

## Lowe'sLink® FAQ's

1. What is Lowe'sLink®?	A secure business portal and central point for sharing business information and transactions with trading partners over the internet. In other words, a way for Lowe's to exchange information with our vendors.
2. Why does my company need to use Lowe'sLink®?	Lowe'sLink® provides information necessary to do business with Lowe's and allows us to strengthen our trading partner relationship with the sharing of this information.
3. Which internet browser can be used?	Microsoft Internet Explorer version 6.0 or higher.
4. I don't have/know my Lowe's vendor number.	A company is not eligible for Lowe'sLink® access until their vendor # has been assigned. Do not email <a href="mailto:loweslink@lowes.com">loweslink@lowes.com</a> for vendor number information. This must be provided to you by the group that you do business with.
5. To view documents on Lowe'sLink® you must have Adobe Acrobat Reader installed on your computer.	All documents on Lowe'sLink® are stored as PDF documents. The Adobe PDF Reader is freely available at <a href="http://www.adobe.com">www.adobe.com</a>
6. Am I eligible for Lowe'sLink® access?	If you are a current Lowe's supplier of service or product and have a Lowe's vendor # then Lowe'sLink® was built for you!
7. How do I register?	Click on Register Here under the Getting Started section and follow the instructions to register now. Acceptance of an online agreement is required to access secure information within Lowe'sLink®. The registration is the first step in this process. If you only need to view documents in the public portion of the web site, you will NOT need to complete a registration.
8. What do I need to register for?	That will depend on the type of business you do with Lowe's. Under Register Here choose your vendor type to see the applications that are available to you.
9. The application I was told to register for does not appear in the options on the registration form.	Contact the business area that asked you to register. They will be able to assist you.
10. What is the charge to my company for using Lowe'sLink®?	There is currently no charge from Lowe's for access to/use of Lowe'sLink®.
11. How many people in my company can be registered?	There is not a limit on the number of users at a company that can have access to Lowe'sLink®. Please make sure that all users that register plan to actively use the site. EACH person that logs into Lowe'sLink® is required to have their own digital certificate.
12. I registered but did not receive the email confirmation within 24 hours as advised on the registration page.	<p>Please have someone check your email service SPAM filter. It may be rejecting email from <a href="mailto:loweslink@lowes.com">loweslink@lowes.com</a> . Your email administrator may need to add the email address to your company's trusted email listing.</p> <p>Other email addresses that should be added are <a href="mailto:webforms@lowes.com">webforms@lowes.com</a>, <a href="mailto:vendor.support@lowes.com">vendor.support@lowes.com</a> and <a href="mailto:noreply@lowes.com">noreply@lowes.com</a>.</p> <p>If an email filter does not appear to be a problem please send an email to <a href="mailto:loweslink@lowes.com">loweslink@lowes.com</a> with vendor name, name of person that registered, vendor number, and application(s) registered for.</p>

