



Lingsom

Digital supply chain management system
for the language service industry

lingsom.com

An ERP-system designed for the language service industry

One system to manage all your interpreting and translation orders efficiently and securely. The system makes all stages of coordination easier and faster, from the creation of the order to finding vendors and final invoicing.

The intuitive user interface of our professional system also makes the process more efficient and pleasant for customers and vendors.



Order
coordination



Vendor calendar
management



Order
reporting



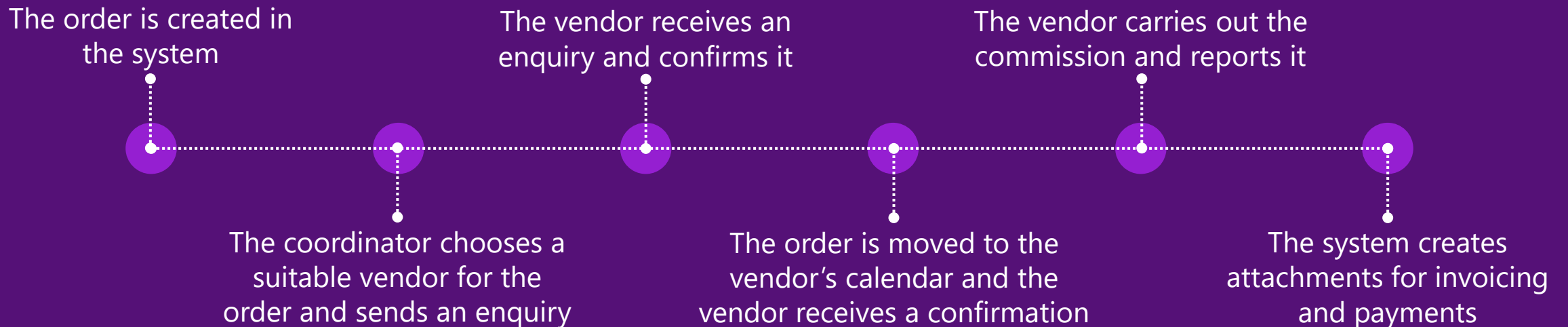
Secure
communication



Reports for financial
administration

Easy-to-use order processing for customers, vendors, and coordinators

The order process has been designed taking into account the needs of all parties, even in unexpected situations. The status of orders is always clearly visible in the easy-to-use admin view. The system also sends automatic messages of important events to make sure nothing goes unnoticed.



