



SOS VENDOR PACKET

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LOWE'S SOS (SPECIAL ORDER SALES) EDI

Lowe's Special Orders Sales (SOS) program provides Lowe's vendors with additional revenue opportunities in our stores and is one of our primary growth vehicles. As with any major initiative, we are constantly reviewing the operational model, looking for ways to reduce costs for both our customers and suppliers. The Implementation of EDI for Special Orders is one of these initiatives. If a vendor has been asked to utilize this process with Lowe's, their company has been selected by their Lowe's Merchandising Vice President to participate in Lowe's EDI program for Special Orders Sales.

SOS EDI will benefit the vendor in the following areas:

- Increase accuracy of orders
- Improve information flow to vendors
- Reduce SOS Adjustment Errors by systematically eliminating the manual process
- Improve customer service by providing timely, accurate order information
- Reduce Invoice Discrepancies

DOCUMENTS REQUIRED FOR THIS PROCESS (SPECS & BUSINESS EXAMPLES ON LOWESLINK®):

- 850 Purchase Order (SOS)
- 870 Order Status Report (SOS)
- 997 Functional Acknowledgement

ALL INFORMATION ON LOWE'S EDI PROGRAMS CAN BE FOUND ON LOWE'S B2B WEBSITE, WWW.LOWESLINK.COM

REQUIREMENTS:

- Vendor must be approved by Lowe's Merchandiser to supply Lowe's Special Order product.
- All SOS EDI Item Data must be included in Lowe's E-Catalog, SOS Kitchen Design Catalog, or SOS Configurable Catalog. This is required before EDI testing can begin.
- Lowe's strongly recommends SOS EDI vendors use Internet EDI (EDI-INT) to exchange data with Lowe's. If this is not an option, the SOS EDI vendors are asked to connect to their EDI Service provider more often to retrieve orders throughout the day as Lowe's will process SOS EDI Orders in a Realtime mode.
- All SOS purchase orders must be acknowledged with a 997 acknowledgement at the transaction level. The 997 Functional Acknowledgement response to SOS original and cancellation purchase orders must be transmitted within 6-hours, Monday through Friday, from the time the order is transmitted to the vendor. The 6-hour window begins when Lowe's transmits the 850, not when the vendor receives the 850. For the 850 SOS purchase orders transmitted over the weekend, the 997 document must be transmitted within the first-hour of business of the vendor's next business day. If the vendor is capable of transmitting the 997 earlier than the required time, the vendor should transmit it to let Lowe's know the order is received.
- Multiple 870's are required to provide Lowe's stores/customers with order statuses until the order is shipped/delivered. There is a mandatory 24-hour turnaround time, Monday through Friday, for the

initial 870 order status response to original SOS purchase orders as well as for the 870 order status response to an SOS cancellation purchase order from the time the SOS 850 purchase order is transmitted to the vendor. The 24-hour window begins when Lowe's transmits the 850, not when the vendor receives the 850. For the 850 SOS purchase orders transmitted over the weekend, the 870 order status response must be transmitted the morning of the vendor's next business day. If the vendor is capable of transmitting the initial 870 earlier than the required time, the vendor should transmit it to let the stores/customers know the status of the order as soon as possible.

- Must complete the EDI PreTest Checklist to ensure you are ready to proceed before EDI testing can begin.
- Must successfully complete both the 850 & 870 tests before advancing to production.
- Vendor must be set up for Document Direct to view overdue 870 statuses on-line before moving to production.

SOS EDI ORDER LIFE CYCLE:

- To better understand the flow of SOS orders via EDI, see [SOS EDI Order Life Cycle Chart](#) (*click title to display*).

STEPS OF AN SOS ORDER VIA EDI FROM THE STORE:

1. When an SOS order is created at the store, the system will check to see if the vendor is an EDI vendor. Only vendors with items in one of Lowe's electronic catalog formats (E-Cat, SOS Kitchen Design Catalog, or SOS Configurable Catalog, etc.) can be transmitted via EDI.
2. If the vendor is flagged as a production EDI Vendor, and the order was created using the e-catalog, all orders will be held at the store for 2 hours to allow the customer to change their mind prior to transmitting the order via EDI. Once the order has been paid for, the 2-hour time frame begins. A process runs, every 15 minutes, in the store to send all processed EDI orders that are over 2 hours old to the Lowe's host system.
3. Lowe's strongly recommends SOS EDI vendors use Internet EDI (EDI-INT) to exchange data with Lowe's. If this is not an option, the SOS EDI vendors are asked to connect to their EDI Service provider more often to retrieve orders throughout the day.
4. The vendor is required to return a 997 Function Acknowledgement at the transaction level to acknowledge receipt of the order. The 997 Functional Acknowledgement response to SOS original and cancellation purchase orders must be transmitted within 6-hours, Monday through Friday, from the time the order is transmitted to the vendor. The 6-hour window begins when Lowe's transmits the 850, not when the vendor receives the 850. For the 850 SOS purchase orders transmitted over the weekend, the 997 document must be transmitted within the first-hour of business of the vendor's next business day. If the vendor is capable of transmitting the 997 earlier than the required time, the vendor should transmit it to let Lowe's know the order is received.
5. There is a mandatory 24-hour turnaround time, Monday through Friday, for the vendor to return the initial 870 order status response to original SOS purchase orders as well as for the 870 order status response to an SOS cancellation purchase order from the time the SOS 850 purchase order is transmitted to the vendor. The 24-hour window begins when Lowe's transmits the 850, not when the vendor receives the 850. For the 850 SOS purchase orders transmitted over the weekend, the 870 order status response must be transmitted the morning of the vendor's next business day. If the vendor is capable of transmitting the initial 870 earlier than the required time, the vendor should transmit it to let the stores/customers know the status of the order as soon as possible.

