

PayPal payments
and Freeway online quote approval
Instructions and Process Guide
August 2017

Introduction

Lionbridge has teamed up with PayPal to make credit card payments and money transfers easier and more accessible to Lowe's vendors.

Process Description

You will find in the next few pages a short description of the Paypal process and some general information about this tool. Note that the process of online payments is generally familiar to internet users. For those who are unfamiliar with Paypal the information on where to find support is provided.

This document will also describe the process to approve projects online using Freeway. It assumes that the users will already have knowledge of how to login and submit a project using the portal. This document therefore begins after the creation and submission of a project.

Paypal payments

Online credit card processing and Money Transfers using Paypal's technology will be triggered after the completion of all steps of the project.

Email notification

An e-mail will be sent to you in order to allow payments to be processed. With your credit card at hand, simply click on the link and you will be taken to the Paypal payment page.

Dear Customer,

Your project is now completed and can be found on the Freeway portal. Please find below a link to allow you to process payment for this project using Paypal - the safer easier way to pay online.

https://www.paypal.com/cgi-bin/webscr?cmd=_xclick&business=Francois%2eGrosbuis%40lionbridge%2ecom&item_name=239517%20%2d%20Quote%20for%20instructions%20document%20%2d%20Robin%20Gambill%20%2d%20Lowe%27s%20Companies%20Inc%2e&item_number=239517&amount=1550%2e27%20&no_shipping=0&no_note=1¤cy_code=USD&lc=US&bn=PP%2dBuyNowBF&charset=UTF%2d8

Paypal allows the processing of all major credit cards as well as money transfers through a Paypal account. We recommend you use this system for all types of payments.

For more information go to www.paypal.com

We look forward to working with you on your next project.

Regards,

Your Lionbridge Team

Paypal page

The header will show the project information:

- Freeway project number
- Project name (as provided on project creation)
- Contact name (person who submitted the project)
- Company name
- Total amount for payment

Lionbridge Canada Inc.	U.S. English
239517 - Quote for instructions document - Robin Gambill - Lowe's Companies Inc. Total: \$1,550.27 USD	

Pay with Credit Card or Log In



[Learn more](#) about PayPal - the safer, easier way to pay.

Enter your billing information

Country:	<input type="text" value="United States"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Credit Card Number:	<input type="text"/>
Payment Type	<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> DISCOVER <input type="checkbox"/> AMEX
Expiration Date:	<input type="text"/> / <input type="text" value="yy"/> <input type="text"/> CSC: <input type="text"/> What's this?
Billing Address Line 1:	<input type="text"/>
Billing Address Line 2: (optional)	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
ZIP Code:	<input type="text"/>
Home Telephone:	<input type="text" value="555-555-1234"/>
Email:	<input type="text"/>

Already have a PayPal account?

Please log in
Email: <input type="text"/>
Password: <input type="text"/>
<input type="button" value="Log In"/>
Forgot email address or password ?

PayPal. The safer, easier way to pay.
For more information, read our [User Agreement](#) and [Privacy Policy](#).

If you are using credit card, simply fill in the information to process your payment.

In order to process money transfers, login to your PayPal account to process payment.

Lionbridge Canada Inc.

U.S. English ▼

239517 - Quote for instructions document - Robin Gambill - Lowe's Companies Inc. Total: \$1,550.27 USD

Pay with Credit Card or Log In

[Learn more](#) about PayPal - the safer, easier way to pay.

Enter your billing information

Country:	<input type="text" value="United States"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Credit Card Number:	<input type="text"/>
Payment Type	<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> DISCOVER <input type="checkbox"/> AMEX
Expiration Date:	<input type="text"/> / <input type="text" value="yy"/> <input type="text"/> CSC: <input type="text"/> What's this?
Billing Address Line 1:	<input type="text"/>
Billing Address Line 2: (optional)	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
ZIP Code:	<input type="text"/>
Home Telephone:	<input type="text" value="555-555-1234"/>
Email:	<input type="text"/>

[Review Order and Continue](#)

PayPal  Secure Payments

Already have a PayPal account?

Please log in

Email:	<input type="text"/>
Password:	<input type="password"/>

[Log In](#)

Forgot [email address](#) or [password](#)?

PayPal. The safer, easier way to pay.
For more information, read our [User Agreement](#) and [Privacy Policy](#).

