

Stage of PO	Select PO Status & Submit*		Order Status Facts	Action after Order Status is Submitted		
				Continue Shipping	Next Status or Follow-Up	Lowe's Cancels PO
Not viewed Printed	Select Status=	Automatically displayed as <b>ACKNOWLEDGED</b> after it is viewed/printed.	Vendor is reviewing the PO.	Yes	<b>APPROVED</b> or <b>Exception Status</b>	No
Fulfilling PO as ordered; No Exceptions exist	Select Status=	<b>APPROVED*</b>	Apply it within <b>24-hours</b> from PO posting.	Yes	<b>COMMITTED</b>	No
Committed to be manufactured	Select Status=	<b>COMMITTED*</b> .	Apply it within <b>48-hours</b> from PO posting. Resolve all exceptions before submitting Committed/Shipped Statuses.	Yes	<b>SHIPPED</b>	No
Shipment Complete (Shipped)	Select Status=	<b>SHIPPED*</b> . Apply it by the PO Delivery Date; as soon as the product is loaded and shipped. It also requires Carrier SCAC/Name and Tracking # entered for the PO or per item.	Ship entire PO together; multiple shipments/back orders are not allowed. User is prompted to indicate whether it will be known when the product has been delivered. If Yes, Delivered is the next status. If No, PO is moved to Completed SOS POs.	Yes	<b>DELIVERED</b> for POs shipping direct to customer. None for store shipments.	No
Delivered PO directly to Customer	Select Status=	<b>DELIVERED.*</b>	Required for Customer Direct POs. This status is not needed for shipments to stores. Deliver entire order together.	Yes	None, PO delivered	No
Incorrect Shipping Address	Select Status= Order Exception= Enter= Current Status=	<b>EXCEPTIONS**</b> . <b>INCORRECT ADDRESS</b> . <b>New Address</b> . Original Address moved to Transaction Notes. <b>APPROVED - ADDRESS EXCEPTION</b> .	Obtain new address from Lowe's.	Yes	Send Status for next stage of the PO	No
Approved with Price Discrepancy for an Item(s)	Select Status= Item Status= Current Status=	<b>EXCEPTIONS**</b> . Order Exception=None. <b>INCORRECT PRICE</b> . Repeat as needed per item. <b>APPROVED - ITEM PRICE EXCEPTION</b> .	Lowe's store will not be made aware of a pricing discrepancy.	Yes	Contact SOS Team to review PO and correct catalog. Submit <b>COMMITTED</b> .	No
Direct Delivery to Customer Not Completed	Select Status= Enter=	<b>Direct Delivery to Customer Not Complete</b> <b>New Delivery Date</b> when delivery will be attempted again for entire PO.	Can be sent after 'Shipped' for Customer Direct shipments. Do not submit for shipments to Lowe's stores.	Yes	<b>DELIVERED</b>	If Date not accepted.
Ship/Delivery Date Change for Entire PO	Select Status= Order Exception= Select= Current Status=	<b>EXCEPTIONS**</b> <b>NEW DELIVERY DATE FOR ENTIRE ORDER*</b> <b>New Delivery Date</b> (current or greater) <b>APPROVED - ORDER DELIVERY DATE EXCEPTION</b> <b>If only Ship Date is known, select that exception instead of Delivery Date.</b>	All Items should be Shipped or Delivered on the same New Date.	Yes	If PO is not Cancelled, submit <b>COMMITTED</b> .	If Date not accepted.
Ship/Delivery Date Change for an Item(s) in a multi-item PO	Select Status= Item Status= Select= Current Status=	<b>EXCEPTIONS**</b> . Order Exception=None. <b>NEW DELIVERY DATE FOR ITEM</b> . Repeat as needed per item. <b>New Delivery Date</b> (current or greater). <b>REJECTED - ITEM DELIVERY DATE EXCEPTION</b> . <b>If only Ship Date is known, select that exception instead of Delivery Date.</b>	If the PO Delivery Date is not impacted, do not send an Exception status.	No	Lowe's will either ask vendor to Reschedule entire PO or cancel. Lowe's may create new PO.	If Date is not changed for entire PO.
Vendor Carrier Delay & Rescheduled Delivery Date	Select Status= Order Exception= Select= Current Status=	<b>EXCEPTIONS**</b> . <b>VENDOR SUPPLIED CARRIER DELAY</b> . <b>New Delivery Date</b> (current or greater). <b>APPROVED - VENDOR SUPPLIED CARRIER DELAY</b> .	This status can be sent after 'Committed'.	Yes	<b>SHIPPED</b> by Rescheduled Delivery Date	If Date not accepted.
Item(s) has Invalid Item or Model Number	Select Status= Item Status= Current Status=	<b>EXCEPTIONS**</b> . Order Exception=None. <b>INVALID ITEM/MODEL</b> . Repeat for each invalid item. <b>REJECTED - INVALID ITEM/MODEL NUMBER</b> .		No	Contact SOS Team to correct SOS catalog.	Yes; may create new PO.

