

LowesLink[®]

SOS Webforms Vendor Packet

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Welcome to LowesLink® SOS Webforms!

Lowe's SOS (Special Order Sales) Webforms allow our SOS trading partners to receive special order sales from Lowe's, send order statuses to Lowe's, and invoice through LowesLink®. The SOS Webform automates the special ordering process and eliminates faxed/phoned special orders and invoices. Lowe's created SOS Webforms to provide our trading partners with a low cost EDI solution. This is done by allowing our trading partners to use a web browser to interact with our EDI system over the Internet. This document will provide you with the requirements necessary to begin utilizing Lowe's SOS Webforms. If an SOS vendor prefers to use Full-Integration EDI for exchanging SOS documents electronically with Lowe's, they should contact Lowe's EDI Coordinator.

SOS Processing & Vendor Requirements

Trading partners who are candidates for SOS Webforms are approved by Lowe's Merchandising Vice President and notified by Lowe's EDI Coordinator. All SOS Item Data must be approved and released in one of Lowe's electronic catalog formats (E-Catalog, SOS Kitchen Design Catalog, or SOS Configurable Catalog). This is required before we can move to production after testing SOS Webforms. Lowe's requires all SOS Webform users to complete and submit an SOS Webform Registration Form. The steps to complete these two documents are outlined in the section on "Getting Set-Up on SOS Webforms". A PreTest Checklist must also be submitted by the vendor to Lowe's EDI Coordinator confirming the vendor is aware of the SOS requirements.

Hardware/Software Requirements

When going through the LowesLink® registration process, there are prompts to check for system requirements. See the section 'Getting Set-Up on SOS Webforms' for information on registering for the application.

SOS Item Data

All SOS Webform vendors must have all special order items in one of the SOS Electronic Catalogs listed below. If you have questions on whether your products are included in an electronic catalog, please contact Lowe's SOS Specialist to verify this information. This must be setup before SOS Webform testing can begin. For SOS configurable products, use this email address m2catalogsupport@lowes.com. For SOS eCat products, please email your questions to eCatUpload@lowes.com.

PreTest Vendor Checklist

The vendor will need to complete the [SOS Webforms PreTest Vendor Checklist](#). Use the following link to print the checklist. <http://www.loweslink.com/llmain/pubdocuments/SOSWebformsPreTestChecklist.pdf> Before we can begin testing, the vendor must confirm they understand the requirements necessary for this process.

Overview of SOS Webforms Process

- Setup - After you have registered on-line for SOS Webforms, and you have received your digital certificate, you will be set up to begin testing SOS. Once testing is completed and you have received approval on your electronic catalog, you will begin receiving your SOS orders via Webforms.
- Order/Delivery Types - There are two types of SOS order transactions that can be sent to you via Webforms, and there are two methods of delivery that can be included on those orders. The two types of orders include 1) New or Originals, and 2) Cancellations. These can be identified by the "PO Type" field shown on the order. The two methods of shipping/delivery include 1) Delivery to Lowe's Store, and 2) Direct Delivery to Customer/Installer. These can be identified by the "Delivery Type" field shown on the order. The "Ship To" address on the order will show either a Lowe's Store address or a customer/installer's address where the order should be shipped.
- Order Created – Once the order is released (sold) at the store, and extracted through Lowe's Order Management system, the order will be sent to the vendor.



Welcome to LowesLink®

SOS Webforms

www.loweslink.com

- Email Alert for New and Cancelled Orders - You will receive an e-mail notifying you when there are SOS original orders or SOS cancellation orders waiting to be picked up.
- Login - Then, simply, login to LowesLink® using the Digital Certificate assigned to you by Lowe's for security. This means no one can look at your Purchase Orders and Invoices but you!
- And like **MAGIC**, your new SOS Purchase Orders (originals and cancellations) will appear for you to print!
- Order Statuses - You will apply various statuses of the SOS order from approved, committed, shipped, and cancelled, with exceptions submitted as well via Webforms. This will provide Lowe's stores/customers with order statuses until the order is shipped/delivered. A minimum of three order statuses must be submitted by you for each SOS purchase order original you receive that you can ship as ordered. These include an approved, committed, and shipped order status. More details on order statuses are provided in this document.
- Initial Status - There is a mandatory 24-hour turnaround time, Monday through Friday, for the initial order status response to original SOS purchase orders as well as for the order status response to an SOS cancellation purchase order from the time the SOS purchase order is transmitted to the vendor. The 24-hour window begins when Lowe's transmits the purchase order, not when the vendor receives the purchase order. For the SOS purchase orders transmitted over the weekend, the order status response must be transmitted the morning of the vendor's next business day. If the vendor is capable of transmitting the initial order status 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. The initial order status can be "Approved" or an "Exception".
- Email Alerts for Overdue Statuses – You will receive email alerts if Lowe's has not received the order statuses as required.
- Faxed/Phoned Orders - 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 (Webforms). This process is explained in this document [How to Tell if EDI or Manual Order](#). Use the following link to print the document.

http://www.loweslink.com/pubdocuments/ediSOS_How_to_tell_EDI_or_Manual.pdf

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 contact the **Lowe's SOS Hotline 1-336-658-7767**.

- Order Cancellations – SOS purchase orders may be cancelled by Lowe's/customer due to the following exceptions received on a prior status: 1) Invalid product code, 2) Item quantity changes due to out of stock conditions, 3) Lowe's salesperson/customer initiated cancel request, and 4) Unacceptable delivery date. A cancelled order status should be sent for the entire order after receiving a cancellation order due to a Lowe's/customer initiated cancel.

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 Webforms order cancellation requests with their Customer Service department.

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

If the SOS order is placed by SOS Webforms (EDI) and the 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 Committed status is transmitted.

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

- Item Substitutions and Backorders are NOT Allowed for SOS Purchase Orders. - No replacement items, substitution items, or backordered items are allowed. If the store/customer agrees to accept substitutions, the original order must be cancelled and a new purchase order(s) must be created. If the customer does NOT want a backordered item (item flagged with a new delivery/ship date), the store will issue a cancellation order to be sent to you. A new purchase order must be created for all products excluding the backordered item if the customer wants the other products that are available. If the customer wants a backordered item (item flagged with a new delivery/ship date), the store will issue a cancellation order to be sent to you. The store will then issue two orders - one for the backordered item, and one for the items that are available and are not backordered. Remember, with SOS shipments, all of the ordered product must be shipped at one time! It is All or Nothing!
- Invoicing - You will be able to turnaround invoices from the SOS Purchase Orders or create your own invoices from scratch. SOS Webforms will show the status of the Invoices you have submitted to Lowe's. Or, if preferred, you can invoice using Full-Integration EDI but process the SOS Purchase Orders using SOS Webforms.
- History - Completed SOS Orders can also be viewed for a period of 90 days from the time they are completed.
- Note, you cannot integrate the SOS Webform data with any of your system applications.

SOS Webforms Demo

Use the following link to view a demo of Lowe's SOS Webforms application.

<http://www.loweslink.com/SOSWebFormsDemo/splashIntro.html>

NOTE: This demo is for your viewing only and is a brief overview of the process. It is necessary to review the SOS Webform packet for all of the requirements for SOS Webforms.

Getting Set-Up on SOS Webforms

Lowe's requires all SOS Webforms users to register on-line for SOS Webforms. This will allow for a digital certificate to be issued for each user at your company that needs access to SOS Webforms. We recommend having at least two users setup for SOS Webforms for backup purposes.

Note, the Webforms demo and Webforms Intro and FAQ that are currently on our website pertain only to stock orders, not SOS orders. There is a link to the SOS Webforms DEMO further into this document.

Follow these instructions below to register for SOS Webforms. Once you have completed this and obtained your digital certificate, you can begin required testing.

Register for SOS Webforms

Use the following web site link to register for SOS Webforms.

<https://secure2.loweslink.com/llrg/>

Beside Vendor Type, Select: **"Product / Merchandise"** from the drop down box, and enter the Program Code: **7tJ>vjMt**

When you are completing the SOS WebForms registration, please enter the SOS vendor number that is associated with your electronic catalog. Please register each user who will access this application to view SOS orders and send SOS order statuses to Lowe's. Complete a SEPARATE registration for each user. Each registered user will receive their own registration number at the time they complete a successful registration. This registration number must be retained and used in retrieving the digital certificate when notified by loweslink@lowes.com.

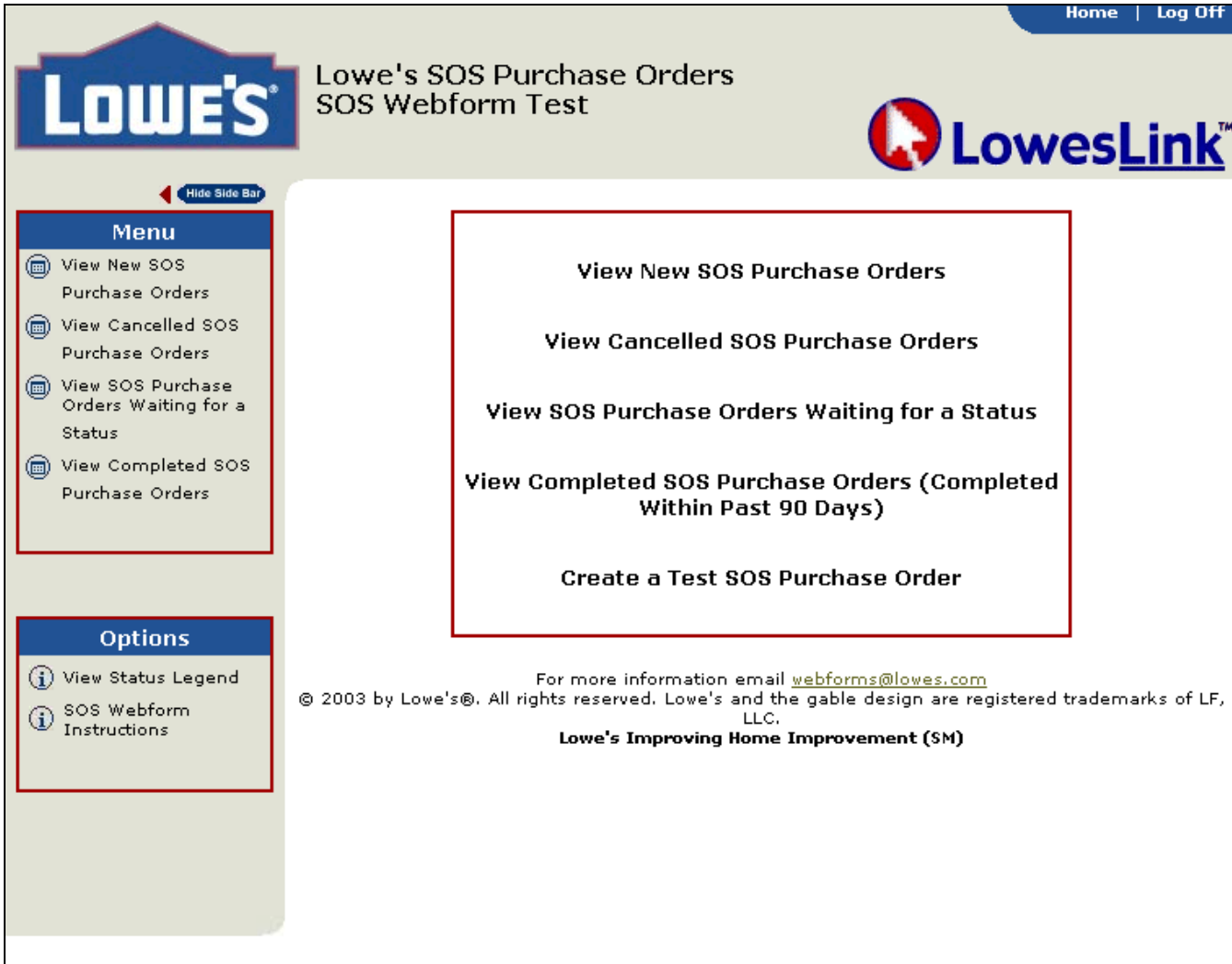
How to Log-in to SOS Webforms

Once you have been setup to access SOS Webforms, follow these instructions to log-in.

1. Open www.loweslink.com and click on the "Login" tab in the top right-hand corner of the page or you can select the "Login to LowesLink" key on the left-hand side of the page.
2. From here you will be admitted to LowesLink using your Digital Certificate.
3. Next you will be welcomed to LowesLink®. On the next prompt, click OK.
4. Now you should have a screen showing "LowesLink Applications", click on "EDI Webforms".
5. The main menu for your company will be displayed. You should choose SOS Webforms.

SOS Webform Screens


Before we get into testing or looking at production data, let's review the four basic screens you will use for SOS Webforms. After logging into SOS Webforms, you will see these four options listed on the main screen. Here is an example of the main screen.