6. There are a *minimum*** of 3 870's that must be returned from the vendor to Lowe's. The store system is updated with each status returned from the vendor. This allows the store to let the customer know the status of the order at all times.

☞ The **first** required 870 simply confirms the order and sends a confirmation number back to the store. The 870 can be order level if there are no exceptions, but if there is an exception, the 870 must include detail (item) level data for each item. Exceptions that should be reported in the 870 are outlined in this document as well as Lowe's 870 Implementation Guide. No replacement items, substitution items, or backordered items are allowed.

☞ The **second** required 870 is sent when the order is allocated to production or at the "point of no return". At this time, the store cannot cancel the order via EDI. Only an order level status is needed for this 870. It is important to implement the process for handling cancellations as outlined in this document.

☞ The **final** required 870 is sent when the order is shipped, containing the carrier ID and tracking numbers. This must be sent at the detail level.

Multiple 870's can be received indicating preliminary acceptance, deleted orders, change in the expected ship date, out of stocks, item cancelled, etc. – *Review Lowe's 870 Order Status Report (SOS) Implementation Guide for each possible status, Lowe's 870 Order Status Report (SOS) Business Examples for examples of various 870's, the SOS FAQ for answers to questions, and see "SOS 870 Notes" in this document.***

STEPS TO TRANSMITTING SOS DATA VIA EDI:

1. The vendor will need to complete the [SOS EDI Pre-Test Vendor Checklist](#) (*click title to display*) before we can begin testing to ensure they understand the requirements necessary for this process.
2. Review the [SOS FAQ](#) (*click title to display*) to get answers for the most commonly asked questions on the SOS process.
3. All SOS EDI vendors must have their SOS items in one of the SOS E-Catalogs listed below. If the vendor has questions concerning whether their products are included, please send an email to eDataSupport@lowes.com to verify this information. This must be setup before EDI testing can begin.
4. **There is a mandatory 24-hour turnaround time, Monday through Friday, for the vendor to return the initial 870 order status response to original SOS purchase orders as well as for the 870 order status response to an SOS cancellation purchase order from the time the SOS 850 purchase order is transmitted to the vendor. The 24-hour window begins when Lowe's transmits the 850, not when the vendor receives the 850. For the 850 SOS purchase orders transmitted over the weekend, the 870 order status response must be transmitted the morning of the vendor's next business day. If the vendor is capable of transmitting the initial 870 earlier than the required time, the vendor should transmit it to let the stores/customers know the status of the order as soon as possible.**
5. Lowe's strongly recommends SOS EDI vendors use Internet EDI (EDI-INT) to exchange data with Lowe's. If this is not an option, the SOS EDI vendors are asked to connect to their EDI Service provider more often to retrieve orders throughout the day. If the vendor has questions concerning this process, please contact Lowe's EDI Coordinator which can be identified by the first two letters of the vendor's company name listed in the [EDI Quick Reference](#) (*click title to display*).
6. The most recent Specs for the SOS 850 and SOS 870 can be found on our website www.loweslink.com. It will take some time before most vendors are ready to test due to the system changes required for the various types of 870's. **Vendors cannot move to production until they are certified on both the 850 and 870.**
7. Vendors are required to obtain access to an Overdue 870 Report that is produced two times each day to allow vendors to address the delayed statuses and to eliminate the problem causing the delayed transmission of the 870. Vendors will need to complete all of steps in the document, [SOS Document Direct Vendor Packet](#) (*click title to display*), to get set up for Document Direct to view the Overdue 870 Report. This must be completed before we can advance to production. The Document Direct packet explains how the vendor should address the overdue statuses when in production. The report will include original 850's that have not received the initial 870 when the status is over 24 hours old. It will also include cancellation 850's that have not received the DE 870 cancellation status when the cancelled order is 24 hours old.

Regarding cancellation 850's on the report and in general, if the vendor does not respond to a pre-AP cancel and the product is shipped, **the vendor will be responsible for the consequences involved.**

In other words, if Lowe's sends the cancellation 850 before the vendor has committed the order by sending an 870 AP, then the vendor is accountable for the related issues that occur beyond this point.