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<p>13. Does each person have to register or can everyone at my company use the same digital certificate?</p>	<p>Lowe's requires each person that accesses the site to have their own digital certificate. Violation of this requirement can result in site privileges being revoked.</p> <p>It does not matter where the individual users for a company are physically located - each user will be able to have access to the same information (at the same time) with their own digital certificate.</p>
<p>14. Do I need to register if I only need Lowe's Transportation Routing Requirements? (Routing Guide)</p>	<p>No. The Routing Guide is available under Partner Information / Transportation Information.</p>
<p>15. I cannot open the Lowe's Transportation Routing Requirements document.</p>	<p>Right click on Routing Requirements from the drop down list under Transportation Information and save the file to your computer. Then open the file from your computer instead of from the web site. This is a large file and some internet connections will time out before the download to view can complete. Once you have saved to your computer you will be able to open from the saved file.</p>
<p>16. How can I get a listing of Lowe's stores?</p>	<p>Complete a registration for Store Lookup. A digital certificate is required to access Lowe's store information.</p>
<p>17. Do I need a digital certificate for each application I will be using on Lowe'sLink®?</p>	<p>No, multiple applications can be added to one certificate.</p>
<p>18. Why do I need a digital certificate?</p>	<p>To insure that Lowe's business specific and/or vendor specific information can only be accessed by someone that is trusted and authorized by Lowe's.</p>
<p>19. What is a digital certificate?</p>	<p>Digital certificates provide identification in the electronic world. Issued by trusted third parties called Certification Authorities, digital certificates cannot be forged or tampered with. The Certificate Authorities keep track of the digital certificates to enable people to access web sites and network resources in a secure confidential manner. A digital certificate is simply a file that resides on your hard drive and allows Lowe's to recognize who you are when you log in.</p>
<p>21. How do I clear my cache? Anytime you receive the error 'Page Cannot be Displayed' when trying to access the site, try clearing your cache.</p>	<p>Cache is a temporary storage area on your hard drive where web pages and files (such as graphics) are stored as you view them. 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 CACHE occasionally to ensure the most current web page is being viewed. <a href="#">Internet Explorer Instructions</a></p>
<p>22. I am registered user but cannot login to Lowe'sLink®. I have cleared my cache and need to know what to do next.</p>	<p>Are you on the same computer as when you downloaded your digital certificate? If not, that is the machine you must be on to access the site.</p> <p>If you are able to 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 for us to research.</p> <p>If you cannot log in to access a menu at all contact Lowe'sLink® Support at 1-800-811-8401. Please be aware that they are only authorized to speak with the person the certificate is issued to.</p>
<p>23. I am a registered user, can log into</p>	<p>Send a screen shot of the error message you received along with the last</p>

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<p>Lowe'sLink®, see the menu, have cleared my cache, and still cannot access the information that I need. Now what?</p>	<p>step taken prior to receiving the error to <a href="mailto:loweslink@lowes.com">loweslink@lowes.com</a>. Be sure to include the company name and user name on your certificate.</p> <p><b>**To take a 'screen shot' of your error press the Print Screen key while HOLDING DOWN the Ctrl key. This copies the screen. Then use the paste command (or press the V key while holding down Ctrl) and paste into an open email message or into a Word or Excel document that you can then attach to your email.</b></p>
<p>24. Do I need Document Direct?</p>	<p>Document Direct is a requirement for vendors that send the 855 or 870 documents to Lowe's via EDI. Does your company transmit either of these EDI documents to Lowe's? If so, you should register for Document Direct. Check with your EDI Coordinator for additional information.</p>
<p>25. I want to be able to check on the status of my invoices and payments. What should I register for?</p>	<p>Vendor Inquiry - RTM Composition List</p>
<p>26. I need to register for RTM info.</p>	<p>Register for Vendor Inquiry - RTM Composition List</p>
<p>27. I want to be able to view purchase orders and/or submit invoices. My company is <u>not</u> EDI (Electronic Data Interchange) capable.</p>	<p>Contact your EDI Coordinator on the Implementation Team. Contact information is available at <a href="http://www.loweslink.com">www.loweslink.com</a> by clicking on the EDI Quick Reference Guide under the EDI section.</p>
<p>28. My company is EDI capable. Where do I register to begin testing EDI documents with Lowe's?</p>	<p>Partner Information/EDI Specifications and Business Examples/EDI Registration.</p>
<p>29. Who is my EDI contact at Lowe's?</p>	<p>Go to Partner Information/EDI Specifications and Business Examples/EDI Quick Reference (Partner Information) for a listing of your EDI contacts at Lowe's.</p>
<p>30. I have a question about Lowe'sLink® that is not covered here.</p>	<p>Send an email to <a href="mailto:loweslink@lowes.com">loweslink@lowes.com</a>. Always include your company name, your name, and your Lowe's vendor number on all communications to Lowe's.</p>
<p>31. When I click on LogIn to Lowe'sLink®, I receive a message - 'Page Cannot Be Displayed' or Authentication Error</p>	<p>This error message means your digital certificate file is corrupt or has been moved. You will need to retrieve a new certificate. After you click on LogIn to Lowe'sLink® choose - <b>If you are having problems logging in with your self managed certificate click <a href="#">here</a> to self recover.</b></p> <p>If you do not know your unique identifier send an email request to <a href="mailto:loweslink@lowes.com">loweslink@lowes.com</a> and we will reply back with that information.</p>