Home | Log Off

LOWE'S

Lowe's SOS Purchase Orders
SOS Webform Test



Hide Side Bar

Menu

- View New SOS Purchase Orders
- View Cancelled SOS Purchase Orders
- View SOS Purchase Orders Waiting for a Status
- View Completed SOS Purchase Orders

Options

- View Status Legend
- SOS Webform Instructions

View New SOS Purchase Orders

View Cancelled SOS Purchase Orders

View SOS Purchase Orders Waiting for a Status

View Completed SOS Purchase Orders (Completed Within Past 90 Days)

Create a Test SOS Purchase Order

For more information email webforms@lowes.com

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Lowe's Improving Home Improvement (SM)



The following is an explanation of the four basic screens you will use for SOS Webforms.

1. [View New SOS Purchase Orders](#)

Select this option to view and print New "Original" SOS Purchase Orders. You will receive an email letting you know when to log in to view your new orders. Once you view the new orders, they will be moved to the "View SOS Purchase Orders Waiting for a Status". When the purchase order is displayed, you will also be given a prompt to print the order. If you select cancel on the print prompt, the order will still be moved to the Waiting for a Status screen. It is important to apply an order status within 24 hours of the order being sent to you as explained in the "Overview of SOS Webforms Process".

2. [View Cancelled SOS Purchase Orders](#)

Select this option to view and print Cancelled Purchase Orders. You will receive an email letting you know when to log-in to view cancelled orders. When you select a cancelled order from the list of purchase order cancellations, you will be prompted to print the purchase order. You will also see an "Accept" button that will process the cancellation and let Lowe's store know you have accepted the order cancellation. Once you accept the cancelled order, it will be moved to the "View Completed SOS Purchase Orders". It is important to apply a cancelled order status within 24 hours of the order cancellation being sent to you. If you view the order cancellation and do not accept it, the order will remain on the "Cancelled Purchase Order" screen. When a purchase order cancellation is submitted to you, you will no longer be able to apply order statuses to the original purchase order.

3. [View SOS Purchase Orders Waiting for a Status](#)

Select this option to apply order statuses throughout the life of the purchase order until it has been shipped/delivered. You will apply various statuses of the SOS order from approved, committed, shipped, and manual cancellations, with exceptions submitted as well via this screen. A minimum of three order statuses must be submitted by you for each SOS purchase order original you receive that you can ship as ordered. These include an Approved, Committed, and Shipped order status. If you do not submit the next order status as required, you will receive an email notification asking for your immediate attention to the overdue status.

A list of the various order statuses and their definition can be viewed in the "[Options](#)" box located on the bottom left-hand side of the screen, and selecting "[View Status Legend](#)". The list can also be viewed in this document in the section "Type of Order Statuses".

When you submit an Exception order status, you will not be prompted to print the purchase order. It is up to you if you print the order but it is important that you stop processing the order when the exception causes a Rejected status or that you update your system when the delivery/ship date is modified or update it with other exceptions as needed. If you want to print the purchase order at its current status, you will need to select it from the Waiting for a Status screen and print it using your browser.

4. [View Completed SOS Purchase Orders \(Completed Within Past 90 Days\)](#)

All SOS orders that have been shipped, delivered, or cancelled will be displayed when you select this option. You can view the history for an SOS Purchase Order 90 days from the date it is moved to the Completed screen.

[SOS Webform Instructions](#)

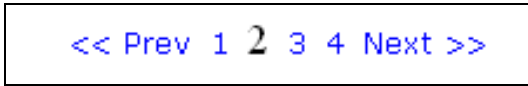
Also located in the "Options" box on the bottom left-hand side of the screen is a link to this document. It is displayed in the box as "SOS Webform Instructions". This will provide you a current version of the instructions for SOS Webforms, and will help you with any questions you have while using SOS Webforms.



Welcome to LowesLink®

Scrolling through the Screens

For each of the four screens above, a maximum of 20 purchase orders can be listed per screen. You can also use the screen numbers in the lower right-hand corner of the screen to advance to the next screen to see additional orders. The current page number will have an enlarged, bold-type font. You can also click on the "Prev" or "Next" options to scroll through the screens as well. This is an example of the page scrolling that is available.

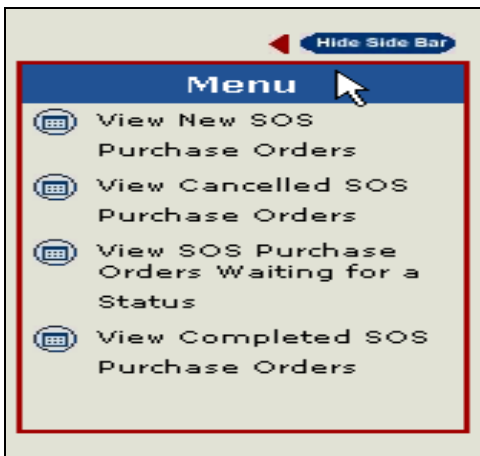


Sorting the Purchase Orders

By clicking on the column headings, the data will be sorted either in ascending or descending sequence. The arrow beside the column heading indicates the sequence. The "PO" column is the default.

Using the Side Bar Menu

You can also scroll back and forth between these four screens by using the Side Bar Menu, or you can hide the Side Bar to increase your viewing window of the SOS screens.



Transaction History and Transaction Notes

All of the screens, except the New Purchase Order screen, also have an "Options" column for viewing Order Statuses that have been submitted to-date for an order and viewing notes or comments your company may have entered for a purchase order. This is an example of the Cancelled screen which shows where the "Options" column is located on the screen.

Cancelled SOS Purchase Orders

TO VIEW CANCELLED ORDERS - You have two options for processing cancelled purchase orders:

- 1) Select [here](#) to Print and Move a maximum of 20 Cancelled Purchase Orders at a time to SOS Purchase Order History.
- 2) Select each Purchase Order individually to Print and Move to SOS Purchase Order History.

Store	PO ▲	Project	Create Date	Status	Options
258	47215	19901249	06-01-2003	OVERDUE - CANCEL - PO VOIDED	

Under the "Options" column, you will find these screens helpful in reviewing and researching purchase orders.

- **Transaction History**

You can view the "Transaction History" by selecting the first icon shown in the "Options" column. The entire life cycle of the purchase order will be displayed when you select this option. If any Exception statuses were submitted for a purchase order, you will see those highlighted in red when the transaction history is displayed. This is an example of the Transaction History screen.

**Transaction History For Store 31 PO 44592 Project
19347451**

The history of your transaction is shown below.

Jun 23, 2003 11:24:16 AM	SOS Purchase Order Created.
Jun 24, 2003 07:34:24 AM	SOS Purchase Order Viewed and Acknowledged.
Jun 24, 2003 08:25:54 AM	SOS Purchase Order Approved Without Any Exceptions
Jul 01, 2003 04:07:45 PM	SOS Purchase Order Committed to be Manufactured.
Jul 01, 2003 04:07:45 PM	SOS Purchase Order Shipped Complete.

- **Transaction Notes**

The Webform users at your company can enter comments or notes for a purchase order. **These notes will not be visible to Lowe's store.** To view or enter "Transaction Notes", select the second icon shown in the "Options" column. If you select the Notes icon for a purchase order and there are no Notes that have been entered for the order, you will see this message displayed, "No Notes Have Been Submitted For This Purchase Order." This is an example of the Transaction Notes screen.

**Transaction Notes For Store 31 PO 44592 Project
19347451**

Jul 02, 2003 05:19:19 PM

This is an example of notes added for a Purchase Order.

Please Note, the "Create a Test SOS Purchase Order" option that is displayed on the Main Menu is explained in the section on "SOS Purchase Order Testing".

SOS Purchase Order Testing

Let's begin testing SOS Webforms!!!!

To not overwhelm you all at once with SOS Webforms, we will ask you to complete only four tasks before we move you to production on SOS Purchase Orders via Webforms.

- 1) Review the Email Alert you will receive on a New SOS Order
- 2) Review a New SOS Purchase Order
- 3) Submit One Order Status for that New Order
- 4) Notify Lowe's EDI Coordinator you have completed the test.

Once the EDI Coordinator at Lowe's receives these documents they will notify you when Lowe's stores will begin sending SOS purchase orders to you and receiving order statuses from you via SOS Webforms.

It is IMPORTANT that you review all of the sections in this document on SOS Webforms so you can become familiar with receiving original and cancelled purchase orders, applying order statuses, and knowing when to proceed with filling the order or holding it because of exceptions that require a response from Lowe's store.

The following steps will walk you through each of the four tasks listed above without a great amount of detail explaining the screens or processes. For this information, you will need to review this entire document.

Log-In

Once you have been setup to access SOS Webforms, follow these instructions to log-in.

- 1) Open www.loweslink.com and click on the "Login" tab in the top right-hand corner of the page or you can select the "Login to LowesLink" key on the left-hand side of the page.
- 2) From here you will be admitted to LowesLink® using your Digital Certificate.
- 3) Next you will be welcomed to LowesLink®. On the next prompt, click OK.
- 4) Now you should have a screen showing "LowesLink Applications", click on "EDI Webforms".
- 5) The main menu for your company will be displayed. You should choose SOS Webforms.

Task 1: Review the Email Alert you will receive on a New SOS Order

- 6) For testing purposes, you will be creating an actual order that will simulate what the order will look like when a store releases an order to you via Webforms. Click "Create a Test SOS Purchase Order". You will receive this information on the next screen.

Create Test SOS Purchase Order

A Test SOS Purchase Order has Been Created. Go to the "View New SOS Purchase Orders" Screen to View the Order.

- 7) When a new SOS Purchase Order is sent to your company, you will receive an email notification to let you know there is a new order to be viewed on LowesLink®. When you selected the Create a Test SOS Purchase Order link, this should have sent an email notification to you. Print the email you received.

Task 2: Review a New SOS Purchase Order

- 8) From the Main Menu on SOS Webforms, select "View New SOS Purchase Orders".



- 9) This will bring you to a screen entitled "New SOS Purchase Orders". Use option 2 on the screen to select the order; click anywhere on the line displaying the purchase order number.
- 10) The test SOS purchase order will be displayed on your screen. You will also be prompted to print the order. Click OK to print it. Please note this is a generic test order that contains dummy item information. The actual item/model numbers ordered from your company will not be displayed on this test order. You can select "Return to List" or go to the next step.

Task 3: Submit One Order Status for that New Order

- 11) Click "View SOS Purchase Orders Waiting for a Status" from the Side Bar Menu. You will see the purchase order listed with an "Acknowledged" status. Click anywhere on the line displaying the purchase order number to select the order.
- 12) From the drop down box beside "Select PO Status", select the "Approved" status. Select Submit.
- 13) You will next see the confirmation screen showing the status you submitted. When in production, you should find the next action needed on the purchase order as shown at the bottom of the screen to be helpful.

Your status of APPROVED has been submitted.

Status Submitted For
Store Number: 701
Purchase Order: 12345
Project: 70915405
Order Date: 07-09-2003
Confirmation Number: 7011234570915405

Your next status should be Committed.

- 14) Hit the "Return to List" button. You will be returned to the Waiting for a Status screen. The purchase order should now be displayed with an Approved status. This is how easy it is to apply an order status!
- 15) Select the purchase order again from the Waiting for a Status screen, and print it using the printer on your browser.

Task 4: Notify Lowe's EDI Coordinator you have completed the test

- 16) After you have reviewed the three documents produced from the three tasks, please send an email to Lowe's EDI Coordinator confirming you have completed the SOS Webform Tests. Please be sure to include your name, the name of your company, phone #, and state SOS Webform Testing Completed. When you send the confirmation, you are done with the test for SOS Purchase Orders! If you have multiple users completing the test, only one email is needed for Lowe's EDI Coordinator. This will allow us to move you to production and users can tests as often as they wish without the need for completing Task 4 more than once for your company.

Follow-up

- 17) Lowe's EDI Coordinator will let you know when you will be moved to production on SOS Purchase Orders via Webforms.



Invoicing

18) You should now contact your Lowe's EDI Coordinator to complete the invoice testing process.

Additional Testing

Please note, you can conduct this purchase order test as often as you wish or submit other order statuses as explained in this document. Do not fax those to Lowe's EDI Coordinator. Please note, the test store 9781 and purchase order number 12345 will be used for each test, with the project number changing per test you perform.

Deleting Test Data

Any tests you create for the test store 9781 will be deleted within 24 hours.

Purpose of Testing

The main purpose of this test is to make sure that we can communicate (send purchase orders, send email notifications, and receive order statuses). The remainder of this document explains processing SOS purchase orders in production. We hope you find SOS Webforms an easy application to use.

Thank you for completing the test!

SOS Purchase Orders in Production

Before you can begin to receive SOS purchase orders via Webforms, you must complete the test process as outlined in this document. See the section on "SOS Purchase Order Testing".

Processing New "Original" SOS Purchase Orders in Production

The types of SOS orders that can be sent to you via Webforms are explained in the section "Overview of SOS Webforms Process".

- Once you and Lowe's EDI Coordinator agree on moving your company to production on SOS Webforms, you will receive an email from Lowe's letting you know New SOS Purchase Orders have been sent to you. This is an example of the email. Keep in mind when looking for these orders on LowesLink®, the "PO Type" on the email indicates whether the order is a new or cancellation SOS order. For direct orders to customers, the store number will not be listed.