8. The vendor should let Lowe's EDI Coordinator know when the vendor is ready to receive a test 850. This test data will be sent to the same EDI ID that is being used for the vendor's stock replenishment orders, from **Lowe's SOS ID – 6135830001/08**. This data **cannot** be sent to a test ID.
9. Vendors must respond to Purchase Orders with a transaction level 997 (AK2 and AK5), prior to the initial 870. **The 997 Functional Acknowledgement response to SOS original and cancellation purchase orders must be transmitted by the vendor within 6-hours, Monday through Friday, from the time the order is transmitted to the vendor. The 6-hour window begins when Lowe's transmits the 850, not when the vendor receives the 850. For the 850 SOS purchase orders transmitted over the weekend, the 997 document must be transmitted within the first-hour of business of the vendor's next business day. If the vendor is capable of transmitting the 997 earlier than the required time, the vendor should transmit it to let Lowe's know they have received it.**
10. For each 870 test the vendor transmits to Lowe's, they should provide the Lowe's EDI Coordinator the ISA control number, so it can be quickly located and reviewed.
11. While testing, Lowe's EDI Coordinator will verify the 870 data is correct. Vendors should also verify they have completed all test scenarios and corresponding 870's as outlined on the SOS Vendor Pre-Test and Production Checklists.
12. Once the vendor has completed the testing of all required scenarios and has obtained access to the Document Direct report on LowesLink®, we can proceed to production mode on an agreed on date. At that time the live orders being placed by stores will begin going to the vendor via EDI.
13. Vendors must send the 870's back within the required turnaround time. This will ensure there are no issues in meeting this requirement when advancing to production in all stores serviced.
14. Once in production, if the store phones/faxes an SOS order, the vendor's customer service must verify with the store that the order did not come via EDI. [How to tell if EDI or Manual Order \(click title to display\)](#) explains this process. The store should be placing manual orders only when the model is not in the electronic catalog. If the vendor questions when they should accept faxed orders after they are in production on EDI, they should send an email to eDataSupport@lowes.com .
15. Order Cancellations -
It is very important for Lowe's stores and vendors to follow the correct procedures for handling SOS (special order) Order Cancellations. The vendor should establish and enforce the following rules for SOS EDI order cancellation requests with their Customer Service department.

If the SOS order is placed by EDI and the AP committed status has not been transmitted to Lowe's and the store requests an order cancellation, it MUST be cancelled by EDI.

If the SOS order is placed by EDI and the AP committed status has been transmitted to Lowe's, then and only then can it be cancelled verbally. Please note: This rule still applies even if the delivery date is delayed by the vendor after the AP status is transmitted.

There should be no exceptions to the above policy. The vendor should implement systematic controls to enforce these rules.

16. While in production, vendors **MUST** continue to review the Overdue 870 report through LowesLink® Document Direct. Vendors must continue to meet the required turnaround time for the 870. By this

point, vendors should not be on the Overdue 870 report unless there is a problem. If problems occur, vendors should research and reply with explanations for each order by 4:00pm ET the same day they appear on the report. Lowe's EDI Coordinator will work with the vendor to get the report cleaned up by requesting vendors to resend data if necessary.

SOS 870 Notes:

THE FOLLOWING INFORMATION EXPLAINS THE DIFFERENT 870 STATUSES AND WHEN THEY SHOULD BE SENT AT THE ORDER LEVEL AND ITEM LEVEL IN THE 870.

*The 870 Order Status Report will only be used to convey information about a specific customer order. There will be one and only one Order per status reported. The Order level will contain the following segments: HL, PRF, ISR, and REF*JB. The item level associated with the order will contain the following segments: HL, PO1, and ISR. Only one exception can be reported per line item. QTY, TD5, and REF*AAO segments are conditional.*

NOTE: All exceptions that are conveyed to Lowe's will be negotiated by the Lowe's salesperson with the customer and vendor.

An HL segment is required at the order level and is required for each line item when item detail is included in the 870.

ORDER LEVEL STATUSES (Order Hierarchy definition of ISR01)***870-"NN"- Not In Process - Order Level Status in ISR01 (1 occurrence is optional)**

This status is used at the order level initially to acknowledge receipt of the order. This status is generated from the vendor's application system to Lowe's. This is simply an auto preview of the order. No shipping schedule has been determined. A customer reference number or confirmation number is assigned. This status does not contain item detail. This status is not required and not necessary since it does not provide a 'meaningful' status for an order but can serve to meet the initial 870 status to satisfy the requirement for the initial 870 status within 24 hours. The "NN" does not replace the "IN" which must be sent even if the "NN" is initially sent. The "NN" 870 should never be returned when the vendor receives an 850 Order Cancellation; only the "DE" 870 should be returned for an 850 Order Cancellation.

