



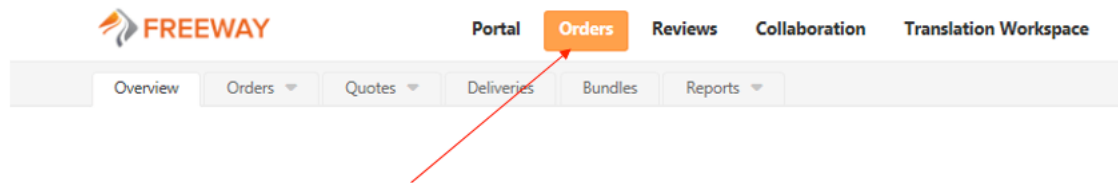
How to Create a Project

1. How do I submit projects for translation through Freeway?

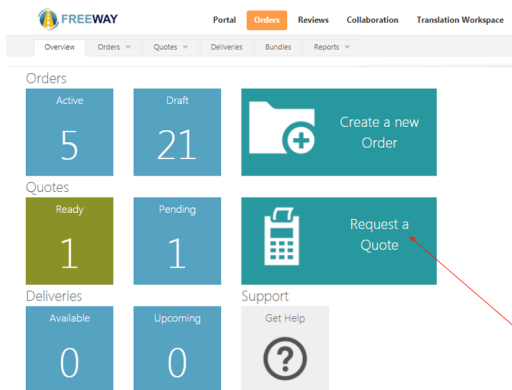
You can submit your work anytime through a custom-configured online interface, known as Freeway, which will guide you through a project submission. Upon creation, your project manager is notified via email, and the project's progress can be tracked through the portal.

To create a project, use the username you received from the Freeway Team and the password you setup, go to Lowe's Link, click **<New Partner Info>**, go to the **<Translations tab>** and under **<Translations>**, click on **<Freeway Login>**, the Freeway Homepage will appear and you will be prompted to login. Then click on **<Orders>**.

Step 1. Click on **<Orders>**



Step 2. Click on **<Request a Quote>**





Step 3. Select the appropriate Order Type (click right for Custom Order Type, which allows for services beyond those listed here)

Select an Order Type ✕

Translation Only	Translation and DTP	Proofing
For supported file types where layout services are not required.	For supported file types where layout services are requested.	For Proofing Requests
Select	Select	Select
Includes: <ul style="list-style-type: none">✓ Professional Human Translation✓ Translated files are returned without any layout (Desktop Publishing) services✓ Project Management✓ Any included graphics are not translated✓ Limited file type support	Includes: <ul style="list-style-type: none">✓ Limited file type support✓ Any included graphics are not translated✓ Post Translation Formatting (Desktop Publishing)✓ Professional Human Translation✓ Project Management	Includes: <ul style="list-style-type: none">✓ Lionbridge will perform proofing on pdf of Artwork provided✓ Supplier will make changes and deliver to Lowe's along with the LIOX Code

● ○

Step 4. Give your project a **Order Name**, add **Instructions** (if needed), **End Date** and enter your **Payment Information**. Add the required languages using the **Add More** button. If you need to remove a language, click on the X next to the selection.

Details

Request Quotation Yes No

Order Name

Instructions

End Date

Payment Information

Analysis Codes

Subject Matter

File Format and Process

Content Type

Component

Subject

Files

Reference Files

Languages

Source

Target

Services

Selected Services



Services are pre-selected depending on the Order Type you have chosen.

Select the appropriate **Analysis Codes** using the drop down menus.




In the **Files** section, browse for the files that you would like to upload using the **Select More Files** button. Your files should be all zipped together. To see what types of files can be uploaded, see Section 4.

Any reference files can be uploaded using the **Select More Files** button in the **Reference Files** section. Reference files are any supplementary materials that will help the translators understand the subject matter through pictures or previously approved translations.

**Please indicate realistic turnaround times. If you would like for your project to be rushed please type <RUSH> in the Order Name field along with your project name. Depending on availabilities Lionbridge might be able or not to provide rush services.

Step 5. Once you have filled in the form, in the top left hand corner you can **Submit**, **Save a Draft** or **Cancel** the Order.