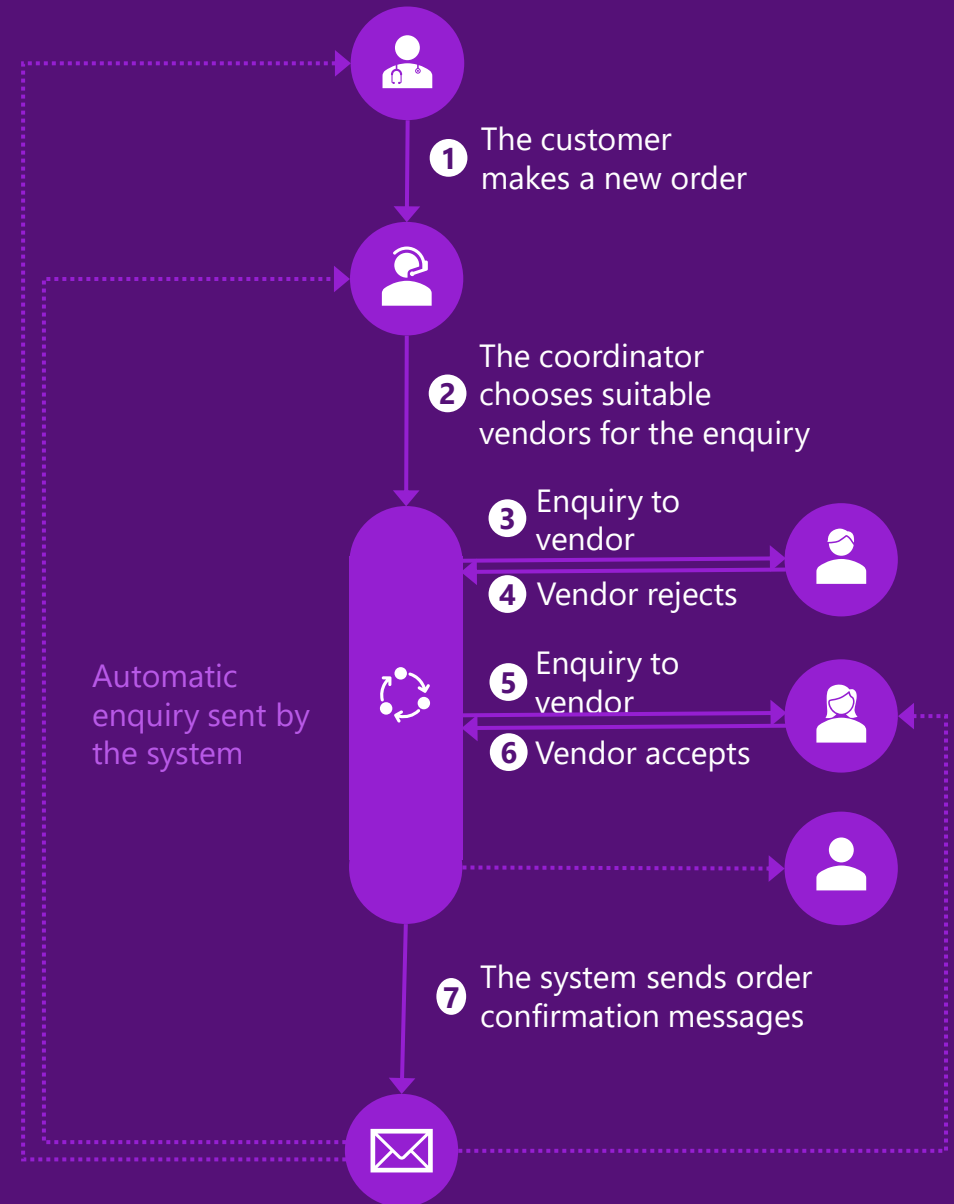
Coordination

In the Lingsom system, order coordination is efficient and saves you a lot of time

The system helps you choose suitable vendors that fulfil the requirements of the order and have free time in their calendars. The coordinator chooses the order in which enquiries are sent to the vendors, how long to wait for a reply, and how many automatic enquiry rounds are made.

The enquiries are automatically sent to one vendor at a time according to the set schedule, taking into account normal business hours. When a suitable vendor is found, the rest of the chosen potential vendors will not even know they had been chosen for the enquiry.

When the suitable vendor is found, an automatic confirmation is sent to the parties, and the order is moved to the confirmed vendor's calendar.



