



Compano Online Software

Manual Multilingual Data Compano Online Software

Version L4.3

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1 Introduction

This manual describes how languages in Compano Online Software are used. Topics include:

- User-interface language
- Translations and fallback of translations
- Using multiple languages
- Export of (multiple) languages
- Translatable description fields

1.1 Concepts

COS

Compano Online Software.

Language codes

COS uses *IETF language tags* to represent the main language and culture of a language:

en	English main language
en-US	English as used in the United States (culture)
en-GB	English as used in the Great Britain (culture)

Environment language

Standard language of the environment; this usually is also the database language.

Interface language

Language setting for a user. Menus, headers, labels, tooltips, system and error messages and any other user-interface texts are displayed in this language.

2 Language settings

The COS application has several language settings:

- Environment language; this usually is also the database language
- User-interface language
- Multilingual data fields

Note: These language settings also determines the *fallback of translations*. This refers to which language the application falls back on when *no translation* has been entered for a language field. See chapter [4 TRANSLATION FALLBACK SYSTEM \(DEFAULT\)](#) for more information on the default fallback system.

COS uses *IETF language tags* to represent the language and culture of a language:

en	English main language
en-US	English as used in the United States
en-GB	English as used in the Great Britain

en here is the main language code, according to the [ISO 639-1 standard](#)
US and **UK** are culture codes, according to the [ISO-3166-1 alpha-2 standard](#)

Another example:

nl	Dutch main language
fr	French main language
nl-BE	<i>Flemish</i> , Dialect of Dutch as used in Belgium
fr-BE	<i>French</i> , as used in Belgium

2.1 Add languages

By default a Compano application comes with the following languages:

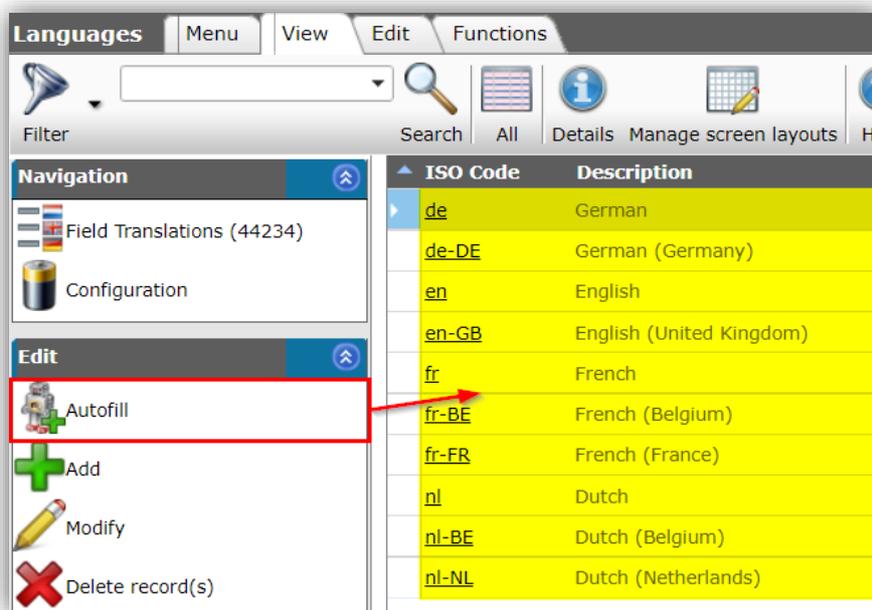
Application type	Default languages	Additional languages
PIM Basis	nl	None
PIM International	nl, en, de, fr	All, incl. culture-specific codes
MDM	nl	None
MDM International	nl, en, de, fr	All, incl. culture-specific codes

Additional languages¹ can be added manually or by using the *Autofill* function.

2.1.1 Auto-fill languages

The languages Dutch, English, German and French and some of their culture-variants can be added with the *Autofill* function:

1. Through the Menu, go to *System > Configuration > Languages*.
2. Under Edit, click on *Autofill*.



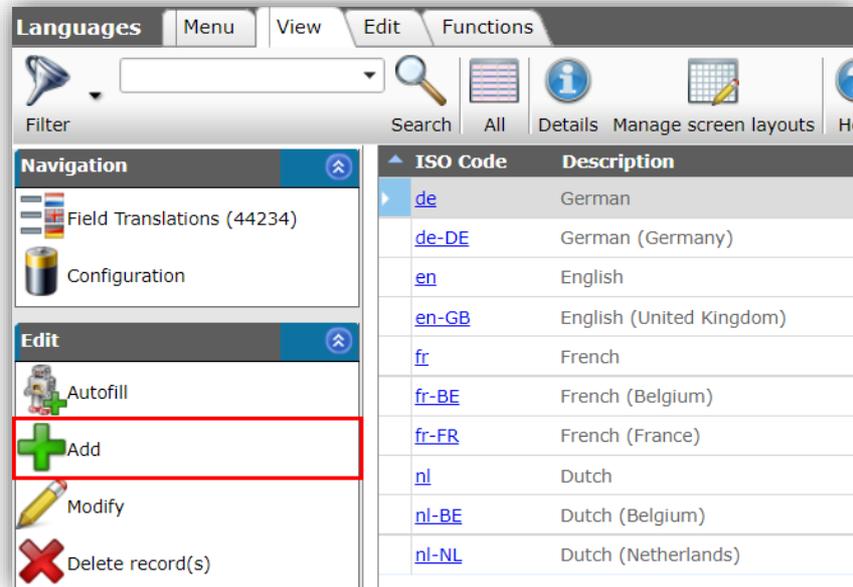
3. The languages **nl**, **de**, **fr** are added in combination with **de-DE**, **en-GB**, **fr-BE**, **fr-FR**, **nl-BE** and **nl-NL**.

¹ Only available with an COS International license.

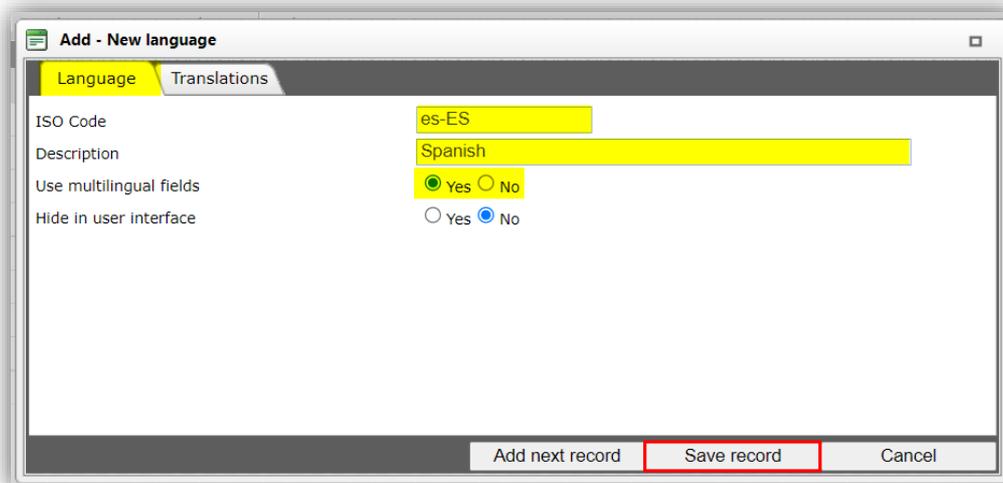
2.1.2 Add individual language

Any (other) language(s) can be added manually:

1. Through the Menu, go to *System > Configuration > Languages*.
2. Under Edit, click on *+Add*.



3. In the pop-up window:



- a. ISO code: Type the language ISO code; either the single language code (**es**) or combined language-culture code (**es-ES**).
 - b. Description: Type a description for the language.
 - c. Use multilingual fields: Set this option to **Yes** to add translation data fields for this language to all translatable fields.
 - d. Hide in user interface: Set this option to **Yes** to hide this language in the user interface.
4. Click on *Save record*.

2.2 Environment language

As of COS version L03, the default environment (database) language is: **en** (English).

This language is set by Compano at first implementation of the application. Depending upon the type of contract/application, the environment can be set to a different language.

To which language the environment (database) is set, can be viewed at *Menu > Help > Info*.



Figure 1. Environment (database) language is set to 'en-GB English (United Kingdom)'

The environment language can also be viewed at *Menu > System > Configuration > Languages*. Look for the checkmark under *Language environment*:



Note: The environment language can only be set/changed by Compano Support.

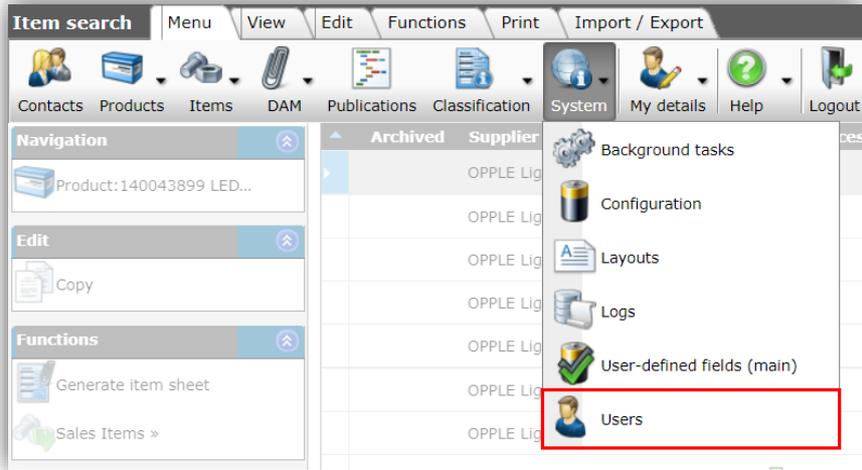
2.3 User-interface language

The user interface language determines the language that is used for button texts, labels, headers, system messages, error messages and in reports.

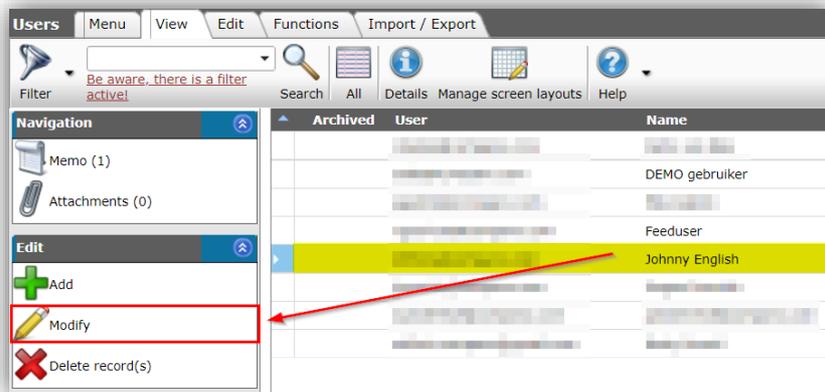
Important: The user interface language also determines which system is used for date format, and decimal and thousands separators.

The user-interface language is set for each User at:

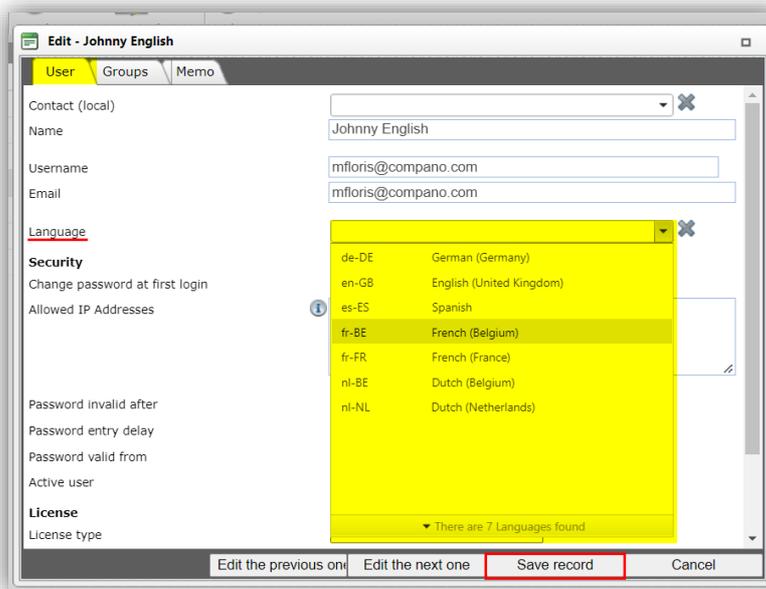
1. Through the Menu, go to *System > Users*:



2. Select the user for which you need to set the user interface language and click on *Modify*.



3. In the pop-up window:



a. Language: Select a user interface language from the drop-down menu.
 4. Click on *Save record*.

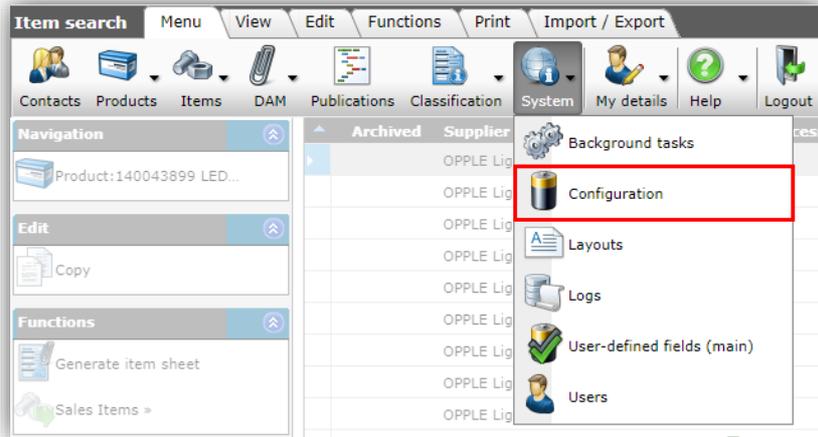
2.4 Multilingual data fields

When adding languages to the application, you also have the option to add translation fields for this language. For instance, when adding German as a language, fields for German translations of Product description, Item description, Series, Type, etc. can be activated.

