

## LOWESLINK® FREQUENTLY ASKED QUESTIONS

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## GETTING STARTED / CERTIFICATE RETRIEVAL

### **1. What do I need to do to get my PC ready to access LowesLink®?**

Answer: Please follow the instructions on the system requirements page located under the LowesLink® Getting Started section at [www.loweslink.com](http://www.loweslink.com) or click on the link below to open:

<http://www.loweslink.com/systemrequirements.htm>

### **2. What is a Subscriber Agreement?**

Answer: A Subscriber Agreement is a binding legal agreement that you must read and agree to before being granted access to the secure portion of LowesLink®.

### **3. What is a digital certificate?**

Answer: A digital certificate is a digital identity that is downloaded onto your PC to grant you access to a secure internet site.

### **4. Will a digital certificate work on my computer?**

Answer: To review our system requirements for using a digital certificate on your computer, go to [www.loweslink.com](http://www.loweslink.com). Click on the LowesLink® Getting Started section and then click on LowesLink® System Requirements.

### **5. How do I download my digital certificate?**

Answer: When your certificate registration is approved by the LowesLink® team, you will receive an e-mail with your certificate user id and one-time use password. This e-mail will have instructions for you to follow to use the one-time password and the enrollment registration # you received when you completed your online

registration to download and retrieve your digital certificate. The registration number is 12 digits long. If you cannot locate your registration number please send an email to [loweslink@lowes.com](mailto:loweslink@lowes.com).

Please be sure to copy and paste the password from the email - making sure that no additional spaces at the beginning or the end of the password are copied. The equal sign that follows the word 'password' should NOT be included.

**6. Who do I contact about an error when retrieving my certificate?**

Answer: If you are having trouble downloading your digital certificate and you have verified that your computer meets our system requirements please contact the certificate technical support group at 800-811-8401 or 336-658-4336. These numbers have options for LowesLink® assistance in English and Spanish.

**7. What is my enrollment registration number?**

Answer: Your 12 digit enrollment registration number is displayed on your computer screen when you submit the online registration form for a certificate. Be sure to write this number down as you will need it to download the certificate onto your computer.

If you do not have your registration number, please email [loweslink@lowes.com](mailto:loweslink@lowes.com) requesting this information.

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**8. Who do I contact if I cannot remember my enrollment registration number?**

Answer: You can send an e-mail to [loweslink@lowes.com](mailto:loweslink@lowes.com) to find out your registration number. Please include your full name, company name, and vendor number.

**9. How long does it take once I register to get access to the LowesLink® portal?**

Answer: The certificate process can take up to 7 business days. You should receive a confirmation email within 24 hours of successful submission of your registration.

**10. Who do I contact for questions about my certificate?**

Answer: If you have questions about your digital certificate, please send an email to [loweslink@lowes.com](mailto:loweslink@lowes.com). Be sure to include your name, company name, and vendor number. For assistance in Spanish (for Lowe's Mexico vendors only) please email [MexicoEDI@Lowes.com](mailto:MexicoEDI@Lowes.com).

**11. How many users at my company can register for a LowesLink® digital certificate?**

Answer: There is no limit on the number of users that can have access to LowesLink®.

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**12. How many certificates can one person have access to?**

Answer: Each person can only have access to one certificate. However, there are a few exceptions to this rule. The exceptions are determined on case by case basis. Contact [loweslink@lowes.com](mailto:loweslink@lowes.com) if you have specific questions.

**13. What is my Lowe's vendor number?**

Answer: Your business contact with Lowe's will need to provide you with your Lowe's vendor number. Please do not register for a digital certificate until you know your company's vendor number.

**14. Do I need Java installed to access LowesLink®?**

Answer: Please visit [LowesLink® Digital Certificate Requirements](#) for details.

**15. Which internet browser can be used?**

Answer: ONLY Internet Explorer version 6.0 or higher.

**16. How do I copy and paste?**

Answer:

1. First, you'll need to select the text you wish to copy. You do this by putting your mouse cursor at the first character you want to copy and, holding down the left mouse button, drag the cursor to the last character you need copied. As you drag, you'll notice everything gets highlighted (selected).

2. Next, right-click the selected area. Choose Copy from the menu that pops up (or you can use CTRL-C if you like keyboard shortcuts).

3. Finally, right-click the area in your e-mail or document where you would like to insert the copied text. Click Paste from the menu that pops up (For this, CTRL-V is your keyboard shortcut).