***870-"IN"/"ED"/"EX" - In Process or Reschedule Ship Date or Reschedule Delivery Date - Order Level Status in ISR01 (at least one occurrence is mandatory)**

This status is generated at the order level once a detailed review of the order has been performed. Price and item information are confirmed. If the order is accepted with no change, only an order level status is needed. If exceptions occur, all detail information on all items must be transmitted with the appropriate item status and reason. The Lowe's salesperson will review the order and negotiate with the vendor and customer. The Lowe's salesperson will send an 850 cancellation to the vendor if the order should be deleted, or the Lowe's salesperson will call the vendor to review the exception noted in the 870. For example, if one of the line items has a different delivery date than originally requested, the store may instruct the vendor to ship the entire order on the new date when all of the product will be available. For this scenario, the vendor would then send an 870 at the order level to reflect the new delivery date for the entire order. If the store is requested by the customer to cancel one of the line items because the ship or delivery date is not acceptable, the store must send an 850 cancellation to the vendor and issue a new purchase order with the product to be shipped. The vendor would return an 870 DE status upon receipt of the 850 cancellation. There will be no substitutions for the cancelled items on the original order. If the store/customer agree to accept substitutions, the original order must be cancelled and a new purchase order must be created.

***At least one status of "IN", "ED" or "EX" should be sent within 24-hours, Monday through Friday, for the initial 870 order status response to original SOS purchase orders as well as for the 870 order status response to an SOS cancellation purchase order from the time the SOS 850 purchase order is transmitted to the vendor. The 24-hour window begins when Lowe's transmits the 850, not when the vendor receives the 850. For the 850 SOS purchase orders**

transmitted over the weekend, the 870 order status response must be transmitted the morning of the vendor's next business day. If the vendor is capable of transmitting the initial 870 earlier than the required time, the vendor should transmit it to let the stores/customers know the status of the order as soon as possible.

870- "ED"/"EX" - Expect to Ship/Expect to Deliver - Order Level Status in ISR01 (multiple occurrences – optional)

This status is only generated at the order level if the "delivery requested" date of the order cannot be met for all items on the order. The entire order is rescheduled to a different date. Only an order level status is needed. Send either an "EX" to convey a new Expected to Delivery By Date, or send an "ED" to convey a new Expected to Ship By Date. When a new delivery date is sent in the 870, it will change the delivery date for the order and will flag the order for the store to review. If the store does not contact the vendor when they receive a change in the delivery date for the entire order, the vendor should proceed with shipping the order. When a new ship date is sent in the 870, the delivery date will not be changed for the order. It will, however, cause the order to be flagged for the store to review. If the delivery date is not impacted by the ship date, the vendor should not transmit a ship date.

870-"AP"-Allocation - Order Level Status in ISR01 (1 occurrence is mandatory)

This status is sent at the order level when the order is allocated to production. At this point, the Lowe's salesperson/customer cannot cancel the order without penalty (i.e. restocking fee). The order is "locked/finalized" when an 870 AP is sent. Only an order level status is needed for the AP 870. Any exceptions to the order after the allocation status is received must be communicated via a phone call. The AP 870 should be transmitted as close to the CC 870 as possible. This will provide the customer with ample time to change their mind before the product is manufactured and will allow the store to communicate via EDI instead of verbally cancelling the order.

870-"CC" - Shipment Complete - Order Level Status in ISR01 (1 occurrence is mandatory)

This status is sent at the order level when the order is shipped. All detail information on all items must be transmitted. This should also contain the carrier ID and tracking number(s).

870-"DD" - Order Delivered - Order Level Status in ISR01 (1 occurrence is optional when the order is direct delivery to a customer/installer)

This status is sent at the order level when the order has been delivered to the customer. This status is only used in response to direct deliveries to a customer/installer. Only an order level status is needed. This status is not currently mandatory but may be required when customers can view their order status on-line.

870- "DE" – Deleted Order – Order Level Status in ISR01 (1 occurrence is mandatory when the vendor receives an 850 cancellation. There is a mandatory 24-hour turnaround time, Monday through Friday, for the vendor to return the 870 order status response to an SOS cancellation purchase order from the time the SOS 850 purchase order cancellation is transmitted to the vendor. The 24-hour window begins when Lowe's transmits the 850, not when the vendor receives the 850. For the 850 SOS purchase orders transmitted over the weekend, the 870 order status response must be transmitted the morning of the vendor's next business day. If the vendor is capable of transmitting the initial 870 earlier than the required time, the vendor should transmit it to let the stores/customers know the status of the order as soon as possible.)

This status is sent at the order level when an order is deleted after receiving an 850 cancellation due to a Lowe's/customer initiated cancel.

The order may have been cancelled by Lowe's/customer due to the following exceptions received on a prior status.

- 1) Invalid product code

- 2) Item quantity changes
- 3) Lowe's salesperson/customer initiated cancel request
- 4) Unacceptable delivery date

A DE 870 should be sent to Lowe's only when an 850 cancellation is transmitted to the vendor. An NN 870 should never be transmitted as the first response for 850 Order Cancellations; only a DE 870 should be transmitted.

It is very important for Lowe's stores and vendors follow the correct procedures for handling SOS (special order) Order Cancellations. The vendor should establish and enforce the following rules for SOS EDI order cancellation requests with their Customer Service department.

* If the SOS order is placed by EDI and the AP committed status has not been transmitted to Lowe's and the store requests an order cancellation, it MUST be cancelled by EDI.