From: Webforms
 Sent: Thursday, June 26, 2003 12:36 PM
 To: VENDOR NAME
 Subject: New Lowes Purchase Order(s)

YOU HAVE PURCHASE ORDER(S) FROM LOWES [HTTP://WWW.LOWESLINK.COM](http://www.loweslink.com)

Po Type	PO#	Store
-----	----	----
SOS -NEW	91443	00642
SOS -CANCEL	45848	01612

- From the Main Menu or Side Bar, select "View New SOS Purchase Orders". See the section on SOS Webform Screens for a sample of the screen showing the main menu.
- This will bring you to a screen entitled "New SOS Purchase Orders". Here is an example of the screen. A maximum of 20 orders can be listed on one screen. You can also use the screen numbers in the lower right-hand corner of the screen to advance to the next screen to see additional orders.

New SOS Purchase Orders

IMPORTANT - Use the "SOS Purchase Orders Waiting for a Status" screen to notify Lowe's of the Purchase Order Status, including Approved, Committed, Shipped, Delivered, Cancelled, and Exception Statuses until the Purchase Order has been moved to the "Completed SOS Purchase Orders" screen.

TO VIEW NEW ORDERS - You have two options for processing new purchase orders:

- 1) Select [here](#) to Print and Move a maximum of 20 New Purchase Orders at a time to SOS Purchase Orders Waiting for a Status.
- 2) Select each Purchase Order individually to Print and Move to SOS Purchase Orders Waiting for a Status.

Store	PO ▲	Project	Create Date	Status
701	12345	70915435	07-09-2003	OVERDUE - NEW
701	12345	70915440	07-09-2003	OVERDUE - NEW



There are two options for processing New SOS Purchase Orders as displayed on the screen (see above example). Option 1 allows you to view and print a maximum of 20 orders at a time, and Option 2 allows you to view and print 1 order at a time.

You will also see five columns of data on the screen for each purchase order as displayed in the above example. The data shown on the screen includes:

- a. Store Number - the Lowe's location that released the SOS Purchase Order.
- b. PO - is the purchase order number.
- c. Project - each purchase order is assigned a unique project number.
- d. Create Date - is the date the purchase order was created and released.
- e. Status - For New SOS Purchase Orders, two statuses can be displayed.
 - i. NEW - If the status is "NEW", the purchase order was released less than 24 hours of the order being sent to you.
 - ii. OVERDUE-NEW - When this status is displayed, the purchase order was not reviewed timely and it has been more than 24 hours from the order being sent to you. The only time a New SOS Purchase Order should be displayed as "OVERDUE-NEW" is over the weekend. If it occurs any other time, please verify you are receiving the email notices and be sure to promptly view the SOS purchase orders to prevent delays in applying order statuses and shipping the product. When an "Overdue-New" status occurs, you will receive an email notification asking for your immediate attention to the overdue status. This is an example of the overdue email alert.

```

From:      Webforms
To:        Vendor Contact Name
Subject:    OVERDUE Lowe's SOS Webform Purchase Order(s) for Vendor Name - id
           99999999-99

YOU HAVE OVERDUE PURCHASE ORDER(S) FROM LOWES HTTP://WWW.LOWESLINK.COM

PO Type   PO#      Store   Project#   Status   Lowe's Reference Information
-----
SOS       22130    1122   9999999999  CANCEL   ISA           ST
SOS       22131    30     0000000000  NEW      ISA           ST
SOS       22131    701   0000000000  CURRENT STATUS  ISA           ST
SOS       22134    701   9999999999  CURRENT STATUS  ISA           ST

```

- 4. Viewing Options on New SOS Purchase Orders screen:
 - a. If you select option 1 on the screen, you will click on the word "here" that is underscored on the screen in option 1. This will display a maximum of 20 New Purchase Orders for you to view and print. When you click OK to print the orders, all of them will print.
 - b. If you select option 2 on the screen, you will select each purchase order individually to view and print it.
- 5. Once you have viewed the order, the purchase order(s) will be moved to "SOS Purchase Orders Waiting for a Status" screen with a new order status of "Acknowledged". As shown in the Status Legend, "Acknowledged" is defined as "The purchase order has only been printed by the vendor. The vendor should review the purchase order and submit a current status of the purchase order."



Welcome to LowesLink®

This is an example of a New SOS Purchase Order for delivery to a Lowe's Store. When the SOS Purchase Order is a direct delivery to a Customer/Installer, the order will include the customer's address in the Ship To field on the purchase order, and the Delivery Type field will indicate it is a Direct Delivery to a Customer/Installer.

New SOS Purchase Order

[Return To List](#)

SOS Webform Test

EDI Receiver ID: SOSWEBFORMTEST*ZZ
Vendor Number: 11111

**SOS Purchase
Order Number:
12345**

PO Type: **ORIGINAL SOS PURCHASE ORDER**

Date
07-08-2003

Ship To:

Store# 9781
CSC EAST 9786
HWY 268 EAST
NORTH WILKESBORO NC 28659
Name of Customer to Pick Up Shipment: John Doe
Phone # of Customer to Pick Up Shipment: (555) 634-2119

Delivery Type	Req Delivery Date	Project Number
SOS TO LOWE'S LOCATION	07-08-2003	987654321

Purchasing Information

Location #	Lowe's Store Name	Store Phone #
9781	CSC EAST 9786	(555) 555-9222

Sales Information

Method of Shipment	Salesperson Name	Salesperson Number
PREPAID	Jane Smith	999999999

Buyer Information

Customer Name	Customer Phone Number
John Doe	(555) 634-2119

Number of items Listed: 2

Line #	Item #	Description	Qty	Unit	Price	Price Basis
1	11111	Model #: ULMC12345 TEST ITEM	3.0	EA	10.55	Quoted Price
	PRODUCT CODE: ABC123 COMPOSITE ID: 00010023 Question: DIVISION Answer: MILLWORK Question: SIZE Answer: 9 X 10					
4	22222	Model #: ULMC54321 ANOTHER TEST ITEM	8.0	EA	56.21	Quoted Price

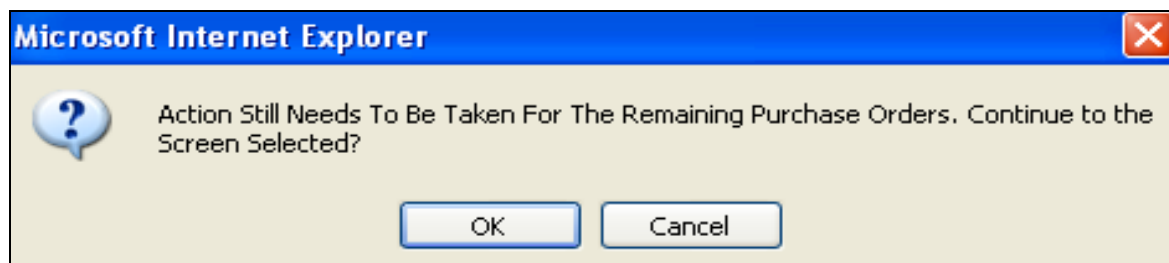
[Return To List](#)

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Lowe's Improving Home Improvement (SM)

You will know you are viewing a New Purchase Order as shown on the top of the screen when you select a New Purchase Order. It will read "New SOS Purchase Order". And, the PO Type will include "Original SOS Purchase Order".

6. If you click cancel on the print of the purchase order(s), the purchase order(s) will be moved to the Waiting for a Status screen after you click on the Return to List button or select another screen from the Side Bar.
7. If you do not receive an email and log into SOS Webforms, you should not see any New SOS Purchase Orders waiting to be viewed on the "New SOS Purchase Orders" screen. If you do, this is an issue in handling SOS orders and will cause delays in providing stores/customers orders statuses and shipping the product. If this is occurring, please verify you are receiving the email notices and are promptly viewing the SOS purchase orders to prevent delays. If you need to change the email address for alerts, contact Lowe's EDI Coordinator.
8. When there are no New SOS Purchase Orders to be viewed, you should see a message "There are No New Orders to be Displayed" on the "New SOS Purchase Orders" screen.
9. If you attempt to select another option from the Side Bar before processing all of the New SOS Purchase Orders, or you click "Home" or "LogOff" in the upper right-hand corner of the screen, you will receive a prompt asking "Action Still Needs To Be Taken For The Remaining Purchase Orders. Continue to the Screen Selected?" If you click "Cancel", you will be returned to the New SOS Purchase Orders screen. If you click "OK", you will see the screen you had selected from the Side Bar. Keep in mind if you click "OK" and go to another screen and forget to go back to the New SOS Purchase Orders screen to process all of the new orders, the new orders will be delayed in being processed. We recommend always processing all New SOS Purchase Orders before exiting that screen. This is an example of the prompt.



10. Line Item Numbers – You may notice the line item numbers in the purchase order are not sequential. This occurs when the items ordered by the customer are for different vendors. If this happens, the order will be split between vendors which may cause the assigned line numbers to not be sequential.
11. If a store enters additional shipping instructions, they will be displayed below the Ship To address on the purchase order.
12. After you review the order, it is time to apply the initial order status for the New SOS Purchase Orders. Remember the initial status must be applied within 24 hours from the create date of the purchase order. From the Side Bar on the left side of the screen or from the Main Menu, select "View SOS Purchase Orders Waiting for a Status". Go to the section in this document on "Applying Order Statuses to SOS Purchase Orders in Production" for more information on this screen.

Processing Cancelled SOS Purchase Orders in Production

An explanation of what happens when orders are cancelled and the business rules for applying cancellations is included in the section "Overview of SOS Webforms Process".

- Once you and Lowe's EDI Coordinator agree on moving your company to production on SOS Webforms, you will receive an email from Lowe's letting you know when Cancelled SOS Purchase Orders have been sent to you. This is an example of the email. Keep in mind when looking for these orders on LowesLink®, the "PO Type" on the email indicates whether the order is a new or cancellation SOS order. For direct orders to customers, the store number will not be listed.

From: Webforms
 Sent: Thursday, June 26, 2003 12:36 PM
 To: VENDOR NAME
 Subject: New Lowes Purchase Order(s)

YOU HAVE PURCHASE ORDER(S) FROM LOWES [HTTP://WWW.LOWESLINK.COM](http://www.loweslink.com)

Po Type	PO#	Store
-----	-----	-----
SOS -New	91443	00642
SOS -Cancel	45848	01612

- When you have Cancelled SOS Purchase Orders to be viewed, you will automatically be taken to the "Cancelled SOS Purchase Orders" screen as soon as you log-in. This will allow you to promptly stop building the order(s) for shipment and notify the store of your receipt and acceptance of their cancellation of the SOS purchase order. You can also get to the Cancelled SOS Purchase Orders by selecting from the Main Menu, "View Cancelled SOS Purchase Orders". A maximum of 20 orders can be listed on one screen. You can also use the screen numbers in the lower right-hand corner of the screen to advance to the next screen to see additional cancellation orders.

Here is an example of the "Cancelled SOS Purchase Orders" screen.

Cancelled SOS Purchase Orders

TO VIEW CANCELLED ORDERS - You have two options for processing cancelled purchase orders:

- 1) Select [here](#) to Print and Move a maximum of 20 Cancelled Purchase Orders at a time to SOS Purchase Order History.
- 2) Select each Purchase Order individually to Print and Move to SOS Purchase Order History.

Store	PO ▲	Project	Create Date	Status	Options
258	47215	19901249	06-01-2003	OVERDUE - CANCEL - PO VOIDED	

- There are two options for processing Cancelled SOS Purchase Orders as displayed on the screen. Option 1 allows you to print and automatically accept the cancellation for a maximum of 20 orders at a time, and Option



2 allows you to print and manually accept the cancellation for 1 order at a time. You will also see six columns of data on the screen for each purchase order.