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## GENERAL CERTIFICATE QUESTIONS

**1. Can I share my certificate?**

Answer: No, your digital certificate cannot be shared with another individual. It is for your use only.

**2. Can I place my certificate on my laptop or home computer?**

Answer: Yes, to place your certificate onto your laptop or home computer, you need to self-recover the certificate onto the second computer. You need to know your certificate user id to complete the self-recovery. If you are unsure of your user id, send an e-mail to [loweslink@lowes.com](mailto:loweslink@lowes.com).

Click on this link to self recover:

<https://enroll.loweslink.com/custom/app/selfrecover/partner/capi> or go to [www.loweslink.com](http://www.loweslink.com) and click on Log In to LowesLink®. Choose the link at the bottom of the page to self recover.

**3. Can I access LowesLink using Windows Vista?**

Answer: Yes. Please follow the instructions for using IE 7 with LowesLink® under the Getting Started section at [www.loweslink.com](http://www.loweslink.com).

**4. Who do I contact to remove certificate access to LowesLink®?**

Answer: Send an e-mail to [loweslink@lowes.com](mailto:loweslink@lowes.com) requesting the employee's access to be removed. Please include in your e-mail the user name, company name, & reason for removal (i.e., no longer employed with company, job responsibilities have changed, etc.).

**5. Do I have to remember a password to log in to LowesLink®?**

Answer: No. During your registration, you will download a certificate to your computer. Whenever you access LowesLink® from this computer you will NOT be prompted for a password. LowesLink® will check to see if you have the certificate installed, and if so will present you with your LowesLink® application list.

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**6. How do I remove my certificate from my machine if I no longer need access to LowesLink®?**

Answer: Open Internet Explorer, go to Tools, Internet Options, Content, Certificates. You can highlight and remove your certificate from this option screen.

**7. Will my certificate expire?**

Answer: Your certificate will have an expiration date. A self recovery is all that is required to renew the certificate. To self recover click on Login to LowesLink® and then click on the link at the bottom of the page to complete the self recovery.

**8. What happens if my computer crashes and I lose my certificate?**

Answer: If you lose the certificate on your computer due to a system problem, then all you need to do to get the certificate back onto your computer is to perform a self-recovery. To perform a self-recovery, click on Login to LowesLink® and then select the 2<sup>nd</sup> link on the page that reads "If you are having problems logging in with your self-managed certificate click here to self recover." If you are unsure of your certificate user id send an e-mail to [loweslink@lowes.com](mailto:loweslink@lowes.com). For assistance in Spanish (for Lowe's Mexico vendors ONLY) please email [MexicoEDI@Lowes.com](mailto:MexicoEDI@Lowes.com)

The same procedure can be used to self recover your certificate to a new computer or a reformatted hard drive.

**9. How do I contact Support?**

Answer: If after following the [system requirements](#) instructions—available under the Getting Started section at [www.loweslink.com](http://www.loweslink.com) - you still cannot log in, contact LowesLink® Support at 800-811-8401. You can reach a support analyst from 7am to 7pm Monday through Friday. You can also email [LowesLink@Lowes.com](mailto:LowesLink@Lowes.com) or for support in Spanish (Lowe's Mexico vendors only) [MexicoEDI@Lowes.com](mailto:MexicoEDI@Lowes.com).

**10. What should I do if I receive an error 'Page Cannot be Displayed' when trying to access the site?**

Answer: Anytime you receive the error 'Page Cannot be Displayed' when trying to access the site, try clearing your Internet Explorer temporary files. This speeds up the display of frequently visited web sites, because your browser can open them from your hard drive instead of from the web. It is necessary to CLEAR YOUR TEMPORARY INTERNET FILES occasionally to ensure the most current web page is being viewed. [Internet Explorer Instructions](#)

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**11. I have logged into LowesLink® before, but cannot login now. What next?**

Answer: If you see a menu after clicking on login you have successfully logged into the site. Error messages after this point indicate a problem at the application level. Please follow the instructions in the next step.

If you cannot log in to access a menu at all first, try to clear your Temporary Internet files per these [Internet Explorer Instructions](#).

Are you on the same computer as when you downloaded your digital certificate? If not, you will need to retrieve a new certificate. After you click on Login to LowesLink® choose - *If you are having problems logging in with your self managed certificate click here to self recover.* If you do not know your unique identifier send an email request to [LowesLink@lowes.com](mailto:LowesLink@lowes.com) and we will reply back with that information. Please include your full name, company name and Lowe's vendor number.