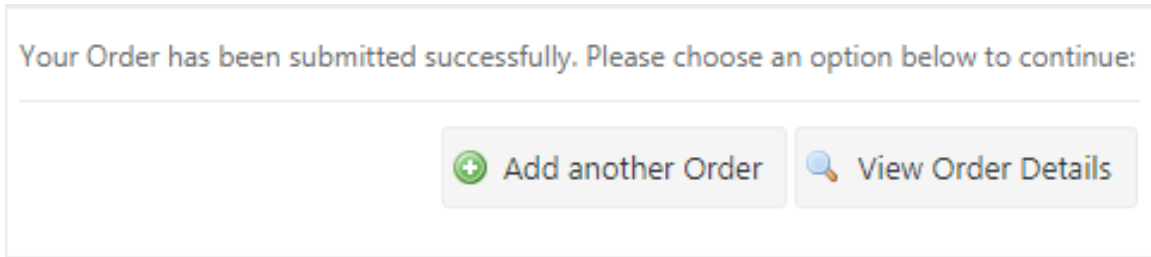
Order Details WU-000325493

 Submit Order  Save Draft  Cancel Order

If you **Cancel**, this will completely delete the Order. **Save Draft** allows you to come back to the Order and add information and/or submit at a later time. When you click on **Submit Order**, you will be given a summary to review before your submission if final. If you wish to make changes, click on **Make Changes** or if you are ready, click on **Confirm & Submit**.



Once the submission has been made, you will be given the option to **Add another Order** or **View Order Details** of the current submission.



For projects requiring detailed instruction or discussions with your account team please call the Lowe's Vendor Hotline manned by a Lionbridge Lowe's dedicated Project Manager during regular business hours (EST) 514-815-1270 or email lowes.mtl@lionbridge.com . *To see how your project is delivered, see question 5.*

2. What are reference files? When should I include them?

Reference files are any supplementary materials such as a PDF or images that will help the translator better understand the subject matter of the translations. For example: if the translation is a description of a riding lawn mower then it will help the translator if an image of the lawn mower is uploaded as a reference file.

*If you are requesting translations only- not desktop publishing – then it is always best that you upload the translations in a two-column word document and **always** upload a PDF of the project as a reference file.*

3. I'm having trouble uploading to Freeway and the file(s) is too large to email. Does Freeway support larger Files?

Freeway supports files up to about 1 GB. You should compress larger files to speed up file upload time. If you are having difficulty uploading a file you may use Lionbridge's FTP Site.

If you choose this option make sure you email a Lionbridge Project Manager at lowes.mtl@lionbridge.com to let them know that you are uploading the file via the FTP site.

Please contact lowes.mtl@lionbridge.com if you need access to an FTP and you will be given your FTP login.



4. What file types are acceptable for uploading?

- MS Word document
- Editable PDF*
- Excel*
- PowerPoint*
- InDesign/Illustrator*

*Will require file preparation, the cost of which will be added to the estimate as Desktop Publishing (DTP).

5. How do I pick up my project from Freeway once it is complete and I've been notified that the project is available via Freeway?

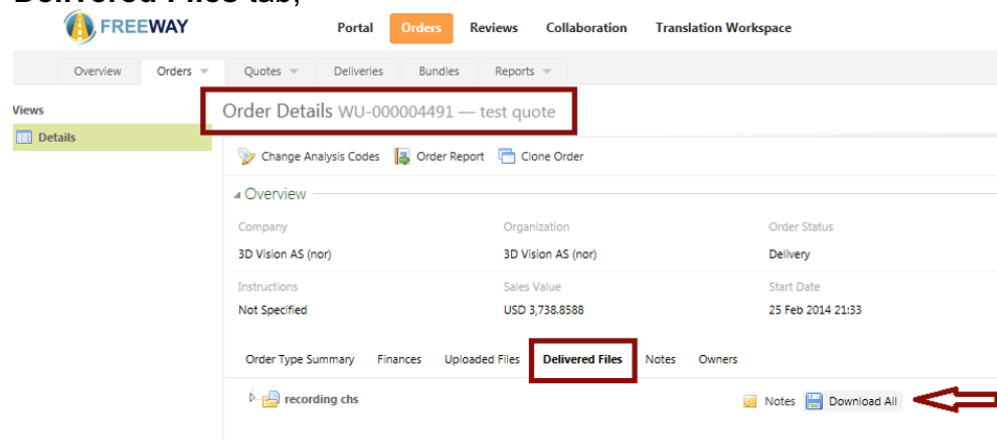
Once Lionbridge has completed the translation or proofreading of your project submission, it will be delivered back to you through Freeway.

Process

Deliveries can be retrieved from Freeway by either of the following methods:

1. Once your project is complete you will receive an email from a Lionbridge Project Manager indicating that you can pick you project up on Freeway.

You can click on the link in the delivery email and that will take you to the project in question. You can then retrieve your delivery from the **Delivered Files** tab,



or-



2. You can go to any projects with deliveries available by clicking on the widget for **Available** deliveries on the **Overview** tab of the Orders section. This will then take you to a list of projects with deliveries available