* If the SOS order is placed by EDI and the AP committed status has been transmitted to Lowe's, then and only then can it be cancelled verbally. Please note: This rule still applies even if the delivery date is delayed by the vendor after the AP status is transmitted.

There should be no exceptions to the above policy. The vendor should implement systematic controls to enforce these rules.

Additional Information on the Order Level Status Reason Codes for the ISR03

051 - Vendor-Supplied Carrier Delay – Order Level Status Reason Code in ISR03

The 051 order level status reason code can be sent after AP when the vendor-supplied carrier cannot deliver by the committed delivery date and to transmit a new delivery date. The vendor must remember this will also give the store the option to cancel the order if the customer cannot accept the new delivery date. For the order level ISR segment, the ISR-01 should include a value of EX, the ISR-02 should include a new delivery date, and the ISR-03 should include a value of 051. No item detail should be included.

052 - Import Container Delay – Order Level Status Reason Code in ISR03

The 052 order level status reason code can be sent before or after the AP if there are import delays and to transmit a new delivery date. The vendor must remember this will also give the store the option to cancel the order if the customer cannot accept the new delivery date. For the order level ISR segment, the ISR-01 should include a value of EX, the ISR-02 should include a new delivery date, and the ISR-03 should include a value of 052. No item detail should be included.

A03 - Incorrect Address – Order Level Status Reason Code in ISR03

The A03 order level status reason code can be sent at any time except after a DD 870 status. For example, if the vendor is checking address information upon receipt of the 850, it could be sent at the order level with the IN sent in the ISR-01, the ISR-02 is not needed, and the ISR-03 would include A03; no item detail should be included. Or, it can be sent after the CC with an EX at the order level to reschedule the shipment once the correct address is determined. For the order level ISR segment, the ISR-01 should include a value of EX, the ISR-02 should include a new delivery date, and the ISR-03 should include a value of A03. No item detail should be included. Once the correct address has been determined, the vendor should send another CC 870.

A45 – Delivery Not Completed – Order Level Status Reason Code in ISR03

The A45 order level status reason code can be sent after the CC 870 status when the direct shipment to a customer/installer could not be delivered and a new delivery date has been determined. For the order

level ISR segment, the ISR-01 should include a value of EX, the ISR-02 should include a new delivery date, and the ISR-03 should include a value of A45. No item detail should be included. When the shipment has been delivered, the vendor should send a DD status.

REJ - Rejected - Insufficient or Incorrect Information – Order Level Status Reason Code in ISR03

The REJ order level status reason code should be included when one item on the order has invalid item information, or an item has been discontinued, or an item is cancelled due to out of stock, or an item is flagged as out of stock. When one of these conditions exists, the vendor should not proceed with the order. The store will issue a cancellation 850 at which time the vendor should issue a DE 870. For the order level ISR segment, the ISR-01 should include a value of IN, the ISR-02 is not needed, and the ISR-03 should include a value of REJ. Item detail must always be sent when the ISR-03 includes REJ at the order level. There are two item level status reason codes that can be used with the REJ status code noted at the order level. The first one is REJ at the item level to indicate an item has insufficient or incorrect item information or the item is discontinued, and the second one is W08 at the item level to indicate there is an out-of-stock condition for the item. See the page on the ISR segment for the item level requirements.

ITEM LEVEL STATUSES (Item Hierarchy definition of ISR01)

870- "ED"/"EX" - Expect to Ship/Expect to Deliver – Item Level Status in ISR01

This status is only generated at the item level if the delivery requested date on the order for an item cannot be met. This status can be used when order level status is "IN". At the item level, send either an "EX" to convey a new Expected to Delivery By Date, or send an "ED" to convey a new Expected to Ship By Date. If all items on the order cannot meet the requested delivery date, an order level 870 is needed and item detail is not required. When an item includes an ED/EX status code, the store will notify the vendor to either send an 870 with a new delivery date for the entire order, or the store will issue a cancellation 850 for the original order and may issue a new order for the product that can meet the original delivery date and another order for the product that can be delivered by the new delivery date sent in the 870. The vendor should not proceed with shipping the order until they review the order exception with the store. Remember for SOS orders, the store cannot receive multiple shipments for an order; it is all one shipment as ordered or nothing.

870-"CC" - Shipment Complete – Item Level Status in ISR01

This status is sent at the item level when the order is shipped. All detail information on all items must be transmitted. Each item shipped should contain the carrier ID and tracking number(s). This status should be used when order level status is "CC". There should be no exceptions at the item level with a CC order level status.

870-"DS" - Out of Stock Condition – Item Level Status in ISR01

Completely Out of Stock - This status is sent at the item level when the order is received for an item that is completely out of stock. If an item is out of stock at the time the order is received but will be available to meet the delivery date, the out of stock condition should not be transmitted. If the vendor knows when an item that is out of stock will be available to be shipped, the vendor should send an ED or EX item status instead of sending a DS item status so the store can review the new date with the customer. The DS item level status can be used when order level statuses are "ED", "EX", "IN". Once the order with an item status of "out of stock" is received, the Lowe's salesperson/customer will determine one of the following.