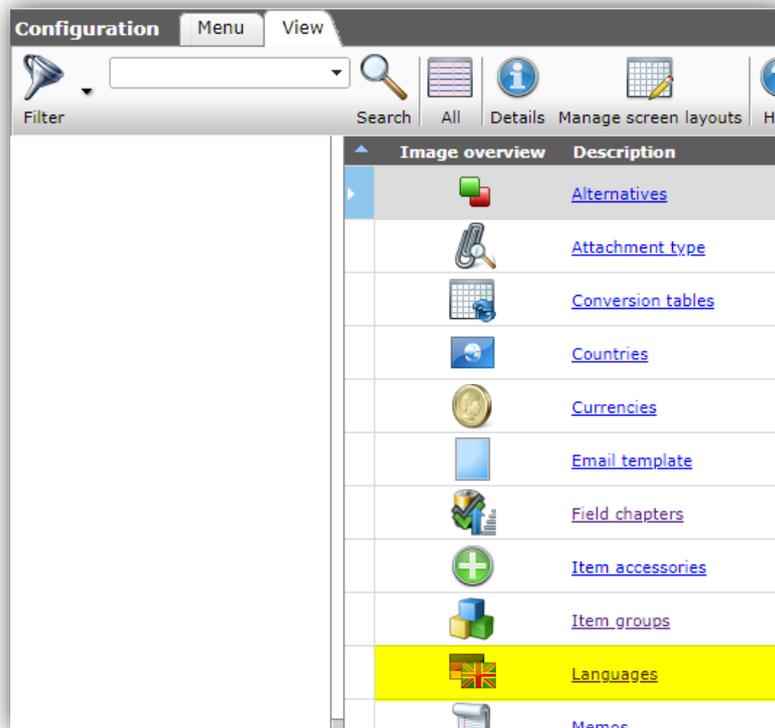
Note: This option is only available with the International upgrade.

To setup multilingual data fields for a language:

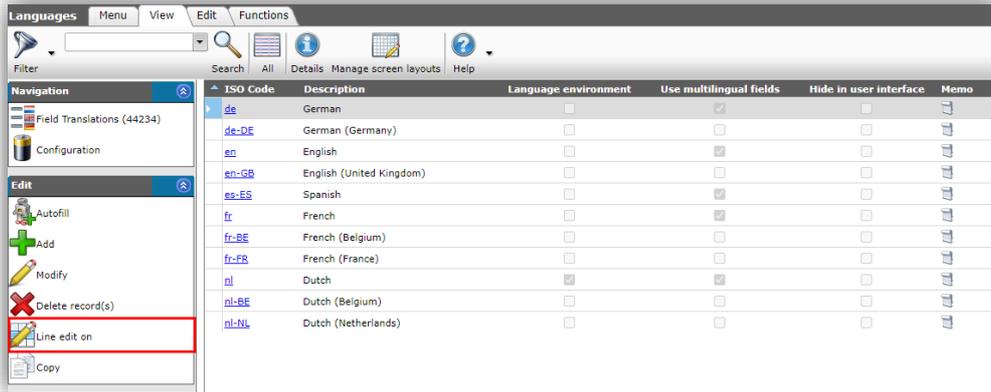
1. Through the Menu, go to *System > Configuration*.



2. In the Overview, click on *Languages*.



3. Click on the *Line edit* button to activate line editing:

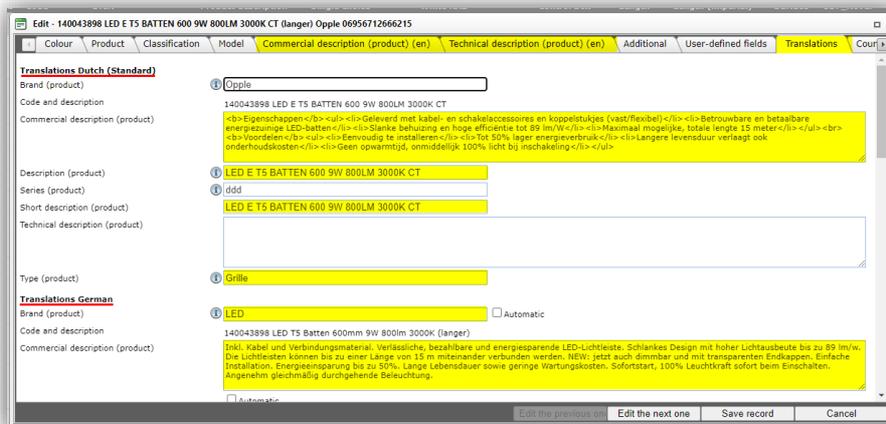


4. In the column *Use multilingual fields*, check any languages for which you want to activate translation fields, for example:

ISO Code	Description	Language environment	Use multilingual fields	Hide in user interface
nl	Dutch	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
de	German	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
fr	French	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
nl-BE	Dutch (Belgium)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
en-GB	English (United Kingdom)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
en	English	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
nl-NL	Dutch (Netherlands)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
fr-BE	French (Belgium)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
de-DE	German (Germany)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Use multilingual fields: Check the tick box to have this language available as a translation field.
- Hide in user interface: Check the tick box to have this language available as an optional language, but *not* as a translation field in the user interface. For example: If you add *Swedish* in this way, you can export data in ETIM Swedish, but in the COS user interface there are *no* translation fields for *Swedish* visible.

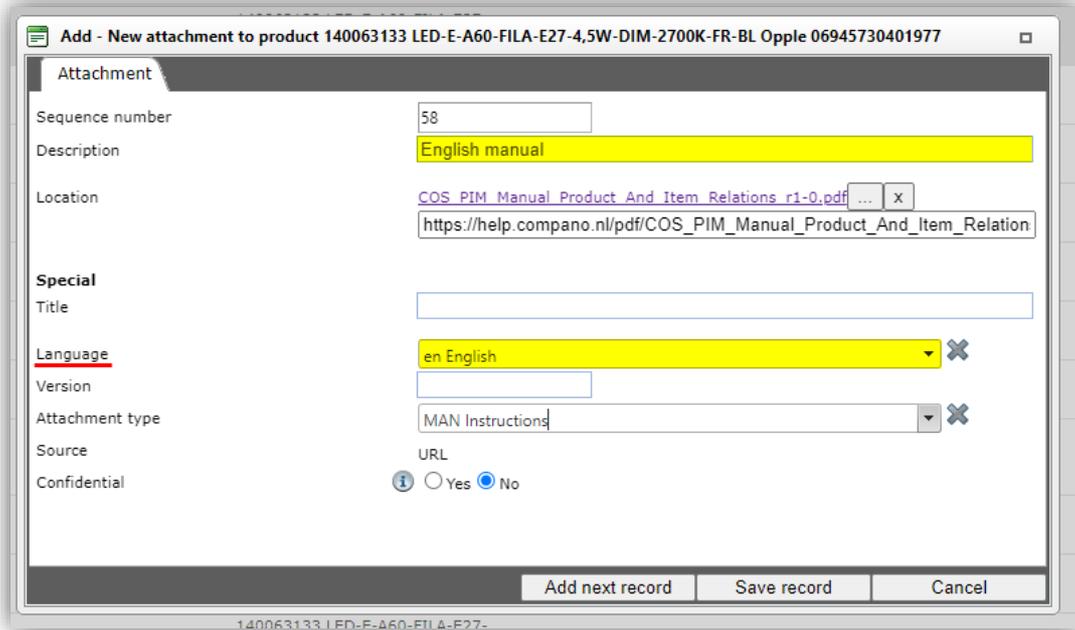
5. For each checked language translations fields are now added² to all entities. You can find these fields on the *Translations* tab, for example: under Product:



² Translation fields are only added for 'translatable' fields, such as Brand, Series, Type, Description, but also for user-defined fields of the type *Text* or with textual values (Single and Multiple choice, etc.).

2.5 Attachment language

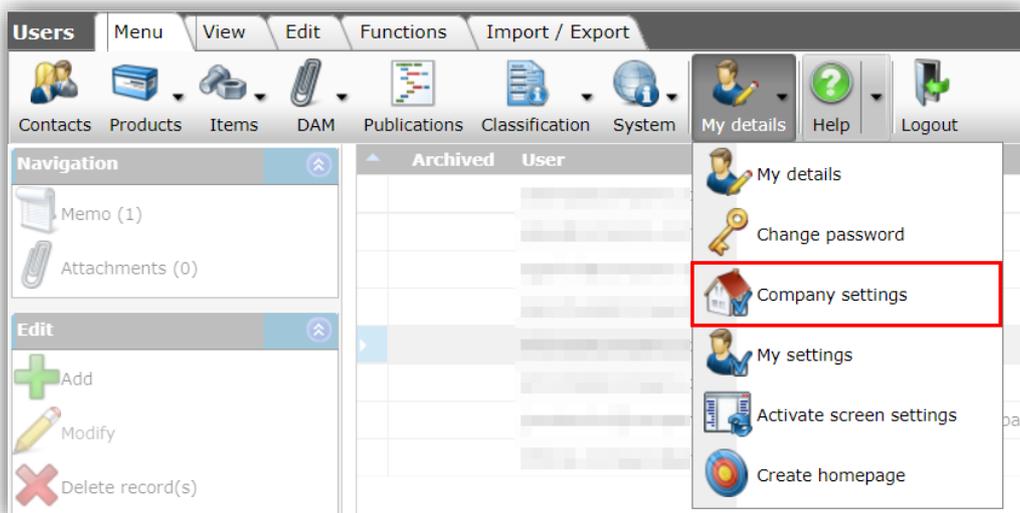
Attachments can be linked to a language. Thus, for instance, different language-specific manuals can be added to a product:



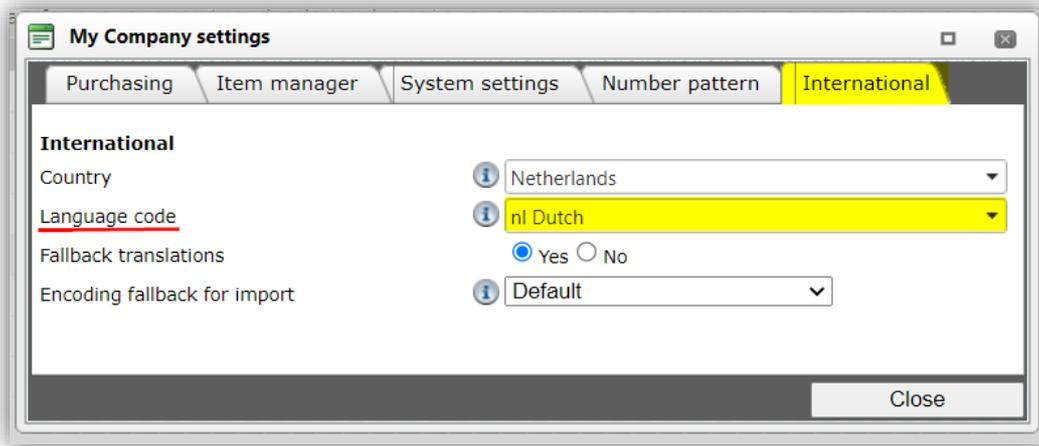
2.6 Document language

The language in which certain documents such as *Offer*, *Invoice*, *Quotation*, *Contract*, *Order* or *Work Order* are generated, can be set at the *Company settings*.

1. Through the Menu, go to *My Details > Company settings*.



2. In the pop-up window, go to the tab *International*.



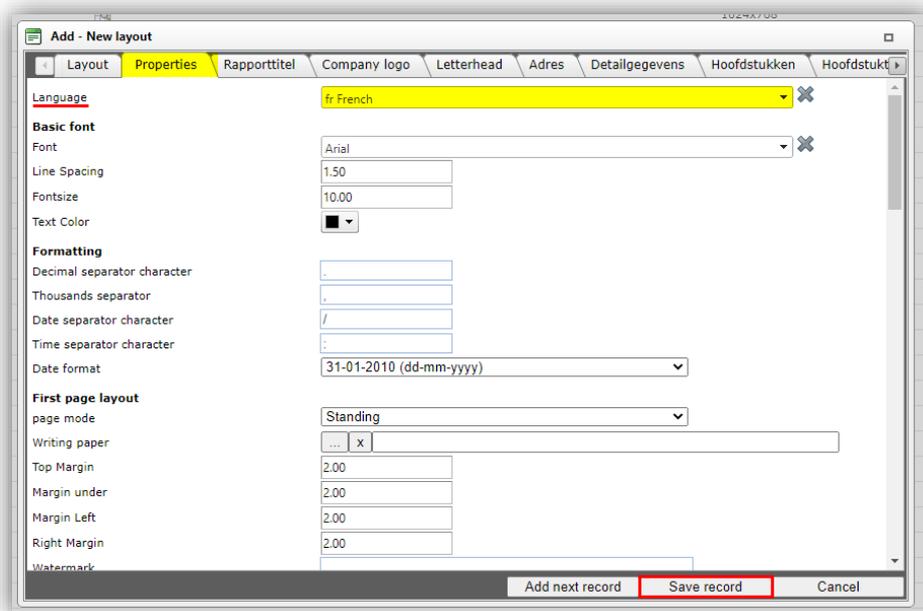
- a. Language code: Select a language from the drop-down menu. Documents will be generated in this language, provided a *report template* for this language is available.
3. Click on *Close* to save the setting.

Important: Report templates in different languages have to be created by the (main) user of the application. Note that when the document language is changed, already generated documents are not automatically re-translated, but have to be updated manually. For more information, see the next paragraph.

2.7 Report template language

If reports in several languages are needed, a report template for each language has to be created. For each a report a language can be set:

1. Through the Menu, go to *System > Layouts*.
2. Under Edit, click on *Add report template*.
3. In the pop-up window:



- a. Language: Select the language for this report.
4. Click on *Save record*.

Note: A report layout template in different languages is convenient for adding custom texts, such as sales conditions, disclaimers, introduction, etc. that are used in every report that is generated based on the template.