Reports and financial administration

Lingsom creates all necessary reports for the agency's financial administration

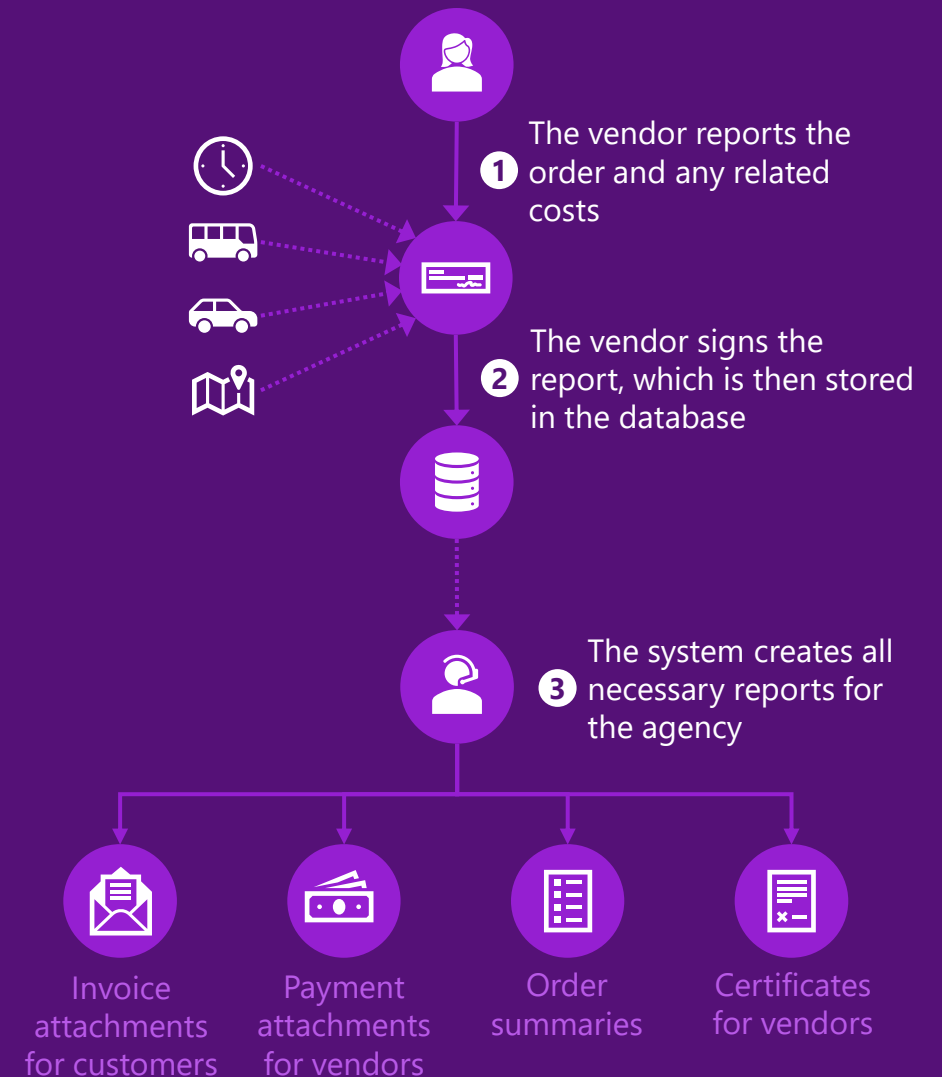
Vendors report the orders they have carried out and any related travel expenses in the system.

The vendor can attach photos of receipts for expenses related to interpreting services to the report. Possible expenses for travel by car are made as a travel expense report, which is signed electronically. If necessary, the agency can also add expense reports in the system, if, for example, the vendor has provided a paper invoice.

The agency can create different kinds of reports from the data stored in the database with just one click.

The agency can create attachments for invoicing and payments for selected time periods.

Certificates can be created for vendors for completed commissions (interpreting/translation), itemised by language and topic.



For the agency



Manage customers and vendors

Manage your system's users and their information. The system provides easy access to user information, such as customer information, interpreters' fees, CV information, workloads, free time in calendars, etc.



Order coordination

The system only suggests vendors that meet the requirements of the order and have free time in their calendars. The chosen vendor is sent a scheduled enquiry message. The system ignores vendors that the customer has requested not to be used.



Order management

The agency can see the status of all orders and quickly find those that require action. The wide range of features includes, for example, options for possible cancellation fees.



Attachments for invoicing and payments

Use the report view to easily create itemised order lists for invoicing. Create vendor-specific payment attachments for expenses.



Secure communication

The system allows secure communications between the agency and their customers and vendors. Attachments can also be transferred securely within the system.



Enquiries and notices

You can send different kinds of enquiries and notices to system users. These can be sent to individual users or complete users groups.

For customers



Order management

A wide range of options for creating orders, easy-to-use admin views and automatic order messages make order management quick and easy.