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				Continue Shipping	Next Status or Follow-Up	Lowe's Cancels PO
Item(s) Discontinued	<i>Select Status=</i> <i>Item Status=</i> <i>Current Status=</i>	<b>EXCEPTIONS**</b> . <i>Order Exception=</i> None. <b>DISCONTINUED ITEM</b> . Repeat for each discontinued item. <b>REJECTED - INVALID ITEM/MODEL NUMBER</b> .		No	Contact SOS Team to correct SOS catalog.	Yes; may create new PO.
Item(s) Completely Out-of-Stock; zero available to ship	<i>Select Status=</i> <i>Item Status=</i> <i>Quantity=</i> <i>Current Status=</i>	<b>EXCEPTIONS**</b> . <i>Order Exception=</i> None. <b>COMP OUT OF STOCK</b> . Repeat for each item completely out-of-stock. <b>Amount automatically set to zero</b> ; original amount shown as 'org' and disabled. <b>REJECTED - ITEM COMPLETELY OUT OF STOCK</b> .	Lowe's requires a 'Ship/Delivery Date Change' Item Status if vendor knows the date product is available instead of submitting the Out-of-Stock Item Status.	No	None, do not proceed with shipping.	Yes; may create new PO.
Item(s) Partially Out-of-Stock; PO quantity cannot be shipped	<i>Select Status=</i> <i>Item Status=</i> <i>Quantity=</i> <i>Current Status=</i>	<b>EXCEPTIONS**</b> . <i>Order Exception=</i> None. <b>PARTIAL OUT OF STOCK</b> . Repeat for each partially out-of-stock item. <b>Enter amount available</b> ; original amount shown as 'org' and disabled. <b>REJECTED - ITEM PARTIALLY OUT OF STOCK</b> .				
Item(s) has Invalid Unit of Measure (UOM)	<i>Select Status=</i> <i>Item Status=</i>	<b>EXCEPTIONS**</b> . <i>Order Exception=</i> None. <b>INVALID UNIT (temporary status)</b> <i>User selects one of these as a resolution:</i> <b>1) Vendor Can Correct UOM: Status= APPROVED.</b> <b>2) Vendor Cannot Correct UOM: Status= EXCEPTIONS**, Item Status= INVALID ITEM/MODEL.</b> If the user submits the Invalid Unit Status again for the item, a prompt states the issue must be addressed with Lowe's SOS Team to determine the status to submit.	When an item has an invalid UOM, the vendor should not apply an item status without additional research. The vendor should contact Lowe's SOS Team to 1) update the SOS catalog, 2) decide how to correct the UOM for the PO received and future POs, and 3) confirm an invalid item status should be sent if the vendor cannot correct the PO for shipping.	Only when Status= Approved	If Approved, submit <b>COMMITTED</b> . If Invalid Item/Model, do not ship. Contact SOS Team to correct SOS catalog.	Yes when Status= Invalid Item/Model.
Multiple Exceptions	<i>Select Status=</i>	The 'Select Status' drop down box will display the type of status that can be selected for a PO based on its current status. When more than one item on the PO has an exception, the status will be displayed as either ' <b>Approved</b> ' or ' <b>Rejected</b> ' and followed by ' <b>Multiple Item Exceptions</b> '.	Multiple exceptions can exist per PO; only one exception per item. It is preferred <b>all PO Exceptions are submitted at the same time and within 24-hours from the PO posting.</b>	Only when Status= Approved	If Approved, submit <b>COMMITTED</b> . If Rejected, do not ship.	Based on PO Status for Item Exceptions
Cancelled PO via WebForms	<i>Select Status=</i>	Automatically displayed as <b>CANCELLED*</b> after the Cancelled PO is Accepted.	Accept the WebForm SOS PO Cancellation within <b>24-hours</b> from it posting. See the business rules in 'View SOS PO Cancellations' in the SOS WebForms Vendor Packet.	No	None, PO cancelled.	Already Cancelled
Manually Cancelling PO	<i>Select Status=</i>	<b>MANUALLY CANCELLED. The vendor should NOT submit Manual Cancellations unless directed by Lowe's.</b> The manual cancellation status will NOT be sent to the store since the store verbally requested the user to cancel the PO.	<b>ONLY</b> when the store states they cannot systematically cancel the PO to generate the WebForm PO Cancellation should it be applied manually by the vendor. The store must also manually apply the cancellation in their system.	No	PO will be moved to Completed SOS Purchase Orders.	Already Cancelled
* <b>Required Statuses:</b> 1st status required within 24-hours after PO posts; submit 'Approved', 'Ship/Delivery Date Change for entire PO', or 'Other Status Exception'. For POs Approved or with Date Change, submit 'Committed' within 48-hours after PO posts. Next, the 'Shipped' status is required by the PO Delivery Date. The 'Delivered' status is required for all POs shipped direct to a customer. For SOS PO Cancellations received via WebForms, those should be 'Accepted' within 24-hours from the time it posts to create the 'Cancelled' status. When it is not feasible to submit these statuses on weekends, send them on the vendor's next business day.						
** <b>EXCEPTIONS:</b> When an EXCEPTIONS Status is selected, 'Exceptions Pending' is displayed until the type of exception is entered. Items cannot be substituted. If an order is revised by the customer, Lowe's will cancel it and may send a new PO.						
<b>IMPORTANT:</b> All Status Exceptions will be negotiated by Lowe's with the customer and vendor.						
<a href="#">Additional WebForm SOS documentation is available on LowesLink@</a>						