As displayed in the above example, the data shown on the screen includes:

- a. Store Number - the Lowe's location that released the Cancellation Purchase Order.
- b. PO – is the purchase order number.
- c. Project – each purchase order is assigned a unique project number, this will be the same project number as sent for the original purchase order.
- d. Create Date – is the date the cancellation purchase order was created and released.
- e. Status – For Cancellation SOS Purchase Orders, two statuses can be displayed.
 - i. NEW – CANCEL - PO VOIDED - The cancellation purchase order was released less than 24 hours of the cancellation order being sent to you.
 - ii. OVERDUE– CANCEL - PO VOIDED – The cancellation purchase order was not reviewed timely and is more than 24 hours from the cancellation order being sent to you. The only time a Cancellation SOS Purchase Order should be displayed as “OVERDUE” is over the weekend. If it occurs any other time, please verify you are receiving the email notices and be sure to promptly view the SOS cancellation purchase orders to prevent delays in applying the cancellation order status and avoid shipping the product. When an “Overdue – Cancel – PO Voided” status occurs, you will receive an email notification asking for your immediate attention to the overdue status. This is an example of the overdue email alert.

```

From:      Webforms
To:        Vendor Contact Name
Subject:   OVERDUE Lowe's SOS Webform Purchase Order(s) for Vendor Name - id
          99999999-99

YOU HAVE OVERDUE PURCHASE ORDER(S) FROM LOWES HTTP://WWW.LOWESLINK.COM

PO Type  PO#    Store  Project#  Status  Lowe's Reference Information
-----  -
SOS      22130  1122  9999999999  CANCEL  ISA      ST
SOS      22131  30    0000000000  NEW     ISA      ST
SOS      22131  701   0000000000  CURRENT STATUS  ISA      ST
SOS      22134  701   9999999999  CURRENT STATUS  ISA      ST

```

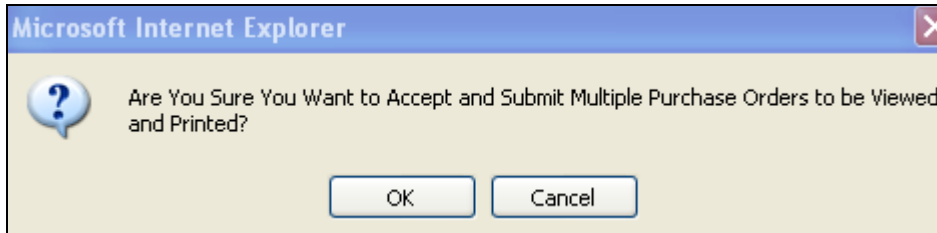
- f. Options – If you want to view the Order Statuses that have been submitted to-date for the order before you view the cancellation, or if you want to add comments or view notes your company may have entered for a purchase order before you view the cancellation, you can obtain this information from the screen where the Cancellation Purchase Orders are listed.
 - i. Transaction History - You can view the “Transaction History” by selecting the first icon shown in the “Options” column. The entire life cycle of the purchase order will be displayed when you select this option. For an example of this screen, see the section on “SOS Webform Screens”.
 - ii. Transaction Notes – The Webform users at your company can enter comments or notes for a purchase order. These notes will not be visible to Lowe's store. To view or enter “Transaction Notes”, select the second icon shown in the “Options” column. If you select the Notes icon for a purchase order and there are no Notes that have been entered for the order, you will receive a message displayed, “No Notes Have Been Submitted For This Purchase Order.” For an example of this screen, see the section on “SOS Webform Screens”.

4. Viewing Options on Cancelled SOS Purchase Orders screen:

- a. If you select option 1 on the screen, you will click on the word “here” that is underscored on the screen in option 1. This will display a maximum of 20 Cancelled Purchase Orders. By selecting this option, a maximum of 20 cancellation orders will be automatically accepted. You will receive this prompt to re-



confirm with you that by selecting OK, all of the orders will automatically be cancelled and moved to history.



You will also receive a prompt to print the orders. When you click OK to print the orders, all of them will automatically print. All of the orders will be moved to the "Completed SOS Purchase Orders" screen. The status will be displayed as "Cancelled". This status will also be added to Transaction History. The store will receive your cancelled status.

- b. If you select option 2 on the screen, you will select each Cancelled Purchase Order individually to view, print, and accept it. When the cancellation order is displayed, you will see an "Accept Cancel" button displayed on the screen. By clicking the "Accept Cancel" button, you are letting the store/customer know that you have accepted the order cancellation and will not be shipping the order. After you click Accept Cancel, the purchase order will be moved to the "Completed SOS Purchase Orders" screen. The status will be displayed as "Cancelled". This status will also be added to Transaction History.

If you do not click the Accept Cancel button and select the "View Cancelled SOS Purchase Orders" again from the side bar, you will be prompted to accept the cancel before leaving the purchase order displayed on the screen. If you do not accept the purchase order cancellation, it will remain in the Cancelled Purchase Order list until you accept the purchase order cancellation.

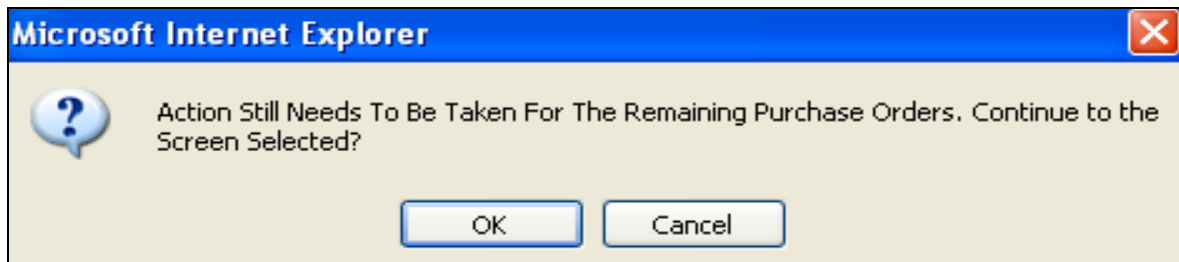
This is an example of the top part of the screen, using viewing option 2, for an SOS Cancellation Purchase Order that was scheduled for delivery to a Lowe's store. If this had been a cancellation order for a direct delivery to a customer/installer, the customer's address would have been shown in the ship to address field.

Cancelled SOS Purchase Order

<p>SOS Webform Test EDI Receiver ID: SOSWEBFORMTEST*ZZ Vendor Number: 1257</p> <p>PO Type: CANCELLED SOS PURCHASE ORDER</p> <p>Ship To: Store# 258 LOWE'S OF SPRINGFIELD, ILL. 3101 WEST WABASH SPRINGFIELD IL 62704</p>	<p>SOS Purchase Order Number: 47214</p> <p style="text-align: right;">Date 06-01-2003</p>
--	--

You will know you are viewing a Cancelled Purchase Order as shown on the top of the screen when you select a Cancelled Purchase Order. It will read "Cancelled SOS Purchase Order". And, the PO Type will indicate "Cancelled SOS Purchase Order".

5. While you are viewing the list of cancelled orders on the "View Cancelled SOS Purchase Orders" screen and attempt to select another option from the Side Bar or you click "Home" or "LogOff" in the upper right-hand corner of the screen before processing all of the Cancelled SOS Purchase Orders, you will receive a prompt asking "Action Still Needs To Be Taken For The Remaining Purchase Orders. Continue to the Screen Selected?" If you click "Cancel", you will be returned to the Cancelled SOS Purchase Orders screen. If you click "OK", you will see the screen you had selected from the Side Bar. Keep in mind if you click "OK" and go to another screen and forget to go back to the Cancelled SOS Purchase Orders screen to process all of the cancelled orders, the cancelled orders will be delayed in being processed. We recommend always processing all Cancelled SOS Purchase Orders before exiting that screen. This is an example of the prompt.




6. If you do not receive an email and log into SOS Webforms, you should not see any Cancelled SOS Purchase Orders waiting to be viewed on the "Cancelled SOS Purchase Orders" screen. If you do, this is an issue in handling SOS orders and will cause delays in providing stores/customers orders statuses and canceling the shipment. If this is occurring, please verify you are receiving the email notices and are promptly viewing the Cancelled SOS Purchase Orders to prevent delays. If you need to change the email address for the alerts, contact Lowe's EDI Coordinator.
7. When there are no Cancelled SOS Purchase Orders to be viewed, you should see a message "There are No Cancelled Orders to be Displayed" on the "Cancelled SOS Purchase Orders" screen.
8. When a purchase order cancellation is submitted to you, you will no longer be able to apply order statuses to the original purchase order.
9. There is a very slight possibility that the store will submit a new SOS purchase order to you and recognize they made a mistake and will immediately send you an SOS cancellation order. If this occurs, the new SOS purchase order will not be visible to you and you would never have printed an original purchase order, but the cancellation order will require your attention. If this occurs, you should Accept the Cancellation. If you have any questions on canceling the order, you can either contact the store to verify the cancellation is valid, in which case you would Accept the cancellation after they confirm it is valid. Or, you can contact Lowe's SOS Hotline 1-336-658-7767 for assistance.

Applying Order Statuses to SOS Purchase Orders in Production

When you select "SOS Purchase Orders Waiting for a Status", if there are purchase orders waiting for a status to be applied to them, the orders will be displayed on this screen. The current status of the purchase orders will be displayed on the screen. If there are several orders listed, you may question which one to apply a status on first. It is recommended you address any "overdue" statuses first and then apply statuses to "Acknowledged" next, and apply statuses to other orders as their status changes.

This is an example of the "SOS Purchase Orders Waiting for a Status" screen.

SOS Purchase Orders Waiting for a Status						
Select each Purchase Order individually to provide Lowe's the status of the purchase order including Approved, Committed, Shipped, Delivered, Cancelled, and Exception Statuses until the Purchase Order has been moved to the "Completed SOS Purchase Orders" screen.						
Store PO ▲	Project	Create Date	Status	Last Updated	Options	
1082 52883	18777117	06-01-2003	SHIPPED	07-07-2003 07:02 PM	 	
473 54056	16464202	05-04-2003	REJECTED - INVALID ITEM/MODEL NUMBER	07-07-2003 07:09 PM	 	
1132 58852	19906415	06-01-2003	REJECTED - MULTIPLE ITEM EXCEPTIONS	07-07-2003 07:24 PM	 	
1132 58854	19240632	06-01-2003	REJECTED - INVALID ITEM/MODEL NUMBER	07-07-2003 07:35 PM	 	
1132 58861	19240859	06-01-2003	REJECTED - ITEM SHIP DATE EXCEPTION	07-07-2003 07:46 PM	 	
1534 60311	15867385	05-04-2003	REJECTED - ITEM COMPLETELY OUT OF STOCK	07-07-2003 07:55 PM	 	
285 64912	18921116	06-01-2003	OVERDUE - ACKNOWLEDGED	07-07-2003 07:57 PM	 	

You can quickly identify which orders you should proceed with filling the order. Those statuses will be preceded with the word "APPROVED". And, you will quickly recognize those that you should NOT continue processing the order. Those statuses will be preceded with the word "REJECTED". Other statuses, such as, Shipped or Overdue, will not indicate Approved or Rejected, and should be handled as needed. A list of the various order statuses that can be applied and their definition can be viewed in the "Options" box located on the bottom left-hand side of the screen, and selecting "View Status Legend". The list can also be viewed in this document in the section "List of Order Statuses".



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If you do not submit the next order status as required, you will receive an email notification asking for your immediate attention. This is an example of the overdue email alert.

From:	Webforms						
To:	Vendor Contact Name						
Subject:	OVERDUE Lowe's SOS Webform Purchase Order(s) for Vendor Name - id 99999999-99						
YOU HAVE OVERDUE PURCHASE ORDER(S) FROM LOWES HTTP://WWW.LOWESLINK.COM							
PO Type	PO#	Store	Project#	Status	Lowe's Reference Information		
-----	-----	-----	-----	-----	-----		
SOS	22130	1122	9999999999	CANCEL	ISA	ST	
SOS	22131	30	0000000000	NEW	ISA	ST	
SOS	22131	701	0000000000	CURRENT STATUS	ISA	ST	
SOS	22134	701	9999999999	CURRENT STATUS	ISA	ST	

How to Apply Statuses

Before we get into the various statuses, let's first review how to apply statuses.

Select	You will select each purchase order individually as it is displayed on the "SOS Purchase Orders Waiting for a Status" screen to apply a status.
Current Status	The current status for the purchase order is displayed in the list of purchase orders shown on the "SOS Purchase Orders Waiting for a Status" screen. Once you select the purchase order, its "Current Status" will also be displayed at the top of the screen.
Select Status	Using the "-Select PO Status-" drop down box located at the top of the screen, you will be given the possible statuses that can be selected for the order. Click on the next status of the purchase order. See example of screen below.
Click Submit Button	After you highlight the next status, you will click on the "Submit" button which is located to the right of the status you highlighted.
Order Exceptions/Item Status	If you selected "Exceptions" from the "-Select PO Status-", you will be given a screen to enter the type of exception(s) for the order. Exceptions can be noted for the entire order, for specific items, or a combination of both. For exceptions for the entire order, select the type of exception from the drop down box "Order Exceptions". For each item that has an exception, select the type of exception from the drop down box "Item Status". If an exception needs to be entered for the entire order as well as for a specific item(s), note both as described above. Only one exception can be selected for an item per status submitted. See example of screen below.
Confirmation	After you submit an order status, you will receive a confirmation of the status you submitted. See example of screen below.
Action	The Confirmation screen will also display the next step you should take with the order.
Return to List	To return to the list of orders in the "SOS Purchase Orders Waiting for a Status" screen, you can select "Return to List" at the bottom of the Confirmation screen. Or, you can select the screen by using the side bar menu on the left of the screen.
New Status	When you return to the screen, you will notice the purchase order status was changed to the new PO Status you selected. After "Shipped" or "Delivered" statuses have been applied to the purchase order, it will be moved to the "Completed SOS Purchase Orders" screen.
Transaction History	Also on the Waiting for a Status screen, you can view the "Transaction History" by selecting the first icon shown in the "Options" column. The entire life cycle of the purchase order will be displayed when you select this option. See the section "SOS Webform Screens" for a screen example.
Transaction Notes	The Webform users at your company can enter comments or notes for a purchase order. These notes will not be visible to Lowe's store. To view or enter "Transaction Notes", select the second icon shown in the "Options" column. If you select the Notes icon for a purchase order and there are no Notes that have been entered for the order, you will receive a message displayed, "No Notes Have Been Submitted For This Purchase Order." For an example of this screen, see the section on "SOS Webform Screens".