Important: This language setting has *no effect* on product or item descriptions, these are retrieved in the language which is set at the *Company settings*, or (overruled by) the language set at the document.

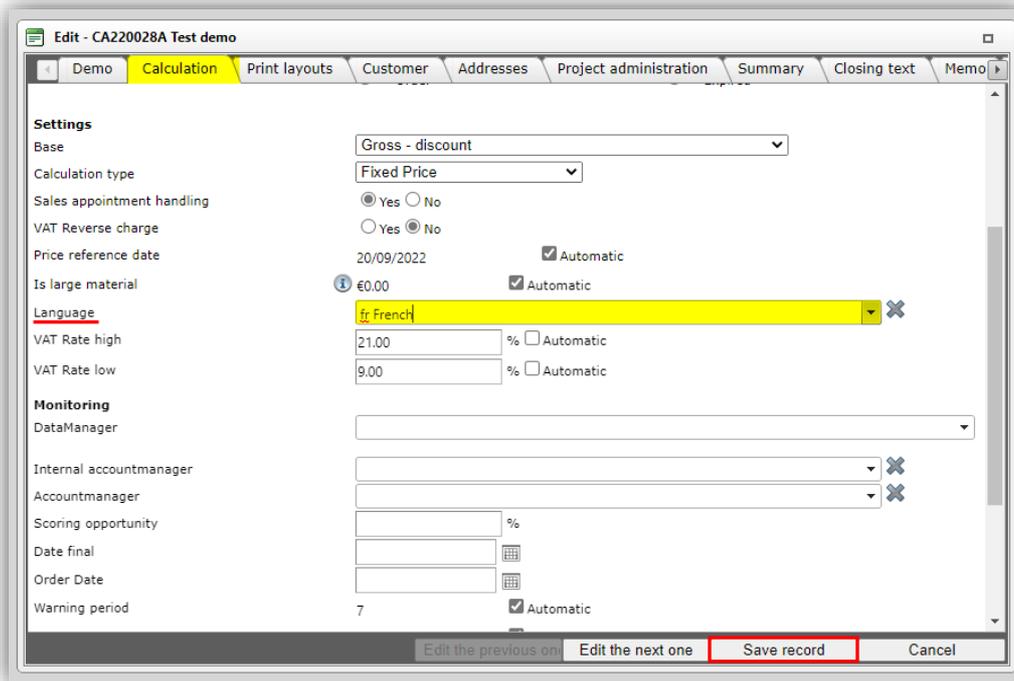
2.7.1 Updating document translations after reset

The default language for a document, for instance a *Calculation*, can be overruled by setting a different language for this document only.

Example

A different language for a particular *Calculation* can be set manually:

1. Through the Menu, go to *Sales > Calculations*.
2. Select the Calculation for which you need to set a different language and under Edit click on *Modify*.
3. In the pop-up window:



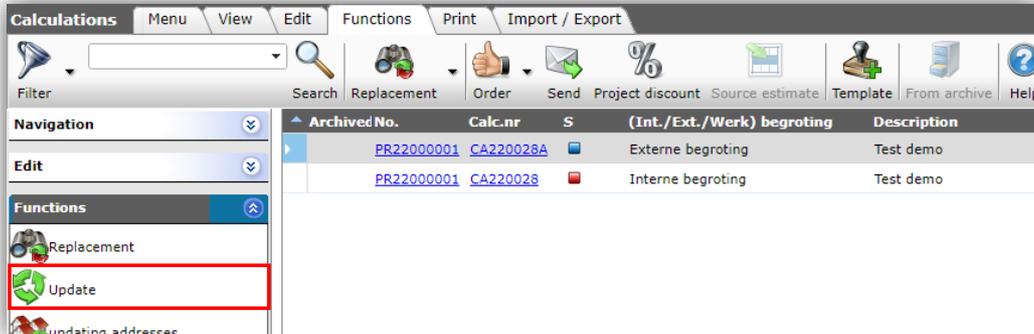
- a. Language: Set a different language for this document (Calculation) only.
4. Click on *Save record*.

Important: When changing the language of the application, texts of for instance *Orders* or *Calculations* are *not updated automatically*. Thus, for instance when changing the language of a Calculation from English to French, translations need to be updated

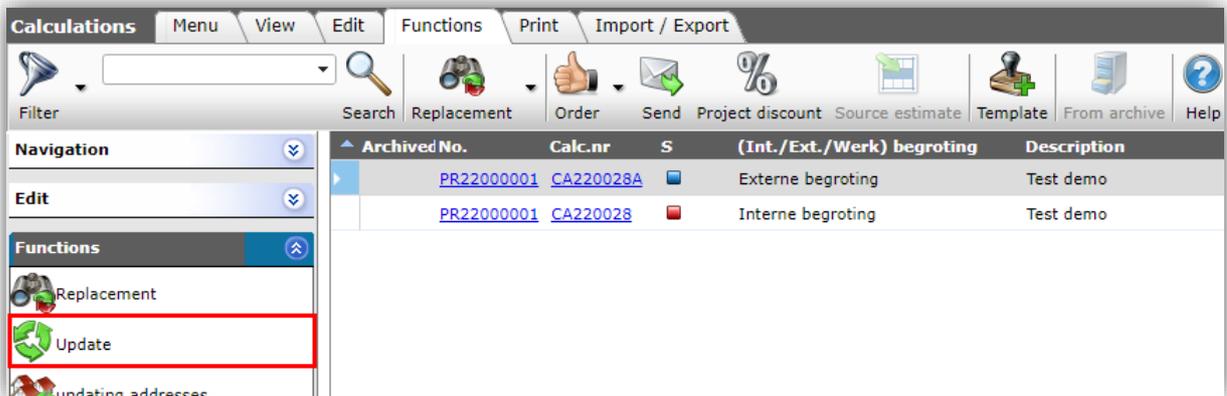
Example

Use the *Update* function to update any texts in the document or entity to the newly applied language:

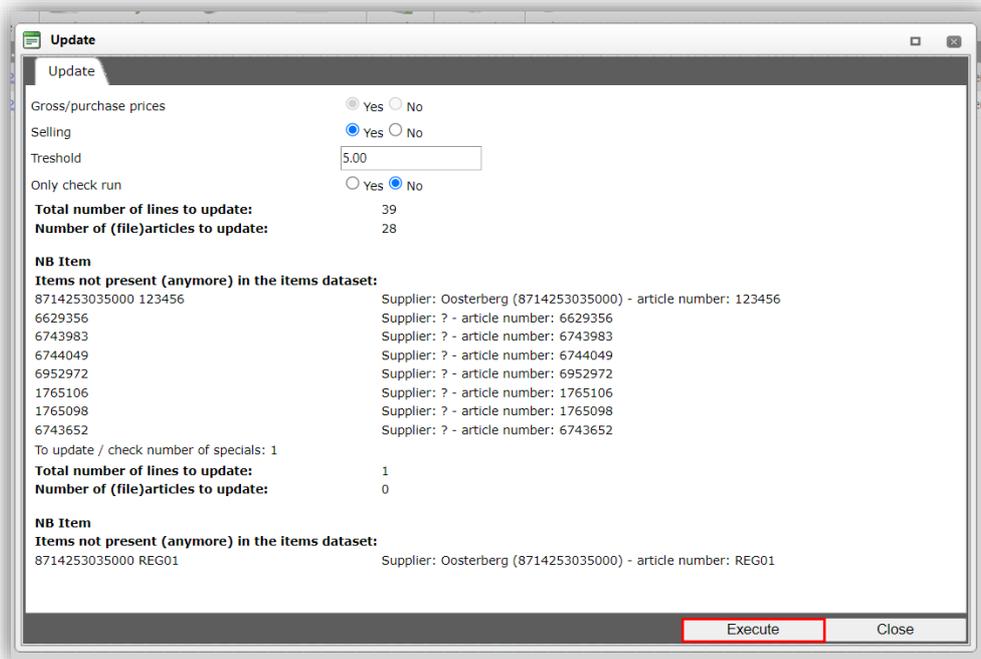
1. Select the Calculation for which you have changed the language.
2. Under Functions, click on *Update*:



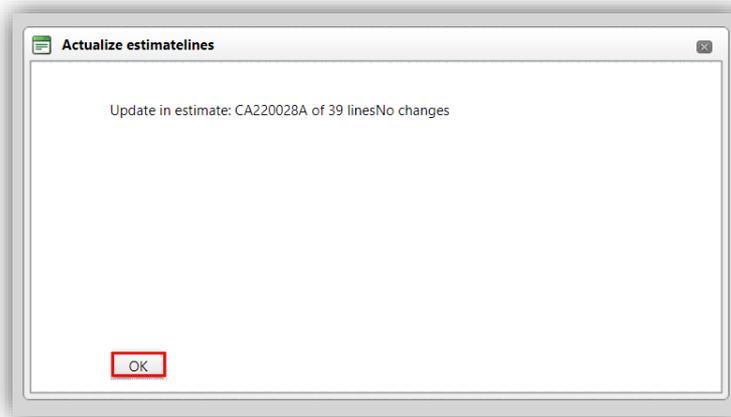
3. In the pop-up window:



4. In the pop-up window, click on *Execute*:

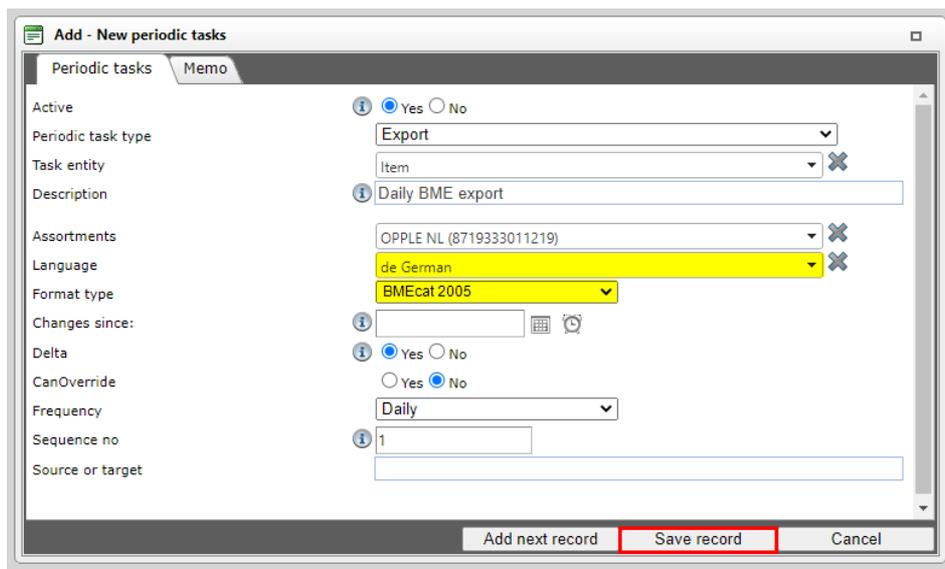


5. Check the feedback and click on *OK*:



2.8 Periodic tasks language

Periodic tasks can also have a language setting. Thus, for instance, a daily BMEcat export can be set to exporting data in German. The language can be set at the *Periodic tasks* settings tab:



2.9 Contact language

When using COS for registering contacts, a preferred contact language can be set for:

- An organization: Set at the *Organization tab*
- Each contact person: set at the *Contact person tab*

Note: When setting a language for an Organization, this language setting will be taken over in any Documents that are generated for this organization. For example, when selecting a Portuguese organization as customer for a quotation, the default language for the quotation document will be set to Portuguese.

2.10 ETIM and multiple languages

ETIM International offers the English language (translation) of Classes, Class Features and Values for free. Any other languages are managed by local ETIM organisation and are either offered as a paid service or for free.

2.10.1 Shared application

For *shared* COS applications, the ETIM Dynamic classification system will be imported weekly. This import includes translations for the following languages: English (**EN**), German (**de-DE**), Dutch (**n1-NL**), Flemish (**n1-BE**), Belgian French (**fr-BE**), Suomi/Finnish (**fi-FI**), Italian (**it-IT**), Norwegian (**no-NO**).

Which translations will be imported, depends on your *language settings*. ETIM languages are offered as a *culture language*, for instance: **de-DE**, which stands for standard German. When only the *main language* code has been activated in COS, these languages are imported as follows:

- Only main language (**de**) present in COS: ETIM language is imported as a *main* language (**de**)
- Both main and culture language (**de** and **de-DE**) present in COS: ETIM language is *only* imported as a *culture* language (**de-DE**)

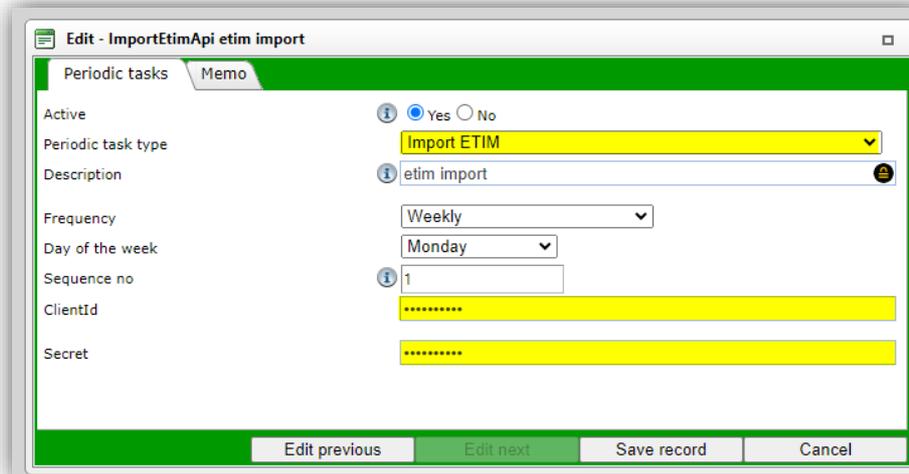
2.10.2 Dedicated application

For a *dedicated* COS application *ETIM Dynamic* translation will have to be added manually or by API-call:

Dutch

The Dutch translations (**n1-NL**) of *ETIM Dynamic* can be imported via automated ETIM Client periodic task. Access to this API is through a paid-for service of Ketenstandaard.nl. More information can be found on the [Ketenstandaard website](#).