If you still cannot log in, contact LowesLink® Support at 1-800-811-8401. Please be aware that they are only authorized to speak with the person the certificate is issued to. You can reach a support analyst from 7am to 7pm Monday through Friday.

**12. I am a registered user, can log into LowesLink®, see the menu, have cleared my Temporary Internet files, and still cannot access the information that I need. Now what?**

Answer: Send a screen shot of the error message you received along with the last step taken prior to receiving the error to [LowesLink@lowes.com](mailto:LowesLink@lowes.com). Be sure to include the company name and user name on your certificate.

\*\*To take a 'screen shot' of your error HOLD DOWN the Ctrl key and simultaneously press the Print Screen key. This copies the screen. Then use the paste command (or hold down Ctrl and press the V key) to paste into the body of an

open email message or into a Word or Excel document that you can then attach to your email. Make sure the screen shot includes the web address line from Internet Explorer.

**13. I have registered, but I have never been able to login to LowesLink®. I receive a message - 'Page Cannot Be Displayed' or Authentication Error. What should I do?**

Answer: Have you followed the instructions in the [System Requirements](#) page to insure your computer is compatible with Loweslink?

If so, click on Login to LowesLink® and choose the link at the bottom of the page to self recover. At this point you will need to enter your unique identifier to attempt a self recovery. If you receive a message that *the id has never been set up for self recovery* please send an email to [LowesLink@Lowe.com](mailto:LowesLink@Lowe.com) including your name, company name, and Lowe's vendor number. We will reset or resend your original one time password to allow you to download the certificate.

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## BUSINESS RELATED QUESTIONS

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### 1. How can I access Lowe's Routing Guide?

Answer: To access Lowe's Routing Guide you will need to request access to the Store Lookup application during your registration process or by sending an email to [LowesLink@Lowe.com](mailto:LowesLink@Lowe.com).

Once this has been added to your certificate you will see the option 'Transportation Information' on the menu after you log into LowesLink®. The Routing Guide will be available after clicking on this option.

### 2. Do I need access to Document Direct?

Answer: Document Direct is a requirement for vendors that send the 855 or 870 documents to Lowe's via EDI. If your company transmits either (or both) of these documents to Lowe's you should register for Document Direct. Check with your [EDI Coordinator](#) for additional information.

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### 3. Who is my EDI contact at Lowe's?

Answer: [EDI Coordinator](#) information is available at [www.loweslink.com](http://www.loweslink.com) by clicking on:

>EDI

>EDI QUICK REFERENCE

To find Lowe's Mexico vendor information click on the Lowe's Mexico section and choose:

> For EDI Information Click Here

> Lowe's Mexico EDI Quick Reference

### 4. How can I get a listing of Lowe's stores?

Answer: Complete a [registration](#) for Store Lookup. A digital certificate is required to access Lowe's store information.

**5. I would like to verify the status of my invoices and payments. What application do I need access to?**

Answer: Vendor Inquiry. If you already have digital certificate access to LowesLink® send an email to [loweslink@Lowes.com](mailto:loweslink@Lowes.com) with your name, company name and vendor number requesting the addition of the Vendor Inquiry application to your certificate.

If you do not have a certificate choose Vendor Inquiry during the registration process

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**6. How can I access RTM/debit memo information?**

Answer: If you already have digital certificate access to LowesLink® send an email to [loweslink@lowes.com](mailto:loweslink@lowes.com) with your name, company name and vendor number requesting the addition of the Vendor Inquiry application to your certificate. This will include access to the Composition List application that you will access for RTM/debit memo information.

If you do not have a certificate choose Vendor Inquiry during the [registration](#) process.

**7. Where can I locate information relating to merchandise vendor billing and payment?**

Answer: See the [Vendor Information Guide](#) available at [www.loweslink.com](http://www.loweslink.com) by clicking on:

- >Partner Information
- >Corporate Trades Payable
- >Vendor Information Guide

**8. Where can I locate information relating to Advertising & Marketing or Vendor Signage?**

Answer: See the [Advertising & Marketing General Partner Information](#) section available at [www.loweslink.com](http://www.loweslink.com) by clicking on:

- >Partner Information
- >Advertising & Marketing General Partner Information

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