Welcome to LowesLink®

This is an example of where you can find the "-SELECT PO STATUS-" drop down box and the Submit button to apply order statuses.

Current Status of Purchase Order - ACKNOWLEDGED

- SELECT PO STATUS -

SOS Webform Test
 EDI Receiver ID: SOSWEBFORMTEST*ZZ
 Vendor Number: 2251

SOS Purchase Order Number: 45659

PO Type: ORIGINAL SOS PURCHASE ORDER Date
05-22-2003

When you select Exceptions as the order status and select submit, you will be taken to this screen to enter the type of Exception. The following two screen examples show where to locate the drop down box to submit an Order Exception and/or Item Status.

Current Status of Purchase Order - Exception Pending

Exceptions can be noted for the entire order, for specific items, or a combination of both. For exceptions for the entire order, select the type of exception from the drop down box "Order Exceptions". For each item that has an exception, select the type of exception from the drop down box "Item Status". If an exception needs to be entered for the entire order as well as for a specific item(s), note both as described above.

Order Exceptions: - Select Order Exception -

SOS Webform Test
 EDI Receiver ID: SOSWEBFORMTEST*ZZ
 Vendor Number: 2251

SOS Purchase Order Number: 45659

PO Type: ORIGINAL SOS PURCHASE ORDER Date
05-22-2003

Number of items Listed: 2

Line #	Item #	Description	Qty	Unit Price	Price Basis	Item Status	Date
1	11111	Model #: ULMC12345 TEST ITEM	3.0 org: 3.0	EA 10.55	Quoted Price	Approved <input type="button" value="v"/>	<input type="text"/>
	PRODUCT CODE: ABC123 COMPOSITE ID: 00010023 Question: DIVISION Answer: MILLWORK Question: SIZE Answer: 9 X 10						
4	22222	Model #: ULMC54321 ANOTHER TEST ITEM	8.0 org: 8.0	EA 56.21	Quoted Price	Approved <input type="button" value="v"/>	<input type="text"/>



This is an example of a Confirmation screen you will receive after you submit an order status. The type of status you submitted will be shown at the top of the screen. The action you should take on the order regarding whether to proceed with filling the order or hold the order or what the next order status that should be submitted is displayed at the bottom of the Confirmation screen.

Your status of APPROVED - ORDER DELIVERY DATE EXCEPTION has been submitted.

Status Submitted For
 Store Number: 1188
 Purchase Order: 45659
 Project: 18085699
 Order Date: 05-22-2003
 Confirmation Number: 11884565918085699

You Have Submitted an Exception. Please Continue to Process Unless Contacted by the Store.

[Return to List](#)

As shown on the Confirmation screen, a confirmation number has been provided for you. If a store asks you to provide them a confirmation number, you can tell them the confirmation number includes three fields from the purchase order you received from Lowe's. These three fields are store, purchase order, and project numbers; with no spaces between these three fields. Or, if your system generates a confirmation number, you should give them that number.

Now let's apply some order statuses.

Since we have reviewed what to select in applying statuses, four fields will be listed to assist you in their application. These include:

<i>Current Status</i>	<i>Select Status</i>	<i>New Status when needed</i>	<i>Action when applicable</i>
-----------------------	----------------------	-------------------------------	-------------------------------

Two additional fields will be listed when there are purchase order exceptions at the order level or for an individual item. These include:

<i>Order Exceptions</i>	<i>Item Status</i>
-------------------------	--------------------

The following instructions on submitting order statuses are given for purchase orders that will be delivered to a Lowe's store. The only difference in SOS Webforms between a Lowe's Delivery and a Direct Customer/Installer Delivery is the possibility of applying two additional statuses. These include a Delivered Status and a Direct Delivery Not Complete Status. Both of these statuses are optional at this time for deliveries to customers/installers. See the section on "Confirmation of Delivery" and "Carrier Info" for more information.

The information below provides step-by-step instructions on applying order statuses to orders displayed on the Waiting for a Status screen. For a quick reference to the various order statuses that can be submitted, see the section "Summary of Various Order Processing Scenarios".



<p>1. <u>Approved Order with No Exceptions</u> – After you have reviewed the Purchase Order and you have verified you can ship the product quantities by the delivery date requested, there are three order statuses that must be submitted for the purchase order. These mandatory order statuses are Approved, Committed, and Shipped.</p>	
* <i>Current Status</i>	<u>"Acknowledged"</u> . Purchase order has only been viewed and printed. Apply the "Approved" status within 24-hours from the order being transmitted or it will be displayed as "overdue".
<i>Select Status</i>	"Approved". Purchase order will be shipped as ordered.
<i>New Status</i>	"Approved"
<i>Action</i>	Proceed with filling the order.
* <i>Current Status</i>	<u>"Approved"</u> .
<i>Select Status</i>	"Committed". Purchase order has been committed to be manufactured. If the "Committed" or "Shipped" status is not applied before the delivery date, it will be displayed as "overdue".
<i>New Status</i>	"Committed".
<i>Action</i>	Proceed with filling the order.
* <i>Current Status</i>	<u>"Committed"</u> . Product is being manufactured. Once the Committed status is submitted, if the customer requests the purchase order to be cancelled, it must be handled manually. See the section on "Overview of SOS Webforms Process" for more information on handling cancellations. Also see the section on "Applying Manual Cancellations" to find out how to process the cancellation after the Committed status has been submitted.
<i>Select Status</i>	"Shipped". Purchase order has been shipped complete. Remember for SOS shipments, the entire purchase order must be shipped in its entirety at one time. Neither multiple shipments nor back orders are allowed with SOS shipments. The Shipped status should be submitted as soon as the product is loaded and is in route for delivery. If the "Shipped" status is not applied before the delivery date, it will be displayed as "overdue". When you submit this status, you will be prompted to enter carrier information. The carrier information is optional at this time. See the section "Carrier Info" for more information.
* <i>Current Status</i>	<u>"Shipped"</u> . The purchase order has now been moved to "Completed SOS Purchase Orders".

<p>2. <u>Exception – New Delivery Date for Entire Order</u> - If you have found the purchase order has valid item information but you cannot deliver any of the items on the order by the requested delivery date, you should submit a new delivery date for the entire order. Note, if an item(s) on the order cannot be delivered by the requested delivery date but other items on the order can be delivered as requested, see the information on "Exception – New Delivery Date for an Item (s) on the Purchase Order". If you know the Ship Date instead of the Delivery Date, and the ship date is impacting the delivery date as requested on the order, see the information on "Exception – New Ship Date for Entire Order" or see "Exception – New Ship Date for an Item(s) on Purchase Order".</p>	
<i>Select Status</i>	"Exceptions". Purchase order cannot be delivered as ordered.
<i>New Status</i>	"Exceptions Pending" will be displayed for the new status until you enter the type of exception for the order.
<i>Order Exceptions</i>	Select "New Delivery Date for Entire Order" from the drop down box. Scroll to the column "New Delivery Date" and select the New Delivery Date from the drop down calendar. The date must be the current date or greater. Select "Submit".
<i>Action</i>	You will receive this action statement on the Confirmation Screen, "You Have Submitted an Exception. Please Continue to Process Unless Contacted by the Store." The Lowe's salesperson will review the order and negotiate with the vendor and customer. The Lowe's salesperson will send an order cancellation to you if the new delivery date is unacceptable to the customer. If you do not hear from the store, proceed with filling the order. There is no set response time for the store to respond on this status.
<i>New Status</i>	"Approved – Order Delivery Date Exception". This status is shown as Approved with Exceptions to let you know this Exception is acceptable to the customer to proceed with the shipment of the order unless you hear from the store.
* <i>Current Status</i>	<u>"Approved – Order Delivery Date Exception"</u> .
<i>Select Status</i>	"Committed". Purchase order has been committed to be manufactured. If the "Committed" or "Shipped" status is not applied before the delivery date, it will be displayed as "overdue".
<i>Action</i>	Proceed with filling the order unless you hear from the store or receive an order cancellation.
* <i>Current Status</i>	<u>"Committed"</u> Product is being manufactured. Once the Committed status is submitted, if the customer requests the purchase order to be cancelled, it must be handled manually. See the section on "Overview of SOS Webforms Process" for more information on handling cancellations. Also see the section on "Applying Manual Cancellations" to find out how to process the cancellation after the Committed status has been submitted.



<i>Select Status</i>	"Shipped". Purchase order has been shipped complete. Remember for SOS shipments, the entire purchase order must be shipped in its entirety at one time. Neither multiple shipments nor back orders are allowed with SOS shipments. The Shipped status should be submitted as soon as the product is loaded and is in route for delivery. If the "Shipped" status is not applied before the delivery date, it will be displayed as "overdue". When you submit this status, you will be prompted to enter carrier information. The carrier information is optional at this time. See the section "Carrier Info" for more information.
* <i>Current Status</i>	"Shipped" . The purchase order has been moved to "Completed SOS Purchase Orders".

3. Exception – New Ship Date for Entire Order - If you have found the purchase order has valid item information but you cannot deliver any of the items on the order by the requested delivery date, and you know when the shipment will ship but you do not know when it will be delivered, you should submit a new ship date for the entire order. Note, if an item(s) on the order cannot be delivered by the requested delivery date but other items on the order can be delivered as requested, and you know when the Item(s) can be shipped but do not know when it will be delivered, see the information on "Exception – New Ship Date for an Item (s) on the Purchase Order".

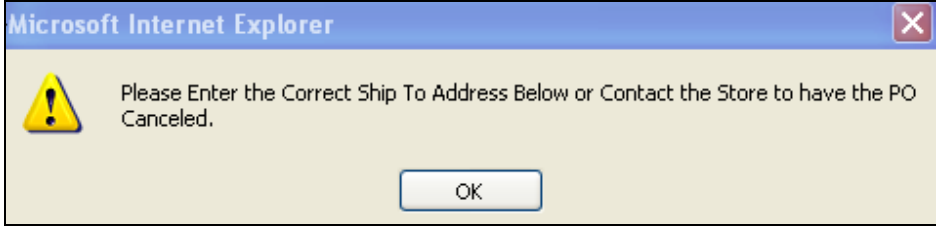
<i>Select Status</i>	"Exceptions". Purchase order cannot be delivered as ordered.
<i>New Status</i>	"Exceptions Pending" will be displayed for the new status until you enter the type of exception for the order.
<i>Order Exceptions</i>	Select "New Ship Date for Entire Order" from the drop down box. Scroll to the column "New Ship Date" and select the New Ship Date from the drop down calendar. The date must be the current date or greater. Select "Submit".
<i>Action</i>	You will receive this action statement on the Confirmation Screen, "You Have Submitted an Exception. Please Continue to Process Unless Contacted by the Store." The Lowe's salesperson will review the order and negotiate with the vendor and customer. The Lowe's salesperson will send an order cancellation to you if the new ship date is unacceptable to the customer. If you do not hear from the store, proceed with filling the order. There is no set response time for the store to respond on this status.
<i>New Status</i>	"Approved – Order Ship Date Exception". This status is shown as Approved with Exceptions to let you know this Exception is acceptable to the customer to proceed with the shipment of the order unless you hear from the store.
* <i>Current Status</i>	"Approved – Order Ship Date Exception" .
<i>Select Status</i>	"Committed". Purchase order has been committed to be manufactured. If the "Committed" or "Shipped" status is not applied before the delivery date, it will be displayed as "overdue".
<i>Action</i>	Proceed with filling the order unless you hear from the store or receive an order cancellation.
* <i>Current Status</i>	"Committed" . Product is being manufactured. Once the Committed status is submitted, if the customer requests the purchase order to be cancelled, it must be handled manually. See the section on "Overview of SOS Webforms Process" for more information on handling cancellations. Also see the section on "Applying Manual Cancellations" to find out how to process the cancellation after the Committed status has been submitted.
<i>Select Status</i>	"Shipped". Purchase order has been shipped complete. Remember for SOS shipments, the entire purchase order must be shipped in its entirety at one time. Neither multiple shipments nor back orders are allowed with SOS shipments. The Shipped status should be submitted as soon as the product is loaded and is in route for delivery. If the "Shipped" status is not applied before the delivery date, it will be displayed as "overdue". When you submit this status, you will be prompted to enter carrier information. The carrier information is optional at this time. See the section "Carrier Info" for more information.
<i>New Status</i>	"Shipped".
<i>Action</i>	Proceed with shipping the order.
* <i>Current Status</i>	"Shipped" . The purchase order has been moved to "Completed SOS Purchase Orders".

4. Exception – Vendor Supplied Carrier Delay – This exception can be sent 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.

