

SOS VENDOR'S WEBFORMS PRE-PRODUCTION CHECKLIST

*This checklist is for Lowe's vendor's internal review of their SOS processes before moving to production on SOS WebForms.
The vendor should contact Lowe's EDI Implementation Coordinator if they cannot successfully complete all items on the checklist.*

<input checked="" type="checkbox"/>	
1	Reviewed Lowe's SOS WebForms Vendor Packet.
2	Reviewed Lowe's SOS WebForms Order Status Matrix.
3	Reviewed Lowe's SOS WebForms Order Status Milestones.
4	Can find all WebForms SOS documentation on www.loweslink.com and in the EDI section select WebForms.
5	Understand the requirements for the WebForms SOS Purchase Order (PO) Original and Cancellation transactions and for submitting the appropriate WebForms Order Status.
6	Understand Lowe's SOS program operates in a real-time environment and my company will retrieve/send WebForms SOS transactions timely.
7	Users within our company will complete the SOS WebForms test outlined in the SOS WebForms Vendor Packet to become certified.
8	Provided Lowe's EDI Implementation Coordinator with an email address(es) that is monitored throughout the week day for our company to receive email alerts as WebForms SOS Original POs and PO Cancellations are posted, as well as receive alerts on overdue Order Statuses.
9	Will review the SOS PO within 6-hours from the time the SOS PO Original or SOS PO Cancellation is posted and the email alert is sent.
10	We will be able to process an SOS PO when it includes the same item number repeated more than once for an item in the same PO.
11	The first WebForm Order Status will be sent within 24-hours from the time each WebForm SOS PO Original or PO Cancellation is posted.
12	A WebForm Order Status of 'Approved' will be submitted for each SOS PO Original that can be filled as ordered within 24-hours from the time the PO is posted.
13	When the PO cannot be filled as ordered, the first WebForm Order Status will include exceptions at the order/item level such as submitting a new Ship/Delivery Date at the order level or an out-of-stock exception at the item level. It will be submitted within 24-hours from the time the PO is posted. For item exceptions, it is understood only one exception can be reported per line item.
14	For Approved SOS POs, an Order Status of 'Committed' will be submitted to confirm the SOS PO is allocated to be manufactured. It will be sent within 48-hours from the time the WebForms SOS PO is posted.
15	When the SOS PO is Shipped, a WebForm Order Status of 'Shipped' will be submitted immediately. The 'Shipped' Order Status will be sent by the PO Requested Delivery Date for Approved POs.
16	Will send the WebForms Order Status of 'Delivered' for all SOS POs that are delivered directly to the customer/installer after the carrier notifies our company the PO has been delivered.
17	All order exceptions will be resolved before sending the 'Committed' and 'Shipped' WebForms Order Statuses. It is understood a WebForms Order Status may create an SOS PO Cancellation from Lowe's as outlined in the WebForms SOS Order Status Matrix. Additionally, when a customer revises an SOS PO, Lowe's will cancel it and may send a new PO.
18	The business rules outlined in Lowe's SOS WebForms Vendor Packet for processing the SOS PO Cancellation will be applied within our company. It is understood the rules for a PO Cancellation will vary based upon the type of SOS PO.
19	Will 'Accept' the WebForms SOS PO Cancellation within 24-hours from the WebForms SOS PO Cancellation post. By Accepting the SOS PO Cancellation, our company is confirming the SOS PO has been cancelled.
20	Our company will meet the specific time constraints for viewing new Original POs and PO Cancellations, and applying Order Statuses. When it is not feasible to view POs or submit Order Statuses on weekends, those will be processed the morning of our company's next business day.
21	The 'Manual Cancellation' Order Status in WebForms will only be submitted when Lowe's requests the PO Cancellation. Lowe's store should only request it when they cannot systematically cancel the PO to generate the WebForm PO Cancellation. It is understood the Manual Cancellation Status will NOT be sent to Lowe's store since the store verbally requested our company to cancel the PO. The main purpose of this status is to remove it from our Waiting for a Status screen.
22	Items on an SOS order will not be substituted, and the entire order will be shipped together as it is understood Lowe's does not accept multiple shipments or partial shipments for an SOS PO.
23	Our company will respond to Lowe's EDI Team by 4:00 p.m. ET when they inquire about overdue WebForms Order Statuses.
24	It is possible manual/faxed SOS orders may be received after moving to production on SOS WebForms. If this occurs, these will be processed as manual orders. A WebForms Order Status will not be submitted for manual orders.