1) To Cancel - If the store is requested by the customer to cancel one of the line items because of the out of stock condition, the store must send an 850 cancellation to the vendor and issue a new purchase

order with the product to be shipped. The vendor would send an 870 DE at the order level to confirm the cancellation. The store may issue a new purchase order for the out of stock item. There will be no substitutions for the cancelled items on the original order. If the store/customer agrees to accept substitutions, the original order must be cancelled and a new purchase order must be created.

2) To Change Entire Order to New Delivery Date - If the store instructs the vendor to ship the entire order on the new date when all of the product will be available, an order level status should be sent with an order status of "ED" or "EX" excluding a reason code.

For out of stock statuses, the vendor should not proceed with fulfilling the order until one of the above options is communicated.

Completely Out of Stock Example - 20 eaches have been ordered;

Vendor cannot ship any of the product.

The vendor will send the following status information.

ORDER LEVEL - ISR01 = IN, ISR03 = REJ
ITEM LEVEL - PO102 = 20 (Original Order Quantity)
ITEM LEVEL - ISR01 = DS, ISR03 = W08 (Material Shortage)
- QTY01 = 63 (Qualifier for On-Order Quantity)
- QTY02 = 0 (Vendor should enter zero as amount to ship)

Partially Out of Stock - The "DS" item status is sent when an item is in stock but the quantity ordered is greater than the amount in stock, an item exception should be sent using the QTY segment in the Item Level ISR Loop to convey the amount that can be filled. The original order quantity will always be sent in the PO102.

For example, 20 eaches have been ordered. Vendor can only ship 15 eaches. The vendor will send the following status information.

Partially Out of Stock Example - 20 eaches have been ordered;

Vendor can only ship 15 eaches.

The vendor will send the following status information.

ORDER LEVEL - ISR01 = IN, ISR03 = REJ
ITEM LEVEL - PO102 = 20 (Original Order Quantity)
ITEM LEVEL - ISR01 = DS, ISR03 = W08 (Material Shortage)
- QTY01 = 63 (Qualifier for On-Order Quantity)
- QTY02 = 15 (Vendor can only ship 15)

If an item is out of stock at the time the order is received but will be available to meet the delivery date, the out of stock condition should not be transmitted. If the vendor knows when an item that is out of stock will be available to be shipped, the vendor should send an ED or EX item status instead of sending a DS item status so the store can review the new date with the customer. For out of stock statuses, the vendor should not proceed with fulfilling the order until one of the above options defined in "completely out of stock" is communicated.

870-"IC" - Item Cancelled – Item Level Status in ISR01

This status is sent at the item level when the order level status is "IN" or "ED"/"EX" and invalid item information is received for an item, such as invalid item/model information or an item is discontinued. See "Examples of 870 Status Combinations for an example of this item status.

This status would also be sent at the item level if an item is in stock but the quantity ordered is not the correct saleable unit; an item exception should be sent using the QTY segment in the Item Level ISR Loop to convey the correct saleable amount, using REJ in the ISR-03 as the Reason Code. The original order quantity will always be sent in the PO102.

For example, 10 eaches have been ordered. Vendor ships units of 12. The vendor will send the following status information.

ORDER LEVEL - ISR01 = IN, ISR03 = REJ
ITEM LEVEL - PO102 = 10 (Original Order Quantity)

ITEM LEVEL - ISR01 = IC, ISR03 = REJ (Invalid Item Information)
- QTY01 = 63 (Qualifier for On-Order Quantity)
- QTY02 = 12 (Vendor Ships Units of 12)

When sending an IC in the ISR-01, an ISR-03 Reason Code of REJ should also be included. For this item status, the vendor should not proceed with fulfilling the order. The store will send an order cancellation for the original and may issue a new order for the product that is valid.

Invalid Unit of Measure

If an item on the order has an invalid unit of measure, the vendor should not return an 870 status without additional research. The only time an invalid unit of measure should occur is when the electronic catalog is incorrect. The vendor should make sure their system will flag the unit of measure exception and will process all orders following it. When this problem is identified, the vendor should send an email to eDataSupport@lowes.com to 1) identify what is in the electronic catalog, 2) decide how to correct the order the vendor received, 3) identify how many additional orders may be impacted by the incorrect unit of measure in the catalog, and 4) decide if an 870 with an invalid item information status should be sent if the vendor cannot correct the order for shipping.

870-"IN"- In Process – Item Level Status in ISR01

This status is generated at the item level for an item that has no discrepancies. This is only used in conjunction with other items that contain discrepancies. When item exceptions occur, full item detail is required for every item on the order.

Additional Information on the Item Level Status Reason Codes for the ISR03

REJ - Rejected - Insufficient or Incorrect Information – Item Level Status Reason Code in ISR03

The REJ item level reason code should be included when an item has invalid item information or the item has been discontinued. When an item has a value of REJ, the order level should also have a value of REJ for the order level status reason code ISR03. For the order level ISR segment, the ISR-01 should include a value of IN, the ISR-02 is not needed, and the ISR-03 should include a value of REJ. For the item level ISR segment, the ISR-01 should include a value of IC, the ISR-02 is not needed, and the ISR-03 should include a value of REJ. For all other items on the order that are correct, the ISR segment should be included for them as well with an IN included in the ISR-01. When this condition occurs, the vendor should not proceed with the order. The store will issue a cancellation 850 at which time the vendor should issue a DE 870.

