that the **feedback file is removed** from the **eXtra Portal** as soon as you have invoiced on the Supplier Portal.

13. HOW TO DISCONNECT FROM THE *eXtra* PORTAL?

The *Disconnection* box remains permanently on display on the left-hand side of the screens. Click on « Logout *User Id* » when you decide to quit the *eXtra Portal*. Logging out from the *eXtra* Portal will also disconnect you from EU Login.

***

14. INVOICING & PAYMENT

A portal called "**Supplier Portal**" is available for DGT's external translators.
This portal is designed to automate the creation of the invoice and to send it electronically to DGT.

14.1 *Computer environment*

The Supplier portal supports the following web browser environments:

- Internet Explorer 11
- Chrome - Version 50
- Firefox 38 ESR
- Safari 9

14.2 *Connect to the Supplier Portal*

To connect to the **Supplier Portal**, on the *eXtra* Portal's Feedback screen, click on the link next to an Assignment you want to invoice.

Please note that you can only invoice an Assignment when it is "Ready for invoicing" and the red cross has been replaced by the date of approval of the delivery.

14.3 Inbox of the Supplier Portal

By clicking on [**Supplier Portal**] in the eXtra Portal Feedback screen, you will be redirected to the <u>Inbox</u> of the *e-Fulfilment* module of the Supplier Portal where you can see the list of the **invoiceable** order forms.

Example below shows an order issued by Luxembourg with Status Invoiceable:

The orders displayed by default are those that are invoiceable. However, the list can be sorted by *status*:
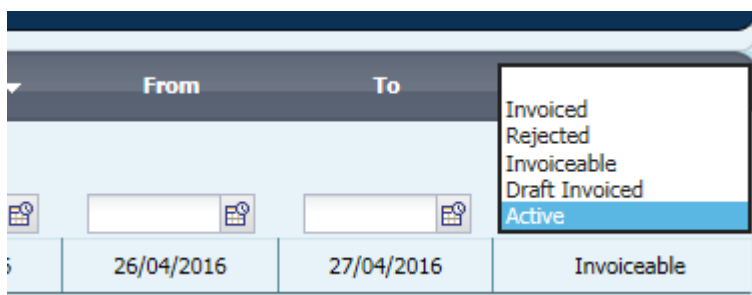
<u>Invoiceable</u>: order which is ready to be invoiced.

<u>Invoiced</u>: orders which have already been invoiced and for which the invoice has been sent to the accounting system of the Commission.
<u>Rejected</u>: the invoice referring to this order was rejected by the Commission (wrong application of VAT rules, etc.). The invoice must be corrected and re-submitted.

<u>Draft invoiced</u>: you have already started the creation of an invoice, but you did not send it to the Commission yet and you saved its information in the system.

Example: list of orders already invoiced:

On this screen, you can see for each order the "Service Receipt ID" which contains the invoicing information related to your order form.

By clicking on the magnifier 🔍 next to the **Service Receipt Id**, you will be able to see the details of the order. If liquidated damages were applicable, you will also see the deductions applied by the Commission and the related supporting documents. The system will also indicate the amount to be invoiced for this order.

A pdf form of the Service receipt is also available by clicking on the pdf icon 📄 at the top. The pdf form shows additional information on the Assignment: quality rating, late delivery (if any), liquidated damages applied, etc.

To close the Service Receipt detail screen, click on [**Close**] at the top right.

14.4 Create and send a new invoice

To create a new invoice, click on [**Create invoice from receipt advice**] (green*).

* If this button is displayed in red, it means that no order is currently invoiceable, and the inbox will be empty.

A new screen will be displayed with the list of all the invoiceable order forms by type of contracts and by origin (BRU or LUX):

> **IMPORTANT:**
>
> The system groups the legal commitments by **type of contracts** and **by origin** (BRU or LUX).
>
> You are allowed to select several order forms to group them in one invoice if they all belong to the <u>same contract</u> and the <u>same origin</u>, i.e., for example Assignments under TRAD23 and from Brussels **cannot be mixed** either with Assignments from Luxembourg or with Libre t.