<i>Select Status</i>	"Exceptions". Purchase order cannot be delivered as ordered.
<i>New Status</i>	"Exceptions Pending" will be displayed for the new status until you enter the type of exception for the order.
<i>Order Exceptions</i>	Select "Vendor Supplied Carrier Delay" from the drop down box. Scroll to the column "New Delivery Date" and select the New Delivery Date from the drop down calendar. The date must be the current date or greater. Select "Submit".
<i>Action</i>	You will receive this action statement on the Confirmation Screen, "You Have Submitted an Exception. Please Continue to Process Unless Contacted by the Store." The Lowe's salesperson will review the order



	and negotiate with the vendor and customer. The Lowe's salesperson will send an order cancellation to you if the new delivery date is unacceptable to the customer. If you do not hear from the store, proceed with filling the order. There is no set response time for the store to respond to this status.
<i>New Status</i>	"Approved – Vendor-Supplied Carrier Delay". This status is shown as Approved with Exceptions to let you know this Exception is acceptable to proceed with the shipment of the order unless you hear from the store.
<i>Select Status</i>	"Shipped". (Or, submit "Committed" if this status has not been submitted to indicate the product is being manufactured.) Purchase order has been shipped complete. Remember for SOS shipments, the entire purchase order must be shipped in its entirety at one time. Neither multiple shipments nor back orders are allowed with SOS shipments. The Shipped status should be submitted as soon as the product is loaded and is in route for delivery. If the "Shipped" status is not applied before the delivery date, it will be displayed as "overdue". When you submit this status, you will be prompted to enter carrier information. The carrier information is optional at this time. See the section "Carrier Info" for more information.
* <i>Current Status</i>	"Shipped" . The purchase order has been moved to "Completed SOS Purchase Orders".

5. <u>Exception – Incorrect Address</u> – An Address Exception can only be submitted if the order is a direct delivery to a customer.	
<i>Select Status</i>	"Exceptions". Purchase order cannot be delivered as ordered.
<i>New Status</i>	"Exceptions Pending" will be displayed for the new status until you enter the type of exception for the order.
<i>Order Exceptions</i>	Select "Incorrect Address" from the drop down box. When you select the status "Incorrect Address" from the Order Exceptions drop down box, you will receive this prompt.  <p>If you know the address you should enter it in the Ship To fields displayed. The original address will be stored in Transaction Notes. Once you enter the address and submit the status, an additional line will be displayed below the Ship To address to let you know you changed the address. It will read "Address Changed by Vendor, Original Address is Stored in Transaction Notes".</p>
<i>Action</i>	You will receive this action statement on the Confirmation Screen, "You Have Submitted an Exception. Please Continue to Process Unless Contacted by the Store."
<i>New Status</i>	"Approved – Address Exception" . This status is shown as Approved with Exceptions to let you know this Exception is acceptable to proceed with the shipment of the order unless you hear from the store.
<i>Action</i>	Proceed with filling the order unless you hear from the store or receive an order cancellation. The next statuses you submit will be based on when you identified the order had an incorrect address. Follow the status options in the drop down box until the order has been shipped/delivered.

6. <u>Exception – New Delivery Date for an Item(s) on the Purchase Order</u> – If you have found the purchase order has valid item information but you cannot deliver an item(s) on the order by the requested delivery date, you should submit a new delivery date for the item(s) on the order. Note, If you know the Ship Date instead of the Delivery Date, and the ship date is impacting the delivery date as requested on the order, see the information on "Exception – New Ship Date for an Item(s) on the Purchase Order".	
<i>Select Status</i>	"Exceptions". An item(s) on the purchase order cannot be delivered as ordered.
<i>New Status</i>	"Exceptions Pending" will be displayed for the new status until you enter the specific item exception.
<i>Order Exceptions</i>	Do not enter any order exception since you are reporting item exceptions.
<i>Item Status</i>	Select "New Delivery Date for Item" from the drop down box. Scroll to the column "New Delivery Date" and select the New Delivery Date from the drop down calendar. The date must be the current date or greater. Repeat this for each item that has a new delivery date. Select "Submit".
<i>Action</i>	You will receive this action statement on the Confirmation Screen, "You Have Submitted an Exception. Do Not Proceed with the Order. The Store Will Send You a Cancellation or Will Request You to Submit a New Delivery Date for the Entire Order." The Lowe's salesperson will review the order and negotiate with the vendor and customer. The Lowe's salesperson will send an order cancellation to you as multiple shipments cannot be received for SOS orders. The Lowe's salesperson may transmit two new orders to you as well, one for those that can meet the delivery date requested on the original order and one for those items that



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	have a new delivery date. If you do not hear from the store, do not proceed with filling the order. You should contact the store to determine when they will submit the cancellation order and whether they will submit new purchase orders.
<i>New Status</i>	"Rejected – Item Delivery Date Exception" .
<p>Note: When an item is submitted with a new delivery date, it will be processed as described above unless one of the following conditions exists.</p> <ul style="list-style-type: none"> • If the order has only one item and you change the delivery date for that item using the Item Status field instead of Order Exception field, the Exception will be treated as though you used the Order Exception field. The reason for doing this is to allow you to proceed with the order unless you hear from the store since it will be delivered as one shipment on the same day. • If the order has multiple line items and you change the delivery date for each item to the same delivery date using the Item Status field instead of the Order Exception field, the Exception will be treated as though you used the Order Exception field. This will allow you to proceed with the order unless you hear from the store since it will be delivered as one shipment on the same day. <p>As mentioned above, when there are multiple items on the order and only one item has a delivery date change, you should NOT proceed with the order.</p>	

<p>7. <u>Exception – New Ship Date for an Item(s) on the Purchase Order</u> – If you have found the purchase order has valid item information but you cannot deliver an item(s) on the order by the requested delivery date, and you know the ship date instead of the delivery date for the item(s), you should submit a new ship date for the item(s) on the order.</p>	
<i>Select Status</i>	"Exceptions". An item(s) on the purchase order cannot be delivered as ordered and the Ship Date is known.
<i>New Status</i>	"Exceptions Pending" will be displayed for the new status until you enter the specific item exception.
<i>Order Exceptions</i>	Do not enter any order exception since you are reporting item exceptions.
<i>Item Status</i>	Select "New Ship Date for Item" from the drop down box. Scroll to the column "New Ship Date" and select the New Ship Date from the drop down calendar. The date must be the current date or greater. Repeat this for each item that has a new ship date. Select "Submit".
<i>Action</i>	You will receive this action statement on the Confirmation Screen, ""You Have Submitted an Exception. Do Not Proceed with the Order. The Store Will Send You a Cancellation or Will Request You to Submit a New Ship Date for the Entire Order." The Lowe's salesperson will review the order and negotiate with the vendor and customer. The Lowe's salesperson will send an order cancellation to you as multiple shipments cannot be received for SOS orders. The Lowe's salesperson may transmit two new orders to you as well, one for those that can meet the delivery date requested on the original order and one for those items that have a new ship date. If you do not hear from the store, do not proceed with filling the order. You should contact the store to determine when they will submit the cancellation order and whether they will submit new purchase orders.
<i>New Status</i>	"Rejected – Item Ship Date Exception" .
<p>Note: When an item is submitted with a new ship date, it will be processed as described above unless one of the following conditions exists.</p> <ul style="list-style-type: none"> • If the order has only one item and you change the ship date for that item using the Item Status field instead of Order Exception field, the Exception will be treated as though you used the Order Exception field. The reason for doing this is to allow you to proceed with the order unless you hear from the store since it will be delivered as one shipment on the same day. • If the order has multiple line items and you change the ship date for each item to the same ship date using the Item Status field instead of the Order Exception field, the Exception will be treated as though you used the Order Exception field. This will allow you to proceed with the order unless you hear from the store since it will be delivered as one shipment on the same day. <p>As mentioned above, when there are multiple items on the order and only one item has a ship date change, you should NOT proceed with the order.</p>	

<p>8. <u>Exception - Completely Out of Stock for an Item</u> – If you have found you are completely out of stock for an item, you should submit an item exception identifying which item has zero to ship. 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 status should be not applied. If you know when an item that is out of stock will be available to be shipped, you should send a new ship date or a new delivery date instead of sending an out of stock status so the store can review the new date with the customer.</p>	
<i>Select Status</i>	"Exceptions". Purchase order cannot be shipped as ordered.
<i>New Status</i>	"Exceptions Pending" will be displayed for the new status until you enter the specific item exception.



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<i>Order Exceptions</i>	Do not enter any order exception since you are reporting item exceptions.
<i>Item Status</i>	From the drop down box, select "Comp. Out of Stock" beside the item that has zero available to ship. The Quantity field will automatically be changed to zero. This will let the store know you have zero to ship of this item(s). Repeat this for each item that is completely out of stock. Select Submit.
<i>Action</i>	You will receive this action statement on the Confirmation Screen, "You Have Submitted an Exception. Do Not Proceed with the Order. The Store Will Send You a Cancellation." The Lowe's salesperson will review the order and negotiate with the vendor and customer. 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 order cancellation to the vendor and issue a new purchase order with the product to be shipped. The vendor would send a cancellation status to confirm the order 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, a New Delivery Date must be submitted by the vendor for the entire order. For out of stock statuses, the vendor should not proceed with fulfilling the order until one of the above options is communicated.
<i>New Status</i>	"Rejected – Item Completely Out of Stock".

Line Item Quantity Change - This is an example of what the screen looks like when you have a quantity changed for a line item on the purchase order for a completely out of stock condition. The quantity field is automatically changed to zero. After you submit the Exception Out of Stock status, you will notice the original quantity (org) is grayed out and the changed quantity (chg) is displayed.

Line #	Item #	Description	Qty	Unit Price	Price Basis	Item Status	Date
1	11111	Model #: ULMC12345 TEST ITEM	0 org: 3.0	EA 10.55	Quoted Price	Comp. Out of Stock	
PRODUCT CODE: ABC123 COMPOSITE ID: 00010023 Question: DIVISION Answer: MILLWORK Question: SIZE Answer: 9 X 10							

9.	<u>Exception - Partially Out of Stock for an Item</u> – If you have found you are partially out of stock for an item, you should submit an item exception and the quantity you have available to ship. 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 status should be not applied. If you know when an item that is out of stock will be available to be shipped, you should send a new ship date or a new delivery date instead of sending an out of stock status so the store can review the new date with the customer.
<i>Select Status</i>	"Exceptions". Purchase order cannot be shipped as ordered.
<i>New Status</i>	"Exceptions Pending" will be displayed for the new status until you enter the specific item exception.
<i>Order Exceptions</i>	Do not enter any order exception since you are reporting item exceptions.
<i>Item Status</i>	From the drop down box, select "Partial Stock" beside the item that does not have all of the product to ship. <i>Quantity</i> = Enter in the Quantity field the amount of product you have available to ship. Repeat this for each item that is partially out of stock.
<i>Action</i>	You will receive this action statement on the Confirmation Screen, "You Have Submitted an Exception. Do Not Proceed with the Order. The Store Will Send You a Cancellation." The Lowe's salesperson will review the order and negotiate with the vendor and customer. 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 order cancellation to the vendor and issue a new purchase order with the product to be shipped. The vendor would send a cancellation status to confirm the order 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



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available, a New Delivery Date must be submitted by the vendor for the entire order. For out of stock statuses, the vendor should not proceed with fulfilling the order until one of the above options is communicated.

New Status **"Rejected – Item Partially Out of Stock".**

Line Item Quantity Change - This is an example of what the screen looks like when you have a quantity changed for a line item on the purchase order for a partially out of stock condition. The quantity field allows you to enter the amount of product you have available to ship. After you submit the Exception Out of Stock status, you will notice the original quantity (org) is grayed out and the changed quantity (chg) is displayed.

Line #	Item #	Description	Qty	Unit	Price	Price Basis	Item Status	Date
1	11111	Model #: ULMC12345 TEST ITEM	1.0 org: 3.0	EA	10.55	Quoted Price	Part. Out of Stock	
PRODUCT CODE: ABC123 COMPOSITE ID: 00010023 Question: DIVISION Answer: MILLWORK Question: SIZE Answer: 9 X 10								

10. **Exception – Invalid Item Information** – If you have found an item has an invalid item number or invalid model number, you should submit an item exception. Be sure to contact Lowe's SOS Specialist to correct the electronic catalog so future orders will be correct.

Select Status "Exceptions". Purchase order cannot be shipped as ordered.

New Status "Exceptions Pending" will be displayed for the new status until you enter the specific item exception.

Order Exceptions Do not enter any order exception since you are reporting item exceptions.

Item Status From the drop down box, select "Invalid Item/Model" beside the item that is invalid. Repeat for each item that is invalid.

Action You will receive this action statement on the Confirmation Screen, "You Have Submitted an Exception. Do Not Proceed with the Order. The Store Will Send You a Cancellation." For this status, you should not proceed with fulfilling the order. The store will send an order cancellation for the original order and may issue a new order for the product that is valid.