Business user feature

Possibility to create multiple user IDs for the same company or organisation. Each order can be provided with the company's own reference number or code.



Invoicing reports

The agency can create order itemisations for invoicing. The customer sees itemised order expenses with possible order-specific reference numbers.

The screenshot displays a user interface for managing orders. At the top, there is a navigation bar with a home icon, the text 'Tulkkaukset', 'Käännökset', a user profile for 'Tiina', and a globe icon. Below the navigation bar, there are two buttons: 'Luo uusi' (Create new) and 'Tulkkauskalenteri' (Interpretation calendar). The main content is divided into three sections: 'UUDET' (New), 'TIEDUSTELUSSA' (Inquiry), and 'TULEVAT' (Upcoming). Each section contains a table of orders with columns for 'Aika' (Time), 'ID', 'Kieli' (Language), 'Tapa' (Method), 'Tulkki' (Interpreter), 'Tilauksen tila' (Order status), and 'Toiminnot' (Actions). Each row in the tables includes a 'Muokkaa' (Edit) button.

Aika	ID	Kieli	Tapa	Tulkki	Tilauksen tila	Toiminnot
31.01.2020 08:00-09:00	IN-20000019	Englanti	📞		* Uusi	Muokkaa
05.02.2020 10:00-11:00	IN-20000149	Arabia	📍		* Uusi	Muokkaa
06.02.2020 14:30-15:00	IN-2000062	Arabia	📍		* Uusi	Muokkaa

Aika	ID	Kieli	Tapa	Tulkki	Tilauksen tila	Toiminnot
31.01.2020 09:00-10:00	IN-20000022	Ruotsi	📍👤		🔍 Tiedustelussa	Muokkaa

Aika	ID	Kieli	Tapa	Tulkki	Tilauksen tila	Toiminnot
02.02.2020 11:00	IN-20000035	Ruotsi	📍	Tulkkinen Jaana	📧 Tulkin hyväksymä	Muokkaa
02.02.2020 15:30	IN-20000036	Espanja	📍	Enrique Iglesias	📧 Tulkin hyväksymä	Muokkaa
04.02.2020 11:00	IN-20000061	Italia	📍	Leonardo Da Vinci	📧 Tulkin hyväksymä	Muokkaa

Muut tulkkaukset

For vendors



Personal calendar view

Vendors have their own calendars where they can include private schedules that are only visible to them. The system only suggests vendors that are free to accept the order in question.



Match vendors by competence

Vendors can check their user profile in the system to ensure that the agency has up-to-date information on their competence and thus ensure that they are matched to the right kinds of projects. Degree certificates can be uploaded into the system. The system can also be used to create certificates for vendors on completed orders.



Order and expense reporting

Order and expense reporting is quick and easy. Receipts are attached directly to the reports, and the system's map feature makes it easy to report travel expenses.

Lingsom | Tulkkaukset | Käännökset | Tuomas

Tiedustelussa Hyväksytyt Raportoitavat Kalenterien poissaolot Perutut Poistetut Kaikki

■ Tiedustelussa ■ Vahvistettu ■ Raportoitu ■ Maksuton peruutus ■ Maksullinen peruutus ■ Tulkin syy ■ Tulkin oma meno

27 TAMMI – 2. HELMI 2020

Vk5	ma 27.1	ti 28.1	ke 29.1	to 30.1	pe 31.1	la 1.2	su 2.2
08	08.00 - 09.00 Hammaslääkäri				08.00 - 09.00 IN-20000019		
09				09.00 - 10.30 IN-20000048			
10			10.00 - 11.00 IN-20000051				
11				11.00 - 12.00 Lounaspalaveri: Pekka			
12							
13							
14				14.00 - 15.00 IN-20000064	14.00 - 00.00 Rukan reissu! Baila baila!		
15							
16							
17							

Contact us

We are happy to tell you more about Lingsom and its features. We can organise demonstrations of the features that are suited to your company's needs.



lingsom@lingsom.com

<https://lingsom.com>