PayPal information

For information regarding Paypal go to: www.paypal.com

This will take you to their home page where information is available for both credit card processing (click *Shop without exposing*) and money transfer (click *Send money*)



The screenshot shows the PayPal homepage. At the top left is the PayPal logo, and at the top right is a language dropdown menu set to "U.S. English". Below this is a navigation bar with tabs for "Home", "Personal", "Business", "Products & Services", and "Developers". Underneath are links for "Get Started", "Send Money", "Request Money", "Sell on eBay", and "Developers".

On the left side, there is an "Account login" section with fields for "Email address" and "PayPal password", a "Log In" button, and links for "Forgot your email address or password?" and "New to PayPal? Sign up." Below this is a "Top questions" section with links: "Why use PayPal when I have credit cards?", "What can I do with PayPal?", and "Is PayPal free to use?".

The main content area features a large banner with the text "The safer, easier way to pay without exposing your credit card or bank account number" over a background image of a credit card. To the right of the banner are three buttons: "What is PayPal?", "How we keep you secure", and "How you checkout faster". Below the banner are logos for "Pay With: VISA, MasterCard, American Express, DISCOVER, BANK".

Below the banner, there are two columns of links. The left column is titled "Pay online" and contains links: "Learn how PayPal works.", "Shop without exposing your financial information.", "Send money to friends and family around the world.", and "Sign up". The right column is titled "Get paid online" and contains links: "Accept payments for your eBay listings.", "Start accepting credit cards on your website.", "See all the ways to get paid online.", and "Sign up".

At the bottom of the main content area, it says "PayPal is offered at over 100,000 sites." followed by logos for "DELL", "BARNES&NOBLE", and "eBay".

Paypal Support

Finally Paypal offers an online support service, to access this service click on *Contact US*. Note that you will be required to create a Paypal account to use this service.



[Home](#) | [Personal](#) | [Business](#) | [Products & Services](#) | [Developers](#)

Help Center - Contact Us

 [Search Tips](#)

Help by Email

Our Customer Service team is specially trained to address all account inquiries. Send us an email and we will reply promptly. [Contact Customer Service](#)

Help by Phone

If you have an issue of immediate concern and cannot find your answer in the Help Center, call our [Service Center](#)

Quote approval process description

Finalizing a project

The process below begins from the point when you submit your Order page two in the Freeway portal. All details to fill in remain the same with the exception of two changes.

1. Delivery dates: you should note that production begins after quote approval. The TAT should include time for quoting, approval and production.
2. Order Submission: for all requests, ensure that **Yes** is selected next to the **Request Quotation** field.

Details

Request Quotation

Yes

No

Quote Creation Confirmation

Once you have submitted your Order the screen below will appear. Clicking on **View Order Details** will take you to the **Order Details** page of the Order you have just submitted.

Your Order has been submitted successfully. Please choose an option below to continue:

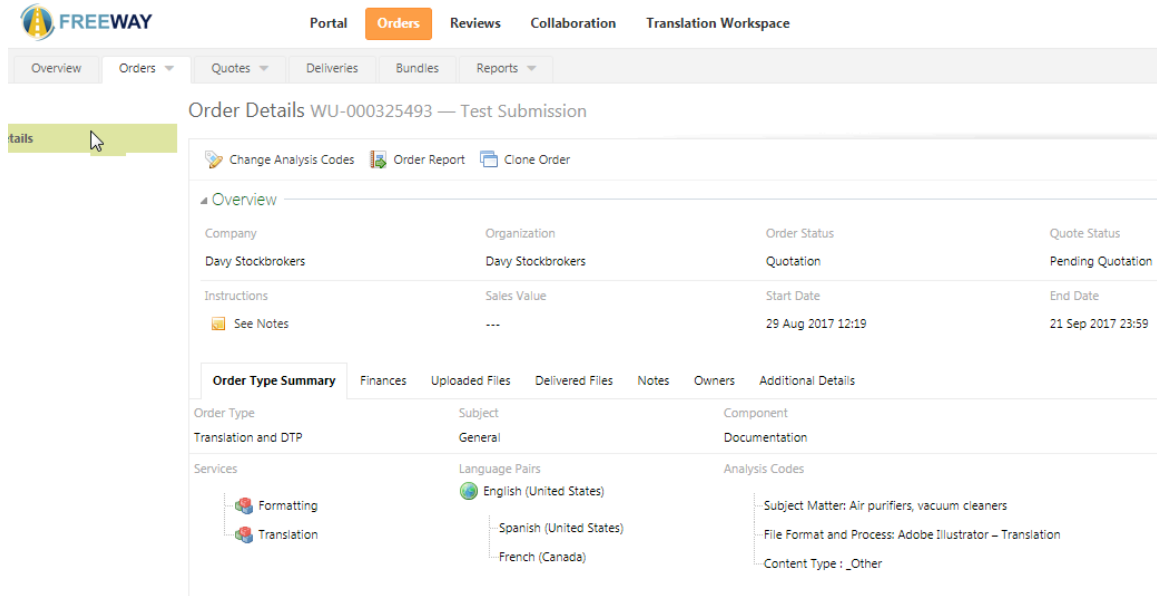


Add another Order



View Order Details

The **Order Details** page is similar to what you see below



freeway Portal **Orders** Reviews Collaboration Translation Workspace

Overview Orders Quotes Deliveries Bundles Reports

Order Details WU-000325493 — Test Submission

Change Analysis Codes Order Report Clone Order

Overview

Company	Organization	Order Status	Quote Status
Davy Stockbrokers	Davy Stockbrokers	Quotation	Pending Quotation
Instructions	Sales Value	Start Date	End Date
See Notes	---	29 Aug 2017 12:19	21 Sep 2017 23:59

Order Type Summary Finances Uploaded Files Delivered Files Notes Owners Additional Details

Order Type	Subject	Component
Translation and DTP	General	Documentation
Services	Language Pairs	Analysis Codes
Formatting Translation	English (United States) Spanish (United States) French (Canada)	Subject Matter: Air purifiers, vacuum cleaners File Format and Process: Adobe Illustrator – Translation Content Type : _Other

Next to your Order name you will see a project number (in this example WU-000325493). An e-mail containing the same information will also be sent to your inbox.

Lionbridge Freeway Projects > Order Confirmation

Dear Hannah Rudge,

Order ID **WU-000325493** has been successfully submitted.

You can view the details of this order on the details page

[Click here to view Order details](#)

Order Name:	Test Submission
Quote Requested:	Yes
Requested Delivery By:	22 Sep 2017 03:59:00 UTC

The Lionbridge Freeway Team freeway.lionbridge.com
 This is an auto-email and should not be replied to directly
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Note: If you do not see either of the above, your Freeway transaction was not successful. Return to the beginning of the process and try again.

Quote approval Process

Accessing your quote

Once the Lionbridge project manager has completed the quotation in the system and e-mail will be triggered.

You can click on the link below which will take you to the Freeway portal and your quote.

Lionbridge Freeway Projects - Quote to Review

Dear **Hannah Rudge**,

You have a quote available for Order ID **WU-000325493** .

[Click here to view Order details](#)


Order Name:	Test Submission
Quote Total:	625.0000
Proposed Turn Around Time:	14 day(s), 0 hour(s)

Please review and approve the quote to begin work.

The [Lionbridge Freeway Team](#) freeway.lionbridge.com

This is an auto-email and should not be replied to directly




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Quote approval page

Order Details





Order Details WU-000268661 — Test July 5

 Change Analysis Codes
 Order Report
 Clone Order

Overview

Company Davy Stockbrokers	Organization Davy Stockbrokers	Order Status Quotation
Instructions  See Notes	Sales Value USD 625.00	Start Date 18 Aug 2017 09:07

Order Type Summary **Finances** Uploaded Files Delivered Files Notes Owners Additional Details

Showing Version 1 - 18 Aug 2017 09:07  Accept  Decline  Request Rework  Quote Export

Status	TAT	Assumptions	Rework Reasons	
Pending Approval	14 day(s), 0 hour(s)	---	---	
Source Language	Component	Subject	Total	
English (United States)	Documentation	General	USD 625.00	
Target Language	Service	Rate	Volume	
Spanish (United States)	Translation	0.2500	500.0000	
Spanish (United States)	Project Management	1.0000	500.0000	

The screen above shows you the **Order Details** page where you can review the project details and approve your quote

Finances tab: gives the quote amount as well as the full breakdown

Accept: clicking here means you accept the quote. Once done, an e-mail notification will be sent to the project manager who will proceed with the project

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Request Rework: clicking here will open a **Request Rework** box for you to add comments. Once done, an e-mail notification will be sent to the project manager who will proceed to follow the instructions provided and will return a new quote.

Decline: If you no longer wish the project to be done by Lionbridge click on **Decline**. Once done an e-mail notification will be sent to the project manager and the status of your project will be changed to *Lost* in our system and will disappear from your Order list.

Warning: once Declined a project cannot be revived.