New Status **"Rejected – Invalid Item/Model Number".**

11. **Exception – Discontinued Item** – If you have found an item has been discontinued and is unavailable to be shipped, you should submit an item exception. Be sure to contact Lowe's SOS Specialist to remove this item from the electronic catalog.

Select Status "Exceptions". Purchase order cannot be shipped as ordered.

New Status "Exceptions Pending" will be displayed for the new status until you enter the specific item exception.

Order Exceptions Do not enter any order exception since you are reporting item exceptions.

Item Status From the drop down box, select "Discontinued Item" beside the item that is discontinued. Repeat for each item that is discontinued.

Action You will receive this action statement on the Confirmation Screen, "You Have Submitted an Exception. Do Not Proceed with the Order. The Store Will Send You a Cancellation." For this item status, you should not proceed with fulfilling the order. The store will send an order cancellation for the original order and may issue a new order for the other product that is available.

New Status **"Rejected – Invalid Item/Model Number".**

12. **Exception – Incorrect Price** – If you have found an item has an incorrect price, you should submit an item exception. This discrepancy occurs when the catalog is not correct at the stores.

Select Status "Exceptions". Purchase order has a pricing discrepancy.

New Status "Exceptions Pending" will be displayed for the new status until you enter the specific item exception.

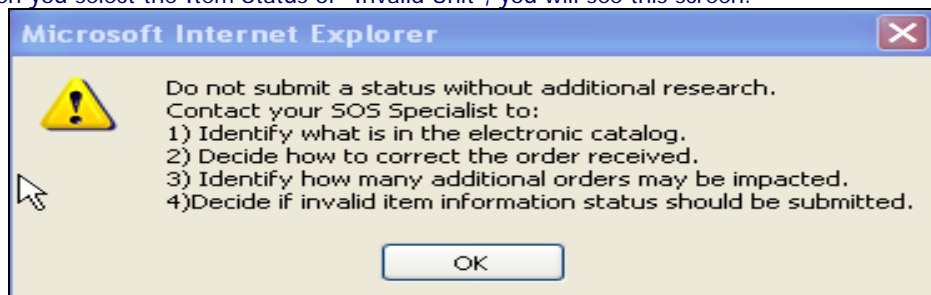
Order Exceptions Do not enter any order exception since you are reporting item exceptions.



<i>Item Status</i>	From the drop down box, select "Incorrect Price" for the item that has the incorrect price. Repeat this for each item that has an incorrect price.
<i>New Status</i>	"Approved – Item Price Exception".
<i>Action</i>	You will receive this action statement on the Confirmation Screen, "You Have Submitted an Item Exception that Should Not Delay the Order. Please Process the Order and Contact Lowe's SOS Specialist to Correct the Price for future SOS Purchase Orders." The store will not be made aware of the pricing discrepancy. Lowe's SOS Specialist will contact you to discuss the discrepancy. If the vendor does not hear from the SOS Specialist, they should contact them to correct the catalog so future orders will not be impacted. This status should not delay the processing of the order. For this item status, you should proceed with fulfilling the order.
<i>* Current Status</i>	"Approved – Item Price Exception".
<i>Select Status</i>	"Committed". Purchase order has been committed to be manufactured. If the "Committed" or "Shipped" status is not applied before the delivery date, it will be displayed as "overdue".
<i>New Status</i>	"Committed".
<i>Action</i>	Proceed with filling the order.
<i>* Current Status</i>	"Committed". Product is being manufactured. Once the Committed status is submitted, if the customer requests the purchase order to be cancelled, it must be handled manually. See the section on "Overview of SOS Webforms Process" for more information on handling cancellations. Also see the section on "Applying Manual Cancellations" to find out how to process the cancellation after the Committed status has been submitted.
<i>Select Shipped</i>	"Shipped". Purchase order has been shipped complete. Remember for SOS shipments, the entire purchase order must be shipped in its entirety at one time. Neither multiple shipments nor back orders are allowed with SOS shipments. The Shipped status should be submitted as soon as the product is loaded and is in route for delivery. If the "Shipped" status is not applied before the delivery date, it will be displayed as "overdue". When you submit this status, you will be prompted to enter carrier information. The carrier information is optional at this time. See the section "Carrier Info" for more information.
<i>* Current Status</i>	"Shipped". The purchase order has now been moved to "Completed SOS Purchase Orders".

13. **Exception – Invalid Unit of Measure** – If an item on the order has an invalid unit of measure, the vendor should not apply an item status without additional research. The only time an invalid unit of measure should occur is when the electronic catalog is incorrect. When this problem is identified, the vendor should contact Lowe's SOS Specialist 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 invalid item information status should be sent if the vendor cannot correct the order for shipping. The phone number for Lowe's SOS Specialist is listed in the section "SOS Item Data" in the front of this document.

When you select the Item Status of "Invalid Unit", you will see this screen.



When you click OK on the above screen, if you try to submit the invalid unit of measure status again, you will see this prompt. If you and the SOS Specialist determine you cannot fix the order and ship the product, an Invalid Item/Model status should be submitted.



14. **Cancellations** --

SOS CANCELLATIONS PRIOR TO THE COMMITTED STATUS - When the store receives a request from a customer to cancel an order, the store will send it to you via Webforms if you have NOT submitted the Committed status. Once you Accept the Cancelled Order, it will be moved to Completed SOS Purchase Orders. The status will be displayed as "Cancelled". **IMPORTANT** - The vendor must not accept verbal cancellations from Lowe's store unless you have submitted the Committed status. See the section on "Processing Cancelled SOS Purchase Orders in Production" for more information on handling SOS Cancellations shown on the Cancelled SOS Purchase Order screen.

SOS CANCELLATIONS AFTER THE COMMITTED STATUS (MANUAL CANCELLATIONS) - If a store requests you to cancel an order, verify whether you have transmitted the Committed status. If you have NOT submitted the Committed status, request the store to send the Cancellation Order via EDI Webforms. If you have submitted the Committed status and the store requests the order to be cancelled, open the purchase order from the Waiting for a Status screen and click on Manual Cancel. The order will be moved to Completed SOS Purchase Orders. Its status will be displayed as "Manually Cancelled". The manual cancellation status that you submit will not be sent to the store since the store verbally requested you to cancel the order.

If you try to submit a Manual Cancel for an order before the Committed status is submitted, you will get this prompt.



15. **Multiple Exceptions** – You can have multiple exceptions per purchase order. For example, you could submit a New Delivery Date either for the entire order or for an item, and then find one of the items has invalid item information and you would submit that status next. Or, you could have submitted the Approved or Committed status and find the order cannot be delivered as requested, and you would submit a New Delivery Date status. It is also possible to submit a New Delivery Date for the Entire Order and an Incorrect Price status for an order at the same time. Another example would be submitting all of these exceptions at one time: a New Ship Date for the Entire Order and an Invalid Item/Model for an item, and an Out of Stock condition for another item. For this scenario, the status will be displayed as "**Rejected-Order/Item Exceptions**". Note, if you reschedule the entire order, submitting a new delivery date or a new ship date, you cannot reschedule an item for the order. Another note, an item can have only one exception per status you submit. If you submit an exception for more than one item on the order, the status will be displayed as either "Approved" or "Rejected" and will be followed by "**Multiple Item Exceptions**" on the PO display. The "select status" drop down box will display the type of status that can be selected for a purchase order based on its current status.

These are some additional notes on applying order statuses.

Confirmation of Delivery

Here's information on submitting the two additional statuses for Direct Deliveries. When you submit a Shipped status for a direct delivery, you will be prompted to indicate if you will know when the product has been delivered. You will be asked, "Will You Receive an Order Confirmation From the Carrier Confirming the Order has been Delivered?" If you reply Yes, the purchase order will remain in the Waiting for a Status screen until the Delivered Status is submitted. A prompt will be displayed indicating this, "The Order Will Remain in Waiting for a Status Until You Submit the Delivered Direct Status." The confirmation screen you will see when the Shipped status is submitted for direct deliveries to customers includes the next action step, "Please Submit a Status of DELIVERED DIRECT TO CUSTOMER/INSTALLER When Delivery is Complete". If you attempted to deliver the shipment but could not complete the delivery, a "Direct Delivery Not Complete" status should be submitted following the Shipped status. Once you are successful in delivering the product, a Delivered status should be submitted. If you reply No, indicating the carrier will not provide you with the order confirmation of delivery, you will receive a message "The order will be sent to Completed SOS Purchase Orders."

Carrier Info

Before you select the Submit button after answering Yes or No to the question on getting the order confirmation of delivery from the carrier, if you have the Carrier's SCAC code or Carrier's Name, you should enter it on the screen. If you have the tracking numbers for the order from the carrier, you should enter it on the screen. There is a field to enter the tracking number if one is used for the entire order. Or, there is a field listed beside each item if each item has a unique tracking number. All of the carrier information is optional at this time. You will be prompted for the carrier information for each Shipped status you submit whether it is for a Lowe's Delivery or a Direct Customer Delivery.

This is an example of the carrier/delivery information screen you will see displayed after submitting the Shipped status for direct deliveries to customers/installers. Note, if the purchase order is a Lowe's Delivery, you will see this same screen but it will not include the first question on order confirmation of delivery.



Welcome to LowesLink®

Store 650, PO 83694, Project 19168249

Please Provide the Following Carrier/Delivery Information

Submit

Will You Receive an Order Confirmation From the Carrier Confirming the Order has Been Delivered? Yes

If You Know the Carrier Information, Please Complete the Following:

Carrier SCAC Code:

or

Carrier Name or Other Method:

If One Tracking Number is Used for Entire Order, Please Complete the Following:

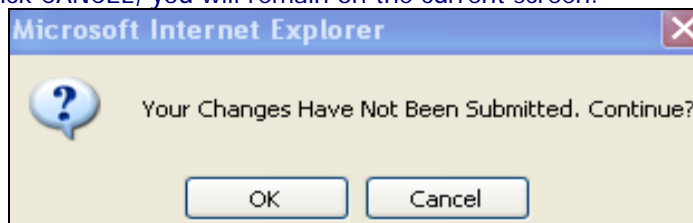
Tracking Number:

If Unique Tracking Numbers Will be Used for Each Item, Please Complete the Following:

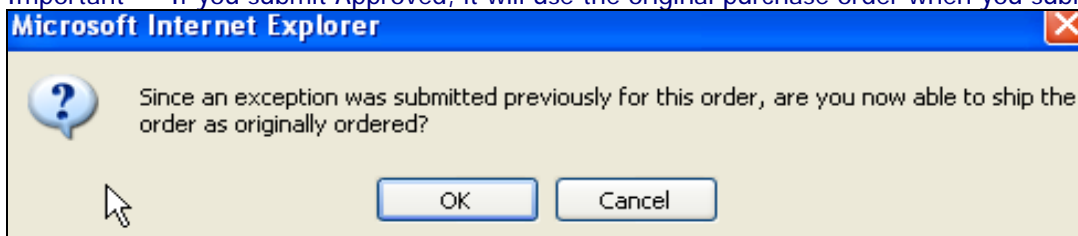
Number of items Listed: 1

Line #	Item #	Description	Tracking Number
1	148602	Model #: 04058-12 UPC #: 000000000000 12' Concept - Sovereign	<input type="text"/>

Your Changes Have Not Been Submitted - When you select a purchase order from the Waiting for a Status screen and do not make any changes or make changes and fail to hit the Submit button, you will see this prompt. If you click OK, you will be taken to the screen you have selected and any changes will not be submitted. If you click CANCEL, you will remain on the current screen.



From Exception to Approve - If you had submitted an Exception but made a mistake and need to Approve the order, you will get this prompt when you submit the Approved order status. Important --- If you submit Approved, it will use the original purchase order when you submit this status.



Summary of Various Order Processing Scenarios

This is a summary of the types of order statuses to submit based on various processing scenarios. Please refer to the Status Legend in this document for a definition of each status.