Detailed instructions on how to set-up an automated import of the Dutch ETIM Dynamic translations can be found in the [Manual Periodic Tasks](#).



Together with Dutch, the following translation will be imported, if the corresponding language has been activated in COS:

English (**EN**), German (**de-DE**), Flemish (**n1-BE**), Belgian French (**fr-BE**), Suomi/Finnish (**fi-FI**), Italian (**it-IT**), Norwegian (**no-NO**)

Note: Translations in other languages will each need to be downloaded from the ETIM website of the corresponding country. See the next paragraph for instruction on how to import such an ETIM language file.

2.10.3 Import ETIM language file

For translations of ETIM in other languages, you will need to download a translation file (usually in the IXF-format) from the *ETIM website of the corresponding country*.

Note: Some translation files are freely available, however for some countries you will have to apply for ETIM membership to be able to download the required files. Please see the instructions per country below.

French

You need to apply for membership of ETIM France.

<https://www.etim-france.fr/>

Spanish

You need to apply for membership of ETIM Spain.

<https://www.etim-spain.es>



Portuguese

You need to apply for membership of ETIM Portugal.

<https://www.etimportugal.pt/>

Danish

You need to apply for membership of ETIM Denmark.

<https://www.veltek.dk/om-veltek/etim-danmark/>

Swedish

You need to apply for membership of ETIM Sweden.

<https://www.etim.se>

Polish

You need to apply for membership of ETIM Poland.

<https://etim.org.pl>

2.10.4 Import ETIM [version] language file

For *other ETIM-versions*, for instance ETIM 8, separate translation files (IXF-format) are available from the Ketenstandaard website.

ETIM 8.0 productclassificatiemodel - Engels en Nederlands - IXF 3.0

 DOWNLOAD

ETIM productclassificatiemodel (zonder ETIM Modelling Classes). Onderdelen: alle sectoren Talen: Engels en Nederlands. Bestandsformaat: XML (IXF 3.0). Informatie over dit bestandsformaat is ook te downloaden op deze site.

3 Add/edit translations

Translation fields can be filled out:

- Manually
- By Import
- By Update

3.1 Reference fields

Important: In COS-applications with a multilingual license, all translatable fields are *reference fields*. These fields 'contain' the value of their language-specific counterpart. Which language-specific value is shown in the interface, depends on the user-interface language.

Example

If a user has English set as his user-interface language, all default translatable fields will show the value of the English translations of those fields. If the user switches to German as his user-interface language, the default fields will show the German translations:

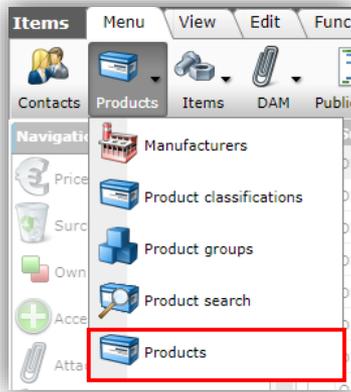
Default translatable field	User-interface language	
	English (en)	German (de)
<i>Series</i>	<i>Series (en)</i>	<i>Series (de)</i>
<i>Type</i>	<i>Type (en)</i>	<i>Type (de)</i>

Warning: Thus, to update the value of a translatable field, *you have to be careful* to update the correct language-specific field. Note that by updating the default field, in reality you will be updating the language-specific field that it currently refers to!

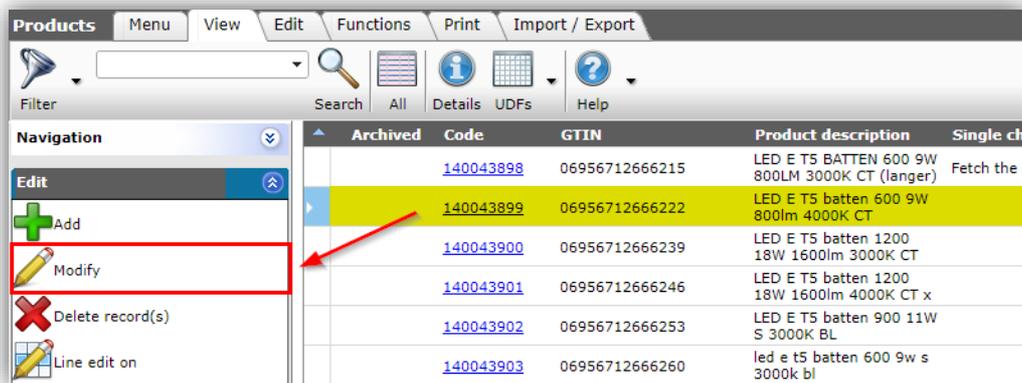
3.2 Add translations manually

To manually add translations:

1. Through the Menu, go to the entity where you need to add translations, for instance Products:



2. Select a product and, under Edit, click on *Modify*.



3. In the pop-up window, go to the *Translations* tab:

LED E T5 batten 900 11W

- a. Translatable fields: Edit any of the translatable fields.
 - b. Automatic³: By checking this tick box, the translation will automatically *fallback* according to the default COS fallback mechanism, see [4 TRANSLATION FALLBACK SYSTEM \(DEFAULT\)](#).
4. Click on *Save record*.

3.3 Import translations

Translations are best filled out using either a regular import or an update import.

When using the Import function, make sure to only use the language-specific translation fields on your import- and screen layouts. Do not use the default translatable (reference) fields as this will easily lead to errors.

More information on importing data can be found in the Manual Universal Import/Export, which is available on the Compano [Help website](#).

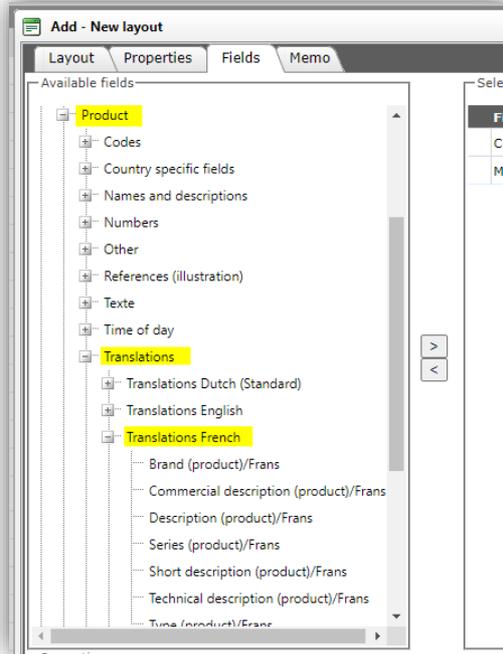
3.3.1 Prepare layout[s]

When preparing layouts, either an Import or Screen layout, the correct language-specific fields can be found in the field selector under:

- **By category**
 - **Entity (such as Product, Item)**
 - **Translations**

³ Manually setting the Automatic tick box can result in some unexpected behaviour: Checking a tick box next to a filled out field, will have that field fallback and possibly show a different language. When unchecking the tick box again, the field will still show the fallback text, so if you did *not* want to change content of the field be careful *not* to save the record!

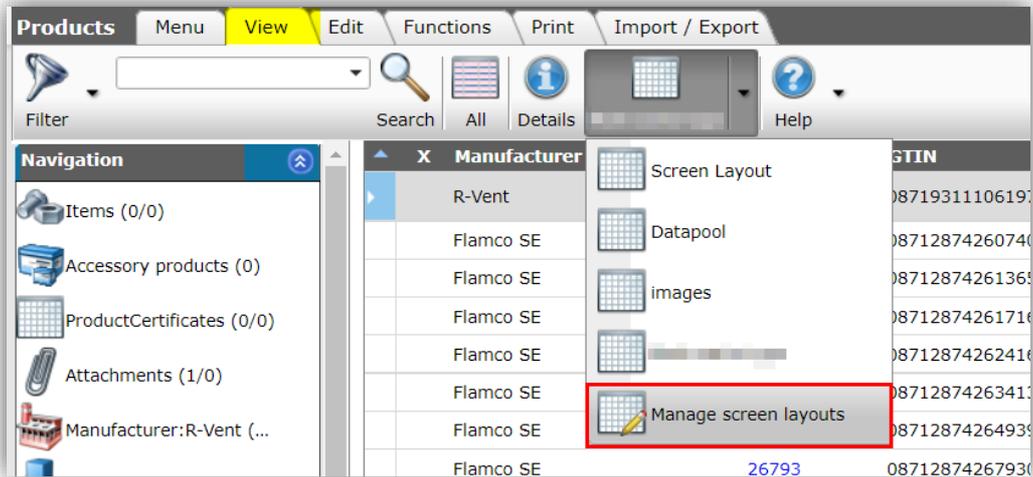
- Translations [language]



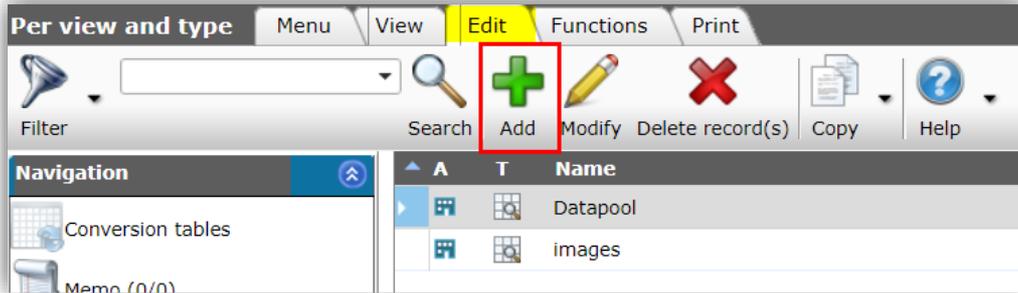
Example

Suppose you need to translate the fields *Series* and *Type* on the entity *Product* and the language of your user interface is *English (en)*. In this case the fields *Series* and *Type* refer to *Series (en)* and *Type (en)*. Make sure to use these two language-specific fields on your screen layout:

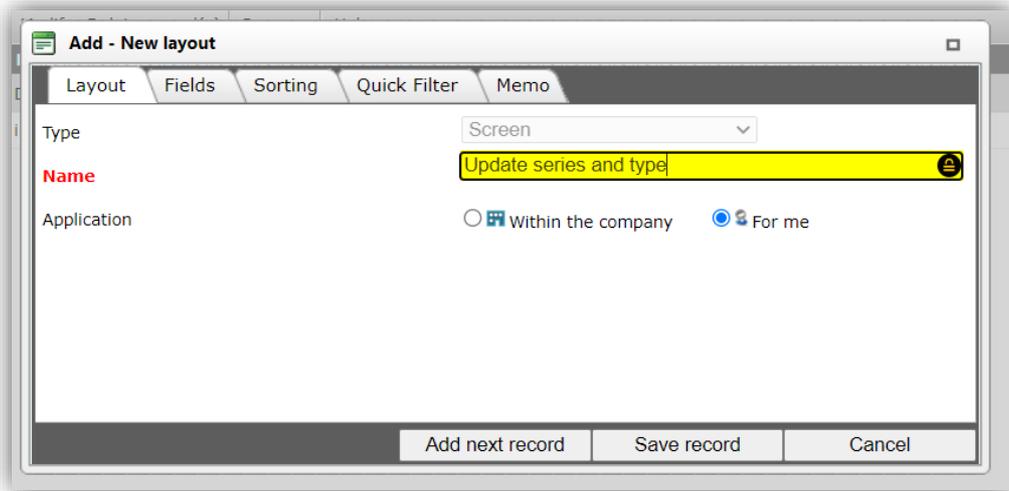
1. Through the Menu, go to *Products > Products*.
2. On the Products overview, go to the *View* tab and click on *Manage screen layouts*.



3. Under Edit, click on *+Add* to create a new screen layout:

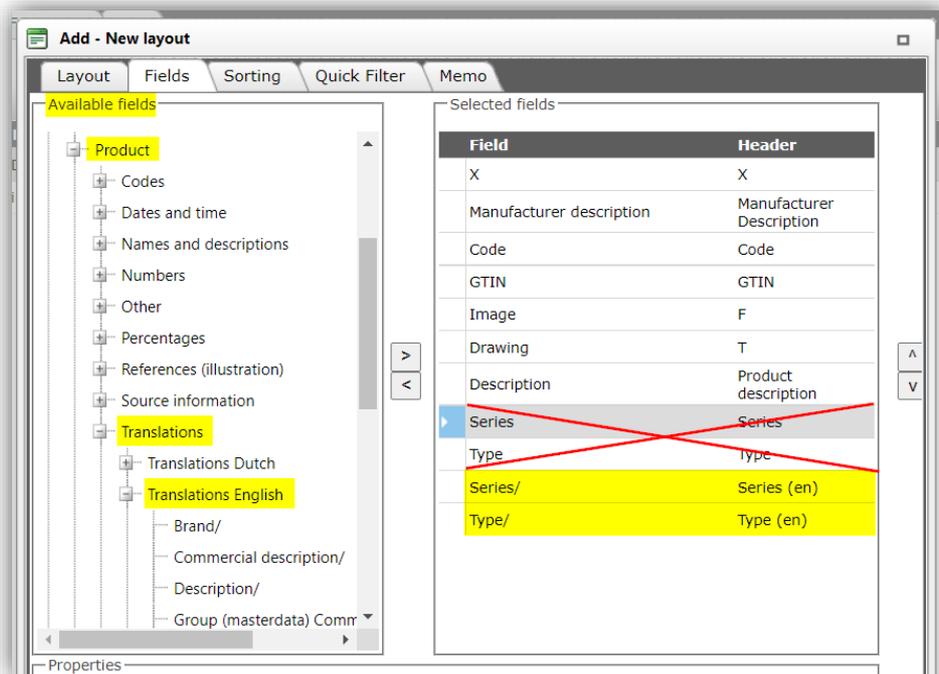


4. On the *Layout* tab, name your layout:



5. Next, on the Fields tab, add the Translation fields.

Note: Translation fields can be found under *Available fields > By category > Product > Translations > Translations English*:



Reminder: The *default* fields *Series* and *Type* (crossed-out) *cannot* be updated as they take their content from the language-specific fields of your user interface, in this example their English (*en*) counterparts.