W05 - Order Discrepancy – Item Level Status Reason Code in ISR03

The W05 item level reason code should be included when an item has incorrect price information. For the order level ISR segment, the ISR-01 should include a value of IN, the ISR-02 and ISR-03 are not needed. For the item level ISR segment, the ISR-01 should include a value of IN, the ISR-02 is not needed, and the ISR-03 should include a value of W05. This discrepancy occurs when the catalog is not correct at the stores. The store will not see this 870 status. A Lowe's SOS Catalog QA Analyst may contact the vendor to discuss the pricing discrepancy. If the vendor does not hear from the SOS Catalog QA Analyst, they should send an email to eDataSupport@lowes.com requesting directions to correct the catalog so future orders will not be impacted. This item level status should not delay the processing of the order.

W08 - Material Shortage – Item Level Status Reason Code in ISR03

The W08 item level reason code should be included when an item has a complete out-of-stock condition or a partial out-of-stock condition. For the order level ISR segment, the ISR-01 should include a value of IN, the ISR-02 is not needed, and the ISR-03 should include a value of REJ. For the item level ISR

segment, the ISR-01 should include a value of DS, the ISR-02 is not needed, and the ISR-03 should include a value of W08. The QTY segment should follow the ISR segment in the 870, with a qualifier of 63 in the QTY-01 and the value in the QTY-02 should include the quantity the vendor has available to ship. For the complete out-of-stock condition, the QTY-02 should include a zero. For the partial out-of-stock condition, the QTY-02 should include the amount of product the vendor has available to ship. When this condition occurs, the vendor should not proceed with the order. The store will issue a cancellation 850 at which time the vendor should issue a DE 870.

EXAMPLES OF 870 STATUS COMBINATIONS – ORDER LEVEL AND ITEM LEVEL

IN PROCESS EXAMPLES - without item exceptions as shown in A) and with exceptions as shown in B and C)

*A) Example without item exceptions - When no discrepancies exist, order level status should only be sent.
ORDER LEVEL - ISR01 = IN*

B) Example with multiple item exceptions displayed for Lowe's Stores - When discrepancies exist, the 870 item status detail will convey the item discrepancies. Only one exception can be reported per line item. Lowe's receives the 870 with the exception(s). Lowe's will determine if the order containing the exception information should be cancelled and a new 850 order reissued. If the order is cancelled, the store will send an 850 cancellation and the vendor will follow with an 870 DE for the cancelled order. The vendor should not send an 870 DE until they receive the 850 cancellation.

In this example, the Order Level includes IN and REJ. The ISR03 should include REJ when an item on the order has been identified as having invalid item information or has an out of stock condition. The first item is correct, the second line item has a new delivery date, the third item has invalid item information, and the fourth has a completely out of stock condition for the item.

*ORDER LEVEL - ISR01 = IN, ISR03 = REJ
ITEM LEVEL - ISR01 = IN (Valid Item Info)
ITEM LEVEL - ISR01 = EX, ISR02 = Rescheduled Delivery Date
ITEM LEVEL - ISR01 = IC, ISR03 = REJ (Invalid Item Info)
ITEM LEVEL - ISR01 = DS, ISR03 = W08 (Material Shortage)
- QTY01 = 63, Qty02 = 0 (Vendor cannot ship any)*

C) Example with item exception displayed for Lowe's Catalog QA Analyst - If the vendor identifies a pricing discrepancy, the 870 status sent by the vendor will be reported to Lowe's Catalog QA Analyst.. Lowe's stores are not notified of pricing discrepancies reported in the 870. The vendor should send an email to eDataSupport@lowes.com requesting assistance in determining the cause of the pricing discrepancy to verify there is not an issue with the electronic catalog.

*ORDER LEVEL - ISR01 = IN
ITEM LEVEL - ISR01 = IN, ISR03 = W05 (Pricing Order Discrepancy)*

DELETED EXAMPLE

An 870 DE is used to convey an order has been deleted after the vendor receives an 850 cancellation. The vendor should not send an 870 DE until they receive the 850 cancellation. The vendor should send only an Order level status when sending an 870 DE status.

ORDER LEVEL - ISR01 = DE

ORDER RESCHEDULED EXAMPLES

Note, send either an "EX" to convey a new Expected to Delivery By Date, or send an "ED" to convey a new Expected to Ship By Date.

A) If the entire order is rescheduled, then either a status of "ED" or "EX" can be sent. An order level status should only be sent.

ORDER LEVEL - ISR01 = EX, ISR02 = New Delivery Date

B) If the entire order is rescheduled due to one or more items being out of stock, then detail should be given.

In this example the order level includes EX, the new delivery date, and REJ in the ISR03. The first item has correct information but the second one is completely out of stock.