DESCRIPTION OF ORDER PROCESS	STATUSES TO BE SUBMITTED & ACTION
Order can be shipped as ordered	APPROVED. <i>Action</i> =Proceed with order. <i>Next Statuses</i> =Committed; Shipped; also Delivered if the order is a Delivery to a Customer and you will know when it is delivered.
Cannot meet requested delivery date; new delivery date is known	EXCEPTION. Order Exception=NEW DELIVERY DATE FOR ENTIRE ORDER. <i>Enter</i> = <u>New Delivery Date</u> order will be delivered. <i>Action</i> =Proceed with order unless you hear from store. There is no time period set for this. <i>Next Statuses</i> =If you do not receive a cancel, submit Committed; Shipped; also Delivered if the order is a Delivery to a Customer and you will know when it is delivered.
Cannot meet requested delivery date; a ship date is known	EXCEPTION. Order Exception=NEW SHIP DATE FOR ENTIRE ORDER. <i>Enter</i> = <u>New Ship Date</u> order will be shipped. <i>Action</i> =Proceed with order unless you hear from the store. <i>Next Statuses</i> =If you do not receive a cancel, submit Committed; Shipped; also Delivered if the order is a Delivery to a Customer and you will know when it is delivered.
Incorrect Shipping Address	EXCEPTION. Order Exception=INCORRECT ADDRESS. <i>Enter</i> = <u>New Address</u> as prompted. Original Address will be moved to Transaction Notes. <i>Action</i> =Proceed with order unless you hear from the store. <i>Next Statuses</i> =Is based on when you identified the incorrect address; continued until shipped/delivered.
Vendor Carrier Delay	EXCEPTION. Order Exception=VENDOR CARRIER DELAY. <i>Enter</i> = <u>New Delivery Date</u> order will be delivered. <i>Action</i> = Proceed with filling order unless you hear from store. <i>Next Statuses</i> =If you do not hear from the store, submit Committed; Shipped; also Delivered if the order is a Delivery to a Customer and you will know when it is delivered.
An Item(s) cannot be delivered by requested delivery date; new delivery date is known	EXCEPTION. Item Status=NEW DELIVERY DATE. <i>Enter</i> = <u>New Delivery Date for Item(s)</u> , <i>Action</i> =Do Not proceed with order, store will issue a cancellation order or will ask you to submit a new delivery date for entire order.
An Item(s) cannot be delivered by requested delivery date; a ship date is known	EXCEPTION. Item Status=NEW SHIP DATE. <i>Enter</i> = <u>New Ship Date for Item(s)</u> , <i>Action</i> =Do Not proceed with order, store will issue a cancellation order or will ask you to submit a new ship date for entire order.
An Item(s) has Invalid Item Information	EXCEPTION. Item Status=INVALID/ITEM MODEL. <i>Action</i> =Do Not proceed with order, store will issue a cancellation order.
An Item(s) has an Incorrect Price	EXCEPTION. Item Status=INCORRECT PRICE. <i>Action</i> =Proceed with order; store will not be made aware of pricing discrepancy; Vendor and Lowe's SOS Specialist should review how to correct for future orders. <i>Next Statuses</i> =Committed; Shipped; also Delivered if the order is a Delivery to a Customer and you will know when it is delivered.
An Item(s) is Completely Out of Stock	EXCEPTION. Item Status=COMP OUT OF STOCK. <i>Quantity will automatically be changed to zero.</i> <i>Action</i> =Do Not proceed with order, store will issue a cancellation order. (Note, if you know when the item will be available, send a new delivery date or a new ship date for the item instead of sending an out of stock status).
An Item(s) is Partially Out of Stock	EXCEPTION. Item Status=PARTIAL STOCK. <i>Enter</i> =In the Quantity field, <i>the amount of product you have available to ship.</i> <i>Action</i> =Do Not proceed with order, store will issue a cancellation order. (Note, if you know when the item will be available, send a new delivery date or a new ship date for the item instead of sending an out of stock status).
An Item(s) has been Discontinued	EXCEPTION. Item Status=DISCONTINUED. <i>Action</i> =Do Not proceed with order, store will issue a cancellation order.
An Item(s) has an Invalid Unit of Measure	EXCEPTION. Item Status=INVALID UNIT. The only time this should occur is when the electronic catalog is incorrect. <i>Action</i> =Do Not proceed with order until you review the unit of measure for the item with Lowe's SOS Specialist to identify what is in the electronic catalog, to decide how to correct the order you have received, and identify how many additional orders may be impacted by the incorrect unit of measure in the catalog. After you confirm with Lowe's SOS

	Specialist you can correct the unit of measure in your system and reply to the prompt indicating you can ship the order, the status will be changed to Approved and you should proceed with filling the order. After the Approved status, the next status is Committed, followed by Shipped. If you indicate you cannot correct the unit of measure for the order you received, the status will be changed to Exception – Invalid Item/Model and you should Not proceed with the order. The store will issue a cancellation.
Approved – you can ship as ordered	APPROVED. <i>Action</i> =Proceed with order. <i>Next Statuses</i> = Committed; Shipped; also Delivered if the order is a Delivery to a Customer and you will know when it is delivered.
Committed – you have committed the order to be manufactured	COMMITTED. <i>Action</i> =Proceed with order. <i>Next Statuses</i> = Shipped; also Delivered if the order is a Delivery to a Customer and you will know when it is delivered.
Shipped – you have shipped the order	SHIPPED. <i>Action</i> =No further action is required unless the order is a Direct Delivery to a Customer and you will know when the product has been delivered, a Delivered status should be submitted.
Delivered the order directly to a Customer/Installer	DELIVERED. Submit this status if you will receive an order confirmation of delivery from the carrier. <i>Action</i> =No further action is required.
Cannot complete direct delivery to Customer/Installer	DIRECT DELIVERY NOT COMPLETE. <i>Enter</i> = <i>New Delivery Date for Entire Order.</i> <i>Action</i> =When this status is selected, you will be prompted to enter a new delivery date when the delivery will be attempted again. Once complete, submit a Delivered status.
Cancelled order sent via Webforms	When the store receives a request from a customer to cancel an order, the store will send it to you via Webforms if you have NOT submitted the Committed status. Once you <i>Accept</i> the Cancelled Order, it will be moved to Completed SOS Purchase Orders. IMPORTANT - The vendor must not accept verbal cancellations from Lowe's store unless you have submitted the Committed status. See the section on "Processing Cancelled SOS Purchase Orders in Production" for more information on handling SOS Cancellations shown on the Cancelled SOS Purchase Order screen.
Cancelled order Manually by phone/fax	If a store asks you to cancel an order, verify whether you have transmitted the Committed status. If you have NOT submitted the Committed status, ask the store to send the Cancellation Order via EDI Webforms. If you have submitted the Committed status and the store requests the order to be cancelled, open the purchase order from the Waiting for a Status screen and click on Manual Cancel. The order will be moved to Completed SOS Purchase Orders.
Multiple Exceptions	You can have multiple exceptions per purchase order. For example, you could submit a New Delivery Date either for the entire order or for an item, and then find one of the items has invalid item information and you would submit that status next. Or, you could have submitted the Approved or Committed status and find the order cannot be delivered as requested, and you would submit a New Delivery Date status. It is also possible to submit a New Delivery Date for the Entire Order and an Incorrect Price status for an order at the same time. Another example would be submitting all of these exceptions at one time: a New Ship Date for the Entire Order and an Invalid Item/Model for an item, and an Out of Stock condition for another item. For this scenario, the status will be displayed as " Rejected-Order/Item Exceptions ". Note, if you reschedule the entire order, submitting a new delivery date or a new ship date, you cannot reschedule an item for the order. Another note, an item can have only one exception per status you submit. If you submit an exception for more than one item on the order, the status will be displayed as either "Approved" or "Rejected" and will be followed by " Multiple Item Exceptions " on the PO display. The "select status" drop down box will display the type of status that can be selected for a purchase order based on its current status.

Viewing Completed SOS Purchase Orders in Production

SOS Purchase Orders with the following order statuses will be displayed on the Completed SOS Purchase Order screen.

- Shipped (for purchase order delivered to a Lowe's store, and for purchase order delivered to a customer/installer when a confirmation of delivery is not received from the carrier)
- Delivered (for purchase orders delivered to customer/installer when a confirmation of delivery is received from the carrier)
- Cancelled (store sent a cancellation order before the committed status and the vendor accepted it)
- Manually Cancelled (store requested cancellation after the committed status)

If there are no purchase orders in the Completed SOS Purchase Order screen, you will see the message, "There are No Historical Orders to be Displayed".

You can also view Transaction History and Transaction Notes for the purchase orders listed on this screen.

Invoices for SOS Purchase Orders

You will be able to turnaround invoices from the SOS Purchase Orders or create your own invoices from scratch. SOS Webforms will show the status of the Invoices you have submitted to Lowe's. Or, if preferred, you can invoice using Full-Integration EDI but process the SOS Purchase Orders using SOS Webforms. Contact your Lowe's EDI Coordinator to test invoices or for any invoice questions.

EDI Contacts at Lowe's

If you have questions on SOS EDI processing, please contact Lowe's EDI Coordinator which can be identified in the EDI Quick Reference. This document can be viewed on www.loweslink.com by selecting the EDI tab and then selecting EDI Specifications and Business Examples.

Who to Contact with Questions

- Cannot get into LowesLink® – Send an email to Webforms@lowes.com describing the problem in detail and include any information displayed on your screen, your name, company name, and your vendor number.
- A new user needs to register for LowesLink® – Follow the instructions in this document. If this is unclear, send an email to Webforms@lowes.com
- Electronic Catalog – send an email to edatasupport@lowes.com
- Delivery Date (lead-time) on Purchase Order – send an email to edatasupport@lowes.com
- Pricing – send an email to edatasupport@lowes.com
- Invalid Unit of Measure – send an email to edatasupport@lowes.com
- SOS Purchase Order was Phoned or Faxed and not sent via SOS Webforms – Lowe's SOS Hotline 1-336-658-7767.
- Unsure about what status to submit for a purchase order – Review this document. If the documentation is unclear, contact Lowe's EDI Coordinator.
- Store has not replied to Exception Order Status – Contact Store.
- Invoice Questions – Lowe's EDI Coordinator
- Change Email Address for Alerts on New/Cancelled/Overdue Orders – Lowe's EDI Coordinator

List of Order Statuses

Acknowledged

The purchase order has only been printed by the vendor. The vendor should review the purchase order and submit a current status of the purchase order.

Approved

The purchase order item information is accurate and the vendor can ship the order by the delivery date.

Committed

The purchase order has been committed to be manufactured. This status should be sent just before the product is being manufactured.

Shipped

The purchase order has been shipped complete.

Delivered Direct to Customer/Installer

The purchase order has been delivered. This status should be sent for direct deliveries to customers/installers only. This status is not needed for deliveries to Lowe's store.

Cancelled

The purchase order was cancelled by Lowe's and the vendor has cancelled the purchase order. IMPORTANT - The vendor must not accept verbal cancellations from Lowe's store unless the Committed status has been submitted by the vendor.

Manually Cancelled

Following the Committed Status, if a store requests an order to be cancelled, the store will verbally submit the cancellation request to the vendor; it will not be submitted via Webforms from the store. If this occurs, the vendor should apply a Manual Cancellation for the Purchase Order.

Approved - Order Delivery Date Exception

The purchase order has valid item information but the order cannot be shipped by the requested delivery date, and the vendor has submitted a new delivery date. Note, a new delivery date can be entered for the entire order or by line item. If for the entire order, the vendor should continue processing the purchase order unless notified by Lowe's store. SOS orders must be shipped complete at the same time as one shipment.

Approved - Order Ship Date Exception

The purchase order has valid item information but the order cannot be shipped to meet the requested delivery date, and the vendor has submitted a new ship date. Note, a new ship date can be entered for the entire order or by line item. If for the entire order, the vendor should continue processing the purchase order unless notified by Lowe's store. SOS orders must be shipped complete at the same time as one shipment.

Approved - Vendor-Supplied Carrier Delay

The vendor-supplied carrier identified they cannot deliver by the committed delivery date. The vendor must submit a new delivery date along with this exception reason code of vendor-supplied carrier delay.

Approved - Address Exception

Address Exception can only be submitted if the order is shipped direct to the customer. The vendor can supply the new address or the vendor may ask the store to cancel and submit a new address.

Approved - Item Price Exception

The purchase order has incorrect pricing for an item. Lowe's store will not be notified of this exception. Lowe's SOS Specialist will discuss pricing errors with the vendor. This exception should not delay processing of the order.

Exception - Direct Delivery Not Complete

The purchase order could not be delivered direct to the customer/installer. The vendor attempted to deliver the shipment but could not complete the delivery to the customer/installer. The vendor must submit a new delivery date along with this exception.

Rejected - Invalid Item/Model Number

The purchase order has invalid item information. The vendor should NOT continue processing the purchase order. Lowe's store will cancel the order and may submit a new purchase order. The vendor should contact Lowe's SOS Specialist to correct the catalog.

Rejected - Item Delivery Date Exception

The purchase order contains item information with an item that cannot be delivered by the requested delivery date, and the vendor has submitted a new item delivery date. Note, a new delivery date can be entered for the entire order or by line item. If for a line item, the vendor should NOT continue processing the purchase order; the store will notify the vendor to either submit a new delivery date/ship date for the entire order or will cancel the order and may submit new purchase orders to the vendor.

Rejected - Item Ship Date Exception

The purchase order contains item information with an item that cannot be shipped to meet the requested delivery date, and the vendor has submitted a new item ship date. Note, a new ship date can be entered for the entire order or by line item. If for a line item, the vendor should NOT continue processing the purchase order; the store will notify the vendor to either submit a new delivery date/ship date for the entire order or will cancel the order and may submit new purchase orders to the vendor.

Rejected - Item Completely Out of Stock

The purchase order contains items that are out of stock. The vendor should NOT continue processing the purchase order. Lowe's store will cancel the order and may submit a new purchase order.

Rejected - Item Partially Out of Stock

The purchase order contains items that are partially out of stock. The vendor should NOT continue processing the purchase order. Lowe's store will cancel the order and may submit a new purchase order.