6. Apply the screen layout.

After exporting the product data, the resultant *ExcelForImport*-file will clearly show the difference between the non-editable default data fields (greyed-out) and the editable language-specific data fields (black):

Series	Type	Series (en)	Type (en)
Contraflex [3bar 2-80ltr]	TEST	Contraflex [3bar 2-80ltr]	TEST
Contraflex [3bar 2-80ltr]	TEST	Contraflex [3bar 2-80ltr]	TEST
Contraflex [3bar 2-80ltr]	TEST	Contraflex [3bar 2-80ltr]	TEST
Contraflex [3bar 2-80ltr]	TEST	Contraflex [3bar 2-80ltr]	TEST
Contraflex [6bar 2-80ltr]	TEST	Contraflex [6bar 2-80ltr]	TEST
Contraflex [6bar 2-80ltr]	TEST	Contraflex [6bar 2-80ltr]	TEST
Separation	SideFlow Clean 5L	Separation	SideFlow Clean 5L
Separation	SideFlow Clean 5L Filterbag	Separation	SideFlow Clean 5L Filterbag
Separation	SideFlow Clean 5L Filterbag	Separation	SideFlow Clean 5L Filterbag
Separation	SideFlow Clean 5L Filterbag	Separation	SideFlow Clean 5L Filterbag
Separation	SideFlow Clean 5L C-Spanner	Separation	SideFlow Clean 5L C-Spanner
Separation	SideFlow Clean 3,5L	Separation	SideFlow Clean 3,5L
Separation	SideFlow Clean 3.5L Filterbag	Separation	SideFlow Clean 3.5L Filterbag
Separation	SideFlow Clean 3.5L Filterbag	Separation	SideFlow Clean 3.5L Filterbag
Separation	SideFlow Clean 3.5L Filterbag	Separation	SideFlow Clean 3.5L Filterbag
Separation	SideFlow Clean 3.5L C-Spanner	Separation	SideFlow Clean 3.5L C-Spanner

3.3.2 Concatenate texts

All texts that are imported into a data field on an a single import will be concatenated into a single text.

Example

When you add multiple description texts in different columns in your import file and import all these values into the data field *Product description* during the import, the different texts will be concatenated into a single text value.

Please note that the texts are not automatically separated by a space-character; you will need to specify this space as a separate import value:

Example Excel import file:

Column A	Column B	Column C
This is a	[space]	Concatenated text.

The resulting value for the *Product Description* field after import will be:

This is a concatenated text.

3.3.3 Import values

To import translation texts:

1. Prepare the import file (either Excel, CSV or Unicode).
2. Prepare the import layout⁴.
3. Use the Import function to import the import file.

More information in importing data can be found in the Manual Universal Import/Export, which is available on the Compano [Help website](#).

3.4 Update translations

Translations can also be updated (or entered) using the *ExcelForImport* method.

1. Prepare the screen layout⁵.
2. Export the data to an ExcelForImport file.
3. Edit the ExcelForImport file to add or change any translations.
4. Use the Import function to import the ExcelForImport file.

More information in updating data can be found in the Manual Universal Import/Export, which is available on the Compano [Help website](#).

4 Translation Fallback System [default]

When no translation is available for a certain data field, it can fall back on a different language or culture language.

Note: The default Translation Fallback System can be replaced by a different system where each fallback can be set manually and which thus allows much more control over the fallback of translation. For a detailed explanation, see chapter [5 FIELDS FALLBACK SYSTEM](#).

The fallback of translations is regulated by two types of settings:

- General fallback setting: Determines whether translations will fall back at all or not.
- Translation field fallback setting: Determines whether an individual translation field will fallback or not.

Important: If the fallback settings and filling out of translations is not properly managed, data fields may appear to be filled out, but export an 'empty' value.

4.1 Translation fallback order

Translation will fall back according to this order:

Culture language
Main language
Environment language

Example

⁴ Note: Make sure to use the correct language-specific data fields as explained in chapter 3.

⁵ Note: Make sure to use the correct language-specific data fields as explained in chapter 3.

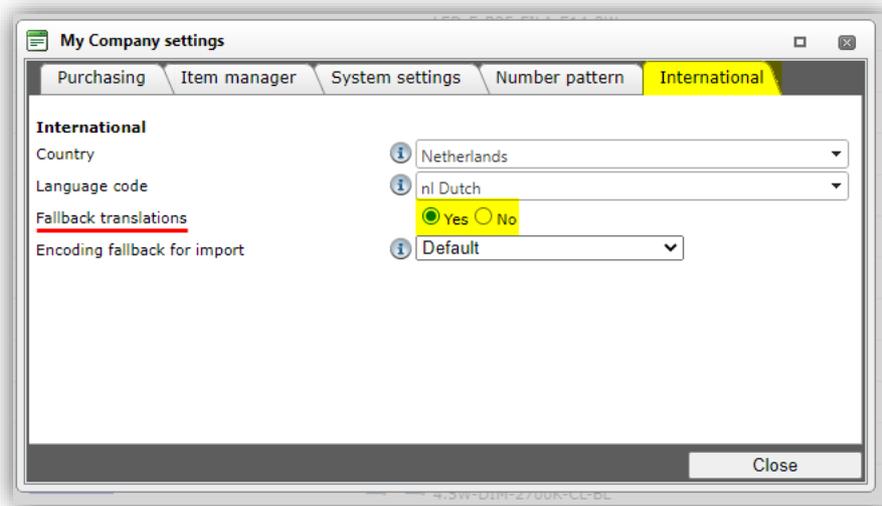
en nl nl-BE

If the **nl-BE** *culture language* field is not filled out, the translation will fallback to the **nl** *main language*. If the main language is also not filled out, the translation will fallback to the **en** *environment language*.

4.2 General fallback setting

The general fallback of translations can be set at the Company settings:

1. Through the Menu, go to *My Details > Company settings*.
2. In the pop-up window:

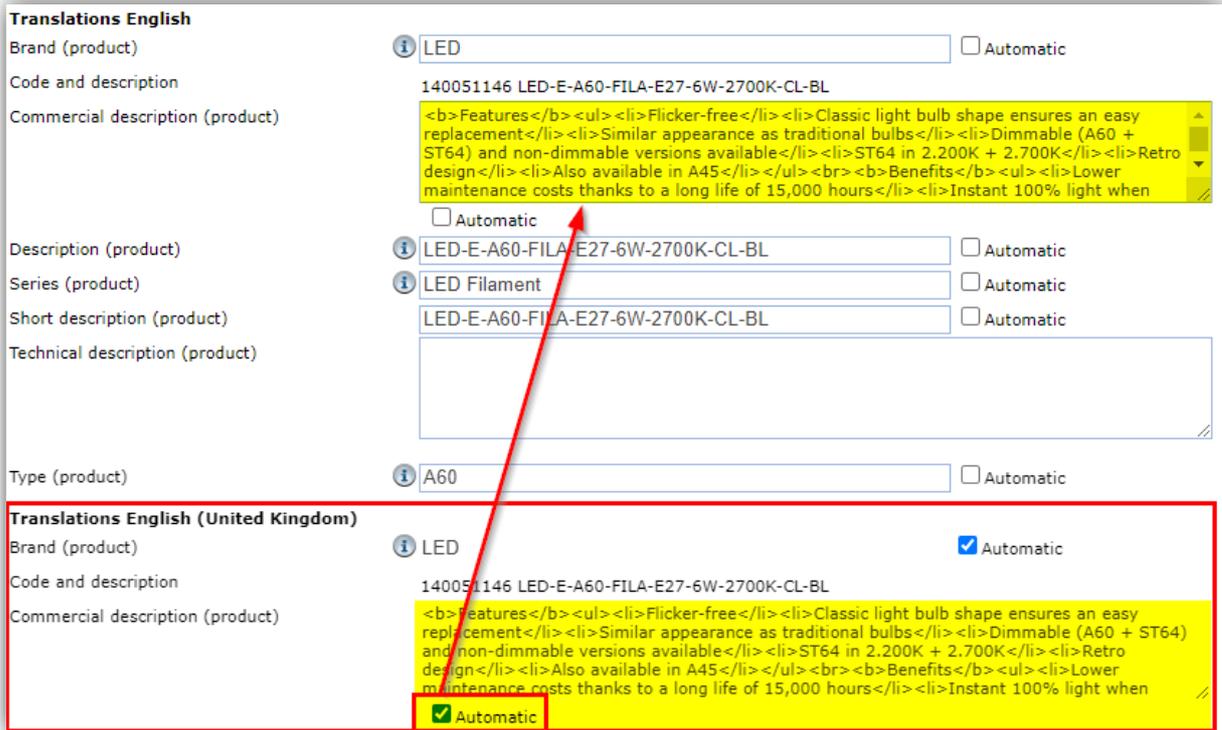


International tab

- a. Fallback translations: Set this option to **Yes** for translation to fallback from culture to main language to environment language. Set to **No** to prevent translations from falling back, note that no translations might be available for records with empty translation data fields.
3. Click on *Close*.

4.3 Translation field fallback setting

The fallback of translations can also be set at for *individual translation field* with the *Automatic* checkmark:



Translations English

Brand (product) Automatic

Code and description 140051146 LED-E-A60-FILA-E27-6W-2700K-CL-BL

Commercial description (product) **FeaturesFlicker-freeClassic light bulb shape ensures an easy replacementSimilar appearance as traditional bulbsDimmable (A60 + ST64) and non-dimmable versions availableST64 in 2.200K + 2.700KRetro designAlso available in A45
BenefitsLower maintenance costs thanks to a long life of 15,000 hoursInstant 100% light when**

Description (product) Automatic

Series (product) Automatic

Short description (product) Automatic

Technical description (product)

Type (product) Automatic

Translations English (United Kingdom)

Brand (product) Automatic

Code and description 140051146 LED-E-A60-FILA-E27-6W-2700K-CL-BL

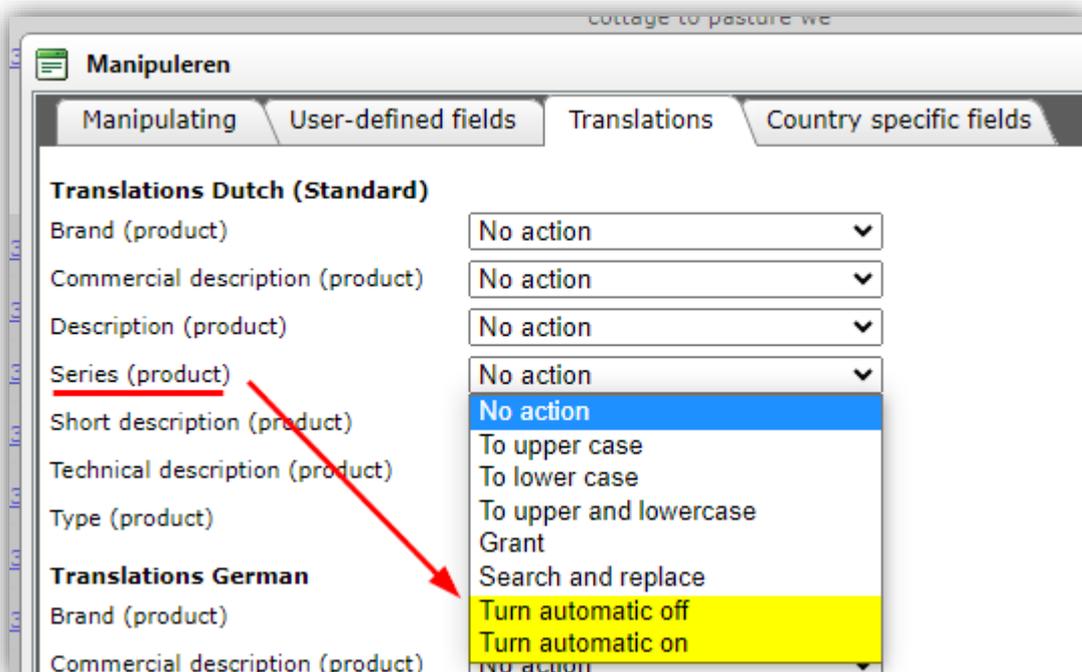
Commercial description (product) **FeaturesFlicker-freeClassic light bulb shape ensures an easy replacementSimilar appearance as traditional bulbsDimmable (A60 + ST64) and non-dimmable versions availableST64 in 2.200K + 2.700KRetro designAlso available in A45
BenefitsLower maintenance costs thanks to a long life of 15,000 hoursInstant 100% light when**

Automatic

Figure 2. By checking the Automatic tickbox, the 'en-UK' translation falls back to the 'en' text.