Select the orders you want to invoice by ticking the box:

You are advised to keep them together (only orders belonging to the same contract and to the same origin (BXL or LUX) can be invoiced together).

> **Reminder for VAT:**
>
> - the national VAT threshold is EUR 124,00 for orders issued in Belgium and EUR 240,00 for order issued in Luxembourg. If the amount of your invoice is below these thresholds, you must apply VAT. If the amount of your invoice is above these thresholds, VAT exemption applies.
>
> - VAT must be applied for contractors established in Portugal if they are under the normal VAT regime.

- if you are not subject to VAT because you are under the small business scheme, you must not apply VAT, regardless of the amount you want to invoice.

- if you are established in a country outside of the EU, you must not apply VAT, regardless of the amount you want to invoice.

Your selection of orders will only be retained, and the invoice lines generated after you click the [**Next**] button.

NB: fields marked with a red star ✴ are mandatory.

The next step is the completion of your invoice.

You must introduce your "own invoice number" and change the invoice date if necessary (by default the system displays the date of the day).

Many other elements, which cannot be changed (frozen), are displayed by default: currency (always EURO), bank account as indicated in the framework contract, order form or contract number, …

The system will display the amount of the order(s) selected (in positive), and the liquidated damages (very low quality and/or late delivery) applied (in negative) if any.

The only data to be filled in by the contractor is the VAT rate to be applied, if any, or the VAT exemption reason, depending on the amount to be invoiced.

To do this, you should enter in one of the detail lines of the invoice by clicking on the icon "Edit". The information indicated in this detail line will be automatically duplicated in all the detail lines of the invoice.

If the transaction is exempted of VAT, please introduce the exemption reason as follows:

- for intra-Community purchases, the statement to be included in the invoice is *"For the official use of the European Union. VAT exemption/European Union/Article 151 of Council Directive 2006/112/EC".*
- where VAT is due in Belgium, the invoice must include the following statement *"Exonération de la TVA; art. 42 § 3.3 du code TVA (circulaire (2/1978)"* or any equivalent statement in Dutch or German.
- where VAT is due in Luxembourg, the invoice must include the following statement *"Commande destinée à l'usage official de l'Union européenne. Exonération de la TVA article 43 § 1 k 2ème tiret de la loi modifiée du 12.02.79".*

If you are not subject to VAT because you are under the small business scheme, please indicate the mention as provided by your national legislation indicating that you are in this situation.

If you are located in a country outside of the EU, please specify in the VAT exemption reason *"Out of EU"* or any other mention imposed by your national legislation.

When all the requested fields have been filled in, the invoice is ready to be checked. The system will perform various checks regarding the administrative and financial data (e.g., VAT rules to be applied).

If an error or a failure is found, a message will be displayed, and a link will directly bring you to the field to be filled in or modified.

When the invoice meets all the requirements, it can be sent.
→ click on [**Check and Send**].

Please follow the instructions given by the system, they are deemed to help you with the correct establishment of your invoice considering the specific rules applying to the European Commission.

In case of doubt, please contact the DGT-FL-PORTAL-MANAGER.

Once you have sent your invoice, a pop-up message will appear and ask you if you want to return to the eXtra Portal or if you want to continue with the invoicing of your orders. If you click under "OK", you will remain in the part of the Supplier portal where you can consult the electronic invoices you created and sent to the Commission (e-Invoicing module).

You will be able to consult the electronic invoices you sent to the European Commission with their status (processed, received by the customer, rejected).

NB: the Invoice screen of the eXtra Portal remains active. The main information on your invoices will be displayed on this screen as previously. You can also follow the status of your electronic invoices via the e-Invoicing module of the Supplier Portal.

14.5 Log out of the Supplier Portal

To log out of the Supplier Portal, click on Log out at the top right
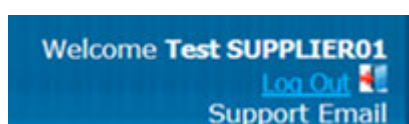
You will then be asked to log out from EU Login.
To log in again, please go through a link on the eXtra Portal feedback screen.

***