ORDER LEVEL - ISR01 = EX, ISR02 = New Delivery Date, ISR03 = REJ

ITEM LEVEL - ISR01 = IN (Valid Item Info)

ITEM LEVEL - ISR01 = DS, ISR03 = W08 (Material Shortage)

- QTY01 = 63, Qty02 = 0 (Vendor cannot ship any)

C) If the entire order is rescheduled and a line item has a pricing discrepancy.

In this example the order level includes EX, the new delivery date. The first item has correct information but the second one has a pricing discrepancy.

ORDER LEVEL - ISR01 = EX, ISR02 = New Delivery Date

ITEM LEVEL - ISR01 = IN (Valid Item Info)

ITEM LEVEL - ISR01 = IN, ISR03 = W05 (Pricing Discrepancy)

****BUSINESS EXAMPLES -- Examples of various types of 870's can be found on LowesLink® under the EDI tab and SOS section, 870 Order Status Report SOS Business Examples.**

Additional 870 Notes:

- The sequence of the PO1-01 #'s must be the same as what was sent on the 850.
- The project number must be sent back in the 870 exactly as it is transmitted in the 850.
- If there is an item exception, all items must be sent back in the 870.
- No further 870's should be sent if AP status has been reached and the store calls to cancel the order.
- ISR-02 is not required for any status except for the ED/EX status. When sending the ED/EX status, the ISR-02 must be the rescheduled date. If the ISR-02 is included with any other status, the date will be ignored.
- If there is only one item on the 850 and it is an invalid item, vendors should send back an IN with a REJ in the ISR-03 at the order level, and IC with a REJ in the ISR-03 at the item level. As a result of this the store will issue a refund, causing an 850 cancellation.

SOS 850 Notes:

- Two different PO#'s, with the same job number can be created and sent to the same vendor because a project can be split into multiple PO's due to freight charges.
- Assembly of Multiple Items - For vendors with items in the SOS Kitchen Design Catalog or SOS Configurable Catalog, some items may be ordered as individual line items but may need to be assembled together. The data value sent to the vendor in the 850 for the PID-05 element in the PID

segment with Composite ID identifies which items should be assembled together prior to shipment. Following is an example of what the line item data will look like in the 850. Please note the data value for the PID-05 element in the PID segment with Composite ID will be sent as 80 bytes although this is not reflected in the example. We do not zero-suppress that data field.

Example of line item data for multiple items to be assembled:

Item 1, Item 2, and Item 3 should be assembled together as identified in the PID segment with the "Composite ID" in the PID-04 and the same value of "00000001" in the PID-05.

Item 4 should be packaged separately.

Item 5 and 6 should be assembled together as identified by the same value of "00000003" in the PID-05 in the PID Composite ID segment.

```

PO1*1*1*EA*123.45*QT*CB*12345*VC*ABCDEF
PID~X~ ~ZZ~PRODUCT CODE~ABCDEF12345G (note if the smart part number is null,
the first PID will include freeform text instead of including the PID with the Product
Code; for example, "PID~F****K-715-47 ALM LH)
PID~X~ ~ZZ~COMPOSITE ID~00000001
PID~X~ ~ZZ~QUESTION~DIVISION
PID~X~ ~ZZ~ANSWER~MILLWORK
PO1*2*1*EA*55.25*QT*CB*22333*VC*ABCD
PID~X~ ~ZZ~PRODUCT CODE~ABCDEF12388Z
PID~X~ ~ZZ~COMPOSITE ID~00000001
PID~X~ ~ZZ~QUESTION~DIVISION
PID~X~ ~ZZ~ANSWER~MILLWORK
PO1*3*1*EA*33.75*QT*CB*33344*VC*ABCZZ
PID~X~ ~ZZ~PRODUCT CODE~ABCDEF12399D
PID~X~ ~ZZ~COMPOSITE ID~00000001
PID~X~ ~ZZ~QUESTION~DIVISION
PID~X~ ~ZZ~ANSWER~MILLWORK
PO1*4*1*EA*99.99*QT*CB*99988*VC*XXXZZ
PID~X~ ~ZZ~PRODUCT CODE~ABCDEF18899F
PID~X~ ~ZZ~COMPOSITE ID~00000002
PID~X~ ~ZZ~QUESTION~DIVISION
PID~X~ ~ZZ~ANSWER~MILLWORK
PO1*5*1*EA*111.11*QT*CB*55335*VC*ABBB
PID~X~ ~ZZ~PRODUCT CODE~ABCDEF99887L
PID~X~ ~ZZ~COMPOSITE ID~00000003
PID~X~ ~ZZ~QUESTION~DIVISION
PID~X~ ~ZZ~ANSWER~MILLWORK
PO1*6*1*EA*95.25*QT*CB*77777*VC*CCCC
PID~X~ ~ZZ~PRODUCT CODE~ABCDEF77866Z
PID~X~ ~ZZ~COMPOSITE ID~00000003
PID~X~ ~ZZ~QUESTION~DIVISION
PID~X~ ~ZZ~ANSWER~MILLWORK

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