4.3.1 Manipulating automatic fallback

For all translatable fields the option *Turn automatic on/off* has been added to the *Manipulation* function. This way the tick box *Automatic* next to translatable field can be switched on or off through manipulation:



Manipuleren

Manipulating | User-defined fields | Translations | Country specific fields

Translations Dutch (Standard)

Brand (product) No action

Commercial description (product) No action

Description (product) No action

Series (product) No action

Short description (product) No action

Technical description (product) To upper case

Type (product) To lower case

To upper and lowercase

Grant

Translations German

Brand (product) Turn automatic off

Commercial description (product) Turn automatic on

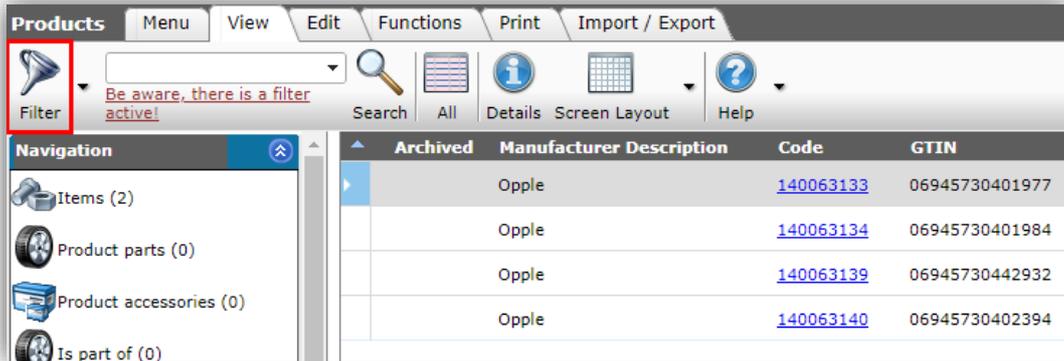
Example

Series and *Type* are often language-independent and thus benefit from automatically inheriting their value from the default language field.

4.3.2 Checking automatic fallback

To easily check if data fields or a record are set to Automatic fallback of translations, a filter can be set, for instance:

1. Through the Menu, go to *Products > Products* and click on Filter:



2. Go to the *Translations* tab and set the filter for any data field to *Automatic*.

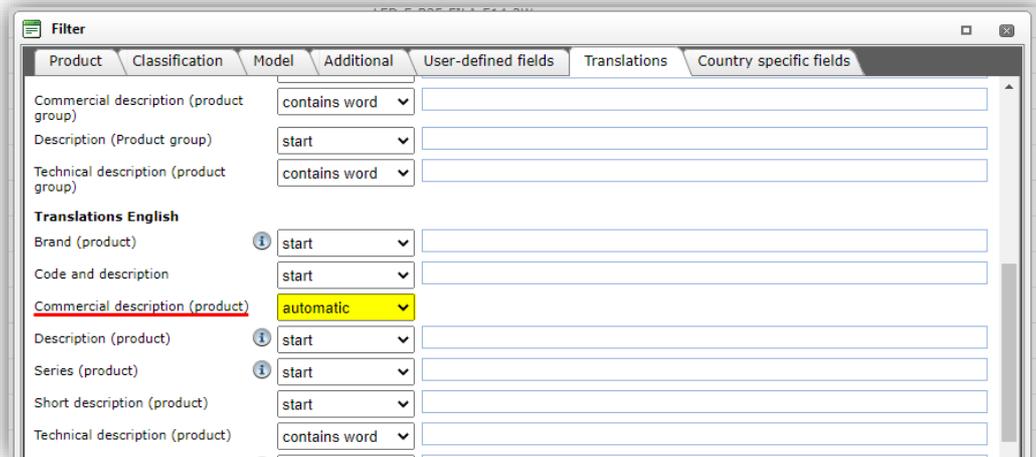
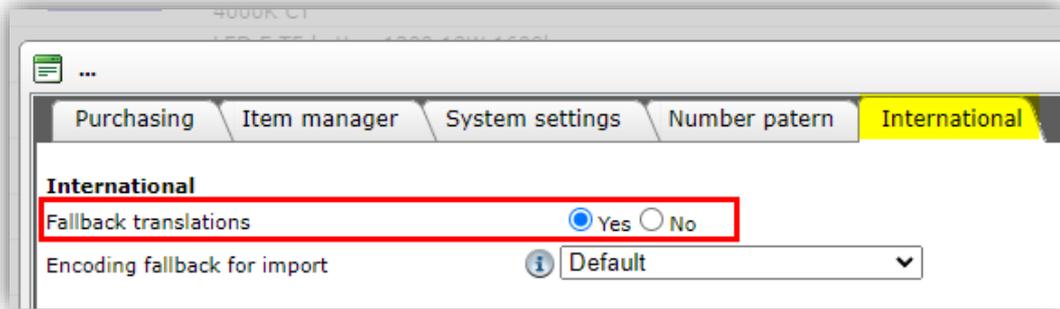


Figure 3. Filter all records where the Commercial description is set to Automatic.

3. Click on *Apply*.

4.4 Fallback in JSON feeds

The fallback of translations in feed is dependent on the central fallback setting at *My Details > Compano Settings > tab International*.



When set to **Yes**, translatable fields in the feed will follow the standard fallback scheme; when set to **No**, translatable fields in the feed will not fallback.

More information on exporting languages in JSON, can be found in the *Manual JSON Feeds*, which is available on the Compano [Help website](#).

5 Fields Fallback System

COS already contained a default *Translations Fallback System* where fallback of language-specific text data fields was handled according to a hard-coded setup. Thus, for instance, **nl-BE** (Flemish) could fall back on the main language **nl**, and ultimately to the system-wide standard language (usually **en**). However, this system did not provide for desired fallback of, for example **en-US** to **en-GB**, or set a fallback of **Short Description (product)** to **Long Description (product)**, or even **Description (Product group)**.

The *Fields Fallback System* now provides for setting multiple, consecutive fallbacks to any string-type data field.

This system is much more flexible and will also allow for such setups as:

- Only filling out product descriptions and let fallback handle item descriptions, as in most cases both descriptions are exactly the same.
- Set a fallback for Commercial descriptions to a general Product group description and only deviate for products that need an additional or different commercial text.

A Fields Fallback System has been added to the application, which can be switched on by disabling the default fallback system. A new Configuration overview allows for setting detailed fallbacks for the text data fields of the entities *Product*, *Product group*, *Item* and *Item group*.

Data fields for fallback can be added at will for any of the above mentioned entities and can also be archived or removed. The configuration is cached for performance reasons.

5.1 User rights

The overview Fields Fallback (Configuration) is under a new user right; therefore, that right must be set for any users that need access to this view. If this right is not set, only the administrator will have access to this overview.

5.2 Restrictions

Some restriction apply to the new Fields Fallback system:

- Texts are truncated to the *maximum length* of the target field; for instance, *Product descriptions* (max 256 characters) will be truncated to 70 characters when a fallback is set to the *Product short description* field.
- The fallback of *Deep links* is hard-coded: First the deep link of the item is determined, if this is empty then the deep link will fall back to the deep link of the product.
- Fields fallback is *not recursive*. Thus, a data field will *only* fall back to the value of the data field(s) to which it is set. If this data field itself is empty and falls back to another data field, this second fall back will *not* activate.
- When changing any fallback settings, the *Activate function* must be used, before any changes will become active, as the fallback definition is cached to optimize performance.

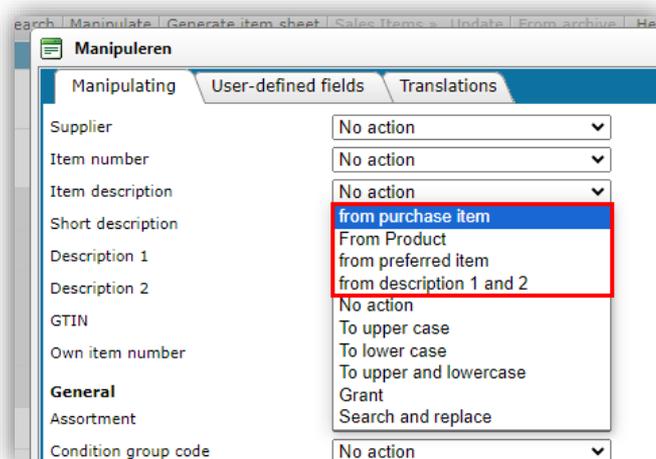
5.3 Changes

The following fields had a *hard-coded fallback* to *Purchase Item*, however this fallback has been removed in favour of the new Fields Fallback system:

- Commercial description (item)
- Technical description (item)

In addition, for a number of language-based fields, the following *Manipulation options* have been removed:

- From purchase item
- From product
- From preferred item
- From description 1 and 2



5.4 Configuration

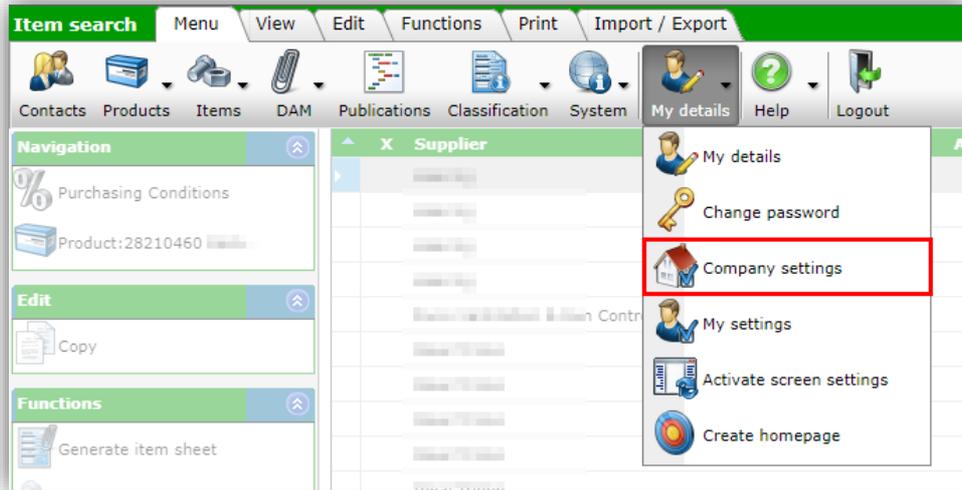
Before the Fields Fallback system can be used, the following actions need to be performed:

- Deactivate the default *Translations Fallback System*
- Add data fields for fallback

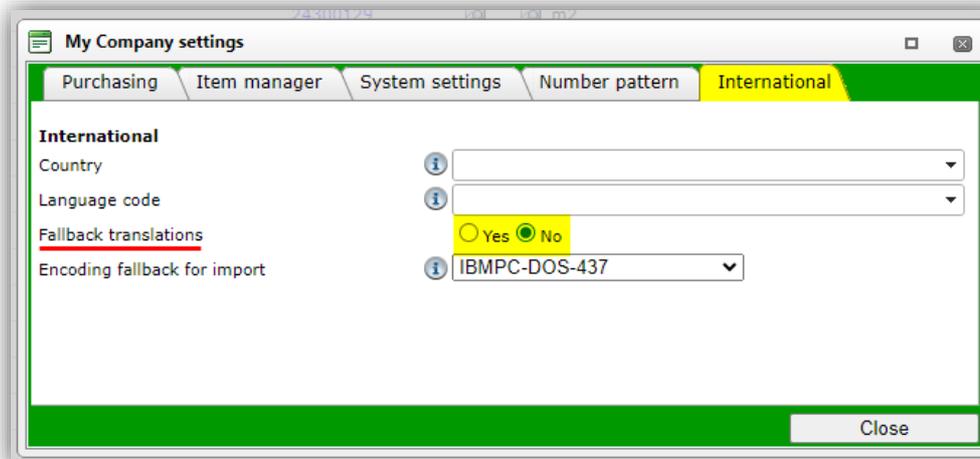
5.4.1 Deactivate Fields fallback system

By default an International COS application makes use of a *Translation fallback system*. However, to use the alternative *Fields Fallback system*, Translation fallback first needs to be disabled:

1. Through the Menu, go to *My details > Compano settings*:



2. In the pop-window, on the *International* tab:



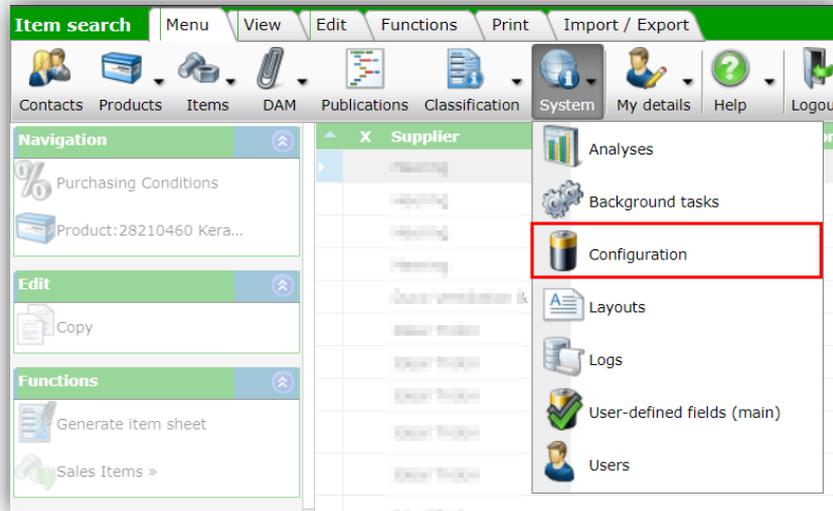
- a. Fallback translations: Set this option to: **No**
3. *Close* the window.

***Important:** The Fields fallback system can also be used to set fallback of translations, however unlike the default Translation fallback system, with Field Fallback all translation fallbacks have to be set manually.*

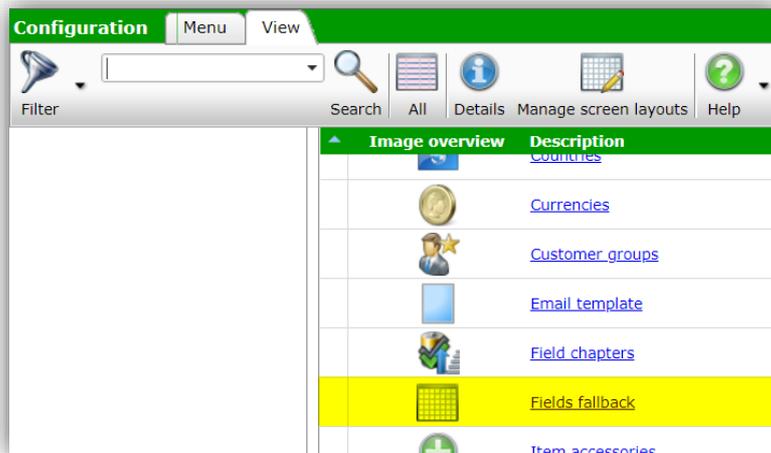
5.4.2 Add data fields for fallback

Next, the data fields for which you want to set the fallback need to be added:

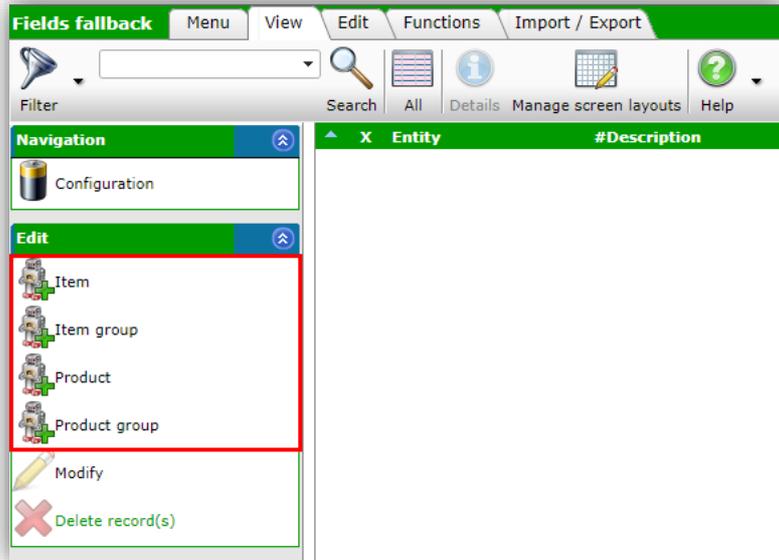
1. Through the Menu, go to *System > Configuration*.



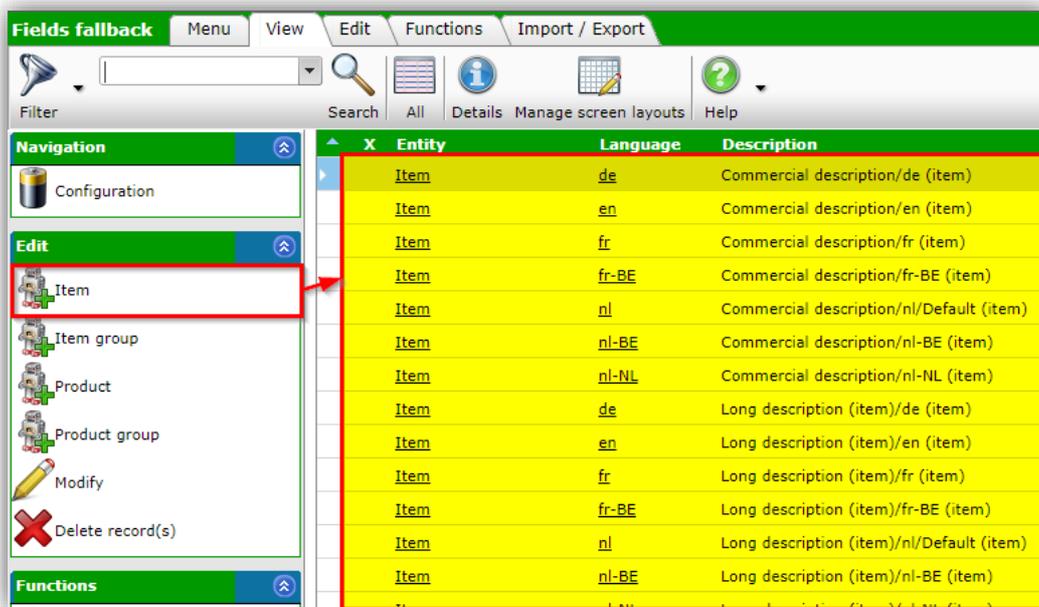
2. On the Configuration overview, click on the *Fields Fallback* link:



3. On the next screen, under Edit, add the fields of one or more entities for which you need to set a fallback:



4. For example, for Item the following data fields will become available for fallback:



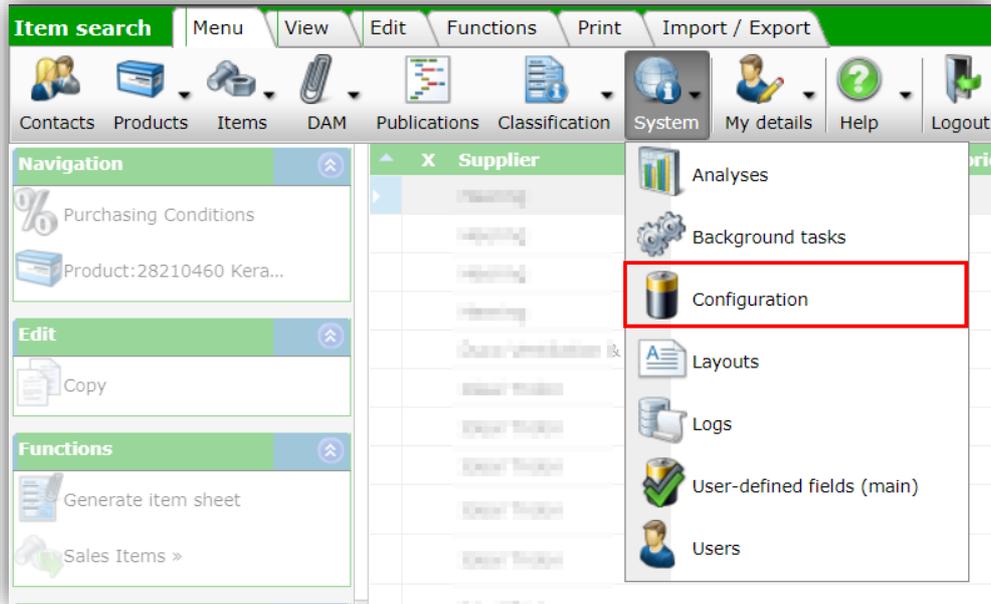
5. Under Functions, click on *Activate* to activate the new fallback settings for these fields.

For each of the added data fields, the fallback can now be set; see the next paragraph.

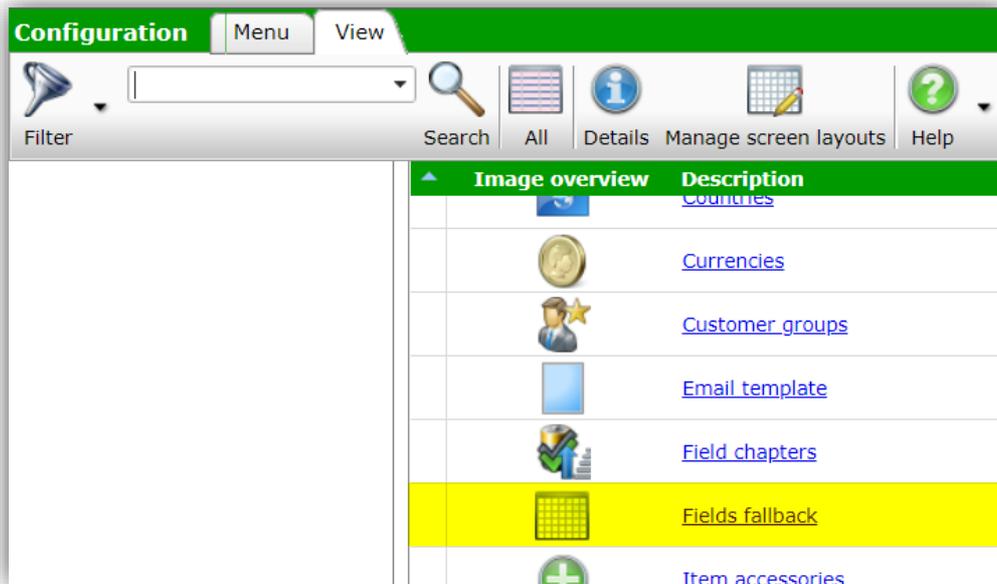
5.5 Set fallback of data fields

To set the fallback of an individual data field:

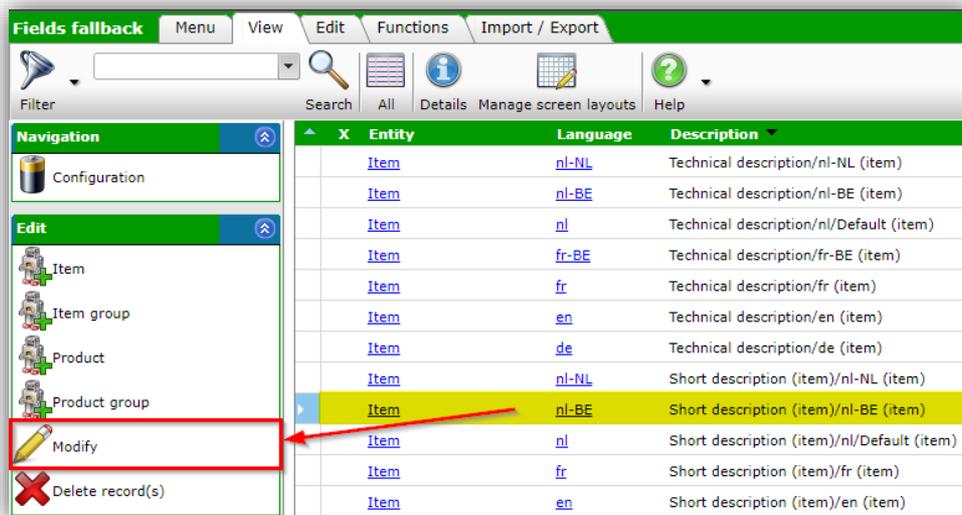
1. Through the Menu, go to *System > Configuration*.



2. On the Configuration overview, click on the *Fields Fallback* link:

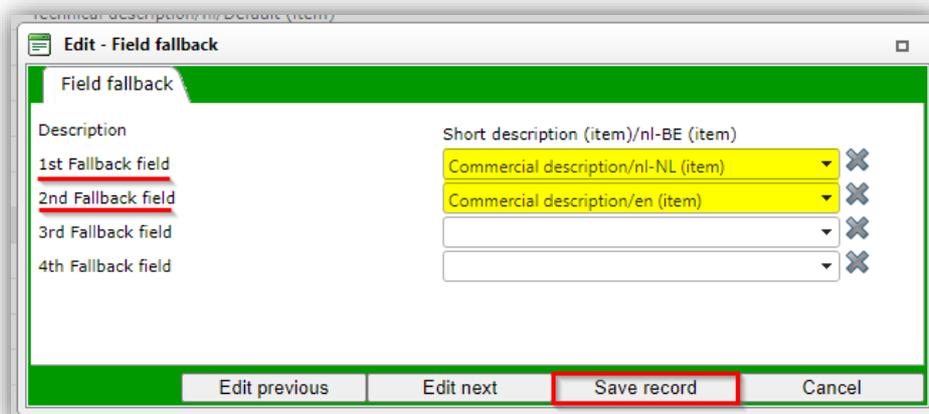


3. On the next screen, select the data field for which you need to set a fallback, for example **(Item) Short Description/Nederlands (België)** and click on *Modify*.



4. In the pop-up window:

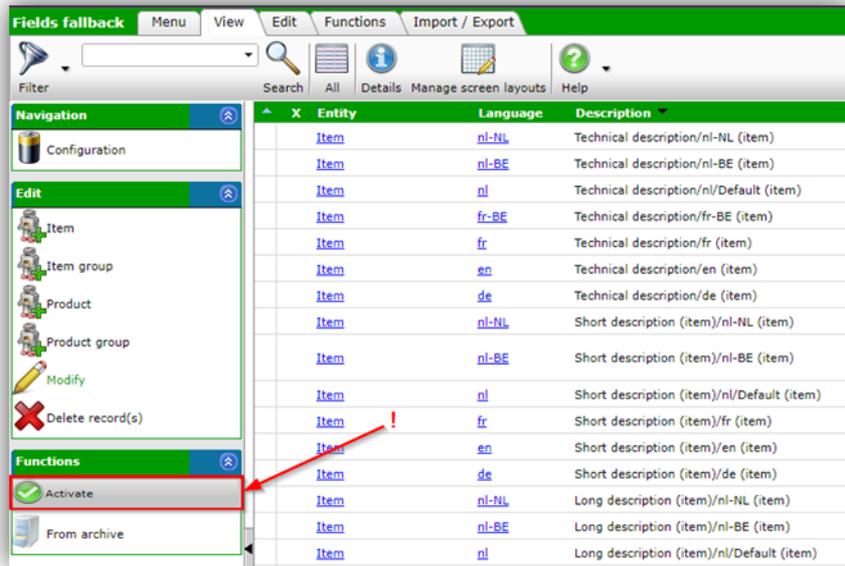
- 1st Fallback field: Set the first data field to which the data field should fallback when empty.
- 2nd Fallback field: Set the second data field to which the data field should fallback when it and the 1st fallback field are empty.
- 3rd Fallback field: Set the third data field to which the data field should fallback when it and the 1st and 2nd fallback field are empty.
- 4th Fallback field: Set the fourth data field to which the data field should fallback when it and the 1st, 2nd and 3rd fallback field are empty.



5. Save the record.

6. Important: Use the *Activate* function to activate this particular fallback⁶:

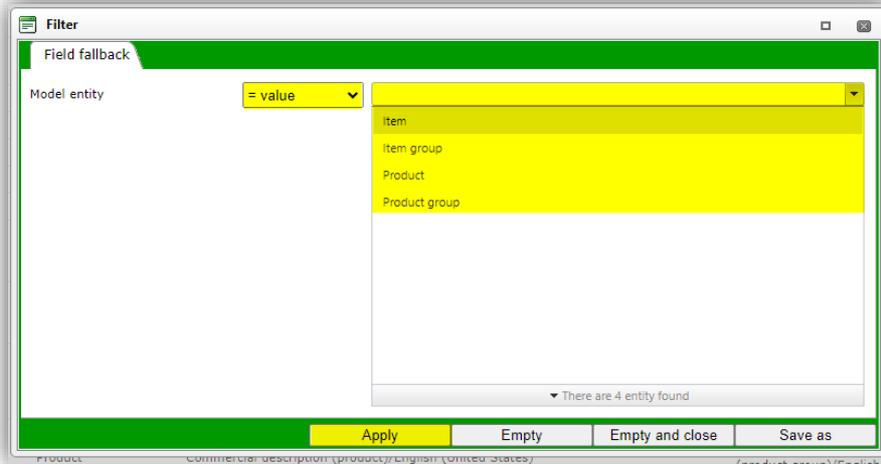
⁶ Make sure to use *Activate* any time you make a change to the fallback settings!



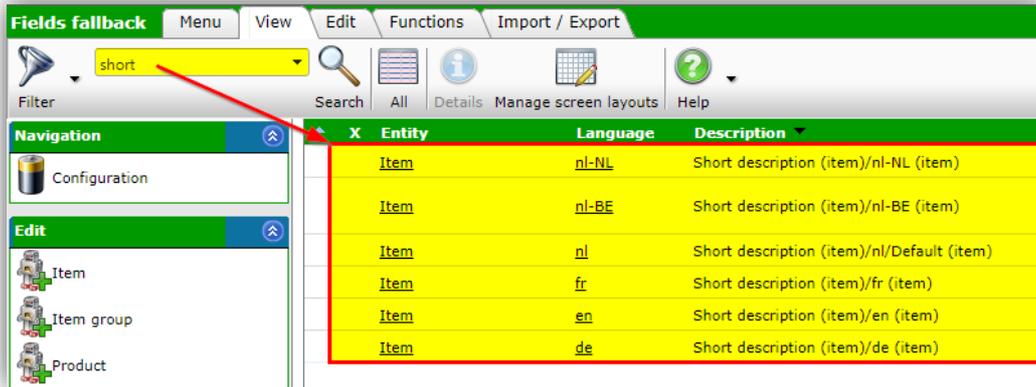
5.5.1 Finding data fields

The fallback can be set to a large number of fields. To find a specific field:

- Use the Filter to select the data fields of a certain entity:



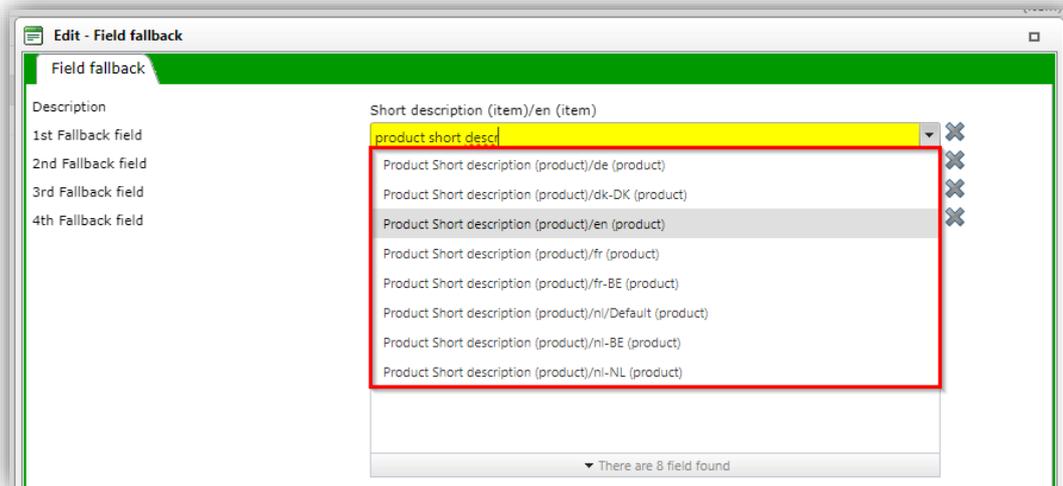
- The filter can be combined with the Search option, for instance: **short description:**



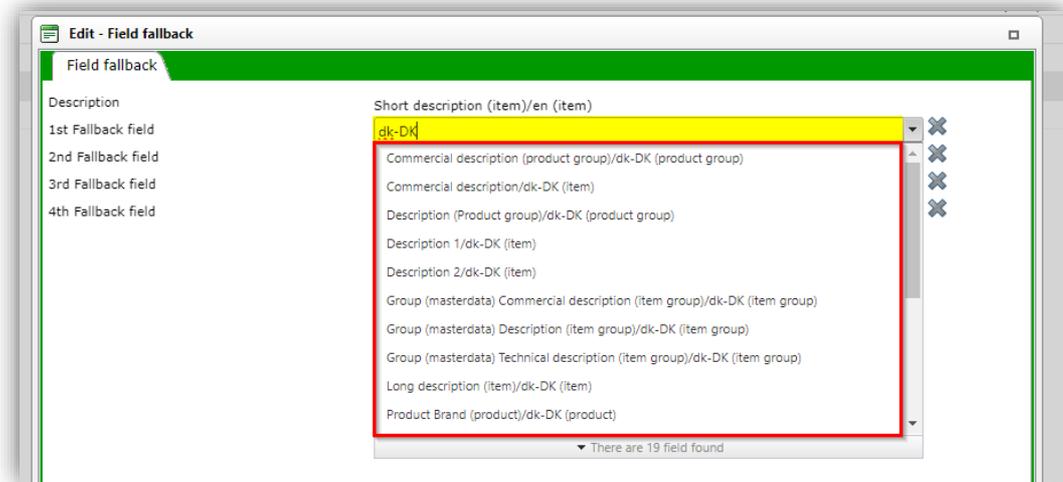
5.5.2 Finding fallback options

To find the correct data field for fallback, you can try to:

- Type (part of) a word from that data field description, for instance for the *1st Fallback field* **short description** to find all the *Short description* options on the entity *Product*:



- Type a language code, for example *dk-DK*:





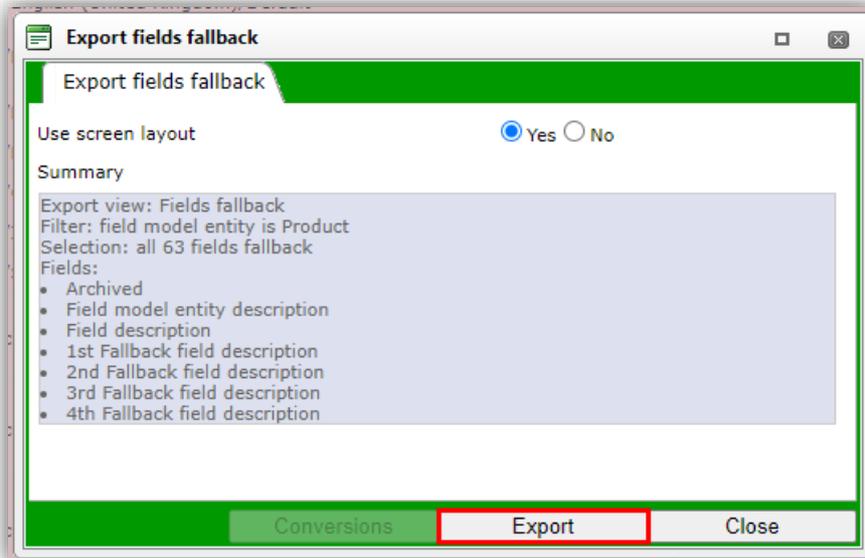
5.6 Export of fallback settings

The Fields Fallback settings can become quite complex. To facilitate understanding of your current fallback settings, these can be exported to an Excel file:

1. Through the Menu, navigate to *System > Configuration > Fields Fallback*.
2. Optionally set a filter on the Entity for which you want to perform an Export.
3. Select all (of part of) the fields on the Overview and, on the Import/Export tab, click *Export fields fallback*.



4. In the pop-up window:



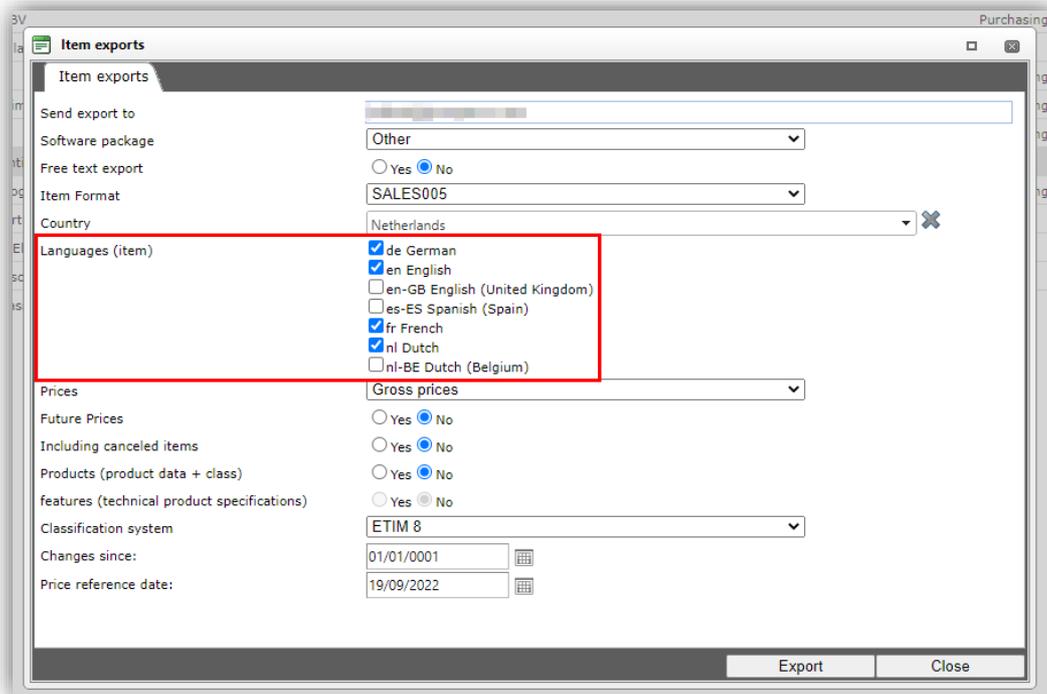
- a. Use screen layout: Set this to **Yes**.
5. Click on *Export*.
6. The resulting Excel file contains a comprehensive overview of all fallback settings:

	A	B	C	D	E
1	X	Entity	Language	Description	1st Fallback field
2	No	Item	nl-NL	Technical description/nl-NL (item)	
3	No	Item	nl-BE	Technical description/nl-BE (item)	
4	No	Item	nl	Technical description/nl/Default (item)	
5	No	Item	fr-BE	Technical description/fr-BE (item)	
6	No	Item	fr	Technical description/fr (item)	
7	No	Item	en	Technical description/en (item)	
8	No	Item	de	Technical description/de (item)	
9	No	Item	nl-NL	Short description (item)/nl-NL (item)	
10	No	Item	nl-BE	Short description (item)/nl-BE (item)	Commercial description/nl-NL (item)
11	No	Item	nl	Short description (item)/nl/Default (item)	

6 Multilingual exports

6.1 Industry standard exports

When exporting in the *DICO/SALES005* or *BMEcat 4.2/5.0* formats, you can select which languages to export:



6.1.1 Attachment exports [DICO/SALES005]

Care should be taken when exporting attachments which have been linked to a specific language.

When exporting in the DICO/SALES format, one or more languages and/or cultures can be selected:

- Main language selected: Only attachments which are linked to the main language will be exported.
- Culture variant selected: Both attachments linked to the culture variant (**nl-BE**) and attachments linked to the main language (**nl**) will be exported (!)

- Note: An attachment that is *not linked* to any language will always be exported.

Example

Attachment published with DICO/SALES005?			
Selected language option in DICO export dialog	Attachments with only main language code	Attachments with main language and language variant code	Attachments <i>without</i> a language code
	(n1)	(n1-BE)	(-)
Main language (n1)	Yes	No	Yes
Culture variant (n1-BE)	Yes	Yes	Yes

Important: If only one language is selected in the export dialog and the attachment is *not linked* to any language, this attachment will be published with the main language code of the selected language (!).

6.2 Data pool exports

When exporting to data pool 2BA or InstallData in the DICO/SALES format, you can also select which languages to export. However, make sure to select only *one* culture per language as culture languages are published with the main language code. For instance, selecting **n1-BE** as the culture language will export data to 2BA with the main language code **n1**. Currently⁷, data pools 2BA and InstallData cannot handle culture languages.

More information on exporting languages to data pools 2BA and InstallData, can be found in the *Manual Publishing on Datapools*, which is available on the Compano [Help website](#).

7 Appendix A: Translatable description fields

For Product and Item, several description fields are available:

Product	Item
Brand	
Series	
Type	
Description	Description
Short description	Short description
Commercial description	Commercial description
Technical description	Technical description
	Brief description 1
	Brief description 2

7.1 Short and long description

Short description
 Max. 70 characters
 Exported in all exchange formats

⁷ 19-9-2022



Long description

Max. 256 characters

Exported in formats: INSBOU004, DICO/SALES005, BMEcat 2005 5.0

7.2 Commercial and Technical description

Commercial description

Marketing text, unlimited number of characters, except for export formats

Exported in formats: INSBOU004, DICO/SALES005, BMEcat 2005 4.2 and 5.0

Important: Within the Compano application, the number of characters in the Commercial Description field is unlimited. However, for exports in the DICO format, the maximum the number of exported characters will be truncated to 1000 characters. This is because the DICO standard (insbou004/sales005) stipulates that the field may only be 1000 chars long.

Any exports in JSON or XML format will contain *all characters* of the Commercial Description field. Thus, the full commercial text can be used for your own product website, webshop or print catalog.

Technical description

Technical text, unlimited number of characters, except for export formats

Exported in formats: INSBOU004, DICO/SALES005, BMEcat 2005 4.2 and 5.0

Not imported by data pool 2BA/InstallData.

Can be used in data feeds, for example for website / webshop.

7.3 Brief description

Brief Description 1

Max. 40 characters

Brief Description 2

Max. 40 characters

Only used for exports in Arge Neue Medien format.

Can be used as extra description fields in data feeds.